



# DASHBOARD

## Performance markers in key areas for the MINNESOTA DEPARTMENT OF LABOR AND INDUSTRY

Welcome to the Minnesota Department of Labor and Industry (DLI) Dashboard. DLI's mission is to ensure equitable, healthy and safe work and living environments in Minnesota.

DLI is committed to accountability and continually improving its performance. We created this document to let you know how we are doing in key areas. You can see where we are on track and where we need to improve. As time goes on, we plan to add new measures and update existing ones.

*safe*

*healthy*

*equitable*

### **WORKERS' COMPENSATION**

**Objective:** Ensure appropriate benefits are delivered to injured workers quickly, efficiently and at a reasonable cost to employers.

### **OCCUPATIONAL SAFETY AND HEALTH PROGRAMS**

**Objective:** Make Minnesota workplaces safe and healthy.

### **LABOR STANDARDS**

**Objective:** Protect Minnesota's economy by ensuring workers are paid correctly and workplace rights and responsibilities are enforced for all workers.

### **APPRENTICESHIP**

**Objective:** Support Minnesota's economy by fostering and promoting work-based career development through registered apprenticeship programs.



[www.dli.mn.gov](http://www.dli.mn.gov)

### **CONSTRUCTION CODES AND LICENSING**

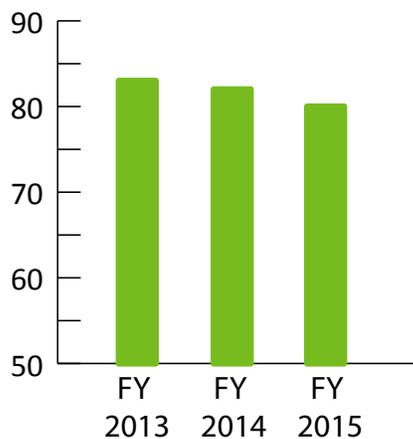
**Objective:** Protect the health, safety and welfare of the public by providing reasonable, uniform and balanced standards for Minnesota's buildings and construction professionals.

# WORKERS' COMPENSATION

The workers' compensation system provides benefits if workers become injured or ill from their job. DLI offers **dispute-resolution services** to employers, injured workers, insurers, medical providers and other parties in an effort to facilitate communication between parties and to intervene to resolve differences that might otherwise grow into larger disputes.

DLI also **enforces laws requiring employers to ensure employees are covered for workers' compensation benefits** and educates employers about their workers' compensation responsibilities. In addition, DLI works to ensure that workers' claims for benefits are promptly acted upon by employers and insurers. Injured workers whose employers do not have workers' compensation coverage are paid benefits through the Special Compensation Fund, administered by DLI.

## Mediation cases



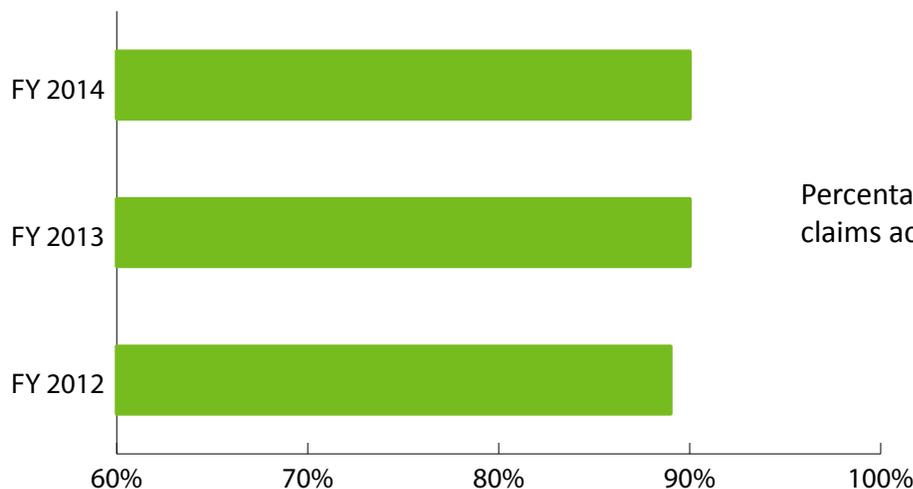
Percentage of mediation cases resolved

## Education and outreach

New businesses contacted to advise of workers' compensation laws	
FY 2015	6,495
FY 2014	5,746
FY 2013	5,562

Number of new businesses proactively contacted to advise of workers' compensation laws

## Claim turn-around time



Percentage of workers' compensation claims accepted or denied within 14 days

# WORKERS' COMPENSATION

The costs of workers' compensation administrative functions at DLI include the Office of Administrative Hearings, the Workers' Compensation Court of Appeals, and the Department of Commerce, plus a portion of Minnesota's OSHA program. Administrative cost for 2012 was about \$25 million. State administration accounts for about 1.6 percent of total workers' compensation system cost.

## Administrative costs



DLI administrative costs for the workers' compensation program per \$100 of covered payroll

## National rating

Minnesota's national rating regarding key workers' compensation outcomes	
2012	A+
2010	A+
2009	A+

Minnesota's rating regarding key workers' compensation outcomes

Source: State Report Cards for Workers' Compensation 2009, 2010, 2012; Work Loss Data Institute.

## Vocational rehabilitation

DLI's Vocational Rehabilitation unit provides services to help Minnesotans return to work after a work injury.

Consultations filed	
FY 2016	255
FY 2015	236
FY 2014	281

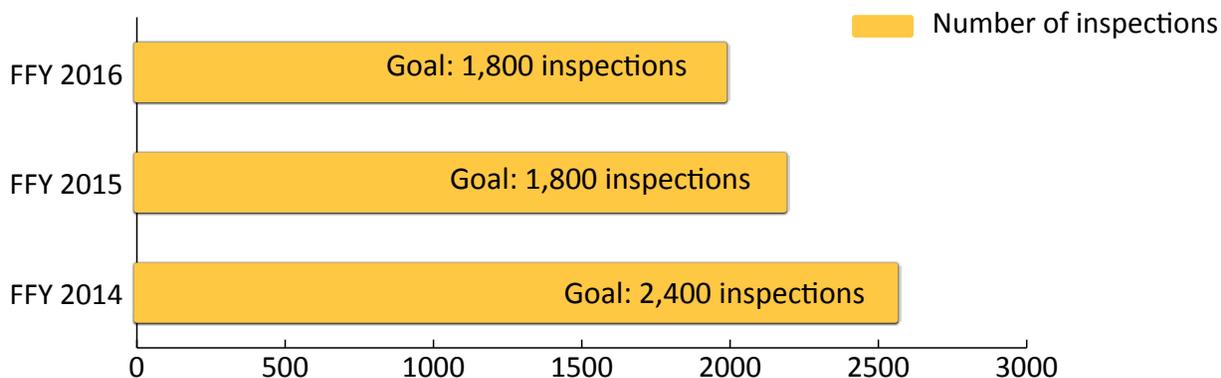


Percent of pre-injury wage at return-to-work (full-time only)	
FY 2016	108
FY 2015	99
FY 2014	88

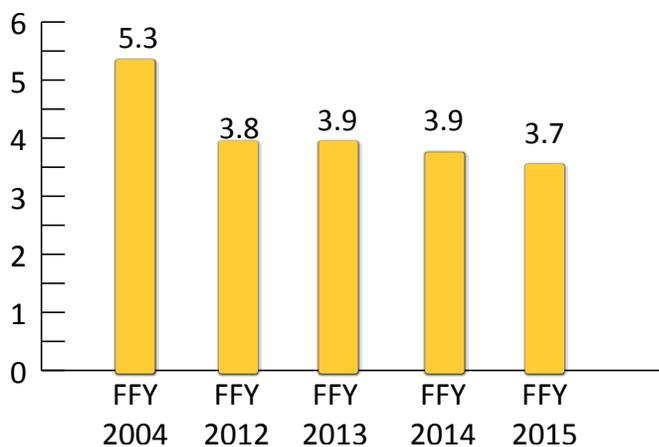
# OCCUPATIONAL SAFETY AND HEALTH

Minnesota OSHA helps **ensure safe and healthy working conditions** for Minnesota workers. It does so through on-site inspections, citations for noncompliance, free safety and health consultation services and education about workplace threats.

## MNOSHA Compliance inspections

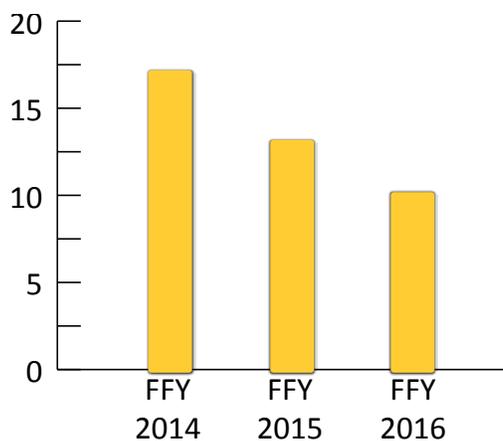


## Injury and illness case rates



Total case incidence rates for OSHA recordable injuries and illnesses per 100 full-time-equivalent workers.

## Educational forums

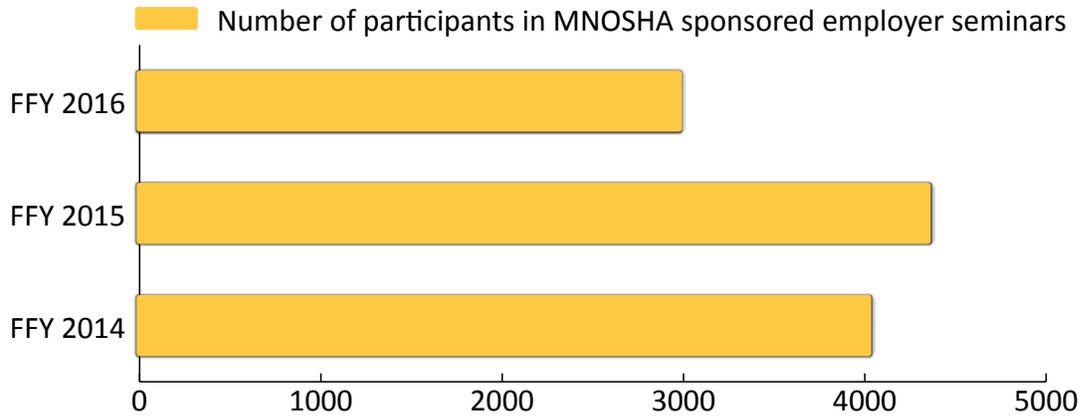


Number of MNOSHA forums for employee and labor groups

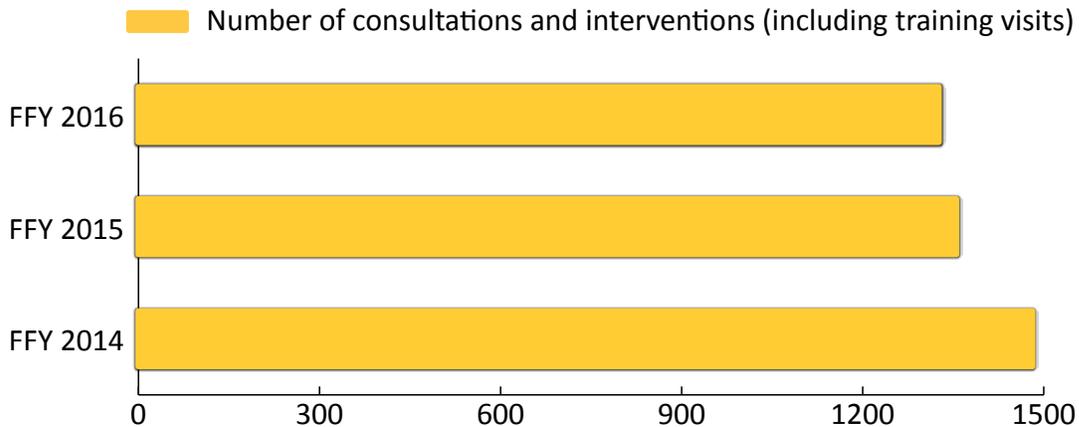
# OCCUPATIONAL SAFETY AND HEALTH

Minnesota OSHA Compliance and consultation efforts are focused on industries and practices with the highest injury and illness rates. MNOSHA conducts educational forums for both employers and employee groups to ensure they are aware of their rights and responsibilities under OSHA laws.

## Participants in MNOSHA employer seminars



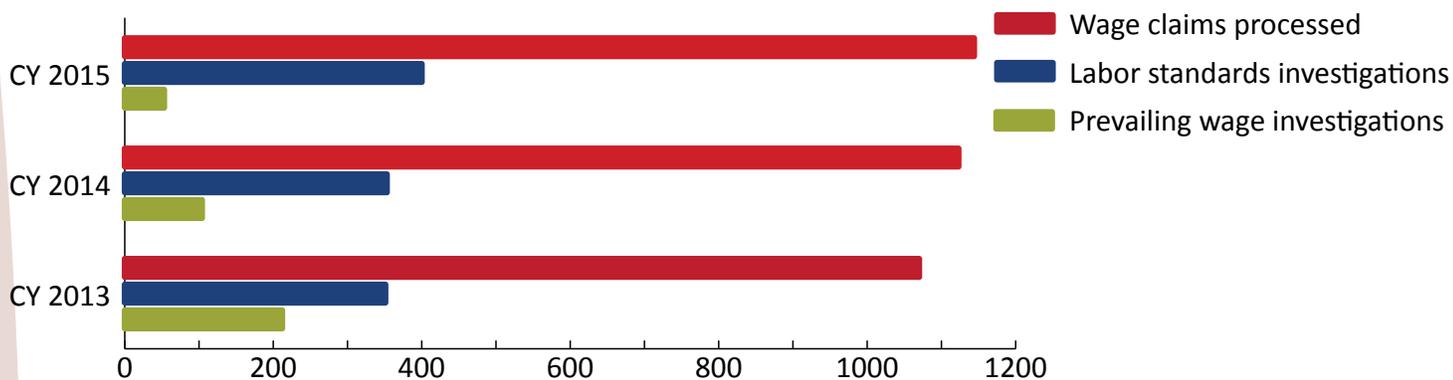
## MNOSHA Consultation initial and follow-up visits



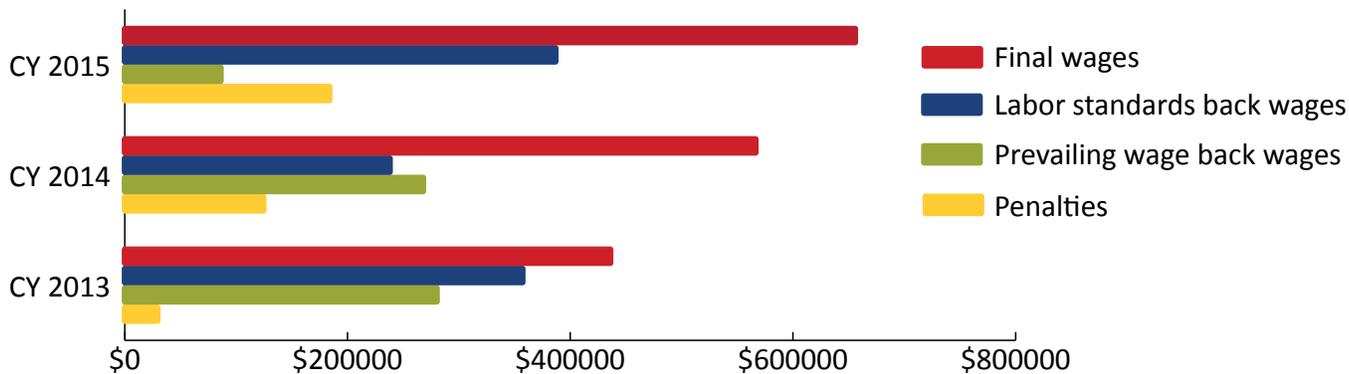
# LABOR STANDARDS

DLI conducts investigations to ensure that employers comply with Minnesota's labor standards laws including minimum wage, work breaks, prevailing wage and child labor. When these laws are violated, back wages are required to be paid. The employer may also be assessed a monetary penalty.

## Investigation activity

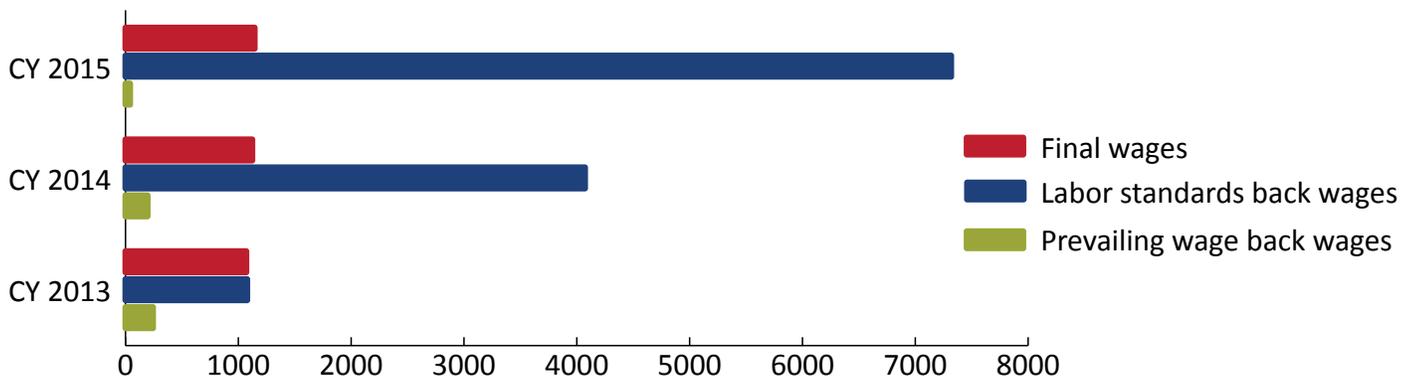


## Wage recovery



The Department also helps workers who file wage claims recover their final wages.

## Workers helped to receive owed back wages

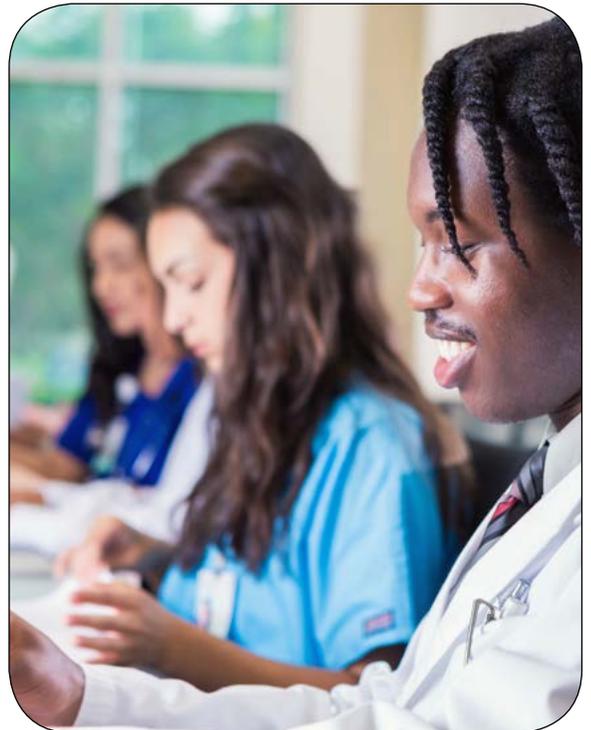
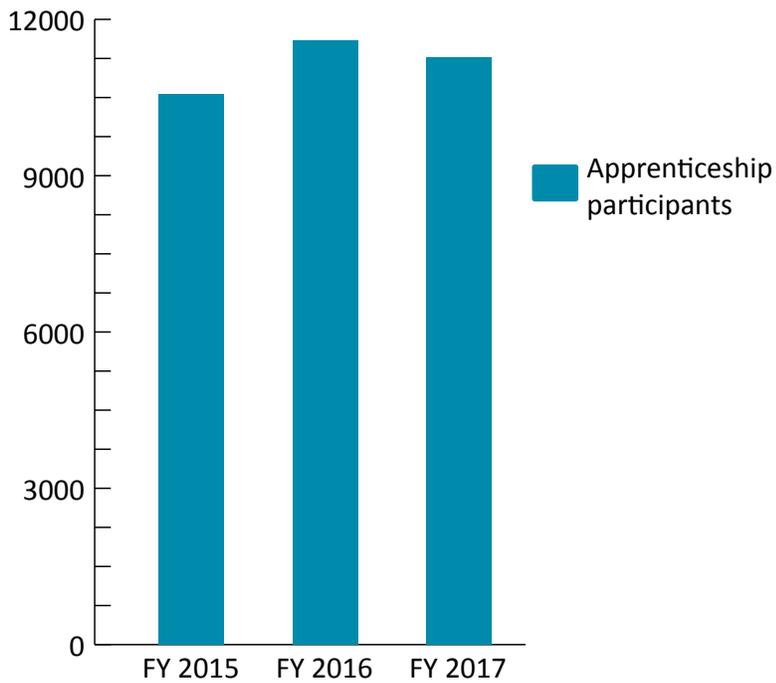


# APPRENTICESHIP

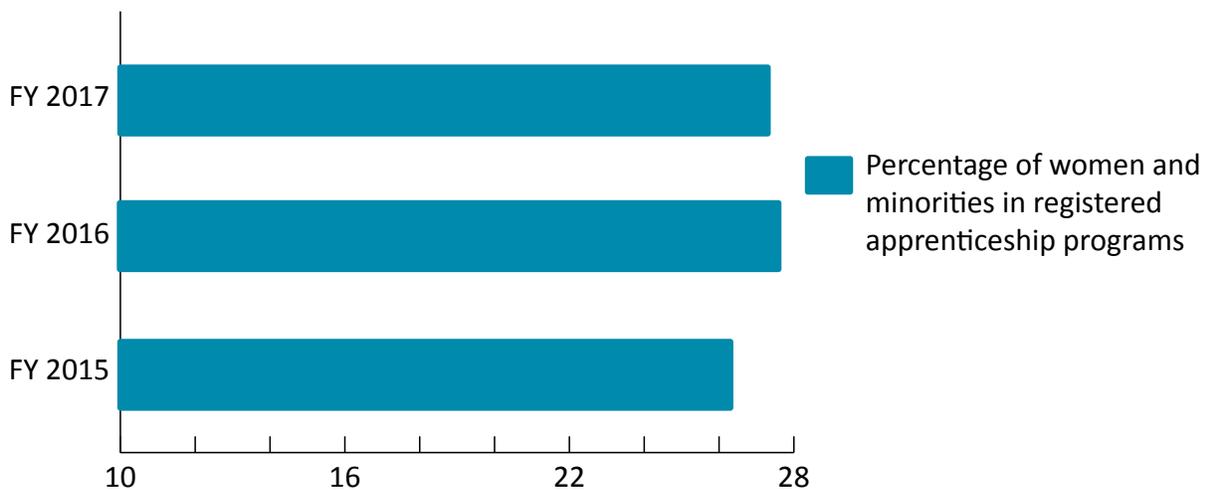
Apprenticeship programs benefit workers by giving them the opportunity to “**earn while they learn**” and benefit employers by providing employees who are skilled in their trade or occupation.

Most apprenticeship programs are in the construction industry. DLI is committed to supporting existing apprenticeship programs, expanding programs to other industries and increasing the number of women and minorities in apprenticeship programs.

## Registered apprentices



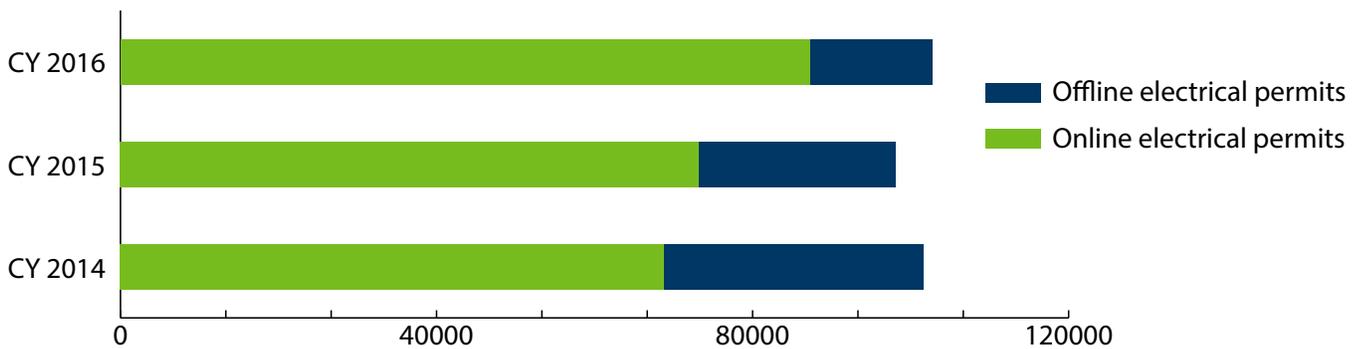
## Women, minority participation



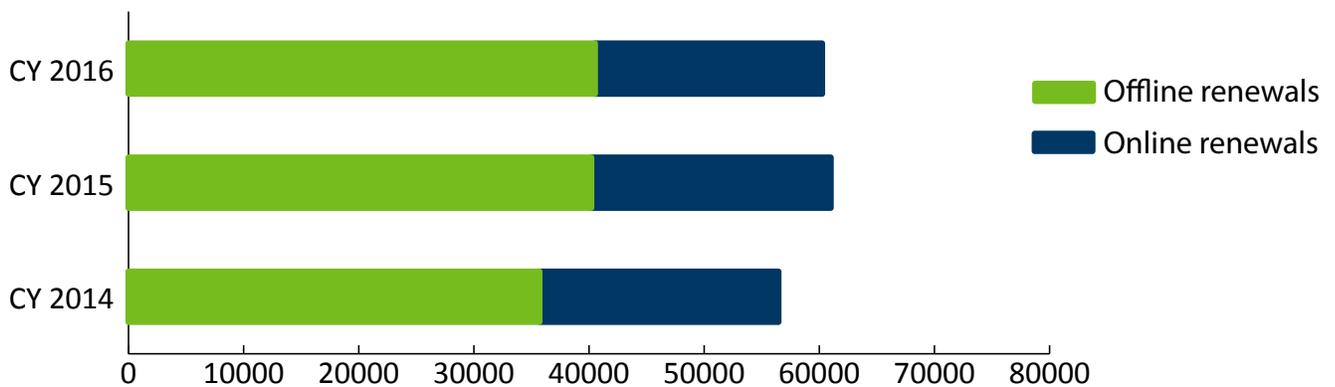
# CONSTRUCTION CODES AND LICENSING

DLI's Construction Codes and Licensing Division **administers more than 125,000 licenses and registrations in construction-related activities** such as electrical, high-pressure piping, plumbing, boilers, manufactured homes and residential contracting. It also issues permits to perform electrical work resulting in more than 200,000 electrical inspections. DLI is focused on improving customer service by increasing use of online processing for permits and licenses.

## Electrical permits issued



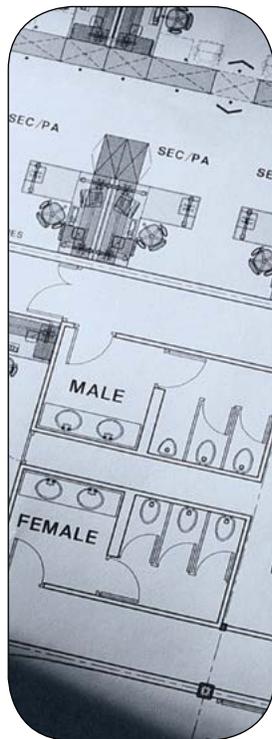
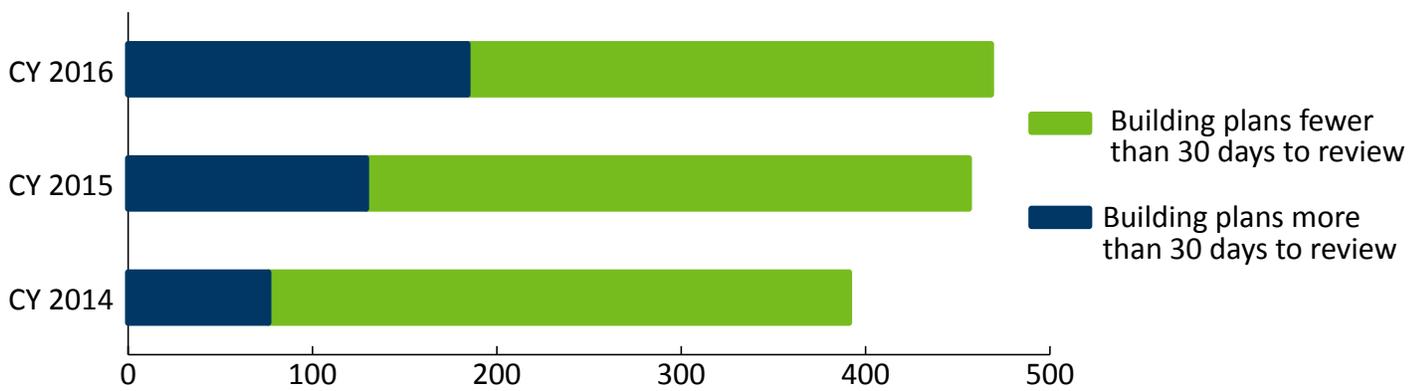
## License renewals



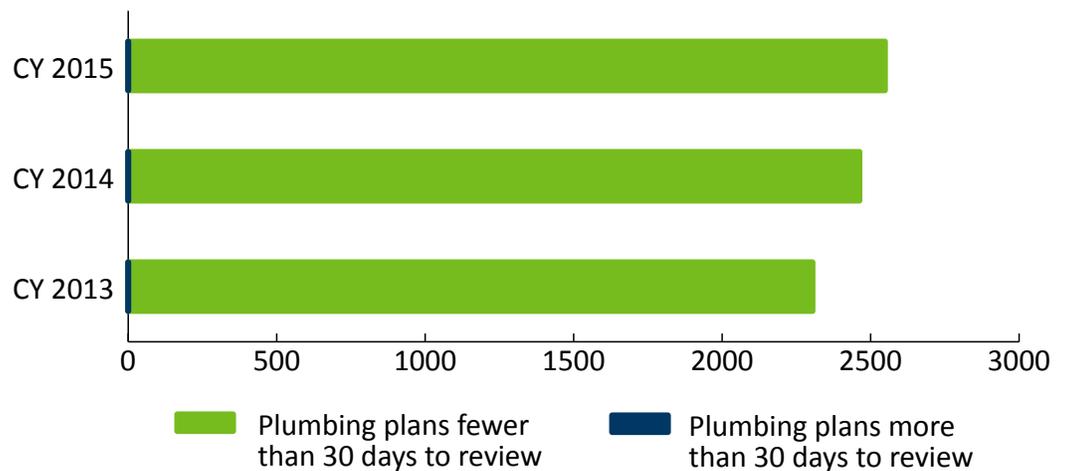
# CONSTRUCTION CODES AND LICENSING

DLI performs roughly 3,000 **building and plumbing plan reviews** each year for public buildings and licensed facilities such as hospitals and schools. It inspects more than 15,000 construction installations annually. DLI is focused on expediting the plan review process and is committed to shortening the time for plans to be approved.

## Building plan review process - time to completion



## Plumbing plan review process - time to completion



# CONSTRUCTION CODES AND LICENSING

DLI **protects purchasers of construction-related services** by ensuring that providers of such services are appropriately licensed and adhere to state laws geared toward ensuring competency and preventing fraud. During 2014, CCLD issued 661 enforcement orders.

## Enforcement activity

