

# FY 2010 Annual Program Performance Measures

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**DEPARTMENT:** MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

**APPROPRIATION UNIT:** Sec 108 Bureau of Workers's and Unemployment Compensation

**PROGRAM:** Wage and Hour

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**TIMELINE:** October 1, 2009 through September 30, 2010

**PROGRAM MISSION STATEMENT (Customer-Focus Direction)**

Enforcement of state labor laws, as directed by Department and Legislature

**VISION STATEMENT**

To serve all Michigan citizens with courtesy and completeness

**PROGRAM STATEMENT**

The Wage & Hour Division initiates a variety of activities to ensure compliance with Michigan wage laws. The program conducts on-site investigations to ensure compliance with employment standards; carries out voluntary compliance efforts; performs audits of employer records; issues corrective action notices; prepares determination summaries; and, issues determination orders to enforce statutory provisions.

**FUND SOURCE:**

**State restricted funds and corporation fees, security fees and GF/GP**

**LEGAL BASIS:**

1. Payment of Wages & Fringe Benefits Act, Act 390 of 1978, MCL 408.471
2. Minimum Wage & Overtime Law, Act 154 of 1964, MCL 408.381
3. Youth Employment Standards Act, Act 90 of 1978, MCL 409.101
4. Prevailing Wage Act, Act 166 of 1965, MCL 408.551

**CUSTOMER IDENTIFICATION:**

**Customers: Citizens of State of Michigan**

**Stakeholders: Governor's Office; Legislature; citizens of State of Michigan**

**CRITICAL GOALS/MAJOR OBJECTIVES and RESULTS**

Program Goals: The Division provides a service to individuals seeking unpaid wages and/or fringe benefits, through the investigation of claims and disbursement of collections received. It educates employers about their legal responsibilities pertaining to wages, fringe benefits, minimum wage and overtime issues; regulates the safety of minors in the workplace; establishes and issues prevailing wage rates for state constructions projects; and, handled over 40,000 informational telephone calls annually, as well as thousands of e-mails and other contacts, and conducts thousands of informational contacts annually.

**PROGRAM EFFECTIVENESS and Efficiency (Current Year)**

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### **Program Goals/Metrics**

Increase contacts with employees and employers on four (4) state laws we are charged with educating on, and enforcing.

### **Performance Measures**

With some 7, 215 claims received, Wage & Hour collected over \$2.4 million in wages due to worker. It conducted numerous educational contacts with employers and employees. The Division resolved over 80% of claims informally, and 73% of claims were resolved within 90 days.

The Division also issued 4,272 performing arts approvals, an increase of more than double from the prior fiscal year, to allow minors to work in films made in Michigan.

### **Program Improvements Made**

Imaging over 1 million pages of files was completed, despite vacancies from hiring freezes (e.g., 25% loss of investigators, 20 to 16).

### **PROGRAM IMPROVEMENT PLANS FOR FY11**

Completion of imaging of files, to provide even greater time efficiencies.

### **CHALLENGES FOR FY11 and BEYOND**

Work for citizens, with completeness and timeliness, despite hiring freezes resulting in markedly fewer workers in an already small agency entrusted to enforce four (4) state laws.