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## Performance Measures

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### Department of Labor and Training

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### Central Management

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#### Timely Response to APRA Requests

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Under RIGL, DLT has 10 business days to respond to 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.]

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*Frequency: Annual*

*Reporting Period: State Fiscal Year*

	2021	2022	2023	2024	2025
<b>Target</b>	--	--	--	95%	95%
<b>Actual</b>	--	--	100%	--	--

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## Performance Measures

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### Department of Labor and Training

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### Workforce Regulation and Safety

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#### Timeliness of Labor Standards Case Closure

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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 date of assignment to examiner.

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*Frequency: Annual*

*Reporting Period: Calendar Year*

	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>Target</b>	45%	45%	45%	45%	50%
<b>Actual</b>	25%	53%	57%	--	--

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## Performance Measures

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### Department of Labor and Training

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#### Income Support

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##### UI Call Center Wait Times

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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.

	<i>Reporting Period: State Fiscal Year</i>				
	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>Target</b>	20	30	30	30	30
<b>Actual</b>	53	53	41	--	--

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##### Timeliness of UI Adjudication Decisions

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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.

	<i>Reporting Period: Calendar Year</i>				
	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>Target</b>	80%	80%	80%	80%	80%
<b>Actual</b>	48.2%	75.7%	70.5%	--	--

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##### Timeliness of Unemployment Insurance Benefit Payments

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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.

	<i>Reporting Period: Calendar Year</i>				
	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>Target</b>	87%	87%	87%	87%	87%
<b>Actual</b>	93.5%	86.4%	89.8%	--	--

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## Performance Measures

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### Department of Labor and Training

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#### Injured Workers Services

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##### Injured Workers That Completed Training

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The figures below represent the number of injured workers that completed treatment w/ increased functional gains compared to when they started treatment. These increased functional gains make these injured workers more employable in the Rhode Island labor market.

	<i>Reporting Period: Calendar Year</i>				
<i>Frequency: Annual</i>	2021	2022	2023	2024	2025
<b>Target</b>	350	400	400	500	550
<b>Actual</b>	334	231	431	--	--

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##### Injured Workers That Completed Treatment

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The figures below represent the number of injured workers that completed treatment and were verified that they have either returned to work with employer of injury or with a new employer. These include referrals to Vocational Rehabilitation.

	<i>Reporting Period: Calendar Year</i>				
<i>Frequency: Annual</i>	2021	2022	2023	2024	2025
<b>Target</b>	250	300	300	300	300
<b>Actual</b>	202	222	254	--	--

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## Performance Measures

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### Department of Labor and Training

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### Governor's Workforce Board

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#### Real Jobs Rhode Island Job Placements

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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.]

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*Frequency: Annual*

*Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
<b>Target</b>	8,067	5,750	4,500	3,000	3,000
<b>Actual</b>	4,689	3,370	2,300	--	--

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#### Real Jobs Rhode Island Employer Engagement

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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.]

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*Frequency: Annual*

*Reporting Period: Calendar Year*

	2021	2022	2023	2024	2025
<b>Target</b>	324	913	1,000	1,200	1,200
<b>Actual</b>	1,956	1,719	1,402	--	--

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