



WAGE AND HOUR STRATEGIC PLAN FY 09-10

MISSION:

To protect workers in the State from unfair wage levels, work hours, and payment of promised wages.

To protect workers under age 18 from inappropriate or unsafe jobs.

To insure that employers who conduct controlled substance screenings for employees do so in accordance with the procedural guidelines established by law.

VISION:

Provide value-added service through fair, timely and consistent sustainable investigations and effective outreach programs that promote voluntary compliance.



GOALS & OBJECTIVES

FY 09-10

1. Improve “value added” service to our customers.

- Average five or fewer “Returned to Queue” calls per Information Specialist.
- Average eight or fewer “Time Out to Queue” calls per Information Specialist.
- Complete the re-investigation of “limited service” investigations from FY 08 by June 30, 2009.
- Reduce the complaint inventory to 1,000 cases or fewer cases in FY 09; reduce the complaint inventory to 800 or fewer cases in FY 10.



GOALS & OBJECTIVES

FY 09-10

1. Improve “value added” service to our customers.

- No more than 1.5% of investigations, involving employers with business offices in the State, will result in a “No Response” determination during FY 09; 1.3% in FY 10.
- Complete 90% of assigned wage payment investigations within 60 days from date of assignment.
- Make a determination based on records, policies and other documentary evidence in at least 65% of all wage and hour investigations involving in-state employers during FY 09; 67% in FY 10.
- Review all certificates issued on-line by the close of the next business day.



GOALS & OBJECTIVES

FY 09-10

2. Increase voluntary compliance through outreach and partnership efforts.

- **Establish or maintain a minimum of two (2) partnerships, per field investigator, among employer organizations in FY 10.**
- **Conduct industry-specific compliance investigations at least twice during FY 10.**
- **Conduct 24 presentations to employer organizations or groups per field investigator during FY 10.**
- **Supervisors will contact all partners by June 30th each year to discuss partnerships and to opportunities to build more effective relationships.**



GOALS & OBJECTIVES

FY 09-10

- 3. Improve internal capacity of staff to provide “value added” services and increase voluntary compliance.**
 - Conduct a minimum of two (2) hours of customer service training for all Bureau personnel annually.**
 - Assign a mentor to each non-supervisory employee.**
 - Provide training to all mentors upon assignment; refresher training will be scheduled annually.**
 - Ensure that senior investigators attend HR Supervisory training within 12 months of promotion.**
 - Schedule each senior investigator as “acting supervisor” for a period during FY 10.**



GOALS & OBJECTIVES

FY 09-10

4. Maintain a safe and health work environment.

- **Investigate and report all injuries, occupational illnesses and violence or criminal activity events in accordance with the Employee Safety and Health Program, Policy 9.**
- **Discuss safe operations, safety policies and procedures during every Bureau/District meeting in FY 09-10.**
- **Schedule “Defensive Driving” training for all field personnel who are required to drive as a part of their job.**
- **A Bureau representative will be present at every meeting of the Unit safety committee and assist the Unit committee to perform its duties as required under Policy 2.**



GOALS & OBJECTIVES

FY 09-10

4. Maintain a safe and health work environment.

- **Appoint a representative to serve on the Employee Safety and Health Steering Committee as a representative or alternate.**
- **Conduct documented inspections at least quarterly to insure the maintenance and safe conditions and to identify and address newly created hazards in a timely manner.**
- **Insure all personnel complete CPR/AED training with 12 months of hire date.**