

North Carolina

State OSHA Annual Report (SOAR)

Fiscal Year 2014



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PART I - STRATEGIC MANAGEMENT PLAN OVERVIEW

Program Outcome Goals

On October 1, 2013, North Carolina began its fourth five-year planning cycle as documented in the Strategic Management Plan (SMP). The five-year plan ending on September 30, 2018 includes two primary outcome goals:

- Reduce the rate of workplace fatalities by 2%
- Reduce the rate of workplace injuries and illnesses by 10%

Outcome Goals Results

	Baseline	2014	Reduction
Fatality Rate	.00091	Available 2015	
Injury & Illness Rate	Awaiting 2013 data	Available 2015	

Areas of Emphasis Outcome Goals

- Reduce the construction industry fatality rate by 2% by the end of FY 2018
- Reduce the fatality rate in logging and arboriculture by 2% by the end of FY 2018
- Reduce the days away, restricted, or transferred (DART) rate for grocery and related product wholesalers by 10% by the end of FY 2018
- Reduce the DART rate in long term care by 10% by the end of FY 2018
- Support the overall outcome goal of reducing workplace injury and illness rate by 10% by the end of FY 2018 by addressing specific health hazards in the workplace
- Reduce the DART rate in food manufacturing by 10% by the end of FY 2018
- Reduce the DART rate in accommodation by 10% by the end of FY 2018

Areas of Emphasis Activity Goals

- Conduct inspections, consultative surveys and train employers and employees as documented for each area of emphasis

State Demographic Profile

Sector	Establishments	Employees
Total Private Industry	255,798	3,669,080
Total Public Sector	6,179	610,305

Goal Setting Process

- Evaluate injury, illness, and fatality data
- Secure input from stakeholders
- Establish five-year outcome goals
- Select areas of emphasis and strategies to impact achievement of outcome goals
- Create a committee in each special emphasis area made up of division employees with a committee chair to manage the areas of emphasis in the Strategic Management Plan as described in Administrative Procedure Notice (APN) 19
- Determine level of activity for each emphasis area
- Share progress on achieving goals with staff on a monthly basis
- Alter strategies, if outcome goals are not being reached
- Evaluate the process

Areas of Emphasis

North Carolina's strategy for reducing injury, illness, and fatality rates is based on addressing specific areas that have the greatest impact on the overall rates. The areas of emphasis in the current Strategic Management Plan include:

- Construction
- Logging and Arboriculture
- Grocery and Related Product Wholesalers
- Long Term Care
- Exposures for Health Hazards (asbestos, lead, isocyanates, silica, hexavalent chromium)
- Food Manufacturing
- Accommodation

Strategic Activity to Support Outcome Goals

- Improve safety and health programs through compliance, consultation, and training
- Expand safety and health recognition programs
- Develop construction partnerships at high profile construction sites
- Establish alliances in the areas of emphasis
- Implement Special Emphasis Programs (SEPs) for selected industries with specific intervention guidelines and activity goals
- Track activity and outcome goals monthly and share status with staff
- Conduct quarterly meetings for each Strategic Management Plan Committee

Factors Affecting Achievement of Outcome Goals and Strategic Activity Goals

- Funding cuts requiring the elimination of positions
- Number of trained division personnel released to provide division intervention
- Need to maintain vacant positions in response to budget uncertainty
- Turnover rate and the loss of experienced compliance safety and health officers (CSHOs)

- Development of appropriate areas of emphasis in the Strategic Plan
- Strategies employed within each area of emphasis
- Resources committed to the areas of emphasis

Program Statistics

Fatality Totals	2013	2014	2015	2016	2017	2018
Total	33	40				
Construction	7	17				
Manufacturing	4	9				
Public Sector	1	1				
Logging/Arboriculture	5	1				
Hispanic	9	11				
Overall Rate	.000532	N/A				

Injury and Illness Rate	Baseline	2014	2015	2016	2017	2018
TRC (All)	N/A	N/A				
DART(All)	N/A	N/A				
Public Sector TRC	N/A	N/A				
Public Sector DART	N/A	N/A				

Intervention Statistics	2014	2015	2016	2017	2018
Inspections	3,119				
Inspection Goals	4,245				
Consultation	1,421				
Consultation Goals	1,100				
Trained	11,548				
Training Goals	9,600				

Compliance Activity	2014	2015	2016	2017	2018
Serious Violations	3,497				
Willful Violations	10				
Average Serious Penalty	\$1,283				
Followups	136				

PART II - REVIEW OF SPECIFIC OUTCOME GOALS in AREAS OF EMPHASIS

1.1 Reduce Construction Industry Fatality Rate Statewide by 2% by the end of FY 2018

Significant safety and health strides have been made reducing the fatality rate in the construction industry. During the last strategic planning cycle, the construction fatality rate fell by 60% and the total number of fatalities from 24 in the baseline year to 7 in 2013. Even with these reductions, the construction industry continues to be a leader in workplace deaths, and this can have a significant impact on the state's overall outcome goals of reducing the injury and illness rate and fatality rate.

Strategies for Achieving Specific Outcome Goal

- Conduct OSH compliance, consultation, and training interventions and outreach
- Maintain strong working relationships with construction industry groups through partnerships, alliances and other outreach efforts
- Identify high fatality, high activity counties for special emphasis on an annual basis
- Provide Hispanic outreach personnel to conduct construction training in Spanish
- Establish partnership agreements at high visibility construction sites
- Develop Spanish language publications and training materials specific to construction
- Establish alliance agreements with contractor associations to promote outreach
- Promote recognition programs such as building/sub-contractor STAR and SHARP
- Conduct consultative blitzes in high fatality and activity counties
- Inspect all cranes operating on construction sites
- Utilize mobile training unit “Labor One” for on-site training as requested
- Analyze statistical data to confirm validity of inspection targeting process
- Develop materials and training presentations specific to the construction industry

Outcome	Baseline	2014	2015	2016	2017	2018
Fatalities	30	17				
Rate	.00089	.0093				
Hispanic	N/A	9				

Activity	2014	2015	2016	2017	2018	Total
Inspections	1,255					
Goals	1,075					
Consultation	221					
Goals	150					
Trained	1,619					
Goals	2,500					

1.2 Decrease Fatality Rate in Logging, and Arboriculture by 2% by the End of FY 2018

The State has had success in reducing the number of fatalities in logging and arboriculture. The Special Emphasis Program (SEP) for Logging was initiated in FY 1994. This was in response to 13 logging fatalities in FY 1993. Experience has shown that a reduction in OSH activity can translate into an increase in the number of injuries and fatalities in this industry. In three of the five years of the previous strategic plan, the total number of fatalities was below the baseline number but the final fatality rate did not meet the established goal. For this reason, and the industry’s fatality history, Logging (NAICS 11331) and Arboriculture (NAICS 56173) remains in the Strategic Plan.

Strategy for Achieving Specific Outcome Goal

- Place increased emphasis on tracking specific injuries and fatalities on a monthly basis. If there is an increase in injuries and fatalities, additional resources could be allocated

including inspection and focused training events

- Increase employer and employee awareness of regulatory requirements and safety and health work practices
- Change employer and employee behavior to improve job safety and health through education, consultation, and compliance interventions
- Establish and maintain strong working relationships with industries, associations, groups, and key individuals through alliances and other outreach efforts
- Encourage development of meaningful safety and health programs with site specific safety training
- Develop materials and training presentations specific to the industry
- Focus training events and outreach to specific problem areas such as tree felling
- Evaluate SEP strategies to maintain effectiveness

Outcome	Baseline	2014	2015	2016	2017	2018
Fatalities	3	2				
Rate	.02644	.0172				

Activity	2014	2015	2016	2017	2018	Total
Inspections	61					
Goals	75					
Consultation	15					
Goals	15					
Trained	280					
Goals	25					

2.1 Reduce the DART Rate in Grocery and Related Product Wholesalers (NAICS 4244) by 10% by the end of FY 2018

The state's strategic planning process includes statistical analysis to determine which industry groups have high injury and illness rates that could affect the state's goal of reducing the overall injury and illness rate. The baseline rate for Grocery and Related Product Wholesalers is 4.1 which is more than twice the most recent overall DART rate of 1.6. For this reason, this industry has been added as an area of emphasis in the current Strategic Plan. The first year of any new addition to the Strategic Plan is designated as a planning year. FY 2014 was a planning year for Grocery and Related Product Wholesalers. A strategic management plan committee was established to manage the planning process. This includes developing strategies to achieve established goals and determining the appropriate activity level for department intervention including compliance activity, consultation, and training.

Strategy for Achieving Specific Outcome Goal

- Provide OSHNC compliance, consultation and training interventions
- Determine activity levels for OSHNC intervention

- Determine if a special targeting system is required to meet inspection goals
- Develop guidelines for inspections in the grocery industry to address anticipated worksite hazards
- Develop and maintain alliances with industry trade groups
- Expand recognition programs such as Carolina STAR and SHARP programs
- Evaluate employer's safety and health program during intervention and recommend improvements
- Develop materials and training presentations specific to the industry

Outcome	Baseline	2014	2015	2016	2017	2018
DART	4.1	N/A				

	2014	2015	2016	2017	2018
Inspections	planning year				
Goals	planning year				
Consultation	planning year				
Goals	planning year				
Trained	planning year				
Goals	planning year				

2.2 Reduce the DART Rate in Long-Term Care (LTC) by 10% by the end of FY 2018

While progress has been made in this industry group during previous planning cycles, the baseline rate of 4.7 is still more than twice the overall DART rate. For this reason, the LTC (NAICS 623) emphasis area has been carried over from the previous strategic plan.

Strategy for Achieving Specific Outcome Goal

- Conduct OSH compliance, consultation, and training interventions
- Develop and maintain alliances in the LTC sector
- Advance ergonomics guidelines during OSH interventions
- Address elements of long term care intervention contained in OPN 132 including bloodborne pathogens, tuberculosis, ergonomics, slips, trips, falls, and workplace violence
- Develop materials and training presentations specific to the industry
- Distribute outreach material through direct contact with affected employers
- Properly code inspections for accurate tracking of activity at specific work sites

Outcome	Baseline	2014	2015	2016	2017	2018
DART	4.7	N/A				

Activity	2014	2015	2016	2017	2018	Total
Inspections	93					
Goals	60					
Consultation	45					

Goals	25					
Trained	123					
Goals	75					

2.3 Conduct Emphasis Inspections, Training, and Consultation Activity in Establishments Where Employees Might be Exposed to Health Hazards Such as Lead, Silica, Asbestos, Hexavalent Chromium and Isocyanates

The State has established a special emphasis program to address health hazards in the work place. The current health hazards include lead, silica, asbestos, hexavalent chromium, and isocyanates. Tracking mechanisms have not been developed to allow for the establishment of specific outcome measures in this area of emphasis. The State will continue to monitor the progress of Federal OSHA in developing reliable outcome measures for health issues. A reduction in illnesses relating to the emphasis health hazards identified could influence the primary outcome goal of reducing the overall injury and illness rate by 10% during the five-year cycle of the strategic plan.

Strategy for Affecting Overall Outcome Goals through Elimination of Health Hazards

- Pursue OSH compliance, consultation and training interventions
- Conduct follow-up inspections where overexposure was initially detected
- Develop hazard alerts, training materials and industry guides for specific health hazards
- Provide consultative support on chemicals identified in health hazards SEPs
- Research and review site specific data sources that could be used to identify employers having or potentially having health hazard exposures
- During interventions, identify workplace activities where health hazards may be present
- Secure information from other agencies concerning possible employee overexposure
- Utilize specific inspection procedures described in OPN 135G

Activity	2014	2015	2016	2017	2018	Total
Inspections	164					
Goals	200					
Consultation	139					
Goals	100					
Trained	441					
Goals	700					

Activity for Specific Health Hazards FY 2014

Hazard	Inspections	Samples	Overexposures	Surveys
Silica	53	35	4	18
Lead	32	7	0	17
Asbestos	56	3	0	1
Cr(VI)	10	8	1	10
Isocyanates	21	19	0	4
Totals	165	72	5	50

2.4 Reduce the DART Rate in Establishments in Food Manufacturing (NAICS 311) by 10% by the end of FY 2018

The strategic planning process is intended to allocate resources in those areas of emphasis with above average injury and illness rates in an attempt to impact the overall State injury and illness rate. The Food Manufacturing DART rate was 2.6 in FY 2012 which was more than the overall DART rate of 1.6. For this reason, food manufacturing was carried over to the current five year Strategic Management Plan. The baseline rate for this industry is 3.3 which is the five year average DART rate for the period 2007-2011. Operational Procedure Notice 140 was developed to establish the special emphasis program (SEP) for food manufacturing and provide specific inspection guidelines.

Strategy for Achieving Specific Outcome Goal

- Give special attention to the OSHA recordkeeping process at each site visited
- Evaluate facilities for accumulation of combustible dust
- Review confined spaces programs
- Address electrical issues especially during wet processes
- Review ergonomics program and evaluate work practices
- Evaluate chemical use consistent with the hazard communication standard requirements
- Inspect machinery to assure proper guarding is in place
- Screen for coverage under the process safety management requirements
- Evaluate potential exposure to hexavalent chromium when welding is done on stainless steel and during other activity
- Inspect additional company sites on targeting schedules when company history dictates
- Develop materials and training presentations specific to this industry

Outcome	Baseline	2014	2015	2016	2017	2018
DART	3.3	N/A				

Activity	2014	2015	2016	2017	2018	Total
Inspections	32					
Goals	50					
Consultation	18					
Goals	10					
Trained	26					
Goals	25					

2.5 Reduce the DART Rate for Establishments in the Accommodation Industry by 10% by the end of FY 2018

A review of injury and illness statistics identified the Accommodation Industry (NAICS 721) as a candidate to be added to the state’s Strategic Plan for FY 2014-2018. This employment sector not only has a high DART rate of 3.6 but includes over 2,000 active sites. The first year of the Strategic Plan was designated as a planning year. A strategic management plan committee, representing the entire OSH Division, was established to manage the planning

process. This included developing strategies to achieve established goals and determining the appropriate activity level for division intervention including compliance activity, consultation, and training.

Strategy for Achieving Specific Outcome Goal

- Secure input from key stakeholders in the industry
- Create alliances with associations representing employers in the industry group
- Achieve appropriate activity level for division intervention including compliance, consultation and training
- Concentrate on specific industry hazards that have an impact on the overall injury and illness rate
- Prepare and distribute industry specific training materials including PowerPoint presentations, hazard alerts, quick cards, and brochures
- Establish appropriate level of compliance, consultation and training intervention

Outcome	Baseline	2014	2015	2016	2017	2018
DART	2.3	N/A				

	2014	2015	2016	2017	2018
Inspections	planning year				
Goals	planning year				
Consultation	planning year				
Goals	planning year				
Trained	planning year				
Goals	planning year				

PART III - SPECIAL ACCOMPLISHMENTS

1. The state's total recordable case rate was the lowest in program history at 3.1 for FY 2012, which is the most current year available. (The FY 2013 rate was not available by December 12, 2014.)
2. The State equaled its lowest recordable DART rate of 1.6.
3. The number of statewide fatalities in FY 2014 was 40 which is less than the previous five year average.
4. OSHA Express was implemented to replace the Integrated Management Information System (IMIS) as a means to collect, utilize and share safety and health inspection related information. Prior to implementation, discussions with OSH management, Research and Information Technology (RIT) Division, and an outside vendor advanced the implementation of the replacement software for the federal IMIS system.
5. All OSHA Express users received training on the new system.
6. Twenty five change requests were submitted for the new OSHA Express data management system.
7. Following OSHA Express deployment, the system was migrated to a Citrix environment that allows secure remote access through VPN connection.
8. North Carolina hosted an OSHA Information System (OIS)/OSHA Express interface meeting in Raleigh on May 20, 2014. Meeting participants included representatives from the Federal OSHA Directorate of Cooperative and State Programs, OIS, OSHA Express, OSHA Express State Plan users and federal and state IT personnel.
9. A revised Technical Writing course was developed in FY 2014. It was intended as refresher training on compliance policies and procedures for compliance personnel. The course was attended by compliance supervisors in FY 2014 and all CSHOs were scheduled to attend in early FY 2015. The training also addressed findings documented in the FY 2013 FAME.
10. A salary policy was implemented to include additional pay consideration for those safety and health professional that obtain specific professional certifications and licenses. The intent is that this increase in pay may improve OSHNC's employee retention rate.
11. A policy to establish requirements for attendance at professional development conferences was developed.
12. A critical incident stress management policy was developed to assist those responding to a critical incident that might produce an emotional reaction.

13. An additional level of case file review for high profile cases was implemented that includes review by OSH standard officers independent of the inspection process.
14. Eight industry guides were reviewed and revised and two quick cards on carbon monoxide (English and Spanish) were updated.
15. Four new industry guides were developed. This included a safety and health management program industry guide for Fire, Rescue and EMS, two industry guides that assist employers in complying with OSH standards in the maritime industry including marine terminals and shipyards, and a new industry guide for 1-Bromopropane.
16. A brochure on the long term care special emphasis program and a brochure on the top ten most cited violations were revised.
17. Hazard alerts were updated for carbon monoxide, the health hazards special emphasis program, and 1-Bromopropane.
18. To advance two new areas of interest in the Strategic Management Plan, letters were sent to employers in the accommodation industry and grocery and related wholesalers industry. The employers were offered training and consultation to address possible workplace hazards and provided safety and health material.
19. 60 documents were added to the Field Information System including updates to the Field Operations Manual and adoption of multiple Federal OSHA Instructions.
20. 45,947 publications were distributed to employers and employees across the state.
21. The Publications Desk served 15,283 customers. This includes mailing out standards books, OSH posters, and other OSHNC publications.
22. The Standards Section answered 4,576 standards inquiries.
23. The NCDOL library loaned 2,261 safety videos (including 85 in Spanish), received 1,957 information requests, handled 569 reference questions, and loaned approximately 293 print items.
24. 605 persons attended the 2014 Annual Carolina Star Safety Conference.
25. 37 safety and health professionals participated in the Special Star Team Member Program training.
26. 36 re-certifications, three promotions and two new Star sites were recognized during FY 2014 raising the total to 148 Star Sites.
 - Carolina Star – 100
 - Building Star – 22
 - Public Sector Star – 20

- Rising Star – 6
27. 2,997 workplaces (Gold & Silver) were recognized at 32 events by the Safety Awards Program.
- Gold Awards – 2,492
 - Silver Awards– 505
 - Million Hour Safety Awards – 95
28. ETTA offered 192 hours of formal training, 131 hours of continuing education, and 148 hours of other job related training to internal personnel. Courses offered included:
- 100 (Initial Compliance)
 - 125 (Introduction to Health Standards for Industrial Hygienists)
 - Accident Investigation
 - Non-Ionizing Radiation
 - Basic Logging Safety
 - Cranes and Derricks
 - HAZCOM
 - Bloodborne Pathogens
 - CPR/First Aid
 - Technical Writing
 - OSHA Express training
 - Defensive Driving
29. Seven OSH Division personnel attained the OSH Construction Safety Specialist Program (OCSS) certification. To be eligible for this program, the employee must be recommended by their supervisor and/or bureau chief. This program focuses on advanced construction topics. The training contains a field portion with an emphasis on OSH inspection procedures. Since the inception of the OCSS program, 21 OSHNC employees have earned the OCSS designation.
30. Five OSH Division personnel attained the 500 and/or 501 Train-the-Trainer Authorization. To be eligible for this program, the employee must be recommended by their supervisor and/or bureau chief. This authorization allows an employee to teach State and Federal 10 and 30 hour courses.
31. Thirty-nine OSH Division personnel attained the Manager of Environmental Safety and Health (MESH) program, Construction MESH, Industrial Hygiene MESH, and/or Public Sector MESH certification as a result of receiving 100 hours of safety and health training. This certification is offered in collaboration with the NC State Industrial Extension Service and the North Carolina Safety and Health Council alliances. Currently, 105 OSH Division employees hold one or more MESH certifications.
32. ETTA participated in the Mid-Atlantic Logging and Biomass Expo in which safe work practices were demonstrated in the logging industry.

33. General Industry and Construction electrical classification charts with photos were developed to assist CSHOs when citing electrical hazards to ensure consistency with citations.
34. A document was prepared to provide guidance for processing isocyanate field extraction samples.
35. OSHNC participated in the National Safety Stand Down to Prevent Falls in Construction
36. The Agriculture Safety and Health (ASH) Bureau developed a safety and health training model for agriculture employees in the field. It was so successful in North Carolina that ASH was asked to present the training in the State of Tennessee as well.
37. A color brochure describing the condition known as Green Tobacco Sickness was distributed to those employees who work in tobacco fields.
38. A total of 239 growers received Gold Star Grower designation indicating that all housing requirements were satisfied during preoccupancy inspections.
39. The 20th annual Gold Star Growers luncheon was held with nearly 200 attending.
40. A total of 72 OSH compliance inspections were conducted in agricultural/migrant housing/field sanitation by the ASH Bureau.
41. A total of 19 new SHARP sites were recognized in FY 2014 bringing the total number of SHARP sites to 173. This includes private sector, public sector, and construction sites.
42. A total of 1,421 consultative visits were conducted in FY 2014.
43. The Safety and Health Programs and Committees statute was reviewed resulting in an increase in the number of employers identified that come under the statute's requirements. Notification was made with 393 employers in North Carolina.
44. A total of 69 OSH discrimination investigations were conducted by the Employment Discrimination Bureau in FY 2014.
45. A total of 14 action requests were processed by the OSH Division. This quality program activity provides opportunities for improvement identified by customers, division employees or as a result of internal audits and Federal OSHA audits.
46. The OSH complaint desk processed 1,527 complaints and 190 referrals in FY 2014.
47. The OSHNC Lab completed 747 in-house equipment calibrations. An additional 85 pieces of equipment were sent to the manufacturer for calibration or repair.
48. A partnership was signed on September 22, 2014 with a general contractor responsible

for construction of an addition to a Raleigh hospital. Partnerships are usually developed in conjunction with high-visibility construction projects.

49. An alliance with an advertising company included the erection of heat stress awareness billboards across the State.
50. A total of 3,227 surveys were mailed to public sector employers (collection of calendar year 2013 injury and illness data) by the Planning, Statistics and Information Management (PSIM) Bureau. As of the end of FY 2014, 3,219 survey responses were received with a 99.8 percent response rate and a 100 percent clean rate. All survey responses have been received as of November 14, 2014.
51. PSIM completed an analysis of data collected from the 2010, 2011, and 2012 Public Sector Surveys which resulted in updated established target rates for employer specific categories.
52. PSIM worked in conjunction with the ETTA Bureau, Compliance Bureau, and Legal Affairs Division staff to update and revise several Field Operations Manual Chapters and OPN's. PSIM staff updated OPN 19, OPN 124 and OPN 128.
53. Public sector inspection activities for FY 2009-2013 were analyzed by PSIM.
54. PSIM analyzed FY 2013 construction inspection activities in FY 2014.
55. PSIM completed the FY 2013 Occupational Fatalities Comparison Report (OFIR Report Analysis).
56. PSIM analyzed and verified CY 2013 fatality data for the Communications Division's annual press release.
57. PSIM continued refinement of the OSH private and public sector databases to supplement the exclusive use of the Division of Employment Security (DES) database.
58. Discussions were completed between PSIM, the NCDOL Legal Affairs Division, and Department of Commerce and procedures developed to establish a confidentiality agreement to ensure the sharing of North Carolina employer and employment data, which is an integral part of the Compliance Inspection Targeting System.
59. PSIM received, researched, and processed 1,277 requests for revisions/changes to the private and public sector databases, which helps to enhance the accuracy of these site databases and the OSH Division Targeting System.
60. Targeting schedules were updated and assignments released by PSIM including the:
 - Site Specific Targeting Schedule
 - Public Sector Schedule
 - General Industry Schedules (Safety and Health)
 - ASH Schedule

- Health Hazards Schedules (asbestos, lead, and isocyanates)
 - Fatality Re-inspection Schedule
 - Communication Tower Schedule
 - National Emphasis Program Schedule – PSM Covered Chemical Facilities
61. PSIM staff members continued as active SMP Committee members and participated in all SMP meetings, discussions, and activities, which were essential functions directly related to the success of the OSH Division’s Strategic Management Plan goals.
 62. PSIM staff participated as a representative from the OSH Division to the Occupational Surveillance Advisory Group.
 63. Statistical data was compiled by PSIM for the NCDOL Annual Report, the OSHNC Annual Program Statistics Report, and various other annual reporting requirements.
 64. PSIM continued organization, coordination, and management of a large project contracted with an outside vendor to image closed inspection files for FY 2012 and older and to upload the electronic version of those files into the current electronic content management system.
 65. PSIM participated in continuing discussions, planning, coordination, and implementation of the department’s new Electronic Content Management (ECM) system.
 66. The project of quality control review is continuing and ongoing for OSHNC inspection files, which have been archived through the imaging and file conversion process.
 67. PSIM received 598 disclosure requests in FY 2014 and processed 626 requests (549 from FY 2014 and 77 from previous years) during the 2014 fiscal year, which resulted in a 105% response rate.
 68. PSIM provided notification of 211 workplace accidents and fatalities (for calendar year 2014 – January 1 to present) to the North Carolina Department of Commerce, North Carolina Industrial Commission Fraud Investigations Unit (FIU) of the Insurance Compliance and Fraud Investigation Section.
 69. Thirty-nine boxes of closed fatality/catastrophe (FAT/CAT) and high profile inspections files were processed and transferred to the State Records Center by PSIM for archiving as required by the State Records Retention Schedule for the PSIM Bureau.
 70. A penalty in excess of \$115,000 was issued to a company with numerous instances of unguarded machinery. The instances were cited separately in order that the penalty would serve as an effective deterrent not only to the cited employer but to other employers. Information about the company’s manufacturing facilities in other states was shared with the other states and Federal OSHA.

PART IV - SUMMARY

North Carolina has developed a Strategic Management Plan with specific outcome goals. This approach is consistent with the requirements of CSP 02-14-04 and the Government Performance and Results Act of 1993 (GPRA). The state's specific overall outcome goals include reducing the rate of workplace fatalities by 2% and reducing the rate of workplace injuries and illnesses by 10% by September 30, 2018. The plan also provides program guidance for the most appropriate allocation of resources in pursuit of the outcome goals.

As well as overall outcome goals, the plan includes activity and outcome goals for specific areas of emphasis included in the plan. The new five year plan includes two new areas of emphasis. These include grocery and related product merchant wholesalers (NAICS 4244), and accommodation (NAICS 721). As well as these new areas of emphasis, the plan includes carryovers from the previous planning years including construction, logging and arboriculture, long term care, health hazards and food manufacturing.

Each of the plan's areas of emphasis is managed by a specific strategic management plan committee made up of OSHNC employees. Strategies to achieve outcome goals are continuously reviewed and can be altered to enhance program performance. Any changes to the plan are documented annually, and the revised plan is submitted to Federal OSHA as part of the 23(g) grant application process.

The FY 2014 SOAR documents activity during the first year of the current five year strategic planning cycle which began on October 1, 2013 and ends on September 30, 2018. FY 2014 injury and illness statistical data is not currently available to allow comparisons with the baseline, and indicate the progress being made in achieving outcome goals. Comparisons can be made of activity levels on an annual basis.