



WAGE and HOUR BUREAU

Date: August 13th 10:00 a.m.

Meeting Description: 1st Quarterly WP YTD Management Meeting Minutes

Meeting Location: ORB: 6th Floor Conference Room, Raleigh NC 27699

Administrator	Office Manager	Central District	Eastern District	Western District	Deputy Commissioner of Standards & Inspections	Guest
Val Eucare	Shannon Council	Kisha Holmes	Darryl Saunders (Jeff Barnhill)	LaKisha Cameron	Andy Frazier Not Present	Art Britt Not Present

- New Procedures
 - Paper Trials
 - Tighten the procedures in a work flow process.
 - Wage Payment vs MW/OT/YE Procedures
 - Take all complaints and send through IA's
 - Provide a certain number of days to respond.
 - Once case is received by Investigator, one continuation date and then mandatory subpoena.
 - Last week of following month if no response, case should be in subpoena mode.
 - Peter suggested noting activity every week in the cases. If no activity is done then note no activity.
 - Val stated once letter is sent, put in the calendar that day that a response was or was not received.
 - Val noted checks are not closed right away once a check is received.
 - Checks should be noted in the email subject line.
 - Closed within 24 hours.
 - Peter noted that the letters that the IA's are sending out, notification is not provided that they are willing to pay and it makes it harder to find the employer.
- Holding Cases
 - Val - Will no longer hold the cases.
 - Once the IA has completed the case, the case will be transferred to the Investigators.
 - Shannon - IA's would prefer not to hold and track.
 - On-Base should help with tracking the information.
- Cases reviewed since May – Val
 - CMP's
 - May – July
 - 73% were correct
 - 27% were wrong
 - Back Wages
 - 79.5% were right
 - 20.5% were wrong
 - Peter's Comments
 - Doesn't have a lot of CMP cases.
 - Entire state doesn't do it the same.
 - Circles the numbers and dates to ensure that they are the same.
 - District Meetings Concentration– Val



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- Need to have a talk with those that are low with their CMP and wage percentages.
- Too many months that quality has been discussed and we are not seeing improvements.
- Cases were bought down from 23 to 18 and there are still quality issues.
- Collections of Back Wages
 - May – July goal was 72%.
 - Bureau is at 79%
- Why can't investigators close 18 cases in a month vs 12 cases in a week.
 - Darryl noted a higher volume of cases.
 - No onsite
 - No CMP's.
 - 6, 7, 12 were the only cases done.
 - No response, cases were kicked to the field.
- Closure Letters
 - All cases will have a closure letter even if the complainant acknowledges payment.
 - Peter – Can the IA's ensure that they get the email address.
 - Shannon – IA's have been instructed to put the email address or "None."
 - Val – Bounce backs and undeliverable emails need to be in the case file.
 - Shannon – Are valid emails sufficient for sending a letter.
 - Val stated that emails are sufficient for sending the letter.
- District Meetings
 - Val - Discuss the fact that for 23 years we have had a back log of cases.
 - Investigators will not be in charge of the time line.
 - Discuss both articles.
 - Short staffed and overwhelmed.
- Flow Charts
 - Need a flow chart from the IA's to the investigators.
 - Checklist – Each chapter will have a checklist which has an appendix where certain data needs to be gathered.
 - One procedure. Each provision is different. We need to have one procedure.
- Transfers
 - OPS manual needs to reflect that management transfers all cases.
 - Transfers without management approval will not be done by investigators.
- Suggestions for case closures
 - Peter suggested providing weekly updates for cases over 180 days.
 - Val suggested releasing all the cases and then locking them down in January to get rid of all of the 2013 cases.
 - Darryl noted that he liked going into 2013 with limited number of cases.
 - 180 rule should help with case closures.
 - Shannon noted that the IA's want to get rid of holding cases.
 - Val suggested that we have the contact letters go out and then release three weeks.
- New Procedures



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- First Contact
 - Telephone call *and*
 - Email, fax or US Mail
 - ER given 7 days to respond
 - Fax, Email
 - ER given 14 days to respond
 - US Mail
- No response – Second Contact
 - Telephone call and
 - Email, fax or US Mail with 2nd Notice (Cooperative or Non-Cooperative Letter)
 - ER given 7 days to respond
 - Fax, Email
 - ER given 14 days to respond
 - US Mail
- Transfer to investigation once documentation is received.
- If nothing is received, case is transferred to investigator.
 - Investigator shall initiate contact with the employer with an appointment letter.
 - Onsite shall be held within two weeks if documentation is not received.
 - If documentation is not received during the onsite visit, subpoena shall be issued by the last day of the following month.
- Investigative activity notes must start with the IA's; however, IA's will continue to note the information in the initial remarks.
- Cases with checks
 - Send an email titled - IMMEDIATE ATTENTION REQUIRED
 - A decision for closure needs to be made within 5 business days.
- Complainants call for drop complaint.
 - Send an email titled - IMMEDIATE ATTENTION REQUIRED
 - A decision for closure needs to be made within 5 business days.
- Talk to Investigators.
 - Get suggestions and ideas on a better process.
 - Moving Cases
 - Following up with deadlines.
 - Moving from open to subpoena.
 - Why are the wage payment cases open so long?
 - January – March cases should be gone.
- YE Complaint
 - Go in and investigate the complaint, make a decision and get out.
- MW/OT case closures
 -
- Wage Summary vs Wage Comp
 - Investigator Thoughts
 - Summary for lump payments (?)
 - Comp for reconstruction (?)



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- Bankruptcy Procedures
 - We are done once bankruptcy has been established.
- Open and Legal Start Cases