

Employment Discrimination Bureau
3rd Quarter Performance Review 2016/2017
6th floor CR, Old Revenue Building
April 25, 2017 at 3:00 PM

Attendees: Art Britt, Phil Hooper, Tiffany Lathan, Jessica McBride, Christine Ryan and Adriana Jordan
Scribe: Charity Locklear

Reviewed EDB's Strategic Plan Report and statistics.

All standards were met for FY 2016/2017 except:

- 1.4 – Each investigator will complete 80 REDA investigations by June 30, 2017.
 - In progress.
 - All but two of the investigators are on target to reach this goal by June 30, 2017.
 - Christine – If an investigator leaves, how do you handle reporting the figures?
Tiffany – The investigator that has left will roll off of the charts once the new FY starts. Their numbers are still counted towards the FY Strategic Plan objectives/goals. Phil – Their numbers can be prorated.
- 2.3 - # of open cases in inventory
 - In progress.
 - The standard is 275. YTD Actual # of open cases in inventory is 403 and as of today the inventory is at 421.
 - EDB continues to strive to reduce case backlog.

Reviewed Bureau Performance Charts for 3rd Quarter FY 2016-2017

Additional Investigator Position

Phil – It has been approved that one of Wage and Hour's investigator positions can be moved back to the Employment Discrimination Bureau.

Cases Received and Completed

The average for complaints received for the 3rd Quarter of the FY is 36 cases and cases completed is 35 for the FY average. Christine – For this chart, EDB wants the orange line number to be higher than the blue line number. When looking at the complaints completed, it needs to be watched over time.

Tiffany – EDB continues to reduce the backlog and complete cases.

Monthly Inventory

The average monthly inventory for the 3rd Quarter is 403 and 409.67 as an average for the FY. These numbers reflect cases that have not been completed.

Percent Closed In 90 Days

The average for the percent of cases closed for the 3rd Quarter is 79% and 84.22% were closed within 90 days for the FY. Tiffany – The investigators try to close all cases within 180 days of assignment.

Settled Percentage

29% of complaints were settled in the 3rd Quarter and 34.41% for the FY.

Art – Are complaints taken when a complainant calls in? Tiffany – No. A complaint is filed once EDB receives the signed complaint form. After the complaint form is received, the case is logged in and a file is set up. If the complaint received is an OSHA complaint, the complaint is assigned immediately to an investigator. Art – Do you have a chart reflecting the backlog? Tiffany – No. There are currently 426 backlogged cases.

Age of Completed Cases by EDB Investigators

There are 12 cases that are over 181 days. Some cases have factors that cause the case to go past the 180+ day mark for a number of different reasons. It could be due to case difficulties or attorneys holding up the case from being completed. Most of the cases are completed within the 0-30 day window.

Average Days From Assigned To Completed by Investigator

This chart reflects the average days from case assignment to completion. Note: One investigator was working on a special case that was re-assigned per request of the complainant and that investigator will have a problem achieving this goal.

Closed OSHA Cases by Investigator

Phil – Is there a reason that Dorothy receives more OSHA cases? Tiffany – We try to assign the OSHA cases evenly, but sometimes investigators, such as Dorothy may close more OSHA cases quicker, therefore, receiving more OSHA cases.

Art – In regards to Objective 2.2 - # of days to complete an internal review of a Customer Service Complaint reviewed by the Bureau Chief and sent to Legal Affairs for review. What is the process? Tiffany – If a complaint is submitted for Worker's Compensation or Wage and Hour, Tiffany has 3 days to review and submit the complaint to Legal. Art – Does Legal look at how the case was handled. Tiffany – Yes, Legal looks at the findings and disposition of the case to determine whether or not the case needs to be re-opened. If it is an OSHA complaint the complaint is sent to the OSHA Review Committee for review. Art - Does EDB submit a lot of cases to Legal? Tiffany – No, EDB sends maybe 2-3 cases to Legal per year for review. Phil – Does EDB have a process for handling customer service complaints? Tiffany – Yes, it is in the EDB Operations Manual.

Christine - Wage and Hour's complaints are processed differently. First the complaint goes to Kisha Holmes for review and then on to Christine for review and determination.

The next EDB Quarterly Performance Review meeting will be held on July 25, 2017 at 3:00 P.M. in the 6th floor CR, ORB.