

Wage and Hour Bureau  
Quarterly Performance Review  
6<sup>th</sup> floor CR, Old Revenue Building  
January 12, 2015 at 10:00 AM

Attendees: Art Britt, Phil Hooper, Kisha Holmes, Darryl Saunders, LaKisha Cameron, Angela Richardson, and Shannon Council

Scribe: Charity Locklear

**Introductions:** Phil Hooper was introduced as the new Deputy Commissioner of Labor Standards and inspections and round the room introductions.

**Art Britt – The Commissioner’s office is looking at Wage and Hour’s supervisory duties and how to make the duties more disbursed and balanced. Commissioner Berry is looking forward to Wage and Hour doing what they do and doing it better in 2015. The Commissioner’s office is very excited and supportive towards any input shared with her about any changes that can be made to ensure Wage and Hour achieves its goals.**

**Kisha Holmes reviewed Wage and Hour’s YTD Performance Report for Evaluation Year 2014-2015. Charts are posted on the Intranet.**

**Standards**

**Wage and Hour met all standards for Performance Year 2014-2015.**

**Except:**

- 2.2 - Investigators close cases in 180 days or less.
  - 7 out of 20 investigators have cases that were older than 180 days at closure.

**Note: slide data changes:**

Slide 2

- Changed 3.3 to a “Meets”
- Meeting or Exceeding
  - Changed to 11
- Not Meeting
  - Changed to 1
- Objective on Hold
  - Changed to 1

Slide 14

- Changed to “Greater than or Equal to”

### **Monthly Closed Case Requirements**

W&H investigators are required to close a minimum of 20 cases per month to ensure meeting performance requirements.

S&I investigators are required to close the minimum of 10 cases per month to ensure meeting performance requirements.

Supervisors review all cases which include: CMP, MW, OT and WP. Investigators are graded on 3 cases per month. Investigators are only allowed 3 does not meet case errors per evaluation year. If the investigator has more than 3 does not meet errors, they will receive a "Does Not Meet".

### **180 Days Case Closure Requirement**

All cases must be closed in 180 days or less. Phil – What happens if a case is transferred to another investigator? Kisha – The days change for the new investigator.

### **Open Case Inventory**

There are 1,500 cases currently opened. 1,154 cases must be closed by April, 2015. Currently, this goal is on hold.

Art Britt – How does W&H track phone calls? Shannon Council – W&H tracks the 1-800 line calls through a system called Symposium. Symposium tracks calls and how long each call takes. Art – Can you track the specific number of hang-ups? Shannon – Yes. It also tracks the number of calls sent back to queue. Art – The Commissioner is impressed that the 1-800 line received approximately 65,000 and is answered by a live body.

### **Case Errors**

Darryl Saunders – Major areas of errors are: Statistical errors, violation code errors and Youth Employment errors.

Darryl's group – There are no errors for back wages or CMP's to report and none with 3 or more errors in 1 area.

LaKisha's group – There are no errors for back wages or CMP's and none with 3 or more errors in 1 area.

Art Britt – Is 3 a reasonable standard? Can any of those errors be prevented by the database? Darryl – Yes, technology could help with error issues. Angela Richardson – Errors in violation codes are very easy to make. She suggested that the investigators receive 1 freebee error per month. Employment Discrimination cases require more reading and attention to date requirements. Art – Statute of Limitations: The clock is already ticking and the cases need to be completed prior to the Statute of Limitations running out. Phil – Can cases be reviewed by the supervisors prior to closing? Darryl – If supervisors reviewed every case prior to closing then that is all the supervisors would have time to do. Angela – The supervisors could contact the investigators and let them know there is an error and it needs to be corrected. Art – For the next 6 months, our IT's top priority is the Wage and Hour database.

Phil – The benchmark that has to be met is quantity and quality. Angela – What has OSHA done creatively in this area? Phil – OSHA has tried to figure out what others do that are successful and how to implement what they do to fit OSHA's needs and through improving hiring practices. OSHA investigators have around 50 cases per year and they are allowed 6 months to work their cases. Angela – Tries to use the same language with similar cases to create a benchmark for her cases.

### **Back Wages Collected YTD**

The percentage on this chart is incorrect because of the lack of data breakout capability. Therefore, Wage and Hour reports the dollar amounts that it has the capability of reporting. Objective 1.3 Back Wages Collected YTD is not a true reflection of the dollar amount found due and the dollar amount collected.

### **Cases closed 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> Quarter**

20 cases a month need to be closed per investigator or at the very least 16. Investigators receive approximately 240 cases per year. They need to close a minimum of at least 3 cases a week and 60 cases per quarter to reach a "Meets". 3 investigators are going to receive documented coaching sessions because they have not met their required case closures for 2 months.

Phil – Do the investigators share cases? Kisha – No, they don't share cases. The investigators no longer have more than 80 cases assigned to them at any given time unless they have a multiple. Angela – Sometimes investigators skip the bigger cases to finish the smaller cases so they can meet their closed case requirements. This intern hurts them with the number of days a case remains opened and goes against them in the long run. Darryl – The investigators are required to work their older cases first. Phil – So, 100% of the cases can't go over 180 days. Darryl – The supervisors send out reports to the investigators monthly to let them know where they are stand with their caseload.

### **Objective 2.3 Reduce 2014 Inventory By 75% Goal – 382 (2014) Cases on April 30, 2015**

Kisha – Wage and Hour may or may not meet this objective.

Phil – 15 cases from 2013 are still open. How many 2013 cases did Wage and Hour carry over into 2014 inventory? Kisha will run the numbers and get that information to Phil.

### **Calls Returned to Queue**

All phone agents are meeting the Return to Queue – Objective 2.4.

- Shannon – When a 1-800 phone rings to an agent more than 4 times the call returns to queue. If an agent presses the wrong key and the call goes back to queue it is counted against the agent. Service Level is all based on "Return to Queue".

All but one phone agent is meeting the Service Level Greater than or Equal to 99.5? – Objective 3.1

- Shannon expects all phone agents to be at 99.5% by the end of the evaluation period.

All phone agents are meeting the Average Talk Time – 5 Minutes or Less. – Objective 3.2.

All phone agents should meet the Average Login Time of 1,420 Hours or More by the end of the Evaluation Year 2015. – Objective 3.3.

Note: Adriana's login time is low because she is used as backup.

**Health and Safety**

Health and Safety goal is at 100%. Adriana is the Safety and Health person for Wage and Hour. She attends meeting and does area safety inspections for the Raleigh office. Safety training and review of Policy 9 was conducted during All Employee Week. – Objective 4.1 – 4.3.

Next Wage and Hour Quarterly Performance Review meeting will be held on at 10:00 A.M. on May 12, 2015, 6<sup>th</sup> floor CR, ORB.