



WAGE & HOUR BUREAU
Management Meeting
March 11th, 2014



Workplace Stress and Ways to Cope

Stress in the Workplace

How to reduce YOUR stress

- Tip 1 – Take care of yourself
 - Get moving – Regular exercise is a powerful stress reliever.
 - Make good food choices – low blood sugar can make you feel anxious and irritable.
 - Get enough sleep – lack of sleep can make you vulnerable to more stress.
 - Get support – Sharing your feelings with close friends or relatives can help reduce your stress.

How to reduce YOUR stress

- Tip 2 – Prioritizing and Organizing
 - Create a balanced schedule – try to find balance between work, family life and social activities.
 - Don't over commit yourself – drop tasks that aren't truly necessary.
 - Try to leave earlier in the morning – don't add to stress levels by running late.
 - Plan regular breaks – stepping away will relax and recharge you.

How to reduce YOUR stress

- Tip 3 – Reduce job stress by breaking bad habits
 - Resist perfectionism – Aim to do your best!
 - Clean up your act – Be on time, organize your desk
 - Flip your negative thinking – think positively about your work, avoid negative co-workers.
 - Don't try to control the uncontrollable – many things at work are beyond our control, focus on the things YOU can control.

Go! Reduce your stress today!

- If you ignore the warning signs of stress, they can lead to bigger problems. Beyond interfering with job performance; chronic or intense stress can lead to physical and emotional problems.

Money Due / Collected by Inv
Cases Closed 5/1/2013 -> 2/28/2014

Inv	Total Cases (216)	Number Due	Number Paid	Amount Due	Amount Paid
Angela R.	230	165	76	\$138,789	\$34,641
Peter	217	42	84	\$40,799	\$52,772
Rick	211	106	100	\$193,347	\$99,588
Melinda	203	106	128	\$104,010	\$126,043
Angela L.	200	114	103	\$154,876	\$80,599
Becky	191	80	98	\$41,936	\$50,487
Angela B.	188	99	98	\$100,698	\$72,095
Elnora	184	95	110	\$156,534	\$130,776
Taylor	184	90	85	\$71,883	\$64,680
Courtney	181	56	77	\$50,024	\$46,259
Elizabeth	181	84	80	\$63,989	\$60,274
Lane	179	30	68	\$34,420	\$40,631
Don	177	76	81	\$68,854	\$55,335
Charlie	176	114	89	\$287,807	\$199,326
Shari	139	63	68	\$104,956	\$77,914
Claire	122	47	51	\$44,616	\$47,327
LaKisha	96	53	52	\$91,349	\$55,557
Tyrome	57	29	26	\$25,246	\$23,921
Dawn	8	4	7	\$1,578	\$2,909
Total	3124	1453	1481	\$1,775,711	\$1,321,134

Feb. Total Cases Closed

INV	Cases Closed	Due	Paid	Due	Paid
Peter	37	3	9	\$2,421	\$10,290
Charlie	26	17	7	\$44,161	\$5,570
Angela L.	24	10	12	\$3,050	\$3,505
Angela B.	21	5	10	\$1,151	\$5,680
Taylor	20	27	7	\$25,094	\$11,618
Melinda	19	4	9	\$1,144	\$7,791
Becky	18	8	11	\$1,768	\$7,631
Elizabeth	18	4	4	\$4,392	\$5,071
Elnora	18	10	13	\$13,781	\$19,271
Courtney	17	3	8	\$1,497	\$3,651
Rick	17	7	6	\$5,355	\$3,076
Anglea R.	16	8	8	\$5,035	\$4,589
Claire	15	7	8	\$6,194	\$6,363
Don	15	6	7	\$8,267	\$4,779
Lane	15	2	3	\$1,884	\$454
Tyrome	7	6	5	\$3,191	\$2,231
Dawn	3	3	2	\$1,511	\$604
Total	306	130	129	\$129,896	\$102,174

YTD Totals – Monthly Averages – District Averages

East			Monthly Average
Angela R.	230	23	
Rick	211	21.1	
Angela L.	200	20	
Don	177	17.7	
Charlie	176	17.6	
LaKisha*	96	9.6	
Central			
Becky	191	19.1	
Elnora	184	18.4	
Taylor	184	18.4	
Elizabeth	181	18.1	
Lane	179	17.9	
Claire	122	12.2	
Dawn*	8	0.8	
West			
Peter	217	21.7	
Melinda	203	20.3	
Angela B.	188	18.8	
Courtney	181	18.1	
Shari	139	13.9	
Tyrome	57	5.7	

19.88

17.35

Information Specialist Average Talk Time

	Blanca	Julian	Jerrick	Selenia	MaLee	Adriana
Months	Average Talk Time	Average Talk Time	Average Talk Time	Average Talk Time	Average Talk Time	Average Talk Time
May	3:18	3:30	4:17	3:12	3:03	3:44
Jun	3:24	3:41	4:15	3:15	3:13	3:24
Jul	3:40	3:55	4:43	3:39	3:15	3:17
Aug	3:34	3:42	4:17	3:23	3:39	3:03
Sep	3:43	3:31	4:54	3:33	3:32	3:07
Oct	3:56	3:38	4:50	3:36	3:56	3:03
Nov	3:56	3:57	4:48	3:36	3:51	3:28
Dec	4:19	4:10	5:07	3:34	4:01	3:14
Jan	3:50	3:58	4:30	3:36	3:49	3:56
Feb	3:38	3:30	4:17	4:01	3:44	5:28
Average	3:43	3:45	4:35	3:32	3:36	3:34

Service Level / Log In Time

	Blanca		Julian		Jerrick		Selenia		MaLee		Adriana	
	Service Level	Log In Time	Service Level	Log In Time	Service Level	Log In Time	Service Level	Log In Time	Service Level	Log In Time	Service Level	Log In Time
May	99.91%	140	100.00%	117	99.73%	154	99.39%	142	100.00%	141	99.84%	135
Jun	99.90%	131	99.91%	140	99.78%	149	99.90%	133	100.00%	142	99.86%	133
Jul	99.75%	152	99.76%	163	99.89%	139	100.00%	170	99.89%	114	99.78%	153
Aug	99.85%	154	99.91%	141	99.81%	146	99.71%	90	100.00%	135	99.86%	113
Sep	99.78%	69	100.00%	147	100.00%	129	99.78%	129	100.00%	141	100.00%	141
Oct	99.90%	146	100.00%	125	100.00%	148	99.89%	149	99.90%	142	100.00%	149
Nov	99.88%	129	99.75%	123	99.83%	113	99.73%	124	99.77%	128	99.72%	114
Dec	100.00%	136	99.90%	140	99.87%	125	99.26%	107	99.87%	104	100.00%	116
Jan	100.00%	128	99.71%	133	100.00%	117	99.52%	137	100.00%	158	100.00%	93
Feb	99.78%	116	100.00%	128	99.85%	109	100.00%	136	100.00%	161	100.00%	15
Totals	99.87%	1301	99.89%	1357	99.88%	1329	99.72%	1317	99.94%	1366	99.91%	1162

	Blanca		Julian		Jerrick		Selenia		MaLee		Adriana	
	Return to Q	Time Out to Q	Return to Q	Time Out to Q	Return to Q	Time Out to Q	Return to Q	Time Out to Q	Return to Q	Time Out to Q	Return to Q	Time Out to Q
May	0	1	0	0	1	2	5	1	0	0	0	1
Jun	0	1	0	1	0	2	0	1	0	0	1	0
Jul	0	3	1	2	0	1	0	0	1	0	0	2
Aug	2	0	0	1	1	1	0	2	0	0	1	0
Sep	0	1	0	0	0	0	2	0	0	0	0	0
Oct	0	1	0	0	0	0	0	1	0	1	0	0
Nov	0	1	0	2	0	1	0	2	1	1	0	1
Dec	0	0	0	1	1	0	4	0	0	1	0	0
Jan	0	0	0	3	0	0	4	0	0	0	0	0
Feb	0	2	0	0	1	0	0	0	0	0	0	0
Totals	2	10	1	10	4	7	15	7	2	3	2	4

Months	Calls Present	Calls Handled	Service Level	Log In Hours		Months	Calls Present	Calls Handled	Service Level	Log In Hours
May	5949	5938	99.82%	829	Totals	November	4212	4203	99.79%	731
June	5824	5818	99.90%	828		December	4282	4275	99.84%	728
July	6315	6305	99.84%	891		January	4816	4809	99.85%	766
August	6047	6039	99.87%	779		February	4211	4208	99.93%	665
September	5492	5489	99.95%	756		March	0	0	0.00%	0
October	5369	5366	99.94%	859		April	0	0	0.00%	0
Present	52517	Handled		52450		Service	99.87%	Log In		7832

Wage and Hour Bureau /Employment Discrimination Bureau

Andy Frazier



New Investigation Process



[New Investigation Process.pdf](#)

[New Letters.pdf](#)

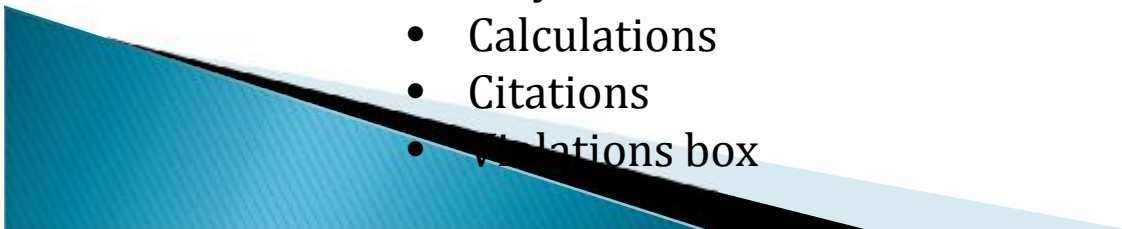
[Right to Be Heard Letter.doc](#)

[Hindering and Delay Letter 2014.doc](#)



Case Reviews

- Quality, Consistency and Accuracy
 - Quality Reviews
 - Case reviews should be error free.
 - Same standards that apply to investigators also applies to management.
 - Reviews should provide assistance and guidance.
 - Consistent Feedback
 - Positive feedback about the review should be first.
 - If no issues are noted, note what was exceptional about the report.
 - Utilize “Exceeds”
 - Development and growth should follow.
 - How can they improve?
 - Grammatical and spelling errors.
 - Failure to point these out results in future reports with the same errors.
 - Note the procedures in the OPS manual, emails and any current procedures.
 - Accuracy
 - Calculations
 - Citations
 - Violations box

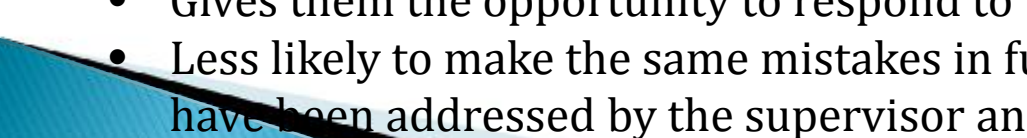


Case Reviews

- Positive Feedback
 - Overall the report was good. You correctly cited the employer, you explained your citations and you utilized the wording in the Wage and Hour Act. The calculations appeared correct and you did an excellent job of collecting the money.
- Development and Growth
 - I did notice that you had a few grammatical errors and misspellings. You did not correctly note the employer's name as it appears on the documentation submitted. You also failed to include the citation report as required per the OPS manual. , page 13-6 Disposition (f).
- Overall Review
 - You did an excellent job with the case write up and well as properly assessing and citing the employer. The report did not contain any grammatical errors and misspellings. Your overall review was noted as exceeds.



Case Reviews

- Overall Review
 - You received a does not meet for this review for failing to adhere to the requirements of the OPS manual in including the citation report in the file. This requirement is noted on page 13-8 (3) of the OPS manual. Also, you are required to note the date, the location and the persons present during the final conference as required on page 13-6 (f) Disposition of the OPS manual. This information has also been provided during district meetings and on the case examples provided to all investigators.
 - Appropriate Responses
 - Do not demand.
 - You need to submit a response to the above by Friday.
 - Ask
 - Please provide a response to the issues noted above no later than Friday, March 14, 2014 at noon. If you have additional questions and/or comments, please feel free to contact me.
 - Understanding the Response
 - Allows the investigator to explain the report.
 - Gives them the opportunity to respond to the review.
 - Less likely to make the same mistakes in future reports because the issues have been addressed by the supervisor and the investigator.
- 

Case Reviews

- Accountability
 - Investigators must be held accountable for their work.
 - Supervisors must be held accountable for their work.
- Supervisors
 - Failure to properly review cases is a does not meet.
 - Investigators cannot grow if reviews are not accurate and consistent.



