

Are We There Yet?

Metrics for Quality Improvement

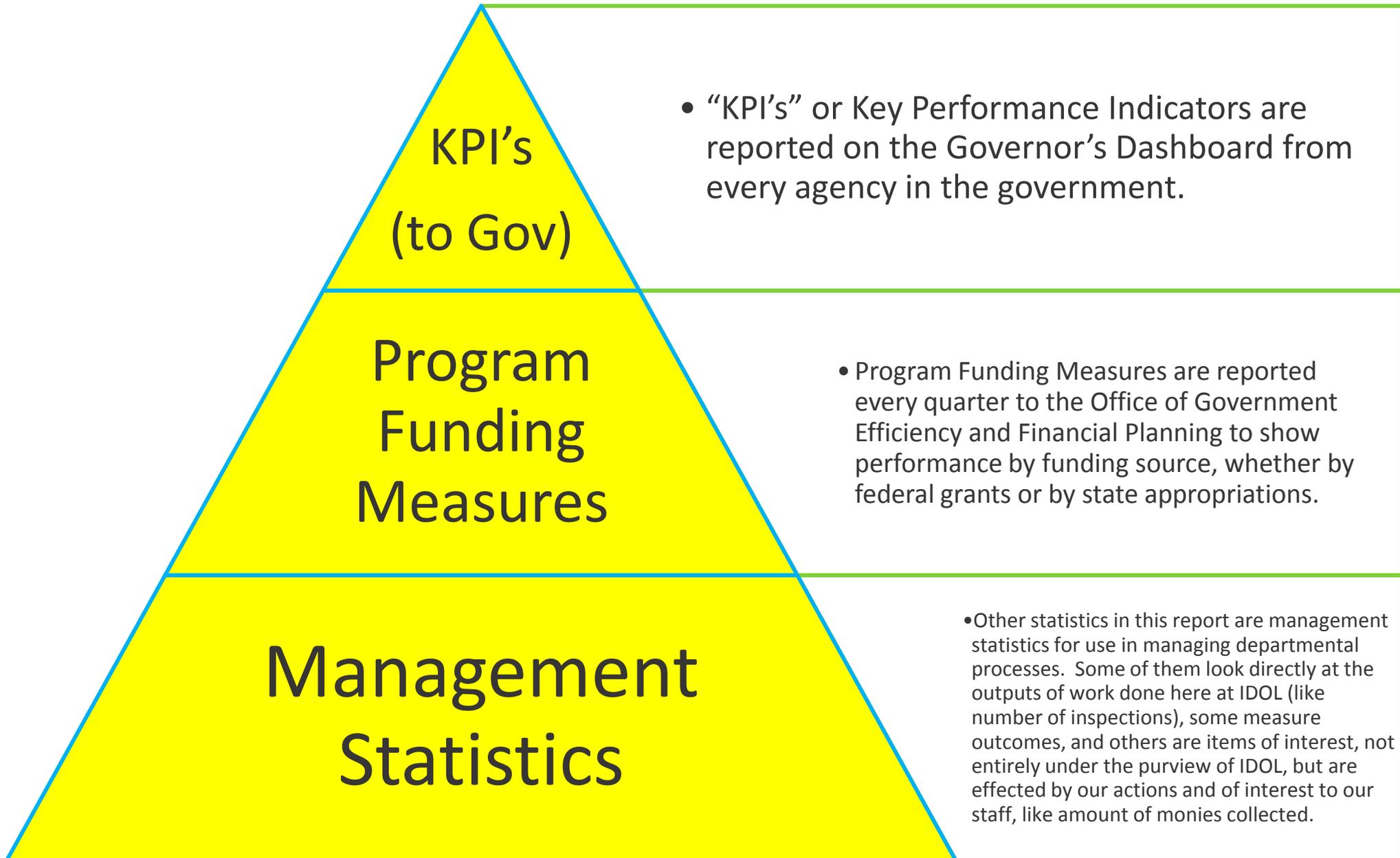
IDOL METRICS Q2 2011

INDIANA DEPARTMENT OF LABOR

DIVISION OF QUALITY, METRICS AND STATISTICS



Three Tiers of Measures



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.

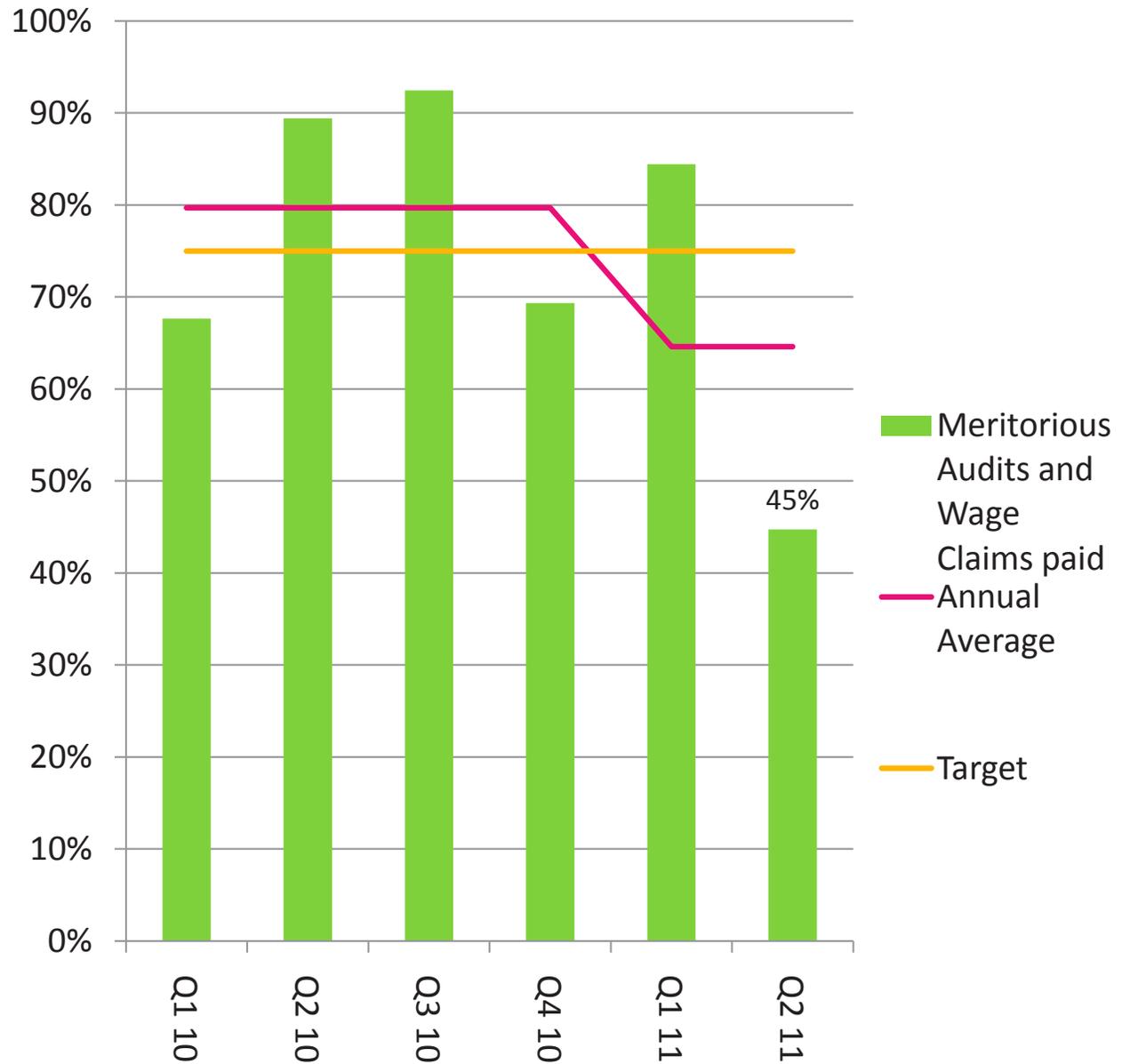
The goal for 2010 is a rate of 4.0.

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.

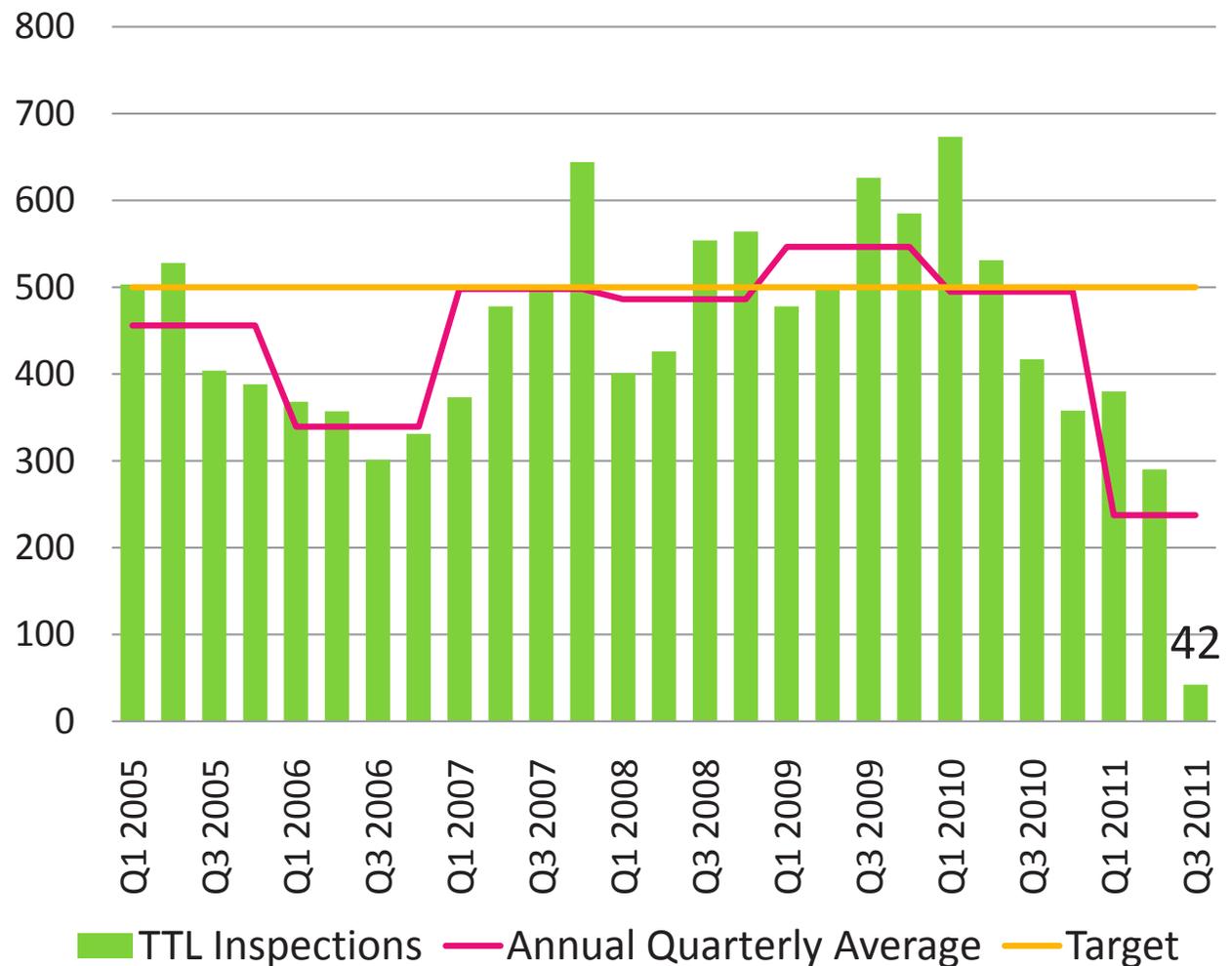


KPI #3: Number of Indiana Occupational Health and Safety (IOSHA) Inspections

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 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.

Fund Center Name	Program Objective	Program Indicator
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

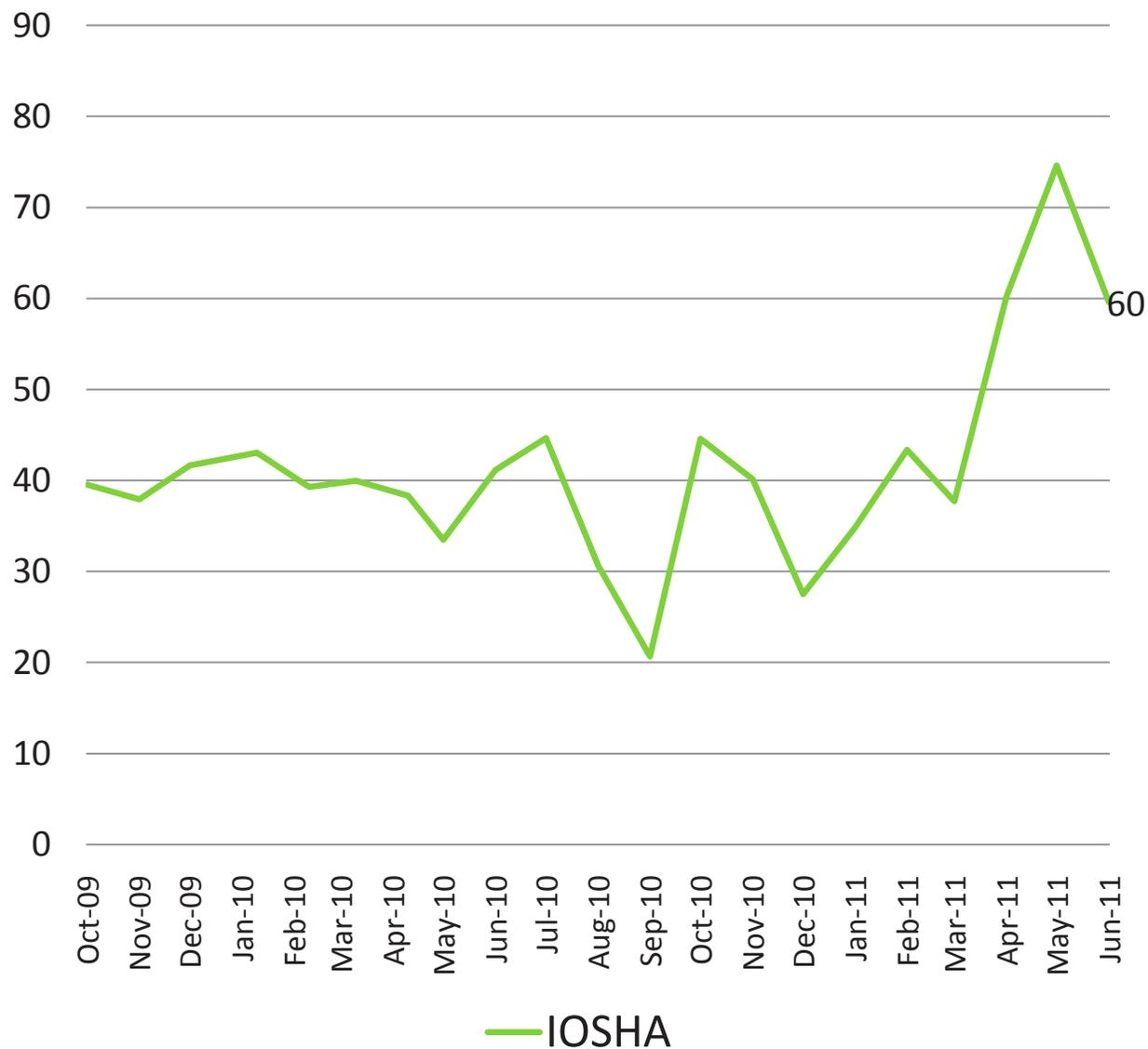
Lapsed Time for Inspections with Citations

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.

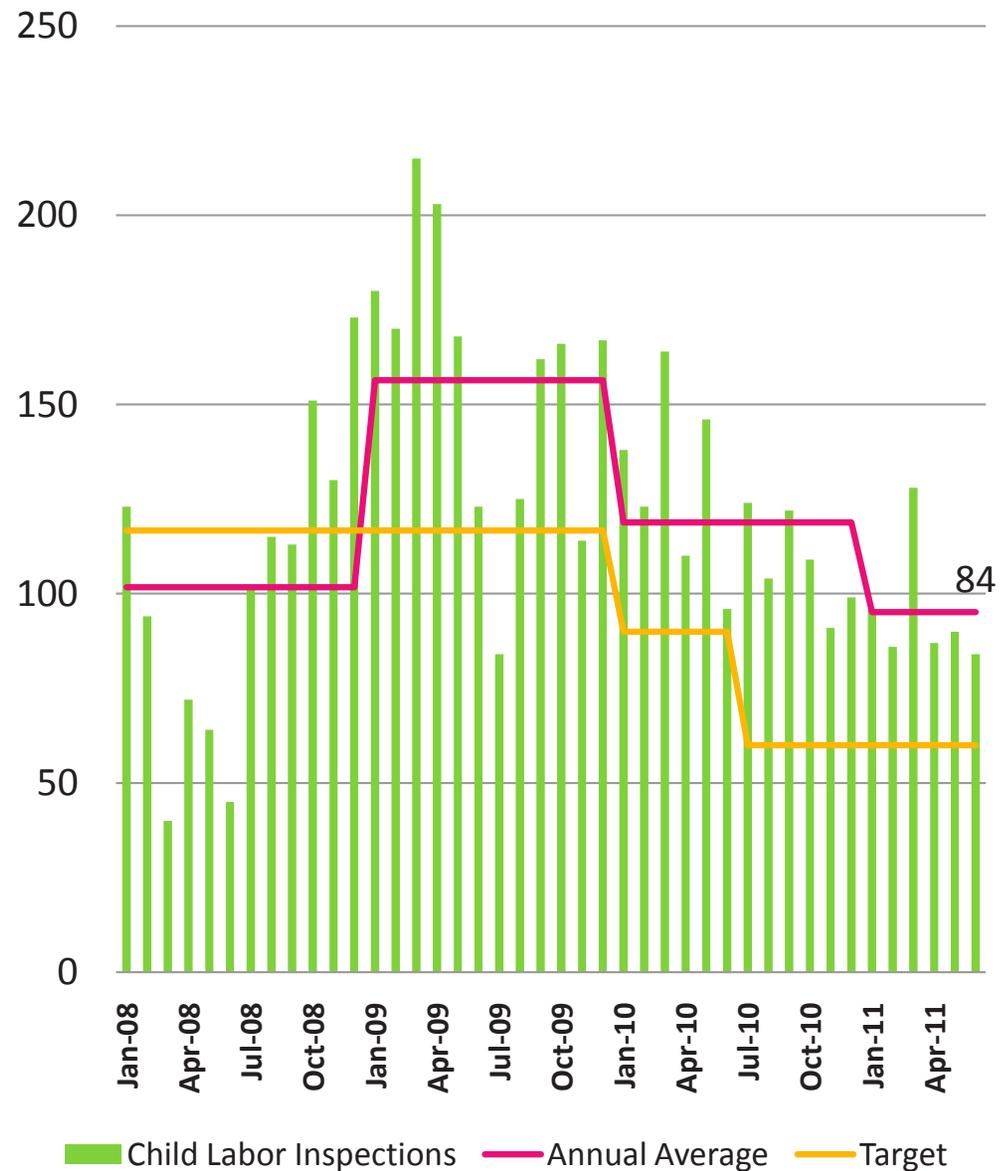


Child Labor inspections completed

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.

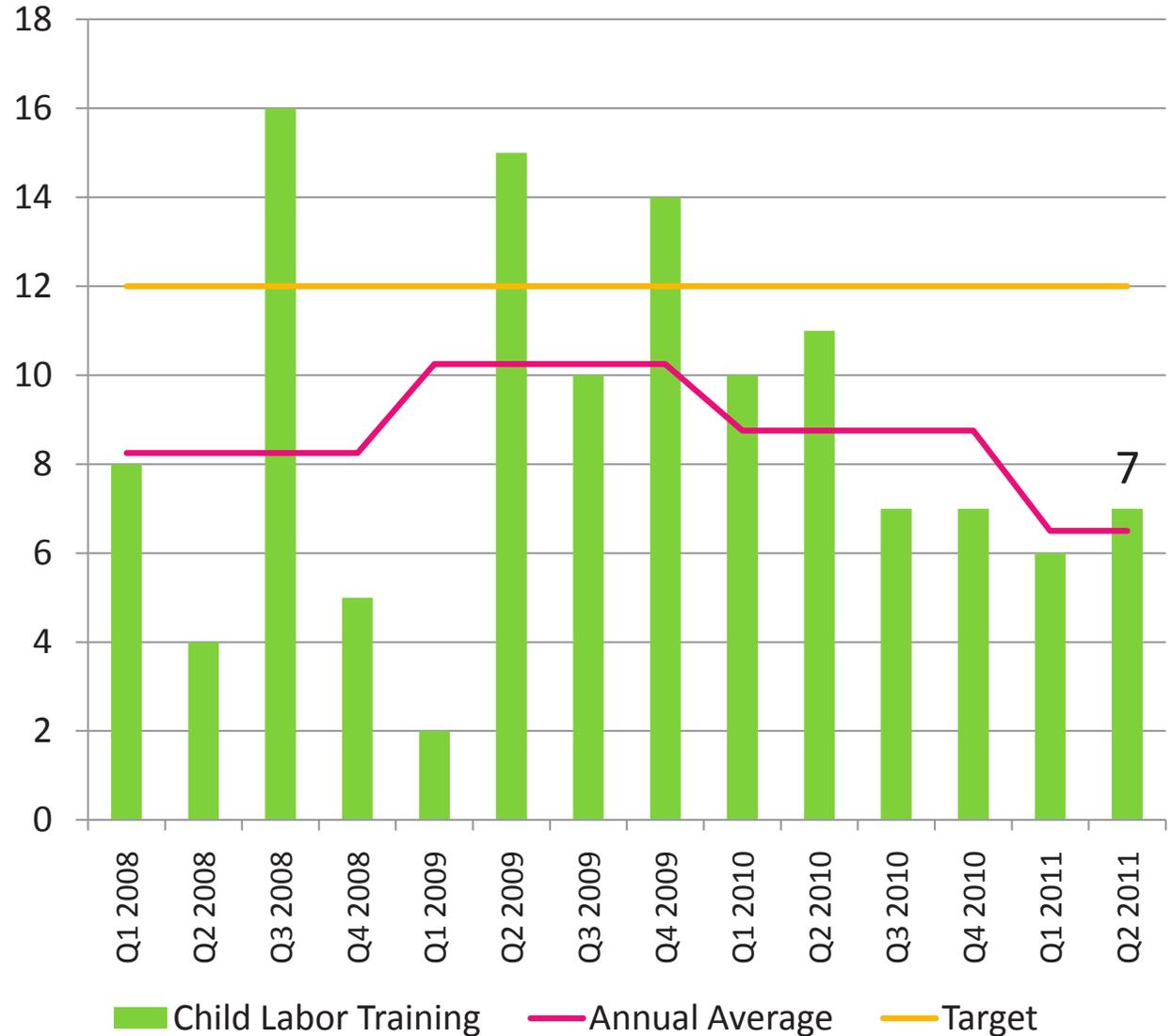
The laws enforced by the Bureau are related solely to employees under 18 years of age.

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



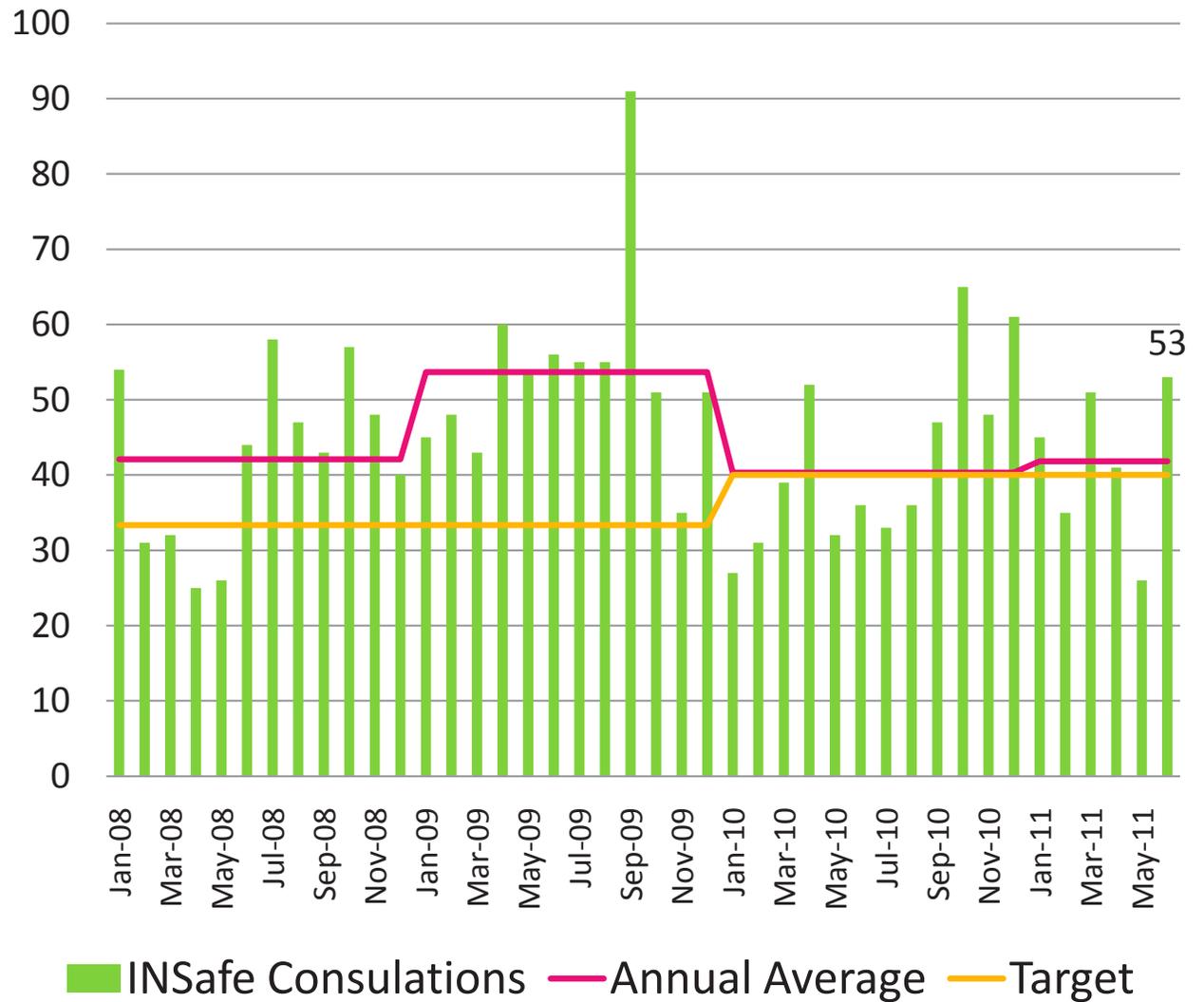
Child Labor Free Trainings

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.



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.

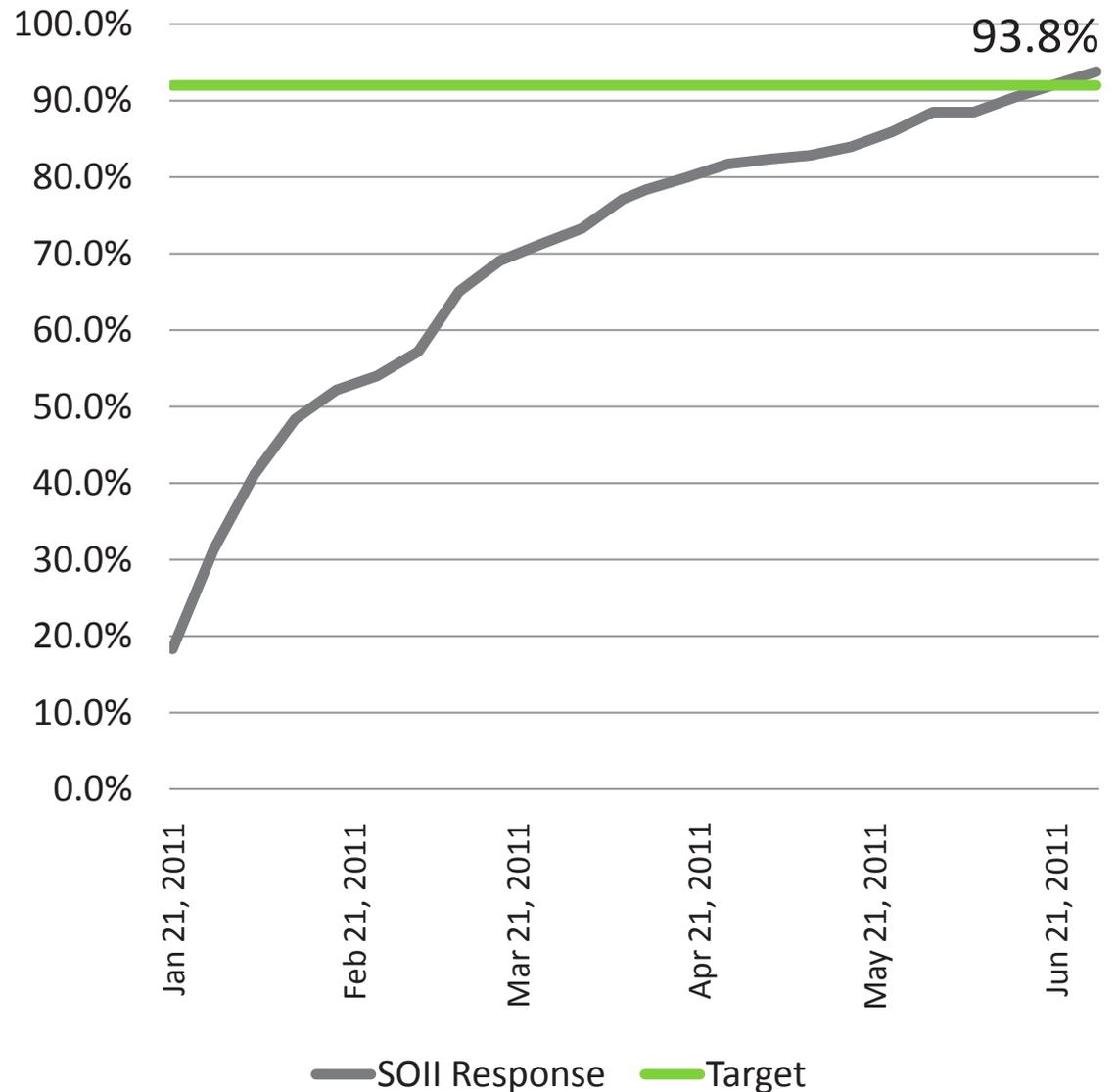
Note: The 2010 target for mine inspections was reduced to ten with the elimination of a mine inspector position.



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.

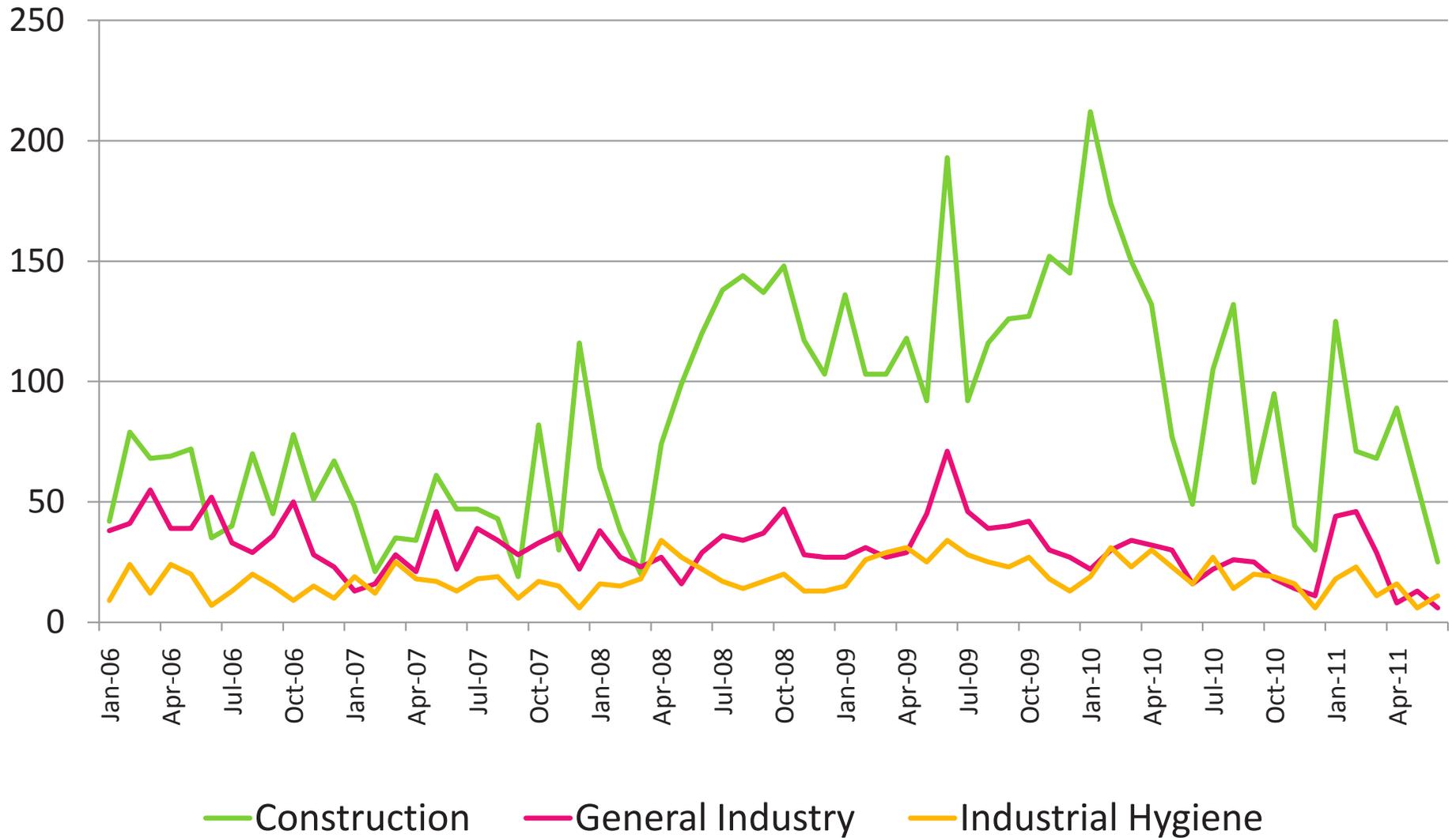


Management Statistics

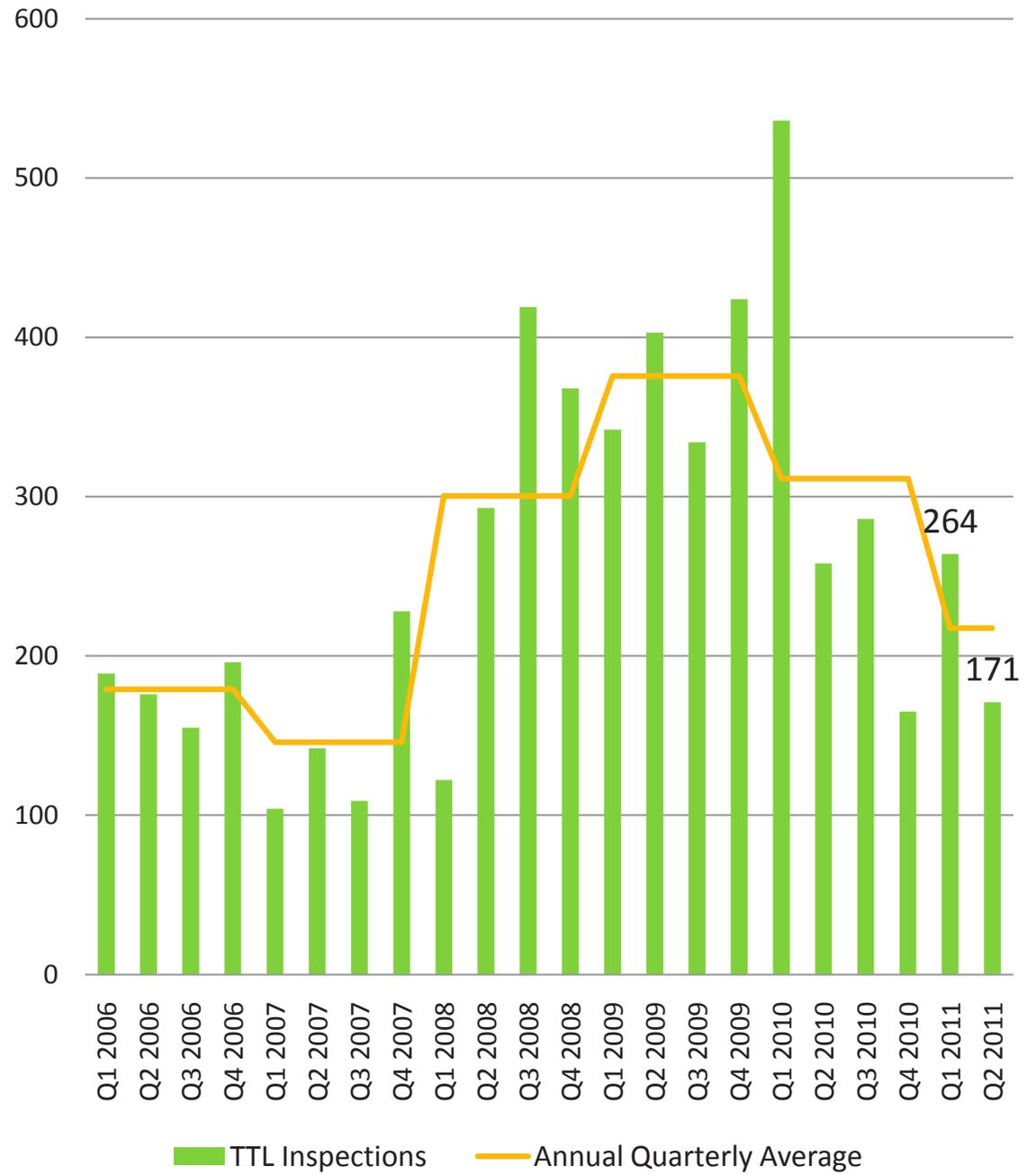
Each Division reports metrics used to manage and measure their effectiveness

**INDIANA OCCUPATIONAL SAFETY
AND HEALTH ADMINISTRATION**

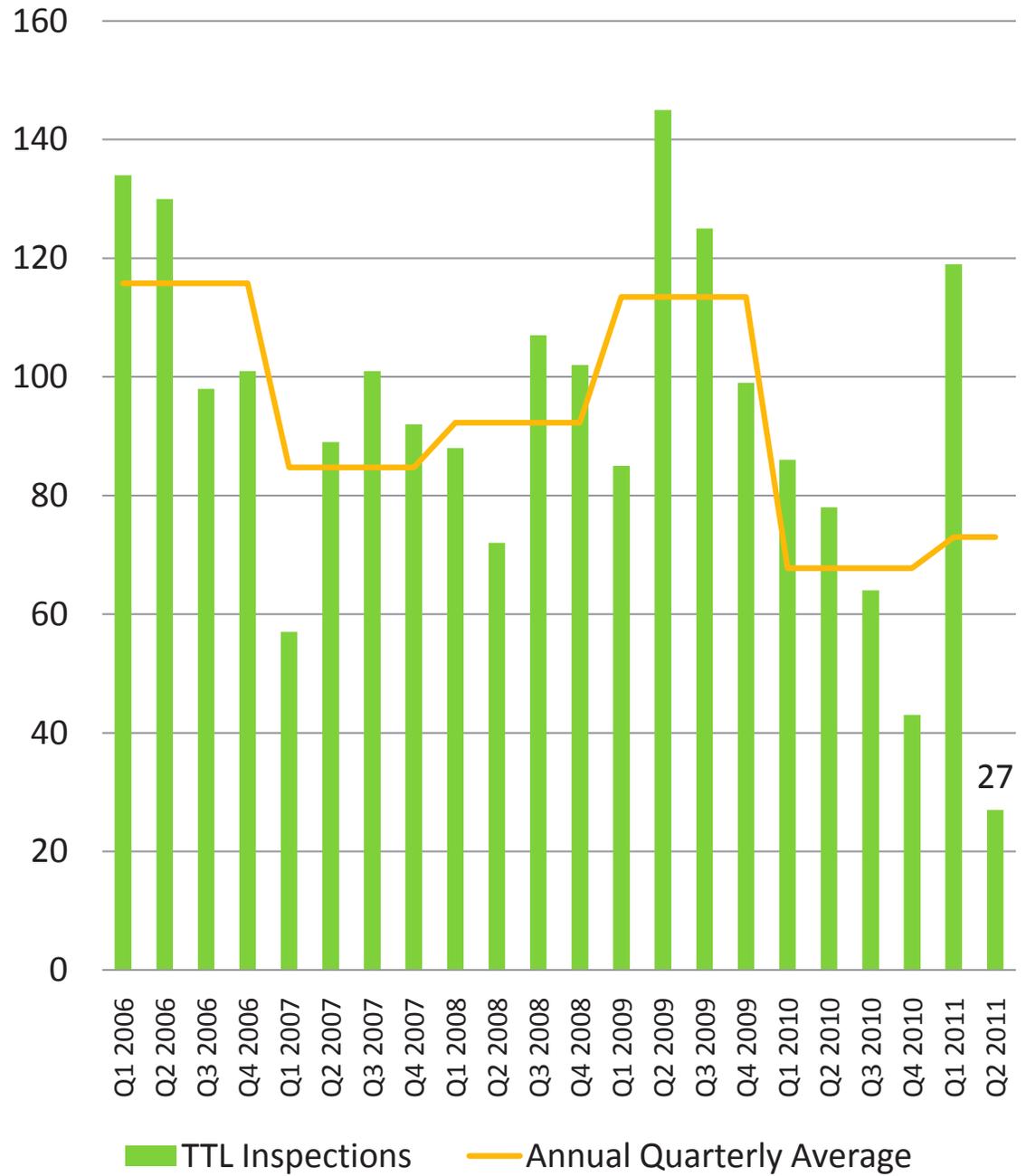
Compare Divisional Inspection Totals in IOSHA



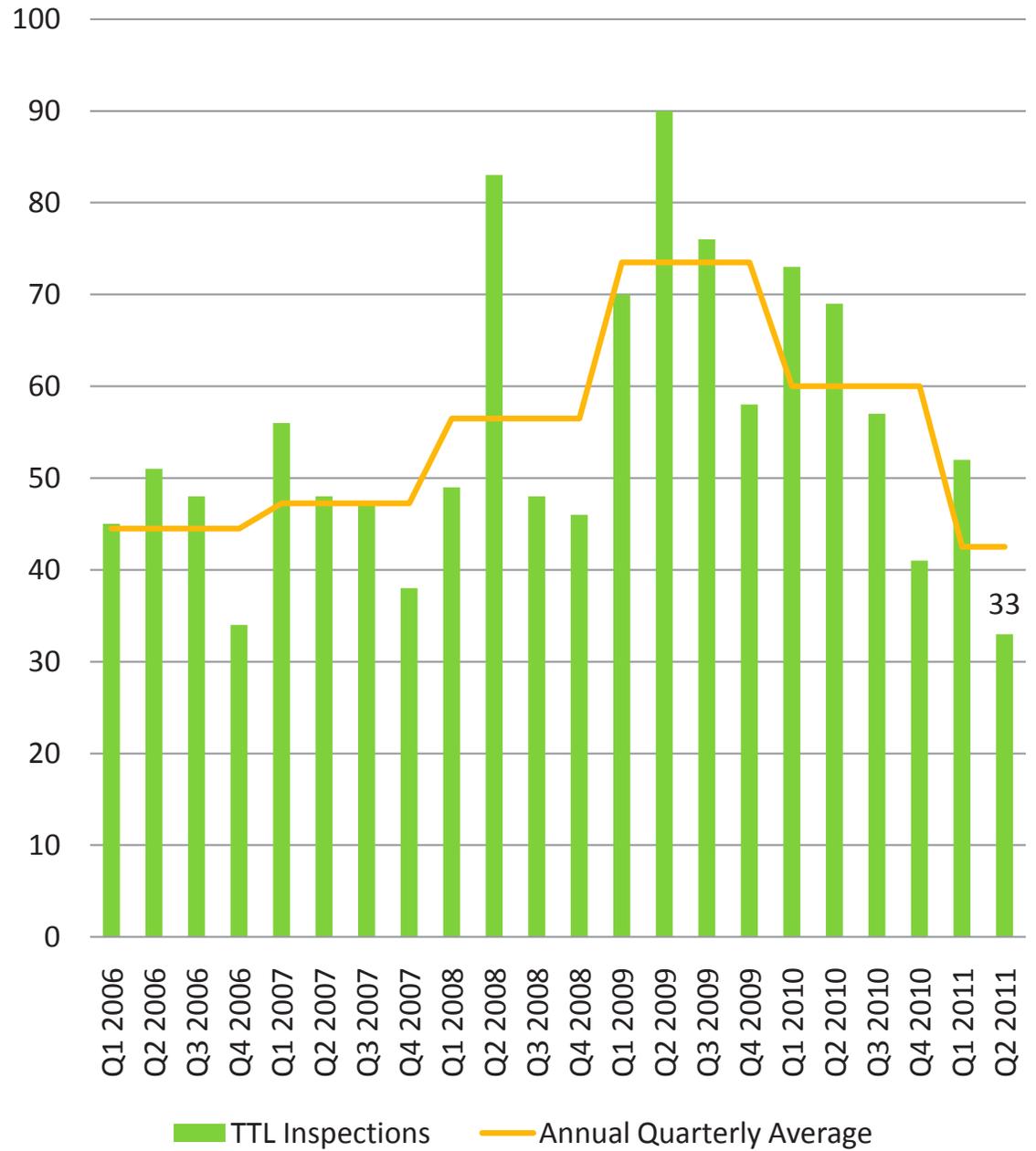
IOSHA Divisional Inspection Totals: Construction



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

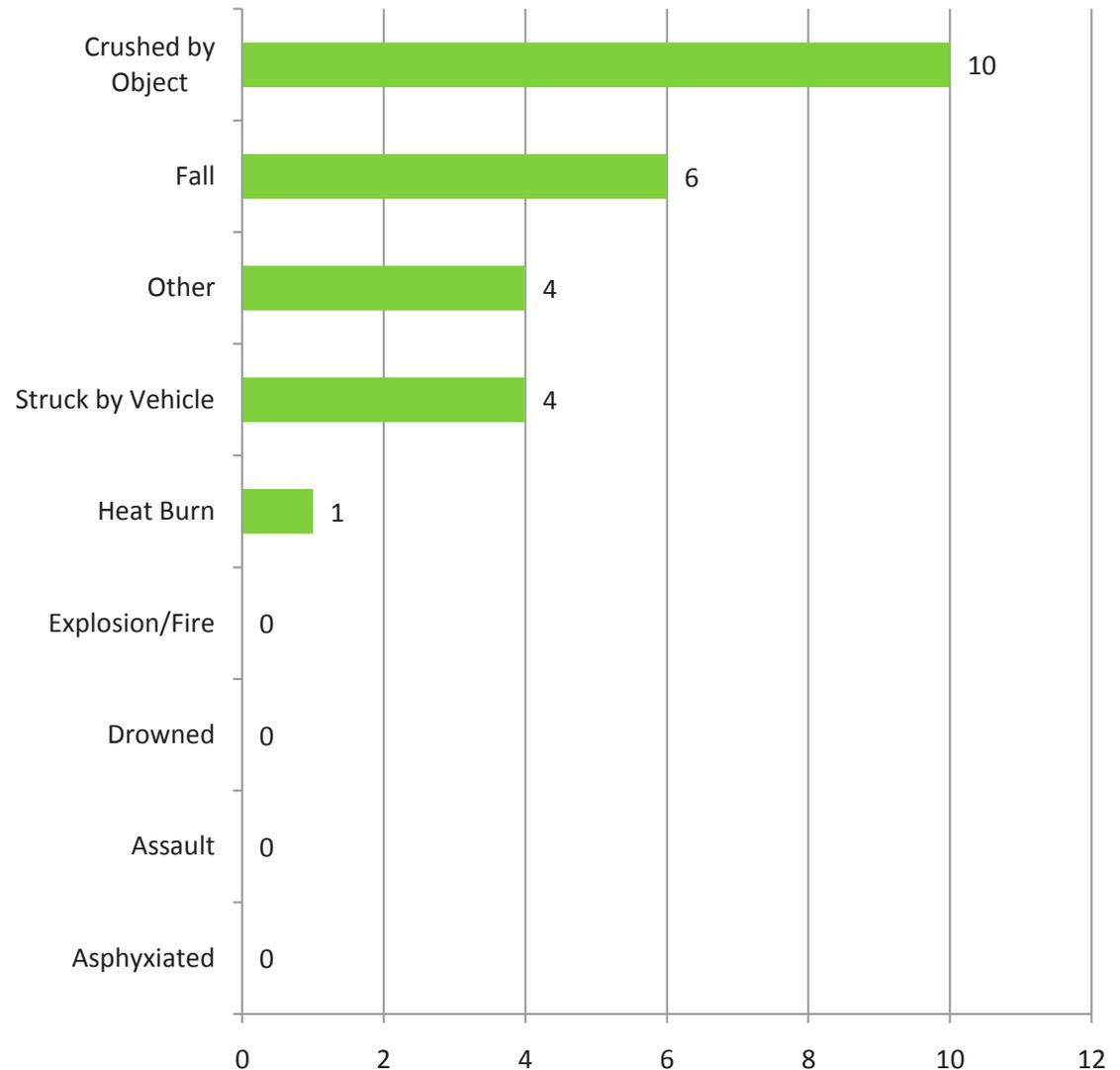
We sort and classify the causes of deaths in the workplace.

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

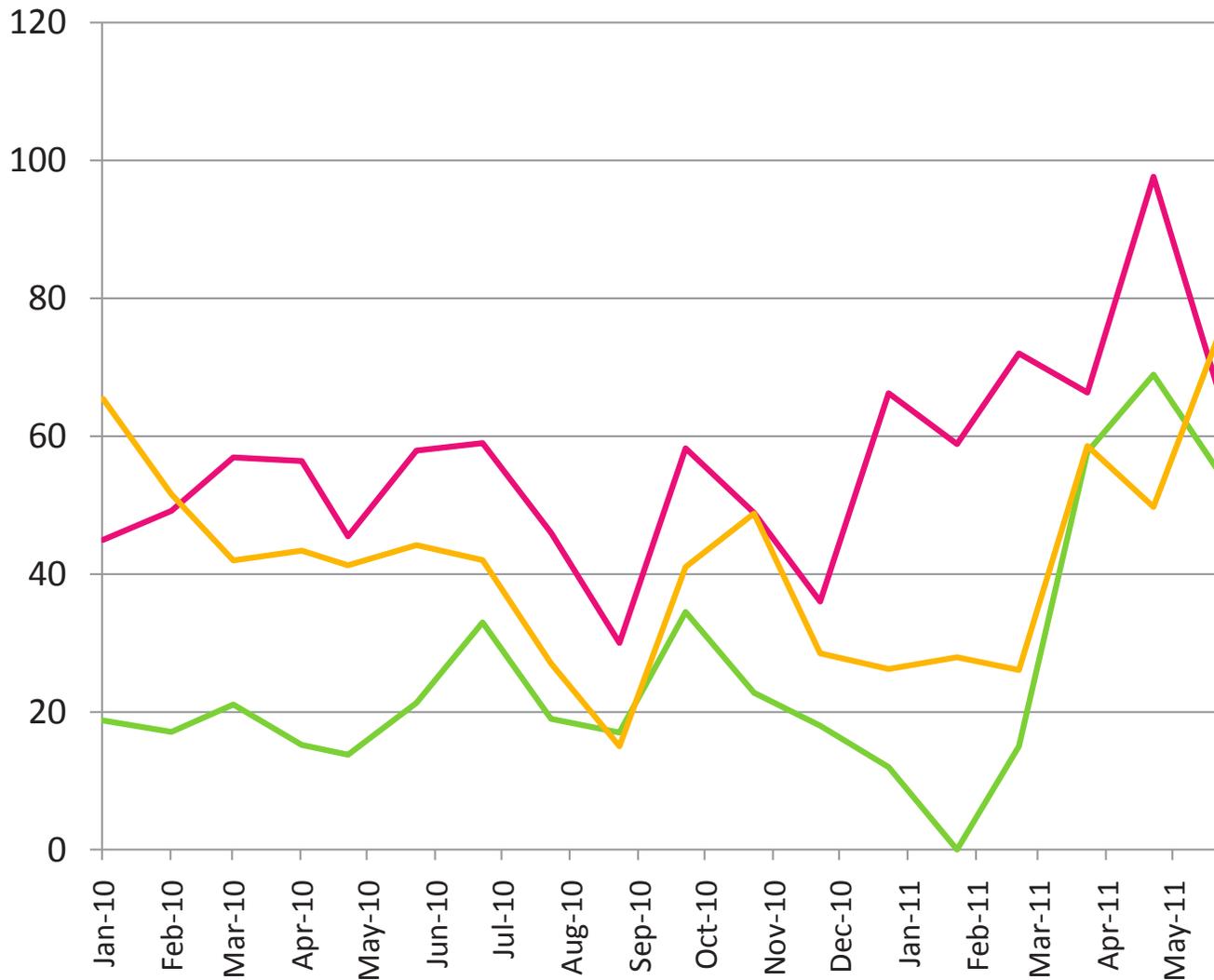
The "Heat Burn" category includes electrocution by IOSHA coding protocols.

The total for 2011, as of Q2 is 25

Fatal Events



IOSHA Inspection Lapsed Time (Average in Days)



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.

- General industry
- Construction
- Industrial Hygiene

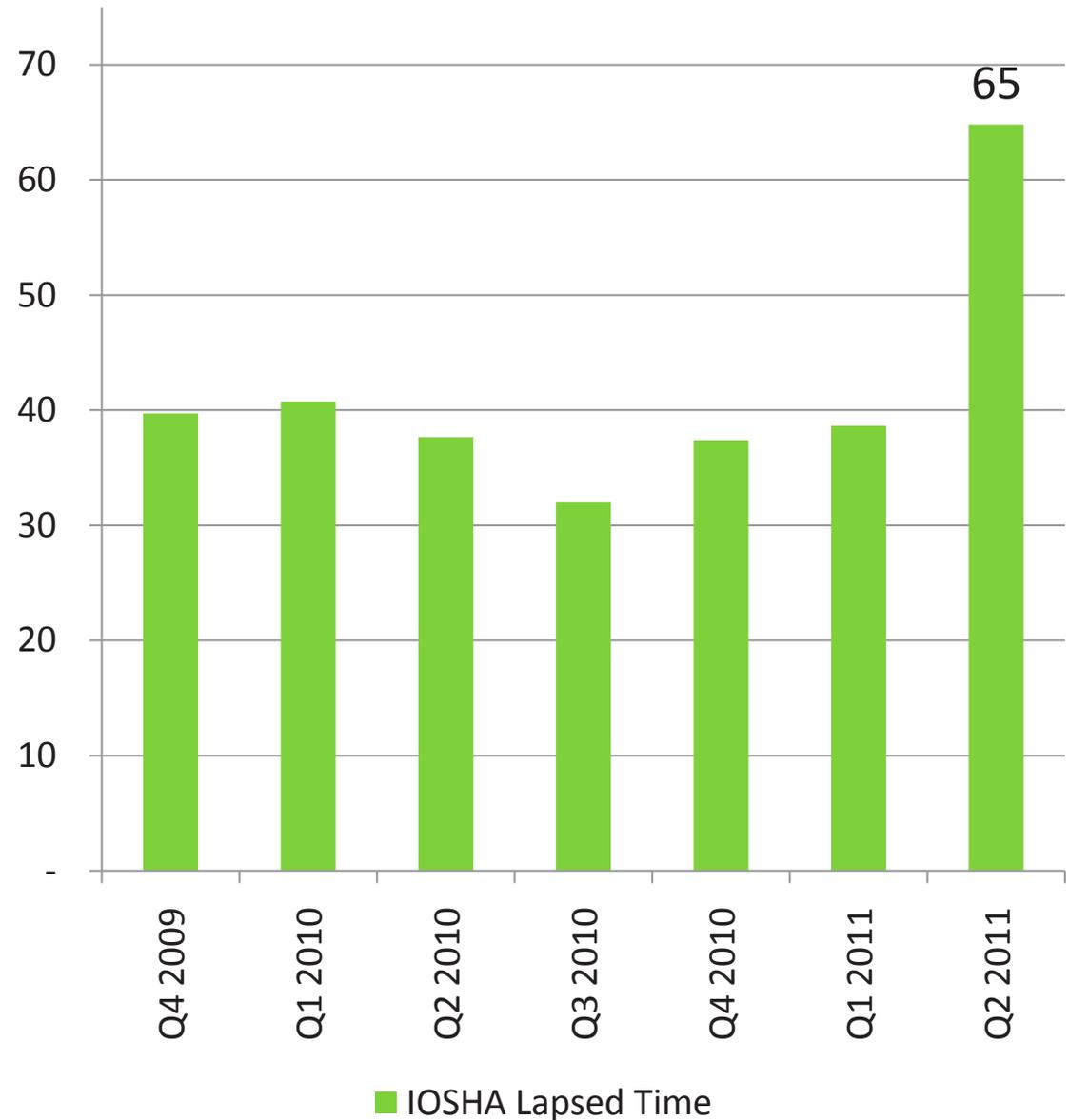
Lapsed Time for Inspections with Citations

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.

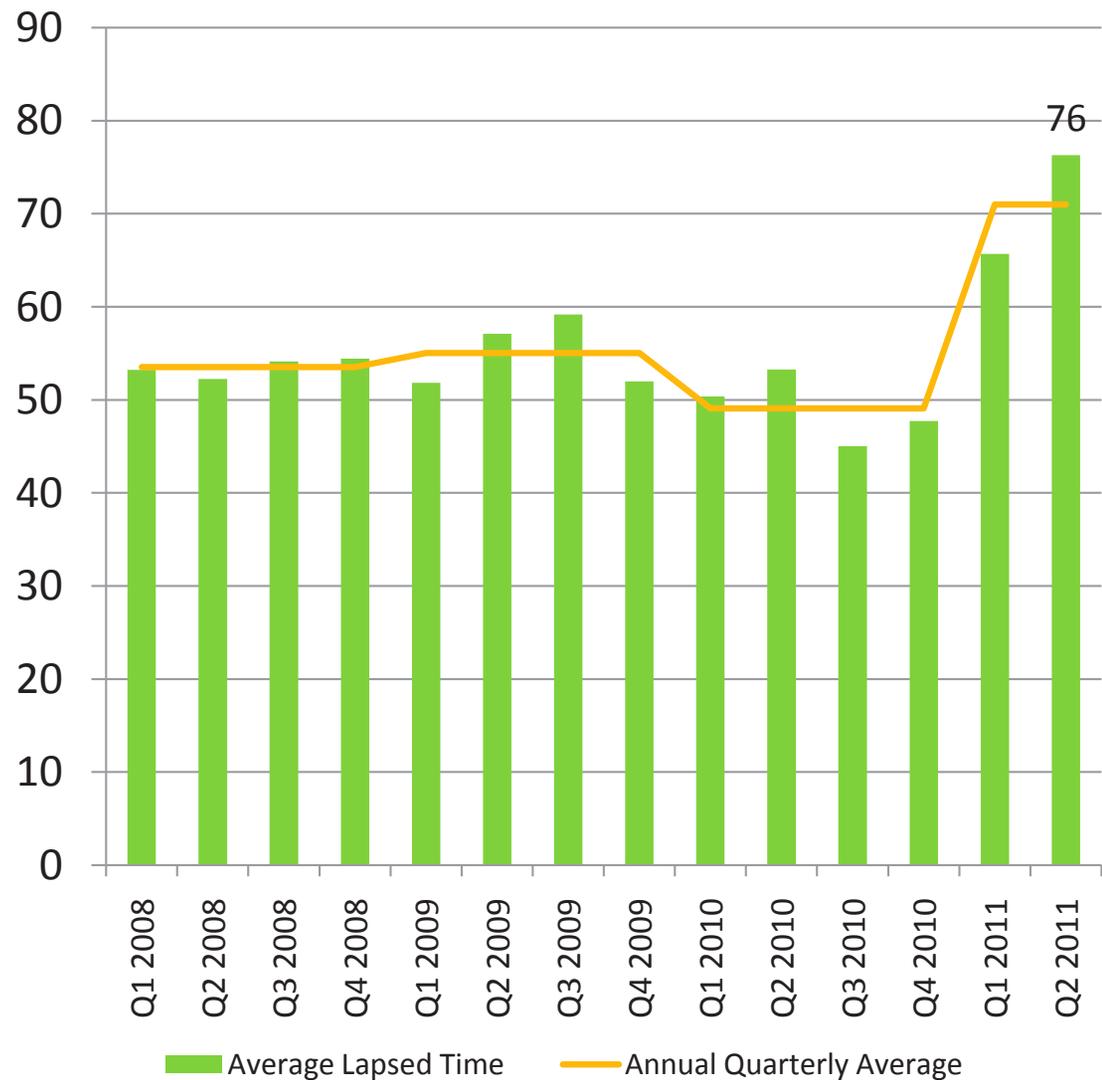
IOSHA Lapsed Time



Construction Inspection Lapsed Time (Quarterly)

Construction projects are the focus of the Construction Division.

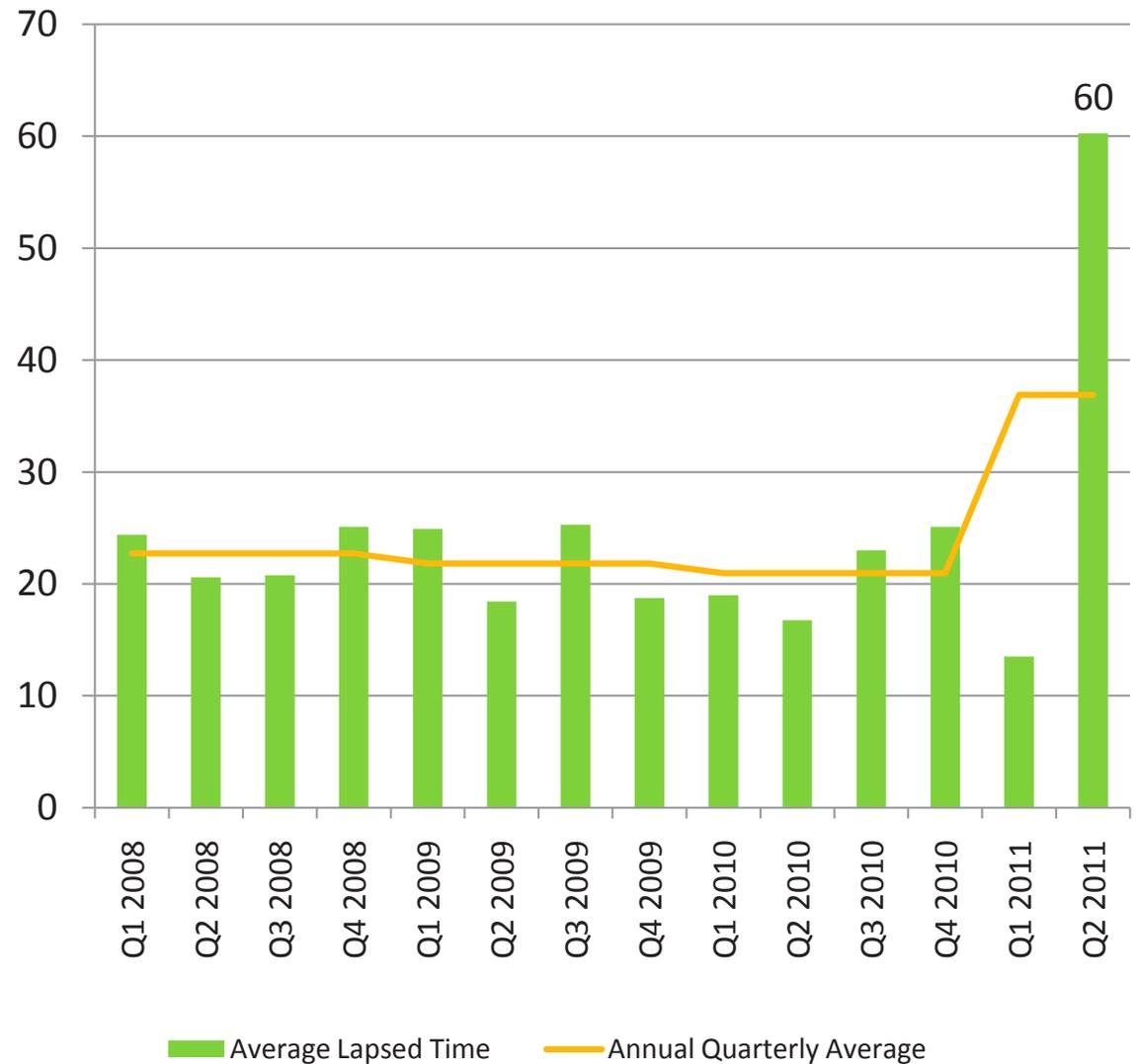
Officers here look at scaffolds and trenches, general safety procedures, and other standards that apply to construction sites throughout Indiana.



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.

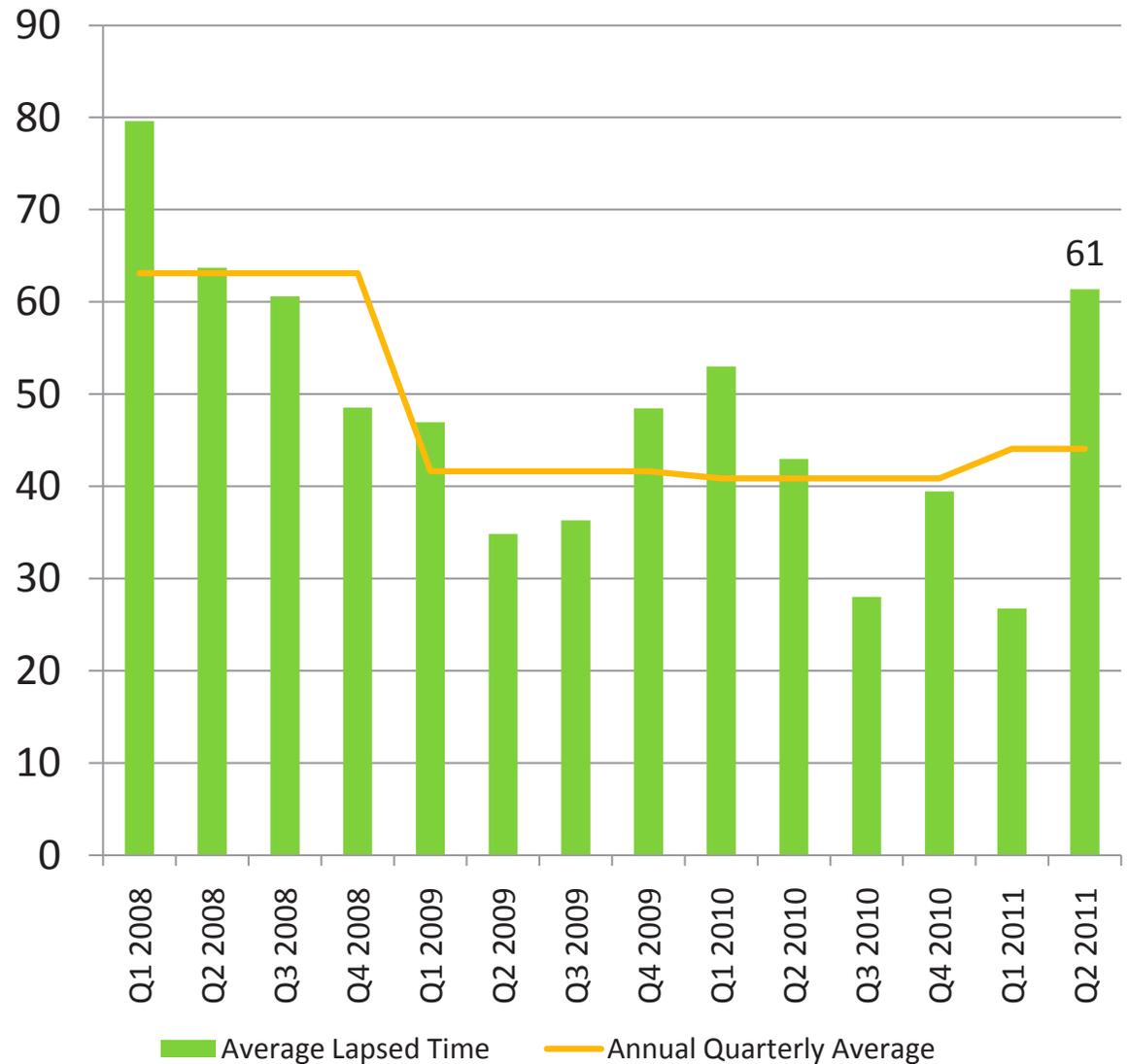
Guardrails and machinery safety devices, the width of aisles for in-house transport and loading dock procedures are typical of the concerns here.



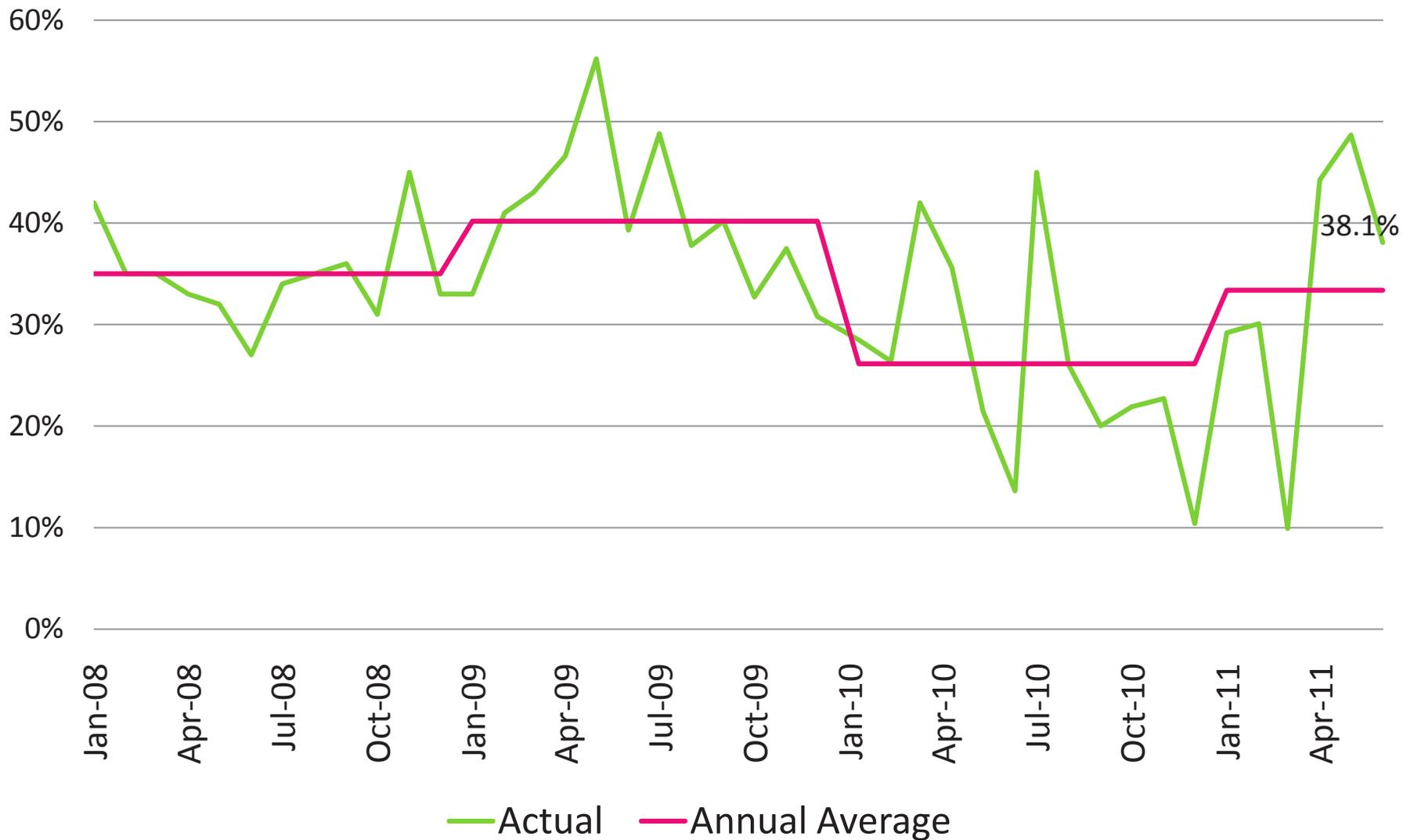
Industrial Hygiene Inspection Lapsed Time (Quarterly)

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

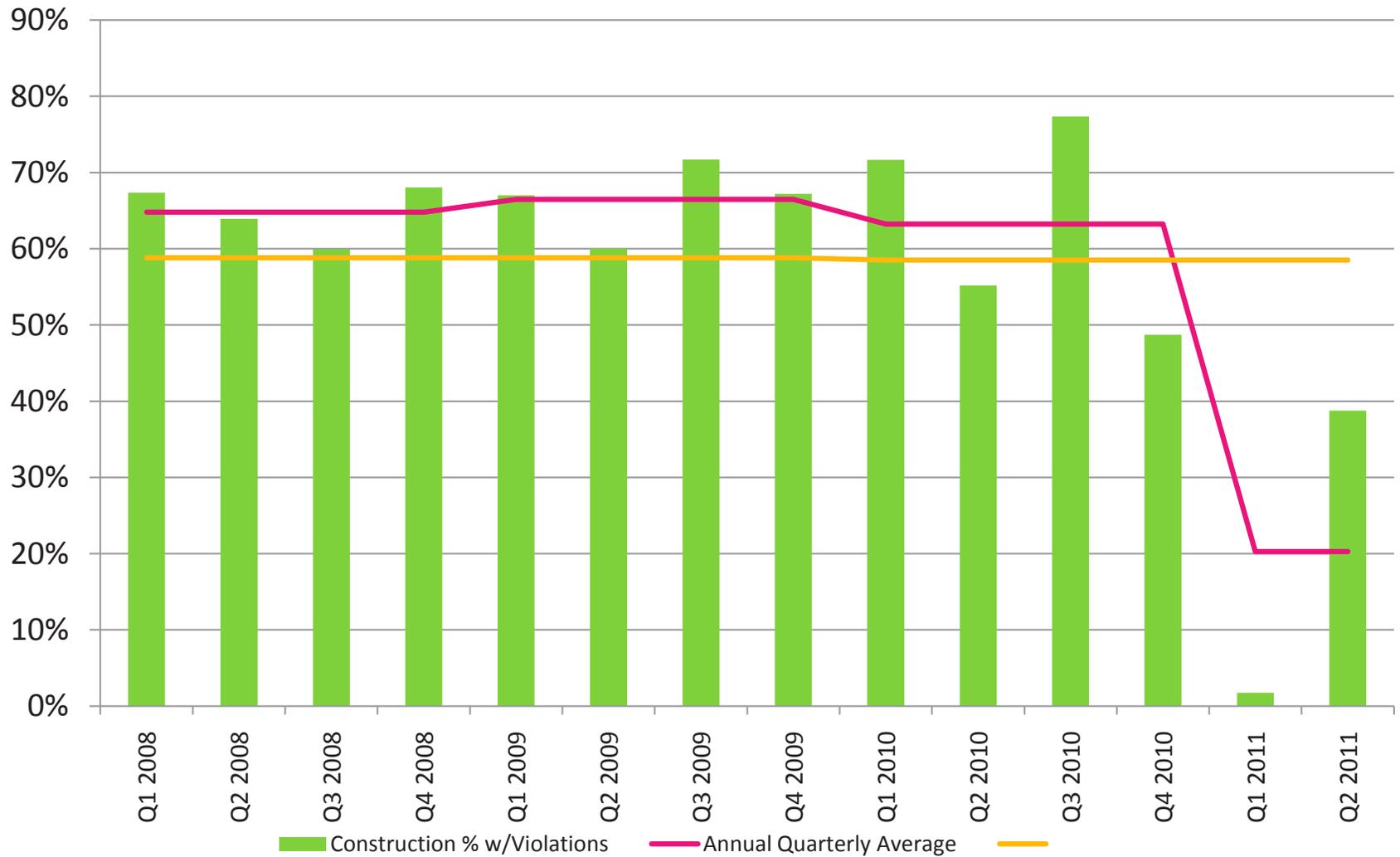
Carbon monoxide, dangerous chemicals used in processes, and combustible dust are some of the hazards that are abated to make Hoosier workers safer in the workplace.



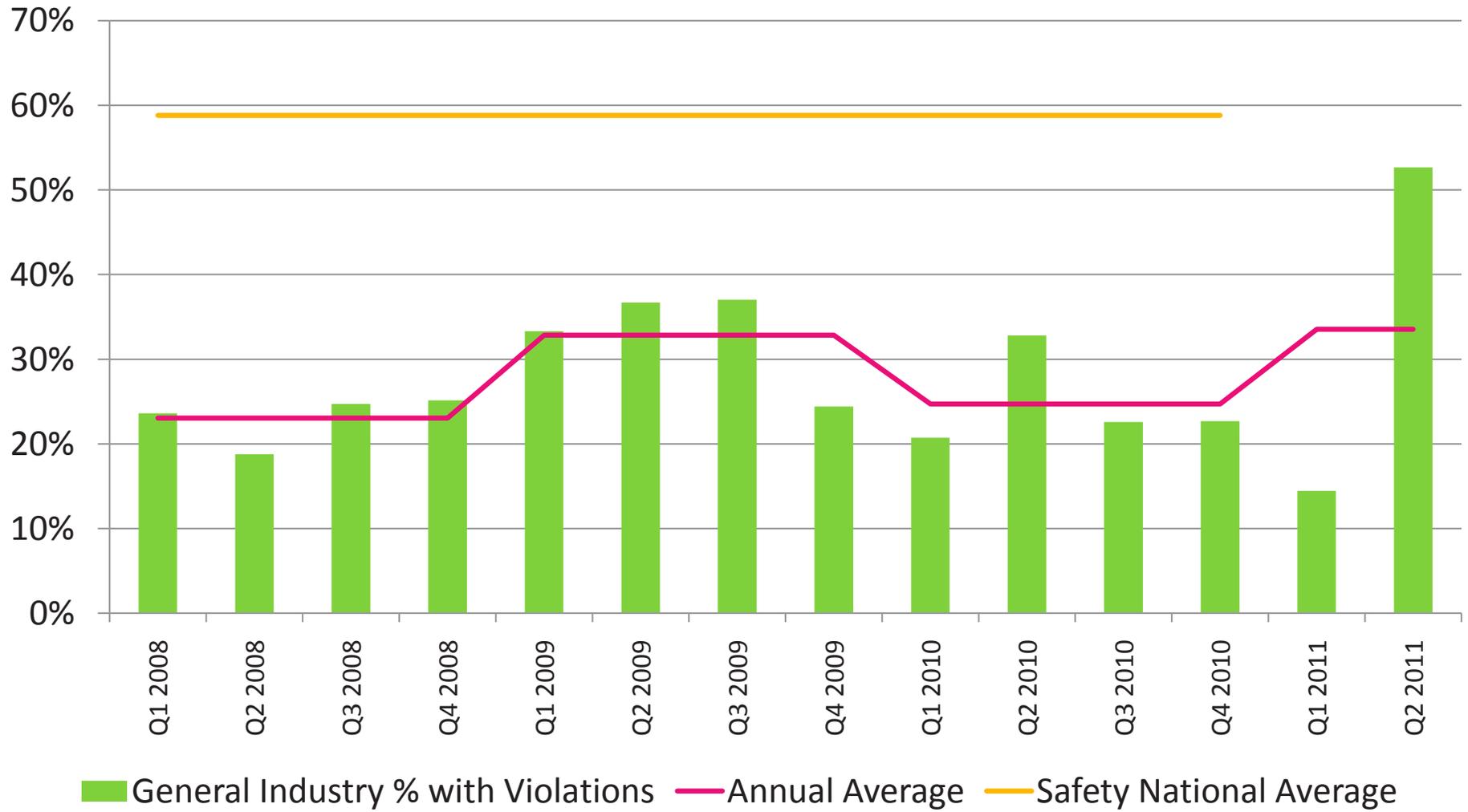
Percentage of Inspections with Violations – ALL IOSHA



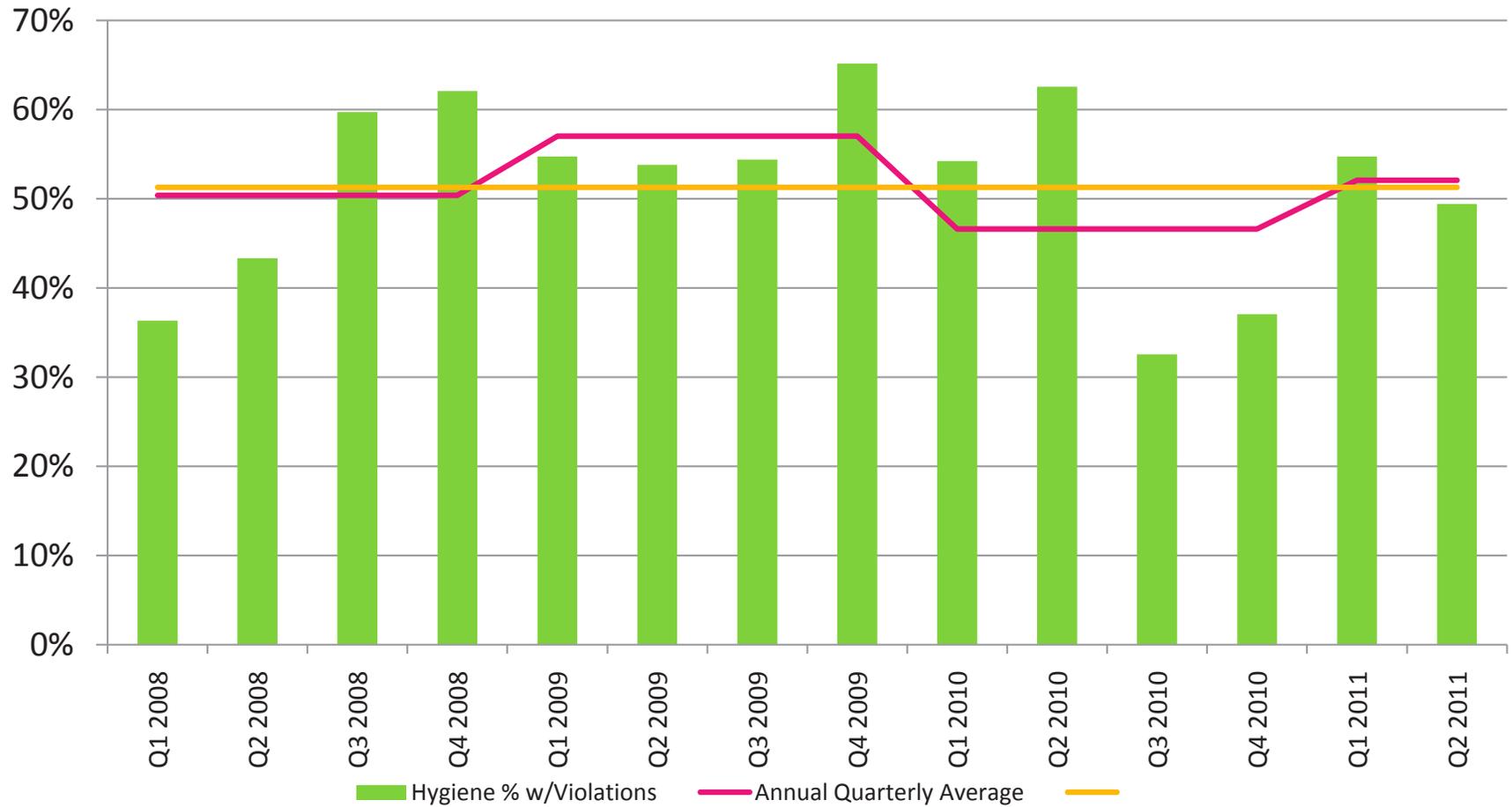
Construction Inspections Percentage with Violations



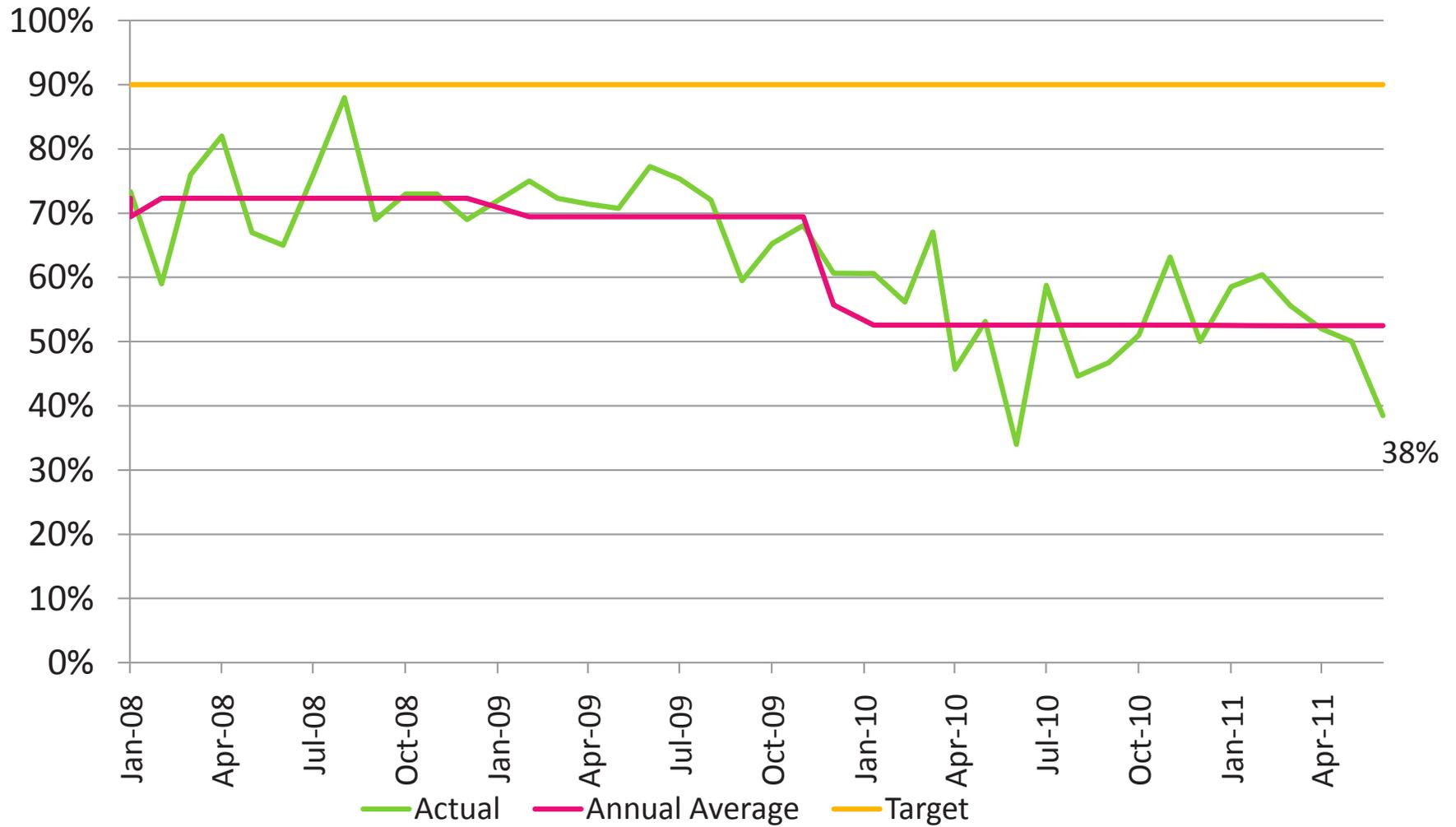
General Industry Inspections Percentage with Violations (Quarterly)



Industrial Hygiene Inspections Percentage with Violations

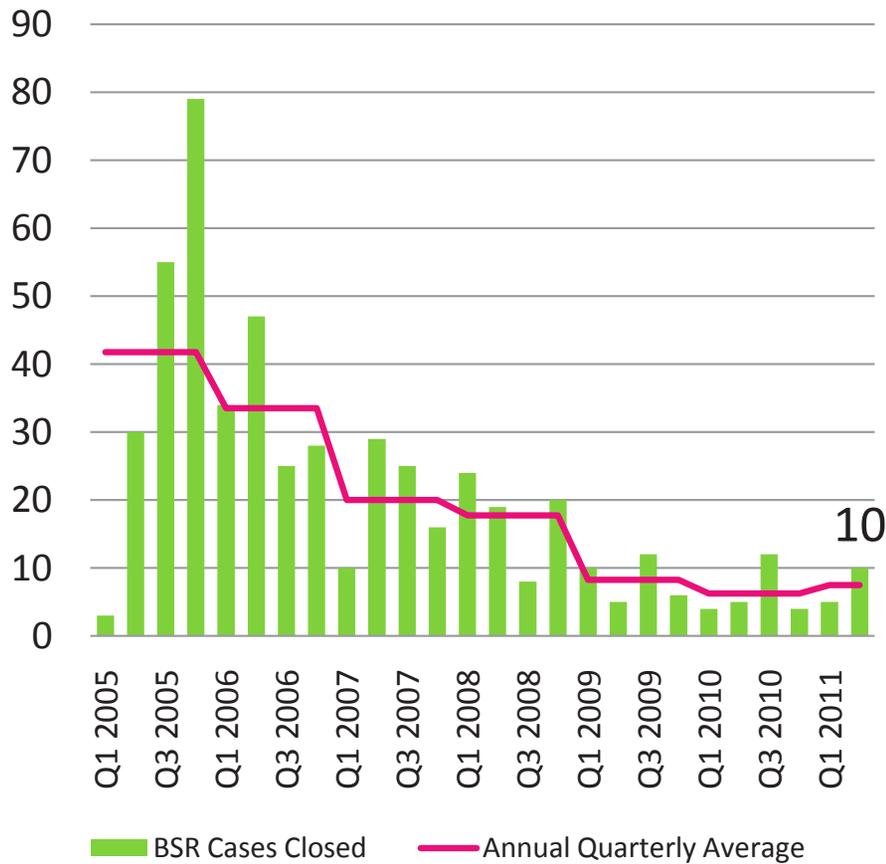


IOSHA Penalties Paid within 30 Days of Safety Order

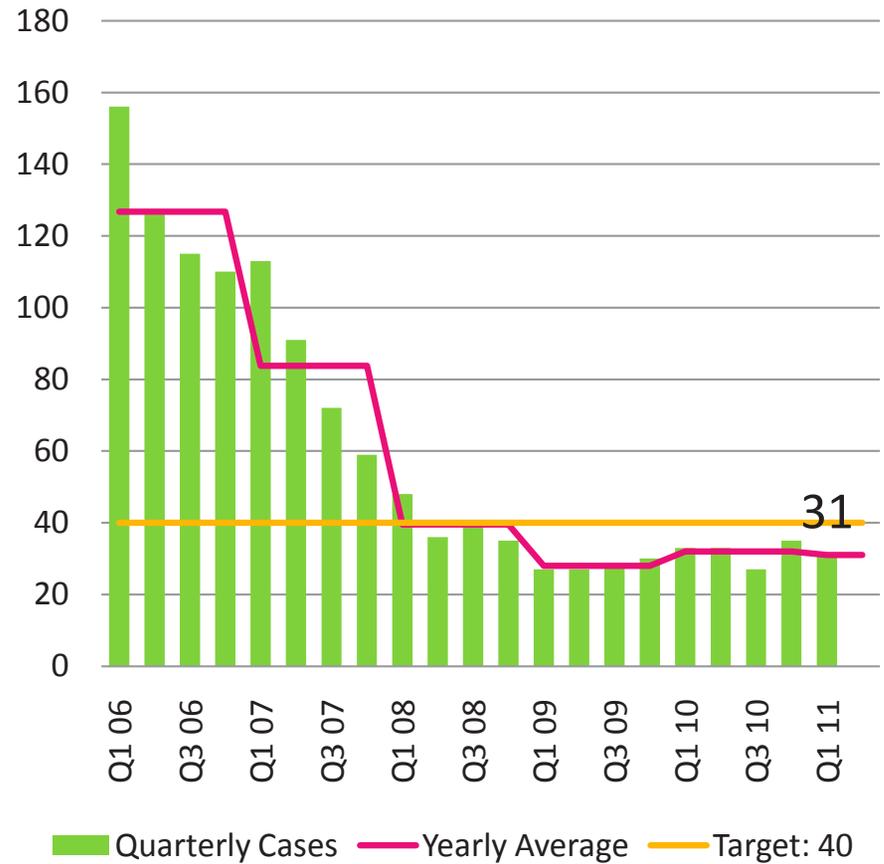


Board of Safety Review Statistics

Cases Closed

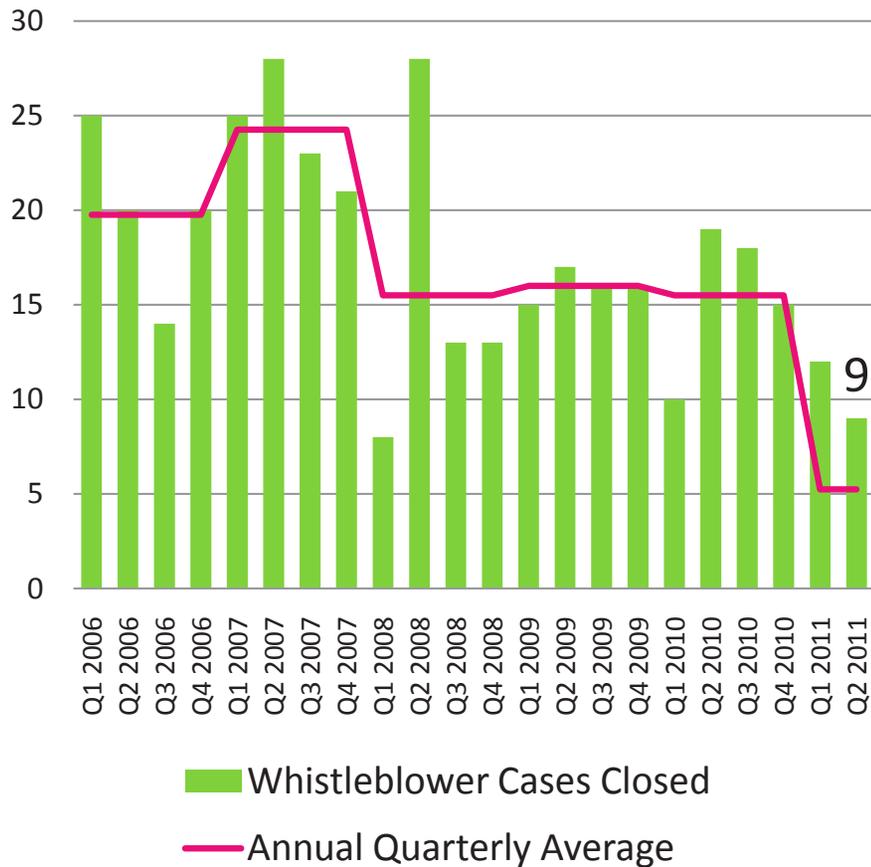


Number of Pending Cases

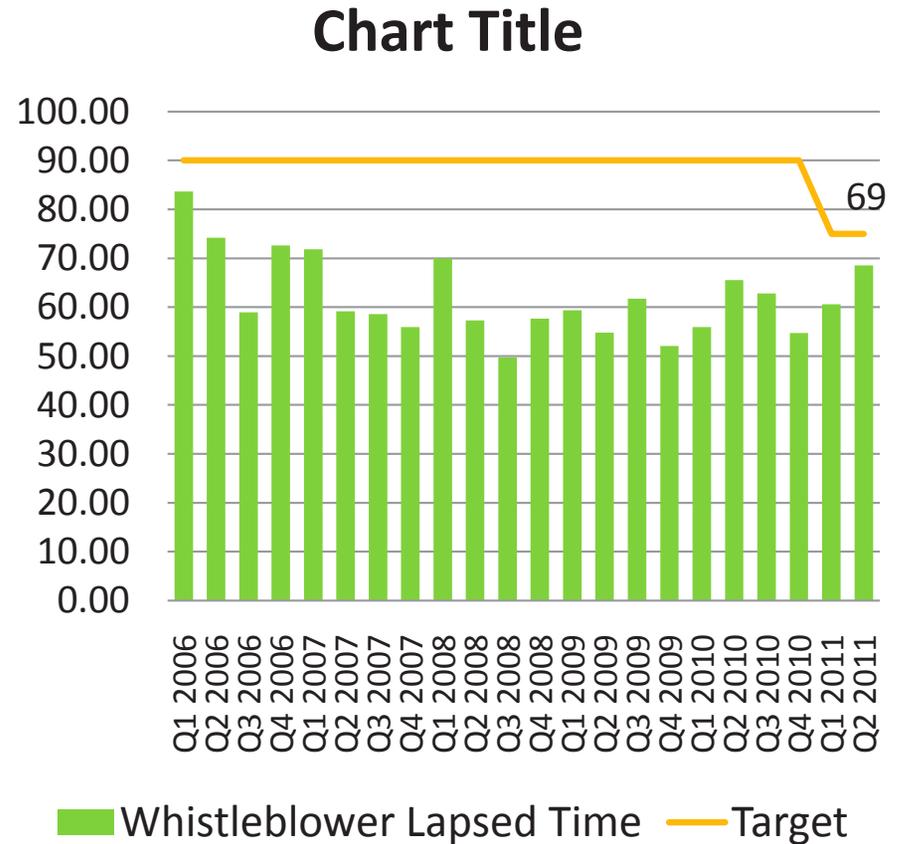


Whistleblower Cases

Cases Closed



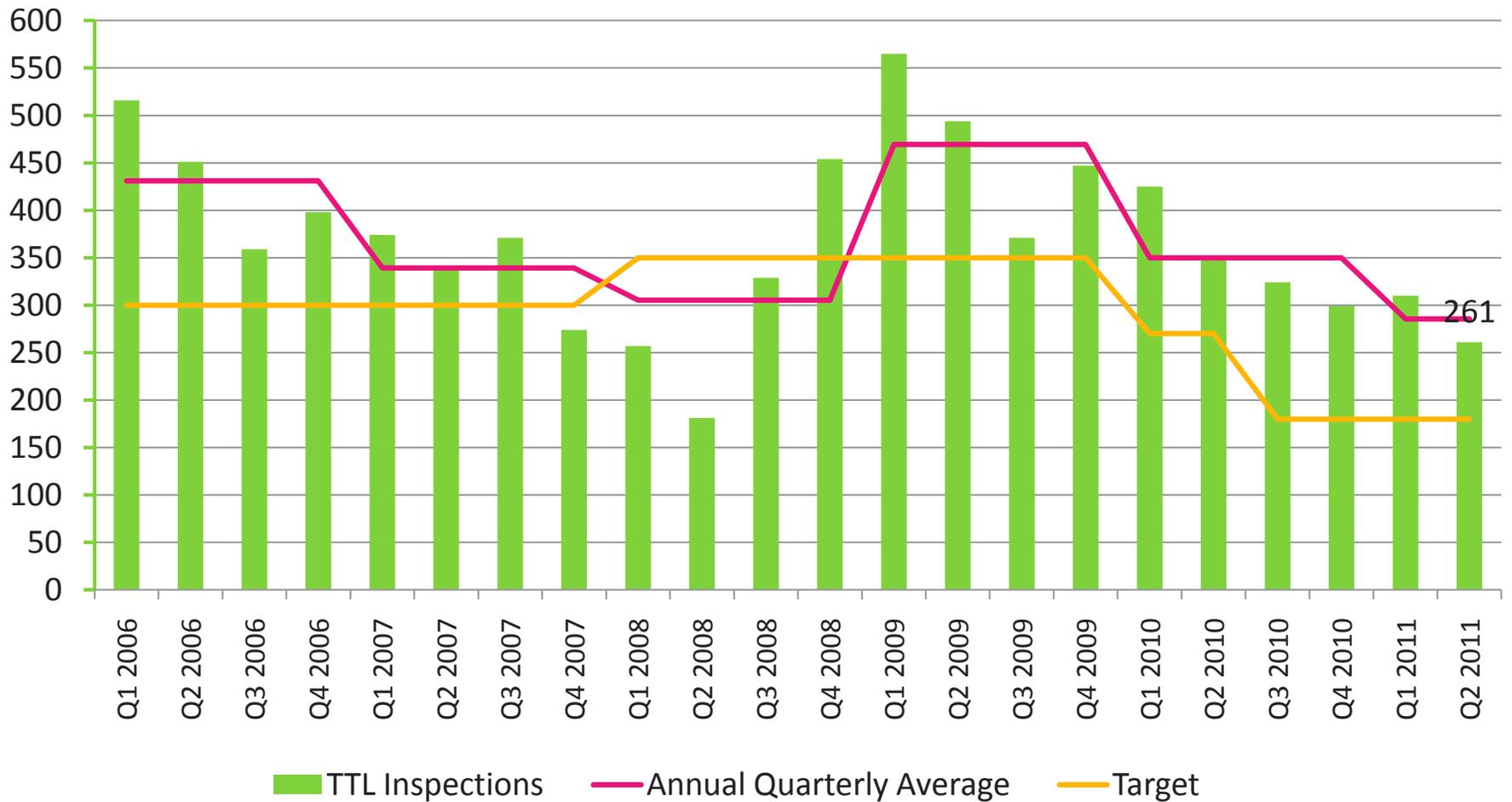
Lapsed Time



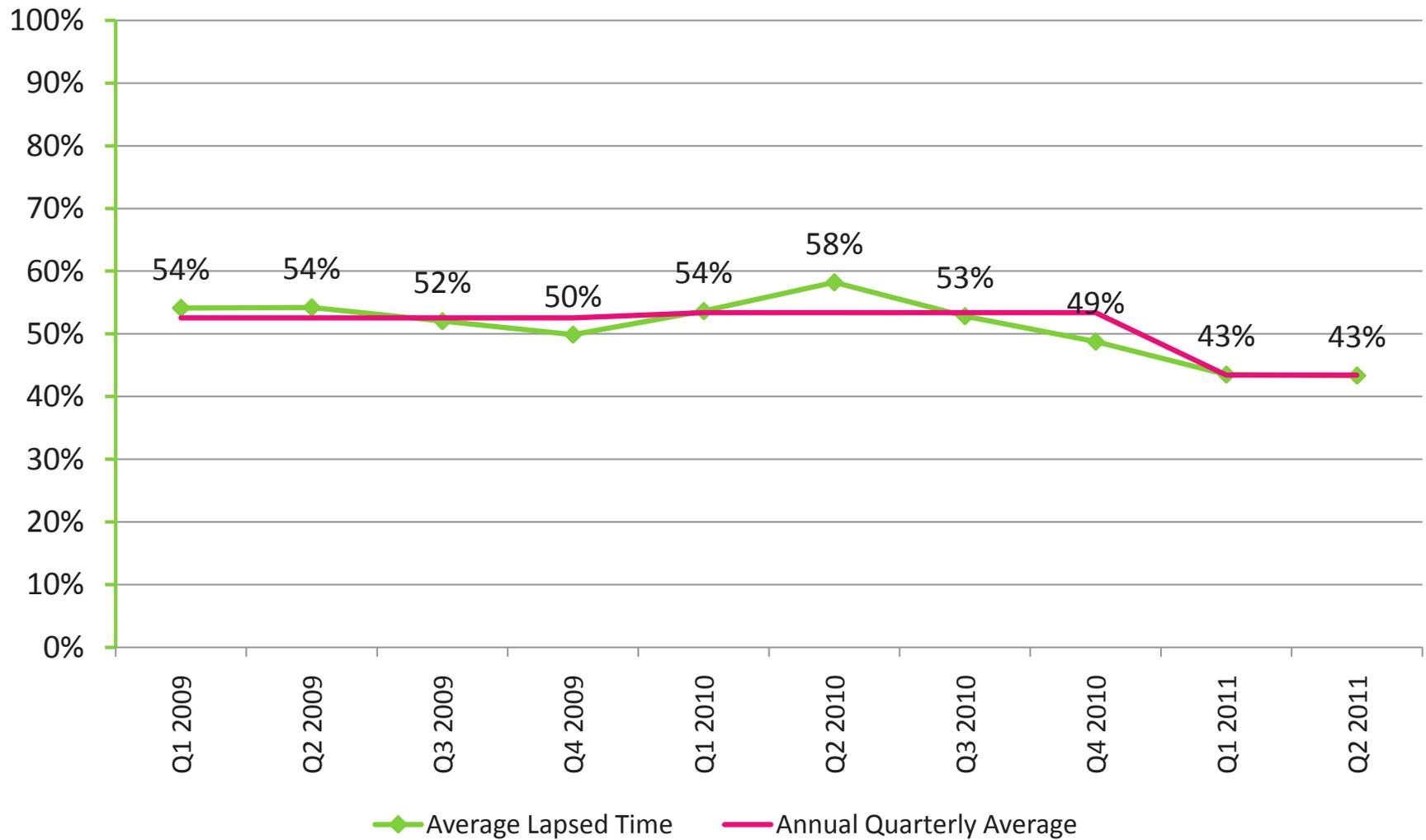
WAGE AND HOUR DIVISION

BUREAU OF CHILD LABOR

Child Labor Inspections (By Quarter)



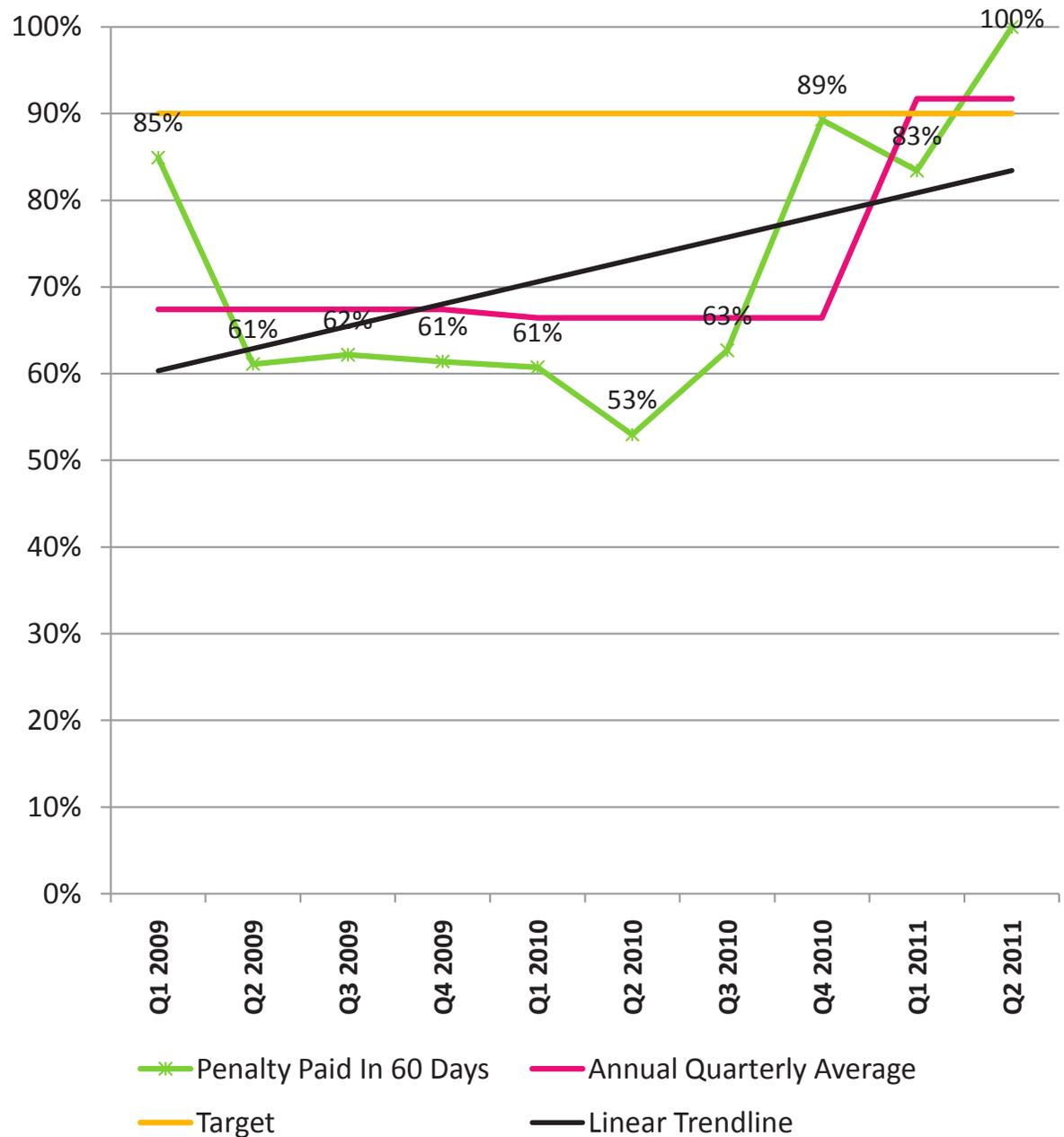
Percentage of Child Labor Inspection with Violations By Quarter



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

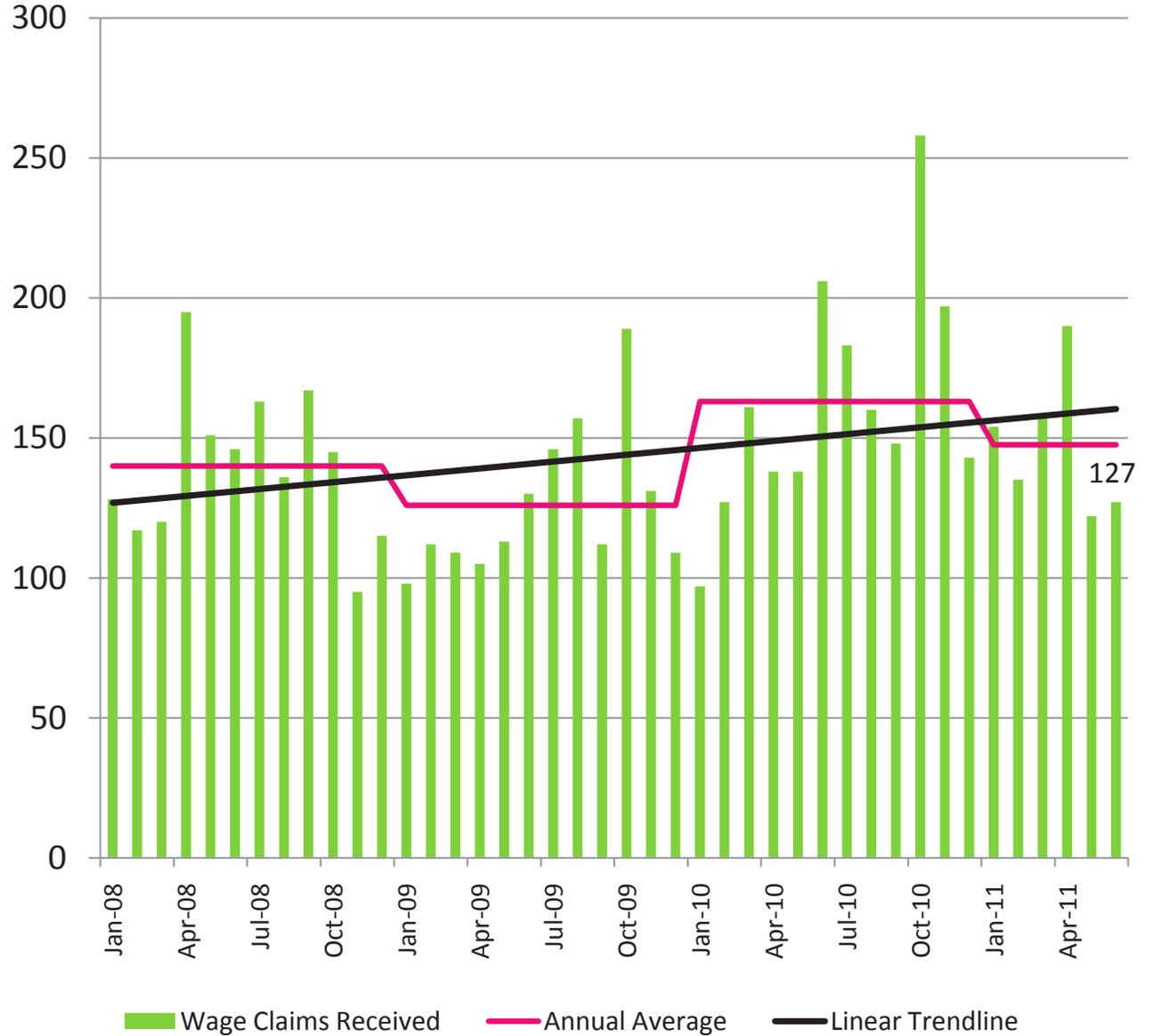
The Bureau of Child Labor assesses civil monetary penalties for violations of the child labor laws. An employer may request a "Petition for Review" within 30 days of receiving the notice of penalties. If a petition is not filed, the penalty becomes immediately due and payable.

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



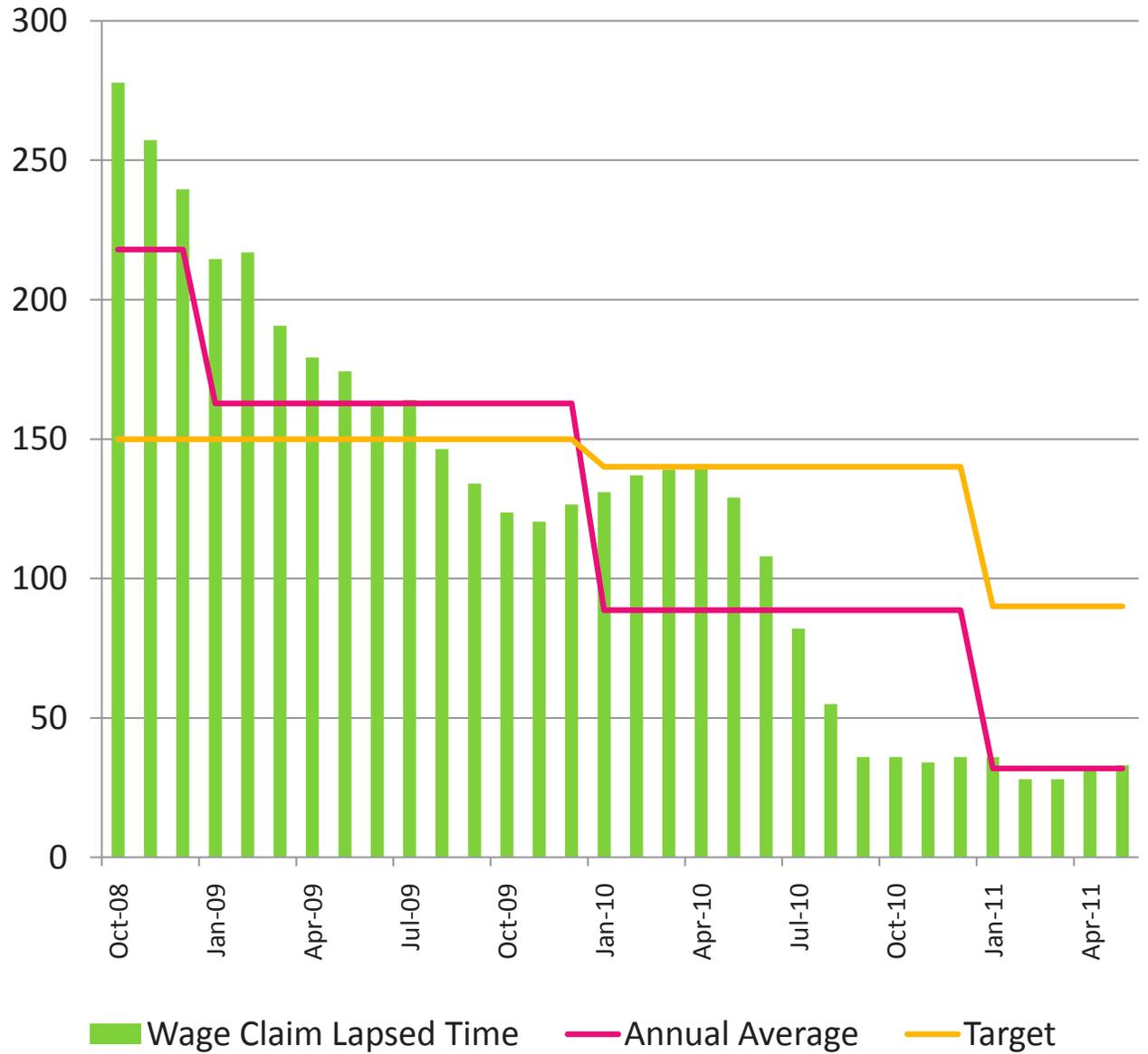
Wage Claims and Common Construction Wage

Number of Wage Claims Received



Wage Claims Lapsed Time

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

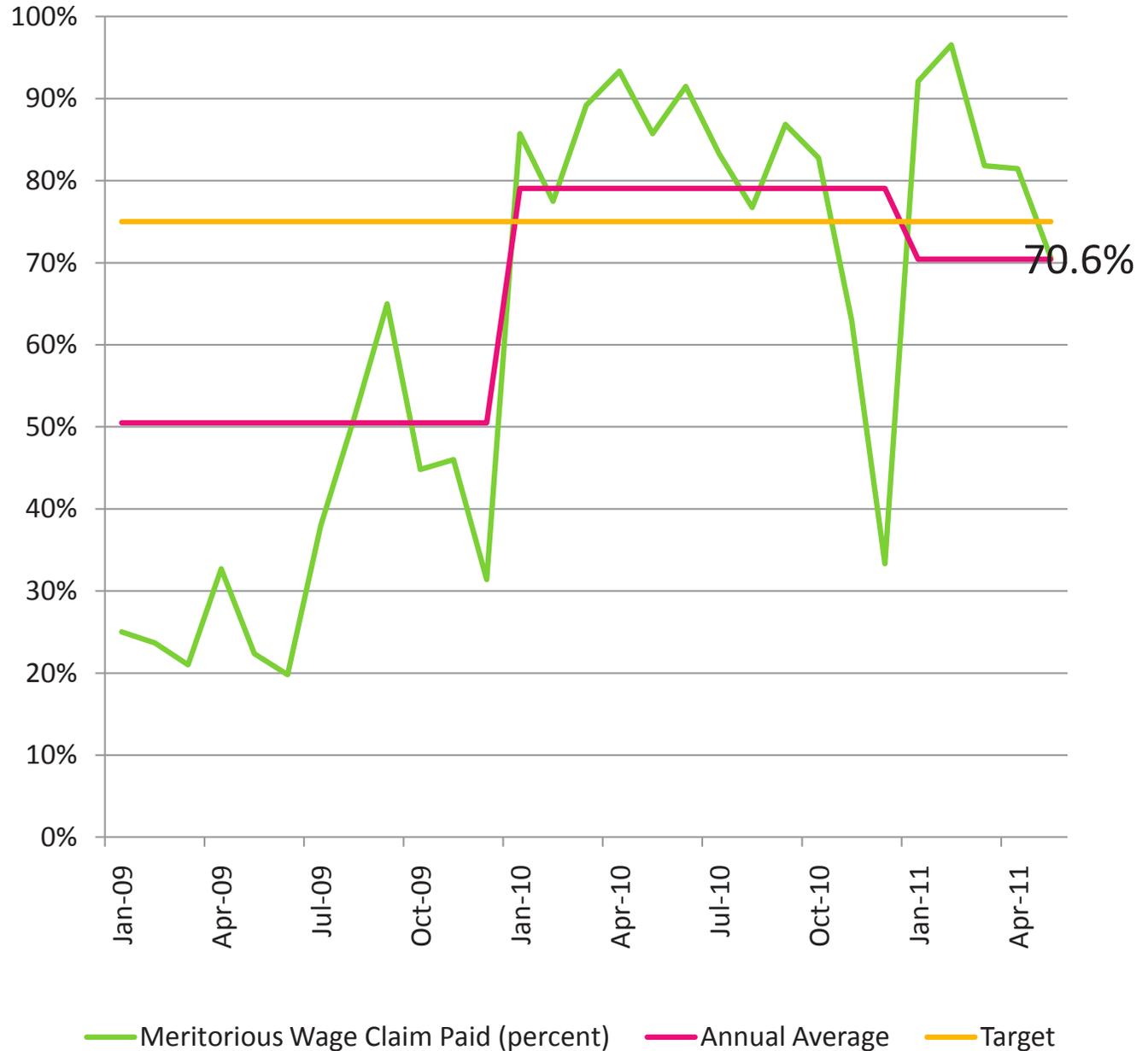


Meritorious Wage Claims Paid to Workers

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.

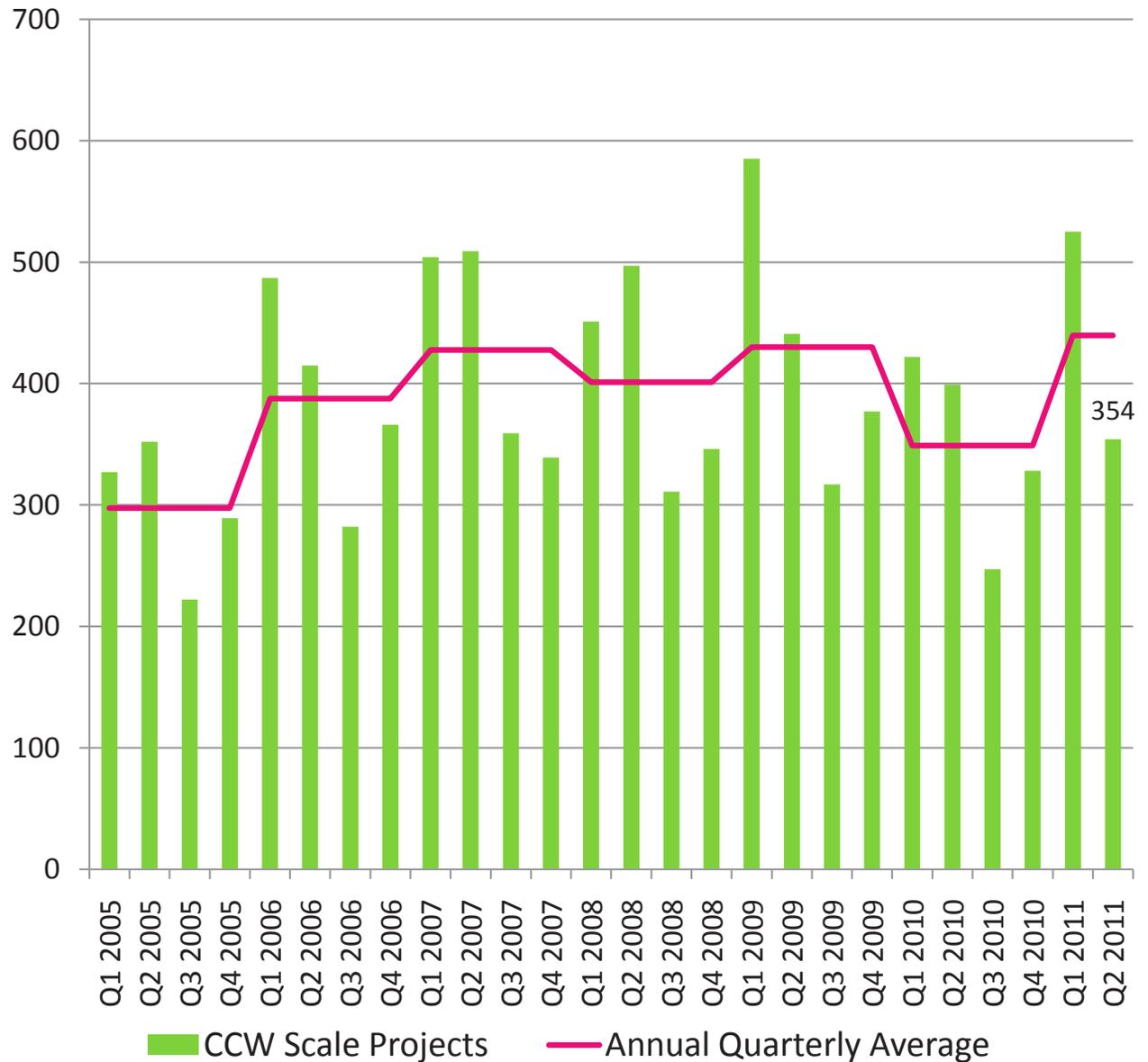
The measure is combined with the percentage of meritorious CCW audits to become the Wage and Hour Division KPI (Key Performance Indicator).



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.

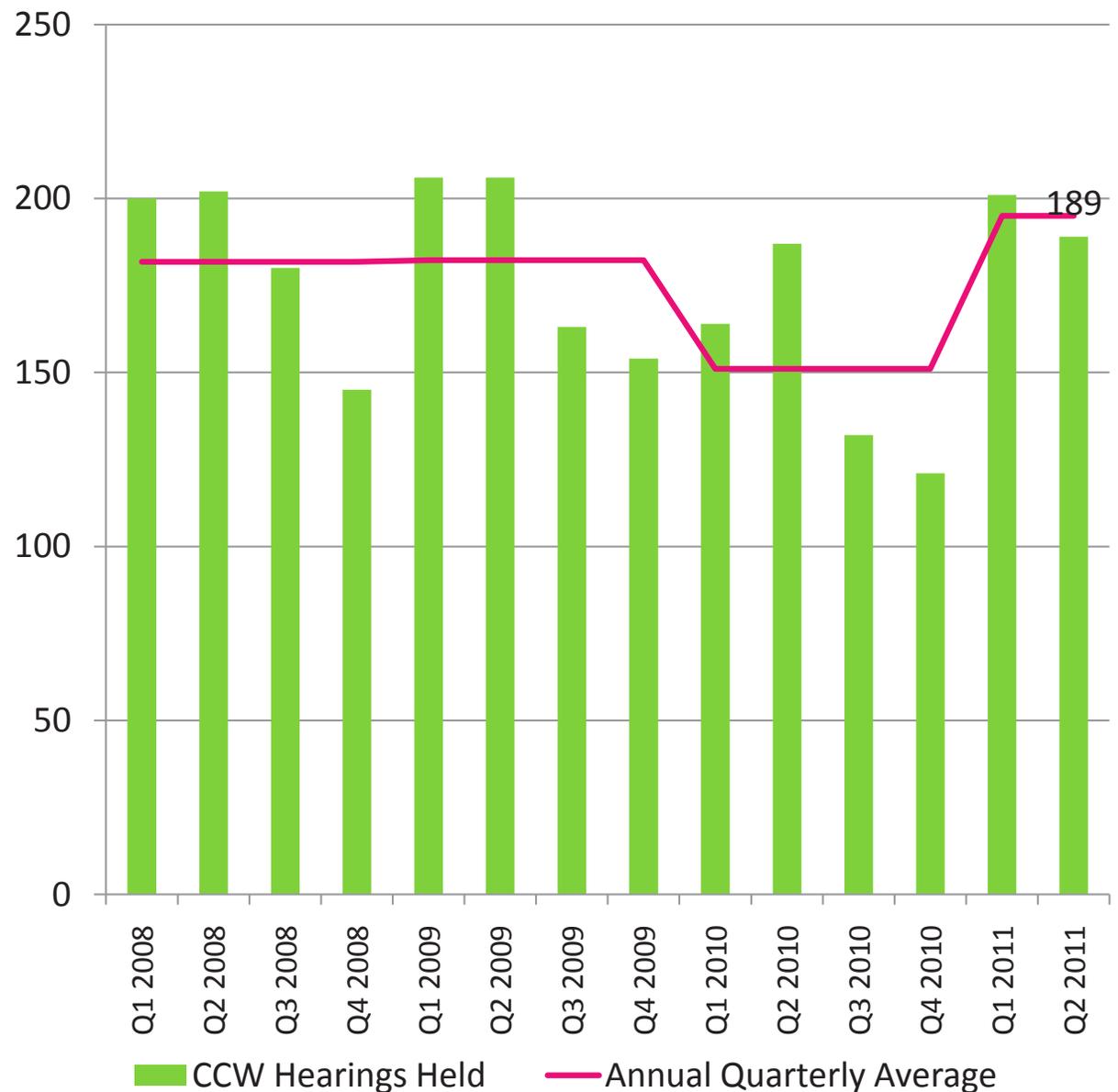


Common Construction Wage Hearings (Quarterly)

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.

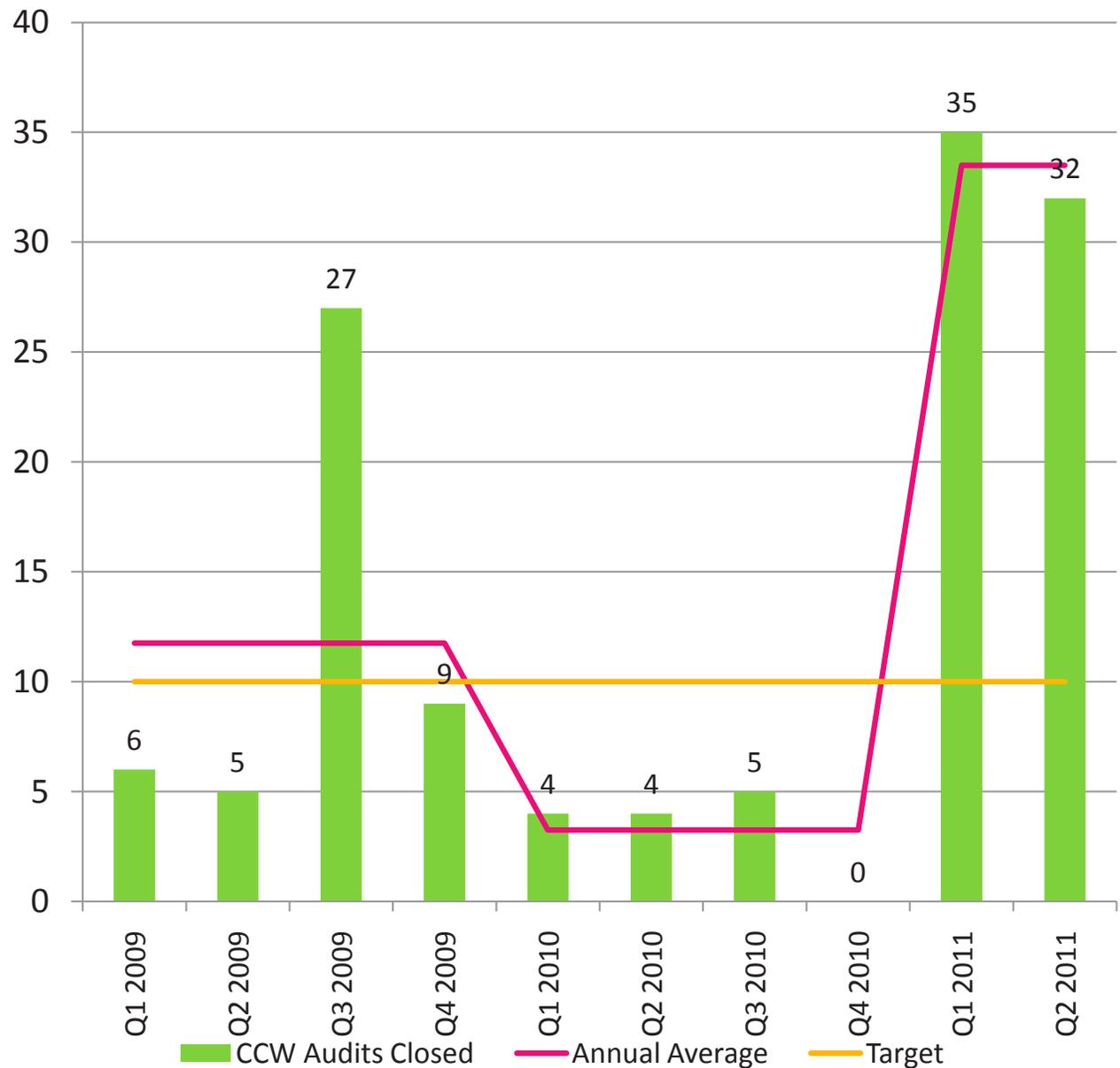


CCW Wage Scale Audits Closed

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

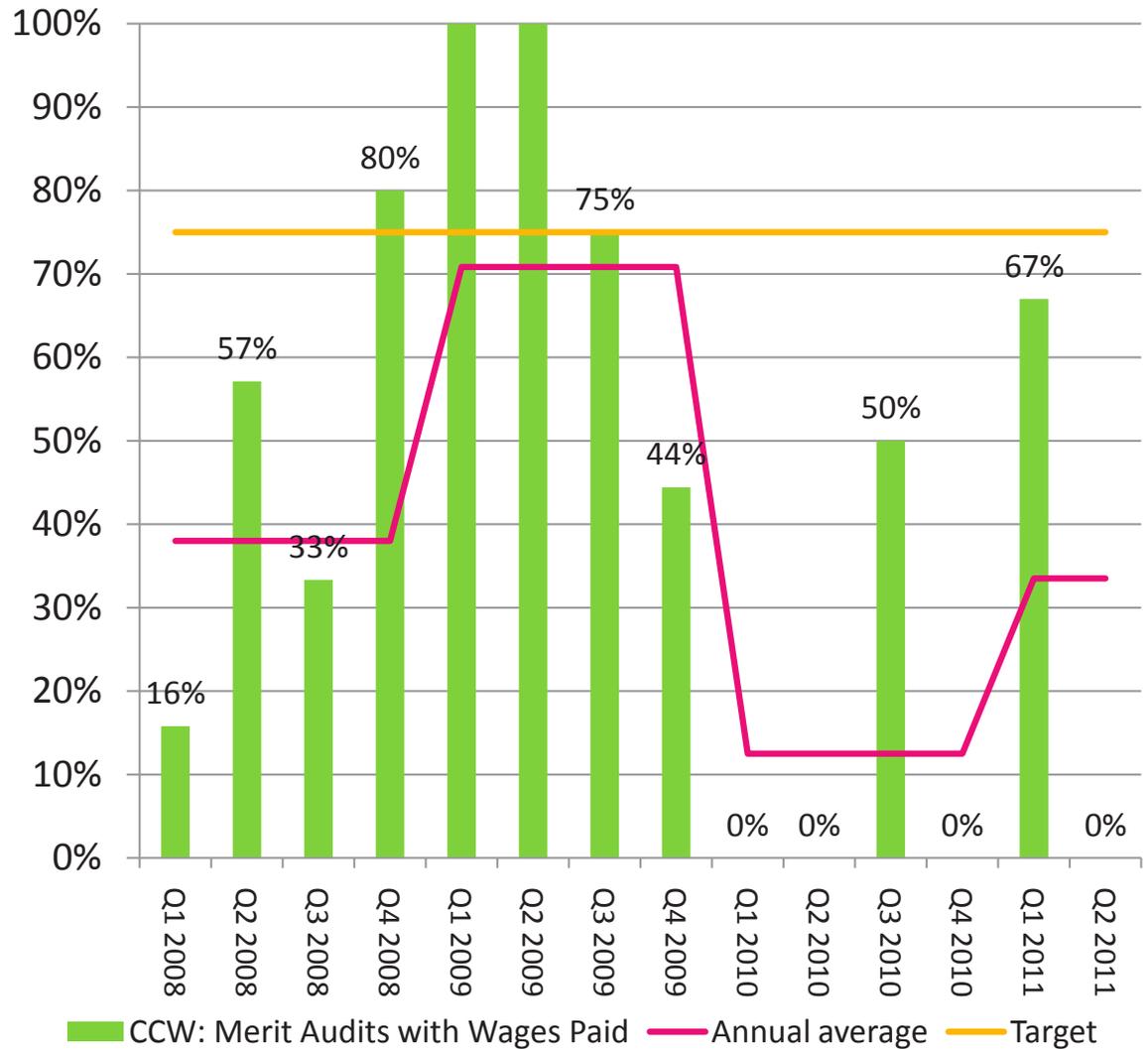
If it is found that an employee was not paid in accordance with the scale adopted under the Common Construction Wage Act, the audit is determined to be “meritorious.”

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.

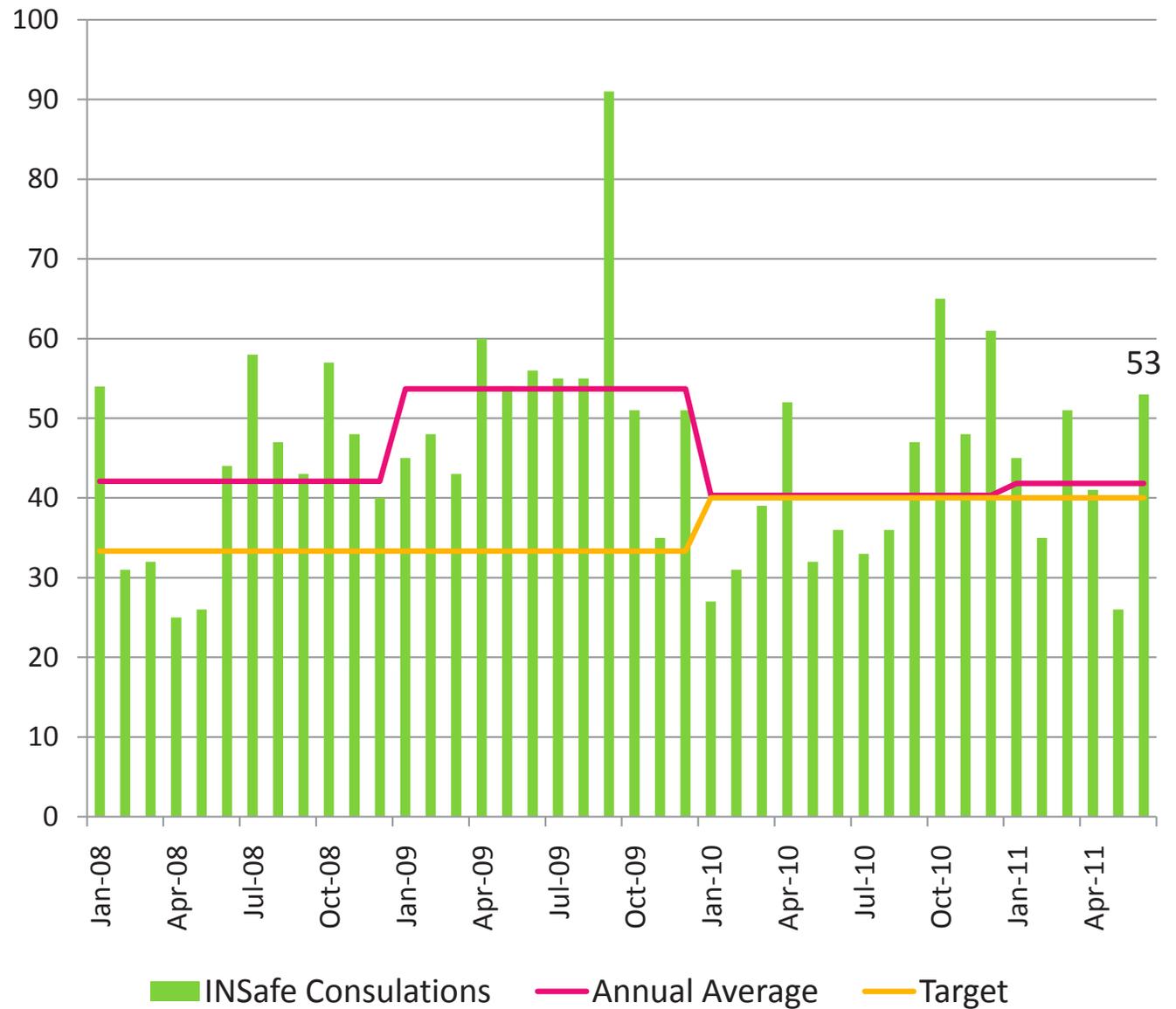
Labels on data are here to indicate the existence of months with no incoming meritorious audits, or no payment on those that are meritorious.



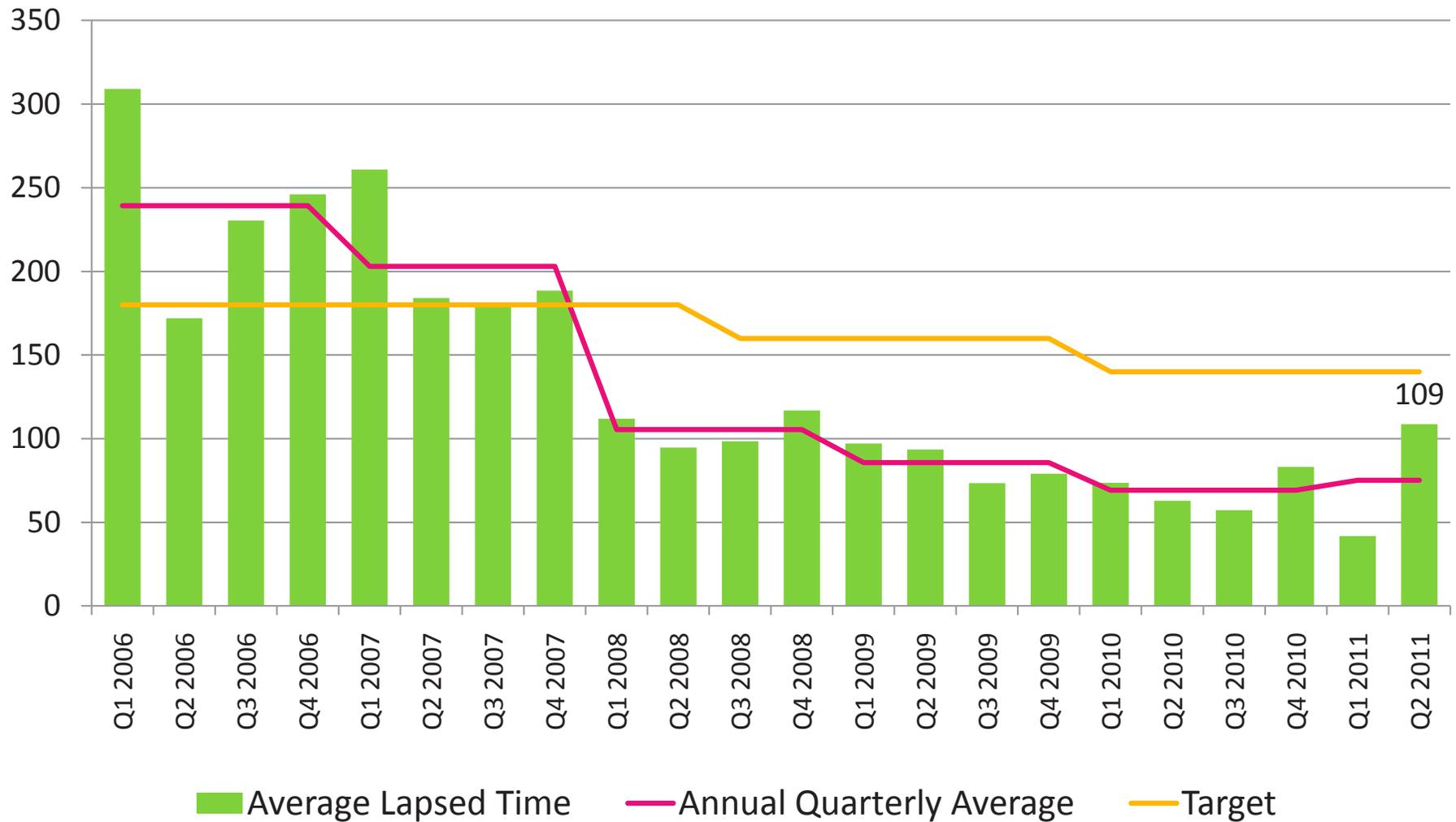
INSafe Division

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)

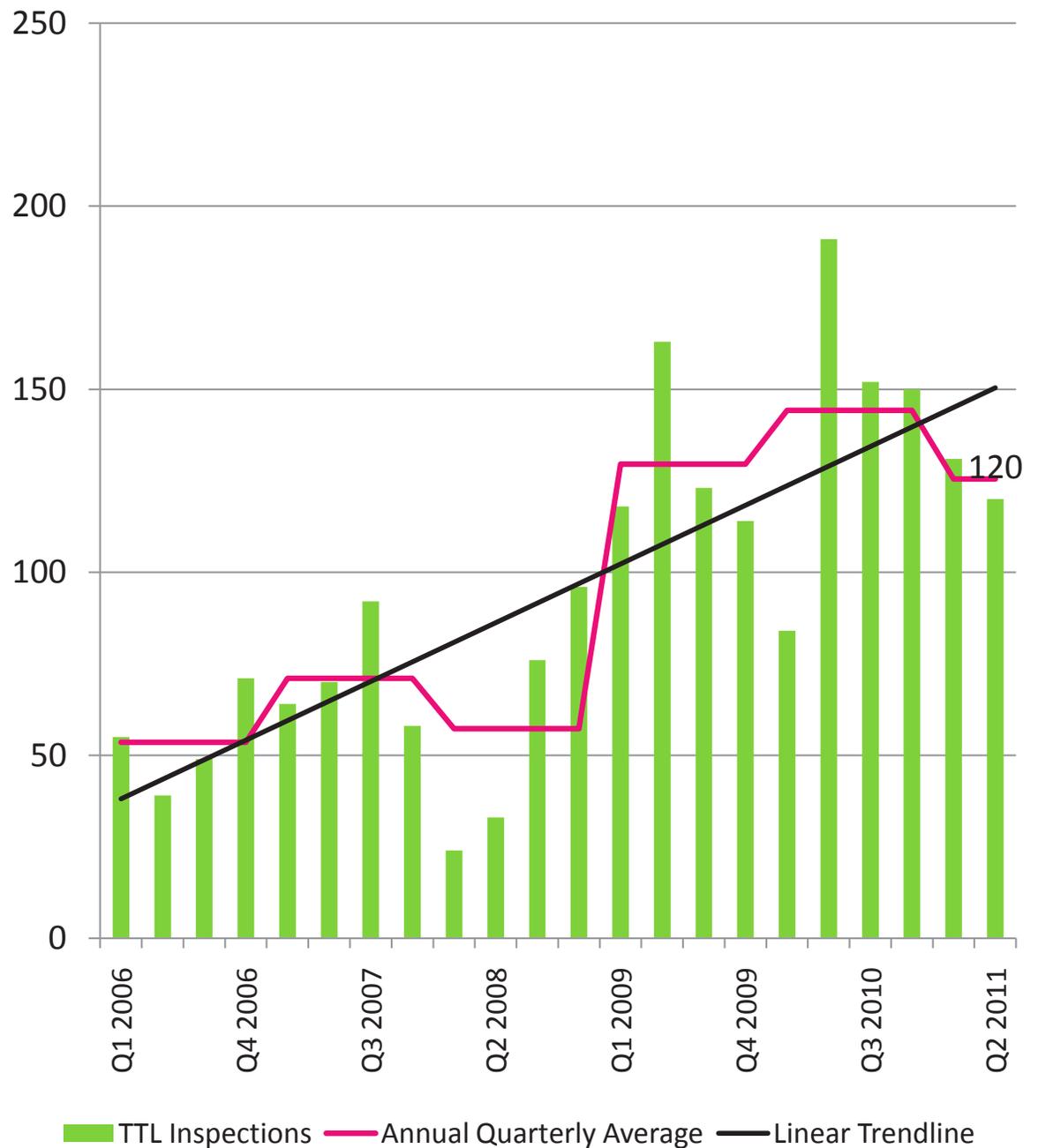


INSafe Consultations and Interventions (Quarterly)

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.



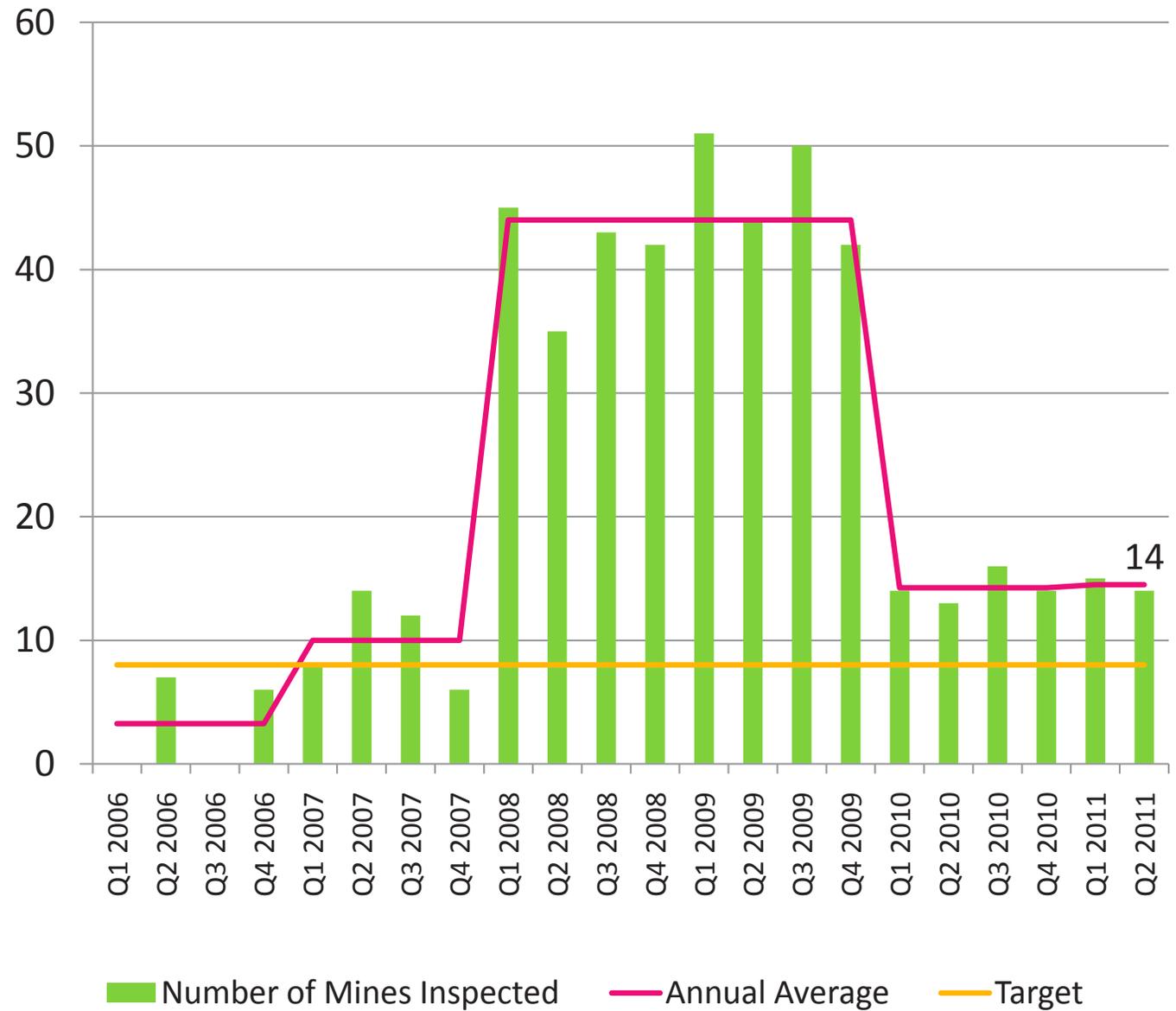
BUREAU OF MINES (BOM)

AND

**DIVISION OF QUALITY, METRICS AND
STATISTICS (QMS)**

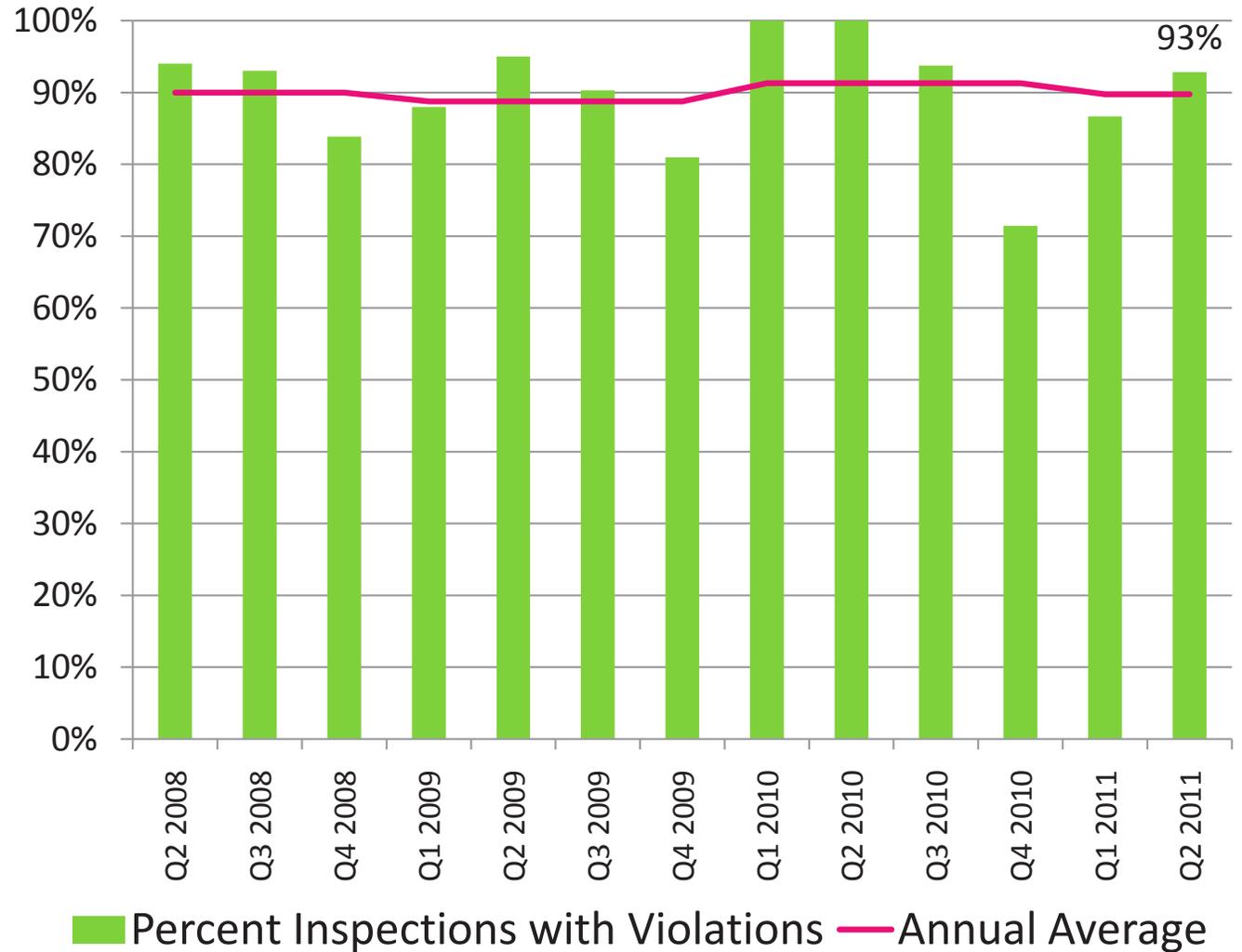
Bureau of Mines Inspections Done

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



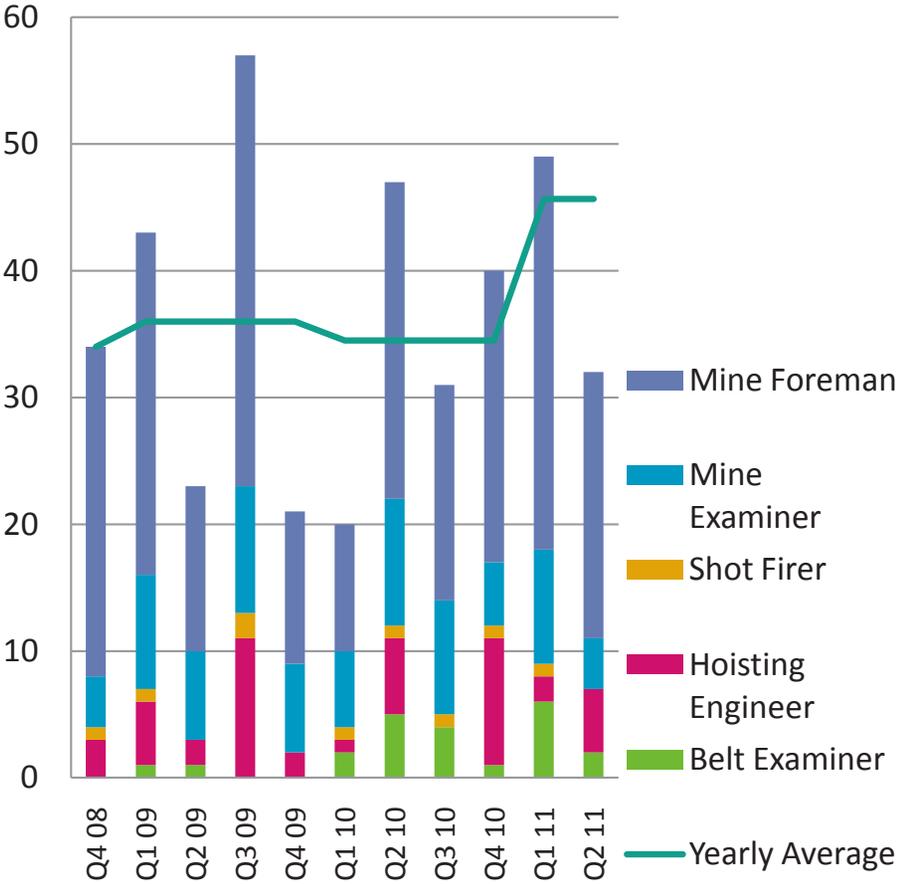
Bureau of Mines Percent of Inspections with Violations

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

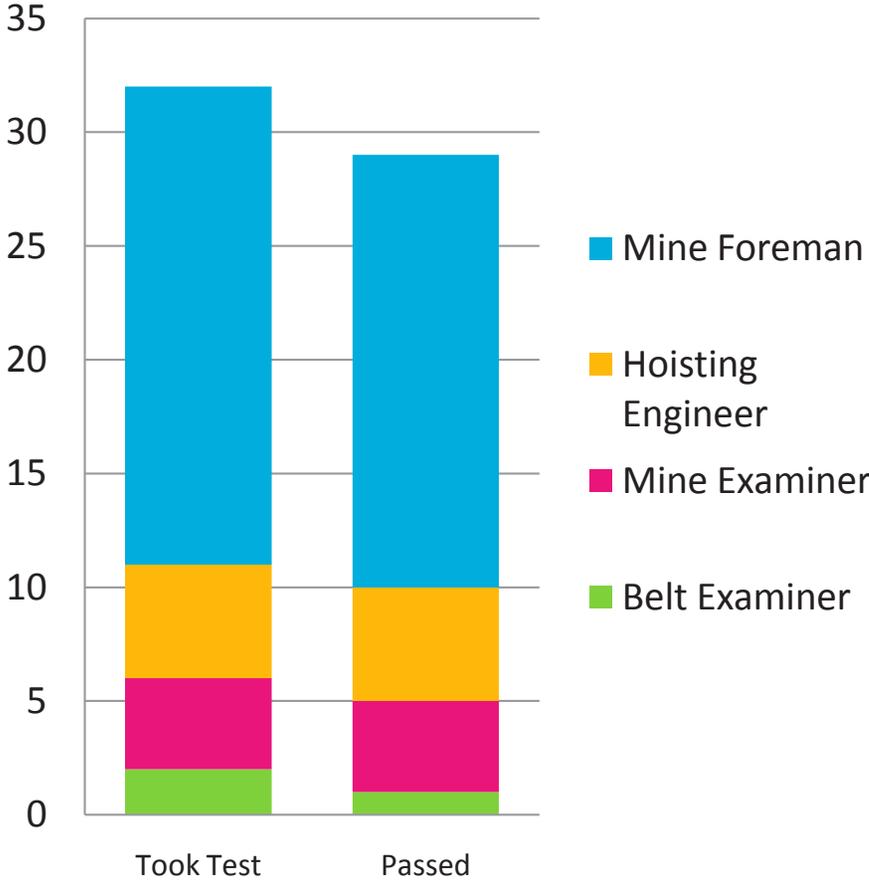


BOM: Certifications Issued

Per Quarter Certifications



This Quarter, by skill



QMS

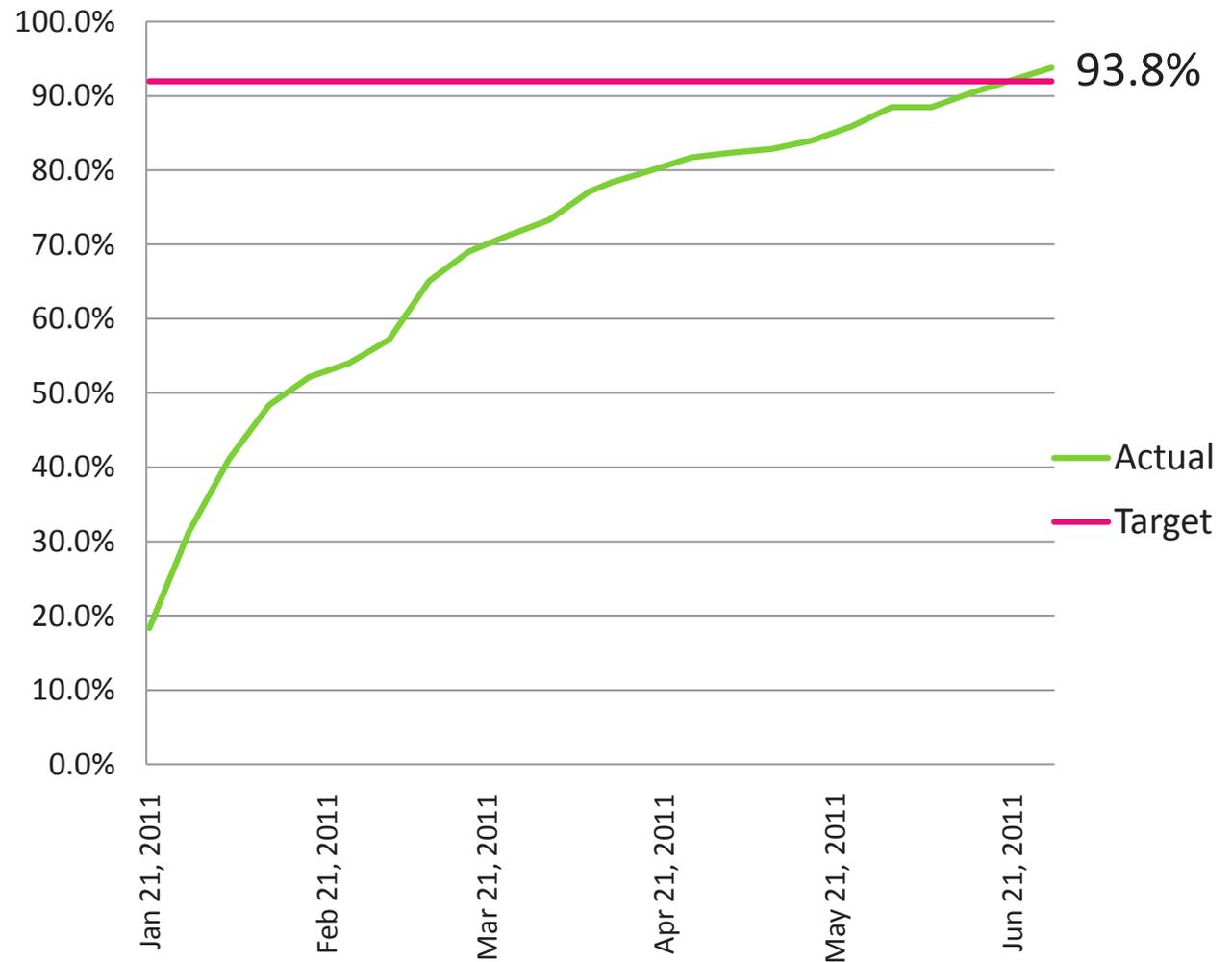
SOII Response Rate

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.



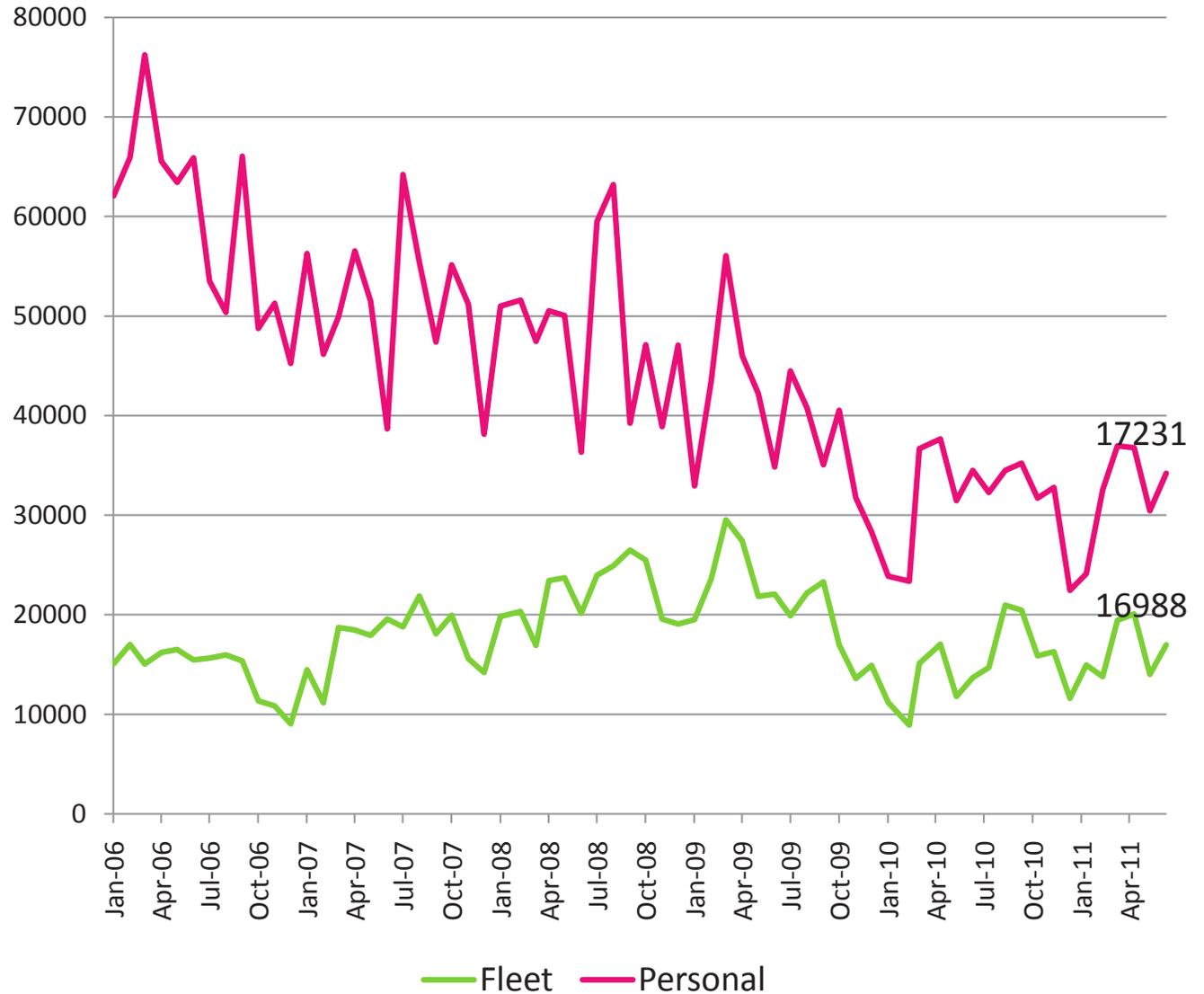
OPERATIONS

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.

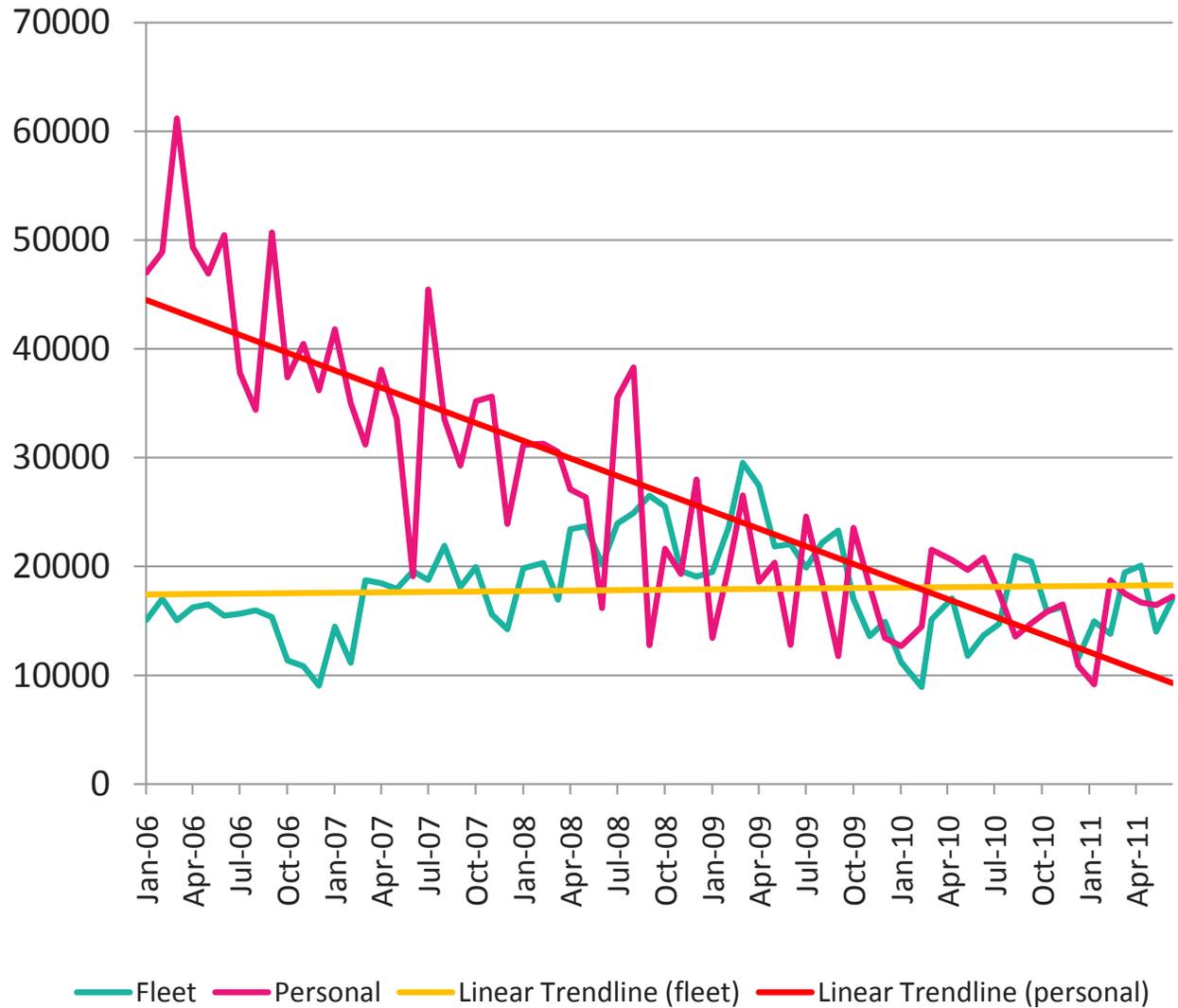
You can easily see the trend for our total mileage, as we conserve tax dollars.



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.

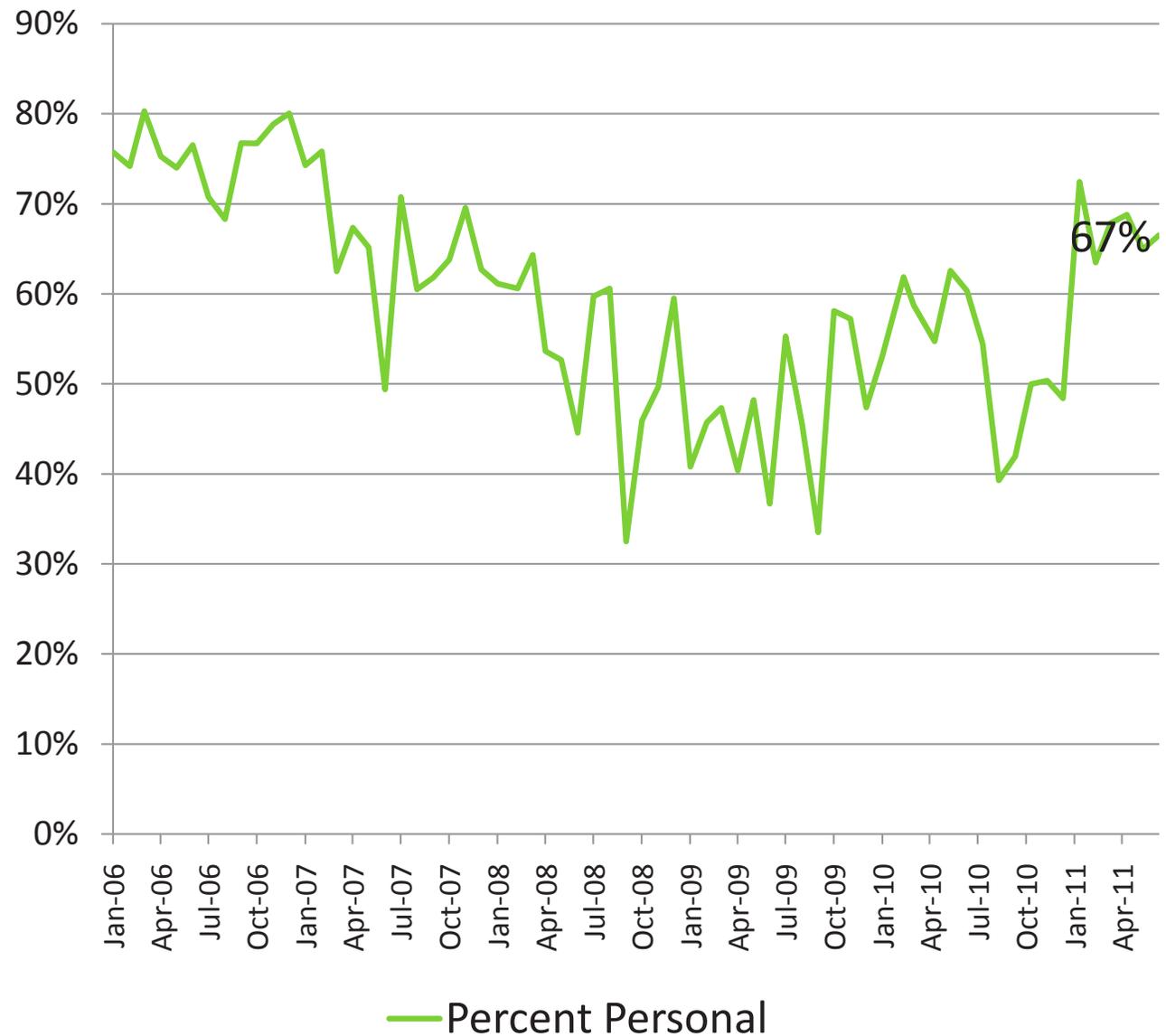
The trend for fleet mileage to increase at a rate slower than our personal mileage indicates cheaper costs to the Department of Labor overall (fleet usage is cheaper than reimbursement costs).



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.

