

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT: Sec. 109 Bureau of Worker's and Unemployment Compensation

PROGRAM: Wage and Hour Division

TIMELINE: October 1, 2008 through September 30, 2009

PROGRAM MISSION STATEMENT

Enforcement of state labor laws, as directed by Department

VISION STATEMENT

To serve all Michigan citizens with courtesy and completeness

PROGRAM STATEMENT

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

The program is also responsible for establishing prevailing wage rates for publicly funded projects and enforces standards and hours for the legal employment of employees under the age of 18.

FUND SOURCE:

State Restricted Funds (Formerly funded with GF/GP)

LEGAL BASIS:

- 1) Payment of Wages & Fringe Benefits Act, Act 390 of 1978
- 2) Michigan Minimum Wage & Overtime Law, Act 154 of 1964
- 3) Youth Employment Standards Act, Act 90 of 1978
- 4) Prevailing Wage Act, Act 166 of 1965.

CUSTOMER IDENTIFICATION:

Customers: Citizens of the State of Michigan

Stakeholders: Governor's Office, citizens of the state

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CRITICAL GOALS/MAJOR OBJECTIVES and RESULTS

Program Goals: The Division provides a service to individuals seeking unpaid wages or fringe benefits, through the investigation of claims and disbursement of collections received. The Division 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 construction 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)

Program Goals/Metrics

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

Performance Measures

With over 7,000 claims received, Wage & Hour collected over \$2.3 million in wages due and owing for workers. It conducted numerous educational contacts with employees and employers. The Division resolved over 75% of claims informally, and a similar number of claims were resolved within 90 days.

Program Improvements Made

Imaging of nearly 300,000 pages of files was completed, despite vacancies in the Division due to the hiring freeze (e.g., 25% loss in investigators, to 15 from 20).

PROGRAM IMPROVEMENT PLANS FOR FY10

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

CHALLENGES FOR FY10 and BEYOND

Work for citizens, with completeness and timeliness, despite hiring freeze resulting in fewer workers in a small agency