




# MiScorecard Performance Summary

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

**Green** >=90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 12/5/2017

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
WH-1	Wage & Hour Claims	Green		75.0%	85.0%	84.6%	Monthly	Cumulative number of claims resolved informally.
WH-2	Wage & Hour Claims	Green		75.0%	80.6%	80.0%	Monthly	Cumulative number of claims resolved within 90 days.
WH-4	Wage & Hour Claims	Green		23	16	18	Monthly	Number of claims resolved per month per investigator.