



WAGE & HOUR BUREAU

Strategic Plan Performance Indicators

January 31st, 2013 or December 31st, 2012

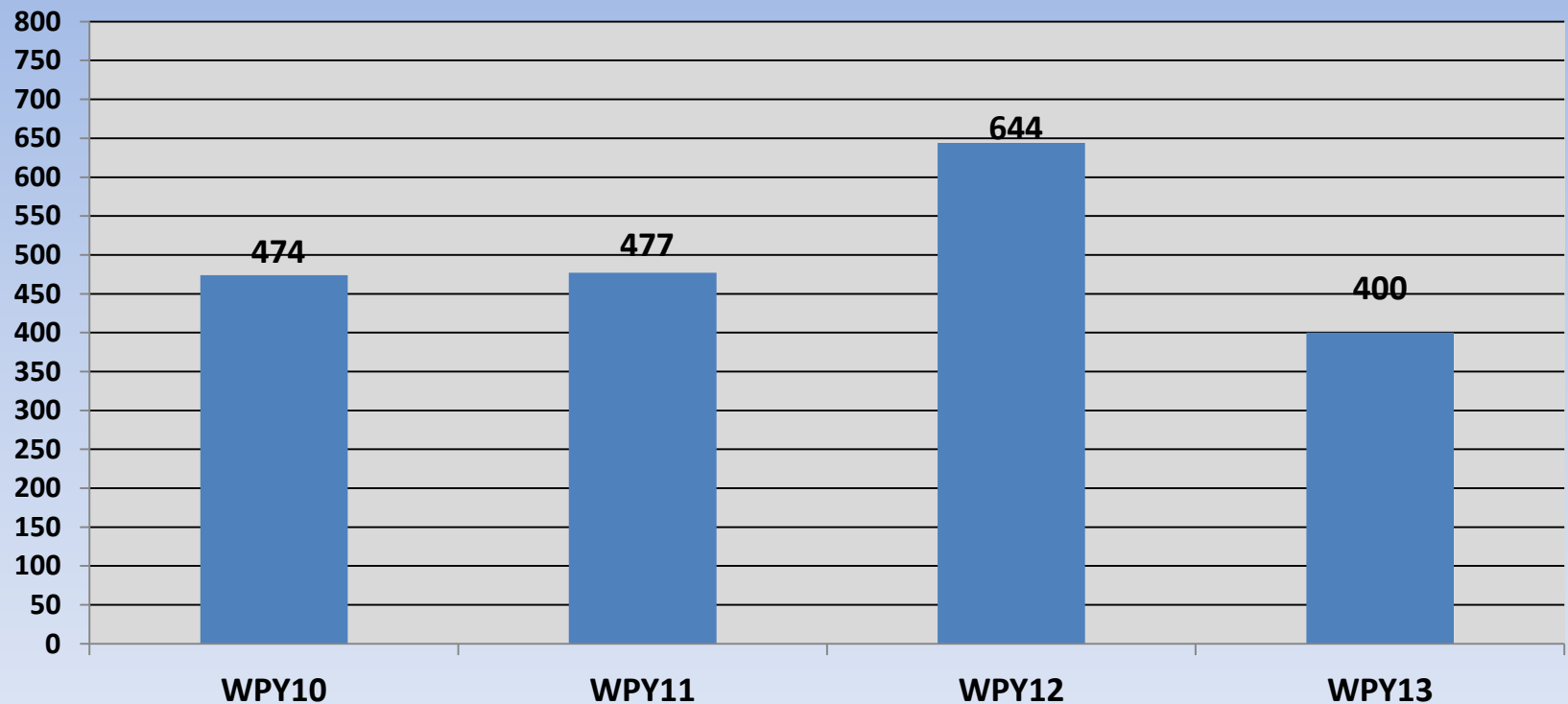
Performance Report

January 31st , 2013

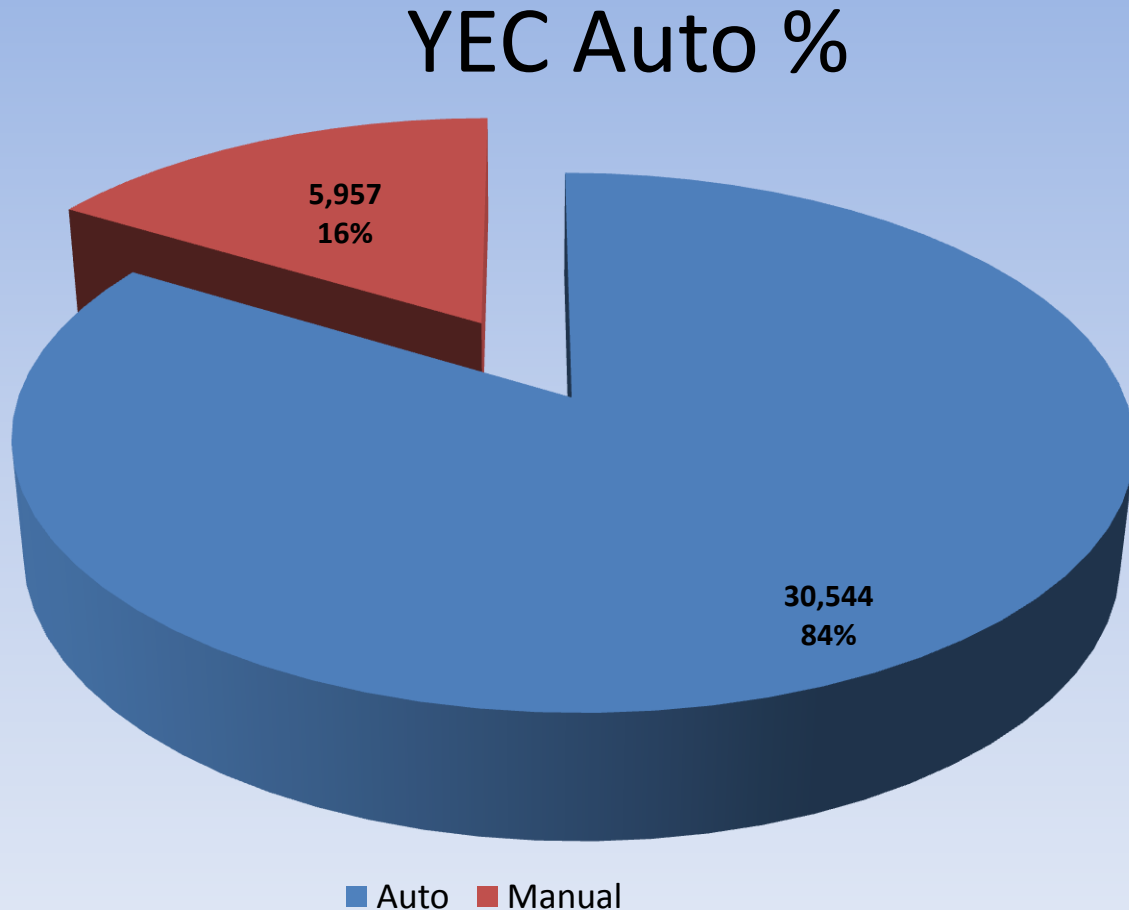
	Goals and Objectives	Standard	YTD	Work On Meets
1	Number of completed initiatives.	3 per year	67%	
	- Initiative 1 of 3 (June 18-22, 2012)	1	1	
	- Initiative 2 of 3 (August 20-24, 2012)	1	1	
	- Initiative 3 of 3 (February 1-28, 2013)	1	0	
2	Inventory			
	Number of Cases in inventory quarterly. 1st	≤1000	984	
	Number of Cases in inventory quarterly. 2nd	≤1000	1,108	
	Number of Cases in inventory quarterly. 3rd	≤1000	1080	
	Number of Cases in inventory quarterly. 4th	≤1000	0	
3	Age of inventory on April 30, 2013.	≤ 60 days	65	
4	Percentage of closed cases > 60 days old on April 30, 2013.	≥ 65%	53.5%	
5	YTD - Percentage of Intake service level.	98.0%	99.7%	
6	Timely Case Starts and YE work completed.	2 days	100%	
7	YTD - Reduce longest hold times.	15 minutes	16:53	
8	YTD - Reduce average hold time.	2 minutes	:29	
9	Comply with Safety Policy 9.	100%	100.0%	
10	YTD – Increase Percentage of Wage Recoupment	60%	72.6%	
	Meeting Goals			
	Not Meeting Goals			

YE Enforcement Activities

YE Enforcement Activities



YEC Auto vs Manual YTD WPY12-13



Complete (3) YE Initiatives

Initiative 1 of 3 (June 18-22, 2012)

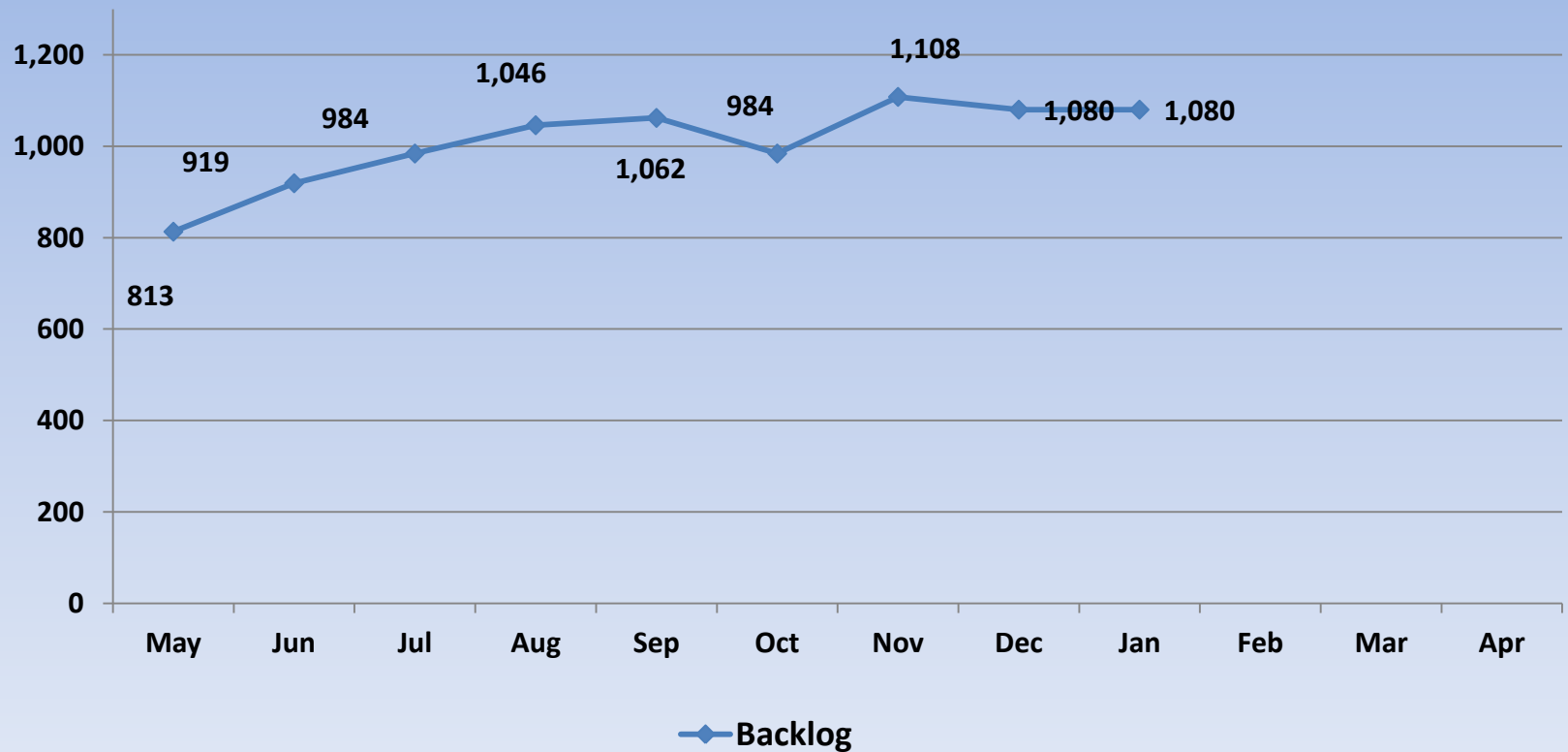
Initiative 2 of 3 (August 20-24, 2012)

Initiative 3 of 3 (February 1 – 28th, 2013)

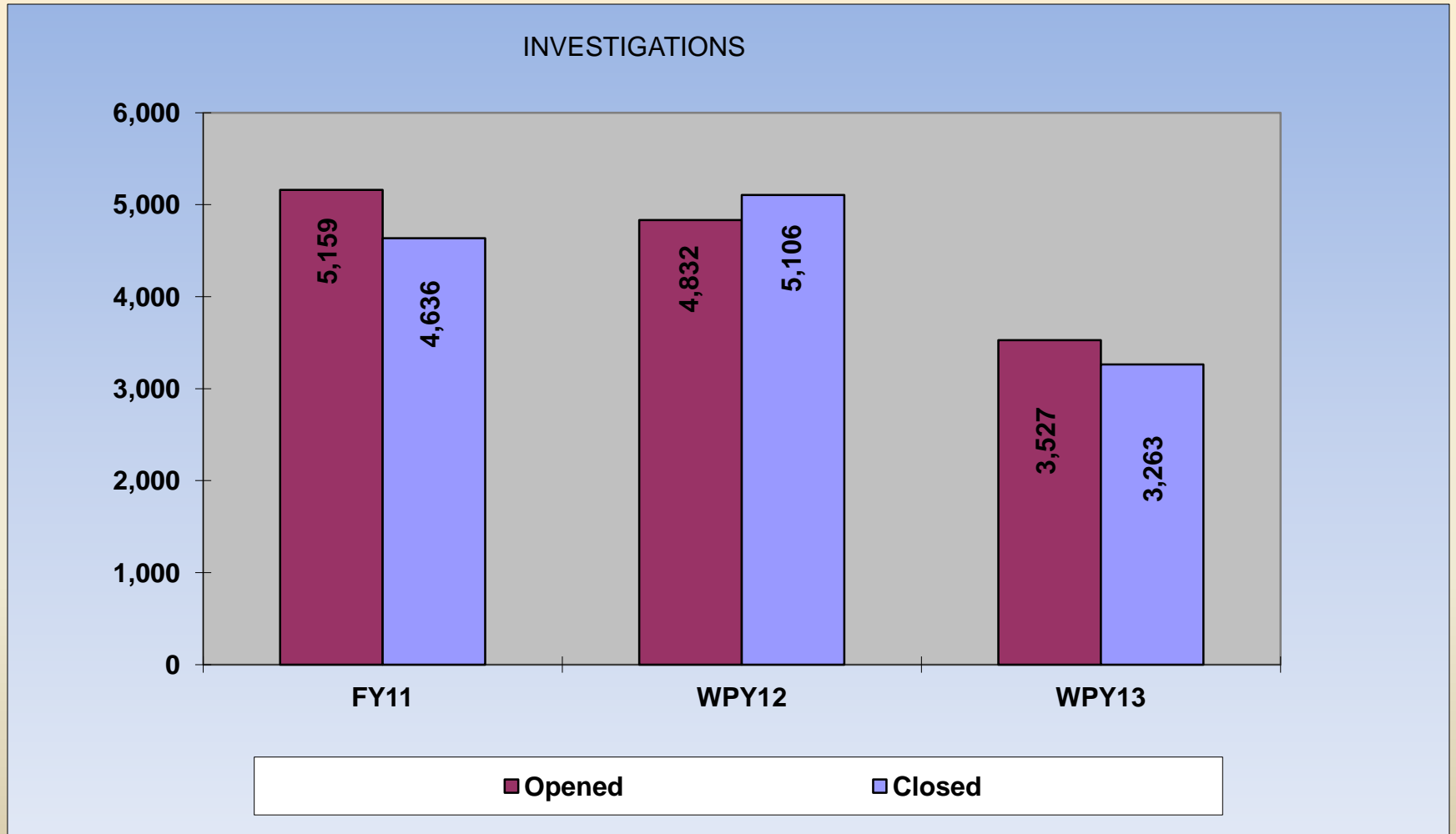
**Change to Youth Employment Outreach (10 high schools or
Presentations per Inv.**

Inventory

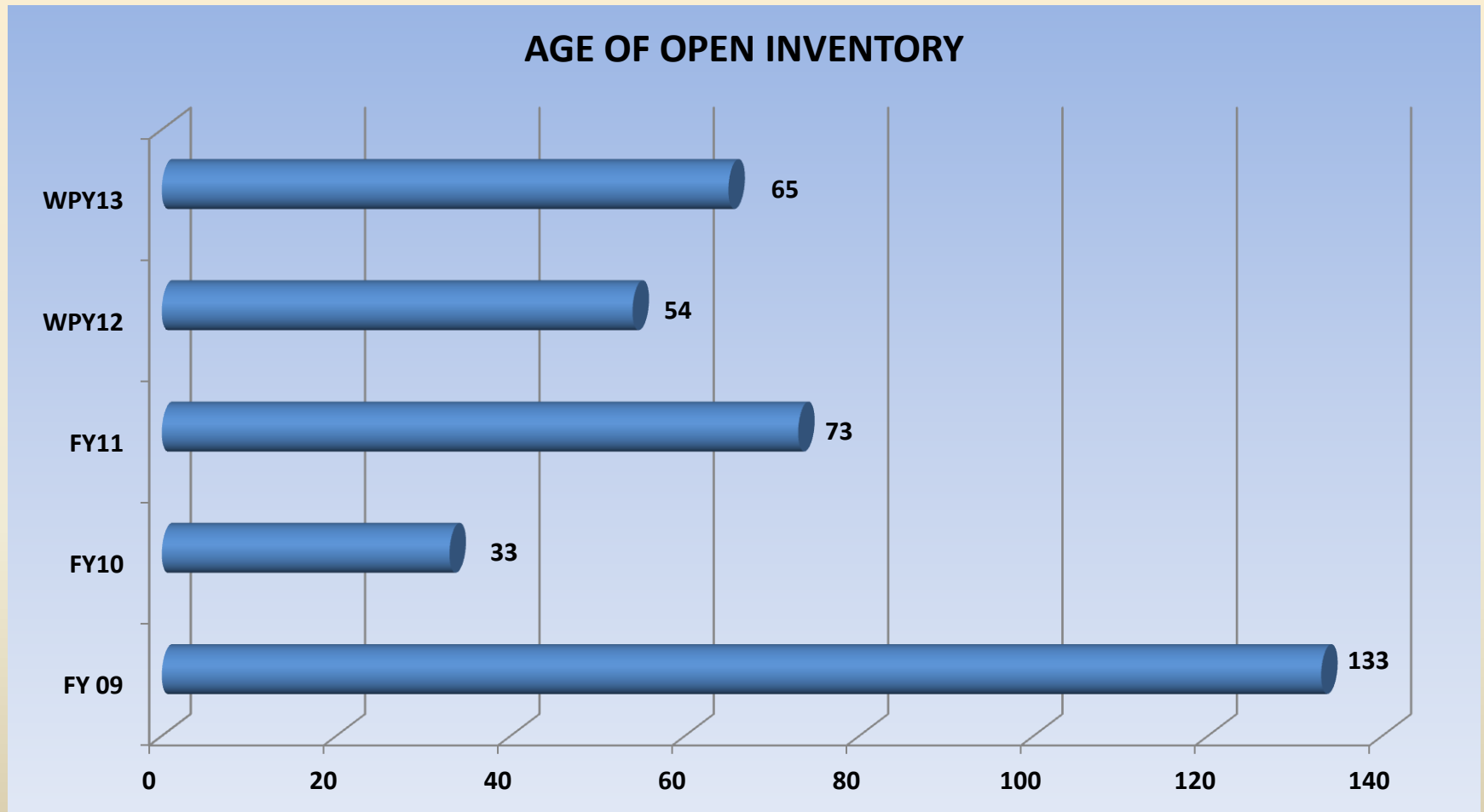
Backlog



Investigations

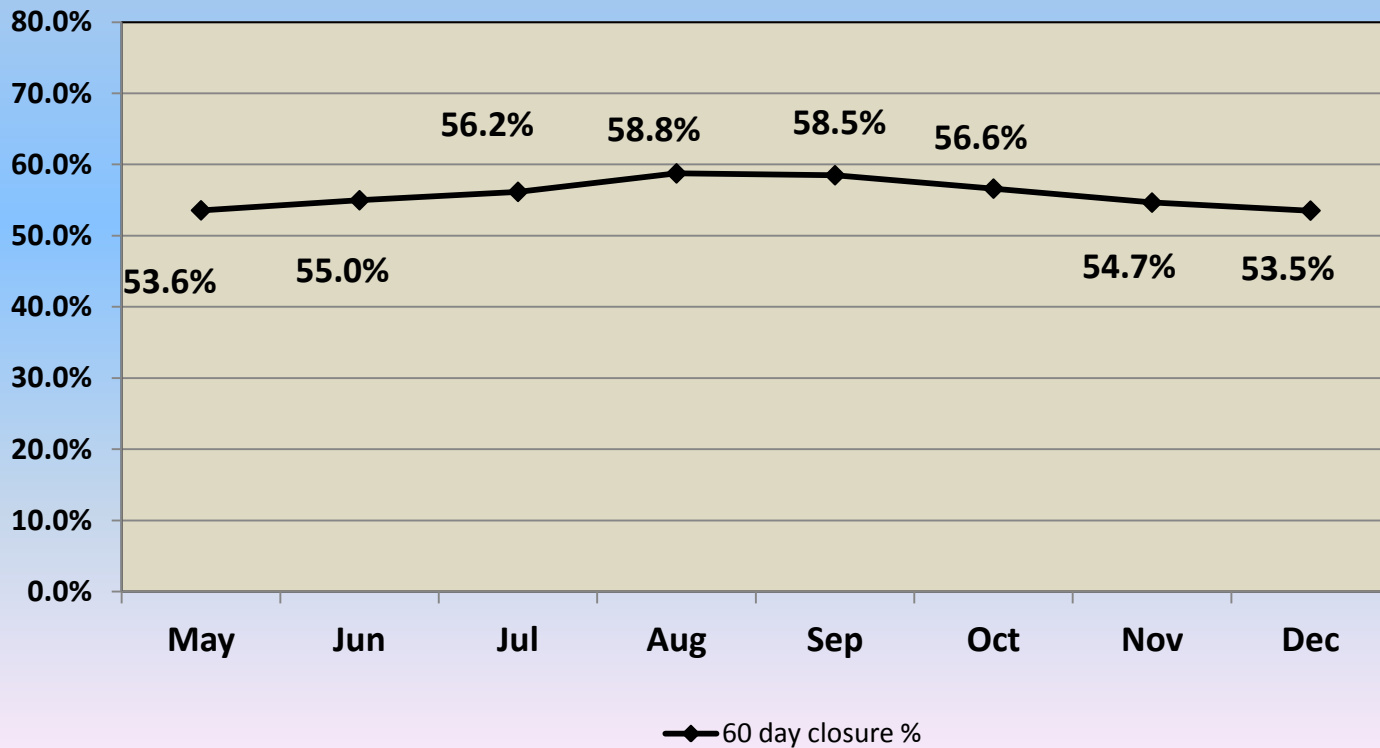


Reduce the Age of the Inventory to 60 Days or Less



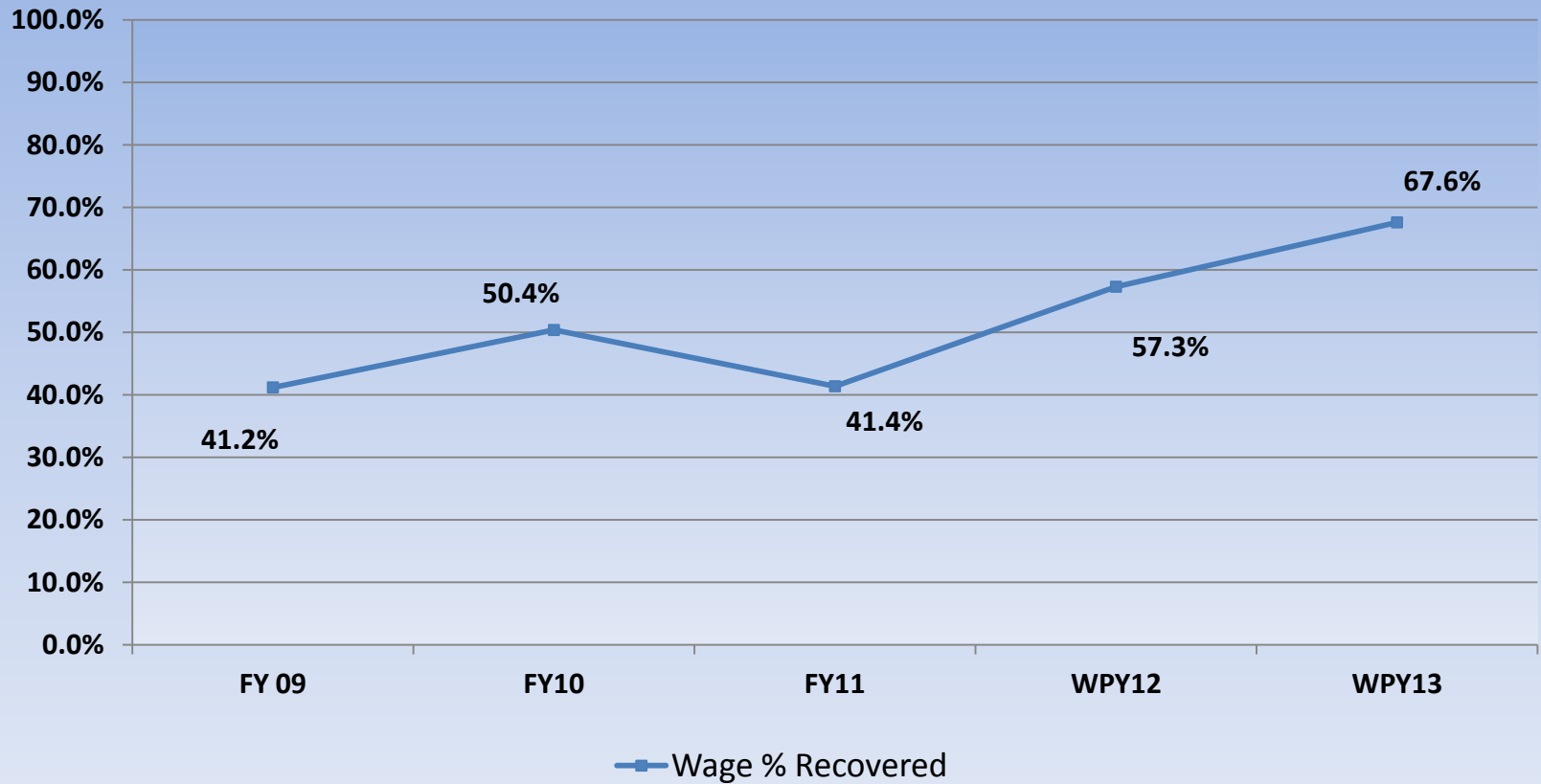
Percentage of Cases Closed in 60 Days or Less

Goal 65 %

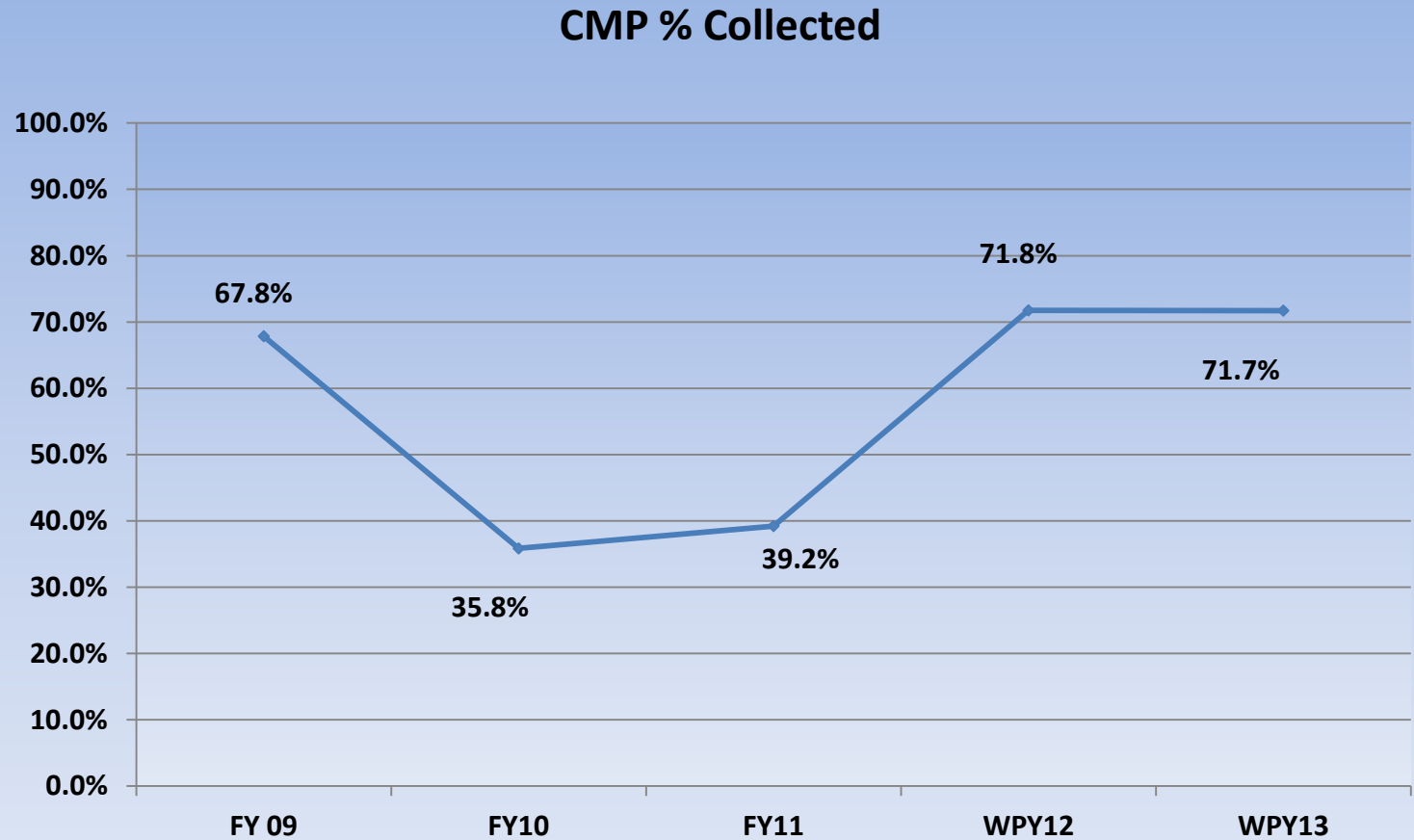


Percentage of Wage Recoupment

Goal 60% or higher

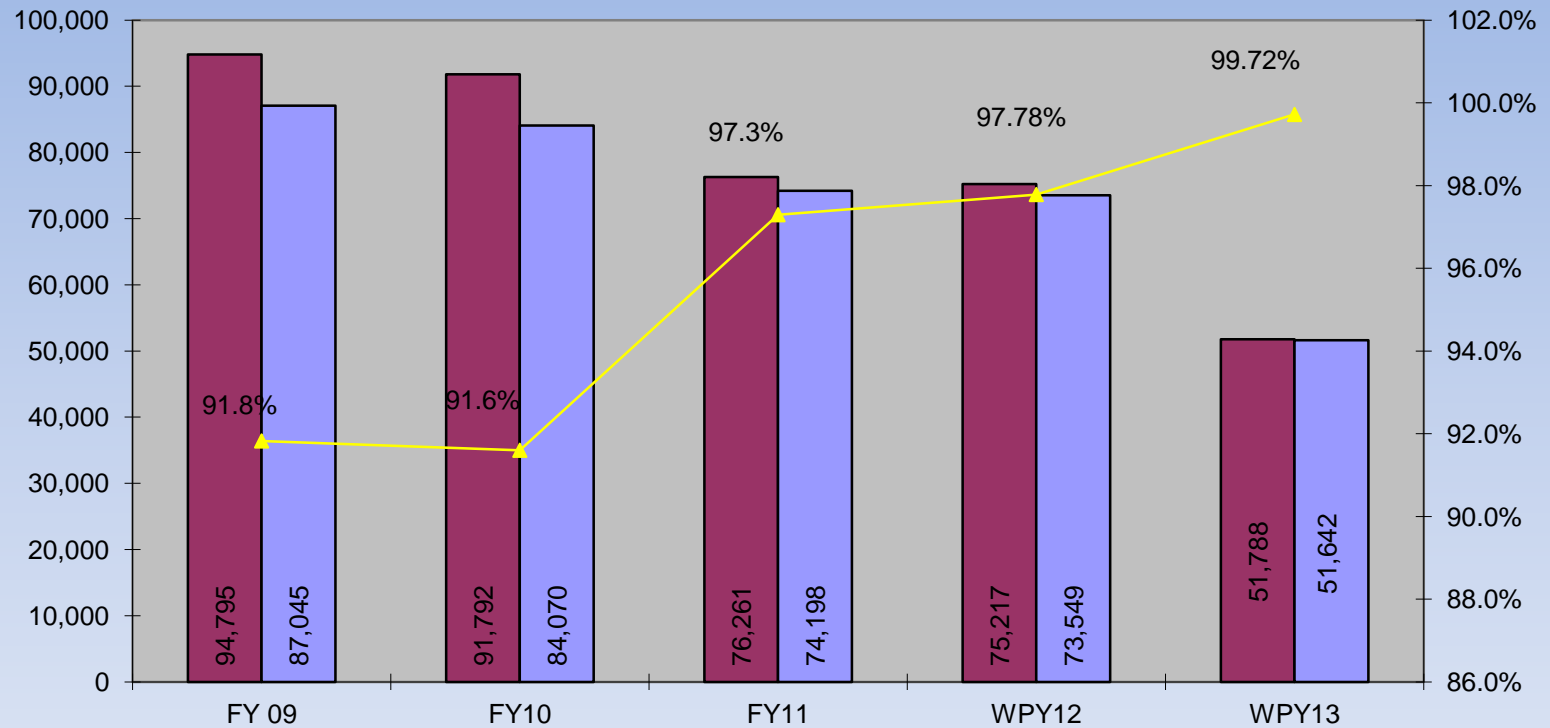


Percentage of CMPs Collected



CALL CENTER

Call Center Goal 98%

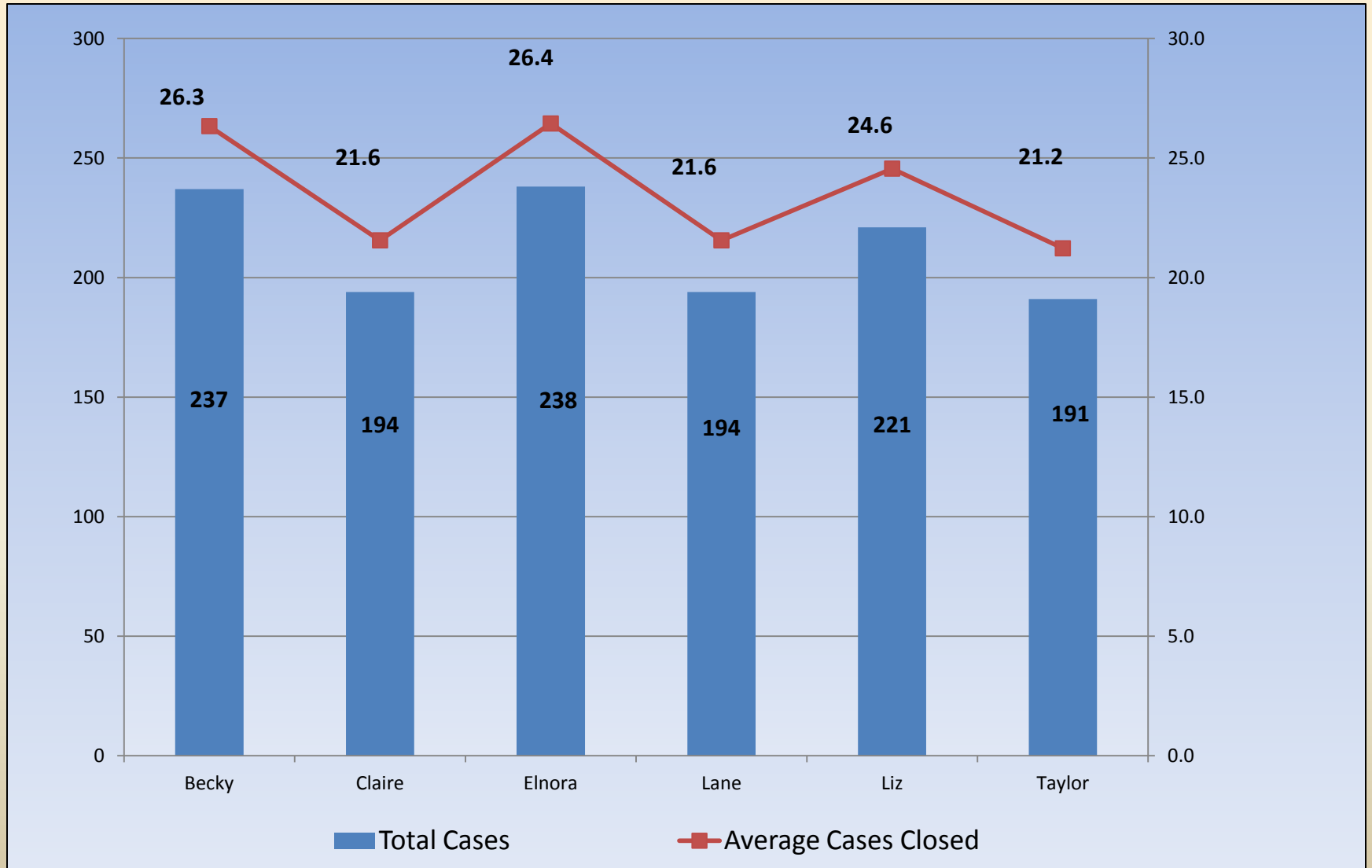


Offered

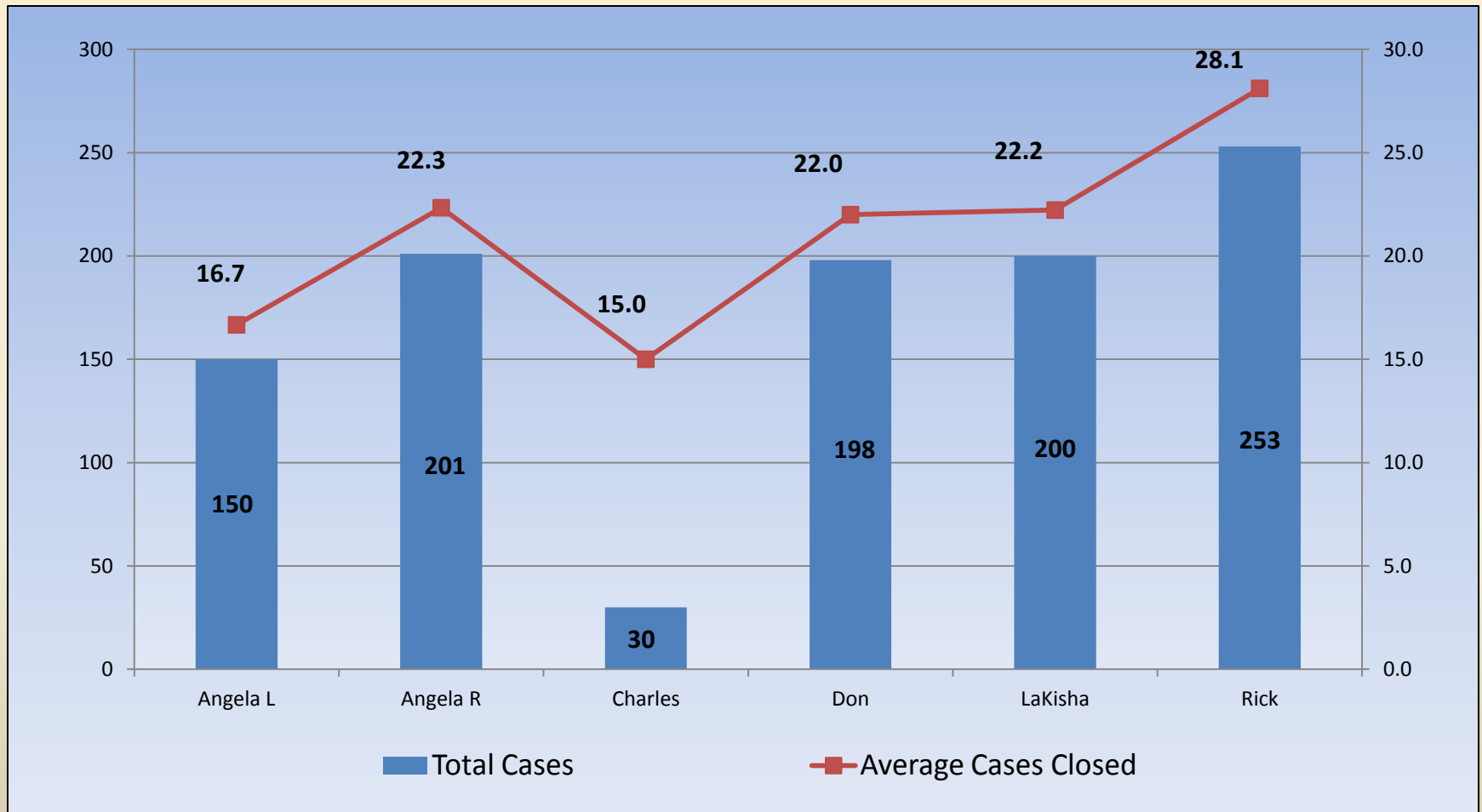
Answered

Service Level

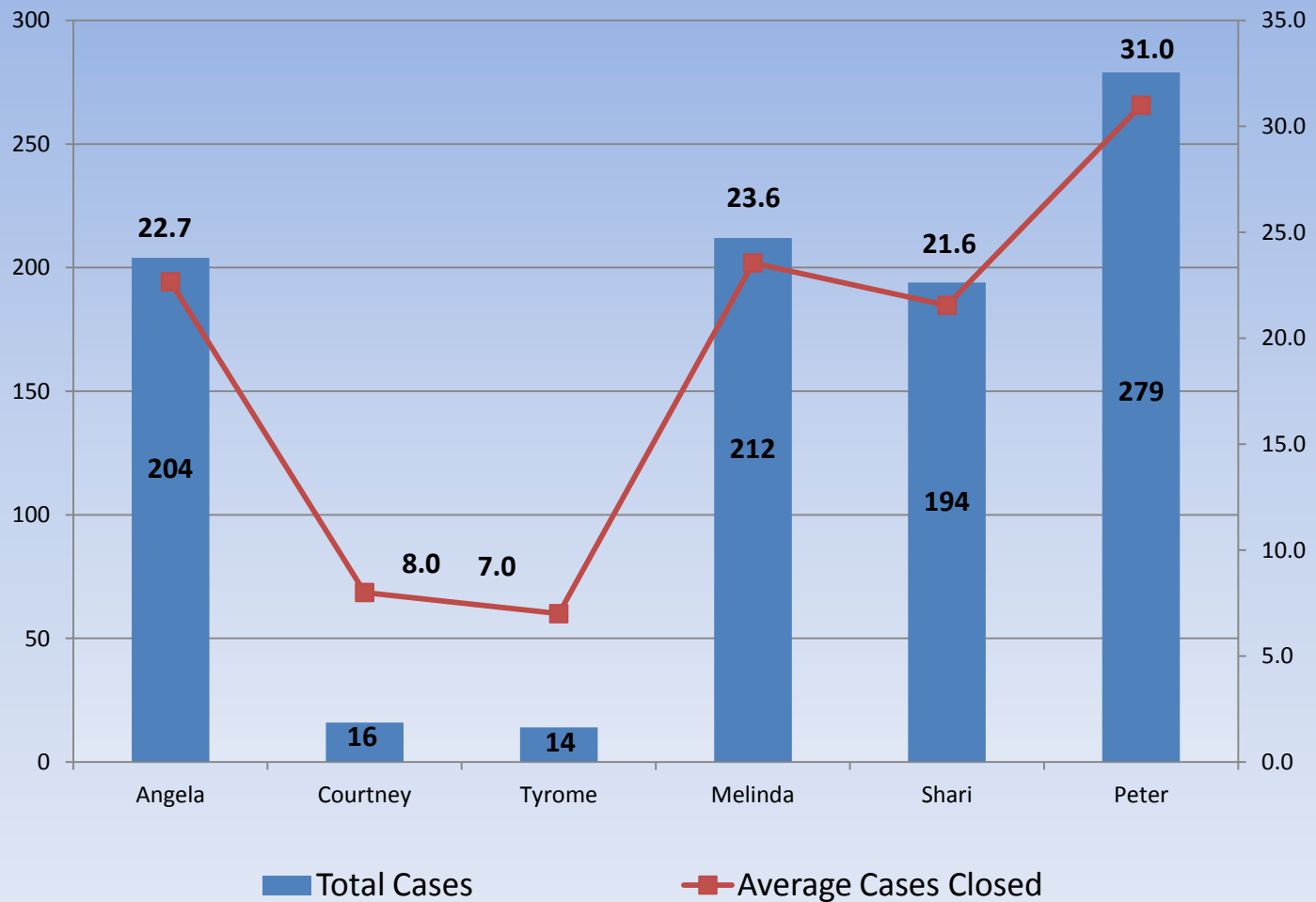
Central District



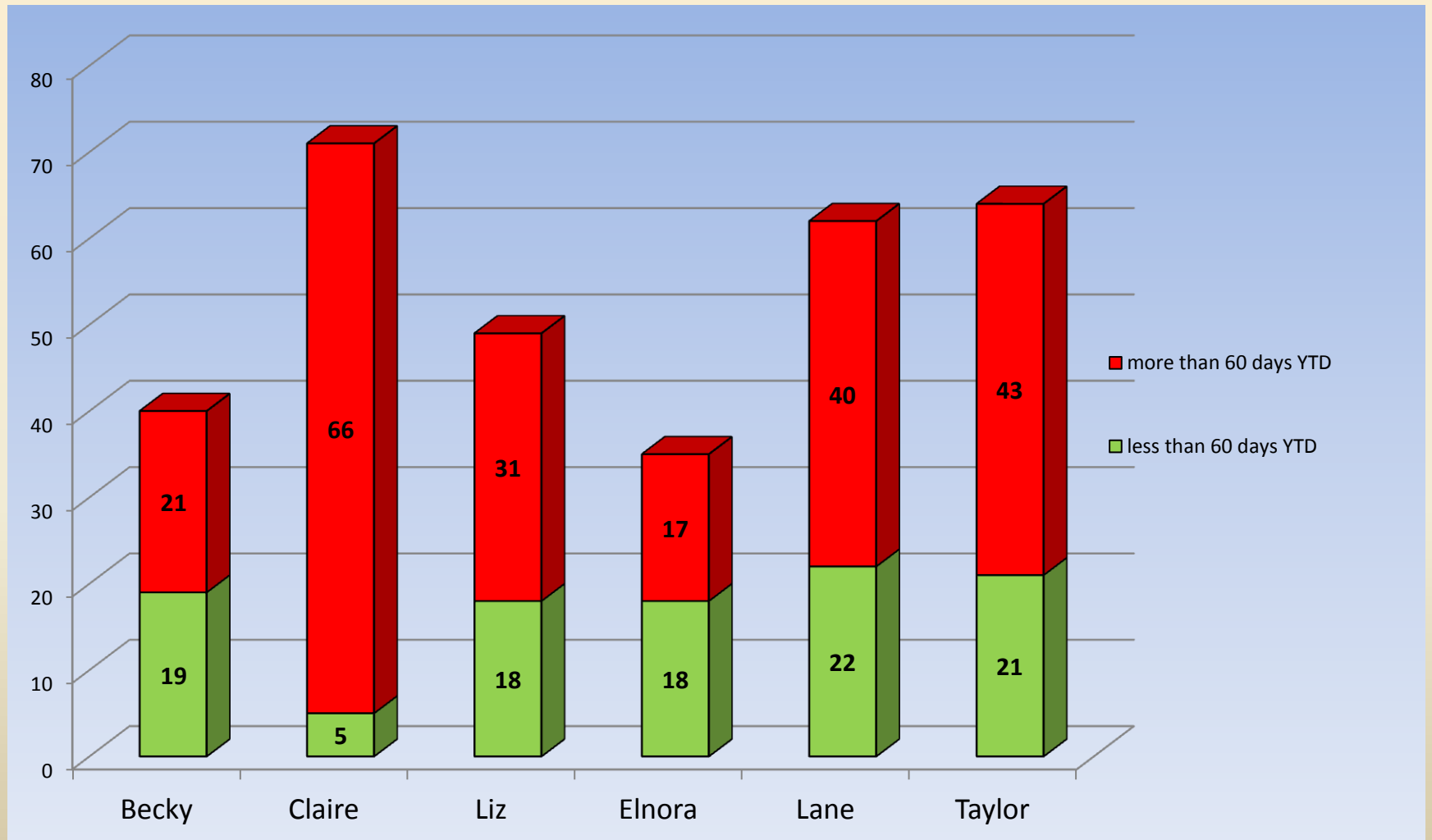
Eastern District



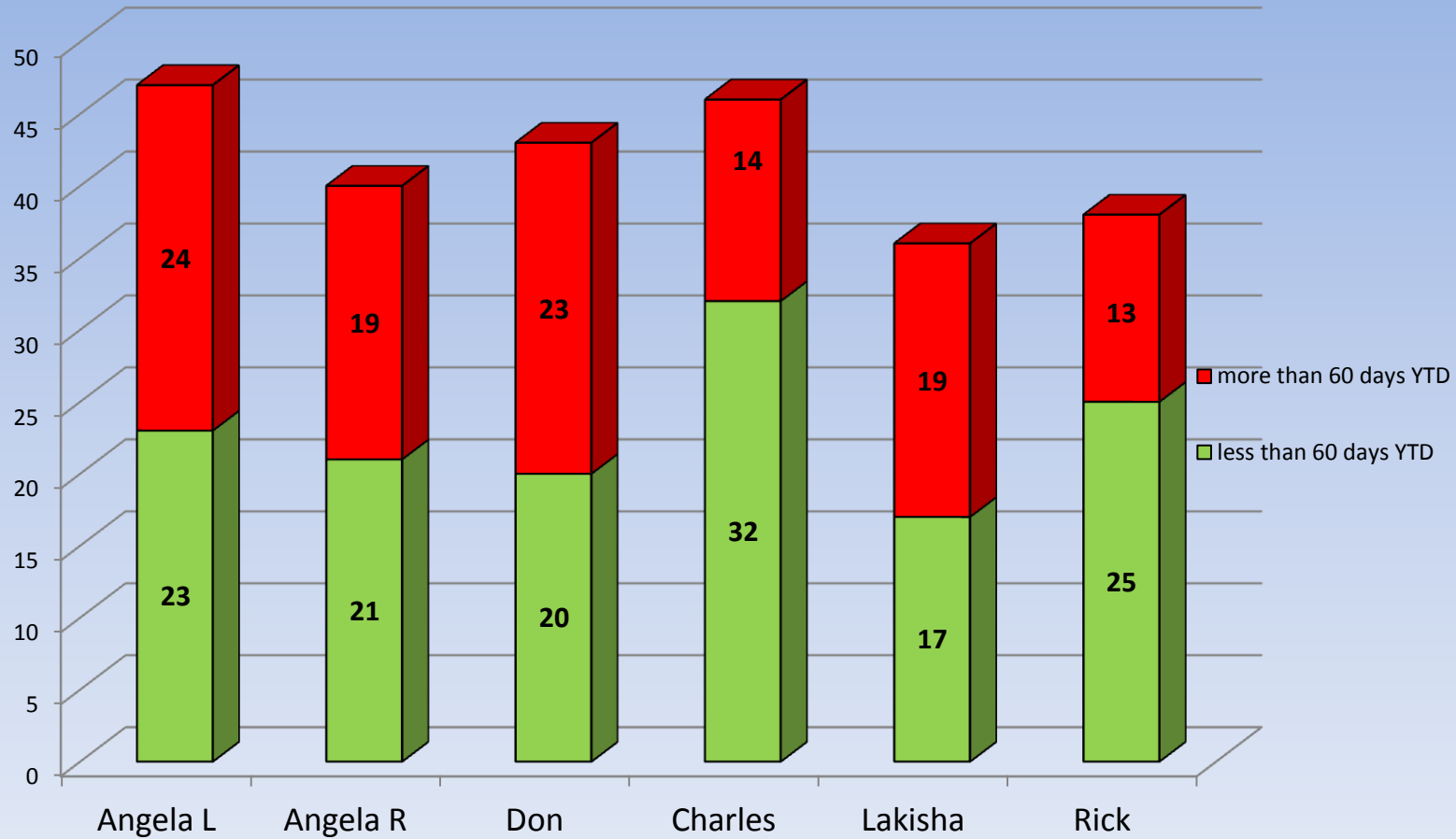
Western District



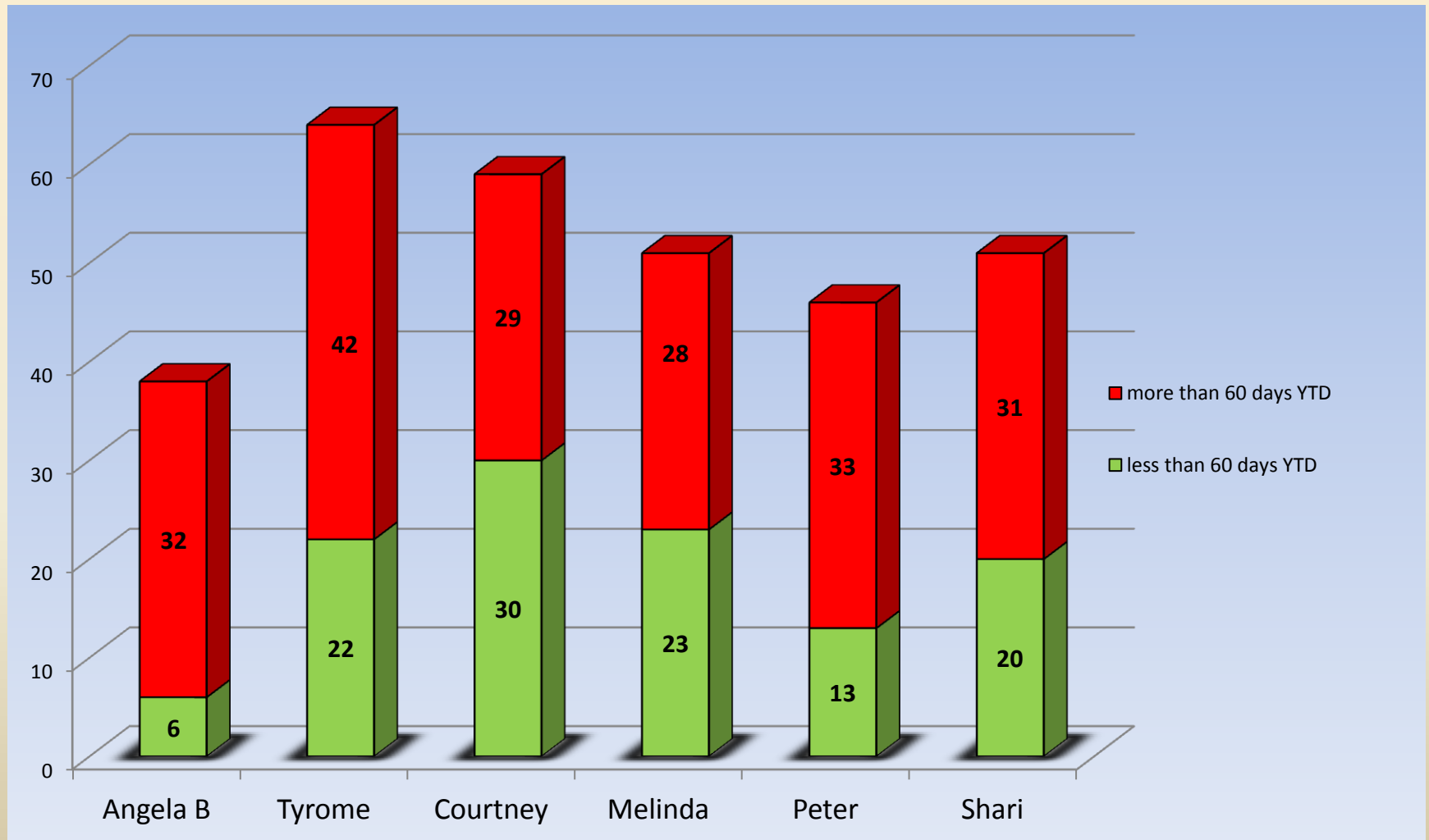
Central District



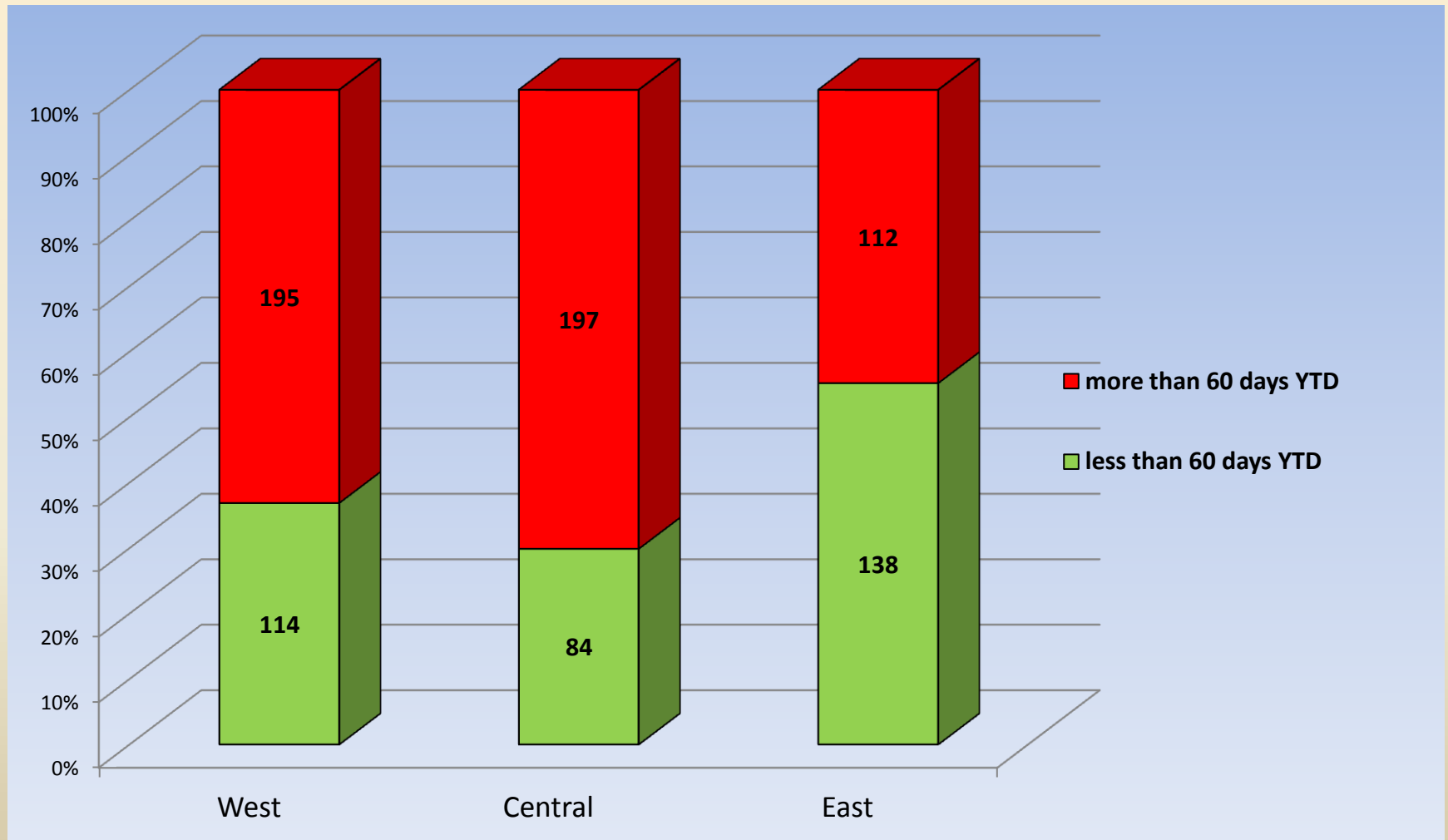
Eastern District



Western District



Bureau Old Case Numbers



Bureau Old Case Percentage