

Employment Discrimination
1st 2016/2017 Quarter Performance Review
6th floor CR, Old Revenue Building
October 19, 2016 at 3:00 PM

Attendees: Art Britt, Phil Hooper, Tiffany Lathan and Jessica McBride
Scribe: Charity Locklear

Reviewed EDB's Strategic Plan Report and statistics.

All standards were met for FY 2015-2016 except:

- 1.1 – Complete at least 85% of Non OSHA complaints within 90 days from date assigned by June 30, 2017.
 - In progress.
- 1.4 – Each investigator will complete 80 REDA investigations by June 30, 2017.
 - In progress. All investigators are targeted to reach their goals.
- 2.3 - # of open cases in inventory
 - In progress. EDB continues to strive to reduce case backlog.

Reviewed Bureau Performance Charts for 1st Quarter FY 2016-2017

Complaints Received

An average of 34.33% of complaints were received for the 1st Quarter.

The EDB IO line is receiving a lot of calls in regards to Hurricane Matthew.

Complaints Completed

An average of 29% of complaints were completed the 1st Quarter. Phil – What is the goal for the year? Tiffany – 80 cases. Phil – What is a good goal for each quarter? Tiffany – Completing 20 cases per quarter would put them on track to reach their annual performance goal. Art – Why do you think EDB closed so many cases in July? Tiffany – In July, the start of the new FY several settlements were completed.

EDB's newest investigators are working older cases in the inventory. They have closed cases that have been resolved by another agency or if the complainant asked for a 90 Right-to-Sue letter.

Monthly Inventory

411.33 is the average inventory for the 1st Quarter. Currently the inventory is 438 and EDB investigators are working on 40 OSHA cases out of the 59 that are open. Recently there has been an increase in workplace violence complaints. There are 378 cases unassigned because OSHA files takes precedence over other EDB complaint investigations due to the time restraint required by OSHA.

EDB has a total of (5) investigators, two which are new to the Agency, less than 3 months.

Percent Closed In 90 Days

79.33% of complaints were completed for the 1st Quarter.

Settled Percentage

28.93% of complaints were settled for the 1st Quarter.

Tiffany – Settled: Means best resolution of the case, such as, getting the complainant's job back, receiving a monetary settlement. The complainant can also receive a Merit Right to Sue letter and take the case to court on their own.

Age of Completed Cases by EDB Investigators

The 1 case that is 180+ is a rollover from last FY2015-2016.

Elapsed Days From Assigned To Completed by Investigator

The average elapsed days from case assignment to completed is 41 days.

Closed OSHA Cases by Investigator

14 OSHA cases were closed for the 1st Quarter.

National Guard Question

Phil – Jane will respond to your National Guard Question. Tiffany – Jane has responded.

New EDB OSHA Manual

Tiffany – the manual has been submitted to PSIM. Phil – Be sure you send the revised manual to Phil. OSHA cases have to be opened within 20 days. EDB is thinking about changing it to 15 days.

Whistle Blower Training

One of the new employees attended the OSHA Whistleblower training November 1-8, 2016 in Arlington Heights, Illinois.

Jeff is the EDB representative on the 2016 S&I Thanksgiving Committee.

The next EDB Quarterly Performance Review meeting will be held on January 31, 2017 at 3:00 P.M. in the 6th floor CR, ORB.