

Wage and Hour Bureau  
1<sup>st</sup> Quarter FY 2016/2015 Performance Review  
6th floor CR, Old Revenue Building  
October 19, 2016 at 2:00 PM

Attendees: Art Britt, Phil Hooper, Christine Ryan, Kisha Holmes & Adriana Jordan  
Scribe: Charity Locklear

**Reviewed Wage and Hour's First Quarterly Performance Report and charts FY2016-2017.**

**Strategic Plan Objectives**

All objectives were met except:

**Objective 2.1** - # of cases closed per quarter per investigator for goal of 264 in year (average)

- Average of 60 for investigators without limitations; 57 for all investigators.

**Objective 2.4** – Investigators take action on assigned files every 15 days after first contact.

- Cases assessed showed not all full investigators are meeting the 15-day threshold.

**Reviewed First Quarter Objective Highlights**

Objectives 2.2 and 2.3 in comparison of 2015 with fewer investigators these statistics are getting better. However, the number will never be zero because of the difficult cases.

**Objective 1.1 & 1.2 CMP & Back Wages reports 95% Accurate**

95% of all CMP & back wages reports reviewed were accurate.

**Objective 1.3 Percentage of unpaid civil money penalties and write offs monitored**

Adriana Jordan, Investigative Assistant, monitors the CMP balance bi-weekly to ensure that any unpaid civil money penalties and write offs are being monitored. A weekly report is submitted to Shannon Council, Office Manager. All penalties and write offs are being monitored.

**Objective 2.1 - # of cases closed per quarter Goal > 66 per investigator**

The objective should be 66+. If there is an \* next to the total number, there are no limitations to the investigator's performance. If there are (2) \*\* next to the total number, there is some type of limitation such as a medical or improvement plan from last year's performance plan. These files are being reviewed by the supervisor and are taken out.

**Objective 2.2** - % of cases closed in 120 days or less – 98% of cases closed in 120 days or less for 1<sup>st</sup> Quarter 2016/2017 compared to 88% in 2015/2016's 1<sup>st</sup> Quarter.

**Objective 2.3** - % of cases closed in 180 days or less – 99.9% of cases closed in 180 days or less for 1<sup>st</sup> Quarter 2016/2017 compared to 97% in 2015/2016's 1<sup>st</sup> Quarter.

### **Special Cases**

Phil – How is Royal Homes reflected in the cases. Christine – Royal Homes is counted as each case and Christine wants to put those cases in a Special Case category so it doesn't impact the investigator's individual caseload. Christine – Special Cases are cases that Wage and Hour is working with the AG's office on a legal filing.

Art – 120 days represents? Christine – 4 months. Art – Is this investigation time? Christine – Yes. Art – Is there any way to speed up this process? Christine – Yes. The investigative process has already been addressed. First - Christine addressed the investigative lag time. In the past years, the lag time was 700-800 days. Second – Three Investigative Assistants (Adriana, Malee and Selenia) have been given more authority to do more work towards a case. Christine – In a lot of the older cases, employers just had questions uploaded and the questions just sat in queue. Incrementally, Wage and Hour is trying to address any issues or resolve cases sooner. Christine would like to hire an additional Investigative Assistant.

### **Timeliness Fiscal Year Comparison FY Ending 2015/2016**

FY Ending 2015 total Cases 3,233 with 62% closed within 120 days, 85% closed within 180 days and 15% closed over 181 days. Compared to FY Ending 2016 Total Cases 3,722 with 93% closed within 120 days, 97% closed within 180 days and 2.6% closed over 181 days.

### **Chart of Average Days Entered to Closed for 2015 & 2016**

Average days entered to closed for the second FY Quarter 1/1/15 – 3/31-15 was (198) and for the First FY Quarter 7/1/16 – 9/30/16 is 84.

### **Objective 2.4 Investigators will take action on assigned files every 15 days (95% of files checked)**

**Eastern District = 93%**

**Central District = 56%**

**Western District = 87%**

Spot checks of multiple files for all investigators showed some lapses of 15 day "touch" requirement. Christine would like each case to have something done to it every 15 days. Supervisors were reminded to manage their investigators' organizational and time management skills. 2/3's of the supervisors are monitoring their investigators. Art – How are the investigators reacting to this new tracking system? The investigators that have been here longer don't seem to follow the 15 day touch requirement as much as the newer investigators do. Christine – The whole concept is based on time management and moving the cases along.

The numbers for objective 2.4 are based on 5 random cases.

Christine is looking at everything and wants the public to receive good customer service. Christine wants the complainant to receive a call within a few weeks to give them a status update on their case. Art – Acknowledgement. Christine – Yes. Phil – Christine wants the investigators to work the cases as quickly and accurately as possible.

Christine removed the investigator's monetary recovery rate from their workplan. She really is more interested in whether the complaint was vigorously investigated.

### **Technology**

Art – Is Wage and Hour's technology better? Christine – Yes, with On-Base. Modifications to old database probably won't happen. Technology isn't as much of an issue as when she first started. Still Wage and Hour has not been able to get rid of the Bob database. However, technology is not the biggest issue any longer. Christine wants the investigators to look at the date the complaint was first called in.

### **Staff**

Adriana's position does half administrative work and ½ investigative work.

Three new investigators started in September and are located in the Raleigh office: Melissa Bowman (09/12), Lara Siler (09/12) and Sue Swindle (09/12). The new investigators are closing easy cases and as they demonstrate mastery they will close more. They are currently required to close (5) cases per month.

Wage and Hour has a temporary person, Barbara Parker (Temp. 09-22) that enters Wage and Hour complaints only.

Darryl has (1) vacant investigator position, LaKisha has (3) vacant investigator positions in Charlotte. All three of candidates for Charlotte turned the employment offer down because of the low amount of money offered. Christine is trying to make one of the investigator positions a Spanish speaking position and she is working with Human Resources on what type of qualifications there needs to be for a Spanish speaking investigator. The call center has (1) vacant Investigative Assistant position.

Phil – As far as, vacancy rate and positions not doing investigative work independently what is that %? Christine – All but the (3) newest employees and the people on a scheduled performance plan all doing independent investigative work. So, 4 out of 19 investigators are not fully functioning.

### **Case Assignment**

Cases are now being assigned that have come in during August of 2016. There is still a July 2016 case that needs to be assigned.

### **Cases closed per quarter**

696 cases were closed the 1<sup>st</sup> Quarter July – September 2016.

### **Objective 2.5 # of Return to queue calls per Information Specialist Goal <20**

(2) IS's have a 1% return to queue rate, (1) IS has a 2% return to queue rate and (1) IS has a 0% return to queue rate.

### **Objective 3.1 % of Average service level Goal >99.5**

The average service level is well over 99%.

**Objective 3.2 Average talk time Goal – 6 minutes or less**

Shannon wants talk time to be under 6 minutes. (1) IS's talk time is at 8:15 minutes during the 1<sup>st</sup> Quarter 2016/2017.

**Objective 3.3 Average short calls 13 per month /39 per quarter**

This is a new measure this FY. The requirement is for very short calls. The calls are being monitored. The ISs may have to stop the conversation short and get off the phone to meet this objective. The investigators are allowed no more than 13 per month and 39 per quarter. All ISs are meeting this requirement.

**Objectives 4.1 -4.4**

Safety objectives were all met.

Art – The progress is awesome. Art would like Commissioner Berry to know.

Next Wage and Hour Quarterly Performance Review meeting will be held January 10, 2017 in the 6<sup>th</sup> floor CR, ORB.

**Division/Bureau:** Standards and Inspections/Wage and Hour

**Form Name:** Quarterly Performance Review Meeting

**Date Revised:** 10/19/2016

**Document Owner:** Charity Locklear