

# Moving Forward...

## Metrics for Quality Improvement

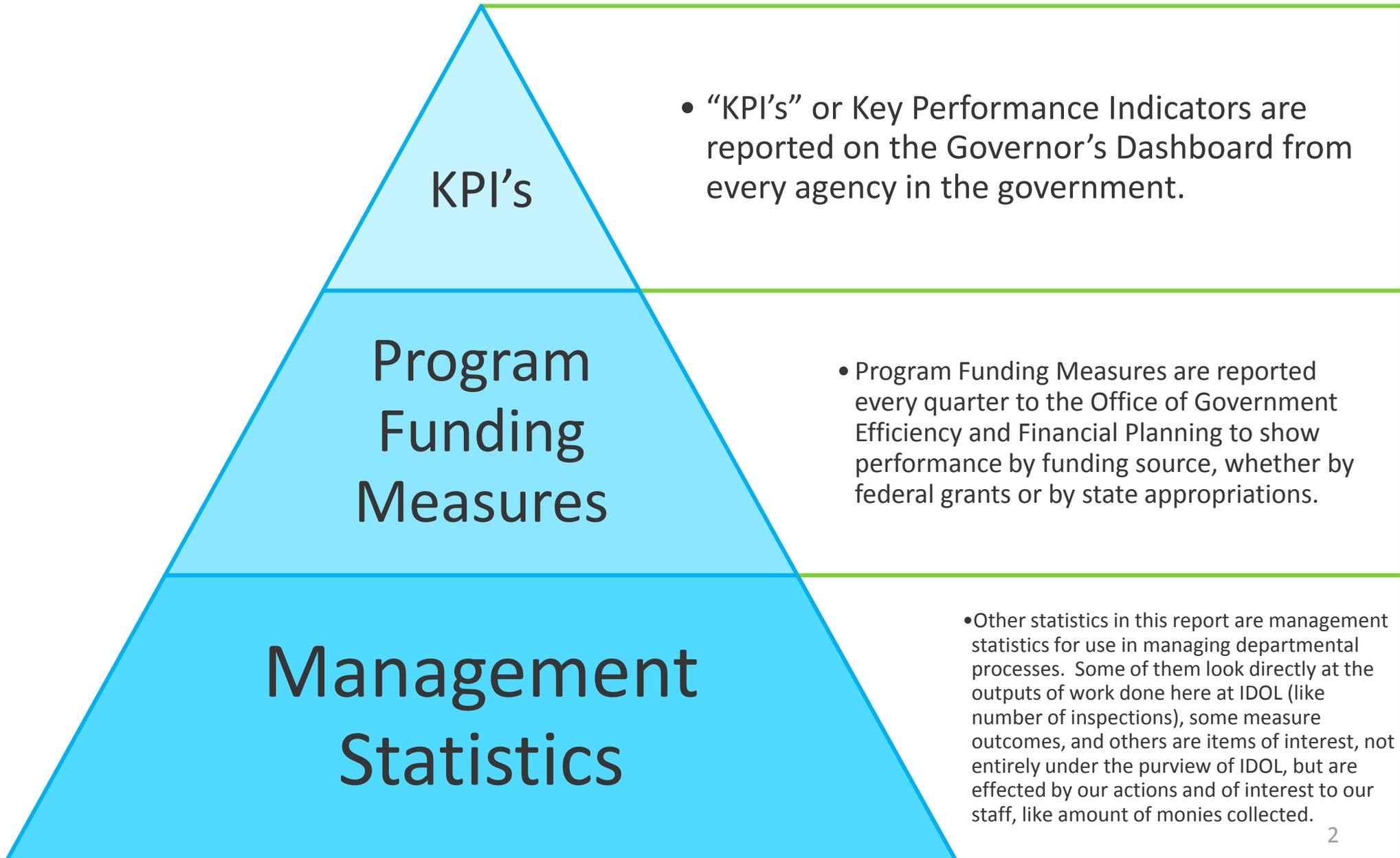
### IDOL METRICS Q1 2012

#### INDIANA DEPARTMENT OF LABOR

#### DIVISION OF QUALITY, METRICS AND STATISTICS



# Three Tiers of Measures



# KEY PERFORMANCE INDICATORS AND PROGRAM FUNDING MEASURES

The following ten slides are the metrics we report to the Governor and the Office of Management and Budget.

These numbers tell the overall story of the Department of Labor (Key Performance Indicators)

And

They also demonstrate how our Department is managing the different fund sources for our work (Program Funding Measures).

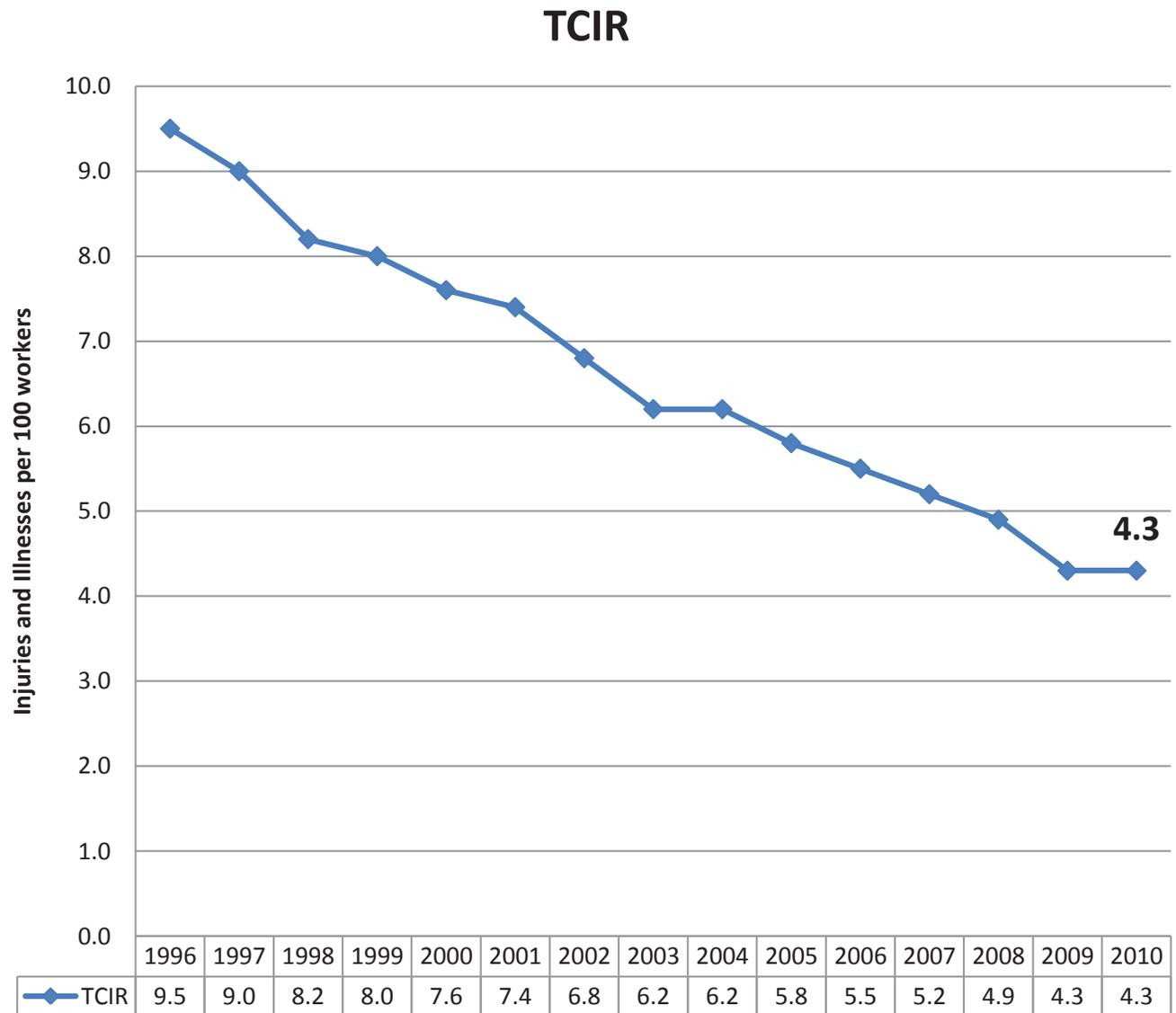
# KPI #1: Non Fatal Occupational Injury and Illness Rate for Indiana

This measures the injury and illness rate per 100 employees in the state of Indiana, as released annually by the federal Bureau of Labor Statistics.

The lower the number, the safer Hoosier Workplaces have become.

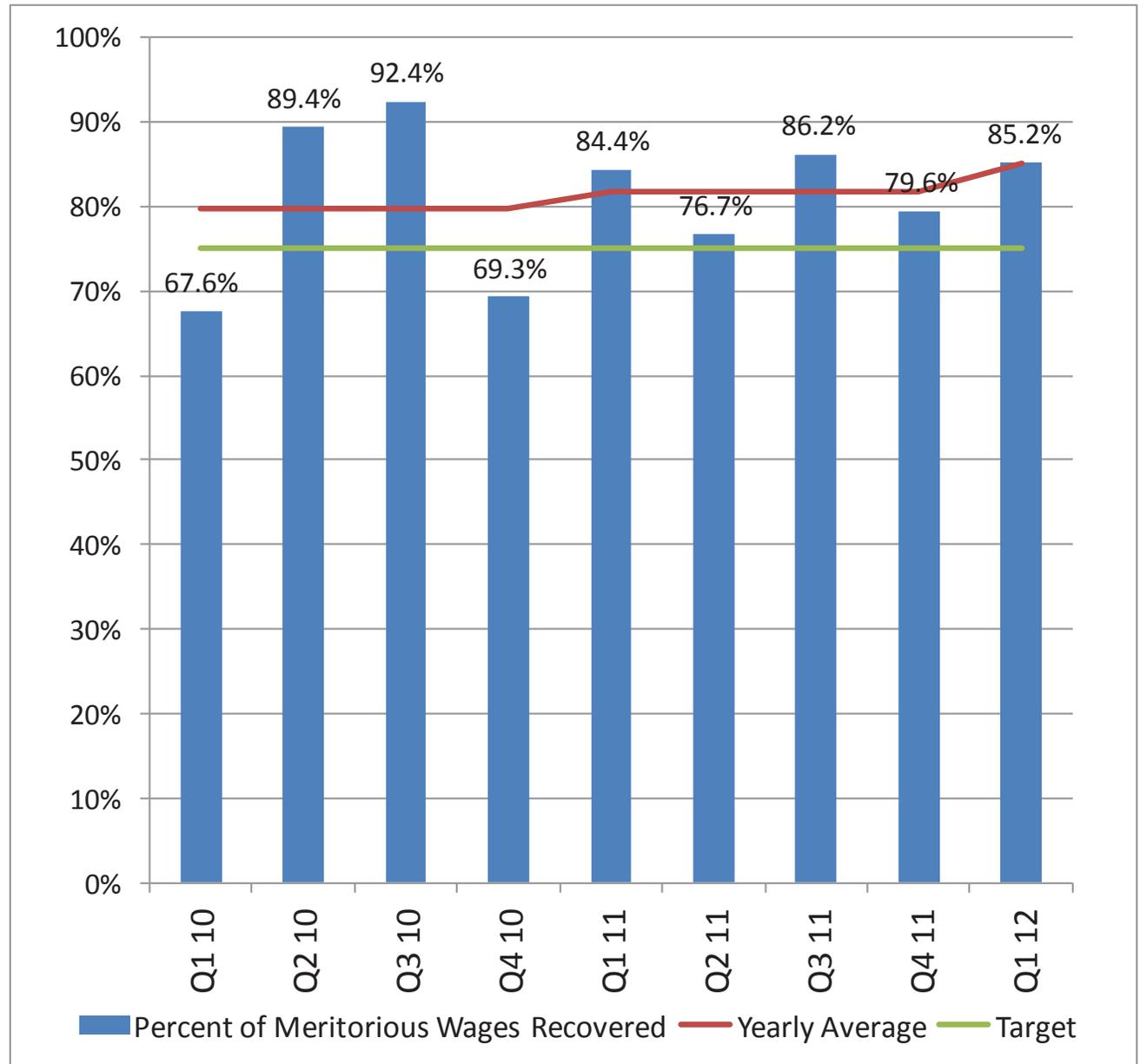
The goal for 2010 was a rate of 4.0.

**The 2010 rate was released on October 20, 2011. The overall rate was 4.3 per 100 FTE's.**



**KPI #2:  
Percentage of Meritorious Wage Claims and Common Construction Wage Audits which Result in Monetary Recovery**

This metric looks at whether those people who have legitimate claims ever got any of their money as a result of enlisting the help of IDOL's Wage and Hour Division. It tracks the effectiveness of DOL's efforts at compliance.

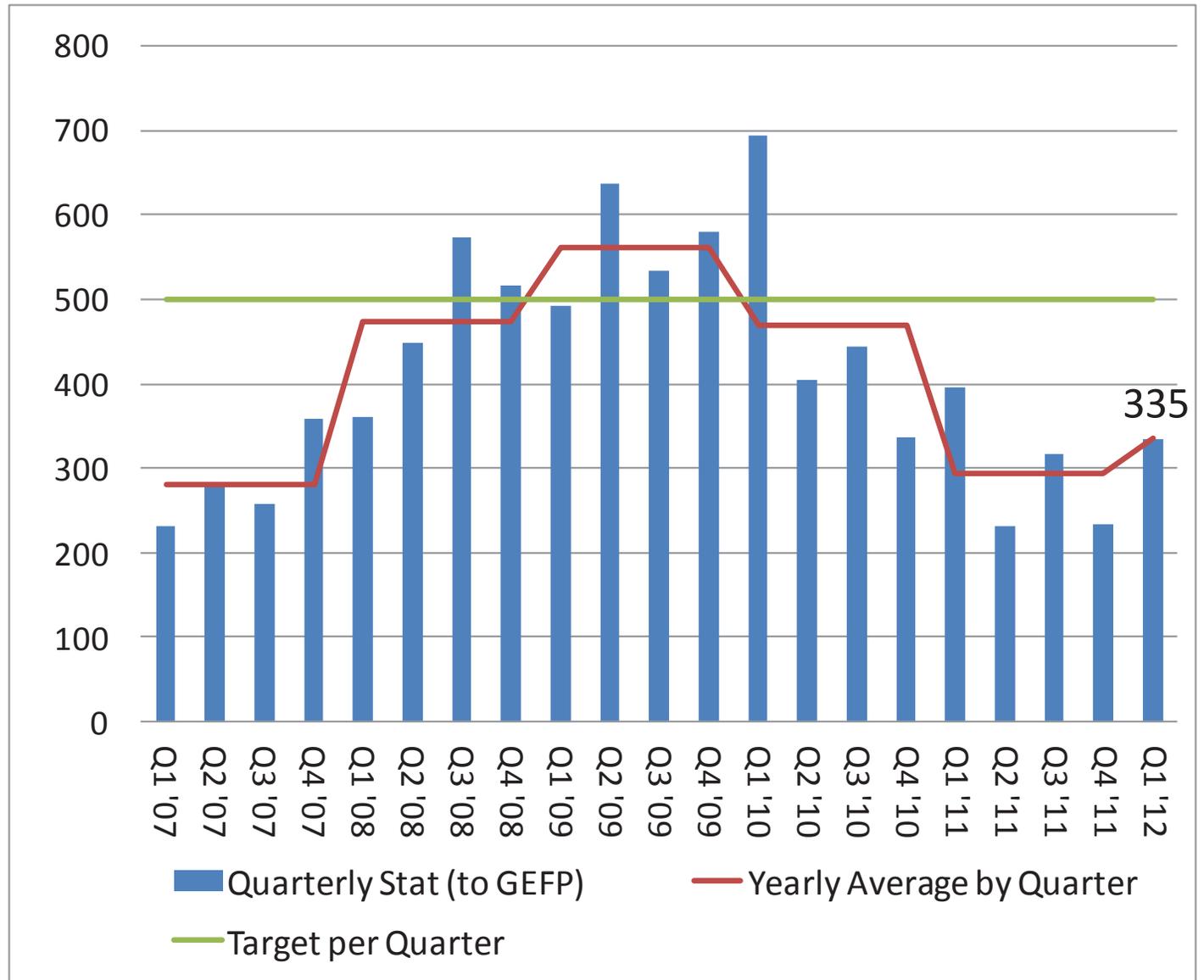


### KPI #3: Number of Indiana Occupational Health and Safety (IOSHA) Inspections

We measure how productive our safety and health inspectors and supervisors are in part by how many Hoosier businesses they are able to inspect each quarter.

Inspections are counted as “done” when the compliance officer completes his or her on-site inspection and closing conference at the Hoosier employer being inspected.

The target of 166 each month translates in to an annual total of 2,000 inspections. This also reflects the targets set forth in the federal grant.



# Program Funding Metrics

KPI's can double as Program Funding Metrics.

<b>Fund Center Name</b>	<b>Program Objective</b>	<b>Program Indicator</b>
IOSHA	Reduce occupational injuries and illnesses	Non-Fatal occupational injury and Illness rate – Outcome oriented
IOSHA	Improve safety through efficient customer service and compliance review	Average lapsed time for inspections with citations – Outcome 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
Operations, Wage & Hour and Bureau of Child Labor	Enforce Indiana child labor laws through regulation	Number of child labor inspections – Output oriented
Employment of Youth- Bureau of Child Labor	Enforce Indiana child labor laws through education	Number of child labor law training classes conducted – Output oriented
INSafe	Improve safety and health through outreach, education and training	Number of safety and health consultations – Output oriented
Bureau of Mines	Enhance underground mine safety	Number of mine inspections – Output oriented
Research and Statistics (Quality Metrics and Statistics)	Produce reliable and clean data to measure IOSHA and INSafe safety and health outcomes	Bureau of Labor Statistics survey return rate – Outcome oriented
OSHA Survey (Quality Metrics and Statistics)	Produce reliable and clean data to measure IOSHA and INSafe safety and health outcomes	OSHA Data Initiative return rate – Outcome oriented

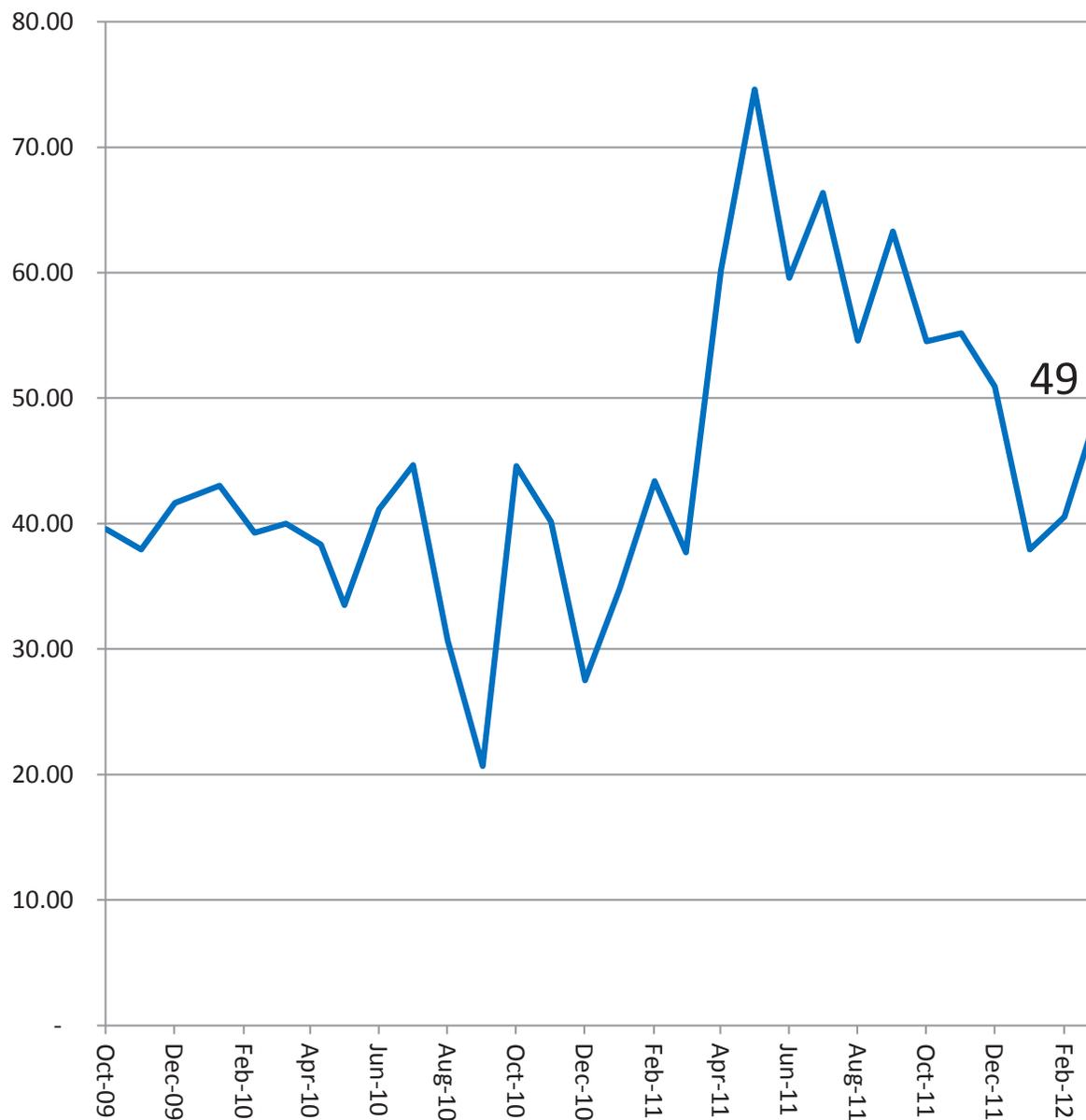
## Lapsed Time for Inspections with Citations

The time it takes to perform an inspection is the “Lapsed Time”. This metric measures the days it takes, on average, for all IOSHA inspections from which Citations are issued.

We count the time from the “Opening Conference” through the “Citation Issued” date.

Beginning Q2 2011, we began measuring only those inspections with citations. This results in an increase of average lapsed time.

**The method of calculating this was changed in Q2-2011. We now track only inspections from which a citations was issued.**

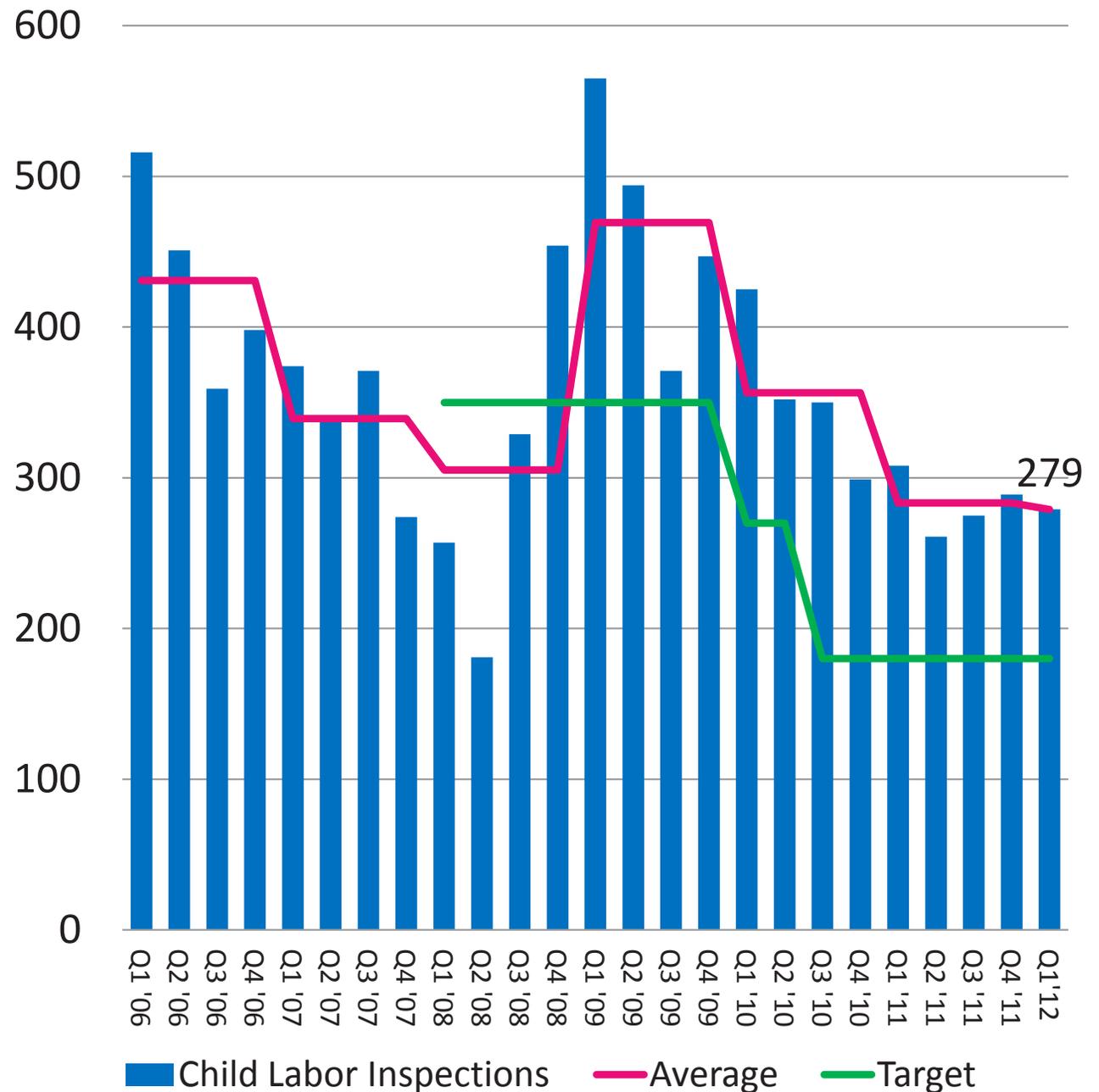


## Child Labor inspections completed

The Bureau of Child Labor exists to ensure that Hoosier minors are working in safe occupations and that their work hours and practices do not interfere with their education.

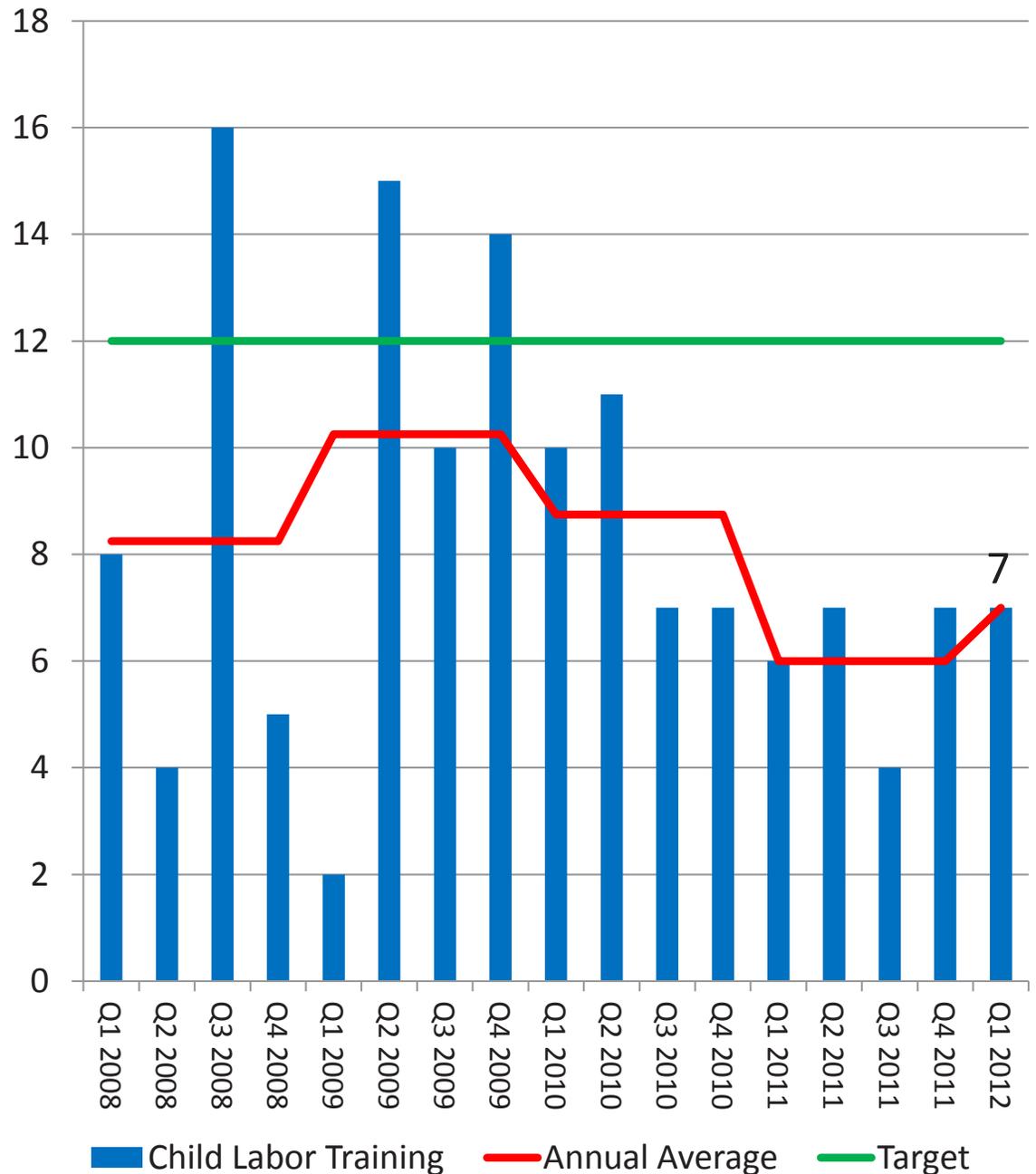
The laws enforced by the Bureau are related solely to employees under 18 years of age.

This metric counts the number of Child Labor Inspections done monthly and then sums them for the quarter.



## Child Labor Free Trainings

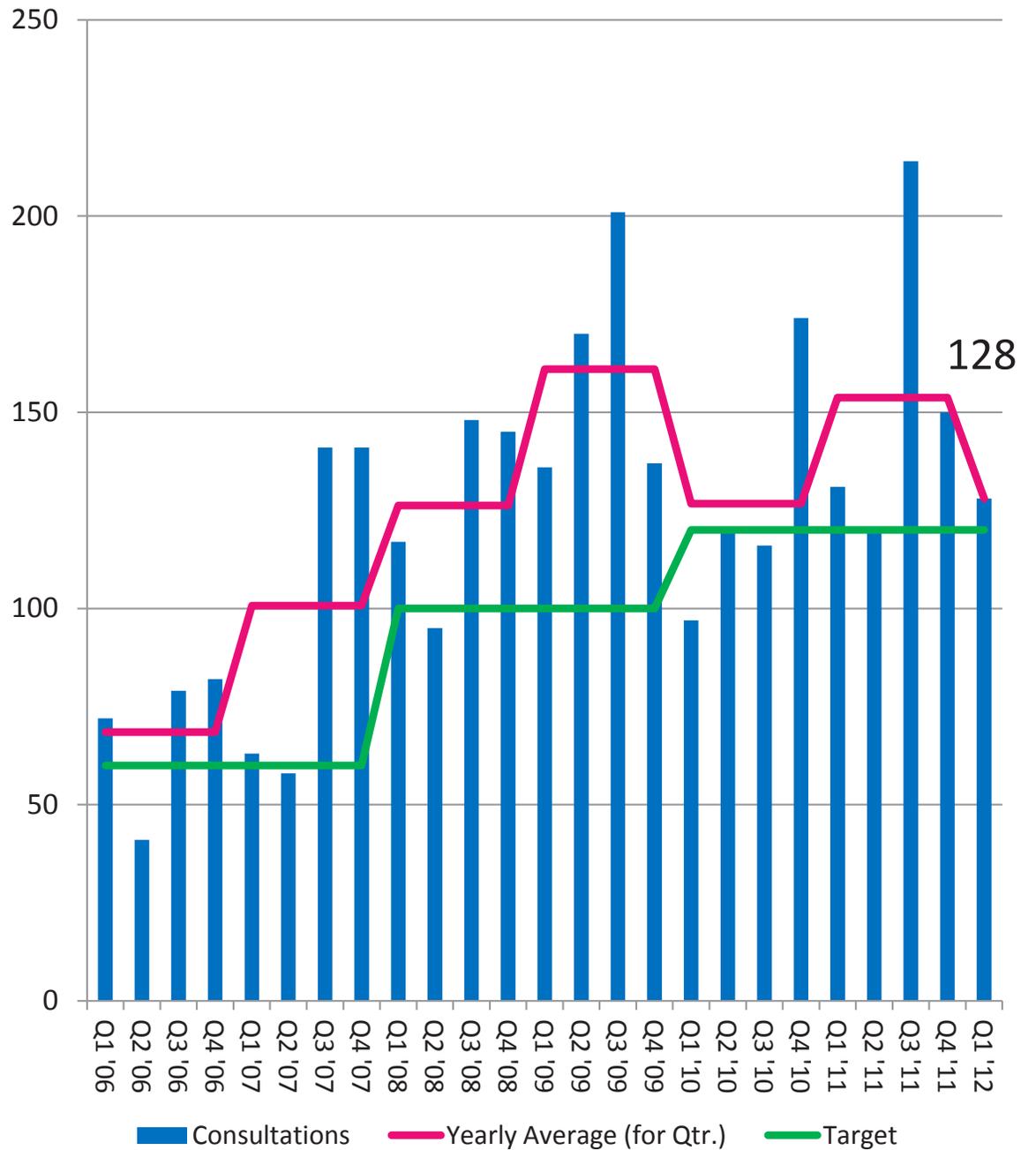
The Bureau of Child Labor offers free training to employers, educators, parents and teens that provides an overview of Indiana's Child Labor laws. These trainings are offered both live and via teleconference. Enrolling and attending these trainings is entirely voluntary. Four teleconference trainings are scheduled per month. Information about upcoming trainings accompanies each piece of outgoing mail, fax or e-mail that is generated by the Bureau of Child Labor. Inspectors also provide training schedules to employers at the time of inspection.



# Quarterly Number of INSafe Consultations

This metric measures the effectiveness of money spent in INSafe by counting how many on site consultations and interventions are conducted in a quarter.

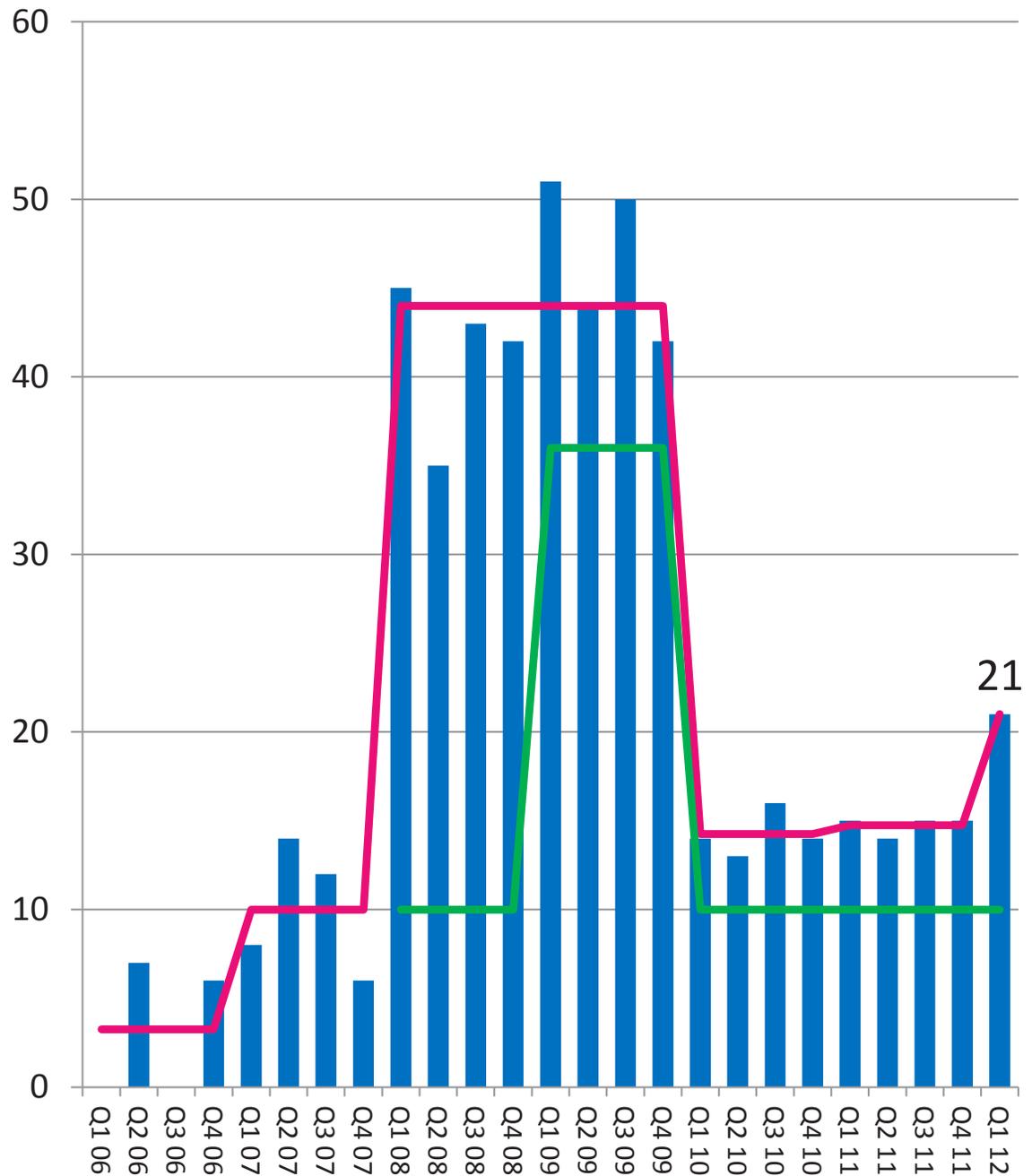
A consultation is a formal safety education experience, tailored to the company who has requested it.



# Number of Coal Mine Inspections

This metric measures the effectiveness of money spent in the Bureau of Mines by counting how many inspections of underground coal mines (surface and underground portions) are conducted in a quarter.

Note: The 2010 target for mine inspections was reduced to ten with the elimination of a mine inspector position.



# Response Rate for the Survey of Occupational Injuries and Illnesses

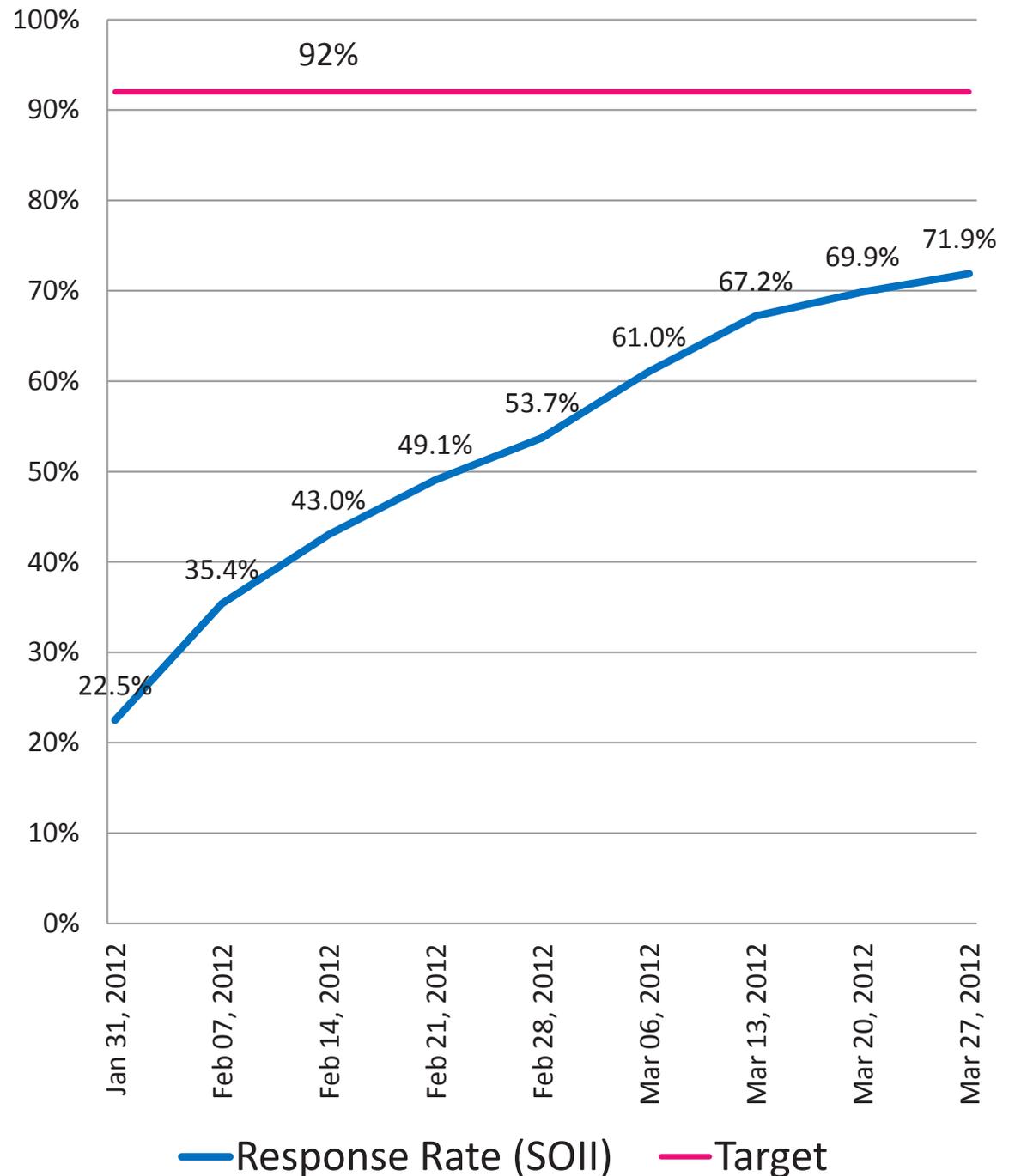
This metric measures the effectiveness of money spent in the Division of Quality, Metrics and Statistics by measuring the actual response rate from employers of the annual survey.

This survey counts how many workers get hurt on-the-job every year.

It is conducted from mid-January to mid-July each year.

We report the number to the GEPF on a yearly basis, when the survey is finished.

At IDOL, the response rate is tracked in process every two weeks, as it is recorded here.



## Response Rate and Clean Rate for Indiana and Ohio: OSHA Data Initiative survey (ODI), Final Annual Data

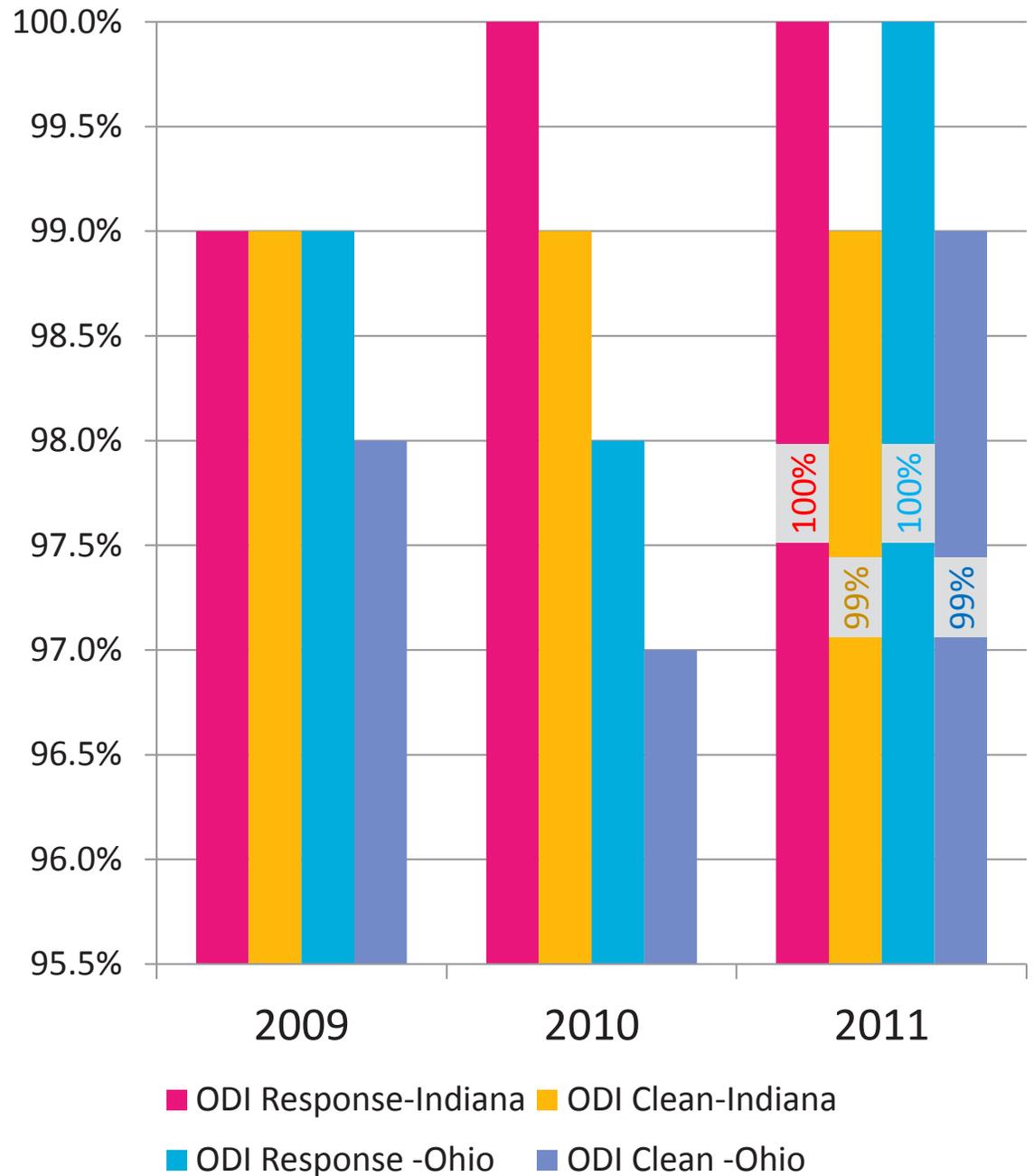
This metric measures the effectiveness of money spent in the Division of Quality, Metrics and Statistics by measuring the actual response rate from employers of the annual survey in all of Indiana and parts of Ohio.

“Response rates” are the percent of the sample that returns our survey. “Clean rates” are the returned surveys with all questions on the survey answered.

This survey counts how many workers get hurt on-the-job every year. It is used by federal OSHA to set emphasis programs and targets for “General Inspections”.

The ODI starts in mid-June, when the companies surveyed are sent forms, through October, when all error and collection of data are to be finished.

We report the yearly finished rate to the GEFP for four quarters.



# Management Statistics

Each Division reports metrics used to manage and measure their effectiveness



- EXCELLENT
- GOOD
- AVERAGE
- POOR

The following graphs show the responses we get from our customer surveys for ALL IDOL and also for each Division that uses the standard form.

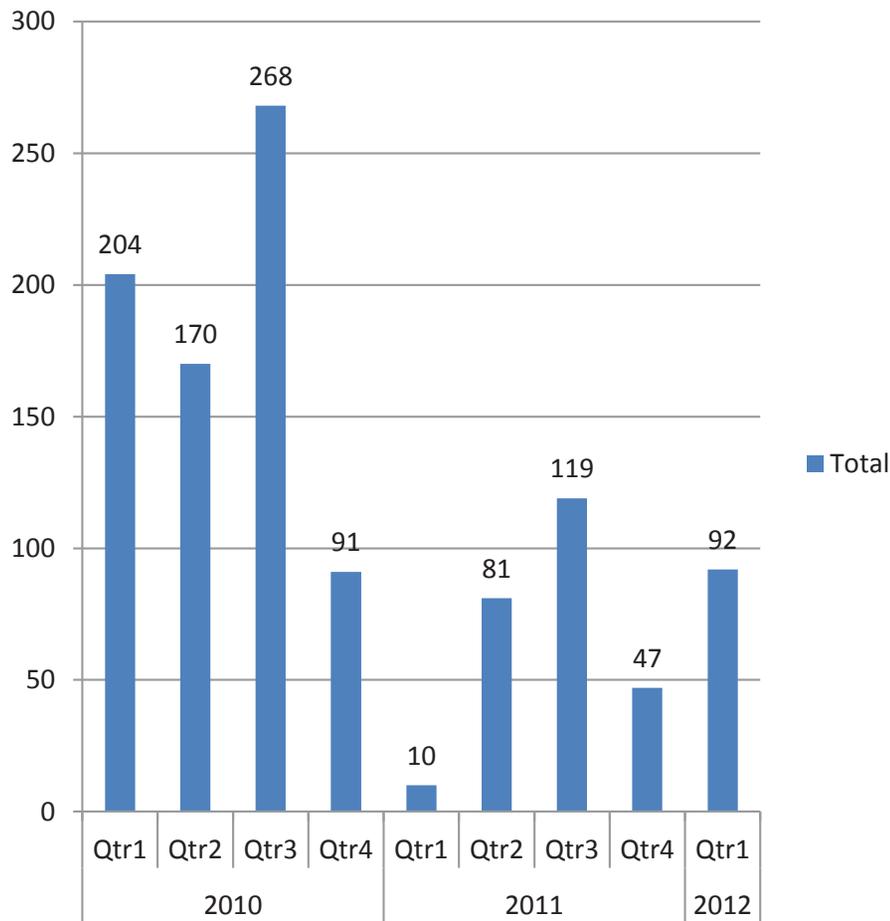
The forms have five categories scored from a low (“poor”) of zero to a high (“excellent”) of 4. A 20 is a perfect score.

## CUSTOMER SERVICE SURVEYS

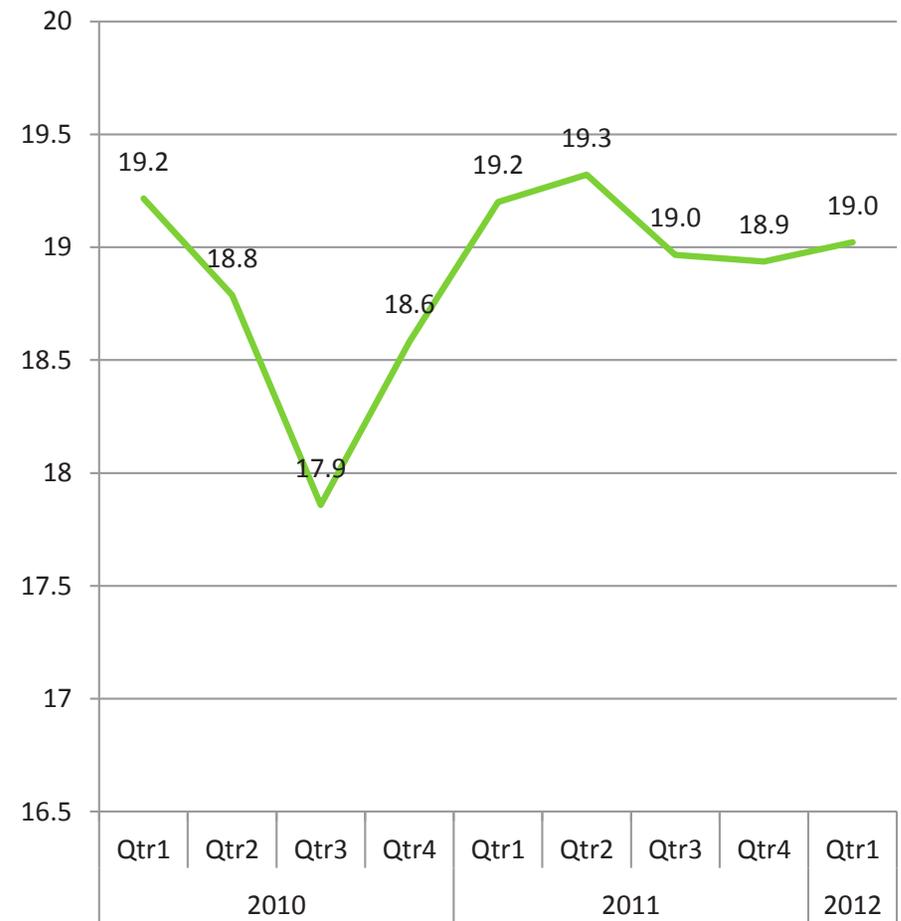


# All IDOL Customer Survey Responses

## Total Surveys by Quarter

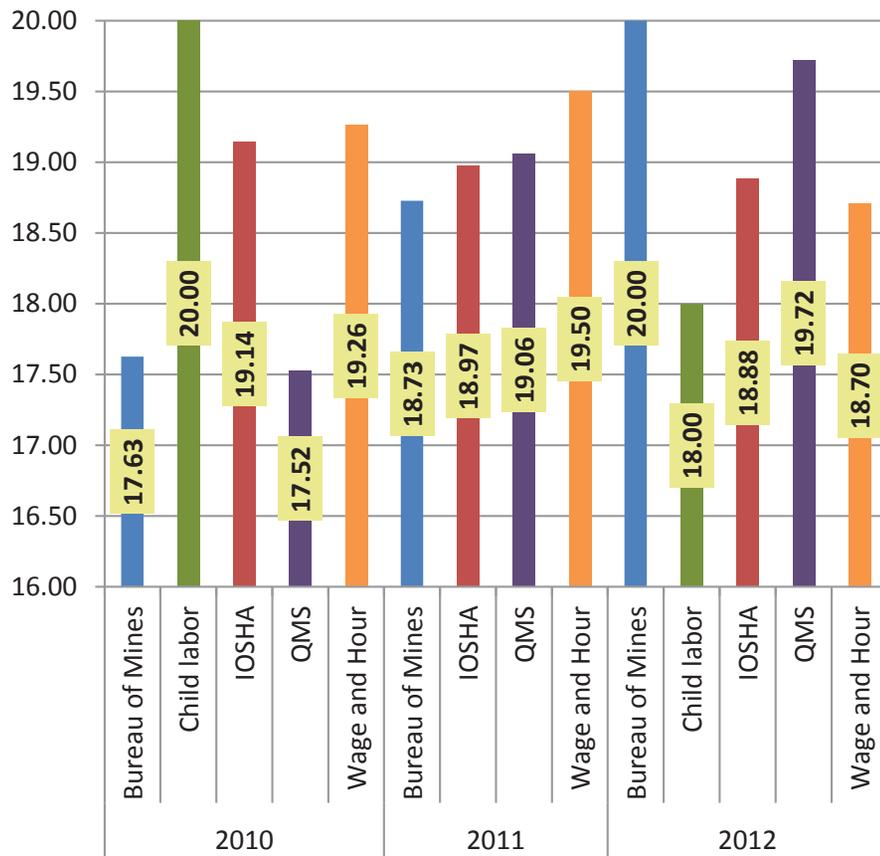


## Average Total Score: All IDOL



# Divisional Scores, by year

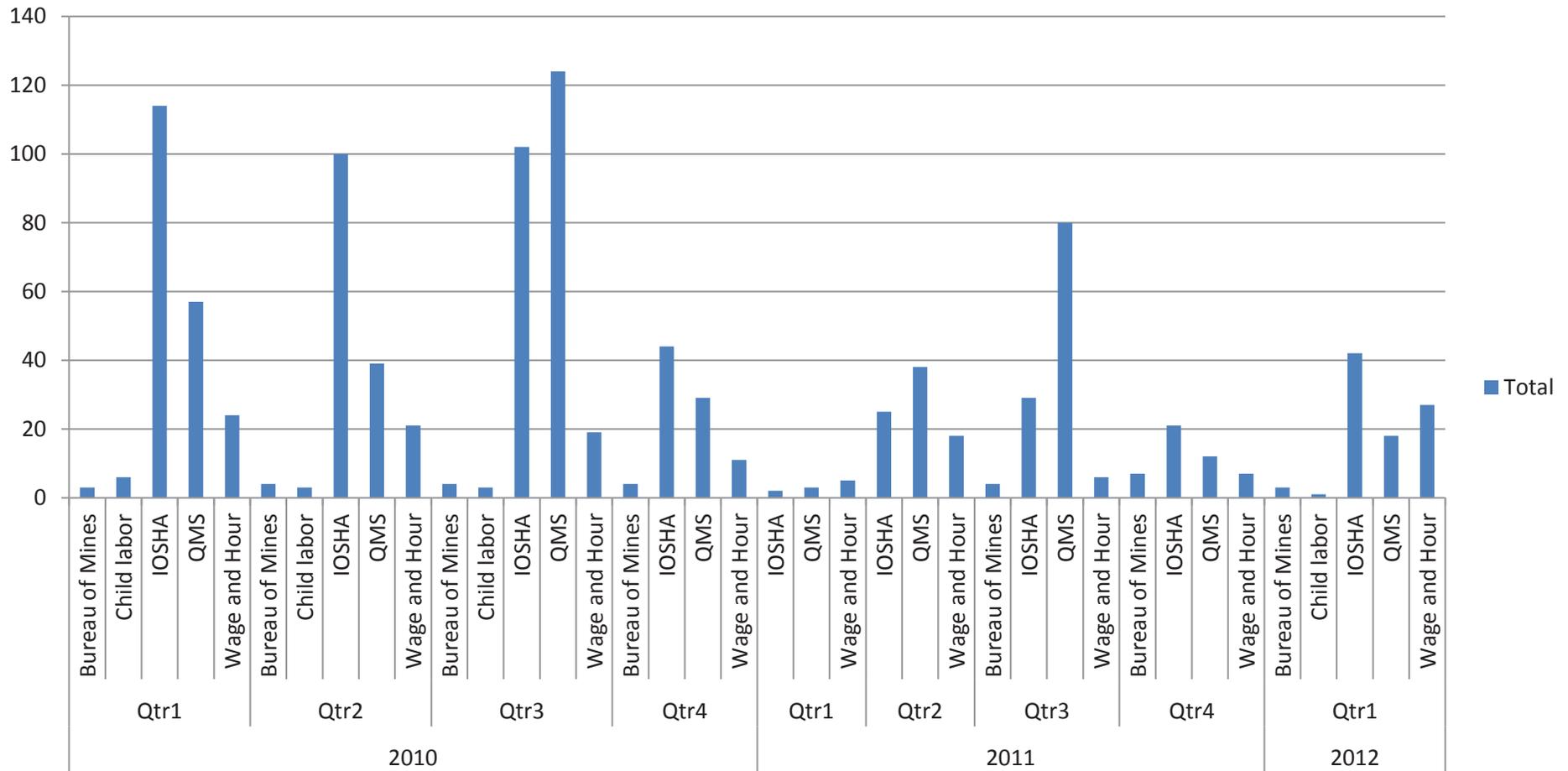
Average Total Score by Year and Division



- Our Divisions with external contacts use Customer Surveys to monitor how the public is reacting to our services
- The Bureau of Child Labor, and INSafe do not use the standard form, preferring a more detailed form for their employees
  - Some forms from Child labor are used when inspectors are out in the field

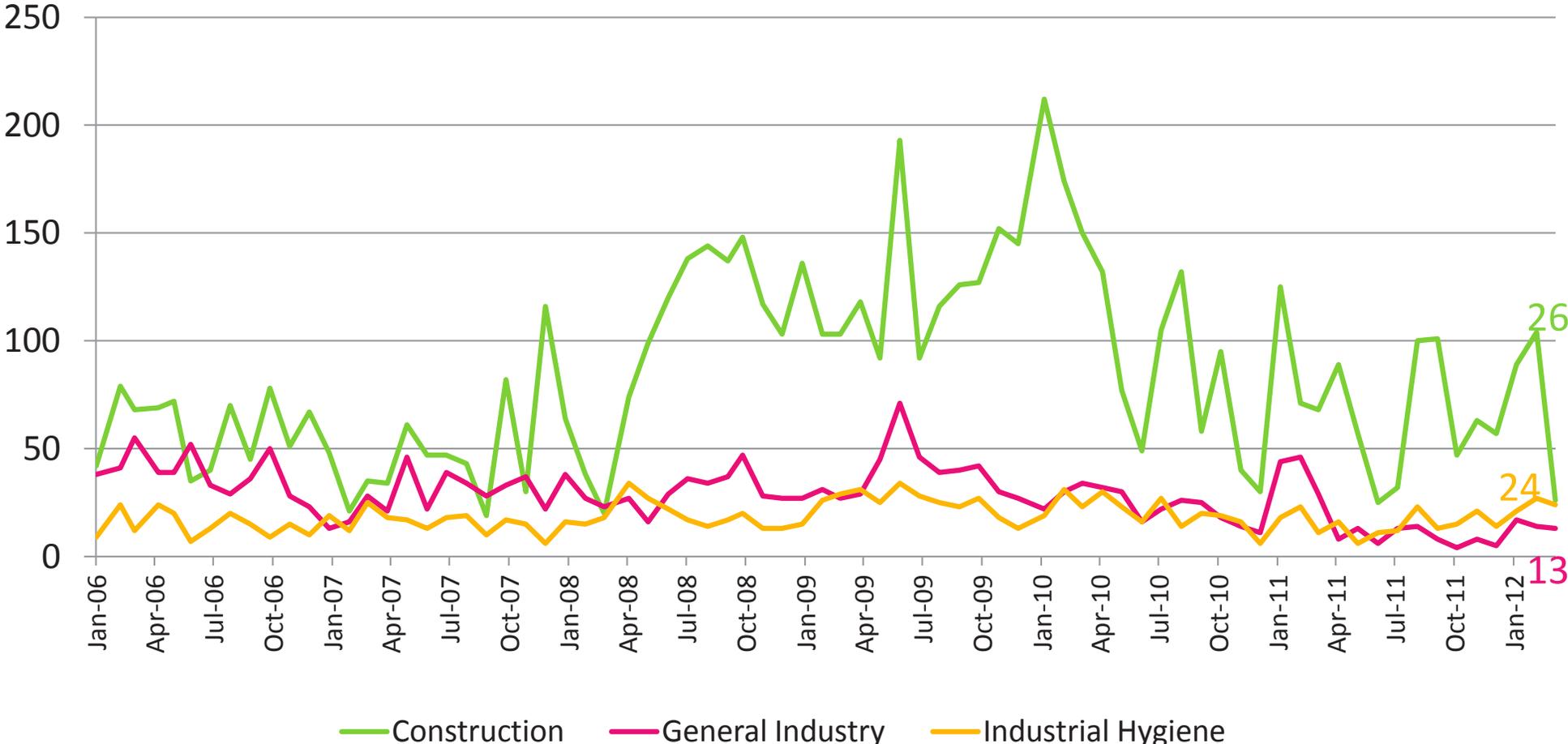
# Total Customer Surveys, by quarter and division

## Total Surveys, by Quarter, by Division



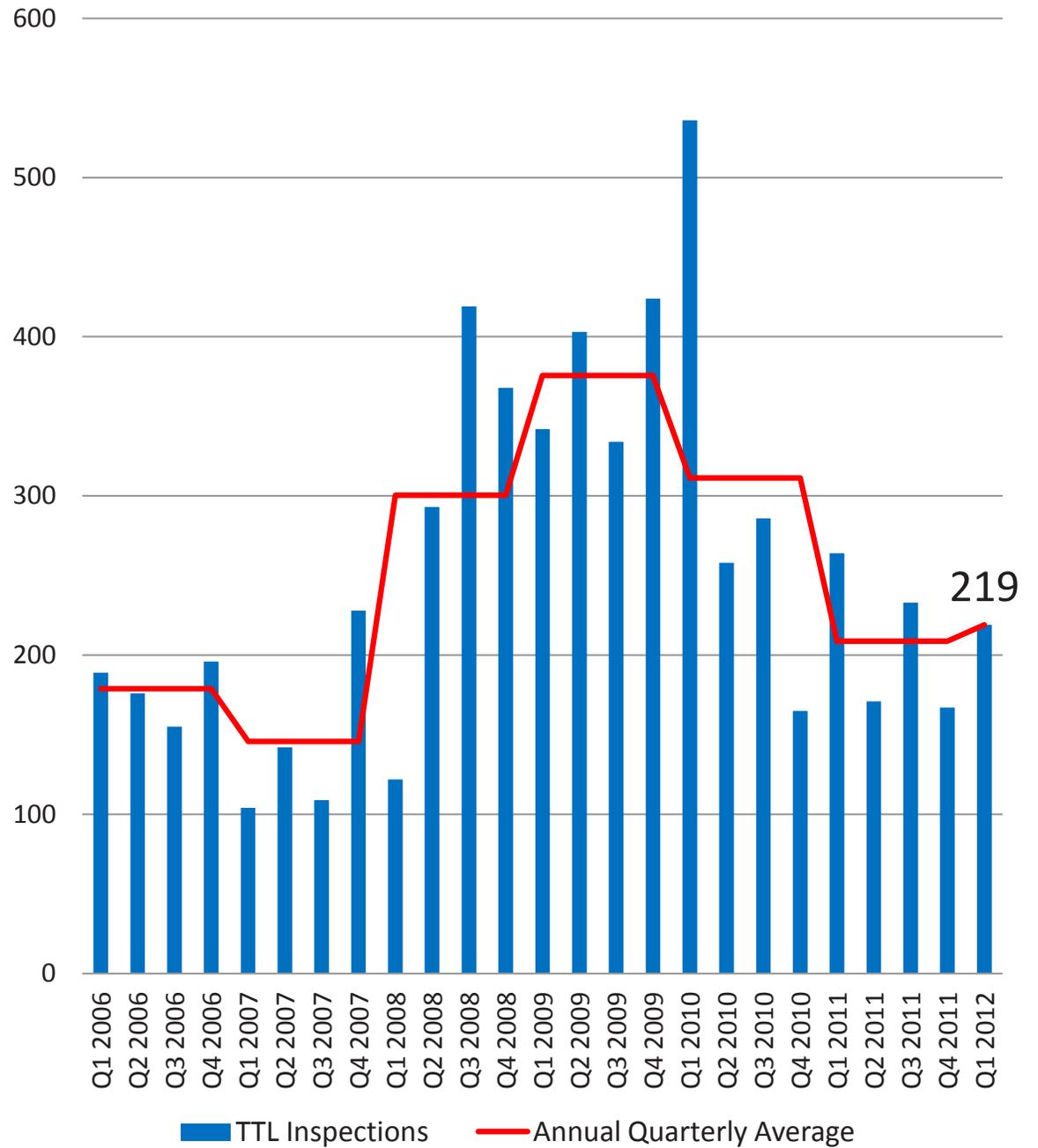
# **INDIANA OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION**

# Compare Monthly Divisional Inspection Totals in IOSHA

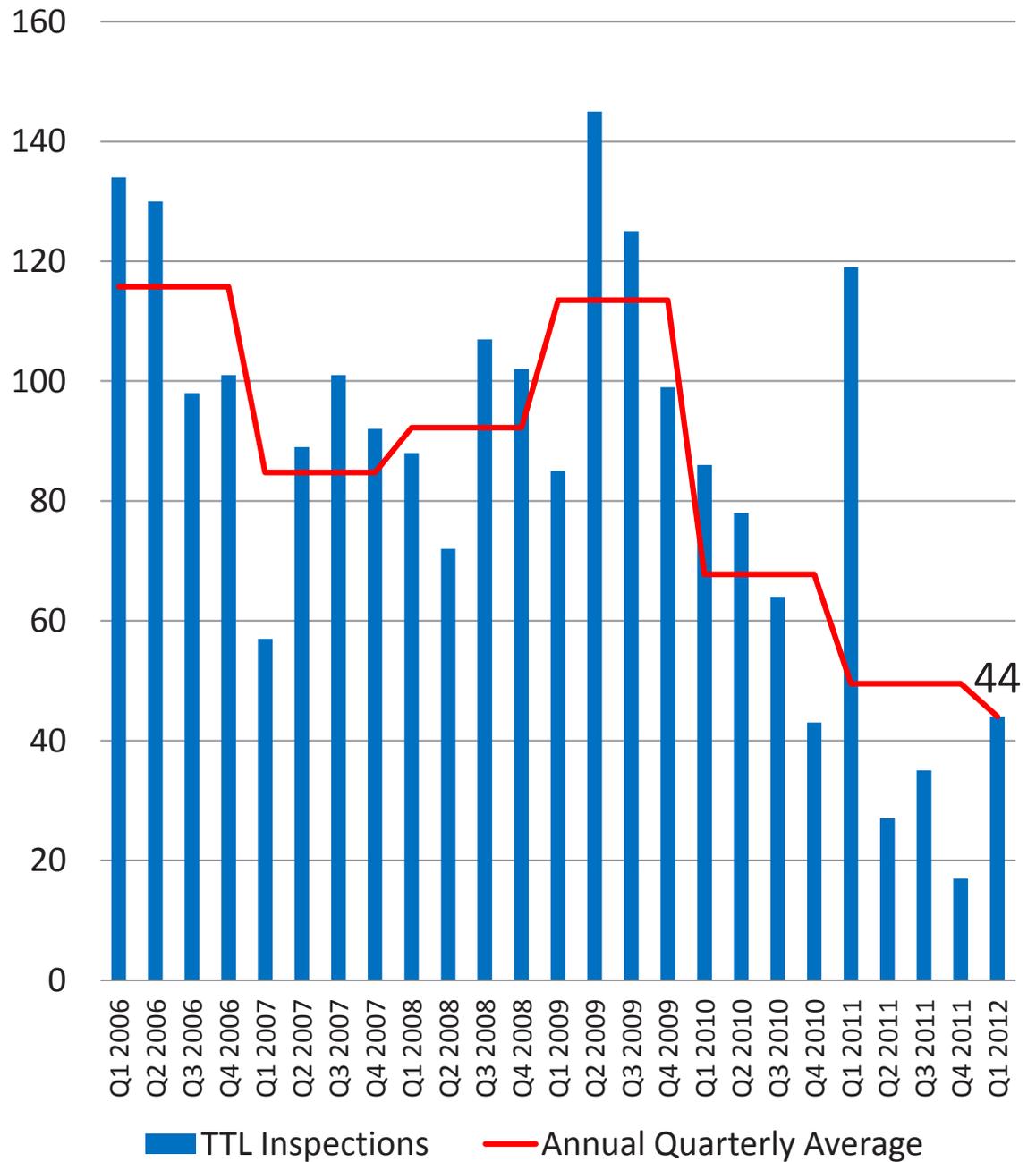


This chart compares the number of inspections performed by each IOSHA Division by month. The first month of each Quarter is marked.

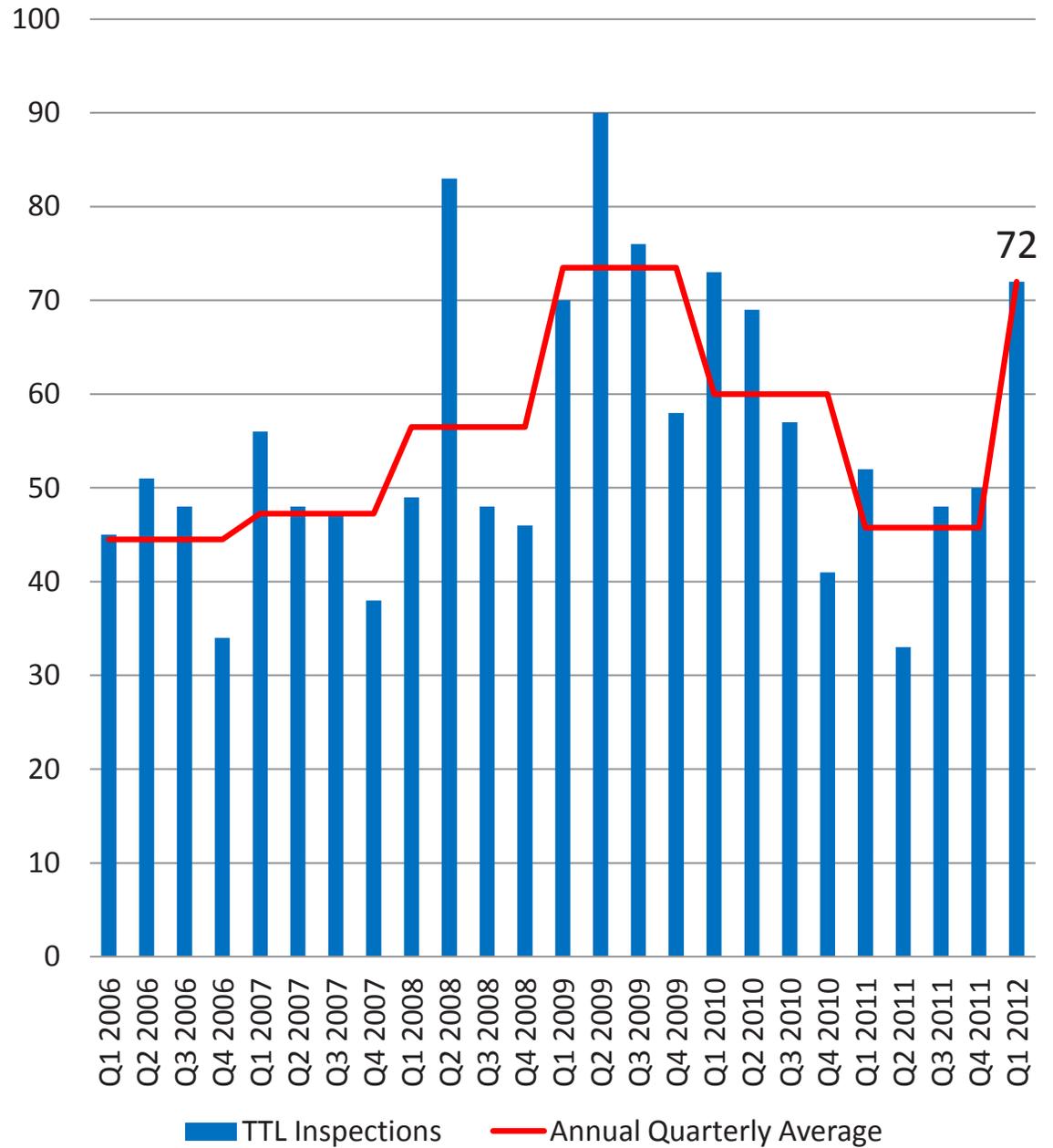
# IOSHA Quarterly Divisional Inspection Totals: Construction



# IOSHA Quarterly Divisional Inspection Totals: General Industry



# IOSHA Quarterly Divisional Inspection Totals: Industrial Hygiene

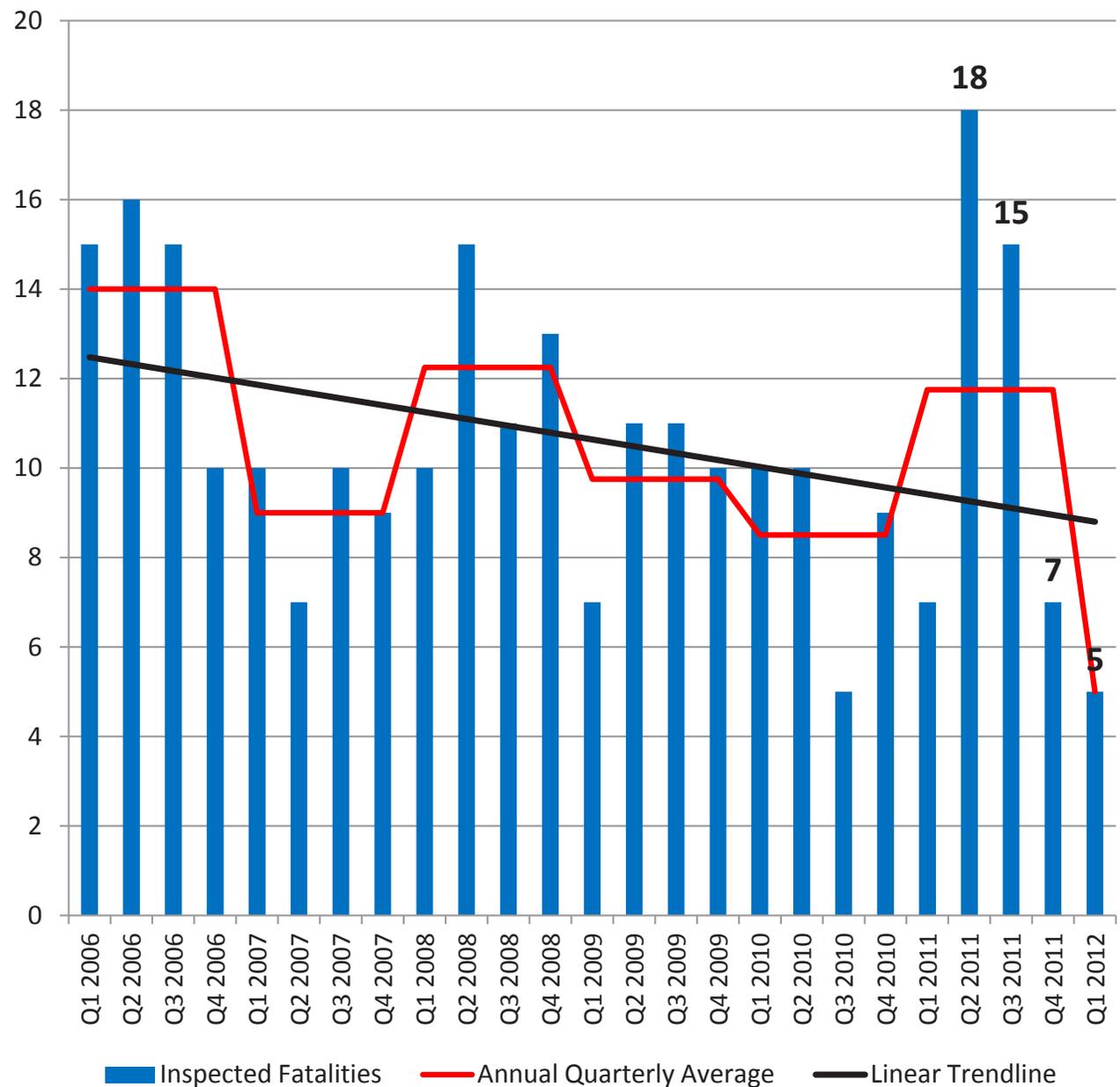


## Workplace Deaths Inspected by IOSHA (Quarterly)

Fatalities in the workplace are often inspected for possible violations of safety and health standards.

Often, IOSHA inspectors are among the first to know and some of the first to respond when a fatal accident occurs.

Tracking those inspections gives us insight into the overall safety of Hoosier workplaces.



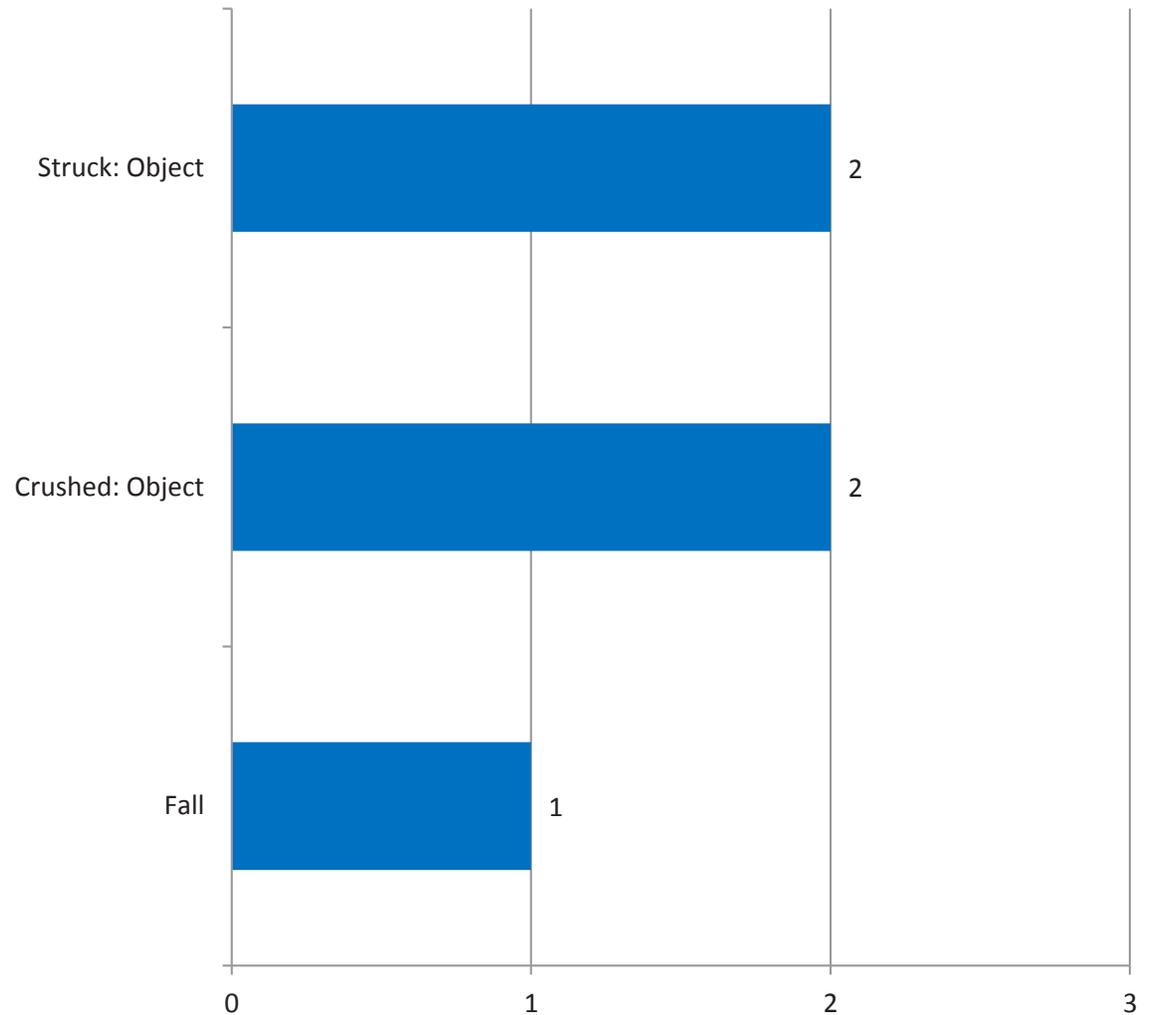
## This Year's Fatality Inspections by Cause of Death

We sort and classify the causes of deaths in the workplace.

This information helps us educate Hoosier employers so that they can correct life threatening situations in their places of business.

The Total IOSHA Inspected Fatalities for 2011 was 47.

## IOSHA Inspected Fatal Events: 2012





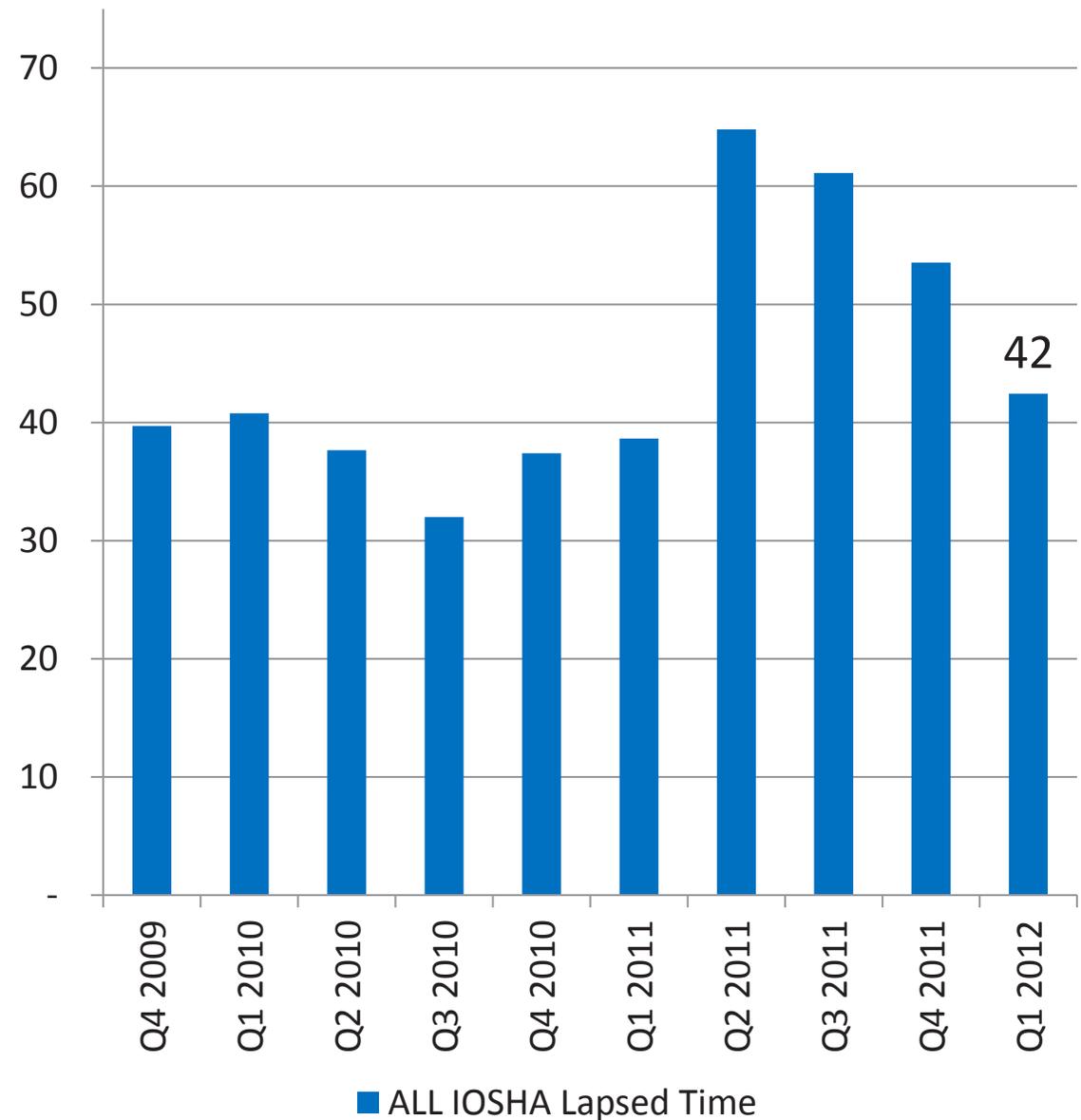
## Lapsed Time for ALL IOSHA Inspections with Citations

The time it takes to perform an inspection is the “Lapsed Time”.

This metric measures the time it takes, on average, for all IOSHA inspections from which Citations are issued to be completed.

As of Q2 2011, we count the time from the “Opening Conference” through the “Citation Issued” date.

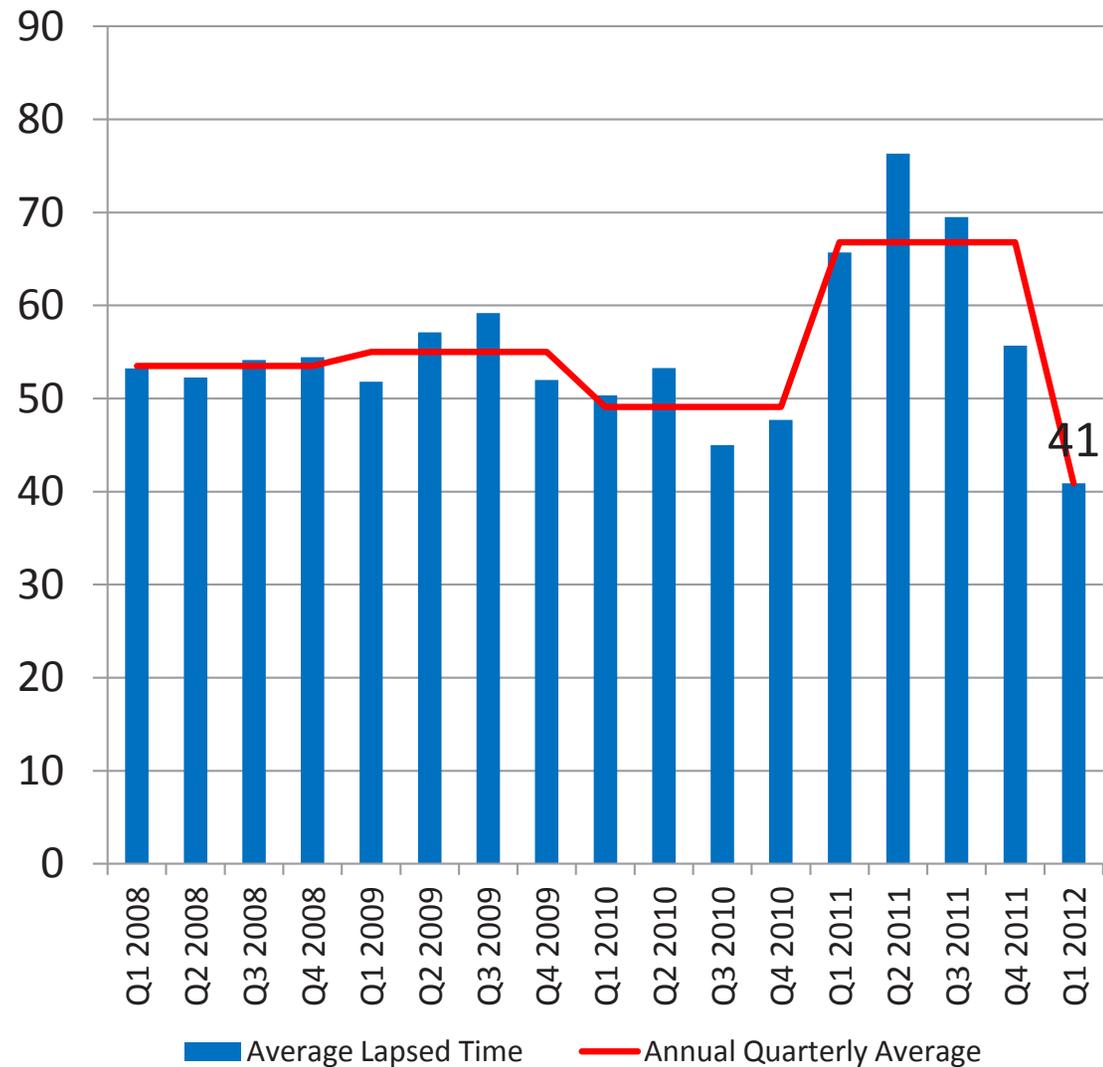
## All IOSHA Lapsed Time



# Construction Inspection Lapsed Time (Quarterly)

Construction projects are the focus of the Construction Division.

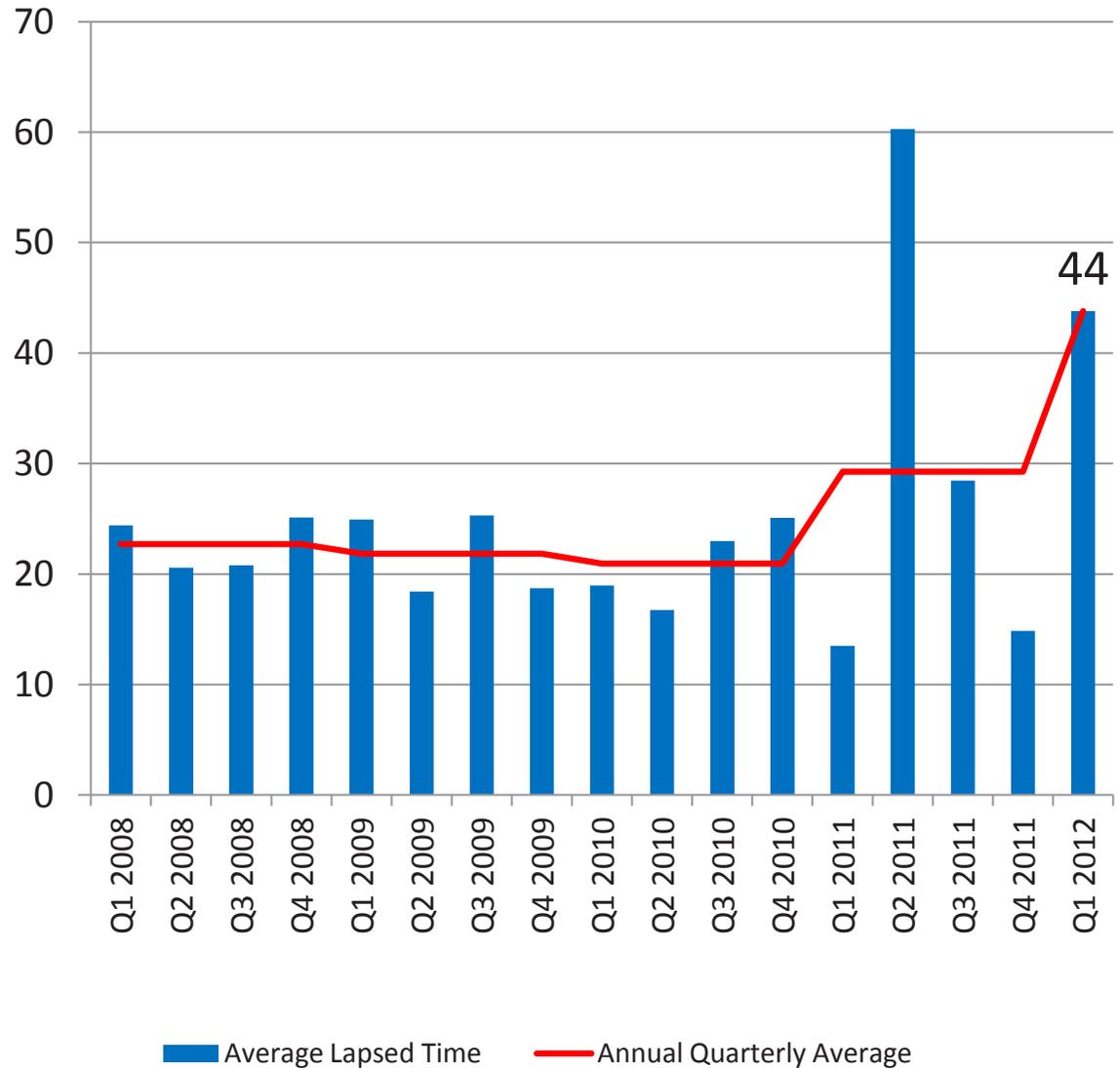
Officers here look at scaffolds and trenches, general safety procedures, and other standards that apply to construction sites throughout Indiana.



# General Industry Inspection Lapsed Time (Quarterly)

General Industry inspections look into safety standards as they apply to manufacturing processes, as well as other industries, like healthcare, professional services, etc. Only Industrial hygiene and construction are excluded.

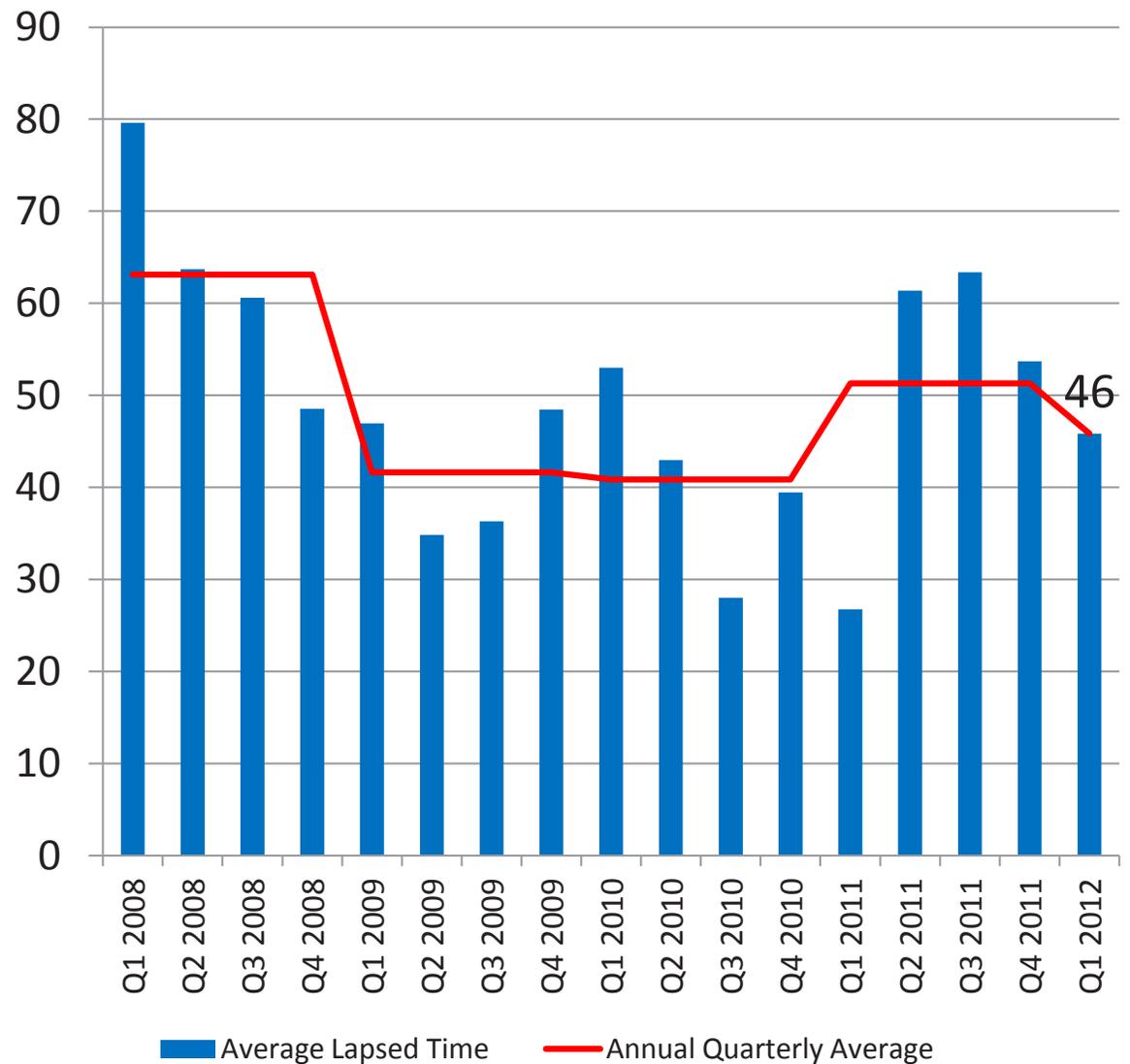
Guardrails and machinery safety devices, the width of aisles for in-house transport and loading dock procedures are typical of the concerns here.



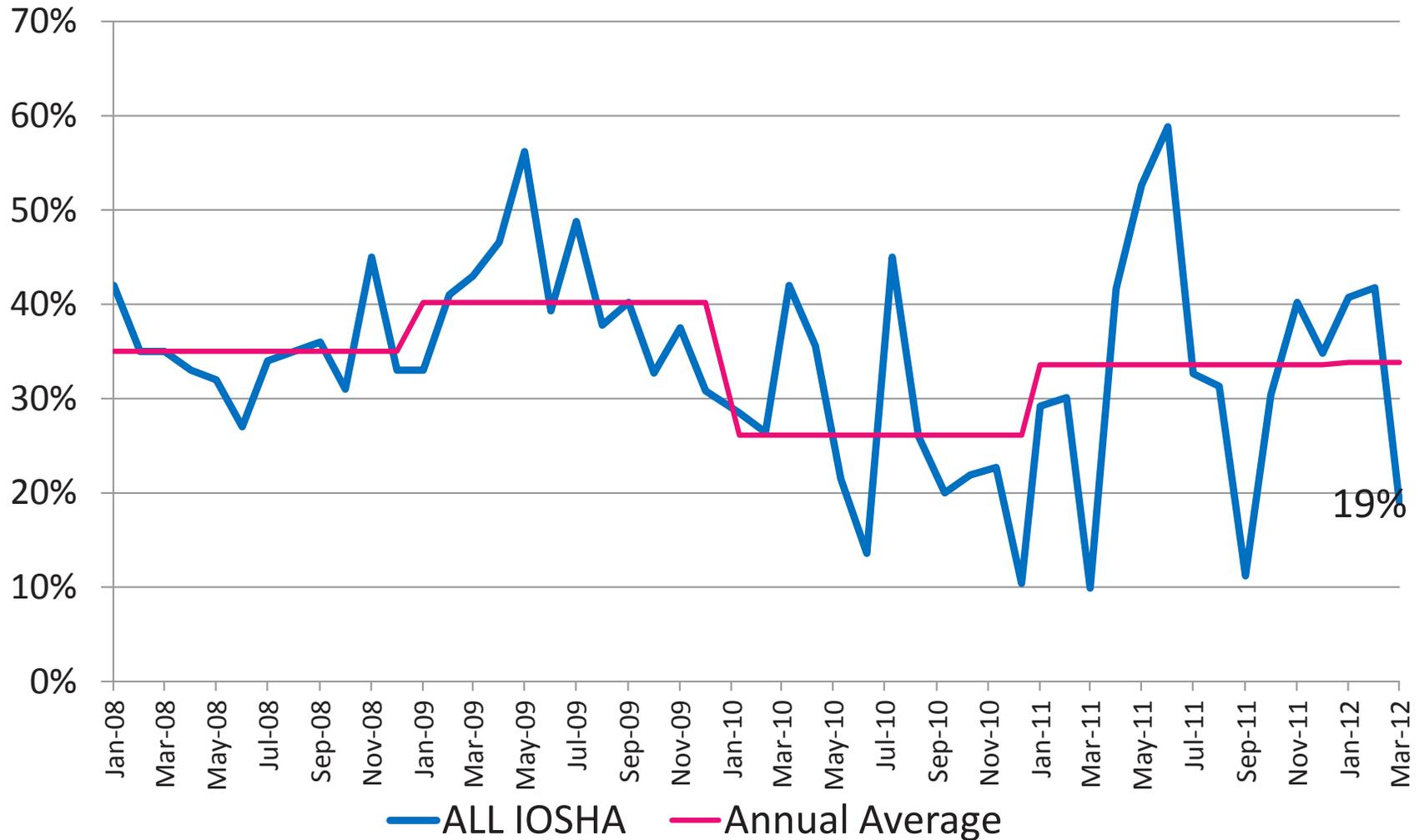
# Industrial Hygiene Inspection Lapsed Time (Quarterly)

Industrial Hygiene inspects general environmental standards such as chemical levels, noise levels and air quality.

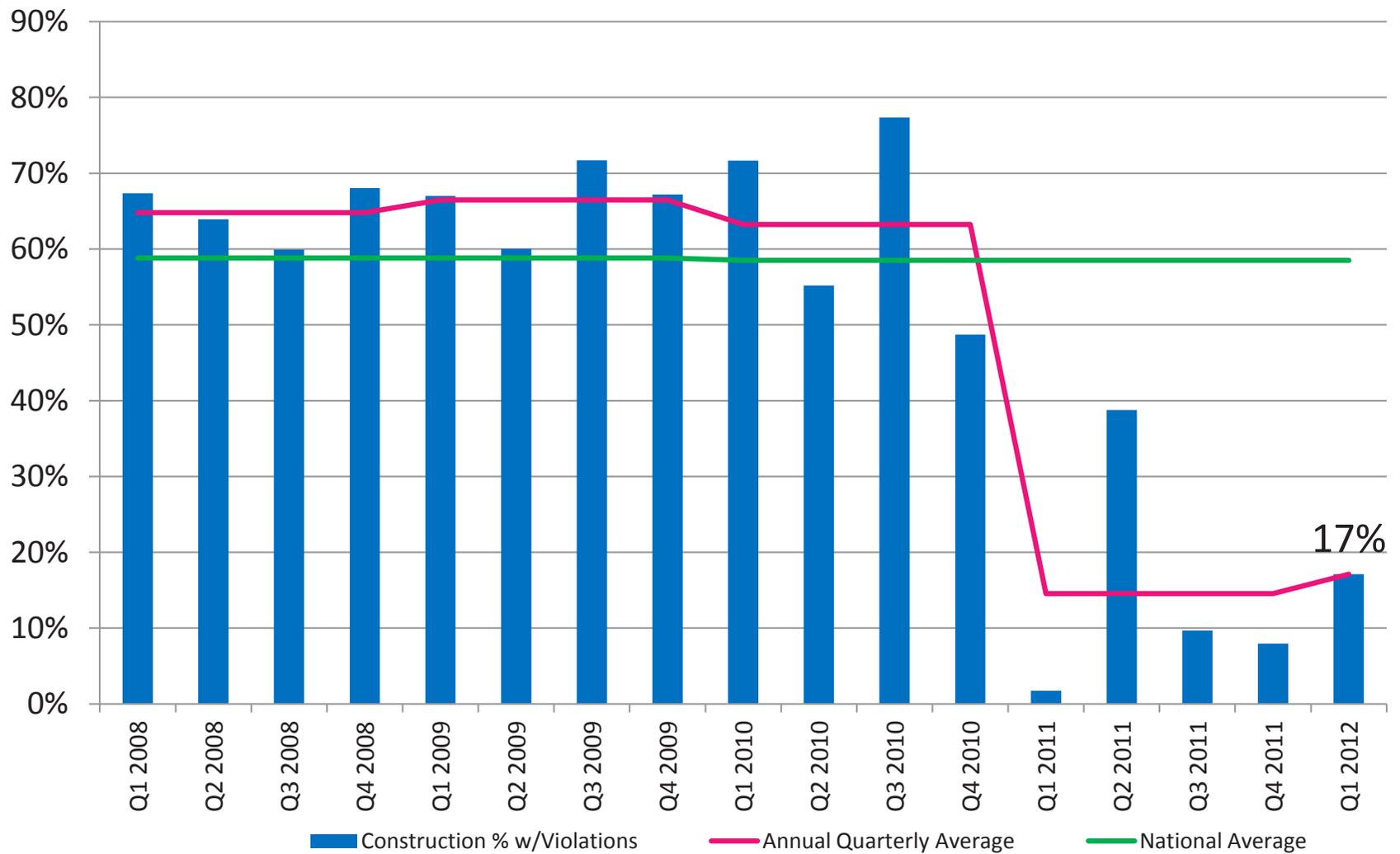
Carbon monoxide, dangerous chemicals used in processes, and combustible dust are some of the hazards that are abated to make Hoosier workers safer in the workplace.



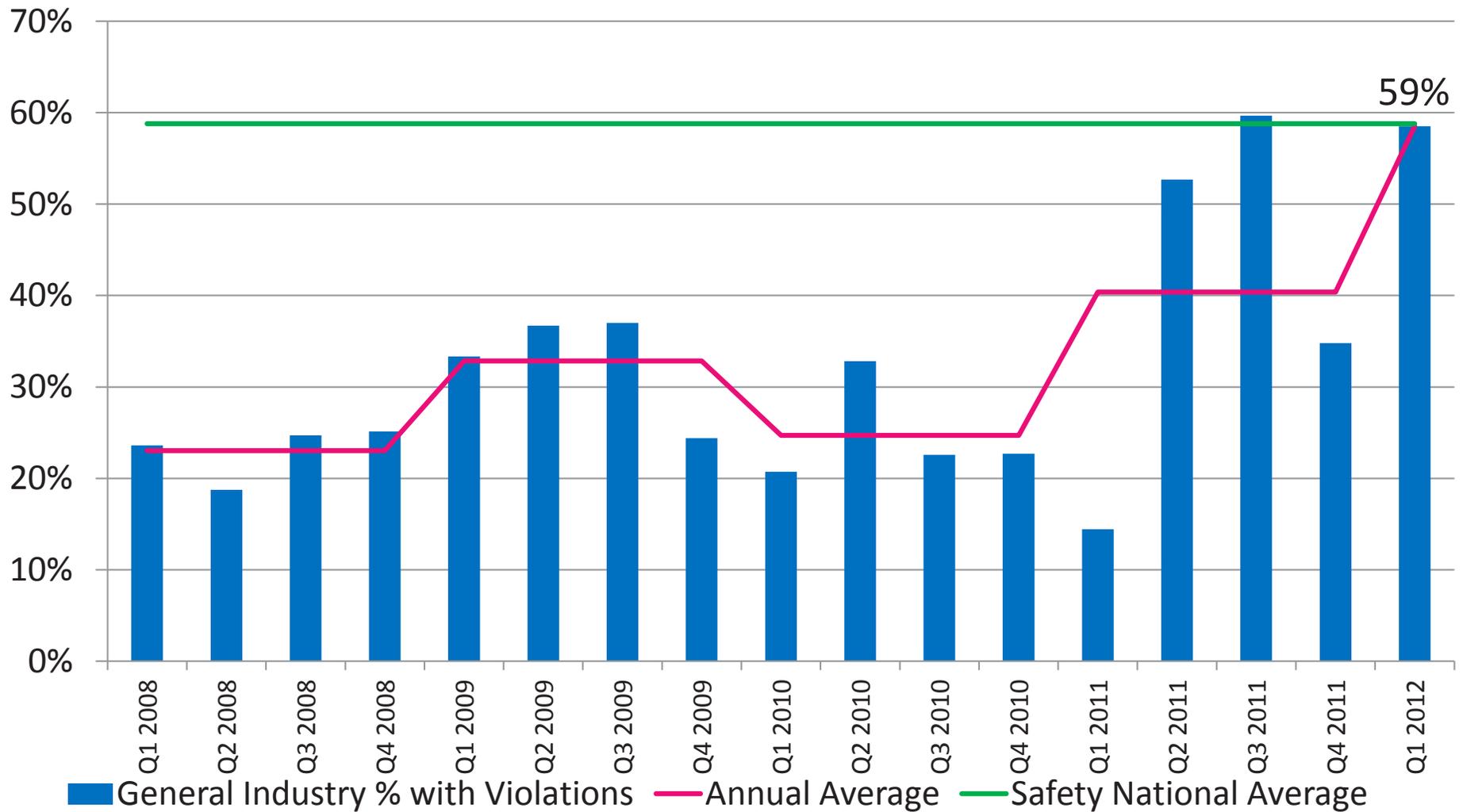
# Percentage of Inspections with Violations – ALL IOSHA



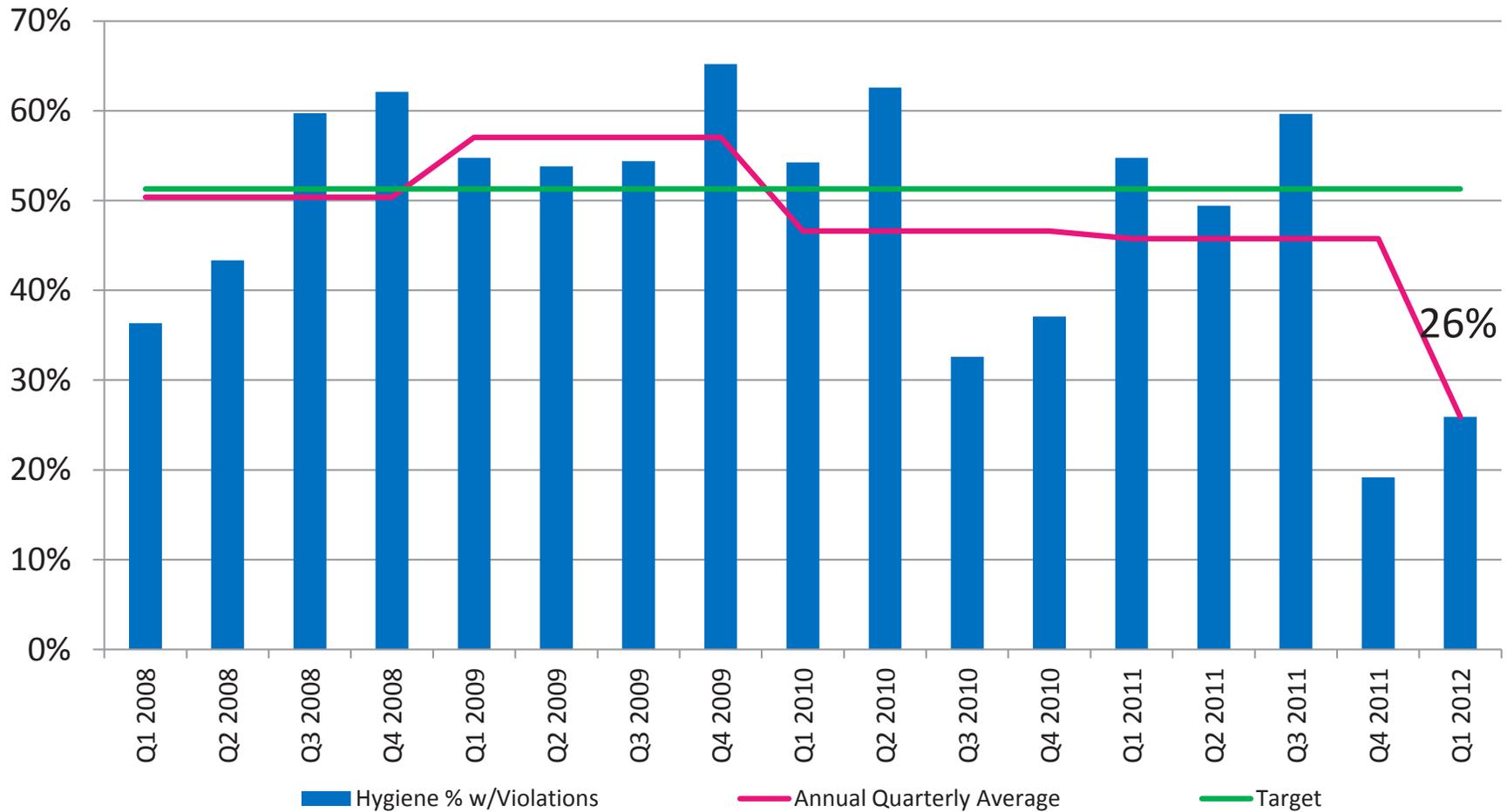
# Construction Inspections Percentage with Violations



# General Industry Inspections Percentage with Violations (Quarterly)

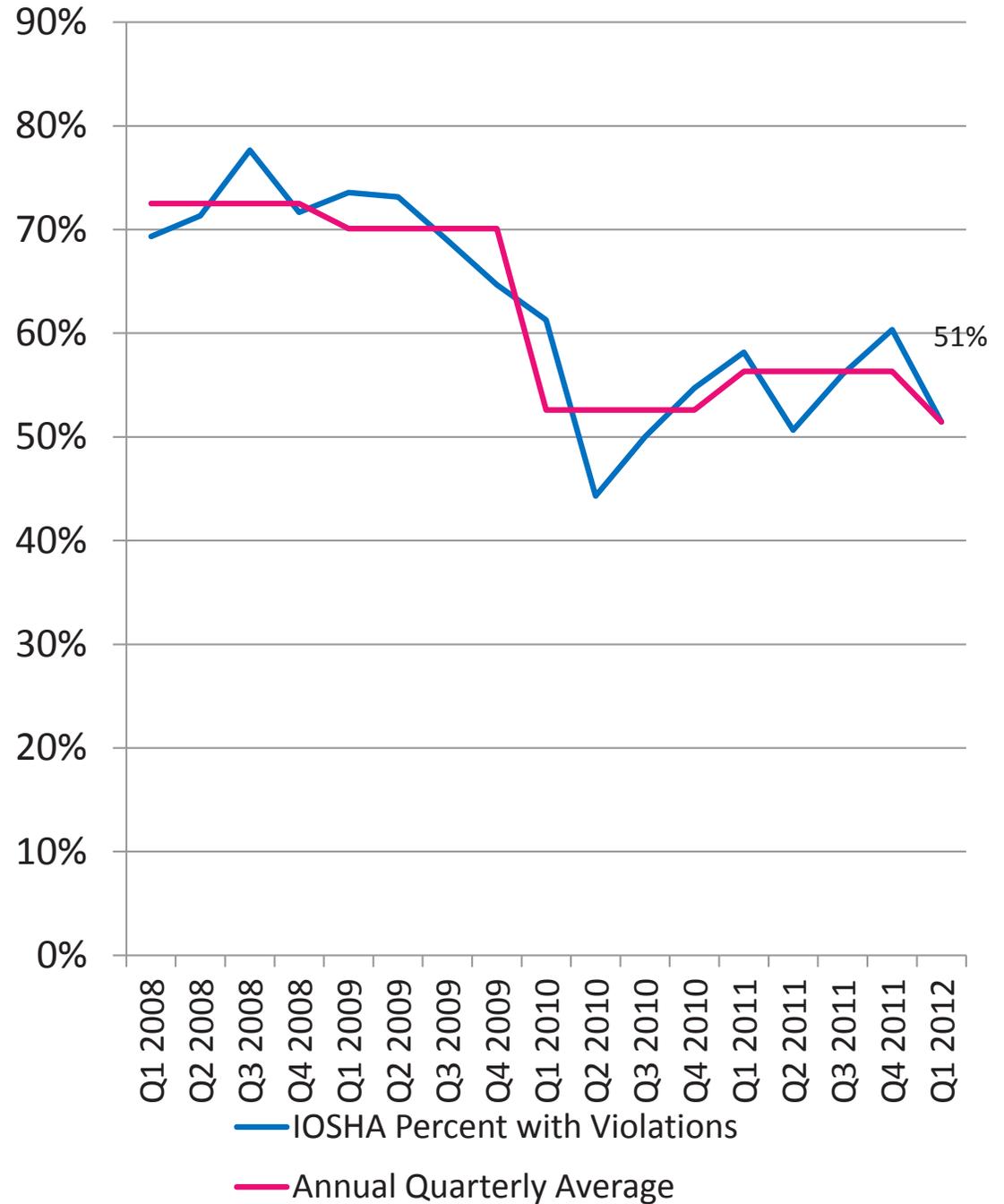


# Industrial Hygiene Inspections Percentage with Violations



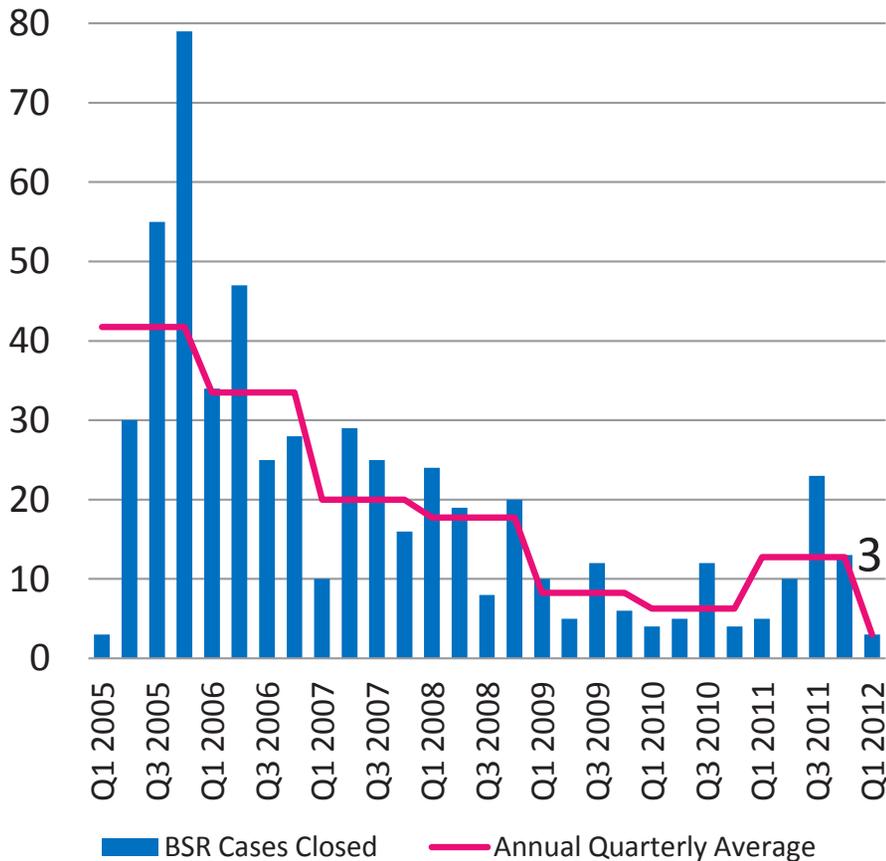
## IOSHA Penalties Paid within 30 Days of Safety Order QUARTERLY Measures

Started “Offset Quarter” by which we look at only months that have past 30 days (no in-process monthly figures that need to get revised by design).

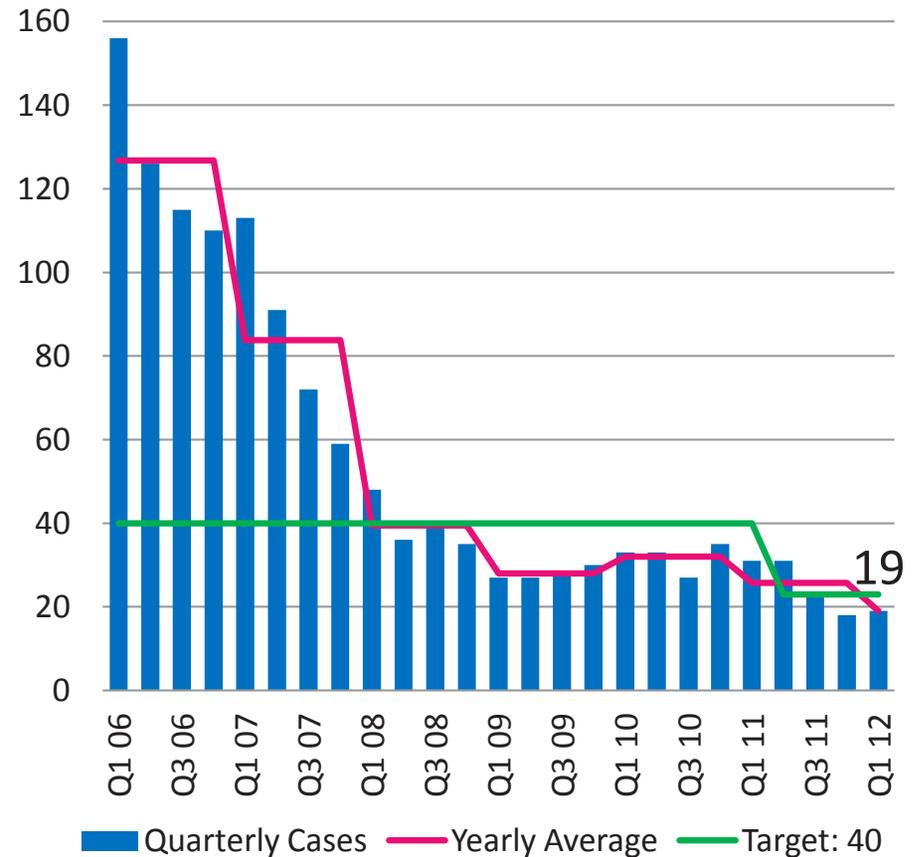


# Board of Safety Review Statistics

## Cases Closed

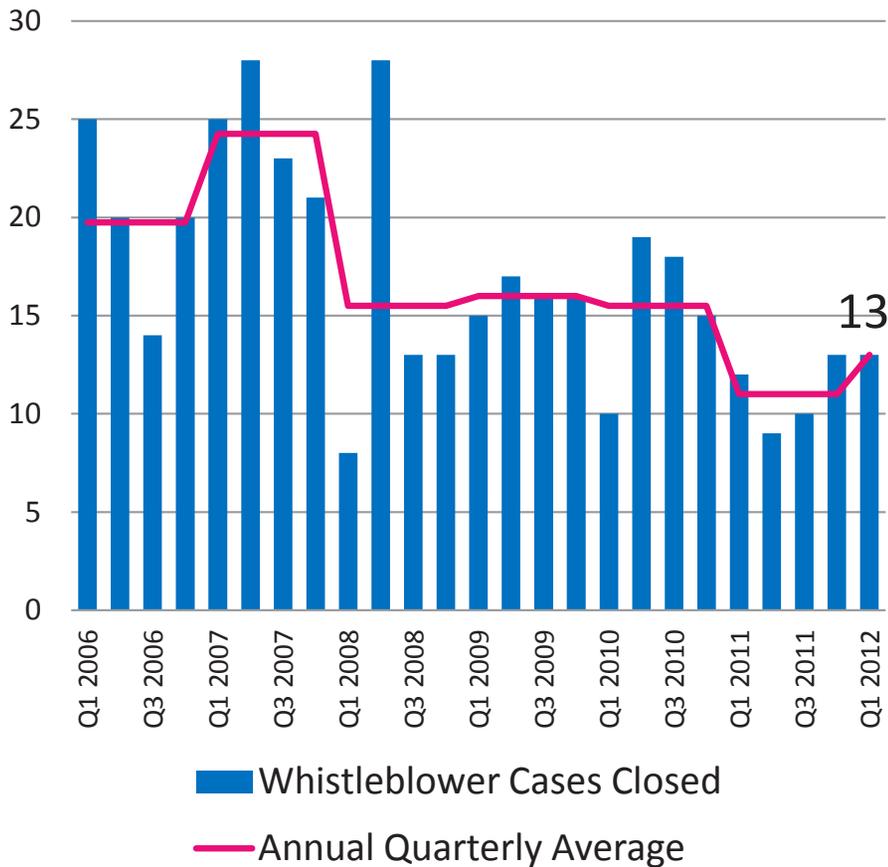


## Number of Pending Cases

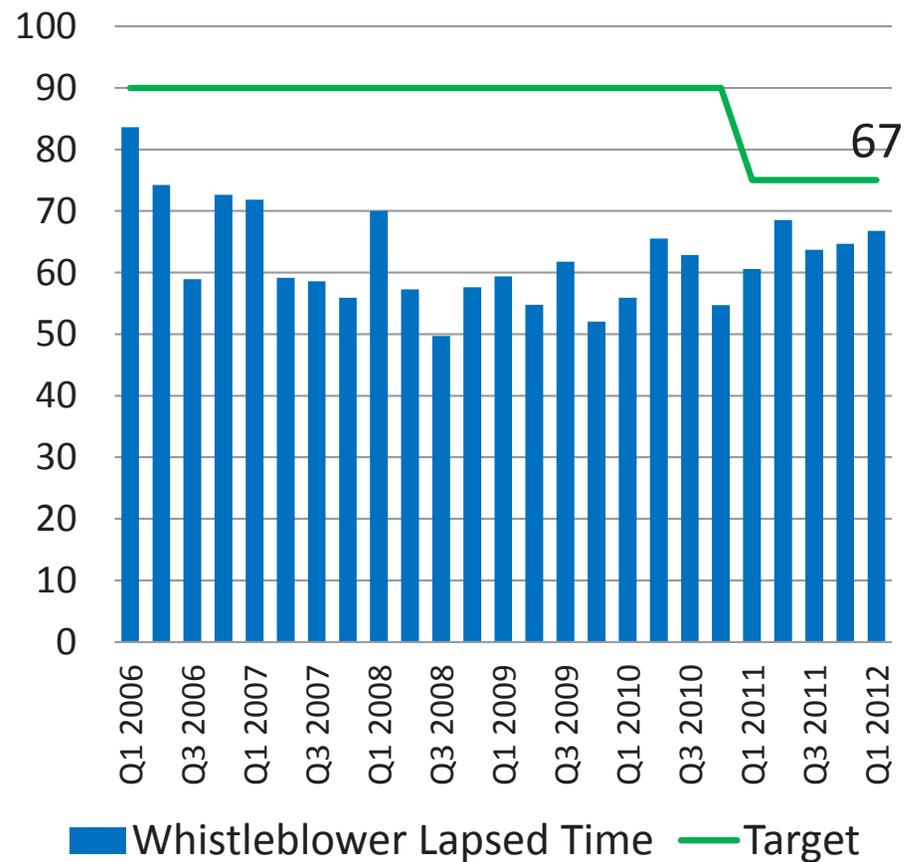


# Whistleblower Cases

## Cases Closed



## Lapsed Time



# **WAGE AND HOUR DIVISION**

# **BUREAU OF CHILD LABOR**

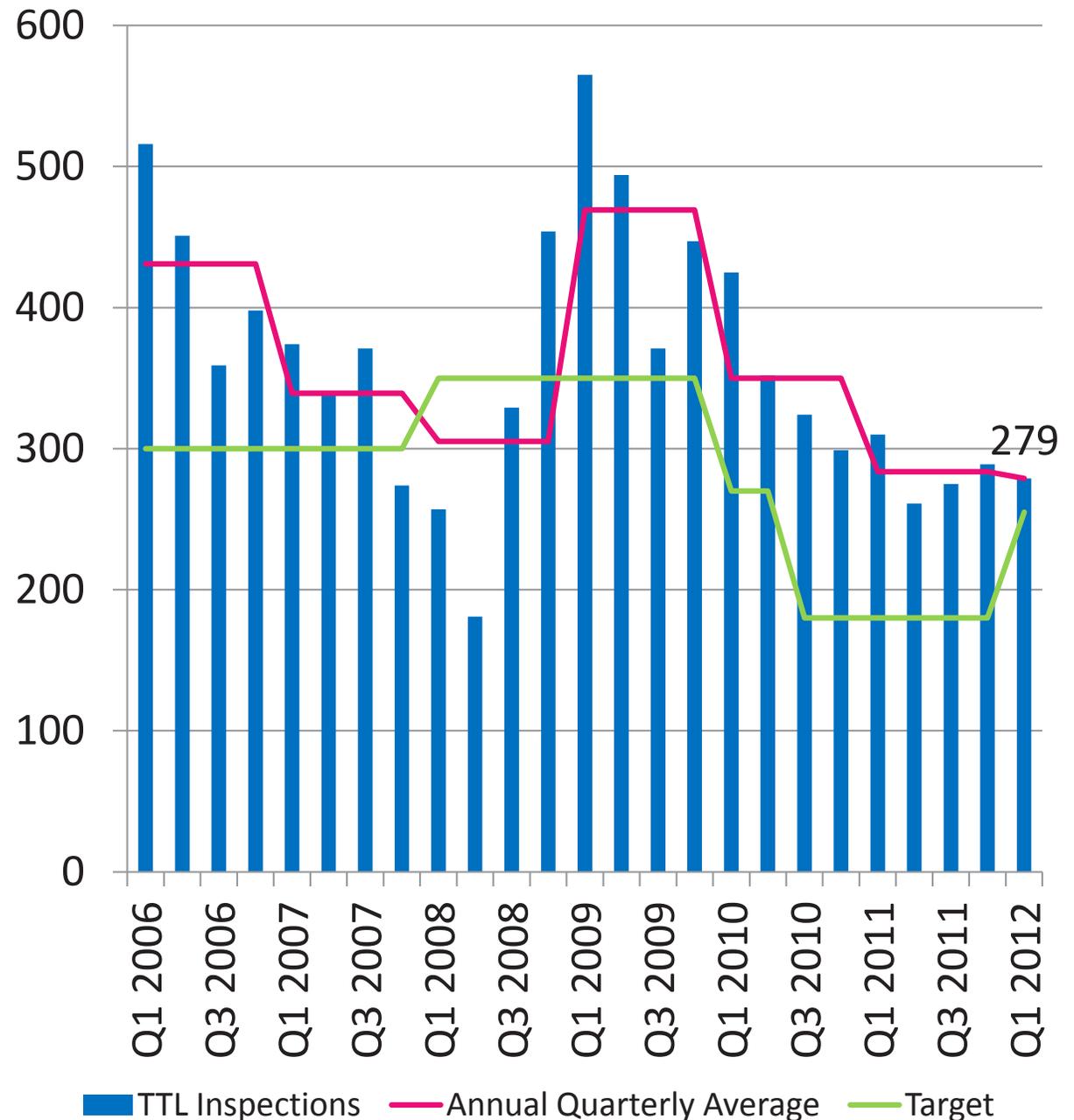
## Child Labor inspections completed

The Bureau of Child Labor exists to ensure that Hoosier minors are working in safe occupations and that their work hours and practices do not interfere with their education.

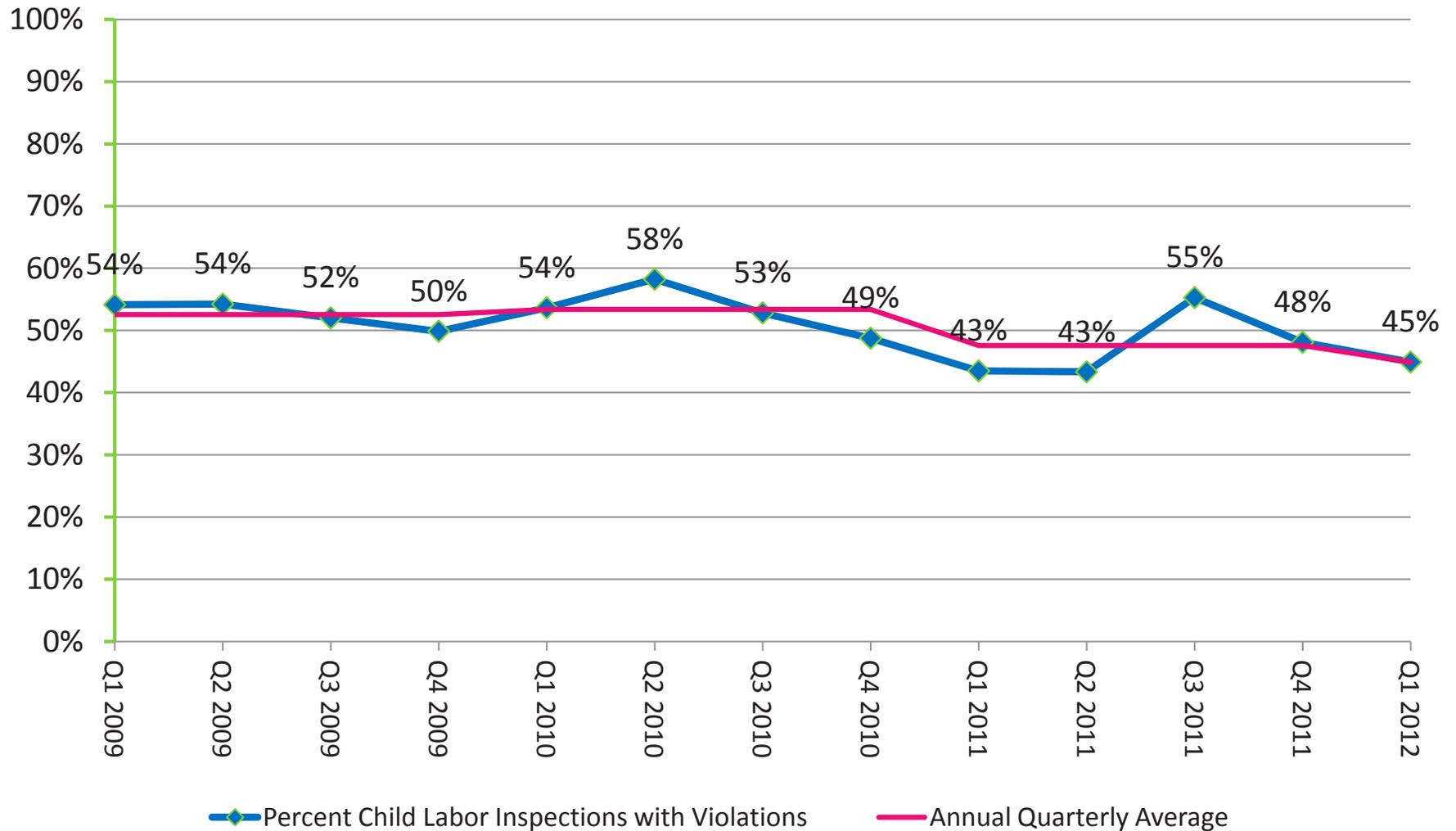
The laws enforced by the Bureau are related solely to employees under 18 years of age.

This metric counts the number of Child Labor Inspections done monthly.

Our new 2012 Target is 255 inspections per quarter



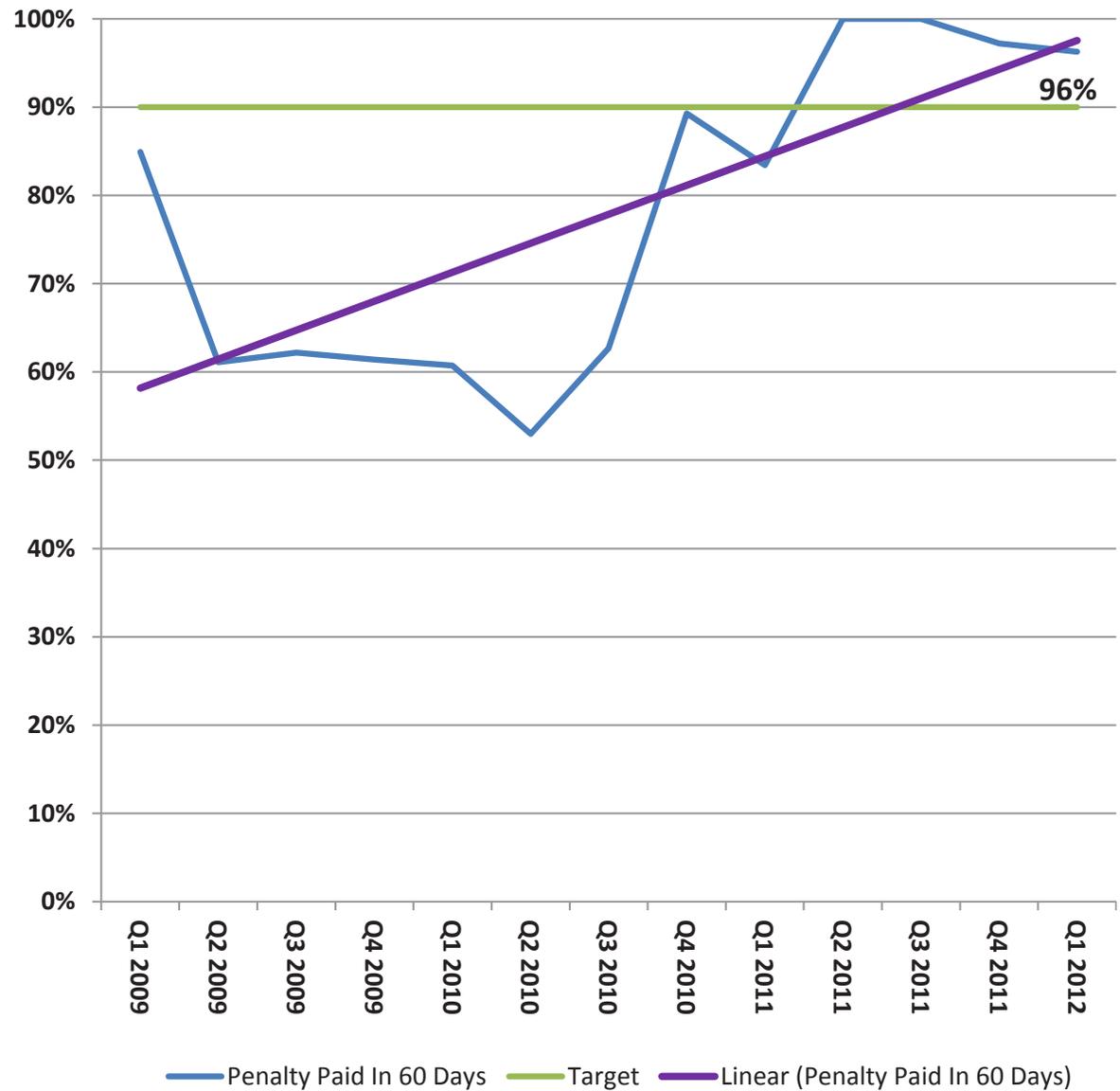
# Percentage of Child Labor Inspection with Violations By Quarter



## Quarterly Percentage of Child Labor Penalties Paid in 60 Days or less

The Bureau of Child Labor assesses civil monetary penalties for violations of the child labor laws. An employer may request a "Petition for Review" within 30 days of receiving the notice of penalties. If a petition is not filed, the penalty becomes immediately due and payable.

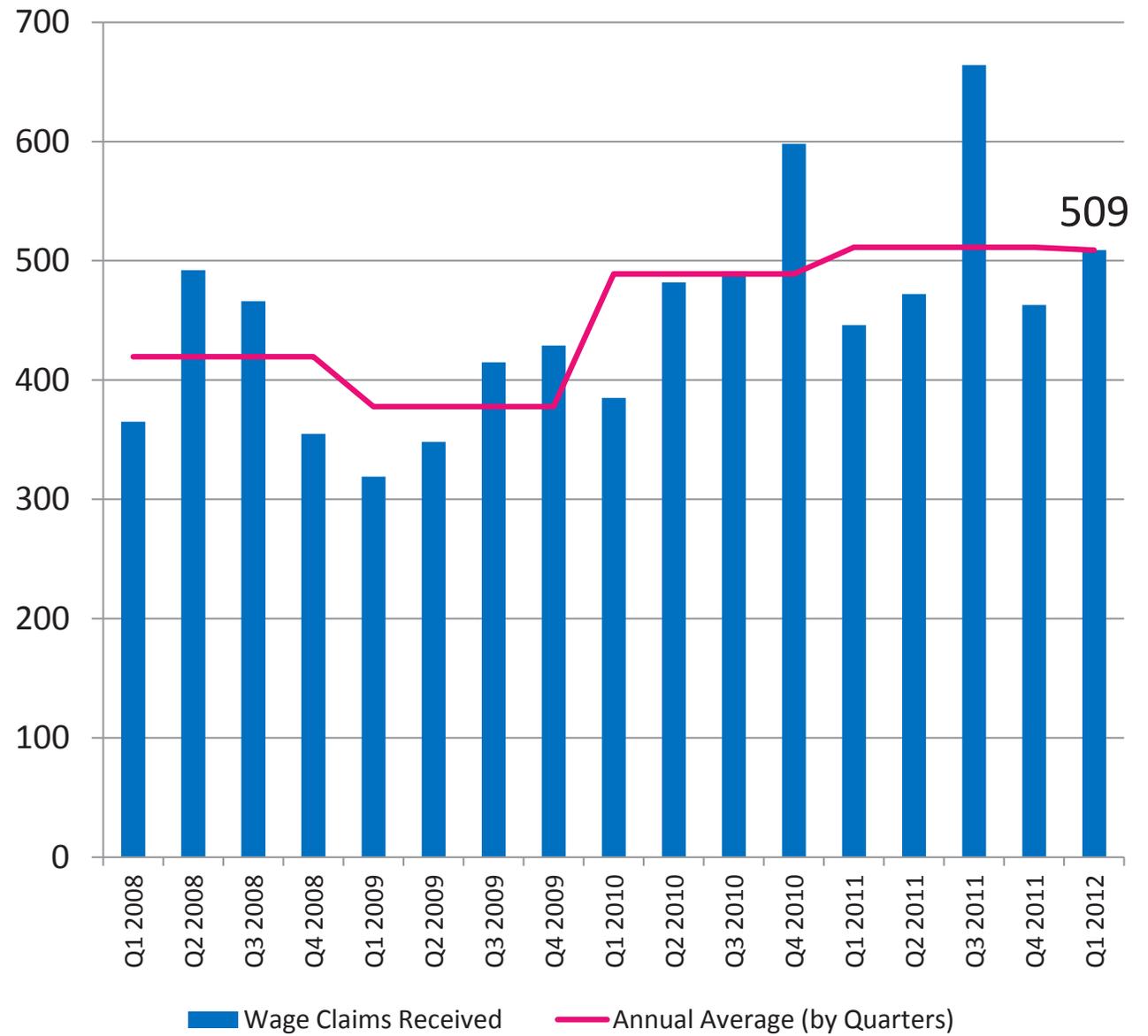
Penalties not paid within 45 days are submitted to the Indiana Office of the Attorney General for collection.



# Wage Claims and Common Construction Wage

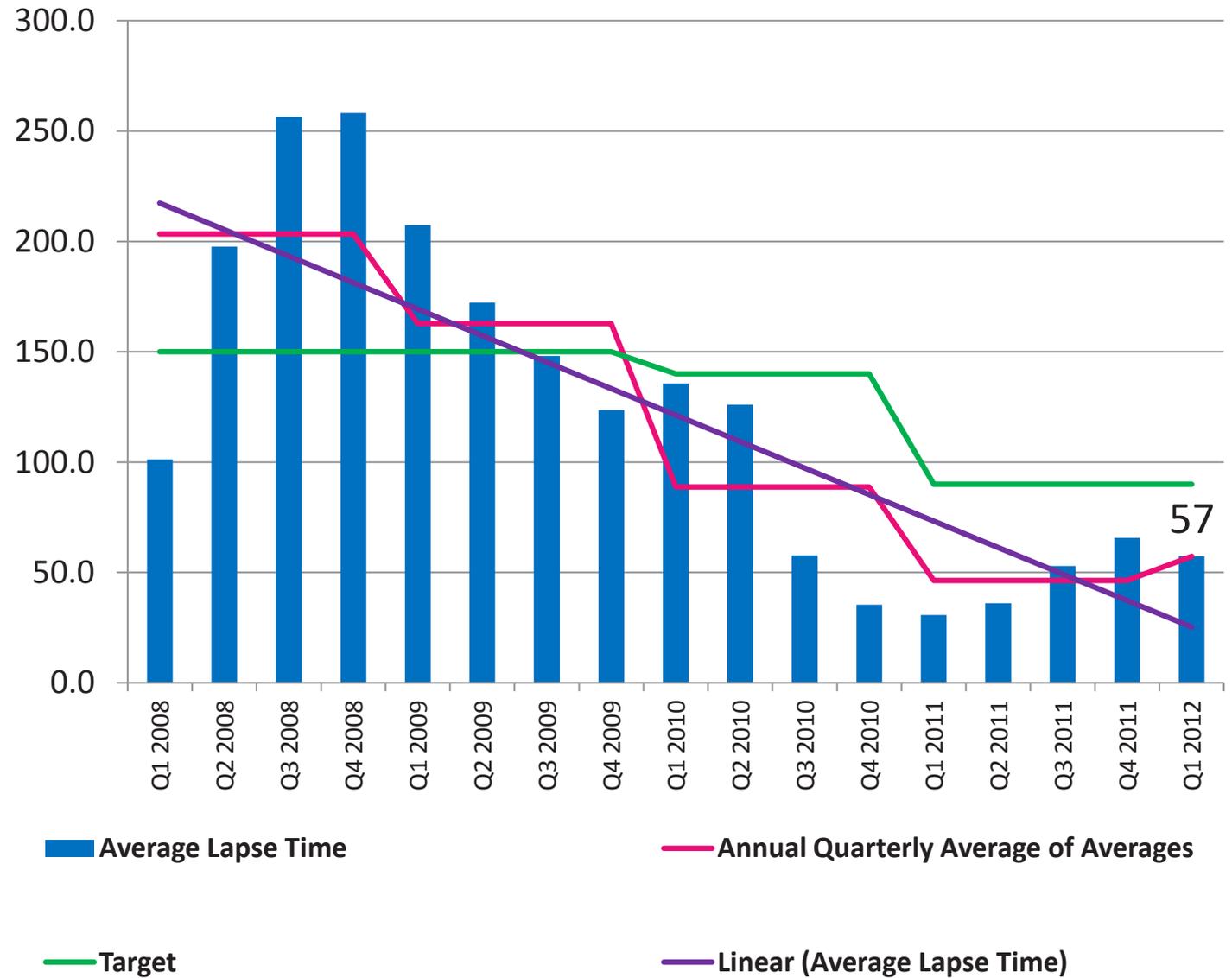
## BY QUARTER

### Number of Wage Claims Received



# Wage Claims Lapsed Time BY QUARTER

This measures the days it takes for a Wage Claim to be processed and resolved.

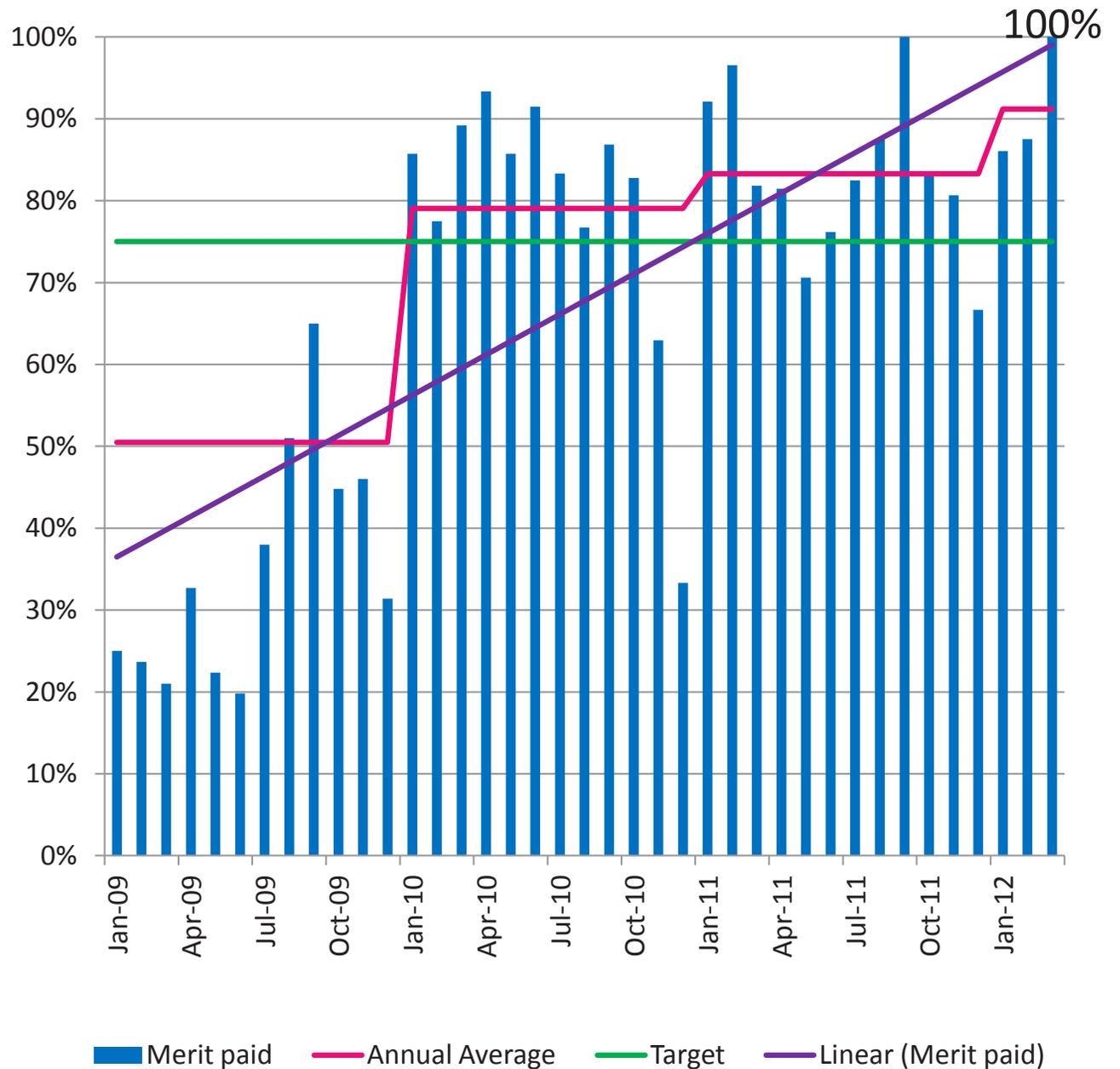


# Meritorious Wage Claims Paid to Workers

A claim where an Indiana Department of Labor Wage Claim Specialist is able to determine that wages are indeed owed to the claimant is considered “meritorious.”

This measures the rate of collection for meritorious claims.

The measure is combined with the percentage of meritorious CCW audits to become the Wage and Hour Division KPI (Key Performance Indicator).

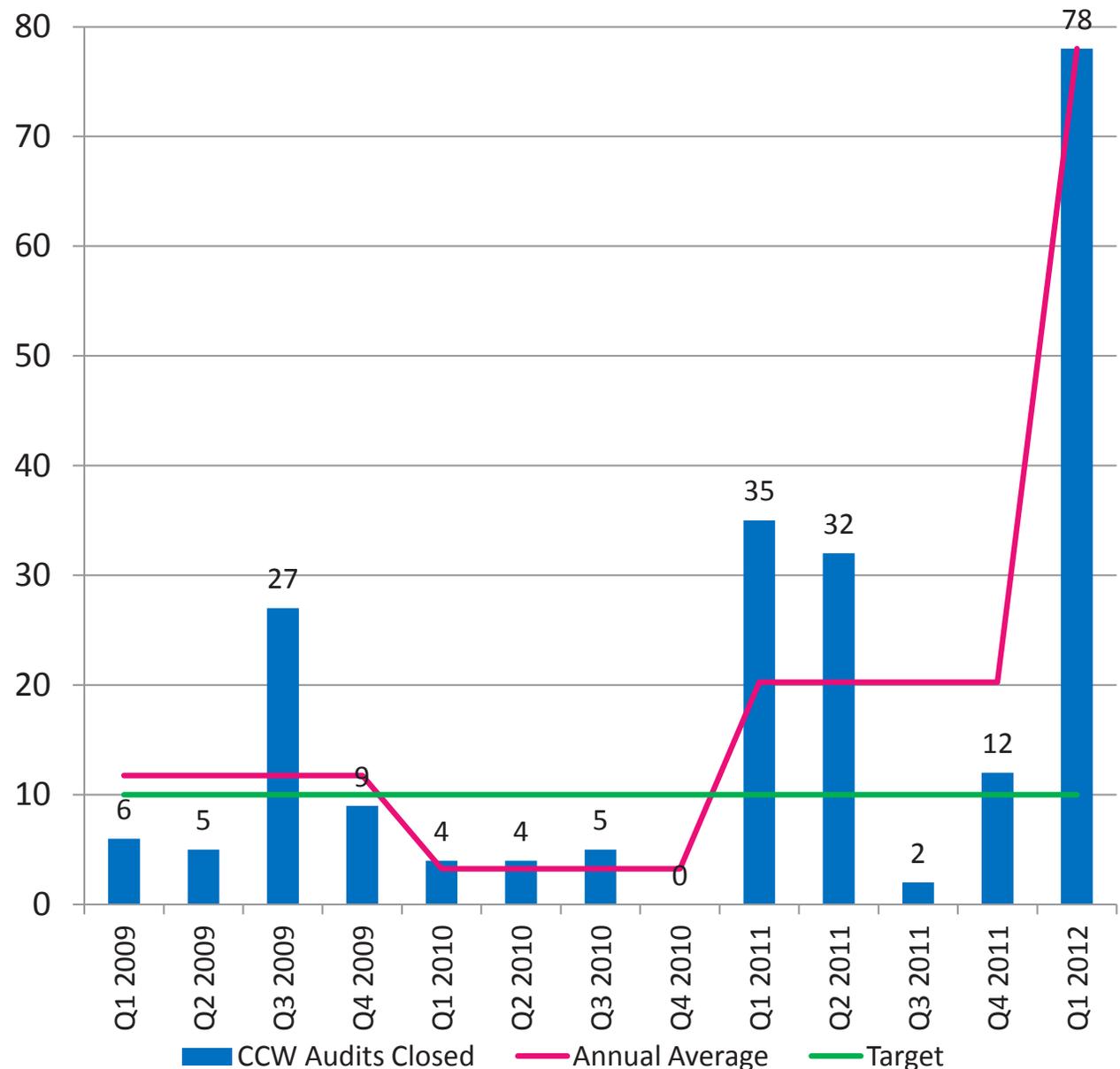


# CCW Wage Scale Audits Closed

If a person who is working on a project covered by the Indiana Common Construction Wage Act feels that he/she has not been paid in accordance with the wage scale adopted for that project, the individual may file a complaint with the Indiana Department of Labor.

A Common Construction Wage Field Auditor will then request records from the employer and determine whether the employee was paid in accordance with the Act.

This measures the number of audits closed each quarter for whatever reason.



# CCW Percentage of Meritorious Audits with Wages Paid

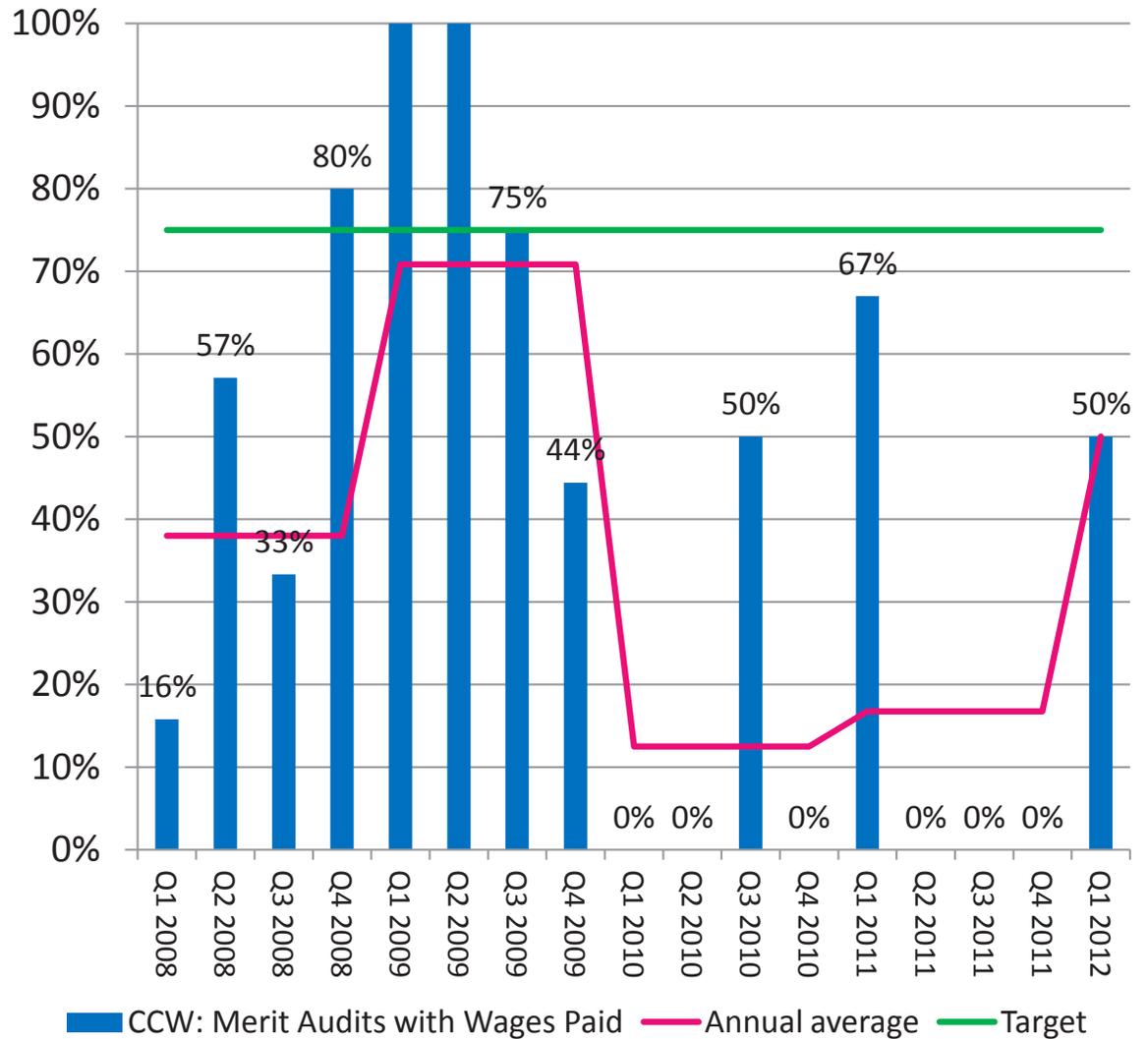
If it is found that an employee was not paid in accordance with the scale adopted under the Common Construction Wage Act, the audit is determined to be “meritorious.”

If the employee receives any restitution, wages are considered “paid.”

We then count those audits against those that are not paid.

This metric and the metric “Meritorious Wage Claims Paid” are combined as one of our KPI’s, or Key Performance Indicators.

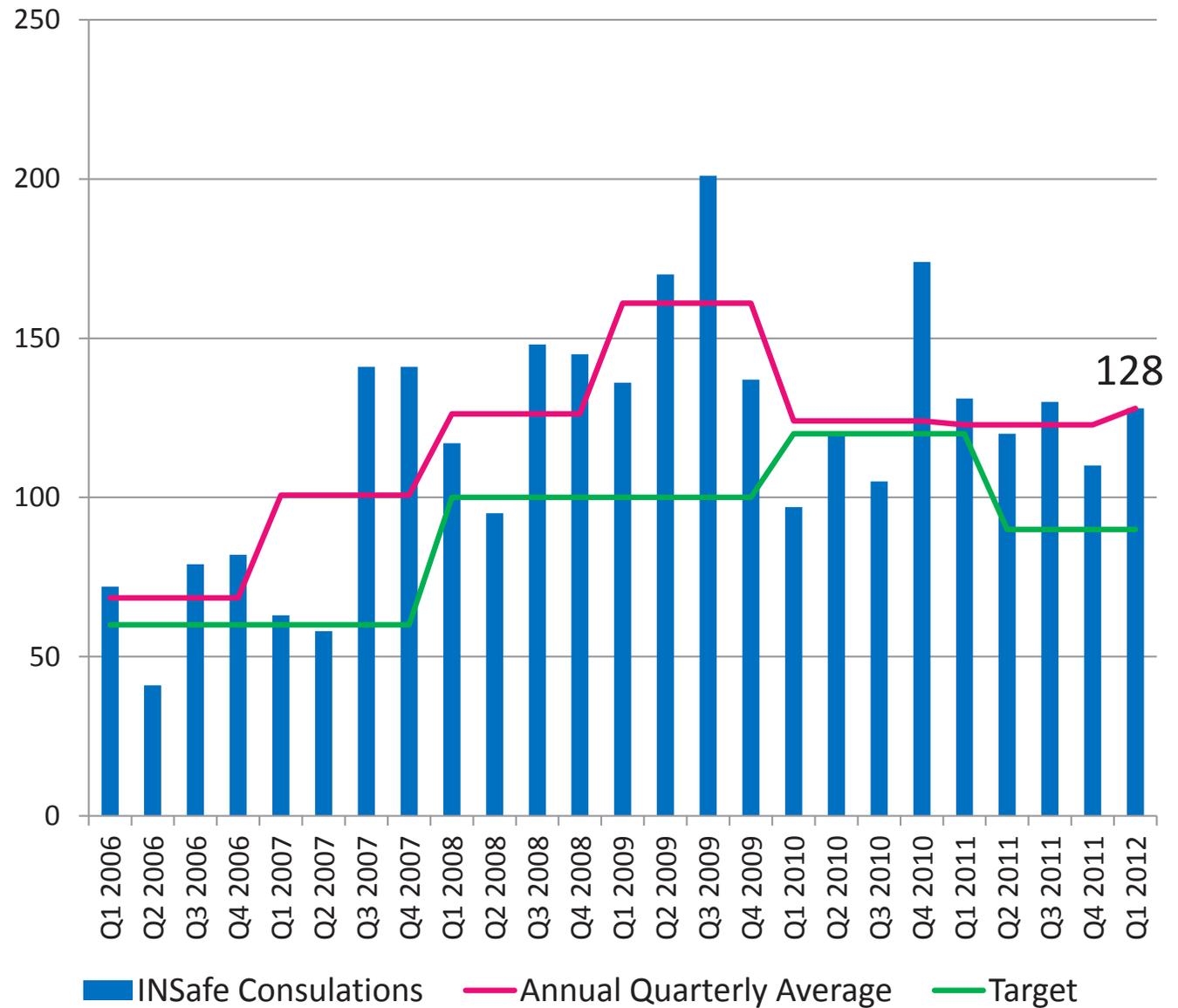
Labels on data are here to indicate the existence of months with no incoming meritorious audits, or no payment on those that are meritorious.



# INSafe Division

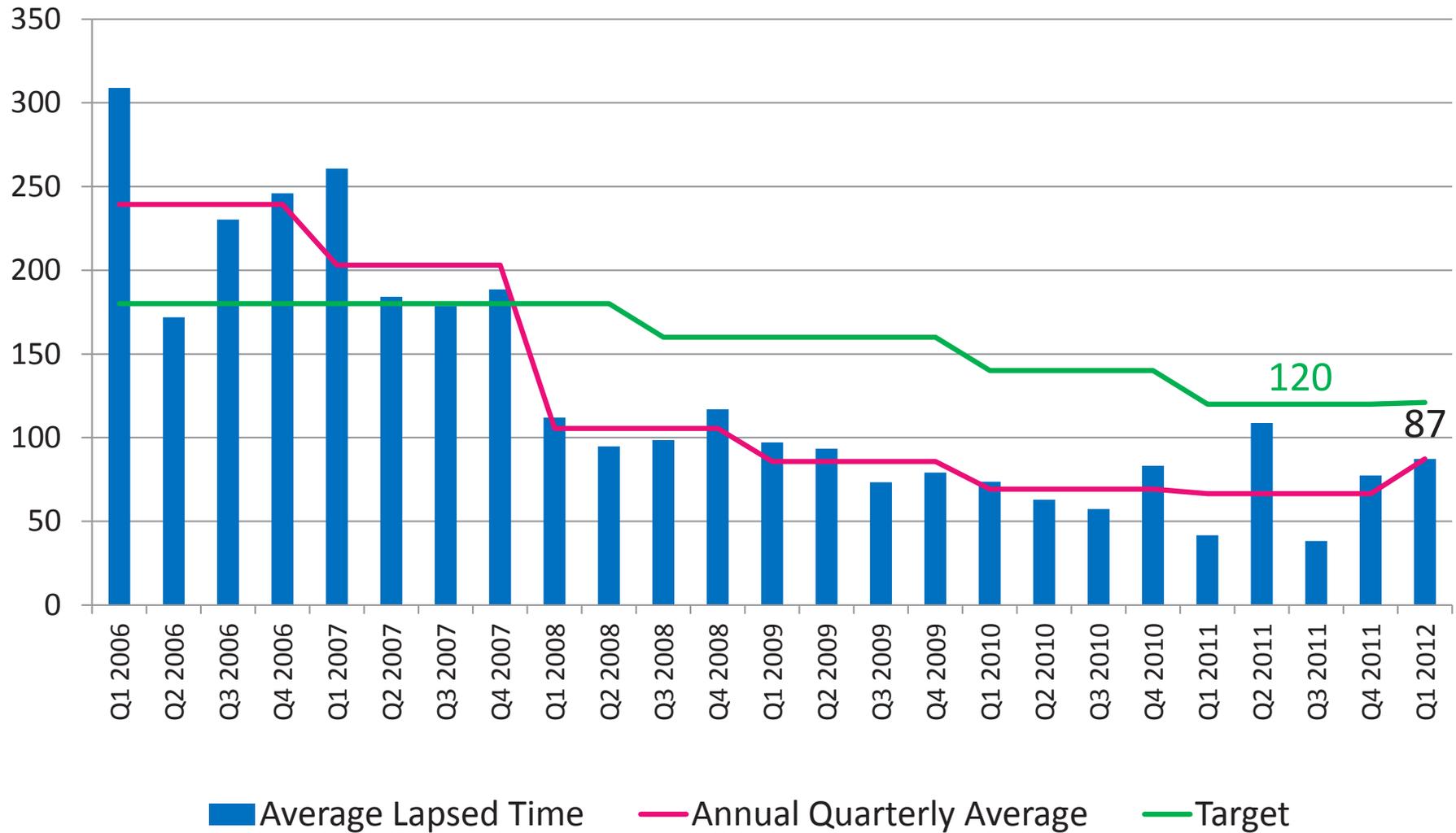
# INSafe Consultations BY QUARTER

INSafe is the “education” arm of IOSHA compliance. Consultations involve assisting Hoosier companies with compliance in meeting OSHA standards through cooperative agreements, education and training.



# INSafe Lapsed Time for Consultations (Quarterly)

lower is better

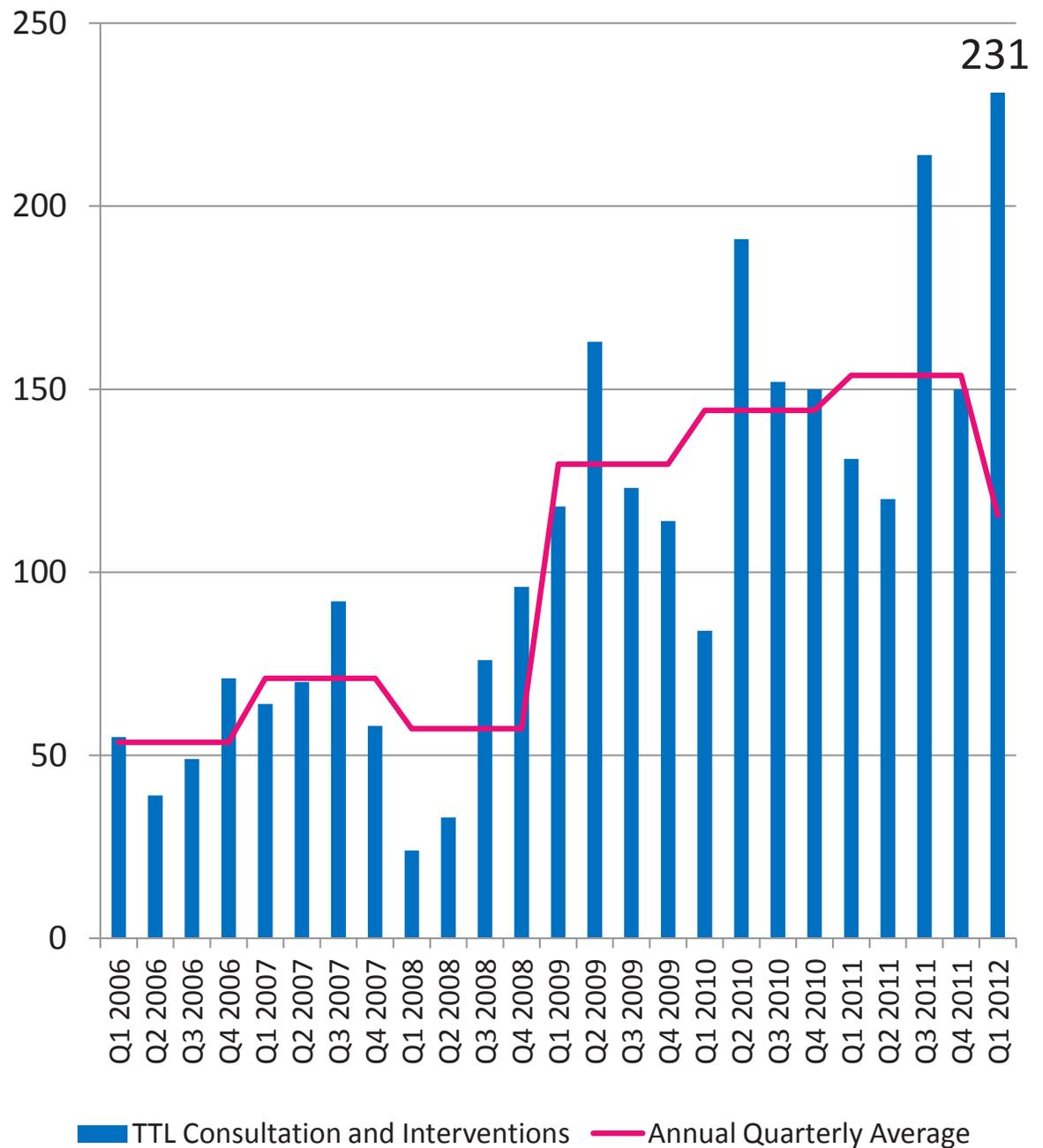


## INSafe Consultations and Interventions (Quarterly)

Interventions are recorded interactions with Hoosier employers, employees, professional groups, trade associations and union organizations.

Interventions differ from an onsite consultation because they do not include a comprehensive look inside a plant or construction site.

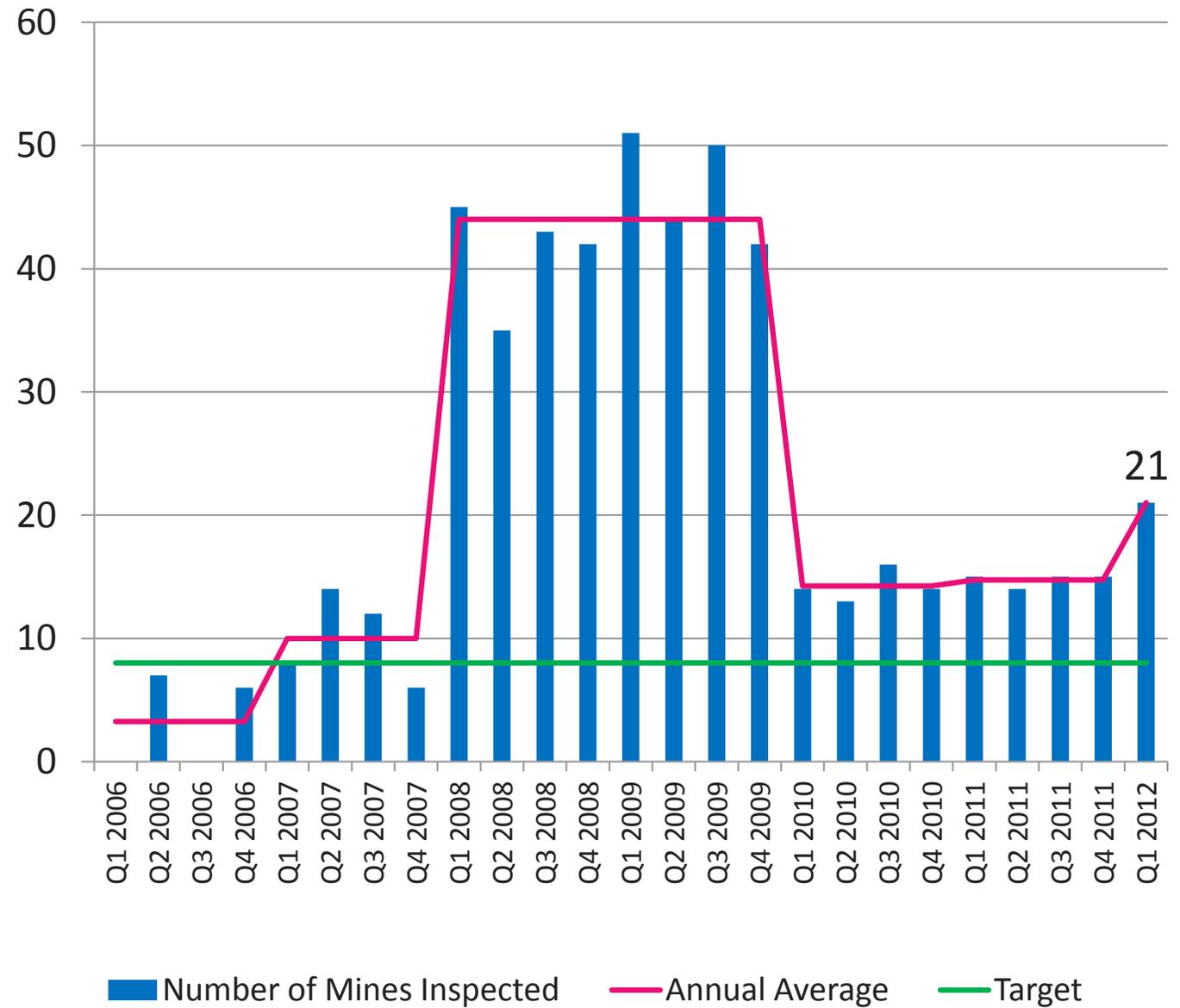
These include outreach, certain trainings and public speeches.



**BUREAU OF MINES (BOM)  
AND  
DIVISION OF QUALITY, METRICS AND  
STATISTICS (QMS)**

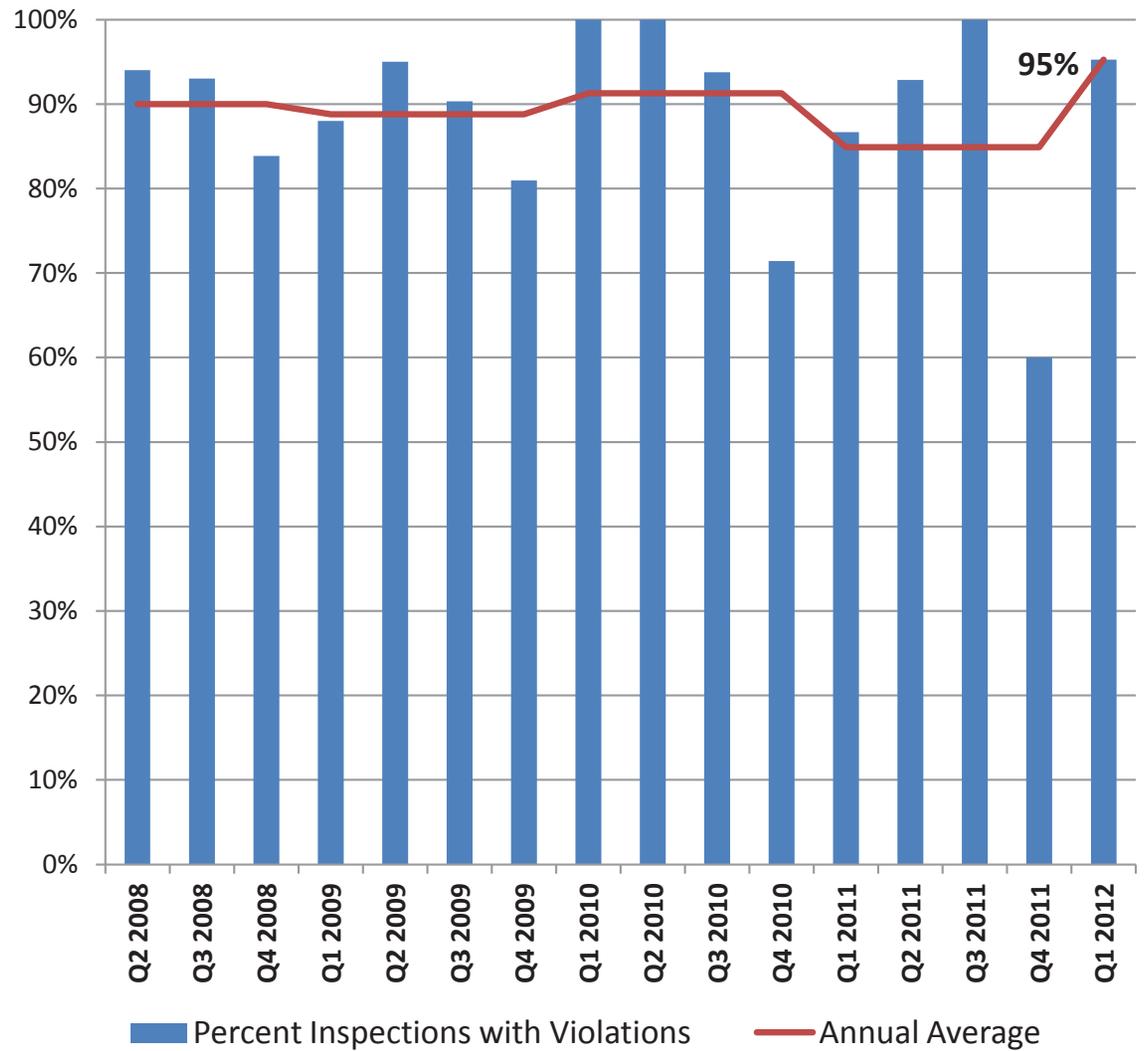
## Bureau of Mines Inspections Done

The Bureau of Mines is required by law to inspect every underground mine in Indiana at least once a quarter.



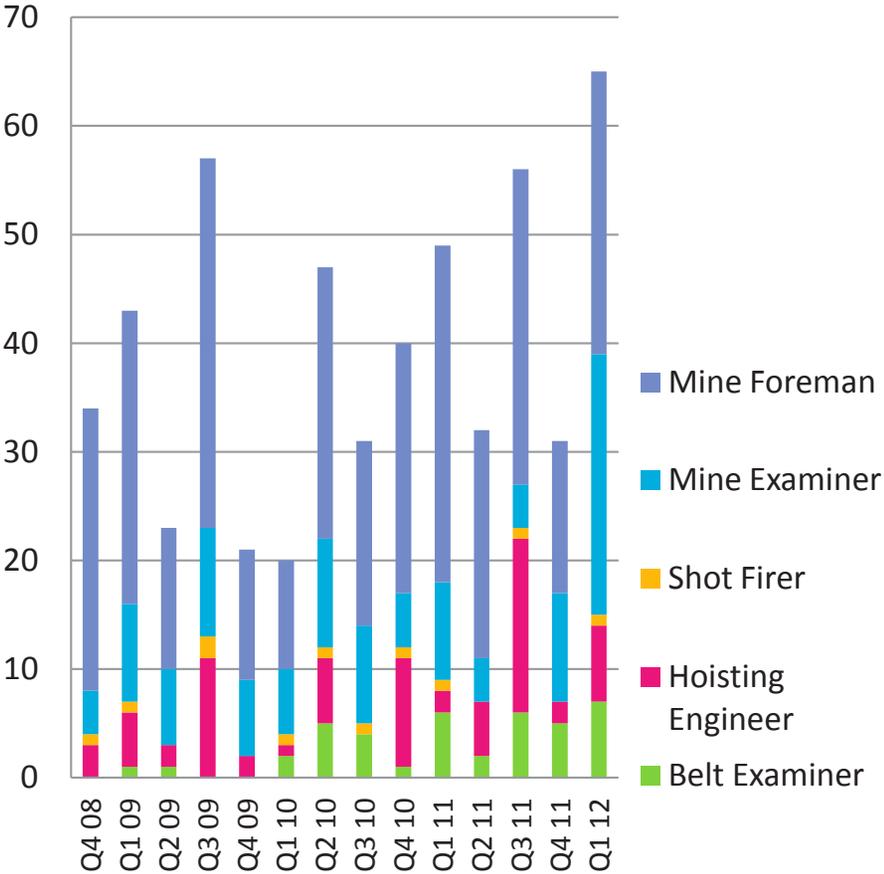
# Bureau of Mines Percent of Inspections with Violations

This metric tracks the percentage of mine inspections with recorded violations upon inspection.

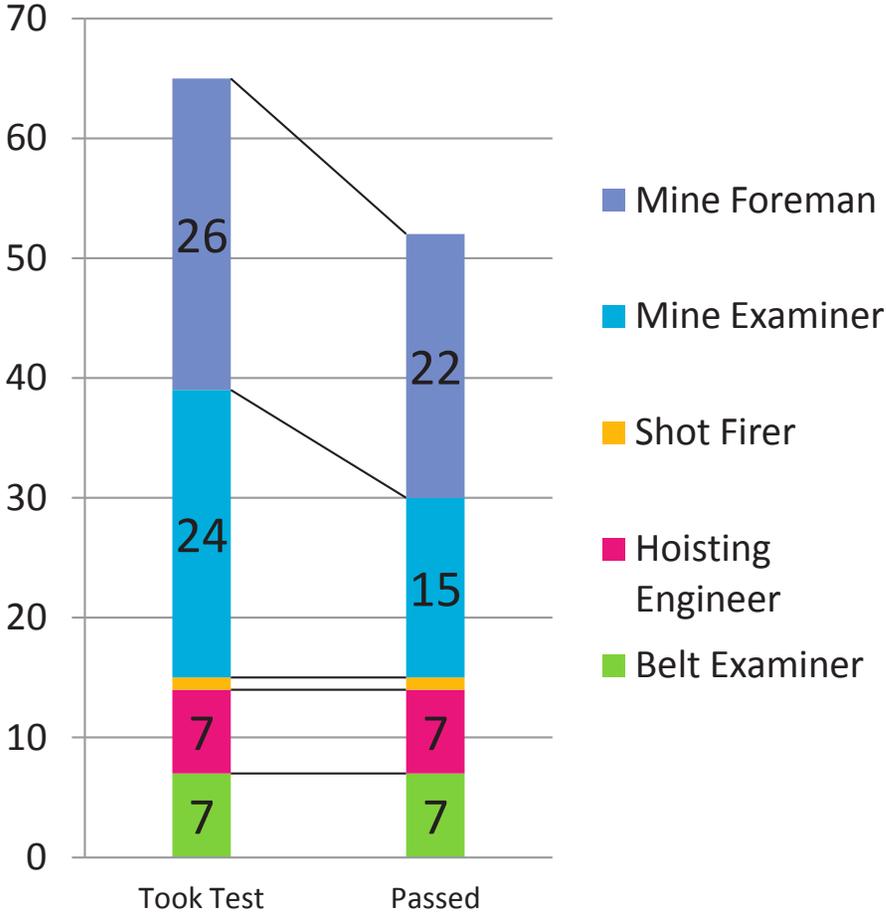


# BOM: Certifications Issued

## Per Quarter Certifications



## January 14, 2012 test date: by skill



# Response Rate for the Survey of Occupational Injuries and Illnesses

This metric measures the effectiveness of money spent in the Division of Quality, Metrics and Statistics by measuring the actual response rate from employers of the annual survey.

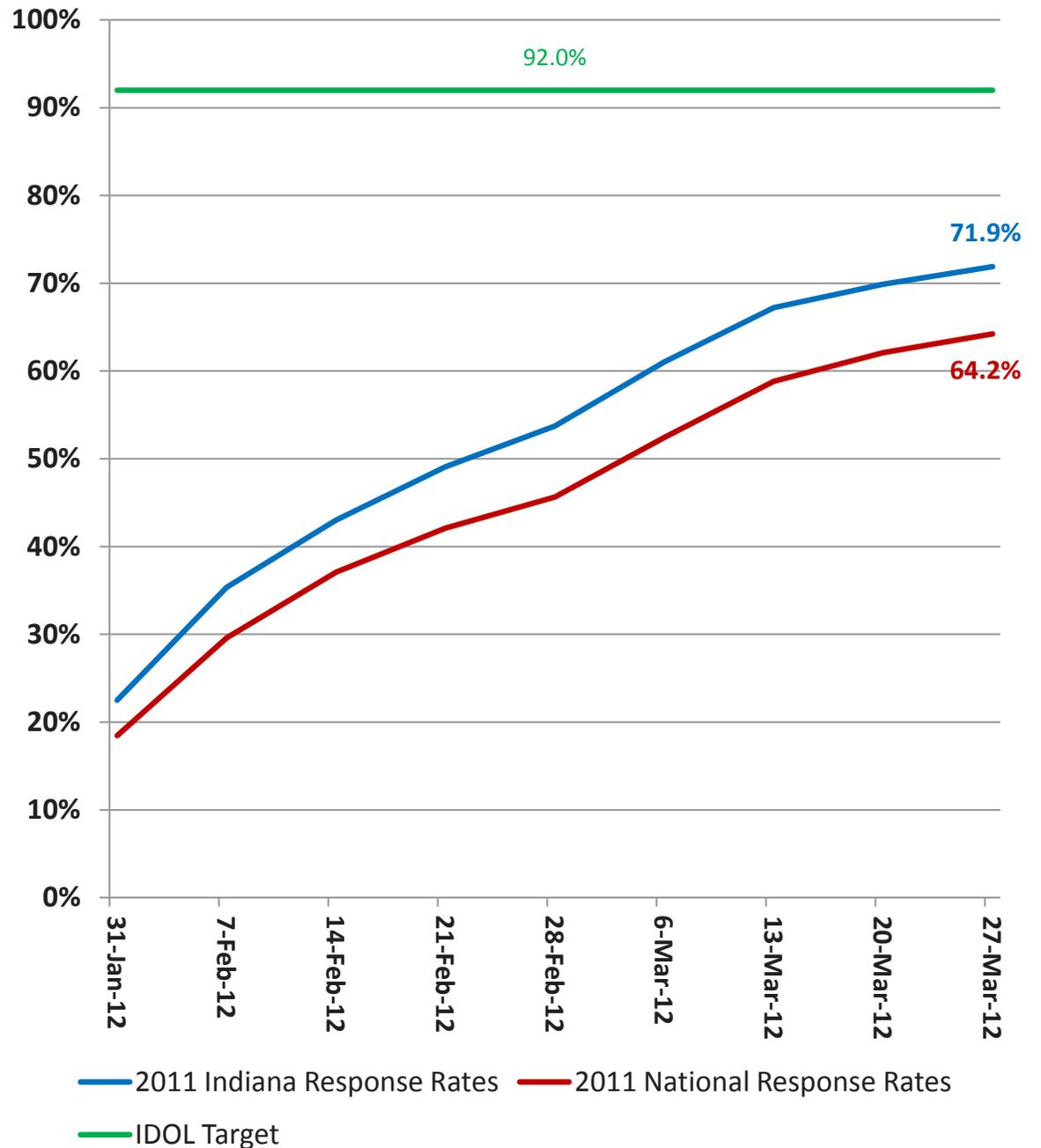
This survey counts how many workers get hurt on-the-job every year.

It is conducted from mid-January to mid-July each year.

We report the yearly rate at the end of the cycle to the GEFP. Our goal is set for that entire process.

The response rate is tracked in process every two weeks.

We track our team in comparison to the national average as we complete the surveys.



## Response Rate and Clean Rate for Indiana and Ohio: OSHA Data Initiative survey (ODI), Final Annual Data

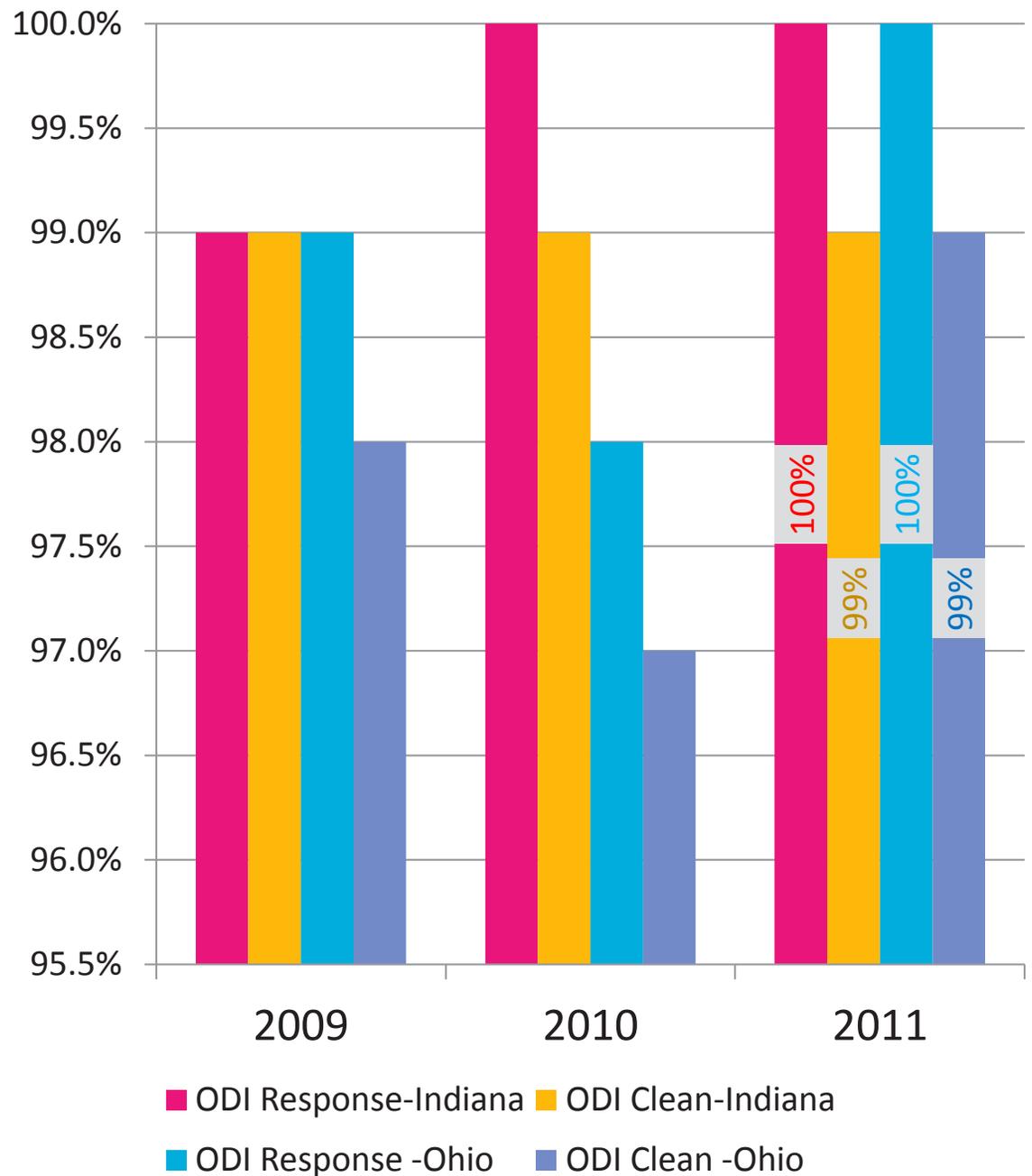
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“Response rates” are the percent of the sample that returns our survey.

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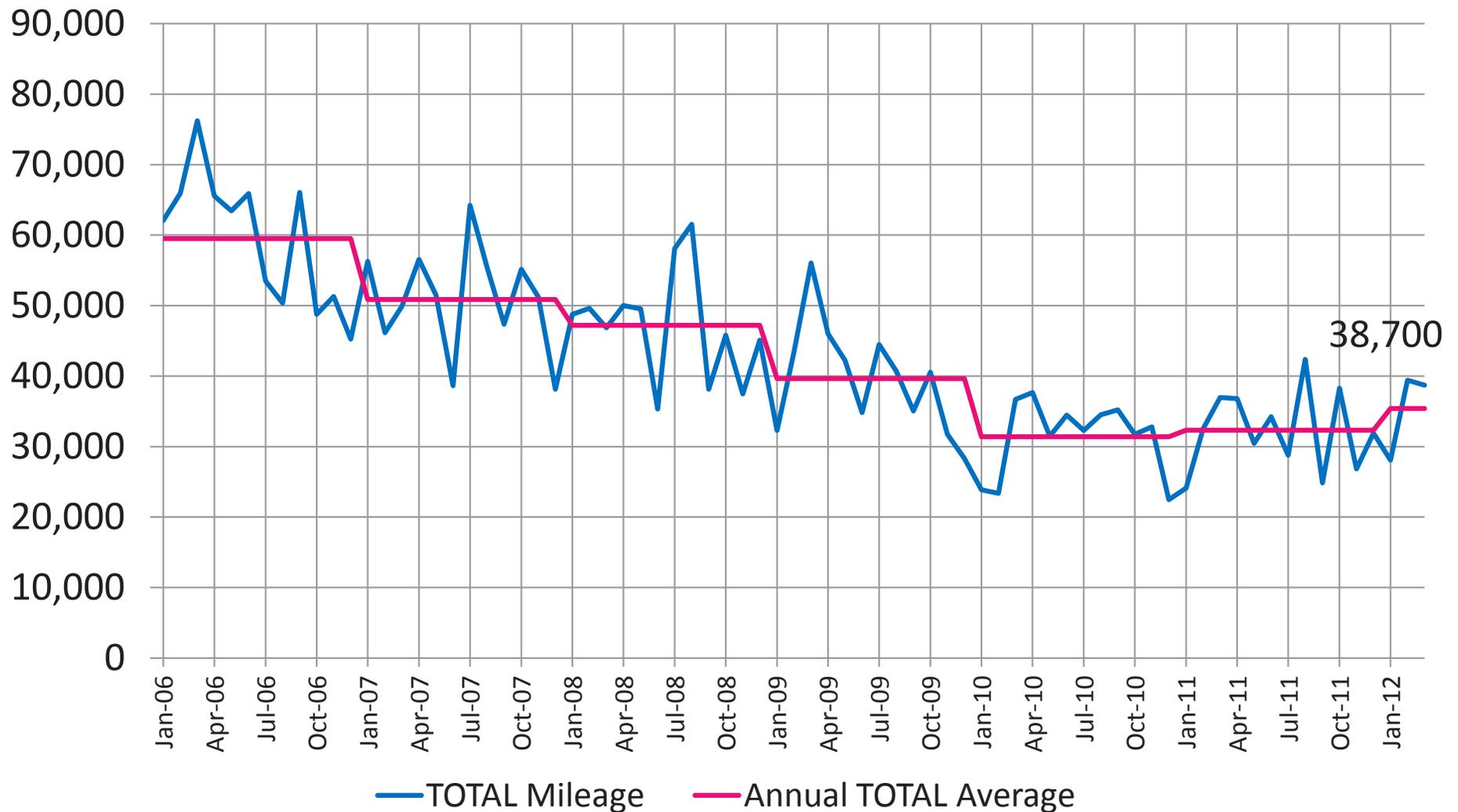
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The ODI starts in mid-June, when the companies surveyed are sent forms, through October, when all error and collection of data are to be finished.



# OPERATIONS

## Operations : Total Mileage By Month



**This graph shows our total mileage from fleet, personal and rental cars used during the time period.**

**The first month of every quarter is labeled.**

**You can easily see the trend for our total mileage, as we conserve tax dollars.**

# Operations

## Total Mileage Stacked by Category

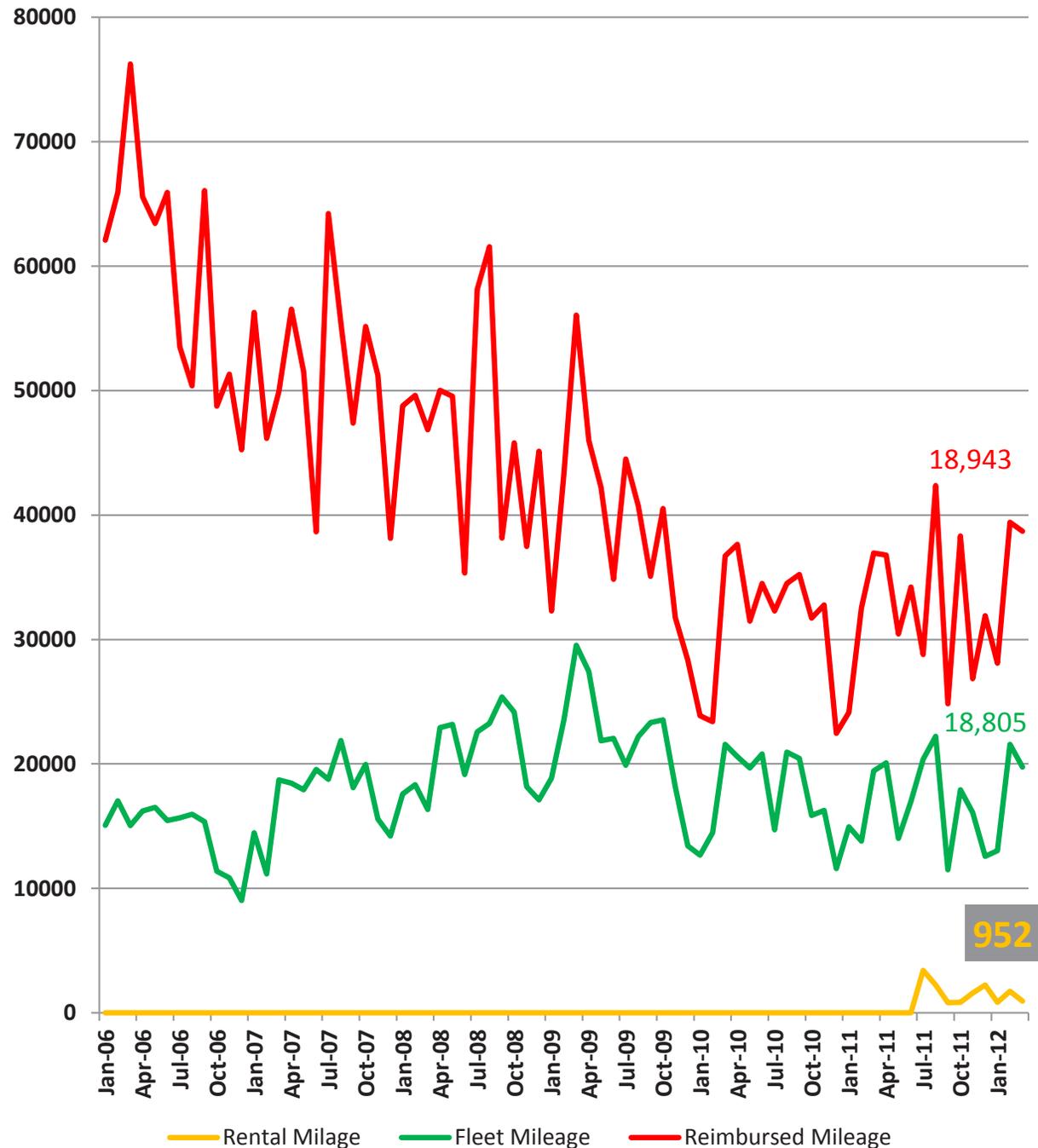
This counts the miles driven by fleet cars and adds the number of reimbursed miles from employee owned cars.

Fleet travel is cheaper, so both the total miles and the "personal" or "reimbursed miles" should be going down.

This graph shows our "fleet" mileage, stacked on "personal" mileage, and those on "rental mileage".

The first month of every quarter is labeled

You can easily see the trend for our total mileage, as we conserve tax dollars.

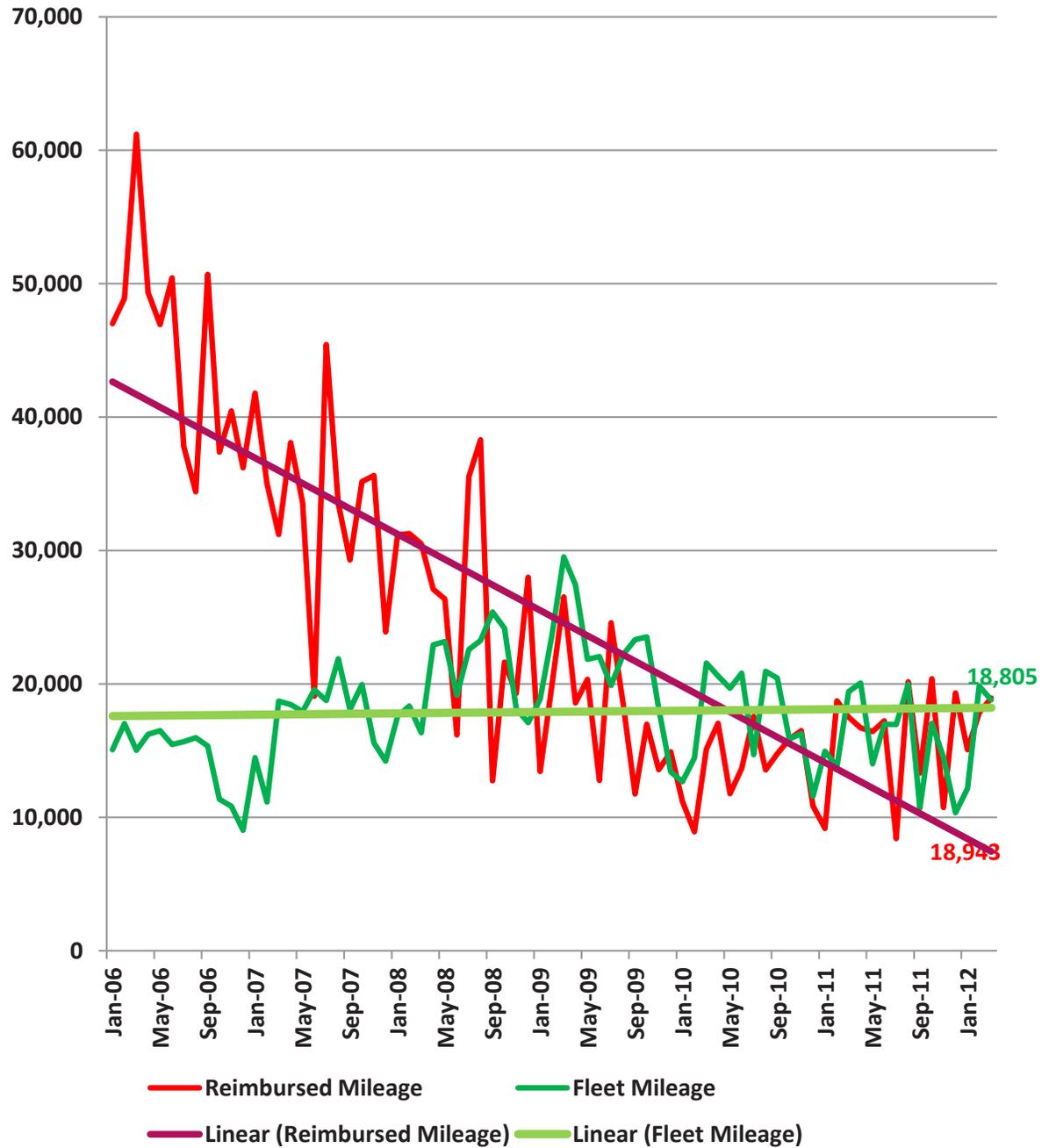


# Reimbursed Miles and Fleet Miles

Here we can see the trend that much of our “personal” or reimbursed miles have accounted for the overall trend of lower total mileage for IDOL.

The trend for fleet mileage to increase at a rate slower than our personal mileage indicates cheaper costs to the Department of Labor overall (fleet usage is cheaper than reimbursement costs).

The first month of every quarter is labeled.

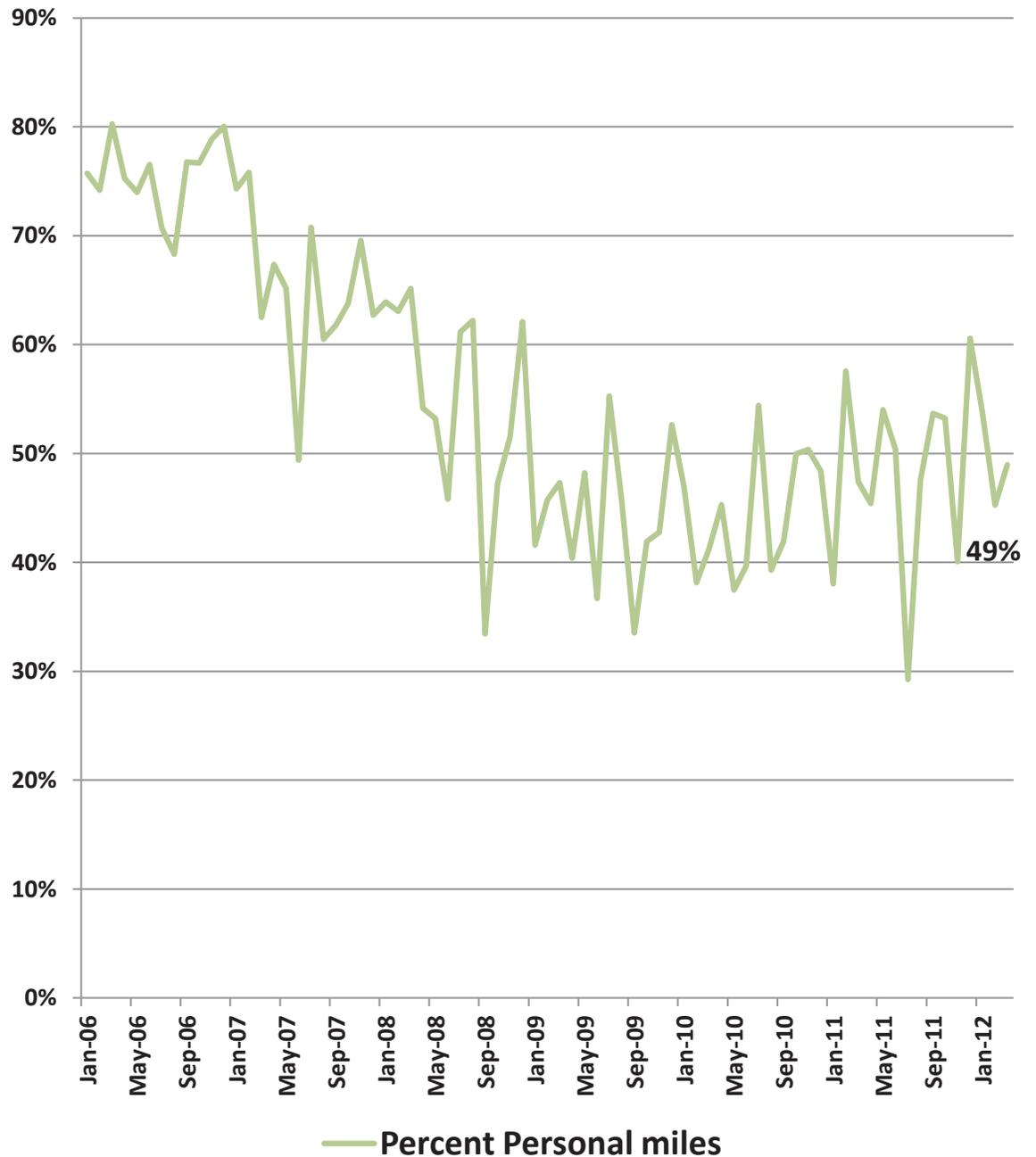


## Percentage of Total Miles that are Reimbursed

This measures the percentage of total miles for which we reimburse.

As we cut travel to the essentials for IDOL, we see that the different rates of change affect this percentage.

The first month of every quarter is labeled.



## Using Benchmark Jan-06, Total Mileage

This graph shows the overall decline in mileage compared to Jan 2006.

We can easily see the decline over time of the total and of reimbursed mileage.

The first month of every quarter is labeled.

