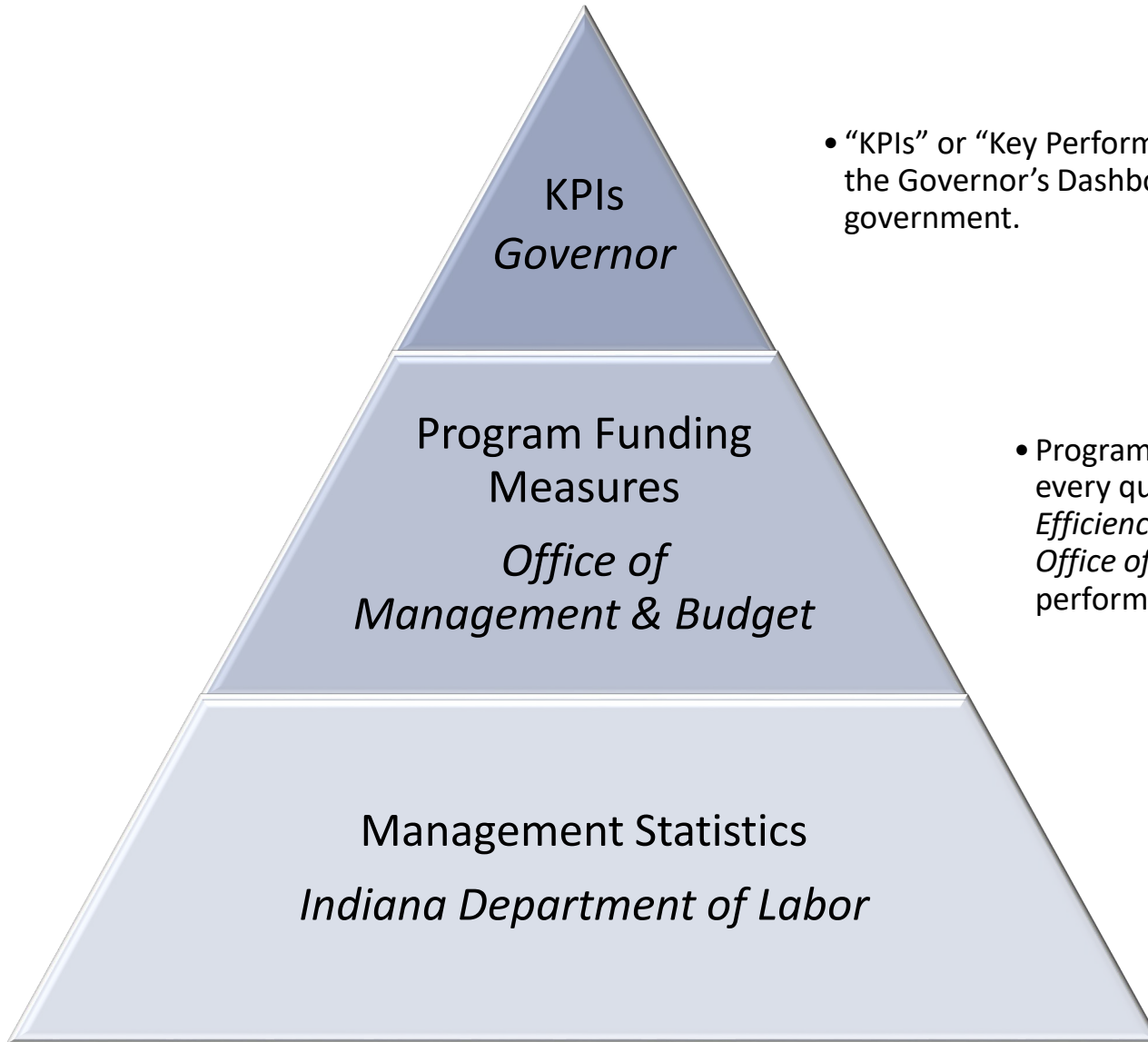**INDIANA DEPARTMENT OF LABOR**

Indiana Department of Labor
Performance Metrics – Quarter 1 2019
Published: April 1st 2019

Three Tiers of Metrics

KPIs
Governor

Program Funding Measures

Office of Management & Budget

Management Statistics

Indiana Department of Labor

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

KPI #3: Percentage of Meritorious Wage Claims which Result in Recovered Wages

KPI #4: Average Elapsed Time for All IOSHA Inspections with Citations (Working Days)

Program Funding Measures

Average Elapsed Time for All IOSHA Inspections with Citations (Calendar Days)

Number of Indiana Occupational Safety and Health (IOSHA) Inspections

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

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 in Compliance

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

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

SOII Survey Rate

SOII Percent of Cases In Coded

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
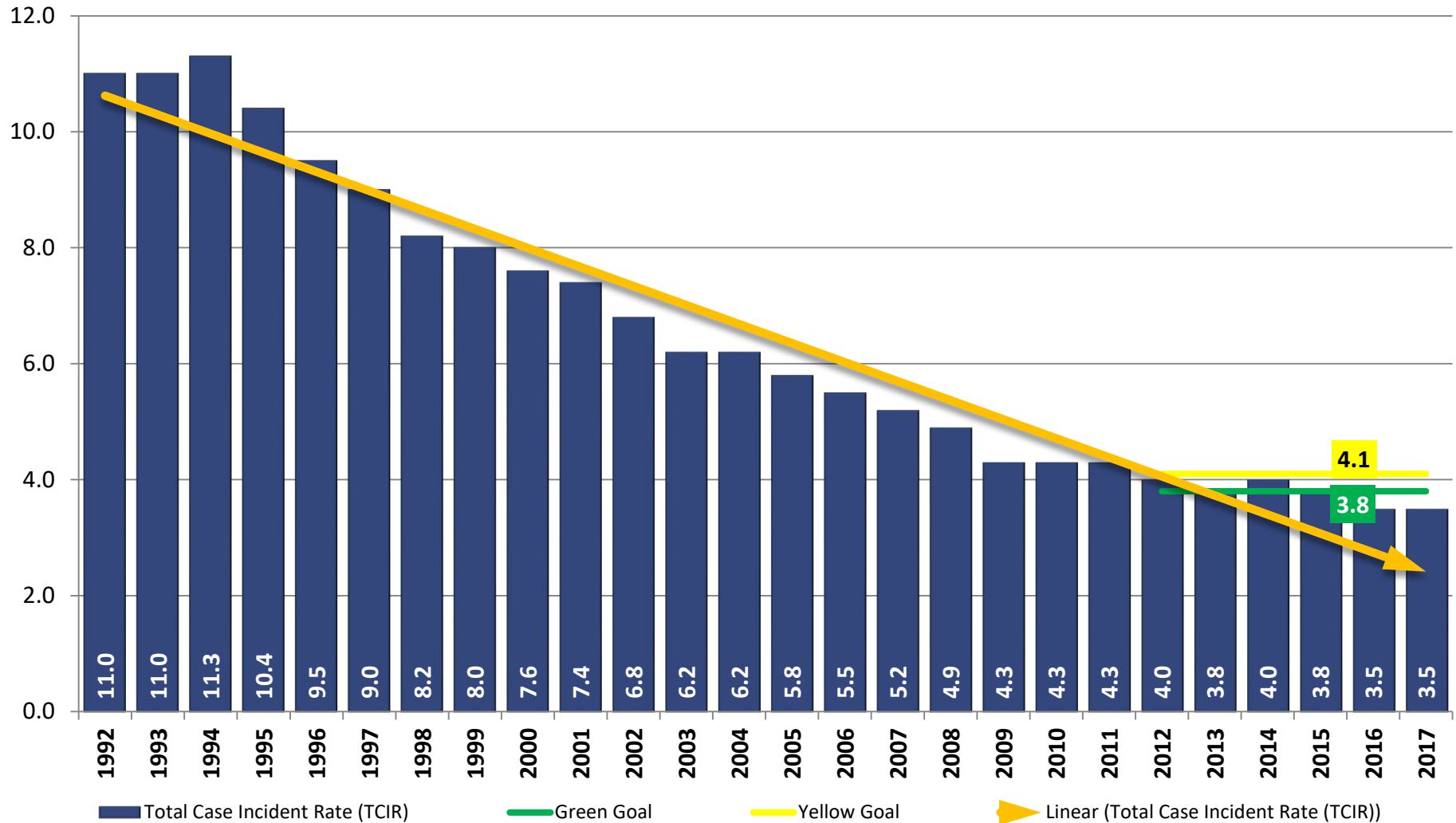
The Nonfatal Occupational Injury and Illness rate shows an estimate of the number of workplace injuries and illnesses per 100 employees. The data is collected by the Quality Metrics and Statistics (QMS) division through the Survey of Occupational Injuries and Illnesses (SOII). The rate is reported annually, nine-months after the survey year ends. The rates for calendar year 2016 will be released in late 2017.

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KPI #2:
Number of Businesses Participating in INSHARP and VPP

Legend: VPP Participants · INSHARP Participants · Green Goal · Yellow Goal
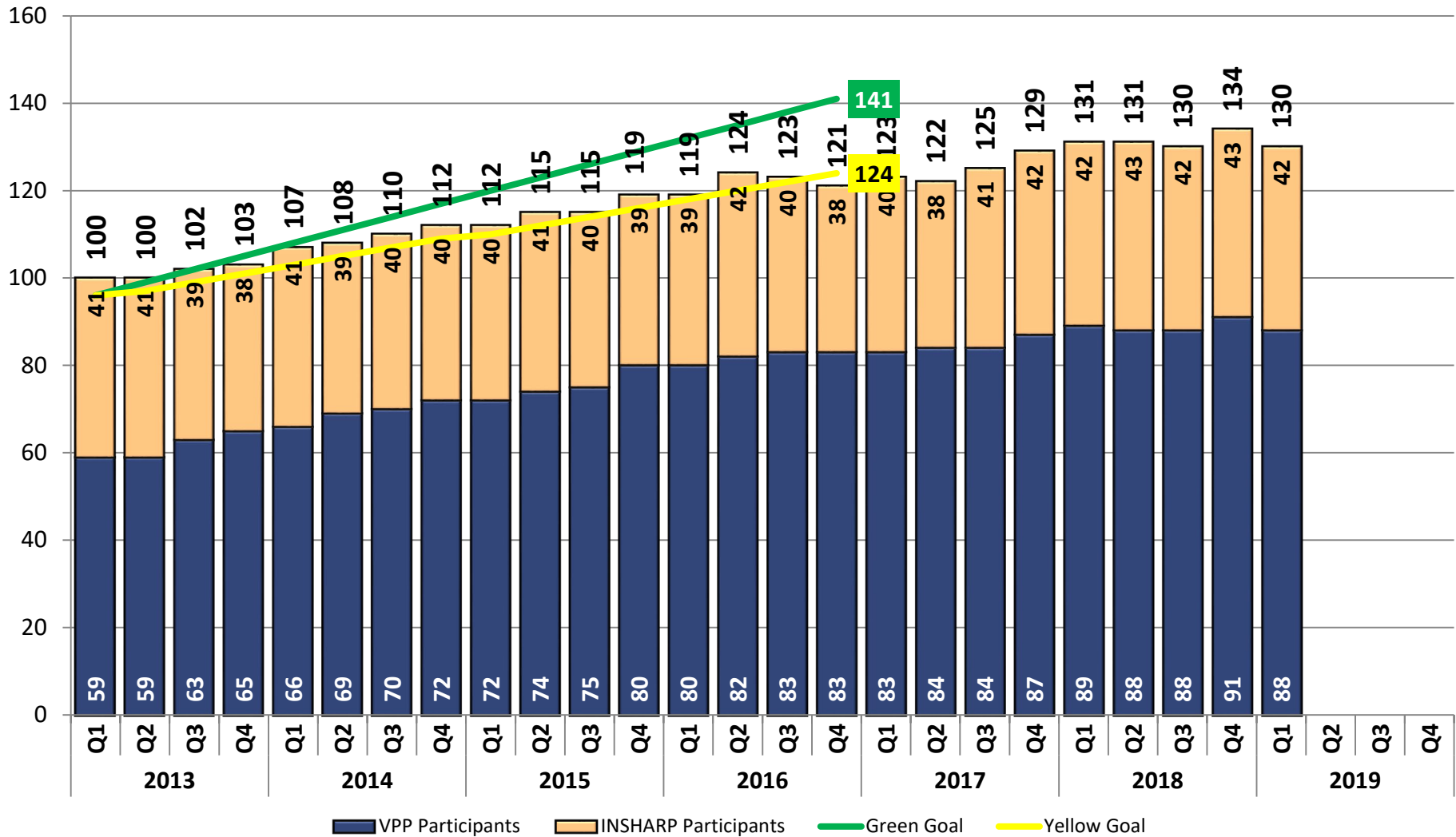
The Indiana Safety and Health Achievement Recognition Program (INSHARP) and Voluntary Protection Program (VPP) are exemplary programs that provide recognition, rewards and ongoing support to Hoosier employers that operate exemplary safety and health management systems. Membership in these programs is voluntary.
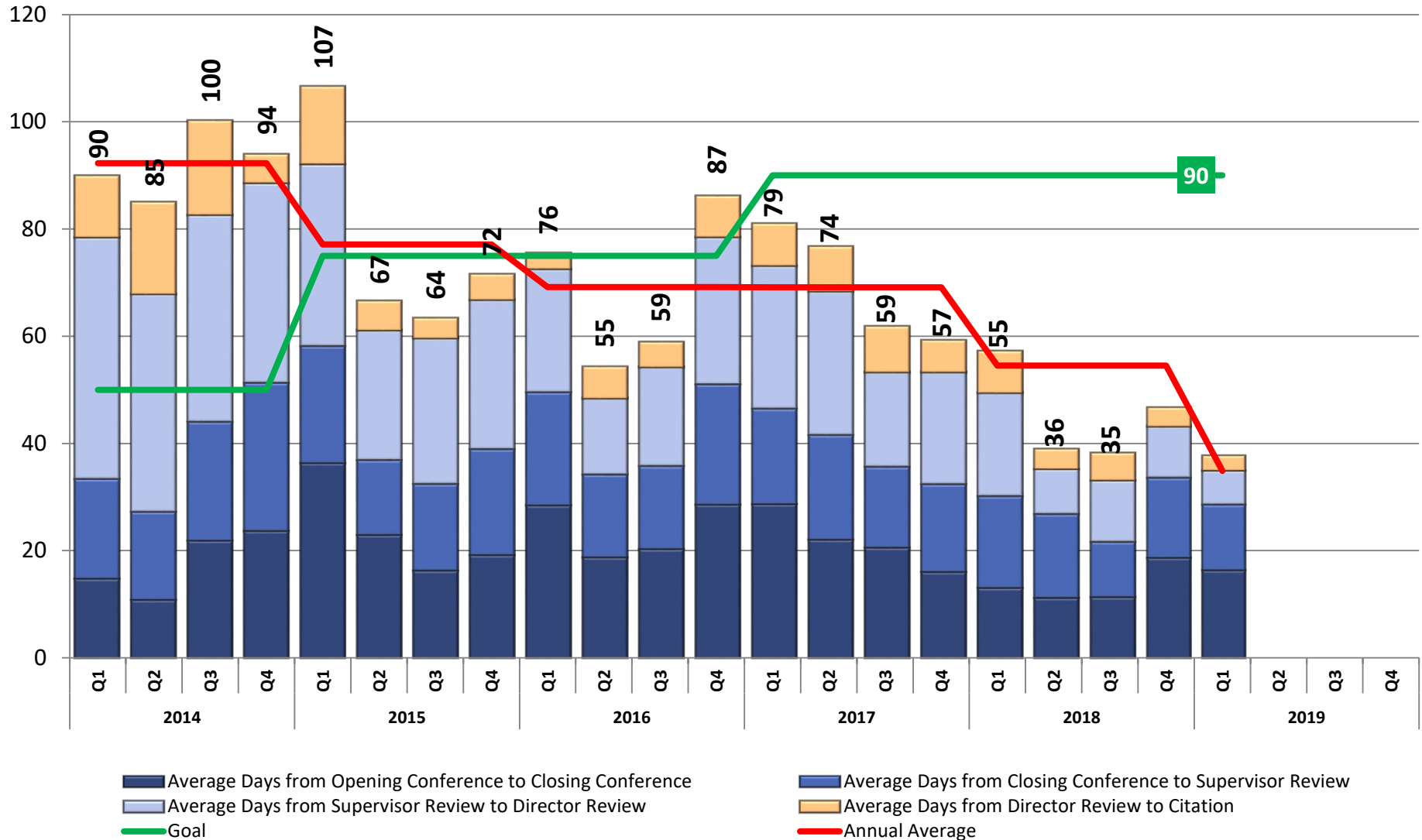
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KPI #3:

Percentage of Meritorious Wage Claims which Result in Recovered Wages and Amount Recovered
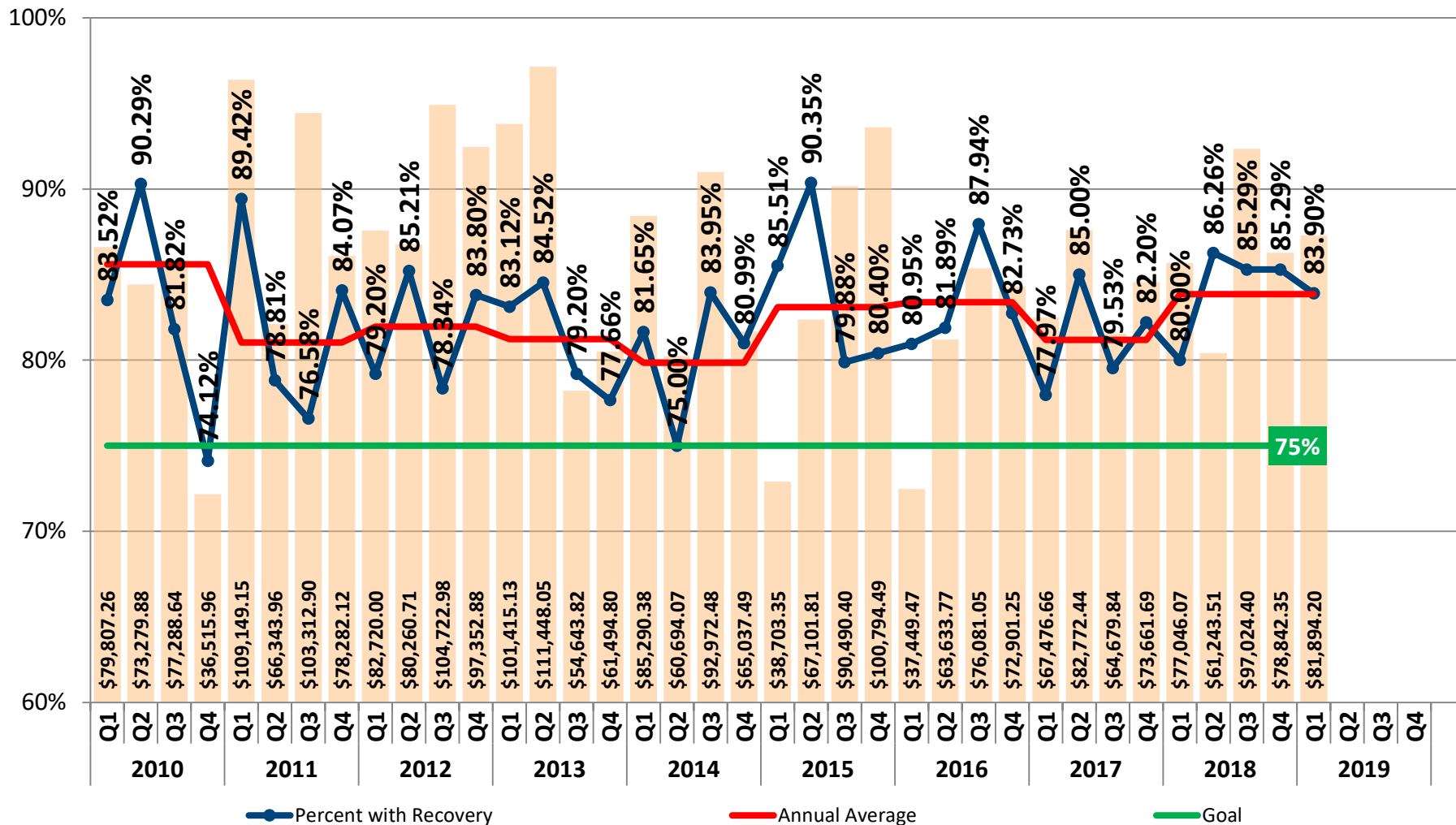
After reviewing the documentation provided by both an employee and an employer, the Indiana Department of Labor considers a wage claim meritorious if it is determined that the employee is owed the wages claimed. This graph shows the percentage of claims where wages are recovered and amount of money recovered for the claimants.

KPI #4:
Average Elapsed Time for All IOSHA Inspections with Citations (Working Days)

Legend:
- ■ Average Days from Opening Conference to Closing Conference
- ■ Average Days from Closing Conference to Supervisor Review
- ■ Average Days from Supervisor Review to Director Review
- ■ Average Days from Director Review to Citation
- — Goal
- — Annual Average

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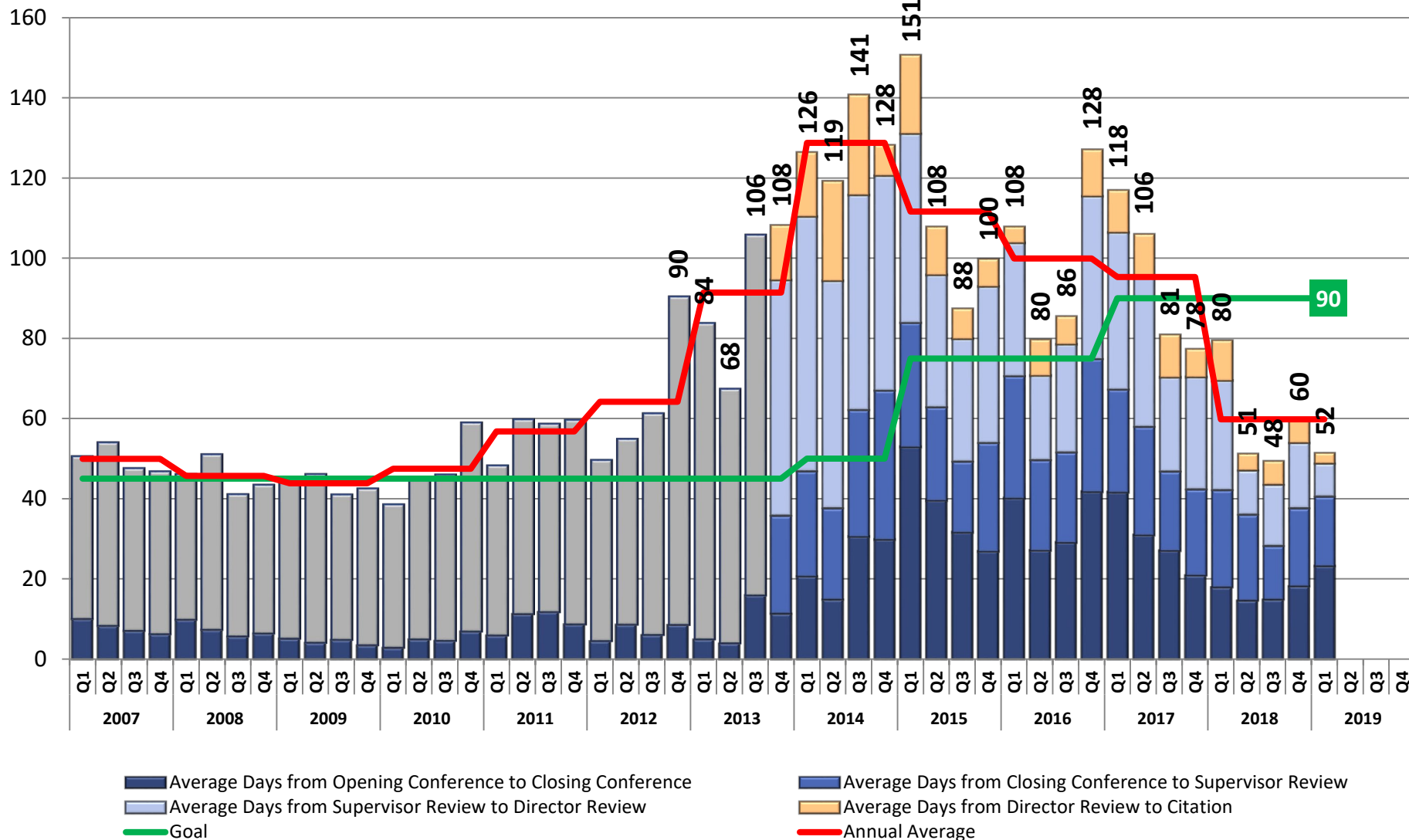
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Program Funding Measures

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

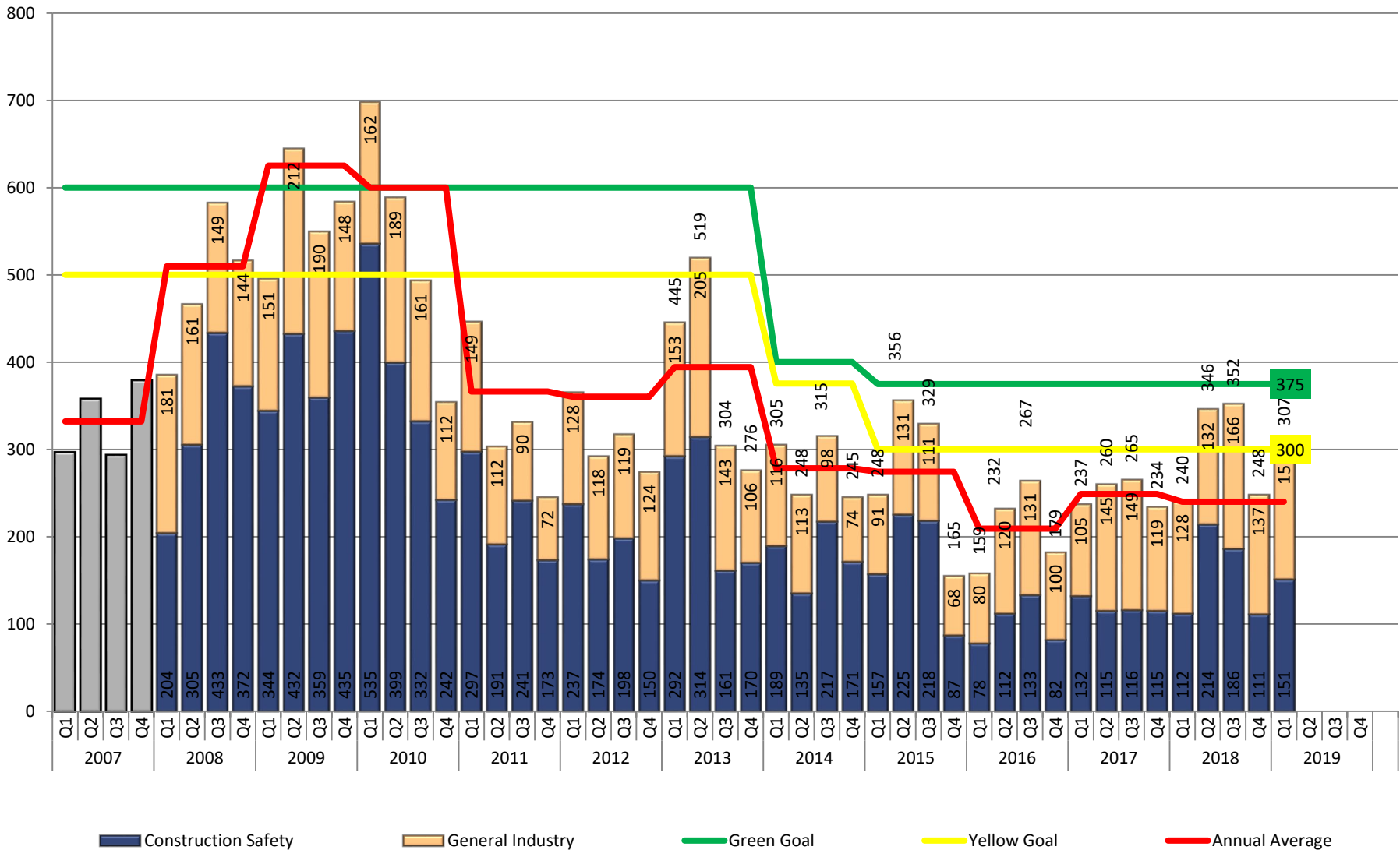| Fund Center Name	Program Objective	Program Indicator
IOSHA	Reduce occupational injuries and illnesses	Annual Nonfatal occupational injury and Illness rate *Outcome oriented*
	Improve safety through efficient customer service and compliance review	Average elapsed time for inspections with citations *Outcome oriented*
	Advance workplace safety through both complaint driven and targeted inspections	Number of Indiana Occupational Safety and Health (IOSHA) Inspections *Output oriented*
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 *Outcome oriented*
Employment of Youth Bureau of Child Labor	Enforce Indiana child labor laws through regulation	Number of child labor inspections *Output oriented*
INSafe	Improve safety and health through outreach, education and training	Total INSafe Consultations and Interventions Closed *Output oriented*
Bureau of Mines	Enhance underground mine safety	Number of mine inspections *Output oriented*
Quality, Metrics & Statistics	Produce reliable and clean data to measure IOSHA and INSafe safety and health outcomes	Bureau of Labor Statistics survey return rate *Outcome oriented*

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Average Elapsed Time for All IOSHA Inspections with Citations (Calendar Days)

Legend:
- Average Days from Opening Conference to Closing Conference
- Average Days from Closing Conference to Supervisor Review
- Average Days from Supervisor Review to Director Review
- Average Days from Director Review to Citation
- Goal
- Annual Average

This metric measures the average elapsed time to complete IOSHA inspections with citation from the Opening Conference through the date the citation is issued in calendar days. Cases may sometimes take several months to complete, so the data for the two most recent quarters may fluctuate as these inspections are closed.
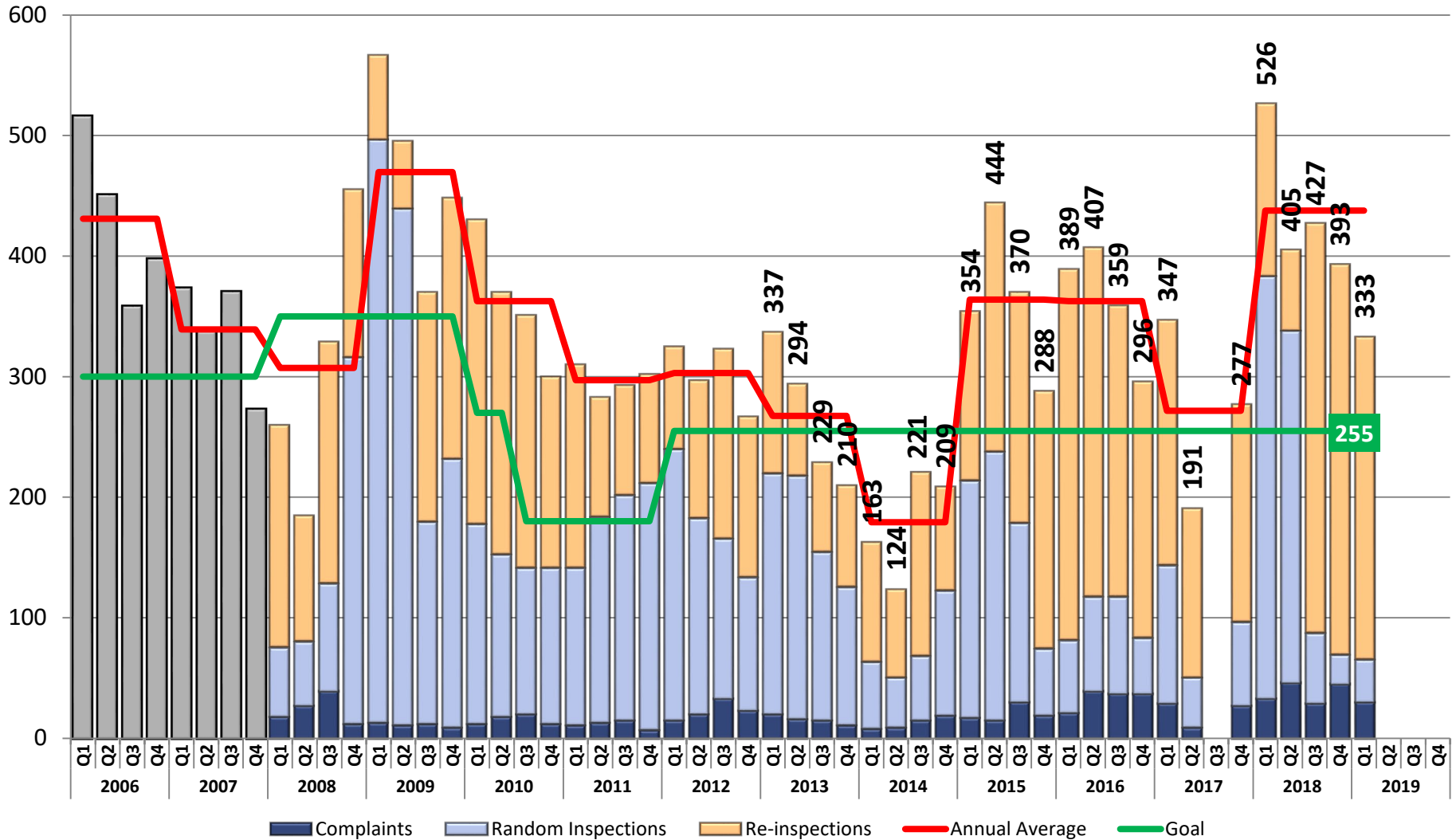
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Number of Indiana Occupational Safety and Health (IOSHA) Inspections Initiated

Legend: Construction Safety | General Industry | Green Goal | Yellow Goal | Annual Average

The quarterly goals for Number of IOSHA Inspections conducted per quarter decreased in 2015 due to changes in staffing.
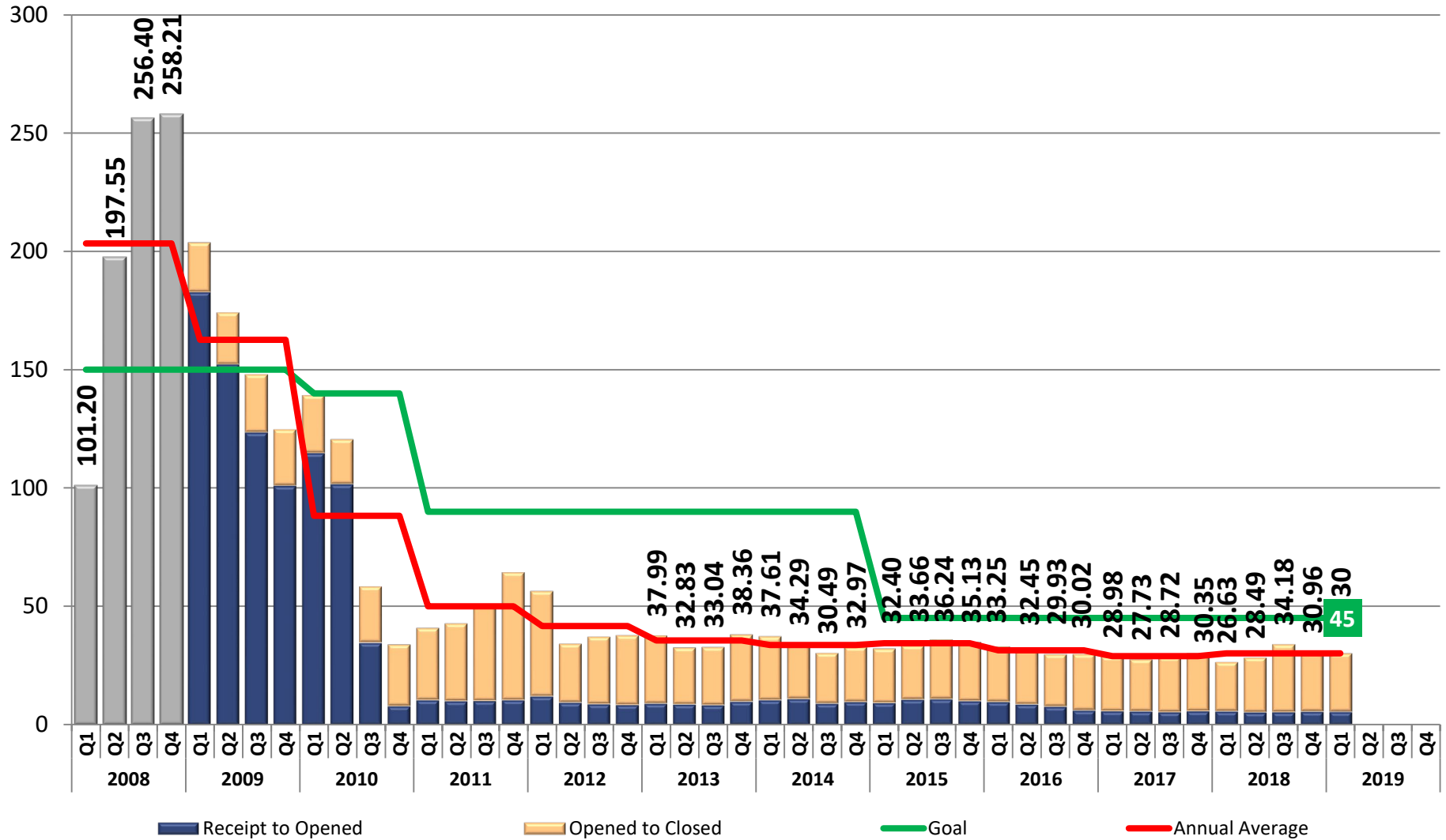
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Number of Child Labor Inspections Conducted

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. In May 2017, Child Labor migrated to a new system. These data are not yet available.
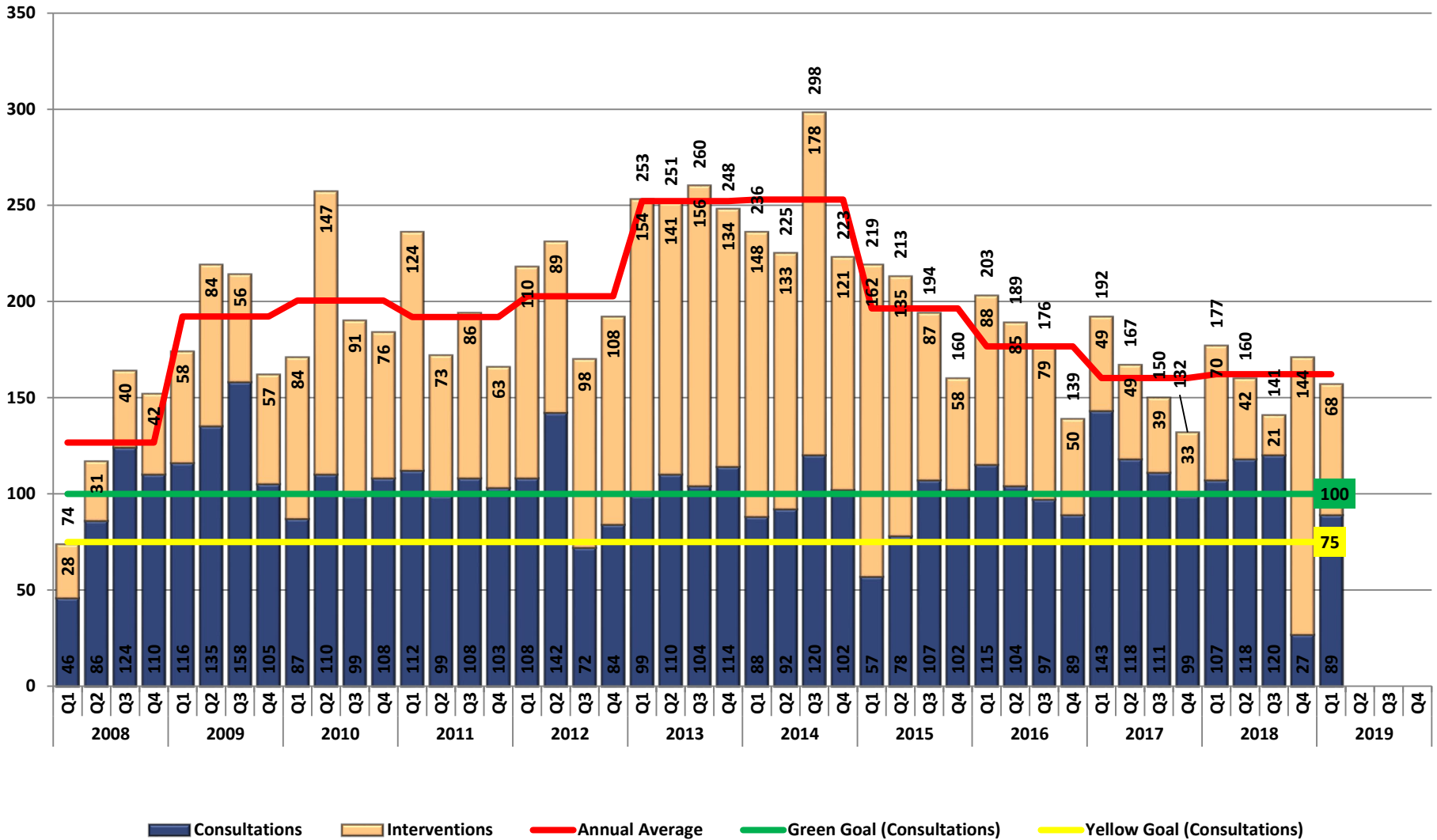
Wage Claims Average Elapsed Time

Data labels (bars): 101.20, 197.55, 256.40, 258.21

Annual values: 37.99, 32.83, 33.04, 38.36, 37.61, 34.29, 30.49, 32.97, 32.40, 33.66, 36.24, 35.13, 33.25, 32.45, 29.93, 30.02, 28.98, 27.73, 28.72, 30.35, 26.63, 28.49, 34.18, 30.96, 30

Goal label: 45

Legend: Receipt to Opened — Opened to Closed — Goal — Annual Average

Years: 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019 (Q1–Q4)

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.
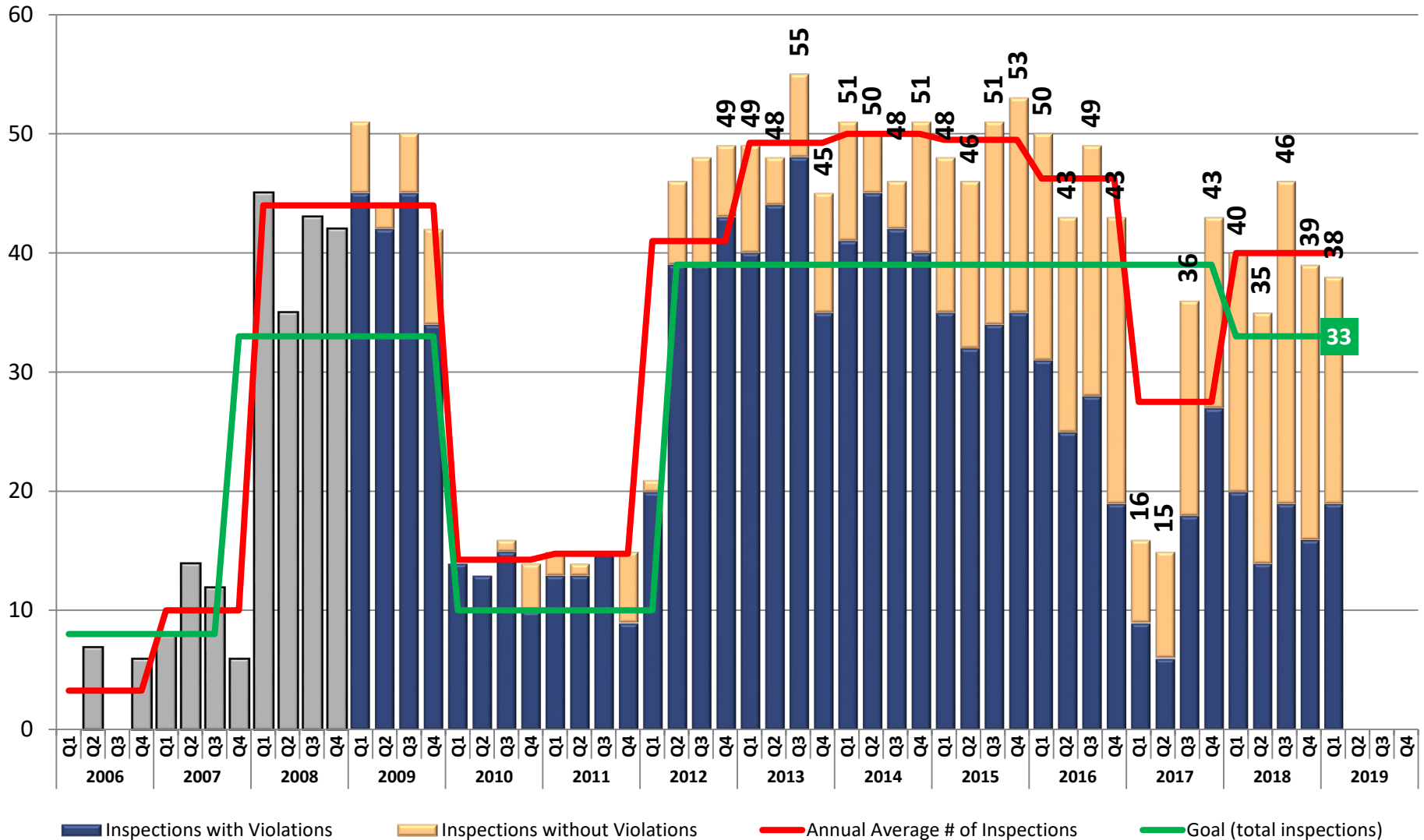
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Total INSafe Consultations and Interventions Closed

Legend: Consultations | Interventions | Annual Average | Green Goal (Consultations) | Yellow Goal (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. Interventions are presentations, speeches or questions a consultant performs outside of a typical consultation.

Number of Coal Mine Inspections

Inspections with Violations · Inspections without Violations · Annual Average # of Inspections · Goal (total inspections)

The above chart shows the total number of Coal Mine Inspections performed per quarter and the number with and without violation. The wide fluctuation in the number of inspections corresponds with staffing levels in the Bureau of Mines. One new mine opened in Q3 2015 while two ceased production.
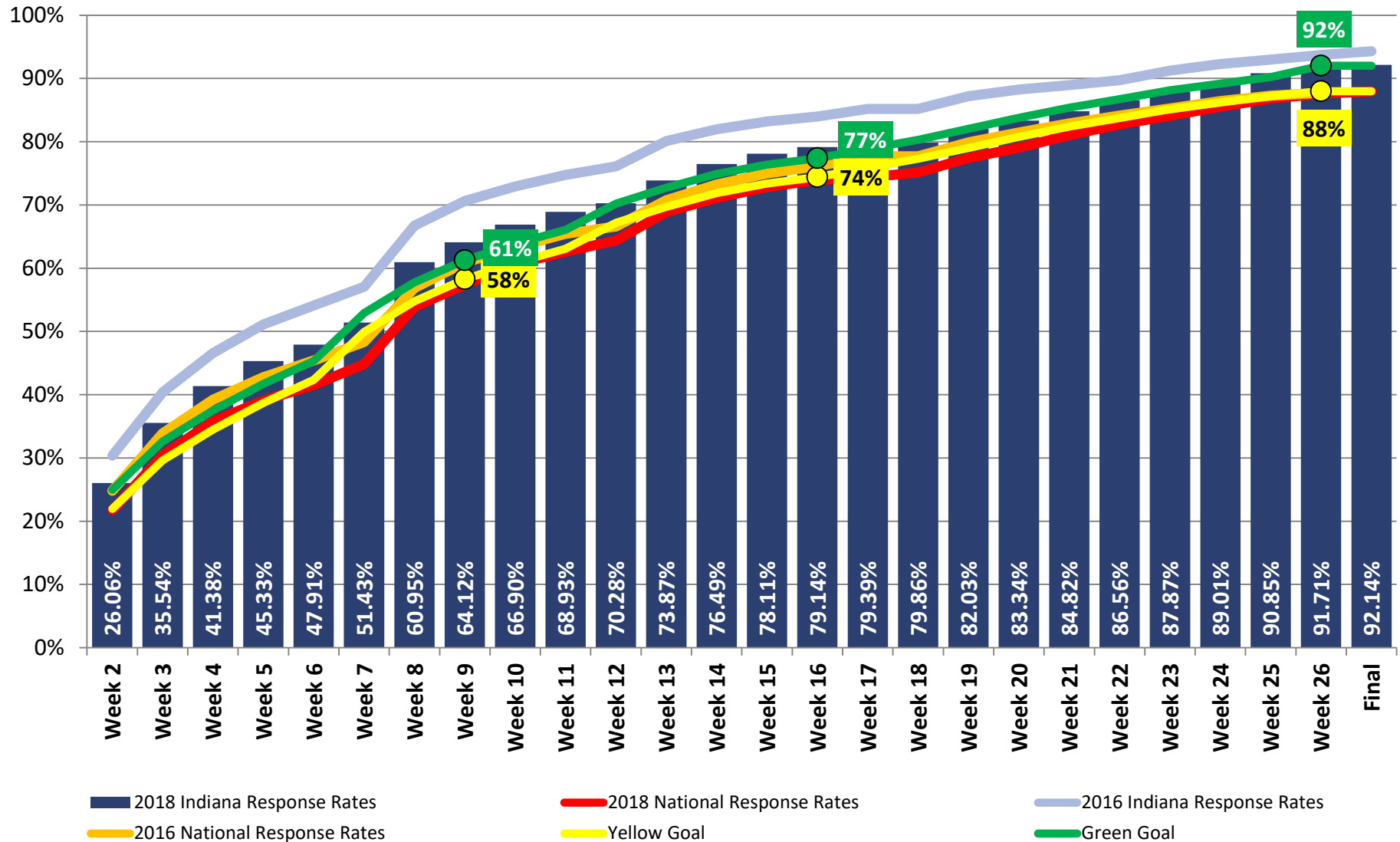
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Survey of Occupational Injuries and Illnesses (SOII) Response Rate

Week 2 26.06%
Week 3 35.54%
Week 4 41.38%
Week 5 45.33%
Week 6 47.91%
Week 7 51.43%
Week 8 60.95%
Week 9 64.12%
Week 10 66.90%
Week 11 68.93%
Week 12 70.28%
Week 13 73.87%
Week 14 76.49%
Week 15 78.11%
Week 16 79.14%
Week 17 79.39%
Week 18 79.86%
Week 19 82.03%
Week 20 83.34%
Week 21 84.82%
Week 22 86.56%
Week 23 87.87%
Week 24 89.01%
Week 25 90.85%
Week 26 91.71%
Final 92.14%

Callout labels: 61%, 58%, 77%, 74%, 92%, 88%

Legend:
- 2018 Indiana Response Rates
- 2018 National Response Rates
- 2016 Indiana Response Rates
- 2016 National Response Rates
- Yellow Goal
- Green Goal

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

Number of IOSHA Workplace Fatality Investigations

Legend:
- Natural Causes
- Contact with Objects and Equipment
- Fires and Explosions
- Transportation Incidents
- Exposure to Harmful Substances or Environments
- Other
- Violence and other injuries by persons or animals
- Falls, Slips, Trips
- Annual Average
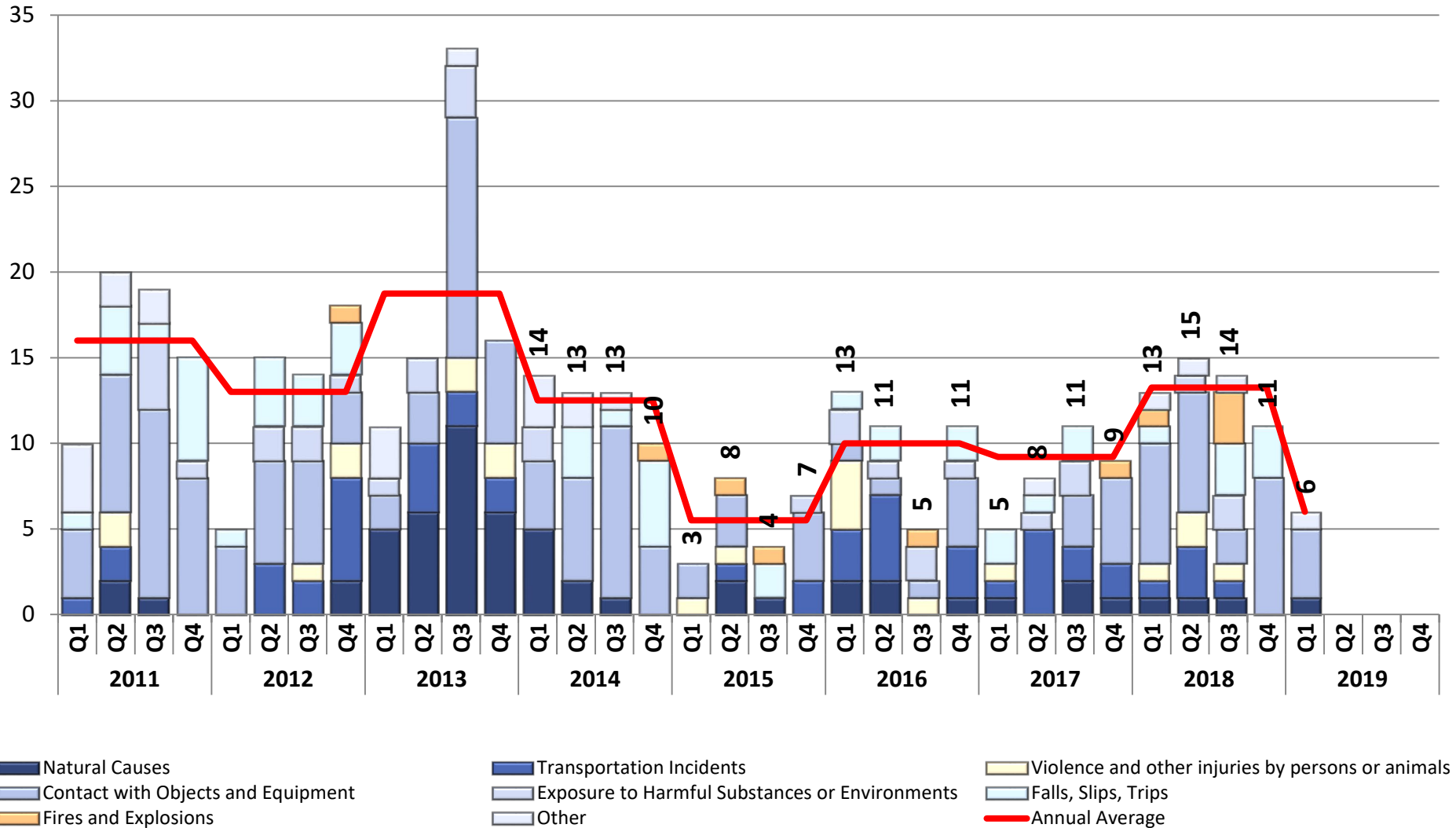
Due to jurisdictional issues, the Indiana Occupational Safety and Health Administration (IOSHA) investigates many, but not all, workplace fatalities that occur in Indiana. This chart shows the number and types of fatality investigations conducted per quarter.

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IOSHA Inspection Elapsed Time by Division

Construction

General Industry
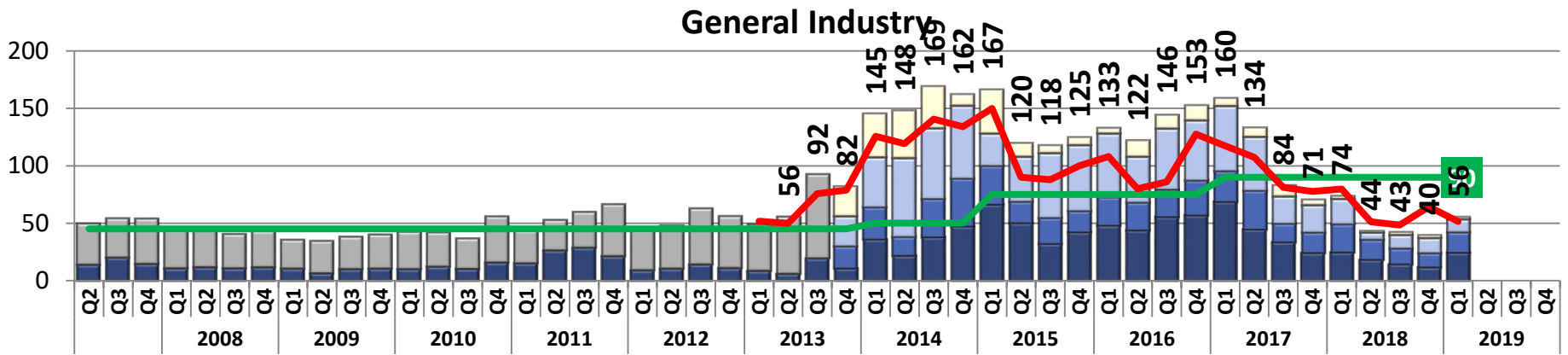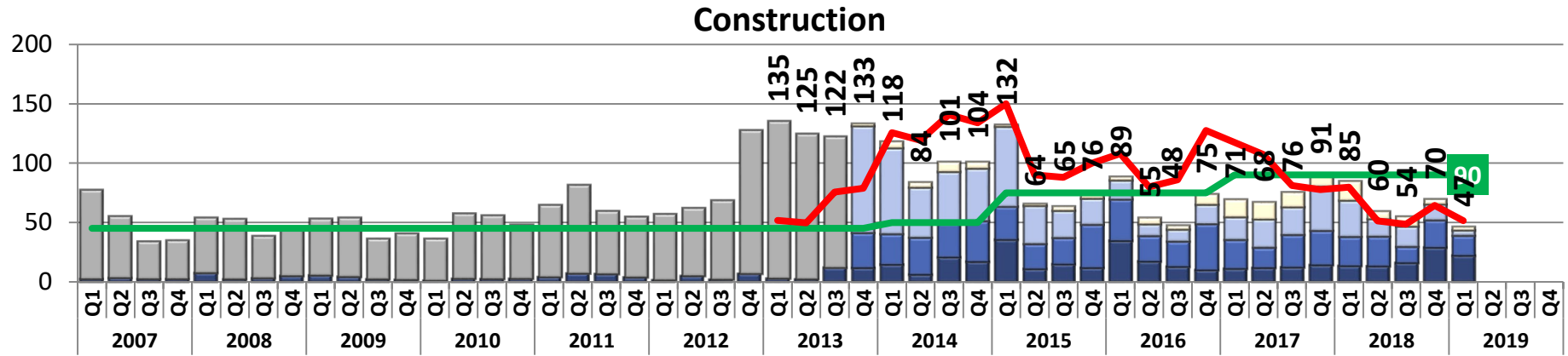
Legend:
- Average of Days from Open to Closing Conference
- Average Days from Closing Conference to Supervisor Review
- Average of Supervisor Review to Director Review
- Average of Days from Director Review to Citation
- Goal
- Combined IOSHA Average: 80 Days

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.

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Percentage of IOSHA Investigations In Compliance

Construction
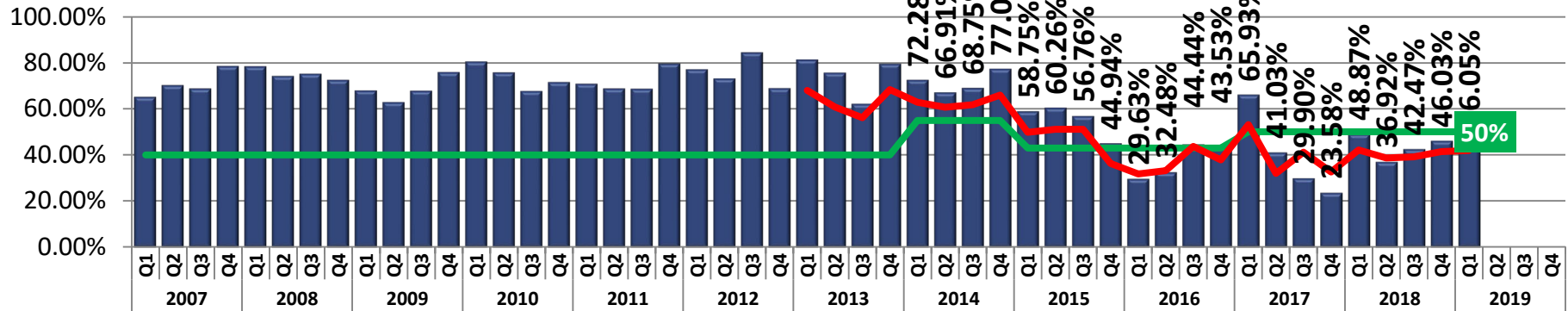
General Industry
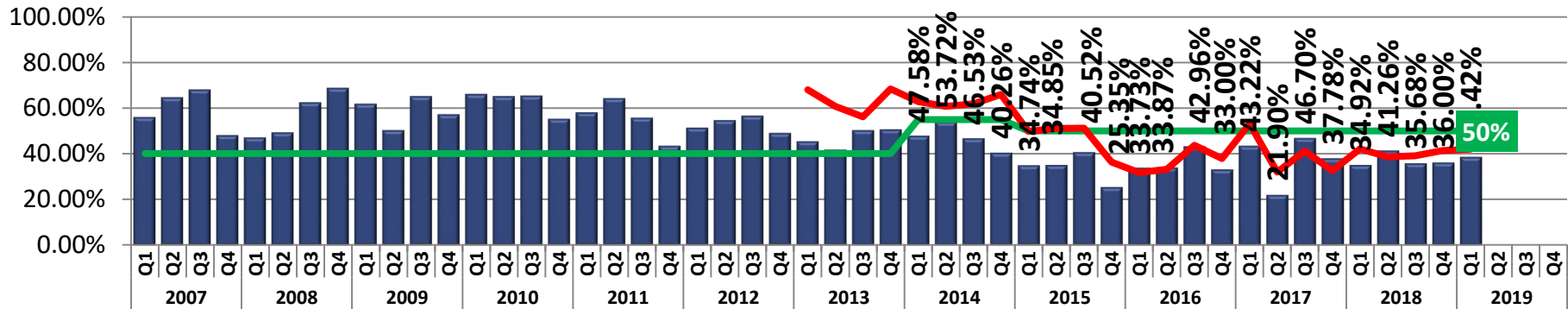
Legend: Citation Rate | Goal (Below) | Combined Average Q2 2017: 21.18%

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 where no citations were issued.
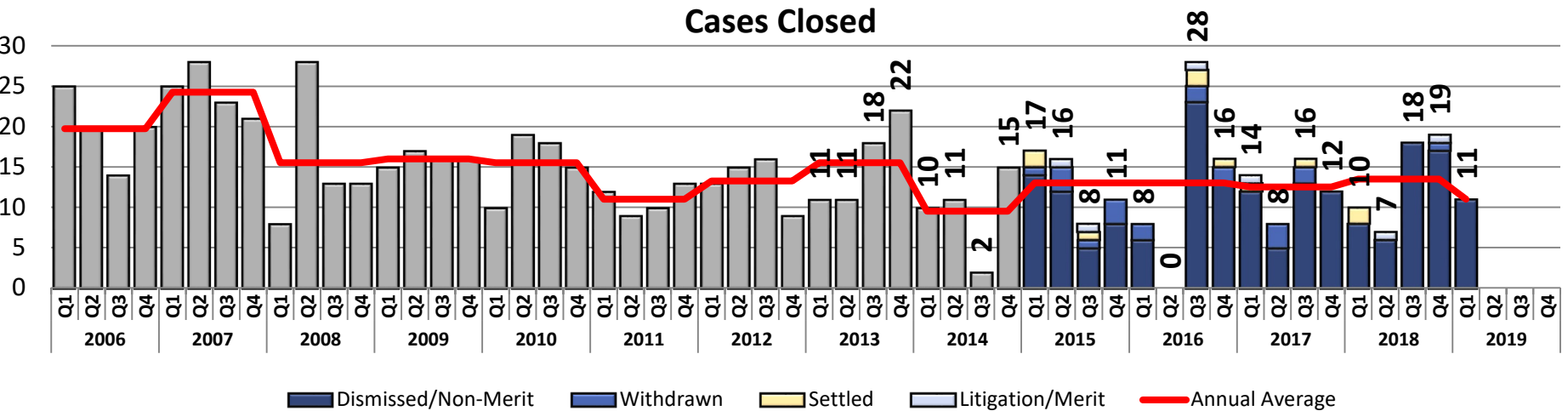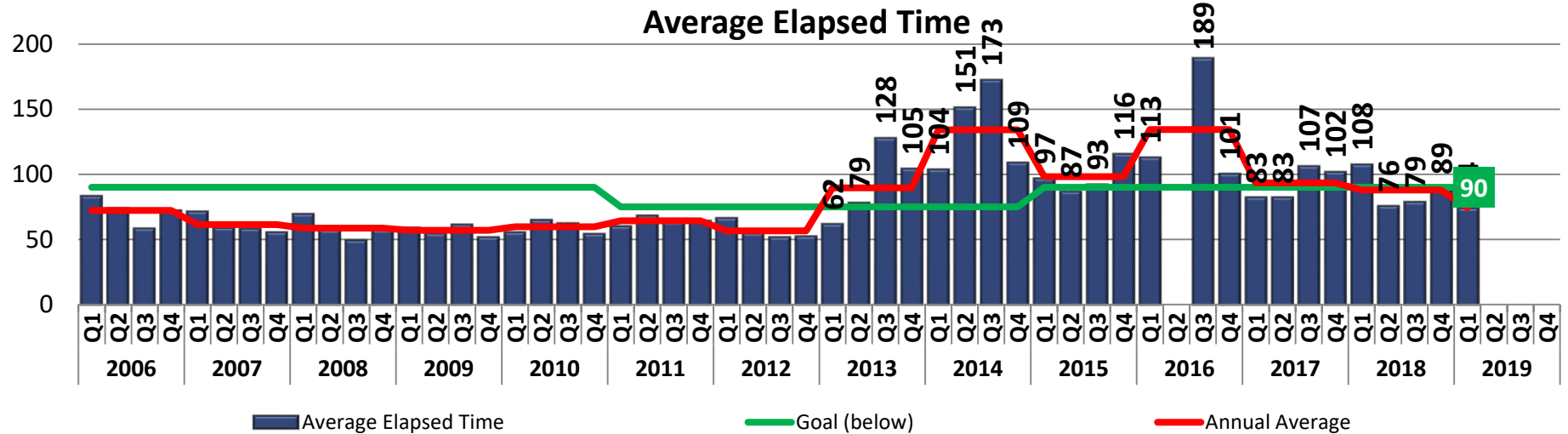
Indiana Board of Safety Review Cases
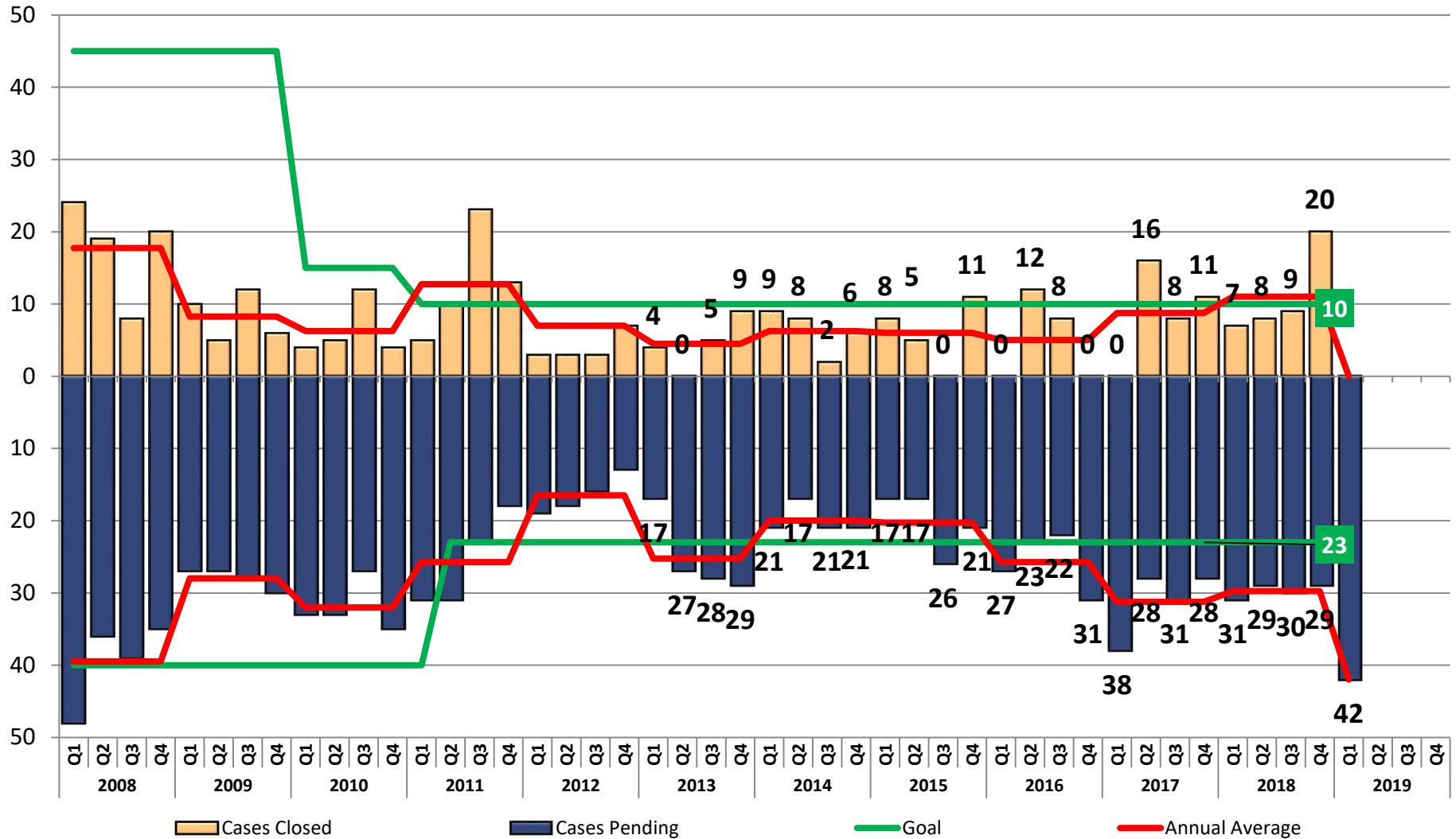
The Board of Safety Review meets once per month to hear employer appeals of Indiana Occupational Safety and Health Administration (IOSHA) citations. The charts above show the number of cases closed and pending per quarter.
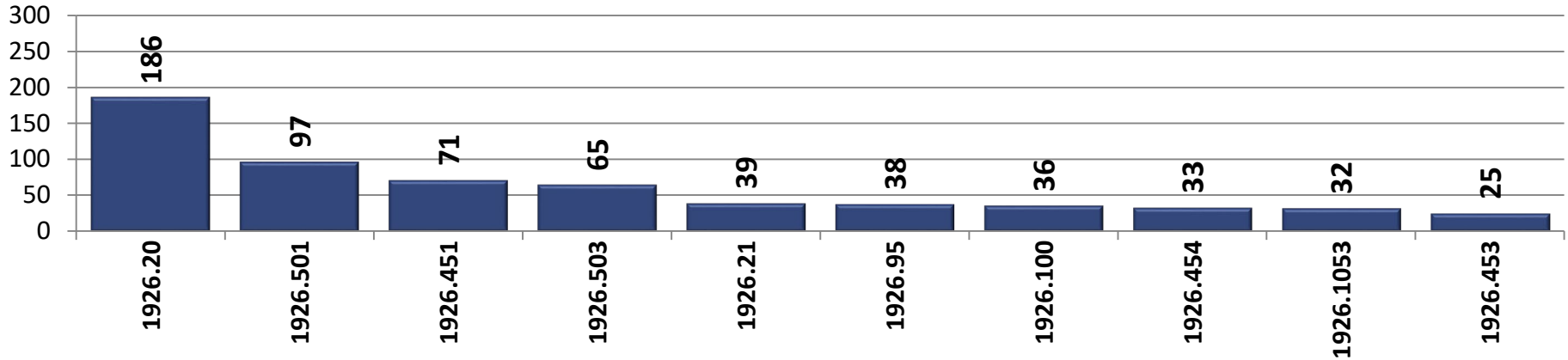
Whistleblower Cases

Average Elapsed Time

Cases Closed

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.
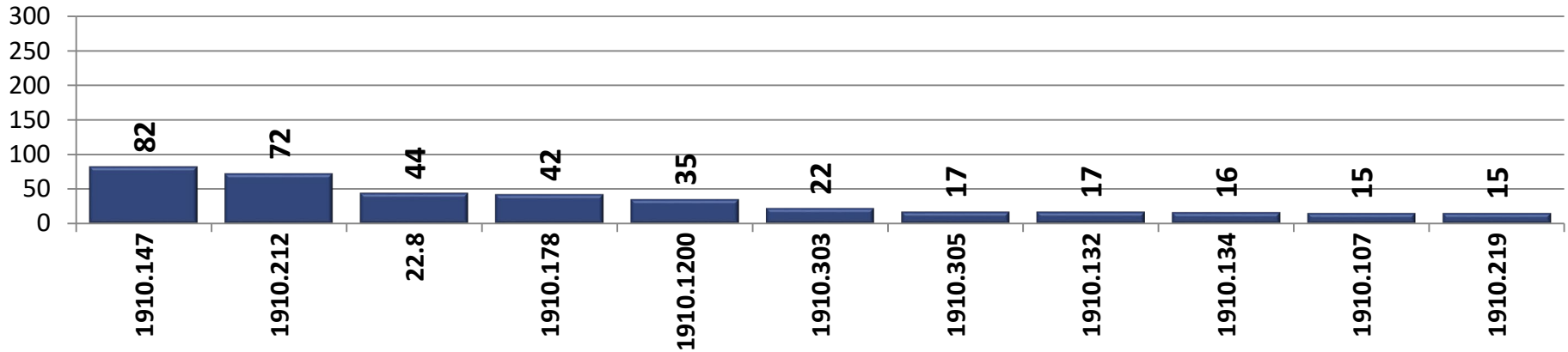
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IOSHA Top 10 Citations
## (1/1/2018 through 12/12/2018)

Construction

Standard	Count
1926.20	186
1926.501	97
1926.451	71
1926.503	65
1926.21	39
1926.95	38
1926.100	36
1926.454	33
1926.1053	32
1926.453	25

General Industry

Standard	Count
1910.147	82
1910.212	72
22.8	44
1910.178	42
1910.1200	35
1910.303	22
1910.305	17
1910.132	17
1910.134	16
1910.107	15
1910.219	15

Indiana Occupational Safety and Health Administration (IOSHA) investigations frequently result in a citation for violation of an OSHA standard. This chart represents the ten (10) most frequently cited violations in Construction and General Industry for this calendar year. For more information about these OSHA Standards, visit the online OSHA regulations at https://www.osha.gov/law-regs.html .
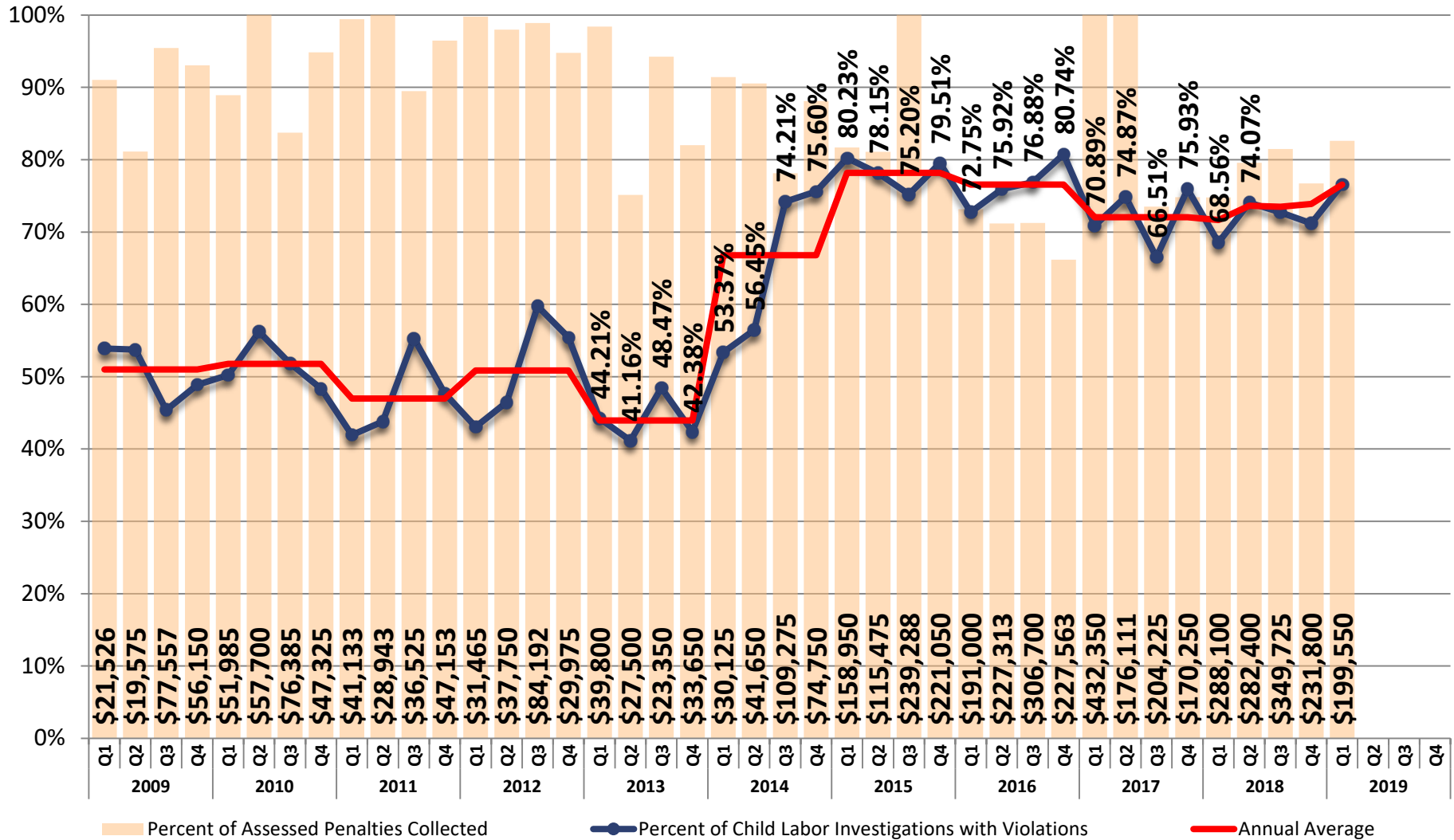
Number of Child Labor Trainings
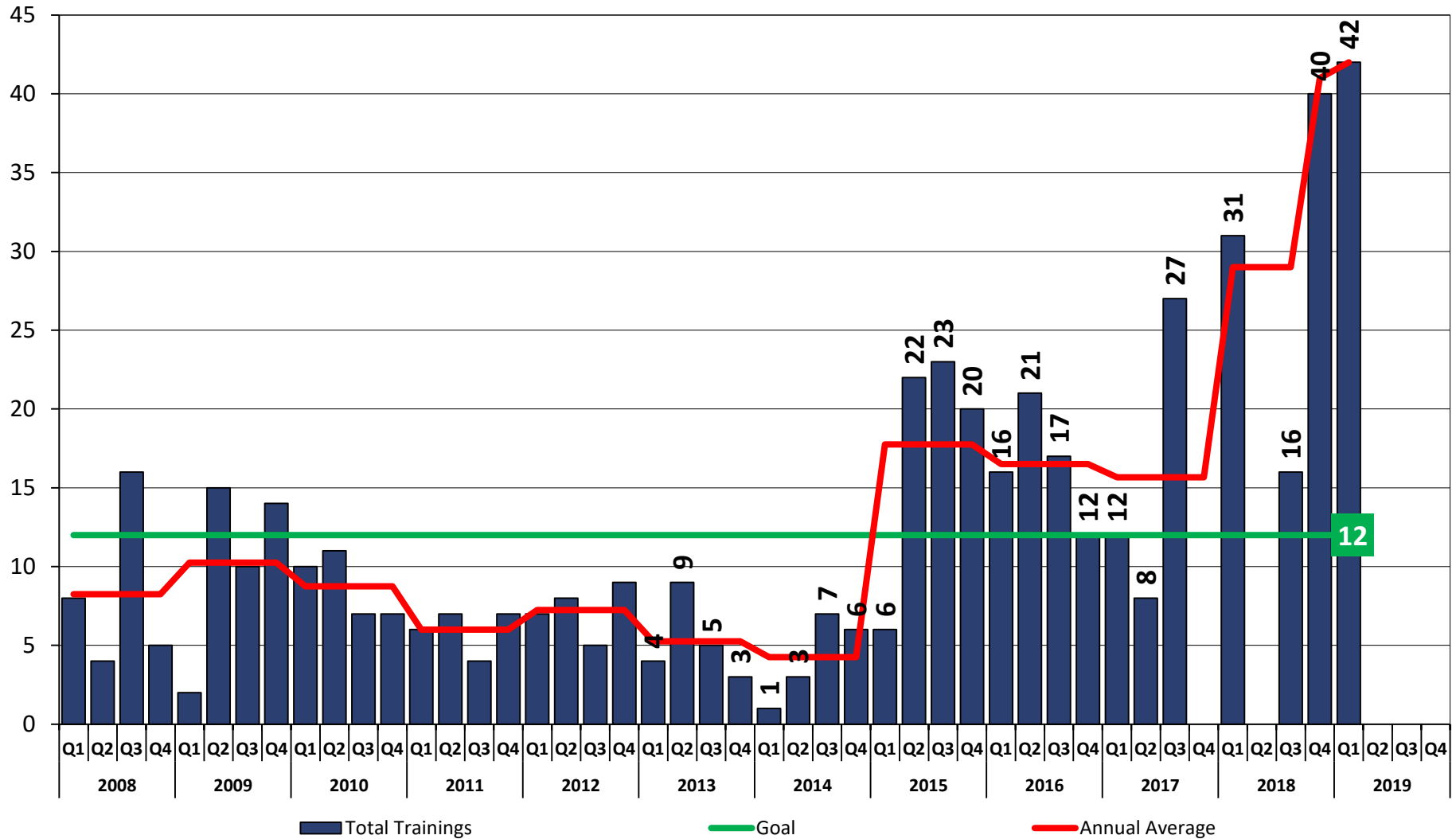
The Bureau of Child Labor conducts training classes covering Indiana's Child Labor laws. From Quarter 2 2009 through Quarter 3 2013, these trainings were performed regularly by the Director of Child Labor, Training and Education.
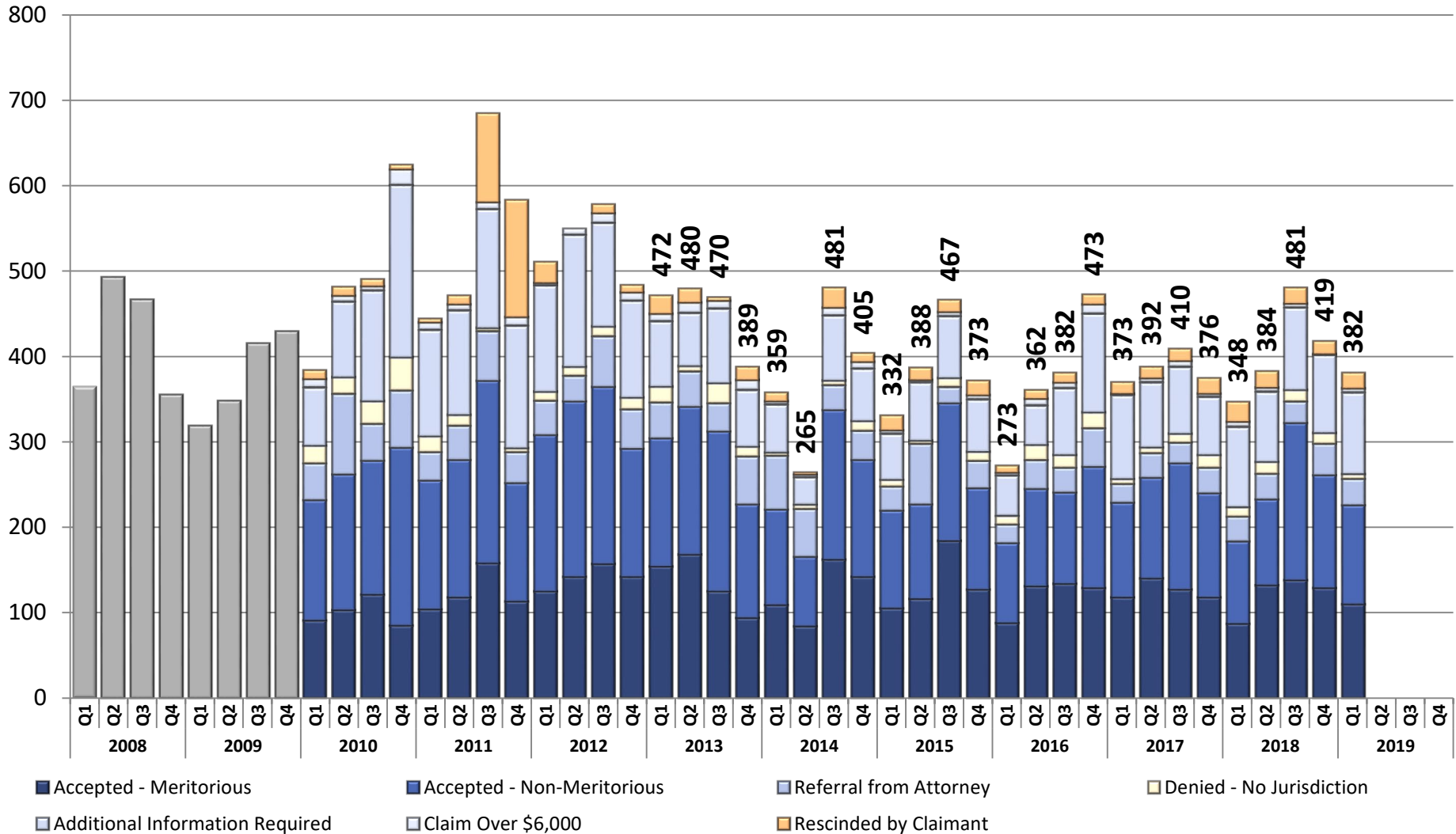
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Percent of Child Labor Investigations with Violations and Percent of Penalties Collected

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. In May 2017, Child Labor migrated to a new system. These data are not yet available.

Number of Wage Claims Received

Legend:
- Accepted - Meritorious
- Accepted - Non-Meritorious
- Referral from Attorney
- Denied - No Jurisdiction
- Additional Information Required
- Claim Over $6,000
- Rescinded by Claimant

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).
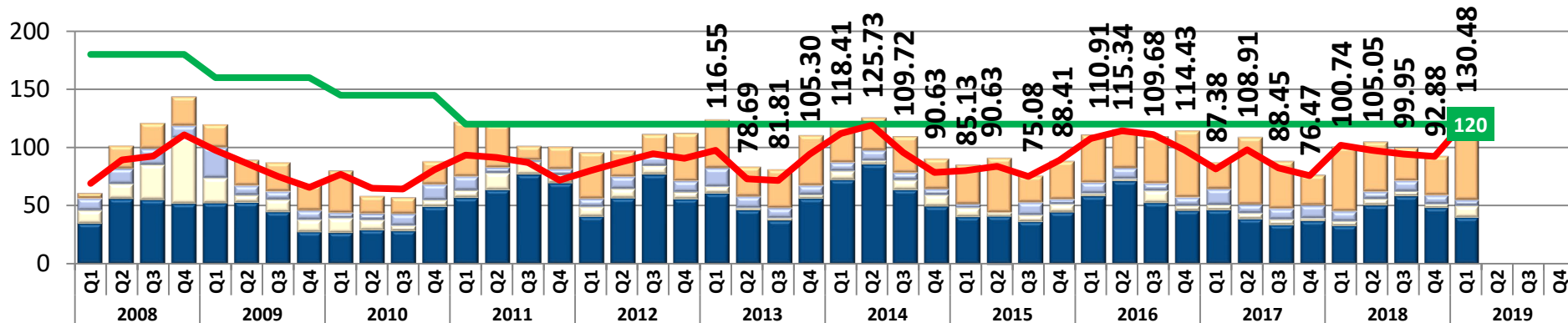
Average Elapsed Time for INSafe Consultations

Safety Consultations
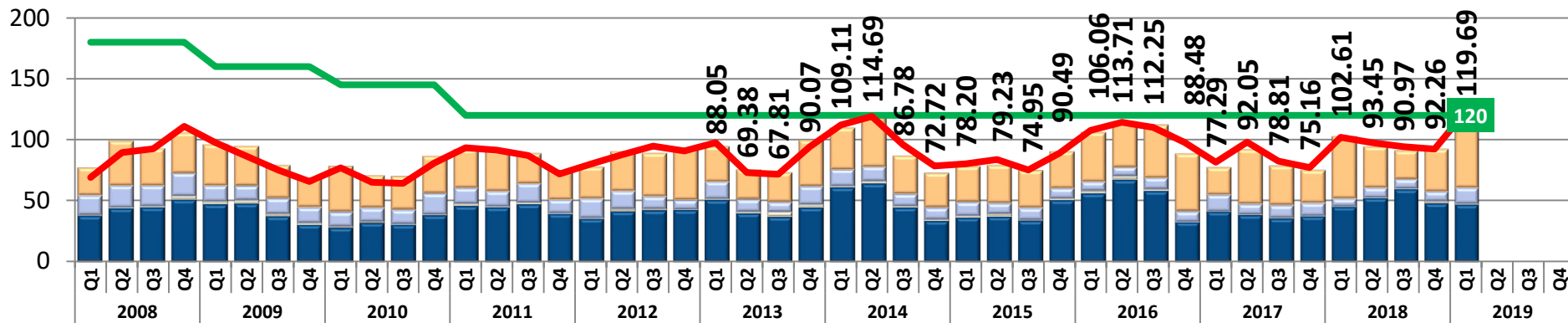
Health Consultations

Legend:
- Request to Opening Conference
- Opening Conference to Closing Conference
- Closing Conference to Final Report
- Final Report to Closed Consultation
- Goal (less than)
- Overall Average (Q1 2018 = 91.53 Days)

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.

BOM Certifications Issued
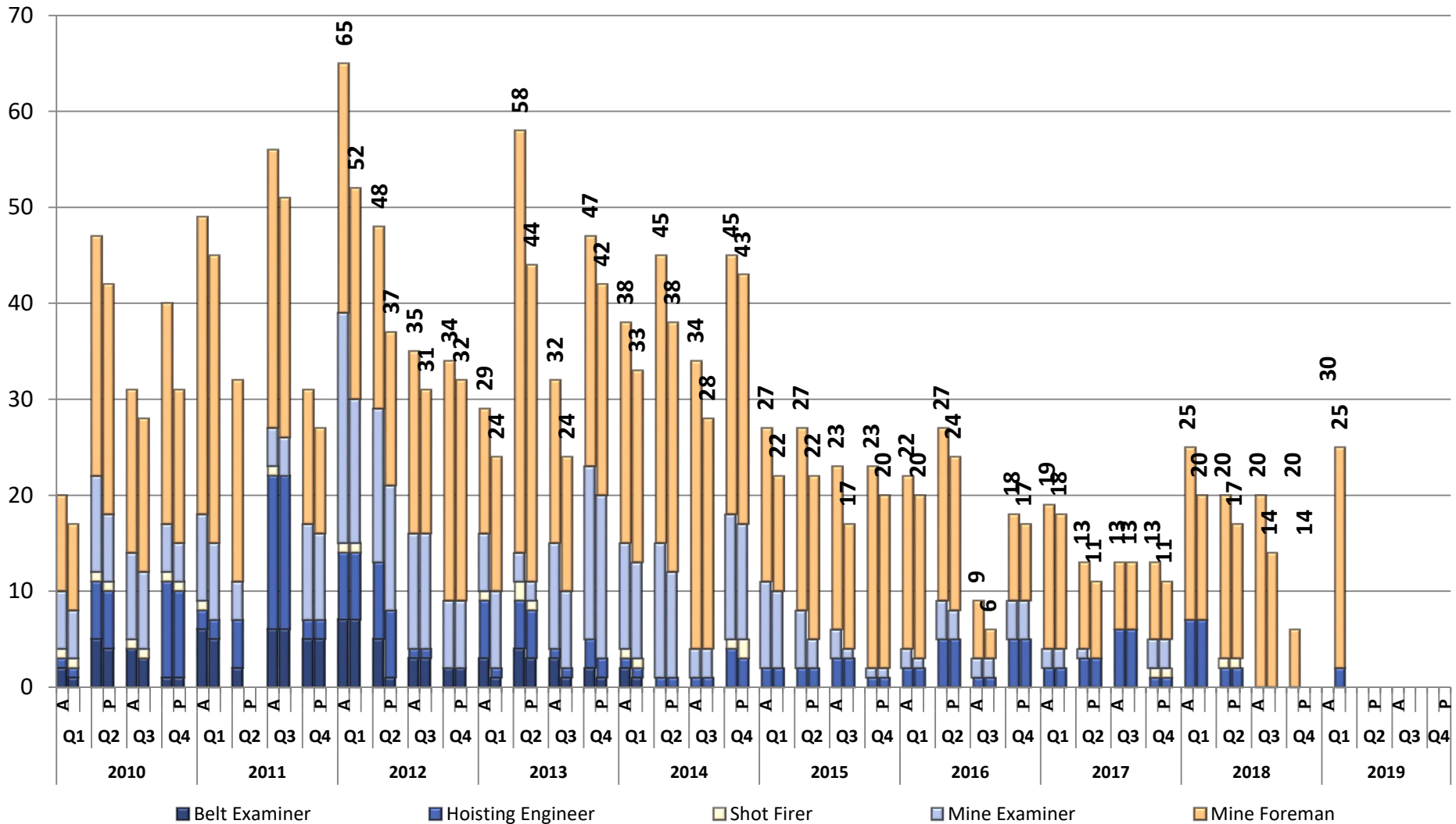
The Indiana Mining Board administers certification testing for miners in the classifications of Belt Examiner, Hoisting Engineer, Shot Firer, Mine Examiner and Mine Foreman. This chart shows the certification exams attempted (A) and passed (P). In 2014, the Belt Examiner certification was eliminated as those duties now fall to the Mine Examiner.

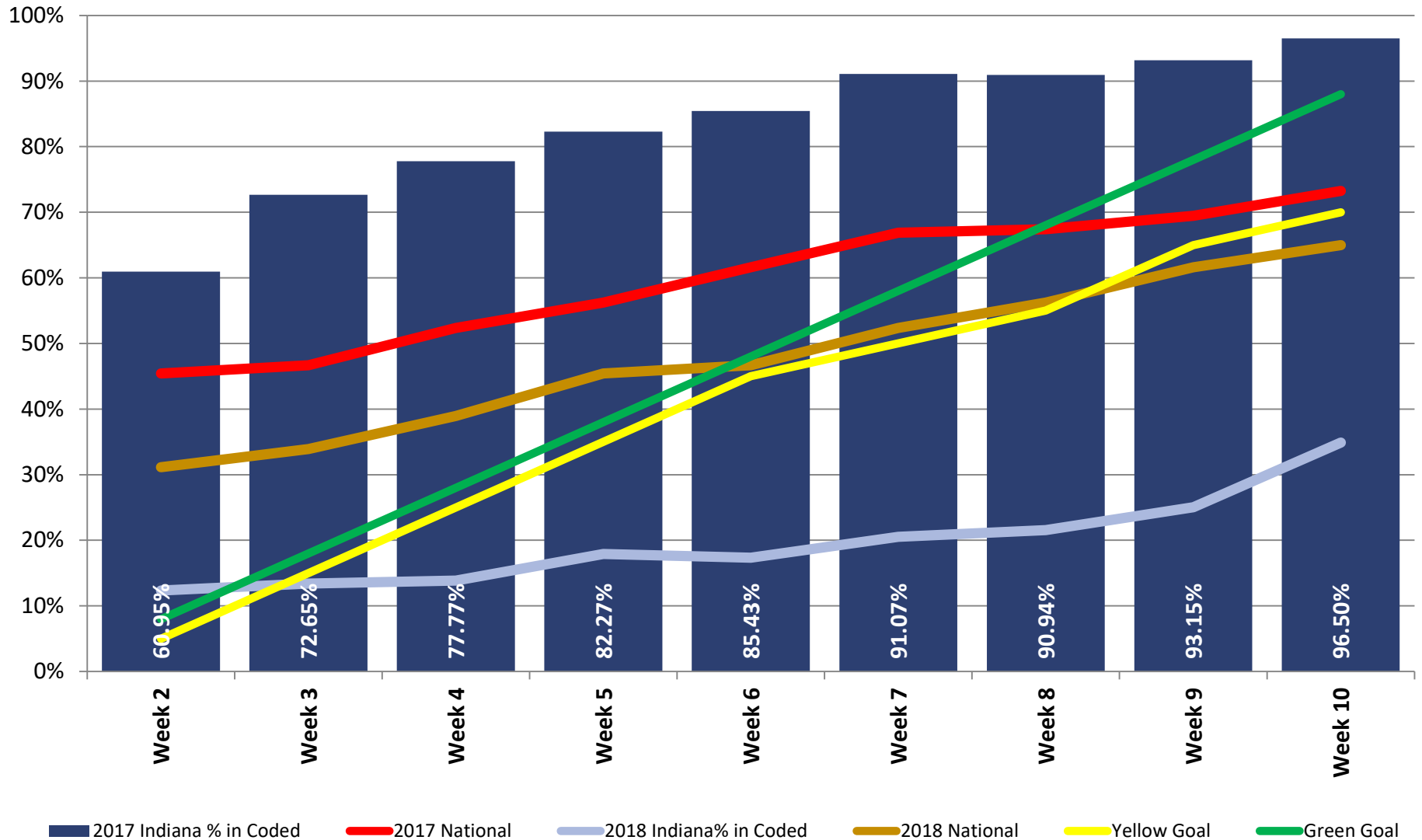# Survey of Occupational Injuries and Illnesses (SOII) Survey Rate
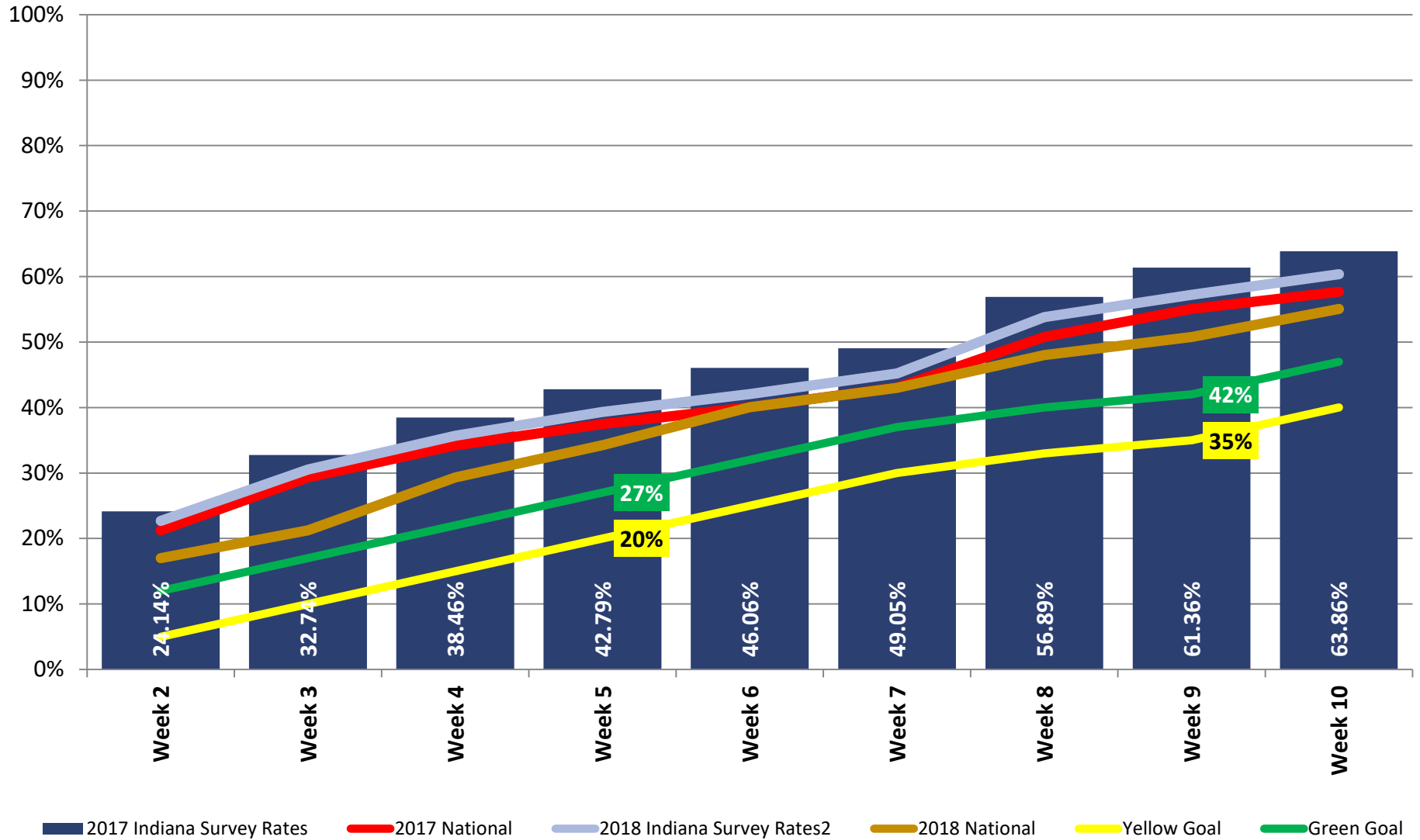
The Survey of Occupational Injury and Illness (SOII) is conducted from mid-January to mid-July each year and collects results from the previous calendar year. The survey rate is the percentage of usable cases included in the completed surveys.

Survey of Occupational Injuries and Illnesses (SOII) Percent of Cases In Coded

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 Cases In Coded is a percentage of the number of usable cases received that have been coded into the Bureau of Labor Statistics (BLS) system.