

North Carolina Department of Labor – Wage and Hour Bureau
Agenda – Management Meeting – Quarterly Postponed
ORB 6th Floor Meeting Room
July 8, 2014 @ 10:00 am

Attendees				
Administrator	Deputy Administrator	Office Manager	Eastern/Central District	Western/Central District
Val Eucare	Kisha Holmes	Shannon Council "Scribe"	Darryl Saunders (Jeff Barnhill – Extended Absence)	LaKisha Cameron (Leave)
Tentative Attendees				
Deputy Commissioner of Standards and Inspections		Administrative Support	Chief of Staff	
Andy Frazier (not in attendance)		Charity Locklear (not in attendance) "Scribe"	Art Britt (not in attendance)	

Theme
(Better Quality through Training)

Welcome

- Purpose of this meeting: Review 2014-15 YTD Performance and FY 2013-14 Performance - close old business – discuss new business

YTD Performance Review
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
YTD Status					
Meeting or exceeding standard				9	
Not meeting standard				6	
Objective on hold or no longer valid				0	

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FY Report for July 1, 2013 – June 30, 2014

Bureau	Wage and Hour	Fiscal Year Report	
Date	07/08/14	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	72.8%	
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	08	
	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		
	1. Complaints	38	
	2. Outreach	08	
	3. Educated	221	
7	CALL CENTER		
	Taken	61,527	
	Answered	61,451	
	Service Level	99.9%	

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➤ **By Val –**

- Case reviews were discussed. Some employees need more training in calculating overtime correctly. An employee had some issues with OnBase. Darryl will determine if the problem still exist.
- Per Kisha Holmes, when case reviews aren't done, investigators get comfortable.
- Per Val, training is not meant to be punishment. Training is meant to help the investigators
- Per Kisha Holmes, she has created a form to be used during the case reviews for supervisor comments and investigators comments. Signature required or "no comments".
- Darryl worried about the case reviews pulling the investigators evaluation down too quickly. Val stated we would keep an eye on it and watch it over the work plan year.
- Assessed date for CMP should be the date of the citation report; normally final conference date.
- Per Val, make sure all Youth Employment injuries are reported to NC OSH.
- Wage Payment cases are 90% of complaints handled.
- Paying Attention Pays to continue year after year. Provide data at the quarterly meetings for Youth Employment outreach.
- Darryl & Lakisha, Break down case review graphs by MW/OT/WP.

Safety Briefing

➤ **By Darryl**

- Tornado Safety by Darryl Saunders. Provide training at district meetings. Darryl to email the presentation to all.

Old Business (Val)

- 2014-15 Work Plans – **Closed**
- Lessons Learned – **Closed**

New Business (Val)

- Plan of Action – SOP's – Review and follow the plan sent by Val for who is responsible for which procedures.
 - Font should be 12 and Cambria font.
 - Step-by-step procedures required except for calculations (Bob's database)
 - Exhibits are separate from the SOP.
 - Val prefers to see flow charts and checklists in SOP's.
 - Testing of the SOP's should be performed on new hires or investigators
- SOP Reviews
 - Performance Appraisals
 - Andy made a checklist for appraisals, written performance logs, etc. Use it!
 - Teleworker agreements – Val hasn't seen any. He wanted a new form filled out for everyone.
 - Job classification, ADA checklist, Teleworker Agreements, etc. Need to be completed and turned in to Val.
 - Need to review the SOP and checklist Andy sent out to complete the performance logs as he requires. Performance Logs, interims, and Evaluations must match!
 - All written in 2nd person.
 - Make sure the evaluations are labeled, next year, "Final Evaluation"
 - Evaluation must be prefaced with the positives FIRST. Then, when you get down to comments, put comments about growth and development.
 - Review Andy's policy regarding Evaluations!!
 - Conference must be in person, Skype is acceptable.
 - Employee must be given the final evaluation before the final conference.
 - Make sure the appropriate statements are included on the final evaluation and performance logs.
 - Must review performance at least quarterly. Val prefers monthly review of performance.
 - New hires and trainees. Andy wants to see coaching on performance logs.
 - Reviews for new hires 3, 5, and 8th month evaluation.

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- Performance logs reviewed twice per year by the Supervisor's Supervisor (Interim/Evaluation).
- After the first quarter, start writing up the Interim, updating as each month passes.
- Individualize each employee's final and interim evaluation comments. Try not to put the same comment on each employee's evaluation.
- Where are the Coaching quick tips? (Val will ask Andy)
- All signed forms are maintained in electronic format by the Supervisor.
- S.W.O.T.
 - During your district meeting list out Opportunities and Threats. Out of the Opportunities, what are the strengths and what are the weaknesses for each?
 - Needs to be turned in to Val by December.
 - Will probably complete during All Employee Week.
 - Per Val, read up on SWOT!
- Training Program
 - New Hires remain under the direction of their supervisor – 3 coming in July 21st 8:00 a.m.
 - Training conducted in phases over two years – Academics – WP (1 year WP only) – MW/OT – YE/RK – other applicable laws enforced by Wage and Hour. Wage Payment most critical because of inventory.
 - Released to Deputy Administrator for training
 - Provides evaluation/feedback weekly to new hires and supervisors
 - Supervisors - Performance Logs shall have 3-5-8 month performance reviews
 - Recommendation to continue with training or initiate process for termination
 - Pre - Post Test – Pop Quizzes – For growth and development purposes
 - Test new SOP's using new hires and investigators
 - Train the Trainer
 - Supervisors will attend new hire training and eventually train new hires
 - Trainees evaluate training program and trainers
 - Evaluations/feedback/recommendations to Administrator
 - Training revised/updated as needed

New Business

- New Hires – Packages completed – HR has approved 4 – Nominee Acceptance of Salary & Start Date. Three of the five new investigators will start on Monday, July 21st. 4th may start on the 21st.
- Morale – Welfare Checks: Bureau Chief to attend on-sites and some District Training – Evaluation/Feedback
- Paying Attention Pays: Dates – Times – Location – in advance for Commissioner to attend
 - Val hasn't received any dates from any of the investigators.
- Expenses: Reviewed by supervisors – all expenses cc'd to Deputy Administrator & Shannon – Monitor reimbursement cost for each supervisory area – compare area performance – determine future cost efficiencies – See the Expense Report Spreadsheet on the "F" drive.
 - Everyone should look at the expense report spreadsheet for noticeable difference in mileage or travel. Supervisors double check mileage and reasons for purchases.
- Supervisor Checklist
 - Make sure you have turned in all of the required items on the Supervisor Checklist.
 - Don't promise the increase to new hires. Increase will only be given if their performance is acceptable.
- All Employee Week (November 3 through November 6th) 3rd travel day – 4/5/6 training – 7th interim/travel
 - Accommodations? Last year acceptable? Try Wingate by Windham on Corporate Ridge Road.
 - Get learning games started, training, situational games, etc. Start thinking about Superlative awards.
- Supervisor Position may open in the near future
- Personnel Issues discussed

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Around the Room (Issues or Concerns not discussed)

- Shannon – One item – Business closed, IS still take complaint?
- Darryl – Darryl briefed on direct reports productivity
- LaKisha – Two items – see email by LaKisha – Kisha to address items
- Kisha - None
- Val - None

MEETING ADJOURNED

NEXT MEETING:

- YTD (May-Aug) stats by Supervisors – August 12, 2014 @ 10 a.m. – **Via Skype**
- Safety Briefing – LaKisha (5 - 10 minutes)