

N.C. Department of Labor Employment Discrimination Bureau



FY 2007 Annual Report

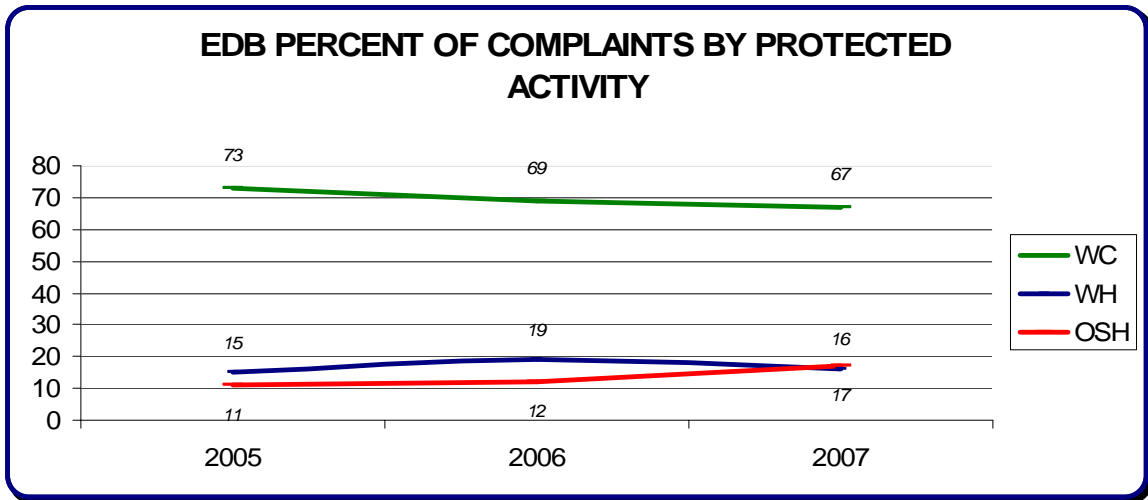
**Tiffany Lathan
Administrator**

**Cherie Berry
Labor Commissioner**

Employment Discrimination Bureau 2007 Fiscal Year Report

In the past five years, 74 percent of employment discrimination complaints have been based on workers' compensation claims, 15 percent on safety and health concerns, and 11 percent on wage and hour complaints (See Chart 1). The percent of complaints based on workers' compensation claims fell to 67 percent in fiscal year 2006-07, those based on safety and health concerns increased to 17 percent, while those based on wage and hour matters increased to 16 percent.

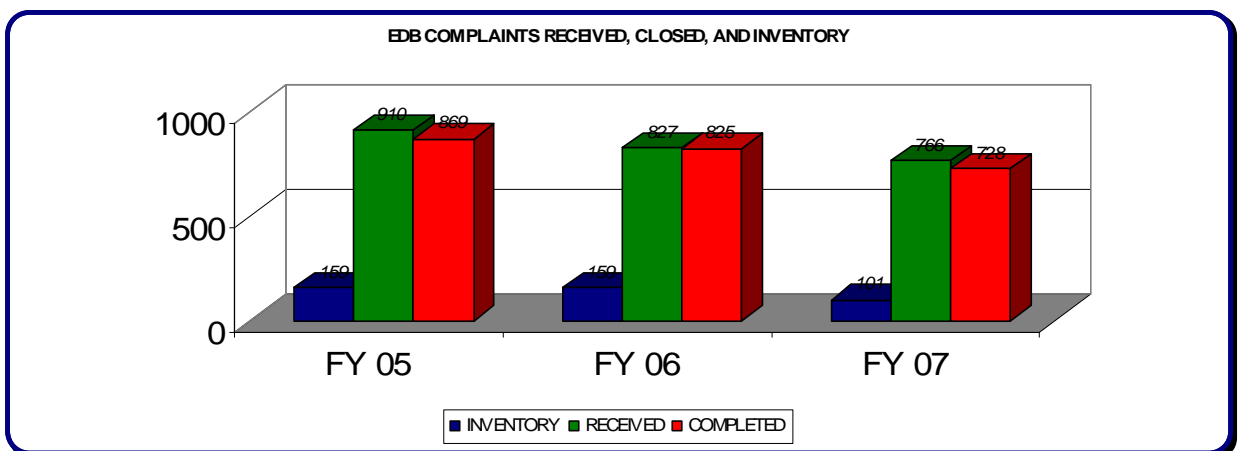
CHART 1



Each month the Employment Discrimination Bureau receives on average 64 new complaints to investigate. The bureau has revised the process for investigating complaints over the past few years, and as a result, there has been a dramatic impact on case inventory.

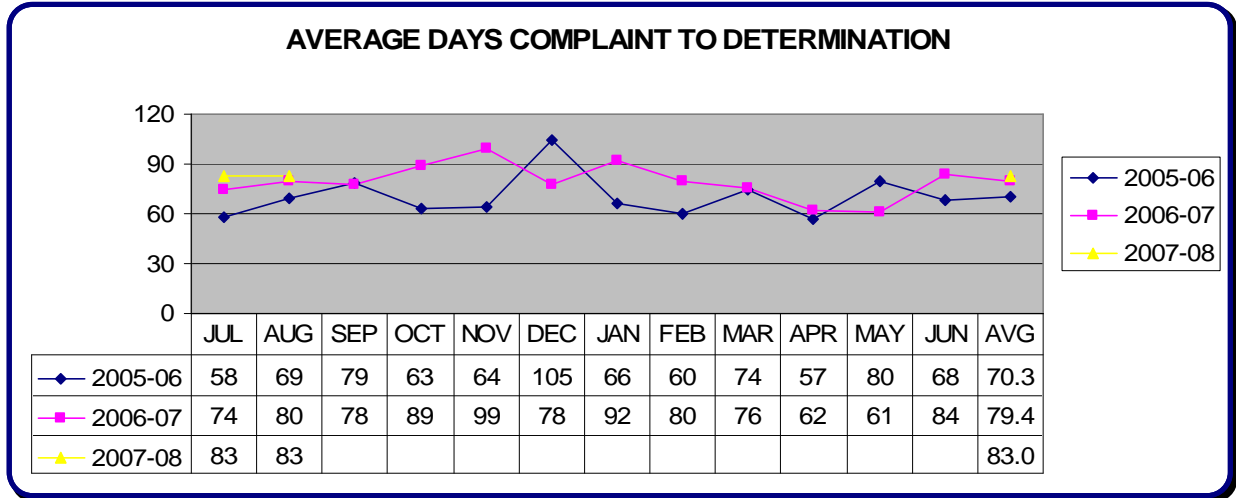
In FY 2007, the bureau received 766 complaints and had an ending inventory of 101 cases. (See Chart 2)

CHART 2



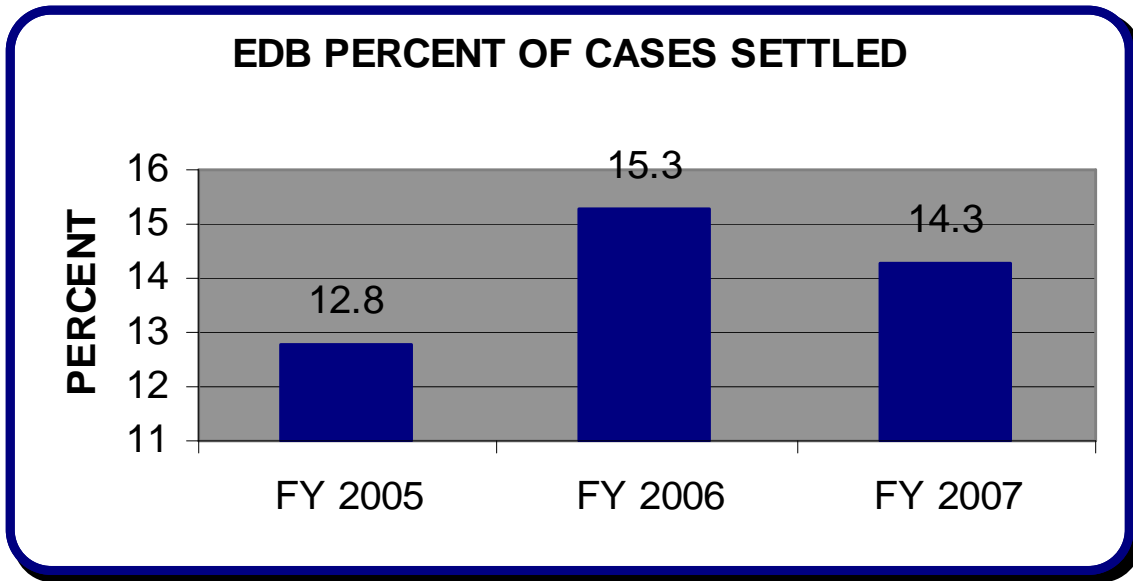
The bureau also completed 79.4 percent of all cases within 90 days from the date of the complaint. (See Chart 3)

CHART 3



In this fiscal year the emphasis on early resolution and settlement of complaints was again a major factor in our operations. The bureau continued to contact both the complainant and the respondent employer within 10 days of receiving the complaint. EDB was able to intervene earlier in the investigation process, bringing the matter to a conclusion in a shorter time span. The bureau was able to settle 14.3% of the 728 cases closed in 2006-07. (See Chart 4).

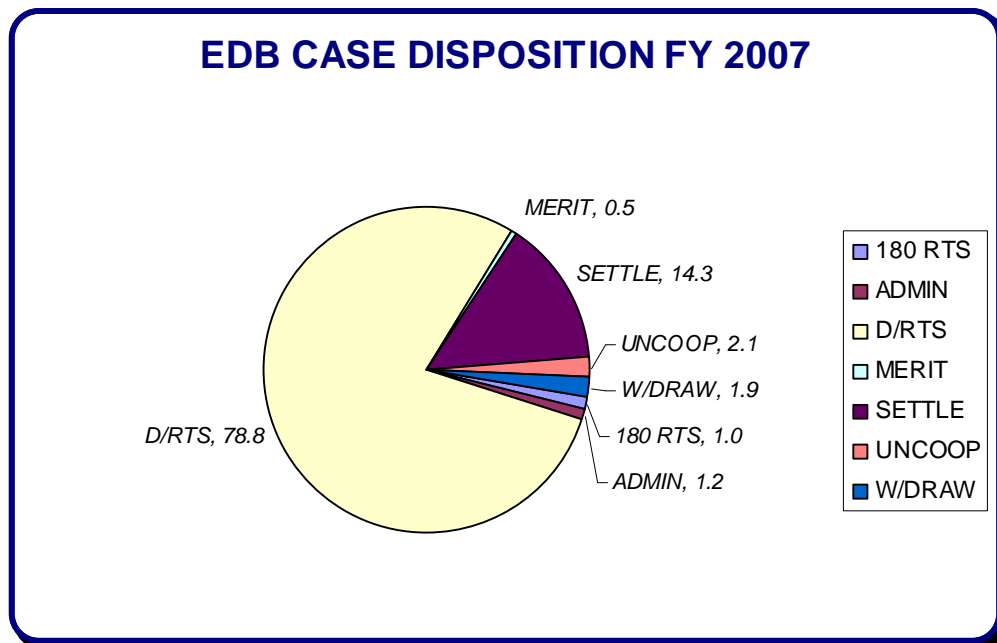
CHART 4



Investigation Outcomes

The outcome of 2006-07 investigations involved 79 percent of the complainants being given their own right-to-sue letters. Another 14.3 percent were settled, 0.5 percent were deemed to have merit and 1.2 percent were closed administratively, (generally these were referred to other agencies for investigation). 1.9 percent of cases were withdrawn by complainants prior to completion of the investigation. An additional 2.1 percent of cases were closed when the complainant failed to respond to EDB for information. In the final 1 percent, EDB did not make a determination within 180 days of the filing and complainants asked for and were granted right-to-sue letters. (See Chart 5)

CHART 5



FY 2007 was a successful year for the bureau as service was significantly improved to the general public, complainants and respondent employers. In addition, the inventory was reduced and the self-managed work team continued to attempt early resolution through settlements.

The self-managed work team is coached by the bureau administrator. The bureau continues to operate under a strategic plan. The mission of the bureau is to investigate discriminatory practices, to conduct fair, impartial and timely complaint investigations and to increase the possibilities for early resolution and settlement of REDA complaints. EDB continues to improve processes and shorten service times in a quest to meet the vision, which is the best resolution of every complaint.

The EDB Web site contains additional team information on the bureau and contains sources for additional information.