

Employment Discrimination Quarterly Performance Review
January 30, 2012 at 2:30 PM
6th floor conference room, ORB

Attendees: Andy Frazier, John Baldwin, Tiffany Lathan
Scribe: Charity Locklear

Reviewed Performance Charts for December, 2011. See charts on the Intranet.

Customer Service Complaints

- John Baldwin stated that the customer service complaints will be referred to Tiffany. She can make the determinations of what to do about the complaint. She will review the file and decide how to handle the complaint. If Tiffany feels that legal should handle the complaint, she will send the file to Legal to handle.

Staff

- John Baldwin – Jeri is going to be going out on medical leave. She may or may not return.

Monthly Performance Review Statistics for December, 2011

- EDB received 48 fewer complaints in December, 2011 than the 2 previous years YTD.
- Inventory is currently at 320.
- Jamie Meadows and Kathy Woodford are receiving cases.
- There are 7 investigators. 2 investigators are not in rotation. Tiffany works 6 or 7 cases regularly to help with the inventory.
- Average Days Complaint to Determination: Is at 169 for the yearly average is much higher than the past years 2 years YTD. The days in November were at 283 and for December the numbers were at 167 which show a large decrease in Average Days Complaint to Determination in December, 2011.
- Percentage of Cases Closed in 90 Days: Is at 72.1% for the yearly average. This average is lower than the past 2 years YTD.
- Settled Percentage: Is at 15.3 for the year which is higher than the previous 2 years YTD. Jamie has settled 2 of her 4 cases. Jamie received 3 more cases and closed 4 of those cases and was assigned 2 more. Jamie has worked with Tiffany on 2 cases, Don on 1 case and Dennis on 1 case and now she going to work with Nancy on a case.
- There are 57 cases over 180 days: Ellen has 15, Jeri has 14 and Dennis has 28.
- Jeri has 31 open cases. Tiffany is going to find out if Jeri closed anymore and will get those cases back to the Raleigh office. Tiffany will receive Jeri's old cases and will reassign those cases to other investigators. Jamie and Kathy will get some of Jeri's case files and Tiffany will take a couple.

Division/Bureau: Employment Discrimination/Standards and Inspections
Document Name: Quarterly Review Meeting
Date Revised: 01/30/2012
Document Owner: Charity Locklear

- Andy – Contact Stacey Thompson in HR to make sure you can discuss Jeri's caseload with Jeri. If it's ok, have Stacey contact Jeri to let her know you will be in contact with her in regards to her current caseload.
- John Baldwin thinks it is ok to get Jeri's equipment back and if she returns EDB can re-issue the equipment to her.
- Cases Over 90 Days: Andy – Dennis has 48 cases over 90 days and 5 cases almost 2.5 years old? Tiffany – Yes. Andy – What is the problem? Tiffany – Dennis is probably trying to settle the cases instead of issuing a Right to Sue letter. Andy – Take Dennis out of rotation and to get those cases closed. Once a case reaches the 180 day point and it's not settled, have the investigators write the case up and close the file.
- Andy - Be sure that the investigators know what tolled cases are and the criteria for a tolled case.
- Tiffany is going to discuss old cases and tolled cases at the EDB staff meeting on Wednesday, February 1, 2012.
- In April Tom and Phil will rotate off of the charts, Jamie and Kathy will be added for the new performance year.

Next Employment Discrimination Quarterly Review meeting will be held on March 27, 2012 at 2:30 in the 6th floor conference room, ORB.