



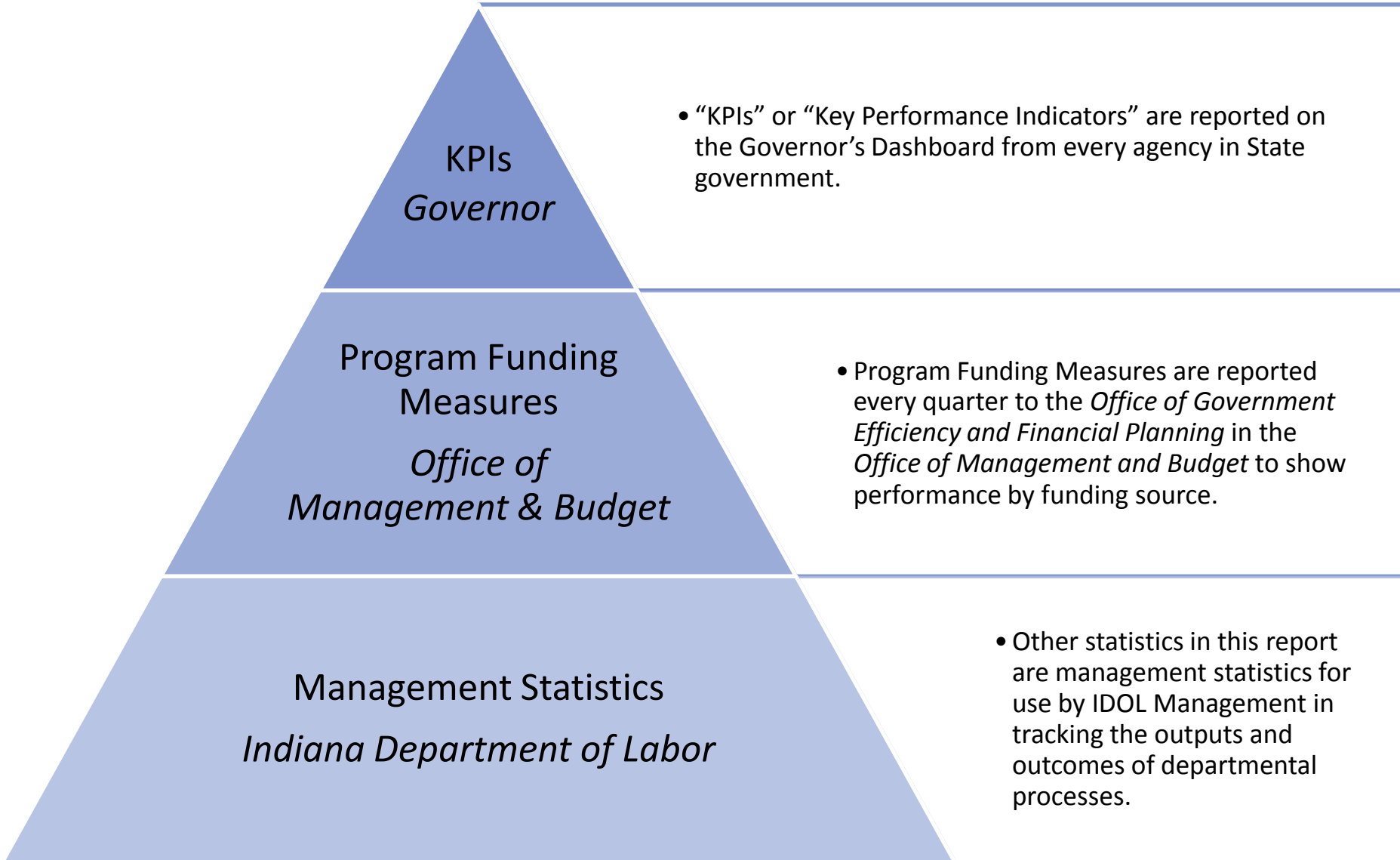
**EXCELLENT  
WORK  
IN PROGRESS**



Indiana Department of Labor  
Performance Metrics – Quarter 1 2014

Published: April 29, 2014

# Three Tiers of Metrics



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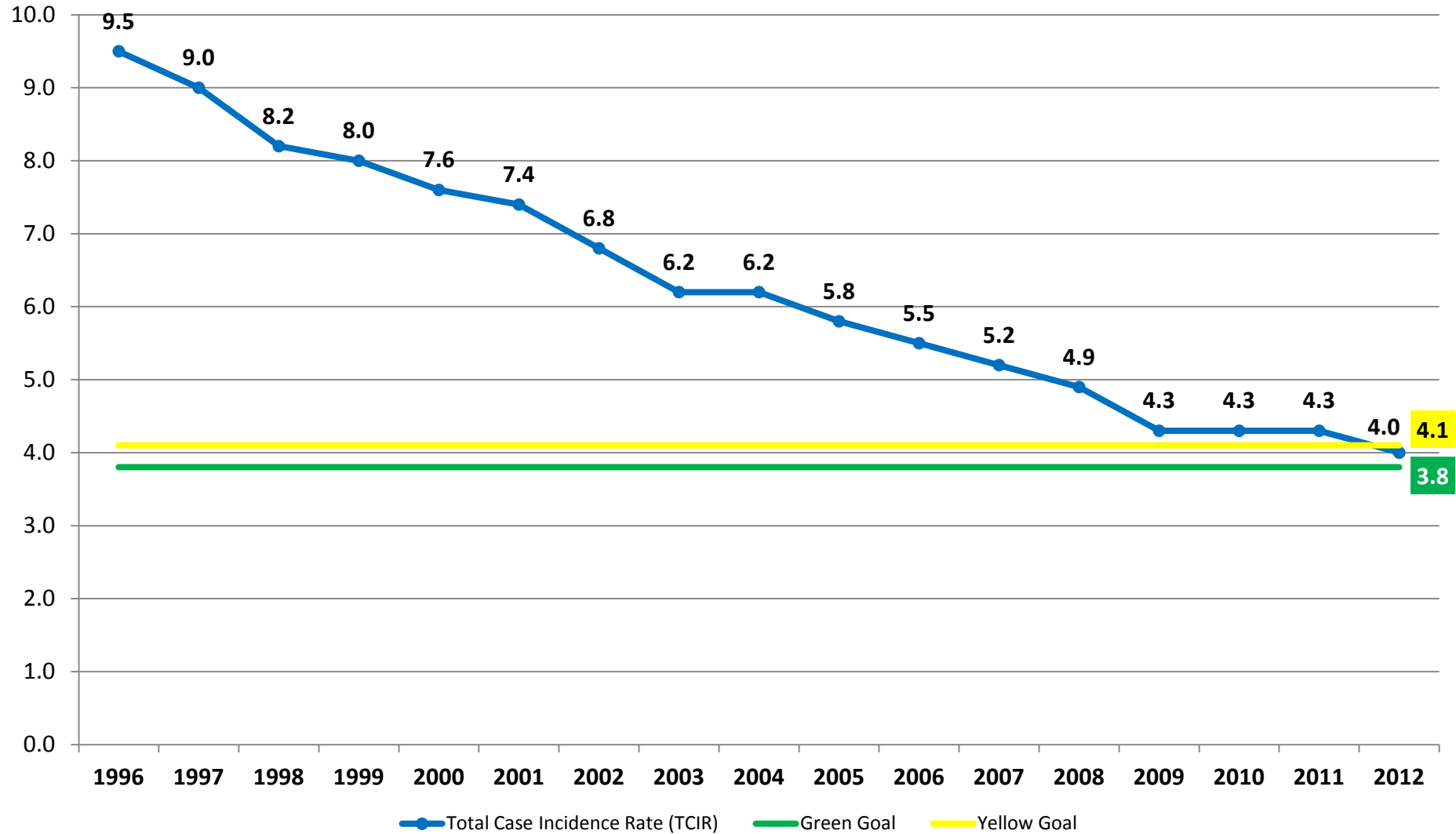
Total IDOL Miles Driven Against January '06 Benchmark

# Key Performance Indicators

**Key Performance Indicators (KPIs)** are used to demonstrate the overall performance of the Department of Labor. These metrics are reported to the Office of the Governor and the Indiana Office of Management and Budget. The KPIs are included on the Governor's dashboard report.

# KPI #1:

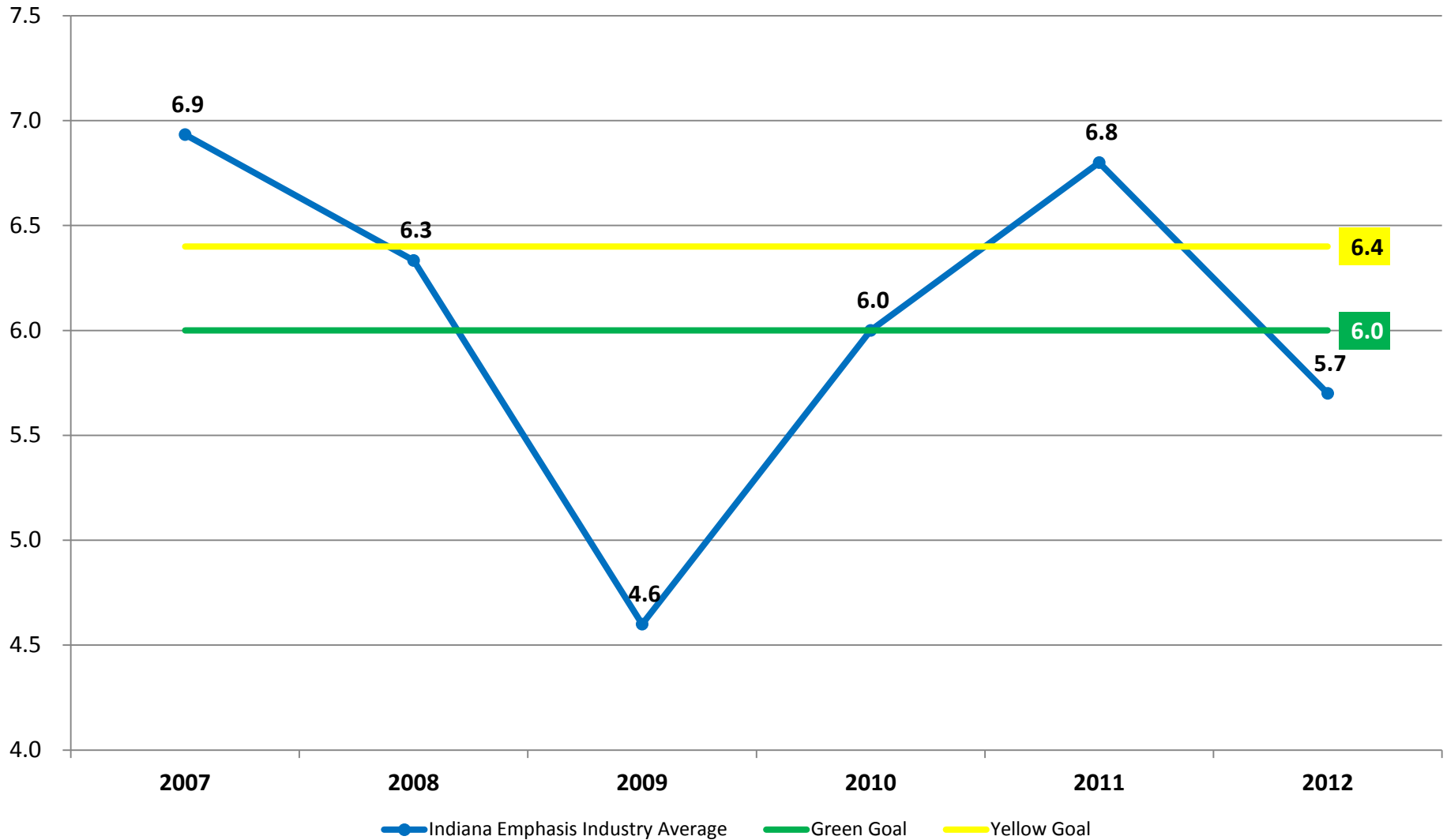
## Annual Nonfatal Occupational Injury and Illness Rate for Indiana



The Nonfatal Occupational Injury and Illness rate shows an estimate of the number of workplace injuries and illnesses per 100 employees. The data is collected by the Quality Metrics and Statistics (QMS) division through the Survey of Occupational Injuries and Illnesses. The rate is reported annually nine-months after the survey year ends.

# KPI #2:

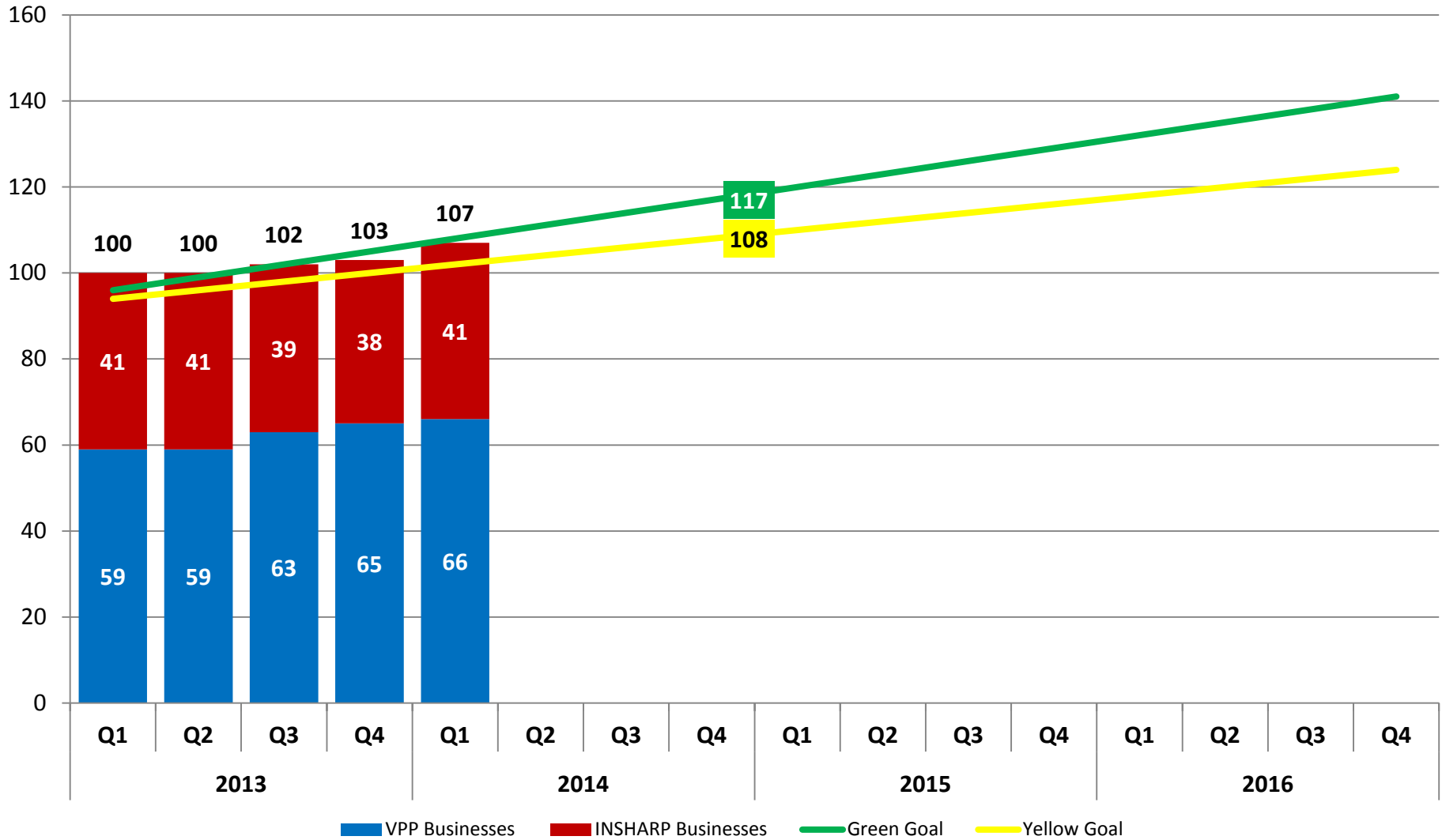
## Average Nonfatal Occupational Injury and Illness Rate for Emphasis Industries in Indiana



Based on high injury and illness rates, the Indiana Department of Labor has identified Agriculture, Healthcare, and Transportation as specific emphasis areas for our safety and health efforts. This graph shows the average of the nonfatal occupational injury and illness rates for Agriculture, Healthcare, and Transportation.

# KPI #3:

## Number of Businesses Participating in Indiana Safety and Health Achievement Recognition Program (INSHARP) and the Voluntary Protection Program (VPP)



The Indiana Safety and Health Achievement Recognition Program (INSHARP) and Voluntary Protection Program (VPP) are exemplary programs that provide recognition, rewards and ongoing support to Hoosier employers that operate exemplary safety and health management systems. Membership in these programs is voluntary.



# Program Funding Measures

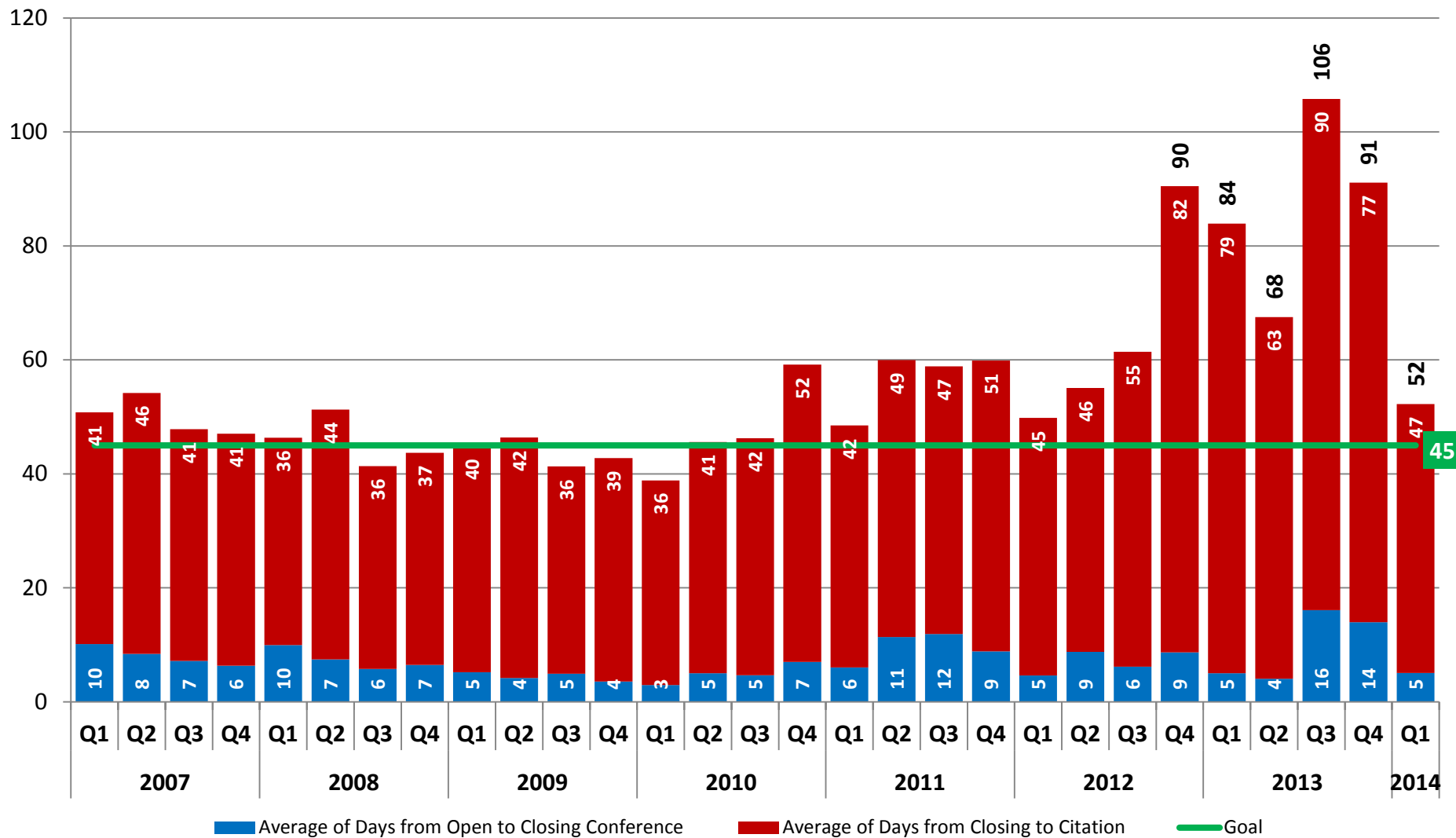
**Program Funding Measures** show the outcomes and outputs of Indiana Department of Labor programs in each of the agency's funding sources. These metrics are reported quarterly to the Indiana Office of Management and Budget.

# Program Funding Metrics

KPIs can double as Program Funding Metrics.

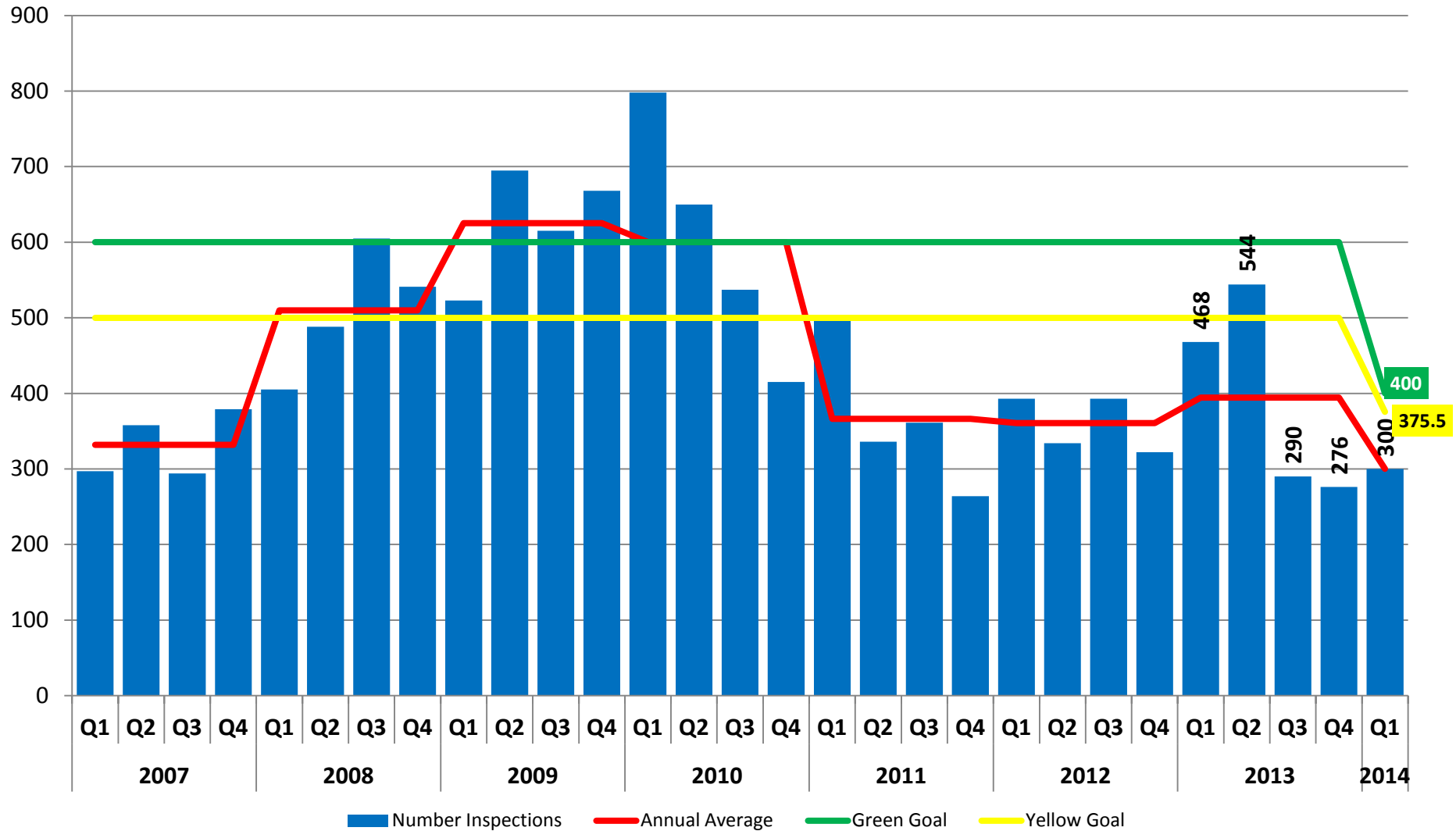
Fund Center Name	Program Objective	Program Indicator
IOSHA	Reduce occupational injuries and illnesses	Annual Nonfatal occupational injury and illness rate <i>Outcome oriented</i>
	Improve safety through efficient customer service and compliance review	Average elapsed time for inspections with citations <i>Outcome oriented</i>
	Advance workplace safety through both complaint driven and targeted inspections	Number of New IOSHA inspections <i>Output oriented</i>
Operations, Wage & Hour and Bureau of Child Labor	Enforce employee's right to lawful wages	Percent of meritorious wage claims and CCW audits resulting in recovery of wages owed <i>Outcome oriented</i>
Employment of Youth Bureau of Child Labor	Enforce Indiana child labor laws through regulation	Number of child labor inspections <i>Output oriented</i>
INSafe	Improve safety and health through outreach, education and training	Number of safety and health consultations <i>Output oriented</i>
Bureau of Mines	Enhance underground mine safety	Number of mine inspections <i>Output oriented</i>
Quality, Metrics & Statistics	Produce reliable and clean data to measure IOSHA and INSafe safety and health outcomes	Bureau of Labor Statistics survey return rate <i>Outcome oriented</i>

# Average Elapsed Time for All IOSHA Inspections with Citations



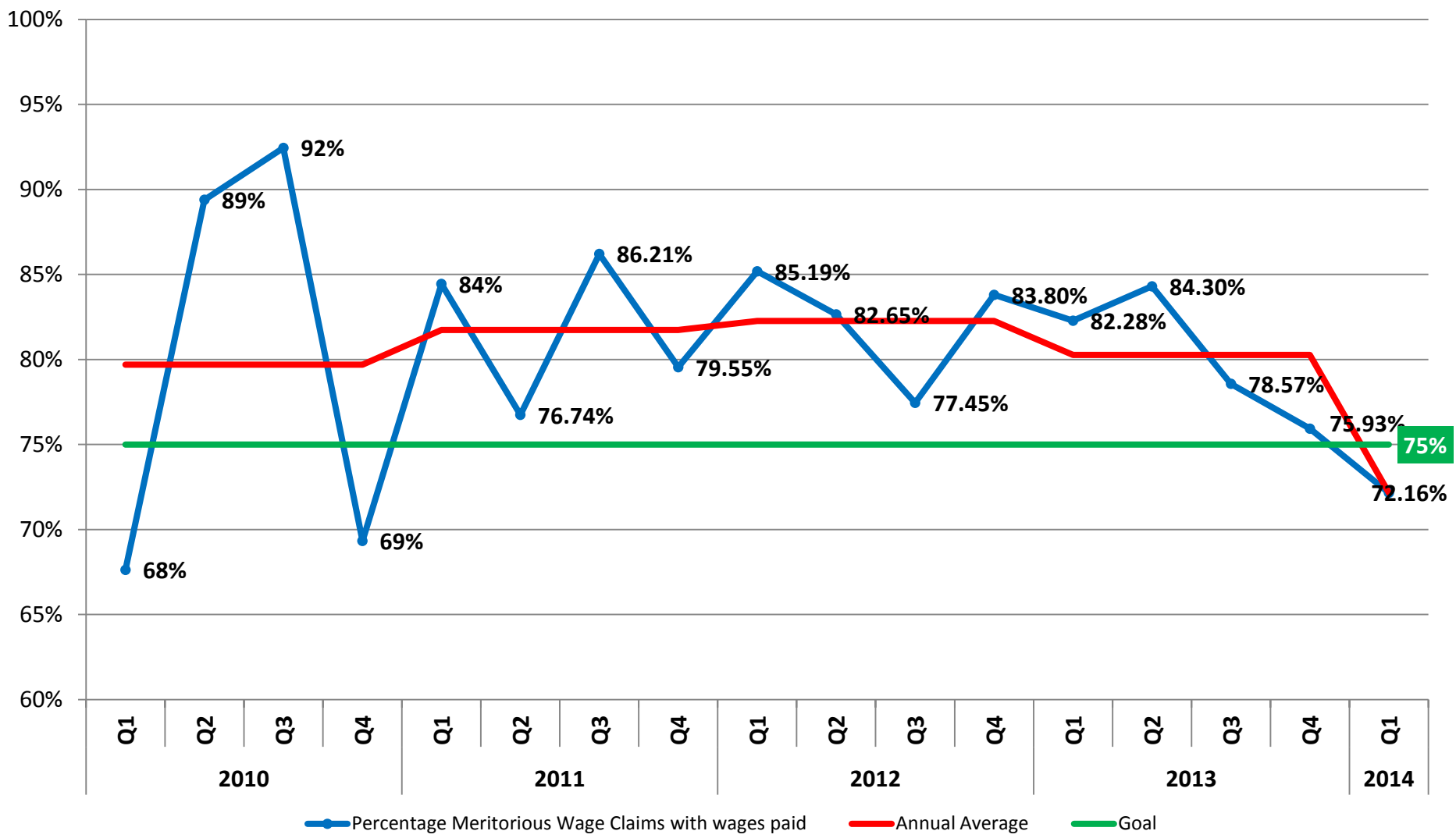
This metric measures the average elapsed time to complete IOSHA inspections with citation from the Opening Conference through the date the citation is issued. Cases may sometimes take several months to complete, so the data for the two most recent quarters may fluctuate as these inspections are closed.

# Number of Indiana Occupational Safety and Health (IOSHA) Inspections



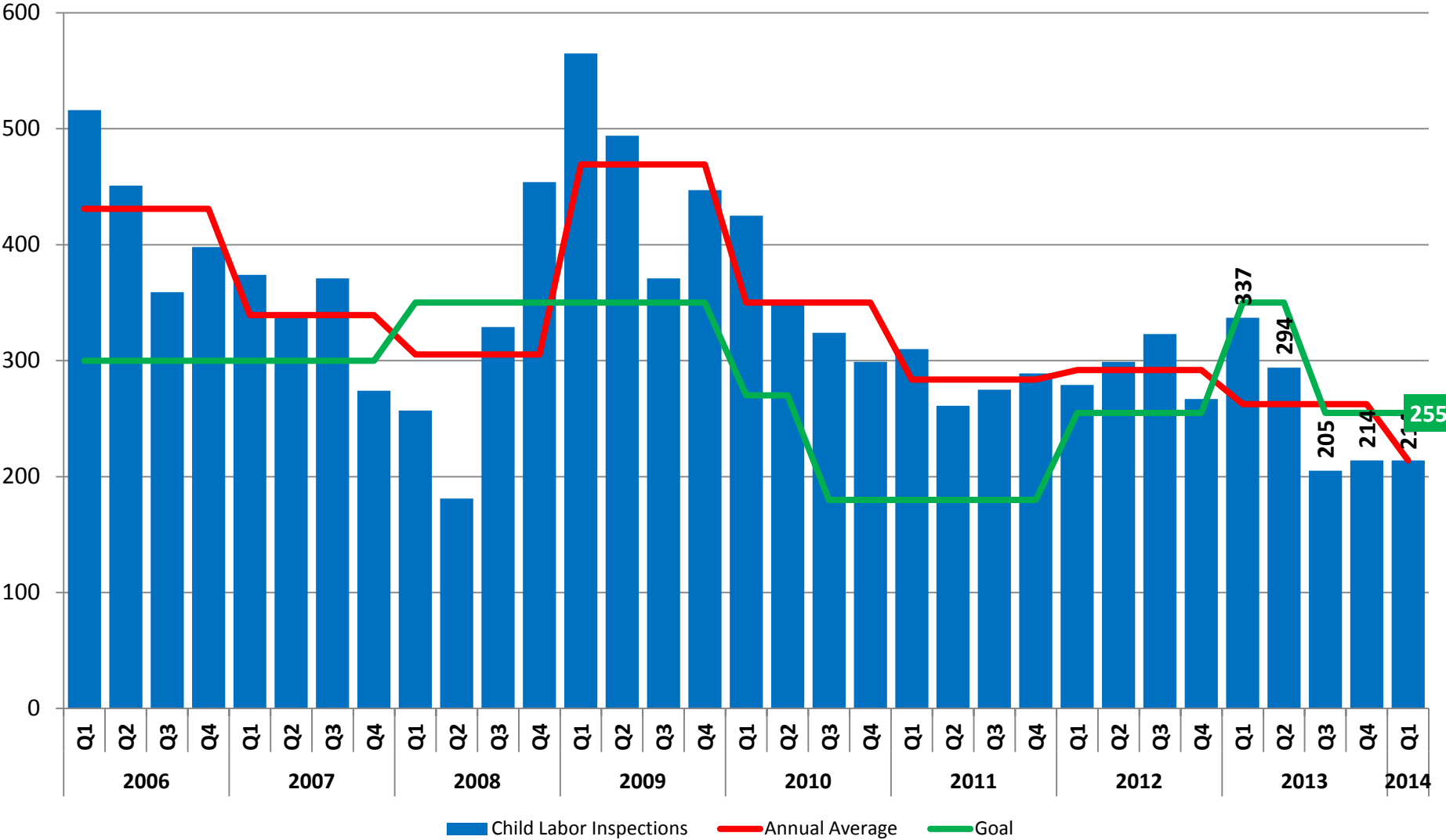
The quarterly goals for Number of IOSHA Inspections performed per quarter have decreased due to tremendous changes in staffing over the last 18 months. With so many new Compliance Safety and Health Officers (CSHOs) and the new OSHA Express software, 2014 will be considered a rebuilding year.

# Percentage of Meritorious Wage Claims which Result in Recovered Wages



After reviewing the documentation provided by both an employee and an employer, the Indiana Department of Labor considers a wage claim meritorious if it is determined that the employee is owed the wages claimed. This graph shows the percentage of claims where wages are owed and money is paid to the claimant.

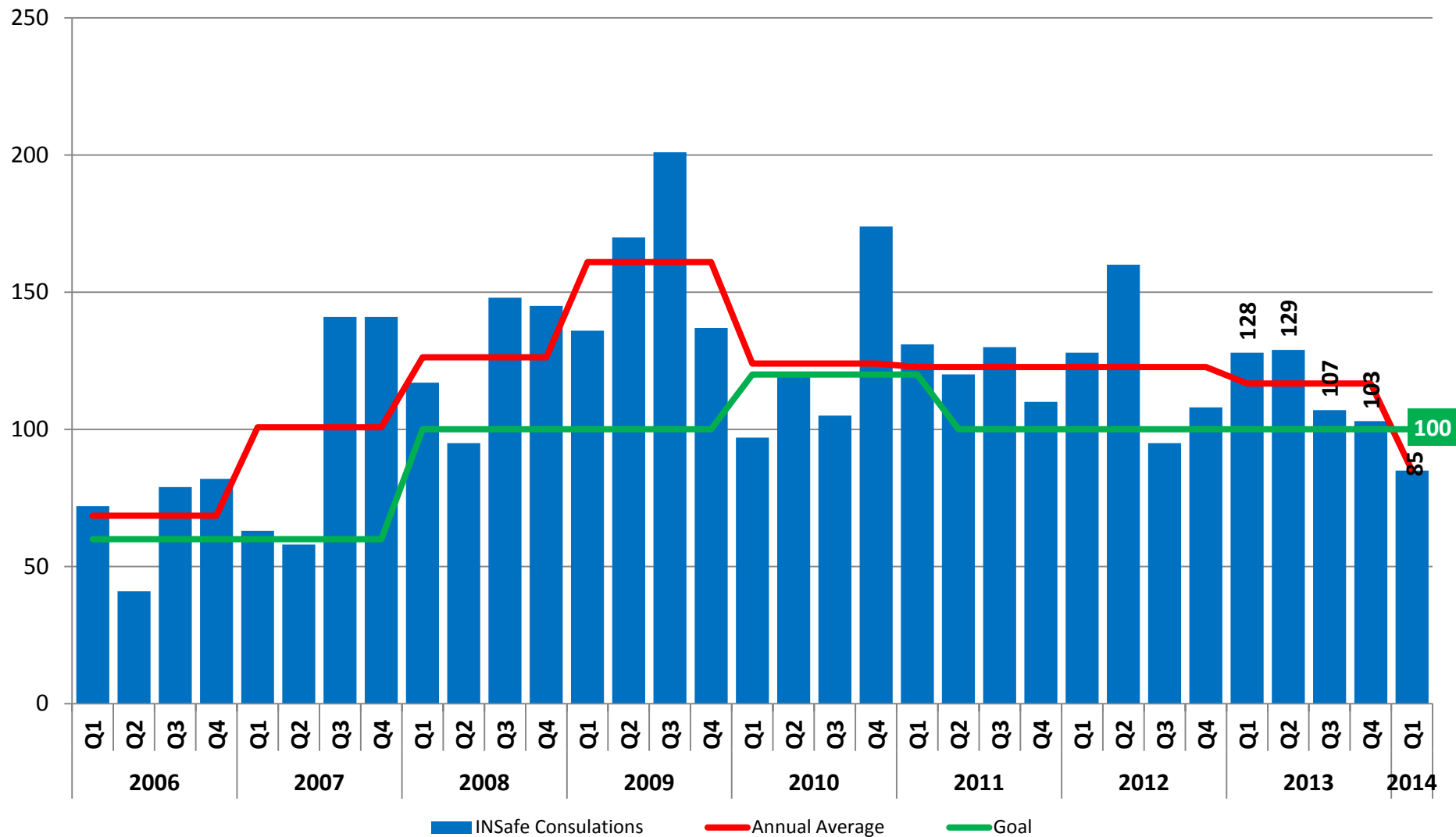
# Number of Child Labor Inspections



The Bureau of Child Labor investigates Indiana employers for violations of Indiana’s Child Labor laws. This chart shows the number of investigations performed by the Bureau of Child Labor.



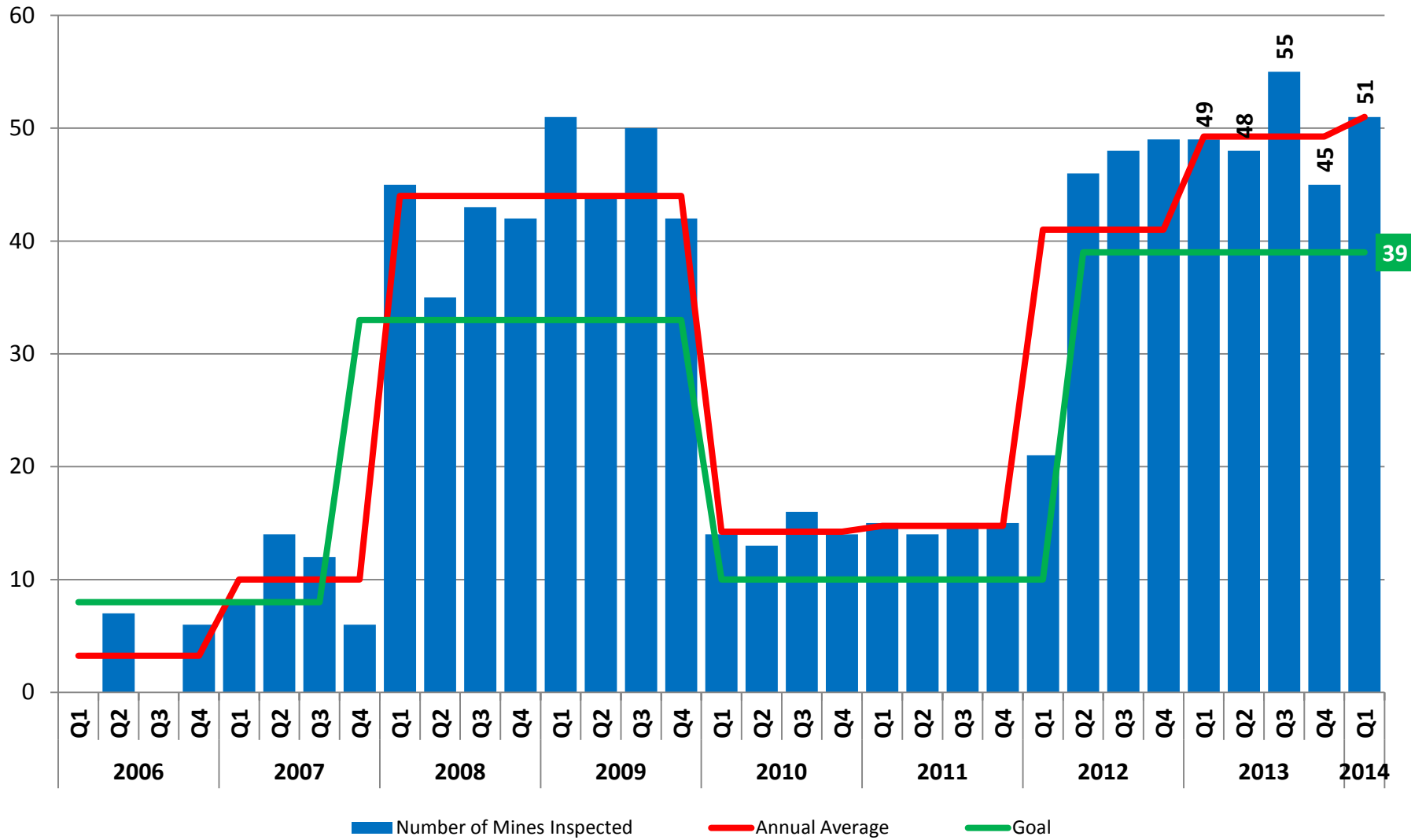
# Number of INSafe Consultations



This metric measures how many on site consultations are conducted by INSafe each quarter. A consultation is a formal safety education experience that is tailored to the company who has requested it.



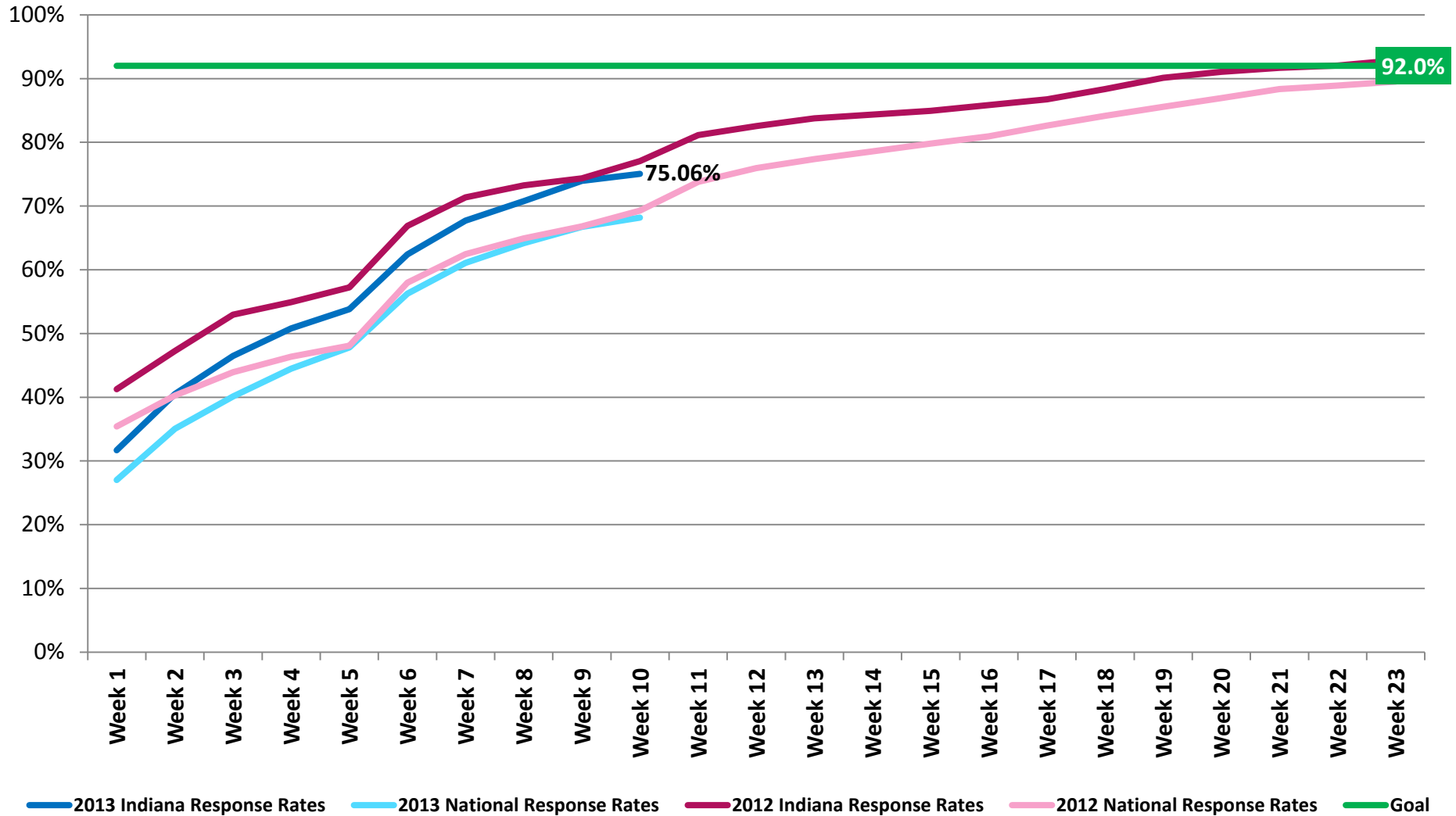
# Number of Coal Mine Inspections



The fluctuation in inspection numbers corresponds with staffing levels in the Bureau of Mines. In Quarter 1 2008, an additional mine inspector was added. This position was eliminated in Quarter 4 2009 and subsequently re-hired in Quarter 1 2012.



# Survey of Occupational Injuries and Illnesses (SOII) Response Rate

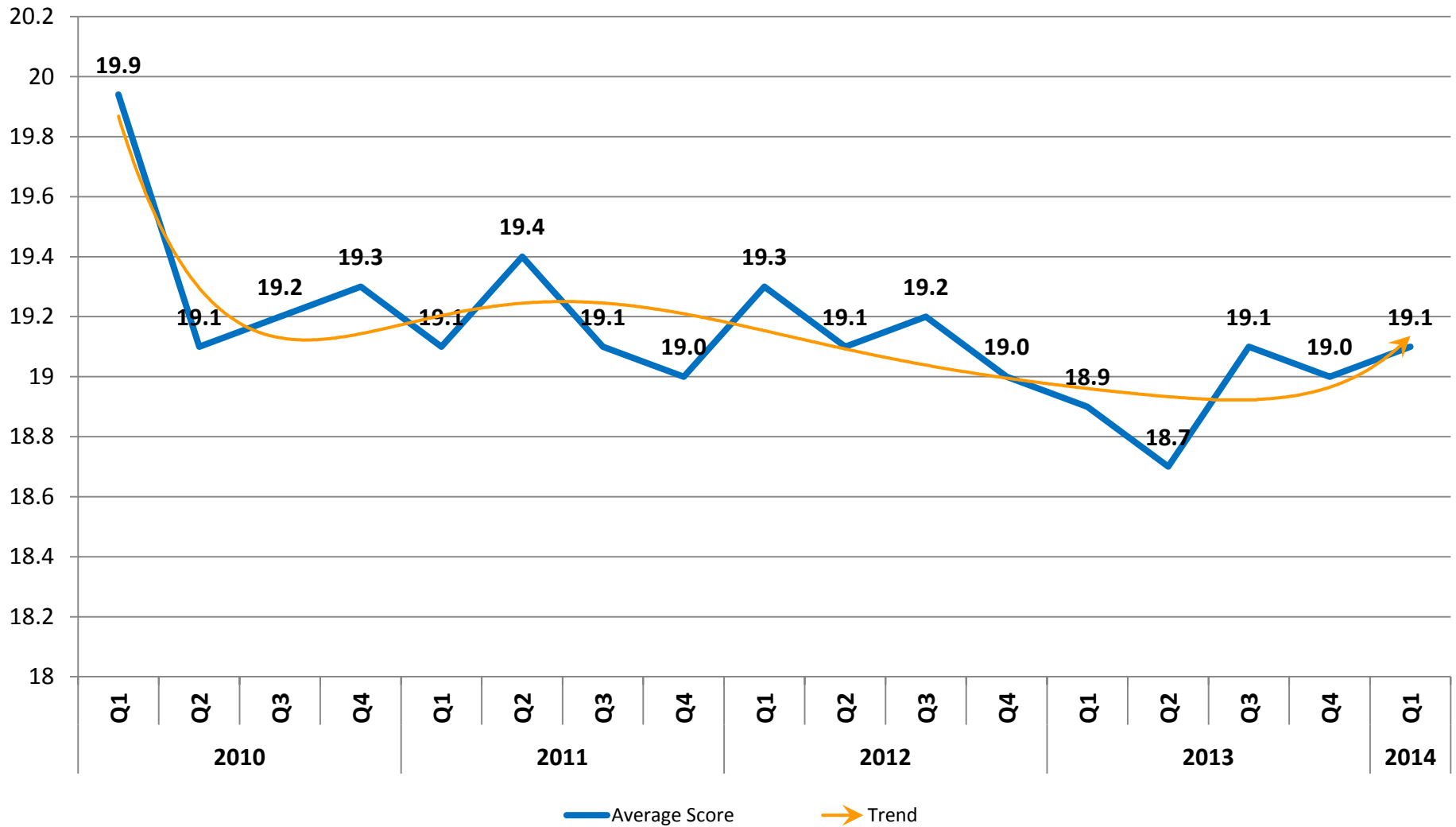


The Survey of Occupational Injury and Illness (SOII) is conducted from mid-January to mid-July each year and collects results from the previous calendar year. The survey rate is reported to GEFP annually upon completion of the survey.



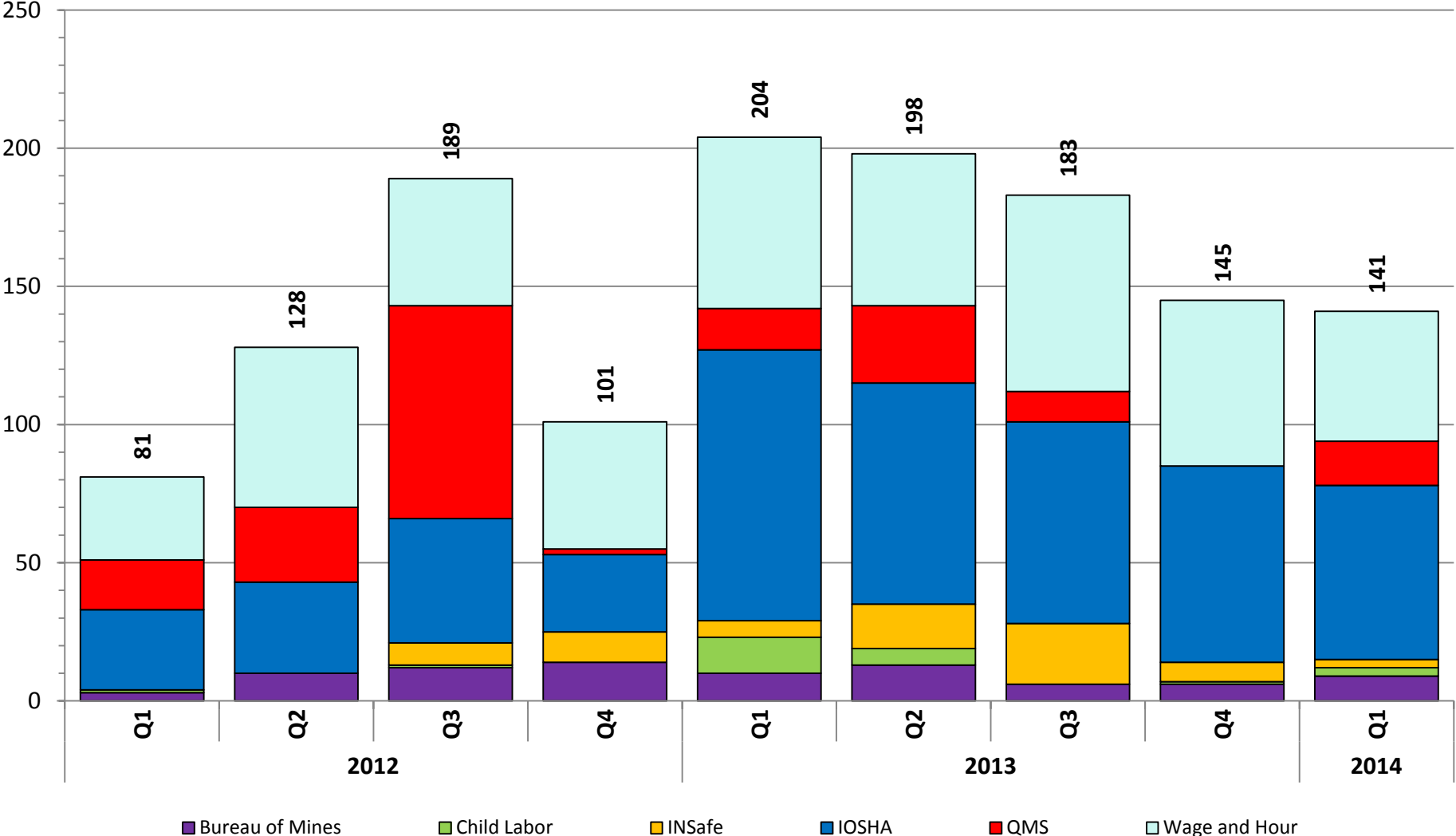
# Management Statistics

# All IDOL Customer Survey Responses



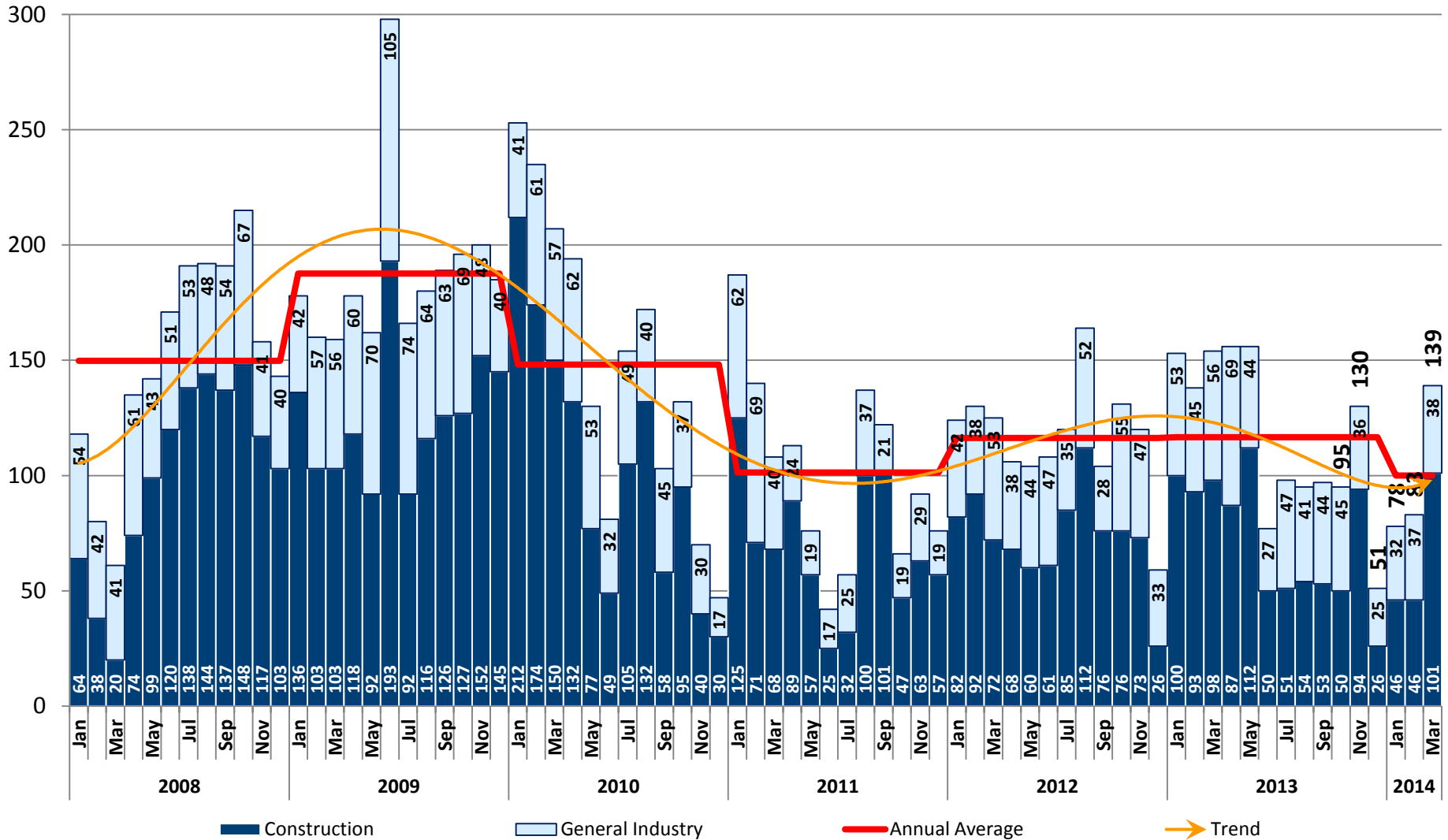
Customer Surveys are collected from hand-completed and electronically-submitted survey forms. The forms have five categories that are scored from 1 (Poor) to 4 (Excellent). Twenty (5 categories X 4) is a perfect score.

# Customer Surveys by Division



Customer Surveys are collected from hand-completed and electronically-submitted survey forms. This chart shows the number of surveys received by the Indiana Department of Labor per division.

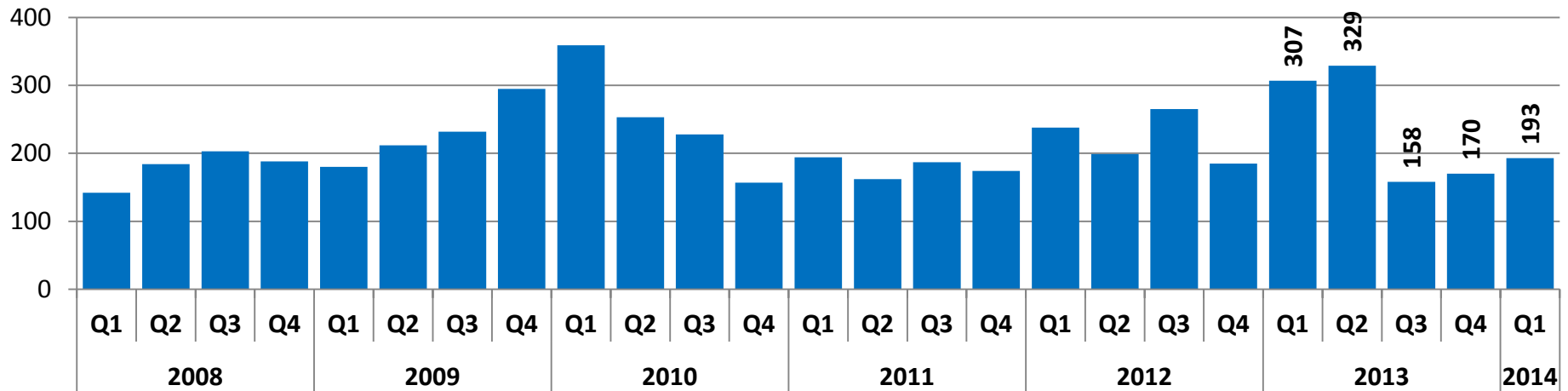
# IOSHA Monthly Inspection Totals



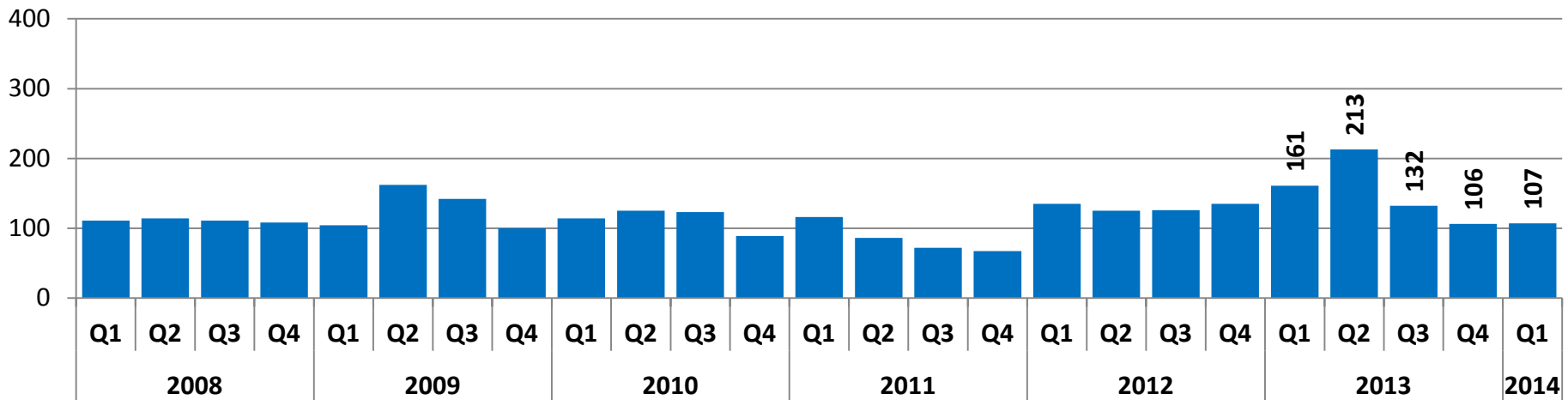
This stacked bar chart shows the number of Construction and General Industry inspections performed by the Indiana Occupational Safety and Health Administration (IOSHA) each month.

# IOSHA Divisional Inspection Totals

## Construction

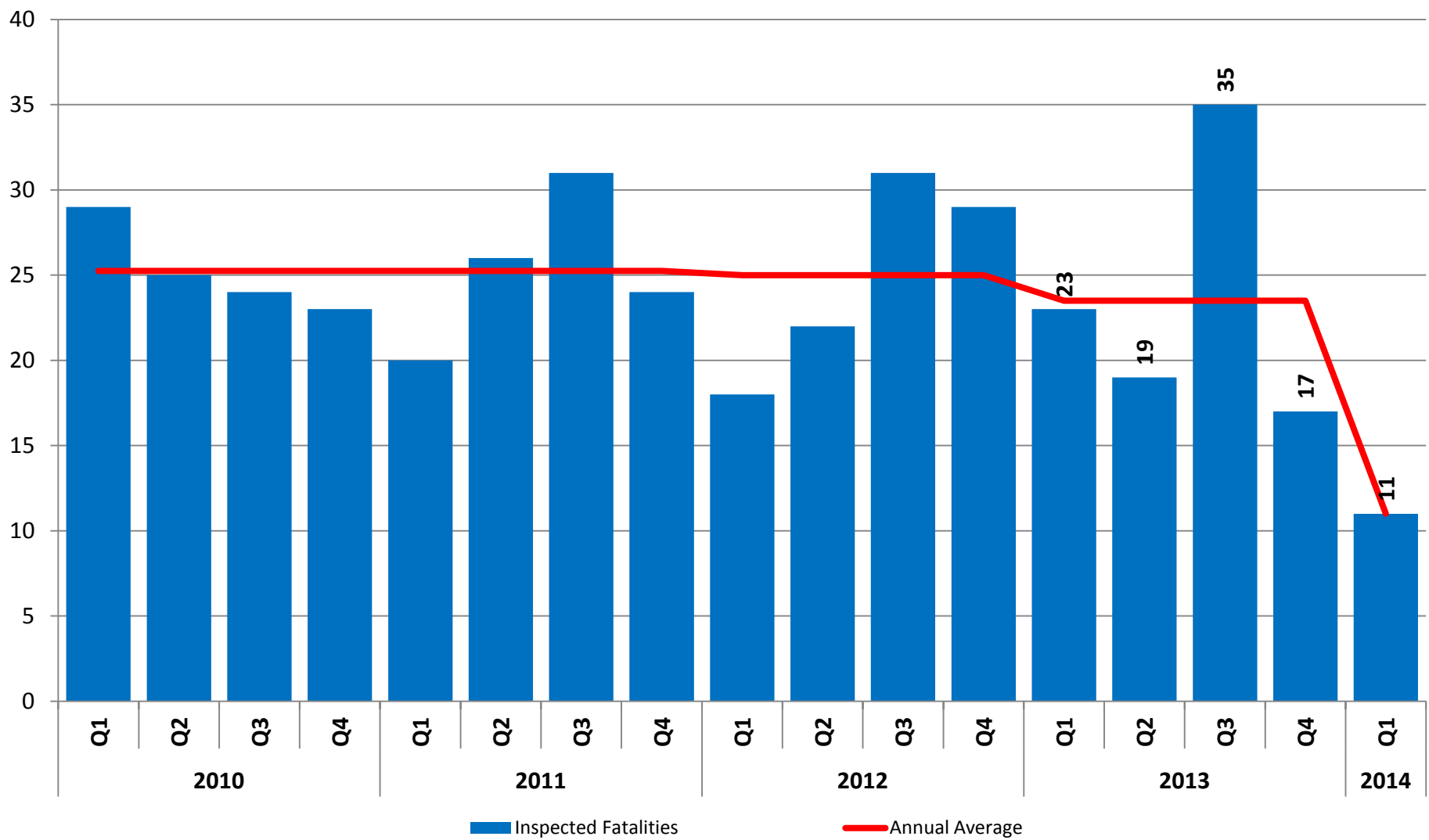


## General Industry



This chart shows the number of inspections performed by the Construction and General Industry divisions of the Indiana Occupational Safety and Health Administration (IOSHA) each quarter.

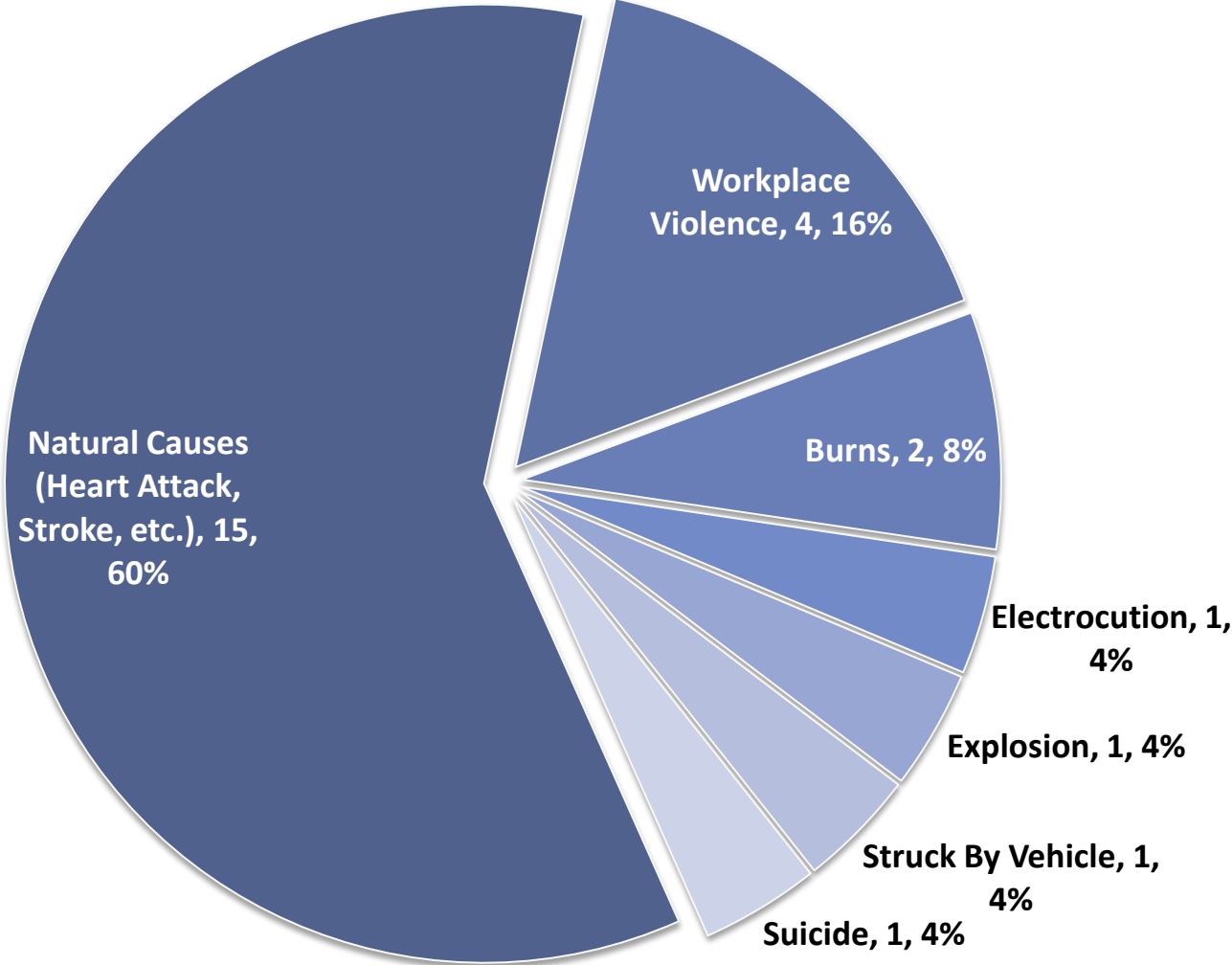
# Number of IOSHA Workplace Fatality Investigations



Due to jurisdictional issues, the Indiana Occupational Safety and Health Administration (IOSHA) investigates many, but not all, workplace fatalities that occur in Indiana. This chart shows the number of fatality investigations conducted per quarter.

# Number of IOSHA Workplace Fatality Investigations by Cause of Death

2014 Year-To-Date

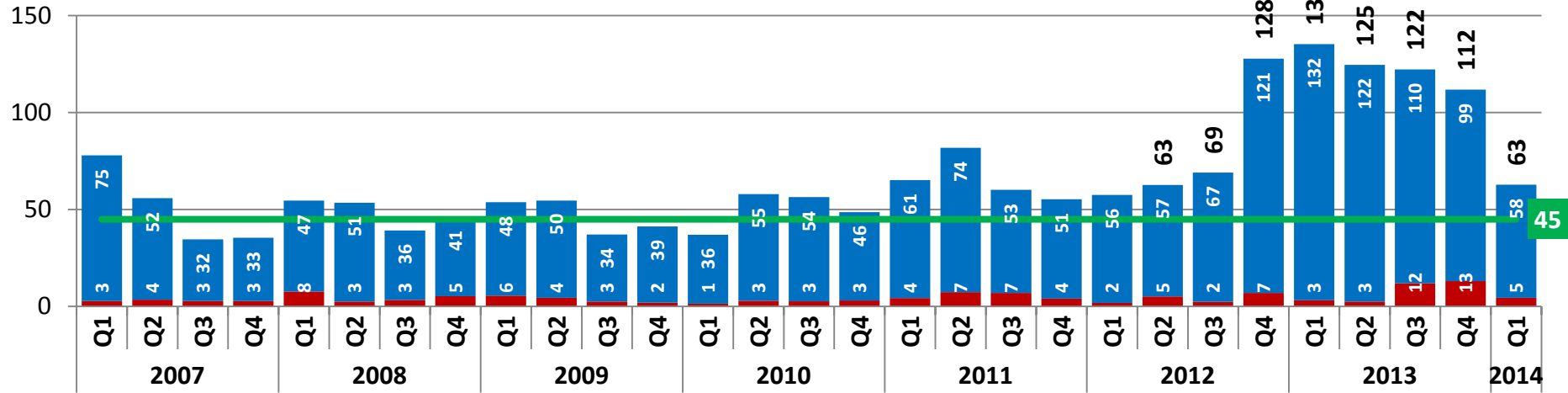


Due to jurisdictional issues, the Indiana Occupational Safety and Health Administration (IOSHA) investigates many, but not all, workplace fatalities that occur in Indiana. This chart shows the causes of death in the investigated fatalities.

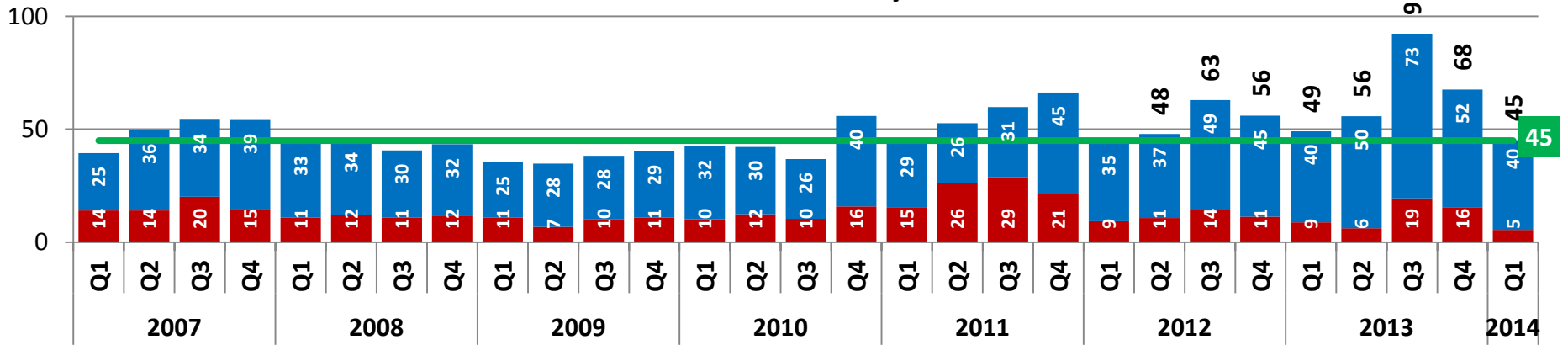


# IOSHA Inspection Elapsed Time by Division

## Construction



## General Industry



■ Average of Days from Open to Closing Conference

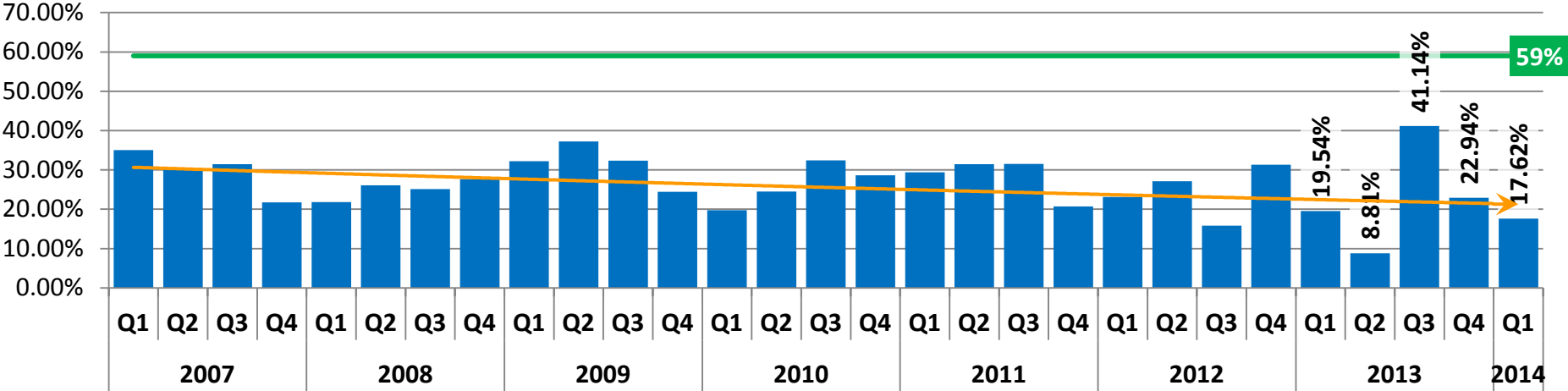
■ Average of Days from Closing to Citation

— Goal

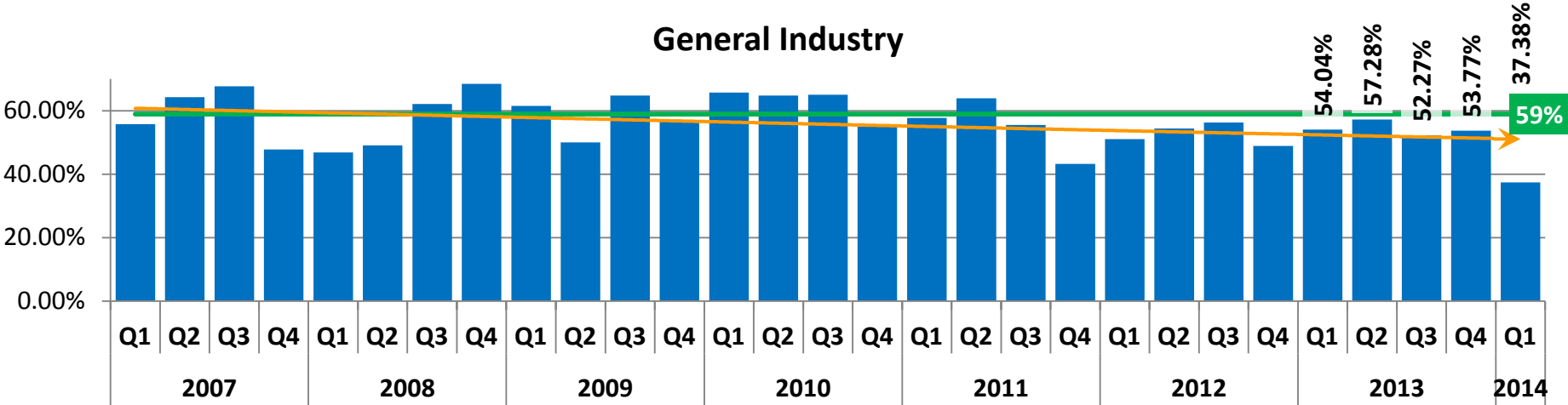
This chart shows the average elapsed time to complete IOSHA Construction and General Industry inspections with citation from the Opening Conference through the date the citation is issued. Inspections may sometimes take several months to complete, so the data for the two most recent quarters may fluctuate as these inspections are closed.

# Percentage of IOSHA Investigations with Violations

## Construction



## General Industry



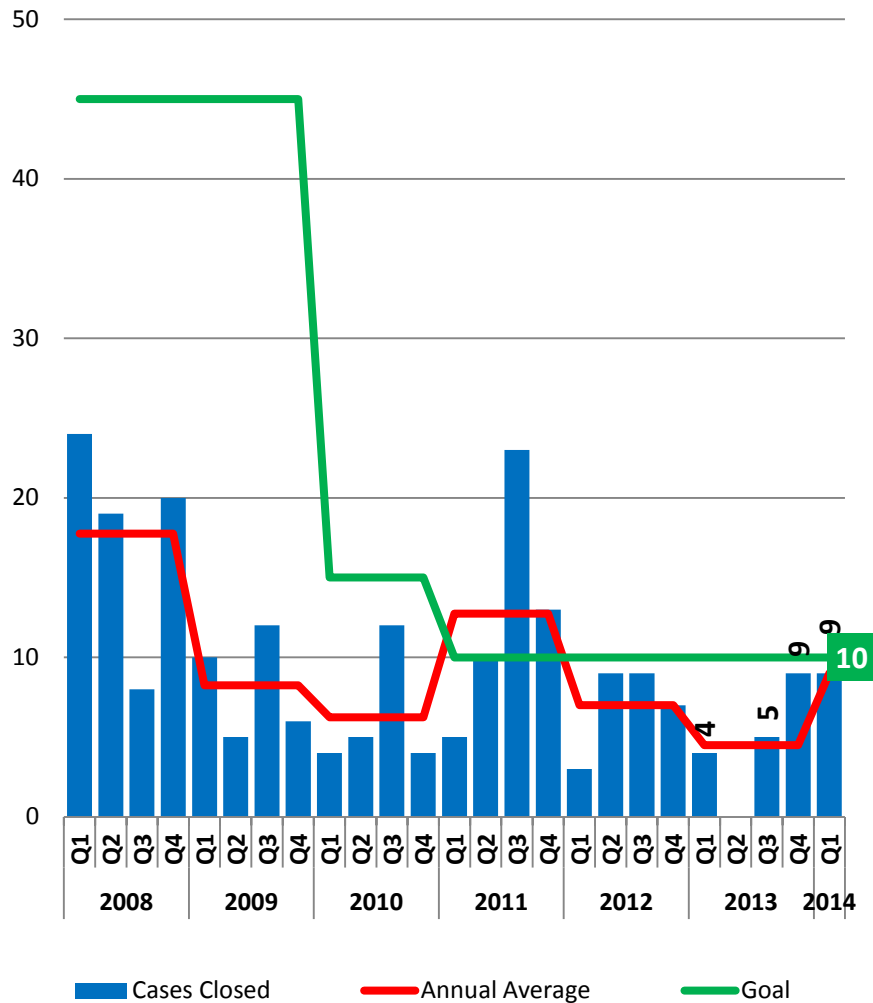
■ Citation Rate   
 — Safety National Average   
 ➔ Trend

Indiana Occupational Safety and Health Administration (IOSHA) investigations do not always result in a citation or monetary penalties. Sometimes, investigations are completed but no violations are cited. These charts show the percent of Construction and General Industry investigations with violations.

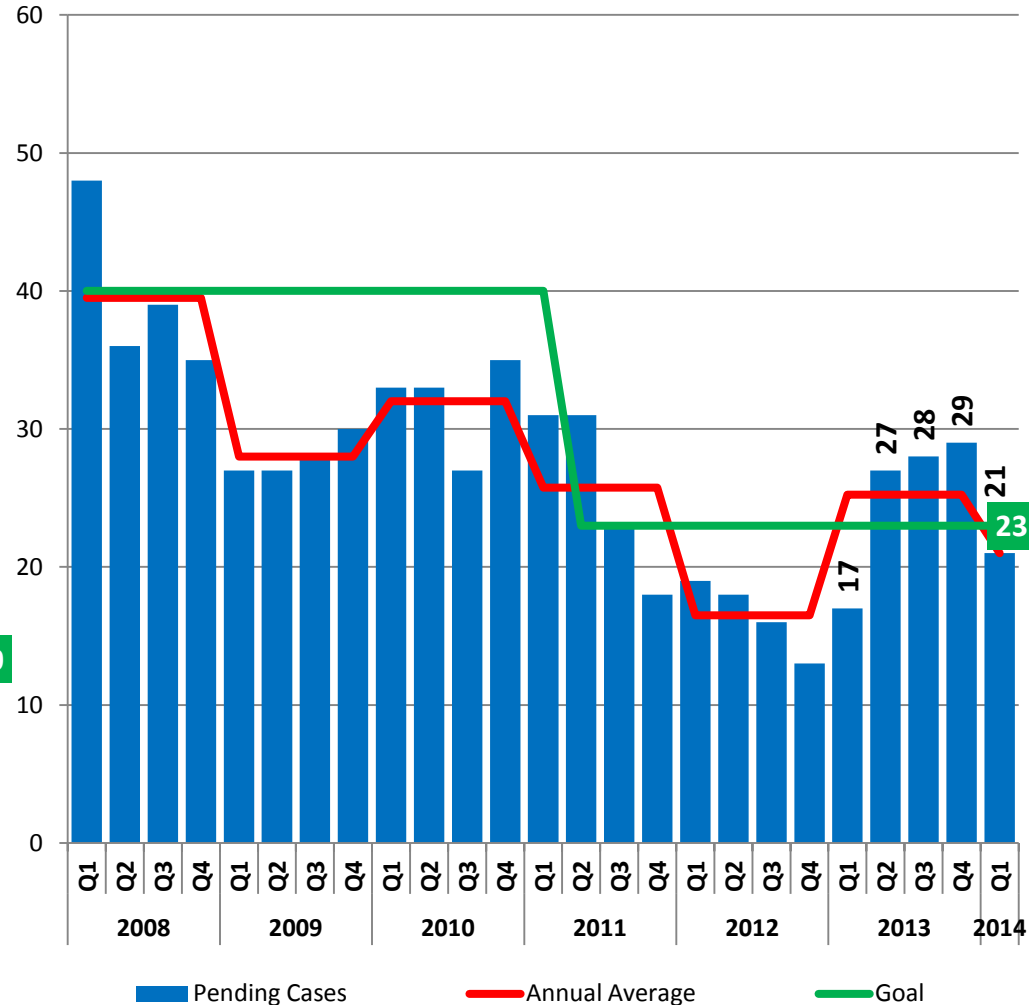


# Indiana Board of Safety Review

## Cases Closed



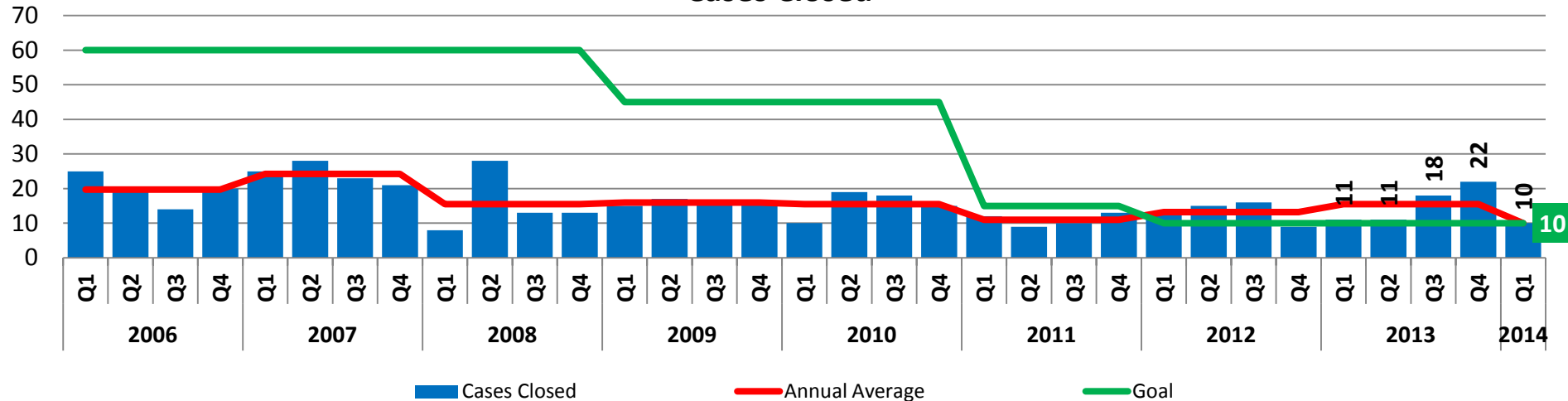
## Number of Pending Cases



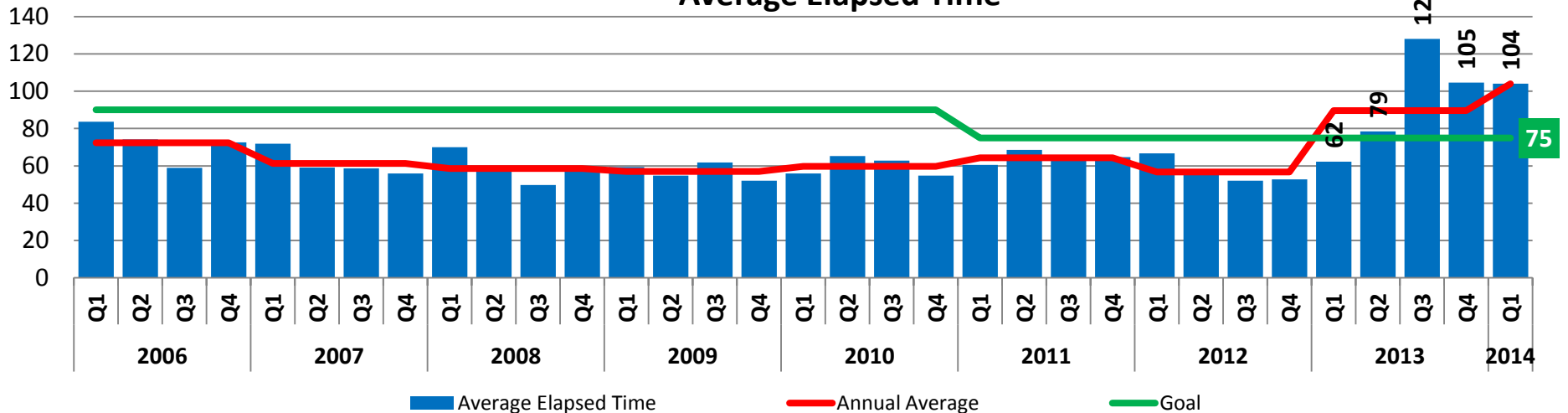
The Board of Safety Review meets once per month to hear employer appeals of Indiana Occupational Safety and Health Administration (IOSHA) citations. The charts above show the number of cases closed and pending per quarter.

# Whistleblower Cases

## Cases Closed

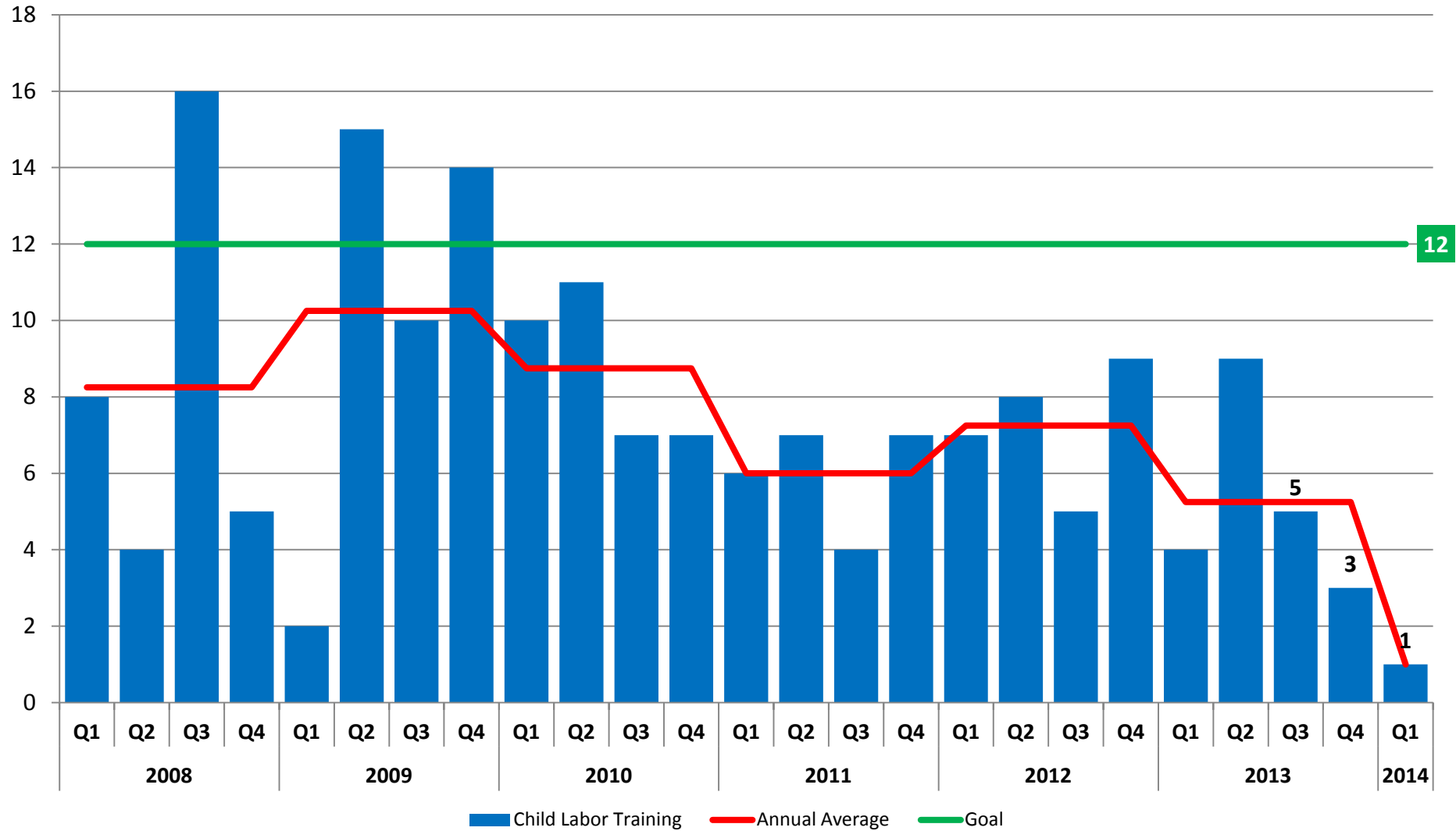


## Average Elapsed Time



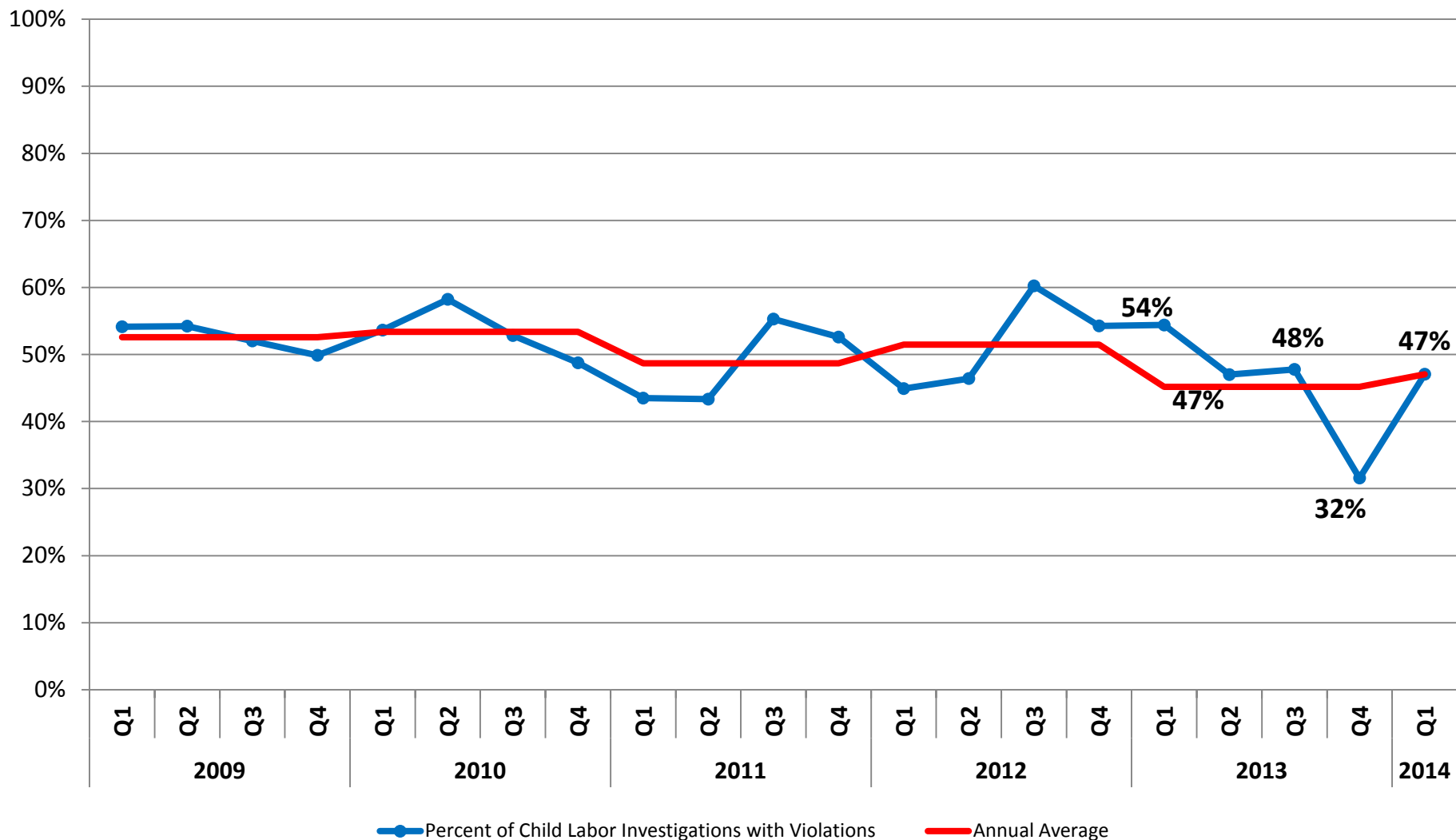
The Indiana Occupational Safety and Health Administration (IOSHA) investigates claims of retaliation against employees who “blow the whistle” on unsafe practices in their place of employment. Above are charts showing the number of cases closed and the average elapsed time for Whistleblower cases each quarter.

# Number of Child Labor Trainings



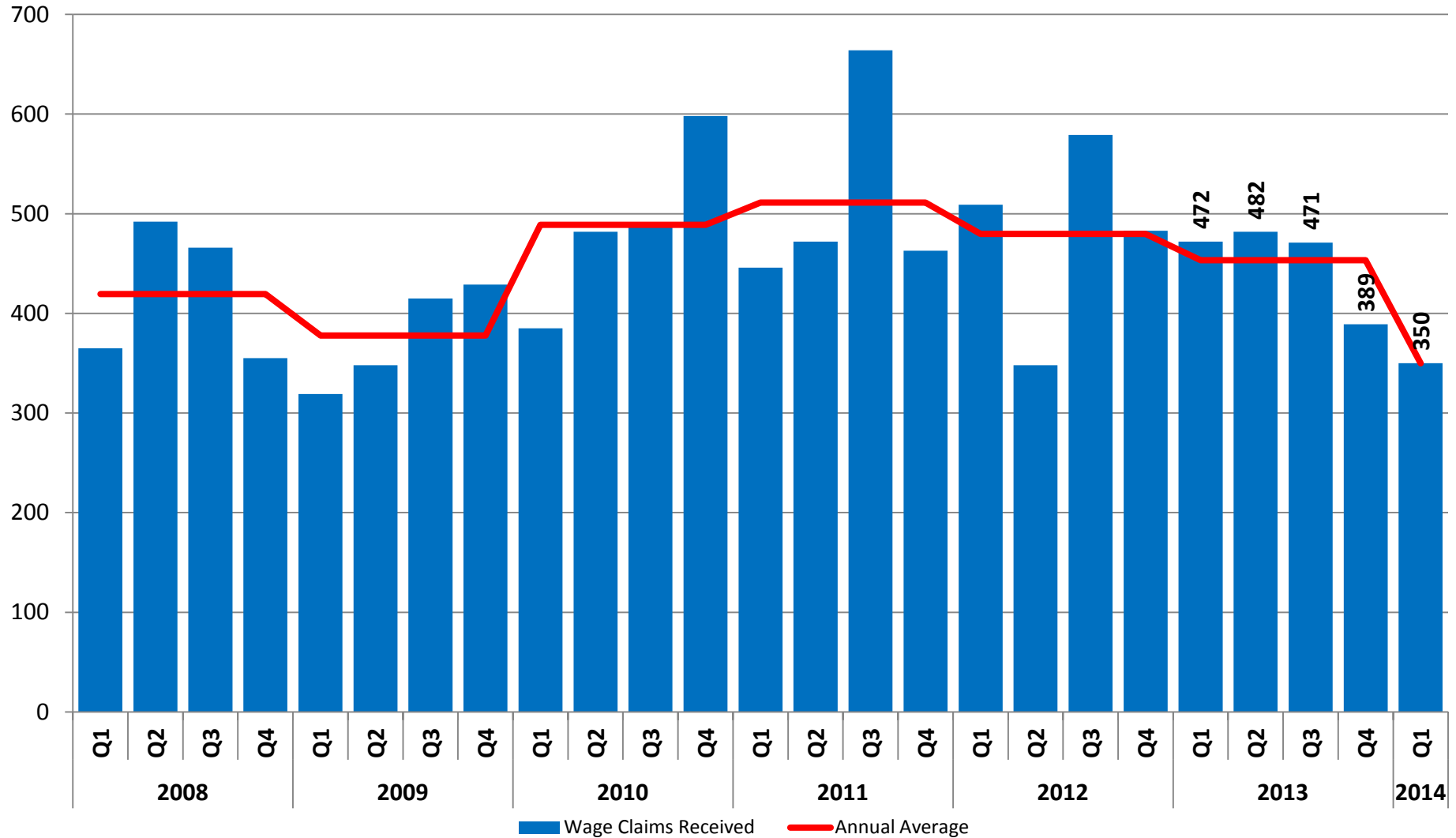
The Bureau of Child Labor conducts training classes covering Indiana's Child Labor laws. From Quarter 2 2009 through Quarter 3 2013, these trainings were performed regularly by the Director of Child Labor, Training and Education.

# Percentage of Child Labor Investigations with Violations



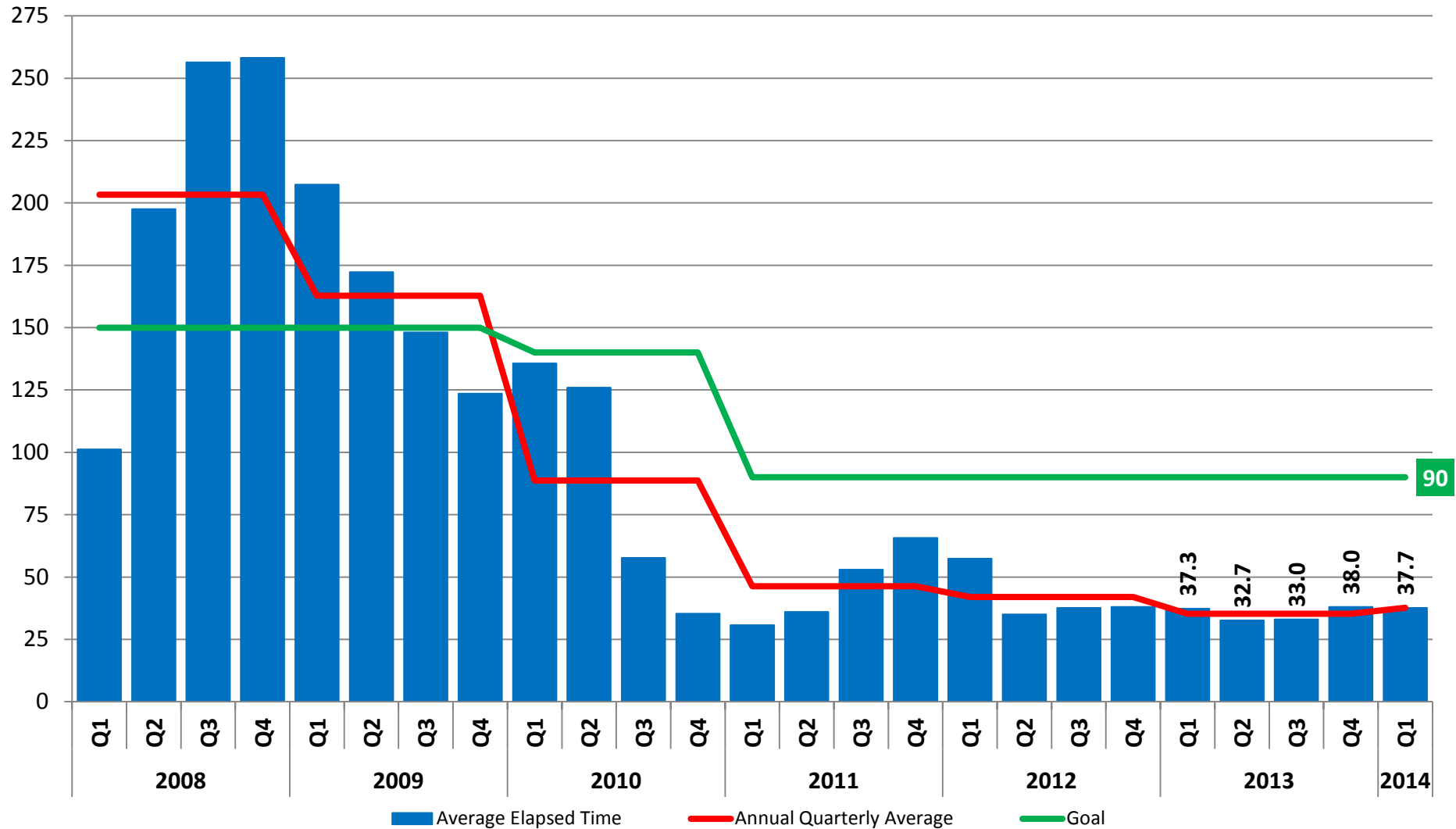
Not all investigations performed by the Bureau of Child Labor result in violations or monetary penalties. This chart shows the percentage of Child Labor investigations where violations were cited.

# Number of Wage Claims Received



Employees who feel they have been paid incorrectly may file a wage claim with the Indiana Department of Labor (IDOL). The Wage and Hour Division contacts the employer, compares the documentary evidence provided by both parties and determines if the employee is owed past wages.

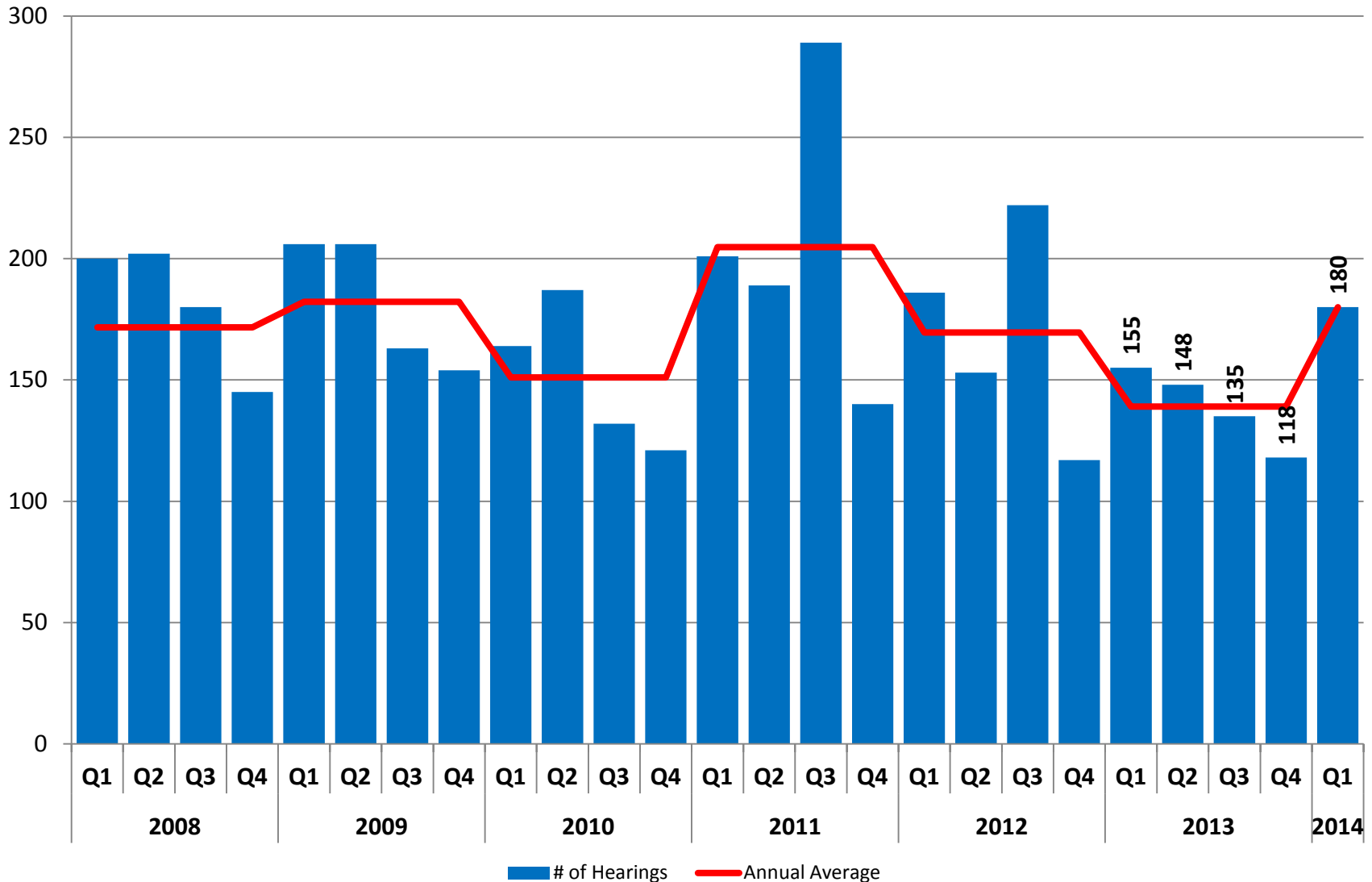
# Wage Claims Average Elapsed Time



Employees who feel they have been paid incorrectly may file a wage claim with the Indiana Department of Labor (IDOL). The Wage and Hour Division contacts the employer, compares the documentary evidence provided by both parties and determines if the employee is owed past wages. The average elapsed time starts at receipt and ends at determination.

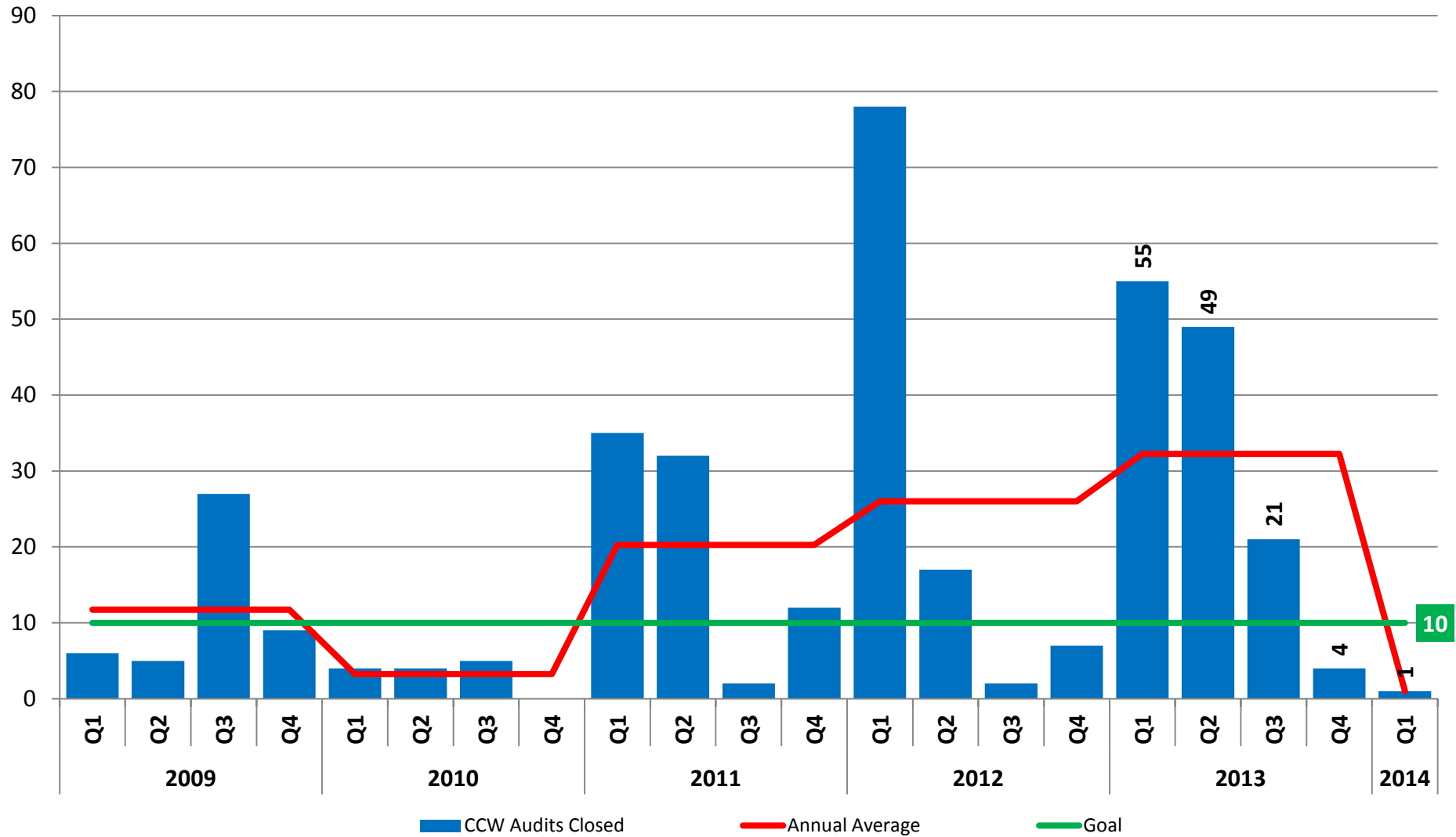


# Number of Common Construction Wage Hearings



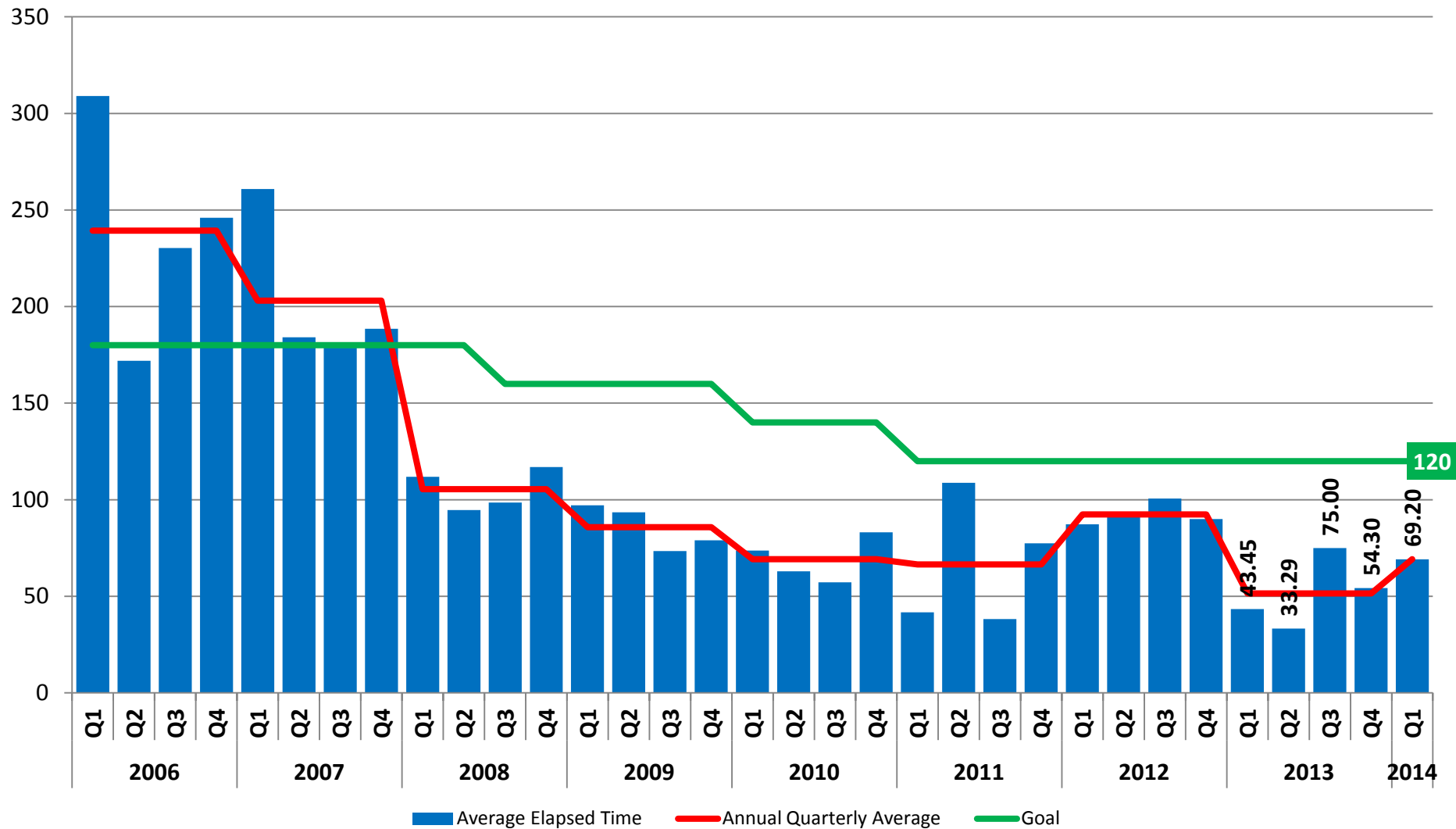
Indiana's Common Construction (prevailing wage) law requires that a public hearing be held for nearly all public works projects where the bids are estimated to be in excess of \$350,000. This chart shows how many hearings are held each quarter.

# Common Construction Wage Audits Closed



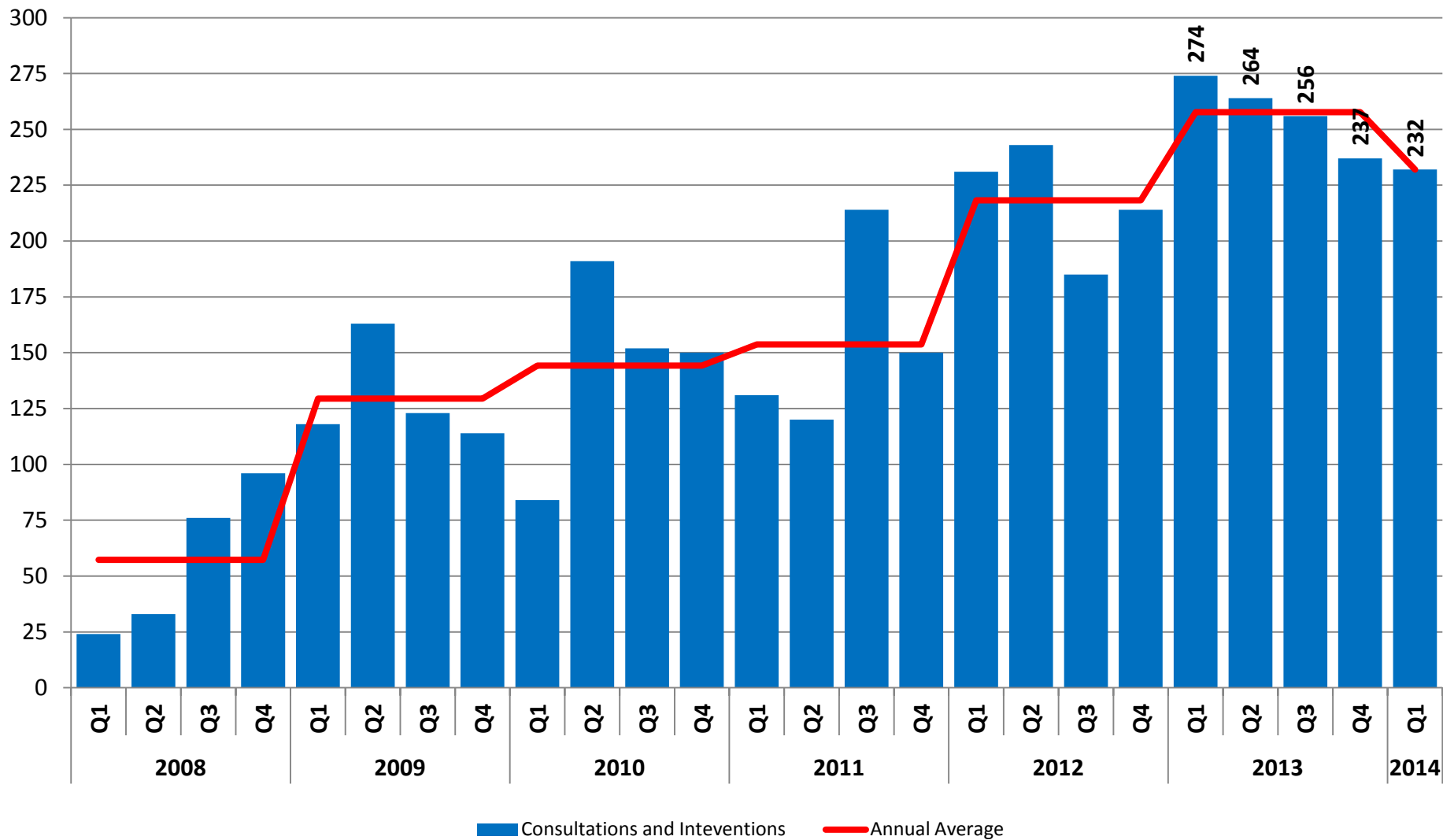
The Indiana Department of Labor investigates alleged violations of Indiana's Common Construction (prevailing wage) law. This chart reflects the number of closed Common Construction Wage audits per quarter.

# Average Elapsed Time for INSafe Consultations



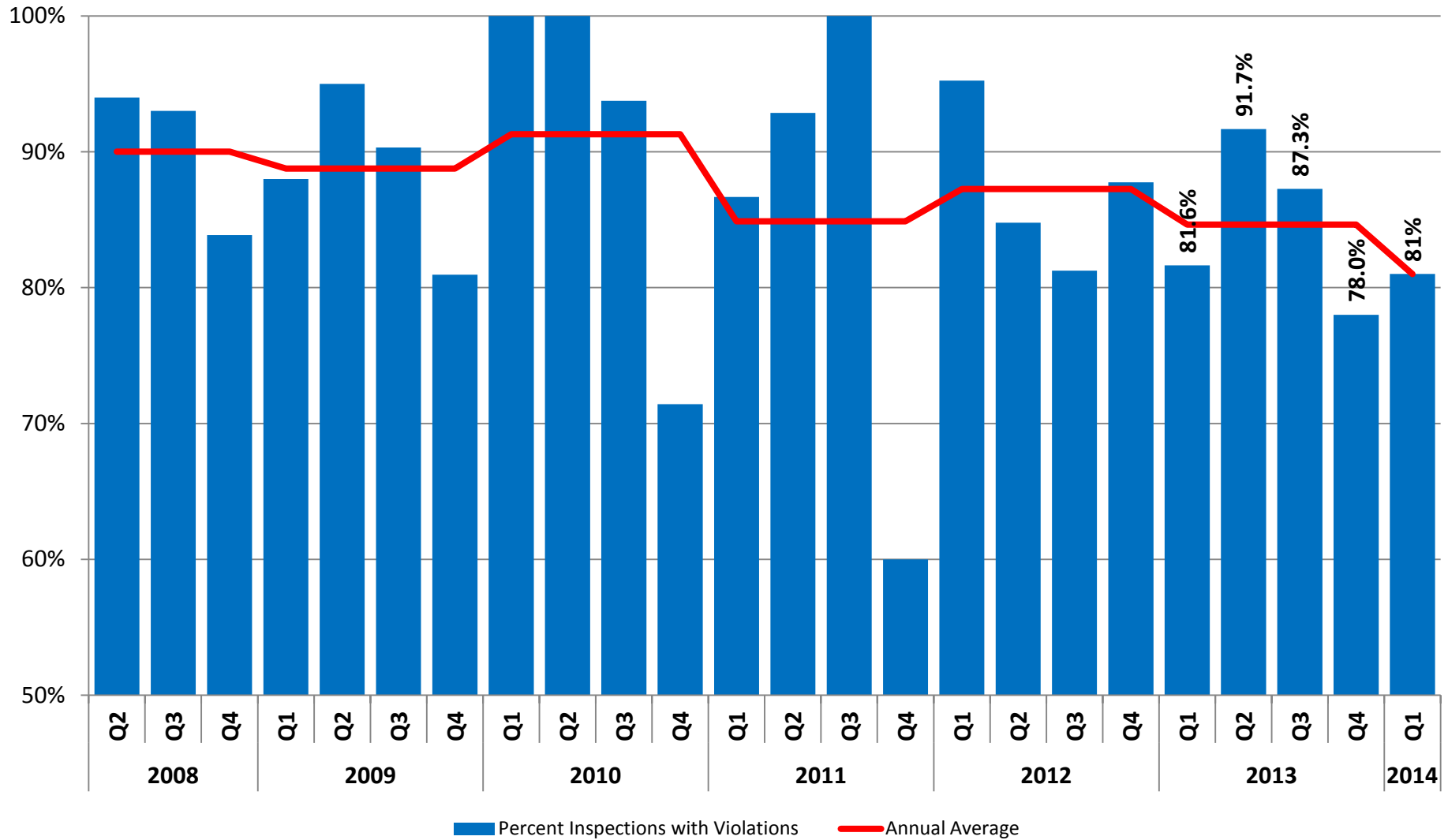
Employers may request free occupational safety and health consultations from INSafe. Consultation services include a hazard identification walkthrough and a review of an employer's safety programs and procedures. The average elapsed time starts at the date of assignment and ends when the final report is issued.

# Total INSafe Consultations & Interventions



Employers may request free occupational safety and health consultations from INSafe. Consultation services include a hazard identification walkthrough and a review of an employer's safety programs and procedures. Interventions are presentations, speeches or questions a consultant performs outside of a typical consultation.

# Percentage of BOM Inspections with Violations

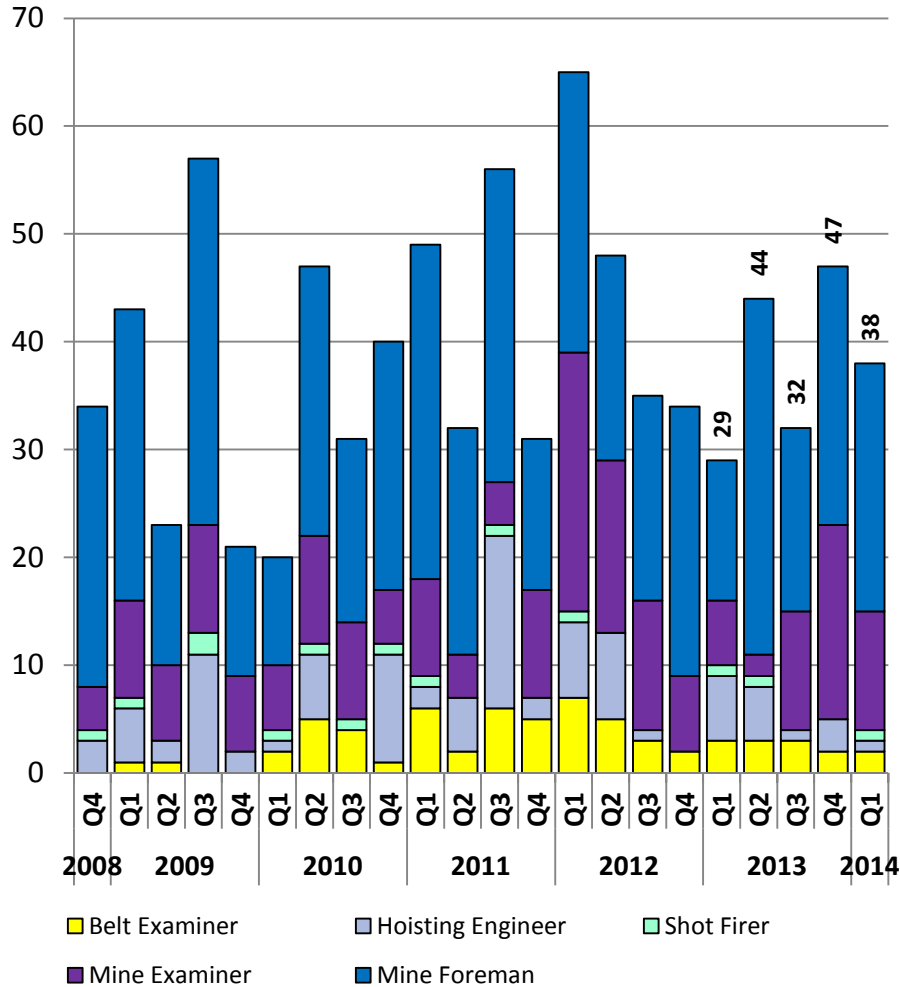


The Bureau of Mines performs inspections at all Indiana underground coal mines. This chart shows the percent of those inspections where a violation is cited.

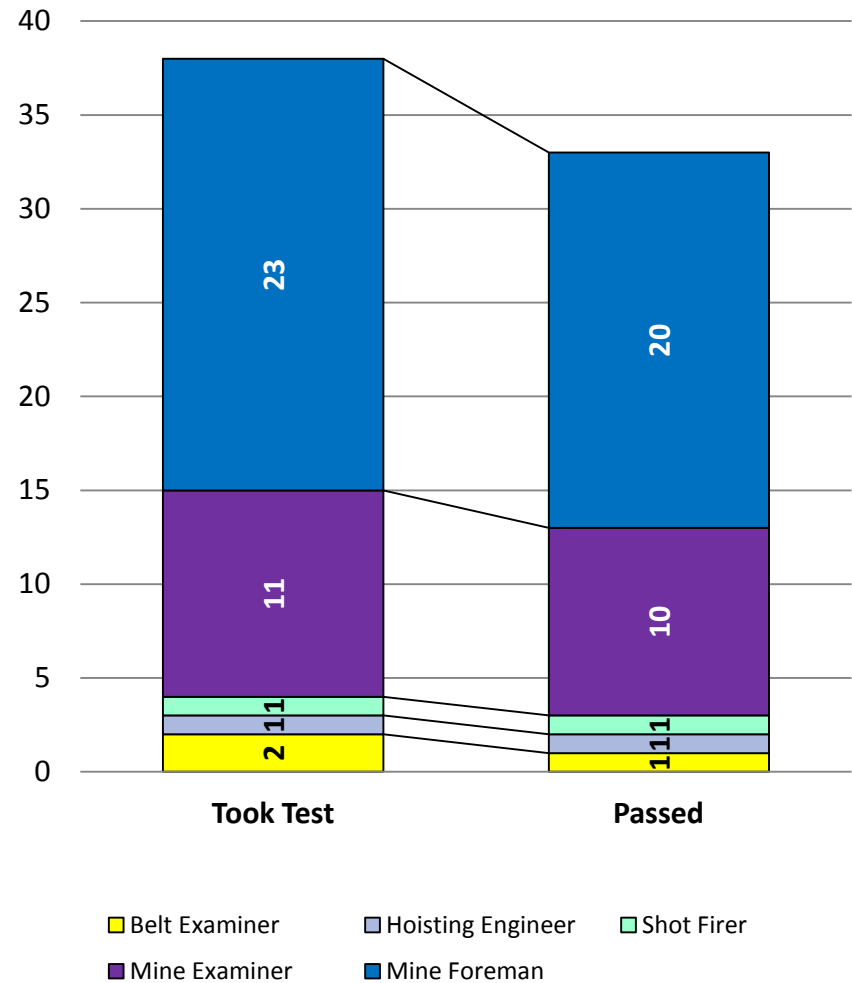


# BOM Certifications Issued

## Certifications by Quarter

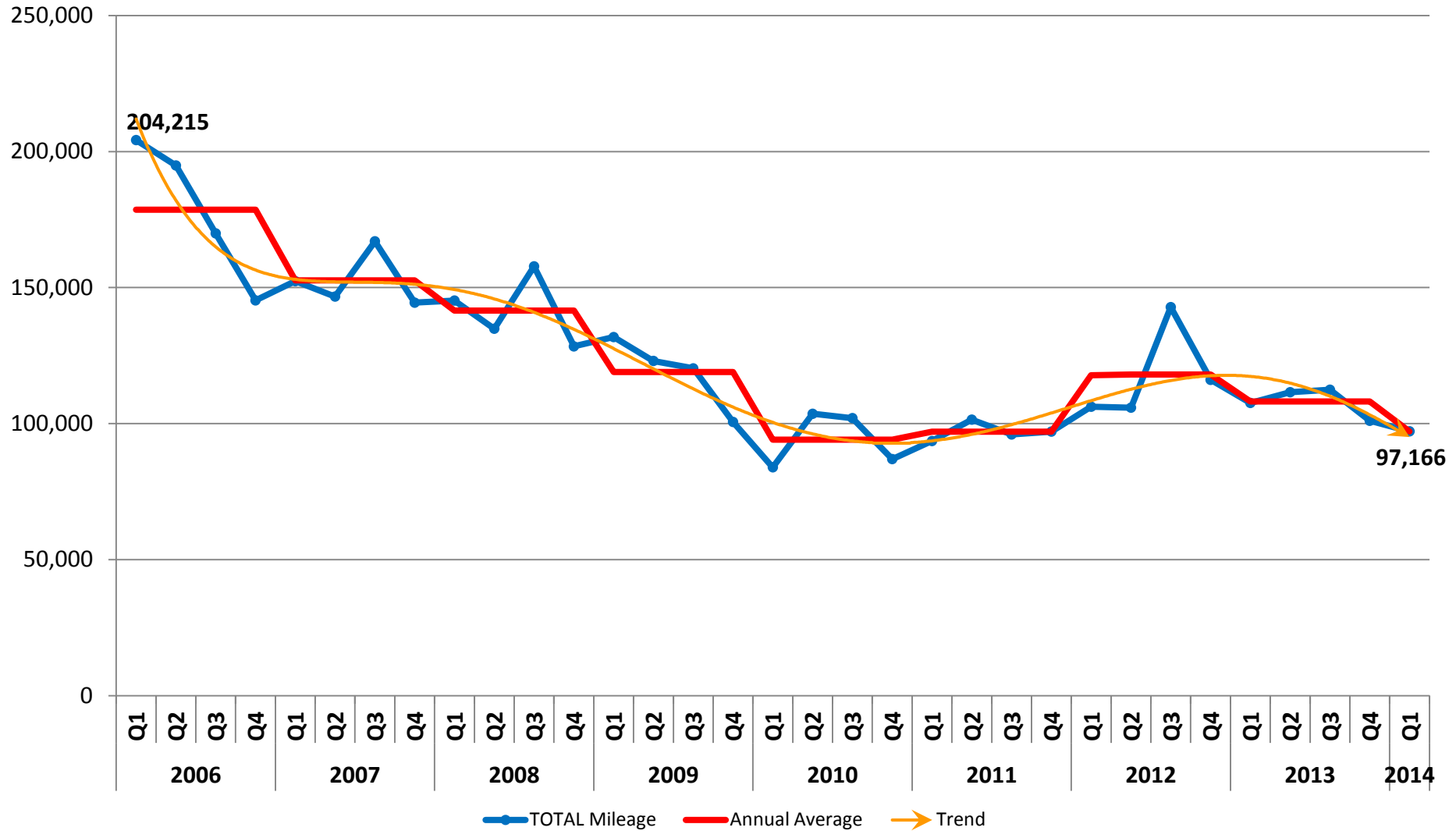


## Q1 2014 Certifications



The Indiana Mining Board administers certification testing for miners in the classifications of Mine Foreman, Mine Examiner, Belt Examiner, Hoisting Engineer and Shot Firer. Above are the numbers of certifications per quarter.

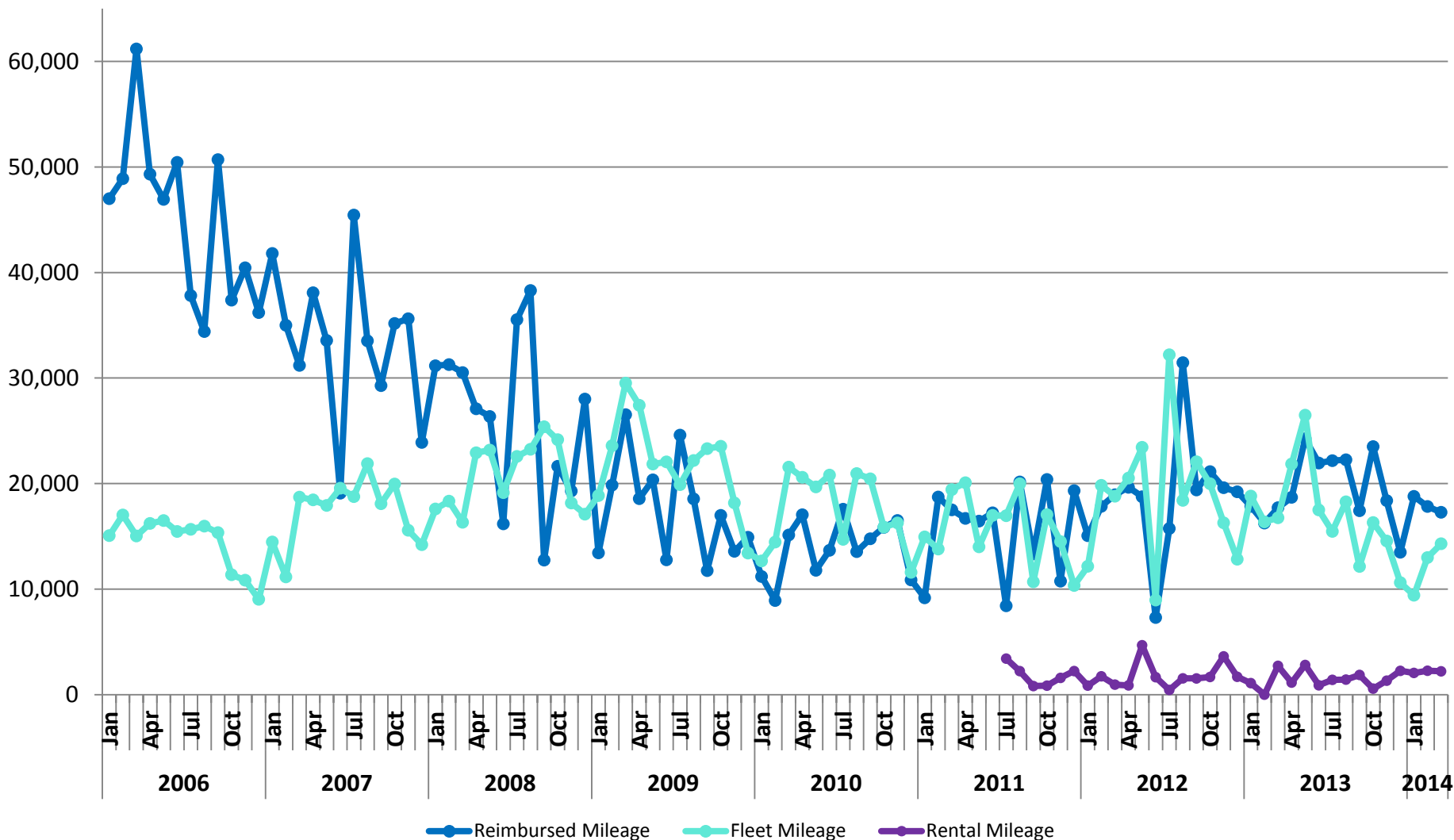
# Total Miles Driven by IDOL



In the course of investigations, inspections, consultations, trainings and hearings, Indiana Department of Labor staff drive motor vehicles almost everyday. This chart shows the total miles driven each quarter.

# Total Miles Driven by IDOL

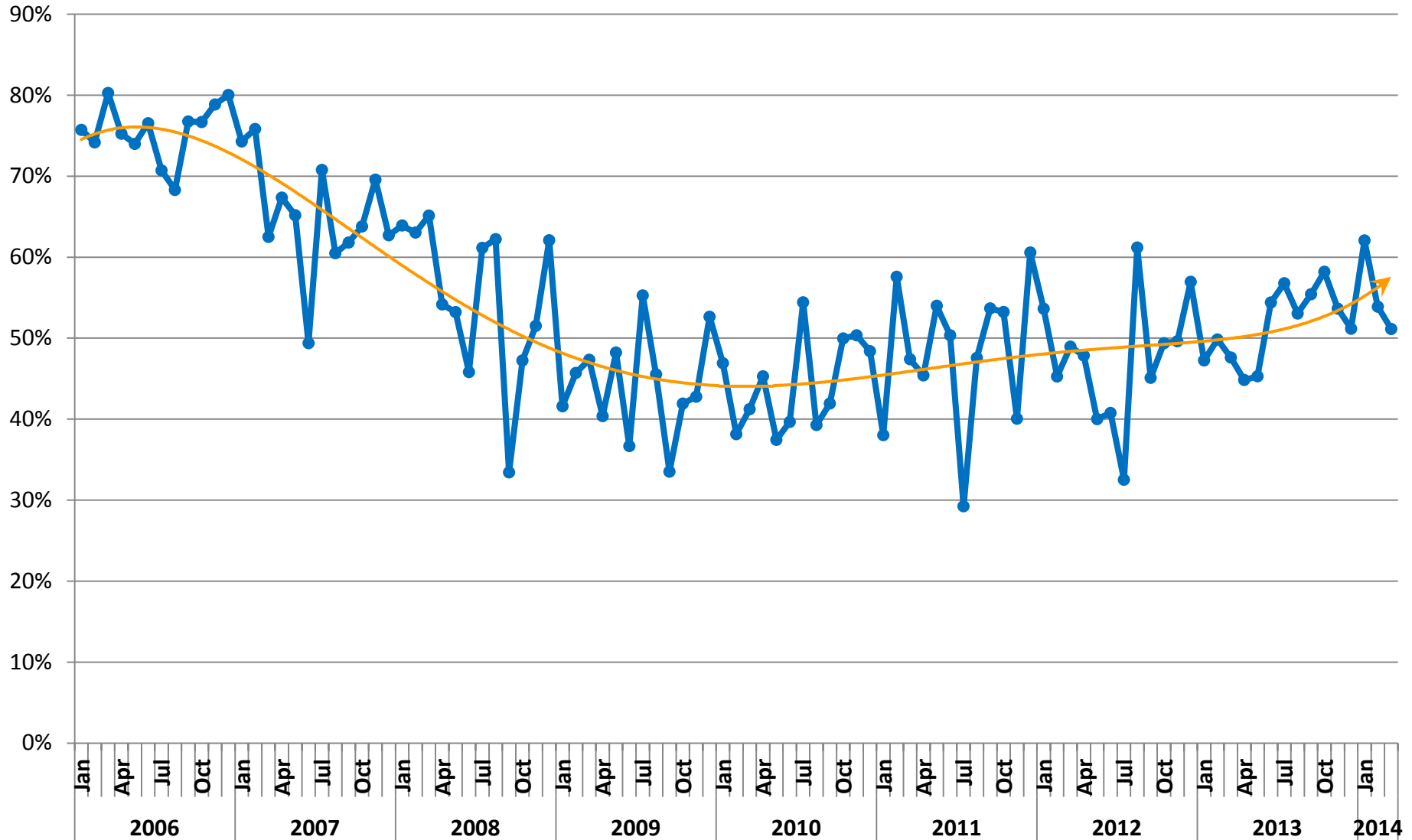
Personal, Fleet & Rental



In the course of investigations, inspections, consultations, trainings and hearings, Indiana Department of Labor staff drive motor vehicles almost everyday. This chart shows the total miles driven each month using state, personal or rented vehicles.



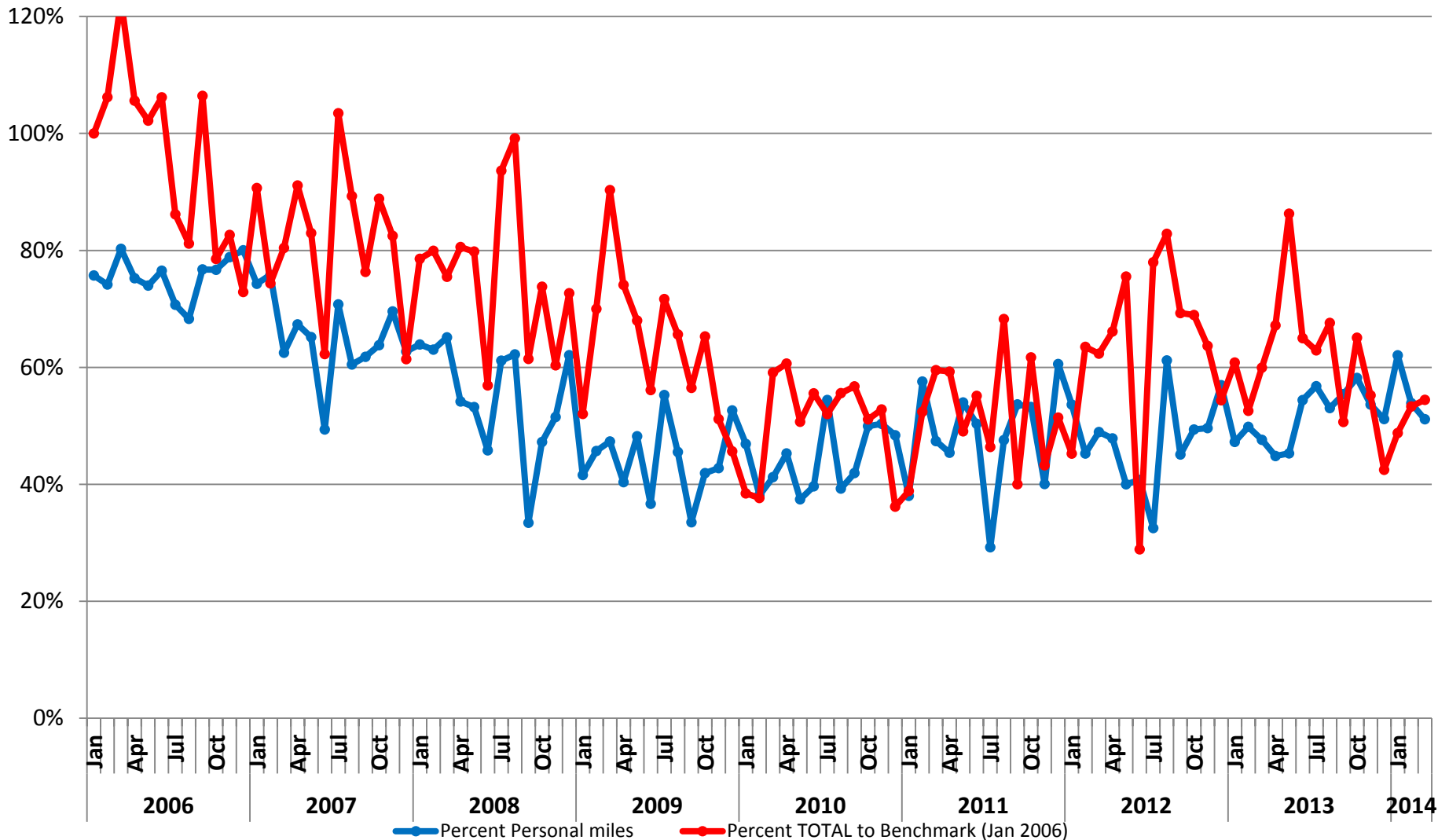
# Percentage of Miles Driven by IDOL with Personal Vehicle



In the course of investigations, inspections, consultations, trainings and hearings, Indiana Department of Labor staff drive motor vehicles almost everyday. This chart shows the percentage of the total miles driven each month using the employee's personal vehicle.

# Total Miles Driven by IDOL

Against January '06 Benchmark



In the course of investigations, inspections, consultations, trainings and hearings, Indiana Department of Labor staff drive motor vehicles almost everyday. This chart shows the percentage of the total miles driven each month against the benchmark set in January of 2006.