

MiScorecard Performance Summary

Department Name: Michigan
Department of Civil Rights

Legend:

Green	90% or greater of target
Yellow	>=75% to <90% of target
Red	less than 75% of target

Executive/Director: Daniel Krichbaum
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Note: Hover over column heading for

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Financial							
Number of Cases Re-Opened through Reconsideration Process	Green	↓	<5%	1.3%	0.17%	Quarterly	Claimants dissatisfied with the findings in their case can ask for reconsideration, allowing for an additional review of the facts of their claim; limiting these requests limits departmental costs for staff time and increases the ability of staff to focus on closing additional cases
Mediation resolution rate	Green	↑	>60%	67.6%	59.5%	Quarterly	Percentage of cases, where parties agree to participate in mediation, reach resolution
Number of Cases referred to Outside Mediators	Green	↑	30	24	20	Quarterly	Number of cases referred to private mediation centers with whom the department contracts
Customer/Constituent							
Days Spent in Evaluation by Intake Unit	Green	↓	7.0	5.8	5.2	Monthly	Time spent from the initial contact date in evaluating the details of a customer concern to determine if the Department has jurisdiction to process a formal complaint.
Days Spent in Complaint Initiation Process by Intake Unit	Green	↑	14.0	14.5	15.2	Monthly	Time spent by the Intake Unit gathering specific facts, drafting the formal complaint, and obtaining the customer's notarized signature on the complaint in order to proceed with the investigation.
Days Required for completion of Contractor Review process	Green	↑	30.0	22.5	20.5	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
Number of fact finding sessions and/or resolution conferences conducted during investigations	Red	↑	10	6	4	Monthly	On-site visits and resolution conferences are critical tools that help ensure the thoroughness of investigations
Internal Business Processes							
Average Number of Days from contact through conclusion of the investigation	Red	↓	180	300.9	271.3	Annual	Time measured from initial date of contact to the date of closure or date contact moved to the Conciliation process.
Total Days a Case Spends in Conciliation Process through Disposition or Charge	Red	↓	90.0	210.0	191.0	Annual	After an investigation is complete, if it is determined that there is sufficient evidence to warrant charging a respondent, a final attempt is made to resolve the issues involved before a charge is issued
Percentage of customers expressing satisfaction with departmental service delivery	Green	⇒	>90%	NA	NA	Annual	New measure for 2012. Customers contacting MDCR's intake center for services including filing a complaint, requesting information or training, or seeking service referrals will be surveyed to determine their satisfaction level.
Average number of days required to process test results for Reading test portion of the Sign Language Interpreters Certification exam	Green	↑	14	1.6	2.2	Quarterly	MDCR's Division on Deaf and Hard of Hearing (DODHH) is responsible for coordinating all aspects of the credentialing process for state-certified Sign Language Interpreters
Average number of days required to process test results for Performance test portion of the Sign Language Interpreters Certification exam	Green	↑	90	40.7	46.3	Quarterly	DODHH is responsible for coordinating all aspects of the credentialing process for state-certified Sign Language Interpreters
Learning & Growth							
Number of persons trained by Community Relations team	Green	↑	125	182	42	Monthly	The total number of participants reached through trainings conducted by members of the Community Relations Division.
Percentage of training participants reporting increased awareness, understanding or acceptance of civil rights laws and diversity issues	Green	⇒	>90%	NA	NA	Semi-Annually	New measure for 2012. Customers participating in a MDCR-led training program will be surveyed prior to and following their training session to determine the impact.
Number of Organizations recruited to participate in Michigan Leadership Collaborative for Human and Civil Rights	Green	↑	25	52	0	Annual	As a new initiative, the collaborative's initial goal will be the recruitment of partner organizations from across the state
Number of Asian Pacific American (APA) college and university students connected with local APA support organizations to assist with immersion and transition	Green	⇒	36	NA	NA	Annual	New measure for 2012. The Asian Pacific American Commission, as a part of their efforts to assist the Global Michigan Initiative is committed to assisting APA students with making a successful transition to Michigan's colleges and universities
Percentage of Housing Investigators earning full certification from the National Fair Housing Training Academy	Yellow	↑	50%	42%	NA	Annual	New measure in 2011. Investigators who specialize in investigation of housing discrimination complaints receive training from a nationally-recognized organization which increases effectiveness of investigations which both improves customer service and increases federal revenue to the department