

## Performance Measures

### Department of Labor and Training

### Central Management

#### Timely Response to APRA Requests

Under RIGL, DLT has 10 business days to respond to Access to Public Records Act (APRA) requests starting the day after the receipt of the request and can request an additional 20 business days if necessary. The figures below represent the percent of APRA requests responded to within the time set by the legal requirements. [Note: This performance measure was established in FY 2024 and historical targets and actuals are not available.]

	<i>Frequency: Annual</i>	<i>Reporting Period: State Fiscal Year</i>			
	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Target</b>	--	--	95%	95%	100%
<b>Actual</b>	--	100%	100%	--	--

## Performance Measures

### Department of Labor and Training

### Workforce Development Services

#### Dislocated Worker Employment Second Quarter After Program Exit

The figures below represent the percent of participants who are in unsubsidized employment during the second quarter after exit from the program. [Note: This measure is originally reported on the federal program year and was offset by a year to align with the state fiscal year.]

	<i>Frequency: Annual</i>	<i>Reporting Period: State Fiscal Year</i>			
	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Target</b>	82.5%	83.0%	83.0%	86.0%	86.5%
<b>Actual</b>	80.3%	88.0%	78.8%	--	--

#### Dislocated Worker Employment Fourth Quarter After Program Exit

The figures below represent the percent of participants who are in unsubsidized employment during the fourth quarter after exit from the program. [Note: This measure is originally reported on the federal program year and was offset by a year to align with the state fiscal year.]

	<i>Frequency: Annual</i>	<i>Reporting Period: State Fiscal Year</i>			
	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Target</b>	83.0%	83.5%	83.5%	84.5%	85.5%
<b>Actual</b>	76.1%	88.2%	87.5%	--	--

## Performance Measures

### Department of Labor and Training

### Workforce Regulation and Safety

#### Timeliness of Labor Standards Case Closure

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 percent of cases closed in 90 days or less from the date of assignment to an examiner.

	<i>Frequency: Annual</i>	<i>Reporting Period: Calendar Year</i>			
	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Target</b>	45%	45%	45%	50%	55%
<b>Actual</b>	53%	57%	58%	--	--

## Performance Measures

### Department of Labor and Training

#### Income Support

##### UI Call Center Wait Times

The figures below represent the average amount of time in minutes a caller spends on hold before reaching an agent in the Unemployment Insurance (UI) call center.

*Frequency: Annual*

*Reporting Period: State Fiscal Year*

	2022	2023	2024	2025	2026
<b>Target</b>	30	30	30	30	30
<b>Actual</b>	53	40	63	--	--

##### Timeliness of UI Adjudication Decisions

The figures below represent the percent of contested UI claims adjudicated within 21 days. The United States Department of Labor has set a target of 80 percent. [Note: CY 2024 data is as of September 2024.]

*Frequency: Annual*

*Reporting Period: Calendar Year*

	2022	2023	2024	2025	2026
<b>Target</b>	80%	80%	80%	80%	80%
<b>Actual</b>	75.7%	64.1%	75.5%	--	--

##### Timeliness of Unemployment Insurance Benefit Payments

The figures below represent the percent of initial UI claims for benefits paid within 14 days. The United States Department of Labor has set a target of 87 percent. [Note: CY 2024 data is as of September 2024.]

*Frequency: Annual*

*Reporting Period: Calendar Year*

	2022	2023	2024	2025	2026
<b>Target</b>	87%	87%	87%	87%	87%
<b>Actual</b>	86.4%	88.6%	90.6%	--	--

## Performance Measures

### Department of Labor and Training

### Injured Workers Services

#### Injured Workers That Completed Training

The figures below represent the number of injured workers that completed treatment with increased functional gains compared to when first starting treatment. These increased functional gains make these injured workers more employable in the Rhode Island labor market. [Note: CY 2024 data provided consists of two quarters of operations.]

	<i>Frequency: Annual</i>	<i>Reporting Period: Calendar Year</i>			
	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Target</b>	400	400	500	550	550
<b>Actual</b>	231	431	176	--	--

#### Injured Workers That Completed Treatment

The figures below represent the number of injured workers that completed treatment and were verified to have either returned to work with employer of injury or with a new employer. These include referrals to Vocational Rehabilitation. [Note: CY 2024 data provided consists of two quarters of operations.]

	<i>Frequency: Annual</i>	<i>Reporting Period: Calendar Year</i>			
	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Target</b>	300	300	300	300	300
<b>Actual</b>	222	254	137	--	--

## Performance Measures

### Department of Labor and Training

### Governor's Workforce Board

#### Real Jobs Rhode Island Job Placements

The figures below represent job placements through Real Jobs Partnerships. [Note: The program gives 90 days post-activity completion for participants to be placed and only counts job placements for participants in activities ending within each calendar year.]

	<i>Frequency: Annual</i>	<i>Reporting Period: Calendar Year</i>			
	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Target</b>	5,750	4,500	3,000	500	1,260
<b>Actual</b>	3,385	2,618	2,082	--	--

#### Real Jobs Rhode Island Employer Engagement

The figures below represent the number of employers participating in Real Jobs Partnerships. [Note: An employer is considered to be participating if they have placed a Real Jobs Rhode Island jobseeker within the calendar year.]

	<i>Frequency: Annual</i>	<i>Reporting Period: Calendar Year</i>			
	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Target</b>	913	1,000	1,200	200	400
<b>Actual</b>	1,633	1,492	1,264	--	--