

Wage and Hour Bureau
First Quarterly Performance Review
6th floor CR, Old Revenue Building
January 12, 2016 at 10:00 AM

Attendees: Phil Hooper and Christine Ryan

Absent: Art Britt and Kisha Holmes

Scribe: Charity Locklear

Christine Ryan reviewed Wage and Hour's New FY Quarterly Performance Report for the 1st and 2nd Quarter.

Christine has fixed the 1st and 2nd Quarter Performance Reports and Charts and they are now consistent with the strategic plan and the workplans.

Note: The corrected 1st and 2nd Quarter Performance Report and charts. The charts are posted on the NCDOL Intranet.

Strategic Plan Objectives

Christine first reviewed the new Performance Report Objectives entirely and Wage and Hour is meeting all objectives set out in the Performance Report for the 1st and 2nd Quarter.

1.1- % of accuracy in back wage reports.

- This is a critical area if an investigator makes a mistake. Phil – Do the supervisors review the cases prior to sending out final decision? Christine – Yes, spot checks are also done by Kisha Holmes. What we are finding in reviewing cases are systemic issues. Some investigators are receiving remedial training to improve attention to detail along with accuracy in case findings.

1.2- % of accuracy in civil money penalty reports.

- Wage and hour is meeting this objective and is on track to meet this objective for the year.
- Adrianna reviews Civil Money Penalties (CMPs) and balances. Phil – Because CMPs were brought up in the audit. Please have someone review Adrianna's work for CMP accuracy.

1.3- % of unpaid civil money penalties and write offs monitored.

- Phil – Review the weekly report for accuracy and be sure it is submitted to Budget in a timely manner.

2.1 - # of cases closed per quarter.

- Christine – The investigators are expected to close 22 cases per month on an average which equals 66 cases per quarter and equals 264 cases per year. (Cases are adjusted for trainees and people out on FMLA) Phil – They don't self-assign cases. Christine – No, the Investigative Assistant's currently assign all cases to the supervisors according to their investigator's geographic area and the supervisors in turn assign cases to their investigators. Phil – A database that will assign cases is currently in the works.

2.2 - % of cases closed in 120 days or less.

- Christine - This is a new goal. The time of opening of a case used to be when the case was assigned to the investigator.

2.3 - % of cases closed in 180 days or less.

- Phil – We may want to come up with a special category for the larger cases.

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

- Christine - This is a new action and is really hard for some investigators to set into practice taking action every 15 days after a case is assigned to them. Some struggle with this objective.

2.5 - # of reductions of return to queue

- Christine – Return to queue means that the phone rings at a desk and the agent doesn't pick-up the call or the agent forgot to logout. Phil – What happens with cases with dropped calls? Christine – The call doesn't drop. The call will return to queue for the next agent to answer the call.

3.1 - % of average service level.

- The Standard is 95.5. The agents are always well above the service level of 95.5.

Phil – What are the number of calls taken vs. the number of calls received?

3.2 - % of average talk time.

- The Standard is 6 minutes or less. The agents do a great job of maintaining the talk time below 6 minutes per call.

3.3 - % of log in time for 1,420 hours or more.

- Log in time for agents are on track to meet this Objective for the year.

4.1 - % of combined safety and health committee meetings attended for Employment Discrimination and Wage and Hour.

- Wage and Hour and Employment Discrimination is on track to meet this objective for the year.

4.2 - # of site inspections conducted in Bureau controlled spaces in accordance with Policy 2.

- Wage and Hour is on track to meet this objective for the year.

4.3 – Review of Policy 9 with supervisors and staff.

- Wage and Hour has met objective for the year.

4.4 – Follow prescribed procedures for investigating and reporting injuries, occupational illnesses, violence or criminal activity.

- Wage and Hour is following policy and is on track to meet this objective for the year.

Newest Investigator

Anne-Marie Tompkins started October 5, 2015 and is not responsible for a full caseload yet; however, she is working and closing cases. Anne-Marie works under the supervision of Angela Richardson.

Phil -

- Christine and Kisha need a checklist for the supervisors and documentation of supervisors checking in with field investigators.
- The Wage and Hour Annual Report will be due soon.

Next Wage and Hour Quarterly Performance Review meeting will be held at 10:00 A.M. on April 26, 2016 in the 6th floor CR, ORB.

Division/Bureau: Standards and Inspections/Wage and Hour

Form Name: Quarterly Performance Review Meeting

Date Revised: 1/12/2016

Document Owner: Charity Locklear