

FY 2020
Follow-up Federal Annual Monitoring Evaluation (FAME) Report

State of Illinois
Illinois Department of Labor
Illinois OSHA



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I. Executive Summary

The primary purpose of this report is to assess the State Plan's progress in Fiscal Year (FY) 2020 in resolving outstanding findings from the previous FY 2019 Comprehensive Federal Annual Monitoring Evaluation (FAME) Report. The State Plan was responsive to the previous findings and recommendations.

FY 2020 brought unique challenges, with the outbreak of the SARS-CoV-2 (COVID-19) virus, to the Illinois Department of Labor (IDOL) – Occupational Safety and Health Division 23(g) program (Illinois OSHA). The COVID-19 public health crisis was declared a national emergency on March 13, 2020. From the onset of the pandemic, the governor of Illinois issued a Disaster Proclamation and from March 21, 2020 until June 27, 2020, mitigation measures affected the State Plan's operations. Mitigation measures included a stay at home order, prohibiting non-essential travel and ceasing operations of all non-essential businesses. A number of the mitigation measures continued throughout the year and had a significant impact on Illinois OSHA's ability to meet strategic goals and fill vacancies. This assessment of the State Plan's FY 2020 progress is accomplished with an understanding of the impact the continuing COVID-19 public health crisis has on their operations.

In FY 2020, the whistleblower protection program was operated through a memorandum of understanding (MOU) between Illinois OSHA and the IDOL Conciliation and Mediation Division (Con/Med). The MOU established Con/Med Labor Conciliators as authorized to handle Illinois OSHA whistleblower protection complaints and investigations. At the close of FY 2020, the State Plan and IDOL Con/Med began to transition the whistleblower protection operations back to the Illinois OSHA staff due to the scheduled MOU termination.

Since 2018, the State Plan has been committed to filling vacancies that have existed since the State Plan's initial approval as a Developmental Plan. Over the years, 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. The COVID-19 pandemic affected the State Plan's success with filling all of the vacancies by the end of FY 2020, as originally planned. At the start of FY 2020, 10 positions were vacant, including one enforcement manager; four safety and three health inspectors; one marketing/OIS coordinator; and one administrative assistant. The State Plan hired four new staff members, and with normal transition and turnover throughout the year, ended FY 2020 with nine vacant positions and six new staff members actively being on-boarded. OSHA is continuing to work closely with the State Plan to monitor their progress on filling the vacancies.

Illinois OSHA made progress in addressing the two previous findings and five observations from the FY 2019 Comprehensive FAME Report by taking corrective actions on both findings and all five of the observations listed in that report. As a result, this FAME contains one finding awaiting verification and one finding continuing, with an ongoing corrective action that involves close monitoring from OSHA. Verification of the corrective actions taken for the observations require a comprehensive case file review. This, as well as the five continued observations, will be a focus of the on-site case file review that OSHA will conduct as part of the FY 2021 Comprehensive FAME.

II. State Plan Background

Illinois Department of Labor (IDOL)–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. In January of 2020, Ms. Brandy Lozosky took over as the new division manager, administering the Illinois State Plan under Mr. Michael D. Kleinik, Director of the Illinois Department of Labor. Illinois OSHA protects state and local government employees by enforcing safety and health standards, providing consultation services, investigating both occupational safety and health as well as whistleblower complaints, adopting OSHA standards, and providing outreach services.

Since approval as a Developmental Plan on September 1, 2009, Illinois OSHA has requested multiple extensions to complete its developmental steps. Illinois OSHA has been unable to move successfully forward largely due to their vacant positions, which in turn leads to repeated deobligation of grant funding. Working with OSHA, IDOL tried to fill the remaining vacancies by the end of FY 2020 in an effort to allow the program to move forward out of the developmental stage. Unfortunately, the effort was not successful.

The Illinois OSHA FY 2020 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. During FY 2020, the State Plan realigned their inspector FTE staff to 11 safety inspectors and three industrial hygienists. Safety and health consultants who split time between the 23(g) enforcement and the 21(d) consultation programs provide consultation activities and support. A memorandum of understanding (MOU) between Illinois OSHA and the IDOL Conciliation and Mediation Division (Con/Med) Whistleblower provided discrimination program support.

The FY 2020 grant included funding totaling \$3,054,200. The State Plan deobligated \$450,000 during the FY 2020 grant due to a combination of vacancies and the impact on activities due to the COVID-19 pandemic. However, over the past five years, Illinois OSHA has repeatedly deobligated grant amounts ranging from \$450,000 to \$895,000. Under its “New Policy for Repeated Lapses and Deobligations of 23(g) Grant Funds,” OSHA reduced \$300,000 from the Illinois OSHA FY 2021 base award, keeping those funds in reserve to be reclaimed by Illinois OSHA as a one-time only request in FY 2021. However, Illinois has chosen not to reclaim those funds.

New Issues

None

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 (SAMM, Appendix D)
- State Information Report (SIR, dated 11/09/2020)
- Mandated Activities Report for Consultation (MARC, dated 11/09/2020)
- Whistleblower State Plan Investigation Data (DCSP) Report (dated 11/09/2020)
- State OSHA Annual Report (SOAR, 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 two findings and five observations from the FY 2019 Comprehensive FAME Report. The State Plan took corrective action on both findings, resulting in one finding awaiting verification and one finding continuing with an ongoing corrective action that involves close monitoring from OSHA. All five observations 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 2019 recommendation in detail.

Continued Findings

Finding FY 2020-01 (FY 2019-01): Illinois OSHA conducted only 46% of their planned safety inspections (229 of 500) and 10% of health inspections (20 of 200).

Status: For FY 2020, the Further Review Level (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). In FY 2020, Illinois OSHA completed 229 safety and 20 health inspections, for a total of 249 inspections. This reflects a slight increase over Illinois OSHA's FY 2019 numbers of 224 total safety inspections and 17 total health inspections. This is still substantially lower than the FRL and is a continued cause for concern.

The lower than planned inspections was impacted by two contributing factors. The first and most significant factor for FY 2020 was the COVID-19 pandemic. From the onset of the COVID-19 pandemic, the mitigation measures affected the State Plan's operations. A number of the mitigation measures continued throughout the year and had a significant impact on Illinois OSHA's ability to meet strategic goals and fill vacancies as planned.

The second factor affecting the State Plan's success in this area continued to be staffing vacancies. Prior to the onset of the COVID-19 pandemic, Illinois OSHA was committed to filling all of their vacancies by the end of FY 2020. The pandemic impacted operations and delayed their ability to hire and conduct inspection activities.

At the start of FY 2020, 10 positions were vacant, including one enforcement manager, four safety and three health inspectors, one marketing/OIS coordinator, and one administrative assistant. Despite the impact of the pandemic, the State Plan hired four new staff members, one enforcement manager, one safety and two health inspectors during the year. Normal transition and turnover throughout the year saw the division manager resign and the state plan coordinator promoted to the division manager position; one safety inspector transitioned to be the marketing/OIS coordinator; and, one safety inspector resigned. At the end of FY 2020 Illinois OSHA had nine vacant positions, one health and six safety inspectors, one administrative assistant and the state plan coordinator. Six new staff members, five safety inspectors and the administrative assistant were actively being on-boarded at the end of the year and were expected to start in the first quarter of FY 2021. With the new personnel on board, the State Plan will have 12 of the 14 inspector positions filled with the last two positions in the process of being hired.

OSHA expects that having a fully staffed program, if achieved, will positively affect the State Plan's ability to successfully achieve their targeting and programmed inspection goals. Illinois OSHA has taken significant corrective action to address this issue. However, their corrective actions are not considered complete. This finding remains open.

Finding FY 2020-02 (FY 2019-02): Twenty-seven of the 35 (77%) files with violations reviewed in FY 2019 did not contain adequate documentation of the information required to support the violations in accordance with Illinois OSHA's Field Operations Manual (FOM), Chapter 3, Paragraph VII, C.

Status: Illinois OSHA hired a second regional enforcement manager in the first quarter of FY 2020 and both managers are reviewing all case files to ensure the necessary information required to support the violations issued is in each case file.

Illinois OSHA also completed an update of the Illinois FOM, which became effective December 1, 2020. Due to the impact and restrictions associated with the ongoing COVID-19 pandemic, the State Plan could not conduct the planned extensive case file documentation training with the field staff. Alternatively, the State Plan conducted remote team training through a self-paced training program, with enforcement manager oversight, in October and September of 2020. The training program reviewed the updated Illinois FOM with a focus on all required case file documentation. A case file review is necessary to gather additional information needed to verify correction of this finding. This finding, as well as the open observations below, will be a focus of next year's on-site case file review during the FY 2021 comprehensive FAME. This finding is awaiting verification.

OBSERVATIONS

Continued FY 2020 Observations

Observation FY 2020-OB-01 (FY 2019-OB-01): In eight (100%) of the fatality inspections reviewed in FY 2019, the investigation summary form narrative lacked sufficient detail and information needed to provide a clear representation of the fatal incident and the factual circumstances surrounding the event.

Status: The field staff received training on all required case file documentation and the enforcement managers are reviewing all case files to ensure the investigation summary forms include sufficient detail and information. A case file review is necessary to gather additional information 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 2021 comprehensive FAME. This observation is continued.

Observation FY 2020-OB-02 (FY 2019-OB-02): In 23 of the 35 (66%) files reviewed in FY 2019, they lacked specificity and clarity in the severity and probability information as to how it was directly associated with the condition addressed in the violation.

Status: The field staff received training on all required case file documentation and the enforcement managers are reviewing all case files to ensure severity and probability information include sufficient detail and clarity. A case file review is necessary to gather additional information 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 2021 comprehensive FAME. This observation is continued.

Observation FY 2020-OB-03 (FY 2019-OB-03): In 20 of the 53 (38%) files reviewed in FY 2019, the employee interviews were not properly documented.

Status: The field staff received training on all required case file documentation and the enforcement managers are reviewing all case files to ensure employee interviews are properly documented. A case file review is necessary to gather additional information 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 2021 comprehensive FAME. This observation is continued.

Observation FY 2020-OB-04 (FY 2019-OB-04): A number of the FY 2019 whistleblower protection complaints reviewed were not properly processed in accordance with the established policies. In four of the 24 (17%) administratively closed intakes, a memo to file was not created to document the interview of the complainant and why the complaint was closed. In two of the nine (22%) docketed cases, the complaint was closed without contacting the complainant to hold a closing conference or to allow the complainant the opportunity to provide a rebuttal.

Status: The division manager reviewed the deficiencies with the IDOL Con/Med Division management and worked with them to implement the corrective actions to address properly processing complaints. A case file review is necessary to gather additional information 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 2021 comprehensive FAME. This observation is continued.

Observation FY 2020-OB-05 (FY 2019-OB-05): In the FY 2019 whistleblower files and intakes reviewed, two of the four (50%) files and two of the 24 (8%) administratively closed intakes did not contain an activity or telephone log as required by the Whistleblower Investigations Manual (WIM), CPL 02-03-005, Chapter 3 and the Illinois Department of Labor Whistleblower Investigation Manual, Chapter II (G)(2)(f).

Status: The division manager reviewed the deficiencies with the IDOL Con/Med Division management and worked with them to implement the corrective actions to ensure activity or telephone logs were developed. A case file review is necessary to gather additional information 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 2021 comprehensive FAME. This observation is continued.

C. State Activity Mandated Measures (SAMM) Highlights

Each SAMM has an agreed upon 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 2020 State Activity Mandated Measures (SAMM) Report and includes the FRLs for each measure. SAMM 7 fell outside of the FRL and was addressed in previous sections of the report as a part of Finding FY 2020-01. Additionally, 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 1.79 for serious, willful, repeat and unclassified (SWRU) violations, which equals a range of 1.43 to 2.15 violations. The Illinois State Plan's average number of SWRU violation per inspection is 3.98, above the upper FRL range. The FRL of +/- 20% for the three-year national average of 0.95 other-than-serious violations equals a range of 0.76 to 1.14 violations. The Illinois State Plan's average number of other-than-serious violations per inspection is 0.49, below the lower FRL range. The SAMM 5 values being outside of the FRL is not a cause for concern in light of FY 2020 pandemic operations.

Explanation: The FY 2020 COVID-19 pandemic impacted the Illinois State Plan's SAMM 5. While the pandemic restricted inspection activity, it also prioritized which inspections the State Plan conducted. Under established pandemic operations, only those inspections meeting high hazard criteria or injury/illness reporting were conducted. When the lower overall total number of inspections conducted is coupled with the higher percentage of inspections in high hazard work sites, the higher SWRU and lower other-than-serious violation per inspection would be expected. While the SWRU value is above the State Plan's three-year average, the other-than-serious violation value is just 0.05 below the State Plan's three-year average and is consistent with previous years.

SAMM 9 – Percent in compliance

Discussion of State Plan data and FRL: The FRL for the percent in compliance is +/- 20% of the three-year national average of 31.03% for safety and 37.15% for health inspections. The range of acceptable data not requiring further review is from 24.82% to 37.24% for safety and from 29.72% to 44.58% for health. The Illinois State Plan's percent in compliance is 24.04% for safety and 61.11% for health. The percent in compliance for safety inspections is slightly below the FRL and is not a concern. The State Plan's percent in compliance for health exceeds the FRL and is a concern. This concern is being addressed through Finding FY 2020-01.

Explanation: The percent in compliance for safety inspections being slightly below the FRL is not a concern as it reflects the State Plans effective performance related to identifying and citing the serious hazards found during their safety inspections. The State Plan's percent in compliance for health is another matter. The high in compliance rate was impacted by both the COVID-19 pandemic operations limiting the total number of health inspections conducted as well as their lack of available health inspectors for the year. The State Plan started FY 2020 with only one health inspector and hired a new health inspector in the second quarter of the year. A third health inspector was hired late in the third quarter, but resigned three months later. The vacant position was immediately posted but remained empty through the end of the year. The State Plan's high percent in compliance for health is a concern. The underlying issues related to staffing are being addressed through Finding FY 2020-01.

SAMM 11 – Average lapse time

Discussion of State Plan data and FRL: The FRL for the average lapse time is +/- 20% of the three-year national average of 50.58 days for safety and 60.39 days for health inspections. The range of acceptable day range for not requiring further review is from 40.46 to 60.70 for safety and from 48.31 to 72.47 for health. The Illinois State Plan's average lapse time is 27.39 days for safety and 28.57 days for health inspections. The State Plan being below the FRL is not a concern.

Explanation: Illinois OSHA has historically been within the FRL for SAMM 11 for both safety and health inspections. Their ability to turn their inspections around quickly in FY 2020 was directly impacted by the COVID-19 pandemic operations. With the State Plan hiring more staff and the pandemic operations impacting their ability to open new inspections, it allowed their staff to devote more time on the development and completion of their individual cases.

SAMM 14 – Percent of 11(c) investigations completed within 90 days

Discussion of State Plan data and FRL: The FRL for the percentage of 11(c) investigations completed within 90 days is fixed at 100%. Illinois OSHA completed 33% of the 11(c) investigations within 90 days, meriting a closer evaluation.

Explanation: The State Plan had only one new case in FY 2020 and completed three cases, one of which was completed within 90 days. Illinois OSHA is below the State Plan average (39%) for the percent completed within 90 days. Due to the limited number of investigations, this result does not rise to the level of an observation, but will continue to be discussed at quarterly meetings.

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 18%. The range of acceptable data not requiring further review is from 14.40% to 21.60%. Illinois OSHA's percent of 11(c) complaints deemed meritorious in FY 2020 was 67%, which exceeds the FRL, but is a positive indicator and 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 2020, the State Plan docketed one new case and administratively closed 20. Secondly, the Illinois Department of Labor Conciliation and Mediation Division has extensive expertise in whistleblower complaint investigations pursuant to other acts under their enforcement authority and provides 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 three cases completed in FY 2020, two cases (67%) were found to have merit and were settled, while one case (33%) was dismissed.

SAMM 16 – Average number of calendar days to complete an 11(c) investigation

Discussion of State Plan data and FRL: The FRL for the average number of calendar days to complete an 11(c) investigation is fixed at 90 days. Illinois OSHA's average number of calendar days to complete an 11(c) investigation was 189 days, meriting a closer evaluation.

Explanation: The State Plan had only one new case in FY 2020 and completed three cases. The State Plan average number of calendar days to complete an 11(c) investigation was 189 days, up slightly from 159 days in FY 2019. Illinois OSHA is below the State Plan average of 316 days for completion. Due to the limited number of investigations, this result does not yet rise to the level of an observation, but will continue to be discussed at quarterly meetings.

Appendix A – New and Continued Findings and Recommendations

FY 2020 Illinois Follow-up FAME Report

FY 2020-#	Finding	Recommendation	FY 2019-# or FY 2019-OB-#
FY 2020-01	Illinois OSHA conducted only 46% of their planned safety inspections (229 of 500) and 10% of health inspections (20 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 2019-01
FY 2020-02	Twenty-seven of the 35 (77%) files with violations reviewed in FY 2019, did not contain adequate documentation of the information required to support the violations in accordance with Illinois OSHA FOM, Chapter 3, Paragraph VII, C.	Ensure case files contain all of the necessary information required to support the violations issued in accordance with the Illinois FOM. Corrective action complete, awaiting verification.	FY 2019-02

Appendix B – Observations and Federal Monitoring Plans

FY 2020 Illinois Follow-up FAME Report

Observation # FY 2020-OB-#	Observation# FY 2019-OB-#	Observation	Federal Monitoring Plan	Current Status
FY 2020-OB-01	FY 2019-OB-01	In FY 2019, eight (100%) of the fatality inspections reviewed, the investigation summary form narrative lacked sufficient detail and information needed to provide a clear representation of the fatal incident and the factual circumstances surrounding the event.	This observation will be a focus of next year's on-site case file review during the FY 2021 comprehensive FAME.	Continued
FY 2020-OB-02	FY 2019-OB-02	In FY 2019, 23 of the 35 (66%) files reviewed lacked specificity and clarity in the severity and probability information as to how it was directly associated with the condition addressed in the violation.	This observation will be a focus of next year's on-site case file review during the FY 2021 comprehensive FAME.	Continued
FY 2020-OB-03	FY 2019-OB-03	In FY 2019, 20 of the 53 (38%) files reviewed, employee interviews were not properly documented.	This observation will be a focus of next year's on-site case file review during the FY 2021 comprehensive FAME.	Continued
FY 2020-OB-04	FY 2019-OB-04	In FY 2019, complaints were not properly processed in accordance with the established policies. In four of the 24 (17%) administratively closed intakes, a memo to file was not created to document the interview of the complainant and why the complaint was closed. In two of the nine (22%) docketed cases, the complaint was closed without contacting the complainant to hold a closing conference or to allow the complainant the opportunity to provide a rebuttal.	This observation will be a focus of next year's on-site case file review during the FY 2021 comprehensive FAME.	Continued
FY 2020-OB-05	FY 2019-OB-05	In FY 2019, two of the four (50%) files and two of the 24 (8%) administratively closed intakes did not contain an activity or telephone log as required by the Whistleblower Investigations Manual (WIM), CPL 02-03-005, Chapter 3 and the Illinois Department of Labor Whistleblower Investigation Manual Chapter II (G)(2)(f).	This observation will be a focus of next year's on-site case file review during the FY 2021 comprehensive FAME.	Continued

Appendix C - Status of FY 2019 Findings and Recommendations

FY 2020 Illinois Follow-up FAME Report

FY 2019-#	Finding	Recommendation	State Plan Corrective Action	Completion Date	Current Status and Date
FY 2019-01	Illinois OSHA conducted only 45% of their planned safety inspections (224 of 500) and 9% 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.	Regional enforcement managers began tracking inspector assignments weekly to ensure their individual performance goals are met. Additionally, Illinois OSHA filled four positions during the year and had an additional five staff members actively being on-boarded as of September 30, 2020.	Not Completed	Open 2/16/2021
FY 2019-02	Twenty-seven of the 35 (77%) files with violations, did not contain adequate documentation of the information required to support the violations in accordance with Illinois OSHA FOM, Chapter 3, Paragraph VII, C.	Ensure case files contain all of the necessary information required to support the violations issued in accordance with the Illinois FOM.	Regional enforcement managers are ensuring all of the necessary information required to support violations issued are in the case files. Illinois OSHA completed the Illinois FOM update, effective 12/1/2020. Due to the impact and restrictions associated with the ongoing COVID-19 pandemic, the State Plan conducted remote team training, through a self-paced training program in October and September of 2020. The training program reviewed the updated Illinois FOM with a focus on all required case file documentation.	Not Completed	Awaiting Verification 2/16/2021

Appendix D - FY 2020 State Activity Mandated Measures (SAMM) Report

FY 2020 ILLINOIS OSHA Follow-up FAME Report

U.S. Department of Labor				
Occupational Safety and Health Administration State Plan Activity Mandated Measures (SAMMs)				
State Plan: Illinois - ILLINOIS OSHA			FY 2020	
SAMM Number	SAMM Name	State Plan Data	Further Review Level	Notes
1a	Average number of work days to initiate complaint inspections (state formula)	4.08	5 days for safety; 10 days for health	The further review level is negotiated by OSHA and the State Plan.
1b	Average number of work days to initiate complaint inspections (federal formula)	3.23	N/A	This measure is for informational purposes only and is not a mandated measure.
2a	Average number of work days to initiate complaint investigations (state formula)	1.13	3 days	The further review level is negotiated by OSHA and the State Plan.
2b	Average number of work days to initiate complaint investigations (federal formula)	0.05	N/A	This measure is for informational purposes only and is not a mandated measure.
3	Percent of complaints and referrals responded to within one workday (imminent danger)	N/A	100%	N/A – The State Plan did not receive any imminent danger complaints or referrals in FY 2020.

Appendix D - FY 2020 State Activity Mandated Measures (SAMM) Report

FY 2020 ILLINOIS OSHA Follow-up FAME Report

				The further review level is fixed for all State Plans.
4	Number of denials where entry not obtained	0	0	The further review level is fixed for all State Plans.
5	Average number of violations per inspection with violations by violation type	SWRU: 3.98	+/- 20% of SWRU: 1.79	The further review level is based on a three-year national average. The range of acceptable data not requiring further review is from 1.43 to 2.15 for SWRU and from 0.76 to 1.14 for OTS.
		Other: 0.49	+/- 20% of Other: 0.95	
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: 229	+/- 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: 20	+/- 5% of H: 200	
8	Average current serious penalty in private sector - total (1 to greater than 250 workers)	N/A	+/- 25% of \$2,964.86	N/A – This is a State and Local Government State Plan. The further review level is based on a three-year national average.

Appendix D - FY 2020 State Activity Mandated Measures (SAMM) Report

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	a. Average current serious penalty in private sector (1-25 workers)	N/A	+/- 25% of \$1,967.64	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 \$3,513.45	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 \$5,027.02	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 \$6,190.91	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: 24.04%	+/- 20% of S: 31.03%	The further review level is based on a three-year national average. The range of acceptable data not requiring further review is from 24.82% to 37.24% for safety and from 29.72% to 44.58% for health.
		H: 61.11%	+/- 20% of H: 37.15%	

Appendix D - FY 2020 State Activity Mandated Measures (SAMM) Report

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10	Percent of work-related fatalities responded to in one workday	100%	100%	The further review level is fixed for all State Plans.
11	Average lapse time	S: 27.39	+/- 20% of S: 50.58	The further review level is based on a three-year national average. The range of acceptable data not requiring further review is from 40.46 to 60.70 for safety and from 48.31 to 72.47 for health.
		H: 28.57	+/- 20% of H: 60.39	
12	Percent penalty retained	N/A	+/- 15% of 67.51%	N/A – The State Plan did not impose any monetary penalties in FY 2020. The further review level is based on a three-year national average. The range of acceptable data not requiring further review is from 57.38% to 77.64%.
13	Percent of initial inspections with worker walk around representation or worker interview	100%	100%	The further review level is fixed for all State Plans.
14	Percent of 11(c) investigations completed within 90 days	33%	100%	The further review level is fixed for all State Plans.
15	Percent of 11(c) complaints that are meritorious	67%	+/- 20% of 18%	The further review level is based on a three-year national average. The range of acceptable data not requiring further review is from 14.40% to 21.60%.

Appendix D - FY 2020 State Activity Mandated Measures (SAMM) Report

FY 2020 ILLINOIS OSHA Follow-up FAME Report

16	Average number of calendar days to complete an 11(c) investigation	189	90	The further review level is fixed for all State Plans.
17	Percent of enforcement presence	N/A	+/- 25% of 1.09%	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: The national averages in 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 9, 2020, as part of OSHA’s official end-of-year data run.

Appendix E – FY 2020 State OSHA Annual Report (SOAR)

FY 2020 Illinois Follow-up FAME Report

ILLINOIS DEPARTMENT OF LABOR

STATE OF ILLINOIS

ILLINOIS OSHA

FY 2020 State OSHA Annual Report (SOAR)

October 1, 2019 through September 30, 2020

Michael D. Kleinik
Director

JB Pritzker
Governor



**ILLINOIS DEPARTMENT OF LABOR STATE PLAN
FY 2020 STATE OSHA ANNUAL REPORT**

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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, 2019 through September 30, 2020. This submission is in accordance with the State Plan Policies and Procedures Manual dated September 22, 2015.

During FY 2020, Illinois OSHA encountered unprecedented times. From the onset of the COVID-19 pandemic, Governor Pritzker moved quickly to issue a Disaster Proclamation. From March 21, 2020 until June 27, 2020, mitigation measures, such as, a stay at home order, prohibited non-essential travel and ceased operations of all non-essential businesses were put in place. While such measures were necessary to ensure the safety and health of all Illinoisans, it did have an impact on Illinois OSHA's ability to meet some strategic goals and fill vacancies as required in the FY 2020 grant.

As the COVID-19 complaints and questions increased, Illinois OSHA quickly looked for guidance from Federal OSHA and other state plans to develop a Continuity of Operations Plan (COOP). With Federal OSHA's guidance, Illinois OSHA implemented a COOP plan that identified critical functions, developed preventative measures, determined jurisdiction, tracked efforts to ensure effectiveness and implemented response processes and procedures.

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 continued 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

<p>Strategic Goal #1: To improve workplace safety and health for all workers by reducing hazards, exposures, injuries, illnesses and fatalities.</p>	
<p>Annual Performance Goal # 1.1</p>	<p>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.</p>
<p>Strategy</p>	<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>1.1 State Support Activities for Transportation (NAICS 488)</p> <p>OSHA Directive: CPL 02-01-054, Inspection and Citation Guidance for Roadway and Highway Construction Work Zones</p>
<p>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</p>	<p>Activity Measure:</p> <ul style="list-style-type: none"> • 15 inspections conducted in targeted NAICS • One public-sector consultation visit conducted in targeted NAICS • One outreach/training and education seminar conducted in targeted NAICS • 75 marketing materials distributed <p>Intermediate Outcome Measures:</p> <ul style="list-style-type: none"> • Each year, track and document targeted NAICS BLS total recordable case data. Evaluate decrease in total recordable cases by 0.4% each year. <p>Primary Outcome Measures:</p> <ul style="list-style-type: none"> • 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.
<p>FY 2020 Results</p>	<ul style="list-style-type: none"> • 36 inspections conducted • No public-sector consultation visits conducted • Two outreach/training and education seminars conducted • 138 outreach materials distributed

Conclusion

Illinois OSHA met most of the activity measures for FY 2020. Consultation visits were not met due to COVID-19 and the total recordable case percentage could not be calculated because the FY 2019 BLS data was not available.

Averaged 2015, 2016, 2017, 2018 & 2019 BLS data revealed an 8% increase in total recordable cases.

BASELINE	FY 2020 TARGET
7.3 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 488)	2% Reduction in TRC

FY 2016 RESULTS	FY 2017 RESULTS	FY 2018 RESULTS	FY 2019 RESULTS	FY 2020 RESULTS	AVG	OVERALL % CHANGE
7.7	6.6	8.9	8.4	No Data		8%
2015 TRC BLS Data	2016 TRC BLS Data	2017 TRC BLS Data*	2018 TRC BLS Data*	2019 TRC BLS Data**	7.9	Increase in TRC

*2017 & 2018 BLS data for this NAICS did not meet BLS standard publication data criteria.
** 2019 No BLS data available

SUMMARY OF ANNUAL PERFORMANCE GOALS

<p>Annual Performance Goal # 1.2</p>	<p>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.</p>																		
<p>Strategy</p>	<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>1.2 State Nursing and Residential Care Facilities (NAICS 623)</p> <p>OSHA Directive: CPL 02-01-052, Enforcement Procedures for Investigating or Inspecting Workplace Violence Incidents</p>																		
<p>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</p>	<p>Activity Measure:</p> <ul style="list-style-type: none"> • One inspection conducted in targeted NAICS • 42 marketing materials distributed <p>Intermediate Outcome Measures:</p> <ul style="list-style-type: none"> • Each year, track and document targeted NAICS BLS total recordable case data. Evaluate decrease in total recordable cases by 0.4% each year. <p>Primary Outcome Measures:</p> <ul style="list-style-type: none"> • 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. 																		
<p>FY 2020 Results</p>	<ul style="list-style-type: none"> • One inspection conducted • 42 marketing materials distributed 																		
<p>Conclusion</p>	<p>Illinois OSHA met activity measures for FY 2020.</p> <p>Averaged 2015, 2016, 2017, 2018 & 2019 BLS data revealed a 10% reduction in total recordable cases.</p> <table border="1" data-bbox="727 1289 1218 1480" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>BASELINE</th> <th>FY 2020 TARGET</th> </tr> </thead> <tbody> <tr> <td>13.2 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 623)</td> <td>2% Reduction in TRC</td> </tr> </tbody> </table> <table border="1" data-bbox="532 1518 1406 1640" 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>FY 2019 RESULTS</th> <th>FY 2020 RESULTS</th> <th>AVG</th> <th>OVERALL % CHANGE</th> </tr> </thead> <tbody> <tr> <td>12 2015 TRC BLS Data</td> <td>13.7 2016 TRC BLS Data</td> <td>10.9 2017 TRC BLS Data</td> <td>11.9 2018 TRC BLS Data</td> <td>11.5 2019 TRC BLS Data</td> <td>12</td> <td>10% 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	FY 2019 RESULTS	FY 2020 RESULTS	AVG	OVERALL % CHANGE	12 2015 TRC BLS Data	13.7 2016 TRC BLS Data	10.9 2017 TRC BLS Data	11.9 2018 TRC BLS Data	11.5 2019 TRC BLS Data	12	10% Reduction in TRC
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FY 2016 RESULTS	FY 2017 RESULTS	FY 2018 RESULTS	FY 2019 RESULTS	FY 2020 RESULTS	AVG	OVERALL % CHANGE													
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SUMMARY OF ANNUAL PERFORMANCE GOALS

Annual Performance Goal # 1.3	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.
Strategy	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)
Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)	Activity Measure: <ul style="list-style-type: none"> • 65 inspections conducted in targeted NAICS • Two public-sector consultation visits conducted in targeted NAICS • One outreach/training and education seminar conducted in targeted NAICS • 75 marketing materials distributed • One alliance/partnership established Intermediate Outcome Measures: <ul style="list-style-type: none"> • Each year, track and document targeted NAICS BLS total recordable case data. Evaluate decrease in total recordable cases by 0.4% each year. Primary Outcome Measures: <ul style="list-style-type: none"> • 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.
FY 2020 Results	<ul style="list-style-type: none"> • 90 inspections conducted • Seven public-sector consultation visits conducted • Three outreach/training and education seminars conducted • 917 marketing materials distributed • One alliance established

SUMMARY OF ANNUAL PERFORMANCE GOALS

Conclusion	Illinois OSHA met the activity measures for FY 2020.																			
	Averaged 2015, 2016, 2017, 2018 & 2019 BLS data revealed a 3% reduction in total recordable cases.																			
	<table border="1"> <tr> <td style="text-align: center;">BASELINE</td> <td style="text-align: center;">FY 2020 TARGET</td> </tr> <tr> <td style="text-align: center;">10.6 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 92216)</td> <td style="text-align: center;">2% Reduction in TRC</td> </tr> </table>					BASELINE	FY 2020 TARGET	10.6 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 92216)	2% Reduction in TRC											
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*2017 and 2018 BLS data for this NAICS did not meet BLS standard publication data criteria.

**2019 BLS data not available

SUMMARY OF ANNUAL PERFORMANCE GOALS

Annual Performance Goal # 1.4	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.																									
Strategy	Decrease injury and illness rates in state, county and/or local agencies in the specific NAICS segments by two percent by FY 2020. 1.4 Departments of Public Works (NAICS 926120)																									
Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)	Activity Measures: <ul style="list-style-type: none"> • 65 inspections conducted in targeted NAICS • Two public-sector consultation visits conducted in targeted NAICS • One outreach/training and education seminar conducted in targeted NAICS • 75 marketing materials distributed Intermediate Outcome Measures: <ul style="list-style-type: none"> • Each year, track and document targeted NAICS BLS total recordable case data. Evaluate decrease in total recordable cases by 0.4% each year. Primary Outcome Measures: <ul style="list-style-type: none"> • 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. 																									
FY 2020 Results	<ul style="list-style-type: none"> • 67 inspections conducted • Eight public-sector consultation visits conducted • Two outreach/training and education seminars conducted • 2,165 marketing materials distributed 																									
Conclusion	Illinois OSHA met most of the activity measures for FY 2020. Averaged 2015, 2016, 2017, 2018 & 2019 BLS data revealed an 18% reduction in total recordable cases. <table border="1" data-bbox="704 1430 1214 1614" style="margin-left: auto; margin-right: auto;"> <tr> <th style="text-align: center;">BASELINE</th> <th style="text-align: center;">FY 2020 TARGET</th> </tr> <tr> <td style="text-align: center;">7.7 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 926120)</td> <td style="text-align: center;">2% Reduction in TRC</td> </tr> </table> <table border="1" data-bbox="508 1650 1382 1774" 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>FY 2019 RESULTS</th> <th>FY 2020 RESULTS</th> <th>AVG</th> <th>OVERALL % CHANGE</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">7.0</td> <td style="text-align: center;">6.4</td> <td style="text-align: center;">6.5</td> <td style="text-align: center;">6.5</td> <td style="text-align: center;">6.2</td> <td style="text-align: center;">6.5</td> <td style="text-align: center;">18% Reduction in TRC</td> </tr> <tr> <td style="text-align: center;">2015 TRC BLS Data</td> <td style="text-align: center;">2016 TRC BLS Data</td> <td style="text-align: center;">2017 TRC BLS Data</td> <td style="text-align: center;">2018 TRC BLS Data</td> <td style="text-align: center;">2019 TRC BLS Data</td> <td></td> <td></td> </tr> </tbody> </table>	BASELINE	FY 2020 TARGET	7.7 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 926120)	2% Reduction in TRC	FY 2016 RESULTS	FY 2017 RESULTS	FY 2018 RESULTS	FY 2019 RESULTS	FY 2020 RESULTS	AVG	OVERALL % CHANGE	7.0	6.4	6.5	6.5	6.2	6.5	18% Reduction in TRC	2015 TRC BLS Data	2016 TRC BLS Data	2017 TRC BLS Data	2018 TRC BLS Data	2019 TRC BLS Data		
BASELINE	FY 2020 TARGET																									
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2015 TRC BLS Data	2016 TRC BLS Data	2017 TRC BLS Data	2018 TRC BLS Data	2019 TRC BLS Data																						

SUMMARY OF ANNUAL PERFORMANCE GOALS

Annual Performance Goal # 1.5	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.																		
Strategy	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)																		
Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)	Activity Measure: <ul style="list-style-type: none"> • 26 inspections conducted in targeted NAICS • One public-sector consultation visit conducted in targeted NAICS • 75 marketing materials distributed Intermediate Outcome Measures: <ul style="list-style-type: none"> • Each year, track and document targeted NAICS BLS total recordable case data. • Evaluate decrease in total recordable cases by 0.4% each year. Primary Outcome Measures: <ul style="list-style-type: none"> • 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. 																		
FY 2020 Results	<ul style="list-style-type: none"> • 37 inspections conducted • No public-sector consultation visits conducted • 227 marketing materials distributed 																		
Conclusion	Illinois OSHA met most of the activity measures for FY 2020. Consultation visits were not met due to employers not requesting services. Averaged 2015, 2016, 2017, 2018 & 2019 BLS data revealed an 9% reduction in total recordable cases <table border="1" data-bbox="704 1354 1214 1541" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>BASELINE</th> <th>FY 2020 TARGET</th> </tr> </thead> <tbody> <tr> <td>6.2 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 2213)</td> <td>2% Reduction in TRC</td> </tr> </tbody> </table> <table border="1" data-bbox="506 1577 1382 1703" 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>FY 2019 RESULTS</th> <th>FY 2020 RESULTS</th> <th>AVG</th> <th>OVERALL % CHANGE</th> </tr> </thead> <tbody> <tr> <td>6.2 2015 TRC BLS Data</td> <td>5.3 2016 TRC BLS Data</td> <td>5.5 2017 TRC BLS Data</td> <td>5.8 2018 TRC BLS Data</td> <td>5.5 2019 TRC BLS Data</td> <td>5.7</td> <td>9% Reduction in TRC</td> </tr> </tbody> </table>	BASELINE	FY 2020 TARGET	6.2 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 2213)	2% Reduction in TRC	FY 2016 RESULTS	FY 2017 RESULTS	FY 2018 RESULTS	FY 2019 RESULTS	FY 2020 RESULTS	AVG	OVERALL % CHANGE	6.2 2015 TRC BLS Data	5.3 2016 TRC BLS Data	5.5 2017 TRC BLS Data	5.8 2018 TRC BLS Data	5.5 2019 TRC BLS Data	5.7	9% Reduction in TRC
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SUMMARY OF ANNUAL PERFORMANCE GOALS

Strategic Goal #2 To promote safety and health values in public-sector workplaces in Illinois.	
Annual Performance Goal # 2.1	To promote public-sector employer and employee awareness of, commitment to, and active participation in safety and health.
Strategy	Performance Goal 2.1 2.1 100% of Illinois OSHA activities will include employee involvement.
Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)	Activity Measures: <u>Enforcement</u> <ul style="list-style-type: none"> • 700 inspections conducted • 700 inspections conducted where employees were conferred with <u>Consultation</u> <ul style="list-style-type: none"> • 20 public-sector consultation visits conducted • 20 public-sector consultation visits conducted where employees were conferred with • Three compliance assistance activities (outreach, seminars, etc.) where employees were targeted/involved Intermediate Outcome Measures: <ul style="list-style-type: none"> • Use OSHA’s OIS database management system to track and verify 100% of Illinois OSHA activities will include employee involvement.
FY 2020 Results	<u>Enforcement</u> <ul style="list-style-type: none"> • 249 inspections conducted. • 249 (100%) inspections conducted where employees were consulted with <u>Consultation</u> <ul style="list-style-type: none"> • 16 public-sector visits conducted • 16 (100%) public-sector visits conducted where employees were consulted with • Eight compliance assistance activities where employees were targeted/involved

SUMMARY OF ANNUAL PERFORMANCE GOALS

<p>Conclusion</p>	<p>Illinois OSHA met this performance goal for FY 2020.</p> <table border="1" data-bbox="529 275 1395 701"> <thead> <tr> <th data-bbox="529 275 781 338">BASELINE</th> <th data-bbox="781 275 948 338">FY 2020 TARGET</th> <th data-bbox="948 275 1182 338">FY 2020 RESULTS</th> <th data-bbox="1182 275 1395 338">% MET</th> </tr> </thead> <tbody> <tr> <td data-bbox="529 338 781 432">100% of Illinois OSHA Enforcement and Consultation activities will include employee involvement.</td> <td data-bbox="781 338 948 432">249 Inspections conducted</td> <td data-bbox="948 338 1182 432">249 Inspections included employee involvement</td> <td data-bbox="1182 338 1395 432">100%</td> </tr> <tr> <td data-bbox="529 432 781 558"></td> <td data-bbox="781 432 948 558">16 Consultations conducted</td> <td data-bbox="948 432 1182 558">16 Consultations included employee involvement</td> <td data-bbox="1182 432 1395 558">100%</td> </tr> <tr> <td data-bbox="529 558 781 701"></td> <td data-bbox="781 558 948 701">8 Compliance assistance activities</td> <td data-bbox="948 558 1182 701">8 Compliance assistance activities included employee involvement</td> <td data-bbox="1182 558 1395 701">100%</td> </tr> </tbody> </table>	BASELINE	FY 2020 TARGET	FY 2020 RESULTS	% MET	100% of Illinois OSHA Enforcement and Consultation activities will include employee involvement.	249 Inspections conducted	249 Inspections included employee involvement	100%		16 Consultations conducted	16 Consultations included employee involvement	100%		8 Compliance assistance activities	8 Compliance assistance activities included employee involvement	100%
BASELINE	FY 2020 TARGET	FY 2020 RESULTS	% MET														
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	8 Compliance assistance activities	8 Compliance assistance activities included employee involvement	100%														
<p>Annual Performance Goal # 2.2</p>	<p>To promote public-sector employer and employee awareness of, commitment to, and active participation in safety and health.</p>																
<p>Strategy</p>	<p>Performance Goal 2.2</p> <p>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.</p>																
<p>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</p>	<p>Activity Measures:</p> <ul style="list-style-type: none"> • One new public-sector Safety and Health Achievement Recognition awarded <p>Intermediate Outcome Measures:</p> <ul style="list-style-type: none"> • One new public-sector Safety and Health Achievement Recognition awarded in FY 2020. <p>Primary Outcome Measures:</p> <ul style="list-style-type: none"> • Award Safety and Health Achievement Recognitions to five new public-sector worksites by 2020. 																
<p>FY 2020 Results</p>	<p>One new public-sector SHARP was awarded.</p>																

SUMMARY OF ANNUAL PERFORMANCE GOALS

Conclusion	Illinois OSHA met this performance goal for FY 2020.			
	BASELINE	FY 2020 TARGET	FY 2020 RESULTS	% MET
	Award Safety and Health Achievement Recognition (SHARP) to one new public-sector worksite per year.	1	1	100%

SUMMARY OF ANNUAL PERFORMANCE GOALS

Annual Performance Goal # 2.3	To promote public-sector employer and employee awareness of, commitment to, and active participation in safety and health.								
Strategy	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.								
Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)	Activity Measures: Consultation Activities <ul style="list-style-type: none"> • Number of public-sector consultation visits conducted will include site specific recommendations to improve safety and health program management systems Intermediate Outcome Measures: <ul style="list-style-type: none"> • 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. Primary Outcome Measures: <ul style="list-style-type: none"> • 100% of Illinois OSHA’s public-sector consultation visits will include site-specific recommendations to improve the safety and health program management systems at that facility. 								
FY 2020 Results	<ul style="list-style-type: none"> • 16 public-sector consultation visits conducted • 100% of public-sector initial consultation visits conducted included site-specific recommendations to improve safety and health program management systems. 								
Conclusion	Illinois OSHA met this performance goal for FY 2020. <table border="1" data-bbox="540 1308 1403 1562"> <thead> <tr> <th data-bbox="540 1308 894 1371">BASELINE</th> <th data-bbox="894 1308 1050 1371">FY 2020 TARGET</th> <th data-bbox="1050 1308 1237 1371">FY 2020 RESULTS</th> <th data-bbox="1237 1308 1403 1371">% MET</th> </tr> </thead> <tbody> <tr> <td data-bbox="540 1371 894 1562">100% of public-sector consultation visits conducted included site-specific recommendations to improve safety and health program management.</td> <td data-bbox="894 1371 1050 1562">16 consultation visits conducted</td> <td data-bbox="1050 1371 1237 1562">16 consultation visits included site-specific recommendations</td> <td data-bbox="1237 1371 1403 1562">100%</td> </tr> </tbody> </table>	BASELINE	FY 2020 TARGET	FY 2020 RESULTS	% MET	100% of public-sector consultation visits conducted included site-specific recommendations to improve safety and health program management.	16 consultation visits conducted	16 consultation visits included site-specific recommendations	100%
BASELINE	FY 2020 TARGET	FY 2020 RESULTS	% MET						
100% of public-sector consultation visits conducted included site-specific recommendations to improve safety and health program management.	16 consultation visits conducted	16 consultation visits included site-specific recommendations	100%						

SUMMARY OF ANNUAL PERFORMANCE GOALS

Annual Performance Goal # 2.4	To promote public-sector employer and employee awareness of, commitment to, and active participation in safety and health.
Strategy	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.
Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)	Activity Measures: <u>Consultation Activities</u> <ul style="list-style-type: none"> • 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. Intermediate Outcome Measures: <ul style="list-style-type: none"> • 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. Primary Outcome Measures: <ul style="list-style-type: none"> • 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.
FY 2020 Results	19 compliance assistance activities performed (see detailed list on page 20 & 21).

SUMMARY OF ANNUAL PERFORMANCE GOALS

Conclusion	Illinois OSHA met this performance goal for FY 2020.			
	BASELINE	FY 2020 TARGET	FY 2020 RESULTS	% MET
	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 FY 2019 = 11 FY 2020 = 19	19	19	100%

SUMMARY OF ANNUAL PERFORMANCE GOALS

<p>Strategic Goal #3 To generate public confidence through excellence in the development and delivery of Illinois OSHA’s programs and services.</p>	
<p>Annual Performance Goal # 3.1</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>Strategy</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>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</p>	<p>Activity Measures:</p> <ul style="list-style-type: none"> • Number of fatalities, in-patient hospitalizations, amputations, or loss of eye(s) as a result of a work-related incident. • 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. • Number of fatalities, in-patient hospitalizations, amputations, or loss of eye(s) as a result of a work-related incidents that are under NEPs. <p>Intermediate Outcome Measures:</p> <ul style="list-style-type: none"> • 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. <p>Primary Outcome Measures:</p> <ul style="list-style-type: none"> • 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>FY 2020 Results</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"> • Seven fatalities/catastrophes received • Seven fatalities/catastrophes investigated within one working day of notification.

SUMMARY OF ANNUAL PERFORMANCE GOALS

Conclusion	Illinois OSHA met this performance goal for FY 2020.			
	BASELINE	FY 2020 TARGET	FY 2020 RESULTS	% MET
	Initiate inspections of fatal incidents and catastrophes within one working day of notification.	7 FAT/CATs received	7 FAT/CATs investigated within one day.	100% Within one working day

SUMMARY OF ANNUAL PERFORMANCE GOALS

<p>Annual Performance Goal # 3.2</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>Strategy</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>Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)</p>	<p>Activity Measures</p> <p><u>Safety</u></p> <ul style="list-style-type: none"> • Number of safety complaints received • Number of safety complaint inspections initiated within five days • Number of safety complaints under NEPs <p><u>Health</u></p> <ul style="list-style-type: none"> • Number of health complaints received (non-indoor air quality or sanitation) • Number of health complaint inspections (non-indoor air quality or sanitation) initiated within five days. <p>Intermediate Outcome Measures:</p> <ul style="list-style-type: none"> • 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. <p>Primary Outcome Measures:</p> <ul style="list-style-type: none"> • Safety – Initiate 100% of safety complaint inspections within five days of notification. • Health – Initiate 95% of health complaint inspections within five days of notification, excluding indoor air quality and sanitation issues.
<p>FY 2020 Results</p>	<p>In FY 2020, a total of 261 safety and health complaints were received, 13 of them warranted an inspection.</p> <p><u>Safety</u></p> <ul style="list-style-type: none"> • 64 safety complaints received • 7 of the 64 safety complaints received warranted an inspection. In FY 20 it took an average of 4.08 days to initiate an inspection. <p><u>Health</u></p> <ul style="list-style-type: none"> • 197 health complaints received • 6 of the 197 health complaints received warranted an inspection. In FY 2020 it took an average of 4.08 days to initiate an inspection.

SUMMARY OF ANNUAL PERFORMANCE GOALS

Conclusion	Illinois OSHA met this performance goal for FY 2020.			
	BASELINE	FY 2020 TARGET	FY 2020 RESULTS	% MET
	Safety – Initiate 100% of safety complaint inspections within five days of notification.	64 Safety complaints received	7 Investigated within an average of 4.08 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.	197 Health complaints received	6 Investigated within an average of 4.08 days	100% Investigated within five days

Annual Performance Goal # 3.3	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.								
Strategy	Performance Goal 3.3 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.								
Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)	<p>Activity Measures</p> <ul style="list-style-type: none"> • Number of public-sector consultation visits conducted • 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). <p>Intermediate Outcome Measures:</p> <ul style="list-style-type: none"> • 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. <p>Primary Outcome Measures:</p> <ul style="list-style-type: none"> • 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. 								
FY 2020 Results	<ul style="list-style-type: none"> • 16 public-sector consultation visits conducted • 16 public-sector surveys sent. One was returned and all had a score of four or higher 								
Conclusion	<p>Illinois OSHA met this performance goal for FY 2020.</p> <table border="1" data-bbox="527 1444 1382 1717"> <thead> <tr> <th data-bbox="527 1444 862 1507">BASELINE</th> <th data-bbox="862 1444 1018 1507">FY 2020 TARGET</th> <th data-bbox="1018 1444 1174 1507">FY 2020 RESULTS</th> <th data-bbox="1174 1444 1382 1507">% MET</th> </tr> </thead> <tbody> <tr> <td data-bbox="527 1507 862 1717">Customer satisfaction surveys for consultation visits in the public sector are rated four or higher.</td> <td data-bbox="862 1507 1018 1717">1 consultation survey received</td> <td data-bbox="1018 1507 1174 1717">1 scored four or higher</td> <td data-bbox="1174 1507 1382 1717">100% scored four or higher</td> </tr> </tbody> </table>	BASELINE	FY 2020 TARGET	FY 2020 RESULTS	% MET	Customer satisfaction surveys for consultation visits in the public sector are rated four or higher.	1 consultation survey received	1 scored four or higher	100% scored four or higher
BASELINE	FY 2020 TARGET	FY 2020 RESULTS	% MET						
Customer satisfaction surveys for consultation visits in the public sector are rated four or higher.	1 consultation survey received	1 scored four or higher	100% scored four or higher						

SUMMARY OF ANNUAL PERFORMANCE GOALS

Annual Performance Goal # 3.4	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.								
Strategy	Performance Goal 3.4 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.								
Performance Indicator(s) (including activity, intermediate outcome, and primary outcome measures)	Activity Measures <ul style="list-style-type: none"> Number of compliance assistance activities conducted/distributed (i.e. direct mailings, hazard alerts, newsletters) Intermediate Outcome Measures: <ul style="list-style-type: none"> Use OSHA’s OIS database management system to track compliance assistance activities. Increase compliance assistance activities by a minimum of one each year. Primary Outcome Measures: <ul style="list-style-type: none"> 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. 								
FY 2020 Results	19 compliance assistance activities performed (see detailed list on page 20 & 21).								
Conclusion	Illinois OSHA met this performance goal for FY 2020. <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 2020 TARGET</th> <th style="text-align: center;">FY 2020 RESULTS</th> <th style="text-align: center;">% MET</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 FY 2019 = 11 FY 2020 = 19 </td> <td style="text-align: center; vertical-align: middle;"> 19 compliance assistance activities </td> <td style="text-align: center; vertical-align: middle;"> 19 compliance assistance activities </td> <td style="text-align: center; vertical-align: middle;"> 100% </td> </tr> </tbody> </table>	BASELINE	FY 2020 TARGET	FY 2020 RESULTS	% MET	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 FY 2019 = 11 FY 2020 = 19	19 compliance assistance activities	19 compliance assistance activities	100%
BASELINE	FY 2020 TARGET	FY 2020 RESULTS	% MET						
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 FY 2019 = 11 FY 2020 = 19	19 compliance assistance activities	19 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 2020 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.
- The Illinois OSHA Field Operations Manual was updated and goes into effect 12/1/2020.

- Illinois OSHA developed training videos and the [Occupational Safety and Health Compliance Guide for Fire Departments](#).
 - <https://youtu.be/8eoP9J5BuKE>
 - <https://youtu.be/zUWXD9IH99s>
 - https://youtu.be/_QHfqcbf9uA
- Averaged 2015, 2016, 2017, 2018 and 2019 BLS data revealed Illinois OSHA met most of its five year strategic goal of decreasing injury and illness rates (total recordable cases) by 2% in the following NAICS by FY 2020.

NAICS	BASELINE	FY 2020 ACTUALS
State Support Activities for Transportation (NAICS 488)	7.3 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 488)	7.9 Total Recordable Cases (TRC) (averaged BLS 2015-2019 for NAICS 488) 8% increase in TRC
State Nursing and Residential Care Facilities (NAICS 623)	13.2 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 623)	12 Total Recordable Cases (TRC) (averaged BLS 2015-2019 for NAICS 488) 10% decrease in TRC
Local Fire Protection (NAICS 92216)	10.6 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 92216)	10.3 Total Recordable Cases (TRC) (averaged BLS 2015-2019 for NAICS 488) 3% decrease in TRC
Departments of Public Works (NAICS 926120)	7.7 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 926120)	6.5 Total Recordable Cases (TRC) (averaged BLS 2015-2019 for NAICS 488) 18% decrease in TRC
Water and Sewage Treatment Facilities (NAICS 2213)	6.2 Total Recordable Cases (TRC) (averaged BLS 2009-2012 for NAICS 2213)	5.7 Total Recordable Cases (TRC) (averaged BLS 2015-2019 for NAICS 488) 9% decrease in TRC

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 2020, Illinois OSHA performed 19 compliance assistance activities.
- October 4, 2019 - Promoted top 5 Illinois Public Works Departments safety violations via IDOL website, social media and media outlets. [Press Release](#)
- October 10, 2019 - Promoted top 5 Illinois Fire Department safety violations via IDOL website, social media and media outlets. [Press Release](#)
- October 17, 2019 – Promoted top 5 Illinois Water and Sewer Departments safety violations via IDOL website, social media and media outlets. [Press Release](#)

- October 17, 2019 – Compliance promotion at the 16th Annual Greater St. Louis Area Safety and Health Conference.
- October 23, 2019 – Promoted hearing loss due to work practices via IDOL website, social media and media outlets. [Press Release](#)
- October 25, 2019 – Promoted top 5 Transportation related safety violations via IDOL website, social media and media outlets. [Press Release](#)
- November 6, 2019 – Performed Confined Space entry training at the Water Collections Systems Safety Seminar.
- November 6, 2019 – Promoted Illicit Drug tool kit availability from NIOSH via IDOL website, social media and media outlets. [Press Release](#)
- January 27, 2020 – Compliance promotion at Southern Illinois Occupational Safety and Health Day.
- February 5, 2020 – Promoted Addison Fire Department Recognition for SHARP via IDOL website, social media and media outlets. [Press Release](#)
- February 21, 2020 – Performed Illinois OSHA 101 for Fire Departments training at Illinois Association of Fire Protection Districts (IAFPD) Winter Conference.
- March 4, 2020 – Promoted 29th Annual DIOSSH Day and Illinois OSHA participation via IDOL website, social media and media outlets. [Press Release](#)
- May 5, 2020 - Emailed COVID-19 Workplace Guidance to 6,193 state and local government employers. [COVID-19 Workplace Guidance Document](#)
- June 11, 2020 – Promoted heat related illness hazards via IDOL website, social media and media outlets. [Press Release](#)
- July 5, 2020 – Distributed new Illinois OSHA require posters in English.
- July 23, 2020 – Promoted Health, Safety and Labor posters requirements through IDOL website, social media and media outlets. [Press Release](#)
- August 6, 2020 – Promoted Safe and Sound Week through IDOL website, social media and media outlets. [Press Release](#)
- August 10, 2020 - Distributed new Illinois OSHA required posters in Spanish and Polish.
- September 10, 2020 – Promoted Campaign to Prevent Falls at Construction Worksites public and private through IDOL website, social media and media outlets. [Press Release](#)

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.
- On May 5, 2020, Illinois OSHA distributed the COVID-19 Workplace Guidance to 6,193 state and local government employers. [COVID-19 Guidance on Workplace Rights and Safety](#)

MANDATED ACTIVITES

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.
On 8/5/2020 a COVID-19 Hazard Assessment for On-Site Inspections Directive was issued in accordance with [TITLE 56, PART 350, SUBPART A, SECTION 350.70](#) of the Administrative Rules implementing a remote opening procedure for all on-site inspections in order to perform a COVID-19 hazard determination. Inspectors are required to attempt to contact the appropriate employer representative prior to departing for an on-site inspection. If this determination cannot be completed prior to going on-site, complete it as the first item during the opening conference.
- 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 2019 SAMM Report)

23(g) State Plans Projected Program Activities

	FY 2020 Projections*		FY 2020 Actuals	
	Safety	Health	Safety	Health
Public-Sector Inspections	500	200	229	20
Public-Sector Consultations	13	7	6	10

**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.*

In FY 2019 Illinois OSHA filled three Public Safety Inspector and one Regional Enforcement Manager positions which increased program activities and surpassed FY 2018 actuals by 67 inspections.

23(g) Compliance Assistance

	FY 2020 Projections		FY 2020 Actuals	
	New	Total	New	Total
SHARP participants-Public Sector	1	1	1	1
Outreach Participants		**9,000		9,368

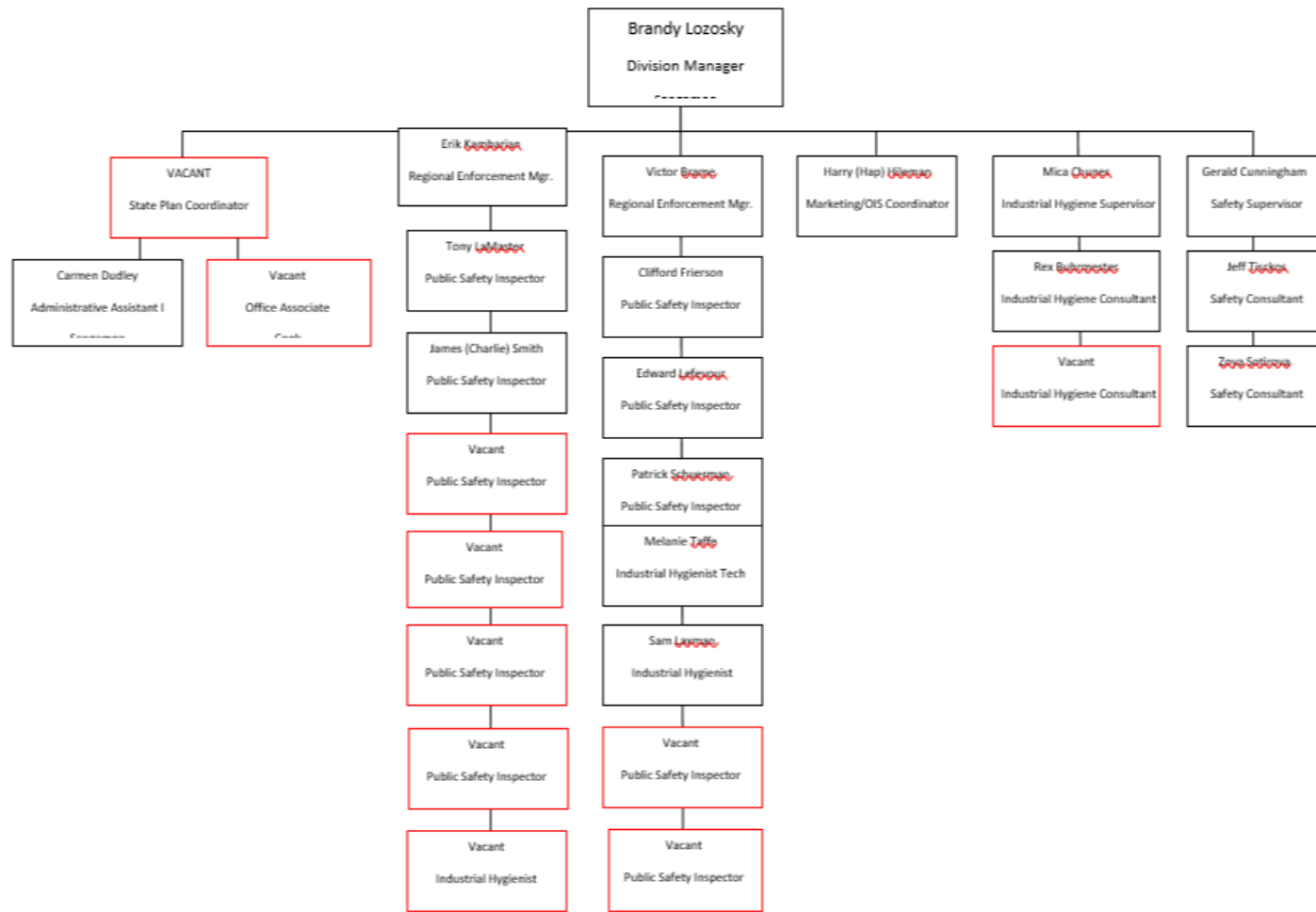
***Outreach participants are the total number of trainees/participants anticipated to be affected by state outreach activities during the period, such as formal training, workshops, seminars, speeches, conferences, and informal worksite training.*

Illinois OSHA met 36% of the fully-staffed and fully-trained year-to-date projection of 700. Eight more inspections than the 214 inspection conducted in FY 2019.

The Illinois On-Site Consultation Program met 80% of the projected public-sector consultation goal of 20 consultations. Anticipating vacancies would be filled in FY 2020, consultation projections were increased by five consultations from FY 2019 to FY 2020. The unexpected pandemic reduced the amount of consultation requests received and slowed down the hiring process, therefore making it difficult to reach the increased goal of 20 consultations.

Illinois OSHA's outreach activities in FY 2020 such as formal training, workshops, seminars, speeches, conferences and informal worksite training resulted in 9,368 trainee/participants.

23(g) ORGANIZATIONAL CHART



FY 2020 SAMM REPORT
ILLINOIS OSHA MANDATED ACTIVITIES
OCTOBER 1, 2019 – SEPTEMBER 30, 2020

SAMM #	Measure	RIDs Selected	All State Plan RIDs	All Federal RIDs	National
01A	Time to Initiate Complaint Inspections STATE formula (Average Number of Work Days to Initiate Complaint Inspections)	53	73,581	29,294	102,875
		4.08	10.10	6.08	8.50
		13	7,286	4,818	12,104
01B	Time to Initiate Complaint Inspections FEDERAL formula (Average Number of Work Days to Initiate Complaint Inspections)	42	43,279	12,546	55,825
		3.23	5.94	2.60	4.61
		13	7,286	4,818	12,104
02A	Time to Initiate Complaint Investigations STATE formula (Average Number of Work Days to Initiate Complaint Investigations)	155	232,508	21,519	254,027
		1.13	5.70	0.87	3.88
		137	40,769	24,648	65,417
02B	Time to Initiate Complaint Investigations FEDERAL formula (Average Number of Work Days to Initiate Complaint Investigations)	7	115,953	6,354	122,307
		0.05	2.84	0.26	1.87
		137	40,769	24,648	65,417
03	Timely Response to Imminent Danger Complaints and Referrals (Percent of Complaints and Referrals of Imminent Danger Responded to within 1 Day)	0	526	394	920
		0.00%	99.06%	94.48%	97.05%
		0	531	417	948
04	Number of Denials where entry not obtained	0	2	1	3
05	Average Number of Violations per Inspection with Violations by Violation Type - SWRU	717	36,046	33,553	69,599
		3.98	1.67	1.92	1.78
		180	21,577	17,451	39,028
	Average Number of Violations per Inspection with Violations by Violation Type - OTS	88	29,708	6,703	36,411
		0.49	1.38	0.38	0.93
180	21,577	17,451	39,028		
06	Percent of Total Inspections in Public Sector	249	3,735	21	3,756

		100.00%	11.71%	0.10%	7.01%
		249	31,909	21,674	53,583
07	Inspections - Safety	229	23,809	17,558	41,367
	Inspections - Health	20	8,100	4,116	12,216

FY 2020 SMM REPORT
ILLINOIS OSHA MANDATED ACTIVITIES
OCTOBER 1, 2019 – SEPTEMBER 30, 2020

SAMM #	Measure	RIDs Selected	All State Plan RIDs	All Federal RIDs	National
08	Average Current Penalty per Serious Violation (Private Sector) - Total (1 to greater than 250 Employees)	\$0.00	\$64,609,050.47	\$112,488,885.19	\$177,097,935.66
		\$0.00	\$2,496.39	\$3,993.64	\$3,276.68
		0	25881	28167	54048
	Average Current Penalty per Serious Violation (Private Sector) - 1-25 Employees	\$0.00	\$23,969,300.32	\$48,499,411.50	\$72,468,711.82
		\$0.00	\$1,535.00	\$2,696.51	\$2,156.81
		0	15614	17986	33600
	Average Current Penalty per Serious Violation (Private Sector) - 26-100 Employees	\$0.00	\$14,036,178.00	\$23,230,826.03	\$37,267,004.03
		\$0.00	\$2,793.27	\$4,967.04	\$3,841.17
		0	5025	4677	9702
	Average Current Penalty per Serious Violation (Private Sector) - 101-250 Employees	\$0.00	\$8,814,491.75	\$13,110,760.82	\$21,925,252.57
		\$0.00	\$4,416.08	\$6,500.13	\$5,463.56
		0	1996	2017	4013
Average Current Penalty per Serious Violation (Private Sector) - Greater than 250 Employees	\$0.00	\$17,789,080.40	\$27,647,886.84	\$45,436,967.24	
	\$0.00	\$5,480.31	\$7,928.85	\$6,748.40	
	0	3246	3487	6733	
09	Percent In Compliance - Safety	50	7,077	4,216	11,293
		24.04%	34.39%	27.54%	31.47%
		208	20,577	15,307	35,884
	Percent In Compliance - Health	11	2,576	1,094	3,670
		61.11%	41.95%	35.90%	39.94%
		18	6,141	3,047	9,188
10	Percent of Work Related Fatalities Responded to in 1 Work Day	7	769	1,245	2,014

		100.00%	86.89%	88.68%	87.99%
		7	885	1,404	2,289

FY 2019 SAMM REPORT
 ILLINOIS OSHA MANDATED ACTIVITIES
 OCTOBER 1, 2019 – SEPTEMBER 30, 2020

SAMM #	Measure	RIDs Selected	All State Plan RIDs	All Federal RIDs	National
11	Average Lapse Time - Safety	4,765	944,157	837,013	1,781,170
		27.39	55.22	55.26	55.24
		174	17,097	15,146	32,243
	Average Lapse Time - Health	200	300,525	184,438	484,963
		28.57	63.31	67.96	65.00
		7	4,747	2,714	7,461
12	Penalty Retention Percent Penalty Retained	\$0.00	\$48,631,020.70	\$127,524,688.53	\$176,155,709.23
		0.00%	76.89%	65.85%	68.57%
		\$0.00	\$63,247,020.50	\$193,656,394.00	\$256,903,414.50
13	Percent of Initial Inspections with Employee Walk around Representation or Employee Interview	249	31,412	21,023	52,435
		100.00%	98.44%	97.00%	97.86%
		249	31,909	21,674	53,583

ADJUSTMENTS

COVID-19 Complaints

When responding to COVID-19 complaints, Illinois OSHA first determined jurisdiction. The majority of the complaints fell under the jurisdiction of the following enforcement agencies:

- Illinois OSHA – state and local government employers
- Federal OSHA – private sector employers
- Department of Commerce and Economic Development (DCEO) – business essential
- Illinois Department of Public Health (IDPH)/Illinois Attorney General Workplace Rights Bureau (WRB)– social distancing, masks and occupancy requirements

The complaints that fell under Federal OSHA’s jurisdiction were entered into the OSHA Information System (OIS) and transferred to one of the five Illinois Federal OSHA Area Offices. All complainants were notified as to where their complaint had been forwarded.

Private sector complaints with alleged violation of social distancing, business essential, stay at home order, mask or occupancy requirements were forwarded to DCEO, IDPH and/or WRB. All complainants were notified as to where their complaint had been forwarded.

All complaints against state and local government employers with alleged violation of social distancing, stay at home order, mask, occupancy, personal protective equipment or Center for Disease Control (CDC) guidelines were handled by sending a certified letter to the employer notifying them of the complaint and requesting a self-audit with corrective measures taken within five days of receipt of the letter. The employer was required to provide adequate proof, such as pictures or documents, showing hazard correction. If the employer failed to communicate or correct the hazard, an automatic inspection was triggered. The complainant was notified that a letter was sent to the employer and that they would be provided the employers corrective action response.

From March 1, 2020 to September 30, 2020 Illinois OSHA received 170 state and local government COVID-19 complaints. Of the 170 complaints, seven warranted an inspection. While the inspections did result in citations being issued, none were related to COVID-19. Additionally, 346 private sector complaints were entered into the OIS system and transferred to one of the five Federal OSHA Area Offices.

Deobligation

The program deobligated \$450,000 during the FY 2020 grant. The deobligation was timely and there were no lapsed funds.