

# MiScorecard Performance Summary

Business Unit: Civil Rights  
 Executive/Director Name: Leslee Fritz  
 Reporting Period: Oct 2014

Green >90% of target  
 Yellow >= 75% - 90% of target  
 Red <75% of target  
 Date Approved: 11/18/2014

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
C1	Average Number of Days from Contact Through Evaluation	Red		7.0	11.2	11.9	Monthly	Time spent from the initial contact date in evaluating the details of a customer concern to determine if Department can process a formal complaint
C2	Average Number of Days From Contact through Complaint Initiation	Red		14.0	28.7	27.4	Monthly	Time spent by the Intake Unit gathering specific facts, drafting formal complaint, obtaining notarized signatures to allow investigation to proceed
C4	Number of Fact-Finding and/or Resolution Conferences conducted during investigations	Red		10	5	6	Monthly	On-site visits and resolution conferences are critical tools that help ensure thr thoroughness of investigations
F1	Mediation Resolution Rate	Yellow		60.0%	47.6%	65.5%	Quarterly	Percentage of cases, when parties agree to participate in mediation, reaching resolution
<b>Financial</b>								
F2	Percentage of Cases Re-Opened Through Reconsideration Process	Green		5.00%	0.04%	0.56%	Quarterly	Claimants dissatisfied with the findings in their case can ask for reconsideration, a review of the facts of their claim
F3	Number of Cases Referred to Outside Mediators	Red		30	11	22	Quarterly	Number of cases referred to private mediation centers, with whom the department contracts
<b>Customer/Constituent</b>								
C3	Average Number of Days for Approval of Certificates of Awardability for Businesses Contracting with State of Michigan	Green		30.0	14.8	19.3	Quarterly	MDCR issues Certificates of Awardability to companies seeking to do business with the State of Michigan, ensuring that companies are compliant with state and federal non-discrimination requirements.
<b>Financial</b>								
F4	Number of Investigations Completed	Green		240	253	152	Monthly	Number of investigations closed, resolved or moved to conciliation
<b>Internal Business Process</b>								
I1	Average Number of Days from contact through conclusion of the investigation	Green		180.0	194.9	211.2	FY Annually	Time measured from the date of initial contact to the date of closure or date contact moved to the Conciliation Process
I2	Average Number of Days from Conciliation through Charge	Red		90.0	163.8	305.3	FY Annually	After an investigation is complete and it is determined there is sufficient evidence to warrant charging a respondent, a final attempt is made to resolve the issues before the charge is issued.
I3	Average Number of Days Required to Process Test Results for Reading portion of Sign Language Interpreters Certification Exam	Green		14	1.6	2.5	Quarterly	MDCR's Division on Deaf and Hard of Hearing is responsible for coordinating all aspects of the credentialing process for state-certified Sign Language Interpreters
I4	Average Number of Days required to process test results for the Performance portion of the Sign Language Interpreters certification exam	Green		90	40.7	46.1	Quarterly	MDCR's Division on Deaf and Hard of Hearing is responsible for coordinating all aspects of the credentialing process for state-certified Sign Language Interpreters
<b>Learning and Growth</b>								
L4	Percentage of Employee Engagement Survey respondents reported as Champions			60.0%	34.0%	49.0%	FY Annually	Percentage of current department employees identified in the Employee Engagement Survey as highly motivated, committed to the department's objectives and intending the stay.
L1	Number of Persons Trained by Community Relations Team	Green		100	647	379	Monthly	Total number of participants in MDCR trainings
L3	Percentage of Housing Investigators earning full certification from the National Fair Housing Training Academy	Green		50%	100%	42%	FY Annually	Investigators who specialize in housing discrimination complaints are eligible to receive training from a nationally-recognized organization which increases effectiveness of investigations and improves customer service