



**STATE OF INDIANA
Department of Labor
Consultation Annual Project Report (CAPR)
& State OSHA Annual Report (SOAR) to
Federal OSHA**

12/1/09

Mitchell E. Daniels Jr., Governor

Lori A. Torres, Commissioner

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A) Executive Summary

The Indiana State Plan OSHA and 21d Consultation Division (“INSafe”) of the Indiana Department of Labor concluded FFY 2009 with improvements in nearly all performance areas and meeting or exceeding performance goals. FFY 2009 was the first year of Indiana’s amended strategic plan, and there was success on nearly every performance measure.

Indiana, through a focused effort dramatically increased the number enforcement inspections. Indiana seeks, however, not to sacrifice quality for quantity and initiated a file review after the conclusion of FFY2009.

The informal internal audit conducted included a review of 30 files, 10 fatalities and 20 non-fatal inspections. They were randomly pulled through the 2009 calendar year and reflected both complaint and program inspections, and were from a variety of compliance officers. The reviews also included both construction and general industry inspections. The files were reviewed for thorough completion of documents, documents being placed in the file, file organization and consistency among files. OSHA 300 logs or the equivalent were searched and interview sheets were reviewed along with OSHA 1a’s 1b’s and complainant and employee contact information was reviewed. This case audit took place on November 6, 2009 and involved the commissioner of labor, the deputy commissioner of IOSHA and both directors of general industry and construction. Furthermore, a review of various management IMIS reports was pulled in connection with the review. Opportunities for improvement were identified for FFY 2010.

Of special note, Indiana used 100% of the 23G grant funds for perhaps the first time ever but definitely the first time in the last 12 years. In fact, Indiana had an overmatch of state funds of about \$75,000. Additionally, the agency lobbied the legislature successfully and secured statutory changes that make it easier for the agency to obtain personal and property lien rights against employers who fail to pay final OSHA penalties. This process became effect July 1, 2009. It is anticipated that this change will result in increased payments of OSHA penalties.

Agency commitment to the employees and employers in this state, together with vigorous enforcement and a true effort to reach out with tools, training and solutions for employers have resulted in an improvement to the injury and illness rate for public and private industry to 4.9%, a reduction of 6% from the 2007 rate. The number of fatalities for 2008 remained relatively unchanged from the 2007 number. Certainly while the agency doesn’t take full credit for the improvement, the efforts in enforcement and training, plus carrying the message that it makes sense for employers to improve their safety and health programs definitely resonate with employers. Efforts in the Whistle blower protection unit also empower employees and union representatives to assert their rights to safe and healthful work places.

Indiana continued its compliance with federal grant requirements, draw downs and timeliness in submittal of reports. In accordance with federal directive, all computer devices were encrypted in compliance with the federal program.

Indiana continues its commitment at training its staff of new compliance offices and consultants. Slow but steady progress on the adopted OSHA training directives for new compliance officers was made. Internal incentives have also resulted in increased certifications earned by CSHO’s.

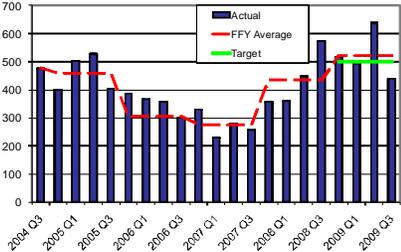
In FFY2009, only two CSHO’s left the agency’s employment and no changes in management or supervisors took place. This consistency and stability helped the agency perform well and reduces training costs.

At present, Indiana continues to struggle with meeting staffing benchmarks as a result of a poorly performing economy and a reduction in state budget dollars. At present, the budget for the entire Indiana Department of Labor, including the IOSHA and consultation group, has suffered a 10% budget cut from the biannual budget passed only June 30, 2009. The balancing act of remaining effective and using all of the allocated dollars, but no more than the allocated dollars, remains one of the agency’s largest challenges.

The agency has been fortunate in that the economic downturn did allow it to hire several new CSHO’s with substantial safety and health experience. In fact, a recent analysis of the experience level of compliance officers reflects that only 31% of the compliance officers have less than 3 years experience. Over 20% have 3-10 years experience and 49% of the officers have 10 years or more experience as a compliance and safety health officer for IOSHA.

The Indiana Department of Labor is pleased to tender this annual report its activities and successes against its objectives.

B) Federal Fiscal Year 2009 CAPR/SOAR Performance Plan Summary

Strategic Goal #1 Reduce workplace fatalities and injuries.	
Performance Goal 1.1	Increase safety and health inspections by 15% over next three federal fiscal years.
Annual Performance Goal 1.1	Maintain a vigorous enforcement program by increasing safety and health inspections by 5% per FFY. FFY09-FFY2011: 5%
Indicator(s) (Metrics)	Number of inspections.
Data Source(s)	NCR summary report
Baseline	FY 2007: 1,178 IOSHA inspections
Performance Results	<p>This goal has been exceeded with a 76% increase in safety and health inspections for FFY 2009.</p> <p>FFY 2007 1178 inspections conducted FFY 2008 1755 inspections conducted FFY 2009 2085 inspections conducted</p> <p>Number of IOSHA inspections by quarter Q3 2004 – Q3 2009</p>  <p>*Graph based on calendar year.</p>
Performance Goal 1.2	Reduce the rate of injuries and deaths in construction and manufacturing industries by 9% over the next three federal fiscal years.
Annual Performance Goal 1.2	Reduce the rate of injuries and deaths in construction and manufacturing industries by 3% per FFY. FFY09-FFY2011:3%
Indicator(s)	Number of injuries and deaths in construction and manufacturing industries.
Data Source(s)	BLS Survey of Occupational Injuries & Illnesses BLS Census of Fatal Occupational Injuries

Baseline	2006 Indiana Manufacturing Industry (NAICS 31-33) Total Injury & Illness Rate: 7.3 (per 100) 2005 Indiana Manufacturing Industry Fatality Rate: 1.6 (per 100,000) 2006 Indiana Construction Industry (NAICS 23) Total Injury & Illness Rate: 5.6 2005 Indiana Construction Industry Fatality Rate: 12.9
Performance Results	<p>The goal has been exceeded in the area of impact to the I & I rates for the Manufacturing and Construction industries. The I & I rates data is as follows: 2008 Indiana Manufacturing Industry (NAICS 31-33) Total Injury & Illness Rate: 5.8 (per 100) =26% reduction. 2008 Construction Industry (NAICS 23) Total Injury & Illness Rate: 4.6 = 21% reduction.</p> <p>Though data reflects that the number of fatalities for 2008 remained relatively unchanged from the 2007 number, the data for the fatality rates for the Manufacturing and Construction Industries has not been available. Fatality rates for the industries were requested November 16, 2009 and are not available per the BLS statement: “The most recent year for which State rates by industry were produced was 2005, so the files for 2006-07 are aggregate rates by State. We are planning to produce aggregate State rates for 2008 and State rates by industry for 2006-07 after receiving the requisite employment data. “ Christen Crocker, Economist, Office of Safety and Health</p> <p>Note: This may be a metric that may require amendment during this next performance year should the data remain unavailable. While the agency doesn’t take full credit for the improvement, the efforts in enforcement and training, plus carrying the message that it makes sense for employers to improve their safety and health programs definitely resonate with employers. Efforts in the Whistle blower protection unit also empower employees and union representatives to assert their rights to safe and healthful work places.</p> <p>Note: See Executive Summary and IOSHA Program Narrative.</p>
Performance Goal 1.3	Promote voluntary compliance by increasing the number of on-site consultations by 18% over the next three federal fiscal years.
Annual Performance Goal 1.3	Promote voluntary compliance by increasing the number of on-site consultations by 6% per federal fiscal years. FFY09-FFY2011: 6%
Indicator(s)	<ul style="list-style-type: none"> ▪ Number of consultations provided by INSAFE. ▪ Reduction in the number of occupations injuries and deaths. ▪ Feedback received from training evaluations form organizations indicating the effectiveness of Training having a positive impact on worker safety ethics and behaviors.
Data Source(s)	NCR, SOII

Baseline	FFY06: Consultations=264 visits closed																																				
Performance Results	<p>The goal of a 6% increase per FFY has been exceeded. 523 requests were received in FFY2009. 536 visits were opened in FFY2009. 670 visits were closed in FFY2009. These both reflect increases of greater than 100%.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="334 369 844 703"> <table border="1"> <caption>Visits Opened</caption> <thead> <tr><th>Year</th><th>Visits Opened</th></tr> </thead> <tbody> <tr><td>2005</td><td>281</td></tr> <tr><td>2006</td><td>266</td></tr> <tr><td>2007</td><td>326</td></tr> <tr><td>2008</td><td>498</td></tr> <tr><td>2009</td><td>536</td></tr> </tbody> </table> </div> <div data-bbox="912 380 1455 703"> <table border="1"> <caption>FFY Requests Received</caption> <thead> <tr><th>Year</th><th>Requests Received</th></tr> </thead> <tbody> <tr><td>2005</td><td>276</td></tr> <tr><td>2006</td><td>259</td></tr> <tr><td>2007</td><td>316</td></tr> <tr><td>2008</td><td>498</td></tr> <tr><td>2009</td><td>523</td></tr> </tbody> </table> </div> </div> <div data-bbox="334 768 844 1073" style="margin-top: 20px;"> <table border="1"> <caption>Visits Closed</caption> <thead> <tr><th>Year</th><th>Visits Closed</th></tr> </thead> <tbody> <tr><td>2005</td><td>329</td></tr> <tr><td>2006</td><td>289</td></tr> <tr><td>2007</td><td>405</td></tr> <tr><td>2008</td><td>592</td></tr> <tr><td>2009</td><td>670</td></tr> </tbody> </table> </div>	Year	Visits Opened	2005	281	2006	266	2007	326	2008	498	2009	536	Year	Requests Received	2005	276	2006	259	2007	316	2008	498	2009	523	Year	Visits Closed	2005	329	2006	289	2007	405	2008	592	2009	670
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Performance Goal 1.4	Increase the number of Hoosier workers who have occupational safety training through interventions, training classes, and funded training.																																				
Annual Performance Goal 1.4	Increase the number of Hoosier workers who have occupational safety training through interventions, training classes and funded training to 2000 employers/employees per year.																																				
Indicators	<ul style="list-style-type: none"> ▪ Number of consultation w/ training, interventions and interventions w/ training by INSAFE. ▪ Reduction in the number of occupations injuries and deaths. ▪ Feedback received from training evaluations form organizations indicating the effectiveness of training having a positive impact on worker safety ethics and behaviors. 																																				
Data Source	NCR, SOII, Training Evaluations, number of recorded Scholarship attendees.																																				

Baseline	Approx: 2500 people trained in FFY2007, 1000 Consultations w/training, 1000 Formal Training (intervention), 400 scholarships
Performance Results	<p>The goal of 2000 employers/employees trained by INSAFE per year exceeded. Due to budgetary restraints, State funded scholarship offering was discontinued in July of FFY 2009. Though not federally funded, the program enabled employees to participate in training that might not otherwise be able to participate. All efforts combined (State funded scholarships, Consultations with Formal and Informal Training and Interventions with Training) totaled 2,772 that have been trained.</p> <ul style="list-style-type: none"> • 430 Hoosier Small, Minority and Woman Businesses received State funded scholarships • 1,158 Hoosiers received safety-related training in conjunction with an INSafe Consultation (Initial, Follow-up or Training Visit). • 417 Hoosiers received health-related training in conjunction with an INSafe Consultation (Initial, Follow-up or Training visit). • 770 Hoosiers received occupational safety and health-related training through 18 Formal Training Interventions. <p>Note: See Scholarship Attendee Report.</p>
Strategic Goal #2	Maintain a balanced approach that fosters a culture of safety in Indiana through the effective use of VPP, INSHARP, partnerships and alliances.
Performance Goal 2.1	Increase participation in VPP and INSharp by 33 over the next three federal fiscal years.
Annual Performance Goal 2.1	Increase participation in VPP and INSharp by 11 combined each FFY
Indicator(s)	<ul style="list-style-type: none"> ▪ Number of VPP certifications acquired. ▪ Number of VPP interest inquiries as a result of marketing activities from potential participants. ▪ Number of organizations who engage in the INSHARP process. ▪ Number of INSHARP certifications granted. ▪ Positive results from continued efforts to work cooperatively with the safety consultation project to ensure a coordinated process in the evaluation of INSHARP candidate companies.
Data Source(s)	<ul style="list-style-type: none"> ▪ VPP Certifications completed. ▪ INSHARP Certifications completed.
Baseline	<p>Current VPP Sites=47 Merit: 4 Star: 43 Current INSHARP participants: 21</p>
Performance Results	<p>This goal was exceeded. In FFY 2009, there were 34 newly certified VPP and INSHARP sites: VPP: 53 total with 10 new sites (6 Star and 4 Merit sites). Four sites dropped out of the VPP program including AK Steel Rockport, Meyer Stamping Fort Wayne, Rockport Maintenance and Rockport Roll Shop.</p> <p>INSHARP: 43 total with 24 new sites (21 INSHARP & 3 PRE-SHARP). 3 existing sites became ineligible for continued INSHARP certifications (3 Rauch sites, all located in New Albany, Indiana) due to having TRC rates that were too high.</p> <p>Note: See All-in-One Spreadsheet: VPP/INSHARP Participants & Alliances & Partnerships List</p>
Performance Goal 2.2	Increase the number of and participation by companies and organizations in alliances and partnerships by 6 combined over the next three federal fiscal years.

Annual Performance Goal 2.2	Increase the number of and participation by companies and organizations, alliances, and partnerships combined by 2 per FFY.
Indicator(s)	<ul style="list-style-type: none"> ▪ Number of strategic partnerships and alliances signed with contractors, developers, National/Indiana based Trade Associations and/or Corporations. ▪ Signed Partnership/Alliance Agreements
Data Source	Signed Agreements
Baseline	<p>Current Partnerships: 4 (Argosy Casino/Messer Construction, Indiana Convention Center, International Airport and Lucas Oil Stadium)</p> <p>Current Alliances: 9 (Metro Indianapolis Coalition for Construction Safety (MICCS), Indiana Chamber of Commerce, Risk Management Services, Indiana Construction Associates (ICA), Indiana Ready Mix Concrete Association (IRMCA), Sheet Metal and Air Conditioning Contractors of North America (Indiana Chapter), American Physical Therapists, Indiana Manufacturers Association (IMA), and ACH/UAW.</p>
Performance Results	<p>This goal was exceeded. In FFY 2009, there were 4 new partnerships and/or alliances added: Alliances: 1 Eli Lilly and Company Partnerships: 3, EH Construction/Morgan Elementary; Meyer Najam/Ortho Indy; Weigand Pepper/Parkview Hospital.</p> <p>Existing partnerships and alliances still include MICCS, ICA, Shiel Sexton/Indiana Convention Center, Indiana Ready Mix Concrete Association (IRMCA), Sheet Metal and Air Conditioning Contractors North America (Indiana Chapter), American Physical Therapists and ACH/UAW. 3 alliances terminated (Indiana Chamber of Commerce, Indiana Manufacturers Association and Risk Management Services). One alliance was added and terminated in the same FFY2009 fiscal year, Safety Management Group. 3 construction partnerships concluded (Argosy Casino/Messer Construction, International Airport/Midfield Terminal, and Lucas Oil Stadium).</p> <p>Note: See All-in-One Spreadsheet: VPP/INSHARP Participants & Alliances & Partnerships List</p>
Strategic Goal #3	Increase the distribution and communication of Safety and Health materials to Indiana's population.
Performance Goal 3.1	Print and disseminate 45,000 marketing pieces over next three federal fiscal years.
Annual Performance Goal 3.1	Print and disseminate 15,000 marketing pieces per FFY. FFY09-FFY2011: 15,000
Indicator(s)	Number of pieces tracked and disseminated via email list serv, mail, fairs and expos.
Data Source(s)	Internal tracking via spreadsheet.
Baseline	2007: 2500 High Hazard Direct Mail Pieces sent out 2,500 brochures, marketing pieces at different events, 5,500 IN Review
Performance Results	<p>This goal was exceeded.</p> <p>More than 35,000 pieces were disseminated via email list serv, direct mail, conferences, expos, etc. This includes 8,000 In Review hard copies sent.</p> <p>Note: See FFY 2009 Marketing Materials Disseminated Spreadsheet.</p>

Performance Goal 3.2	Increase public presentations, including speeches, expos, and conferences to 270 over the next three federal fiscal years.
Annual Performance Goal 3.2	Increase public presentations, including speeches, expos, and conferences to 90 per FFY.
Indicator(s)	<ul style="list-style-type: none"> ▪ Number of scheduled presentations amongst designated staff members. (Executive Staff, IOSHA Directors, INSAFE Consultants).
Data Source(s)	Internal tracking via spreadsheet.
Baseline	Number of speeches conducted FFY2008(10/1/07-9/30/08)=118
Performance Results	<p>This goal has been exceeded. The total number of public presentations conducted for FFY 2009 was 93. Note: IDOL recognizes that the baseline exceeds the goal. The goal is more realistic based on current trending along with budgetary restraints for in-state and out-of-state travel.</p> <p>Note: See Public Presentations Tracking Spreadsheet.</p>
Performance Goal 3.3	Increase the promotion, design, and delivery of Spanish language materials by 1500 marketing pieces to the Hispanic/Latino community over the next three federal fiscal years.
Annual Performance Goal 3.3	Incrementally increase the availability of Spanish materials and multimedia tools disseminated to promote safety amongst Hispanic/Latino workers by 500 marketing pieces per FFY.
Indicator(s)	<ul style="list-style-type: none"> ▪ Continued conversion of INSAFE marketing materials to Spanish in hard copy and website. ▪ Number of marketing materials disseminated to Hispanic/Spanish speaking community.
Data Source(s)	Internal Tracking via Spreadsheet
Baseline	<ul style="list-style-type: none"> ▪ Number of Spanish marketing materials disseminated via mail FFY-to-date= 100 ▪ Number of Spanish marketing materials disseminated via conferences and events FFY-to – date=500
Performance Results	<p>This goal has been exceeded. 762 Spanish/Latino marketing and informational materials disseminated through conferences, direct mail, email list serv and other events.</p> <p>Note: See FFY 2009 Marketing Materials Disseminated Spreadsheet.</p>
Performance Goal 3.4	Recruit three bilingual trainers to provide training and enforcement to the Spanish speaking community.
Annual Performance Goal 3.4	Recruit 1 bilingual trainer per FFY.
Indicator(s)	<ul style="list-style-type: none"> ▪ Addition of staff members. ▪ Continued offering of in-house Spanish Training classes (3 currently available for scheduling)
Data Source(s)	INSAFE staffing records/IDOL Organizational Chart
Baseline	<p>Number of bilingual current/future Consultants= 2</p> <p>One Bilingual Supervisor</p>
Performance Results	Goal not met. INSafe Consultant staffing levels have remained at one bilingual INSafe Safety Consultant due to budgetary constraints.

C) Program Narratives Outlining Progress toward Strategic Plan

IOSHA

Indiana OSHA (IOSHA) is pleased to report positive progress against the Performance Plan goals. The Department continues to work with employers who want to have a cooperative working relationship with IOSHA. This year, the transition of administering Partnerships and Alliances by the INSafe team in the Consultation Division rather than IOSHA continued. IOSHA's involvement in these agreements is primarily in the area of prescreening the agreements and review of applicants' records with the agency. While IOSHA remains fully supportive of sound agreements, actual involvement in the day to day work with alliances and multi employer partnerships has been reduced. That work is now being done by INSafe.

Moving Partnerships and Alliances to INSafe has made more time available for compliance inspections. There has been a significant increase in the number of inspections. At the same time there has been an increase in the number of knowing and repeat findings on safety orders.

Some of the accomplishments this year include:

- De obligated zero grant dollars for the first time in at least 12 years
- The Board of Safety Review continues to efficiently manage contested cases, and its docket is at a manageable level (less than 30 cases) with a two year or less timeline to first decision. This is a marked improvement from 5 years ago where nearly 300 cases were open and some dated to the mid 1990's.
- IOSHA Access to Public Records function has shown great improvement in all performance measures.
- IOSHA continues to encourage CSHOs to obtain advanced certifications, by providing opportunities for coursework and cash incentives for successfully achieving such certifications. The agency has 1 CSHO with both a CSP and CIH, one with a CSP, and 3 with the OHST certification. Additional CSHOs seek to sit for one of the above certification exams.
- IOSHA continues to cultivate a positive working relationship with the federal offices in Indianapolis, Chicago, and Washington. This close working relationship has resulted in better communication, faster program implementation, and rapid response to enforcement requests from the Regional office.
- The performance management system has given all staff clear and measurable goals that are drawn directly from the measures used to assess departmental performance.

IOSHA continues to aggressively work the combustible dust NEP. IOSHA also participates in the Lead, Silica, and Machine Guarding NEP's. IOSHA elected not to participate in the Recordkeeping NEP simply because of staffing issues. Compliance Officers are being tasked with a more in depth review of records at each location they inspect.

Current budget constraints have limited travel to OTI. New compliance staff continue to attend the core OTI classes pursuant to the federal training directive. However, attendance at more advanced classes will be delayed until the state's financial situation improves. IOSHA remains fully committed to the CSHO training track.

This year, IOSHA continued to provide considerable support to the National and Regional offices. This was mostly in the form of enforcement initiatives where national targets of enforcement had an Indiana presence. IOSHA continues its involvement with Homeland Security based on earlier National Office directives. It continues to have two CSHO's and one executive involved in this endeavor. There has been extensive training and time committed to the program by IOSHA. The team has participated in a number of drills and functions.

Indiana's VPP program continues to grow. Ten new sites were added this year for a total of 53 active sites of which 8 are Merit and 45 are Star sites. This fiscal year 4 sites dropped out due to various reasons. IOSHA sponsored 2 SGE training classes in Indiana and are planning another 1-2 classes in the FFY 2010 year.

INSafe

The Indiana OSHA Consultation Program, INSafe, is pleased to report continuing improvement achieving the goals and objectives of FFY2009. In FFY2009, INSafe continued to make significant strides in reducing workplace injuries, illnesses and fatalities. INSafe was able to make an impact on these occurrences by providing focused safety and health consultation, training, education and outreach to Hoosier businesses and employees.

The goals of INSafe remain:

- To encourage new and repeat utilization of INSafe's health and safety services;
- To use data and customer feedback in order to better structure consultative and training programs;
- To maintain mutually beneficial training partnerships and alliances with trade and business associations and their member organizations; and
- To reach out to culturally-diverse communities, small businesses and high hazard industries by providing INSafe program materials and services in Spanish.

INSafe Staff

INSafe is fully staffed with ten Safety and Health Consultants, three administrative personnel and a Deputy Commissioner. One INSafe Consultant is bilingual and has the ability to provide consultation, training and intervention services in Spanish.

Consultation & Related Services

Working with Indiana employers, employees, labor unions and professional groups, INSafe consultation services remain one of the IDOL's most effective tools to help ensure Hoosier occupational safety and health. In FFY2009, the division experienced an increase in consultation requests of approximately 5% over FFY2008.

A total of 240 Interventions were conducted during FFY2009 by the INSafe staff. Formal training was provided in 18 Interventions. This training reached 353 Hoosiers in the workplace. Although discontinued in July of FFY2009, INSafe's scholarship program provided training scholarships to 430 Hoosiers through more than 60 different course offerings. Course offerings provided by INSafe scholarship partners included OSHA 10 and 30-Hour trainings as well as other specialized trainings, which included competent person, train the trainer, etc. in both general industry and construction. Consultations with either formal or informal training (299 or 57% of all visits) provided an opportunity to train an additional 1,575 Hoosiers (Safety=1,158; Health=417) in workplace safety and health-related topics. The total number of Hoosiers trained in occupational safety and health by INSafe, or through the use of INSafe scholarship funds, is 2,358.

INSHARP

The goal of increasing INSHARP certified sites was met for FFY2009. In FFY2009, an additional 24 sites were certified as INSharp sites as a direct result of streamlining the process. The combined goal of 11 for the fiscal year, including VPP sites in Performance Goal 2.1 was surpassed by 23 sites.

In January of FFY2009, the INSafe Marketing Manager took over the day-to-day coordination of the INSHARP program. This transition removed the majority of administrative responsibilities (marketing, email, phone, mail correspondence, etc.) from the individual consultants, allowing them to focus on their consultative duties. By working closely with the Deputy Commissioner of INSafe and the INSafe Consultants, the INSafe Marketing Manager was able to actively pursue companies that met INSHARP criteria. By end of FFY2009, 43 total workplaces have achieved INSHARP certification, with 24 of those certified in FFY 2009. Combined, the 43 sites employ more than 6,000 Hoosier workers. This is a vast increase from 2006 when INSHARP certified only one company with 217 employees.

In addition to the newly certified sites, many INSHARP sites were up for recertification in FFY2009. Due to increased TRC and DART rates, three INSHARP sites, which were initially certified for a period of two years in FFY2007, became ineligible for recertification in FFY2009.

Marketing & Outreach

INSafe marketing efforts are constantly improving, becoming more balanced and structured to assist in meeting the agency goal of reducing occupational injuries, illnesses and fatalities. In FFY2009, direct mail solicitations were sent to employers in high hazard industries, as well as to employers in specific regions of the state along with information for the INSafe Consultant in that area (i.e. Northwest, Northeast, Central Indiana, etc.). During FFY2009, 3,763 direct mailings were sent to employers in Indiana to educate them on INSafe consultation and related services. Nearly 20,000 marketing and informational pieces were disseminated during FFY2009 to INSafe's email list service. For a breakdown of marketing pieces disseminated during FFY2009, please review attachment, *FFY2009 Marketing Materials Disseminated*.

In FFY2009, INSafe added a new outreach component to educate Indiana's teen and young adult workforce. Working with the Indiana Department of Workforce Development, INSafe wrote and produced a teen and young worker safety video. The video was produced at no charge to the IDOL. The video stressed the importance of worker safety and health and provided general workplace safety and health guidance. The video was viewed by workers (16-24 years old) employed by the Indiana Department of Natural Resource's Young Hoosier Conservation Corps. The video was also shared with many Indiana professional associations and group members, such as the restaurant, hotel, lodging, park and recreation and retail associations. The video is available on the IDOL's Publications webpage.

A state-wide press release was issued upon the release of the video. In addition to the press release, a link to the online video was sent to all Indiana accredited schools by email. Also, a series of bi-weekly educational press releases regarding teen workers were sent to media state-wide. Topics covered in the press releases included work permits, teen worker hour restrictions as well as hazardous and prohibited occupations. The press releases were sent in the month of June during FFY2009.

The bi-monthly electronic IDOL newsletter, *Indiana Labor Insider*, created in FFY2008, continued publication in FFY2009. In June FFY2009, recipients of the newsletter were asked to participate in a survey regarding agency publications and website. Feedback was provided from approximately 300 recipients, and, when possible, ideas or suggestions are being implemented. The distribution list continues to grow daily, and about 3,000 individuals receive the bi-monthly newsletter via email. In addition to the direct recipients, many of the IDOL alliance and partnerships, as well as affiliated associations, forward the newsletter to their members.

The INSafe team also contributed to the IDOL's annual magazine, *IN Review*. All 15,000 printed copies of the magazine were distributed through various channels that included conferences, tradeshows, seminars and other events, as well as a direct mail campaign sent by the IDOL's Quality, Metrics & Statistics (QMS) division. The magazine is also available on the IDOL's Publications webpage.

INSafe also worked with the QMS division to create and update occupational injury and illness brochures for website publication, as well as distribution at tradeshows, events and conferences. Data used to create the brochures was obtained from the Bureau of Labor Statistics' Survey of Occupational Injuries and Illnesses (SOII) and the Census of Fatal Occupational Injuries (CFOI). The brochures highlight several industries including manufacturing, construction, automobile dealerships, sheet metal workers, etc. Brochures were also created for various demographics including teen and young workers as well as Hispanic & Latino workers.

Website

The IDOL website is consistently accessed more than 50,000 times each quarter. Understanding that the IDOL's website is a great source of information for employers and employees alike, INSafe has continued to make significant strides to improve the website. These improvements include website updates as well ensuring that the available information is both current and easy to locate.

A major website overhaul in FFY2009 included the offering of many INSafe services online. An online form for employer hazard correction reporting was created. The online form allows employers the convenience of reporting hazard corrections online at www.in.gov/dol/insafecorrections. To ensure timely submission of extension requests, employers also have the ability to request an extension of hazard correction online, using the same form.

Employers are also asked to take our customer service survey online, rather than mailing the survey via regular mail. This survey provides feedback regarding their experience with INSafe. The INSafe Customer Service Survey is available online

for completion at www.in.gov/dol/insafefeedback. Our online services have proven to be an added convenience for the employer and INSafe, allowing INSafe to provide timelier service through a much faster information exchange. In addition to timelier service, the forms have proven to be cost effective, saving money on postage and stationery costs for both INSafe and employer.

To assist members of the media, employers and employees, an IOSHA Safety Orders web page was established. While the page does not contain an exhaustive list of all Safety Orders issued by IOSHA, those posted have received considerable media inquiries. The IOSHA Safety Orders page may be viewed online at www.in.gov/dol/ioshasafetyorders.

Other significant website updates included offering a better structured Publications page. The web page is available online at www.in.gov/dol/2366.htm. The newly revised layout allows the user to interface with the most frequently requested publications, current and past editions of the bi-monthly newsletter, safety videos, as well as topical safety and health-related publications.

Two web pages were merged to create an OSHA Educational Materials and Resources page, which is available online at <http://www.in.gov/dol/2384.htm>. The page has been organized under topics that include safety and health posters, forms, "hot" topics, sample written programs as well as topical guides. Information has been organized by relevance and alphabetized under each subheading for user convenience.

Also of importance is the IDOL's Hazard Alert web page. This page is used to ensure that Hoosier employers and employees have the most up-to-date information on the most pertinent and current hazard concerns. Information currently available includes publications and links related to the H1N1 Influenza, OSHA's Site Specific Targeting Plan, Combustible Dust and Transportation Safety, to name a few. The page is updated as new hazards arise and as new information is released.

Partnerships & Alliances

The IDOL actively works with the public to promote safety and health in Hoosier workplaces by partnering and signing formal alliance with organizations. During FFY2009, three partnerships and one alliance were added. Three partnerships, the Argosy Casino Expansion Project/ Messer Construction Company, Lucas Oil Stadium and the Airport Midfield Terminal Project, were successfully completed in FFY2009. The partnerships and alliances promote a collaborative relationship amongst management, labor and government and move away from traditional enforcement methods to address critical safety and health issues.

Hispanic/Latino Outreach

As Indiana's Hispanic and Latino constituency grows, so does the need to disseminate safety training information to the Hispanic and Latino workers. The INSafe Deputy Commissioner is fluent in Spanish, and near the end of FFY2008, INSafe hired a bilingual Safety Consultant. The consultant provides consultation and related services in Spanish as necessary. In FFY2009, INSafe has experienced a moderate increase in requests for services to be delivered in Spanish. From March of FFY2009 through September 30, the bilingual Safety Consultant conducted 12 consultations in Spanish, while also attending to 100% of all Hispanic/Latino occupational safety and health inquiries for INSafe. These inquiries are frequently made via telephone, but constituents also occasionally visit the IDOL offices to have their concerns addressed in person.

INSafe continued to market to Hispanic-owned businesses via direct mail and email solicitations. INSafe services, as well as other IDOL services, have been translated into Spanish. In FFY2009, 681 Spanish marketing and educational pieces were disseminated. Scholarships to 10 and 30-Hour and specialized courses were also made available to minority-owned businesses. However, due to budgetary constraints, scholarships were discontinued in July of FFY2009.

INSafe is still implementing outreach and marketing in the Spanish markets. In addition, the agency also has additional Spanish speaking employees who are available to assist in answering questions, helping with walk-in inquiries and the translation of agency materials. INSafe is continuing the efforts to translate relevant website documents into Spanish.