



WAGE and HOUR BUREAU

Date: June 11th, @ 10:00 a.m.

Meeting Description: Management Meeting Minutes

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

Attendees: NCDOL							
Administrator	Office Manager	Central District	Eastern District	Western District	Field Rep	Deputy Commissioner of Standards & Inspections	Guest
Val Eucare	Shannon Council	Darryl Saunders	Jeff Barnhill Skype In	Kisha Holmes – Skype In	Peter Simon DNS	N/A	N/A

AGENDA (Theme – Back to Basics)

Tuesday, June 11th, 2013 (ORB Conference Room; 6th Floor)

1000 – 1015: Welcome

1015 – 1030: Safety Briefing (Val)

- [101 Days of Summer Safety \(Memorial Day – Labor Day\)](#)

1030 - 1100: Productivity Stats (Brief from Report/Work Plans!)

- Shannon
- Darryl
- Jeff
- Kisha

1000 – 1100 - State Audit (Val)

- Audit Review [\(1\)](#) and [\(2\)](#)

1100 - 1130 - Projects and Assignments – PROJECTED COMPLETION DATE(S)

Individual(s)	Status %	Team
<ul style="list-style-type: none"> ○ Val Administrative Procedures ○ Val Labor Department Research (50 States) 	<p>40% April 2014 or sooner Completed</p>	<p>1. All Employee Week (Back to Basics)</p> <ul style="list-style-type: none"> ○ Ops; CMP's & Back Wages (Kisha) ○ Learning Games (Jeff – Darryl) ○ Safety and Calls (Shannon) ○ Any investigators training??
<ul style="list-style-type: none"> ○ Darryl Operations Manual Changes and Updates 	<p>Completed May 31, 2013 ON-GOING</p>	
<ul style="list-style-type: none"> ○ Kisha Training Procedures <ul style="list-style-type: none"> ○ Must follow SOP guidelines ○ Must be tested 	<p>April 30th, 2014 or sooner</p>	
<ul style="list-style-type: none"> ○ Jeff Wage and Hour Web Site and Fact Sheets 	<p>April 30th, 2014 or sooner</p>	



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<ul style="list-style-type: none"> ○ Shannon New CMPs Tracking - Collections – RO Procedures 	<p>Completed</p>	
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1130 – 1200: Quality Case Reviews

- Darryl
- Jeff
- Kisha
- **Overall –** There is a pattern of personnel not following OPS manual especially when it comes to money (due/paid) reductions (CMP’s) and poor write ups and missing information in reports.
- Supervisors need to focus on weakest links and get them up to speed! Sooner the better!

1300 – 1315: Performance Logs

- Grades –
 - Val reminded everyone to ensure consistency with what you write. If you write up a report as a does not meet; don’t grade it a meets.
- End of Year Evaluation Critique –
 - Val - Cut back on “Not Graded!” More detail in development and growth!
- Quarterly Updates –
 - Val - Supervisors to provide updates of performance logs quarterly!

1315 – 1530: IMPORTANT TOPICS

- 2012 opened case reviews (**HOT TOPIC!!**)
 - Case from July – December should be closed by now!
- Legal Start Cases – Over 60 days - (**HOT TOPIC!!**)
 - Val - Watch cases with Feb-April Legal Starts;
 - Val - Ascertain what stage they are in and get them closed!
- Quality Case Reviews – CMPs – MW/OTs – WPs – Appeals – Redacts (attention to details)
 - Val - Use of Ops Manual is Mandatory at all times
 - Val - Must be in compliance throughout entire report
 - Val - WP’s (3) or combination of CMPs and/or MW/OTs
- **Collecting Back Wages (DO NOT RELEASE to FIELD) Need More Discussion!**
 - Same procedures as CMP’s may be forth coming
 - One top collector from each District to test pilot program sometime this year!
 - Peter
 - Rick
 - Becky
- Multiples
 - Jeff - Check appropriate citation box (i.e... V6) if substantiated for that compliant
- XLS Reports – (Jan 2012 – May 2013)
 - Val - Need all new XLS updated and sent to me for
 - Val - Start sending in quarterly as one report
- New Computer System
 - Val - Darryl and Shannon selected for “Train the Trainers”

1530 – 1550 –OPENED DISCUSSION

- Val – Lesson learned from 2012-2013 (we can do better!)
 - Need to get back to basics



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- investigators have patterns of consistently not following OPS and figures and write ups are prime examples of same
- CMP's talked about too much; need to get accurate and consistent with numbers
- Darryl
 - States cases that wages are found due need to have wage wages? Not for resolved cases!
 - **Subsequent needs to be more defined!**
- Jeff
 - When are wage comps needed? For all substantiated cases with money "Due!"
 - Where should "Master for ####" be placed in initial remarks "beginning or end." Either will do as long as it is there!
- Kisha
 - Feels new collections procedures for Wages will be more work!
- Shannon
 - Hand Delivery of CMPs – Feels investigators could do at final conference; can be used as last resort since hand delivery and suffice for certified mail (cost savings)
 - Need some type of service indicting investigator served process by hand-delivery!
 - Peter – District concerns – Dismissed (Did not Show) for personal reasons.

1550 – 1600: SUPERVISORs ONLY

- (Personnel Concerns)
- Supervisor Duties
 - Val briefed that everything was a priority; however supervisors needed to work out and use time management wisely; if an issue arose; deal with it and get through it! Repponsible for districts and ensuring investigators accomplished work; everyone responsible from bottom to top and top to bottom.

NOTES - REMARKS

Next Meeting – July 9 th , 2013, 1 st Quarterly Meeting; @ 1000 ORB 6 th Floor (get stats in by Monday July 8th)
Safety Training – Darryl (15 minutes)