

2017/2018 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

5-Year Strategic Goal	Secure safe and healthy workplaces, particularly in high-risk industries, and improve workplace safety and health through enforcement and consultative assistance.
FY 2018 Performance Goal	Target the mobile workforce to reduce fatalities and occupational injuries and illnesses in construction and agriculture by reducing and eliminating hazards in these industries.
Strategy	<p>Identify and prioritize for inspection the complaints, accidents and referrals received for these industries.</p> <p>Conduct programmed inspections of construction activities identified through notifications by employers of permitted construction work, or work involving potential exposure to asbestos or lead.</p> <p>Conduct thorough 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, crushed by/caught between, or heat illness.</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>
FY 2018 Performance Indicators	<p>Activity Measures The Cal/OSHA Enforcement Unit will conduct approximately 2,850 inspections combined for both construction and agriculture.</p> <p>Of the construction inspections, approximately 5% will be programmed.</p> <p>Cal/OSHA will attempt to sustain a 2% higher percentage of the serious classification of citations issued as result of these inspections.</p> <p>Outcome Measures Abatement of non-contested serious hazards found in these industries will be achieved in 95% of cases.</p> <p>The number of serious hazards eliminated as result of these inspections will increase by 2% compared to FFY 2016.</p> <p>The number of employees removed from serious hazards as result of these inspections will increase by 2% compared to FFY 2016.</p>
Data Sources	All Enforcement activity data will be tracked by OIS.

GOAL 1.1

Targeting the Mobile Workforce (continued)

Baseline	Prior FFY measures for Enforcement activity.
Comment	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 the hazardous conditions to which workers are exposed.

GOAL 1.2

High Hazard Targeting Program

5-Year Strategic Goal	Secure safe and healthy workplaces, particularly in high-risk industries, and improve workplace safety and health through enforcement and consultative assistance.
FY 2018 Performance Goal	To reduce injuries, illnesses and fatalities in selected high hazard industries, with a goal of removing the industry from the High Hazard Industries list due to decreased injury and illness rates.
Strategy	<p>Conduct targeted inspections of High Hazard establishments using one or more of the following methods: identify industry groups (by NAICS codes) with DART rates greater than 200% of State private sector average; and/or establishments that have experience modification rates greater than 125%; and/or establishments from the High Hazard list of industries where sentinel events occurred as determined through WCIS; and/or establishments with high Workers' Compensation claim history.</p> <p>Conduct comprehensive inspections of these sites.</p> <p>Evaluate the implementation and effectiveness of Injury and Illness Prevention Programs at these sites.</p>
FY 2018 Performance Indicators	<p><u>Activity Measures</u> The High Hazard Unit and other District Offices staff will conduct 380 targeted inspections of establishments in high hazard industries from the High Hazard Industries list.</p> <p><u>Outcome Measures</u> Abatement of non-contested serious hazards found in these inspections will be achieved in 97% of cases.</p> <p>Percentage of Programmed inspections conducted in High Hazard establishments, with Serious/Willful/Repeat violations will be 60% or greater.</p> <p>The High Hazard Targeting program will identify violations in at least 90% of all programmed inspections during the FFY.</p> <p>Average number of violations per inspection with violations will reach or exceed 5.0.</p>
Data Sources	All Enforcement activity data will be tracked by OIS. Labor Research and Statistics Office data will be used for identifying industries. WCIS and other databases available to DIR will be used for identifying establishments.
Baseline	Prior FY measures for Enforcement activity.
Comment	It is reasonable to infer that comprehensive inspections conducted under this program at establishments on the High Hazard Industries list for the past five years will result in decreased injury and illness rates.

GOAL 1.3

Process Safety Management (PSM) and Covered Industries

5-Year Strategic Goal	Secure safe and healthy workplaces, particularly in high-risk industries, and improve workplace safety and health through enforcement and consultative assistance.
FY 2018 Performance Goal	To reduce fatalities and occupational injuries and illnesses in petroleum refining and other industries which fall under the requirements of the PSM standard.
Strategy	<p>Efficiently target PSM facilities, other than petroleum refineries, for programmed inspections selected from a database developed by the PSM Unit, by utilizing the Fed/EPA RMP database, RTKNET.org., OSHA.gov and the CERS database managed by Cal/EPA. The database randomizes targeted PSM facilities by taking account for size, number of employees, population density, and releases.</p> <p>Also identify PSM facilities for inspection through the PSM Unit's outreach program, complaints from statewide CUPA representatives, and other local, county, and federal agencies.</p> <p>Starting in January 2015 a newly enacted Labor Code provision (7872) requires refinery employers in California to report to Cal/OSHA annually (by September 15 of the current year) a schedule of "turnaround" maintenance periods planned for the following calendar year, and the PSM Unit will inspect a number of these turnarounds.</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>
FY 2018 Performance Indicators	<p><u>Activity Measures</u></p> <p>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 five outreach/compliance assistance activities provided to industry/professional groups.</p> <p>The PSM Unit will conduct four comprehensive inspections of petroleum refineries during normal operating conditions.</p> <p>The PSM Unit will conduct four comprehensive turnaround inspections of petroleum refineries (two in the North and two in the South), in accordance with Labor Code 7872.</p> <p>The PSM Unit will conduct follow-up inspections at establishments other than petroleum refineries for 10% of all inspection types, whether programmed or unprogrammed.</p> <p><u>Outcome Measures</u></p> <p>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 reduced compared to the average level for the past three years.</p>

GOAL 1.3

Process Safety Management (PSM) and Covered Industries (continued)

Data Sources	All Enforcement activity data will be tracked by OIS. Census of Fatal Occupational Injuries and Illnesses will be used for fatality data. Occupational Illness and Injuries Statistics Unit data will be used for injury and illness information.
Baseline	Prior FY measures for Enforcement activity. Average for the past three years for fatalities and injury/illness.
Comment	Compliance rates in PSM-covered industries increased steadily over the past 7 years, and the number, frequency and severity of catastrophic events at PSM-covered facilities has been maintained at lower than national levels.

GOAL 2.1

Heat Illness Prevention Enforcement and Outreach to Employees and Employer Groups

5-Year Strategic Goal	Promote workplace cultures that increase employee and employer awareness of, commitment to, and involvement in safety and health.
FY 2018 Performance Goal	To raise awareness of heat illness prevention among employees and employer groups in outdoor places of employment.
Strategy	<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>
FY 2018 Performance Indicators	<p><u>Activity Measures</u> Cal/OSHA will conduct 2,500 inspections of outdoor places of employment where heat hazards will be evaluated.</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 95 seminars will be conducted where heat illness prevention will be emphasized.</p> <p>Cal/OSHA will distribute a minimum of 7,500 units of heat illness prevention outreach materials during inspections and outreach events.</p> <p><u>Outcome Measures</u> Abatement of non-contested heat hazards found in outdoor places of employment will be achieved in 95% 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 reduced from the baseline average level for calendar years 2011-2013.</p>
Data Sources	<p>All Enforcement activity data will be tracked by OIS.</p> <p>Numbers of outreach events, outreach materials distributed will be internally tracked.</p> <p>Number of heat-related serious illnesses and fatalities will also be tracked internally.</p>
Baseline	<p>Prior FY measures for Enforcement activity.</p> <p>Average for the 2011-2013 calendar years for fatalities and serious heat illnesses.</p>
Comment	California is the only state in the nation having a Heat Illness Prevention standard.

GOAL 2.2

Educational Outreach to High-Risk, Vulnerable Employee Populations

5-Year Strategic Goal	Promote workplace cultures that increase employer and employee awareness of, commitment to, and involvement in safety and health.
FY 2018 Performance Goal	Promote, involve and communicate with high-risk vulnerable worker organizations and workers to increase their knowledge about workplace safety and health.
Strategy	<p>Non-English speaking workers traditionally work in high-risk industries such as agriculture, landscaping, tree trimming, 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.</p> <p>To improve communication and education to high-risk, vulnerable employee populations regarding workplace safety and health, Cal/OSHA’s Outreach Coordination Program, which includes a Bilingual Outreach Team (BOT), will continue to coordinate, and provide training and outreach through employer and employee-group partners. Often, worker centers, community-based and faith-based organizations, advocacy groups, and consulates of Latin American countries organize these events. Services will be provided in English, Spanish, Mixteco, Zapoteco, Triqui, Hmong, Punjabi, Vietnamese, and Chinese (Cantonese and Mandarin).</p> <p>Cal/OSHA will partner 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 provide outreach and training to high-risk workers and their organizations on both health and safety topics and on how to work effectively with Cal/OSHA.</p> <p>In addition, Cal/OSHA’s Publications Unit (funded by the 23(g) grant) will continue to develop, update, and translate publications and educational materials.</p>
FY 2018 Performance Indicators	<p><u>Activity Measures</u> Cal/OSHA Enforcement Branch staff and BOT staff will continue to distribute publications in English and other languages that detail the requirements of Cal/OSHA regulations including worker rights. Publication distribution will exceed 18,000 in total.</p> <p>Cal/OSHA staff will participate in 125 training and outreach events in FFY 2018 for high-risk, vulnerable workers organized by worker and community organizations, the UC programs, and consulates.</p> <p><u>Outcome Measures</u> After attending the training and outreach events, at least 1,200 participants will have gained increased knowledge of workplace safety and health hazards, workers’ rights and how to exercise those rights. An additional 25,000 workers will gain this knowledge through trainings conducted by event participants.</p> <p>The new Farm Labor Contractor Safety and Health guide will be translated into Spanish.</p>

GOAL 2.2

Educational Outreach to High-Risk, Vulnerable Employee Populations (continued)

Data Sources	<p>The number of publications distributed will be measured by (1) tracking downloads for each language from web hits, and (2) counting the total number of handouts provided to participants at training sessions and outreach events.</p> <p>The number of activities will be recorded on a log of completed events. The number of persons trained by training and outreach staff will be recorded on rosters maintained at each training session.</p> <p>A post-event survey completed by participants attending Cal/OSHA events will be used to determine the number of persons who will be indirectly trained.</p>
Baseline	
Comment	It is reasonable to infer that additional employees in high-risk, vulnerable populations will receive workplace safety and health training and information that were not previously available.

GOAL 2.3

Partnership Programs

5-Year Strategic Goal	Promote workplace cultures that increase employer and employee awareness of, commitment to, and involvement in safety and health.
FY 2018 Performance Goal	To promote voluntary compliance by offering employers a variety of partnerships including recognition and exemption programs.
Strategy	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.
FY 2018 Performance Indicators	<p><u>Activity Measures</u> The Cal/VPP and Cal/VPP Construction units will hold one workshop each to promote Cal/VPP and Cal/VPP Construction.</p> <p><u>Outcome Measures</u></p> <p><u>Cal/VPP:</u></p> <ul style="list-style-type: none"> 7 New establishments into the Division's leadership level for fixed site establishments 15 Cal/VPP renewals <p><u>Cal/VPP Construction:</u></p> <ul style="list-style-type: none"> 8 New establishments into the Division's leadership level partnership program for construction VPP worksites. 1 Renewal
Data Sources	All Consultation activity data will be tracked by OIS.
Baseline	Measure current year against previous year.
Comment	<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"> • Reduction in injuries and illnesses • Lower worker's compensation costs • Improvement in employee motivation • Higher quality and productivity • Community recognition as a leader • Statewide recognition from their industry and government as a quality employer • Increased job referrals and bid acceptance

Goal 3.1

Timeliness of Inspections Opening and Citations Issuance

5-Year Strategic Goal	Maximize Cal/OSHA's effectiveness and enhance public confidence.
FY 2018 Performance Goal	To respond effectively to mandates so that workers are provided full protection under Cal/OSHA by timely response to formal complaints and to nonfatal accidents, as well as by timely issuance of citations, so that hazards could be timely corrected.
Strategy	<p>Respond timely to formal complaints.</p> <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>
FY 2018 Performance Indicators	<p><u>Activity Measures</u> Cal/OSHA district offices will run on a weekly basis the "UPA Tracking" report to monitor the unsatisfied complaints, and will run monthly the "UPA One Liner Detail" report to track complaint response time.</p> <p>Cal/OSHA district offices will run monthly the "Open Inspection" report and work with CSHOs to expedite citation issuance.</p> <p>All Cal/OSHA offices will monitor SAMMs and other management reports to track progress of citations lapse time.</p> <p><u>Outcome Measures</u> Respond to formal serious complaints on average within 3 working days and to formal non-serious complaints on average within 14 calendar days of receipt of the complaint.</p> <p>Average number of days for citations issuance will decrease for both safety and health inspections.</p> <p>Percentage of serious violations abated during inspection will increase by 3% compared to previous year.</p>
Data Sources	All Enforcement activity data will be tracked by OIS. Progress toward achieving the outcome measures will be tracked by SAMMS and customized OIS reports.
Baseline	Prior FFY measures for Enforcement activity.
Comment	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

Imminent Hazards and Fatalities Response Time

5-Year Strategic Goal	Maximize Cal/OSHA's effectiveness and enhance public confidence.
FY 2018 Performance Goal	Respond effectively to mandates so that workers are provided full protection under Cal/OSHA by timely response to imminent hazards and to work related fatality reports.
Strategy	Reduce statewide imminent hazards and fatalities response time.
FY 2018 Performance Indicators	<p><u>Activity Measures</u> Response time to a report of an imminent hazard (complaint or referral) or work-related fatality is measured from the time the district office receives notification to the date of attempted entry.</p> <p>Cal/OSHA will use the SAMMs report to monitor, on a monthly basis, response times to imminent hazard complaints/referrals, as well as to fatality reports, and correct data entry errors that occur.</p> <p><u>Outcome Measures</u> Cal/OSHA will respond to 100% of imminent hazard complaints/referrals within one day of receipt.</p> <p>Cal/OSHA will also respond to 100% work related fatality reports within one work day of receipt.</p>
Data Sources	All Enforcement activity data will be tracked by OIS.
Baseline	Prior FFY measures for Enforcement activity.
Comment	Cal/OSHA will monitor closely the outliers of the SAMMs related to imminent hazards and fatalities response and work with district offices staff to correct those due to data entry errors.

23(g) State Plans Projected Program Activities

23(g) Compliance and On-site Consultation

23(g) Compliance & On-site Consultation	Actual FY 2016		Estimated FY 2017		Projected FY 2018	
	Safety	Health	Safety	Health	Safety	Health
Private Sector Inspections – Non Construction	3,941	980	3,940	820	3,740	1,075
Private Sector Inspections – Construction	2,057	208	2,000	180	1,950	215
State and Local Government Inspections – Total	282	160	290	140	265	165
Total Inspections	6,280	1,348	6,230	1,140	5,955	1,455
State and Local Government Consultation Visits	8	8	20	8	25	10
Private Sector Consultation Visits – 23(g) (KY, PR, and WA Only)	n/a	n/a	n/a	n/a	n/a	n/a
Total Consultation Visits	8	8	20	8	25	10

23(g) Compliance Assistance

23(g) Compliance Assistance	Actual FY 2016		Estimated FY 2017		Projected FY 2018	
	New*	Total**	New*	Total**	New*	Total**
VPP Participants – General Industry	4	69	4	71	7	75
VPP Participants – Construction	4	26	8	25	8	32
VPP Participants – State and Local Government	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
Private Sector SHARP Participants – 23(g) (KY, PR, and WA Only)	n/a	n/a	n/a	n/a	n/a	n/a
State and Local Government SHARP participants	0	0	0	0	0	0
Outreach Participants***		40,000		40,000		40,000

**New participants are those that become active during the fiscal year.*

***Total number of participants is the number that is active at the end of the fiscal year, and includes all new sites from that year.*

****Outreach participants refers to the estimated number of workers impacted by outreach activity, Enforcement and 23(g) Consultation.*