

073 - DEPARTMENT OF LABOR AND TRAINING

Real Jobs Rhode Island Employer Engagement - PM7316

The figures below represent the number of employers participating in Real Jobs Partnerships. [Notes: 2016 and 2017 targets have been revised. Missing values appear as zeros in the measure.]

Frequency: Annual *Reporting Period: Calendar Year*

	2015	2016	2017	2018	2019
Target	100	200	200	200	400
Actual	186	218	330		

Real Jobs Rhode Island Job Placements - PM7317

The figures below represent job placements through Real Jobs Partnerships. [Notes: 2016 and 2017 targets have been revised. Missing values appear as zeros in the measure.]

Frequency: Annual *Reporting Period: Calendar Year*

	2015	2016	2017	2018	2019
Target		236	557	590	4000
Actual		222	800		

Timeliness of Unemployment Insurance (UI) First Benefit Payments - PM7312

The figures below represent the percentage of initial UI claims for benefits paid within 14 days. The United States Department of Labor has set a target of 87 percent. [Notes: FY2019 targets have not been negotiated with USDOL. Missing values appear as zeros in the measure.]

Frequency: Annual *Reporting Period: Calendar Year*

	2015	2016	2017	2018	2019
Target	87.0%	87.0%	90.0%	93.0%	N/A
Actual	86.0%	89.5%	99.2%		

Timeliness of UI Adjudication Decisions - PM7313

The figures below represent the percentage of contested UI claims adjudicated within 21 days. The United States Department of Labor has set a target of 80 percent. [Notes: FY2019 targets have not been negotiated with USDOL. Missing values appear as zeros in the measure.]

Frequency: Annual *Reporting Period: Calendar Year*

	2015	2016	2017	2018	2019
Target	80.0%	80.0%	85.0%	90.0%	N/A
Actual	54.8%	80.6%	92.3%		

UI Call Center Wait Times - PM7314

The figures below represent the average amount of time in minutes a caller spends on hold before reaching an agent in the UI call center. [Note: Missing values appear as zeros in the measure.]

Frequency: Annual *Reporting Period: Calendar Year*

	2015	2016	2017	2018	2019
Target	25 Minutes	20 Minutes	15 Minutes	10 Minutes	10 Minutes
Actual	25 Minutes	19 Minutes	10 Minutes		

Timeliness of Labor Standards Case Closure - PM7315

Labor Standards cases are considered closed when the wage claim is dismissed as not valid, settled, or referred to a hearing. The figures below represent the percentage of cases closed in 90 days or less from date of assignment to examiner. [Note: Missing values appear as zeros in the measure.]

Frequency: Annual

Reporting Period: Calendar Year

	2015	2016	2017	2018	2019
Target		50.0%	75.0%	65.0%	70.0%
Actual	30.0%	45.0%	45.0%		