

2001-03 Performance Progress Report

For Quarter Ending 6/30/2003

Agency 235

Department of Labor and Industries

Mission

Our mission is to promote a safe and healthful environment in which to work and live. In partnership with our customers, we strive to prevent injury, occupational illness and disability, and limit economic hardship.

Goal Saving lives and preventing injuries and illnesses. We work with employers and employees to reduce hazards in every workplace.

Performance Measure Number of serious workplace hazards identified and fixed by enforcement inspections and technical assistance visits. This performance measurement is based on an agreement made with OSHA and renegotiated yearly based on the Federal fiscal year.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	3607	2709	2921	3078	*3626	3322	3626	3626
Actual	3495	3596	3052	5134	4466	2700	3665	2766
Date Measured	10/31/2001	1/31/2002	4/30/2002	7/31/2002	10/31/2002	1/31/2003	4/30/2003	7/31/2003

Quarter 5 Comment * The target performance estimate/goal is based on a yearly agreement made between WISHA and OSHA. New goals are established based on internal policy changes to citation/violation processes, staff capacity, and the complexity of inspections.

Goal Workers' Compensation: Providing better service to employers and employees. We provide sure and certain relief to injured workers and their families through effective and efficient service while controlling costs.

Performance Measure Change in the duration of time-loss benefits for industrial insurance claims since the quarter ending 6/30/97. Biennial Goal is a 7.5 percent reduction.

* *Time Loss Duration is an approximate index of the amount of time existing claims remain open, and therefore an indication of the cost of future benefits that will be paid.*

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	-7.5%	-7.5%	-7.5 %	-7.5%	-7.5%	-7.5%	-7.5%	-7.5%
Actual	2.5%	7.0%	6.7%	16%	16.8%	16.5%	16.1%	16.7%
Date Measured	10/31/2001	1/31/2002	4/30/2002	7/31/2002	10/31/2002	1/31/2003	4/30/2003	7/31/2003

Quarter 1 Comment This quarter's measure was distorted by an unusual amount of back time loss payments to claimants where more than one months worth of timeloss was paid.

Quarter 2 Comment This quarter's measure was distorted by an unusual amount of back time loss payments to claimants where more than one months worth of timeloss was paid.

Quarter 3 Comment The percentage is down from last quarter. Claims specific initiatives are being built to reduce timeloss duration.

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Performance Measure Initial workers' compensation time-loss payments paid within fourteen days.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	95%	95%	95%	95%	95%	95%	95%	95%
Actual	91.65%	90.91%	92.45%	91.33%	91.71%	92.42%	91.15%	89.41%
Date Measured	10/31/2001	1/31/2002	4/30/2002	7/31/2002	10/31/2002	1/31/2003	4/30/2003	7/31/2003

Goal Customers express satisfaction with the ease of accessing L&I information and services, based on annual survey data.

Performance Measure Increase the number of employers conducting business over the Internet with L&I. Signup 6500 additional employers for FY2002 and 4700 additional employers for FY 2003 for online payment of premiums.

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	400	1400	2100	1100	1200	1200	1200	1200
Actual	1686	1915	1938	1591	1406	1983	2453	8,779
Date Measured	10/31/2001	1/31/2002	4/30/2002	7/31/2002	10/31/2002	1/31/2003	4/30/2003	7/31/2003

Quarter 3 Comment Additional publicity and efforts by agency staff to make customers aware of this opportunity should greatly increase participation.

Goal We support the development of high skilled workers who earn a livable wage.

Performance Measure Number of new apprentices enrolled in registered apprenticeship programs in Washington State.

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	1019	1019	1018	1018	1019	1019	1018	1018
Actual	1172	622	464	689	998	581	616	626
Date Measured	10/31/2001	1/31/2002	4/30/2002	7/31/2002	10/31/2002	1/31/2003	4/30/2003	7/31/2003

Goal We prevent injuries and deaths.

Performance Measure Percentage of electrical inspections completed within a 24 hour period.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	89%	89%	89%	89%	89%	89%	89%	89%
Actual	88%	93%	93%	88.2%	89.9%	89.8%	92.1%	88.5%
Date Measured	10/31/2001	1/31/2002	4/30/2002	7/31/2002	10/31/2002	1/31/2003	4/30/2003	7/31/2001