Three Tiers of Measures

- **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.
### Key performance Indicators (KPIs)

| KPI #1: Annual Nonfatal Occupational Injury and Illness Rate for Indiana |
| KPI #2: Average Nonfatal Occupational Injury and Illness Rate for Emphasis Industries |
| KPI #3: Number of Businesses Participating in Indiana Safety and Health Achievement Recognition Program (INSHARP) and the Voluntary Protection Program (VPP) |

### Program Funding Measures

| Average Elapsed Time for All IOSHA Inspections with Citations |
| Number of Indiana Occupational Safety and Health (IOSHA) Inspections |
| Percentage of Meritorious Wage Claims which Result in Recovered Wages |
| Number of Child Labor Inspections |
| Total INSafe Consultations and Interventions Closed |
| Number of Coal Mine Inspections |
| Survey of Occupational Injuries and Illnesses (SOII) Response Rate |
Index | Management Statistics

**Occupational Injuries, Illnesses and Fatalities**
- Annual Nonfatal Occupational Injury and Illness Rate

**Customer Service Surveys**
- All IDOL Customer Survey Responses
- Divisional Scores
- Customer Surveys by Division

**Indiana Occupational Safety and Health Administration**
- Number of IOSHA Inspections
- Number of IOSHA Workplace Fatality Investigations
- Workplace Fatality Investigations by Cause of Death
- IOSHA Inspection Elapsed Time in days
- Percentage of IOSHA Inspections with Violations
- Indiana Board of Safety Review
- Whistleblower Cases

**Child Labor**
- Child Labor Inspections Completed
- Number of Child Labor Trainings
- Percentage of Child Labor Inspections with Violations

**Wage and Hour**
- Meritorious Wage Claims with Recovery of Wages
- Number of Wage Claims Received
- Wage Claims Average Elapsed Time
- Number of Common Construction Wage Hearings
- Common Construction Wage Audits Closed

**INSafe**
- Quarterly Number of INSafe Consultations
- 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

**Operations**
- Total Fleet, Personal & Rental Miles Driven by Quarter
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.
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. The rate is reported annually nine-months after the survey year ends.
Based on high injury and illness rates, the Indiana Department of Labor has identified Agriculture, Healthcare, and Transportation as specific emphasis areas for our safety and health efforts. This graph shows the average of the nonfatal occupational injury and illness rates for Agriculture, Healthcare, and Transportation.
KPI #3: Number of Businesses Participating in INSHARP and VPP

The Indiana Safety and Health Achievement Recognition Program (INSHARP) and Voluntary Protection Program (VPP) are exemplary programs that provide recognition, rewards and ongoing support to Hoosier employers that operate exemplary safety and health management systems. Membership in these programs is voluntary.
Program Funding Measures 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

<table>
<thead>
<tr>
<th>Fund Center Name</th>
<th>Program Objective</th>
<th>Program Indicator</th>
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<tbody>
<tr>
<td>IOSHA</td>
<td>Reduce occupational injuries and illnesses</td>
<td>Annual Nonfatal occupational injury and Illness rate</td>
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<tr>
<td></td>
<td></td>
<td><em>Outcome oriented</em></td>
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<tr>
<td></td>
<td>Improve safety through efficient customer service and compliance review</td>
<td>Average elapsed time for inspections with citations</td>
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<td></td>
<td><em>Outcome oriented</em></td>
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<tr>
<td></td>
<td>Advance workplace safety through both complaint driven and targeted inspections</td>
<td>Number of Indiana Occupational Safety and Health (IOSHA) Inspections</td>
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<td></td>
<td><em>Output oriented</em></td>
</tr>
<tr>
<td>Operations, Wage &amp; Hour and Bureau of Child Labor</td>
<td>Enforce employee’s right to lawful wages</td>
<td>Percent of meritorious wage claims and CCW audits resulting in recovery of wages owed</td>
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<tr>
<td></td>
<td></td>
<td><em>Outcome oriented</em></td>
</tr>
<tr>
<td>Employment of Youth Bureau of Child Labor</td>
<td>Enforce Indiana child labor laws through regulation</td>
<td>Number of child labor inspections</td>
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<tr>
<td></td>
<td></td>
<td><em>Output oriented</em></td>
</tr>
<tr>
<td>INSafe</td>
<td>Improve safety and health through outreach, education and training</td>
<td>Total INSafe Consultations and Interventions Closed</td>
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<tr>
<td></td>
<td></td>
<td><em>Output oriented</em></td>
</tr>
<tr>
<td>Bureau of Mines</td>
<td>Enhance underground mine safety</td>
<td>Number of mine inspections</td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>Output oriented</em></td>
</tr>
<tr>
<td>Quality, Metrics &amp; Statistics</td>
<td>Produce reliable and clean data to measure IOSHA and INSafe safety and health outcomes</td>
<td>Bureau of Labor Statistics survey return rate</td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>Outcome oriented</em></td>
</tr>
</tbody>
</table>
This metric measures the average elapsed time to complete IOSHA inspections with citation from the Opening Conference through the date the citation is issued. Cases may sometimes take several months to complete, so the data for the two most recent quarters may fluctuate as these inspections are closed.
The quarterly goals for Number of IOSHA Inspections conducted per quarter have decreased due to tremendous changes in staffing over the last 18 months. With so many new Compliance Safety and Health Officers (CSHOs) and the new OSHA Express software, 2014 will be considered a “rebuilding” year.
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.
The Bureau of Child Labor investigates Indiana employers for violations of Indiana’s Child Labor laws. This chart shows the number of investigations performed by the Bureau of Child Labor. For Q2 2014, there was only one Inspector.
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.
The fluctuation in inspection numbers corresponds with staffing levels in the Bureau of Mines. In Quarter 1 2008, an additional mine inspector was added. This position was eliminated in Quarter 4 2009 and subsequently re-hired in Quarter 1 2012.
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 reported to GEFP annually upon completion of the survey.
Management Statistics
Customer Surveys are collected from hand-completed and electronically-submitted survey forms. The forms have five categories that are scored from 1 (Poor) to 4 (Excellent). Twenty (5 categories X 4) is a perfect score.
This chart shows the number of hand-completed and electronically-submitted surveys received by the Indiana Department of Labor per division. In May 2014, the Customer Service role previously performed by the Wage and Hour Division was reassigned to the State Information Center.
Due to jurisdictional issues, the Indiana Occupational Safety and Health Administration (IOSHA) investigates many, but not all, workplace fatalities that occur in Indiana. This chart shows the number of fatality investigations conducted per quarter.
Due to jurisdictional limitations, the Indiana Occupational Safety and Health Administration (IOSHA) investigates many, but not all, workplace fatalities that occur in Indiana. This chart shows the causes of death in the investigated fatalities.
This chart shows the average elapsed time to complete IOSHA Construction and General Industry citation inspections with the Opening Conference through the date the citation is issued. Inspections may sometimes take several months to complete, so the data for the two most recent quarters may fluctuate as these inspections are closed.
Indiana Occupational Safety and Health Administration (IOSHA) investigations do not always result in a citation or monetary penalties. Sometimes, investigations are completed but no violations are cited. These charts show the percent of Construction and General Industry investigations with violations.
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

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.
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.
Not all investigations performed by the Bureau of Child Labor result in violations or monetary penalties. This chart shows the percentage of Child Labor investigations where violations were cited.
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.
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.
Indiana’s Common Construction (prevailing wage) law requires that a public hearing be held for nearly all public works projects where the bids are estimated to be in excess of $350,000. This chart shows how many hearings are held each quarter.
The Indiana Department of Labor investigates alleged violations of Indiana’s Common Construction (prevailing wage) law. This chart reflects the number of closed Common Construction Wage audits per quarter.
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.
The Bureau of Mines performs inspections at all Indiana underground coal mines. This chart shows the percent of those inspections where a violation is cited.
The Indiana Mining Board administers certification testing for miners in the classifications of Mine Foreman, Mine Examiner, Belt Examiner, Hoisting Engineer and Shot Firer. Above are the numbers of certifications per quarter.
In the course of investigations, inspections, consultations, trainings and hearings, Indiana Department of Labor staff drive motor vehicles almost everyday. This chart shows the total miles driven each quarter.