

MiScorecard Performance Summary

Business Unit: Military and Veteran Affairs
Executive/Director Name: Major Gen Greg Vadnais
Reporting Period: Nov 2015

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 11/25/2015

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	7,729	7,718	Quarterly	Number of Army National Guard military personnel assigned
#4	Air National Guard personnel assigned strength	Green		2,485	2,334	2,341	Quarterly	Number of Michigan Air National Guard military personnel assigned
Customer/Constituent								
#8	Michigan Veterans Homeowners Assistance Program (MiVHAP) applications received.	Green		600 annually	521	356	Quarterly	Number of applications for grant assistance received thru MiVHAP.
#9	Average volunteer hours per veteran.	Green		DJJHV5 GRRHV9	DJHV14GRHV12	DJHV11 GRHV11	Quarterly	Total average of volunteer hours per veteran at the GRHV and DJJHV.
#10	Outreach to veterans and their families.	Green		204,000	280,379	247,219	Quarterly	Outreach efforts measured thru veteran publication circulations, unique visitors to web portal and current Facebook 'likes'.
#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								
#12	Number of new claims developed.	Green		500 annually	602	368	Quarterly	Total number of new claims developed by MVAA Veteran Service Officers.
# 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.
#13	Percent of fully developed claims submitted.	Green		30%	44.5%	41.5%	Quarterly	Fully developed claims submitted by SoM and MI Veterans Coalition veterans service officers in which all complete and relevant documents are provided and subsequently expedited for processing by the federal VA.
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.
GG5	The percentage of completed, or on track process improvement projects.			100%	0	0	FY Annually	The percentage of completed, or on track, process improvement projects
GG6	Percentage improvement in customer process time.			100%	0	0	FY Annually	This metric applies to completed, OGG approved, process improvement initiatives.