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)

1. **KPI #1**: Annual Nonfatal Occupational Injury and Illness Rate for Indiana
2. **KPI #2**: Number of Businesses Participating in Indiana Safety and Health Achievement Recognition Program (INSHARP) and the Voluntary Protection Program (VPP)
3. **KPI #3**: Percentage of Meritorious Wage Claims which Result in Recovered Wages
4. **KPI #4**: Average Elapsed Time for All IOSHA Inspections with Citations (Working Days)

## Program Funding Measures

- Average Elapsed Time for All IOSHA Inspections with Citations (Calendar Days)
- Number of Indiana Occupational Safety and Health (IOSHA) Inspections
- 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
### 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 in Compliance
- 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

### 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
- SOII Survey Rate
- SOII Percent of Cases In Coded
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 (SOII). The rate is reported annually, nine-months after the survey year ends. The rates for calendar year 2016 will be released in late 2017.
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.
KPI #3:
Percentage of Meritorious Wage Claims which Result in Recovered Wages and Amount Recovered

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.
KPI #4:
Average Elapsed Time for All IOSHA Inspections with Citations (Working Days)

This metric measures the average elapsed time to complete IOSHA inspections with citation from the Opening Conference through the date the citation is issued in working days. Cases may sometimes take several months to complete, so the data for the two most recent quarters may fluctuate as these inspections are closed.
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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</thead>
<tbody>
<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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<tr>
<td></td>
<td></td>
<td><strong>Outcome oriented</strong></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><strong>Outcome oriented</strong></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></td>
<td></td>
<td><strong>Output oriented</strong></td>
</tr>
<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>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Outcome oriented</strong></td>
</tr>
<tr>
<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></td>
<td></td>
<td><strong>Output oriented</strong></td>
</tr>
<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>
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<td></td>
<td></td>
<td><strong>Output oriented</strong></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></td>
<td></td>
<td><strong>Output oriented</strong></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>
<tr>
<td></td>
<td></td>
<td><strong>Outcome oriented</strong></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 in calendar days. 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 decreased in 2015 due to changes in staffing.
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. In May 2017, Child Labor migrated to a new system. These data is not yet available.
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.
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.
Number of Coal Mine Inspections

The above chart shows the total number of Coal Mine Inspections performed per quarter and the number with and without violation. The wide fluctuation in the number of inspections corresponds with staffing levels in the Bureau of Mines. One new mine opened in Q3 2015 while two ceased production.
Survey of Occupational Injuries and Illnesses (SOII) Response Rate

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
Number of IOSHA Workplace Fatality Investigations

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 where no citations were issued.
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.
Indiana Occupational Safety and Health Administration (IOSHA) investigations frequently result in a citation for violation of an OSHA standard. This chart represents the ten (10) most frequently cited violations in Construction and General Industry for this calendar year. For more information about these OSHA Standards, visit the online OSHA regulations at https://www.osha.gov/law-regs.html.
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.

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. In May 2017, Child Labor migrated to a new system. These data are not yet available.
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 claim is meritorious (wages are owed).
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). In 2014, the Belt Examiner certification was eliminated as those duties now fall to the Mine Examiner.
Survey of Occupational Injuries and Illnesses (SOII) Survey Rate

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 the percentage of usable cases included in the completed surveys.

The graph illustrates the survey rates for each week and the final rates for 2016 Indiana, Yellow Goal, Green Goal, and 2016 National Survey Rates.
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 Cases In Coded is a percentage of the number of usable cases received that have been coded into the Bureau of Labor Statistics (BLS) system.