

MiScorecard Performance Summary

Business Unit: Military and Veteran Affairs
Executive/Director Name: Major Gen Greg Vadnais
Reporting Period: Feb 2016

Green >90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 2/11/2016

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Organization								
GG1	Percentage improvement in customer perception.			0	TBD		Twice a Year	Agency selected target customer group.
# 1	Armory Readiness	Green		61	58	54	Quarterly	Armory ratings reported IAW Army Installation Status Report criteria
GG2	Survey Landscape Champions	Yellow		70%	49%	43%	FY Annually	Percentage of SoM employees categorized as 'champions' based upon selected survey questions by PWC
#3	Army National Guard personnel assigned strength	Green		8,524	7,7829	7,767	Quarterly	Number of Army National Guard military personnel assigned
#4	Air National Guard personnel assigned strength	Green		2,485	2,327	2,333	Quarterly	Number of Michigan Air National Guard military personnel assigned
Customer/Constituent								
#5	Michigan Youth Challenge Academy (MYCA) Graduation	Green		114per class	124	119	Twice a Year	Number of cadets that graduate in each class.
#6	Michigan Youth Challenge Academy (MYCA) Grade Level Increase	Green		2.0	2.3	2.0	Twice a Year	Increase in the Test Adult Basic Education (TABE)level
#7	Michigan Veterans Trust Fund (MVTF) applications received.	Red		4500 annually	1,983	1,381	Quarterly	Number of applications for grant assistance received thru the MVTF.
Learning and Growth								
GG5	The percentage of completed, or on track process improvement projects.	Yellow		100%	10%	0	FY Annually	The percentage of completed, or on track, process improvement projects
# 11	Veterans federal General Distribution of Expenditures(GDX)per veteran.	Green		\$5,415 per vet	\$5,088 per vet	\$4,069 per vet	FY Annually	Average total federal \$ received per veteran - based on MI veteran population and GDX.
Internal Business Process								
GG3	The percentage of completed, or on track, department level employee engagement Action Plans.	Green	=	100%	100%		Quarterly	Percentage of department level employee Action Plans that are completed by managers, 17 Level and above. Reported in MiResults.
GG4	Good Government coin recognition program meeting 4 Best Practices.			100%	100%	100%	Quarterly	Dept coin recognition programs should meet these 4 criteria: 3-5 coin presentations per quarter; awards distributed evenly among all levels; award events documented; staff made aware of recognition events.
GG6	Percentage improvement in customer process time.			100%	0	0	FY Annually	This metric applies to completed, OGG approved, process improvement initiatives.