

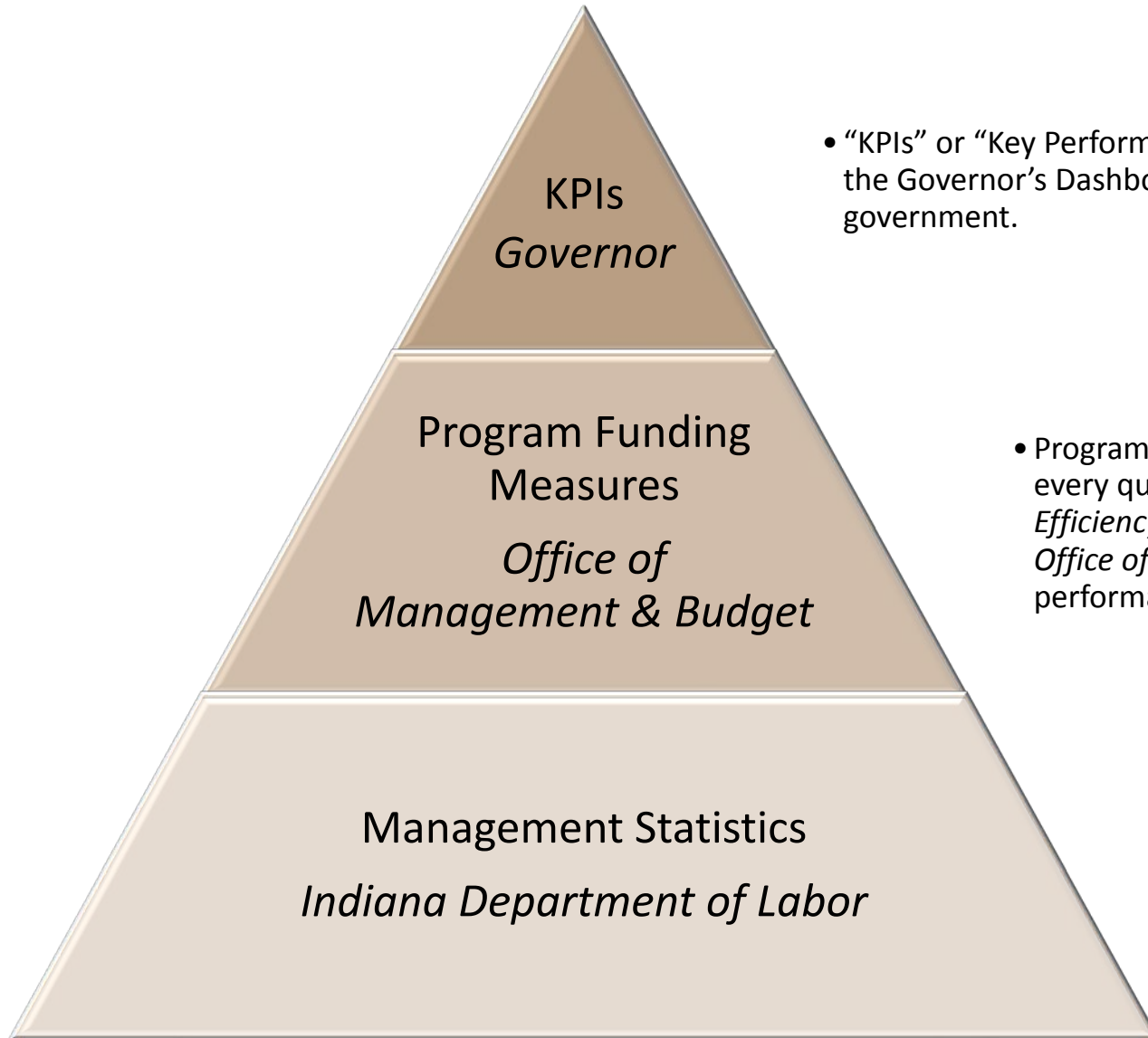


INDIANA
DEPARTMENT
OF LABOR

Indiana Department of Labor Performance Metrics – Quarter 3 2014

Published: October 15, 2014

Three Tiers of Metrics



- “KPIs” or “Key Performance Indicators” are reported on the Governor’s Dashboard from every agency in State government.

- Program Funding Measures are reported every quarter to the *Office of Government Efficiency and Financial Planning* in the *Office of Management and Budget* to show performance by funding source.

- Other statistics in this report are management statistics for use by IDOL Management in tracking the outputs and outcomes of departmental processes.

Index | Key Performance Indicators & Program Funding Measures

Key performance Indicators (KPIs)

KPI #1: Annual Nonfatal Occupational Injury and Illness Rate for Indiana

KPI #2: Average Nonfatal Occupational Injury and Illness Rate for Emphasis Industries

KPI #3: Number of Businesses Participating in Indiana Safety and Health Achievement Recognition Program (INSHARP) and the Voluntary Protection Program (VPP)

Program Funding Measures

Average Elapsed Time for All IOSHA Inspections with Citations

Number of Indiana Occupational Safety and Health (IOSHA) Inspections

Percentage of Meritorious Wage Claims which Result in Recovered Wages

Number of Child Labor Inspections Conducted

Total INSafe Consultations and Interventions Closed

Number of Coal Mine Inspections

Survey of Occupational Injuries and Illnesses (SOII) Response Rate

Index | Management Statistics

Occupational Injuries, Illnesses and Fatalities

Annual Nonfatal Occupational Injury and Illness Rate

Customer Service Surveys

All IDOL Customer Survey Responses

Customer Surveys by Division

Indiana Occupational Safety and Health Administration

Number of IOSHA Inspections

Number of IOSHA Workplace Fatality Investigations

IOSHA Inspection Elapsed Time by Division

Percentage of IOSHA Inspections with Violations

Indiana Board of Safety Review Cases

Whistleblower Cases

Child Labor

Number of Child Labor Inspections Conducted

Number of Child Labor Trainings

Percentage of Child Labor Inspections with Violations

Wage and Hour

Meritorious Wage Claims with Recovery of Wages

Number of Wage Claims Received

Wage Claims Average Elapsed Time

Number of Common Construction Wage Hearings

Common Construction Wage Audits Closed

INSafe

Total INSafe Consultations and Interventions Closed

Average Elapsed Time for INSafe Consultations

Bureau of Mines

Number of Coal Mine Inspections

Percentage of BOM Inspections with Violations

BOM Certifications Issued

Quality, Metrics and Statistics

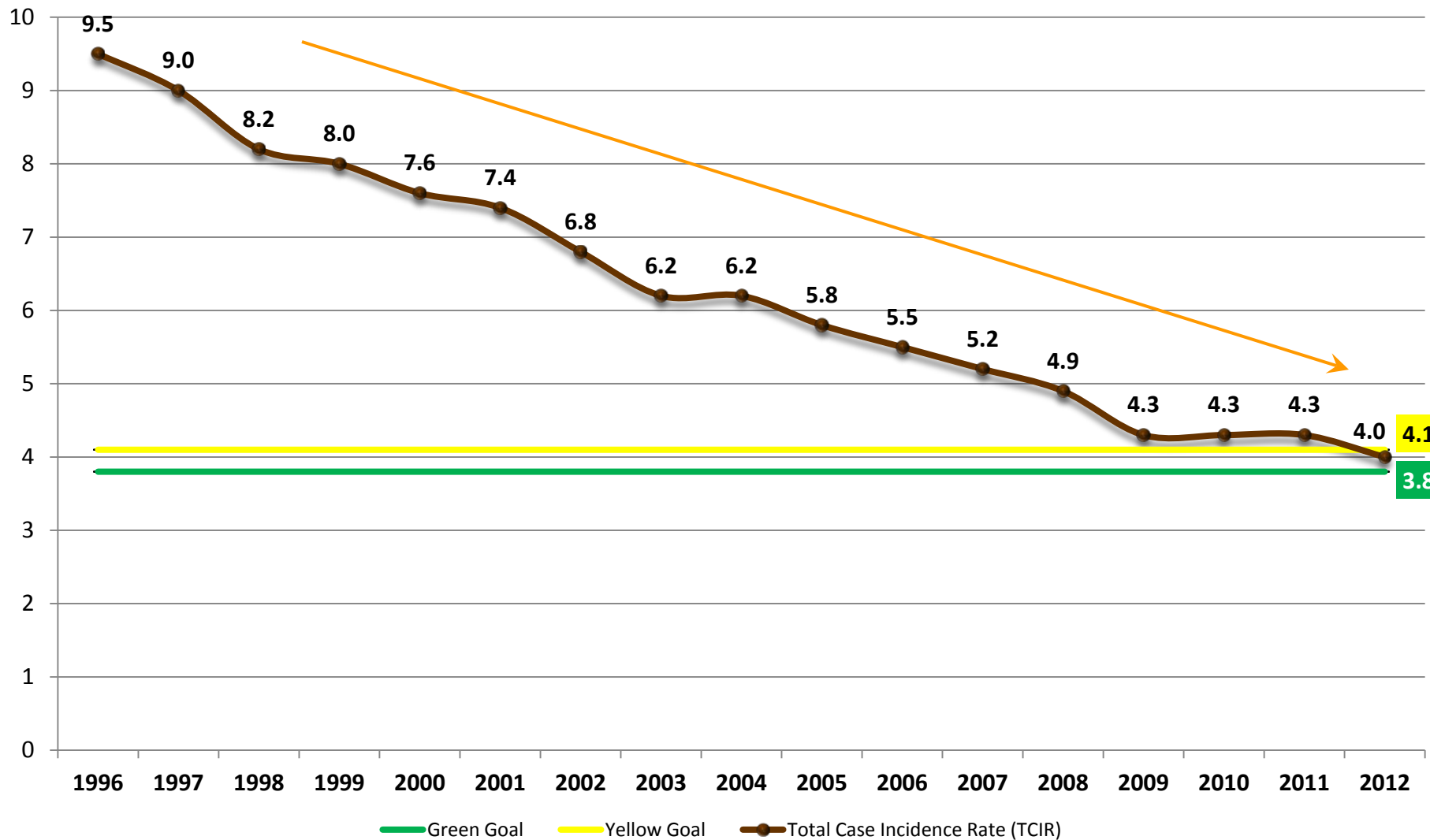
SOII Response Rate

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:

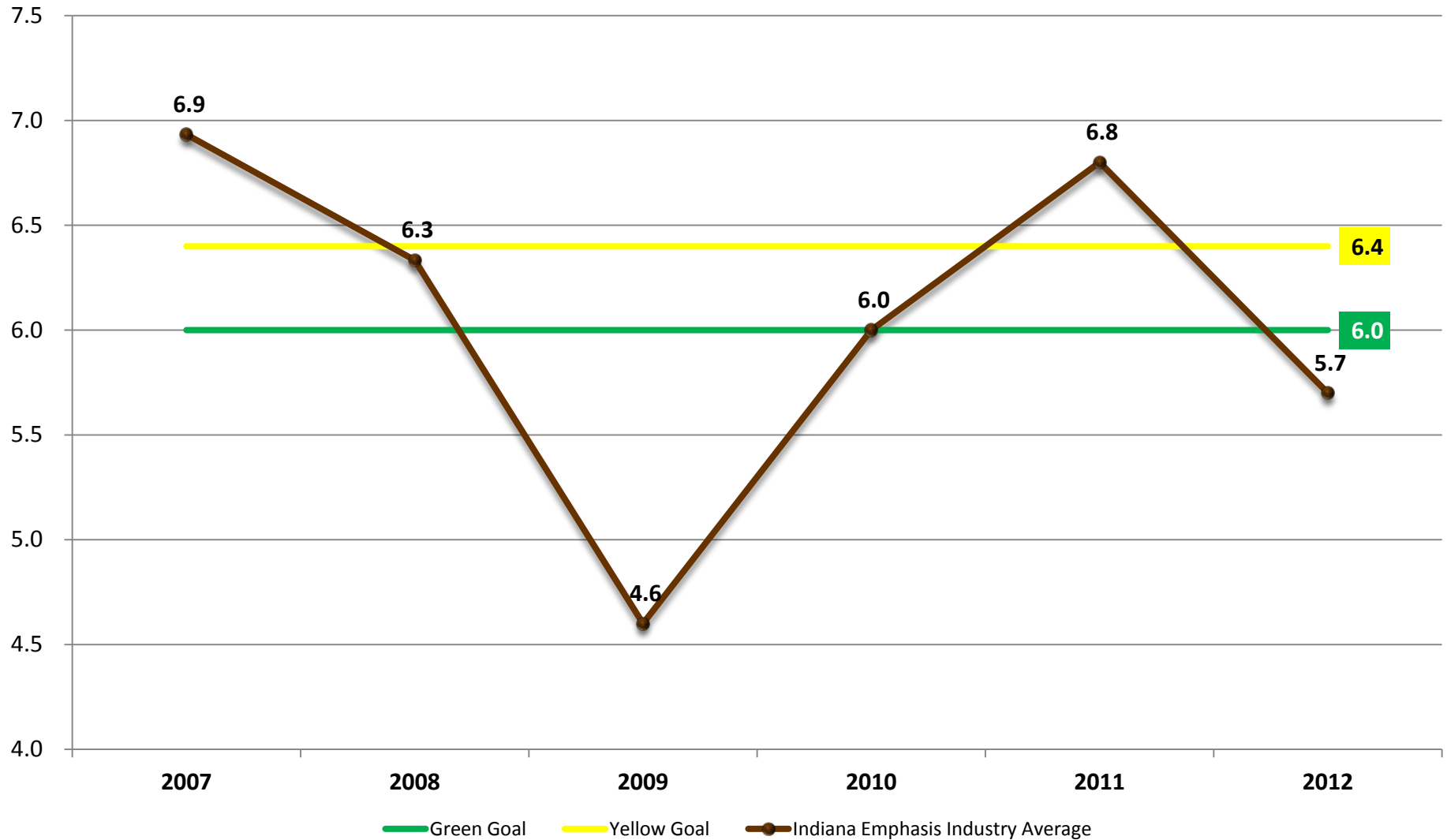
Annual Nonfatal Occupational Injury and Illness Rate for Indiana



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 (SOII). The rate is reported annually nine-months after the survey year ends. The rates for calendar year 2013 will be released in December 2014.

KPI #2:

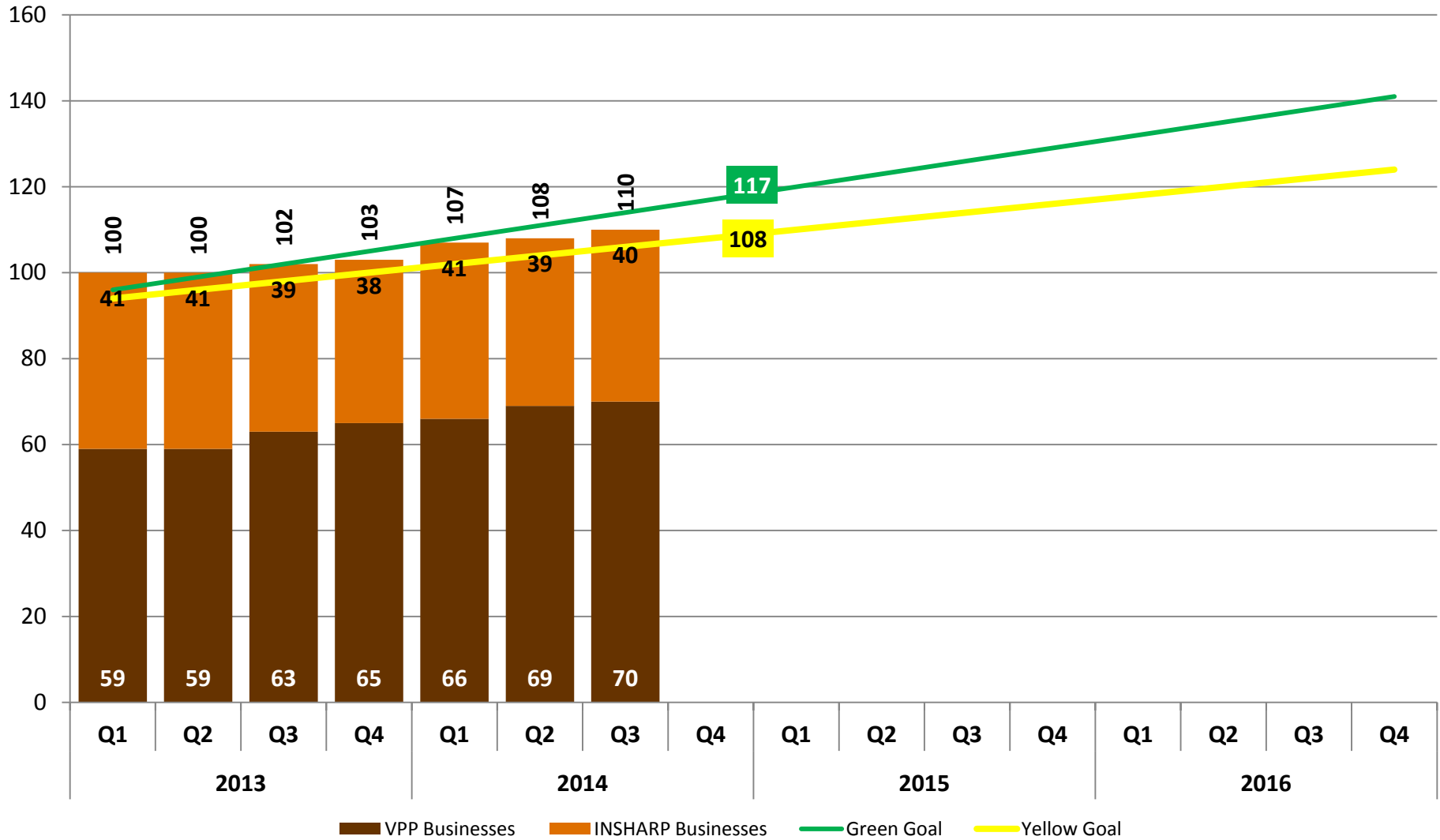
Average Nonfatal Occupational Injury and Illness Rate for Emphasis Industries in Indiana



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. The rates for calendar year 2013 will be released in December 2014.

KPI #3:

Number of Businesses Participating in INSHARP and 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

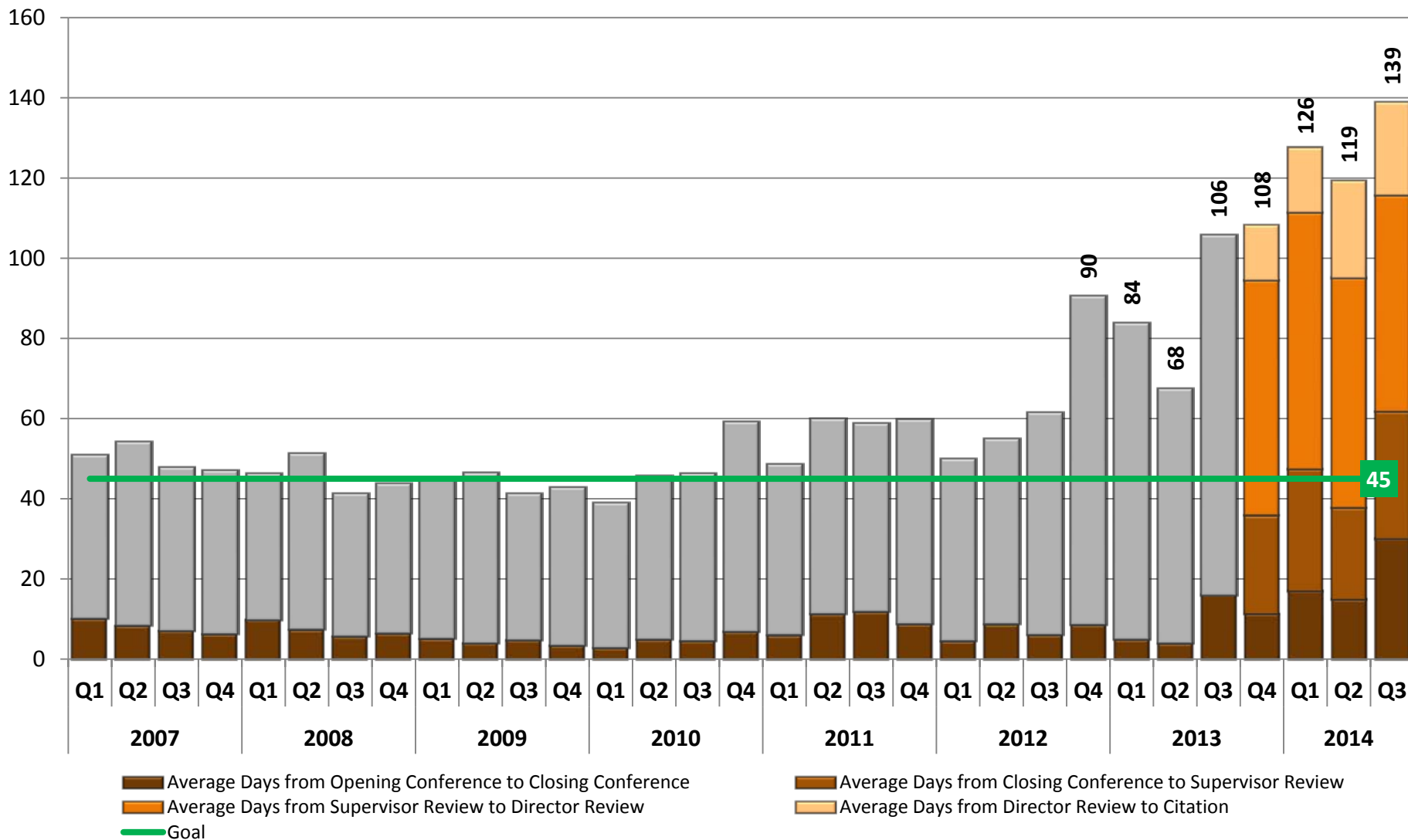
Program Funding Measures show the outcomes and outputs of Indiana Department of Labor programs in each of the agency's funding sources. These metrics are reported quarterly to the Indiana Office of Management and Budget.

Program Funding Metrics

KPIs can double as Program Funding Metrics

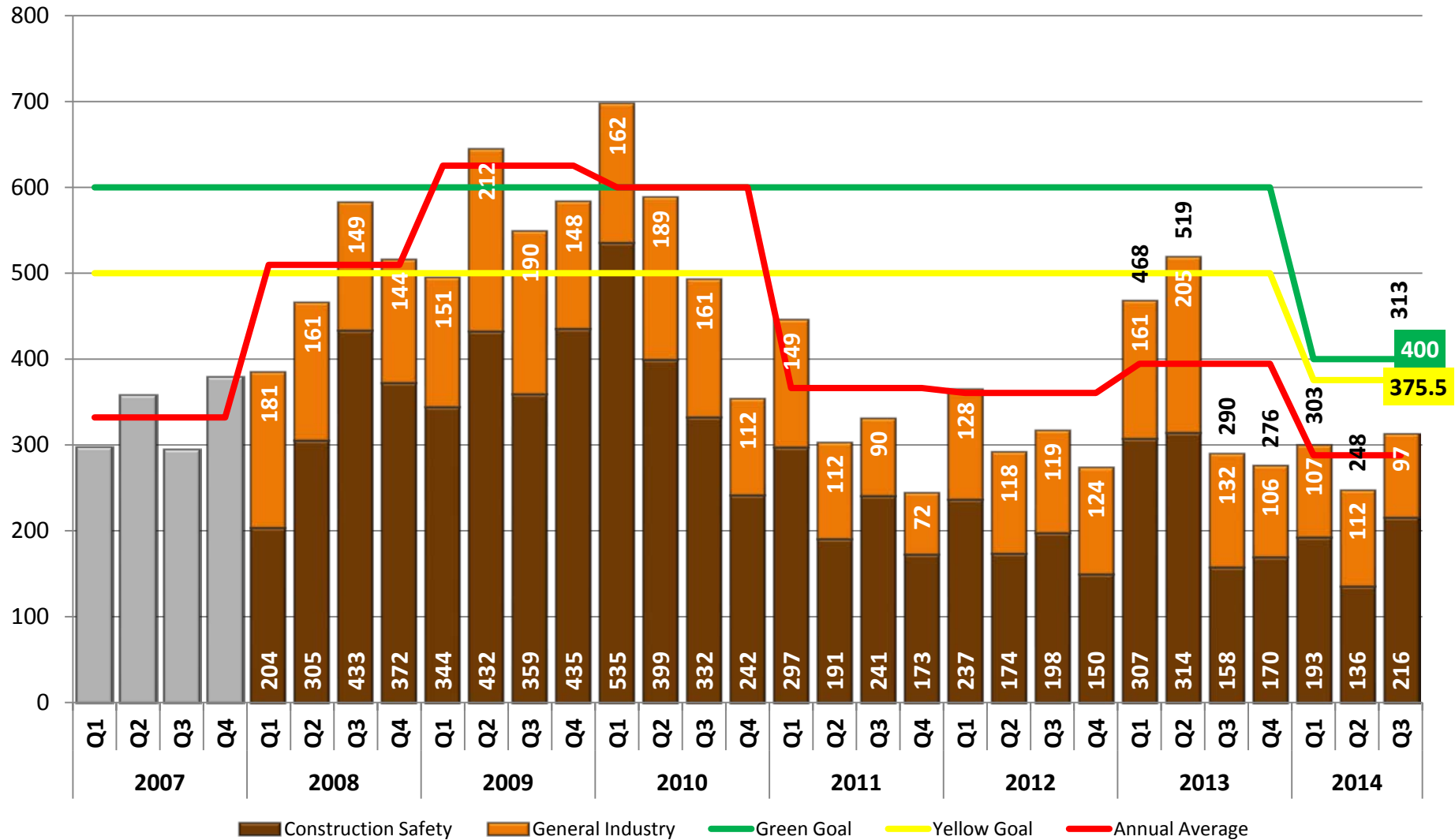
Fund Center Name	Program Objective	Program Indicator
IOSHA	Reduce occupational injuries and illnesses	Annual Nonfatal occupational injury and Illness rate <i>Outcome oriented</i>
	Improve safety through efficient customer service and compliance review	Average elapsed time for inspections with citations <i>Outcome oriented</i>
	Advance workplace safety through both complaint driven and targeted inspections	Number of Indiana Occupational Safety and Health (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	Total INSafe Consultations and Interventions Closed <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.

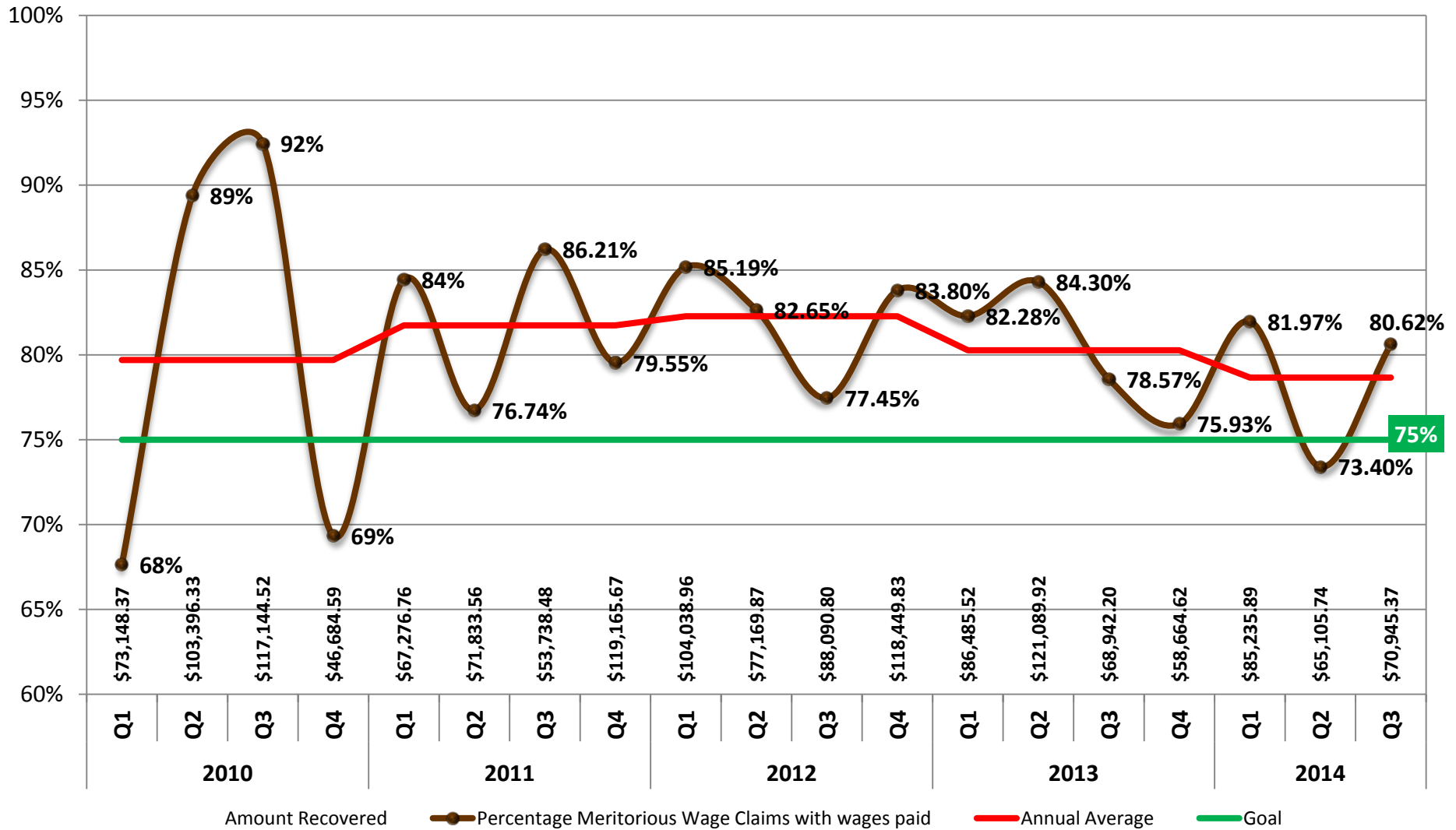
Number of Indiana Occupational Safety and Health (IOSHA) Inspections



The quarterly goals for Number of IOSHA Inspections conducted 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.



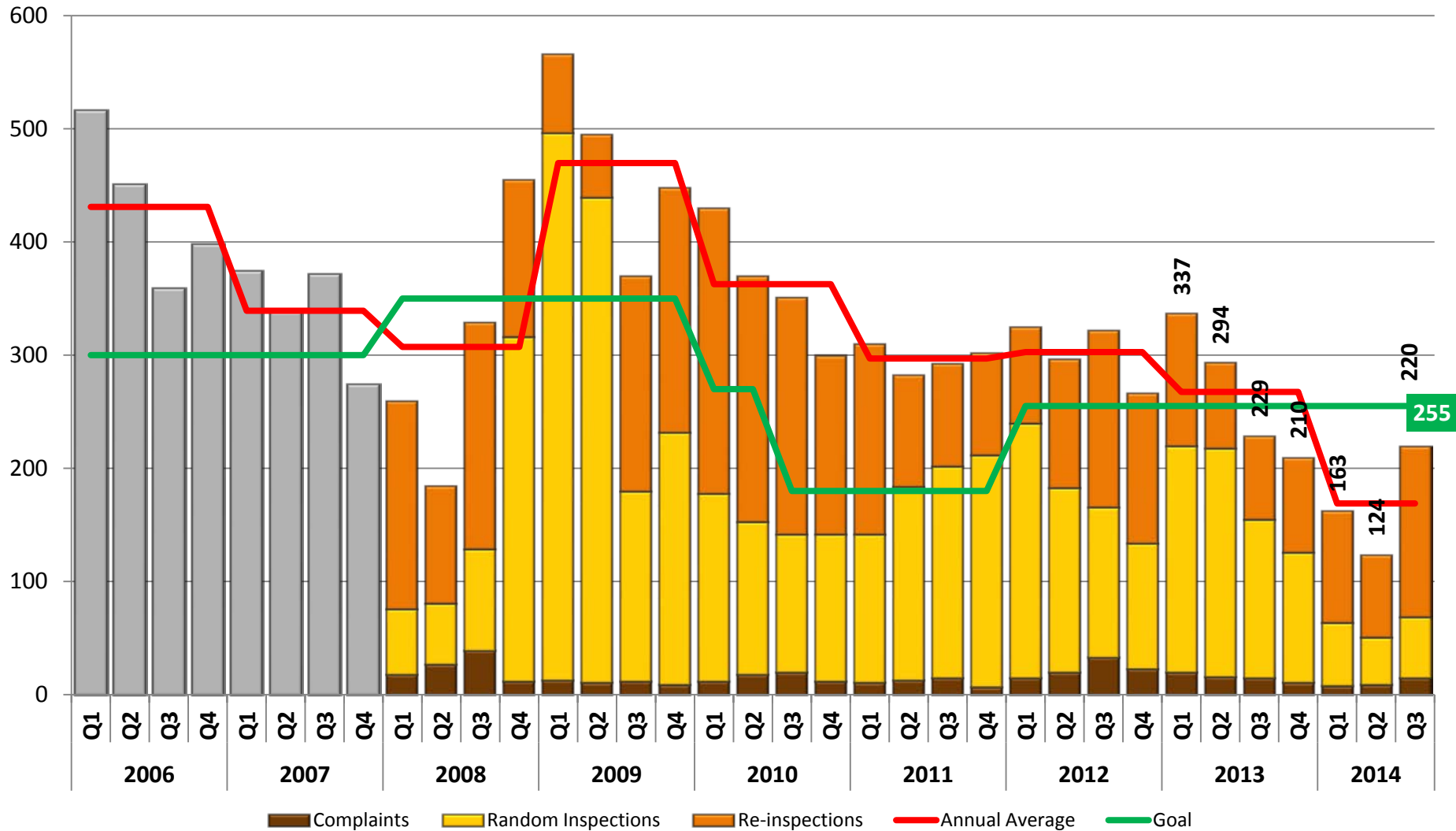
Percentage of Meritorious Wage Claims which Result in Recovered Wages



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 recovered and amount of money recovered for the claimants.



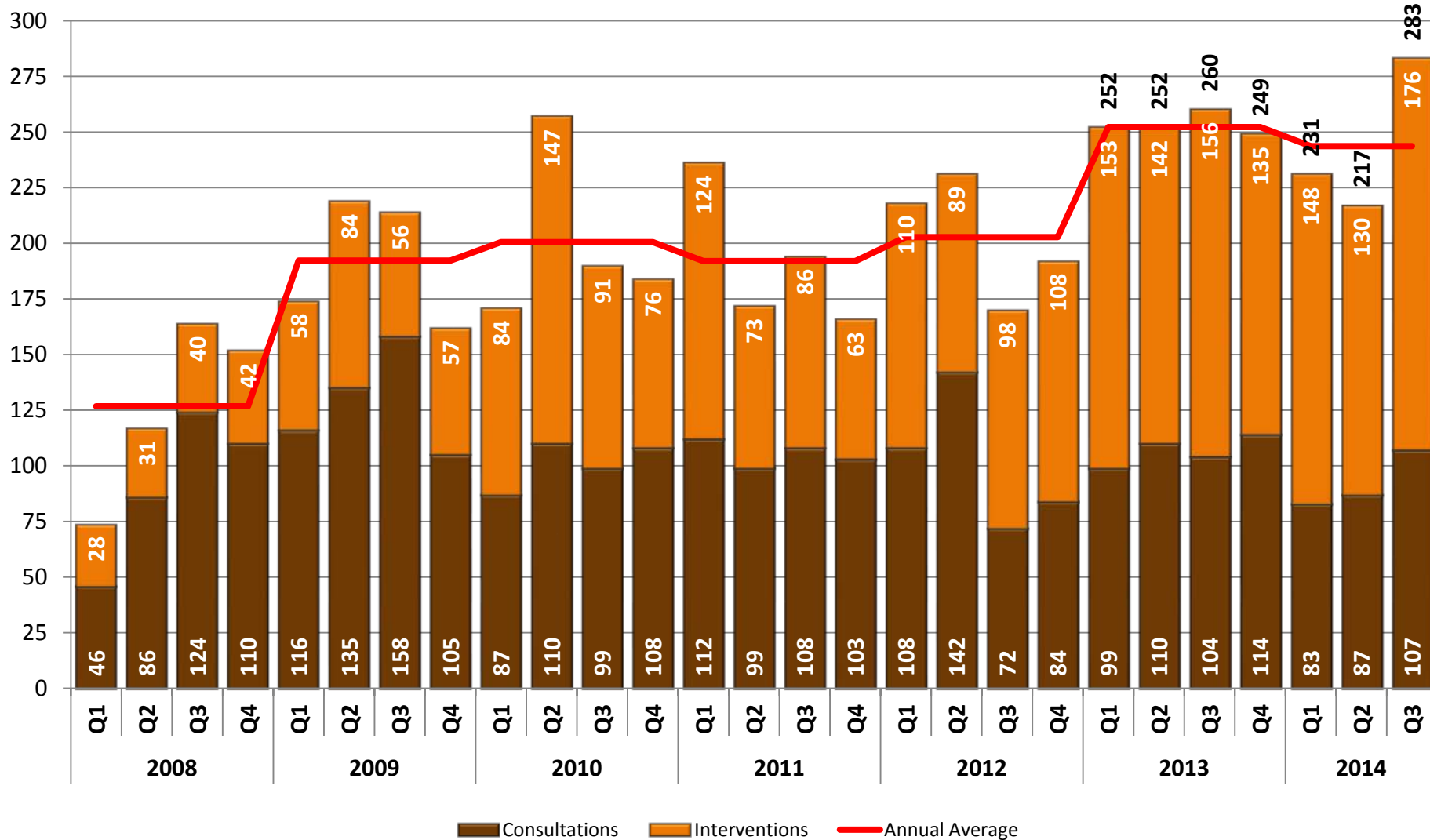
Number of Child Labor Inspections Conducted



The Bureau of Child Labor investigates Indiana employers for violations of Indiana's Child Labor laws. This chart shows the number of complaint, random and repeat investigations performed by the Bureau of Child Labor. In Q2 2014, there was only one Inspector.



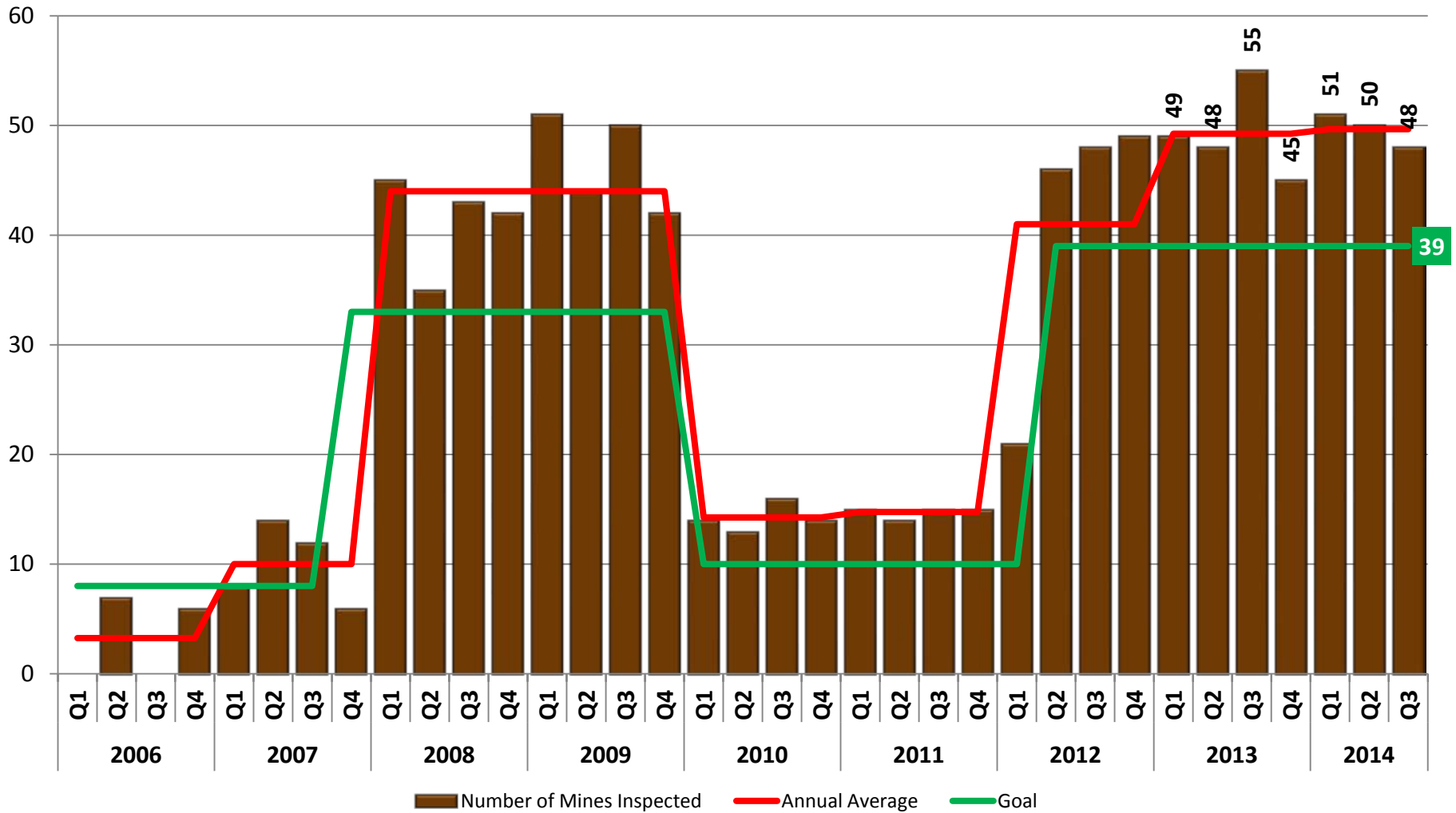
Total INSafe Consultations and Interventions Closed



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.

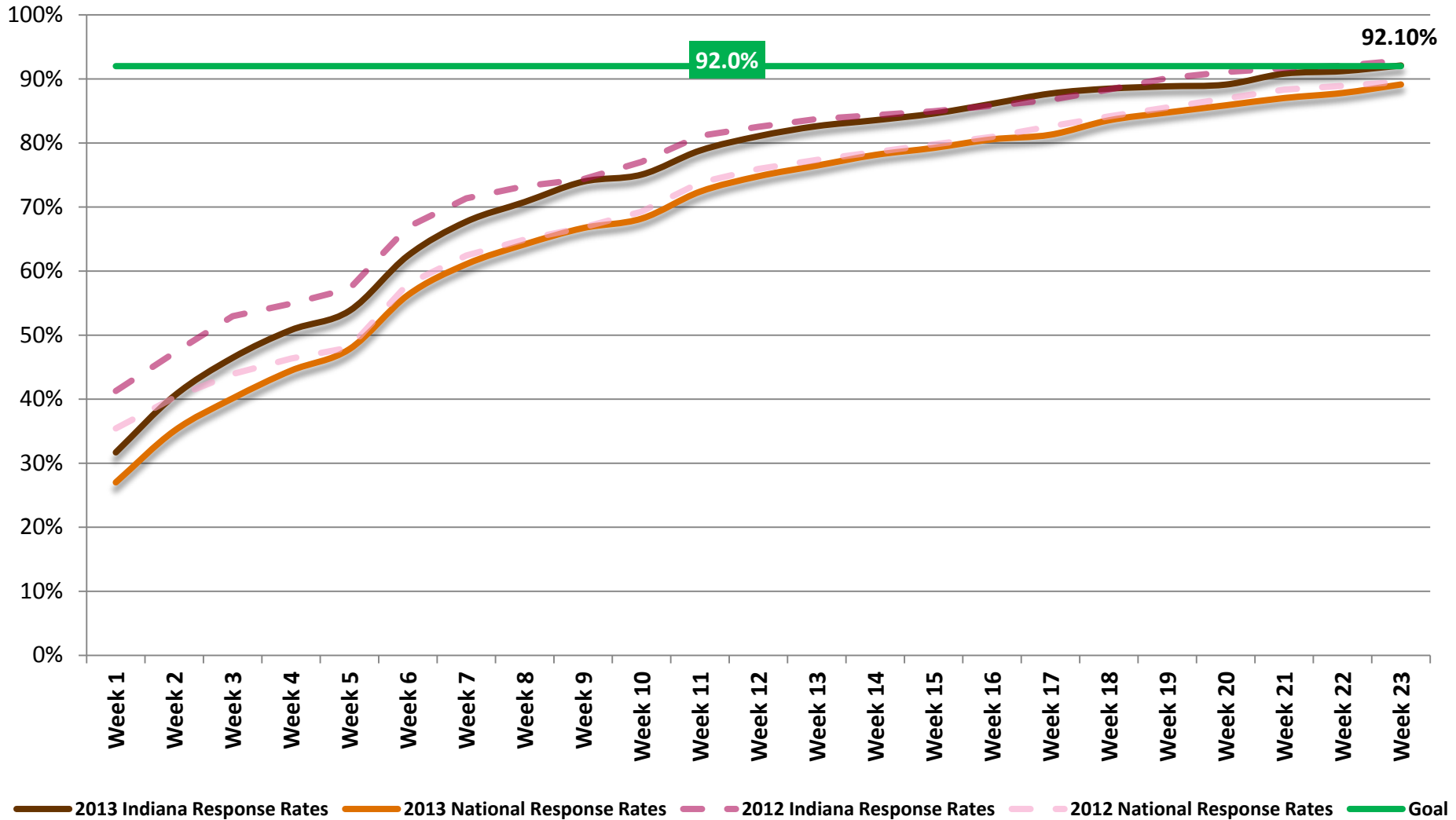


Number of Coal Mine Inspections



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

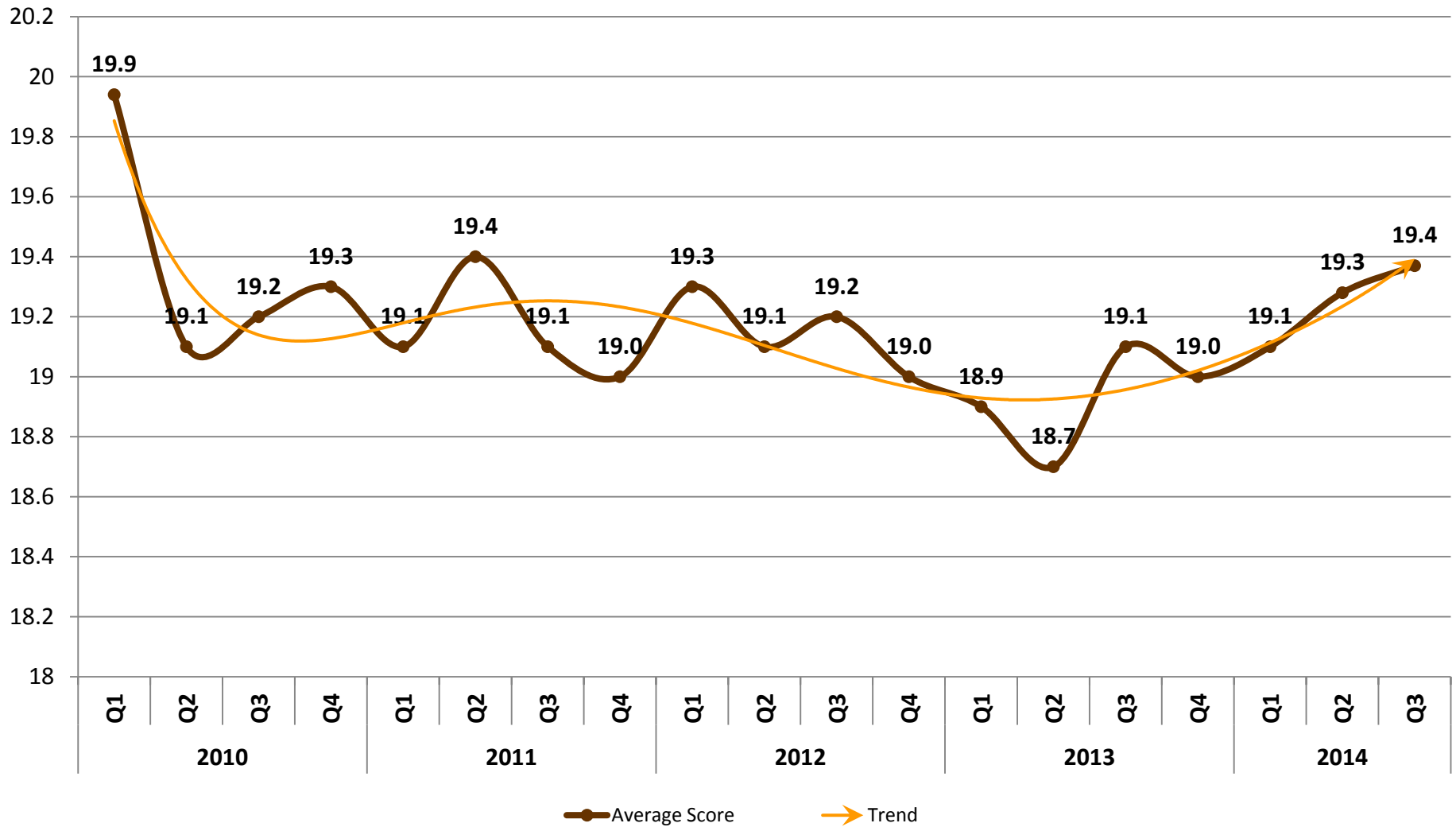


The Survey of Occupational Injury and Illness (SOII) is conducted from mid-January to mid-July each year and collects results from the previous calendar year. The response rate is reported to GEFP annually upon completion of the survey.



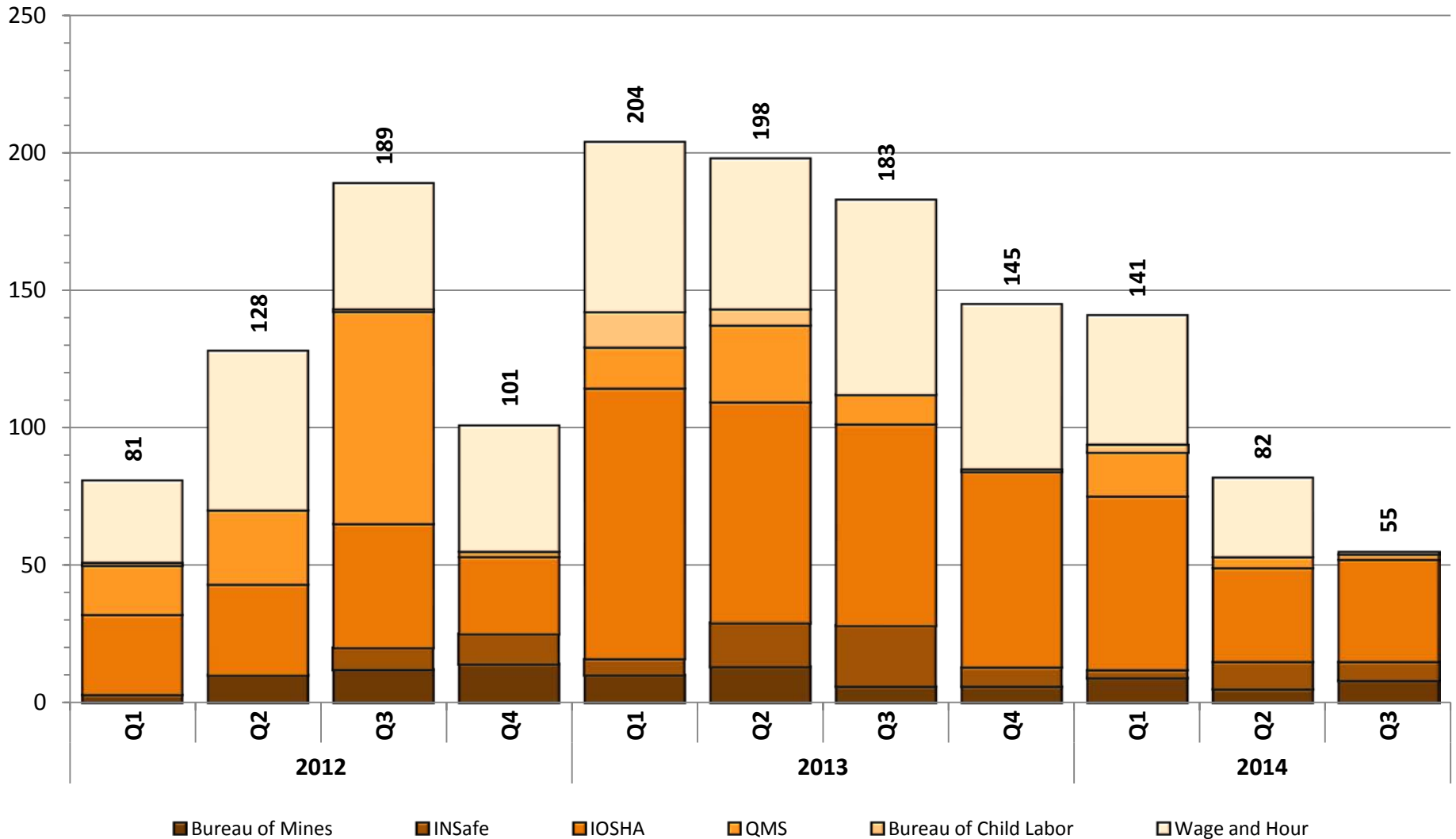
Management Statistics

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.

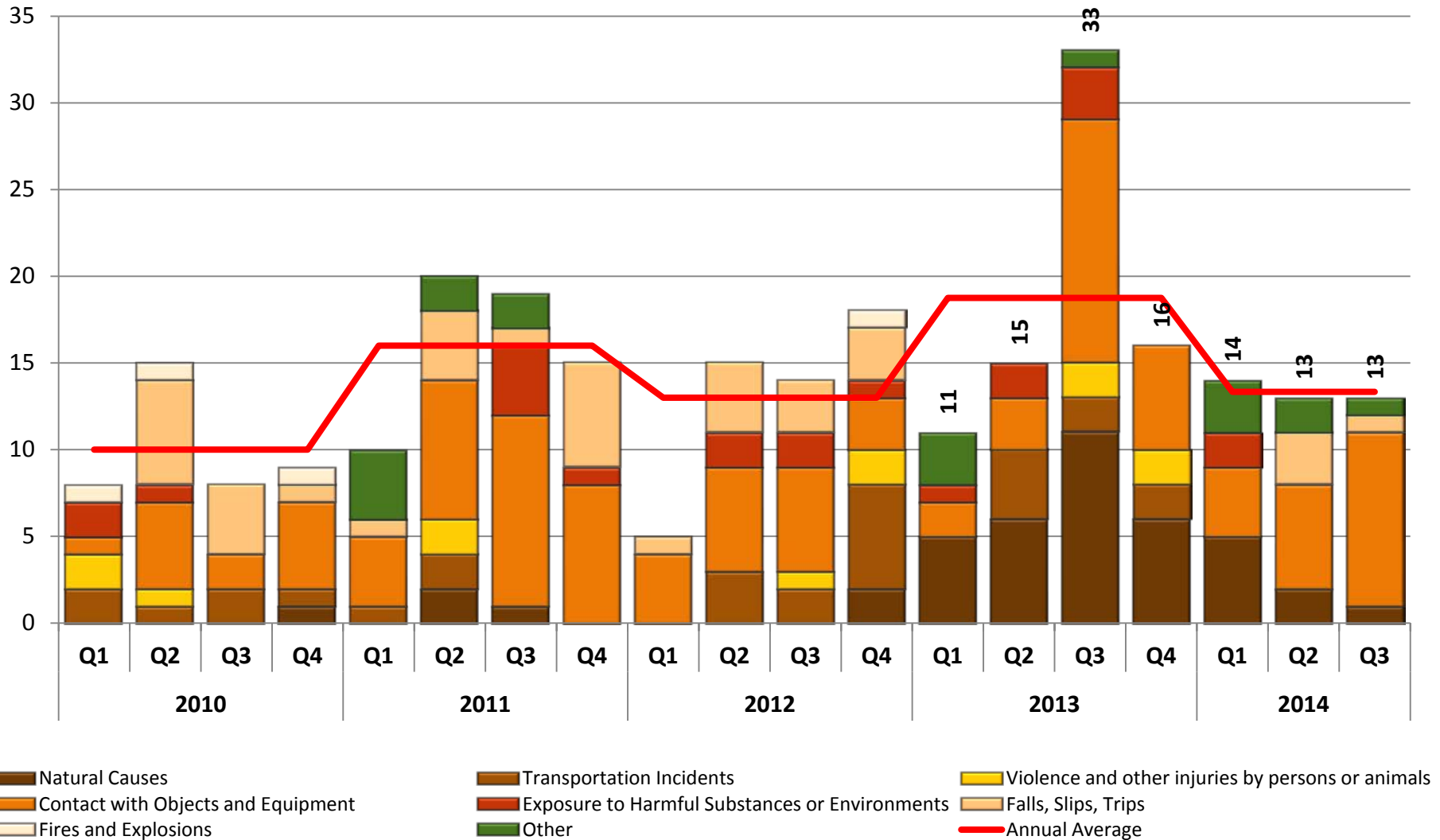
Customer Surveys by Division



This chart shows the number of hand-completed and electronically-submitted surveys received by the Indiana Department of Labor per division. In May 2014, the Customer Service role previously performed by the Wage and Hour Division was reassigned to the State Information Center resulting in fewer surveys.



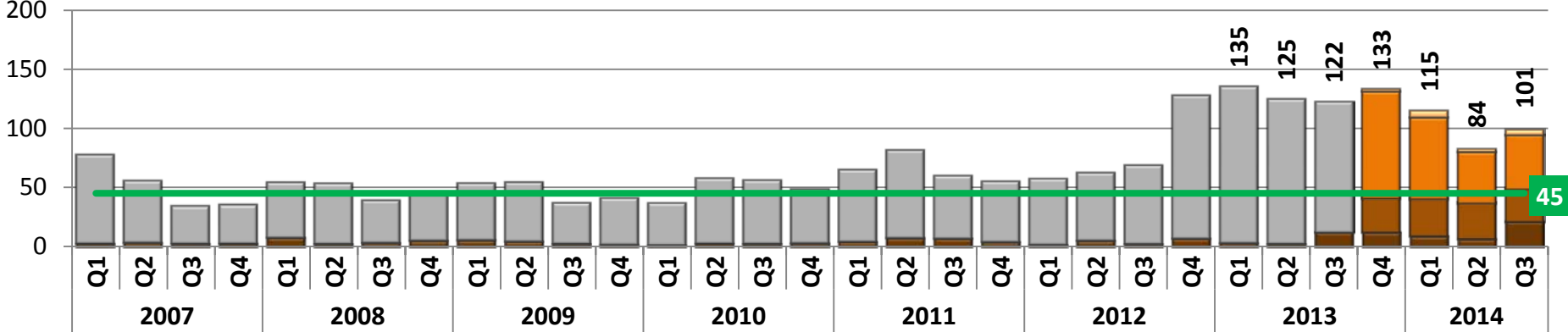
Number of IOSHA Workplace Fatality Investigations



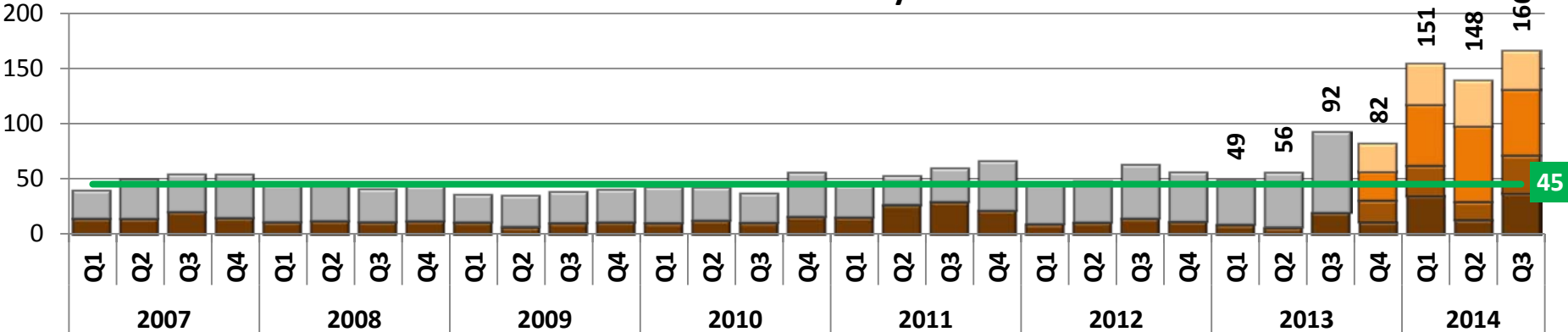
Due to jurisdictional issues, the Indiana Occupational Safety and Health Administration (IOSHA) investigates many, but not all, workplace fatalities that occur in Indiana. This chart shows the number of fatality investigations conducted per quarter.

IOSHA Inspection Elapsed Time by Division

Construction



General Industry



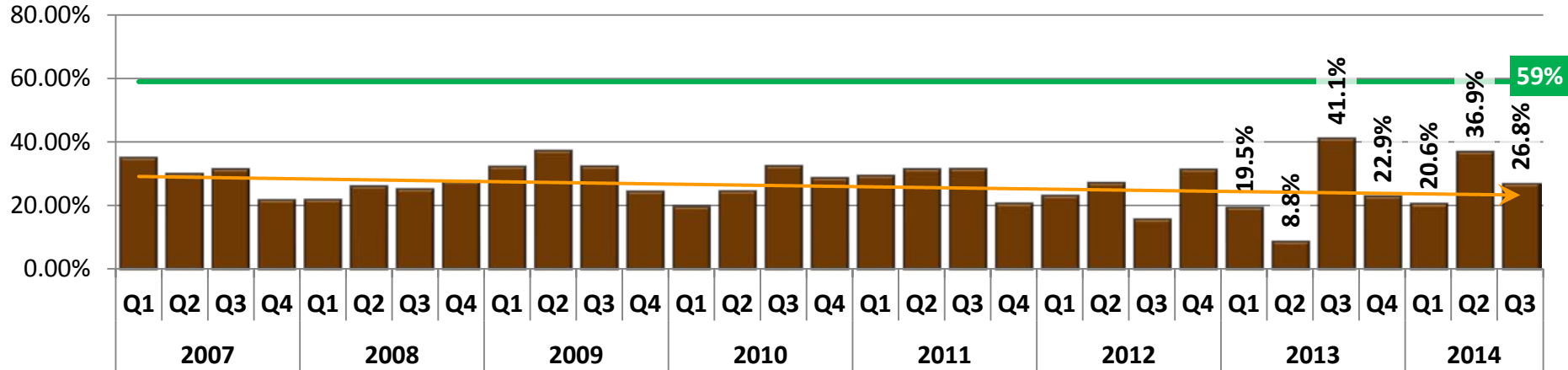
- Average of Days from Open to Closing Conference
- Average Days from Closing Conference to Supervisor Review
- Average of Supervisor Review to Director Review
- Average of Days from Director Review to Citation
- Goal

This chart shows the average elapsed time to complete IOSHA Construction and General Industry inspections with citation broken out into four separate segments. Inspections may sometimes take several months to complete, so the data for the two most recent quarters may fluctuate as these inspections are closed.

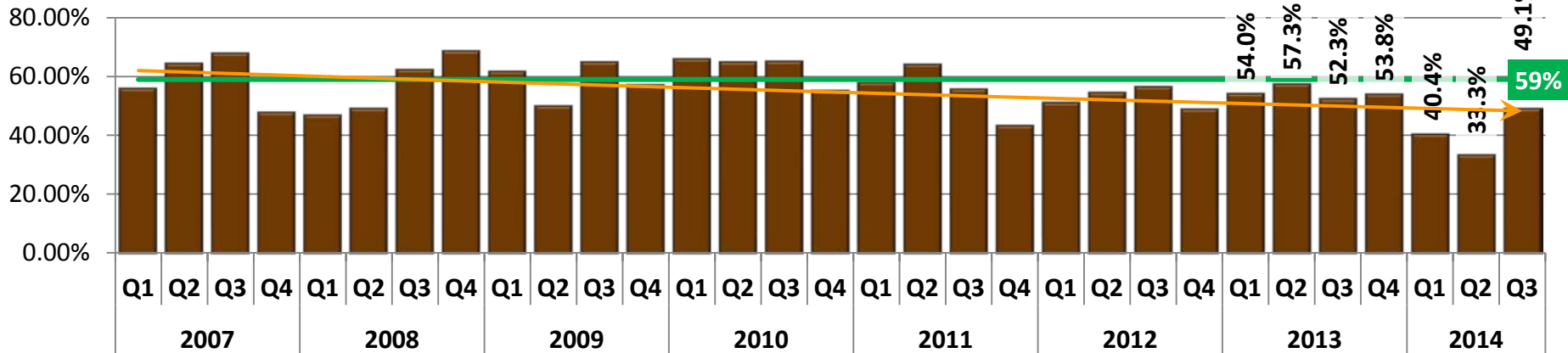


Percentage of IOSHA Investigations with Violations

Construction



General Industry

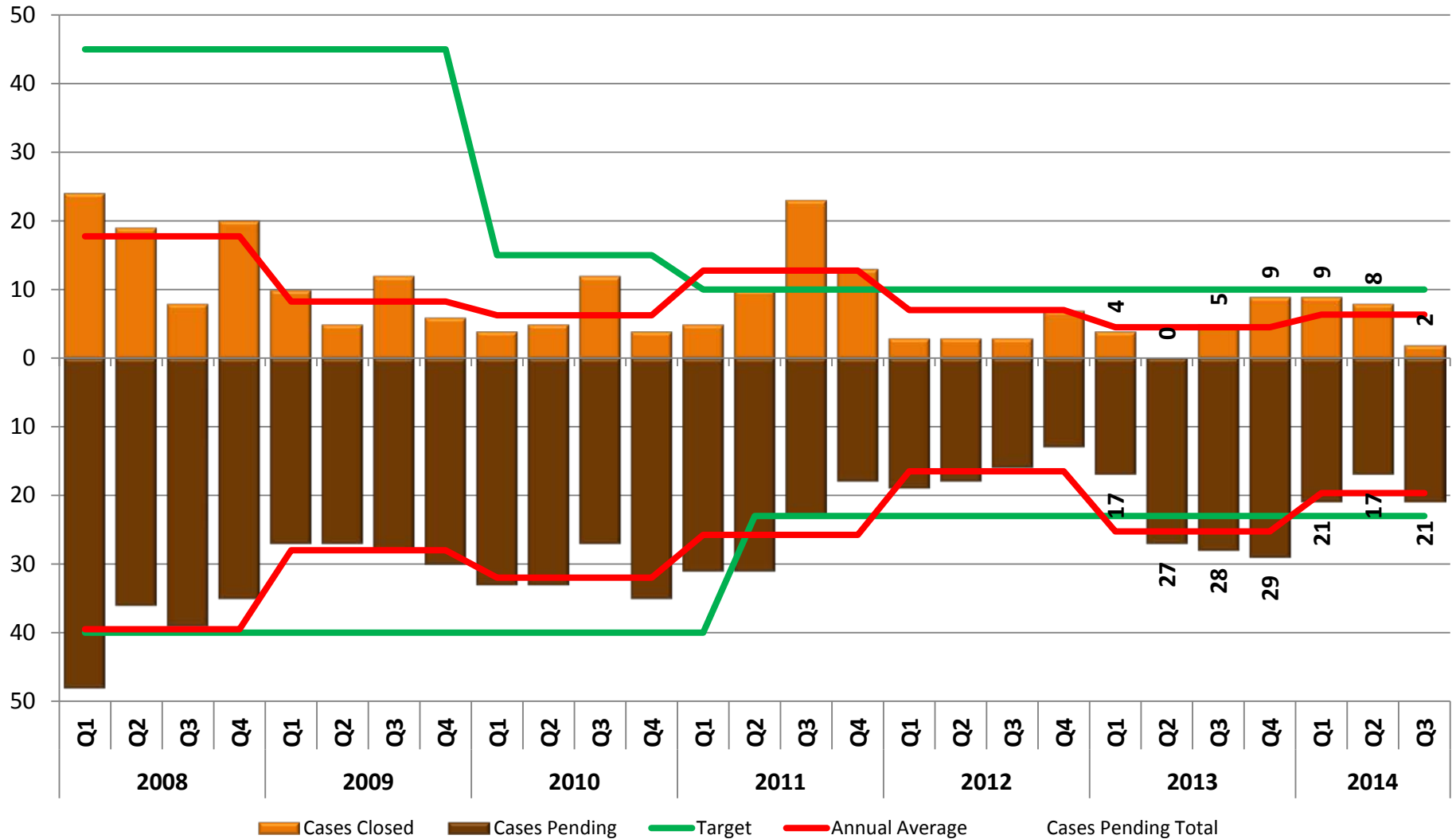


Citation Rate
 Safety National Average
 Trend

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.



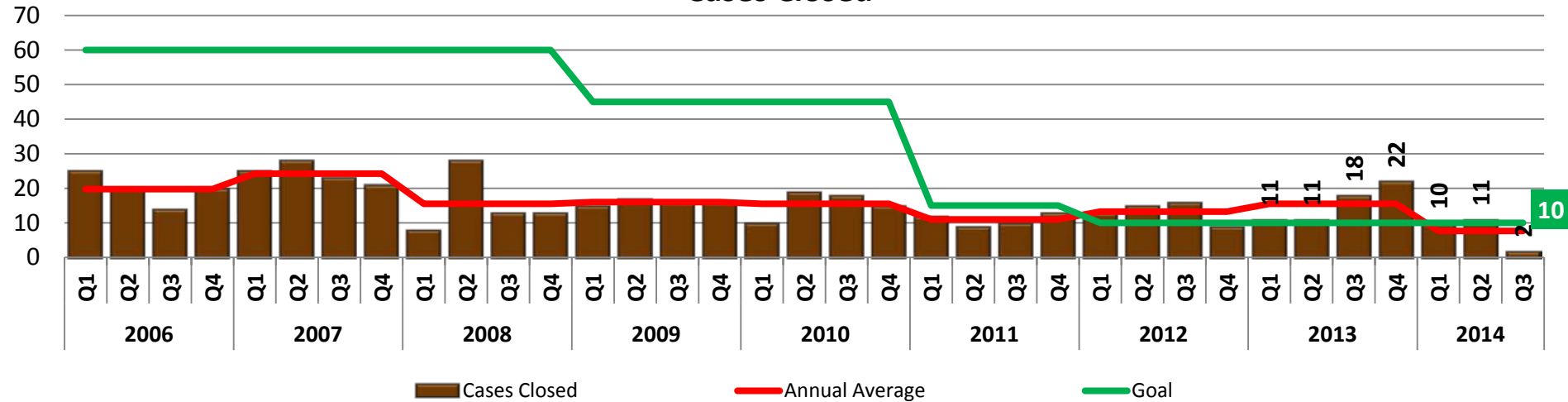
Indiana Board of Safety Review Cases



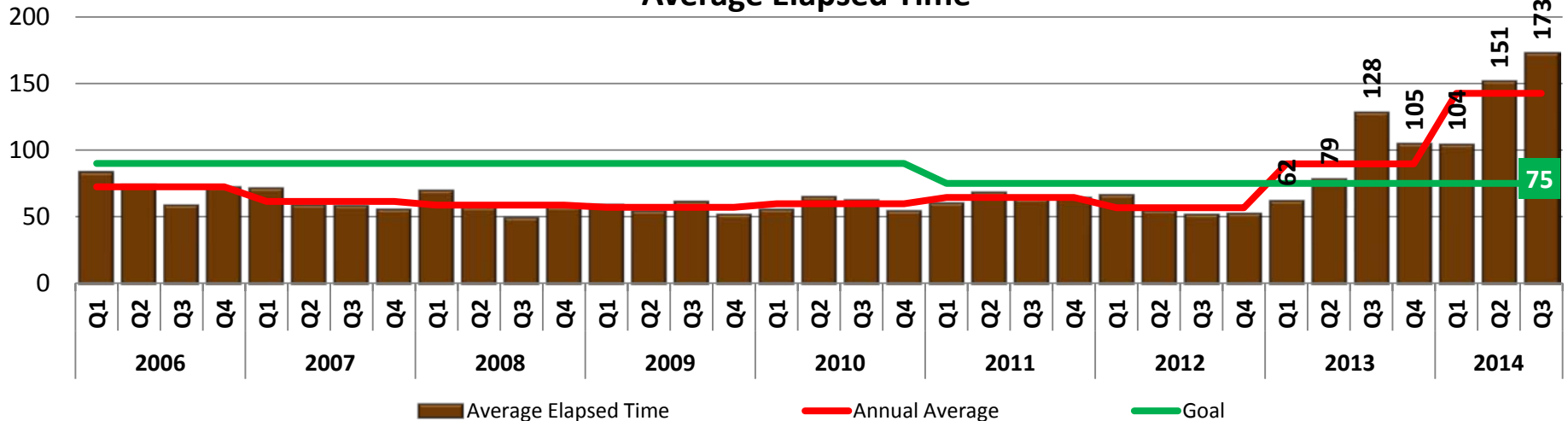
The Board of Safety Review meets once per month to hear employer appeals of Indiana Occupational Safety and Health Administration (IOSHA) citations. The charts above show the number of cases closed and pending per quarter.

Whistleblower Cases

Cases Closed



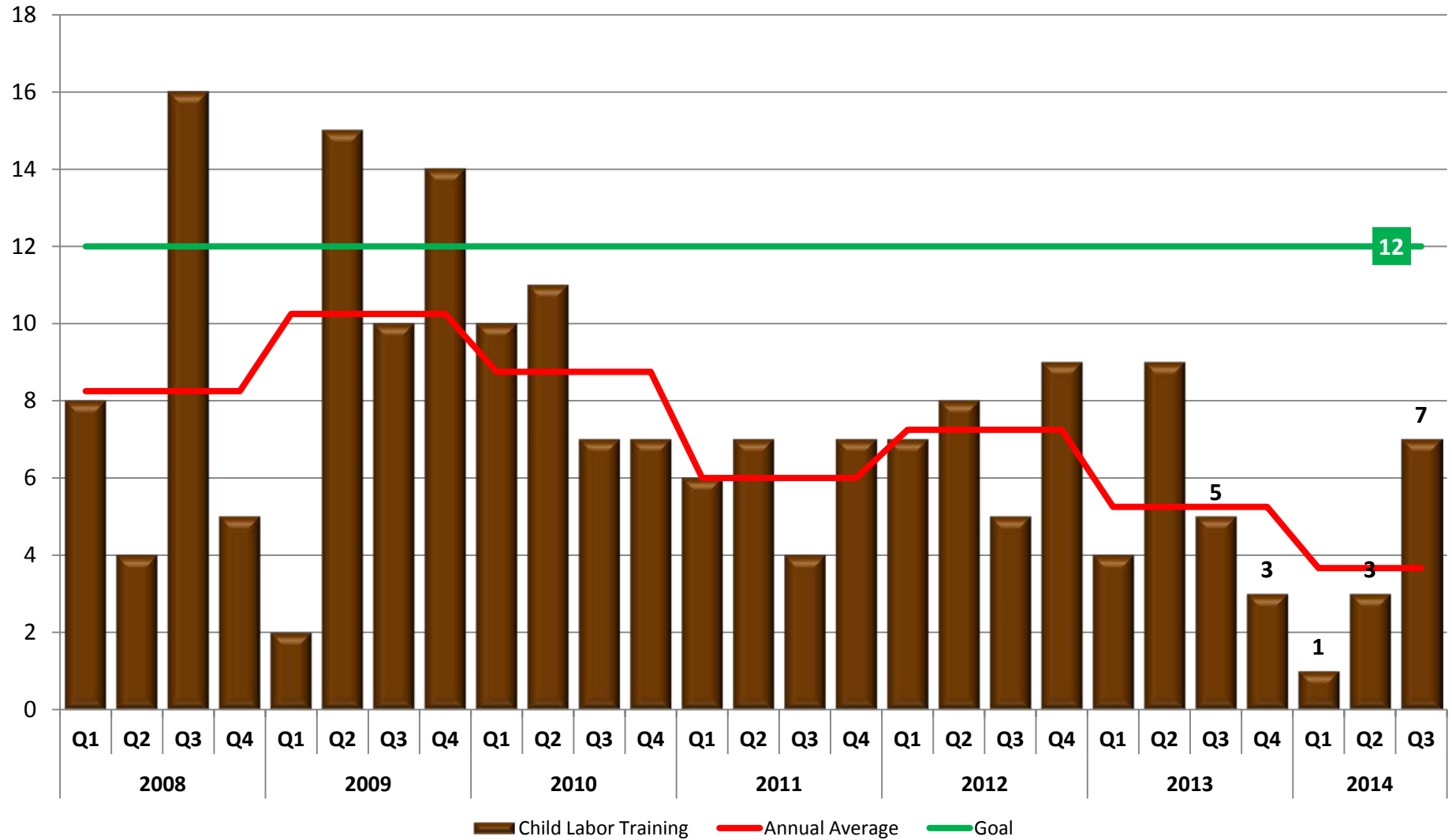
Average Elapsed Time



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.



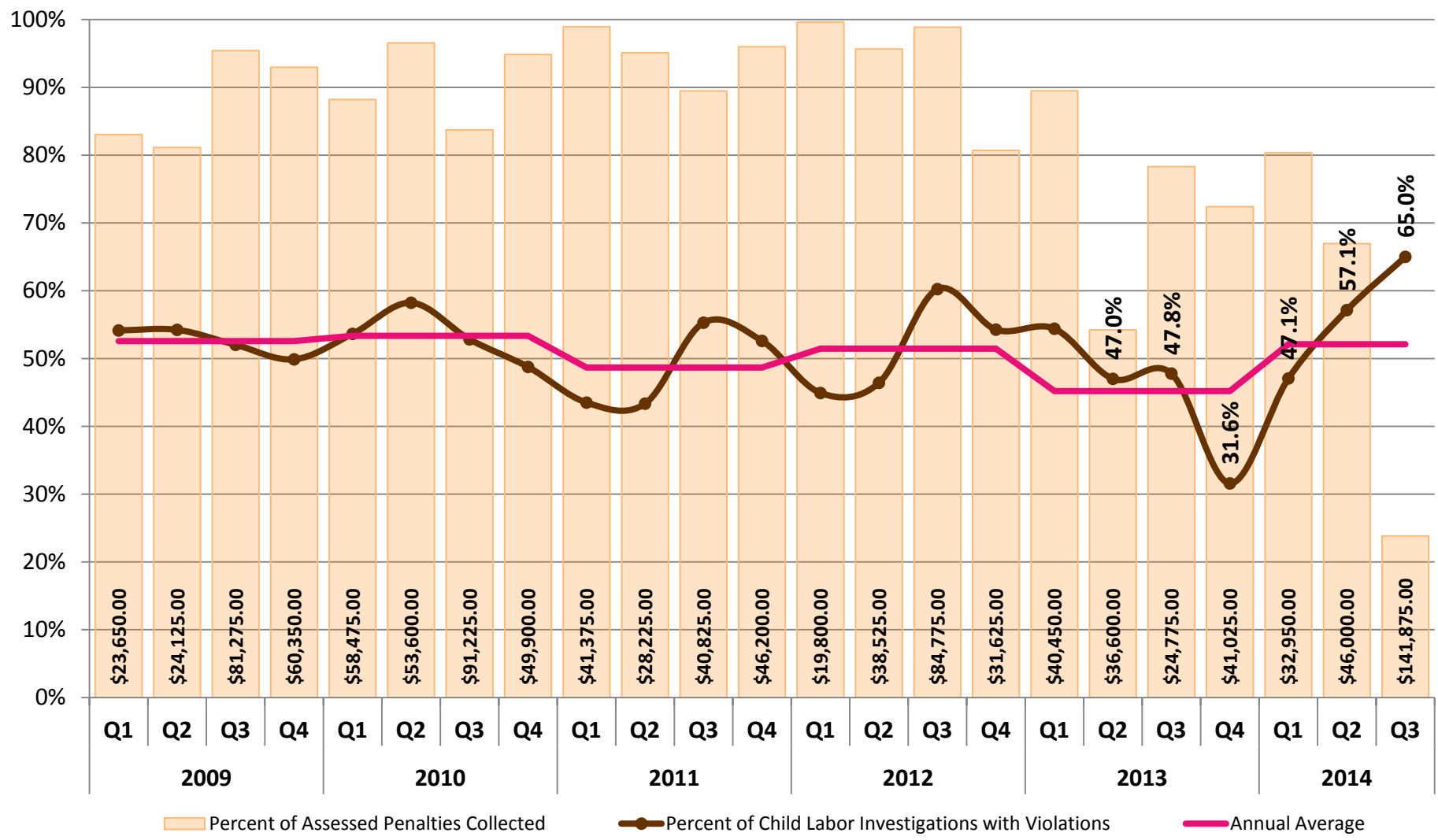
Number of Child Labor Trainings



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.



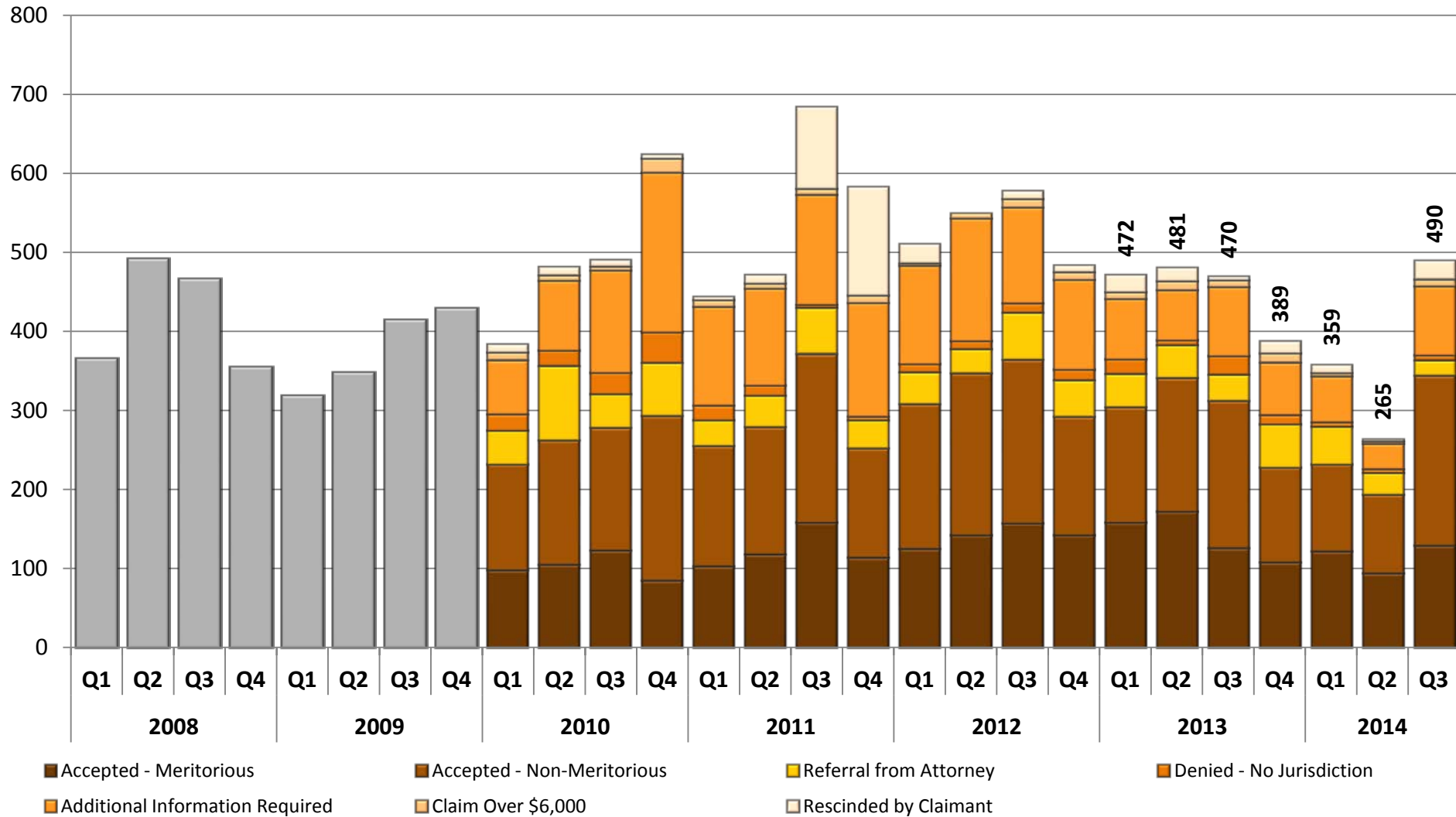
Percent of Child labor Investigations with Violations and Percent of Penalties Collected



Not all investigations performed by the Bureau of Child Labor result in violations or monetary penalties. The line graph shows the percentage of Child Labor investigations where violations were cited. The bars represent the percentage of the assessed penalties paid.



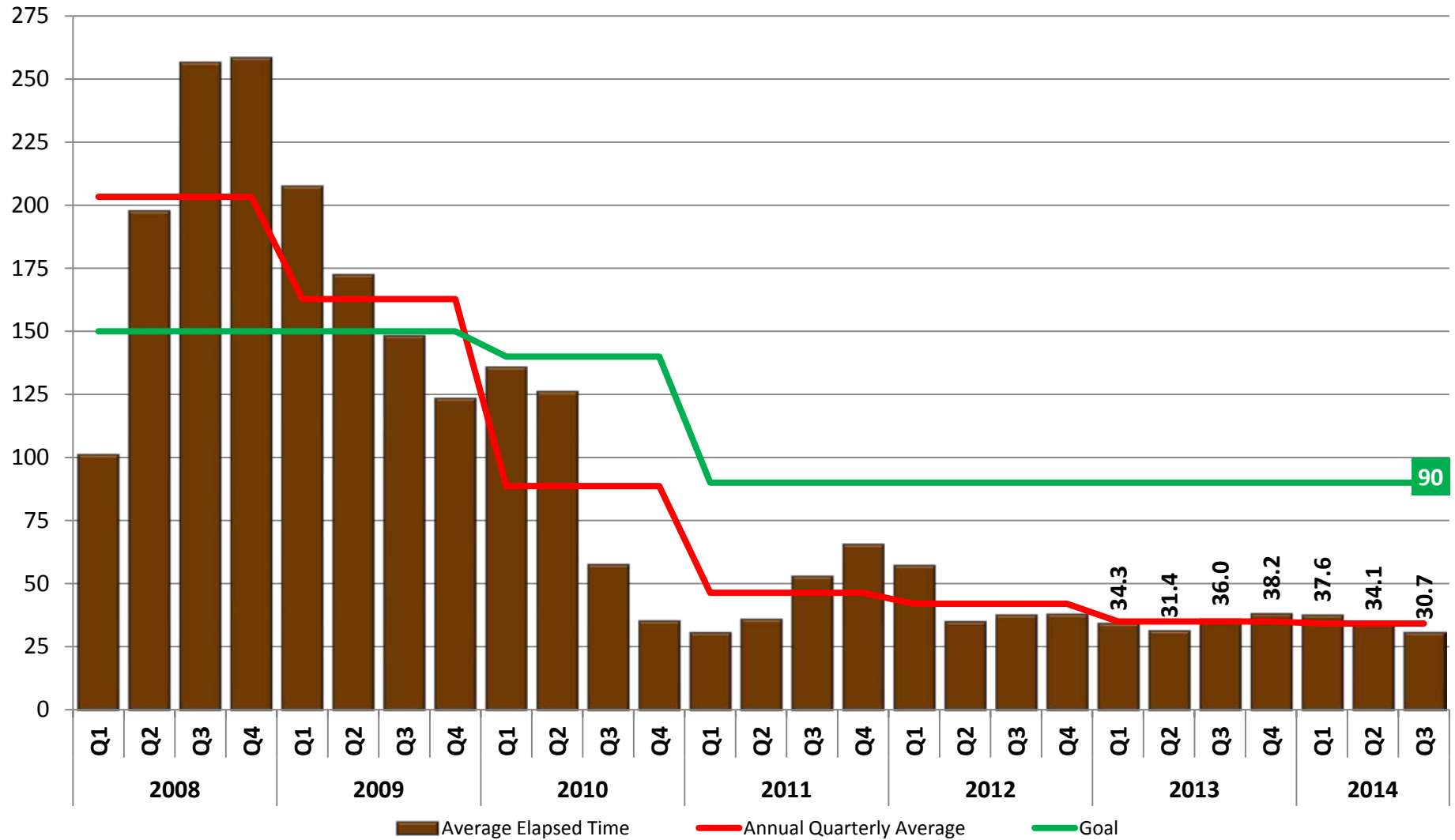
Number of Wage Claims Received



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 ensures the claims meet all statutory requirements, reviews documentary evidence provided by the employer and claimant, and determines if the claim is meritorious (wages are owed).

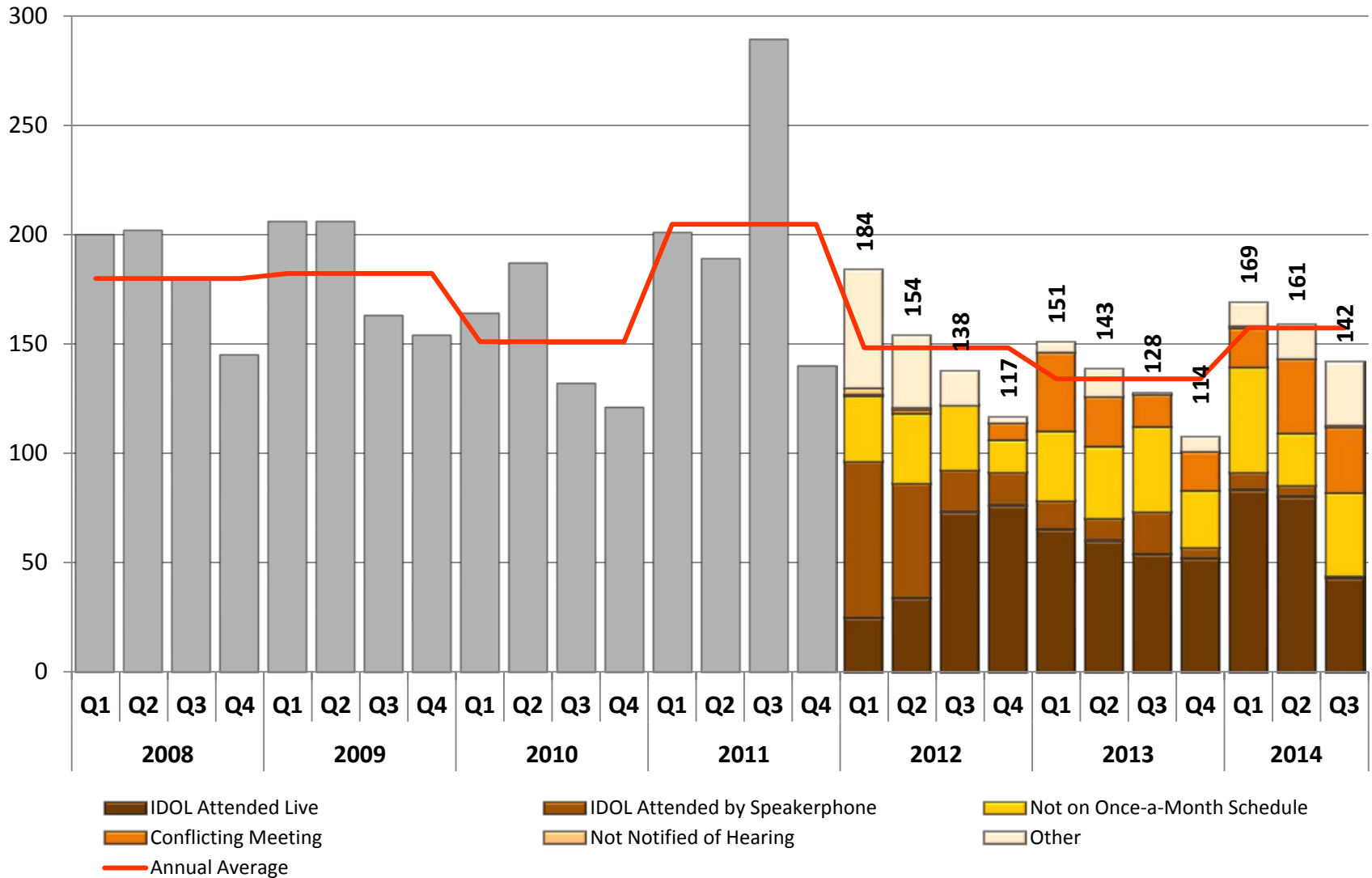


Wage Claims Average Elapsed Time



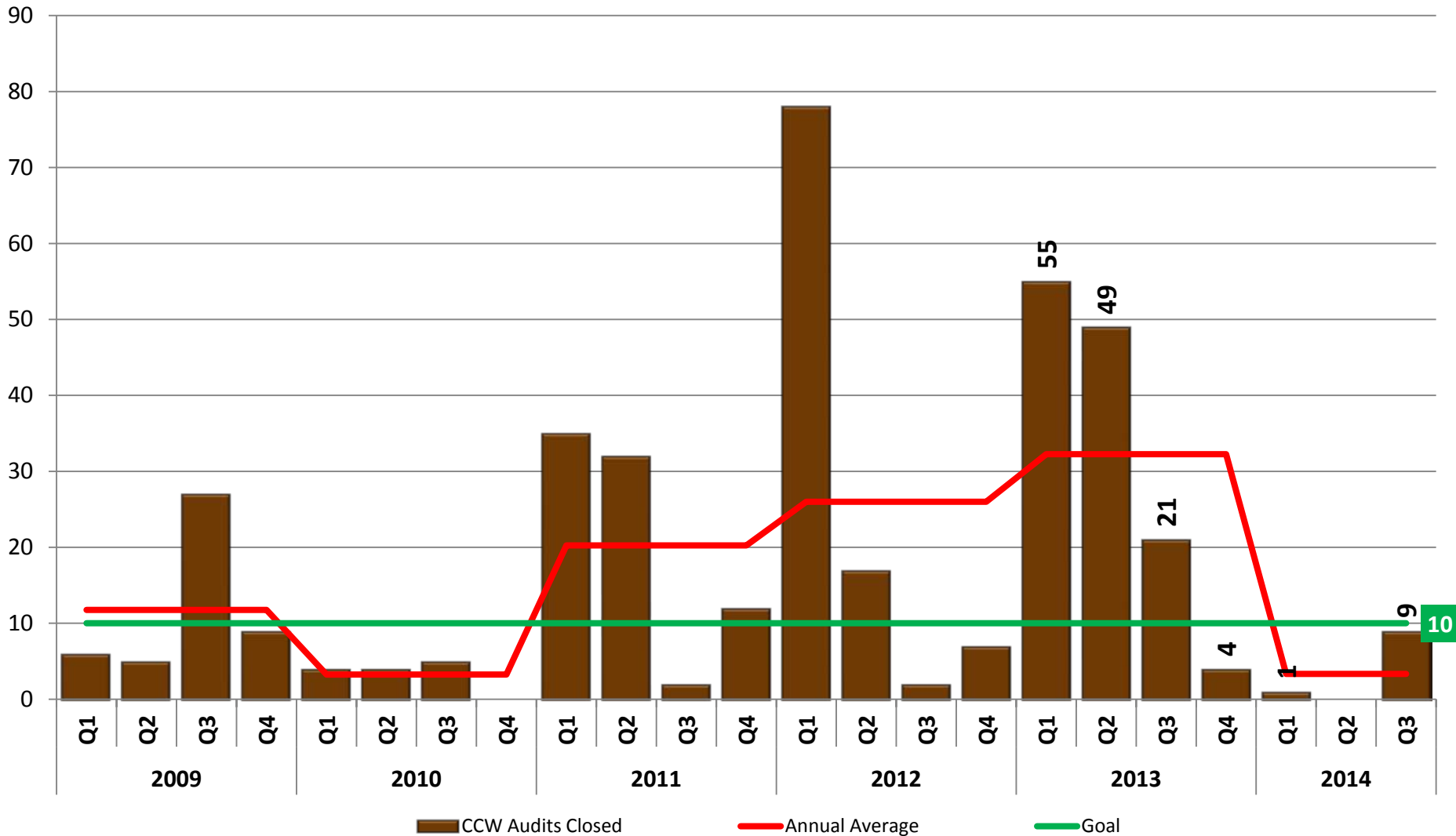
Employees who feel they have been paid incorrectly may file a wage claim with the Indiana Department of Labor (IDOL). The Wage and Hour Division contacts the employer, compares the documentary evidence provided by both parties and determines if the employee is owed past wages. The average elapsed time 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 and how many were attended by the IDOL's Common Construction Wage Hearing Officer.

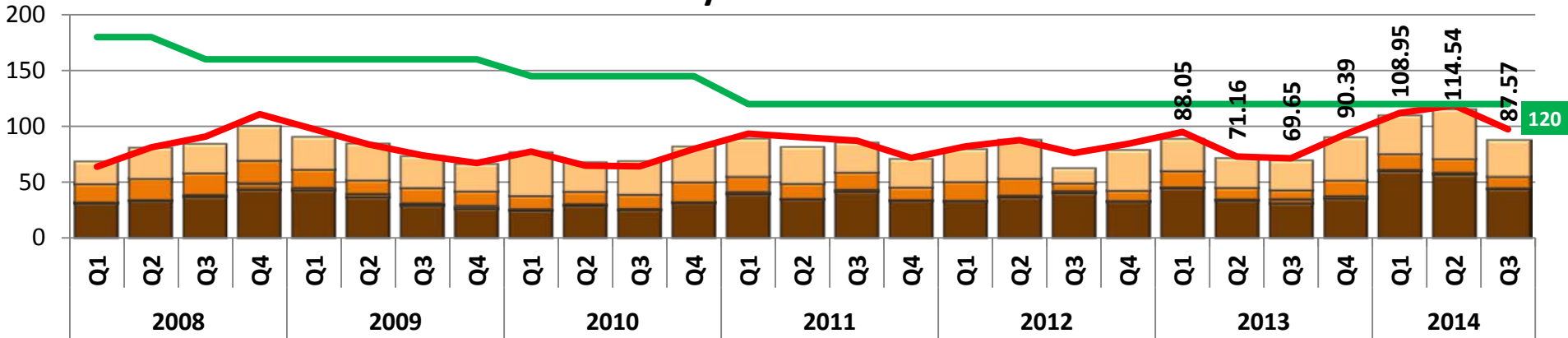
Common Construction Wage Audits Closed



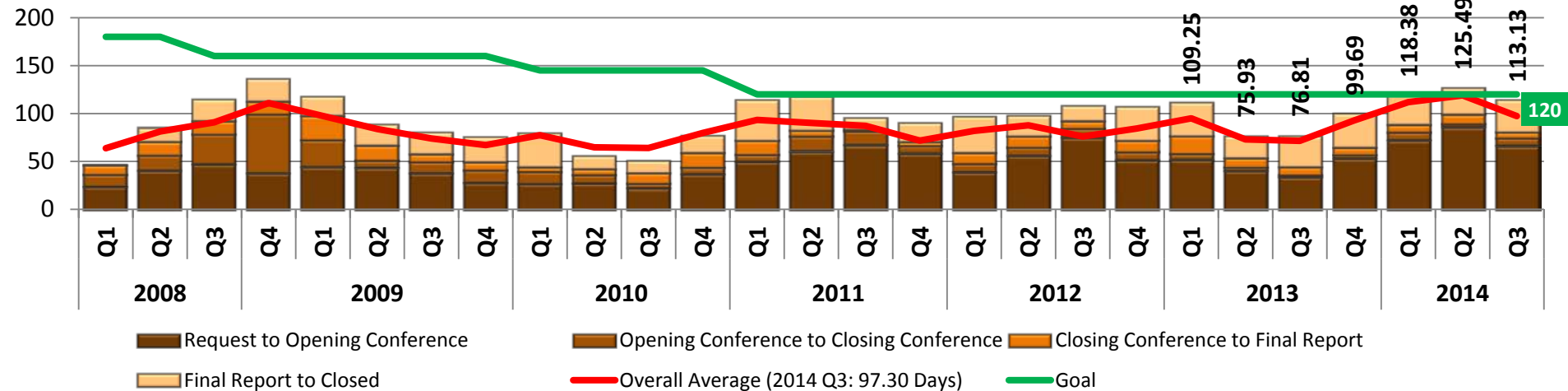
The Indiana Department of Labor investigates alleged violations of Indiana's Common Construction (prevailing wage) law. This chart reflects the number of closed Common Construction Wage audits per quarter.

Average Elapsed Time for INSafe Consultations

Safety Consultations



Health Consultations



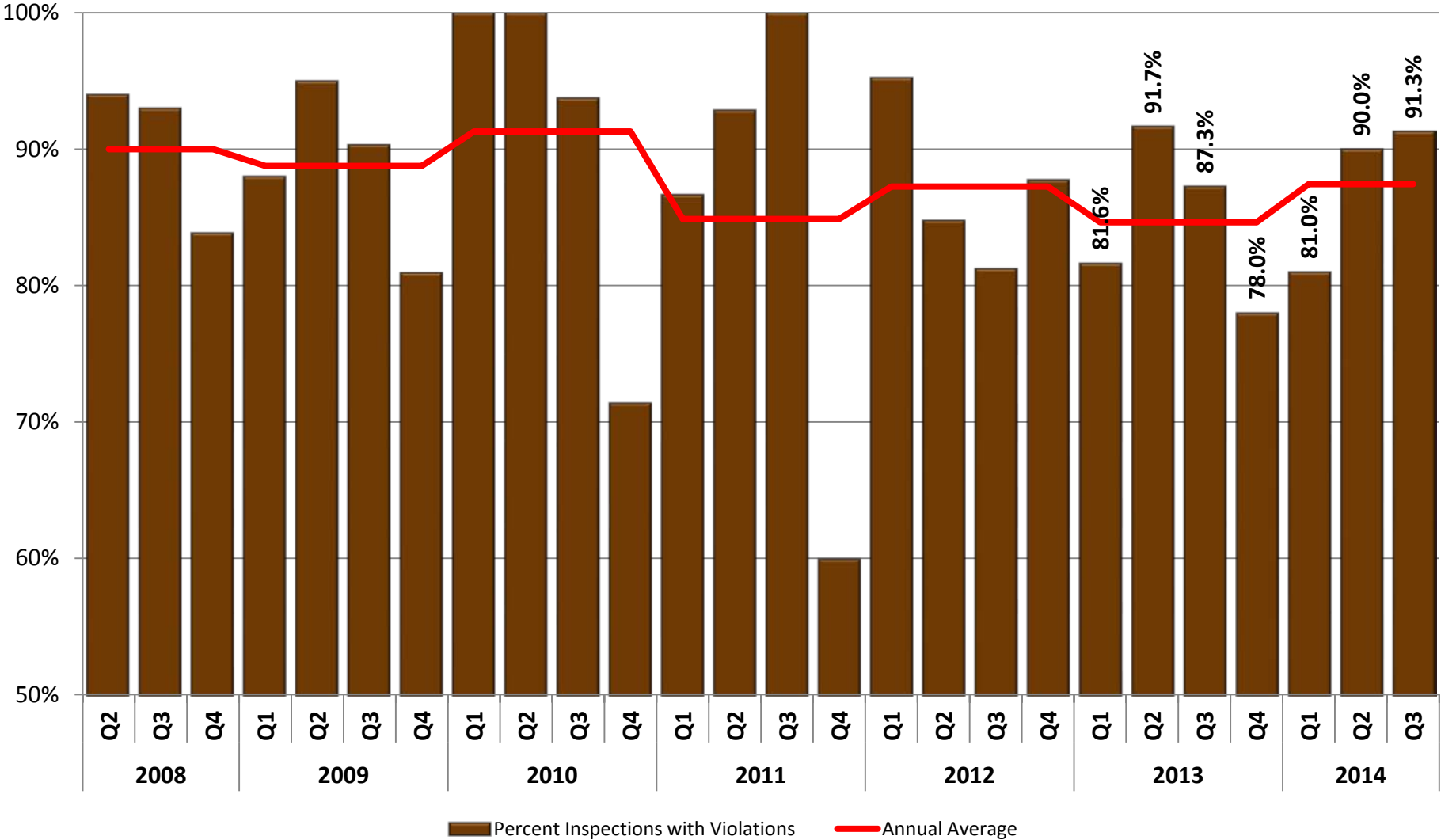
Request to Opening Conference
 Opening Conference to Closing Conference
 Closing Conference to Final Report
 Final Report to Closed

— Overall Average (2014 Q3: 97.30 Days)
 — Goal

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 overall average elapsed time is calculated from the date the request is received to the date the visit is closed.



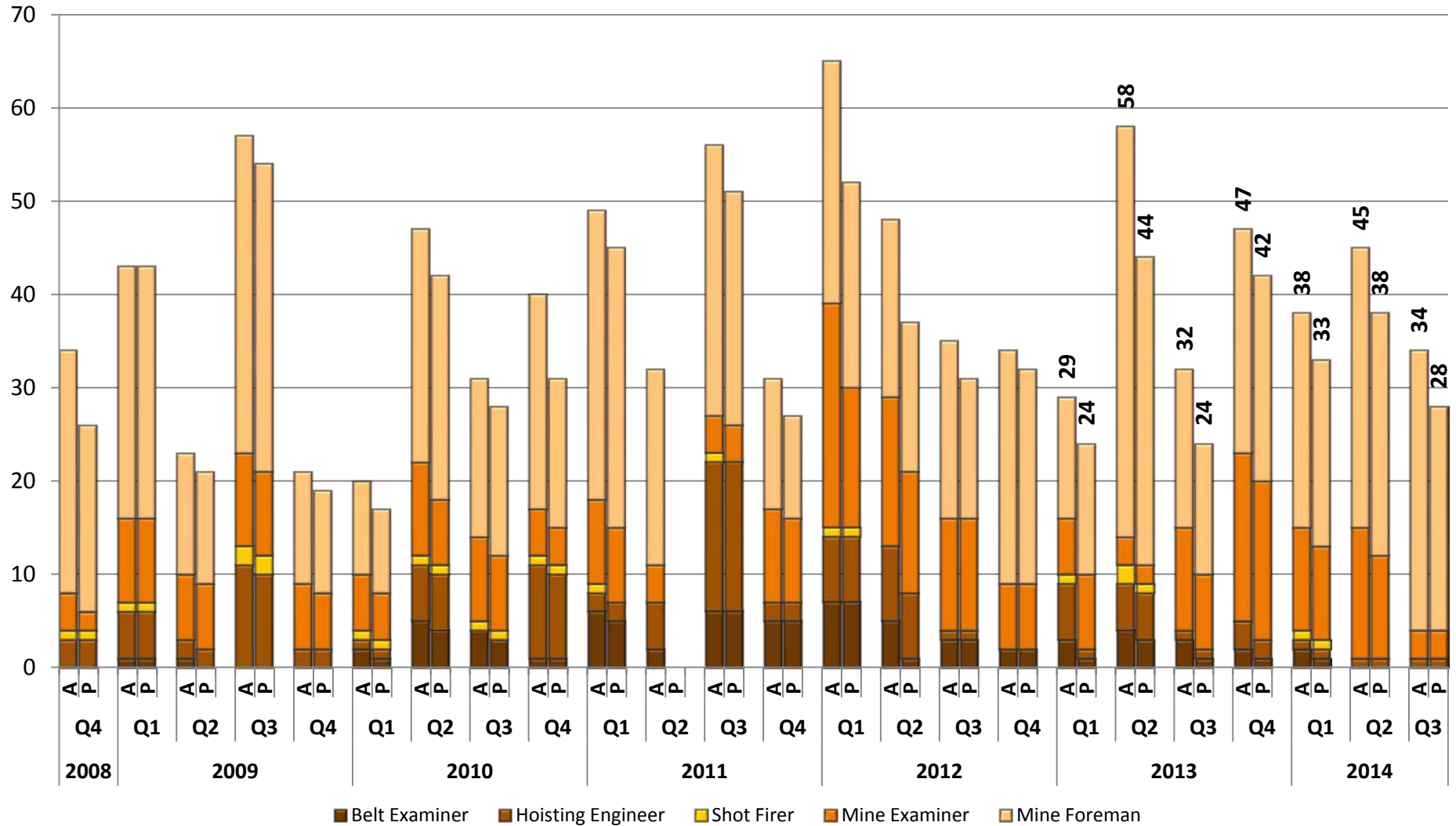
Percentage of BOM Inspections with Violations



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



The Indiana Mining Board administers certification testing for miners in the classifications of Belt Examiner, Hoisting Engineer, Shot Firer, Mine Examiner and Mine Foreman. This chart shows the certification exams attempted (A) and passed (P).

