

## APPENDIX C

### PERFORMANCE GOALS – 23 (g)

A statement of goals, strategic tools for achieving those goals and performance measures for evaluating progress toward goals are given on the following pages.

#### GOAL 1.1

##### Targeting the Mobile Workforce

<b>5-Year Strategic Goal</b>	<b>Secure safe and healthy workplaces, particularly in high-risk industries, and improve workplace safety and health through enforcement and consultative assistance.</b>
<b>FY 2015 Performance Goal</b>	Target the mobile workforce to reduce fatalities and occupational injuries and illnesses in construction and agriculture by reducing and eliminating hazards in these industries.
<b>Strategy</b>	<p>Identify and prioritize for inspections the complaints, accidents and referrals received for these industries.</p> <p>Conduct more comprehensive inspections for these industry groups in order to have a more direct impact on the leading causes of injuries/illnesses and fatalities.</p> <p>Construction inspections will focus on preventing leading causes of injuries and fatalities due to falls, electrocution, struck-by, or crushed by/caught between.</p> <p>Agriculture inspections will focus on preventing leading causes of injuries, illnesses, and fatalities from: heat illness, contact with objects/equipment, and crushed by/caught between.</p>
<b>FY 2015 Performance Indicators</b>	<p><b>Activity Measures</b> The Cal/OSHA Enforcement Unit will conduct approximately 2,600 inspections combined for both construction and agriculture.</p> <p>Cal/OSHA will attempt to sustain a higher percentage of the serious classification of citations issued as result of these inspections.</p> <p><b>Outcome Measures</b> Abatement of non-contested serious hazards found in these industries will be achieved in 95% of cases.</p> <p>Fatal injuries in construction and agriculture will be reduced by 2% compared to the average for the past three years.</p> <p>Incidence rates for total recordable occupational injury and illness cases per 100 full time employees for Agriculture and Construction will be reduced by 0.2 compared to the average for the past three years.</p>
<b>Data Sources</b>	All Enforcement activity data will be tracked by OIS. Census of Fatal Occupational Injuries and Illnesses will be used for fatality data. Labor Research and Statistics data will be used for injury and illness information.

## GOAL 1.1

### Targeting the Mobile Workforce (continued)

<b>Baseline</b>	Prior FY measures for Enforcement activity. Average for the past three years for fatalities and injury/illness.
<b>Comment</b>	It is reasonable to infer that sustained efforts by Cal/OSHA for the past five years in these industries have resulted in overall reduction in fatalities and occupational injuries and illnesses.

## GOAL 1.2

### High Hazard Employer Programs

<p><b>5-Year Strategic Goal</b></p>	<p><b>Secure safe and healthy workplaces, particularly in high-risk industries, and improve workplace safety and health through enforcement and consultative assistance.</b></p>
<p><b>FY 2015 Performance Goal</b></p>	<p>To reduce injuries, illnesses and fatalities in selected high hazard industries, with a goal of removing the specific industry as defined by the 3-6 digits NACIS code from the High Hazard List due to decreased injury and illness rates.</p>
<p><b>Strategy</b></p>	<p>Target for inspections High Hazard establishments that are representative of industries defined as those that have been determined by California (designated by NAICS codes) to be of a high hazardous nature to workers; and/or establishments that have experience modification rates at or exceeding 125%; and/or establishments with Work Class Codes that have higher industry losses as reflected in the Pure Premium Rates. Additionally, target for inspections establishments from the High Hazard list of industries where amputations occurred.</p> <p>Conduct comprehensive inspections of these sites.</p> <p>Evaluate and assist in the development and implementation of effective injury and illness prevention programs at these sites.</p>
<p><b>FY 2015 Performance Indicators</b></p>	<p><b><u>Activity Measures</u></b> The High Hazard Enforcement Unit will conduct 350 inspections of high hazard industries from highest priority NAICS codes.</p> <p><b><u>Outcome Measures</u></b> Abatement of non-contested serious hazards found in these industries will be achieved in 97% of cases.</p> <p>Percentage of Programmed inspections conducted in High Hazard establishments, with Serious/Willful/Repeat violations will increase by 10%.</p>
<p><b>Data Sources</b></p>	<p>All Enforcement activity data will be tracked by OIS. Labor Research and Statistics data will be used for identifying industries. WCIS and other databases available to DIR will be used for identifying establishments.</p>
<p><b>Baseline</b></p>	<p>Prior FY measures for Enforcement activity.</p>
<p><b>Comment</b></p>	<p>It is reasonable to infer that comprehensive inspections conducted by the High Hazard Enforcement Unit at establishments on the High Hazard list for the past five years resulted in decreased injury and illness rates, and consequently, removal of these industries from the High Hazard list.</p>

## GOAL 1.3

### Process Safety Management and Related Industries (PSM)

<p><b>5-Year Strategic Goal</b></p>	<p><b>Secure safe and healthy workplaces, particularly in high-risk industries, and improve workplace safety and health through enforcement and consultative assistance.</b></p>
<p><b>FY 2015 Performance Goal</b></p>	<p>To reduce fatalities and occupational injuries and illnesses in refineries and other industries which fall under the requirements of the PSM standard.</p>
<p><b>Strategy</b></p>	<p>Efficiently target PSM facilities other than petroleum refineries for Programmed inspections by using a number of databases to determine which PSM facility to inspect each year. These databases include, but are not limited to, IMIS, RTKNET.org, OSHA.gov.</p> <p>Also identify PSM facilities for inspections through the PSM Unit's outreach programs, complaints from statewide CUPA representatives, and other local, county, and federal agencies.</p> <p>Perform comprehensive petroleum refinery inspections both during the turnarounds, and during normal operating conditions.</p> <p>Conduct PSM inspections in response to all accidents, incidents and near misses that come to the attention of the PSM Unit, occurring at all facilities covered by the PSM standard.</p>
<p><b>FY 2015 Performance Indicators</b></p>	<p><b>Activity Measures</b>  The Cal/OSHA Process Safety Management Unit (PSM) will conduct a total of 40 Programmed inspections at facilities other than petroleum refineries that meet the trigger threshold quantities for the PSM standard.</p> <p>The PSM Unit will participate in 5 outreach/compliance assistance activities provided to industry/ professional groups.</p> <p>The PSM Unit will conduct 4 comprehensive inspections of petroleum refineries.</p> <p>The PSM Unit will conduct follow-up inspections at establishments other than petroleum refineries for 10% of all inspection types, whether Programmed, complaint, accident or referral.</p> <p><b>Outcome Measures</b>  Abatement of non-contested serious hazards found in these industries will be achieved in 98% of cases.</p> <p>The number of fatalities and serious injuries/illnesses attributable to violations of the PSM standard at these facilities will be maintained at the average level for the past three years.</p>
<p><b>Data Sources</b></p>	<p>All Enforcement activity data will be tracked by OIS.  Census of Fatal Occupational Injuries and Illnesses will be used for fatality data.  Labor Research and Statistics Unit data will be used for injury and illness information.</p>
<p><b>Baseline</b></p>	<p>Prior FY measures for Enforcement activity.  Average for the past three years for fatalities and injury/illness.</p>
<p><b>Comment</b></p>	<p>Compliance rates in PSM-covered industries increased steadily over the past 7 years.</p>

## GOAL 2.1

### Heat Illness Prevention Educational Outreach to Employees and Employer Groups

<b>5-Year Strategic Goal</b>	<b>Promote workplace cultures that increase employee and employer awareness of, commitment to, and involvement in safety and health.</b>
<b>FY 2015 Performance Goal</b>	To raise awareness of heat illness prevention among employees and employer groups in outdoor places of employment.
<b>Strategy</b>	<p>Focus heat illness prevention efforts in the construction, agriculture and landscaping industries.</p> <p>Work collaboratively with agricultural, construction, landscaping, and other related stakeholders to increase compliance at these worksites through education, outreach, and by conducting enforcement inspections.</p> <p>Distribute heat illness prevention outreach material for employers and employees.</p>
<b>FY 2015 Performance Indicators</b>	<p><b><u>Activity Measures</u></b>            Cal/OSHA will conduct 2,300 inspections of outdoor places of employment where heat hazards will be evaluated. Note: landscaping is considered an agricultural service and will be counted as part of the agriculture inspections.</p> <p>Cal/OSHA staff will work with employers, labor groups, community and faith based organizations, and local governments to distribute information and answer questions regarding heat illness prevention. A minimum of 75 seminars will be conducted where heat illness prevention will be emphasized.</p> <p>Cal/OSHA will distribute a minimum of 5,000 units of heat illness prevention outreach materials during inspections and outreach events.</p> <p><b><u>Outcome measures</u></b>            Abatement of non-contested heat hazards found in outdoor places of employment will be achieved in 93% of cases.</p> <p>The number of heat-related serious illnesses and fatalities occurring in outdoor places of employment, based on Cal/OSHA internal tracking, will be maintained at the average level for the past three years.</p>
<b>Data Sources</b>	All Enforcement activity data will be tracked by OIS. Numbers of outreach events, outreach materials distributed will be internally tracked. Number of heat-related serious illnesses and fatalities will also be tracked internally.
<b>Baseline</b>	Prior FY measures for Enforcement activity. Average for the past three years for fatalities.
<b>Comment</b>	Compliance rates with the Heat Illness Prevention standard (California is the only state in the nation having such regulation) for inspections in Agricultural establishments increased steadily over the past five years.

## GOAL 2.2

### Educational Outreach to Vulnerable Employee Populations

<b>5-Year Strategic Goal</b>	<b>Promote workplace cultures that increase employer and employee awareness of, commitment to, and involvement in safety and health.</b>
<b>FY 2015 Performance Goal</b>	To promote and interact with high-risk worker organizations about workplace safety and health.
<b>Strategy</b>	<p>Non-English speaking workers traditionally are employed in high risk industries such as agriculture, construction, and manufacturing. In addition, Non-English speaking employees are considered “high risk” by virtue of the number of serious accidents and deaths they experience annually when compared to English speakers. To improve communication and education to high-risk vulnerable employee populations regarding workplace safety and health rights, responsibilities, and hazard, the Division’s Compliance Assistance unit will continue to provide training and outreach to vulnerable populations through employer- and employee-group partners. Services will be provided in English, Spanish, Mixteco, Zapoteco, Triqui, Hmong, Punjabi, Vietnamese and Chinese (Cantonese and Mandarin).</p> <p>The Division will continue the outreach and training activities of the three-member Bilingual Outreach Team (BOT), which began in the summer of 2012, to provide information and training in English and Spanish on various safety and health topics to a wide variety of events attended by vulnerable worker populations. These events are organized by worker centers, community-based and faith-based organizations, advocacy groups, and consulates of Latin American countries.</p> <p>The Division will work with worker education programs at the University of California (Labor Occupational Health Program at UC Berkeley and Labor Occupational Safety and Health Program at UCLA) to conduct a series of outreach and training events with high-risk workers and their organizations on both health and safety topics and on how to work effectively with the Division.</p> <p>In addition, the 23(g) Consultation Program staff will update and translate publications.</p>
<b>FY 2015 Performance Indicators</b>	<p><b><u>Activity Measures</u></b> Cal/OSHA Enforcement Unit will continue to distribute publications and flyers to employers, supervisors, foremen and workers in English and other languages that detail the requirements of Cal/OSHA regulations including worker rights. Publication distribution will exceed 12,000 in total.</p> <p>The Division will conduct 100 events in FY 2015 by the BOT and regular DOSH staff at events with vulnerable workers organized by worker and community organizations, the UC programs, and consulates.</p> <p><b><u>Outcome Measures</u></b> At least 1,000 event participants will be provided knowledge of workplace health and safety hazards, workers’ rights under the law and how to exercise these. An additional 18,000 workers will gain this information from trainings conducted by participants in the DOSH events.</p> <p>The Farm Labor Contractor Safety and Health Guide will be re-titled and revised, and translated into Spanish;</p> <p>The Consultation Program will update the Respiratory Protection Fact Sheet.</p>

## GOAL 2.2

### Educational Outreach to Vulnerable Employee Populations (continued)

<b>Data Sources</b>	<p>The number of English and Spanish publications distributed will be measured by tracking downloads for each language from web hits, and by counting handouts in each language provided to attendees at trainings and onsite.</p> <p>The number of activities will be measured by the roster of completed events and the roster of participants will indicate the number of people directly trained by the Division. A post-event survey of participants in Division activities will be used to determine the number of people indirectly trained via events conducted by participants who attended Division activities.</p>
<b>Baseline</b>	<p>Compliance Assistance will measure current year against previous year for publication distribution.</p> <p>The activity level of the BOT during FY 2014 will be used as the baseline for training and outreach activities of this type.</p>
<b>Comment</b>	<p>It is reasonable to infer additional employees in vulnerable populations will receive workplace safety and health training and information that weren't previously available.</p>

## GOAL 2.3

### Partnership Programs

<b>5-Year Strategic Goal</b>	<b>Promote workplace cultures that increase employer and employee awareness of, commitment to, and involvement in safety and health.</b>
<b>FY 2015 Performance Goal</b>	To promote voluntary compliance by offering employers a variety of partnerships including recognition and exemption programs.
<b>Strategy</b>	Identify employers who have the potential to successfully participate in and/or renew their status in the California Voluntary Protection Program (Cal/VPP) and/or Cal/VPP for Construction.
<b>FY 2015 Performance Indicators</b>	<p><b><u>Activity Measures</u></b> The Cal/VPP and Cal/VPP Construction units will hold one workshop each to promote Cal/VPP and Cal/VPP Construction.</p> <p><b><u>Outcome Measures</u></b></p> <p><u>Cal/VPP:</u></p> <ul style="list-style-type: none"> <li>2 New establishments into the Division's leadership level for fixed site establishments</li> <li>22 Cal/VPP renewals</li> </ul> <p><u>Cal/VPP Construction:</u></p> <ul style="list-style-type: none"> <li>6 New establishments into the Division's leadership level partnership program for construction VPP worksites.</li> <li>0 Renewals (as the program is transitioning from the State-wide General Contractor certification to three site-specific certifications per General Contractor, all the employers/sites are new to the recognition/exemption program)</li> </ul>
<b>Data Sources</b>	All Consultation activity data will be tracked by OIS.
<b>Baseline</b>	Measure current year against previous year.
<b>Comment</b>	<p>It is reasonable to infer that participation in one of Consultation's partnership programs can provide the following benefits:</p> <ul style="list-style-type: none"> <li>• Reduction in injuries and illnesses</li> <li>• Lower worker's compensation costs</li> <li>• Improvement in employee motivation</li> <li>• Higher quality and productivity</li> <li>• Community recognition as a leader</li> <li>• Statewide recognition from their industry and government as a quality employer</li> <li>• Increased job referrals and bid acceptance</li> </ul>

### Goal 3.1

#### Citation Lapse Time

<b>5-Year Strategic Goal</b>	<b>Maximize Cal/OSHA's effectiveness and enhance public confidence.</b>
<b>FY 2015 Performance Goal</b>	To respond effectively to mandates so that workers are provided full protection under Cal/OSHA by timely issuance of citations, so that hazards could be timely corrected.
<b>Strategy</b>	<p>Reduce the time from opening conference to issuance of a citation on a Statewide basis.</p> <p>Work cooperatively with employers during inspections to effect correction of the most significant hazards before the issuance of citations.</p>
<b>FY 2015 Performance Indicators</b>	<p><b><u>Activity Measures</u></b>          Cal/OSHA Offices will run monthly the "Open Inspections with Citations Pending" report and work with CSHOs to expedite citations issuance.</p> <p>Cal/OSHA will monitor SAMMs and other management reports to track progress of citations lapse time.</p> <p><b><u>Outcome Measures</u></b>          Average number of days for safety citations issuance for all types of inspection will decrease by 5% as compared with FY 2013, and for health citations will decrease by 3%.</p> <p>Percentage of serious violations abated during inspection will increase by 5%.</p>
<b>Data Sources</b>	All Enforcement activity data will be tracked by OIS. Progress toward achieving the outcome measures will be tracked by SAMMS and customized Micro-To-Host reports
<b>Baseline</b>	Prior FY measures for Enforcement activity.
<b>Comment</b>	AB 2774, which became effective on January 1, 2011, and which changed the definition of the serious violations in a manner expected to increase the number of serious citations issued, also introduced the mandate for Cal/OSHA to notify employers in writing of its intent at least 15 days prior to issuance. This has had a significant impact on the case lapse time, increasing it accordingly.

## Goal 3.2

### Fatality Investigation Response Time

<b>5-Year Strategic Goal</b>	<b>Maximize Cal/OSHA's effectiveness and enhance public confidence.</b>
<b>FY 2015 Performance Goal</b>	Respond effectively to mandates so that workers are provided full protection under Cal/OSHA by timely response to work related fatality/catastrophe reports.
<b>Strategy</b>	Reduce statewide fatality investigation response time.
<b>FY 2015 Performance Indicators</b>	<p><b><u>Activity Measures</u></b> Fatality investigation response time is measured from the time the district office receives notification of the fatality to the date of attempted entry.</p> <p>Cal/OSHA will use internal tracking to monitor on a monthly basis the fatality investigation response time, and correct data entry errors that occur.</p> <p><b><u>Outcome Measures</u></b> Cal/OSHA will respond within one day to 100% of the reported fatalities.</p>
<b>Data Sources</b>	All Enforcement activity data will be tracked by OIS.
<b>Baseline</b>	Prior FY measures for Enforcement activity.
<b>Comment</b>	Cal/OSHA will also try to reduce the non-fatal accident investigations response time.

## APPENDIX D

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

#### 23(g) Compliance and Consultation

23(g) Compliance & Consultation	Actual FY 2013		Estimated FY 2014		Projected FY 2015	
	Safety	Health	Safety	Health	Safety	Health
Private Sector Inspections – Non Construction	3,678	1,202	3,500	1,000	3,625	1,050
Private Sector Inspections – Construction	1,855	256	1,700	175	1,825	190
Public Sector Inspections – Total	263	205	200	150	250	160
<b>Total Inspections</b>	<b>5,796</b>	<b>1,663</b>	<b>5,400</b>	<b>1,325</b>	<b>5,700</b>	<b>1,400</b>
Public Sector <b>Consultation</b> Visits	20	11	23	8	22	10
Private Sector Consultation Visits – 23(g) (KY, PR, and WA Only)	n/a	n/a	n/a	n/a	n/a	n/a
<b>Total Consultation Visits</b>	<b>20</b>	<b>11</b>	<b>23</b>	<b>8</b>	<b>22</b>	<b>10</b>

#### 23(g) Compliance Assistance

23(g) Compliance Assistance	Actual FY 2012		Estimated FY 2013		Projected FY 2014	
	New	Total	New	Total	New	Total
VPP Participants – General Industry	7*	73	3	76	2	77
VPP Participants – Construction	6**	21	6	22	6	22
VPP Participants – Public Sector	0	0	0	0	0	0
Participants in Cooperative Programs with Enforcement Incentives (i.e., Strategic Partnerships)	0	0	0	0	0	0
Participants in Cooperative Programs without Enforcement Incentives (i.e., Alliances)	0	0	0	0	0	0
SHARP Participants – 23(g) (KY, PR, and WA Only)	n/a	n/a	n/a	n/a	n/a	n/a
Outreach Participants		37,000		20,000		

\* Seven new sites were enrolled in VPP and 6 in VPP-C in FFY 2013, not 8 VPP and 2 VPP-C, as previously reported.

\*\*Effective January 1, 2013, VPP-C amended its policy to allow three specific work sites per General Contractor (GC). The number of sites in the “new” column represents individual construction sites, and single site renewals.