




# MiScorecard Performance Summary

Business Unit: Wage and Hour  
 Executive/Director Name: Jennifer Fields  
 Reporting Period: Apr 2017

Green >=90% of target  
 Yellow >= 75% - 90% of target  
 Red <75% of target  
 Date Approved: 5/31/2017

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
WH-1	Wage & Hour Claims	Green		75.0%	84.6%	84.4%	Monthly	Cumulative number of claims resolved informally.
WH-2	Wage & Hour Claims	Green		75.0%	80.6%	80.7%	Monthly	Cumulative number of claims resolved within 90 days.
WH-3	Wage & Hour Claims	Yellow		23	20	21	Monthly	Number of claims resolved per month per investigator.