<table>
<thead>
<tr>
<th>Workforce Innovation and Opportunities Act (WIOA) Title I Adults</th>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Quarter</th>
<th>Current Quarter</th>
<th>Percent Change</th>
<th>12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Rate (Q2 post-exit)</td>
<td>Quarterly</td>
<td>increase</td>
<td>73.3%</td>
<td>68.8%</td>
<td>69.6%</td>
<td>1.2%</td>
<td>67.7%</td>
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<tr>
<td>Employment Rate (Q4 post-exit)</td>
<td>Quarterly</td>
<td>increase</td>
<td>71.2%</td>
<td>70.1%</td>
<td>69.3%</td>
<td>-1.1%</td>
<td>70.1%</td>
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<tr>
<td>Median Earnings</td>
<td>Quarterly</td>
<td>increase</td>
<td>$5,300.00</td>
<td>$5,635.00</td>
<td>$5,422.00</td>
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<td>$5,649.50</td>
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<tr>
<td>Credential Rate</td>
<td>Quarterly</td>
<td>increase</td>
<td>58.7%</td>
<td>68.3%</td>
<td>60.5%</td>
<td>-11.4%</td>
<td>60.8%</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>Quarterly</td>
<td>increase</td>
<td>N/A</td>
<td>33.3%</td>
<td>33.5%</td>
<td>0.6%</td>
<td>29.6%</td>
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<tr>
<td>Effectiveness in Serving Employers</td>
<td>Annual</td>
<td>increase</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<th>WIOA Title I Dislocated Workers</th>
<th>Frequency</th>
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<th>Target</th>
<th>Prior Quarter</th>
<th>Current Quarter</th>
<th>Percent Change</th>
<th>12 Month Average</th>
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<tbody>
<tr>
<td>Employment Rate (Q2 post-exit)</td>
<td>Quarterly</td>
<td>increase</td>
<td>77.0%</td>
<td>71.3%</td>
<td>74.0%</td>
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<td>71.7%</td>
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<tr>
<td>Employment Rate (Q4 post-exit)</td>
<td>Quarterly</td>
<td>increase</td>
<td>74.1%</td>
<td>74.1%</td>
<td>76.3%</td>
<td>3.0%</td>
<td>73.6%</td>
</tr>
<tr>
<td>Median Earnings</td>
<td>Quarterly</td>
<td>increase</td>
<td>$6,900.00</td>
<td>$8,320.00</td>
<td>$9,039.00</td>
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<td>$8,233.75</td>
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<tr>
<td>Credential Rate</td>
<td>Quarterly</td>
<td>increase</td>
<td>63.5%</td>
<td>67.4%</td>
<td>68.8%</td>
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<td>67.7%</td>
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<tr>
<td>Measurable Skills Gain</td>
<td>Quarterly</td>
<td>increase</td>
<td>N/A</td>
<td>30.9%</td>
<td>35.2%</td>
<td>13.9%</td>
<td>29.1%</td>
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<tr>
<td>Effectiveness in Serving Employers</td>
<td>Annual</td>
<td>increase</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<table>
<thead>
<tr>
<th>WIOA Title I Youth</th>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Quarter</th>
<th>Current Quarter</th>
<th>Percent Change</th>
<th>12 Month Average</th>
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</thead>
<tbody>
<tr>
<td>Placement in Emp/Train/Ed (Q2 post-exit)</td>
<td>Quarterly</td>
<td>increase</td>
<td>65.0%</td>
<td>53.8%</td>
<td>64.0%</td>
<td>19.0%</td>
<td>61.4%</td>
</tr>
<tr>
<td>Placement in Emp/Train/Ed (Q4 post-exit)</td>
<td>Quarterly</td>
<td>increase</td>
<td>41.0%</td>
<td>59.0%</td>
<td>56.8%</td>
<td>-3.7%</td>
<td>60.8%</td>
</tr>
<tr>
<td>Median Earnings</td>
<td>Quarterly</td>
<td>increase</td>
<td>N/A</td>
<td>$2,520.00</td>
<td>$2,752.00</td>
<td>9.2%</td>
<td>$2,462.25</td>
</tr>
<tr>
<td>Credential Rate</td>
<td>Quarterly</td>
<td>increase</td>
<td>64.0%</td>
<td>47.8%</td>
<td>53.9%</td>
<td>12.8%</td>
<td>47.1%</td>
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<tr>
<td>Measurable Skills Gain</td>
<td>Quarterly</td>
<td>increase</td>
<td>N/A</td>
<td>34.5%</td>
<td>38.5%</td>
<td>11.6%</td>
<td>41.7%</td>
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<tr>
<td>Effectiveness in Serving Employers</td>
<td>Annual</td>
<td>increase</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<table>
<thead>
<tr>
<th>WIOA Title III Labor Exchange</th>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Quarter</th>
<th>Current Quarter</th>
<th>Percent Change</th>
<th>12 Month Average</th>
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</thead>
<tbody>
<tr>
<td>Employment Rate (Q2 post-exit)</td>
<td>Quarterly</td>
<td>increase</td>
<td>50.0%</td>
<td>57.2%</td>
<td>58.7%</td>
<td>2.6%</td>
<td>57.8%</td>
</tr>
<tr>
<td>Employment Rate (Q4 post-exit)</td>
<td>Quarterly</td>
<td>increase</td>
<td>55.0%</td>
<td>60.1%</td>
<td>61.9%</td>
<td>3.0%</td>
<td>59.5%</td>
</tr>
<tr>
<td>Median Earnings</td>
<td>Quarterly</td>
<td>increase</td>
<td>$5,200.00</td>
<td>$5,931.00</td>
<td>$5,661.00</td>
<td>-4.6%</td>
<td>$5,890.00</td>
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<tr>
<td>Effectiveness in Serving Employers</td>
<td>Annual</td>
<td>increase</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<table>
<thead>
<tr>
<th>WorkFirst New Jersey</th>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Quarter</th>
<th>Current Quarter</th>
<th>Percent Change</th>
<th>12 Month Average</th>
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</thead>
<tbody>
<tr>
<td>Percentage of Participants whoEntered Employment</td>
<td>Quarterly</td>
<td>increase</td>
<td>15.0%</td>
<td>50.1%</td>
<td>44.0%</td>
<td>-12.1%</td>
<td>43.0%</td>
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</table>

<table>
<thead>
<tr>
<th>Vocational Rehabilitation Services</th>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Quarter</th>
<th>Current Quarter</th>
<th>Percent Change</th>
<th>12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average hourly rate of pay for those individuals who enter employment</td>
<td>Quarterly</td>
<td>increase</td>
<td>$12.30</td>
<td>$13.92</td>
<td>$13.57</td>
<td>-2.5%</td>
<td>$13.18</td>
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<tr>
<td>Financial Category</td>
<td>Frequency</td>
<td>Desired Trend</td>
<td>Target</td>
<td>Prior Month</td>
<td>Current Month</td>
<td>Change</td>
<td>12 Month Average</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>-----------</td>
<td>---------------</td>
<td>---------</td>
<td>-------------</td>
<td>--------------</td>
<td>---------</td>
<td>------------------</td>
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<tr>
<td><strong>Disability Determinations Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time it takes to process a case (in days) (a)</td>
<td>Monthly</td>
<td>reduce</td>
<td>87.0</td>
<td>82.9</td>
<td>86.2</td>
<td>3.9%</td>
<td>80.64</td>
</tr>
<tr>
<td>Percent of processed cases deemed accurate by U.S. Social Security Administration sampling (b)</td>
<td>Monthly</td>
<td>increase</td>
<td>80.0%</td>
<td>98.0%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Cases that remain pending 12 or more months</td>
<td>Monthly</td>
<td>reduce</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>100.0%</td>
<td>0</td>
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<tr>
<td><strong>Unemployment Insurance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Initial Claims:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Percent of cases receiving first payment within 21 days</td>
<td>Monthly</td>
<td>increase</td>
<td>87.0%</td>
<td>96.9%</td>
<td>90.3%</td>
<td>-6.8%</td>
<td>90.3%</td>
</tr>
<tr>
<td>Percent of Non-Monetary Determinations decided within 21 days</td>
<td>Monthly</td>
<td>increase</td>
<td>80.0%</td>
<td>87.1%</td>
<td>73.7%</td>
<td>-15.4%</td>
<td>73.7%</td>
</tr>
<tr>
<td>Number of Lower Authority Appeals(b)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Decisions within 30 days</td>
<td>Monthly</td>
<td>increase</td>
<td>60.0%</td>
<td>88.8%</td>
<td>59.4%</td>
<td>-33.1%</td>
<td>59.4%</td>
</tr>
<tr>
<td>Decisions within 45 days</td>
<td>Monthly</td>
<td>increase</td>
<td>80.0%</td>
<td>97.7%</td>
<td>97.0%</td>
<td>-0.7%</td>
<td>97.0%</td>
</tr>
<tr>
<td>Decisions within 90 days</td>
<td>Monthly</td>
<td>increase</td>
<td>95.0%</td>
<td>99.9%</td>
<td>100.0%</td>
<td>0.1%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Number of Upper Level Appeals</td>
<td>Monthly</td>
<td>reduce</td>
<td>300</td>
<td>30</td>
<td>30</td>
<td>0.0%</td>
<td>30</td>
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<tr>
<td><strong>Unemployment Insurance Call Centers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Average wait time to speak to an agent (in minutes)</td>
<td>Monthly</td>
<td>reduce</td>
<td>15 Minutes</td>
<td>2.54</td>
<td>21.37</td>
<td>741.3%</td>
<td>5.05</td>
</tr>
<tr>
<td>Percentage of initial claims filed online</td>
<td>Monthly</td>
<td>increase</td>
<td>55.0%</td>
<td>94.7%</td>
<td>99.3%</td>
<td>4.9%</td>
<td>99.3%</td>
</tr>
<tr>
<td>Percentage of continued claims filed online</td>
<td>Monthly</td>
<td>increase</td>
<td>70.0%</td>
<td>83.0%</td>
<td>89.0%</td>
<td>7.2%</td>
<td>80.0%</td>
</tr>
<tr>
<td>Percentage of initial claims filed without agent assistance</td>
<td>Monthly</td>
<td>increase</td>
<td>60.0%</td>
<td>79.1%</td>
<td>75.6%</td>
<td>-4.4%</td>
<td>55.7%</td>
</tr>
<tr>
<td>Time to process initial claims handled by agents (in days)</td>
<td>Monthly</td>
<td>reduce</td>
<td>5 days</td>
<td>6</td>
<td>23</td>
<td>283.3%</td>
<td>7</td>
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<tr>
<td><strong>Temporary Disability Insurance</strong></td>
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<td></td>
<td></td>
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<td></td>
</tr>
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<td>State Plan Initial Claims:</td>
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<tr>
<td>Eligibility Determined within 14 days of receipt</td>
<td>Monthly</td>
<td>increase</td>
<td>75.0%</td>
<td>75.0%</td>
<td>71.2%</td>
<td>-5.1%</td>
<td>58.8%</td>
</tr>
<tr>
<td>Eligibility Determined within 28 days of receipt</td>
<td>Monthly</td>
<td>increase</td>
<td>90.0%</td>
<td>91.9%</td>
<td>90.4%</td>
<td>7.0%</td>
<td>89.9%</td>
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<tr>
<td><strong>Family Leave Claims</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eligibility Determined within 14 days of receipt</td>
<td>Monthly</td>
<td>increase</td>
<td>85.0%</td>
<td>90.4%</td>
<td>39.4%</td>
<td>-56.4%</td>
<td>43.6%</td>
</tr>
<tr>
<td>Eligibility Determined within 28 days of receipt</td>
<td>Monthly</td>
<td>increase</td>
<td>95.0%</td>
<td>96.9%</td>
<td>88.8%</td>
<td>-8.4%</td>
<td>84.8%</td>
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<tr>
<td><strong>Temporary Disability Insurance-Family Leave Insurance Call Center</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Average wait time to speak to an agent (in minutes)</td>
<td>Monthly</td>
<td>reduce</td>
<td>7 Minutes</td>
<td>24.08</td>
<td>44.47</td>
<td>84.6%</td>
<td>16.65</td>
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<tr>
<td>Rate of Abandoned calls</td>
<td>Monthly</td>
<td>reduce</td>
<td>16.0%</td>
<td>22.4%</td>
<td>35.3%</td>
<td>57.6%</td>
<td>16.7%</td>
</tr>
<tr>
<td>Percentage of calls handled without agent assistance</td>
<td>Monthly</td>
<td>increase</td>
<td>90.0%</td>
<td>35.9%</td>
<td>21.1%</td>
<td>-41.2%</td>
<td>36.0%</td>
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</table>

NJDOL KPI Report  
June 2020  
Page 2 of 3
<table>
<thead>
<tr>
<th>Public Safety and Occupational Safety &amp; Health</th>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Change</th>
<th>Change %</th>
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</thead>
<tbody>
<tr>
<td><strong>Asbestos Control</strong></td>
<td>Monthly</td>
<td>increase</td>
<td>230</td>
<td>138</td>
<td>32</td>
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<td>Monitor asbestos abatement contractors', workers', and supervisors' compliance with licensing requirements through inspection of work sites</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>-76.8%</td>
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<tr>
<td><strong>Number of Inspections</strong></td>
<td>Monthly</td>
<td>increase</td>
<td>45</td>
<td>3</td>
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<tr>
<td>Crane Inspections</td>
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<td></td>
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<td>-100.0%</td>
</tr>
<tr>
<td>Mine Inspections</td>
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<td></td>
<td>66</td>
<td>35</td>
<td>0</td>
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<tr>
<td>Explosive Inspections</td>
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<td>100</td>
<td>93</td>
<td>25</td>
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<td>Retail Gasoline Inspections</td>
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<td>Fireworks Inspections</td>
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<td>0</td>
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<td><strong>Public Employees Occupational Safety &amp; Health (PEOSH)</strong></td>
<td>Monthly</td>
<td>increase</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Percentage of complaints investigated within 5 days as negotiated with OSHA as part of an approved State Plan</td>
<td>Monthly</td>
<td>increase</td>
<td>6</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td><strong>On-Site Consultation &amp; Training</strong></td>
<td>Monthly</td>
<td>increase</td>
<td>6</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Number of annual health and safety consultation visits to public sector</td>
<td>Monthly</td>
<td>increase</td>
<td>37</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>Number of health and safety consultations to private sector employers</td>
<td>Monthly</td>
<td>increase</td>
<td>20</td>
<td>12</td>
<td>0</td>
</tr>
<tr>
<td>WDP Occupational Safety Training-number of training sessions</td>
<td>Monthly</td>
<td>increase</td>
<td>2,380</td>
<td>1,391</td>
<td>7</td>
</tr>
<tr>
<td><strong>Boiler and Pressure Vessel Compliance</strong></td>
<td>Monthly</td>
<td>increase</td>
<td>2,380</td>
<td>1,391</td>
<td>7</td>
</tr>
<tr>
<td>Number of boilers or pressure vessels inspected monthly</td>
<td>Monthly</td>
<td>increase</td>
<td>2,380</td>
<td>1,391</td>
<td>7</td>
</tr>
<tr>
<td><strong>Wage and Hour Compliance</strong></td>
<td>Monthly</td>
<td>increase</td>
<td>80.0%</td>
<td>81.4%</td>
<td>76.0%</td>
</tr>
<tr>
<td>Inspections triggered by a worker complaint which are completed within 90 days</td>
<td>Monthly</td>
<td>increase</td>
<td>90.0%</td>
<td>49.8%</td>
<td>76.0%</td>
</tr>
<tr>
<td><strong>Response to Complaints</strong></td>
<td>Monthly</td>
<td>increase</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Percent of applications processed within 30 days of receipt</td>
<td>Monthly</td>
<td>increase</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Public Works Contractor Registration</strong></td>
<td>Monthly</td>
<td>increase</td>
<td>70.0%</td>
<td>81.1%</td>
<td>78.0%</td>
</tr>
<tr>
<td>Expedite the case listing and hearing of all motions involving medical treatment issues by completing:</td>
<td>Monthly</td>
<td>increase</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Emergent medical treatment disputes resolved within 30 days</td>
<td>Monthly</td>
<td>increase</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Non-emergent issues resolved within 60 days</td>
<td>Monthly</td>
<td>increase</td>
<td>70.0%</td>
<td>81.1%</td>
<td>78.0%</td>
</tr>
</tbody>
</table>

(a) March KPI is based of three weeks of processing time provided by SSA.
(b) No quality numbers will be provided from SSA for balance of FY2020