Three Tiers of Metrics

- **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 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 with Violations
- 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
- Number of Common Construction Wage Hearings
- Common Construction Wage Audits Closed

**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
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 2014 will be released in late 2015.
KPI #2: Average Nonfatal Occupational Injury and Illness Rate for Emphasis Industries in Indiana

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. The rates for calendar year 2013 will be released in December 2014.
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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<tr>
<td><strong>IOSHA</strong></td>
<td>Reduce occupational injuries and illnesses</td>
<td>Annual Nonfatal occupational injury and Illness rate</td>
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<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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<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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<tr>
<td><strong>Operations, Wage &amp; Hour and Bureau of Child Labor</strong></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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<td><strong>Employment of Youth Bureau of Child Labor</strong></td>
<td>Enforce Indiana child labor laws through regulation</td>
<td>Number of child labor inspections</td>
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<tr>
<td><strong>INSafe</strong></td>
<td>Improve safety and health through outreach, education and training</td>
<td>Total INSafe Consultations and Interventions Closed</td>
</tr>
<tr>
<td><strong>Bureau of Mines</strong></td>
<td>Enhance underground mine safety</td>
<td>Number of mine inspections</td>
</tr>
<tr>
<td><strong>Quality, Metrics &amp; Statistics</strong></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>
</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 complaint, random and repeat investigations performed by the Bureau of Child Labor. In 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 above chart shows the total number of Coal Mine Inspections performed per quarter and the number with and without violation. The fluctuation in the number of inspections corresponds with the addition of a Mine Inspector in Quarter 1 2008. This position was eliminated in Quarter 4 2009 and re-established 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 response rate is reported to GEFP annually upon completion of the survey.
Management Statistics
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.
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.
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 citations.
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.
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. The line graph shows the percentage of Child Labor investigations where violations were cited. The bars represent the percentage of the assessed penalties paid.
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 claimant is claim is meritorious (wages are owed).
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 exceed $350,000. This chart shows how many hearings are held each quarter and how many were attended by the IDOL’s Common Construction Wage Hearing Officer.
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 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).