Are We There Yet?
Metrics for Quality Improvement

IDOL Metrics Q2 2011
Indiana Department of Labor
Division of Quality, Metrics and Statistics
Three Tiers of Measures

- **KPI’s** or Key Performance Indicators are reported on the Governor’s Dashboard from every agency in the government.

- Program Funding Measures are reported every quarter to the Office of Government Efficiency and Financial Planning to show performance by funding source, whether by federal grants or by state appropriations.

- Other statistics in this report are management statistics for use in managing departmental processes. Some of them look directly at the outputs of work done here at IDOL (like number of inspections), some measure outcomes, and others are items of interest, not entirely under the purview of IDOL, but are effected by our actions and of interest to our staff, like amount of monies collected.
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 is a rate of 4.0.

Discussion: The 2010 rate will be released by the BLS in October 2011.
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 into 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.

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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.
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.
Number of INSafe Consultations

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

Each Division reports metrics used to manage and measure their effectiveness
INDIANA OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION
IOSHA Divisional Inspection Totals: Construction
IOSHA Divisional Inspection Totals: General Industry
IOSHA 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 “Heat Burn” category includes electrocution by IOSHA coding protocols.

The total for 2011, as of Q2 is 25
Every IOSHA inspection takes time. This statistics tracks the time needed to perform an inspection from when it was reported or started, to when the hazards have been abated.

Some of this result depends on how well IOSHA inspectors and supervisors do their jobs, but it also is impacted by the complexity of problems and willingness of employers to keep Hoosier workers safe.
Lapsed Time for 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.
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

![Graph showing percentage of inspections with violations from January 2008 to April 2011. The graph shows fluctuations in the percentage, with a notable peak in July 2009 and a general decrease leading to a peak in April 2011. The actual values range from 0% to 60%, and the annual average is indicated.]
Construction Inspections
Percentage with Violations

Construction % w/Violations
Annual Quarterly Average
Industrial Hygiene
Inspections
Percentage with Violations

Hygiene % w/Violations
Annual Quarterly Average

Q1 2008
Q2 2008
Q3 2008
Q4 2008
Q1 2009
Q2 2009
Q3 2009
Q4 2009
Q1 2010
Q2 2010
Q3 2010
Q4 2010
Q1 2011
Q2 2011
IOSHA Penalties Paid within 30 Days of Safety Order

- Actual
- Annual Average
- Target

38%
Whistleblower Cases

Cases Closed

Lapsed Time

Chart Title

Whistleblower Cases Closed
Annual Quarterly Average

Whistleblower Lapsed Time  Target
WAGE AND HOUR DIVISION
Child Labor Inspections (By Quarter)
Percentage of Child Labor Inspection with Violations By Quarter

Q1 2009: 54%
Q2 2009: 54%
Q3 2009: 52%
Q4 2009: 50%
Q1 2010: 54%
Q2 2010: 58%
Q3 2010: 53%
Q4 2010: 49%
Q1 2011: 43%
Q2 2011: 43%
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
Number of Wage Claims Received

- Jan-08: 127
- Apr-08: 127
- Jul-08: 127
- Oct-08: 127
- Jan-09: 127
- Apr-09: 127
- Jul-09: 127
- Oct-09: 127
- Jan-10: 127
- Apr-10: 127
- Jul-10: 127
- Oct-10: 127
- Jan-11: 127
- Apr-11: 127

Wage Claims Received
- Annual Average
- Linear Trendline
Wage Claims Lapsed Time

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).
Common Construction Wage Projects (Quarterly)

Indiana’s Common Construction Wage Act requires that a scale of wages be established by a committee for most public works projects. These hearings are held in the county of the project.

This number measures the number of projects that will qualify for a Common Construction Wage scale planned within Indiana.
Common Construction Wage Hearings (Quarterly)

The Governor’s Representative, traditionally an employee of the Indiana Department of Labor, assists with the Common Construction Wage process by facilitating, scheduling, attending and chairing many of the hearings held around the state.

Beginning July 1, 2011, the Governor’s Representative has been replaced by a representative of the Associated Builders and Contractors.

This metric gives us the number of actual hearings for CCW projects held throughout the state.
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

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)
IN Safe 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)
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

This Quarter, by skill

- **Mine Foreman**
- **Hoisting Engineer**
- **Shot Firer**
- **Belt Examiner**

Took Test

Passed
The Survey of Occupational Injuries and Illnesses is one of the basic surveys used to track and analyze workers’ safety in the United States.

The Quality, Metrics and Statistics Division is responsible for getting to Hoosier businesses and gathering clean, useful data about the state of our safety.

This metric records the percent of returned surveys (target: 92%).
We then use this data to calculate safety statistics.
OPERATIONS
Operations
Total Mileage

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 added to our “personal” mileage.

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).
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.
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. Spikes appear during summer months, when Construction increases, and therefore our travel to construction inspections increase as well.