MiScorecard Performance Summary

Business Unit:	**Civil Rights**	Green	90% or greater of target
Executive/Director Name:	**Daniel Krichbaum**	Yellow	>= 75% to 90% of target
Reporting Period:	**Aug 2012**	Red	less than 75% of target
Date Approved:	**10/30/2012**	Scorecard Status	**Final**

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
C1	Average Number of Days from Contact Through Evaluation			7.0	7.8	5.6	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			14.0	18.9	22.9	Monthly	Time spent by the Intake Unit gathering specific facts, drafting formal complaint, obtaining notarized signatures to allow investigation to proceed
C3	Average Number of Days for Approval of Certificates of Awardability for Businesses Contracting with State of Michigan			30.0	18.7	37.1	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.
C4	Number of Fact-Finding and/or Resolution Conferences conducted during investigations			10	20	8	Monthly	On-site visits and resolution conferences are critical tools that help ensure thr thoroughness of investigations
Financial								
F1	Mediation Resolution Rate			60.0%	47.8%	39.0%	Quarterly	Percentage of cases, when parties agree to participate in mediation, reaching resolution
F2	Percentage of Cases Re-Opened Through Reconsideration Process			5.00%	0.55%	0.03%	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			30	30	32	Quarterly	Number of cases referred to private mediation centers, with whom the department contracts
F4	Number of Investigations Completed			240	155	192	Monthly	Number of investigations closed, resolved or moved to conciliation
Internal Business Process								
I1	Average Number of Days from contact through conclusion of the investigation			180.0	277.7	300.9	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			90.0	115.4	210.0	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			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			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
Learning and Growth								
L1	Number of Persons Trained by Community Relations Team			100	80	115	Monthly	Total number of participants in MDCR trainings
L3	Percentage of Housing Investigators earning full certification from the National Fair Housing Training Academy			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
L4	Percentage of Employee Engagement Survey respondants reported as Champions		N/A	60.0%	49.2%		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.