




MiScorecard Performance Summary

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

Green >=90% of target
 Yellow >= 75% - 90% of target
 Red <75% of target
 Date Approved: 10/16/2017

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
WH-1	Wage & Hour Claims	Green		80.0%	84.6%	84.0%	Monthly	Cumulative number of claims resolved informally.
WH-2	Wage & Hour Claims	Green		80.0%	80.0%	80.3%	Monthly	Cumulative number of claims resolved within 90 days.
WH-4	Wage & Hour Claims	Red		90	18	17	Monthly	Number of claims resolved per month per investigator.