

**FY 2018  
Follow-up Federal Annual Monitoring Evaluation (FAME) Report**

**State of Illinois  
Illinois Department of Labor  
Illinois OSHA**



**Evaluation Period: October 1, 2017 – September 30, 2018**

Initial Approval Date: September 1, 2009  
Program Certification Date: Pending  
Final Approval Date: None

**Prepared by:  
U. S. Department of Labor  
Occupational Safety and Health Administration  
Region V  
Chicago, Illinois**



## Table of Contents

I. Executive Summary.....	3
II. State Plan Background.....	3
III. Assessment of State Plan Progress and Performance.....	5
A. Data and Methodology.....	5
B. Findings and Observations.....	5
C. State Activity Mandated Measures (SAMM) Highlights.....	8

## Appendices

Appendix A – New and Continued Findings and Recommendations.....	A-1
Appendix B – Observations and Federal Monitoring Plans.....	B-1
Appendix C – Status of FY 2017 Findings and Recommendations.....	C-1
Appendix D – FY 2018 State Activity Mandated Measures (SAMM) Report.....	D-1
Appendix E – FY 2018 State OSHA Annual Report (SOAR).....	E-1

## **I. Executive Summary**

The primary purpose of this report is to assess the State Plan's progress in Fiscal Year (FY) 2018 in resolving outstanding findings from the previous FY 2017 Comprehensive Federal Annual Monitoring Evaluation (FAME) Report. The State Plan was very responsive to the previous findings and recommendations. Throughout FY 2018, they were continuously looking for opportunities to implement effective methods to improve in the long term administration of the Illinois Department of Labor (IDOL) – Occupational Safety and Health Division 23(g) program (Illinois OSHA).

Illinois OSHA moved forward with a successful initiative with the memorandum of understanding (MOU) between Illinois OSHA and the IDOL Conciliation and Mediation Division (Con/Med) in FY 2018. This MOU establishes that Con/Med Labor Conciliators are authorized to handle Illinois OSHA whistleblower complaints. Within the first year of its implementation, a number of whistleblower tracking data points have shown significant improvement.

In August, 2018, the State Plan committed to filling the vacancies they have experienced since the State Plan's initial approval as a Developmental Plan. Staff vacancies have created problems and challenges in several areas, including repeated funding de-obligations and/or lapsed funds; failure to accomplish the State Plan's inspections goals; and failing to complete the final developmental steps necessary to become an approved plan. OSHA is working closely with the State Plan to monitor their progress on filling the vacancies.

Illinois OSHA made progress in addressing the previous four findings and six observations from the FY 2017 Comprehensive FAME Report. Corrective action was taken on all four findings, resulting in three awaiting verification and one continuing with an ongoing corrective action that involves close monitoring from OSHA. Two observations were closed. The remaining four observations are continued from last year's FAME to allow for a comprehensive evaluation of the State Plan's corrective efforts through next year's on-site case file review.

## **II. State Plan Background**

Illinois OSHA operates a state and local government only OSHA State Plan. The Illinois State Plan was approved as a developmental plan on September 1, 2009. Mr. Ben Noven, Director, administers the Illinois State Plan under the leadership of the Director of the Illinois Department of Labor (IDOL). During the entire period covered by this report, Mr. Joe Beyer served as the Acting Director of IDOL. In January 2019, Michael D. Kleinik was appointed Acting Director of IDOL. Illinois OSHA impacts state and local governments by enforcing safety and health standards, providing consultation services, investigating occupational safety and health whistleblower complaints, adopting Federal OSHA standards, and providing outreach services.

Since approved as a developmental plan, Illinois OSHA has requested multiple extensions to complete its developmental steps. The last request for an extension was submitted on October 18, 2017, requesting an extension until September 30, 2018. This extension request, discussed further in the New Issues section below, was requested to allow the State Plan time to fill staff vacancies.

The Illinois OSHA FY 2018 grant included full-time equivalent (FTE) staffing of 19.75 positions. The State Plan's expected staffing level includes a Division Manager, two Assistant Enforcement Managers, two Administrative Assistants, 10 Safety Inspectors, four Industrial Hygienists, a State Plan Coordinator, and a Marketing/OIS Coordinator. Consultation activities and support is provided by safety and health consultants who split time between the 23(g) enforcement and the 21(d) consultation programs. Whistleblower discrimination program support is provided through a memorandum of understanding (MOU) between Illinois OSHA and the IDOL Conciliation and Mediation Division (Con/Med).

The FY 2018 grant included funding totaling \$3,054,200. The State Plan deobligated \$895,000 during the FY 2018 grant due to vacancies and the inability to fill vacant positions.

### **New Issues**

At the start of FY 2018, Illinois OSHA and the IDOL Conciliation and Mediation Division (Con/Med) executed a memorandum of understanding (MOU) to authorize Con/Med Labor Conciliators to handle Illinois OSHA whistleblower complaints. The Labor Conciliators have expertise in whistleblower complaint investigations pursuant to other acts under their enforcement authority. This MOU allows uninterrupted service to all whistleblower complainants and allows Illinois OSHA inspectors to remain focused on safety and health inspections. The MOU does not affect Illinois OSAs legal authority to investigate workplace retaliation or whistleblower complaints under state law. The Illinois State Plan and all its regulations remain in effect and the State Plan maintains the responsibility to audit and ensure all OSHA whistleblower complaints are being managed properly by Con/Med.

On October 18, 2017, Illinois OSHA submitted a request for an extension for completing its developmental steps. It requested an extension to September 30, 2018, to give the State Plan additional time to fill staff vacancies. In response to this request, as well as concern over FY 2017 FAME Finding FY 2017-02, regarding Illinois OSHA's planned vs. actual inspections, OSHA evaluated the historical impact of staff vacancies on both the 23(g) State Plan Grant and the 21(d) On-Site Consultation Cooperative Agreement. In addition, OSHA reviewed Illinois' de-obligation and lapsed funding of significant federal funds since 2010. In response to both the extension request and increasing concerns over the sustainability of the Illinois State Plan, OSHA sent a letter to the Illinois Department of Labor on July 2, 2018. The letter acknowledged the challenges Illinois had with filling vacancies but also highlighted OSHA's need to ensure that Illinois state and local government workers are adequately protected, programs are fully staffed, and federal funds are used effectively and efficiently.

On August 8, 2018 IDOL provided a written response assuring OSHA of their ability and determination to fill the vacancies and address OSHA's concerns. IDOL stated that during FY 2019, ten positions would be filled, including six enforcement positions and four consultation positions. The remainder of the vacancies would be filled in FY 2020, resulting in a fully staffed program. The State Plan also indicated that they had developed a new recruiting strategy in an effort to get the most qualified candidates for these positions. For further discussion see finding FY 2018-02 below.

The beginning of FY 2019 saw major change in the Illinois state leadership with the election of a new governor, inaugurated on January 14, 2019. The leadership transition process included the appointment of Mr. Michael Kleinik as the Illinois Department of Labor Director, confirmed on May 31, 2019.

### III. Assessment of State Plan Progress and Performance

#### A. Data and Methodology

OSHA has established a two-year cycle for the FAME process. This is the follow-up year, and as such, OSHA did not perform an on-site case file review associated with a comprehensive FAME. This strategy allows the State Plan to focus on correcting deficiencies identified in the most recent comprehensive FAME. The analyses and conclusions described in this report are based on information obtained from a variety of monitoring sources, including:

- State Activity Mandated Measures Report (Appendix D)
- State Information Report
- Mandated Activities Report for Consultation
- State OSHA Annual Report (Appendix E)
- State Plan Annual Performance Plan
- State Plan Grant Application
- Quarterly monitoring meetings between OSHA and the State Plan

#### B. Findings and Observations

##### FINDINGS (STATUS OF PREVIOUS AND NEW ITEMS)

The State Plan made progress to address the previous four findings and six observations from the FY 2017 Comprehensive FAME Report. The State Plan took corrective action on all four findings, resulting in three awaiting verification of the corrective action and one with an ongoing corrective action that involves close monitoring from OSHA. Two observations were closed and four are continued from last year's FAME. Appendix A describes the new and continued findings and recommendations. Appendix B describes observations subject to continued monitoring and the related federal monitoring plan. Appendix C describes the status of each FY 2017 recommendation in detail.

##### Continued Findings

**Finding FY 2018-01:** Inquiry procedures associated with adequate abatement evidence (30% of the files reviewed in FY 2017) were not adhered to in accordance with Chapter 9 of the Illinois OSHA FOM.

**Status:** The State Plan conducted employee training on August 28-30, 2018 and reviewed the processing procedures as outlined in Chapter 9, Paragraph G of the Illinois OSHA FOM. The Acting Assistant Enforcement Manager continues to monitor the closeout and abatement processing for inquiries. A case file review is necessary to gather the facts needed to verify

correction of this finding. This finding will be a focus of next year's on-site case file review during the FY 2019 comprehensive FAME. This finding is awaiting verification.

**Finding FY 2018-02:** Illinois OSHA conducted only 31% of the planned safety inspections (157 of 500) and 8% of health inspections (17 of 200).

**Status:** For FY 2018, the FRL for the planned vs. actual inspections – safety/health (SAMM 7) is based on the number negotiated by OSHA and the State Plan through the grant application. Illinois OSHA established a projected goal of 700 inspections: 500 safety and 200 health. The range of acceptable number of inspections conducted is +/- 5% of the projected 500 safety inspections (475 to 525) and +/- 5% of the projected 200 health inspections (190 to 210). Illinois OSHA completed 157 safety and 17 health inspections, for a total of 174 inspections. In FY 2018, Illinois OSHA's total safety inspections continued to drop from 252 inspections in FY 2017, while the health inspections increased by just one visit from FY 2017. This is still substantially lower than the FRL and is a continued cause for concern.

Staffing vacancies continue to impact the State Plan's ability to successfully achieve the targeting and programmed inspection goals established in the FY 2018 23(g) grant application. Due to the significant impact of this issue, OSHA and the State Plan agreed to monitor this finding and the State Plan's continued efforts monthly, in addition to the regular quarterly meetings.

Since August 2018, the State Plan has filled three safety positions, leaving four safety positions currently vacant. Efforts to fill the two vacant Assistant Enforcement Manager vacancies have continued. These positions have been repeatedly posted in an effort to find qualified candidates.

It is expected that if these staff vacancies can be filled and remained fully staffed, Illinois OSHA could improve their inspection numbers. However, even in a best-case scenario, the program is unlikely to be fully staffed prior to at least the end of FY 2020. This finding remains open.

**Finding FY 2018-03:** In 33% (18 of 55) of the files reviewed in FY 2017, employee interviews were not conducted or properly documented as required by Chapter 3 of the Illinois OSHA FOM.

**Status:** Illinois OSHA conducted employee training from August 28-30, 2018 and reviewed the interview procedures and documentation as outlined in Chapter 3, Paragraph VII of the Illinois OSHA FOM. The Acting Assistant Enforcement Manager is continuing to review case files to ensure continued effectiveness of the staff's efforts to address this issue. A case file review is necessary to gather the facts needed to verify correction of this finding. This finding will be a focus of next year's on-site case file review during the FY 2019 comprehensive FAME. This finding is awaiting verification.

**Finding FY 2018-04:** In 40% (two of five) of the files reviewed in FY 2017, medical records were not identified and sequestered as required per the Whistleblower Investigation Manual (WIM), CPL 02-03-007 Chapter 3.

**Status:** Illinois OSHA conducted training, presented by the OSHA Region V, Whistleblower Protection Program Assistant Regional Administrator, for the IDOL Conciliation and Mediation Division and the State Plan's Whistleblower Program staff on November 1-2, 2018. The training

consisted of a review of OSHA Instruction CPL 02-02-072 *Rules of Agency Practice and Procedure Concerning OSHA Access to Employee Medical Records* and Whistleblower Investigation Manual, CPL 02-003-007, Chapter 3. A case file review is necessary to gather the facts needed to verify correction of this finding. This finding will be a focus of next year's on-site case file review during the FY 2019 comprehensive FAME. This finding is awaiting verification.

## OBSERVATIONS

### Closed FY 2017 Observations

**Observation FY 2017-OB-03:** In one (50%) of the fatality inspections reviewed in FY 2017, Illinois OSHA inspection procedures, as outlined in the Illinois OSHA FOM Chapter 10, were not followed. An on-site visit and employee interview attempts were not conducted until six weeks after the event occurred.

**Status:** The FY 2018 SAMM report (SAMM 10 – Percent of work-related fatalities responded to in one workday) indicates that the State Plan successfully responded to 100% of all work-related fatalities in one day. This observation is closed.

**Observation FY 2017-OB-06:** All five of Illinois OSHA's 11(c) investigations (in FY 2017) took more than 90 days to complete, with an average of 345 days to complete. This is beyond the fixed FRL of 90 days.

**Status:** The FY 2018 SAMM report (SAMM 16 – Average number of calendar days to complete an 11(c) investigation) indicates that the State Plan has shown improvement in this area, down from 345 days in FY 2017 to 305 days in FY 2018. Additionally, SAMM 14 (Percent of 11(c) investigations completed within 90 days) indicates improvement from no investigations being completed within 90 days in FY 2017 to 11% of the investigations in FY 2018 being completed within 90 days. Other indicators of improvement from FY 2017 to FY 2018 include:

- The total number of pending cases was reduced from seven down to one.
- The percent pending over 90 days was reduced from 57% to 0%.
- The average days pending dropped from 196 days to 65 days.

This observation is closed.

### Continued FY 2018 Observations

**Observation FY 2018-OB-01:** In six (30%) of the inquiry complaints reviewed in FY 2017, processing dates entered into OIS did not correspond with case file dates annotated in the case file diary sheets.

**Status:** A case file review is necessary to gather the facts needed to evaluate performance in relation to this observation. This observation will be a focus of next year's on-site case file review during the FY 2019 comprehensive FAME. This observation is continued.

**Observation FY 2018-OB-02:** In 17 (31%) of the files reviewed in FY 2017, the inspection opening conference process was not followed as outlined in the Illinois OSHA FOM Chapter 3, Paragraph V, Opening Conference.

**Status:** A case file review is necessary to gather the facts needed to evaluate performance in relation to this observation. This observation will be a focus of next year's on-site case file review during the FY 2019 comprehensive FAME. This observation is continued.

**Observation FY 2018-OB-03:** Adequate documentation of the information required to support the violations was not included in 33% (18 of 55) of the files reviewed in FY 2017.

**Status:** A case file review is necessary to gather the facts needed to evaluate performance in relation to this observation. This observation will be a focus of next year's on-site case file review during the FY 2019 comprehensive FAME. This observation is continued.

**Observation FY 2018-OB-04:** The Severity and Probability information lacked clarity due to contradictory information or the information was not clearly associated with the condition addressed in the citation.

**Status:** A case file review is necessary to gather the facts needed to evaluate performance in relation to this observation. This observation will be a focus of next year's on-site case file review during the FY 2019 comprehensive FAME. This observation is continued.

### **C. State Activity Mandated Measures (SAMM) Highlights**

Each SAMM has an agreed upon Further Review Level (FRL), which can be either a single number, or a range of numbers above and below the national average. State Plan SAMM data that falls outside the FRL triggers a closer look at the underlying performance of the mandatory activity. Appendix D presents the State Plan's FY 2018 State Activity Mandated Measures (SAMM) Report and includes the FRLs for each measure. SAMM 7, SAMM 14, and SAMM 16 measures fell outside of the FRL and were addressed in previous sections of the report. However, the following State Plan measures were also outside the FRL:

#### **SAMM 5 – Average number of violations per inspection with violations by violation type**

Discussion of State Plan data and FRL: The FRL for the average number of violations per inspection with violations by violation type is +/- 20% of the three year national average of 1.82 for serious, willful, repeat and unclassified (SWRU) violations, which equals a range of 1.46 to 2.18 violations. The Illinois State Plan's average number of SWRU violation per inspection is 2.20, just slightly above the upper FRL range. The FRL of +/- 20% for the three year national average of 0.98 other-than-serious violations equals a range of 0.78 to 1.18 violations. The Illinois State Plan's average number of other-than-serious violations per inspection is 0.46, below the lower FRL range.

Explanation: The Illinois State Plan's slightly higher SWRU violation per inspection in conjunction with a slightly lower other-than-serious violation per inspection is an indicator of the State Plan's effective performance related to identifying, prioritizing, citing and properly



classifying the serious hazards found during their inspections. Both of these values are slightly outside of the FRL and are within less than 0.2 violations per inspection for each of the State Plan's FY 2017 values, showing a steady consistency year to year. This was confirmed during the FY 2017 on-site case file review.

### **SAMM 12 – Percent penalty retained**

Discussion of State Plan data and FRL: The FRL for the percent penalty retained is +/- 15% of the three-year national average of 66.81%. The range of acceptable data not requiring further review is from 56.79% to 76.83%. The Illinois State Plan's percent penalty retained is 100% which exceeds the FRL, but is not a concern. This is a positive indicator.

Explanation: The Illinois State Plan's high percent penalty retained is attributed to three factors. First, the State Plan only conducts enforcement inspections for public entities. While the Illinois Occupational Safety & Health Act (IOSHA) (820 ILCS 219/85) provides the Director of Labor statutory authority to propose civil penalties for violations of the act, the issuance of penalties is used on a very limited basis. Secondly, the State Plan internal guidance is that penalties are issued only where repeat and willful violations are being proposed. The State Plan's position is that penalties are not designed as punishment for violations, rather the penalty amounts are to serve as an effective deterrent to the most severe violators. Finally, in FY 2018, the State Plan issued penalties to four different employers. Three of these were fire departments. Maintaining 100% of the civil penalties reflects the importance the State Plan places on protecting public employees, especially those who place themselves in extremely dangerous situations to maintain the safety of the general public.

### **SAMM 15 – Percent of 11(c) complaints that are meritorious**

Discussion of State Plan data and FRL: The FRL for the percent of 11(c) complaints that are meritorious is +/- 20% of the three-year national average of 24%. The range of acceptable data not requiring further review is from 19.20% to 28.80%. Illinois OSHA's percent of 11(c) complaints deemed meritorious in FY 2018 was 56%, which exceeds the FRL, but is not a concern in this situation.

Explanation: The Illinois State Plan's high percent of 11(c) complaints that are meritorious is attributed to two factors. First, the State Plan only provides whistleblower protection for public entities, which limits the number of complaints the State Plan receives. In FY 2018, the State Plan received 19 new complaints. Three were docketed and 16 were administratively closed. Secondly, FY 2018 was the first full year in which the Illinois Department of Labor Conciliation and Mediation Division took over the investigative responsibilities of the Illinois OSHA Whistleblower Protection Program. The Labor Conciliators have expertise in whistleblower complaint investigations pursuant to other acts under their enforcement authority and provide complainants with various avenues for resolution to their complaints when their concerns are outside of whistleblower jurisdiction. This ensures that complainants receive the best service possible and that cases are being properly screened and docketed. Of the nine cases completed in FY 2018, five cases (56%) were found to have merit and were settled, while three cases (33%) were dismissed and one (11%) was withdrawn.

## Appendix A – New and Continued Findings and Recommendations

### *FY 2018 Illinois Follow-up FAME Report*

FY 2018-#	Finding	Recommendation	FY 20XX-# or FY 20XX-OB-#
FY 2018-01	Inquiry procedures associated with adequate abatement evidence (30% of the files reviewed) were not adhered to in accordance with Chapter 9 of the Illinois OSHA FOM.	Illinois OSHA should ensure inquiry processing procedures are followed, to include appropriate information needed to answer an inquiry from an employer, as outlined in Chapter 9, Paragraph G of the Illinois Field Operations Manual (FOM). Corrective action complete; awaiting verification.	FY 2017-01
FY 2018-02	Illinois OSHA conducted only 31% of the planned safety inspections (157 of 500) and 8% of health inspections (17 of 200).	Illinois OSHA should establish a method and strategy for developing the planned inspection goals based on staffing and resources, establishing the projected number of inspections to be conducted and a tracking system to ensure the planned inspection goals are achieved.	FY 2017-02
FY 2018-03	In 33% (18 of 55) of the files reviewed, employee interviews were not conducted or properly documented as required by Chapter 3 of the Illinois OSHA FOM.	Illinois OSHA should ensure employee interview procedures are followed, to include appropriate documentation of the employee interviews, as outlined in Chapter 3, Paragraph VII of the Illinois OSHA FOM. Corrective action complete; awaiting verification.	FY 2017-03
FY 2018-04	In 40% (two of five) of the files reviewed, medical records were not identified and sequestered as required per the WIM, CPL 02-03-007 Chapter 3.	Illinois OSHA must provide staff with appropriate training on the rules of agency practice and procedure concerning OSHA access to employee medical records in OSHA Instruction CPL 02-02-072 and ensure employee medical records are identified and sequestered per the WIM, CPL 02-03-007 Ch. 3. Corrective action complete; awaiting verification.	FY 2017-04

## Appendix B – Observations and Federal Monitoring Plans

### *FY 2018 Illinois Follow-up FAME Report*

Observation # FY 2018-OB-#	Observation# FY 2017-OB-#	Observation	Federal Monitoring Plan	Current Status
FY 2018-OB-01	FY 2017-OB-01	In six (30%) of the inquiry complaints reviewed, processing dates entered into OIS did not correspond with case file dates annotated in the case file diary sheets.	Internal audits in this area conducted by Illinois OSHA will be discussed and evaluated during quarterly monitoring meetings.	Continued
FY 2018-OB-02	FY 2017-OB-02	In 17 (31%) of the files reviewed, the inspection opening conference process was not followed as outlined in the Illinois OSHA FOM Chapter 3, Paragraph V, Opening Conference.	During next year's FAME, a limited scope review of selected case files will be reviewed to determine if this reflects the data trend.	Continued
FY 2018-OB-03	FY 2017-OB-04	Adequate documentation of the information required to support the violations was not included in 33% (18 of 55) of the files reviewed.	During next year's FAME, a limited scope review of selected case files will be reviewed to determine if this reflects the data trend.	Continued
FY 2018-OB-04	FY 2017-OB-05	The Severity and Probability information lacked clarity due to contradictory information or the information was not clearly associated with the condition addressed in the citation.	During next year's FAME, a limited scope review of selected case files will be reviewed to determine if this reflects the data trend.	Continued
	FY 2017-OB-03	In one (50%) of the fatality inspections reviewed, Illinois OSHA inspection procedures, as outlined in the Illinois OSHA FOM		Closed

## Appendix B – Observations and Federal Monitoring Plans

*FY 2018 Illinois Follow-up FAME Report*

Observation # FY 2018-OB-#	Observation# FY 2017-OB-#	Observation	Federal Monitoring Plan	Current Status
		Chapter 10, were not followed. An on-site visit and employee interview attempts were not conducted until six weeks after the event occurred.		
	FY 2017-OB-06	All five of Illinois OSHA's 11(c) investigations took more than 90 days to complete, with an average of 305 days to complete. This is beyond the fixed FRL of 90 days.		Closed

## Appendix C - Status of FY 2017 Findings and Recommendations

*FY 2018 Illinois Follow-up FAME Report*

FY 2017-#	Finding	Recommendation	State Plan Corrective Action	Completion Date	Current Status and Date
FY 2017-01 (FY 2018-01)	Inquiry procedures associated with adequate abatement evidence (30% of the files reviewed) were not adhered to in accordance with Chapter 9 of the Illinois OSHA FOM.	Illinois OSHA should ensure inquiry processing procedures are followed, to include appropriate information needed to answer an inquiry from an employer, as outlined in Chapter 9, Paragraph G of the Illinois Field Operations Manual (FOM).	Illinois OSHA conducted employee training August 28-30, 2018 and reviewed the processing procedures as outlined in Chapter 9, Paragraph G of the Illinois OSHA FOM. The Acting Assistant Enforcement Manager monitors the closeout process and the staff's abatement processing for inquiries.	August 30, 2018	Awaiting Verification 02/26/2019
FY 2017-02 (FY 2018-02)	Illinois OSHA conducted only 50% of the planned safety inspections (252 of 500) and 8% of health inspections (16 of 200).	Illinois OSHA should establish a method and strategy for developing the planned inspection goals based on staffing and resources, establishing the projected number of inspections to be conducted and a tracking system to ensure the planned inspection goals are achieved.	Illinois OSHA developed and implemented a plan on August 8, 2018 to fill six positions in FY 2019 and the remainder of the vacant positions in FY 2020. Currently the State Plan has filled three safety positions and continues to work to fill all vacant positions by FY 2020.		Open 02/26/2019
FY 2017-03 (FY 2018-03)	In 33% (18 of 55) of the files reviewed, employee interviews were not conducted or	Illinois OSHA should ensure employee interview procedures are followed, to include appropriate	Illinois OSHA conducted employee training August 28-30, 2018 and reviewed the interview procedures and documentation as outlined in	August 30, 2018	Awaiting Verification 02/26/2019

## Appendix C - Status of FY 2017 Findings and Recommendations

*FY 2018 Illinois Follow-up FAME Report*

FY 2017-#	Finding	Recommendation	State Plan Corrective Action	Completion Date	Current Status and Date
	properly documented as required by Chapter 3 of the Illinois OSHA FOM.	documentation of the employee interviews, as outlined in Chapter 3, Paragraph VII of the Illinois OSHA FOM.	Chapter 3, Paragraph VII of the Illinois OSHA FOM. The Acting Assistant Enforcement Manager is reviewing case files to ensure continued effectiveness of the staff's efforts to address this issue.		
FY 2017-04 (FY 2018-04)	In 40% (two of five) of the files reviewed, medical records were not identified and sequestered as required per the WIM, CPL 02-03-007 Chapter 3.	Illinois OSHA must provide staff with appropriate training on the rules of agency practice and procedure concerning OSHA access to employee medical records in OSHA Instruction CPL 02-02-072 and ensure employee medical records are identified and sequestered per the WIM, CPL 02-03-007 Ch. 3.	Illinois OSHA conducted training for the IDOL Conciliation and Mediation Division and OSHA's Whistleblower Program staff on November 1-2, 2018. The training consisted of a review of OSHA Instruction CPL 02-02-072 and WIM, CPL 02-003-007 Chapter 3. Periodic audits of the whistleblower files are scheduled to occur to ensure proper handling and sequestering of medical files.	November 2, 2018	Awaiting Verification 02/26/2019

## Appendix D - FY 2018 State Activity Mandated Measures (SAMM) Report

FY 2018 ILLINOIS OSHA Follow-up FAME Report

<b>U.S. Department of Labor</b>				
Occupational Safety and Health Administration State Plan Activity Mandated Measures (SAMMs)				
State Plan: Illinois - <b>ILLINOIS OSHA</b>			FY 2018	
<b>SAMM Number</b>	<b>SAMM Name</b>	<b>State Plan Data</b>	<b>Further Review Level</b>	<b>Notes</b>
<b>1a</b>	Average number of work days to initiate complaint inspections (state formula)	4.48	5 days for safety; 10 days for health	The further review level is negotiated by OSHA and the State Plan.
<b>1b</b>	Average number of work days to initiate complaint inspections (federal formula)	1.75	N/A	This measure is for informational purposes only and is not a mandated measure.
<b>2a</b>	Average number of work days to initiate complaint investigations (state formula)	1.87	3 days	The further review level is negotiated by OSHA and the State Plan.
<b>2b</b>	Average number of work days to initiate complaint investigations (federal formula)	0.16	N/A	This measure is for informational purposes only and is not a mandated measure.
<b>3</b>	Percent of complaints and referrals responded to within one workday (imminent danger)	100%	100%	The further review level is fixed for all State Plans.
<b>4</b>	Number of denials where entry not obtained	0	0	The further review level is fixed for all State Plans.
<b>5</b>	Average number of violations per inspection	SWRU: 2.20	+/- 20% of SWRU: 1.82	The further review level is based on a three-year national average. The range of acceptable data not requiring further

## Appendix D - FY 2018 State Activity Mandated Measures (SAMM) Report

### FY 2018 ILLINOIS OSHA Follow-up FAME Report

	with violations by violation type	Other: 0.46	+/- 20% of Other: 0.98	review is from 1.46 to 2.18 for SWRU and from 0.78 to 1.18 for OTS.
6	Percent of total inspections in state and local government workplaces	100%	100%	Since this is a State and Local Government State Plan, all inspections are in state and local government workplaces.
7	Planned v. actual inspections – safety/health	S: 157	+/- 5% of S: 500	The further review level is based on a number negotiated by OSHA and the State Plan through the grant application. The range of acceptable data not requiring further review is from 475 to 525 for safety and from 190 to 210 for health.
		H: 17	+/- 5% of H: 200	
8	Average current serious penalty in private sector - total (1 to greater than 250 workers)	N/A	+/- 25% of \$2,603.32	N/A – This is a State and Local Government State Plan. The further review level is based on a three-year national average.
	a. Average current serious penalty in private sector (1-25 workers)	N/A	+/- 25% of \$1,765.19	N/A – This is a State and Local Government State Plan. The further review level is based on a three-year national average.
	b. Average current serious penalty in private sector (26-100 workers)	N/A	+/- 25% of \$3,005.17	N/A – This is a State and Local Government State Plan. The further review level is based on a three-year national average.
	c. Average current serious penalty in private sector (101-250 workers)	N/A	+/- 25% of \$4,203.40	N/A – This is a State and Local Government State Plan. The further review level is based on a three-year national average.
	d. Average current serious penalty in private sector (greater than 250 workers)	N/A	+/- 25% of \$5,272.40	N/A – This is a State and Local Government State Plan. The further review level is based on a three-year national average.
9	Percent in compliance	S: 30.34%	+/- 20% of S: 29.90%	The further review level is based on a three-year national average. The range of acceptable data not requiring further review is from 23.92% to 35.88% for safety and from 28.88% to 43.32% for health.
		H: 30.00%	+/- 20% of H: 36.10%	



## Appendix D - FY 2018 State Activity Mandated Measures (SAMM) Report

### FY 2018 ILLINOIS OSHA Follow-up FAME Report

<b>10</b>	Percent of work-related fatalities responded to in one workday	100%	100%	The further review level is fixed for all State Plans.
<b>11</b>	Average lapse time	S: 54.18	+/- 20% of S: 46.20	The further review level is based on a three-year national average. The range of acceptable data not requiring further review is from 36.96 to 55.44 for safety and from 45.25 to 67.87 for health.
		H: 54.00	+/- 20% of H: 56.56	
<b>12</b>	Percent penalty retained	100%	+/- 15% of 66.81%	The further review level is based on a three-year national average. The range of acceptable data not requiring further review is from 56.79% to 76.83%.
<b>13</b>	Percent of initial inspections with worker walk around representation or worker interview	100%	100%	The further review level is fixed for all State Plans.
<b>14</b>	Percent of 11(c) investigations completed within 90 days	11%	100%	The further review level is fixed for all State Plans.
<b>15</b>	Percent of 11(c) complaints that are meritorious	56%	+/- 20% of 24%	The further review level is based on a three-year national average. The range of acceptable data not requiring further review is from 19.20% to 28.80%.
<b>16</b>	Average number of calendar days to complete an 11(c) investigation	305	90	The further review level is fixed for all State Plans.
<b>17</b>	Percent of enforcement presence	N/A	+/- 25% of 1.24%	N/A – This is a State and Local Government State Plan and is not held to this SAMM.  The further review level is based on a three-year national average.

NOTE: Fiscal Year 2018 is the third year since the transition from the NCR (OSHA's legacy data system) began that all State Plan enforcement data has been captured in OSHA's Information System (OIS). Therefore, the national averages on this report are three-year rolling averages. Unless otherwise noted, the data contained in this Appendix D is pulled from the State Activity Mandated Measures (SAMM) Report in OIS and the State Plan WebIMIS report run on November 13, 2018, as part of OSHA's official end-of-year data run.

**Appendix E – FY 2018 State OSHA Annual Report (SOAR)**

*FY 2018 Illinois Follow-up FAME Report*

ILLINOIS DEPARTMENT OF LABOR

# STATE OF ILLINOIS

---

## ILLINOIS OSHA

FY 2018 State OSHA Annual Report (SOAR)

October 1, 2017 through September 30, 2018

Joe Beyer  
Director

Bruce Rauner  
Governor



DECEMBER 2018

**ILLINOIS DEPARTMENT OF LABOR STATE PLAN  
FY 2018 STATE OSHA ANNUAL REPORT**

**Table of Contents**

**I. Executive Summary**..... p. 2

**II. State Plan Overview**..... p. 3

**III. Summary of Annual Performance Plan Results**..... p. 4-18

**IV. Progress Toward Strategic Plan Accomplishments**..... p. 19-21

**V. Mandated Activities**..... p. 22-26

**VII. Adjustments**..... p. 27-28

## **EXECUTIVE SUMMARY**

The Illinois Department of Labor (IDOL) Illinois OSHA Division submits this State OSHA Annual Report (SOAR) to the Federal Occupational Safety and Health Administration (OSHA) for evaluation of the State program. The SOAR covers activity from October 1, 2017 through September 30, 2018. This submission is in accordance with the State Plan Policies and Procedures Manual dated September 22, 2015.

During FY 2018, Illinois OSHA continued to improve processes, policies and procedures to ensure that the program met performance goals. The following summary of Illinois OSHA's FY 2018 Annual Performance Goals details Illinois OSHA's progress toward meeting all grant requirements and fostering safe and healthful workplaces for all Illinois public-sector employees.

## STATE PLAN OVERVIEW

IDOL – Illinois OSHA operates a public-sector-only OSHA developmental state program. The Division Manager of Illinois OSHA administers the Illinois State Plan under the leadership of the Director of IDOL. Illinois OSHA enforces safety and health standards in public-sector workplaces, provides public-sector consultation services, investigates public-sector occupational safety and health whistleblower complaints, adopts “at least as effective as Federal OSHA standards” and provides public-sector outreach services. In Illinois, the U.S. Department of Labor, Occupational Safety and Health Administration enforces private-sector safety and health standards.

Safety and health inspectors conduct public-sector enforcement activities. Each inspector conducts Programmed Planned Inspections (PPIs), responds to worker complaints and investigates serious accidents, including fatalities. Illinois OSHA ensures employee participation and offers compliance assistance throughout every inspection. A strong enforcement presence establishes an effective deterrent for public-sector employers who fail to meet their occupational safety and health responsibilities.

Consultation services, partnerships, and alliances enable state and local government employers to initiate a proactive approach to improving their safety and health management programs and eliminate hazards in their workplaces. Illinois OSHA consultants assist Illinois public-sector employers in establishing quality safety and health programs, preventing occupational deaths, injuries and illnesses, identifying and eliminating workplace hazards and interpreting the Illinois Occupational Safety and Health Act and OSHA standards. The consultants note any workplace hazards without issuing citations, penalties or enforcement actions. Illinois OSHA created a Safety and Health Achievement Recognition Program (SHARP) for small public-sector employers in FY 2015, which will continue through FY 2020.

Illinois OSHA’s Whistleblower Investigation Program is parallel to section 11(c) of the OSH Act, with policies and procedures for occupational safety and health whistleblower protection at least as effective as the Federal 11(c) policies. Illinois OSHA and the IDOL Conciliation and Mediation Division (Con/Med) executed a memorandum of understanding (MOU) to allow Con/Med Labor Conciliators to handle Illinois OSHA whistleblower complaints. The Labor Conciliators bring expertise in whistleblower complaint investigations pursuant to other acts under their enforcement authority. This MOU allows uninterrupted service to all whistleblower complainants and allows Illinois OSHA inspectors to remain focused on safety and health inspections. The MOU does not affect the legal authority to investigate workplace retaliation or whistleblower complaints under state law. The Illinois State Plan and all its regulations remain in effect.

## SUMMARY OF ANNUAL PERFORMANCE PLAN RESULTS

<b>Strategic Goal #1:</b> Improve workplace safety and health for all public-sector employees as evidenced by fewer hazards, reduced exposures and fewer injuries, illnesses and deaths.																		
<b>Annual Performance Goal # 1.1</b>	Reduce the number of worker injuries and illnesses by focusing statewide attention and resources on the most prevalent types of injuries and illnesses in the most hazardous public-sector occupations and workplaces.																	
<b>Strategy</b>	Decrease injury and illness rates in state, county and/or local agencies in the specific NAICS segments by two percent by FY 2020.  1.1 State Support Activities for Transportation (NAICS 488)  OSHA Directive: CPL 02-01-054, Inspection and Citation Guidance for Roadway and Highway Construction Work Zones																	
<b>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</b>	Activity Measure: <ul style="list-style-type: none"> <li>• 15 inspections conducted in targeted NAICS</li> <li>• 1 public-sector consultation visit conducted in targeted NAICS</li> <li>• 1 outreach/training and education seminar conducted in targeted NAICS</li> <li>• 75 marketing materials distributed</li> </ul> Intermediate Outcome Measures: <ul style="list-style-type: none"> <li>• Each year, track and document targeted NAICS BLS total recordable case data. Evaluate decrease in total recordable cases by 0.4% each year.</li> </ul> Primary Outcome Measures: <ul style="list-style-type: none"> <li>• Decrease injury and illness rates (total recordable cases) in state, county and/or local agencies in the specific NAICS segments by 2% by FY 2020.</li> </ul>																	
<b>FY 2018 Results</b>	<ul style="list-style-type: none"> <li>• 16 inspections conducted</li> <li>• 2 public-sector consultation visits conducted</li> <li>• 2 outreach/training and education seminars conducted</li> <li>• 726 outreach materials distributed</li> </ul>																	
<b>Conclusion</b>	Illinois OSHA met all activity measures for FY 2018.  Averaged 2015, 2016 & 2017 BLS data revealed a 5% increase in total recordable cases. <table border="1" style="margin: 10px auto; border-collapse: collapse; text-align: center;"> <tr> <td style="padding: 5px;">BASELINE</td> <td style="padding: 5px;">FY 2020 TARGET</td> </tr> <tr> <td style="padding: 5px;">7.3 Total Recordable Cases (TRC) <small>(averaged BLS 2009-2012 for NAICS 488)</small></td> <td style="padding: 5px;">2% Reduction in TRC</td> </tr> </table> <table border="1" style="margin: 10px auto; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="padding: 5px;">FY 2016 RESULTS</th> <th style="padding: 5px;">FY 2017 RESULTS</th> <th style="padding: 5px;">FY 2018 RESULTS</th> <th style="padding: 5px;">AVERAGE</th> <th style="padding: 5px;">OVERALL % CHANGE</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">7.7 2015 TRC BLS Data</td> <td style="padding: 5px;">6.6 2016 TRC BLS Data</td> <td style="padding: 5px;">8.9 2017 TRC BLS Data*</td> <td style="padding: 5px;">7.7</td> <td style="padding: 5px;">5% Increase in TRC</td> </tr> </tbody> </table>				BASELINE	FY 2020 TARGET	7.3 Total Recordable Cases (TRC) <small>(averaged BLS 2009-2012 for NAICS 488)</small>	2% Reduction in TRC	FY 2016 RESULTS	FY 2017 RESULTS	FY 2018 RESULTS	AVERAGE	OVERALL % CHANGE	7.7 2015 TRC BLS Data	6.6 2016 TRC BLS Data	8.9 2017 TRC BLS Data*	7.7	5% Increase in TRC
BASELINE	FY 2020 TARGET																	
7.3 Total Recordable Cases (TRC) <small>(averaged BLS 2009-2012 for NAICS 488)</small>	2% Reduction in TRC																	
FY 2016 RESULTS	FY 2017 RESULTS	FY 2018 RESULTS	AVERAGE	OVERALL % CHANGE														
7.7 2015 TRC BLS Data	6.6 2016 TRC BLS Data	8.9 2017 TRC BLS Data*	7.7	5% Increase in TRC														
*2017 BLS data for this NAICS did not meet BLS standard publication data criteria.																		

## SUMMARY OF ANNUAL PERFORMANCE GOALS

<b>Annual Performance Goal # 1.2</b>	Reduce the number of worker injuries and illnesses by focusing statewide attention and resources on the most prevalent types of injuries and illnesses in the most hazardous public occupations and workplaces.														
<b>Strategy</b>	Decrease injury and illness rates in state, county and/or local agencies in the specific NAICS segments by two percent by FY 2020.  1.2 State Nursing and Residential Care Facilities (NAICS 623)  OSHA Directive: CPL 02-01-052, Enforcement Procedures for Investigating or Inspecting Workplace Violence Incidents														
<b>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</b>	Activity Measure: <ul style="list-style-type: none"> <li>• 1 inspection conducted in targeted NAICS</li> <li>• 42 marketing materials distributed</li> </ul> Intermediate Outcome Measures: <ul style="list-style-type: none"> <li>• Each year, track and document targeted NAICS BLS total recordable case data. Evaluate decrease in total recordable cases by 0.4% each year.</li> </ul> Primary Outcome Measures: <ul style="list-style-type: none"> <li>• Decrease injury and illness rates (total recordable cases) in state, county and/or local agencies in the specific NAICS segments by 2% by FY 2020.</li> </ul>														
<b>FY 2018 Results</b>	<ul style="list-style-type: none"> <li>• 2 inspections conducted</li> <li>• 42 marketing materials were distributed</li> </ul>														
<b>Conclusion</b>	Illinois OSHA met activity measures for FY 2018.  Averaged 2015, 2016 & 2017 BLS data revealed a 8% reduction in total recordable cases. <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;">BASELINE</td> <td style="text-align: center;">FY 2020 TARGET</td> </tr> <tr> <td style="text-align: center;">13.2 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 623)</td> <td style="text-align: center;">2% Reduction in TRC</td> </tr> </table> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">FY 2016 RESULTS</th> <th style="text-align: center;">FY 2017 RESULTS</th> <th style="text-align: center;">FY 2018 RESULTS</th> <th style="text-align: center;">AVERAGE</th> <th style="text-align: center;">OVERALL % CHANGE</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">12 2015 TRC BLS Data</td> <td style="text-align: center;">13.7 2016 TRC BLS Data</td> <td style="text-align: center;">10.9 2017 TRC BLS Data</td> <td style="text-align: center;">12.2</td> <td style="text-align: center;">8% Reduction in TRC</td> </tr> </tbody> </table>	BASELINE	FY 2020 TARGET	13.2 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 623)	2% Reduction in TRC	FY 2016 RESULTS	FY 2017 RESULTS	FY 2018 RESULTS	AVERAGE	OVERALL % CHANGE	12 2015 TRC BLS Data	13.7 2016 TRC BLS Data	10.9 2017 TRC BLS Data	12.2	8% Reduction in TRC
BASELINE	FY 2020 TARGET														
13.2 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 623)	2% Reduction in TRC														
FY 2016 RESULTS	FY 2017 RESULTS	FY 2018 RESULTS	AVERAGE	OVERALL % CHANGE											
12 2015 TRC BLS Data	13.7 2016 TRC BLS Data	10.9 2017 TRC BLS Data	12.2	8% Reduction in TRC											

## SUMMARY OF ANNUAL PERFORMANCE GOALS

<b>Annual Performance Goal # 1.3</b>	Reduce the number of worker injuries and illnesses by focusing statewide attention and resources on the most prevalent types of injuries and illnesses in the most hazardous public occupations and workplaces.														
<b>Strategy</b>	Decrease injury and illness rates in state, county and/or local agencies in the specific NAICS segments by two percent by FY 2020.  1.3 Local Fire Protection (NAICS 92216)														
<b>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</b>	<p>Activity Measure:</p> <ul style="list-style-type: none"> <li>• 65 inspections conducted in targeted NAICS</li> <li>• 2 public-sector consultation visits conducted in targeted NAICS</li> <li>• 1 outreach/training and education seminar conducted in targeted NAICS</li> <li>• 75 marketing materials distributed</li> <li>• 1 alliance/partnership established</li> </ul> <p>Intermediate Outcome Measures:</p> <ul style="list-style-type: none"> <li>• Each year, track and document targeted NAICS BLS total recordable case data. Evaluate decrease in total recordable cases by 0.4% each year.</li> </ul> <p>Primary Outcome Measures:</p> <ul style="list-style-type: none"> <li>• Decrease injury and illness rates (total recordable cases) in state, county and/or local agencies in the specific NAICS segments by 2% by FY 2020.</li> </ul>														
<b>FY 2018 Results</b>	<ul style="list-style-type: none"> <li>• 37 inspections conducted</li> <li>• 3 public-sector consultation visits conducted</li> <li>• 4 outreach/training and education seminars conducted</li> <li>• 3,400 marketing materials distributed</li> <li>• 0 partnership established</li> </ul>														
<b>Conclusion</b>	<p>Illinois OSHA met most of the activity measures for FY 2018.</p> <p>Averaged 2015, 2016 &amp; 2017 BLS data revealed a 3% reduction in total recordable cases.</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse; text-align: center;"> <tr> <td style="padding: 5px;"><b>BASELINE</b></td> <td style="padding: 5px;"><b>FY 2020 TARGET</b></td> </tr> <tr> <td style="padding: 5px;">10.6 Total Recordable Cases (TRC) <small>(averaged BLS 2009-2012 for NAICS 488)</small></td> <td style="padding: 5px;">2% Reduction in TRC</td> </tr> </table> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="padding: 5px;">FY 2016 RESULTS</th> <th style="padding: 5px;">FY 2017 RESULTS</th> <th style="padding: 5px;">FY 2018 RESULTS</th> <th style="padding: 5px;">AVERAGE</th> <th style="padding: 5px;">OVERALL % CHANGE</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">9.5 <small>2015 TRC BLS Data</small></td> <td style="padding: 5px;">9.5 <small>2016 TRC BLS Data</small></td> <td style="padding: 5px;">11.8 <small>2017 TRC BLS Data*</small></td> <td style="padding: 5px;">10.3</td> <td style="padding: 5px;">3% Reduction in TRC</td> </tr> </tbody> </table> <p style="font-size: small; margin-top: 5px;">*2017 BLS data for this NAICS did not meet BLS standard publication data criteria.</p>	<b>BASELINE</b>	<b>FY 2020 TARGET</b>	10.6 Total Recordable Cases (TRC) <small>(averaged BLS 2009-2012 for NAICS 488)</small>	2% Reduction in TRC	FY 2016 RESULTS	FY 2017 RESULTS	FY 2018 RESULTS	AVERAGE	OVERALL % CHANGE	9.5 <small>2015 TRC BLS Data</small>	9.5 <small>2016 TRC BLS Data</small>	11.8 <small>2017 TRC BLS Data*</small>	10.3	3% Reduction in TRC
<b>BASELINE</b>	<b>FY 2020 TARGET</b>														
10.6 Total Recordable Cases (TRC) <small>(averaged BLS 2009-2012 for NAICS 488)</small>	2% Reduction in TRC														
FY 2016 RESULTS	FY 2017 RESULTS	FY 2018 RESULTS	AVERAGE	OVERALL % CHANGE											
9.5 <small>2015 TRC BLS Data</small>	9.5 <small>2016 TRC BLS Data</small>	11.8 <small>2017 TRC BLS Data*</small>	10.3	3% Reduction in TRC											



## SUMMARY OF ANNUAL PERFORMANCE GOALS

<b>Annual Performance Goal # 1.4</b>	Reduce the number of worker injuries and illnesses by focusing statewide attention and resources on the most prevalent types of injuries and illnesses in the most hazardous public occupations and workplaces.														
<b>Strategy</b>	<p>Decrease injury and illness rates in state, county and/or local agencies in the specific NAICS segments by two percent by FY 2020.</p> <p>1.4 Departments of Public Works (NAICS 926120)</p>														
<b>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</b>	<p>Activity Measures:</p> <ul style="list-style-type: none"> <li>• 65 inspections conducted in targeted NAICS</li> <li>• 2 public-sector consultation visits conducted in targeted NAICS</li> <li>• 1 outreach/training and education seminar conducted in targeted NAICS</li> <li>• 75 marketing materials distributed</li> </ul> <p>Intermediate Outcome Measures:</p> <ul style="list-style-type: none"> <li>• Each year, track and document targeted NAICS BLS total recordable case data. Evaluate decrease in total recordable cases by 0.4% each year.</li> </ul> <p>Primary Outcome Measures:</p> <ul style="list-style-type: none"> <li>• Decrease injury and illness rates (total recordable cases) in state, county and/or local agencies in the specific NAICS segments by 2% by FY 2020.</li> </ul>														
<b>FY 2018 Results</b>	<ul style="list-style-type: none"> <li>• 38 inspections conducted</li> <li>• 3 public-sector consultation visits conducted</li> <li>• 4 outreach/training and education seminars conducted</li> <li>• 3,615 marketing materials distributed</li> </ul>														
<b>Conclusion</b>	<p>Illinois OSHA met most of the activity measures for FY 2018.</p> <p>Averaged 2015, 2016 &amp; 2017 BLS data revealed a 17% reduction in total recordable cases.</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse; text-align: center;"> <tr> <td style="padding: 5px;"><b>BASELINE</b></td> <td style="padding: 5px;"><b>FY 2020 TARGET</b></td> </tr> <tr> <td style="padding: 5px;">7.7 Total Recordable Cases (TRC) <small>(averaged BLS 2009-2012 for NAICS 488)</small></td> <td style="padding: 5px;">2% Reduction in TRC</td> </tr> </table> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="padding: 5px;">FY 2016 RESULTS</th> <th style="padding: 5px;">FY 2017 RESULTS</th> <th style="padding: 5px;">FY 2018 RESULTS</th> <th style="padding: 5px;">AVERAGE</th> <th style="padding: 5px;">OVERALL % CHANGE</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">7.0 2015 TRC BLS Data</td> <td style="padding: 5px;">6.4 2016 TRC BLS Data</td> <td style="padding: 5px;">6.5 2017 TRC BLS Data</td> <td style="padding: 5px;">6.6</td> <td style="padding: 5px;">17% Reduction in TRC</td> </tr> </tbody> </table>	<b>BASELINE</b>	<b>FY 2020 TARGET</b>	7.7 Total Recordable Cases (TRC) <small>(averaged BLS 2009-2012 for NAICS 488)</small>	2% Reduction in TRC	FY 2016 RESULTS	FY 2017 RESULTS	FY 2018 RESULTS	AVERAGE	OVERALL % CHANGE	7.0 2015 TRC BLS Data	6.4 2016 TRC BLS Data	6.5 2017 TRC BLS Data	6.6	17% Reduction in TRC
<b>BASELINE</b>	<b>FY 2020 TARGET</b>														
7.7 Total Recordable Cases (TRC) <small>(averaged BLS 2009-2012 for NAICS 488)</small>	2% Reduction in TRC														
FY 2016 RESULTS	FY 2017 RESULTS	FY 2018 RESULTS	AVERAGE	OVERALL % CHANGE											
7.0 2015 TRC BLS Data	6.4 2016 TRC BLS Data	6.5 2017 TRC BLS Data	6.6	17% Reduction in TRC											

<b>Annual Performance Goal # 1.5</b>	Reduce the number of worker injuries and illnesses by focusing statewide attention and resources on the most prevalent types of injuries and illnesses in the most hazardous public occupations and workplaces.														
<b>Strategy</b>	Decrease injury and illness rates in state, county and/or local agencies in the specific NAICS segments by two percent by FY 2020.  1.5 Water and Sewage Treatment Facilities (NAICS 2213)														
<b>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</b>	<p>Activity Measure:</p> <ul style="list-style-type: none"> <li>• 26 inspections conducted in targeted NAICS</li> <li>• 1 public-sector consultation visit conducted in targeted NAICS</li> <li>• 75 marketing materials distributed</li> </ul> <p>Intermediate Outcome Measures:</p> <ul style="list-style-type: none"> <li>• Each year, track and document targeted NAICS BLS total recordable case data. Evaluate decrease in total recordable cases by 0.4% each year.</li> </ul> <p>Primary Outcome Measures:</p> <ul style="list-style-type: none"> <li>• Decrease injury and illness rates (total recordable cases) in state, county and/or local agencies in the specific NAICS segments by 2% by FY 2020.</li> </ul>														
<b>FY 2018 Results</b>	<ul style="list-style-type: none"> <li>• 36 inspections conducted</li> <li>• 4 public-sector consultation visits conducted</li> <li>• 1,428 marketing materials distributed</li> </ul>														
<b>Conclusion</b>	<p>Illinois OSHA met all activity measures for FY 2018.</p> <p>Averaged 2015, 2016 &amp; 2017 BLS data revealed a 11% reduction in total recordable cases</p> <table border="1" data-bbox="717 1276 1227 1493" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;">BASELINE</td> <td style="text-align: center;">FY 2020 TARGET</td> </tr> <tr> <td style="text-align: center;">6.2 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 488)</td> <td style="text-align: center;">2% Reduction in TRC</td> </tr> </table> <table border="1" data-bbox="545 1528 1370 1671" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>FY 2016 RESULTS</th> <th>FY 2017 RESULTS</th> <th>FY 2018 RESULTS</th> <th>AVERAGE</th> <th>OVERALL % CHANGE</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">6.2 2015 TRC BLS Data</td> <td style="text-align: center;">5.3 2016 TRC BLS Data</td> <td style="text-align: center;">5.4 2017 TRC BLS Data</td> <td style="text-align: center;">5.6</td> <td style="text-align: center;">11% Reduction in TRC</td> </tr> </tbody> </table>	BASELINE	FY 2020 TARGET	6.2 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 488)	2% Reduction in TRC	FY 2016 RESULTS	FY 2017 RESULTS	FY 2018 RESULTS	AVERAGE	OVERALL % CHANGE	6.2 2015 TRC BLS Data	5.3 2016 TRC BLS Data	5.4 2017 TRC BLS Data	5.6	11% Reduction in TRC
BASELINE	FY 2020 TARGET														
6.2 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 488)	2% Reduction in TRC														
FY 2016 RESULTS	FY 2017 RESULTS	FY 2018 RESULTS	AVERAGE	OVERALL % CHANGE											
6.2 2015 TRC BLS Data	5.3 2016 TRC BLS Data	5.4 2017 TRC BLS Data	5.6	11% Reduction in TRC											

## SUMMARY OF ANNUAL PERFORMANCE GOALS

<b>Strategic Goal #2</b> To promote safety and health values in public-sector workplaces in Illinois.															
<b>Annual Performance Goal # 2.1</b>	To promote public-sector employer and employee awareness of, commitment to, and active participation in safety and health.														
<b>Strategy</b>	Performance Goal 2.1  2.1 100% of Illinois OSHA activities will include employee involvement.														
<b>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</b>	Activity Measures: <u>Enforcement</u> <ul style="list-style-type: none"> <li>• 700 inspections conducted</li> <li>• 700 inspections conducted where employees were conferred with</li> </ul> <u>Consultation</u> <ul style="list-style-type: none"> <li>• 15 public-sector consultation visits conducted</li> <li>• 15 public-sector consultation visits conducted where employees were conferred with</li> <li>• 3 compliance assistance activities (outreach, seminars, etc.) where employees were targeted/involved</li> </ul> Intermediate Outcome Measures: <ul style="list-style-type: none"> <li>• Use OSHA’s OIS database management system to track and verify 100% of Illinois OSHA activities will include employee involvement.</li> </ul> Primary Outcome Measures: <ul style="list-style-type: none"> <li>• 100% of Illinois OSHA activities will include employee involvement.</li> </ul>														
<b>FY 2018 Results</b>	<u>Enforcement</u> <ul style="list-style-type: none"> <li>• 174 inspections conducted.</li> <li>• 174 (100%) inspections conducted where employees were consulted with</li> </ul> <u>Consultation</u> <ul style="list-style-type: none"> <li>• 27 public-sector visits conducted</li> <li>• 27 (100%) public-sector visits conducted where employees were consulted with</li> <li>• 7 compliance assistance activities where employees were targeted/involved</li> </ul>														
<b>Conclusion</b>	Illinois OSHA met this performance goal for FY 2018. <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>BASELINE</th> <th>FY 2018 TARGET</th> <th>FY 2018 RESULTS</th> <th>% CHANGE</th> </tr> </thead> <tbody> <tr> <td rowspan="3">100% of Illinois OSHA Enforcement and Consultation activities will include employee involvement.</td> <td style="text-align: center;">174 Inspections conducted</td> <td style="text-align: center;">174 Inspections included employee involvement</td> <td style="text-align: center;">100%</td> </tr> <tr> <td style="text-align: center;">27 Consultations conducted</td> <td style="text-align: center;">27 Consultations included employee involvement</td> <td style="text-align: center;">100%</td> </tr> <tr> <td style="text-align: center;">7 Compliance assistance activities</td> <td style="text-align: center;">7 Compliance assistance activities included employee involvement</td> <td style="text-align: center;">100%</td> </tr> </tbody> </table>	BASELINE	FY 2018 TARGET	FY 2018 RESULTS	% CHANGE	100% of Illinois OSHA Enforcement and Consultation activities will include employee involvement.	174 Inspections conducted	174 Inspections included employee involvement	100%	27 Consultations conducted	27 Consultations included employee involvement	100%	7 Compliance assistance activities	7 Compliance assistance activities included employee involvement	100%
BASELINE	FY 2018 TARGET	FY 2018 RESULTS	% CHANGE												
100% of Illinois OSHA Enforcement and Consultation activities will include employee involvement.	174 Inspections conducted	174 Inspections included employee involvement	100%												
	27 Consultations conducted	27 Consultations included employee involvement	100%												
	7 Compliance assistance activities	7 Compliance assistance activities included employee involvement	100%												

## SUMMARY OF ANNUAL PERFORMANCE GOALS

<b>Annual Performance Goal # 2.2</b>	To promote public-sector employer and employee awareness of, commitment to, and active participation in safety and health.										
<b>Strategy</b>	Performance Goal 2.2  2.2 Award Safety and Health Achievement Recognition (SHARP) to five new public-sector worksites by FY 2020. Recognize other outstanding contributions to worker safety and health.										
<b>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</b>	Activity Measures: <ul style="list-style-type: none"> <li>• Zero new public-sector Safety and Health Achievement Recognitions awarded</li> </ul> Intermediate Outcome Measures: <ul style="list-style-type: none"> <li>• Two new public-sector Safety and Health Achievement Recognitions awarded in FY 2018 or FY 2019.</li> </ul> Primary Outcome Measures: <ul style="list-style-type: none"> <li>• Award Safety and Health Achievement Recognitions to five new public-sector worksites by 2020.</li> </ul>										
<b>FY 2018 Results</b>	No new public-sector SHARP were awarded.										
<b>Conclusion</b>	Illinois OSHA met this performance goal for FY 2018. <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">BASELINE</th> <th style="text-align: center;">FY 2018 TARGET</th> <th style="text-align: center;">FY 2018 RESULTS</th> <th style="text-align: center;">% CHANGE</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">                             Award Safety and Health Achievement Recognition (SHARP) to one new public-sector worksites per year.                              *In FY 2018, priority was given to private sector consultation goals.                         </td> <td style="text-align: center; vertical-align: middle;">0</td> <td style="text-align: center; vertical-align: middle;">0</td> <td style="text-align: center; vertical-align: middle;">100%</td> </tr> </tbody> </table>			BASELINE	FY 2018 TARGET	FY 2018 RESULTS	% CHANGE	Award Safety and Health Achievement Recognition (SHARP) to one new public-sector worksites per year. *In FY 2018, priority was given to private sector consultation goals.	0	0	100%
BASELINE	FY 2018 TARGET	FY 2018 RESULTS	% CHANGE								
Award Safety and Health Achievement Recognition (SHARP) to one new public-sector worksites per year. *In FY 2018, priority was given to private sector consultation goals.	0	0	100%								

## SUMMARY OF ANNUAL PERFORMANCE GOALS

<b>Annual Performance Goal # 2.3</b>	To promote public-sector employer and employee awareness of, commitment to, and active participation in safety and health.											
<b>Strategy</b>	Performance Goal 2.3  2.3 100% of Illinois OSHA’s public-sector initial consultation visits will include site-specific recommendations to improve the safety and health program management system at that facility.											
<b>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</b>	Activity Measures:  Consultation Activities <ul style="list-style-type: none"> <li>• 15 public-sector consultation visits conducted will include site specific recommendations to improve safety and health program management systems</li> </ul> Intermediate Outcome Measures: <ul style="list-style-type: none"> <li>• Use OSHA’s OIS Database Management system to track and verify 100% of Illinois OSHA’s public-sector consultation visits will include site-specific recommendations to improve the safety and health program management system at that facility.</li> </ul> Primary Outcome Measures: <ul style="list-style-type: none"> <li>• 100% of Illinois OSHA’s public-sector consultation visits will include site-specific recommendations to improve the safety and health program management system at that facility.</li> </ul>											
<b>FY 2018 Results</b>	<ul style="list-style-type: none"> <li>• 27 public-sector consultation visits conducted</li> <li>• 100% of public-sector initial consultation visits conducted included site-specific recommendations to improve safety and health program management systems.</li> </ul>											
<b>Conclusion</b>	Illinois OSHA met this performance goal for FY 2018. <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">BASELINE</th> <th style="text-align: center;">FY 2018 TARGET</th> <th style="text-align: center;">FY 2018 RESULTS</th> <th style="text-align: center;">% CHANGE</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">100% of public-sector consultation visits conducted included site-specific recommendations to improve safety and health program management.</td> <td style="text-align: center;">27 consultation visits conducted</td> <td style="text-align: center;">27 consultation visits included site-specific recommendations</td> <td style="text-align: center;">100%</td> </tr> </tbody> </table>				BASELINE	FY 2018 TARGET	FY 2018 RESULTS	% CHANGE	100% of public-sector consultation visits conducted included site-specific recommendations to improve safety and health program management.	27 consultation visits conducted	27 consultation visits included site-specific recommendations	100%
BASELINE	FY 2018 TARGET	FY 2018 RESULTS	% CHANGE									
100% of public-sector consultation visits conducted included site-specific recommendations to improve safety and health program management.	27 consultation visits conducted	27 consultation visits included site-specific recommendations	100%									

## SUMMARY OF ANNUAL PERFORMANCE GOALS

<b>Annual Performance Goal # 2.4</b>	To promote public-sector employer and employee awareness of, commitment to, and active participation in safety and health.											
<b>Strategy</b>	Performance Goal 2.4  2.4 Conduct compliance assistance activities for high-hazard industry organizations/groups concerning the hazards of relevant National Emphasis Programs (NEPs) and OSHA Directives and promoting Illinois OSHA’s On-Site Consultation services.											
<b>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</b>	Activity Measures: <u>Consultation Activities</u> <ul style="list-style-type: none"> <li>• Number of activities for high-hazard industry groups where NEPs and OSHA Directives and public-sector consultation services are promoted including 488, 926120, 2213, 92216.</li> </ul> Intermediate Outcome Measures: <ul style="list-style-type: none"> <li>• Use OSHA’s OIS database management system to track compliance assistance activities for high-hazard industry organizations/groups concerning the hazards of relevant NEPs and OSHA Directives and promoting Illinois OSHA’s On-Site Consultation services. Increase compliance assistance activities by a minimum of one each year.</li> </ul> Primary Outcome Measures: <ul style="list-style-type: none"> <li>• Conduct compliance assistance activities for high-hazard industry organizations/groups concerning the hazards of relevant NEPs and OSHA Directives and promoting Illinois OSHA’s On-Site Consultation services. Increase compliance assistance activities by a minimum of one each year for a total of 12 activities by 2020.</li> </ul>											
<b>FY 2018 Results</b>	Ten compliance assistance activities performed (see detailed list on page 20).											
<b>Conclusion</b>	Illinois OSHA met this performance goal for FY 2018. <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">BASELINE</th> <th style="text-align: center;">FY 2018 TARGET</th> <th style="text-align: center;">FY 2018 RESULTS</th> <th style="text-align: center;">% CHANGE</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">                             Illinois OSHA will use FY 2015 as a baseline and will increase compliance assistance activities by a minimum of one each year for a total of 12 by FY 2020.                              FY 2015 = 7                              FY 2016 = 8                              FY 2017 = 9                              FY 2018 = 10                         </td> <td style="text-align: center; vertical-align: middle;">10</td> <td style="text-align: center; vertical-align: middle;">10</td> <td style="text-align: center; vertical-align: middle;">100%</td> </tr> </tbody> </table>				BASELINE	FY 2018 TARGET	FY 2018 RESULTS	% CHANGE	Illinois OSHA will use FY 2015 as a baseline and will increase compliance assistance activities by a minimum of one each year for a total of 12 by FY 2020. FY 2015 = 7 FY 2016 = 8 FY 2017 = 9 FY 2018 = 10	10	10	100%
BASELINE	FY 2018 TARGET	FY 2018 RESULTS	% CHANGE									
Illinois OSHA will use FY 2015 as a baseline and will increase compliance assistance activities by a minimum of one each year for a total of 12 by FY 2020. FY 2015 = 7 FY 2016 = 8 FY 2017 = 9 FY 2018 = 10	10	10	100%									

## SUMMARY OF ANNUAL PERFORMANCE GOALS

<p><b>Strategic Goal #3</b> To generate public confidence through excellence in the development and delivery of Illinois OSHA’s programs and services.</p>	
<p><b>Annual Performance Goal # 3.1</b></p>	<p>Respond to legal mandates (adoptions) so that Illinois public-sector workers are provided full protection under the Occupational Safety and Health Act. Increase and improve the number of frontline contacts with appropriate agencies, organizations and services that involve the public sector.</p>
<p><b>Strategy</b></p>	<p>Performance Goal 3.1</p> <p>3.1 Investigate 100% of events that result in the death or in-patient hospitalization of one or more employees or an employee’s amputation or an employee’s loss of an eye, as a result of a work-related incident of a public-sector employee within 24 hours.</p>
<p><b>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</b></p>	<p>Activity Measures:</p> <ul style="list-style-type: none"> <li>• Number of fatalities, in-patient hospitalizations, amputations, or loss of eye(s) as a result of a work-related incident.</li> <li>• Number of fatalities, in-patient hospitalizations, amputations, or loss of eye(s) as a result of a work-related incidents investigated within one working day of notification.</li> <li>• Number of fatalities, in-patient hospitalizations, amputations, or loss of eye(s) as a result of a work-related incidents that are under NEPs.</li> </ul> <p>Intermediate Outcome Measures:</p> <ul style="list-style-type: none"> <li>• Use OSHA’s OIS database management system to track 100% of events that result in the death or in-patient hospitalization of one or more employees or an employee’s amputation or an employee’s loss of an eye, as a result of a work-related incident of a public-sector employee are investigated within 24 hours.</li> </ul> <p>Primary Outcome Measures:</p> <ul style="list-style-type: none"> <li>• Investigate 100% of events that result in the death or in-patient hospitalization of one or more employees or an employee’s amputation or an employee’s loss of an eye, as a result of a work-related incident of a public-sector employee within 24 hours.</li> </ul>
<p><b>FY 2018 Results</b></p>	<p>Through a partnership with the Illinois Emergency Management Agency (IEMA), Illinois OSHA offers a 24-hour, seven days per week answering service which affords Illinois OSHA the ability to respond expeditiously to fatal events or catastrophes at all times.</p> <ul style="list-style-type: none"> <li>• 33 fatalities/catastrophes received</li> <li>• 33 fatalities/catastrophes investigated within one working day of notification.</li> </ul>

## SUMMARY OF ANNUAL PERFORMANCE GOALS

<b>Conclusion</b>	Illinois OSHA met this performance goal for FY 2018.			
	BASELINE	FY 2018 TARGET	FY 2018 RESULTS	% CHANGE
	Initiate inspections of fatal incidents and catastrophes within one working day of notification.	33 FAT/CATs received	33 FAT/CATs investigated within one day.	100% Within one working day



## SUMMARY OF ANNUAL PERFORMANCE GOALS

<p><b>Annual Performance Goal # 3.2</b></p>	<p>Respond to legal mandates (adoptions) so that Illinois public-sector workers are provided full protection under the Occupational Safety and Health Act. Increase and improve the number of frontline contacts with appropriate agencies, organizations and services that involve the public sector.</p>
<p><b>Strategy</b></p>	<p>Performance Goal 3.2</p> <p>3.2 A. Safety – Initiate 100% of safety complaint inspections within five days of notification.</p> <p>B. Health – Initiate 95% of health complaint inspections within five days of notification, excluding indoor air quality and sanitation issues.</p>
<p><b>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</b></p>	<p>Activity Measures</p> <p><u>Safety</u></p> <ul style="list-style-type: none"> <li>• Number of safety complaints received</li> <li>• Number of safety complaint inspections initiated within five days</li> <li>• Number of safety complaints under NEPs</li> </ul> <p><u>Health</u></p> <ul style="list-style-type: none"> <li>• Number of health complaints received (non-indoor air quality or sanitation)</li> <li>• Number of health complaint inspections (non-indoor air quality or sanitation) initiated within five days.</li> </ul> <p>Intermediate Outcome Measures:</p> <ul style="list-style-type: none"> <li>• Use OSHA’s OIS database management system to track 100% of safety complaint inspections and 95% of health complaint inspections are initiated within five days of notification.</li> </ul> <p>Primary Outcome Measures:</p> <ul style="list-style-type: none"> <li>• Safety – Initiate 100% of safety complaint inspections within five days of notification.</li> <li>• Health – Initiate 95% of health complaint inspections within five days of notification, excluding indoor air quality and sanitation issues.</li> </ul>
<p><b>FY 2018 Results</b></p>	<p>In FY 2018, a total of 179 safety and health complaints were received, 40 of them warranted an inspection.</p> <p><u>Safety</u></p> <ul style="list-style-type: none"> <li>• 157 safety complaints received</li> <li>• 28 of the 157 safety complaints received warranted an inspection. In FY 2018 it took an average of 4.48 days to initiate an inspection.</li> </ul> <p><u>Health</u></p> <ul style="list-style-type: none"> <li>• 22 health complaints received</li> <li>• 12 of the 22 health complaints received warranted an inspection. In FY 2018 it took an average of 4.48 days to initiate an inspection.</li> </ul>

## SUMMARY OF ANNUAL PERFORMANCE GOALS

<b>Conclusion</b>	Illinois OSHA met this performance goal for FY 2018.			
	BASELINE	FY 2018 TARGET	FY 2018 RESULTS	% CHANGE
	Safety – Initiate 100% of safety complaint inspections within five days of notification.	28 Safety complaints received	28 Investigated within an average of 4.48 days.	100% Investigated within five days
	Health – Initiate 95% of health complaint inspections within five days of notification, excluding indoor air quality and sanitation issues.	12 Health complaints received	12 Investigated within an average of 4.48 days	100% Investigated within five days

## SUMMARY OF ANNUAL PERFORMANCE GOALS

<p><b>Annual Performance Goal # 3.3</b></p>	<p>Respond to legal mandates (adoptions) so that Illinois public-sector workers are provided full protection under the Occupational Safety and Health Act. Increase and improve the number of frontline contacts with appropriate agencies, organizations and services that involve the public sector.</p>								
<p><b>Strategy</b></p>	<p>Performance Goal 3.3</p> <p>3.3 To survey customer satisfaction rates for public-sector consultation visits and ensure that 90% of the services are rated four or higher on a scale of one to five, with five being the most effective. This shows the effectiveness of the program and services from the consumer perspective.</p>								
<p><b>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</b></p>	<p>Activity Measures</p> <ul style="list-style-type: none"> <li>• Number of public-sector consultation visits conducted</li> <li>• Number of survey responses received where employer rated the consultation visit as highly effective (score of four or higher, on a scale of one to five with five being the most effective).</li> </ul> <p>Intermediate Outcome Measures:</p> <ul style="list-style-type: none"> <li>• Consultation Supervisors will send public-sector employers a survey after each consultation visit. All surveys received will be reviewed by the Supervisor to verify a score of four or higher, on a scale of one to five with five being the most effective has been achieved.</li> </ul> <p>Primary Outcome Measures:</p> <ul style="list-style-type: none"> <li>• To survey customer satisfaction rates for consultation visits in the public sector and ensure that 90% of the services are rated four or higher on a scale of one to five, with five being the most effective. This shows the effectiveness of the program and services from the consumer perspective.</li> </ul>								
<p><b>FY 2018 Results</b></p>	<ul style="list-style-type: none"> <li>• 27 public-sector consultation visits conducted</li> <li>• 27 public-sector surveys sent. Five were returned and all had a score of four or higher</li> </ul>								
<p><b>Conclusion</b></p>	<p>Illinois OSHA met this performance goal for FY 2018.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">BASELINE</th> <th style="text-align: center;">FY 2018 TARGET</th> <th style="text-align: center;">FY 2018 RESULTS</th> <th style="text-align: center;">% CHANGE</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Customer satisfaction surveys for consultation visits in the public sector are rated four or higher.</td> <td style="text-align: center;">5 consultation surveys received</td> <td style="text-align: center;">5 scored four or higher</td> <td style="text-align: center;">100% scored four or higher</td> </tr> </tbody> </table>	BASELINE	FY 2018 TARGET	FY 2018 RESULTS	% CHANGE	Customer satisfaction surveys for consultation visits in the public sector are rated four or higher.	5 consultation surveys received	5 scored four or higher	100% scored four or higher
BASELINE	FY 2018 TARGET	FY 2018 RESULTS	% CHANGE						
Customer satisfaction surveys for consultation visits in the public sector are rated four or higher.	5 consultation surveys received	5 scored four or higher	100% scored four or higher						

## SUMMARY OF ANNUAL PERFORMANCE GOALS

<p><b>Annual Performance Goal # 3.4</b></p>	<p>Respond to legal mandates (adoptions) so that Illinois public-sector-workers are provided full protection under the Occupational Safety and Health Act. Increase and improve the number of frontline contacts with appropriate agencies, organizations and services that involve the public sector.</p>								
<p><b>Strategy</b></p>	<p>Performance Goal 3.4</p> <p>3.4 Each year, increase the number of compliance assistance activities (i.e. direct mailings, advertising, newsletters, etc.) conducted or distributed in the public sector.</p>								
<p><b>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</b></p>	<p>Activity Measures</p> <ul style="list-style-type: none"> <li>• Number of compliance assistance activities conducted/distributed (i.e. direct mailings, hazard alerts, newsletters)</li> </ul> <p>Intermediate Outcome Measures:</p> <ul style="list-style-type: none"> <li>• Use OSHA’s OIS database management system to track compliance assistance activities. Increase compliance assistance activities by a minimum of one each year.</li> </ul> <p>Primary Outcome Measures:</p> <ul style="list-style-type: none"> <li>• Each year, maintain and/or exceed the number of compliance assistance activities (i.e. direct mailings, advertising, newsletters, etc.) conducted or distributed in the public sector. Increase compliance assistance activities by a minimum of one each year for a total of 12 activities by FY 2020.</li> </ul>								
<p><b>FY 2018 Results</b></p>	<p>Ten compliance assistance activities performed (see detailed list on page 20).</p>								
<p><b>Conclusion</b></p>	<p>Illinois OSHA met this performance goal for FY 2018.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">BASELINE</th> <th style="text-align: center;">FY 2018 TARGET</th> <th style="text-align: center;">FY 2018 RESULTS</th> <th style="text-align: center;">% CHANGE</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">                     Illinois OSHA will use FY 2015 as a baseline and will increase compliance assistance activities by a minimum of one each year for a total of 12 by FY 2020.                      FY 2015 = 7                      FY 2016 = 8                      FY 2017 = 9                      FY 2018 = 10                 </td> <td style="text-align: center; vertical-align: middle;">                     10                      compliance                      assistance                      activities                 </td> <td style="text-align: center; vertical-align: middle;">                     10                      compliance                      assistance                      activities                 </td> <td style="text-align: center; vertical-align: middle;">                     100%                 </td> </tr> </tbody> </table>	BASELINE	FY 2018 TARGET	FY 2018 RESULTS	% CHANGE	Illinois OSHA will use FY 2015 as a baseline and will increase compliance assistance activities by a minimum of one each year for a total of 12 by FY 2020. FY 2015 = 7 FY 2016 = 8 FY 2017 = 9 FY 2018 = 10	10 compliance assistance activities	10 compliance assistance activities	100%
BASELINE	FY 2018 TARGET	FY 2018 RESULTS	% CHANGE						
Illinois OSHA will use FY 2015 as a baseline and will increase compliance assistance activities by a minimum of one each year for a total of 12 by FY 2020. FY 2015 = 7 FY 2016 = 8 FY 2017 = 9 FY 2018 = 10	10 compliance assistance activities	10 compliance assistance activities	100%						

## PROGRESS TOWARD STRATEGIC PLAN ACCOMPLISHMENTS

The strategic plan identifies three fundamental goals to reduce workplace injuries, illnesses and fatalities in Illinois public-sector worksites.

- Improve workplace safety and health for all public-sector employees as evidenced by fewer hazards, reduced exposures and fewer injuries, illnesses and deaths.
- Promote safety and health values in Illinois public-sector workplaces.
- Generate public confidence through excellence in the development and delivery of Illinois OSHA programs and services.

The FY 2018 activities that were conducted toward meeting our strategic plan goals are described below.

### **Strategic Efforts to Achieve Goal #1:**

#### **Improve workplace safety and health for all public-sector employees as evidenced by fewer hazards, reduced exposures and fewer injuries, illnesses and deaths.**

- Illinois OSHA's strategy for improving workplace safety and health for all public-sector employees as evidenced by fewer hazards, reduced exposures and fewer injuries, illnesses and deaths is based on addressing specific areas that have the greatest impact on the overall rates. The areas of emphasis in the current Site-Specific Targeting (SST) plan include:
  - State Support Activities for Transportation (NAICS 488)
  - State Nursing and Residential Care Facilities (NAICS 623)
  - Local Fire Protection (NAICS 92216)
  - Departments of Public Works (NAICS 926120)
  - Water and Sewage Treatment Facilities (NAICS 2213)

Illinois OSHA uses a high-hazard inspection targeting system based on OSHA Instruction CPL 02-00-025, *Scheduling System for Programmed Inspections* (January 4, 1995), which is based on Bureau of Labor Statistics (BLS) injury/illness rate data. The BLS data and the SST plan helped Illinois OSHA meet activity measures and achieve its goal of reducing the number of injuries and illnesses that occur at public-sector employer establishments by directing enforcement resources to those establishments where the highest rate of injury and illness has occurred.

- Illinois OSHA maintained a strong enforcement presence as an effective deterrent for employers who fail to meet their safety and health responsibilities by conducting comprehensive inspections at locations identified through a Programmed Planned Inspection (PPI) list, based off the SST plan.
- Inspectors encouraged public-sector employers to use consultation services to ensure they are performing these tasks in a safe and compliant manner.
- Outreach materials were distributed, and compliance assistance conducted to assist with abatement and to raise awareness levels of hazardous conditions in the workplace.
- Averaged 2015, 2016 and 2017 BLS data revealed IL OSHA is on track to decrease injury and illness rates (total recordable cases) in state, county and/or local agencies in the specific NAICS segments by 2% by FY 2020.

### **Strategic Efforts to Achieve Goal #2:**

#### **To promote safety and health values in Illinois public-sector workplaces.**

- An employee representative participated 100% of the time at all inspections and consultation visits.
- Public-sector SHARP was promoted at all public-sector consultation visits.
- 100% of public-sector employers participating in an initial Illinois OSHA On-Site Consultation visit were provided with site-specific recommendations to improve their safety and health program management system.
- In FY 2018, Illinois OSHA performed ten compliance assistance activities.
  - October 20, 2017 mailed consultation brochures to public-sector nursing facilities.
  - January 22, 2018 Southern Illinois Occupational Safety and Health (SIOOSH) Day: program promotion as exhibitor.
  - February 28, 2018 Downstate Illinois Occupational Safety and Health (DIOOSH) Day: program promotion as exhibitor and presented Dan Becker, from Becker Iron & Metal, Venice, IL with the 7th Annual Governor's Safety and Health Award for an individual.
  - May 22, 2018 Illinois Department of Human Services: compliance assistance with lead testing in water.
  - June 7, 2018 staff presented at the Illinois Section American Water Works Association's Safety Summit.
  - June 2018 Illinois OSHA notified all State and Local Government agencies of the new Electronic Reporting Requirements effective October 1, 2018.
  - June 19, 2018 Trenching stand down with Chicago Water Department. 215 employees attended.
  - July 9, 2018 staff presented "Illinois OSHA 101" to Johnson County Fire Services.
  - August 13, 2018 staff presented "Illinois OSHA 101" to Vienna Fire Station.
  - September 19, 2018 Chicagoland Safety Conference: program promotion as exhibitor.

### **Strategic Efforts to Achieve Goal #3**

#### **Generate public confidence through excellence in the development and delivery of Illinois OSHA programs and services.**

- Through a partnership with the Illinois Emergency Management Agency (IEMA), Illinois OSHA offers a 24-hour, seven days per week answering service which affords Illinois OSHA the ability to respond to fatal events or catastrophes expeditiously at any time.
- Using the OSHA Information System (OIS), Illinois OSHA tracks all complaints and referrals to ensure timely assignment and prioritization of imminent danger situations.
- Illinois OSHA public-sector consultation surveys track customer satisfaction and ensure that 90% of the services are rated four or higher on a scale of one to five with five being the most effective.
- Illinois OSHA notified all State and Local Government agencies of the new Electronic Reporting Requirements being implemented on October 1, 2018.

## MANDATED ACTIVITIES

Activities mandated under the OSHA state plan program are considered core elements of Illinois OSHA's occupational safety and health program. The core elements outlined in the OSH Act (29 CFR 1902) and 29 CFR 1956 for public-sector-only plans are as follows:

- Prohibition against advanced notice.
- Employee access to hazard and exposure information.
- Safeguards to protect employer trade secrets.
- Employer recordkeeping.
- Legal procedures for compulsory process and right of entry.
- Posting of employee protections and rights.
- Right of employee representative to participate in walk-around.
- Right of an employee to review decision not to inspect (following a complaint).

Mandated activities are tracked on a quarterly basis using the State Activities Measures (SAMM) Report in OIS which compares state activity data to an established reference point. (See FY 2018 SAMM Report)

### 23(g) State Plans Projected Program Activities

	FY 2018 Projections*		FY 2018 Actuals	
	Safety	Health	Safety	Health
Public-Sector Inspections	500	200	157	17
Public-Sector Consultations	10	5	15	12

*\*This assumes a fully staffed and fully trained staff, with 40 available work weeks in the year, and an average of 1.25 inspections per week per Safety/Health Inspector and is based on previous work experience and history. Goals are adjusted throughout the year based on staffing levels and training.*

### 23(g) Compliance Assistance

	FY 2018 Projections		FY 2018 Actuals	
	New	Total	New	Total
SHARP participants- Public Sector	*0	*0	0	0
Outreach Participants		**3,500		9,211

*\*The five-year plan states IL OSHA will award five new public-sector SHARP worksites by 2020. In FY 2018, priority was given to private-sector consultation goals.*

*\*\*Outreach participants are the total number of trainees/participants anticipated to be affected by state outreach activities during the period, such as formal training, workshops, seminars, speeches, conferences, and informal worksite training.*



Illinois OSHA met 25% of the fully-staffed and fully-trained year-to-date projection of 700. We adjusted the numbers to show year-to-date projections based on staffing levels. (See Adjustment/Mandated Activities section for a detailed staffing breakdown.) Illinois OSHA was 5% over the adjusted goal, based on staffing levels, by performing 174 inspections.

The Illinois On-Site Consultation Project exceeded the projected public-sector consultation goal of 15 consultations by performing 27 consultations.

Illinois OSHA's outreach activities in FY 2018 such as formal training, workshops, seminars, speeches, conferences and informal worksite training resulted in 9,211 trainee/participants.

FY 2018 SAMM REPORT  
 ILLINOIS OSHA MANDATED ACTIVITIES  
 OCTOBER 1, 2017 – SEPTEMBER 30, 2018

SAMM #	Measure	RIDs Selected	All State Plan RIDs	All Federal RIDs	National		
1A	Time to Initiate Complaint Inspections STATE formula (Average Number of Work Days to Initiate Complaint Inspections)	179	68299	51964	120,263		
		4.48	7.42	6.67	7.08		
		40	9207	7789	16,993		
1B	Time to Initiate Complaint Inspections FEDERAL formula (Average Number of Work Days to Initiate Complaint Inspections)	70	44,071	21,536	65,607		
		1.75	4.79	2.76	3.86		
		40	9,207	7,789	16,993		
2A	Time to Initiate Complaint Investigations STATE formula (Average Number of Work Days to Initiate Complaint Investigations)	103	119467	16367	135,834		
		1.87	7.18	0.86	3.80		
		55	16631	19138	35,769		
2B	Time to Initiate Complaint Investigations FEDERAL formula (Average Number of Work Days to Initiate Complaint Investigations)	9	65,818	5,268	71,086		
		0.16	3.96	0.28	1.99		
		55	16,631	19,138	35,769		
3	Timely Response to Imminent Danger Complaints and Referrals (Percent of Complaints and Referrals of Imminent Danger Responded to within 1 Day)	1	703	576	1,279		
		100.00%	99.29%	95.05%	97.34%		
		1	708	606	1,314		
4	Number of Denials where entry not obtained	0	1	3	4		
5	Average Number of Violations per Inspection with Violations by Violation Type	SWRU		251	45960	42284	88,244
				2.20	1.73	1.90	1.80965076
				114	26507	22256	48,763
		OTS		52	38274	8485	46,759
				0.46	1.44	0.38	0.958903267
				114	26507	22256	48,763
6	Percent of Total Inspections in the Public Sector	174	5,393	20	5,413		
		100.00%	13.16%	0.06%	7.41%		
		174	40,993	32,020	73,013		
7	Inspections	Safety	157	31,648	26,453	58,101	
		Health	17	9,345	5,567	14,912	

FY 2018 SAMM REPORT  
 ILLINOIS OSHA MANDATED ACTIVITIES  
 OCTOBER 1, 2017 – SEPTEMBER 30, 2018

8	Average Current Penalty per Serious Violation (Private Sector)	Total (1 to greater than 250 Employees)	\$0.00	\$78,201,811.46	\$132,192,128.90	\$210,393,940.36
			\$0.00	\$2,393.47	\$3,678.34	\$3,066.48
			0	32,673	35,938	68,611
		a. 1-25 Employees	\$0.00	\$26,676,234.28	\$57,515,812.21	\$84,192,046.49
			\$0.00	\$1,378.47	\$2,496.02	\$1,985.90
			0	19,352	23,043	42,395
		b. 26-100 Employees	\$0.00	\$17,818,260.63	\$29,495,347.95	\$47,313,608.58
			\$0.00	\$2,737.06	\$4,600.02	\$3,661.48
			0	6,510	6,412	12,922
		c. 101-250 Employees	\$0.00	\$11,794,054.35	\$15,329,056.27	\$27,123,110.62
			\$0.00	\$4,530.95	\$6,075.73	\$5,291.28
			0	2,603	2,523	5,126
d. Greater than 250 Employees	\$0.00	\$21,913,262.20	\$29,851,912.47	\$51,765,174.67		
	\$0.00	\$5,207.52	\$7,538.36	\$6,337.56		
	0	4,208	3,960	8,168		
9	Percent In Compliance	Safety	44	8,652	6,113	14,765
			30.34%	31.61%	27.07%	29.56%
			145	27,372	22,583	49,955
		Health	3	2,880	1,419	4,299
			30.00%	37.49%	32.19%	35.56%
			10	7,682	4,408	12,090
10	Percent of Work-Related Fatalities Responded to in One Work Day	1	603	822	1,424	
		100.00%	97.57%	96.71%	97.07%	
		1	618	850	1,467	

FY 2018 SAMM REPORT  
 ILLINOIS OSHA MANDATED ACTIVITIES  
 OCTOBER 1, 2017 – SEPTEMBER 30, 2018

11	Average Lapse Time	Safety	5,472	1,044,757	893,045	1,937,802
			54.18	49.05	46.88	48.02602295
			101	21,301	19,048	40,349
		Health	648	302,833	235,686	538,519
			54.00	54.08	62.93	57.62643125
			12	5,600	3,745	9,345
12	Penalty Retention Percent Penalty Retained	\$5,500.00	\$72,471,194.91	\$144,340,281.99	\$216,811,476.90	
		100.00%	74.12%	64.97%	67.77%	
		\$5,500.00	\$97,769,331.00	\$222,171,162.55	\$319,940,493.55	
13	Percent of Initial Inspections with Employee Walk around Representation or Employee Interview	174	40,517	31,186	71,703	
		100.00%	98.84%	97.40%	98.21%	
		174	40,993	32,020	73,013	

## ADJUSTMENTS

In FY 2018, Illinois OSHA adjusted mandated activities, inspection procedures and fiscal processes to accomplish current and future performance goals.

### **Mandated Activities**

Illinois OSHA’s goal this year was to conduct 700 public-sector inspections with a fully-trained and staffed program. Illinois OSHA adjusted this goal based on actual fully-trained and available staff members in the program. If a position was vacant, or an inspector was not fully trained for part of the year, we considered this in determining our adjusted goal. We used inspectors’ monthly goals to calculate weekly goals and adjusted our annual fully-staffed divisional goals based on the actual number of full-time equivalents (FTEs) on hand and the weeks they were available and fit for duty, in terms of necessary training, to conduct inspections.

<b>Year to date (YTD) projections based on staffing levels.</b>				
	<b>Fully Staffed YTD Projected</b>	<b>YTD Projected</b>	<b>YTD Totals</b>	<b>Comments</b>
Hap Hileman	50	4	7	Started 1/2/18
Melissa Jackson	50	50	50	
Tony LaMaster	50	30	25	Temporarily assigned to EAM Downstate position 5/15/18 - current
Sam Laxman	50	32	34	Fully trained as of 1/30/17
Charlie Smith	50	50	50	
Zoya Sotirova	0	0	8	Temporarily assigned to EAM Chicago position 2/2/18 – 5/22/18
Vacant - EAM Downstate	0	0	0	
Vacant - EAM Chicago	0	0	0	
Vacant - IH	50	0	0	
Vacant - IH	50	0	0	
Vacant - Safety	50	0	0	
Vacant - Safety	50	0	0	
Vacant - Safety	50	0	0	
Vacant - Safety	50	0	0	
Vacant - Safety	50	0	0	
Vacant - Safety	50	0	0	
Vacant - Safety	50	0	0	
<b>PROJECTED GOAL</b>	<b>700</b>	<b>166</b>	<b>174</b>	

## **Deobligation**

The program deobligated \$895,000 during the FY 2018 grant. The deobligation was timely and there were no lapsed funds.