Discussion Points

1. Kevin D. Jarvis began his tenure as Acting Commissioner of the Department of Labor and Workforce Development in February 2026.

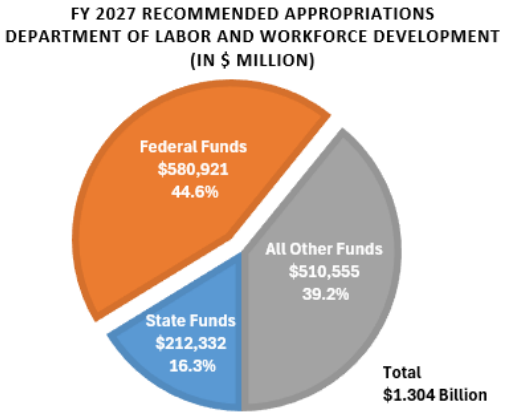
•1.1 ***Questions:*** **Please set forth the priorities and goals Mr. Jarvis has for the Department of Labor and Workforce Development. How do the Acting Commissioner's priorities and goals differ from the prior gubernatorial Administration? What changes does the Acting Commissioner intend to make to the department's internal operations and organization, program delivery, and program prioritization, including its personnel and financial resources allocation?**

Acting Commissioner Jarvis is focused on advancing a modern and responsive Department of Labor and Workforce Development that delivers real results for New Jersey residents and employers. He is committed to the mission of advancing workforce training and development initiatives, improving how government delivers services, and strengthening support for both New Jersey workers and employers alike. A key priority is improving how residents access NJDOL benefit programs. Through ongoing modernization efforts, the department is working to reduce wait times and ensure people can more easily connect with trained staff when they need assistance. These efforts also include increasing call center staffing, enhancing employee training, and upgrading technology systems to more efficiently handle routine tasks. The Acting Commissioner's overarching goal is to deliver timely, effective, and accessible support to all New Jerseyans.

NJDOL is also focused on better aligning workforce programs with actual employer needs. Through its apprenticeships and industry partnerships, the department is working to ensure that training programs lead to meaningful economic opportunities. NJDOL is also committed to improving access to career tools and training programs by simplifying how residents navigate training and employment services through tools like MyCareerNJ.

Finally, NJDOL remains committed to enforcing quality standards—including wage laws, prevailing wage, and workplace safety—to ensure jobs offer fair pay and safe conditions.

2. According to the United States Office of Personnel Management, the employee count at the United States Department of Labor fell by 23.2 percent between federal fiscal year 2024 and federal fiscal year 2026 (from 14,578 employees to 11,190 employees). The New Jersey Department of Labor and Workforce Development collaborates closely with the federal Department of Labor in the administration of several key programs, including the Unemployment Insurance program and workforce development programs under the federal Workforce Innovation and Opportunity Act. The federal-state partnership includes the disbursement of significant funds by the federal Department of Labor to New Jersey. In FY 2027, for example, the federal government is anticipated to contribute $580.9 million to the budget of the New Jersey Department of Labor and Workforce Development, or 44.6 percent of the New Jersey department's



Discussion Points (Cont'd)

projected FY 2027 resources of $1.3 billion. While the federal agency has absorbed a significant reduction in its headcount, its overall budget for federal fiscal year 2026 is slightly increased from federal fiscal year 2025.

•2.1 ***Questions:*** **Excluding the funding component, please explain which of the department's programs rely on a collaboration with the United States Department of Labor in their day-to-day operations. In which programmatic areas is the effectiveness of the department's administrative and enforcement actions particularly dependent on the effectiveness of the United States Department of Labor?**

NJDOL collaborates with the United States Department of Labor in the day-to-day operations of several key programs, including Income Security, Workforce Development, Public Safety, Occupational Safety and Health, Division of Vocational Rehabilitation, Office of Research Information, and Wage and Hour Compliance. While USDOL does not fund the operations of NJDOL's Wage and Hour Division, collaboration exists in certain cases. Notably, NJDOL's Wage and Hour Compliance workload increases when there are less investigations undertaken by USDOL. Overall, the effectiveness of NJDOL's administrative and enforcement actions are dependent on the effectiveness of USDOL in all programmatic areas administered by the department.

•2.2 **Excluding the funding component, please comment on the ways in which the effectiveness of the department's collaboration with the United States Department of Labor has changed since January 2025. Identifying specific programs, where applicable, as a result of the significant reduction in the United States Department of Labor's headcount or any changes in the federal agency's priorities since January 2025:**

The federal-state partnership remains strong and functional despite a significant USDOL headcount reduction. NJDOL continues to monitor the situation closely and maintain open lines of communication with its federal partners to ensure continued program effectiveness.

a) Has the New Jersey Department of Labor and Workforce Development experienced any delayed federal response times?

The department has not experienced material delays in federal response times except for the periods when USDOL closed due to lack of approved appropriations.

b) Has the quality of the interactions deteriorated?

The quality of interactions with USDOL personnel has remained professional and productive.

c) Has the federal department ceased to provide certain programmatic support?
USDOL has continued to provide all necessary programmatic support. No services or support functions have been discontinued except for the periods when USDOL closed due to lack of approved appropriations.

d) Has the New Jersey Department of Labor and Workforce Development had to change its operating procedures and resource allocation in response to any changes in the performance of the federal partner agency?

Discussion Points (Cont'd)

NJDOL has not needed to modify its operating procedures or reallocate resources in response to changes at the federal level.

3. The table below shows all allocations to the Department of Labor and Workforce Development from the State's largely discretionary $6.24 billion federal Coronavirus State Fiscal Recovery Fund grant under the American Rescue Plan Act of 2021. The federal grant had to be obligated by December 31, 2024, and must be expended by December 31, 2026. Any sum remaining unexpended after this date will revert to the federal government. States, however, may transfer unexpended previously obligated funds among programs that had received an allocation by December 31, 2024.

Status of Coronavirus State Fiscal Recovery Fund Allocations to the Department of Labor and Workforce Development as of January 1, 2026

PROGRAM	ALLOCATED	EXPENDED	BALANCE
Unemployment Insurance System Modernization and Improvements	$61,050,000	$45,125,878	$15,924,122
Return and Earn Program	$5,034,000	$5,028,820	$5,180
Manufacturing Initiative – Workforce Development	$2,000,000	$1,786,280	$213,720
TOTAL	**$68,084,000**	**$51,940,978**	**$16,143,022**

•3.1 ***Questions:*** **By program, by what date does the department expect to fully disburse the remaining Coronavirus State Fiscal Recovery balances? Please identify the programs for which the department anticipates surplus balances by the federal December 31, 2026 expenditure deadline relative to the allocations shown in the table above as well as the reasons for the expected surplus balances. If applicable, please describe the plan for reallocating undisbursed amounts prior to the federal expenditure deadline.**

NJDOL anticipates utilizing the full allocated amount for "Unemployment Insurance System Modernization and Improvements" project by September 2026. Both "Return and Earn" and "Manufacturing Initiative – Workforce Development" programs have concluded with a remaining balance of $218,900. NJDOL plans to return the remaining balance to the Department of Community Affairs for reallocation.

4. The Governor proposes increasing State funding for the New Jersey Innovation Authority by $13.3 million in FY 2027. According to the FY 2027 Budget-in-Brief, the recommended funding level would "support the Governor's efforts to improve customer experience, reduce administrative burdens, and make government more responsive and accountable."

•4.1 ***Questions:*** **Please describe the current and past collaborations between the New Jersey Innovation Authority and the Department of Labor and Workforce Development. What have been the objectives and outcomes of the joint projects? Please detail the associated impacts on the satisfaction of the department's clients and contractors, its performance metrics as well as expenditures and revenues.**

Discussion Points (Cont'd)

NJDOL has engaged with the NJ Innovation Authority on several key projects, including on customer experience projects to improve delivery of Unemployment Insurance benefits and Temporary Disability and Family Leave Insurance applications. Please see Schedule 4 for additional details and metrics.

- **4.2 What additional collaborations is the department planning or implementing with the New Jersey Innovation Authority? What are the objectives of the new initiatives and their anticipated impacts on department revenues and expenditures? How are the new initiatives anticipated to improve the satisfaction of the department's clients and partners as well as the department's performance and administrative efficacy? Please use any available metrics that will be used to assess the success or failure of the initiatives.**

Please see Schedule 4.

TEMPORARY DISABILITY INSURANCE AND FAMILY LEAVE INSURANCE

5. In recent years, the State Disability Benefits Fund, out of which Temporary Disability Insurance and Family Leave Insurance benefits are paid, experienced high year-over-year volatility in its fund balance and revenue from payroll tax collections. Two years ago, the department modified its method for calculating the annual payroll tax rates with the aim of stabilizing the fund. In the short run, however, the method adjustment was projected to be insufficient to avoid the fund from temporarily sliding into a deficit position in the spring of 2025, despite a significant payroll tax rate increase on January 1, 2025. (Rates were lowered again on January 1, 2026).

Maximum Temporary Disability Insurance Employee Payroll Tax Impact on Individual							
	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025	CY 2026
Taxable Wage Base	$134,900	$138,200	$151,900	$156,800	$161,400	$165,400	$171,100
Employee Tax Rate	0.0026	0.0047	0.0014	0.0000	0.0000	0.0023	0.0019
Max Worker Contribution	$350.74	$649.54	$212.66	$0.00	$0.00	$380.42	$325.09

Maximum Family Leave Insurance Employee Payroll Tax Impact on Individual							
	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025	CY 2026
Taxable Wage Base	$134,900	$138,200	$151,900	$156,800	$161,400	$165,400	$171,100
Employee Tax Rate	0.0016	0.0028	0.0014	0.0006	0.0009	0.0033	0.0023
Max Worker Contribution	$215.84	$386.96	$212.66	$94.08	$145.26	$545.82	$393.53

The department has used interfund borrowing from the General Fund to avoid a temporary cash flow deficit in the State Disability Benefits Fund. In response to an FY 2026 OLS Discussion Point, the department estimated that interfund borrowing would peak at $480 million on April 30, 2025 and that thereafter the loan balance would gradually decrease until it would be fully paid off by May 30, 2026. In all, the department estimated that the State Disability Benefits Fund would pay the General Fund an estimated $9.5 million in interest for the borrowing in FY 2025 and $6.9 million in FY 2026. The department expected the State Disability Benefits Fund to achieve financial stability by the end of FY 2026.

Discussion Points (Cont'd)

•5.1 ***Questions:*** **Please comment on the progress in stabilizing the State Disability Benefits Fund and its associated payroll tax rates for the Temporary Disability Insurance and Family Leave Insurance programs. Are the fund and the tax rates still on track to be stabilized by the end of FY 2026?**

The fund balance and tax rates are on track to stabilize by the end of FY 2026.

•5.2 Has the interfund loan been paid off? Please project the level of interfund borrowing that will be required during FY 2026, and if applicable FY 2027, and total interest payments the State Disability Benefits Fund will make to the General Fund in FY 2026 and FY 2027, if applicable.

The remaining interfund loan balance of $100 million will be fully paid off on May 5, 2026. The State Disability Benefits Fund paid $8.6 million in interest in FY 2025, and interest for FY 2026 is currently estimated at $5.6 million. NJDOL does not anticipate a need for borrowing in FY 2027.

•5.3 **What are preliminary estimates for calendar year 2027 employee and employer payroll tax rates for the Temporary Disability Insurance program and Family Leave Insurance program? In dollar terms, what would be the impact of the calendar year 2026 and projected calendar year 2027 rates on the average taxpayer and a taxpayer at the maximum contribution point?**

Employee Contribution Rates

	Temporary Disability Insurance		Family Leave Insurance	
	2026	2027*	2026	2027*
Employee Contribution Rate	0.19%	0.11%	0.23%	0.25%
Average Cost per Employee*	$130	$74	$250	$278
Max Contribution Point	$171,100	$177,100	$171,100	$177,100
Annualized Cost per employee at Max Contribution Point	$325	$195	$394	$443

**estimated*

An employer's payroll contribution rate for Temporary Disability Insurance is determined by the employer's annual experience rating and the overall financial health of the Temporary Disability Insurance Account within the State Disability Benefits Fund. Based on current projections, the Department anticipates that Employer Contribution Rates will remain in the preliminary rate schedule (Table 4) in FY 2027. (See Schedule 5.3 for details).

• 5.4 For the Temporary Disability Insurance and the Family Leave Insurance programs, separately, please provide the amounts of revenues (including, separately, employer and employee contributions, where applicable), regular benefits, "4F" benefits, administrative expenditures, and the cash balance for: each month in calendar year 2025; as many months as possible for calendar year 2026; and estimates for the remaining months of 2026 and an estimate for 2027. Please indicate which monthly figures are estimates.

Please see Schedule 5.4.

•5.5 Please provide the number of employees and employers who were assessed Temporary Disability Insurance and Family Leave Insurance taxes, respectively, in calendar years 2025, 2026 estimated, and 2027

Discussion Points (Cont'd)

estimated. Please provide the total Temporary Disability Insurance and Family Leave Insurance wages, separately for employers and employees where applicable, for calendar years 2025, 2026 estimated, and 2027 estimated.

TDI State Plan and FLI State Plan Covered Employment (Estimated)

Calendar Year	TDI State Plan Covered Employment		FLI State Plan Covered Employment	TDI Employer Taxable Wages (Millions)	TDI/FLI Worker Taxable Wages (Millions)
	Employers	*Employees*			
2025	263,000	2,817,100	4,195,100	$ 109,597.80	$ 186,143.68
2026	263,000	2,817,100	4,195,200	$ 113,981.71	$ 193,589.43
2027	262,700	2,816,800	4,190,900	$ 117,971.07	$ 200,365.06

6. The Family Leave Insurance Program is expected to experience increased benefit disbursements beginning July 17, 2026, and increases in employee payroll taxes beginning January 1, 2027, as a result of P.L.2025, c.279. That law removes certain restrictions on job-protected family leave that have discouraged certain employees from using the full Family Leave Insurance benefits for which they are eligible. Notably, the law decreases from 29 to 14 the maximum number of employees an employer may have to be exempt from the job-protected leave requirements. In addition, the law increases eligibility for job-protected leave by reducing minimum employment duration requirements from 12 months to three and minimum base hours worked from 1,000 to 250.

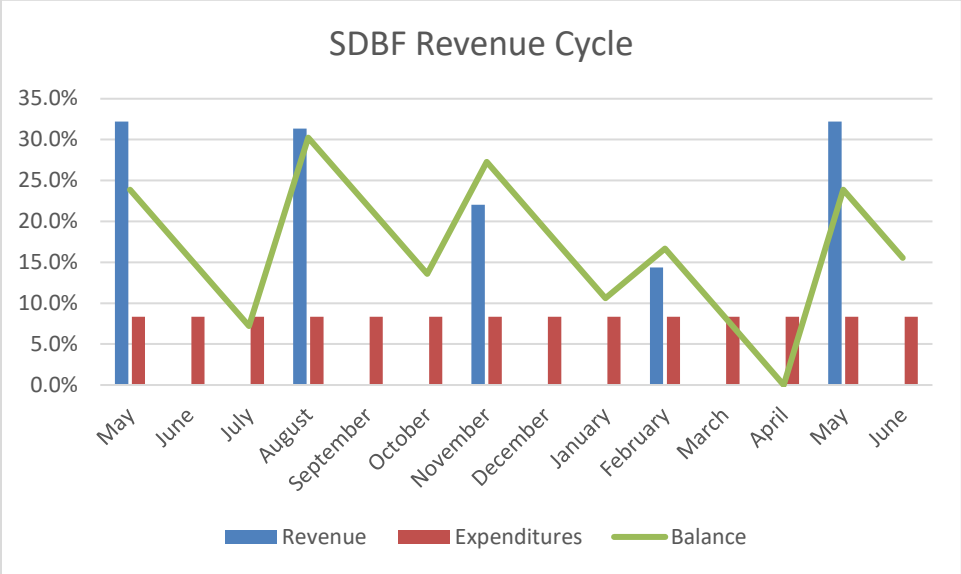
•6.1 ***Questions:*** **Please assess how P.L.2025, c.279 will affect the department's prior estimate that the interfund loan from the General Fund to the State Disability Benefits Fund will be paid off by May 30, 2026 and that the State Disability Benefits Fund will regain stability by the end of FY 2026. Given that the employee payroll tax rate will not be revised until January 1, 2027 and that P.L.2025, c.279 will take effect on July 17, 2026, does the department project that the State Disability Benefits Fund will need to extend the duration of its interfund loan? Is the State Disability Benefits Fund projected to end calendar year 2026 with a surplus? How much larger would it be without the projected impacts of P.L.2025, c.279?**

NJDOL's prior estimates that the interfund loan from the General Fund to the State Disability Benefits Fund will be paid off by May 30, 2026, and that the State Disability Benefits Fund (SDBF) will regain stability by the end of FY 2026, remain accurate.

The department estimates the annual additional benefits resulting from P.L.2025, c.279 will total $90 million. Since the employee payroll tax rate will not be revised until January 1, 2027, and the related receipts are not due until April 30, 2027 (while the law takes effect on July 17, 2026), the fund must absorb up to $70 million in additional benefit payments prior to April 30, 2027.

The SDBF is projected to end calendar year 2026 with a positive cash balance of $240 million. SDBF expenditures are distributed evenly throughout the year, while revenue is collected quarterly 30 days after the quarter end. A positive cash balance is required to pay at least four months of benefits prior to any revenue being collected for the same period, so any positive fund balance at the end of an accounting period should not be considered a surplus.

Discussion Points (Cont'd)



7. The FY 2026 Appropriations Act includes a $10.0 million appropriation for the first year of Family Leave Supplemental Payments. The initiative provides State employees with full pay while taking family leave to care for a newborn, newly adopted, or newly fostered child. This funding pays the difference between an eligible employee's base salary and weekly Family Leave Insurance benefit amount. In addition to the $10.0 million appropriation, the FY 2026 Appropriations Act provides unlimited supplemental appropriation authority for the program without the need for additional legislative approval. The FY 2027 Governor's Budget recommends reducing the appropriation to $5.0 million.

•7.1 **Questions: Please comment on the utilization of the Family Leave Supplemental Payments program in its year of inception. Has the program uptake met expectations? Has the program resulted in a measurable reduction in departures from State government?**

Family Leave Supplemental Payments program paid $4,615,662.65 to 950 employees between July 11, 2025, and March 6, 2026. At this early stage in the program's implementation, it is premature to assess whether the initiative has led to a measurable reduction in departures from state government.

•7.2 **In FY 2026, how many State employees are projected to participate in the program and what is the projected average benefit and total program cost? What are the projected participation level and average benefit for FY 2027?**

Based on the average benefit payments to date ($608.22 per employee), it is projected that an additional 424 employees will be paid out at an additional $2,051,405.60 through the end of the fiscal year, making the total payout for FY 2026 $6,667,068.25 for 1,374 employees. The program is funded at $5,000,000 in the Governor's proposed FY 2027 budget.

Discussion Points (Cont'd)

•7.3 **Does the department recommend continuing the Family Leave Supplemental Payments program beyond FY 2027? Please explain the reasons for recommending the continuation or expiration of the program after FY 2027.**

The department supports the Governor's proposed FY 2027 budget, which appropriates $5 million for the Family Leave Supplemental Payments Program.

8. In 2023, the department began the process of replacing and modernizing its legacy claims processing system, the Disability Automated Benefits System (DABS), which dates from 1989. In response to an FY 2026 OLS Discussion Point, the department indicated that it had updated the delivery date for the multi-year system replacement and that the new system was targeted for launch in September 2025. Project costs were estimated to total $10.7 million and annual operating costs $2.4 million.

•8.1 ***Questions:*** **Please provide a status update on the replacement of the legacy Disability Automated Benefits System. Has the new system launched? If not, by what date does the department anticipate the completion of the project and what factors account for the delay? Assuming completion, what were the final project costs? Are the estimates of annual operating cost at $2.4 million and total project costs of $10.7 million still valid?**

The department continues to prioritize this project. The new TDI/FLI Salesforce-based application (Claim 360) launch has been delayed due to significant complexities discovered in data migration from the legacy system, as well as some of the technical requirement challenges of integrating with partners, which have added cost and time to the project. However, the migration process is now underway.

Regarding integrations, the discovery process of building the required integrations yielded more complex efforts on the part of NJDOL's partners (and their vendors) than anticipated. Specifically, NJDOL's system must interact with the State's Child Support system before benefits are dispersed to claimant to ensure that there are not any outstanding child support payments that must first be garnished. Additionally, system integration with the Department's partners at Flagstar Bank requires extensive changes to Flagstar's systems to accommodate these integrations. While this has not significantly added to the cost of the project, it has created a time lag.

Current projections estimate an application launch date of October 2026 with a total cost of $24.5 million. Data migration was not covered under the original $10.7 million estimate, nor was it undertaken by the vendor, which accounts for the increase in cost and time required to complete the project. The annual operating costs remain at $2.4 million, which covers help desk and system maintenance and a continuous enhancement process to keep Claim 360 updated and optimized, which maximizes services to New Jersey's citizens.

UNEMPLOYMENT INSURANCE

9. The unemployment insurance employer tax rate is based on a combination of the annual experience of the individual employer and the annual experience of the Unemployment Insurance Trust Fund calculated through a determination of the overall fund reserve ratio. The fund reserve ratio is used to determine the tax column that will be applied to employers in the next fiscal year. The tax columns are referred to as "A" through

Discussion Points (Cont'd)

"E + 10%;" "A" having the lowest tax rates and "E + 10%" having the highest tax rates. FY 2026 unemployment insurance employer contribution rates moved from column "D" in FY 2025 to column "C."

•9.1 ***Questions:*** **What rate column does the department project will apply to employers in FY 2027?**

The department anticipates the unemployment insurance employer tax rate will remain in column "C" in FY 2027.

•9.2 **Please provide the Unemployment Insurance Trust Fund reserve ratio for calendar years 2025 and 2026 (including the 3/31 fund balance, any liabilities, and taxable wages for the prior calendar year) and estimates for 2027 and 2028.**

UNEMPLOYMENT COMPENSATION TRUST FUND

Tax Table and Reserve Ratio for For the Period Ending	FY 2025 March 31, 2024	FY 2026 March 31, 2025	FY 2027 March 31, 2026	FY 202 March 31, 202
Fund Balance	$ 2,718,613,103	$ 3,291,085,455	$ 3,691,000,000	$ 3,340,000,00
Reserve to Fund Balance	$ 27,954,171	$ 21,947,222	$ 30,000,000	$ 20,000,00
Unrestricted Fund Balance	**$ 2,690,658,932**	**$ 3,269,138,233**	**$ 3,661,000,000**	**$ 3,320,000,00**
Taxable Wages for Contributory Employers	**$ 123,357,643,781**	**$ 128,033,225,166**	**$ 129,936,763,853**	**$ 131,868,603,47**
Reserve Ratio	2.18%	2.55%	2.82%	2.52%
Computed Table	**D**	**C**	**C**	**C**

•9.3 **Please provide, for calendar years 2025 through 2028, the data underlying the department's estimates, on a monthly basis, including: insured unemployment rates; total unemployment rates; anticipated benefit payments (regular, extended benefits and benefits during training); the amount borrowed or repaid or federal loans and the loan balance; employer tax revenue; and employee tax revenue. Please indicate which monthly figures are estimated.**

Please see Schedule 9.3.

10. Since the COVID-19 pandemic, the department has been engaged in a long-term effort to modernize and replace the legacy unemployment insurance claims processing information technology system. The endeavor has also included numerous customer-facing software upgrades. The Department provided a summary of accomplishments and complications in response to an FY 2026 OLS Discussion Point. Last year, the Department also stated that its long-term goal was the full replacement of the legacy mainframe system and that it viewed modernization as a never-ending iterative process. The Department reported that as of December 31, 2024, it

Discussion Points (Cont'd)

had expended $40.2 million for the modernization of the unemployment insurance system and encumbered an additional $16.0 million.

•10.1 ***Questions:*** **Please provide a status update on the modernization and replacement of the legacy unemployment insurance system, including expenditures to date. What additional improvements have been effected in the last 12 months? By what date does the department anticipate having the legacy unemployment insurance mainframe system fully replaced?**

Please see Schedule 10.1.

WORKFORCE DEVELOPMENT

11. The federal "Workforce Innovation and Opportunity Act," Pub.L.113-128, which was enacted in 2014, provides federal funding for workforce development activities that support a network of American Job Centers, known as One-Stop Career Centers, where job seekers can find information on job openings, training, and career openings. The centers are designed to provide a full range of assistance to job seekers under one roof. The centers offer individuals the ability to access unemployment insurance staff (federally funded), employment services (State and federal funding), and other social service programs.

In response to an FY 2026 OLS Discussion Point, the department noted that the One-Stop Career Centers operated with a 29.5 percent vacancy rate (239 filled positions and 100 vacant positions). The department had previously attributed the high vacancy rate to private companies offering more attractive compensation and benefit packages, resulting in retention and hiring challenges. In addition, according to the department, the long period of time it takes to complete the hiring process also made it difficult to adequately staff the One-Stop Career Centers.

•11.1 ***Questions:*** **Please provide an update on the adequacy of staffing levels at the One-Stop Career Centers. Is the department concerned about current staffing levels at the centers and the service standard the centers can provide? For each center, please indicate the number of funded and filled positions.**

NJDOL continues to monitor staffing levels at the 23 One-Stop Career Centers. As of March 31, 2026, the vacancy rate has increased to 31 percent (246 filled positions out of 358 funded positions), up from 29.5 percent in FY 2025. The department is addressing these shortages through sustained robust talent identification and recruitment efforts. Vacancies remain concentrated in frontline Interviewer and Counselor positions. NJDOL is prioritizing efforts to streamline hiring for federally funded roles to ensure the One-Stop system can meet current and future workforce needs.

One-Stop	Filled Positions	Vacant Positions
Burlington Employees	12	6
Camden Employees	11	7

Discussion Points (Cont'd)

East Orange Employees	16	6
Elizabeth Employees	13	7
Hackensack Employees	17	6
Jersey City Employees	13	10
Neptune Employees	10	6
New Brunswick Employees	12	5
Newark Employees	20	6
Newton Employees	7	1
Paterson Employees	12	7
Perth Amboy Employees	9	3
Phillipsburg Employees	5	3
Plainfield Employees	5	3
Pleasantville Employees	19	2
Randolph Employees	6	5
Rio Grande Employees	6	2
Salem Employees	2	5
Sewell Employees	14	4
Somerville Employees	8	6
Toms River Employees	9	3
Trenton Employees	9	3
Vineland Employees	11	6
Grand Total	**246**	**112**

•11.2 **For each One-Stop Career Center, please provide any available performance metrics for plan years 2025 and 2026.**

Please see Schedule 11.2**.**

•11.3 **Please provide the amount of funding each One-Stop Career Center location receives through both State and federal sources. Please provide the information by locality for FY 2026 and FY 2027 estimated.**

Please see Schedule 11.3S and Schedule 11.3F.

12. A portion of the unemployment insurance payroll tax equal to 0.025 percent of the workers' wages subject to an annual wage limit ($44,800 in calendar year 2026) is deposited into the off-budget, dedicated Workforce Development Partnership Fund. Fund balances are constitutionally dedicated to the fund's statutory purposes. Specifically, the Workforce Development Partnership Fund supports employment and training services to qualified displaced, disadvantaged, and employed workers by means of training grants or customized training services most likely to provide the greatest opportunity for long-range career advancement.

•12.1 ***Questions:*** **For each program directly supported by the Workforce Development Partnership Fund, excluding any transfers, please provide the spending for FY 2025 as well as estimated spending in FY 2026 and FY 2027. How many people are served by each program?**

Discussion Points (Cont'd)

Please see Schedule 12.1.

•12.2 **What new uses and policy initiatives related to the Workforce Development Partnership Fund are envisioned by the department in FY 2027 and beyond?**
NJDOL remains focused on using the Workforce Development Partnership Fund (WDPF) to expand New Jersey's capacity for pre-apprenticeships, apprenticeships, and work-based learning, and to strengthen sector partnerships that ensure New Jersey has a skilled workforce aligned with in-demand industries such as clean energy, life sciences, advanced manufacturing, transportation and logistics, health care, and the care economy. These priorities will allow the department to scale high-quality training pathways, deepen employer engagement, and better connect workers to sustainable career opportunities.

13. The New Jersey Builders Utilization Initiative for Labor Diversity (NJBUILD) is a program for training women and minorities to work in the construction industry. P.L.2009, c.313 requires that any State or local public body, upon entering into any public works contract in excess of $1.0 million funded, in whole or in part, by the public body, transfer an amount equal to 0.5 percent of the portion of the contract amount to the department. The department anticipated that $3.5 million in dedicated revenue will be deposited into the NJBUILD account in FY 2026, the same as in FY 2025. In FY 2026, an unchanged $1.6 million of that amount was appropriated for the enforcement of the affirmative action and equal employment opportunity-related provisions of P.L.2009, c.335.

The department is required to use the transferred funds to provide on-the-job or off-the-job outreach and training programs, including programs of preparation for admission into registered apprenticeships, for minority group members and women in the construction trades, with opportunities for long-term trade and professional employment providing economic self-sufficiency for the minority group members and women.

•13.1 ***Questions:*** **Please provide the amount of revenue from the 0.5 percent transfer required under current law for FY 2025 and provide revenue estimates for FY 2026 and FY 2027. Please detail this revenue by source, specifying local entity, authority, State entity, educational entity, etc. For each year, please include the amount reappropriated from the prior fiscal year.**

Please see Schedule 13.1.

•13.2 **Will the department continue to utilize the NJBUILD funds consistent with the prior administration's strategy? What actions does the department plan to take to increase the number of women and minorities working in the construction industry?**

NJDOL will continue utilizing NJBUILD funds to offer competitive grants, consistent with statutory authority, that support training for women, minorities, and women and minority veterans leading to Registered Apprenticeships or full-time employment in construction and related occupations.

To increase the number of women and minorities working in the construction industry, the department is implementing a multi-pronged strategy that strengthens outreach, improves compliance with NJBUILD funding requirements, and enhances placement outcomes. These efforts include:

Discussion Points (Cont'd)

- Expanded outreach to contractors, labor organizations, training providers, One-Stop Career Centers, Workforce Development Boards, and other partners to increase awareness of NJBUILD and broaden the pool of applicants.
- Updated guidance to all state agencies and authorities reminding them of their obligation to contribute to NJBUILD for public works projects valued at $1 million or more, with publication on the Treasury website and direct email notification to ensure compliance.
- Improved identification of public works projects to ensure required contributions are collected and the fund is fully supported.
- Closer coordination with the Contract Compliance Unit to connect NJBUILD graduates with contractors by providing a list of recent program completers for hiring consideration.
- Implementation of a benchmark-based payment structure beginning in FY 2026 to tie grant reimbursement to placement and retention outcomes, strengthening employer partnerships and improving employment results for women and minority participants.

•13.3 **Please list all expenditures from the NJBUILD account, including the grant programs funded and any administrative costs incurred in FY 2025 and estimates thereof for FY 2026 and FY 2027.**

Please see Schedule 13.3.

•13.4 **For each program grantee that received funds under the New Jersey Builders Utilization Initiative for Labor Diversity in FY 2025, please provide the total number of clients served and the total number of clients who successfully completed the program.**

In FY 2025, NJDOL issued one grant opportunity for the NJBUILD Women and Minorities in Construction (WMIC) program.

` **FY 2025 NJBUILD WMIC Awards:** Four grants totaling $1,932,524 were awarded to serve 142 participants. The contract period runs from January 1, 2025, through June 30, 2026. Participant enrollment and program completions are ongoing throughout the contract period.

FY 2025 NJBUILD Women and Minorities in Construction Grantee Name	**Expected Enrolled**	**Actual Enrolled**	**Program Completers (as of March 2026)***
East Orange School District	32	39	0
Eastern Atlantic States Carpenters Technical College	25	23	0
Elizabeth Development Company	45	33	4
Pathways to Apprenticeship NJ	40	37	10
FY 2025 NJBUILD Women and Minorities in Construction Trades Total	**142**	**132**	**14**

** These programs remain in progress and the number of program completers will rise as additional data is received. Complete program data will become available in the coming months.*

Discussion Points (Cont'd)

•13.5 **Please indicate for each grant awarded in FY 2025 how much was awarded and how much has been expended.**

FY 2025 NJBUILD Women and Minorities in Construction Grantee	Grant Period	Grant Amount	Expended as of March 2026	Unexpended Balance
East Orange School District	1/1/25-6/30/26	$443,464	$292,617	$150,847
Eastern Atlantic States Carpenters Technical College	1/1/25-6/30/26	$351,780	$196,249	$155,531
Elizabeth Development Company	1/1/25-6/30/26	$537,280	$248,600	$288,680
Pathways to Apprenticeship NJ	1/1/25-6/30/26	$600,000	$221,403	$378,597
FY 2025 NJBUILD Women and Minorities in Construction Trades Total		**$1,932,524**	**$958,869**	**$973,655**

VOCATIONAL REHABILITATION

14. The Division of Vocational Rehabilitation Services provides an array of programs to help individuals with disabilities who have a substantial impediment to employment and need assistance and support to secure integrated competitive employment. Extended Employment Services, also referred to as Sheltered Workshop services, provide long-term employment services in occupation-oriented facilities operated by non-profit service providers, which, except for staff, employ only individuals with significant disabilities at subminimum wages. Sheltered workshop services providers are funded entirely by State resources.

According to a response to an FY 2026 OLS Discussion Point, the department contracts with 26 sheltered workshop operators, of which all but one meet the mandated minimum 20:1 consumer-to-staff ratio. The 26 sheltered workshops had 2,135 consumers and 186 supervisors and floor staff.

•14.1 ***Questions:*** **Please provide an update on the adequacy of staffing levels in sheltered workshops with which the Division of Vocational Rehabilitation Services contracts. Are the sheltered workshops fully staffed? If not, is the division concerned about current staffing levels at sheltered workshops and the quality of the services the staff can provide? Please provide the most recent data on each sheltered workshop operator's number of consumers, supervisor and floor staff, as well as the staffing ratio.**

Based on data reported by the 26 contracted Extended Employment (EE) Programs operating 27 locations (one operator has two locations), and monthly site visits conducted by Program Planning and Development Specialists in the Community Rehabilitation Programs Unit, 25 of the 27 locations are fully compliant with mandated staffing ratios.

Please see Schedule 14.1 for complete staffing data for all 27 locations. The division is working with both providers to achieve compliance. Two locations do not currently meet mandated staffing requirements: CODI serves 105 consumers with 2 Case Managers (required ratio 40:1) and with 4 Floor Supervisors (required ratio 20:1); Edison Sheltered Workshop serves 50 consumers with one Case Manager (required ratio 40:1).

Discussion Points (Cont'd)

•14.2 **Please provide the projected spending by workshop for FY 2026 and the projected breakdown of proposed FY 2027 spending by workshop.**

Please see Schedule 14.2.

WORKER PROTECTION

15. The Division of Workplace Standards' mission is to enforce laws that provide employees with safe and equitable working conditions, protect good-faith employers from unfair competition, and protect workers and the general public from hazardous workplace practices. The mission is carried out by the Division of Wage and Hour Compliance and the Division of Public Safety and Occupational Safety and Health. The Division of Wage and Hour Compliance enforces a wide variety of labor laws and regulations. These include the minimum wage, overtime wage rates, prevailing wage, earned sick leave, wage theft law, and the rules for the employment of minors. The Division of Public Safety and Occupational Safety and Health includes Asbestos Control and Licensing, Safety Compliance, and Boiler and Pressure Vessel Compliance units.

In recent years, the Division of Workplace Standards has strengthened its enforcement of wage and hour and prevailing wage laws by increasing the issuance of stop-work orders at construction sites. This targeted enforcement addresses violations in the construction industry earlier in the process, reducing the number of workers employed in violation as well as the number of employers who misclassify and underpay their workers.

•15.1 ***Questions:*** **For FY 2025, FY 2026, and FY 2027 projected, please detail the number of funded and filled full-time positions in the Division of Workplace Standards, with particular emphasis on the Division of Wage and Hour Compliance. Please provide separately the number of field representatives.**

The Division of Wage and Hour Compliance currently has 144 full-time positions. Staffing levels by fiscal year are as follows:

- **FY 2025:** 139 total FTEs: 70 other staff; 69 Field Investigators
- **FY 2026:** 144 total FTEs: 74 other staff; 70 Field Investigators
- **FY 2027 (Projected):** 148 FTE: 76 other staff; 72 Field Investigators

The Division of Public Safety and Occupational Safety and Health currently has104 full-time positions. Staffing levels by fiscal year are as follows:

- **FY 2025:** 107
- **FY 2026:** 104
- **FY 2027 (Projected):** 107

16. P.L.2023, c.262, commonly referred to as the "Domestic Workers' Bill of Rights," creates certain rights and employment protections for domestic workers. The law took effect July 1, 2024, with regulations published in 2025. The FY 2026 Appropriations Act includes $600,000 for the Domestic Work Enforcement Program (P.L.2023, c.262), of which $500,000 was added by the Legislature. For FY 2027, the Governor recommends reducing the program appropriation to $100,000.

Discussion Points (Cont'd)

•16.1 ***Questions:*** **Please detail how the FY 2026 appropriation of $600,000 for the Domestic Work Enforcement Program (P.L.2023, c.262) has been expended or is anticipated to be spent. Will the entire appropriation be disbursed by the end of the fiscal year? How many positions are funded out of the appropriation? Please list the positions by title and salary. Do the holders of the positions also have responsibilities under other workplace enforcement programs? Are the positions new or have they been shifted to the appropriation?**

The department fully expended its FY 2025 and FY 2026 appropriations for the Domestic Work Enforcement Program, an initiative established under the Domestic Workers' Bill of Rights to ensure awareness, education, and outreach to domestic employers and employees about the law. The appropriation supported expanding the department's Cultivating Access, Rights, and Equity (CARE) Grant Program, an initiative that funds community-based partners to conduct outreach and education on worker benefits and protections. The FY 2026 appropriation supported 13 community-based organizations across the state. These contracts will begin June 1, 2026, and the funds will be spent over the course of the grant cycle on a reimbursement basis. Existing resources are being utilized for enforcement, and no additional positions have been funded from the appropriation.

•16.2 **What would be the effect on the enforcement of the "Domestic Workers' Bill of Rights" of reducing the FY 2027 appropriation for the Domestic Work Enforcement Program (P.L.2023, c.262) by $500,000? What activities would no longer be funded or scaled back? Would the number of positions dedicated to the enforcement of the law be reduced?**

The proposed FY 2027 budget sustains $100,000 in funding for the Domestic Work Enforcement Program to enforce the Domestic Workers' Bill of Rights. The law requires the department to issue a competitive request to community-based organizations to provide education and outreach services for domestic work employees and employers. The program received $100,000 in FY 2025 and supported seven organizations to amplify education and outreach efforts. In FY 2026, the program supported 13 organizations.

Schedule 4: Discussion Points for UI Modernization

4. The Governor proposes increasing State funding for the New Jersey Innovation Authority by $13.3 million in FY 2027. According to the FY 2027 Budget-in-Brief, the recommended funding level would "support the Governor's efforts to improve customer experience, reduce administrative burdens, and make government more responsive and accountable."

Questions: Please describe the current and past collaborations between the New Jersey Innovation Authority and the Department of Labor and Workforce Development. What have been the objectives and outcomes of the joint projects? Please detail the associated impacts on the satisfaction of the department's clients and contractors, its performance metrics as well as expenditure and revenues.

Response:

The NJ Department of Labor and Workforce Development has engaged with the NJ Innovation Authority on several key projects, including on customer experience projects to improve delivery of Unemployment Insurance benefits and Temporary Disability and Family Leave Insurance applications.

Unemployment Insurance Modernization:

Redesign of UI application interface: This was an overlay to the old system, which improved claimant experience with modern design, plain language, and mobile responsiveness.

Status: *Completed in 2022.*

- Launched a new user experience for the intake application in April 2022, replacing 38 UI initial application questions with user-tested, plain language, and advanced accessibility for all claimants, by transforming New Jersey's application to a mobile-responsive form. The State now uses the U.S. Web Design System (USWDS) to advance the application's accessibility and user friendliness.
- Despite architectural constraints, Innovation helped us create an overlay on our UI claimant intake application: allowing us to add helper text, change question labels, and make the experience mobile-responsive without changing the underlying data structure and relationship to the old mainframe infrastructure. In addition, they helped us set up an infrastructure that allows for continuous improvement, evolvement and creation of new claimant-facing features.

Metrics:
While this was an overlay, it was the first step in enabling NJDOL to continue to iterate on both the front-end, user-facing parts and back-end infrastructure of the application today, we're able to see the following present-day improvements made to the claimant experience:

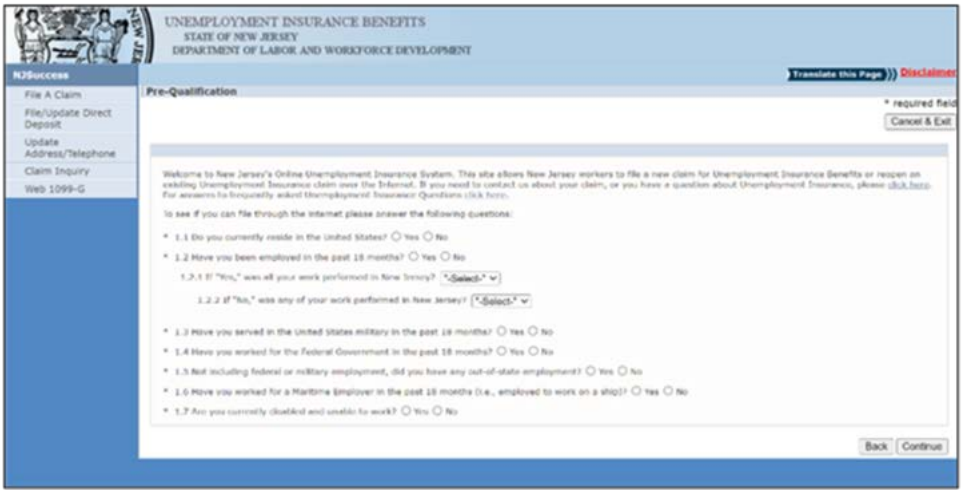
- Legacy SSI intake system:
  - Average user session of 40-45 minutes

Discussion Points (Cont'd)

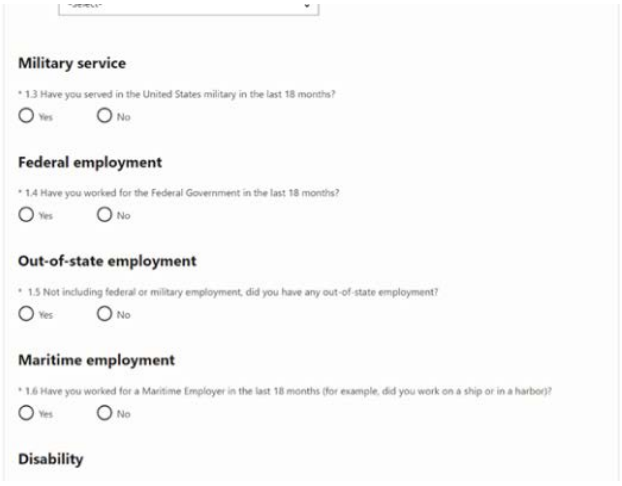
- Most users spent 3 hours and 50 minutes on the application before submitting it

- Overlay intake application:
  - Innovation helped us launch Google Analytics to analyze overall usage, the success of a given feature, and the responses from the feedback widget.
  - Nearly 45-minute average decrease in completion time.
  - Survey results showed 70% of people believed it was easier to file an application, explain why their job ended, add employer details, and understand their next steps after submitting.
  - Majority of users utilized mobile and tablet devices, despite previous form only being developed for desktop computers.

Before:



After:



Simplifying communications to quickly improve the user experience *(emails)*: Transformed UI emails. Saw increased clarity, sense of urgency, and action across recipients.

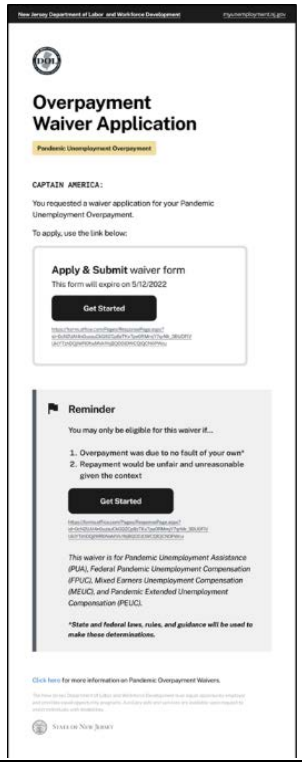
Discussion Points (Cont'd)

***Status**: Comprehensive UI email redesign and email builder was completed in 2024. Staff follow the same format/structure for developing any new emails today.*

- Over 80 UI program emails were reimagined and implemented with HTML development to clearly guide claimants on next steps. The emails are mobile friendly and use simple language with clear references to the UI program, the required action, and the deadline to complete it.
- As of 2024, all UI related emails have a consistent design in plain, action-forward language.
- Where we started:
    - Emails were policy-driven, written in long paragraphs/UI jargon
    - Emails were not tested with users prior to launching them
    - Emails were not mobile-friendly/failed to accessibility requirements
    - No funding or resources were available to test and develop communications from the user's point of view
    - Staff were overburdened during the pandemic
    - Claimants/employers had to rely on confusing communications

Metrics:

- **75%** decrease in the time beneficiaries take to read the State's communications and take requested actions
- **25%** decrease in requested appeal reopeners after launching the new Notice of Hearing
- **80%** of claimants who've received emails from us in the past believe these are clearer and less confusing

Before	**After**
	

Discussion Points (Cont'd)

Redesign of paper notices to improve user experience*:* Replaced confusing jargon with action-forward, plain language in an understandable format for claimants.
Status: *The Appeal Tribunal Notice was launched in June 2025. The BC-9 form redesign is still ongoing.*

- **Appeal Tribunal Notice of Hearing:** Innovation helped us design and rewrite an appeal notice that uses improved visuals and plain language, enhancing claimant comprehension and action.
    - In April 2025, we made language improvements to the Notice of Hearing by adding Spanish and English babel notices and links to resources that assist claimants throughout the process (such as the new glossary and link to the new appeal decision search tool).

Metrics:

- Clarity = 4.5 -> 9 (99% increase)
- Urgency* = 5.7 -> 8.7 (53% increase)
- Confidence = 4.3 -> 8.5 (98% increase)

Old notice (front)	New notice
	
Old (back)	**New**

Discussion Points (Cont'd)



IMPORTANT APPEAL TRIBUNAL INSTRUCTIONS FOR PHONE HEARINGS



Here's What You Need To Do

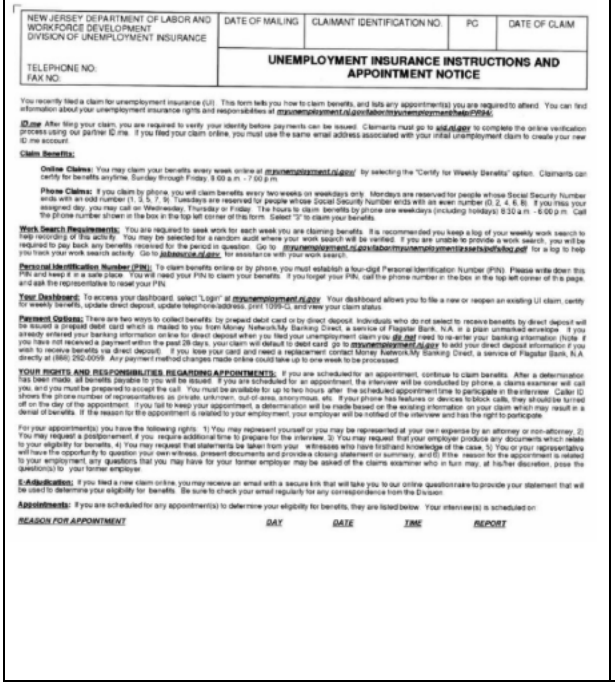
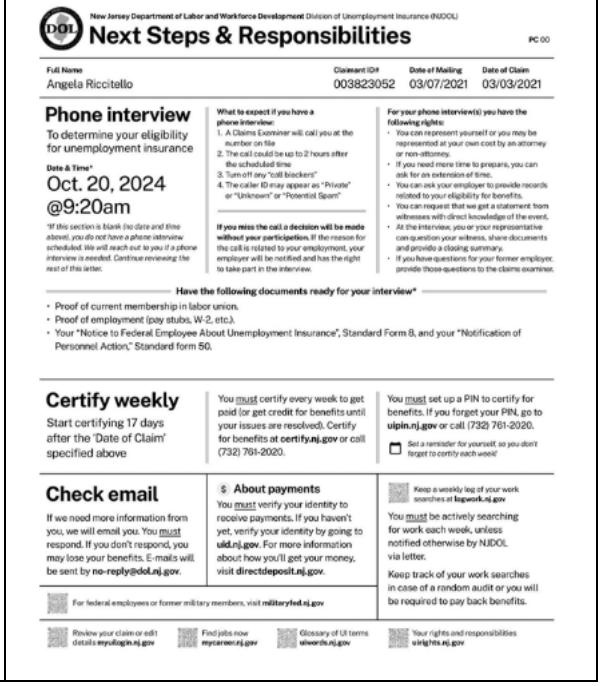
Register/Confirm

Prepare

Be Ready!

During the hearing...

- **BC-9 Form:** Informs claimants of their next steps, responsibilities, and rights, after submitting a UI application. Aiming for implementation in 2026.

Old	Version 1 of Redesign
	

NEW JERSEY DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
DIVISION OF UNEMPLOYMENT INSURANCE

TELEPHONE NO:
FAX NO:

DATE OF MAILING | CLAIMANT IDENTIFICATION NO. | PC | DATE OF CLAIM

UNEMPLOYMENT INSURANCE INSTRUCTIONS AND APPOINTMENT NOTICE

New Jersey Department of Labor and Workforce Development (Division of Unemployment Insurance (NJDOL)

Next Steps & Responsibilities

PC 00

Full Name	Claimant ID#	Date of Mailing	Date of Claim
Angela Riccitello	003823052	03/07/2021	03/03/2021

Phone interview

To determine your eligibility for unemployment insurance

Date & Time*

Oct. 20, 2024 @9:20am

Certify weekly

Start certifying 17 days after the 'Date of Claim' specified above

Check email

If we need more information from you, we will email you. You must respond. If you don't respond, you may lose your benefits. E-mails will be sent by no-reply@dol.nj.gov.

About payments

You must verify your identity to receive payments. If you haven't yet, verify your identity by going to uid.nj.gov. For more information about how you'll get your money, visit directdeposit.nj.gov.

For federal employees or former military members, visit militaryfed.nj.gov

Review your claim or edit details myuilogin.nj.gov | Find jobs now mycareer.nj.gov | Glossary of UI terms uiwords.nj.gov | Your rights and responsibilities uirights.nj.gov

Discussion Points (Cont'd)

National Webinar on Email Communication Redesign: Shared learnings and tools with other states, multiplying impact.

- NJDOL partnered with Innovation to host a national webinar after receiving requests from other states interested in learning about New Jersey's email communication redesign work. This practical workshop guided states through using the live Figma file for their own design and implementation projects.

- The webinar reached 130+ state employees from 30+ states. Our team demonstrated New Jersey's process for transforming UI emails using a newly developed, open-source toolkit. This toolkit includes pre-built styles, components, and building blocks that enable states to rapidly create action-oriented communications for their UI programs. Participants learned how to adapt our templates for their specific communication needs and discovered how straightforward the HTML implementation process is.

Helping Claimants Track and Manage Their Claims with an Improved Claim Status tool: Increased claim transparency and self-service tools available to claimants. Saw increased responses to UI questionnaires and reduced volume to call centers.

***Status**: The new claim status log-in page was launched in February 2023. Iterative improvements continued until early 2024. Soon Claim Status will be merged with the Claimant Portal.*

- Despite NJDOL's architectural limitations, we worked with Innovation to redesign the self-service claim status tool with accessibility and transparency as our north stars. We've increased users' ability to easily log in and use this tool to self-manage their claim, saving them the trouble of having to talk to an agent. After logging in, claimants can now:
    - See if there are actions they need to take to advance their claim
    - See the status of their claim after they submit an application
    - See their ID.me status
    - Manage their account with more self-service options
- Previously, claimants lacked a central location for updates, relying on disparate sources (i.e. letters, emails, websites) to figure out what was going on with their claim.
- It is designed with accessibility in mind, as it is both newly mobile friendly and has a 50% higher accessibility score (making it easier to navigate with a screen reader, for example).
- After laying the groundwork for improving the claim status tool, we continued iterating on the tool within a claimant's portal to provide dynamic alerts, showing tailored claim status information to claimants, such as disqualifications (which was previously only available through paper notices), while guiding users through steps like identity verification and responding to requests.
    - July 2023: Launched Google Analytics on the Claim Status App, allowing us to analyze overall usage along with the success of a given feature and the responses from the feedback widget.
    - August 2023: Launched the display of identity verification status on the claim status page.

Discussion Points (Cont'd)

- September 2023: Added self-service features. When claimants log in, they can see where their claim is in the process (Filed or Pending), the type of unemployment benefit program they've been approved for, if they've verified with ID.me, followed by self-service options to receive current or past 1099s, request an overpayment waiver application, or reset their pin/password, with the goal of making it easier for them to self-heal certain issues and reduce the need to talk to an agent.

Metrics:

- 73% response rate for e-Adjudication questionnaires
- 79% of claimants go to view claim status after applying, something that was not available on the old application, reducing the volume of people relying on the call center for updates
- Reduced the number of required fields to log in by 6 (from 8 to 2 fields to fill in), significantly reducing the cognitive load on claimants and increasing their ability to use this tool to self-manage their claim.

Building a phone system that can handle high volume and provide meaningful metrics: Capacity for more volume, data insights, additional self-service menu options, available in English and Spanish. Previously, claimants could not get through to the NJ UI call center for help, and/or did not get consistent answers.

Status*: First iterations were launched in March and April of 2023. New cloud-based phone system in Amazon Web Services (AWS) was launched in April 2024. We continue to work with Innovation and our UI team to add features to the phone system to simplify and improve the claimant and staff experience.*

- Innovation built a new phone system with more capacity for volume management and more streamlined menu options for callers in both plain language English and Spanish. This work creates a more efficient process to direct callers to the information they are looking for; it allows us to gather insights on why and when people are calling so we can prioritize future updates to meet the needs of our callers and increase the number of unique callers who speak with an agent.
- Improved staff experience.
- Claimants can now get more information about their claim status through an automatic status update rather than calling and waiting to speak to someone.

See UI for additional accomplishments/metrics.

Making front-end changes to weekly certification: Made user-facing updates with clearer instructions to one of NJDOL's riskiest systems.

Status: *Completed 2023.*

- In December 2023, for the first time in three years, we updated a mission critical system that determines if claimants get paid. These front-end changes added testing and analytics infrastructure to increase confidence and reduce risk for future updates.

Discussion Points (Cont'd)

- Added an ID.me error message for claimants who need to verify their identity and are blocked from weekly certification because they have not yet completed this step.
- Added form validation analytics to gather insights on which form fields claimants struggle to fill out when they are completing weekly certification.
- Launched newly designed payment confirmation emails that provide people with their payment breakdowns in a clearer format, along with any actions they need to take based on their responses to the certification questions.

Metrics:

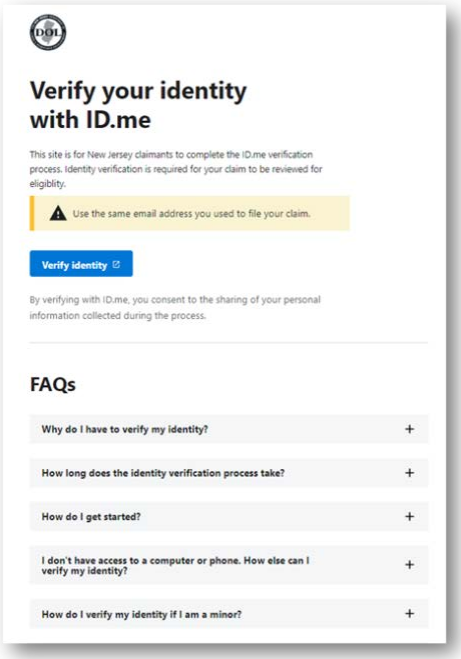
- Clean certifications are up from 18% to 25% for people seeing the error message telling them they need to do ID.me
- 12% increase from last month on people verifying their identities after seeing this message
- 89% strongly agree that the email is clear
- 84% strongly agree it is easy to act on
- 84% agree it is clearer and less confusing than past emails from DOL
- 77% agree it is easier to act on than past emails from DOL

Simplifying identity verification: Simplified the workflow and communication channels between NJDOL/ID.me/claimants.

Status*: Improvements to the ID.me verification process began in October 2022.*

- Working with Innovation, we continued to improve our emails and communication with claimants on their next steps after filing for unemployment, how to complete the identity verification process, and where their claim is in the process. We've accomplished this through the emails and notices sent to claimants, as well as through the claim status portal.
    - In October 2022, we redesigned the look and feel of the email claimants receive after submitting their application, referring them to ID.me
    - Redesigned the second email someone receives after completing their verification with next steps in their UI journey
    - Added verification status to the claim status page so claimants know whether they still need to complete it to move forward with collecting benefits
    - Used data to track which claimants had to complete their verification and sent out reminder emails to this population, ensuring everyone could get through the identity verification step as quickly as possible to receive their benefits.
    - Integrated with our identity verification vendor's API which allowed us to host the entire flow on a state site versus a third-party site to provide claimants with a sense of security knowing that their information isn't going to an outside provider/source. Hosting the flow allows us to maintain control of the information and increase the likelihood that claimants take the necessary steps to verify and therefore release their payments.
    - Shortened the link of the host page from 40 characters (https://hosted-pages.id.me/njdolverify) to 10 (uid.nj.gov), making it easier for our support center agents to read out a URL to people calling in for help with identity verification

Discussion Points (Cont'd)

ID.me's old landing page	New Jersey's owned landing page
	

Metrics:

Since we began improvements, we're seeing:

- 70% decrease in calls about identity verification, reducing the burden on the call center
- 22% increase in claimants verifying immediately after submitting their application, suggesting our updated communications and language improvements are helping claimants take the next right step.
- 65% increase in customer satisfaction, correlating with the improvements in the ID verification
- $65k/month recurring cost savings

Appeal Decision Search Tool: Built a tool with historic appeals decisions to assist claimants research and prepare for hearings.

Status: *Launched November 2024.*

- Innovation helped us build a tool that allows the public to search for historic appeals decisions from the Appeals Tribunal and Board of Review for UI, TDI, and FLI. This supports appellants and their teams prepare for hearings, and is part of a broader effort to simplify, enhance transparency, and modernize our appeals process.

You can see the tool directly on http://appealsearch.nj.gov/

Metrics:

- From February through March 2025, we saw:

Discussion Points (Cont'd)

- 13,500 visits to appealsearch.nj.gov
- 7,000 clicks to paginated results
- 2,550 searches
- Indexed over 451,934 decisions

Technical and leadership support: Bolstering resources of the NJDOL staff.
Status: *Ongoing.*

- Innovation provides critical support for GitHub, a platform that enables project engineers to manage code effectively through version control, track changes, and allows for simultaneous work on different features without conflicts. The platform's transparency ensures all team members can review code, document bugs, and maintain a clear history of project evolution, ultimately improving software quality and team productivity. This support is instrumental to DOL's agile development work.

- Office of UI Modernization is requesting the support of the NJ Innovation Authority to recruit Product and/or Technical Leads that can bolster the resources of the NJDOL staff. Product and technical leadership housed at NJIA, but working for NJDOL, will allow staff to stay connected to their peers within the NJIA, focusing on best practices and technical innovations, while implementing those best practices within NJDOL and providing support to the staff leading those changes inside the state agency.

Temporary Disability and Family Leave Insurance Improvements:

Maternity Leave Timeline Tool: Providing assistance for leave planning.
Status: *Completed*

- With Innovation, NDOL created a bilingual, digital tool to help mothers and birthing parents plan their maternity leave, and help them understand how they can access both Temporary Disability and Family Leave Insurance benefits (disability for final weeks of pregnancy/recovery and family leave for bonding).
- This tool launched in May of 2022. There has been over 195,000 users and 1.1 million timelines generated since launch

Access Manager Transition: Improving customer sign on experience.
Status: *Completed*

- In March of 2023, TDI/FLI's transition to a more modern access manager solution – the login system claimants are required to use. This update was necessary to improve security and allow claimants to manually reset their password.
- Within weeks of launch, the call center volume dropped 40%.

Call center upgrades: Improving Interactive Voice Response experience
Status: *Ongoing*

- In March 2023, NJDOL working with Innovation on a new IVR system to improve claimant experience.

Discussion Points (Cont'd)

- Overtime, NJDOL launched self-service text messaging, warm call back/virtual hold features, and features to manage periods of higher call volume.
- From launch, these features have resulted in a 25% increase in calls answered by an agent.

Claim status tool upgrades: Improving clarity in claims process
Status: *Completed*

- With Innovation, NJDOL made significant improvements to the language in claims status checker, clarifying and visually emphasizing status information, revising confusing wording, and fixing outdated or inaccurate information.
- By May 2024, user satisfaction increased by 30%.

Creating a job protection tool: Improving clarity around job protection information
Status: *Completed*

- Innovation helped NJDOL build a job protection checker with NJ Division on Civil Rights (enforces the NJ Family Leave Act).
- Users can answer questions about their work situation and are then provided with an estimate as to what state and federal job protections they are likely covered under.
- Since the tool launched in February 2026, 17,200 users visited the Job Protection landing page and nearly 9,900 users have used the tool.

TDI Web App Redesign: Improving accessibility and reducing application errors.
Status: *Completed*

- Office of Innovation is undergoing a digital mask of the TDI web application, following a similar process to the initial UI application redesign.
- Through this process, NJDOL is refining application questions, improve strategic bottlenecks for examiners, and provide transparency into the claims process. Enhancements have been deployed in batches focusing on data/analytics, improving the look and feel with a mobile-friendly design, and now refining the application questions and process flow.
- One key improvement is the new confirmation page. The new page clearly lays out next steps and acts as a to-do list with suggested timelines to keep users on track. To reduce missing medical information, provide printable instructions for medical providers and a template message for claimants to share.
- NJDOL is still collecting data, but one early indicator is that validation errors have dropped significantly, by 40% in one week, signaling that the new application is easier to use.
- Additional improvements are scheduled for April 2026.

Questions: What additional collaborations is the department planning or implementing with the New Jersey Innovation Authority? What are the objectives of the new initiatives and their anticipated impacts on department revenues and expenditures? How are the new initiatives anticipated to improve the satisfaction of the department's clients and partners as well as the department's performance and administrative

Discussion Points (Cont'd)

efficacy? Please use any available metrics that will be used to assess the success or failure of the initiatives.

Contact center modernization:

- Innovation's contact center modernization team is collaborating with DOL on the Unemployment Insurance, Appeals Central Office, Employer Accounts, and Temporary Disability call centers.
- For the Unemployment Insurance call center, we're collaborating to rebuild the new phone-based claim intake, weekly certification, and claim status self-service flows using our modern cloud based call center technology built on AWS (moving off of the legacy system using sunsetted Avaya technology). This is incorporating a human-centered redesign, not simply a "rip and replace", building off of the successful model of our redesigned unemployment insurance application and post-application claimant portal.
- For the Appeals Central Office and Employer Accounts call centers, we are supporting the teams on migrating from their legacy technology call centers (using software that is no longer supported) to our modern cloud based call center technology developed by Innovation and provided to 14 call centers across the state. These call centers have supported up to 15 percent increases in the total number of callers that reach an agent for support, while also cutting costs roughly in half.
- Across all of these, the old system is prone to down time and lacks clear analytics on usage. So the initial benefit is insight into what's working, how are residents using the tool, etc. The revamped approach is also going to leverage human centered design which we anticipate will bring increased efficiency and utilization of the tools. Increasing containment (the number of people that don't need to escalate to an agent) and decreasing user input errors that might generate additional follow-ups.

Collaboration with DOL Employer Accounts

- Innovation and DOL's Employee Accounts team are collaborating to integrate the employer rates table into Business.NJ.gov, so that registered users can access their Employer Contribution tax rates directly on Business.NJ.Gov.
- This work is based on feedback from businesses: it was one of the most highly requested features by users of Business.NJ.gov's live chat.
- Given Business.NJ.Gov's mission to serve as a "one stop shop" for business owners, we wanted to ensure this information was available alongside information from other agencies. Since our target user for this is business owners already registered with Employer Access, we are also measuring the number of users who are already signed up with employer access, who then check their rates on our website. We may also collaborate on improving error messages around employer rates, and explore new ways we can drive the creation of employer accounts on our website.

TDI-FLI

- We are continuing to finalize and release user-centered improvements to the TDI web application to improve the experience for residents applying for leave as well as reduce errors that lead to longer claims processing timelines.

Discussion Points (Cont'd)

- As we're wrapping up this scope of work, we are also transitioning ownership of this and other products we've previously partnered with DOL on, including the maternity timeline tool and job protection checker.

HR-1 Medicaid Implementation Requirements

- We're supporting Medicaid's HR-1 implementation effort to use select DOL datasets to streamline the process of ensuring eligibility for affordable healthcare for New Jersey's workers.

Unemployment Insurance

- We continue to support unemployment insurance modernization for New Jerseyans in an advisory capacity with a specific focus on product, technology, and design.
- We are ensuring that DOL can maintain and extend the appeals search tool.
- We are working with the claimant experience team to support their work to modernize the login process so that claimants can access application systems more easily.
- We are also working with Unemployment Insurance and MyCareerNJ to simplify and improve the customer experience for people using both applications, so the same credentials can be used, so that data can be shared more easily across programs, and so the impact of interventions can be tracked more easily.

We look forward to the opportunity to collaborate with the New Jersey Innovation Authority on projects or initiatives that can help our agency modernize program and service delivery, save our staff time, decrease administrative burden, achieve cost savings, and increase New Jerseyans' satisfactions with our services.

SCHEDULE 5.3

New Jersey Department of Labor & Workforce Development

OLS Discussion Points FY 2026-2027

DI Employer TAX RATE TABLES														
(expressed as %)														
IF RESERVE PERCENTAGE IS:				**Less than 1.25%**		**Less than .75%**	**Less than .75%**	**Less than .75%**	**Less than .75%**	**Less than .75%**	**Less than .75%**	**Less than .75%**	**Less than .75%**	**Less than .75%**
(Fund Excess divided by Total	**1.4% OR**		**1.25% OR**	**BUT NOT**	**Less than**	**BUT**	**BUT**	**BUT**	**BUT**	**BUT**	**BUT**	**BUT**	**BUT**	**BUT**
Wages)	**HIGHER**	**1.35%**	**HIGHER**	**Less than .75%**	**0.25%**	**More than .25%**	**More than .25%**	**More than .25%**	**More than .25%**	**More than .25%**	**More than .25%**	**More than .25%**	**More than .25%**	**More than .25%**
SUBTRACTING THE RESERVE	**(Subtract 1.25% from**	**(Subtract 1.25% from**	**(Subtract 1.25% from**	**NA**	**NA**	**0.75%**	**0.75%**	**0.75%**	**0.75%**	**0.75%**	**0.75%**	**0.75%**	**0.75%**	**0.75%**
PERCENTAGE FROM:	**the Reserve %)**	**the Reserve %)**	**the Reserve %)**											
FUND FACTOR (rounded to	**NA**	**NA**	**NA**	**NA**	**NA**	**0.05%**	**0.10%**	**0.15%**	**0.20%**	**0.25%**	**0.30%**	**0.35%**	**0.40%**	**0.45%**
the nearest .05%)														
REFERENCE	**A**	**A**	**A**	**B**	**D**	**C**	**C**	**C**	**C**	**C**	**C**	**C**	**C**	**C**
TABLE	**TABLE 1**	**TABLE 2**	**TABLE 3**	**TABLE 4**	**TABLE 5**	**TABLE 6**	**TABLE 7**	**TABLE 8**	**TABLE 9**	**TABLE 10**	**TABLE 11**	**TABLE 12**	**TABLE 13**	**TABLE 14**
	(Decrease Table)	(Decrease Table)	(Decrease Table)	(Equal Table)	(Largest									
				No changes in rates	Increase									
				Preliminary Rates	Table)									
				are the Final Rates										
PRELIMINARY RATE	**FINAL RATE**	**FINAL RATE**	**FINAL RATE**	**FINAL RATE**	**FINAL RATE**	**FINAL RATE**	**FINAL RATE**	**FINAL RATE**	**FINAL RATE**	**FINAL RATE**	**FINAL RATE**	**FINAL RATE**	**FINAL RATE**	**FINAL RATE**
0.10	0.10	0.10	0.10	0.10	0.40	0.15	0.20	0.25	0.25	0.25	0.25	0.25	0.25	0.25
0.15	0.10	0.10	0.10	0.15	0.40	0.20	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
0.20	0.10	0.10	0.15	0.20	0.40	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
0.25	0.10	0.15	0.20	0.25	0.70	0.30	0.35	0.40	0.45	0.50	0.50	0.50	0.50	0.50
0.35	0.35	0.35	0.35	0.35	1.10	0.40	0.45	0.50	0.55	0.60	0.65	0.70	0.75	0.75
0.45	0.45	0.45	0.45	0.45	1.10	0.50	0.55	0.60	0.65	0.70	0.75	0.75	0.75	0.75
0.55	0.55	0.55	0.55	0.55	1.10	0.60	0.65	0.70	0.75	0.75	0.75	0.75	0.75	0.75
0.65	0.65	0.65	0.65	0.65	1.10	0.70	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75
0.75	0.75	0.75	0.75	0.75	1.10	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75

SCHEDULE 5.4
New Jersey Department of Labor Workforce Development
OLS Discussion Points FY 2026-2027

Calendar Year Month	Fund Cash Balance	FLI Account Balance	FLI Contribution	FLI Benefits	FLI Admin	FLI Int/Other	TDI Account Balance	I Employer Contributi	TDI Worker Cont	TDI Total Contribution	Assessments	TDI Benefits	TDI Int/Other	TDI Admin	4F Balance	TDI 4F Benefits
January 2025	$ (215,200,592.67)	$ (285,474,093.05)	$ 31,113,550.00	$ 46,309,426.00			$ 99,547,468.63	$ 55,269,112.21	$ 1,120,432.26	$ 56,389,544.47	$ 475,582.00	$ 60,402,368.56	$ 135,599.00		$ (29,273,968.25)	$ 1,998,618.00
Februay 2025	$ (287,606,897.35)	$ (306,372,714.74)	$ 22,829,640.00	$ 43,728,261.69			$ 49,534,898.22	$ 2,368,088.71	$ 98,759.03	$ 2,466,847.74	$ 510,083.00	$ 52,851,828.06	$ 249,989.99		$ (30,769,080.83)	$ 1,872,574.00
March 2025	$ (394,020,498.44)	$ (355,581,394.74)	$ 765,500.00	$ 49,974,180.00			$ (5,316,260.92)	$ 1,432,326.88	$ (33,704.16)	$ 1,398,622.72	$ 649,298.71	$ 56,537,656.96	$ 132,043.41		$ (33,122,842.78)	$ 2,834,243.00
April 2025	$ (382,379,740.50)	$ (332,495,399.86)	$ 66,358,690.00	$ 43,298,959.19		$ 26,264.07	$ (15,006,896.32)	$ 24,147,292.84	$ 24,546,200.99	$ 48,693,493.83	$ 338,192.52	$ 58,563,327.71	$ 98,032.27		$ (34,877,444.32)	$ 2,004,864.00
May 2025	$ (747,937.44)	$ (122,716,724.65)	$ 247,679,800.00	$ 38,844,663.53		$ 943,538.74	$ 158,706,814.46	$ 116,876,407.65	$ 110,559,161.43	$ 227,435,569.08	$ 455,037.93	$ 54,225,691.26	$ 394,623.86		$ (36,738,027.25)	$ 2,197,311.00
June 2025	$ (168,393,571.74)	$ (187,536,587.57)	$ 1,472,843.15	$ 46,786,176.02	$ 19,954,311.42	$ 447,781.37	$ 58,197,861.36	$ 109,380.66	$ (358,490.34)	$ (249,109.68)	$ 267,137.45	$ 56,289,323.02	$ 425,676.19	$ 44,460,309.57	$ (39,054,845.54)	$ 2,514,500.00
July 2025	$ 101,900,229.08	$ (37,705,463.33)	$ 191,897,870.00	$ 42,341,309.48		$ 274,563.72	$ 180,397,500.52	$ 89,547,929.56	$ 92,359,024.21	$ 181,906,953.77	$ 277,070.86	$ 59,899,787.32	$ 125,975.70		$ (40,791,808.10)	$ 1,941,995.00
August 2025	$ 96,186,742.50	$ (35,022,732.15)	$ 43,517,680.00	$ 41,743,333.00		$ 908,384.18	$ 168,773,325.30	$ 35,688,732.40	$ 11,641,323.40	$ 47,330,055.80	$ 7,280,089.80	$ 60,985,482.95	$ 284,030.39		$ (37,563,850.65)	$ 2,159,309.00
September 2025	$ 8,064,539.62	$ (75,617,014.82)	$ 10,799,290.00	$ 51,925,347.00		$ 531,774.33	$ 117,124,981.54	$ 5,100,501.93	$ 5,230,179.11	$ 10,330,681.04	$ 8,672,683.18	$ 64,341,375.38	$ 280,906.61		$ (33,443,427.10)	$ 2,297,362.00
October 2025	$ 255,529,695.10	$ 77,840,398.85	$ 208,700,970.00	$ 55,544,217.83		$ 300,661.50	$ 210,964,639.87	$ 57,566,304.53	$ 96,525,839.80	$ 154,092,144.33	$ 3,456,914.16	$ 61,341,872.21	$ 259,726.81		$ (33,275,343.62)	$ 2,390,033.00
November 2025	$ 128,405,951.73	$ 38,409,710.68	$ 19,959,500.00	$ 50,406,250.59		$ (8,983,937.58)	$ 121,947,377.03	$ 4,866,019.03	$ 10,258,548.44	$ 15,124,567.47	$ 4,398,810.33	$ 60,138,456.09	$ 618,847.00	$ 45,677,935.70	$ (31,951,135.97)	$ 1,930,912.00
December 2025	$ 13,517,619.88	$ (17,657,155.39)	$ 4,482,320.00	$ 55,853,105.45		$ (4,696,080.62)	$ 64,040,690.07	$ 3,767,959.99	$ 1,372,799.05	$ 5,140,759.04	$ 1,572,463.75	$ 63,864,360.25	$ 439,522.96		$ (32,865,914.80)	$ 2,078,402.00
January 2026	$ 19,132,786.06	$ (24,481,701.53)	$ 50,762,464.87	$ 57,755,733.43		$ 168,722.42	$ 77,817,837.96	$ 37,412,445.10	$ 30,896,385.84	$ 68,308,830.94	$ 747,142.48	$ 54,973,353.06	$ 262,355.81		$ (34,203,350.36)	$ 1,890,321.00
Februay 2026	$ 190,879,008.32	$ 98,815,806.39	$ 189,796,180.00	$ 47,857,757.09	19,223,357.94	$ 582,442.95	$ 127,566,543.74	$ 9,053,850.14	$ 81,843,727.99	$ 90,897,578.13	$ 900,545.35	$ 41,854,657.46	$ 489,654.22		$ (35,503,341.81)	$ 1,966,395.00
Estimates																
March 2026	$ 81,116,144.47	$ 44,489,326.22	$ -	$ 54,326,480.17			$ 73,981,956.26	$ 1,979,652.55	$ -	$ 1,979,652.55	$ 400,000.00	$ 55,660,240.03			$ (37,355,138.01)	$ 2,147,796.20
April 2026	$ 42,739,770.83	$ 22,679,219.32	$ 29,219,804.99	$ 51,029,911.89			$ 59,086,120.83	$ 18,469,552.42	$ 16,432,077.48	$ 34,901,629.90	$ 400,000.00	$ 49,893,465.34			$ (39,025,569.32)	$ 1,966,431.31
May 2026	$ 279,700,209.31	$ 106,247,087.17	$ 134,008,859.02	$ 50,440,991.17			$ 214,385,580.46	$ 129,569,438.29	$ 75,361,350.13	$ 204,930,788.42	$ 400,000.00	$ 49,727,328.79			$ (40,932,458.32)	$ 2,202,889.00
June 2026	$ 190,211,923.14	$ 62,138,735.42	$ 7,533,399.64	$ 51,641,751.39			$ 170,917,028.19	$ 3,488,625.03	$ 4,236,489.83	$ 7,725,114.86	$ 400,000.00	$ 51,289,667.13			$ (42,843,840.46)	$ 2,207,382.15
July 2026	$ 388,698,660.81	$ 149,836,475.84	$ 132,044,064.85	$ 52,146,324.43		$ 7,800,000.00	$ 283,581,177.79	$ 88,978,437.45	$ 74,256,426.60	$ 163,234,864.05	$ 400,000.00	$ 50,666,714.45			$ (44,718,992.81)	$ 2,171,152.35
August 2026	$ 487,828,524.90	$ 206,715,855.96	$ 107,525,700.22	$ 50,646,320.09			$ 327,789,983.65	$ 35,461,765.10	$ 60,468,255.62	$ 95,930,020.72	$ 400,000.00	$ 51,817,214.86			$ (46,677,314.72)	$ 2,254,321.90
September 2026	$ 387,387,729.73	$ 155,939,139.52	$ 2,038,720.66	$ 52,815,437.10			$ 280,093,950.46	$ 5,068,064.61	$ 1,146,496.90	$ 6,214,561.50	$ 400,000.00	$ 54,006,594.69			$ (48,645,360.25)	$ 2,264,045.53
October 2026	$ 428,229,941.26	$ 192,634,693.41	$ 94,081,130.73	$ 57,385,576.83			$ 286,374,109.80	$ 57,200,203.87	$ 52,907,554.66	$ 110,107,758.53	$ 400,000.00	$ 53,923,599.20		$ 50,000,000.00	$ (50,778,861.95)	$ 2,429,501.70
November 2026	$ 333,359,698.35	$ 131,610,798.11	$ 27,885,110.67	$ 57,909,005.98	$ 31,000,000.00		$ 254,611,595.98	$ 4,835,072.92	$ 15,681,497.51	$ 20,516,570.43	$ 400,000.00	$ 52,375,084.24			$ (52,862,695.74)	$ 2,379,833.80
December 2026	$ 242,220,979.78	$ 84,700,867.96	$ 12,492,872.52	$ 59,402,802.67			$ 212,307,012.92	$ 3,743,997.14	$ 7,025,503.74	$ 10,769,500.88	$ 400,000.00	$ 53,170,083.95			$ (54,786,901.10)	$ 2,220,205.35
January 2027	$ 349,538,272.66	$ 146,074,051.13	$ 118,311,107.67	$ 56,937,924.50			$ 260,329,257.71	$ 37,860,993.32	$ 61,793,403.71	$ 99,654,397.03	$ 400,000.00	$ 51,728,152.23			$ (56,865,036.19)	$ 2,374,135.09
Februay 2027	$ 303,552,167.67	$ 124,686,299.27	$ 38,024,943.08	$ 59,412,694.94			$ 237,781,853.53	$ 9,162,399.27	$ 19,860,270.99	$ 29,022,670.26	$ 400,000.00	$ 51,666,074.45			$ (58,915,985.13)	$ 2,346,948.94
March 2027	$ 189,236,384.48	$ 64,568,208.73	$ -	$ 60,118,090.54			$ 185,781,016.78	$ 2,003,387.16	$ -	$ 2,003,387.16	$ 400,000.00	$ 54,100,223.91			$ (61,112,841.02)	$ 2,492,855.90
April 2027	$ 133,738,564.44	$ 37,768,741.86	$ 32,536,528.47	$ 59,335,995.34			$ 159,139,323.39	$ 18,690,989.02	$ 9,284,824.38	$ 27,975,813.40	$ 400,000.00	$ 54,713,506.79			$ (63,169,500.81)	$ 2,352,659.79
May 2027	$ 340,286,273.22	$ 128,531,319.84	$ 149,220,128.54	$ 58,457,550.56			$ 277,175,619.57	$ 131,122,882.34	$ 42,582,375.95	$ 173,705,258.29	$ 400,000.00	$ 55,764,962.12			$ (65,420,666.19)	$ 2,547,165.38
June 2027	$ 239,853,520.74	$ 78,410,072.98	$ 8,388,511.56	$ 58,509,758.43			$ 229,054,515.31	$ 3,530,451.13	$ 2,393,797.38	$ 5,924,248.51	$ 400,000.00	$ 54,141,352.77			$ (67,611,067.55)	$ 2,486,401.36
July 2027	$ 407,646,140.79	$ 171,594,479.20	$ 147,032,311.70	$ 59,047,905.48		$ 5,200,000.00	$ 305,877,445.26	$ 90,045,224.70	$ 41,958,047.05	$ 132,003,271.74	$ 400,000.00	$ 55,276,341.79			$ (69,825,783.66)	$ 2,510,716.12
August 2027	$ 479,085,178.61	$ 231,674,520.22	$ 119,730,881.42	$ 59,650,840.40			$ 319,477,210.33	$ 35,886,926.07	$ 34,167,142.57	$ 70,054,068.64	$ 400,000.00	$ 56,550,303.56			$ (72,066,551.94)	$ 2,536,768.27
September 2027	$ 367,316,682.57	$ 173,313,484.01	$ 2,270,134.68	$ 60,631,170.89			$ 268,274,314.91	$ 5,128,827.04	$ 647,819.63	$ 5,776,646.67	$ 400,000.00	$ 57,075,542.09			$ (74,271,116.35)	$ 2,500,564.42
October 2027	$ 436,687,320.66	$ 214,311,122.59	$ 104,760,226.48	$ 63,762,587.91			$ 299,006,497.51	$ 57,885,993.03	$ 29,895,024.17	$ 87,781,017.20	$ 400,000.00	$ 57,144,834.60			$ (76,630,299.43)	$ 2,655,183.07
November 2027	$ 276,376,472.72	$ 149,336,543.19	$ 31,050,333.75	$ 65,024,913.15	$ 31,000,000.00		$ 205,925,205.32	$ 4,893,041.96	$ 8,860,714.69	$ 13,753,756.65	$ 400,000.00	$ 56,931,048.84		$ 50,000,000.00	$ (78,885,275.80)	$ 2,550,976.37
December 2027	$ 173,726,422.54	$ 97,932,782.87	$ 13,910,931.39	$ 65,314,691.72			$ 156,913,368.66	$ 3,788,884.96	$ 3,969,709.15	$ 7,758,594.12	$ 400,000.00	$ 56,866,430.78			$ (81,119,728.99)	$ 2,530,453.19

SCHEDULE 9.3
New Jersey Department of Labor & Workforce Development
OLS Discussion Points FY 2026-2027
(Millions)

Year	Month	IUR	TUR	Regular UI Benefits	ABT	Employer Contributions	Worker Contributions
2025	1	**2.5**	**4.6**	**310.2**	**1.3**	**310.5**	**70.1**
2025	2	**2.4**	**4.6**	**263.0**	**1.4**	**38.3**	**-3.3**
2025	3	**2.4**	**4.7**	**260.2**	**1.6**	**5.6**	**4.3**
2025	4	**2.4**	**4.8**	**247.8**	**1.5**	**179.1**	**37.0**
2025	5	**2.5**	**4.8**	**231.4**	**1.4**	**885.1**	**234.9**
2025	6	**2.6**	**4.9**	**231.4**	**1.7**	**9.8**	**-6.3**
2025	7	**2.6**	**4.9**	**290.0**	**1.5**	**649.5**	**163.2**
2025	8	**2.7**	**5.0**	**271.0**	**1.5**	**37.3**	**-0.2**
2025	9	**2.5**	**5.2**	**225.8**	**1.5**	**8.1**	**3.9**
2025	10	**2.5**		**231.8**	**1.5**	**403.7**	**106.2**
2025	11	**2.5**	**5.4**	**217.0**	**1.6**	**16.3**	**0.8**
2025	12	**2.5**	**5.4**	**291.2**	**1.7**	**8.5**	**-4.5**
2026	1	**2.4**	5.4	326.6	**1.6**	**74.6**	**15.5**
2026	2	**2.4**	5.4	301.8	**1.6**	**251.4**	**66.5**
2026	3	2.7	5.4	312.6	1.5	12.2	0.6
2026	4	2.7	5.4	285.2	1.5	73.2	14.4
2026	5	2.7	5.4	244.0	1.5	987.2	212.2
2026	6	2.7	5.4	257.4	1.5	20.2	3.6
2026	7	2.7	5.4	307.2	1.5	68.2	17.0
2026	8	2.7	5.4	276.6	1.5	570.6	117.8
2026	9	2.7	5.4	260.0	1.5	25.2	1.0
2026	10	2.7	5.4	244.2	1.5	75.6	17.0
2026	11	2.7	5.4	251.0	1.5	411.4	68.2
2026	12	2.7	5.4	308.4	1.5	11.2	4.2
2027	1	2.7	5.4	317.6	1.5	72.8	12.4
2027	2	2.7	5.4	307.4	1.5	279.8	48.00
2027	3	2.7	5.4	332.8	1.5	14.0	0.6
2027	4	2.7	5.4	290.4	1.5	83.4	14.8
2027	5	2.7	5.4	248.6	1.5	1124	218.0
2027	6	2.7	5.4	262.2	1.5	23.0	3.8
2027	7	2.7	5.4	299.4	1.5	77.6	17.4
2027	8	2.7	5.4	295.2	1.5	649.6	121.0
2027	9	2.7	5.4	253.4	1.5	28.8	1.0
2027	10	2.7	5.4	237.6	1.5	77.6	17.4
2027	11	2.7	5.4	268.0	1.5	422.6	70.0
2027	12	2.7	5.4	314.2	1.5	11.4	4.2
2028	1	2.7	5.3	324.2	1.5	74.8	12.8
2028	2	2.7	5.3	329.4	1.5	287.4	49.4
2028	3	2.7	5.3	339.6	1.5	14.4	0.6
2028	4	2.6	5.3	259.6	1.5	85.6	15.2
2028	5	2.6	5.3	267.4	1.5	1153.2	223.6
2028	6	2.6	5.3	257.8	1.5	23.6	3.8
2028	7	2.6	5.3	280.8	1.5	79.6	18.0
2028	8	2.6	5.3	290.0	1.5	666.6	124.0
2028	9	2.6	5.3	237.6	1.5	29.4	1.0
2028	10	2.6	5.3	244.6	1.5	79.6	18.0
2028	11	2.6	5.3	263.2	1.5	433.6	71.8
2028	12	2.6	5.3	282.0	1.5	11.8	4.4

Note: Actual data for each column are in boldface with estimated data below.
Note: There are no current or anticipated extended benefits. There is no federal loan outstanding.

Office of Research and Information
Workforce Research & Analytics
March 2026

10. Since the COVID-19 pandemic, the department has been engaged in a long-term effort to modernize and replace the legacy unemployment insurance claims processing information technology system. The endeavor has also included numerous customer-facing software upgrades. The department provided a summary of accomplishments and complications in response to an FY 2026 OLS Discussion Point. Last year, the department also stated that its long-term goal was the full replacement of the legacy mainframe system and that it viewed modernization as a never-ending iterative process. The department reported that as of December 31, 2024, it had expended $40.2 million for the modernization of the unemployment insurance system and encumbered an additional $16.0 million.

Questions: **Please provide a status update on the modernization and replacement of the legacy unemployment insurance system, including expenditures to date. What additional improvements have been effected in the last 12 months? By what date does the department anticipate having the legacy unemployment insurance mainframe system fully replaced?**

Response:

a. Status update on modernization and legacy system replacement.

New Jersey uses an agile, or modular, approach to building and replacing unemployment systems. This includes frequent reviews from subject matter experts (SMEs) and customers to ensure not only accuracy in replacement but improved interface, usability and corrective planning. Building and iterating on this technology is a continual process—we need to architect our systems to allow for incremental changes, rather than monumental rollouts, which allows us to be responsive to changes – the need to support new legislative requirements and federal mandates, for example.

In addition to the work done to replace the UI claimant intake application, improve the way we communicate with claimants through a comprehensive email and paper notice overhaul, and enhance claim management and transparency through continuous additions to the Claimant Portal (claim status page), all of which were essential to address COVID pandemic related issues, we have begun work on standing down the LOOPS mainframe system (a 40+ year system written in COBOL).

Over the past four years, we've made significant improvements and laid the groundwork for getting off the mainframe, including, at a higher level:

- Building the architectural foundation
- Building and piloting payment calculation and banking integration (monetary determinations have been averaging 98% accuracy since January 2026)
- Pre-submission integrations (identity, employment, wage verification)

Large buckets of work that remain

include: **Claimant/Staff-Facing**

- Integrating the IVR (phone system) – intake/filing or reopening a claim, certification and the ability for claimants to check their claim status.
- Increasing the number of documents available to claimants digitally – we've built the necessary infrastructure and have piloted a digital form (BC-212, which notifies claimants that they have been approved to continue receiving benefits while attending school full-time). Learnings from this will be incorporated as we continue to build.
- Standing down the legacy SSI system (new online intake and claim management functions have been built and are active), Avaya (legacy phone of intake, certification, customer service), and portions of CLaIMS (where agents process some parts of UI claims).
- CLaIMS app and RCC – confirming write backs or communication between the two systems, testing happy paths and Salesforce claim creations.

Data and Infrastructure

- Integration with NJDOL systems (such as Workforce), other governmental agencies, any external services related to verifications, ex-NJ employment and wage information, etc.
- Rewriting of batched reports for databases (or the manual/automated generation of reports).
- Testing and verifying different payment logics – payments, overpayments, employer charges, bank integrations.

Weekly Certification

- Replacing and standing down the current weekly certification system (JPAY), including the user experience flow, processing logic and staff workflows.

System Replacement

- All of the above – there are over 800+ workflows within LOOPS that need to be replaced. Some of that is implicit to what is above, others are completely discrete and require additional discovery.
- Analysis and documentation of COBOL code connection points.

b. **Improvements/launches in the last 12 months.**

The timelines below include the most impactful launches related to LOOPS mainframe modernization within the past 12 months. This includes work related to claims processing, system integrations, infrastructure stability, payments, and modernizing the staff experience.

April 2025

- **Conversion Class & Testing Framework:** This work is about preparing to move data from an old computer system (LOOPS) to a new one. The team is building tools to translate information between the old and new systems so they can eventually replace the old system completely. The main goals are:

  1. Improve the new system's database to handle more types of information and keep track of changes over time;
  2. Create a software tool that can automatically convert claims data from the old format to the new format; and
  3. Build comprehensive tests to make sure the conversion tool works correctly on different types of claims that represent most of what the old system handles.

May 2025

- **SES Integration:** This work supports sending emails from the Persistence API-based applications to claimants using Simple Email Service (SES) to do so.

August 2025

- **Migration of the Application Submitted event handler to Temporal:** The creation of Claims and CIMS (Claims Issue Management System) issues is currently handled by an Amazon SQS custom Event Handler. We're migrating this to the Temporal workflow engine to improve performance, scalability, and long-term maintainability. This work will unblock the separation related issues in CIMS work.

September 2025

- **Migration & ETL Testing (SG01):**As we develop the LOOPS replacement system, we plan to migrate legacy data from three different sources (DB2, IMS, and VSAM files), each with unique data models. To ensure smooth migration, we are iteratively syncing subsets of LOOPS data to the replacement system. As of September 2025,
  we regularly sync 20+ critical claim and claimant fields from LOOPS such as date of claim, SSN, and program code. This enables us to surface this data in Salesforce where staff can access it without touching LOOPS, it also allows us to conduct faster accuracy analysis.

October 2025

- **SF Doc Gen Pilot:** This pilot introduces S-Docs, a native Salesforce document generation solution as part of a broader LOOPS Document Generation Replacement Strategy, to enable UI staff to generate and send notices and documents directly from Salesforce. This

effort is the first major step in the long-term strategy to replace LOOPS-based document generation, modernize document workflows, and improve claimant communication.

- **BC-212 pilot** (this form notifies claimants that they have been approved to continue receiving benefits while attending school full-time): ~10 min old process to ~3 min. 92%emailed. 860+ submissions, zero defects. Staff survey overwhelmingly positive.

- **Payments Data Validation:** As part of the 2025 pilot, the Salesforce team is building a Payments screen that allows NJ staff to select claims from LOOPS and have payments calculated in the new system. This work established an accuracy metric to measure how well new system payments match LOOPS, built an automated process to compute and report this metric, and defined a method to automatically compare payment amounts between the two systems.

- **Salesforce Payments Integration Support:** The team tested their new payment calculation system using real data from the current system to make sure it works correctly. They ran intensive tests to verify all parts of the process functioned properly. The testing found no problems with the new system or its supporting technology. This testing was done safely without affecting the live system that users currently rely on - users experienced no disruptions or changes during this validation process.

- **Employer Accounts Data Integration:** This feature establishes an integration between the LOOPS replacement system and Employer Accounts. It allows the replacement system to access critical employer and wage data needed for processing Unemployment Claims.

- **ICON Integration:** This work created a connection between two systems - the LOOPS replacement system and a part of ICON called SID. Once this connection is built, other teams can use it to create better tools and features for people filing unemployment claims and for UI staff members. This is especially helpful for Combined Wage Claims, which involve checking wages from multiple states. The integration also sets up the foundation for automating Combined Wage Claims processes in the future, meaning less manual work and faster processing.

November 2025

- **Synthetic Data Generation:** The test database doesn't have enough data compared to the production database. This makes it hard to spot problems with speed, performance, and properly identify how the system handles large amounts of data. By filling the test database with fake data that mimics the same amount and relationships as production, we better simulate real-world conditions and catch database performance problems before they affect the live system. The main goals are to make the test environment more like production so problems can be found earlier, and to fill the test database with realistic fake data that represents what the production system looks like.

- **PagerDuty MVP:** PagerDuty is an incident management platform that acts as the "central nervous system" for digital operations, helping IT and DevOps teams detect, resolve, and prevent critical technology issues. It analyzes alerts from various monitoring tools, immediately alerting the right on-call responder via phone, SMS, or app to reduce downtime.

December 2025

- **Migrating e-Adjudication Forms to Omnistudio:** In 2025 eAdjudication used VIP Forms (an outdated platform) to send questionnaires to claimants and employers to provide a response to an issue that was been flagged on a claim. Omnistudio is the modern, chosen replacement solution for migrating questionnaires off VIP Forms and into Omnistudio flows and scripts. The goal of this effort was to migrate claimant and employer questionnaires and historical records out of the VIP Forms legacy app and into OmniStudio, so that staff can continue to send and receive questionnaires to/from claimants and employers about issues on their claim.
- **Weekly Certification Integration:** For claimants to receive their weekly UI benefits, they must certify weekly. This work enabled the new system to process certifications from claimants to issue payments and provided a new trigger that provides the contents of a claimant's certification.

January 2026

- **Universal Claim Page MVP:** Staff relies on LOOPS (amongst other systems) to perform their daily work. This work unlocked the foundational infrastructure required for making one Case Management System the primary user interface for staff to view and manage active claims. It enabled the Case Management System to initiate calls to external databases and return additional data for a corresponding claim. Staff can now see every new claim without opening the old system. Previously, claims only appeared after an issue was flagged.
- **Obfuscating PII Data - Phase I:** Phase I of the PII obfuscation project focuses on protecting account numbers using both encryption and non-encryption methods. The goal is to help development teams choose the right security approach while meeting legal requirements and security standards.

February 2026

- Certification Evaluation Phase 2: Phase 1 handled simple certifications where all answers were preferred. Phase 2 added support for ERI codes, which can change what counts as a preferred answer based on the claimant's specific situation and claim history.

March 2026

- LOOPS acceleration pilot, using AI tools to analyze code.

c. **Date for fully replacing the legacy system.**

The estimated timeline for full replacement build, data cleansing and migration, and complete mainframe deprecation puts us at an **estimated timeline of 2030.** While this is our estimate, we have goals of accelerating that timeline using approved AI tooling that enables faster discovery and quality analysis of the **millions** of connections of COBOL code.

d. Expenditures to date.

NJDOL has expended $88.5M to date for the modernization of the UI system. This includes $65.6m in Federal resources and $22.8m in State resources.

SCHEDULE 11.2
New Jersey Department of Labor & Workforce Development
OLS Discussion Points FY 2026-2027

NJDOL WIOA Performance Metrics PY24/FY25

Atlantic County Workforce Investment Board	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	73.4%	66.7%	68.9%	59.2%
Employment Q4 (EQ4)	73.4%	71.4%	72.8%	57.5%
Credential Rate (CR)	77.9%	80.6%	66.5%	0.0%
Measurable Skills Gain (MSG)	84.6%	87.7%	78.5%	0.0%
Median Earnings (ME)	$ 7,680.00	$ 10,608.00	$ 4,048.00	$ 7,620.00

Bergen County Workforce Investment Board	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	50.6%	58.6%	61.7%	47.6%
Employment Q4 (EQ4)	55.1%	62.3%	57.7%	48.7%
Credential Rate (CR)	67.2%	65.9%	36.3%	0.0%
Measurable Skills Gain (MSG)	70.3%	70.1%	64.0%	0.0%
Median Earnings (ME)	$ 7,948.00	$ 12,185.00	$ 4,181.00	$ 9,321.00

Burlington County Workforce Investment Board	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	69.2%	63.6%	52.9%	56.5%
Employment Q4 (EQ4)	53.8%	69.7%	45.9%	59.8%
Credential Rate (CR)	76.9%	70.8%	45.8%	0.0%
Measurable Skills Gain (MSG)	70.2%	62.0%	72.9%	0.0%
Median Earnings (ME)	$ 8,560.00	$ 7,899.00	$ 4,304.00	$ 9,366.00

Camden County Workforce Investment Board	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	62.6%	64.1%	41.7%	53.7%
Employment Q4 (EQ4)	61.0%	67.1%	48.8%	56.4%
Credential Rate (CR)	76.5%	67.9%	42.1%	0.0%
Measurable Skills Gain (MSG)	93.1%	89.0%	98.5%	0.0%
Median Earnings (ME)	$ 9,125.00	$ 9,647.00	$ 4,255	$ 7,684.00

Cumberland/Salem/Cape May Counties Workforce Inve	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	73.7%	76.3%	68.9%	62.7%
Employment Q4 (EQ4)	75.6%	67.4%	58.9%	59.3%
Credential Rate (CR)	62.0%	76.9%	50.0%	0.0%
Measurable Skills Gain (MSG)	87.8%	79.5%	81.5%	0.0%
Median Earnings (ME)	$ 9,570.00	$ 8,870.00	$ 2,796.00	$ 7,496.00

Essex County Workforce Investment Board	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	56.4%	61.8%	62.5%	47.8%
Employment Q4 (EQ4)	59.5%	60.9%	61.5%	48.9%
Credential Rate (CR)	56.9%	55.6%	32.4%	0.0%
Measurable Skills Gain (MSG)	87.7%	86.7%	55.9%	0.0%
Median Earnings (ME)	$ 8,429.00	$ 10,992.00	$ 3,954.00	$ 9,139.00

Gloucester County Workforce Investment Board	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	64.3%	73.9%	63.6%	56.3%
Employment Q4 (EQ4)	76.9%	81.8%	58.3%	59.3%
Credential Rate (CR)	100.0%	100.0%	33.3%	0.0%
Measurable Skills Gain (MSG)	72.2%	82.9%	72.7%	0.0%
Median Earnings (ME)	$ 14,250.00	$ 11,743.00	$ 4,381.00	$ 9,179.00

Greater Raritan Workforce Investment Board	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	72.0%	65.1%	60.0%	53.4%
Employment Q4 (EQ4)	51.4%	62.1%	60.7%	56.3%
Credential Rate (CR)	69.4%	86.2%	89.5%	0.0%
Measurable Skills Gain (MSG)	95.0%	97.0%	81.6%	0.0%
Median Earnings (ME)	$ 7,966.00	$ 12,196.00	$ 4,142.00	$ 14,446.00

Hudson County Workforce Investment Board	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	47.3%	61.0%	45.7%	45.1%
Employment Q4 (EQ4)	65.2%	72.9%	37.8%	45.7%
Credential Rate (CR)	71.4%	57.4%	61.1%	0.0%
Measurable Skills Gain (MSG)	93.9%	93.4%	93.9%	0.0%
Median Earnings (ME)	$ 10,984.00	$ 12,333.00	$ 3,121.00	$ 8,101.00

Mercer County Workforce Investment Board	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	41.2%	68.0%	60.0%	46.4%
Employment Q4 (EQ4)	50.0%	60.0%	59.5%	49.5%
Credential Rate (CR)	50.0%	71.4%	57.9%	0.0%
Measurable Skills Gain (MSG)	91.7%	88.6%	87.0%	0.0%
Median Earnings (ME)	$ 6,092.00	$ 13,477.00	$ 4,563.00	$ 8,726.00

Middlesex County Workforce Investment Board	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	60.0%	68.3%	60.9%	54.9%
Employment Q4 (EQ4)	55.9%	69.5%	59.8%	56.9%
Credential Rate (CR)	46.9%	52.7%	52.9%	0.0%
Measurable Skills Gain (MSG)	78.7%	72.7%	93.8%	0.0%
Median Earnings (ME)	$ 7,534.00	$ 9,849.00	$ 3,951.00	$ 9,669.00

Monmouth County Workforce Investment Board	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	60.0%	71.9%	56.2%	56.6%
Employment Q4 (EQ4)	64.3%	79.0%	60.7%	59.0%
Credential Rate (CR)	72.8%	71.4%	50.9%	0.0%
Measurable Skills Gain (MSG)	85.7%	92.9%	78.0%	0.0%
Median Earnings (ME)	$ 7,220.00	$ 10,699.00	$ 3,421.00	$ 9,700.00

Newark Workforce Investment Board	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	54.0%	65.2%	68.8%	52.8%
Employment Q4 (EQ4)	59.0%	63.8%	75.9%	58.5%
Credential Rate (CR)	48.9%	47.4%	52.5%	0.0%
Measurable Skills Gain (MSG)	80.1%	70.1%	51.9%	0.0%
Median Earnings (ME)	$ 6,855.00	$ 9,386.00	$ 6,412.00	$ 6,934.00

Ocean County Workforce Investment Board	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	65.0%	79.6%	63.3%	58.3%
Employment Q4 (EQ4)	70.9%	80.8%	59.6%	59.9%
Credential Rate (CR)	66.3%	71.9%	78.0%	0.0%
Measurable Skills Gain (MSG)	94.3%	93.4%	93.0%	0.0%
Median Earnings (ME)	$ 9,598.00	$ 10,991.00	$ 3,854.00	$ 9,333.00

Passaic County WIB	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	54.8%	67.3%	53.3%	51.3%
Employment Q4 (EQ4)	68.9%	63.8%	55.0%	54.8%
Credential Rate (CR)	67.6%	78.5%	43.1%	0.0%
Measurable Skills Gain (MSG)	97.4%	92.0%	91.5%	0.0%
Median Earnings (ME)	$ 8,050.00	$ 12,607.00	$ 3,518.00	$ 7,873.00

Union County Workforce Investment Board	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	63.6%	62.6%	62.5%	56.0%
Employment Q4 (EQ4)	59.7%	66.7%	38.9%	57.7%
Credential Rate (CR)	76.1%	90.3%	45.1%	0.0%
Measurable Skills Gain (MSG)	93.6%	93.6%	100.0%	0.0%
Median Earnings (ME)	$ 7,787.00	$ 10,356.00	$ 4,783.00	$ 9,056.00

WDB of Northwest NJ	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	62.7%	64.6%	62.1%	52.0%
Employment Q4 (EQ4)	62.8%	62.9%	51.4%	54.4%
Credential Rate (CR)	47.4%	50.3%	66.1%	0.0%
Measurable Skills Gain (MSG)	97.7%	90.7%	94.8%	0.0%
Median Earnings (ME)	$ 9,539.00	$ 13,167.00	$ 6,337.00	$ 11,452.00

State Wide	Title I: Adult	Title I: Dislocated Worker	Title I: Youth	Title III
Employment Q2 (EQ2)	61.2%	66.5%	59.1%	53.7%
Employment Q4 (EQ4)	63.4%	67.8%	58.4%	55.2%
Credential Rate (CR)	59.7%	67.1%	50.4%	0.0%
Measurable Skills Gain (MSG)	86.1%	83.8%	79.5%	0.0%
Median Earnings (ME)	$ 8,260.00	$ 10,796.00	$ 4,070.00	$ 8,663.00

OLS Question 11.3F WIOA
New Jersey Department of Labor & Workforce Development
Fiscal Year 2026-2027

WIOA Funding

LOCAL AREA	ADULT	ADULT	YOUTH	YOUTH	DISLOCATED WORKER	DISLOCATED WORKER
	PY25 / FY2026	PY26 / FY2027	PY25 / FY2026	PY26 / FY2027	PY25 / FY2026	PY26 / FY2027
	Actual	Estimated	Actual	Estimated	Actual	Estimated
Atlantic	1,595,540	1,595,540	1,709,937	1,709,937	1,296,103	1,296,103
Bergen	1,462,335	1,462,335	1,428,392	1,428,392	2,980,848	2,980,848
Burlington	664,412	664,412	645,505	645,505	1,655,141	1,655,141
Camden	1,674,781	1,674,781	1,702,595	1,702,595	2,113,328	2,113,328
Cumberland	1,448,933	1,448,933	1,456,942	1,456,942	774,144	774,144
Cape May	1,301,267	1,301,267	1,315,591	1,315,591	623,084	623,084
Salem	365,086	365,086	371,004	371,004	262,722	262,722
(Cumb./Cape May/Salem)	3,115,286	3,115,286	3,143,537	3,143,537	*1,659,950*	*1,659,950*
Essex	1,414,189	1,414,189	1,487,990	1,487,990	1,923,556	1,923,556
Gloucester	545,960	545,960	594,011	594,011	1,198,750	1,198,750
Somerset	402,721	402,721	615,524	615,524	1,134,431	1,134,431
Hunterdon	135,064	135,064	232,774	232,774	370,260	370,260
(Greater Raritan)	*537,785*	*537,785*	*848,298*	*848,298*	*1,504,691*	*1,504,691*
Hudson	1,849,110	1,849,110	1,767,344	1,767,344	2,406,504	2,406,504
Mercer	694,285	694,285	883,676	883,676	1,400,074	1,400,074
Middlesex	1,421,956	1,421,956	1,607,093	1,607,093	3,001,003	3,001,003
Monmouth	953,193	953,193	898,780	898,780	2,230,174	2,230,174
Morris	651,919	651,919	664,325	664,325	1,590,973	1,590,973
Sussex	322,045	322,045	269,456	269,456	509,769	509,769
Warren	474,588	474,588	181,436	181,436	402,465	402,465
(Mor/Sus/Warren)	1,448,552	1,448,552	1,115,217	1,115,217	*2,503,207*	*2,503,207*
Newark	3,175,466	3,175,466	3,193,789	3,193,789	1,276,161	1,276,161
Ocean	1,293,120	1,293,120	1,100,221	1,100,221	2,024,234	2,024,234
Passaic	2,571,903	2,571,903	2,749,962	2,749,962	2,235,225	2,235,225
Union	1,402,091	1,402,091	1,373,503	1,373,503	2,153,345	2,153,345
Total WDB Level:	**$ 25,819,964**	**$ 25,819,964**	**$ 26,249,850**	**$ 26,249,850**	**$ 33,562,294**	**$ 33,562,294**
State Level:	**$ 4,556,465**	**$ 4,556,191**	**$ 4,632,327**	**$ 4,667,424**	**$ 8,390,575**	**$ 8,392,062**
Total WIOA:	**$ 30,376,429**	**$ 30,376,155**	**$ 30,882,177**	**$ 30,917,274**	**$ 41,952,869**	**$ 41,954,356**

OLS Question 11.3S WFNJ
New Jersey Department of Labor & Workforce Development
Fiscal Year 2026-2027

WorkFirst NJ Funding Allocation					
LOCAL AREA	**TANF FY 2026 Actual**	**TANF FY 2027 Estimated**	**SNAP/GA FY 2026 Actual**	**SNAP/GA FY 2027 Estimated**	**TOTALS**
Atlantic	1,886,511	1,886,511	1,257,673	1,257,673	6,288,368
Bergen	426,400	426,400	400,000	400,000	1,652,800
Burlington	899,257	899,257	484,215	484,215	2,766,944
Camden	1,691,000	1,691,000	1,009,000	1,009,000	5,400,000
Cumberland	817,279	817,279	1,181,824	1,181,824	3,998,206
Cape May	328,781	328,781	237,740	237,740	1,133,042
Salem	169,325	169,325	111,990	111,990	562,630
(Cumb./Cape May/Salem)	*1,315,385*	*1,315,385*	*1,531,554*	*1,531,554*	*5,693,878*
Essex	2,838,626	2,838,626	1,216,553	1,216,553	8,110,358
Gloucester	752,704	752,704	430,703	430,703	2,366,814
Somerset	373,796	373,796	257,762	257,762	1,263,116
Hunterdon	149,484	149,484	99,755	99,755	498,478
(Greater Raritan)	*523,280*	523,280	357,517	357,517	*1,761,594*
Hudson	2,854,212	2,854,212	1,171,773	1,171,773	8,051,970
Mercer	1,354,867	1,354,867	484,922	484,922	3,679,578
Middlesex	620,698	620,698	337,132	337,132	1,915,660
Monmouth	475,000	475,000	400,000	400,000	1,750,000
Morris	290,819	290,819	732,744	732,744	2,047,126
Sussex	48,470	48,470	104,678	104,678	306,296
Warren	145,410	145,410	209,355	209,355	709,530
(Mor/Sus/Warren)	*484,699*	*484,699*	*1,046,777*	1,046,777	*3,062,952*
Newark	236,657	236,657	236,658	236,658	946,630
Ocean	786,270	786,270	1,136,751	1,136,751	3,846,042
Passaic	1,446,600	1,446,600	1,646,400	1,646,400	6,186,000
Union	1,500,000	1,500,000	713,669	713,669	4,427,338
Total WDB Level:	**$ 20,092,166**	**$ 20,092,166**	**$ 13,861,297**	**$ 13,861,297**	**$ 67,906,926**
State Level:	**$ 21,314,834**	**$ 21,314,834**	**$ 21,314,834**	**$ 21,314,834**	**$ 85,259,336**
Total WFNJ:	**$ 41,407,000**	**$ 41,407,000**	**$ 35,176,131**	**$ 35,176,131**	**$ 153,166,262**

SCHEDULE 12.1
NJ Department of Labor & Workfcore Development
OLS Discussion Point FY 2026-2027

Program	Description	Fiscal Year 2025	FY25 Participants Served (To date)	Fiscal Year 2026	FY26 Participants Served (To date)	Fiscal Year 2027 Projected	FY27 Projected Participants	Notes
Job Opportunities for Building Success (JOBS)	Serves the Justice Impacted Population (in partnership with Probations)	$1,000,000	1653	$2,000,000	1,200	$2,000,000	1,200	In 2025 the JOBS program was funded by both WDPF ($1M) and WFNJ ($3M) (for a total of $4,000,000). n 2026 the JOBS program was funded by both WDPF and WFNJ a total of $6,000,000. The initiative will begin 6/01/2026 to 5/31/2028.
Community Library and Adult Literacy Career Pathway (CLALCP)	Provides funding to NJ public libraries for adult literacy training, digital and career advancement	$4,672,943	2,800	$0	2,800	$4,500,000	3,000	FY25 CLALCP runs on a 2-year period of performance 5/16/2025 (FY25) through 5/16/2026 (FY26)
UPSKILL - Incumbent Worker Training Program	Provides New Jersey-based employers up to 50% cost reimbursement assistance to train incumbent frontline employees to meet current and future occupational skill requirements.	$15,288,628	10,855	$6,971,619	13,181	$10,000,000	15,000	FY26: R1 awarded $4,374,943. R2 (Exec Review on 3/30/26) is recommending additional $2,596,676 anticipating a total of $6,971,619. FY26 is a projected number to be served as R1 grants just began on 1/1/26 and to date there have been only 199 participants.
Opportunity Partnership Grants (OPG)	Provides funding to assist displaced/dislocated workers in securing employment by providing occupational training in industry sectors recognized and driven by employers' needs. The goal of the OPG training program is to re-connect training participants with gainful employment that offers them a sustainable wage.	$2,523,392	335	$3,000,000	477	$3,000,000	477	FY26: NOAs for FY26 are currently in Executive Review with an anticipated start date of 4/1/26 therefore number of participants served to date is a projection.
Innovation and Research Fellowship Program (IRFP)	Provides funding to emlpoyers to support technological research and the innovation ecosystem in New Jersey and to encourage Ph.D. candidates and graduates to continue their research in fellowship with New Jersey's science and technology companies.	$2,999,930	18	$1,500,000	8	$1,500,000	8	
STATE Displaced Worker - On the Job Training	On-the-Job Training (OJT) provides wage reimbursement to employers designed to assist eligible New Jersey jobseekers in obtaining training that leads to employment. Eligible workers are hired by a private or public employer and receive training that provides both the knowledge and skills essential to perform well in a position.	$471,542	60	$310,786	76	$500,000	50	This is WDPF funded OJT's for the OJT initiative.
Growing Apprenticeship in Nontraditional Sectors (GAINS)	GAINS promotes the expansion and development of USDOL approved Registered Apprenticeship programs that drive economic development through skills and educational attainment and create pathways to better paying careers and advanced credentials.	$11,017,074	1,159	$11,000,000	1,500	$11,000,000	1,500	FY26: R1 $5M awarded. R2 Add'l $6M expected to be awarded by 6/15/26. FY26 numbers to be served is a projection as grants just began on February 1st for R1 and R2 will not begin till June 26.
Pre-Apprenticeship in Career Education (PACE)	PACE prepares individuals to enter and succeed in Registered Apprenticeship programs by better aligning secondary, post-secondary, adult education and occupational training to meet labor demands and develop a career pathway that leads to sustainable wages.	$6,000,202	460	$5,961,351	500	$6,000,000	500	FY26: R1 $2,961,351 awarded. R2 Additional $3M expected to be awarded by 6/1/26. Number to be served for FY25 is a projection as to date only 27 have been served due to R1 of grant just starting on 1/1/26 and R2 will not begin till June 26.
Youth Transitions to Work (YTTW)	YTTW provides opportunities and incentives for high school juniors, seniors and out-of-school youth (ages 16-24) to facilitate effective transitions by high school seniors and out-of-school youth to high-skill, high-wage employment in labor demand, apprenticeable occupations.	$1,553,106	128	$2,000,000	179	$2,000,000	179	FY26: Number Served to date is a projection as grants just began on 12/1 and to date only 12 participants have been served.
Industry Partnerships (Office of Care Workforce)	Next Generation Industry Partnerships are regional partnerships of business leaders within a single industry that work together with public partners from workforce development, economic development, education, community and faith-based organizations and others as appropriate to address the shared workforce and	$400,000		$1,600,000	1,122	$1,260,000	1,200	This grant supports various apprenticship programs and supportive services.
Summer Youth Work Experience Program (SYWEP)	Summer Youth Work Experience Program (SYWEP) provides in-school and out-of-school youth, ages 16-24, with valuable summer work experiences in order to help them successfully transition to the world of work.	$0	N/A	$2,000,000	TBD (Projected 973)	$3,000,000	1,200	For FY25: SYWEP's $10,257,939 funding did not include WDPF funding, but served 2,592 participants. FY26 SYWEP: Funded via WDPF ($2,000,000) and WFNJ ($2,000,000). Program begins 4/1/26, no participants to-date (as of 3/30/26). FY27: A projected funding in the amount of $5,000,000 ($2,000,000 WDPF, $2,000,000 WFNJ, and $1,000,000 Governor's appropriation).

Program	Description	Fiscal Year 2025	FY25 Participants Served (To date)	Fiscal Year 2026	FY26 Participants Served (To date)	Fiscal Year 2027 Projected	FY27 Projected Participants	Notes
Minor Working Papers (MWP)	According to New Jersey law, all youth workers – under the age of 18 – who accept a job offer need Working Papers to be employed in the state. As of June 1, 2023, the New Jersey Department of Labor (NJDOL) oversee and administers the new digital Minor Working Papers Process previously managed by the New Jersey Department of Education.	$0	N/A	$1,000,000	N/A	$2,000,000	N/A	For FY26: Received $1 million appropriated funds, and $1 million WDPF. For FY27: Project $1 million appropriated funds, and $2 million WDPF to adequately fund staffing, equipment and systems maintenance and support. MWP counts the cumuative number of applications received, therefore a distinct number of participants is not applicable.
Adult Literacy Innovations Initiative (formerly Workforce Learning Links)	The Adult Literacy Innovations provides adult learners with instruction in reading, writing, math, communication, financial literacy, job search, and employability and life skills. (2-year award)	$3,000,000	921	$0	1,000	$3,000,000	1,000	The FY25 Adult Literacy Innovations runs on a 2-year period of performance 11/1/2024 (FY25) through 9/30/2026 (FY26)

SCHEDULE 13.1
New Jersey Department of Labor & Workforce Development
OLS Discussion Points FY 2026-2027

NJBUILD REVENUES & PROJECTS

	Actual FY 2025		Estimated FY 2026		Estimated FY 2027	
Revenue by Source:						
Reappropriation	$ 3,790,200	(a)	$ 3,770,240	(a)	$ 790,452	
Department of the Treasury	188,163		542,678		-	
Department of Transportation	1,341,361		736,888		-	
Egg Harbor Township	-		-		-	
Essex County Improvement Authority	-		-		-	
NJ Turnpike Authority	2,663,993		1,769,878		-	
NJ Water Supply Authority	210,220				-	
NJ Building Authority	-		-		-	
NJ Economic Development Authority	-		404,377		-	
NJ Sports and Exposition Authority	167,535		26,138		-	
Woodbury Public Schools	-		-		-	
Total Current Year Revenues	$ 4,571,272		$ 4,639,946	(b)	$ 4,680,846	(c)
Total Revenues	$ 8,361,472		$ 8,410,185		$ 5,471,298	

a. Reflects reappropriations as of April 1, 2026
b. Estimate based actual receipts as of April 1, 2026
c. Projected revenues based on a prior five-year average

SCHEDULE 13.3
New Jersey Department of Labor & Workforce Development
OLS Discussion Points FY 2026-2027

NJBUILD REVENUES & PROJECTS

	Actual FY 2025	Actual and Estimated FY 2026	Estimated FY 2027	
Administrative Costs	$ 870,783	$ 692,279	$ 730,533	(a)
AA/ EEO Enforcement	1,600,000	1,600,000	1,600,000	
	$ 2,470,783	$ 2,292,279	$ 2,330,533	
Projects:				
FY26 NJBUILD Women and Minority Veterans in Construction		145,250		
PGH & Associates Urban Renewal		304,750		
New Jersey Building and Construction Trades Council		600,000		
Myers Crossing LLC		450,000		
De-obligate remaining pre-encumbered amount		(145,250)		
FY26 NJBUILD Women and Minorities in Construction R1		27,295		
Aspire Youth Development		448,423		
Ideal Institute of Technology		375,000		
United Community Corporation		600,000		
SMART Sheet Metal Workers International Association: Local 27		449,282		
New Community Corporation		600,000		
De-obligate remaining pre-encumbered amount		(27,295)		
FY26 NJBUILD Women and Minorities in Construction R2		1,500,000		
Women and Minorities in Construction Trades	67,476			
Eastern Atlantic States	351,780			
East Orange School District	443,464			
Elizabeth Development Company	537,280			
Pathways to Apprenticeship	600,000			
Women and Minorities in Construction - OJT	200,690			
Breeze Home Improvement	9,750			
Mobility123	10,000			
Mobility123	9,880			
Mobility123	9,680			
Comfort Now by Bob McAllister	10,000			
USDOL Youth Build	287,500			
Women and Minority Veterans in Construction				
Ideal Institute of Technology				
Installations 3 Construction Training Center				
NJ Building and Construction Trades Council				
The BLOC Foundation				
Women and Minorities in Construction Trades				
AIM, Inc. Institute for Contemporary Careers				
Apex Solutions Group				
Camden County College				
Eagle Training Academy				
Mid Atlantic States Career				
Myers Crossing LLC				
SJ Technical Training				
Team Walker, Inc.				
The BLOC Foundation				
United Community Corporation				
Urban League of Essex County				
Total Projects	$ 2,537,500	$ 5,327,455	$ -	
Total Utilization	$ 5,008,283	$ 7,619,734	$ 2,330,533	

a. FY 2027 projected administrative costs based on prior three-year average.

SCHEDULE 14.2
New Jersey Department of Labory & Workforce Development
OLS Discussion Points FY 2026-2027

Name of Provider	Director	Manager	Case Managers/ Counselors	Consumers	Floor Staff	Supervisor of Floor Staff
Abilities NW	1	1	2	51	4	3
Abilities SJ	1	1	4	157	8	1
Arc Bergen-Passaic	1	1	5	117	10	1
Arc Camden	1	1	5	75	11	1
Arc Mercer	1	1	6	100	11	2
Arc Monmouth (WOC)	1	1	4	99	6	1
Arc of Ocean	1	0	5	99	5	1
Arc Salem	1	0	3	52	14	0
Arc Union	1	1	1	28	3	1
CEA	1	0	2	27	2	2
CODI*	1	1	2	105	4	0
CVR	1	0	5	76	4	1
Edison Sheltered**	1	1	1	50	4	1
Employment Horizons	2	1	5	109	7	1
ES-CES/Millville	1	1	4	92	6	0
ES-Raritan Valley	1	1	4	83	7	1
Friendship House	1	1	2	36	3	1
Goodwill SJ.	1	1	2	73	9	1
Hudson Comm. Ent.	1	1	3	64	4	1
In Roads to Opp.Occup. Ctr. Union	1	1	6	172	15	3
Jersey Cape DT&O	1	1	2	43	7	1
JVS	1	0	2 with 1 vacancy	78	5	1
Midland Adult Services	1	1	3	55	6	1
Mt Carmel Guild- Catholic Charities Newark	1	1	3	39	2	2
OTC-Burlington	1	1	5	144	11	5
Pathways	1	1	3	47	4	1
St John of God	1	1	2	42	4	1
Total	**28**	**22**	**91 with 1 vacancy**	**2113**	**176**	**35**

*Out of compliance in Case Manager to Consumers ratio

*Out of compliance for Case Manager to Consumers ratio and for Floor Supervision to Consumer ratio

SCHEDULE 14.2 (FY2027)
New Jersey Department of Labor & Workforce Development
OLS Discussion Points FY 2026-2027

Extended Employment
Proposed Spending for FY2027

Provider	Slots per Month	Slots per Year	Cost per Slot	Payout per Month	Proposed Payout Total for FY2027
Arc Ocean County Chapter, Inc.	119	1,428	$ 18,229.15	$ 180,772.41	$ 2,169,268.90
Abilities of Northwest Jersey, Inc.	51	612	$ 18,229.15	$ 77,473.89	$ 929,686.67
Abilities Center of Southern NJ, Inc.	158	1,896	$ 18,229.15	$ 240,017.15	$ 2,880,205.77
Arc of Bergen & Passaic Counties	151	1,812	$ 18,229.15	$ 229,383.48	$ 2,752,601.71
Arc of Monmouth, Inc.	136	1,632	$ 18,229.15	$ 206,597.04	$ 2,479,164.46
Arc of Union	24	288	$ 18,229.15	$ 36,458.30	$ 437,499.61
Arc of Camden County	104	1,248	$ 18,229.15	$ 157,985.97	$ 1,895,831.64
Career Opportunity Development, Inc.	70	840	$ 18,229.15	$ 106,336.71	$ 1,276,040.53
Mt. Carmel Guild-Catholic Charities Newark	80	960	$ 18,229.15	$ 121,527.67	$ 1,458,332.03
Center for Educational Advancement	35	420	$ 18,229.15	$ 53,168.36	$ 638,020.27
Easterseals New Jersey	290	3,480	$ 18,229.15	$ 440,537.80	$ 5,286,453.62
Edison Sheltered Workshop, Inc.	67	804	$ 18,229.15	$ 101,779.42	$ 1,221,353.08
Midland Adult Services, Inc.	44	528	$ 18,229.15	$ 66,840.22	$ 802,082.62
North Jersey Friendship House	49	588	$ 18,229.15	$ 74,435.70	$ 893,228.37
Goodwill Industries of Southern NJ	79	948	$ 18,229.15	$ 120,008.57	$ 1,440,102.88
Jersey Cape Diagnostic Training OC, Inc.	52	624	$ 18,229.15	$ 78,992.99	$ 947,915.82
Jewish Vocational Service	127	1,524	$ 18,229.15	$ 192,925.18	$ 2,315,102.10
Center for Vocational Rehabilitation	58	696	$ 18,229.15	$ 88,107.56	$ 1,057,290.72
Hudson Community Enterprises	107	1,284	$ 18,229.15	$ 162,543.26	$ 1,950,519.10
Inroads to Opportunities - OCUC	199	2,388	$ 18,229.15	$ 302,300.08	$ 3,627,600.94
OTC Burlington	140	1,680	$ 18,229.15	$ 212,673.42	$ 2,552,081.06
Arc Mercer	141	1,692	$ 18,229.15	$ 214,192.52	$ 2,570,310.21
Employment Horizons, Inc.	105	1,260	$ 18,229.15	$ 159,505.07	$ 1,914,060.80
The Arc of Salem County	72	864	$ 18,229.15	$ 109,374.90	$ 1,312,498.83
Saint John of God	47	564	$ 18,229.15	$ 71,397.51	$ 856,770.07
Pathways to Independence, Inc.	61	732	$ 18,229.15	$ 92,664.85	$ 1,111,978.18
Totals	**2,566**	**30,792**		**$ 3,898,000.00**	**$ 46,776,000.00**