



WAGE & HOUR BUREAU

Quarterly Performance & Strategic Plan Review

QUARTERLY REVIEW – Postponed - YTD May – Jun 2014 & FY 2013-14

Management Meeting Held - 07082014

Wage and Hour Bureau

YTD (Year-to-Date) Performance Report

May – Jun 2014

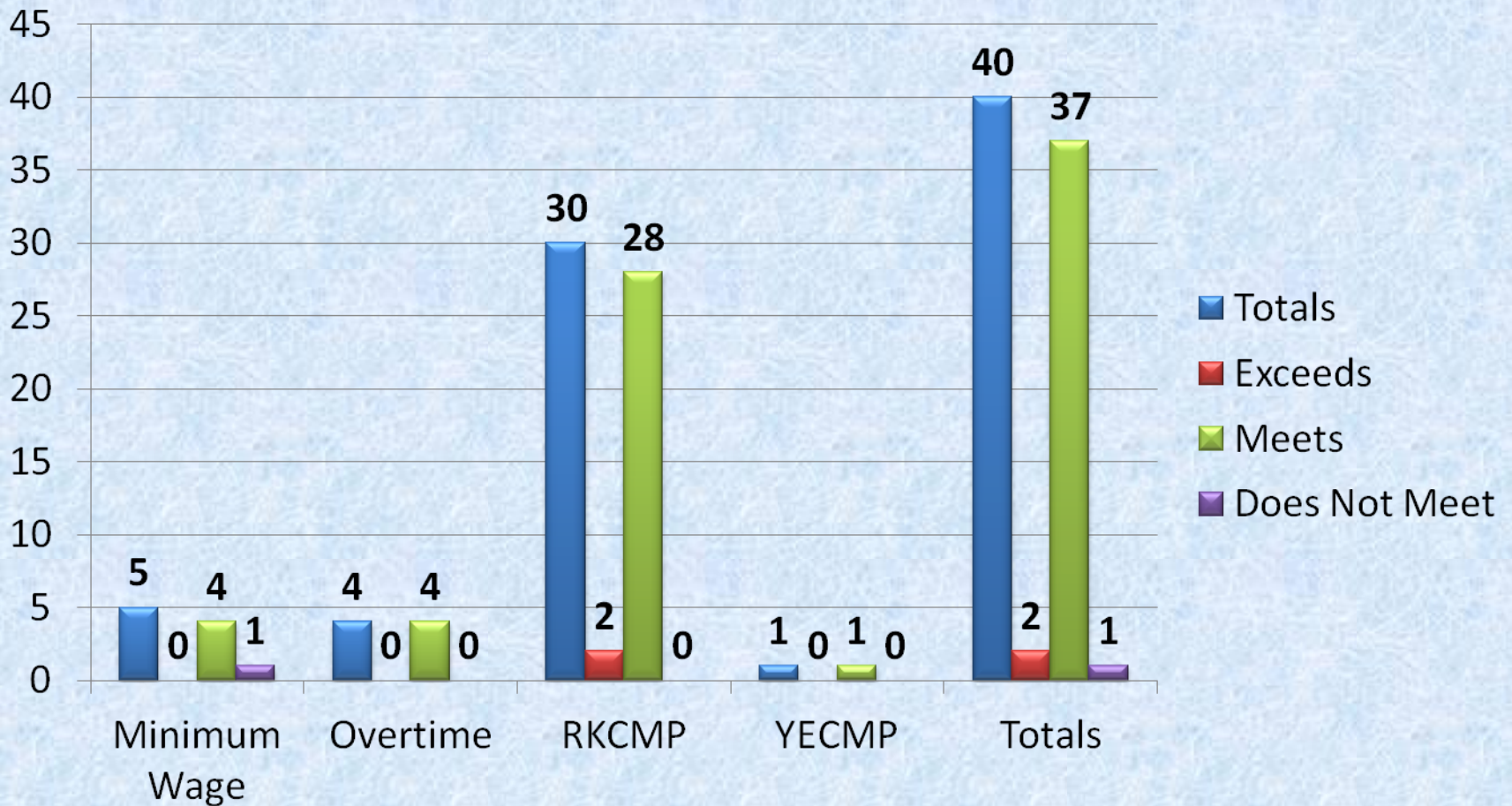
Bureau	Wage and Hour	Work Plan: May 1, 2014 through April 30, 2015			
Date	July 8, 2014				
Obj #	Objective's by April 30, 2015	Standard	YTD Actual	YTD Status	Comments
1.1	CMPs - Major Discrepancies Per Investigator	≤3	1		Investigator
1.2	Back Wages - Major Discrepancies Per Investigator	≤3	5		Investigator
1.3	Back Wages Collected - 75%	≥3%	88.83%		Bureau
2.1	Productivity - 60 per quarter – 240 or more by end of year	≥60	400/588		Investigator
2.2	Timeliness (180 days or less)	≤180	100%		Investigator
2.3	Return to Queues per Information Specialist = 120	≤20	12		Administrative Assistant
2.4	CMP Tracking	100%	100%		Administrative Assistant
3.1	Service Level	≥99.5%	99.89%		Administrative Assistant
3.2	Average Talk Time ≤6 minutes	≥98%	100% - 3:16		Administrative Assistant
3.3	Average Log in Time	≥1,420	1444		Administrative Assistant
4.1	Attend all Employee Safety and Health Committee Meetings	100%			Administrative Assistant
4.2	Site Inspections - IAW Policy 2	100%			Administrative Assistant
4.3	Annual Review of Policy 9 (All Employee Week)	100%			Bureau
4.4	Adhere to Policy 9 requirements	100%			Bureau
-	Inventory Level by May 1, 2015.	≤1200	1418		Bureau
	<u>YTD Status</u>				
	Meeting or exceeding standard			9	
	Not meeting standard			6	
	Objective on hold or no longer valid			0	

BUREAU CASE REVIEWS - YTD - May 2014
YTD Objectives (1.1 & 1.2)
Major Discrepancies – Goal ≤ 3 each

	Total	Exceeds	Meets	Does Not Meet
Darryl	24	1	21	2
LaKisha	18	9	5	4
Case Reviews	42	10	26	6

MW/ OT/ RKCMP/ YECMP

YTD - May 2014



RK/YE/MW/OT Reviews

	Totals	Exceeds	Meets	Does Not Meet
Minimum Wage	5	0	4	1
Overtime	4	0	4	0
RKCMP	30	2	28	0
YECMP	1	0	1	0
Totals	40	2	37	1

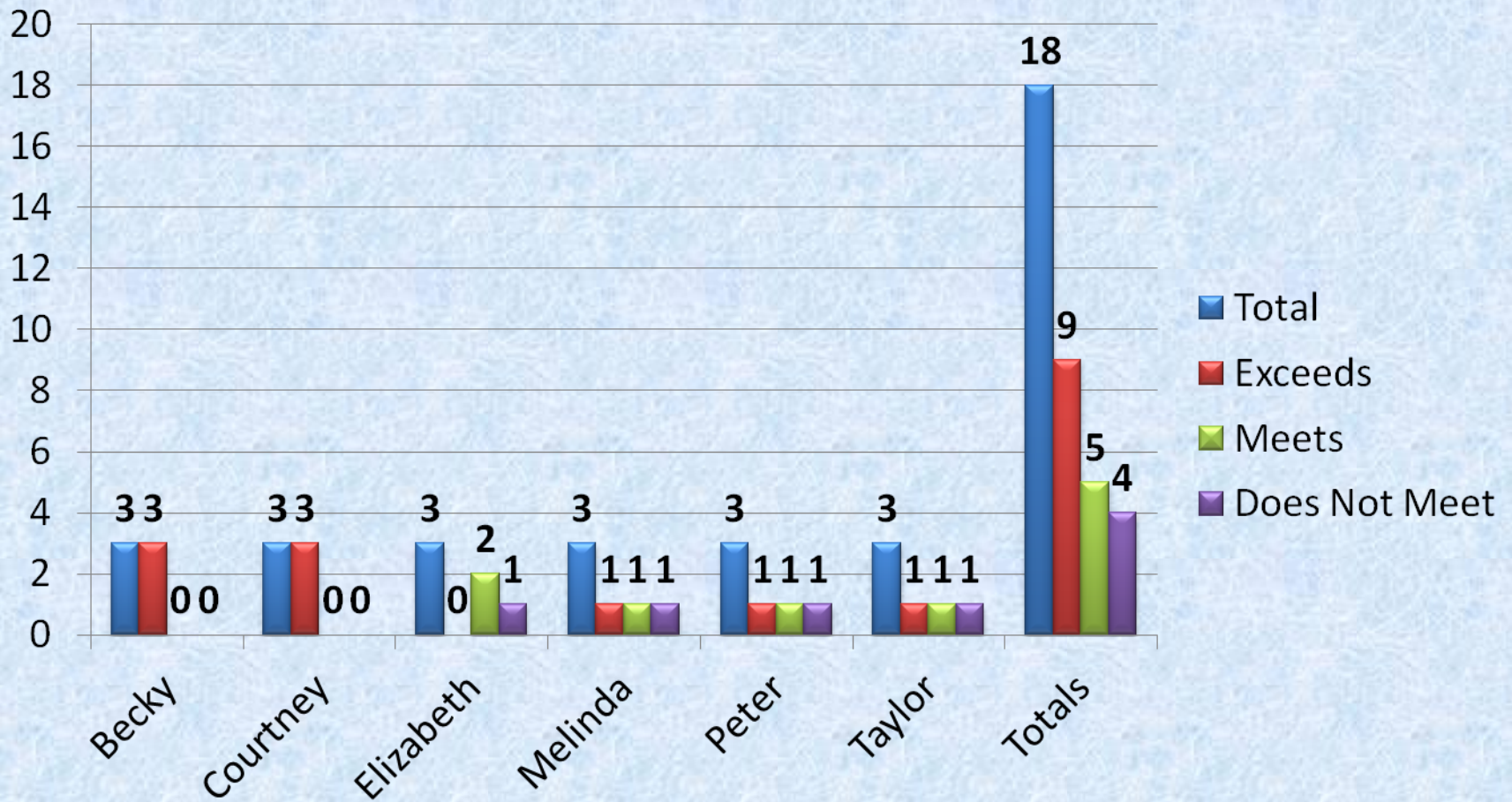
CENTRAL/WESTERN DISTRICT CASE REVIEWS

YTD - May 2014

Investigator	Total Reviews	Exceeds	Meets	Does Not Meet
Becky	3	3	0	0
Courtney	3	3	0	0
Elizabeth	3	0	2	1
Melinda	3	1	1	1
Peter	3	1	1	1
Taylor	3	1	1	1
Totals	18	9	5	4

CENTRAL/WESTERN DISTRICT CASE REVIEWS

YTD - May 2014



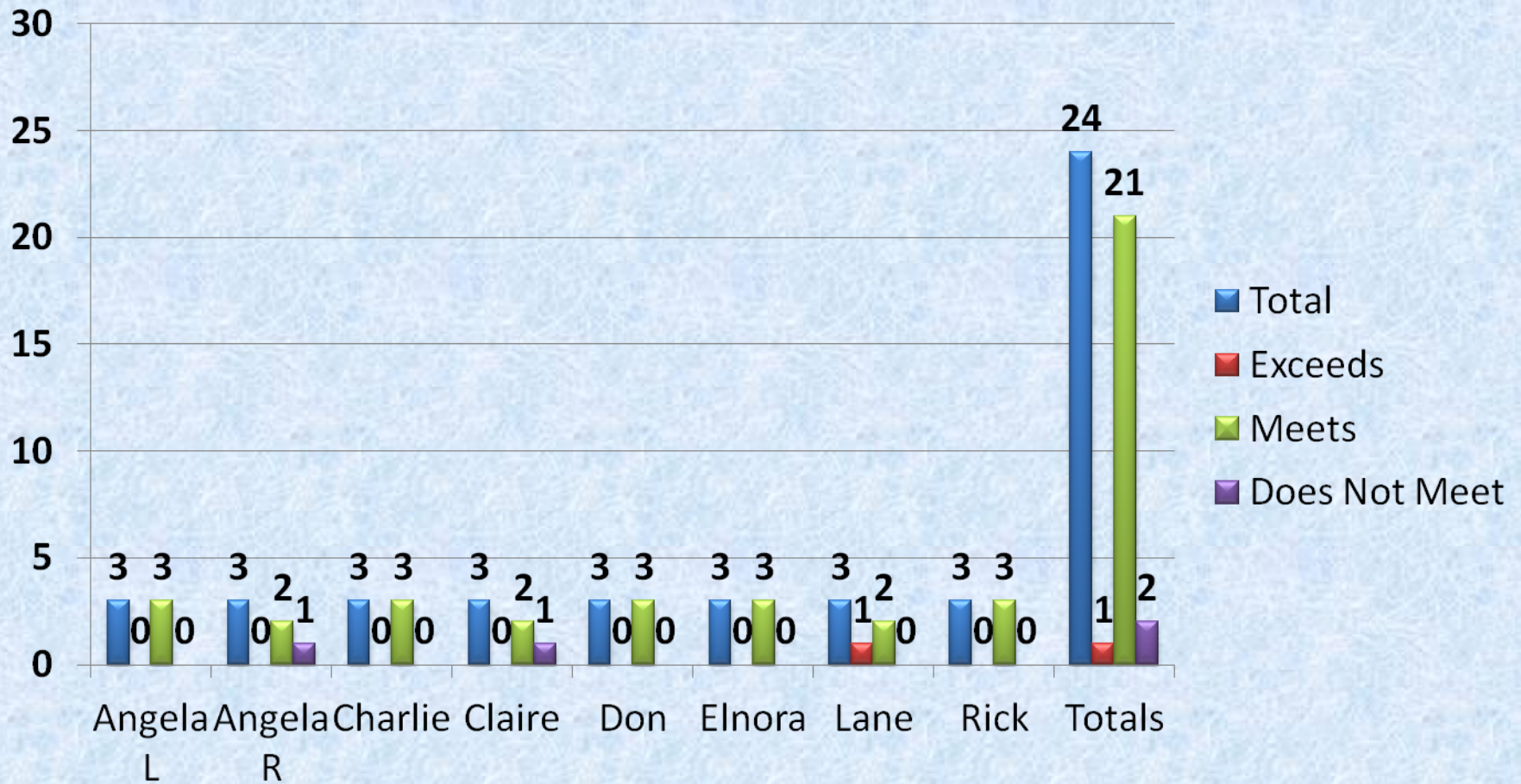
CENTRAL/EASTERN CASE REVIEWS

YTD - May 2014

	Total	Exceeds	Meets	Does Not Meet
Angela L	3	0	3	0
Angela R	3	0	2	1
Charlie	3	0	3	0
Claire	3	0	2	1
Don	3	0	3	0
Elnora	3	0	3	0
Lane	3	1	2	0
Rick	3	0	3	0
Totals	24	1	21	2

CENTRAL/EASTERN CASE REVIEWS

YTD - May 2014



Explanation of DNM

Case Type	Explanation
OT	The wage payment section is wrong. The employer didn't pay the overtime so this should have been added to the overtime section and not the wage payment section. Improper calculations.
WP	The employer stated on the jurisdictional questionnaire that the complainant's pay was withheld due to owing the company \$702 for damages to company property. This clearly shows that a violation occurred and the complaint should have been substantiated based on the employer's admission. The employer confirmed the complainant was paid \$15 per hour and submitted time records for the days in question (April 3-4, 2014). The time sheet reflects 11 hrs. were earned for a gross amount of \$165. Only \$161.25 was received in the Raleigh Office on May 12, 2014. Was the amount paid gross or net wages because an itemized statement of deductions was not included in the file?
WP	The wrong amount due was recorded on the "CPT" line of both reports. The amount claimed/due to Edward Luckey (master) is \$1,400 and the amount claimed/due to Harold Gowder (89330) is \$735. As noted in the work plan, it's an automatic 10 points for discrepancies noted in the statistical/historical boxes 7-8.

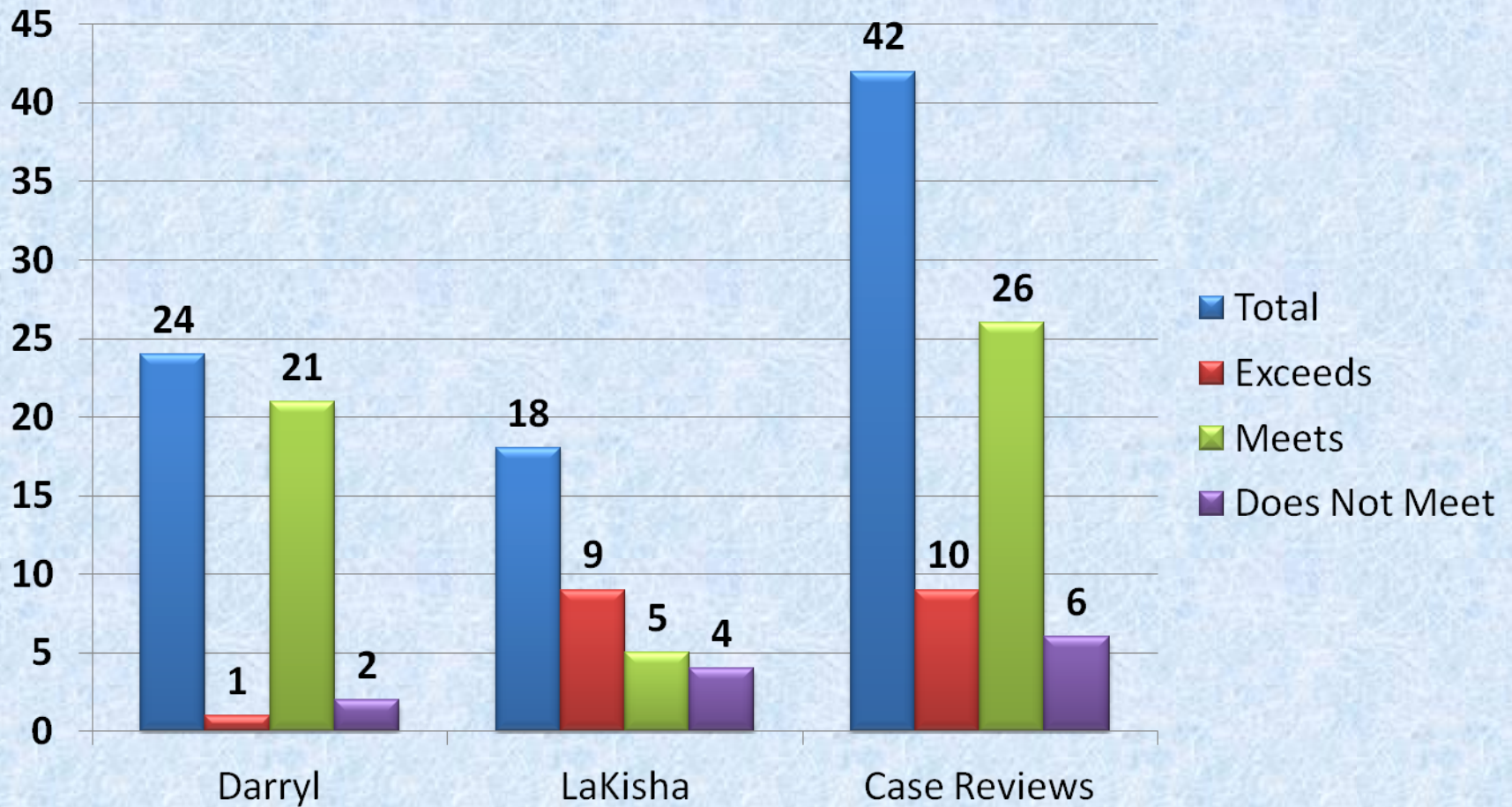
Explanation of DNM

Case Type	Explanation
RKCMP	<p>The full amount, \$700.08, should have been claimed due and paid. The employer admitted he made an unauthorized deduction of \$700.08 to the complainant's pay and refunded half, \$350, on pay date September 20, 2013, after our (NCDOL) involvement. The complaint was filed on September 17, 2013. This case was discussed with you on July 1, 2014, via email, and I understood your rationale for only claiming the remaining balance of \$350.08 as due and paid (because \$350 had already been paid and found \$350.08 due), but the employer paid the wages after the complainant filed a complaint with this office. If \$350 was paid was paid to prior to the complaint being filed, only \$350 would be due and paid. This caused your wage summary and computation worksheet to be incorrect.</p>
MW	<p>You failed to enter the number of employees paid in the PAID column. The DUE/PAID columns are in box number 8. Any errors in boxes 7 and 8 are an automatic 10 points and a major level discrepancy.</p> <p>You also listed a violation of section 3 (MW) in the RK section. Since the issue is a MW issue, it should be in the MW section. This is a minor discrepancy of 1 point.</p>

Explanation of DNM

Case Type	Explanation
MW	<p>Business Type: You have the company listed as a LLC. Under the contact person's name, their title is Self Proprietor. The establishment's name is listed as the self proprietor's name and a DBA. This is a Mid level discrepancy of 3 points.</p> <p>MW section grammar issue: "... without acknowledgement of none-tipped position". That is confusing. I assume you meant "non". This is a minor discrepancy of 1 point.</p> <p>MW section grammar issue: "Minimum wage complaint is not substantiate." This is a minor discrepancy of 1 point.</p> <p>Investigation Report is missing from OnBase. I searched using both methods. This is a Mid level discrepancy of 3 points.</p> <p>RKCMP Worksheet is missing from OnBase. I searched using both methods. This is a Mid level discrepancy of 3 points.</p>

YTD - Bureau Case Reviews



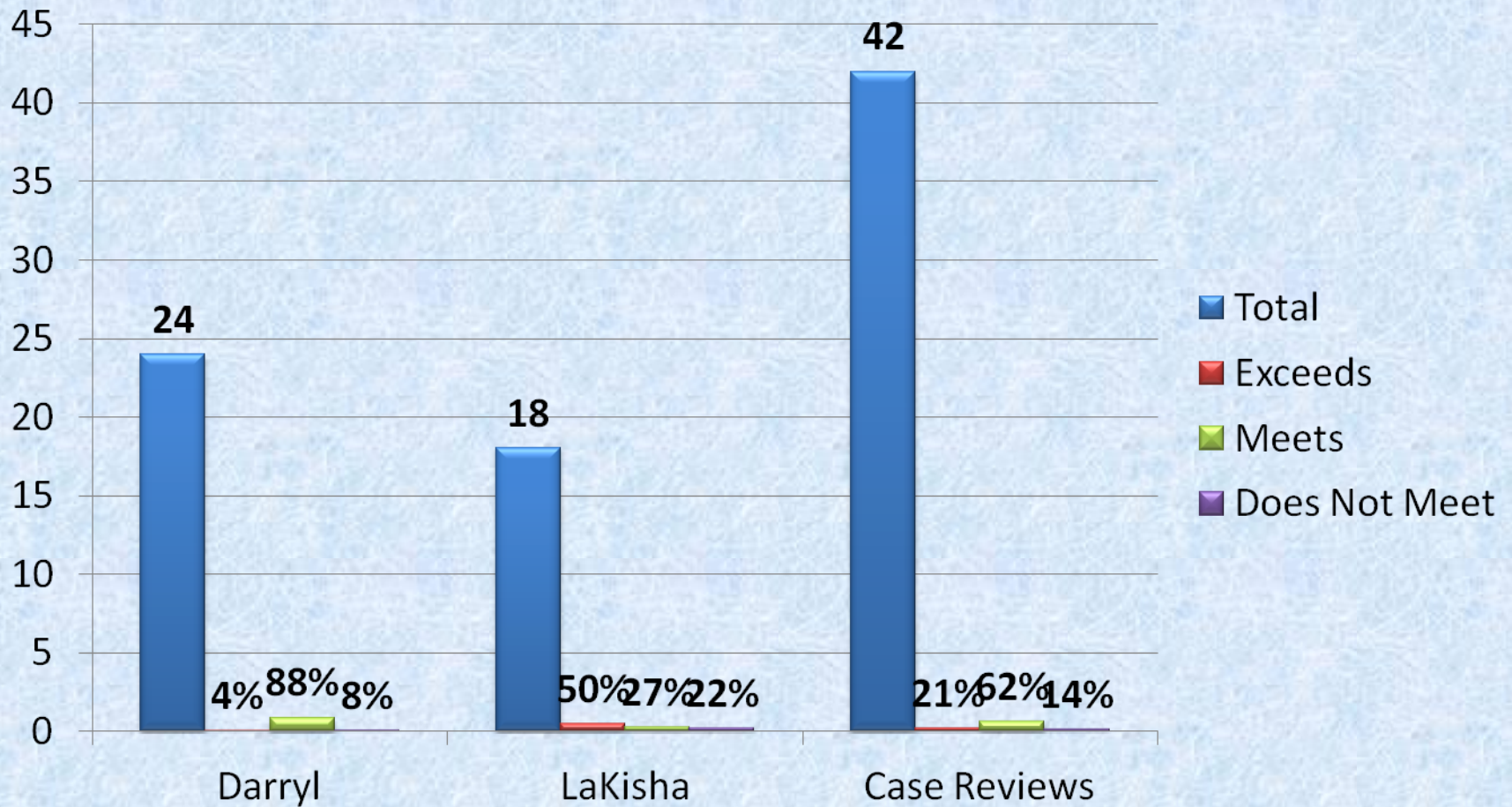
PERCENTAGES OF CASE REVIEWS

YTD - May 2014

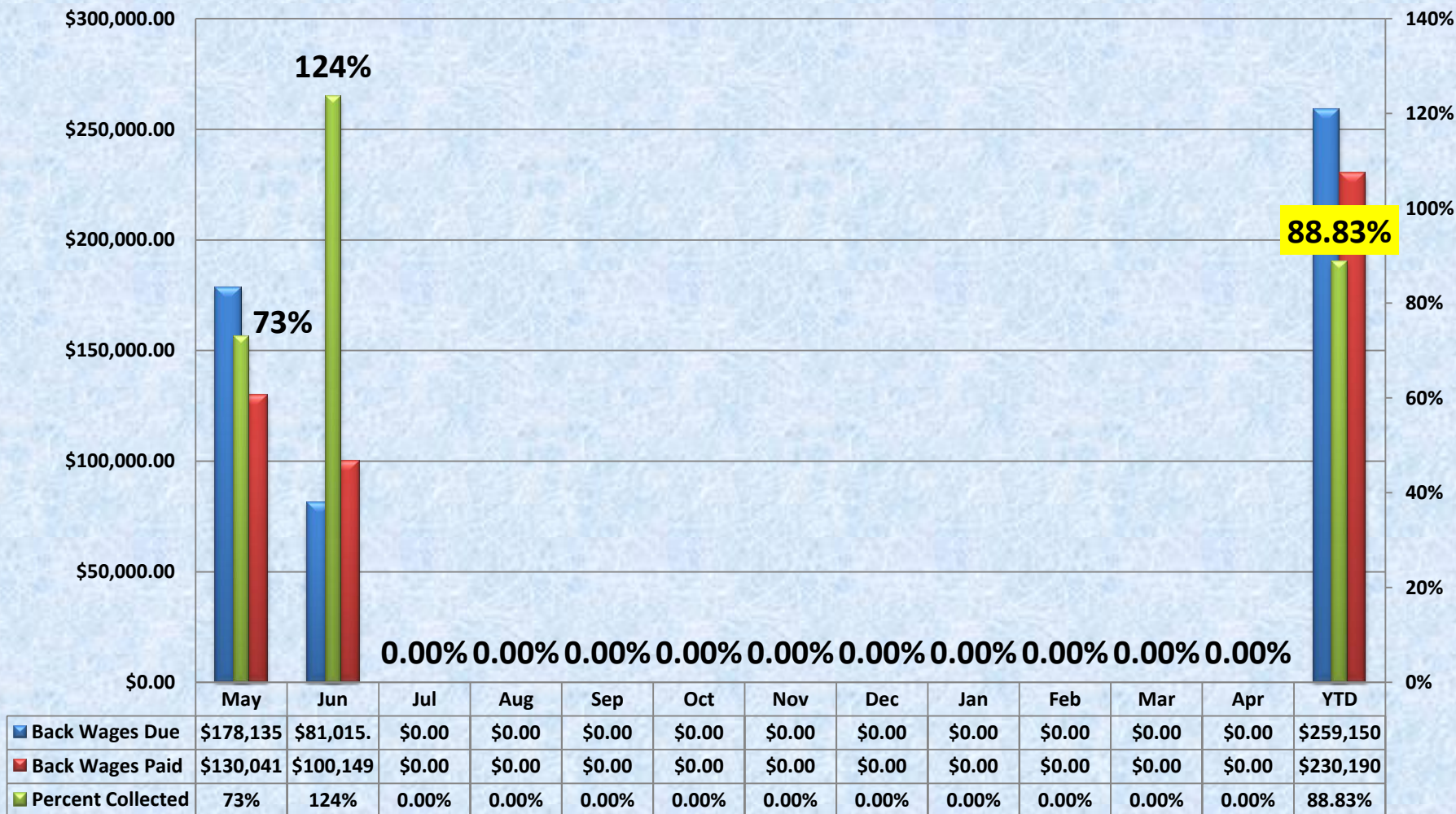
	Total	Exceeds	Meets	Does Not Meet
Darryl	24	4%	88%	8%
LaKisha	18	50%	27%	22%
Case Reviews	42	21%	62%	14%

PERCENTAGES OF CASE REVIEWS

YTD - May 2014

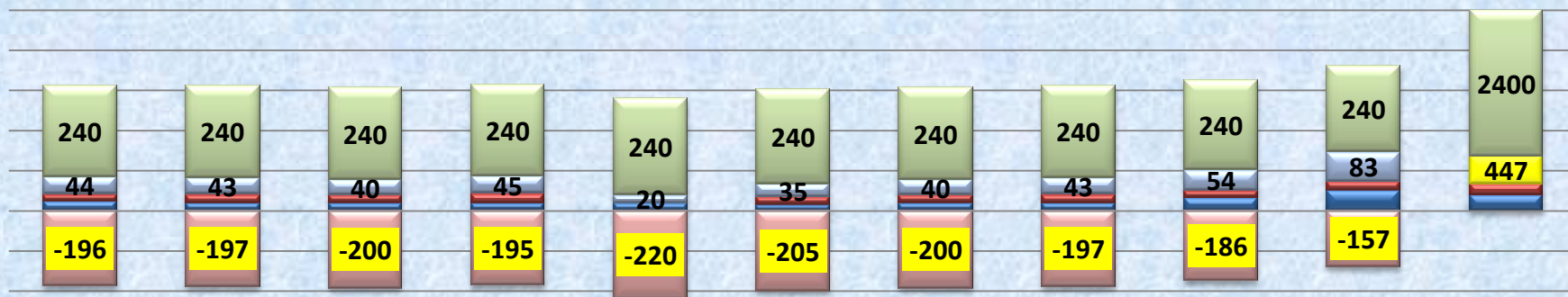


YTD Objective (1.3)
Back Wage Collected – Goal 76%



YTD Objective (2.1)

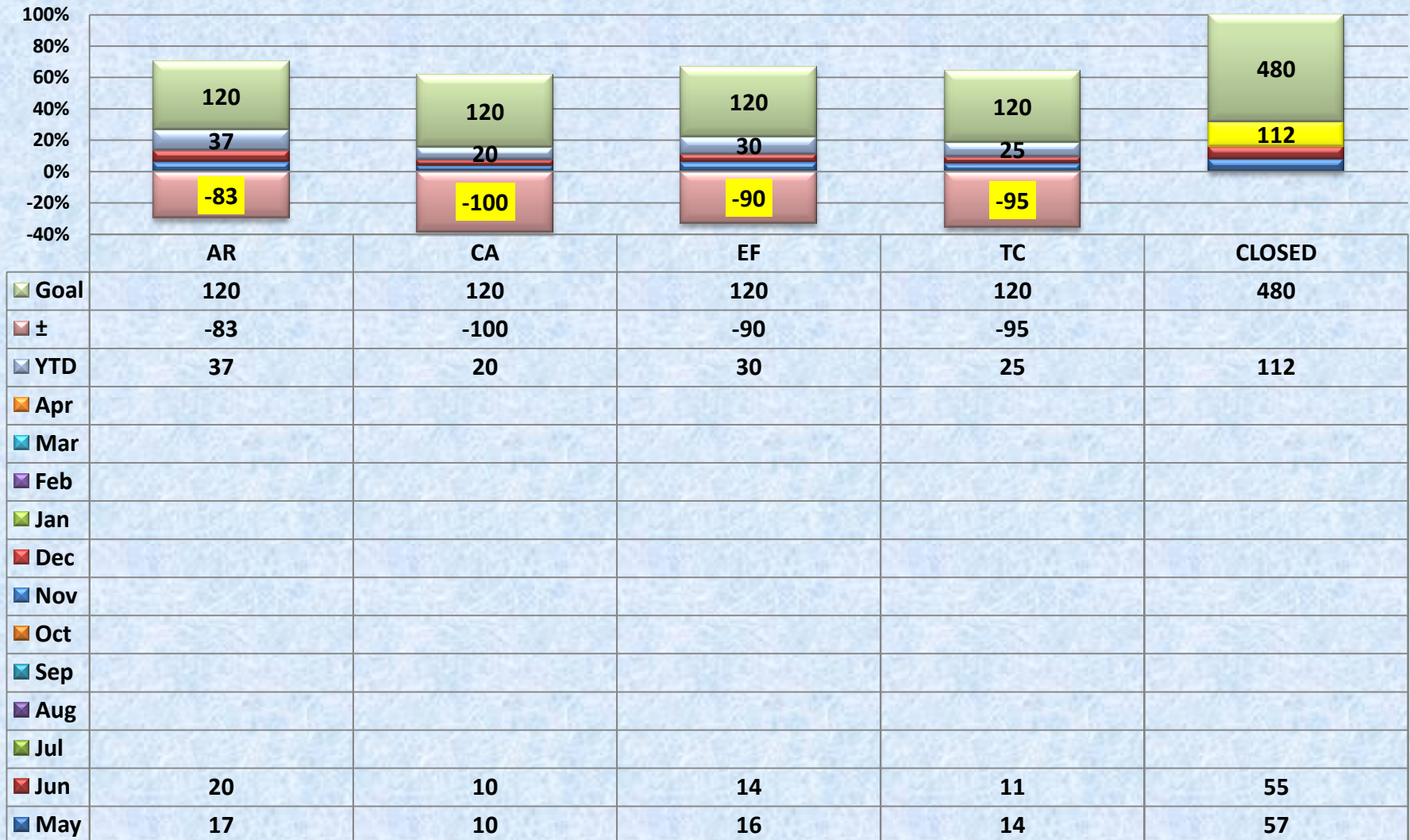
Field Productivity – Goal ≥ 240



	AL	BL	CH	CO	DA	EC	LC	MJ	PS	RM	CLOSED
Goal	240	240	240	240	240	240	240	240	240	240	2400
±	-196	-197	-200	-195	-220	-205	-200	-197	-186	-157	
YTD	44	43	40	45	20	35	40	43	54	83	447
Apr											
Mar											
Feb											
Jan											
Dec											
Nov											
Oct											
Sep											
Aug											
Jul											
Jun	18	22	20	25	0	20	20	22	20	25	192
May	26	21	20	20	20	15	20	21	34	58	255

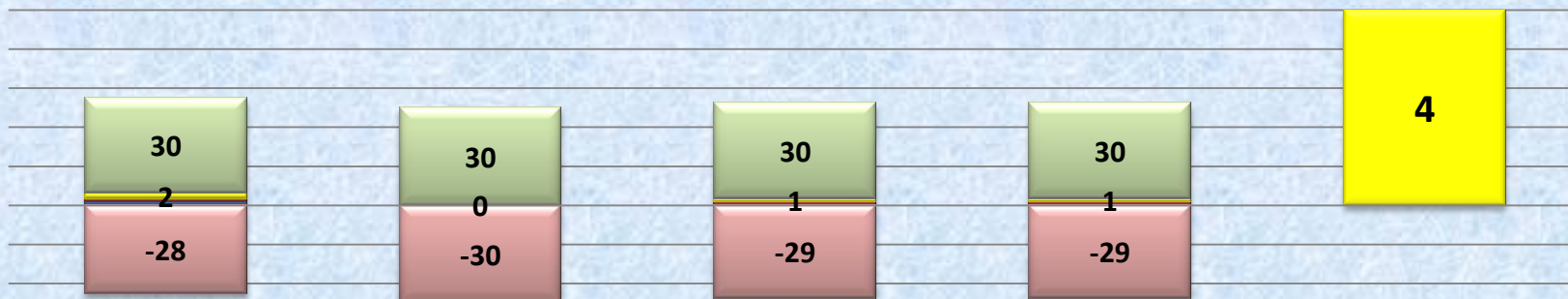
YTD Objective (2.1)

LSB Field Productivity – Goal ≥120



YTD Objective (2.1)

LSB EDB Productivity – Goal ≥ 30



	AR	CA	EF	TC	Closed
Goal	30	30	30	30	
±	-28	-30	-29	-29	
YTD	2	0	1	1	4
Apr					
Mar					
Feb					
Jan					
Dec					
Nov					
Oct					
Sep					
Aug					
Jul					
Jun	1	0	1	1	
May	1	0	0	0	

YTD Objective (2.1)

Combined Field Productivity



A line chart showing the number of new COVID-19 cases in the United States from May to April. The Y-axis represents the number of cases, ranging from 0 to 120 in increments of 20. The X-axis lists the months: May, Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb, Mar, Apr, and YTD. There are four data series represented by colored lines: blue, green, purple, and red. The blue line shows a sharp increase in June, reaching 105 cases, which is highlighted with a yellow background. The other lines remain relatively flat and low, with values around 15-20 for the blue line, 14 for the green line, 13 for the purple line, and 10 for the red line. Data labels are provided for May (57) and June (55) for the blue line.

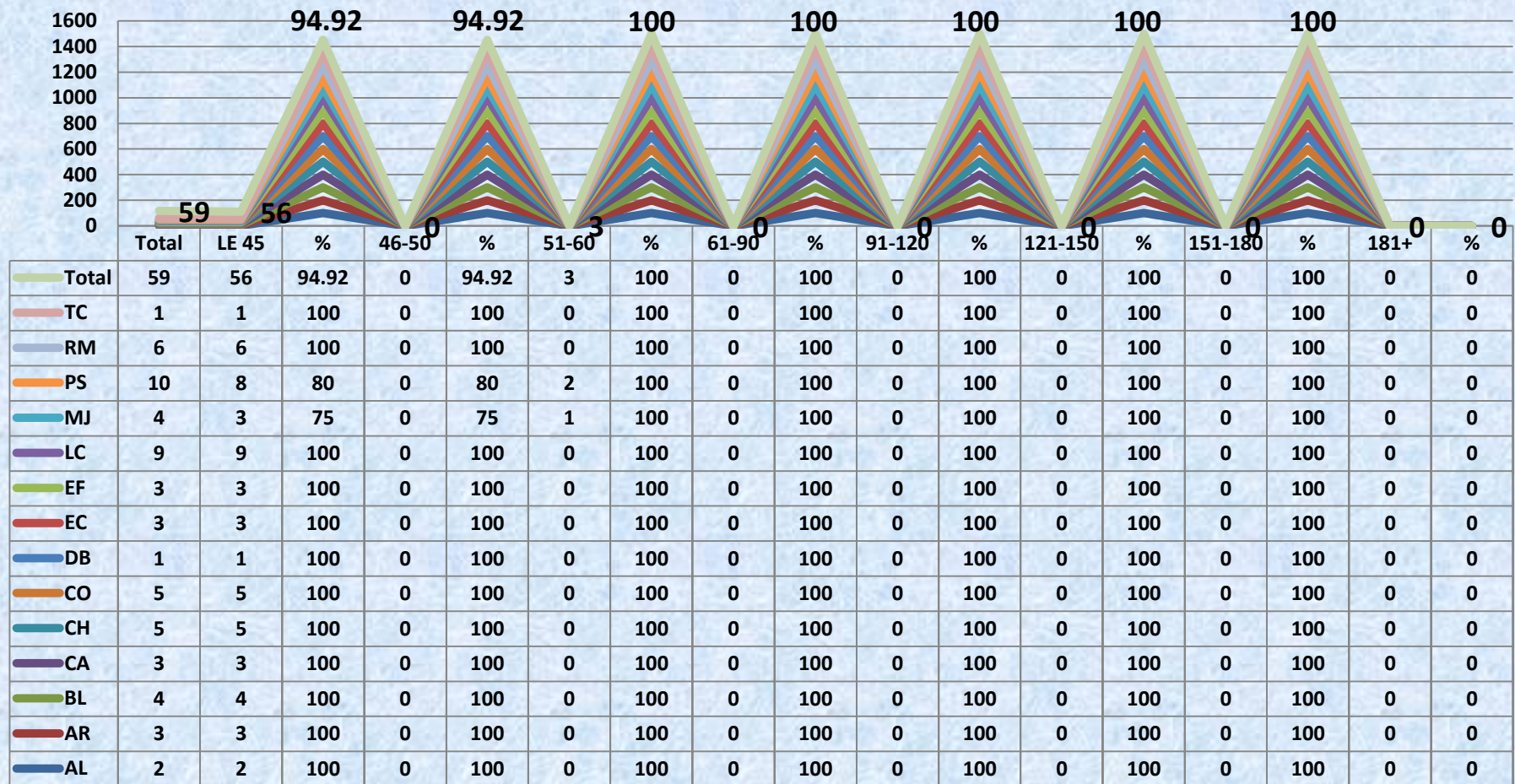
Month	Blue Line	Green Line	Purple Line	Red Line
May	57	15	13	10
Jun	105	14	13	10
Jul	20	14	13	10
Aug	20	14	13	10
Sep	20	14	13	10
Oct	20	14	13	10
Nov	20	14	13	10
Dec	20	14	13	10
Jan	20	14	13	10
Feb	20	14	13	10
Mar	20	14	13	10
Apr	20	14	13	10
YTD	105	14	13	10

[illegible]

Probationary/Trainee Productivity

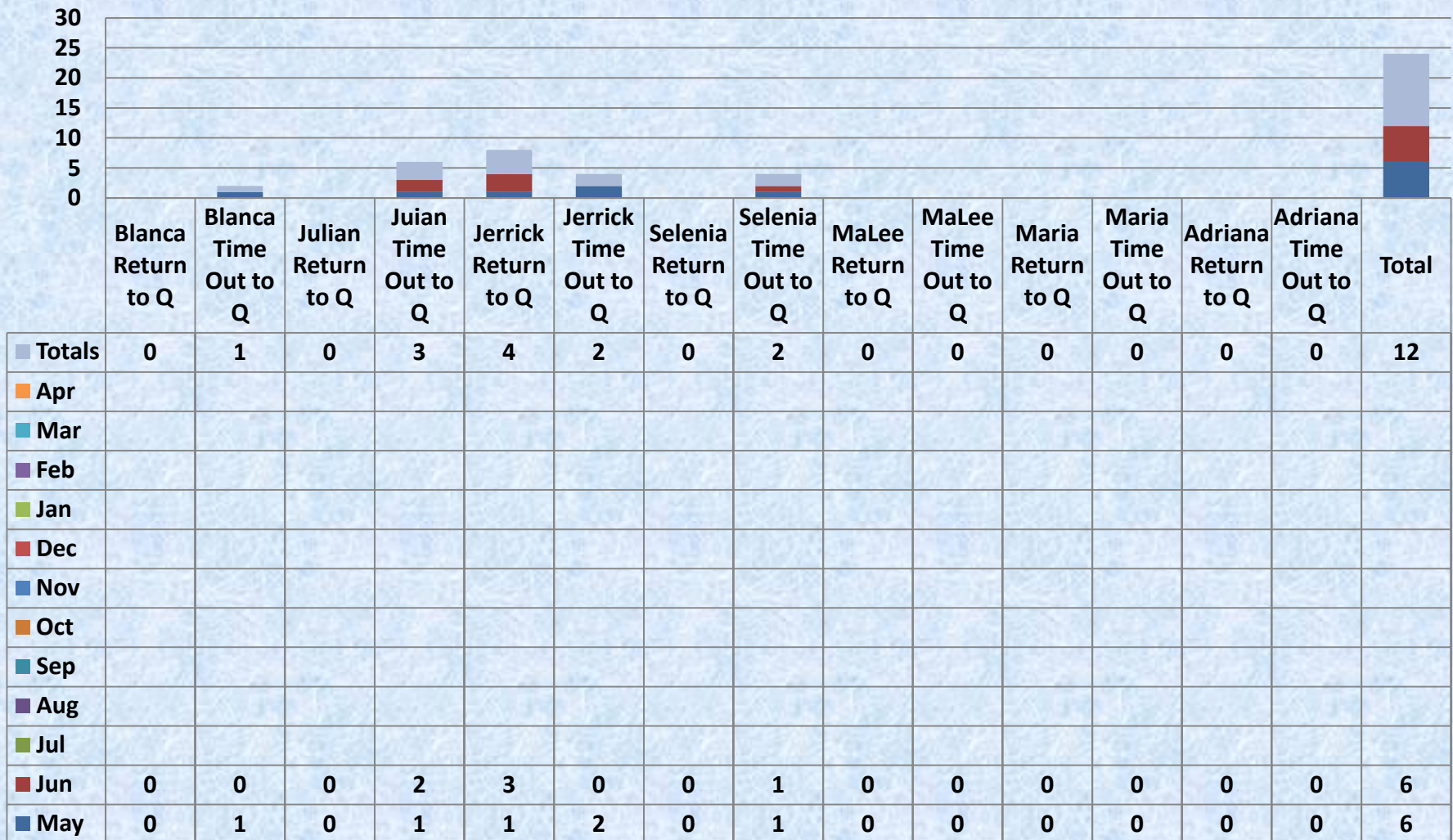


Timeliness - Closed Cases – Goal ≤ 180 days



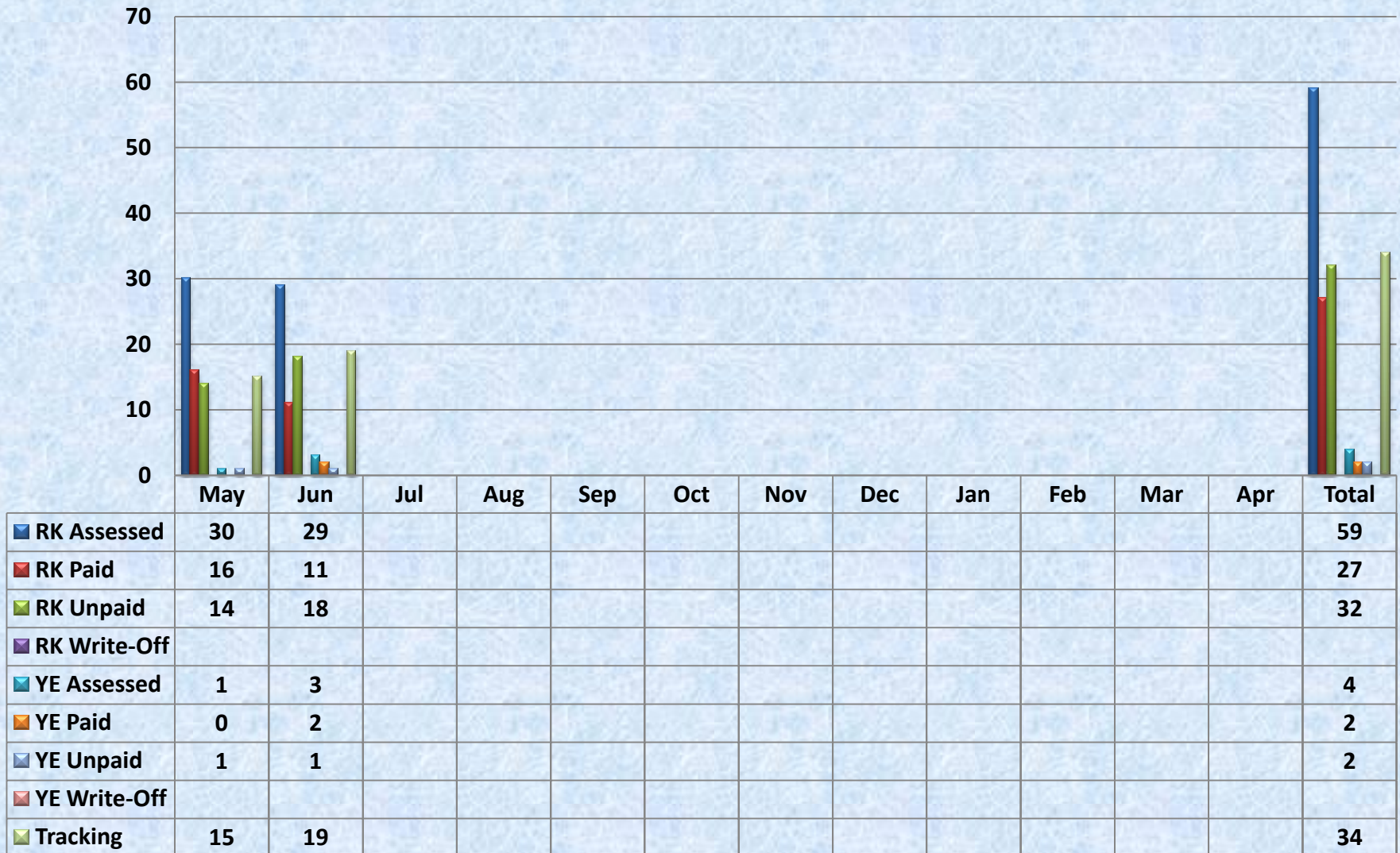
YTD Objective (2.3)

Return to Queues – Goal ≤ 20



YTD Objective (2.4)

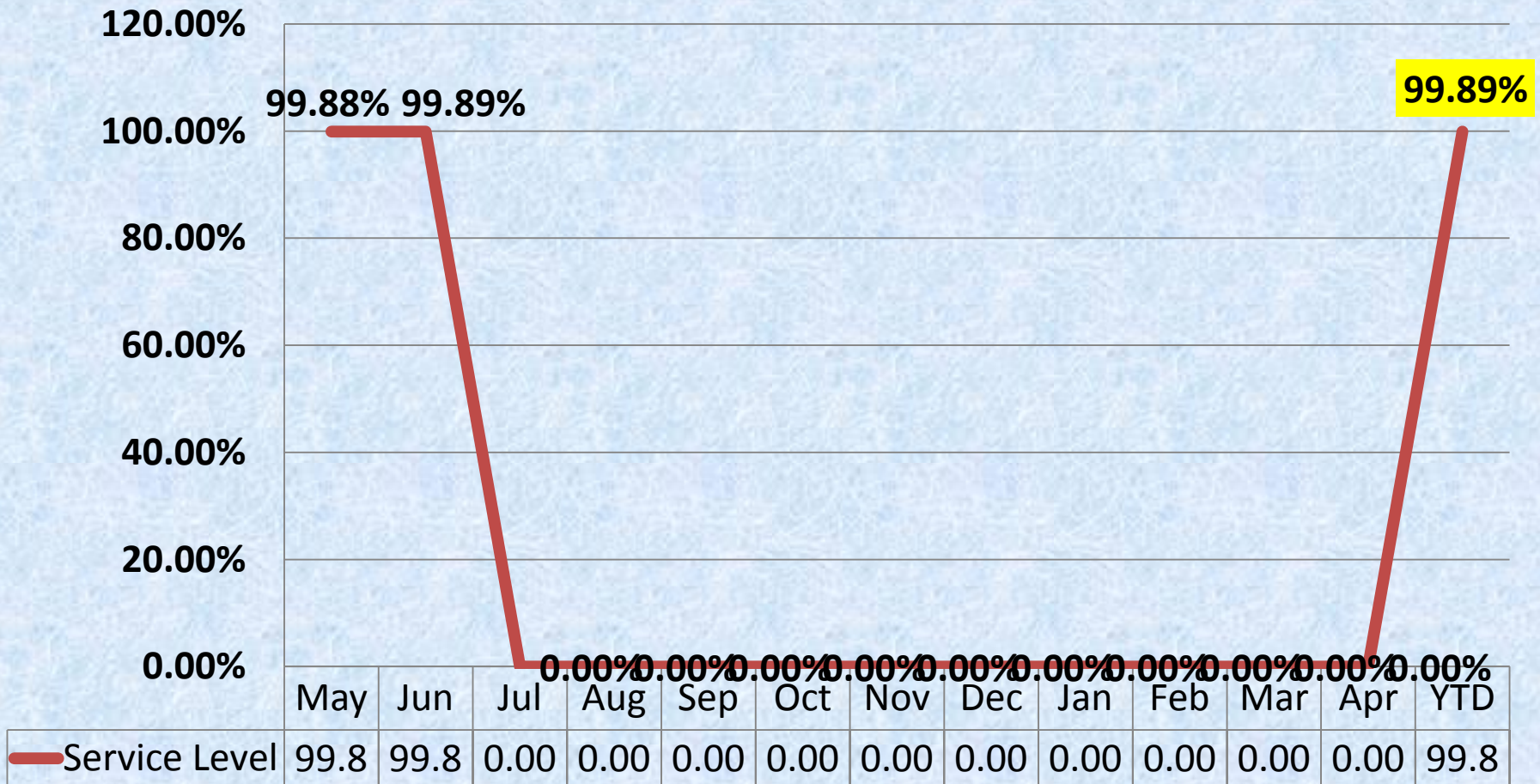
CMP's – Tracking (Goal 100%)



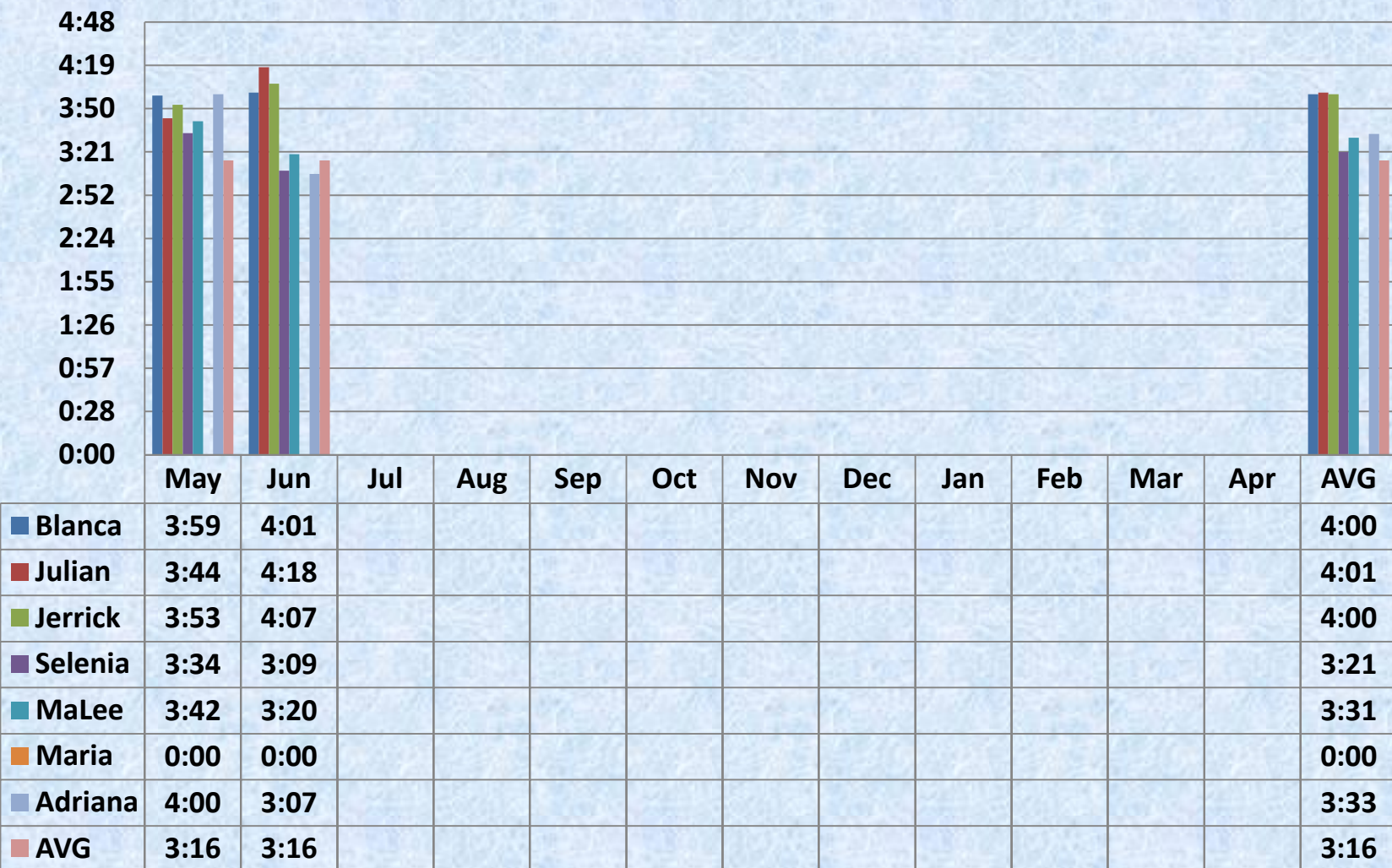
YTD Objective (3.1)

Call Center Service Level – Goal 99.5%

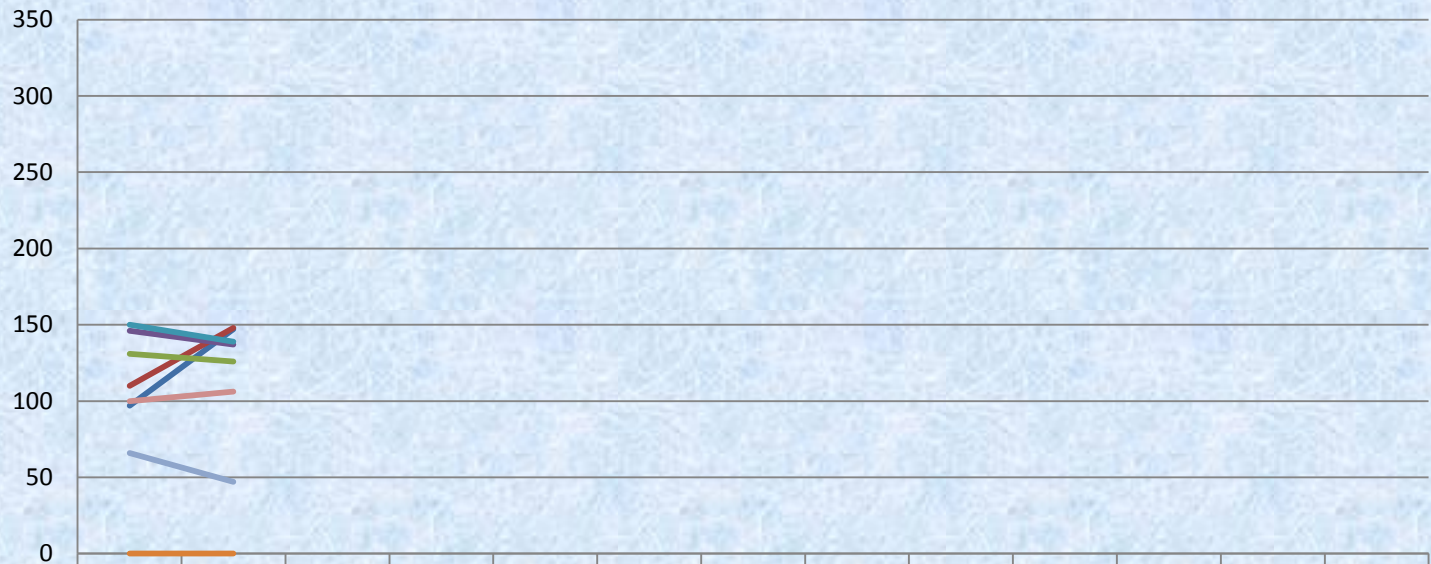
Service Level



Average Talk Time - Goal ≤ 6 minutes



YTD Objective (3.3) Average Log in Times (Goal ≥ 1420)

[illegible]

YTD Objective (4.1 – 4.4)

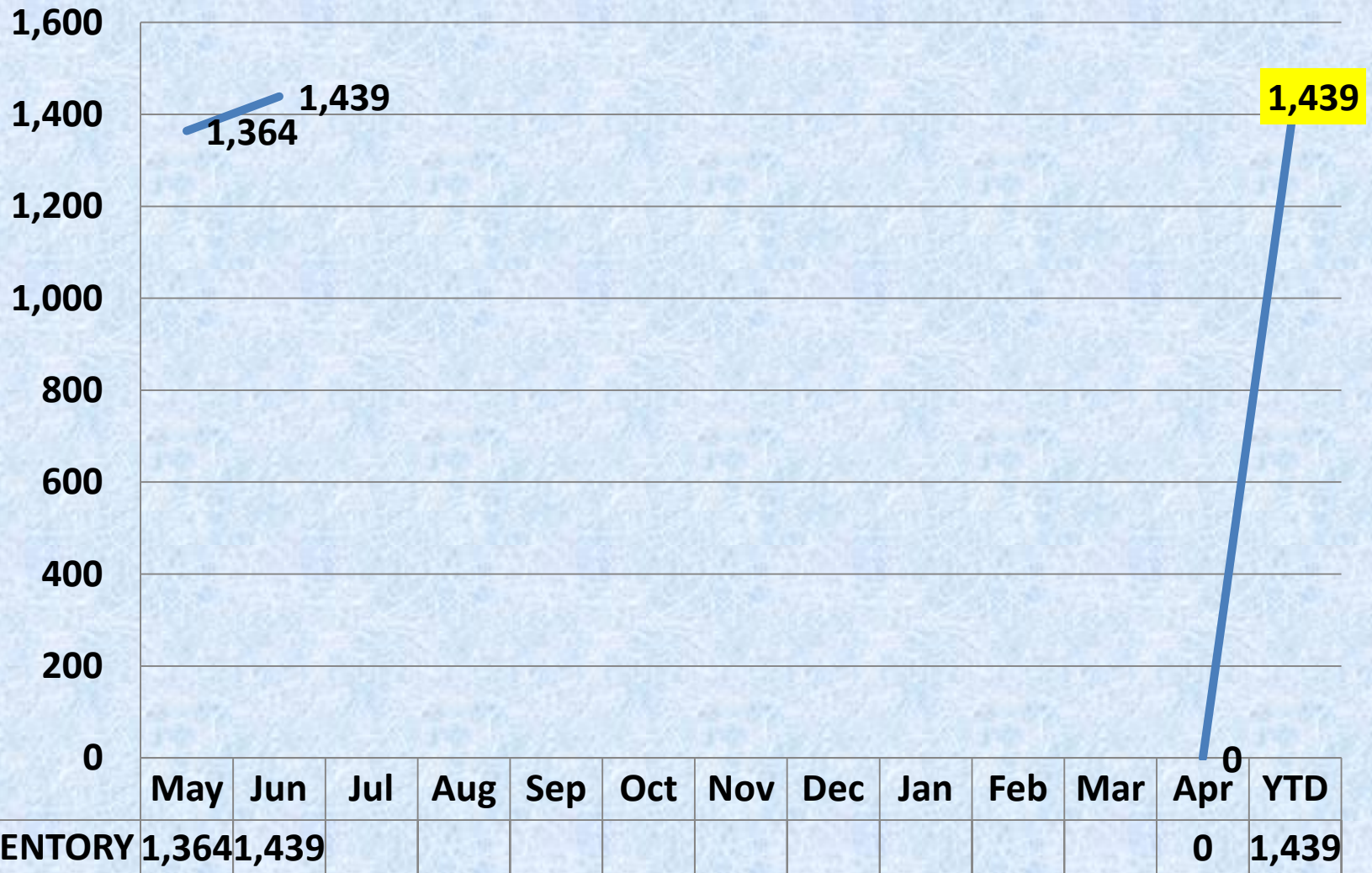
Health and Safety - Goal 100%

<u>Unit Committee Meeting</u>	<u>Steering Committee Meeting</u>	<u>Floor Monitor Meeting</u>
May-14	0	0
Jun-14	0	0

<u>Date</u>	<u>Activity</u>
5/6/2014	Fire extinguisher check
5/15/2014	Fire Evacuation - Real
6/19/2014	Fire extinguisher check

YTD Objective

Inventory Level - Goal ≤ 1200



FY (Fiscal Year) Report 2013-14

Bureau	Wage and Hour	Fiscal Year Report	Column1
Date	7/8/2014	July 1, 2013 - June 30, 2014	
1	Back Wages Due vs. Collected		
	Wage Due	\$2,222,829.00	
	Wages Collected	\$1,617,505.00	
	Collection Percentage	72.80%	
2	TYPES AND NUMBERS OF INVESTIGATIONS		
	1. Minimum Wage	140	
	2. Overtime	155	
	3. Youth Employment	38	
	4. Wage Payment	3683	
	5. Record Keeping	69	
	6. CSERA	8	
	7. E-Verify	10	
	8. Non-Complaints	12	
3	INVENTORY		
	Opened	4097	
	Closed	3695	
	Remainder	1438	
4	CLOSED CASES – AVERAGE DAYS	3,695	
	≤45 days	1,355	
	≤90 days	814	
	≤180 days	1,210	
	≥181 days	315	
5	YOUTH EMPLOYMENT CERTIFICATES	Issued On-Line vs. Manually	
	Certificates Issued vs. Revoked	55,161	0
	On-Line Issue and Percentage	46,947	85%
	Manual Issue and Percentage	8,214	15%
6	YOUTH EMPLOYMENT ACTIVITIES		
	1. Complaints	38	
	2. Outreach	8	
	3. Educated	221	

Chart 1: Back Wages Due - Collected FY Trends

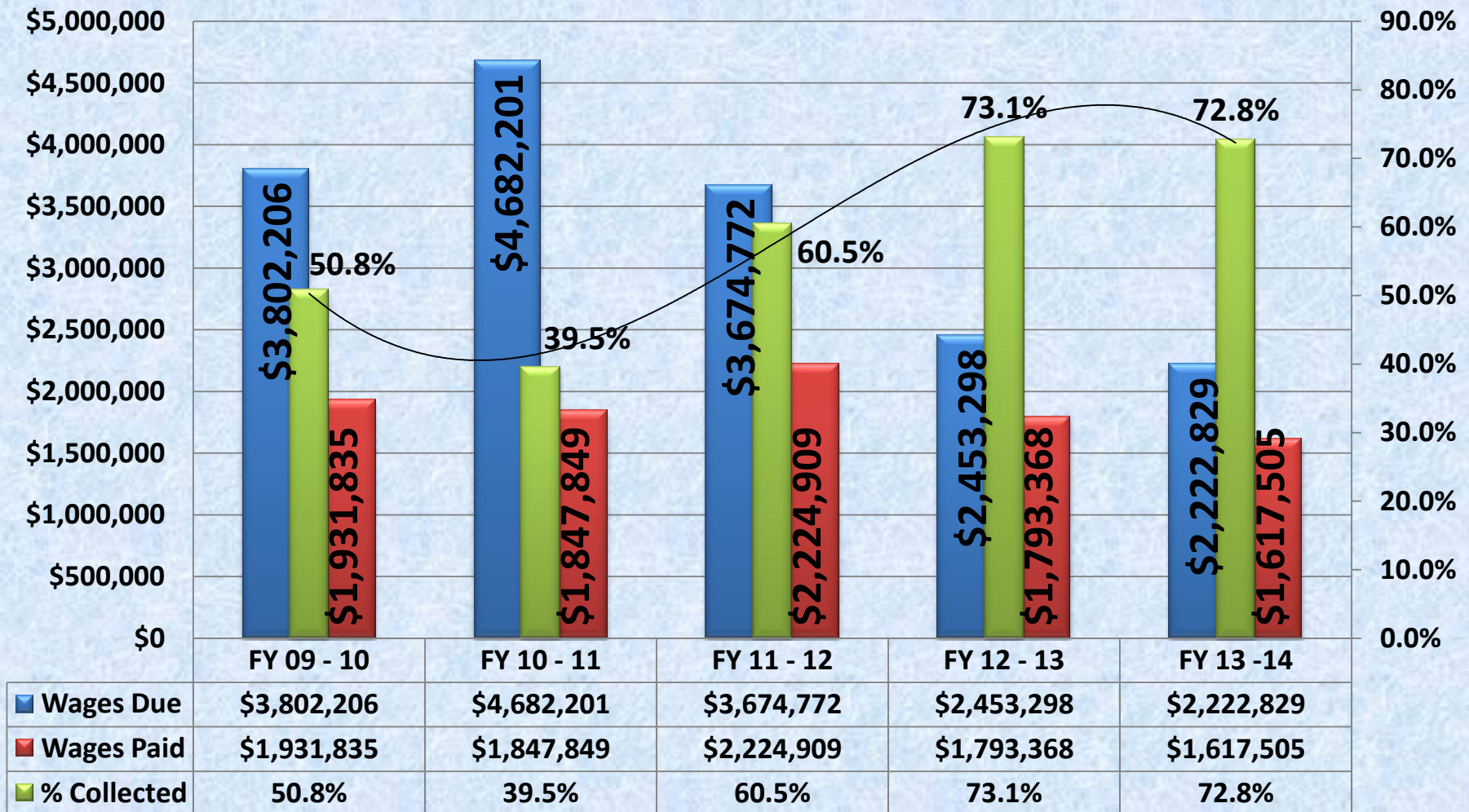


Chart 2: FY Types & Numbers of Investigations

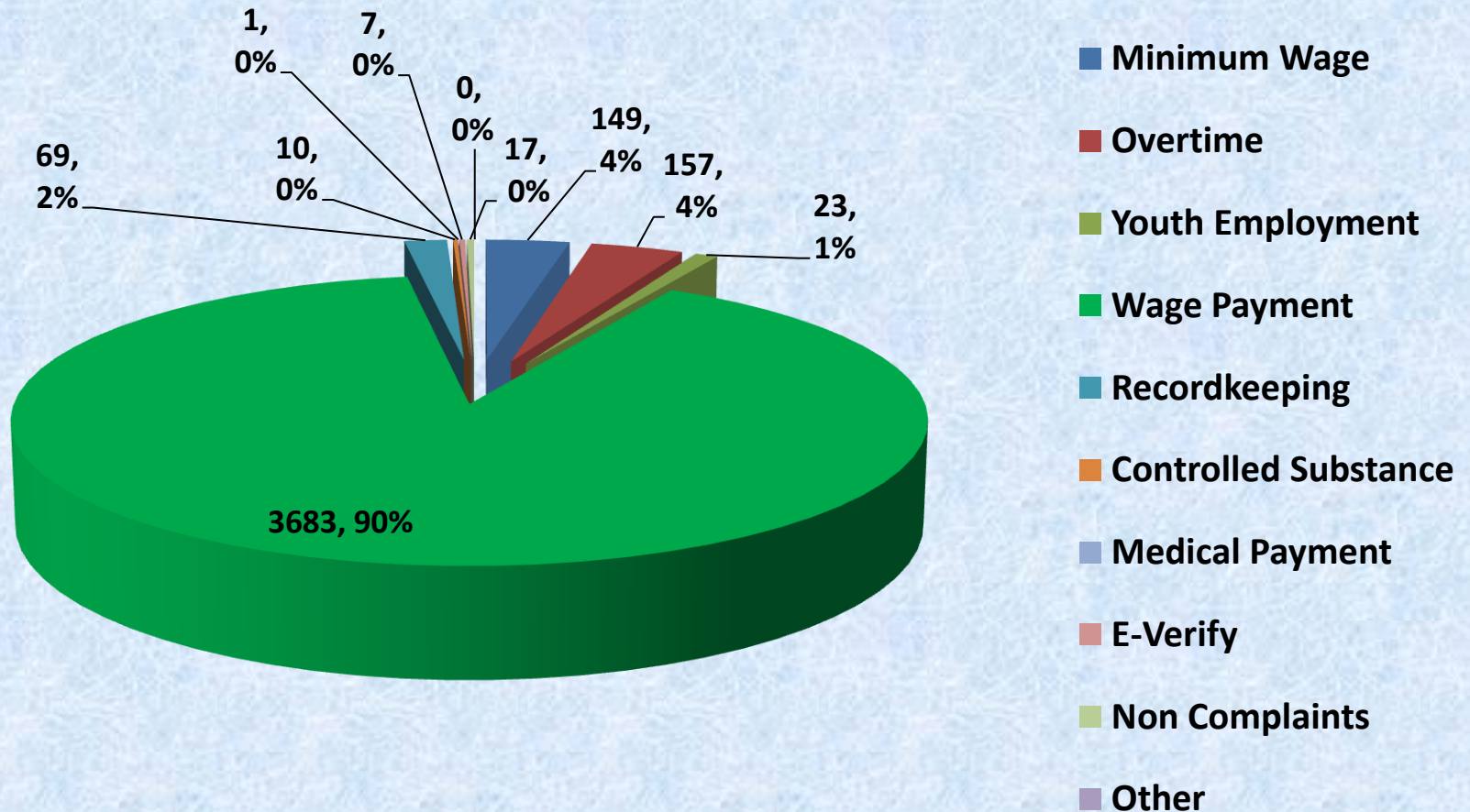
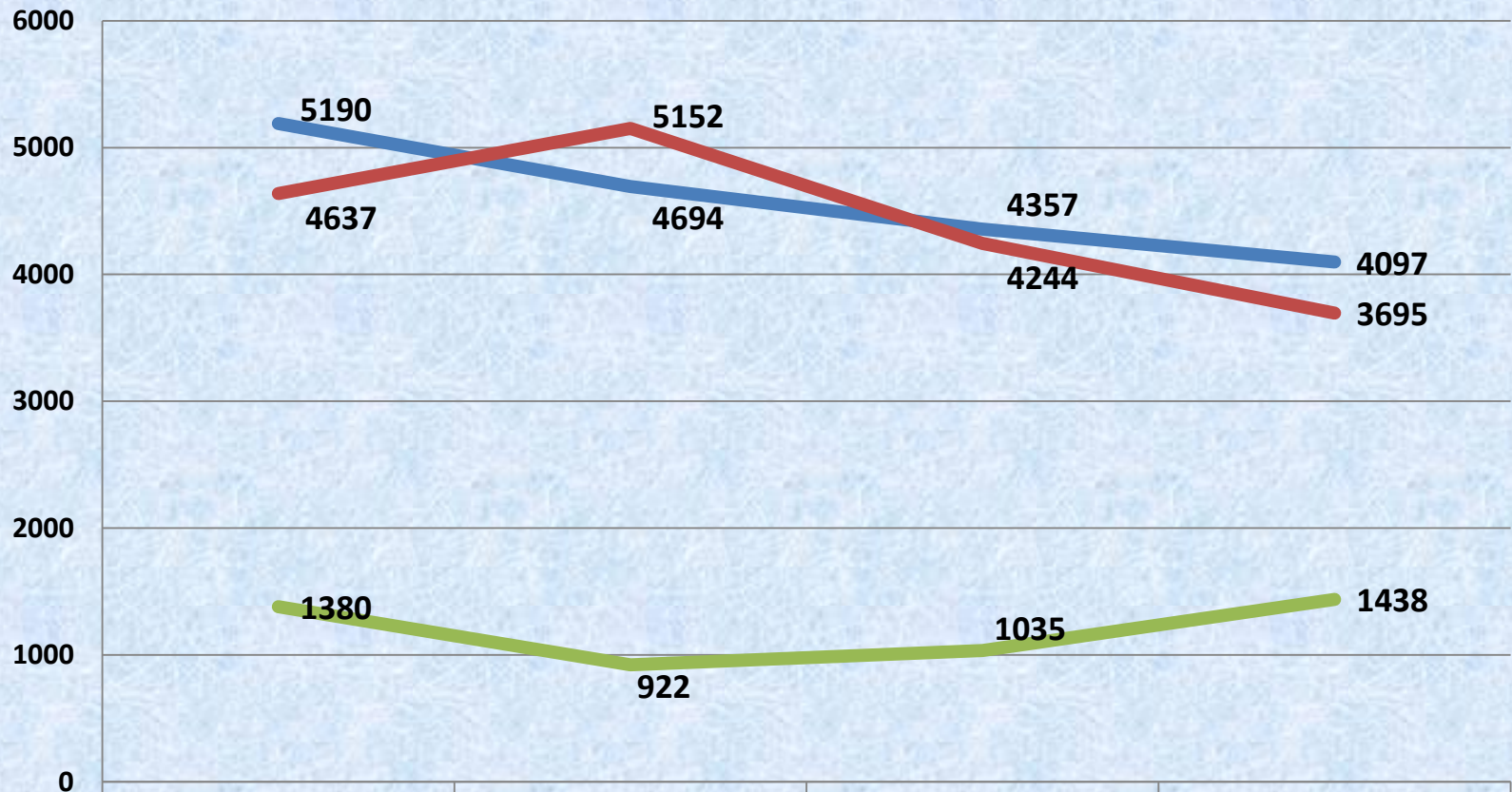


Chart 3: INVENTORY FY Trends



	FY 10 - 11	FY 11 - 12	FY 12 - 13	FY 13 -14
OPENED	5190	4694	4357	4097
CLOSED	4637	5152	4244	3695
REMAINDER	1380	922	1035	1438

Chart 4: Average Case Closure

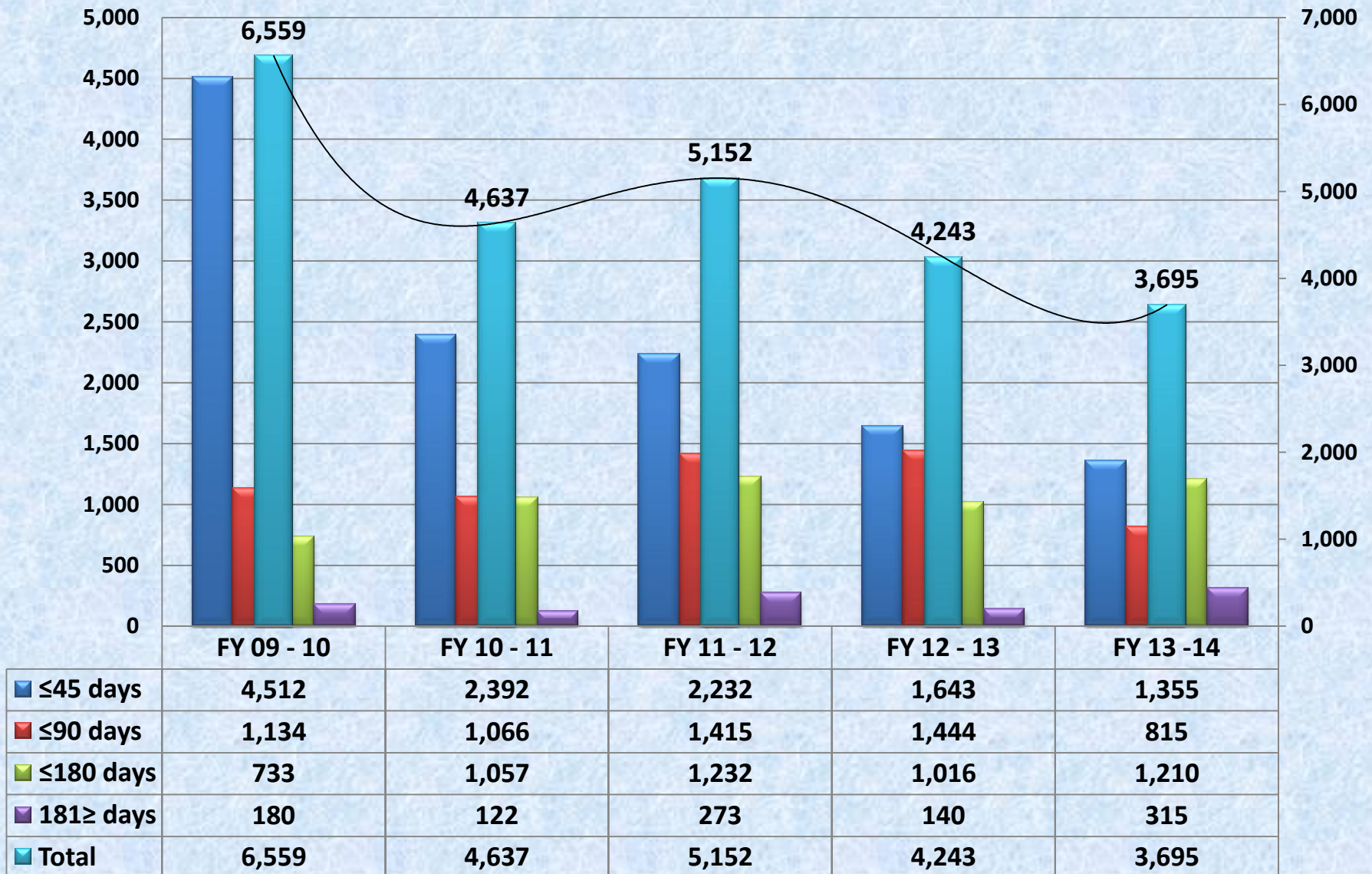
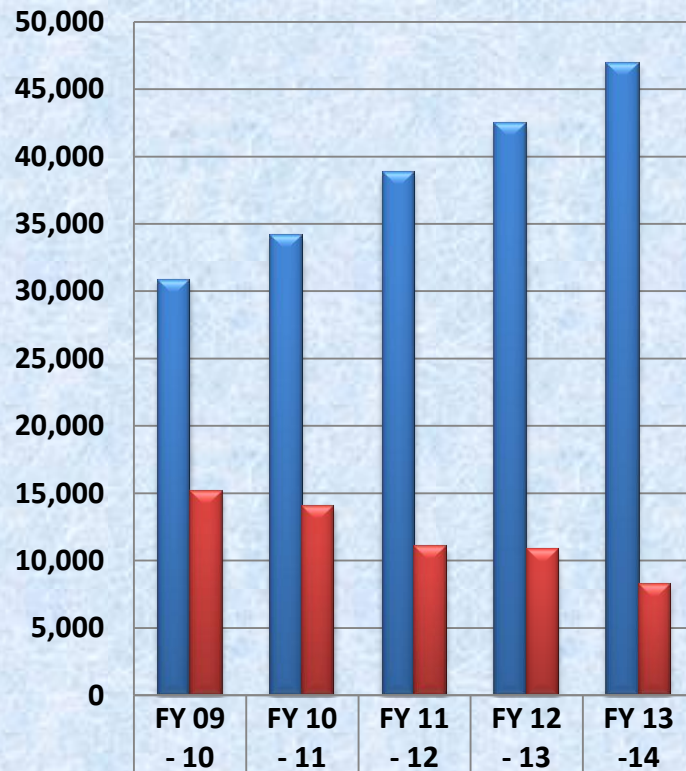


Chart 5: YEC ON-LINE vs. Paper FY Trends

FY – YEC's Issued



■ Issued On-Line	30,875	34,122	38,825	42,445	46,947
■ Issued - Manually	15,193	14,040	11,020	10,816	8,214

FY – YEC's ON-LINE vs. Manual %

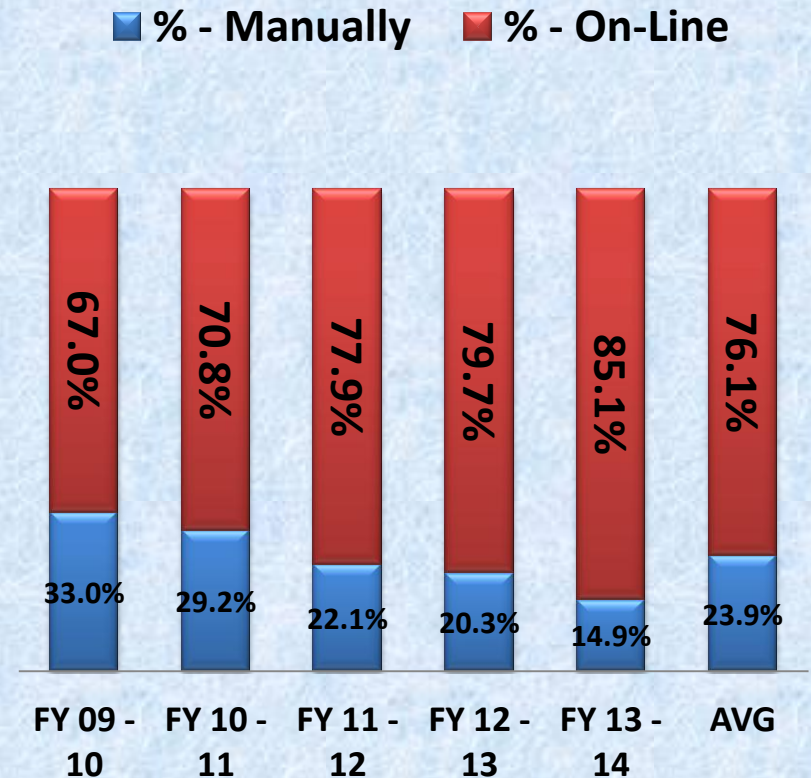
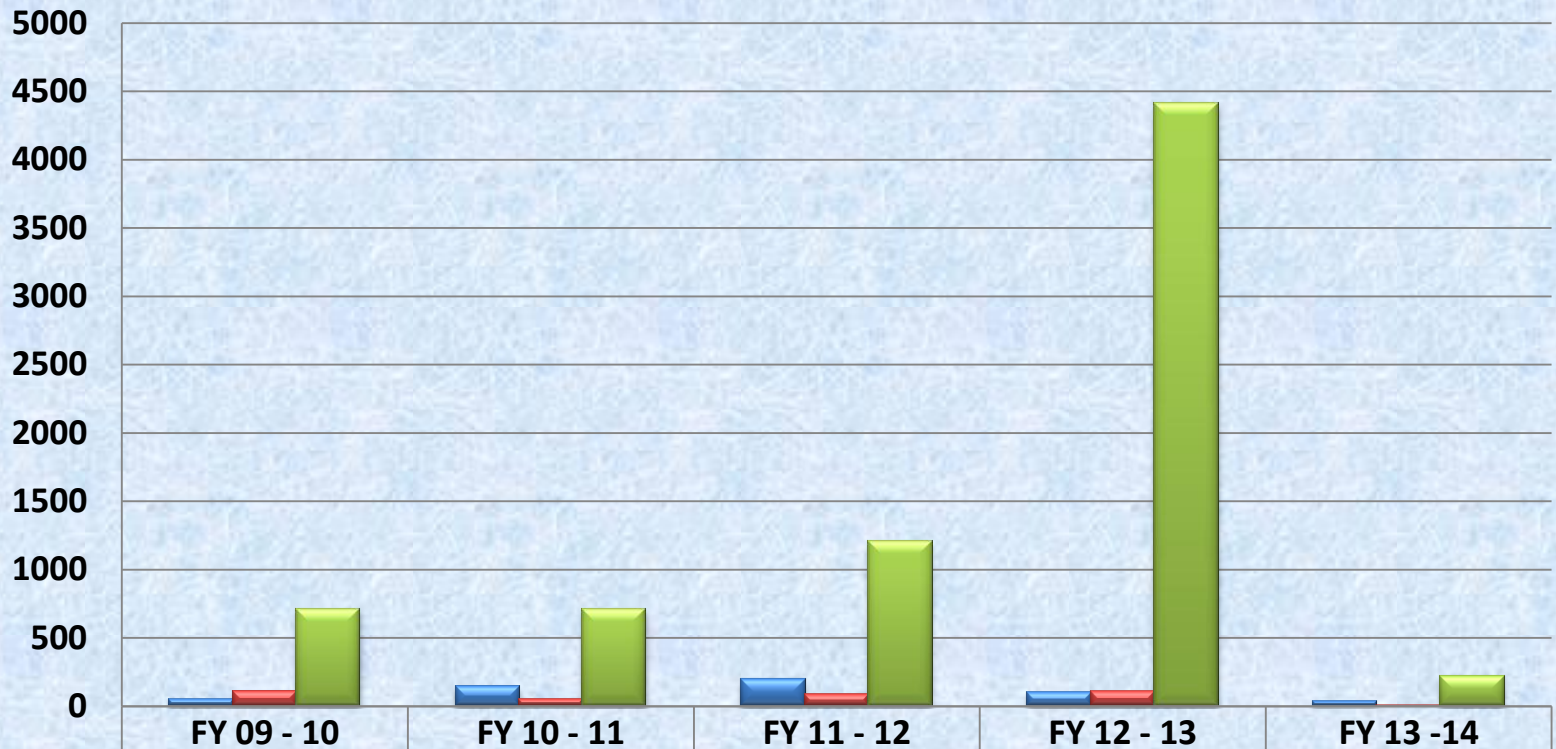


Chart 6: Youth Employment Activities FY Trends



	FY 09 - 10	FY 10 - 11	FY 11 - 12	FY 12 - 13	FY 13 - 14
Complaints	51	145	197	99	38
Outreach	110	50	83	105	8
Educated	709	712	1,209	4,412	221

Chart 7: CALL CENTER Phone Volume & Service Level YTD/FY Trends

