

#### WAGE & HOUR BUREAU

Strategic & Work Plan Performance Indicators For May – Aug 2013

#### Wage and Hour Bureau Quarterly Strategic Plan Performance – FY - YTD Review (2<sup>nd</sup> Quarter) July 2013 – Sept 2013

| 11.1 Reduce Errors in CMP Reports $\geq 95\%$ $63\%$ 1.2 Reduce Errors in Back Wage Reports $\geq 95\%$ $63\%$ 1.3 Increase Back Wage Collections $\geq 72\%$ $75\%$ 22.1 Productivity $\geq 54$ a Quarter - 3,888 cases or more $972$ 2.2 Timeliness (90 days) $\geq 95\%$ $\geq 95\%$ 2.3 Timeliness (180 days) $\geq 95\%$ $\geq 95\%$ 2.4 Reduce Inventory as of 12/31 by April 30, 2014 $\geq 95\%$ 2.5 Reduce Return to Queues (S25 per IS/IA) $\leq 150$ 2.6 CMP's Balanced Monthly w/Budget100%33.1 Information Specialist Service Level by April 30, 2014 $\geq 99.5$ 3.2 Information Specialist Average Talk Time by April 30, 2014 $\leq 5$ minutes3.3 Average Log in Times ( $\geq 1420$ for IS/IA) by April 30, 2014 $\leq 520$ 44.1 Combined Health and Safety Meetings100%4.2 Site Inspections according to Policy 2100%4.3 Annual Review of Policy 9 with staff by (AEW)100%4.4 Adhere to Policy 9 requirements as applicable100%5YTD – Inventory on April 30th, 2014 $\leq 1200$ Mumber of Cases in 1 <sup>st</sup> Quarter inventory.1118Number of C  |       |  |            |      | Does     |       |
|--|-------|--|------------|------|----------|-------|
| 1. 2 Reduce Errors in Back Wage Reports $\geq 95\%$ $63\%$ 1. 3 Increase Back Wage Collections $\geq 77\%$ 75%22.1 Productivity $\geq 54$ a Quarter - 3,888 cases or more $\geq 77\%$ 2.2 Timeliness (90 days) $\geq 95\%$ 2.3 Timeliness (180 days) $\geq 95\%$ 2.4 Reduce Inventory as of 12/31 by April 30, 2014 $\geq 95\%$ 2.5 Reduce Return to Queues ( $\leq 25$ per IS/IA) $\leq 150$ 2.6 CMP's Balanced Monthly w/Budget100%100%100%3.1 Information Specialist Service Level by April 30, 2014 $\geq 99.5$ 3.2 Information Specialist Average Talk Time by April 30, 2014 $\leq 5$ minutes3.3 Average Log in Times ( $\geq 1420$ for IS/IA) by April 30, 2014 $\leq 5$ minutes44.1 Combined Health and Safety Meetings100%4.2 Site Inspections according to Policy 2100%4.3 Annual Review of Policy 9 with staff by (AEW)100%4.4 Adhere to Policy 9 requirements as applicable100%5YTD – Inventory on April 30th, 2014 $\leq 1200$ Mumber of Cases in 1 <sup>st</sup> Quarter inventory.1118Number of Cases in 2 <sup>nd</sup> Quarter inventory.1118Number of Cases in 3 <sup>rd</sup> Quarter inventory.Number of Cases in 3 <sup>rd</sup> Quarter inve   | GOALs |  | Standards  | YTD  | Not Meet | Meets |
| 1. 3 Increase Back Wage Collections $\geq 72\%$ 75%22.1 Productivity $\geq$ 54 a Quarter - 3,888 cases or more9722.2.1 Timeliness (90 days) $\geq$ 95%2.3 Timeliness (180 days) $\geq$ 95%2.4 Reduce Inventory as of 12/31 by April 30, 2014 $\geq$ 95%2.5 Reduce Return to Queues ( $\leq$ 25 per IS/IA) $\leq$ 1502.6 CMP's Balanced Monthly w/Budget100%33.1 Information Specialist Service Level by April 30, 2014 $\geq$ 99.53.2 Information Specialist Average Talk Time by April 30, 2014 $\leq$ 99.53.3 Average Log in Times ( $\geq$ 1420 for IS/IA) by April 30, 2014 $\leq$ 5 minutes44.1 Combined Health and Safety Meetings100%4.2 Site Inspections according to Policy 2100%4.3 Annual Review of Policy 9 with staff by (AEW)100%4.4 Adhere to Policy 9 requirements as applicable100%5YTD – Inventory on April 30th, 2014 $\leq$ 1200Number of Cases in 1 <sup>st</sup> Quarter inventory.1118Number of Cases in 3 <sup>rd</sup> Quarter inventory.1118Number of Cases in 4 <sup>sth</sup> Quarter inventory.1118   | 1     |  |            |      |          |       |
| 22.1 Productivity $\geq$ 54 a Quarter - 3,888 cases or more9722.2 Timeliness (90 days) $\geq$ 95%2.3 Timeliness (180 days) $\geq$ 95%2.4 Reduce Inventory as of 12/31 by April 30, 2014 $\geq$ 95%2.5 Reduce Return to Queues ( $\leq$ 25 per IS/IA) $\leq$ 1502.6 CMP's Balanced Monthly w/Budget100%33.1 Information Specialist Service Level by April 30, 2014 $\geq$ 99.53.2 Information Specialist Average Talk Time by April 30, 2014 $\geq$ 99.53.3 Average Log in Times ( $\geq$ 1420 for IS/IA) by April 30, 2014 $\leq$ 50044.1 Combined Health and Safety Meetings100%44.1 Combined Health and Safety Meetings100%4.3 Annual Review of Policy 9 with staff by (AEW)100%4.4 Adhere to Policy 9 requirements as applicable100%5YTD – Inventory on April 30th, 2014 $\leq$ 12005YTD – Inventory on April 30th, 2014 $\leq$ 12009Number of Cases in $1^{st}$ Quarter inventory.11180Number of Cases in $3^{rd}$ Quarter inventory.11180Number of Cases in $4^{th}$ Quarter inventory.11180Number of Cases in $4^{th}$ Quarter inventory.100%0Number of Cases in $4^{th}$ Quarter inventory.100%0Number of Cases in $4^{th}$ Quarter inventory.11180Number of Cases in $4^{th}$ Quarter inventory.11180Number of Cases in $4^{th}$ Quarter inventory.11180Number of Cases in $4^{th}$ Quarter inventory.111810Number of Cases in $4^{th}$  |       |  |            |      |          |       |
| 2.2 Timeliness (90 days)   ≥95%     2.3 Timeliness (180 days)   ≥95%     2.4 Reduce Inventory as of 12/31 by April 30, 2014   ≥95%     2.5 Reduce Return to Queues (≤25 per IS/IA)   ≤150     2.6 CMP's Balanced Monthly w/Budget   100%     3   3.1 Information Specialist Service Level by April 30, 2014   ≥99.5     3.2 Information Specialist Average Talk Time by April 30, 2014   ≥99.5     3.3 Average Log in Times (≥1420 for IS/IA) by April 30, 2014   ≤5 minutes     3.3 Average Log in Times (≥1420 for IS/IA) by April 30, 2014   8520     4   4.1 Combined Health and Safety Meetings   100%     4.2 Site Inspections according to Policy 2   100%   100%     4.3 Annual Review of Policy 9 with staff by (AEW)   100%   0%     4.4 Adhere to Policy 9 requirements as applicable   100%   100%     5   YTD – Inventory on April 30th, 2014   ≤1200   1118     Number of Cases in 1 <sup>st</sup> Quarter inventory.   1118   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   0   0     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   0   0     Number of Cases in 4 <sup>rh</sup> Quarter inventory.   0   0     Number of Cases in 4 <sup></sup>   |       | 1. 3 Increase Back Wage Collections                            | ≥72%       | 75%  |          |       |
| 2.2 Timeliness (90 days)   ≥95%     2.3 Timeliness (180 days)   ≥95%     2.4 Reduce Inventory as of 12/31 by April 30, 2014   ≥95%     2.5 Reduce Return to Queues (≤25 per IS/IA)   ≤150     2.6 CMP's Balanced Monthly w/Budget   100%     3   3.1 Information Specialist Service Level by April 30, 2014   ≥99.5     3.2 Information Specialist Average Talk Time by April 30, 2014   ≥99.5     3.3 Average Log in Times (≥1420 for IS/IA) by April 30, 2014   ≤5 minutes     3.3 Average Log in Times (≥1420 for IS/IA) by April 30, 2014   8520     4   4.1 Combined Health and Safety Meetings   100%     4.2 Site Inspections according to Policy 2   100%   100%     4.3 Annual Review of Policy 9 with staff by (AEW)   100%   0%     4.4 Adhere to Policy 9 requirements as applicable   100%   100%     5   YTD – Inventory on April 30th, 2014   ≤1200   1118     Number of Cases in 1 <sup>st</sup> Quarter inventory.   1118   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   0   0     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   0   0     Number of Cases in 4 <sup>rh</sup> Quarter inventory.   0   0     Number of Cases in 4 <sup></sup>   |       |  |            |      |          |       |
| 2.3 Timeliness (180 days) $\geq 95\%$ $\geq 95\%$ 2.4 Reduce Inventory as of 12/31 by April 30, 2014 $\geq 95\%$ $\geq 00\%$ 2.5 Reduce Return to Queues ( $\leq 25$ per IS/IA) $\leq 150$ $\leq 00\%$ 2.6 CMP's Balanced Monthly w/Budget100%100%3 3.1 Information Specialist Service Level by April 30, 2014 $\geq 99.5$ 3.2 Information Specialist Average Talk Time by April 30, 2014 $\leq 5$ minutes3.3 Average Log in Times ( $\geq 1420$ for IS/IA) by April 30, 2014 $\leq 5\infty$ 4 4.1 Combined Health and Safety Meetings100%4.2 Site Inspections according to Policy 2100%4.3 Annual Review of Policy 9 with staff by (AEW)100%4.4 Adhere to Policy 9 requirements as applicable100%5 YTD – Inventory on April 30th, 2014 $\leq 1200$ Number of Cases in 1 <sup>st</sup> Quarter inventory.1118Number of Cases in 3 <sup>rd</sup> Quarter inventory.Number of Cases in 3 <sup>rd</sup> Quarter inventory.Number of Cases in 4 <sup>rb</sup> Quarter inventory.Mumber of Cases in 4 <sup>rb</sup> Quarter inventory.Number of Cases in 4 <sup>rb</sup> Quarter inventory.Mumber of Cases in 4 <sup>rb</sup> Quarter inventory.Number of Cases in 4 <sup>rb</sup> Quarter inventory.Mumber of Cases in 4 <sup>rb</sup> Quarter inventory.Number of Cases in 4 <sup>rb</sup> Quarter inventory.Mumber of Cases in 4 <sup>rb</sup> Quarter inventory.Number of Cases in 4 <sup>rb</sup> Quarter inventory.Mumber of Cases in 4 <sup>rb</sup> Quarter inventory.Number of Cases in 4 <sup>rb</sup> Quarter inventory.Mumber of Cases in 4 <sup>rb</sup> Quarter inventory.Number of Cases in 4 <sup>rb</sup> Quarter inventory.Mumber 0Number of Cases in 4 <sup>rb</sup> Quarter inventory.Mumber 0< |       |  | -          |      |          |       |
| 2.4 Reduce Inventory as of 12/31 by April 30, 2014   ≥95%     2.5 Reduce Return to Queues (≤25 per IS/IA)   ≤150     2.6 CMP's Balanced Monthly w/Budget   100%   100%     3   3.1 Information Specialist Service Level by April 30, 2014   ≥99.5      3.2 Information Specialist Average Talk Time by April 30, 2014   ≥99.5       3.3 Average Log in Times (≥1420 for IS/IA) by April 30, 2014   ≤5 minutes       4   4.1 Combined Health and Safety Meetings   100%   100%      4   4.1 Combined Health and Safety Meetings   100%   100%      4.3 Annual Review of Policy 9 with staff by (AEW)   100%   0%      4.4 Adhere to Policy 9 requirements as applicable   100%   100%      5   YTD – Inventory on April 30th, 2014   ≤1200       5   YTD – Inventory on April 30th, 2014   ≤1200       Number of Cases in 1 <sup>st</sup> Quarter inventory.   1118       Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118       Number of Cases in 3 <sup>rd</sup> Quarter inventory.        Number of Cas   |       |  | ≥95%       |      |          |       |
| 2.5 Reduce Return to Queues (≤25 per IS/IA)   ≤150     2.6 CMP's Balanced Monthly w/Budget   100%   100%     3   3.1 Information Specialist Service Level by April 30, 2014   ≥99.5     3.2 Information Specialist Average Talk Time by April 30, 2014   ≥5 minutes     3.3 Average Log in Times (≥1420 for IS/IA) by April 30, 2014   ≤5 minutes     4   4.1 Combined Health and Safety Meetings   100%   100%     4.1 Combined Health and Safety Meetings   100%   100%   4.00%     4.3 Annual Review of Policy 9 with staff by (AEW)   100%   00%   4.4 Adhere to Policy 9 requirements as applicable   100%   100%     5   YTD – Inventory on April 30th, 2014   ≤1200   1118   1118     Number of Cases in 1 <sup>st</sup> Quarter inventory.   1118   1118   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118   1118   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118   1118   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118   1118   1118   |       | 2.3 Timeliness (180 days)                                      | ≥95%       |      |          |       |
| 2.6 CMP's Balanced Monthly w/Budget   100%   100%     3   3.1 Information Specialist Service Level by April 30, 2014   ≥99.5     3.2 Information Specialist Average Talk Time by April 30, 2014   ≤5 minutes     3.3 Average Log in Times (≥1420 for IS/IA) by April 30, 2014   ≤5 minutes     4   4.1 Combined Health and Safety Meetings   100%   100%     4.1 Combined Health and Safety Meetings   100%   100%   4.00%     4.3 Annual Review of Policy 9 with staff by (AEW)   100%   100%   4.00%     4.4 Adhere to Policy 9 requirements as applicable   100%   100%   4.00%     5   YTD – Inventory on April 30th, 2014   ≤1200   1118     Number of Cases in 1 <sup>st</sup> Quarter inventory.   1118   1118     Number of Cases in 2 <sup>nd</sup> Quarter inventory.   1118   1118     Number of Cases in 4 <sup>th</sup> Quarter inventory.   100%   100%     Number of Cases in 4 <sup>th</sup> Quarter inventory.   1118   1118     Number of Cases in 4 <sup>th</sup> Quarter inventory.   1118   1118  |       | 2.4 Reduce Inventory as of 12/31 by April 30, 2014             | ≥95%       |      |          |       |
| 3   3.1 Information Specialist Service Level by April 30, 2014   ≥99.5     3.2 Information Specialist Average Talk Time by April 30, 2014   ≤5 minutes     3.3 Average Log in Times (≥1420 for IS/IA) by April 30, 2014   8520     4   4.1 Combined Health and Safety Meetings   100%     4.2 Site Inspections according to Policy 2   100%   100%     4.3 Annual Review of Policy 9 with staff by (AEW)   100%   0%     4.4 Adhere to Policy 9 requirements as applicable   100%   100%     5   YTD – Inventory on April 30th, 2014   ≤1200   1118     Number of Cases in 1 <sup>st</sup> Quarter inventory.   1118   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   100%   100%     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118   1118  |       | 2.5 Reduce Return to Queues (≤25 per IS/IA)                    | ≤150       |      |          |       |
| 3.2 Information Specialist Average Talk Time by April 30, 2014   ≤5 minutes     3.3 Average Log in Times (≥1420 for IS/IA) by April 30, 2014   8520     4   4.1 Combined Health and Safety Meetings   100%     4.2 Site Inspections according to Policy 2   100%     4.3 Annual Review of Policy 9 with staff by (AEW)   100%     4.4 Adhere to Policy 9 requirements as applicable   100%     5   YTD – Inventory on April 30th, 2014     S   ≤1200     10   1118     Number of Cases in 1 <sup>st</sup> Quarter inventory.   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118     Number of Cases in 4 <sup>rd</sup> Quarter inventory.   100%     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   100%     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   100%     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   100%     Number of Cases in 4 <sup>th</sup> Quarter inventory.   1118     Number of Cases in 4 <sup>th</sup> Quarter inventory.   100%     Meeting or Exceeding Standards   100%   |       | 2.6 CMP's Balanced Monthly w/Budget                            | 100%       | 100% |          |       |
| 3.2 Information Specialist Average Talk Time by April 30, 2014   ≤5 minutes     3.3 Average Log in Times (≥1420 for IS/IA) by April 30, 2014   8520     4   4.1 Combined Health and Safety Meetings   100%     4.2 Site Inspections according to Policy 2   100%     4.3 Annual Review of Policy 9 with staff by (AEW)   100%     4.4 Adhere to Policy 9 requirements as applicable   100%     5   YTD – Inventory on April 30th, 2014     S   ≤1200     10   1118     Number of Cases in 1 <sup>st</sup> Quarter inventory.   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118     Number of Cases in 4 <sup>rd</sup> Quarter inventory.   100%     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   100%     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   100%     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   100%     Number of Cases in 4 <sup>th</sup> Quarter inventory.   1118     Number of Cases in 4 <sup>th</sup> Quarter inventory.   100%     Meeting or Exceeding Standards   100%   |       |  |            |      |          |       |
| 3.3 Average Log in Times (≥1420 for IS/IA) by April 30, 2014   8520     4   4.1 Combined Health and Safety Meetings   100%     4.2 Site Inspections according to Policy 2   100%   100%     4.3 Annual Review of Policy 9 with staff by (AEW)   100%   0%     4.4 Adhere to Policy 9 requirements as applicable   100%   100%     5   YTD – Inventory on April 30th, 2014   ≤1200   1118     Number of Cases in 1 <sup>st</sup> Quarter inventory.   1118   1118     Number of Cases in 2 <sup>nd</sup> Quarter inventory.   1118   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118   100%     Mumber of Cases in 3 <sup>rd</sup> Quarter inventory.   1118   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118   1118     Number of Cases in 4 <sup>th</sup> Quarter inventory.   1118   1118     Number of Cases in 4 <sup>th</sup> Quarter inventory.   1118   1118   | 3     | 3.1 Information Specialist Service Level by April 30, 2014     | ≥99.5      |      |          |       |
| 4   4.1 Combined Health and Safety Meetings   100%   100%     4.2 Site Inspections according to Policy 2   100%   100%     4.3 Annual Review of Policy 9 with staff by (AEW)   100%   0%     4.4 Adhere to Policy 9 requirements as applicable   100%   100%     5   YTD – Inventory on April 30th, 2014   ≤1200   ≤1200     5   Number of Cases in 1 <sup>st</sup> Quarter inventory.   1118     Number of Cases in 2 <sup>nd</sup> Quarter inventory.   1118     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   0     1   Number of Cases in 3 <sup>rd</sup> Quarter inventory.     1   Number of Cases in 4 <sup>th</sup> Quarter inventory.     1   Meeting or Exceeding Standards     1   Not Meeting Standards  |       | 3.2 Information Specialist Average Talk Time by April 30, 2014 | ≤5 minutes |      |          |       |
| 4.2 Site Inspections according to Policy 2   100%   100%     4.3 Annual Review of Policy 9 with staff by (AEW)   100%   0%     4.4 Adhere to Policy 9 requirements as applicable   100%   100%     5   YTD – Inventory on April 30th, 2014   ≤1200      6   Number of Cases in 1 <sup>st</sup> Quarter inventory.   1118      7   Number of Cases in 2 <sup>nd</sup> Quarter inventory.   1118      8   Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118      9   Number of Cases in 3 <sup>rd</sup> Quarter inventory.        10   Number of Cases in 3 <sup>rd</sup> Quarter inventory.        10   Number of Cases in 3 <sup>rd</sup> Quarter inventory.        10   Number of Cases in 3 <sup>rd</sup> Quarter inventory.        10   Number of Cases in 4 <sup>th</sup> Quarter inventory.        10   Meeting or Exceeding Standards         10   Meeting Standards  |       | 3.3 Average Log in Times (≥1420 for IS/IA) by April 30, 2014   | 8520       |      |          |       |
| 4.2 Site Inspections according to Policy 2   100%   100%     4.3 Annual Review of Policy 9 with staff by (AEW)   100%   0%     4.4 Adhere to Policy 9 requirements as applicable   100%   100%     5   YTD – Inventory on April 30th, 2014   ≤1200      6   Number of Cases in 1 <sup>st</sup> Quarter inventory.   1118      7   Number of Cases in 2 <sup>nd</sup> Quarter inventory.   1118      8   Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118      9   Number of Cases in 3 <sup>rd</sup> Quarter inventory.        10   Number of Cases in 3 <sup>rd</sup> Quarter inventory.        10   Number of Cases in 3 <sup>rd</sup> Quarter inventory.        10   Number of Cases in 3 <sup>rd</sup> Quarter inventory.        10   Number of Cases in 4 <sup>th</sup> Quarter inventory.        10   Meeting or Exceeding Standards         10   Meeting Standards  |       |  |            |      |          |       |
| 4.3 Annual Review of Policy 9 with staff by (AEW)   100%   0%     4.4 Adhere to Policy 9 requirements as applicable   100%   100%     5   YTD – Inventory on April 30th, 2014   ≤1200   1118     Number of Cases in 1 <sup>st</sup> Quarter inventory.   1118   1118     Number of Cases in 2 <sup>nd</sup> Quarter inventory.   1118   100%     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118   100%     Number of Cases in 4 <sup>th</sup> Quarter inventory.   1118   100%     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118   100%     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118   100%     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   100%   100%     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   1118   100%     Number of Cases in 4 <sup>th</sup> Quarter inventory.   100%   100%     Number of Cases in 4 <sup>th</sup> Quarter inventory.   100%   100%     Number of Cases in 4 <sup>th</sup> Quarter inventory.   100%   100%     1000000000000000000000000000000000000   | 4     | 4.1 Combined Health and Safety Meetings                        | 100%       | 100% |          |       |
| 4.4 Adhere to Policy 9 requirements as applicable   100%   100%     5   YTD – Inventory on April 30th, 2014   ≤1200   1118     0   Number of Cases in 1 <sup>st</sup> Quarter inventory.   1118   1118     1   Number of Cases in 2 <sup>nd</sup> Quarter inventory.   1118   100%   100%     1   Number of Cases in 3 <sup>nd</sup> Quarter inventory.   1118   100%   1118     1   Number of Cases in 3 <sup>nd</sup> Quarter inventory.   1118   100%   1118     1   Number of Cases in 3 <sup>nd</sup> Quarter inventory.   1118   100%   1118     1   Number of Cases in 3 <sup>nd</sup> Quarter inventory.   100%   1118   100%     1   Number of Cases in 3 <sup>nd</sup> Quarter inventory.   100%   100%   100%     1   Number of Cases in 4 <sup>th</sup> Quarter inventory.   100%   100%   100%     1   Not Meeting Standards   100%   100%   100%   100%  |       | 4.2 Site Inspections according to Policy 2                     | 100%       | 100% |          |       |
| 5 YTD – Inventory on April 30th, 2014 ≤1200   0 Number of Cases in 1 <sup>st</sup> Quarter inventory. 1118   1 Number of Cases in 2 <sup>nd</sup> Quarter inventory. 1118   1 Number of Cases in 3 <sup>rd</sup> Quarter inventory. 1118   1 Number of Cases in 3 <sup>rd</sup> Quarter inventory. 1118   1 Number of Cases in 3 <sup>rd</sup> Quarter inventory. 1118   1 Number of Cases in 3 <sup>rd</sup> Quarter inventory. 1118   1 Number of Cases in 3 <sup>rd</sup> Quarter inventory. 1118   1 Number of Cases in 3 <sup>rd</sup> Quarter inventory. 1118   1 Number of Cases in 3 <sup>rd</sup> Quarter inventory. 1118   1 Number of Cases in 3 <sup>rd</sup> Quarter inventory. 1118   1 Number of Cases in 4 <sup>th</sup> Quarter inventory. 1118   1 Number of Cases in 4 <sup>th</sup> Quarter inventory. 1118  |       | 4.3 Annual Review of Policy 9 with staff by (AEW)              | 100%       | 0%   |          |       |
| Number of Cases in 1st Quarter inventory.1118Number of Cases in 2nd Quarter inventory.Number of Cases in 3rd Quarter inventory.Number of Cases in 4th Quarter inventory.Meeting or Exceeding StandardsNot Meeting Standards  |       | 4.4 Adhere to Policy 9 requirements as applicable              | 100%       | 100% |          |       |
| Number of Cases in 1st Quarter inventory.1118Number of Cases in 2nd Quarter inventory.Number of Cases in 3rd Quarter inventory.Number of Cases in 4th Quarter inventory.Meeting or Exceeding StandardsNot Meeting Standards  |       |  |            |      |          |       |
| Number of Cases in 1st Quarter inventory.1118Number of Cases in 2nd Quarter inventory.Number of Cases in 3rd Quarter inventory.Number of Cases in 4th Quarter inventory.Meeting or Exceeding StandardsNot Meeting Standards  | 5     | YTD – Inventory on April 30th, 2014                            | ≤1200      |      |          |       |
| Number of Cases in 2 <sup>nd</sup> Quarter inventory.   Image: Cases in 3 <sup>rd</sup> Quarter inventory.     Number of Cases in 3 <sup>rd</sup> Quarter inventory.   Image: Cases in 4 <sup>th</sup> Quarter inventory.     Number of Cases in 4 <sup>th</sup> Quarter inventory.   Image: Cases in 4 <sup>th</sup> Quarter inventory.     Meeting or Exceeding Standards   Image: Cases in 4 <sup>th</sup> Quarter inventory.     Not Meeting Standards   Image: Cases in 4 <sup>th</sup> Quarter inventory.  |       |  |            | 1118 |          |       |
| Number of Cases in 4 <sup>th</sup> Quarter inventory.   Image: Comparison of Cases in 4 <sup>th</sup> Quarter inventory.     Meeting or Exceeding Standards   Image: Comparison of Cases in 4 <sup>th</sup> Quarter inventory.     Meeting or Exceeding Standards   Image: Comparison of Cases in 4 <sup>th</sup> Quarter inventory.     Meeting or Exceeding Standards   Image: Comparison of Cases in 4 <sup>th</sup> Quarter inventory.     Meeting or Exceeding Standards   Image: Comparison of Cases in 4 <sup>th</sup> Quarter inventory.   |       | Number of Cases in 2 <sup>nd</sup> Quarter inventory.          |            |      |          |       |
| Number of Cases in 4 <sup>th</sup> Quarter inventory.   Image: Comparison of Cases in 4 <sup>th</sup> Quarter inventory.     Meeting or Exceeding Standards   Image: Comparison of Cases in 4 <sup>th</sup> Quarter inventory.     Meeting or Exceeding Standards   Image: Comparison of Cases in 4 <sup>th</sup> Quarter inventory.     Meeting or Exceeding Standards   Image: Comparison of Cases in 4 <sup>th</sup> Quarter inventory.     Meeting or Exceeding Standards   Image: Comparison of Cases in 4 <sup>th</sup> Quarter inventory.   |       |  |            |      |          |       |
| Meeting or Exceeding Standards     Image: Control of the standards       Not Meeting Standards     Image: Control of the standards   |       |  |            |      |          |       |
| Not Meeting Standards  |       | Meeting or Exceeding Standards                                 |            |      |          |       |
|  |       |  |            |      |          |       |
|  |       | Objective On Hold or No Longer Valid                           |            |      |          |       |

#### WAGE AND HOUR BUREAU WORK PLAN PERFORMANCE MEASURES YTD - 2<sup>nd</sup> QTR (MAY - AUGUST 2013)

|       |   |              | VTD        | Does     |       |
|-------|---|--------------|------------|----------|-------|
| GOALs | OBJECTIVES  | Standards    | YTD        | Not Meet | weets |
|       | 1.1 Reduce Errors in CMP Reports                                    | ≥95%         | <u>63%</u> |          |       |
|       | 1. 2 Reduce Errors in Back Wage Reports                             | ≥95%         | <u>63%</u> |          |       |
|       | 1. 3 Increase Back Wage Collections                                 | ≥72%         | 75%        |          |       |
| 2     | 2.1. Draductivity >54.0 Quarter Avr (19) case a menth/investigator  | 1296         | 1292       | 17.94    | 18≥   |
|       | 2.1 Productivity ≥54 a Quarter – Avg (18) case a month/investigator | ≥95%         | 66.64%     | 17.94    | 102   |
|       | 2.2 Timeliness (90 days)  |              |            |          |       |
|       | 2.3 Timeliness (180 days)   | ≥95%         | 95.43%     |          |       |
|       | 2.4 Reduce Inventory as of 12/31 by April 30, 2014                  | ≥95%         | ~ ~ ~      |          |       |
|       | 2.5 Reduce Return to Queues (≤25 per IS/IA)                         | <u>≤150</u>  | 35         |          |       |
|       | 2.6 CMP's Balanced Monthly w/Budget                                 | 100%         | 100%       |          |       |
|       |   | >00.5        | 00.07%     |          |       |
|       | 3.1 Information Specialist Service Level by April 30, 2014          | ≥99.5        | 99.87%     |          |       |
|       | 3.2 Information Specialist Average Talk Time by April 30, 2014      | ≤5 minutes   | 3:35       |          |       |
|       | 3.3 Average Log in Times (≥1420 for IS/IA) by April 30, 2014        | 8520         | 3327       |          |       |
|       |   |              |            |          |       |
|       | 4.1 Combined Health and Safety Meetings                             | 100%         | 100%       |          |       |
|       | 4.2 Site Inspections according to Policy 2                          | 100%         | 100%       |          |       |
|       | 4.3 Annual Review of Policy 9 with staff by (AEW)                   | 100%         | 0%         |          |       |
|       | 4.4 Adhere to Policy 9 requirements as applicable                   | 100%         | 100%       |          |       |
|       |   |              |            |          |       |
| 5     | YTD – Inventory on April 30th, 2014                                 | <u>≤1200</u> |            |          |       |
|       | Number of Cases in 1 <sup>st</sup> Quarter inventory.               |              | 1118       |          | 1004  |
|       | Number of Cases in 2 <sup>nd</sup> Quarter inventory.               |              |            |          |       |
|       | Number of Cases in 3 <sup>rd</sup> Quarter inventory.               |              |            |          |       |
|       | Number of Cases in 4 <sup>th</sup> Quarter inventory.               |              |            |          |       |
|       | Meeting or Exceeding Standards                                      |              |            |          |       |
|       | Not Meeting Standards   |              |            |          |       |
|       | Objective On Hold or No Longer Valid                                |              |            |          |       |

Reduce Errors – CMPs and Back Wages YTD (Goals 95%)

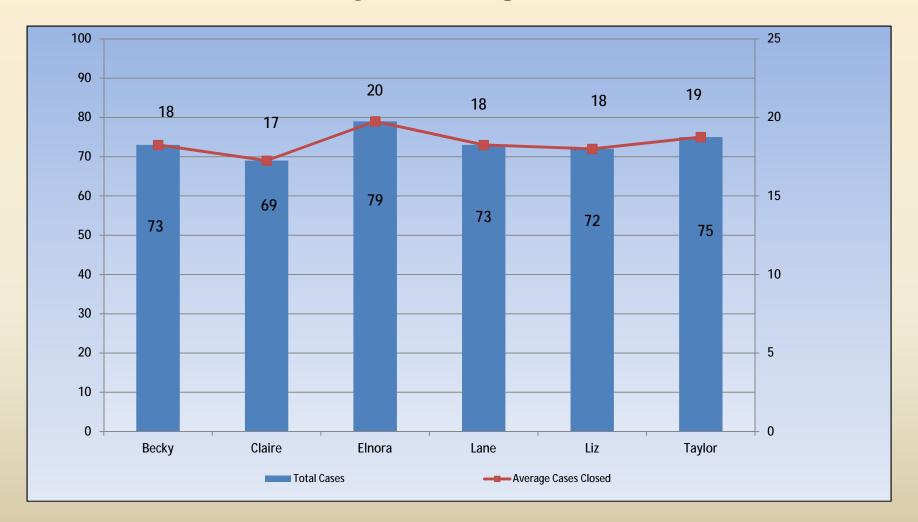
> CMPS May – Aug 73% Right – 27% Wrong

Back Wages May – Aug 79.5% Right – 20.5% Wrong

#### COLLECTIONS of BACK WAGES YTD Goal (72%)

| Report run 09/05/2013 |       |        |        |           |           |      |  |
|-----------------------|-------|--------|--------|-----------|-----------|------|--|
|                       | Total | Number | Number | Amount    | Amount    |      |  |
| Inv                   | Cases | Due    | Paid   | Due       | Paid      |      |  |
| <u>AL</u>             | 78    | 44     | 32     | \$100,551 | \$31,450  | 31%  |  |
| <u>AN</u>             | 73    | 42     | 34     | \$42,038  | \$16,105  | 38%  |  |
| AR                    | 88    | 59     | 37     | \$30,877  | \$14,047  | 45%  |  |
| <u>BL</u>             | 73    | 41     | 36     | \$19,629  | \$16,216  | 83%  |  |
| <u>CA</u>             | 69    | 33     | 31     | \$29,794  | \$30,249  | 102% |  |
| <u>CH</u>             | 54    | 49     | 34     | \$131,370 | \$113,652 | 87%  |  |
| <u>CO</u>             | 71    | 16     | 34     | \$13,803  | \$27,314  | 198% |  |
| DA                    | 69    | 24     | 32     | \$27,558  | \$23,931  | 87%  |  |
| <u>EC</u>             | 72    | 22     | 30     | \$11,275  | \$17,351  | 154% |  |
| EF                    | 79    | 37     | 35     | \$60,161  | \$31,941  | 53%  |  |
| <u>KC</u>             | 76    | 47     | 46     | \$84,082  | \$49,016  | 58%  |  |
| <u>LC</u>             | 73    | 10     | 35     | \$5,642   | \$16,181  | 287% |  |
| MJ                    | 81    | 53     | 56     | \$47,112  | \$54,522  | 116% |  |
| <u>PS</u>             | 84    | 21     | 34     | \$24,549  | \$15,281  | 62%  |  |
| <u>RM</u>             | 86    | 31     | 38     | \$53,534  | \$29,289  | 55%  |  |
| <u>SP</u>             | 71    | 29     | 32     | \$30,444  | \$34,144  | 112% |  |
| <u>TC</u>             | 75    | 25     | 33     | \$12,880  | \$17,699  | 137% |  |
| TD                    | 20    | 9      | 9      | \$9,345   | \$9,345   | 100% |  |
| Total                 | 1292  | 592    | 618    | \$734,644 | \$547,733 | 75%  |  |

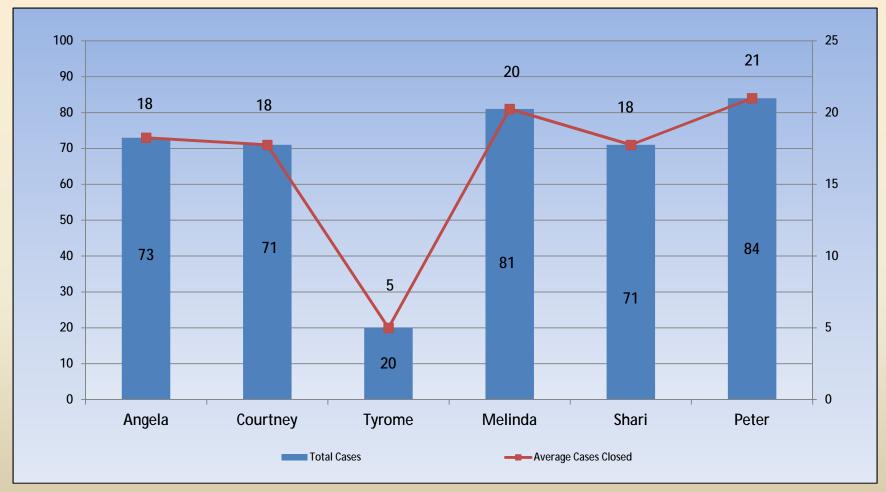
# Central District May – Aug 2013



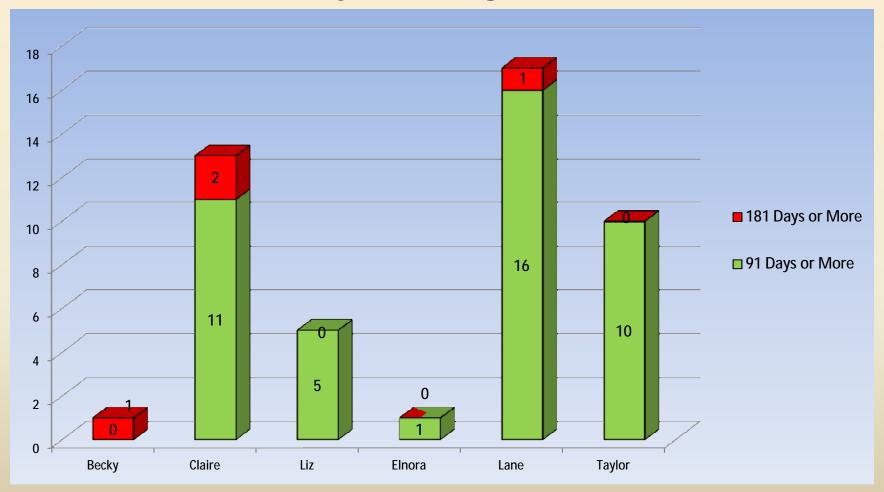
# Eastern District May – Aug 2013



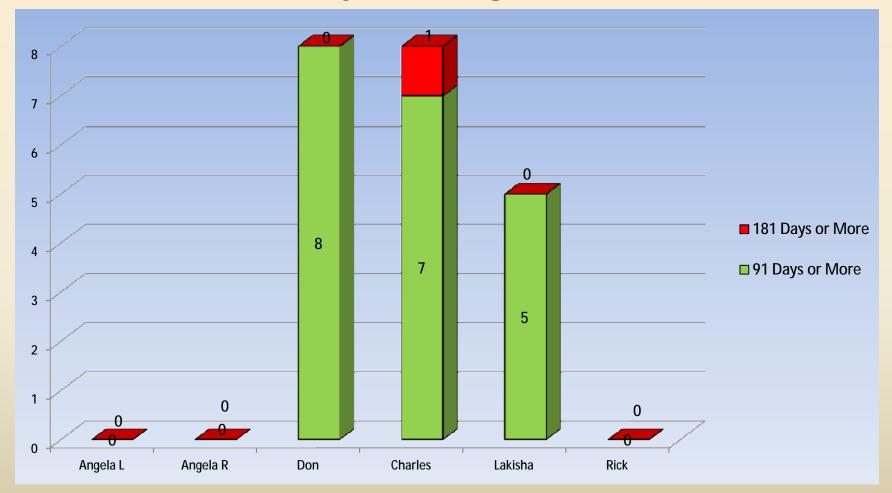
# Western District May – Aug 2013



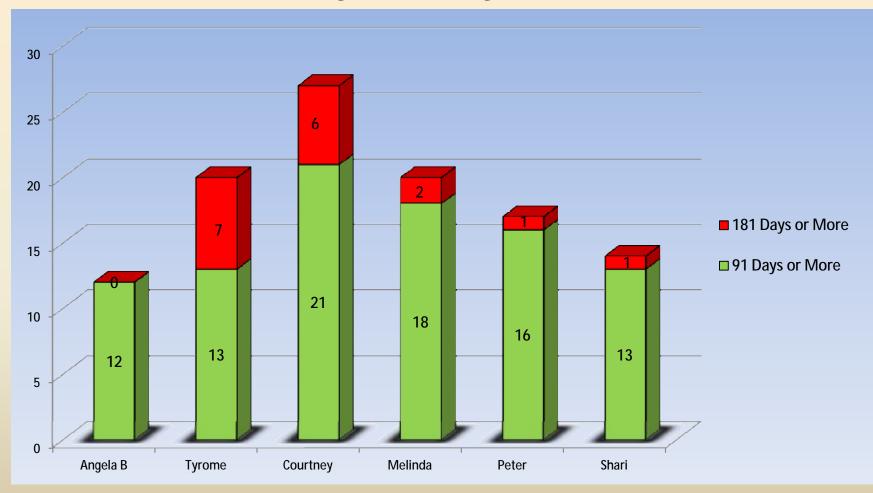
# Central District May – Aug 2013



# Eastern District May – Aug 2013



# Western District May – July 2013



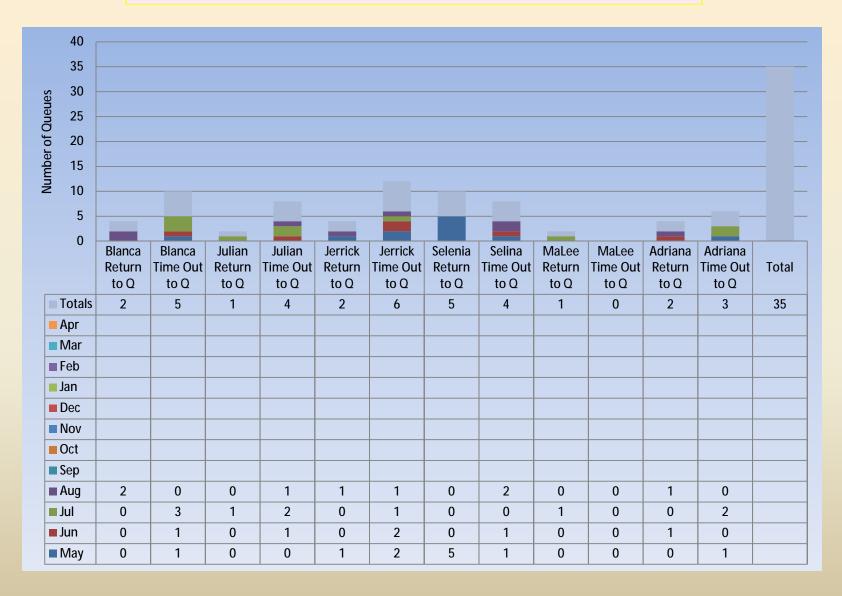
#### Bureau Old Case Numbers May – Aug 2013



#### CALL CENTER and SERVICE LEVEL for INFORMATION SPECIALIST

| Months    | Calls Present | Calls<br>Handled | Service<br>Level | Log In Hours |        | Months   | Calls Present | Calls<br>Handled | Service<br>Level | Log In Hours |
|-----------|---------------|------------------|------------------|--------------|--------|----------|---------------|------------------|------------------|--------------|
| Мау       | 5949          | 5938             | 99.82%           | 829          |        | November | 0             | 0                | 0.00%            | 0            |
| June      | 5824          | 5818             | 99.90%           | 828          |        | December | 0             | 0                | 0.00%            | 0            |
| July      | 6315          | 6305             | 99.84%           | 891          | Totals | January  | 0             | 0                | 0.00%            | 0            |
| August    | 6047          | 6039             | 99.87%           | 779          | F      | February | 0             | 0                | 0.00%            | 0            |
| September | 0             | 0                | 0.00%            | 0            |        | March    | 0             | 0                | 0.00%            | 0            |
| October   | 0             | 0                | 0.00%            | 0            |        | April    | 0             | 0                | 0.00%            | 0            |
| Present   | 24135         |                  | Handled          | 24100        |        | Service  | 99.86%        |                  | Log In           | 3327         |

#### RETURN TO QUEUES INFORMATION SPECIALIST INDIV GOAL ≤25 – Team GOAL ≤125



#### INFORMATION SPECIALIST TALK TIME



# Inventory 2013 - 2014

