

# FY 2009 Annual Program Performance Measures

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**DEPARTMENT:** MICHIGAN DEPARTMENT OF LABOR & ECONOMIC GROWTH

**APPROPRIATION UNIT:** Sec 108 MIOSHA                      **PROGRAM:** MIOSHA

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**TIMELINE:**

October 1, 2008 through September 30, 2009

**PROGRAM MISSION STATEMENT**

The mission of the Michigan Occupational Safety and Health Administration (MIOSHA) is to help assure the safety and health of Michigan workers.

**PROGRAM STATEMENT**

MIOSHA consists of the five divisions listed below.

The Appeals Division represents the General Industry Safety & Health and the Construction Safety & Health Divisions in prehearing conferences and formal administrative hearings related to contested MIOSHA citations.

The Construction Safety and Health Division is one of two standards enforcement divisions of MIOSHA. The division enforces safety and health standards in the construction industry.

The Consultation Education & Training (CET) Division services are provided throughout the state by an in-house staff of professional occupational safety consultants, occupational safety specialists and industrial hygienists. CET Division personnel are non-enforcement.

The General Industry Safety & Health Division is one of two standards enforcement divisions of MIOSHA. The division enforces general industry safety and health standards.

The Management and Technical Services Division provides administrative, management, analytical, informational, and technical services to MIOSHA Staff, external clients and to the public.

**FUND SOURCE:**

Federal Funds  
State Restricted Funds

**LEGAL BASIS:**

Public Act 154 of 1974, as amended

**CUSTOMER IDENTIFICATION**

Customers – Employers and employees in manufacturing, construction and other workplaces experiencing high injury and illness rates, employee/employer associations and organizations, other employers and employees requesting services, other state and local agencies, and MIOSHA staff.

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## CRITICAL GOALS/MAJOR OBJECTIVES and RESULTS

### **Program Goals:**

See attached

### **Processes/Services**

See attached

## PROGRAM EFFECTIVENESS and Efficiency (Current Year)

### *Program Goals/Metrics*

See attached charts

### *Performance Measures*

### *Program Improvements Made*

## PROGRAM IMPROVEMENT PLANS FOR FY10

## CHALLENGES FOR FY10 and BEYOND

## CHARTS



# Strategic Goal 1

Improve workplace safety and health for all workers, as evidenced by fewer hazards, reduced exposures, and fewer injuries, illnesses, and fatalities.

- Objective 1.1A - Reduce the rate of worker injuries and illnesses by 20% in high-hazard industries.
- Thirteen industries were selected for initial consideration.



# 1.1A-1 Beverage & Tobacco

Working to Create Michigan's Future Today

- 15 Inspections Completed
- 1,015 Employees Covered
- 0 Seminars Held
- 0 Attendees
- 0 Michigan Challenge Programs Ongoing
- 0 Michigan Challenge Programs Completed
- 0 Hazard Surveys (23g)/\*
- 0 Consultations (23g)\*\*
- 161 Articles Published\*\*\*
- Met Goal? N/A (no specific first year goal)

\*Individual industry totals for 23(g) consultation only. Total number of hazard surveys was 394, which includes 221 total visits for 21(d) onsite consultation. The 21(d) onsite consultation report does not breakout industries by NAICS.

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\*\*\* Press Releases issued (29), Media Advisories (7), MIOSHA News (4), OSHSPA Special Report (1), Seminar Announcements (120).

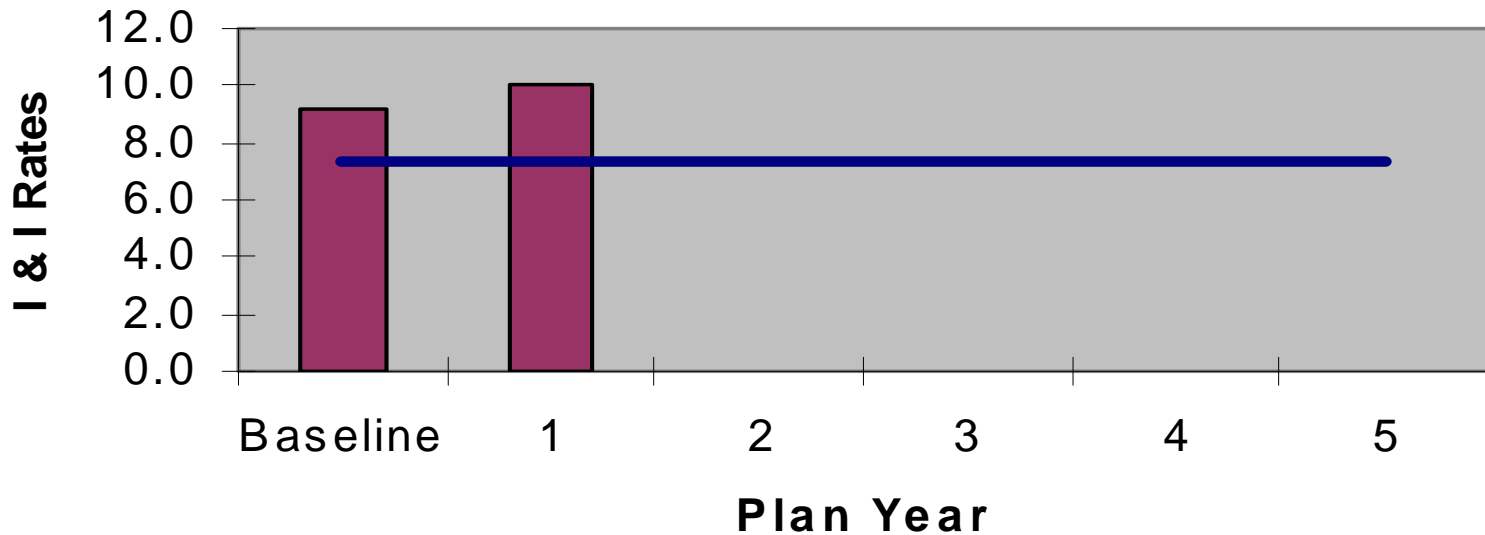
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# Emphasis 1.1A-1

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## Beverages & Tobacco Product Mfg. I & I 1.1A-1



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# 1.1A-2 Wood

Working to Create Michigan's Future Today

- 53 Inspections Completed
- 1,646 Employees Covered
- 20 Seminars Held
- 132 Attendees
- 0 Michigan Challenge Programs Ongoing
- 0 Michigan Challenge Programs Completed
- 12 Hazard Surveys (23g)/\*
- 33 Consultations (23g)\*\*
- 161 Articles Published\*\*\*
- Met Goal? N/A (no specific first year goal)

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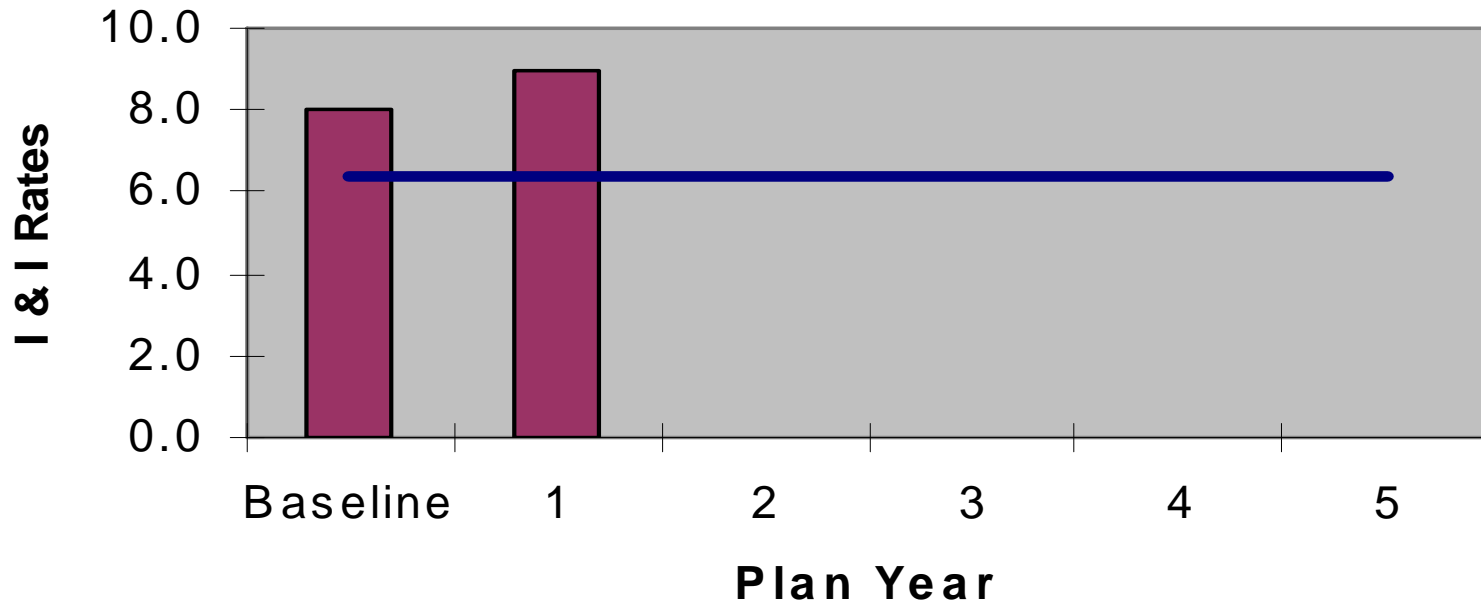
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# Emphasis 1.1A-2

## Wood Products Mfg. (321) I & I 1.1A-2





# 1.1A-3 Plastic & Rubber

Working to Create Michigan's Future Today

- 91 Inspections Completed
- 8,320 Employees Covered
- 30 Seminars Held
- 440 Attendees
- 0 Michigan Challenge Programs Ongoing
- 0 Michigan Challenge Programs Completed
- 14 Hazard Surveys (23g)/\*
- 77 Consultations (23g)\*\*
- 161 Articles Published\*\*\*
- Met Goal? Yes – rate reduction in excess of 20%.

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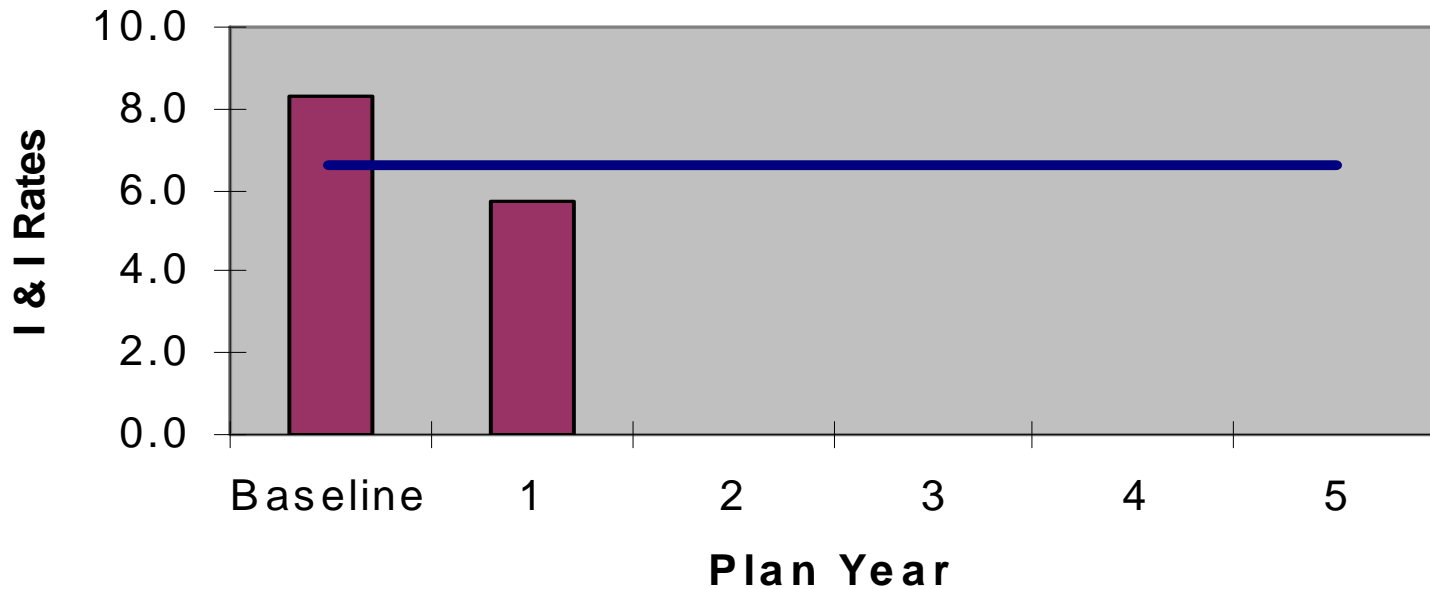
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# Emphasis 1.1A-3

## Plastics & Rubber Products Mfg. (326) I & I 1.1A-3





# 1.1A-4 Nonmetallic Mineral

Working to Create Michigan's Future Today

- 22 Inspections Completed
- 904 Employees Covered
- 12 Seminars Held
- 51 Attendees
- 0 Michigan Challenge Programs Ongoing
- 0 Michigan Challenge Programs Completed
- 3 Hazard Surveys (23g)/\*
- 27 Consultations (23g)\*\*
- 161 Articles Published\*\*\*
- Met Goal? Yes – rate reduction in excess of 20%.

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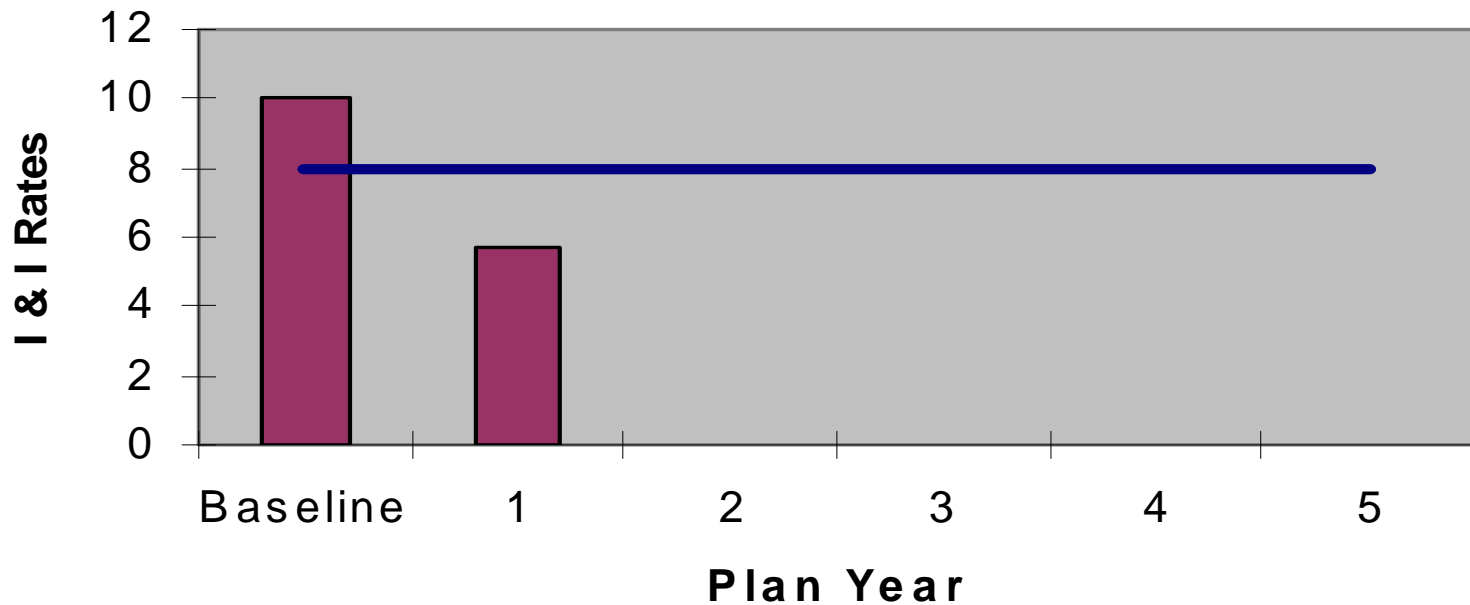
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# Emphasis 1.1A-4

## Nonmetallic Mineral Product Mfg. (327) I & I 1.1A-4





# 1.1A-5 Primary Metal

Working to Create Michigan's Future Today

- 104 Inspections Completed
- 6,543 Employees Covered
- 72 Seminars Held
- 832 Attendees
- 0 Michigan Challenge Programs Ongoing
- 0 Michigan Challenge Programs Completed
- 14 Hazard Surveys (23g)/\*
- 93 Consultations (23g)\*\*
- 161 Articles Published\*\*\*
- Met Goal? N/A (no specific first year goal)

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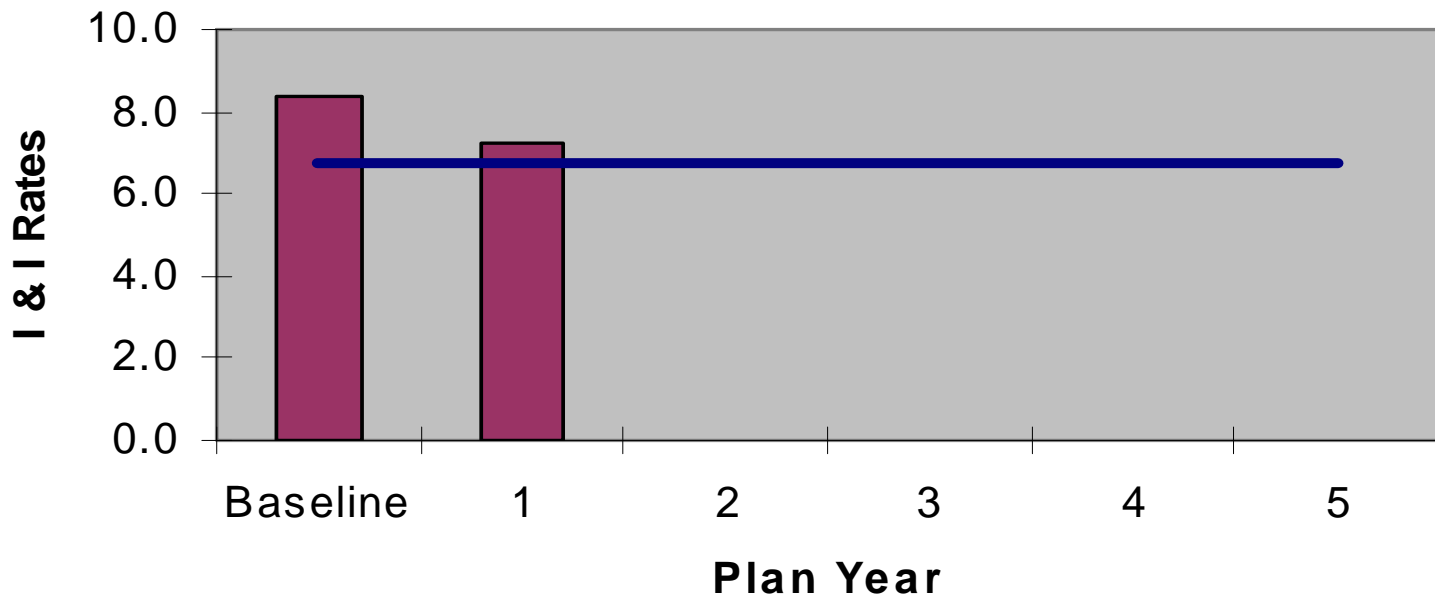
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# Emphasis 1.1A-5

## Primary Metal Mfg. (331) I & I 1.1A-5





# 1.1A-6 Fabricated Metal

Working to Create Michigan's Future Today

- 285 Inspections Completed
- 13,127 Employees Covered
- 112 Seminars Held
- 1,091 Attendees
- 4 Michigan Challenge Programs Ongoing
- 1 Michigan Challenge Programs Completed
- 43 Hazard Surveys (23g)/\*
- 277 Consultations (23g)\*\*
- 161 Articles Published\*\*\*
- Met Goal? N/A (no specific first year goal)

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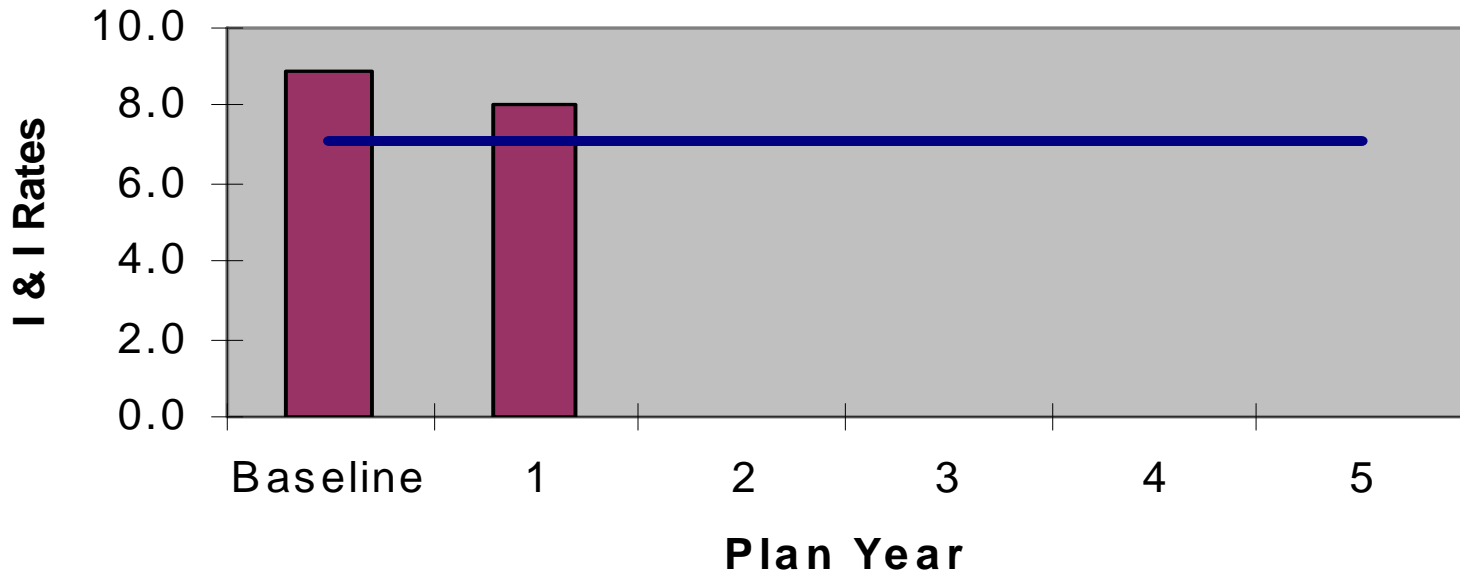
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# Emphasis 1.1A-6

## Fabricated Metal Product Mfg. (332) I & I 1.1A-6





# 1.1A-7 Machinery

Working to Create Michigan's Future Today

- 102 Inspections Completed
- 4,640 Employees Covered
- 57 Seminars Held
- 581 Attendees
- 2 Michigan Challenge Programs Ongoing
- 0 Michigan Challenge Programs Completed
- 17 Hazard Surveys (23g)/\*
- 172 Consultations (23g)\*\*
- 161 Articles Published\*\*\*
- Met Goal? N/A (no specific first year goal)

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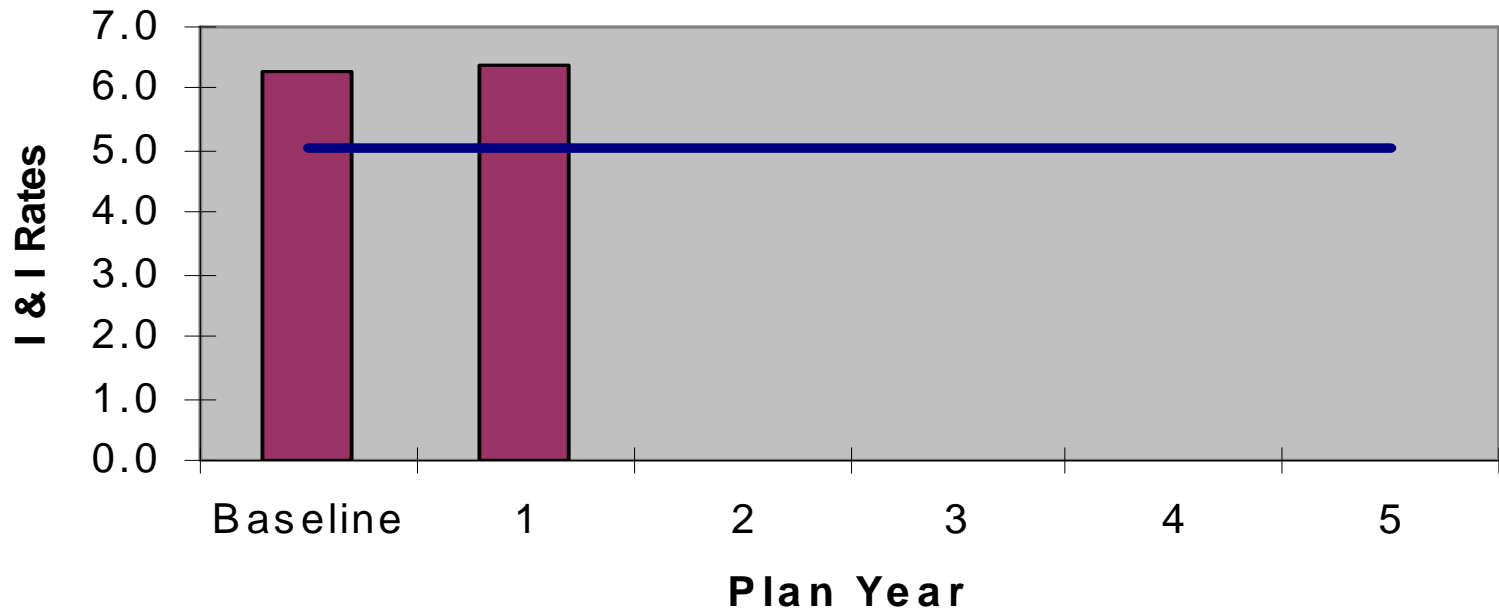
\*\*\* Press Releases issued (29), Media Advisories (7), MIOSHA News (4), OSHSPA Special Report (1), Seminar Announcements (120).

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# Emphasis 1.1A-7

## Machinery Mfg. (333) I & I.1A-7





# 1.1A-8 Transportation Equipment

- 190 Inspections Completed
- 41,638 Employees Covered
- 86 Seminars Held
- 1,257 Attendees
- 4 Michigan Challenge Programs Ongoing
- 1 Michigan Challenge Programs Completed
- 29 Hazard Surveys (23g)/\*
- 221 Consultations (23g)\*\*
- 161 Articles Published\*\*\*
- Met Goal? N/A (no specific first year goal)

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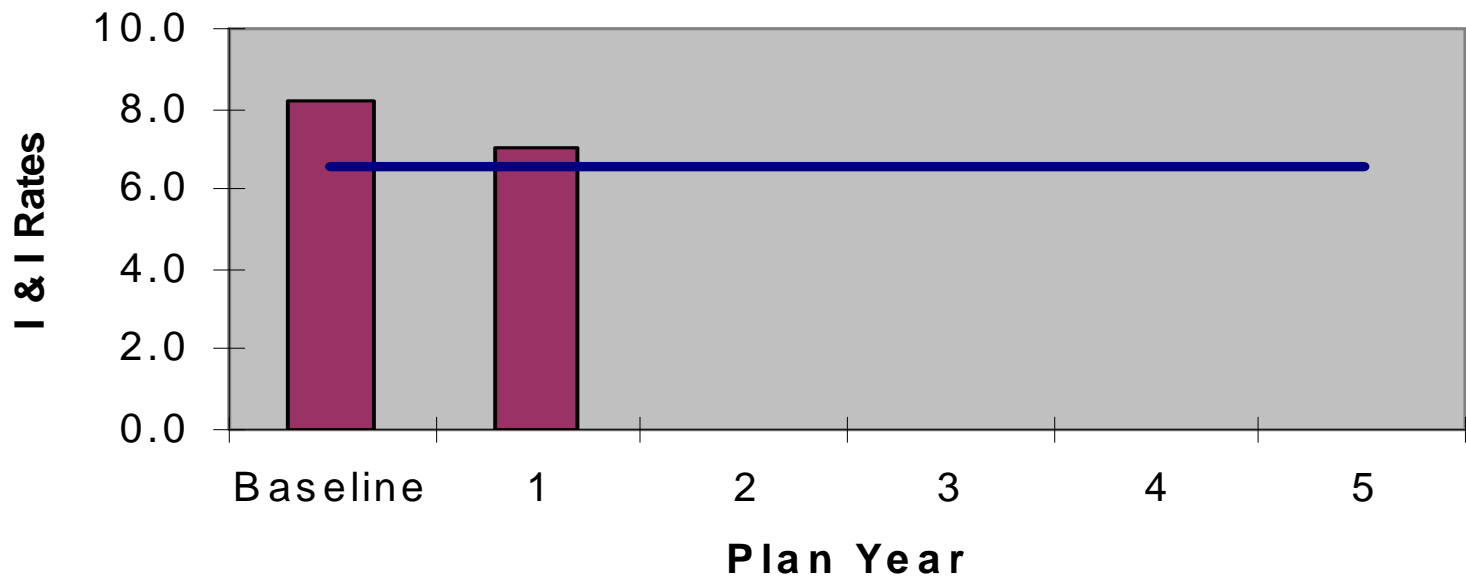
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# Emphasis 1.1A-8

## Transportation Equipment Mfg. (336) I & I 1.1A-8





# 1.1A-9 Recyclable Material Merchant Wholesalers

- 15 Inspections Completed
- 231 Employees Covered
- 0 Seminars Held
- 0 Attendees
- 0 Michigan Challenge Programs Ongoing
- 0 Michigan Challenge Programs Completed
- 0 Hazard Surveys (23g)/\*
- 0 Consultations (23g)\*\*
- 161 Articles Published\*\*\*
- Met Goal? N/A – Do not have Michigan-specific data.

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# 1.1A-10 Merchant Wholesalers, Nondurable

- 46 Inspections Completed
- 2,117 Employees Covered
- 6 Seminars Held
- 109 Attendees
- 0 Michigan Challenge Programs Ongoing
- 0 Michigan Challenge Programs Completed
- 10 Hazard Surveys (23g)/\*
- 42 Consultations (23g)\*\*
- 161 Articles Published\*\*\*
- Met Goal? Yes – rate reduction in excess of 20%.

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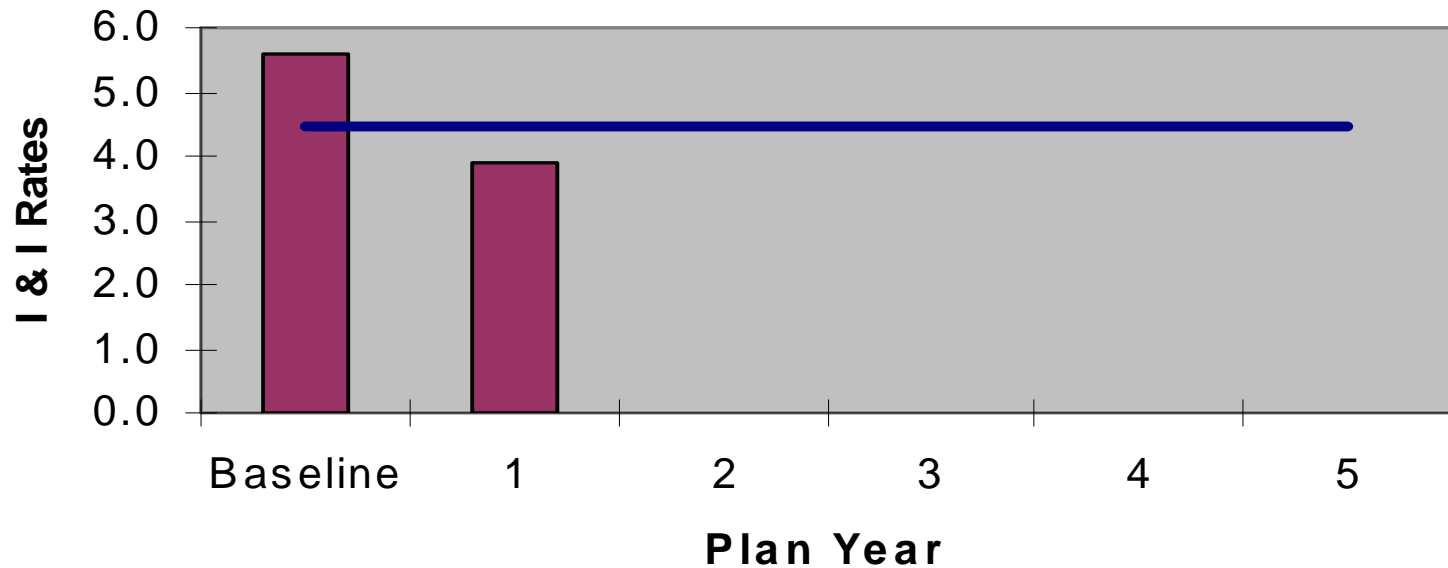
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# Emphasis 1.1A-10

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## Merchant Wholesalers, Nondurable Goods (424) I & I 1.1A-10



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# 1.1A-11 Landscaping

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- 67 Inspections Completed
- 1,183 Employees Covered
- 10 Seminars Held
- 435 Attendees
- 0 Michigan Challenge Programs Ongoing
- 0 Michigan Challenge Programs Completed
- 1 Hazard Surveys (23g)/\*
- 17 Consultations (23g)\*\*
- 161 Articles Published\*\*\*
- Met Goal? N/A – Do not have Michigan-specific data.

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# 1.1A-12 Hospitals

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- 33 Inspections Completed
- 28,501 Employees Covered
- 22 Seminars Held
- 247 Attendees
- 0 Michigan Challenge Programs Ongoing
- 0 Michigan Challenge Programs Completed
- 10 Hazard Surveys (23g)/\*
- 43 Consultations (23g)\*\*
- 161 Articles Published\*\*\*
- Met Goal? N/A (no specific first year goal)

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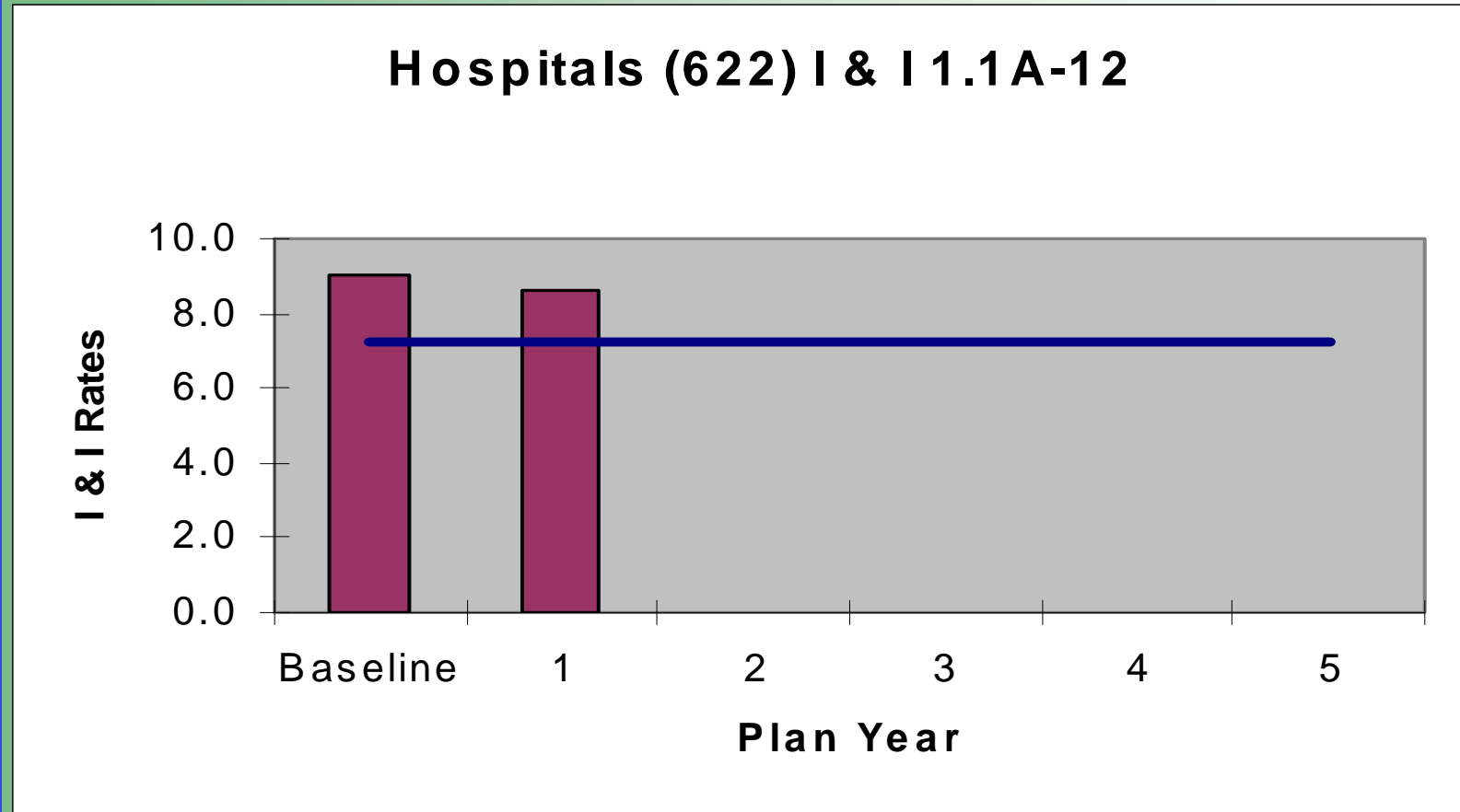
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# Emphasis 1.1A-12





# 1.1A-13 Nursing & Residential Care Facilities

- 25 Inspections Completed
- 2,188 Employees Covered
- 25 Seminars Held
- 100 Attendees
- 0 Michigan Challenge Programs Ongoing
- 0 Michigan Challenge Programs Completed
- 17 Hazard Surveys (23g)/\*
- 92 Consultations (23g)\*\*
- 161 Articles Published\*\*\*
- Met Goal? N/A (no specific first year goal)

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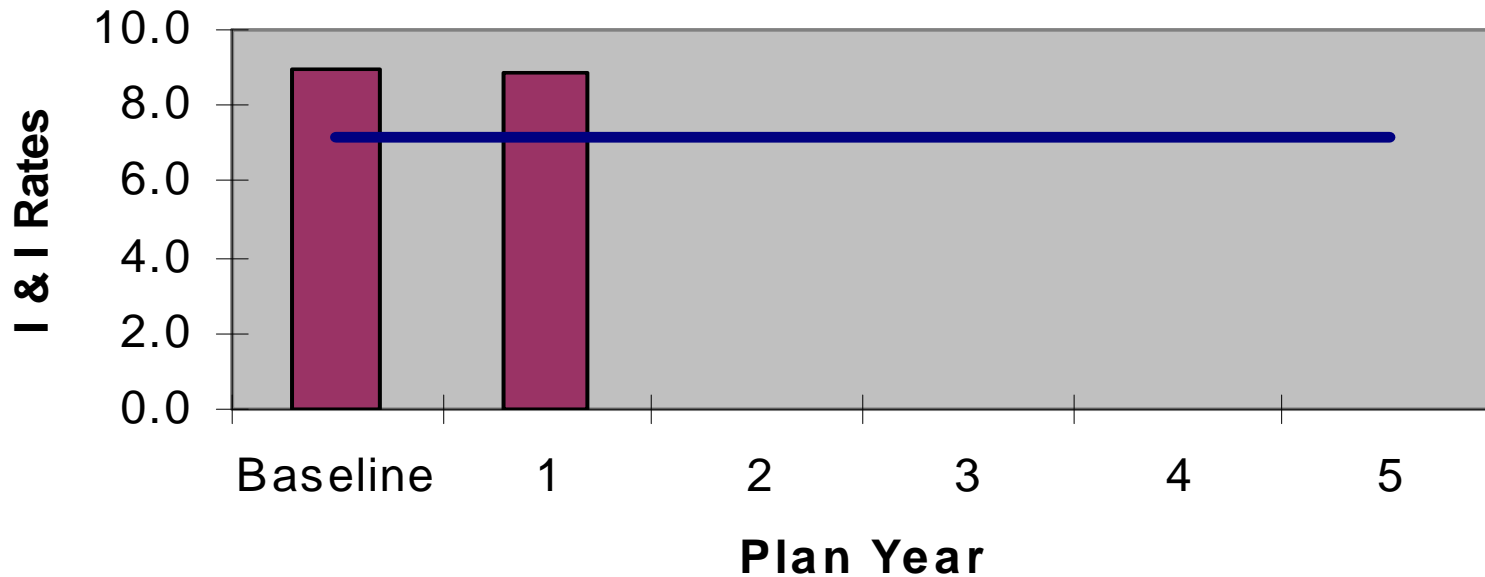
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# Emphasis 1.1A-13

## Nursing & Residential Care Facilities (623) I & I 1.1A-13





# Emphasis 1.2

Working to Create Michigan's Future Today

- 896 Inspections Completed
  - 40,794 Employees Covered
  - 22 Seminars Held
  - 111 Consultations
  - 1 Michigan Challenge Programs Ongoing
  - 0 Michigan Challenge Programs Completed
  - 73 Hazard Surveys (23g)
  - 161 Articles Published\*
- 
- **Achievement: Injuries & illnesses rate of 6.3 (BLS, 2008) is a reduction of 11%, which exceeds goal of 4% for year 1. Twenty-two General Industry fatalities for CY2008, which equals a 10% increase.**

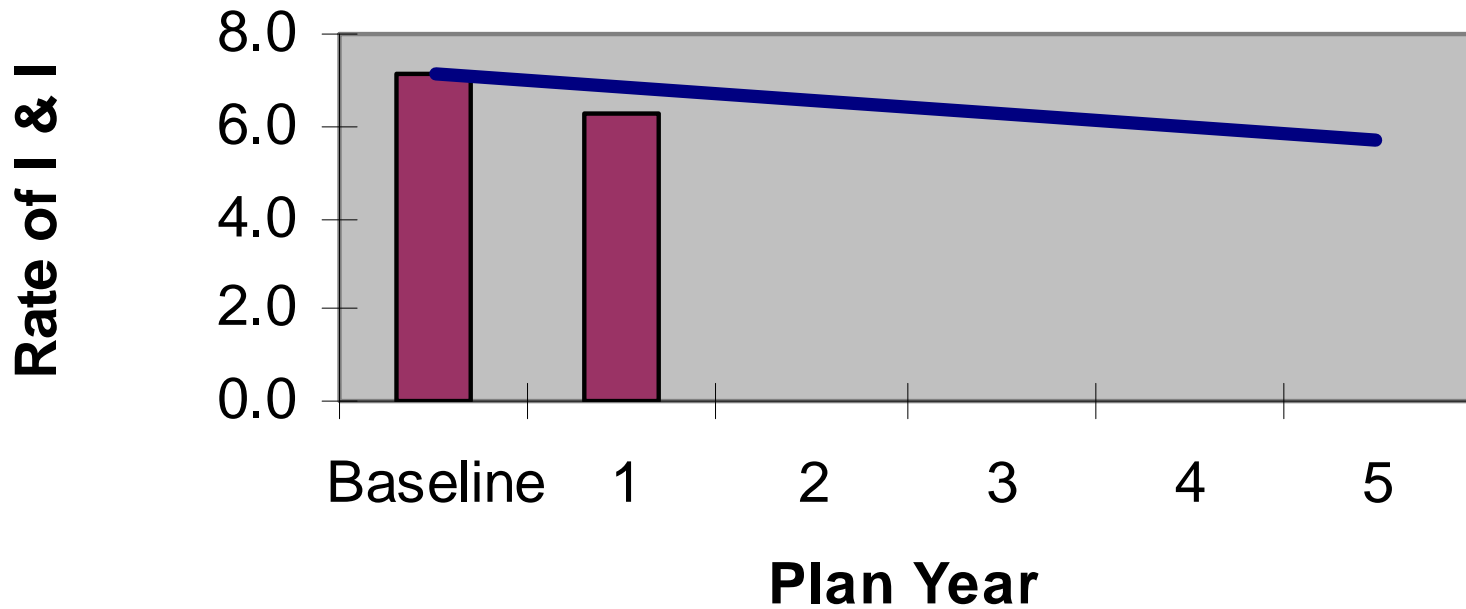
\*Press Releases (29), Media Advisories (7), MIOSHA News (4), OSHSPA Special Report (1), Seminar Announcements (120).

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# Emphasis 1.2 Injuries & Illnesses

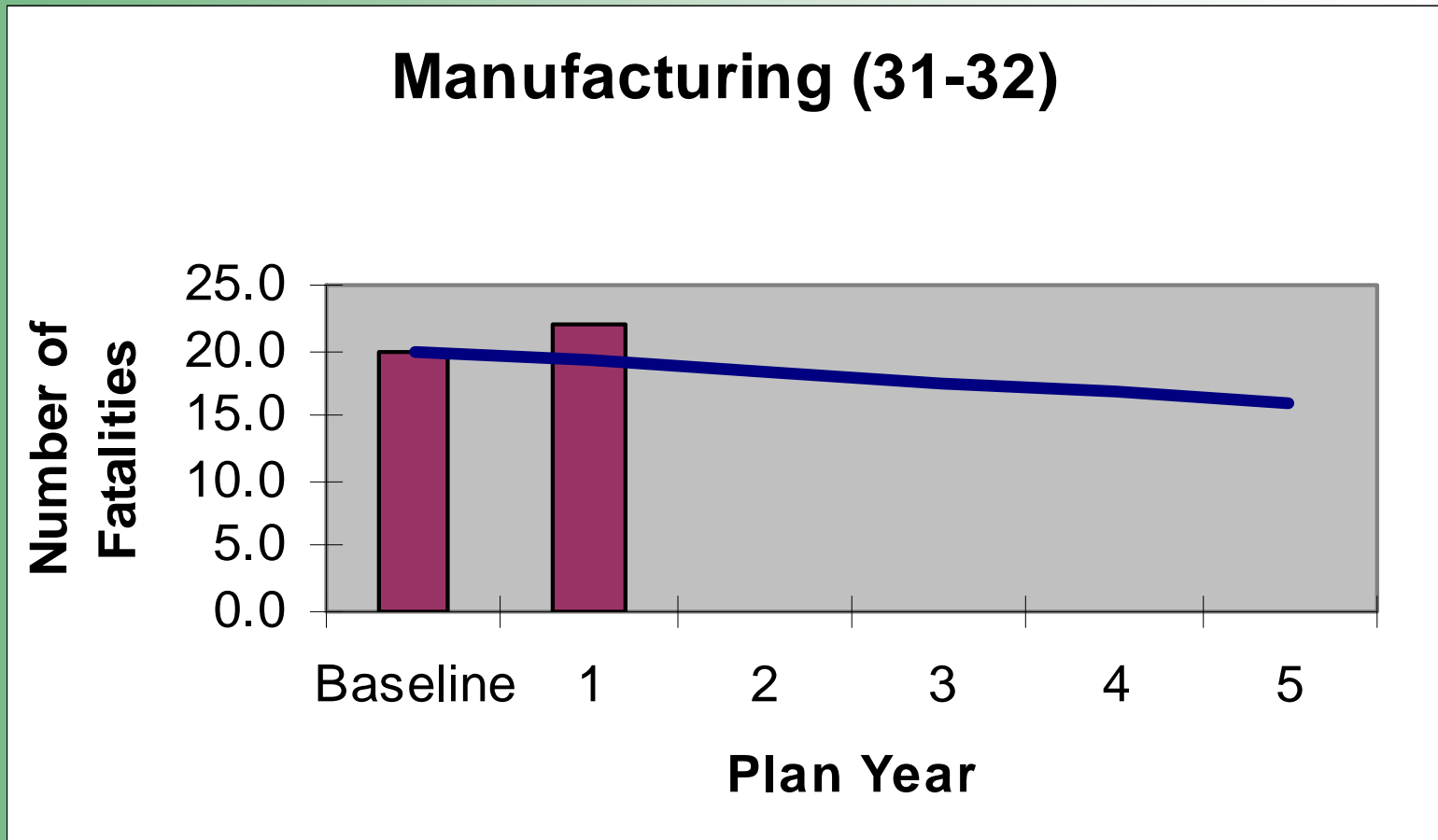
## Manufacturing (31-32)





# Emphasis 1.2 Fatalities

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# Emphasis 1.3

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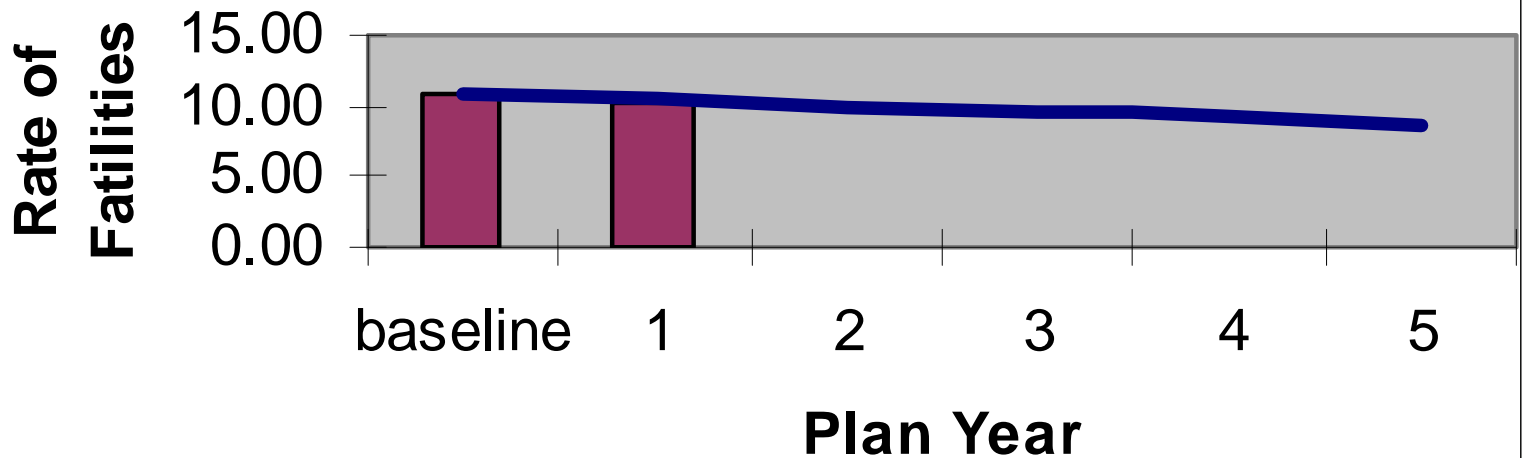
- Decrease fatalities in the construction industry by 4% a year over five years (20% total for 5 years) by focusing on Strategy the four leading causes of fatalities (fall, electrocution, struck-by, crushed by/caught between).
- 15 Accident/incident investigation
- 76 Complaint investigations
- 3,031 Programmed/Routine inspections
- 159 Residential construction inspections
- 2 Partnerships developed and/or enhanced.
- 370 Interventions
- 330 Training sessions
- 104 Onsite consultation visits
- 119 Seminars
- 5,021 Seminar participants
- 4 new/ 9 revised Training programs
- Achievement:
  - CY2008 had 9.3 fatalities/100,000 workers, which is a 14% decrease from baseline of 10.86. The five year rolling average is 10.18, a 6% decrease, which exceeds year 1 goal of 4%.
  - CY2008 rate (DART) is 2.3, which is a 23% decrease from the baseline of 3.0. The new five year rolling average is 2.66 (BLS, 2004-2008), or an 11% decrease, which exceeds year 1 goal of 4%.

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# Emphasis 1.3 Fatalities

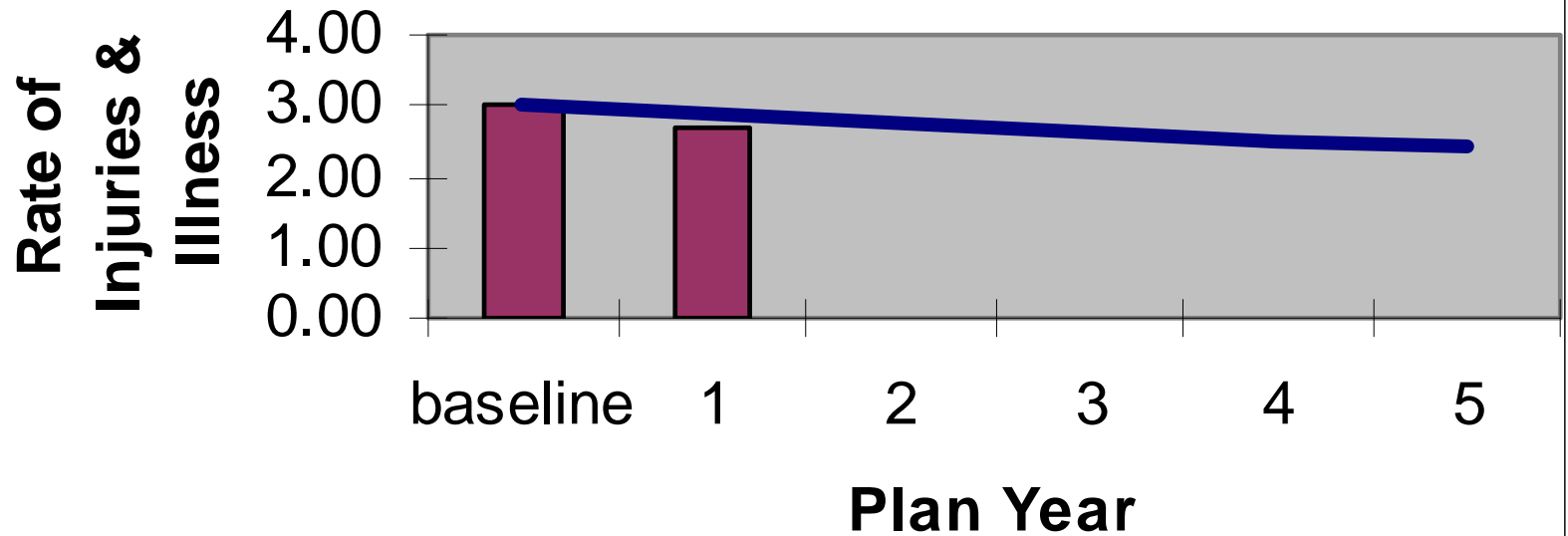
## Construction-Related Fatalities SPI 1.3A





# Emphasis 1.3 Injuries & Illnesses

## Construction-Related Injuries & Illnesses - DART 1.3B





# Emphasis 2.1

- Promote safety and health management systems (SHMS)
- 348 SHMS evaluations completed
- 923 Employers who received a SHMS promotion



# Emphasis 2.2

- Enhance employer and worker awareness of and participation in the MIOSHA Training Institute (MTI).
- 2 Contact lists created
- 2,935 Promotional letters mailed
- 365 MTI presentations given to targeted groups
- Achievement:
  - 121 Level 1 and advanced certificate holders, an increase of 91, which exceeded goal of 50.
  - Total number of attendees in FY2009 was 2,131, an increase of 18%.



# Emphasis 2.3

Increase participation in MIOSHA cooperative programs.

- 2 New MVPP Awards (United Water & Marathon) (goal = 3)
- 3 New MSHARP Awards (Arnold Center (2) & MI pkg.) (goal = 2)
- 6 MVPP/MSHARP renewals and re-certifications
- 9 New CET Awards (goal = 9)
- 11 Michigan Challenge Programs (goal = 6)
- 2 New Alliances (goal = 2)
- 3 Renewals and annual re-evaluations for Alliances
- 2 New Partnerships (Christman/Accident Fund & Kaminga, Muskegon County WW) (goal = 2)



# Emphasis 2.4

## Connecting MIOSHA to Industries

- 720 Comment/Suggestions Cards during FY2009
  - 99.2% “Useful” on “ How would you rate your overall experience with MIOSHA?”(707/713)
  - 99.8% “Yes” on “Did you find the staff to be knowledgeable about employee safety and health issues?” (702/704)
  - 99.0% “Yes” on “Did the staff explain how to correct the safety and health hazards they identified?” (676/683)



# Emphasis 3.1A

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- Foster a culture of integrity, inclusion, teamwork and excellence to strengthen confidence in the delivery of MIOSHA services.
  - MIOSHA improved in one of four Constructive, Passive/Defensive, and Aggressive/Defensive styles for the OCI from 2005 to 2009.
  - From 2000 to 2009, MIOSHA improved in all four Constructive Styles, and three of the four Aggressive/Defensive Styles.
  - Internal Assessment of Management Strategies Survey (IAMS), the percentage of MIOSHA staff who agreed with survey statements increased for five of the seven core questions from the 2006 IAMS.
  - 47% of MIOSHA staff feel they are provided with adequate external training, which is down due to out-of-state travel and training limitations.
  - 62% of MIOSHA staff feel they are provided with effective internal training, which is lower due to budget constraints.

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# Emphasis 3.1B

- External – 95% of employers and workers who provide customer service feedback rate their overall MIOSHA intervention (s) as useful in identifying and correcting workplace safety and health hazards. Met goal with 99.2% “useful” from customer comment cards.
- In 2008, MIOSHA’s website had approximately 1.7 million hits.



## Emphasis 3.2

Respond effectively to legal mandates so that workers are provided full protection under the MIOSHA Act and improve MIOSHA selected services.

In FY 2009:

- 98.5% (451/458) of complaints were effectively responded to within 10 working days; exceeded goal of 97%.
- 100% of investigation of program-related fatalities and catastrophes were initiated within one working day; met goal of 100%.
- Decrease in average number of calendar days from opening conference to citation issuance (goal of 10% decrease):
  - 31 % decrease - General Industry Safety; exceeded goal.
  - 2% decrease – General Industry Health; goal not achieved in year 1.
  - 0% decrease – Construction Safety; goal not achieved in year 1.
  - 4% decrease – Construction Health; goal not achieved in year 1.
  - 80% of other Standards were promulgated within deadlines established by an annual Standards Promulgation Plan; met goal of 80%.



# Emphasis 3.3

Identify, design, and implement data management systems and processes to meet MIOSHA program information technology needs.

- ITAM system in place to track computer assignments by division.
- Mechanism for tracking computer warranties.
- Instruction to assess training needs for new hires and current staff.
- New staff hired in MISS with development and training responsibilities.
- Developed and implemented formal agency policies for data backup, storage, and retention.
- All field staff have VPN cards and secure ID to allow access to the agency S-drive.