

BACKGROUND

Defendant Concentric Healthcare Solutions, LLC ("Concentric") is a healthcare staffing and placement firm specializing in providing temporary or fill-in nursing staff and other healthcare professionals to client hospitals and clinics that have contracted for the service with Concentric. (Doc. 42-2 at 3; Doc. 50 at 1.) Defendant Alarys Home Health, Inc. ("Alarys") is a Home Health Agency that specializes in providing nurses, nurse assistants, home health aides and therapists to the elderly and disabled in the client's residence following a referral from a doctor or insurance company. (<u>Id.</u>)

9 Concentric maintains a database of qualified nursing staff and other healthcare professionals that may be referred to client hospitals and clinics that have contracted with 10 11 Concentric. (Doc. 42 at 2-5.) In order to be eligible for referral to certain staffing positions, 12 nursing and other healthcare professionals must obtain and maintain certain certifications. 13 (Id.) Correspondingly, Concentric also certifies to regulatory agencies such as the Joint 14 Commission on the Accreditation of Healthcare Organizations ("JCAHO")¹ and the Arizona Hospital and Healthcare Association ("AzHHA")² that it is in compliance with their 15 standards and requirements. (Doc. 51-2 at 7-9.) 16

When a hospital/clinic client identifies that it has a need for a specific type of
healthcare professional for a specific shift, the client will coordinate its staffing request
through Concentric's Staffing Coordinator. (Doc. 42-2 at 4, 13.) On occasion, the client

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- ²⁵ ²AzHHA is an Arizona based agency that coordinates the placement of temporary
 ²⁶ healthcare personnel. AzHHA maintains a registry program of qualified agencies and
 ²⁷ qualified participating institutions from which temporary placements can be coordinated.
 ²⁷ (Doc. 42-2 at 30-50.)
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 ¹JCAHO is an independent, not-for-profit organization that accredits and certifies
 health care organizations throughout the United States. JCAHO certification acknowledges
 compliance with the Joint Commission's national set of consensus-based quality standards
 and demonstrates a commitment to excellence in providing health care staffing. (Doc. 42-2
 at 21.)

will request a specific individual who had previously staffed with the client. (<u>Id.</u> at 13.) The
Staffing Coordinator answers and places over a hundred calls each shift related to staffing
requests and facilitating placement. (<u>Id.</u> at 14.) After a staffing request is made, the Staffing
Coordinator then searches a detailed company database for individuals qualified and
available to fill the needed position and shift. (<u>Id.</u> at 13.) Staffing Coordinators may also
periodically contact client hospitals/clinics to see if they know of any future staffing needs
(<u>Id.</u> at 14.)

8 At Concentric, the Compliance Coordinator monitors that the nurses, home health 9 aides and medical staff included in the company database possess and are current with all 10 required licenses, certificates and background checks based on a detailed checklist outlining 11 the specific requirements for each position. (Id. at 12.)

Plaintiff Jennifer Quintiliani ("Quintiliani") was employed by Concentric as a Staffing
Coordinator but also performed the same job responsibilities occasionally for Alarys. (Doc.
42-2 at 3; Doc. 50 at 3.) Her salary was \$35,000 per year plus commissions. (Doc. 50 at 7.)
In 2008, Quintiliani's total compensation including salary plus commissions was \$58,771.26.
(Doc. 42-2 at 6.) For most of her employment, Quintiliani was supervised by Andrew
Jacobs, the Director of Medical Staffing. (Doc. 42-2 at 3.)

Plaintiff Jessica Carpenter ("Carpenter") was employed by Concentric as a
Compliance Coordinator and as a Staffing Coordinator. (Doc. 42-2 at 3; Doc. 50 at 6.) Her
salary as a Compliance Coordinator was \$34,000 per year plus commissions. (Doc. 51-5 at
17.) Carpenter was also supervised by Andrew Jacobs, the Director of Medical Staffing.
(Doc. 42-2 at 11.)

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The job description for Staffing Coordinator is as follows:

a) answer in-bound phone calls, minimum of 80 outbound calls per day; b) communicate daily with all active nursing employees, to update schedules and answer questions; c) communicate daily with Client facilities to answer questions and confirm shifts; d) generate leads for new client businesses; assess client needs and liaise with recruiters to fulfill; ensure timely payroll and billing; e) maintain accessibility to weekend and night staff for questions; f) provide on call coverage three to four times per month, or as needed - to

1 2	2 AzHHA and JCAHO standards; h) adhere to all Federal and State laws 2 regarding licensure requirements as well as relevant healthcare program
3	requirements to include the Company's business policies and Code of Conduct; i) and other duties as assigned.
4	(Doc. 50 at 7-8.) Specifically, the Staffing Coordinator's primary duties involved:
5	a) placing nurses who would provide the best services to Concentric's clients;b) approving higher rates of pay for nurses where appropriate in order to
6	ensure the placement of the most capable nurses with Concentric's clients; c) working directly with Concentric's clients to gather evaluative information
7	regarding the staffing services to ensure the "best fit" for staffing; d) generating additional business and developing the client relationship on behalf
8	of Concentric; e) counseling nurses who did not provide good service to Concentric's clients; f) participate in terminating or designating a nurse as
9 10	DNR [Do Not Return] where appropriate service is not provided to Concentric's clients; g) forecasting client needs in order to market, sell and development Concentric's clients.
11	(Doc. 51-6 at 3-4; Doc. 51-2 at 19-23.)
12	The job description for Compliance Coordinator is as follows:
13	a) assists with the development oversight and monitoring of compliance programs within the Company; b) administrates the Company's General
14	Compliance Program; c) communicates and coordinates with other branches of the Company to develop an awareness of the compliance program among
15	Company employees; d) adhere to all Federal and State laws regarding licensure requirements as well as relevant healthcare program requirements to
16 17	include the Company's business policies and Code of Conduct; e) audit newly hired external employees files to ensure proper credentials and licensure requirements and 100% compliant before placement in client facilities; f) audit
17	existing external employee files to ensure ongoing compliance as dictated by client contracts, JCAHO, AzHHA, and other stricture as needed; g)
19	communication with external personnel regarding expiring/expired, credentials, licenses or missing documentation; provide weekly compliance
20	reports as necessary to the Director of Medical Staffing; other duties as required.
21	(Doc. 51-1.)
22	A Compliance Coordinator monitors that the nurses, home health aides and medical
23	staff included in the company database possess and are current with all required licenses,
24	certificates and background checks based on a detailed checklist outlining the specific
25	requirements for each position. (Doc. 41 at 3.)
26	At this juncture, the Court will postpone further factual discussion until those facts
27	become relevant to the issues of law that must be addressed in Plaintiffs' motion for partial
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1 summary judgment.

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STANDARD OF REVIEW

Summary Judgment

4 Upon motion at any time, a party defending against a claim may move for "partial 5 summary judgment," that is, "summary judgment in the party's favor as to . . . any part 6 thereof." FED. R. CIV. P. 56(b). A court must grant summary judgment if the pleadings and 7 supporting documents, viewed in the light most favorable to the nonmoving party, "show that 8 there is no genuine issue as to any material fact and that the moving party is entitled to 9 judgment as a matter of law." FED. R. CIV. P. 56(c); see Celotex Corp. v. Catrett, 477 U.S. 10 317, 322-23 (1986); Jesinger v. Nevada Fed. Credit Union, 24 F.3d 1127, 1130 (9th Cir. 11 1994). Substantive law determines which facts are material. See Anderson v. Liberty Lobby, 477 U.S. 242, 248 (1986); see also Jesinger, 24 F.3d at 1130. "Only disputes over 12 13 facts that might affect the outcome of the suit under the governing law will properly preclude 14 the entry of summary judgment." Anderson, 477 U.S. at 248. The dispute must also be 15 genuine, that is, the evidence must be "such that a reasonable jury could return a verdict for the nonmoving party." Id.; see Jesinger, 24 F.3d at 1130. 16

17 A principal purpose of summary judgment is "to isolate and dispose of factually unsupported claims." <u>Celotex</u>, 477 U.S. at 323-24. Summary judgment is appropriate 18 19 against a party who "fails to make a showing sufficient to establish the existence of an 20 element essential to that party's case, and on which that party will bear the burden of proof 21 at trial." Id. at 322; see also Citadel Holding Corp. v. Roven, 26 F.3d 960, 964 (9th Cir. 22 1994). The moving party need not disprove matters on which the opponent has the burden 23 of proof at trial. See Celotex, 477 U.S. at 317. The party opposing summary judgment "may 24 not rest upon the mere allegations or denials of [the party's] pleadings, but . . . must set forth 25 specific facts showing that there is a genuine issue for trial." FED. R. CIV. P. 56(e); see 26 Matsushita Elec. Indus. Co. v.Zenith Radio, 475 U.S. 574, 585-88 (1986); Brinson v. Linda 27 Rose Joint Venture, 53 F.3d 1044, 1049 (9th Cir. 1995). "[A] complete failure of proof

concerning an essential element of the nonmoving party's case necessarily renders all other
 facts immaterial." <u>Celotex</u>, 477 U.S. at 323.

<u>FLSA</u>

Whether the job activities of an employee precludes them from overtime benefits
under the FLSA is a question of law for the Court. <u>Bothell v. Phase Metrics</u>, 299 F.3d 1120,
1124 (9th Cir. 2002). The actual day-to-day job activities of the Plaintiffs are questions of
fact for the Court. <u>Id.</u> They will be reviewed in the light most favorable to Concentric, the
non-moving party, to determine whether there are genuine issues of material fact that would
preclude granting Plaintiffs summary judgment. <u>Id.</u>

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DISCUSSION

11 Pursuant to the FLSA, employees must be paid time and a half for work over forty hours per week. 29 U.S.C. § 207(a)(1). Certain employees are exempt from this 12 13 requirement, however, including those persons "employed in a bona fide executive, 14 administrative, or professional capacity." 29 U.S.C. § 213(a)(1). Policy dictates that FLSA 15 exemptions be narrowly construed against the employer, and their application is limited to 16 those establishments plainly and unmistakably within the exemption's terms and spirit. See 17 Auer v. Robbins, 519 U.S. 452, 462 (1997). The employer bears the burden of proving that 18 an employee's job is subject to an exemption. See Klem v. Cnty. of Santa Clara, 208 F.3d 19 1085, 1089 (9th Cir. 2000).

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Administrative Exemption

Defendants contend that Quintiliani and Carpenter worked for Concentric in the position of Staffing Coordinator as exempt administrative employees. (Doc. 49.) Defendants further contend that Carpenter's position as Compliance Coordinator was an exempt administrative position. (<u>Id.</u>)

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1. Staffing Coordinator

The Court will evaluate whether the job responsibilities of Staffing Coordinator
qualifies as an exempt administrative position. A bona fide administrative employee is any

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week; 2) Whose primary duty is the performance of office or non-manual work directly related to the management or general business operations of the employer or the employer's customers; and

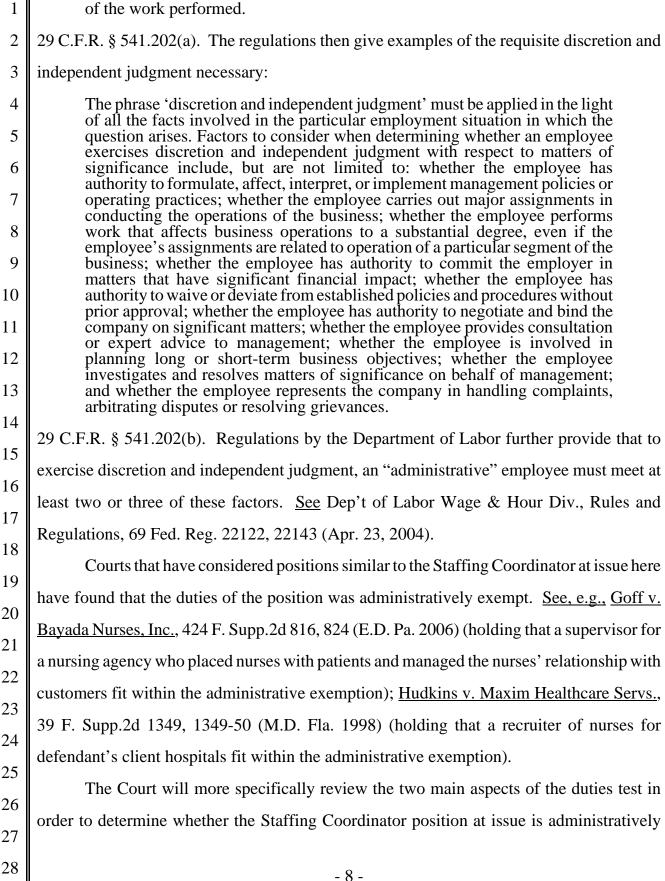
1) Compensated on a salary or fee basis at a rate of not less than \$455 per

3) Whose primary duty includes the exercise of discretion and independent judgment with respect to matters of significance.

7 To qualify under the administrative exemption, an employee must meet both the 8 salary test and the duties test. It is undisputed that the both Quintiliani and Carpenter meet 9 the salary test. (Doc. 41 at 5, 10.) It remains for the Court to consider the duties test, which 10 pursuant to regulation, requires work directly related to management polices or general 11 business operations and the exercise of discretion and independent judgment with respect 12 to matters of significance. See 29 C.F.R. § 541.200; In re Farmers Insurance Exchange, 13 Claims Representatives' Overtime Pay Litigation, 481 F.3d 1119, 1127 (9th Cir. 2007). 14 The facts establish that Plaintiffs were involved in performing non-manual office 15 work. That being said, it remains for Concentric to prove first that the Staffing Coordinator's job activities were directly related to management or general business 16 17 operations. Regarding that analysis, the regulations provide additional guidance, as follows: 18 The phrase "directly related to the management or general business operations" refers to the type of work performed by the employee. To meet this requirement, an employee must perform work directly related to assisting 19 with the running or servicing of the business, as distinguished, for example, 20from working on a manufacturing production line or selling a product in a retail or service establishment. 21 29 C.F.R. § 541.201(a). 22 Concentric then has the additional burden of showing that the employee exercises 23 discretion and independent judgment with respect to matters of significance. The regulations 24 provide additional guidance on that job activity as well: 25 In general, the exercise of discretion and independent judgment involves the 26 comparison and the evaluation of possible courses of conduct, and acting or making a decision after the various possibilities have been considered. The 27 term 'matters of significance' refers to the level of importance or consequence 28

^{6 29} C.F.R. § 541.200(a).

of the work performed.



1 exempt.

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a. Directly Related

Defendants argue that the Staffing Coordinator's duties and responsibilities are directly related to their business operations because it is the Staffing Coordinator's responsibility to oversee the placement of medical staff with their clients. (Doc. 49 at 9-10.) Defendants further support their direct relation argument contending that it is the Staffing Coordinator who is responsible for knowing the staff available for the need and matching the client's need with the skill set of the professionals available. (<u>Id.</u>)

9 Plaintiffs contend that a Staffing Coordinator is not administratively exempt because
10 it is a customer service or production position with respect to Concentric's marketplace
11 offering, the product that Defendants offer to client medical facilities-temporary medical
12 staff. Plaintiffs allege that their duties were unrelated to the actual management or the
13 general business operation of the company.

Although not specifically controlling, in a 2005 opinion letter, the Department of
Labor Wage and Hour Division concluded that a staffing manager at a temporary staffing
agency "performed work in the functional areas of personnel management, human resources
and labor relations" by "recruiting, hiring and managing the temporary labor pool of [the
agency's] clients" and, *therefore, met the requirement of performing "work directly related to the management or general business operations of the employer's clients*." Dep't of Labor
Wage & Hour Div. Op. Ltr. at 3, 2005 WL 3308616 (Oct. 25, 2005) (emphasis added).

At issue is whether the conclusion drawn by the Department of Labor with respect to the Staffing Manager position is also the conclusion that must be drawn with respect to the duties performed by a Staffing Coordinator. The Court finds that because the same principles apply with respect to the duties of Staffing Coordinator, the same conclusion should be reached. The Staffing Coordinator provides an administrative human resource service to Concentric's clients by fielding and making calls to Concentric's clients regarding staffing needs and then matching particular nurses/medical professionals that best fit the

need. The Staffing Coordinator also responds to discipline problems associated with staff
 and has the authority to designate staff as DNR ("Do Not Return"). The Staffing
 Coordinator does not "produce" anything. It is the services of the temporary medical
 professionals that is the "product" of Concentric's business.

5 The other courts considering this issue agree. In <u>Goff</u>, the court held that a supervisor 6 who matched nurses to patients and was involved in case managing to ensure that the 7 temporary employee retains a positive relationship with the client was performing a function 8 directly related to the business. See 424 F. Supp.2d at 824. In Hudkins, 39 F. Supp.2d at 9 1350, even though the position at issue was "recruiter," the court considered the similar 10 primary duties of the Staffing Coordinator that is at issue here and held that these duties were 11 "directly related to the Defendant's general business operation in that it was a recruiter's 12 responsibility to oversee the placement of nurses with the Defendant's clients." Id.

Plaintiffs contend that Hudkins is distinguishable because the employee in that case 13 14 had the additional responsibility of recruiting nurses whereas in this case the Staffing 15 Coordinator only consults a database of existing nurses available for staffing. (Doc. 52 at 16 9.) Although granted that there was an additional responsibility in Hudkins, it is a distinction 17 without a difference. In each case, the employee is providing an administrative human 18 resource service to the clients; the employee is not producing anything. It is the services of 19 the temporary professionals that is the "product" of Concentric's business. The Court finds 20 that Quintiliani's and Carpenter's primary duty as a Staffing Coordinator was directly related to the business operation of Concentric's clients, and meets the second element of the 21 22 administrative exemption test.

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b. Discretion and Independent Judgment

Next, Defendants argue that the Staffing Coordinator exercises the requisite discretion
and independent judgment on matters of significance to satisfy this aspect of the duties test.
(Doc. 49 at 9-10.) Defendants contend that the Staffing Coordinator's primary duties
involves discretion and judgment in order to "staff" appropriate professionals with client

facilities and place nurses who would provide the best services to Concentric's clients. (Id.) 1 2 Specifically, it is the responsibility of the Staffing Coordinator to work directly with 3 Concentric's clients to gather information regarding staffing services to ensure the "best fit" 4 for the client. (Id.) Defendants further state that the Staffing Coordinator has authority to 5 approve higher rates of pay where appropriate to ensure the placement of the most capable nurses with Concentric's clients. (Id.) Where necessary, they counsel nurses who did not 6 7 provide good service to the clients. (Jacobs' Deposition, Doc. 51-2 at 19.) The Staffing 8 Coordinator has the authority to designate a nurse as DNR where appropriate. (Id.; Jacobs' 9 Deposition, Doc. 51-2 at 19.)

Plaintiffs disagree. Plaintiffs' main argument is that the position of Staffing Coordinator merely involves the use of skill in applying well-established techniques, procedures or specific standards described in manuals or other sources. (Doc. 52 at 6-7, citing 29 C.F.R. § 541.202(e).) Plaintiffs contend that in carrying out their job responsibilities, they merely followed the standards and procedures already established. (Id. at 6-7.) Plaintiffs do not dispute that the Staffing Coordinator has the authority to approve higher rates of pay for certain nurses. (Id. at 7.)

17 The DOL regulations for exercising judgment and discretion, 29 C.F.R. § 541.202(b), 18 establish the factors under consideration and further indicate that in order to exercise 19 discretion and independent judgment, an "administrative" employee must meet at least two 20 or three of these factors. See Dep't of Labor Wage & Hour Div., Rules and Regulations, 69 21 Fed. Reg. at 22143. In evaluation of these factors, the Court finds that the duties of the 22 position of Staffing Coordinator did meet the requisite standards for judgment and discretion. 23 Specifically, the Staffing Coordinator primary duties implemented important management 24 policies and operating practices regarding the management of the medical professional's 25 relationship with the clients. The same can be said regarding the Staffing Coordinator 26 carrying out major assignments in conducting the operations of Concentric's business. The 27 primary duty of the Staffing Coordinator was management of the medical professional's

relationship with their clients and this included counseling and discipline of staff who did 1 2 not comply with the client's policies or procedures. Next, even though the Staffing 3 Coordinator's assignments are related to the operation of a particular segment of the business 4 (overall managing staff relationships with the clients), this responsibility affects business 5 operations to a substantial degree. Plaintiff's primary duty as a Staffing Coordinator was to promote, service and administer the general business operation of placement of medical 6 7 professionals in a manner that would ensure that the medical professionals placed with the 8 clients were capable of producing good medical services and in furtherance of this objective, 9 the Plaintiffs exercised discretion and independent judgment. See Hudkins, 39 F. Supp.2d 10 at 1350.

The Court finds that Quintiliani and Carpenter exercised discretion and independent
judgment on matters of significance in their primary duties as a Staffing Coordinator, and
thus met the third element of the administrative exemption test.

Last, Plaintiffs argue that since \$200 was deducted from one of Quintiliani's
commission checks, this renders her "non-exempt." (Doc. 41 at 16.) The Court disagrees.
The Department of Labor has issued regulations stating that only an "employer who makes
improper deductions from salary may lose the exemption." See 29 C.F.R. § §541.603(a); see
<u>also Childers v. City of Eugene</u>, 120 F.3d 944 (9th Cir. 1997) (holding that employees were
not rendered non-exempt by a one-time imposition of a disciplinary sanction).

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2. Compliance Coordinator

The Court finally considers whether the job responsibilities of a Compliance Coordinator qualifies as an exempt administrative position. The Court has already set forth that to qualify under the administrative exemption, an employee must meet both the salary and duties test. It is undisputed that Carpenter met the salary test. Under the duties test, the job responsibilities must be directly related to the management or general business operations and the employee must exercise discretion and independent judgment on matters of significance. See 29 C.F.R. § 541.200.

1 In support of the administrative exemption, Defendants contend that Carpenter was 2 responsible for obtaining all information for medical staffing recruits and auditing all of the 3 staff employee files to ensure they had the required training and credentials. (Doc. 51-6 at 4 5.) Defendants further state that Carpenter was also responsible for ensuring that Concentric 5 and all of its employees were compliant with all client, agency and organization agreements 6 and contracts, including its accreditation with JCAHO. (Id.) Carpenter also oversaw and 7 maintained the qualification and database for all external employees and professionals, in 8 addition to performing audits of the employee files for new hires and existing employees. 9 (Id.)

10 In contrast, Carpenter compares her Compliance Coordinator duties to the duties 11 performed by personnel clerks and inspectors. (Id.) Citing and quoting 29 C.F.R. § 12 541.203(e), Carpenter argues that "personnel clerks who 'screen' applicants to obtain data 13 regarding their minimum qualifications and fitness for employment generally do not meet 14 the duties requirements for the administrative exemption." Regarding inspectors, Carpenter 15 cites and quotes 29 C.F.R. § 541.203(g) to argue that "[o]rdinary inspection work generally 16 does not meet the duties requirements for the administrative exemption. Inspectors normally 17 perform specialized work along standardized lines involving well-established techniques 18 and procedures which may have been catalogued and described in manuals or other sources." 19 Defendants respond contending that Carpenter's duties were directly related to Concentric's business operations because if she did not perform her duties then Concentric 20 21 could not conduct its business of staffing medical professionals with its clients. (Doc. 49 at

22 6.)

The Department of Labor's interpretive regulations, such as 29 C.F.R. § 541.203(e)
and (g), are attempts to clarify the meaning of the administrative exemption. <u>Bothell</u>, 299
F.3d at 1126. In these regulations, the DOL is attempting to clarify the application of the
discretion and independent judgment test for the administrative exemption. Deference is
owed to DOL's regulations interpreting the FLSA. <u>Webster v. Public Sch. Employees of</u>

1	Wash., Inc., 247 F.3d 910, 912-13 (9th Cir. 2001). The Court agrees with Carpenter that the
2	interpretive regulations at issue clarify that her Compliance Coordinator duties did not satisfy
3	the discretion and independent judgment test for the administrative exemption. The
4	responsibilities of the Compliance Coordinator were akin to a personnel clerk who screens
5	applicants to obtain data regarding their minimum qualifications and fitness for employment.
6	Thus, for the Compliance Coordinator position, Defendants have not established as
7	a matter of law that the duties of this position are entitled to an administrative exemption.
8	CONCLUSION
9	Accordingly, for the reasons set forth above,
10	IT IS HEREBY ORDERED GRANTING, IN PART, AND DENYING, IN
11	PART, Plaintiffs' motion for partial summary judgment. (Doc. 41.) The Court finds that
12	Defendants have established that the position of Staffing Coordinator is administratively
13	exempt. Therefore, Plaintiffs are not entitled to overtime compensation for the time they
14	spent in excess of 40 hours per week performing this position for Defendants. The Court
15	further finds that Defendants have not established that the position of Compliance
16	Coordinator is administratively exempt. Therefore Plaintiff Jessica Carpenter is entitled to
17	overtime compensation for her time spent in excess of 40 hours per week performing this
18	position for Defendant Concentric.
19	IT IS FURTHER ORDERED that a Status Conference shall be held in Courtroom
20	605, Sandra Day O'Connor U.S. Federal Courthouse, 401 W. Washington St., Phoenix,
21	Arizona 85003, on Monday, April 22, 2013 at 2:00 p.m.
22	DATED this 27th day of March, 2013.
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24	Stephen M. McNamee Senior United States District Judge
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