

MiScorecard Performance Summary

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

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 8/15/2016

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	7,919	7,943	Quarterly	Number of Army National Guard military personnel assigned
#4	Air National Guard personnel assigned strength	Green		2,522	2,330	2,330	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
Learning and Growth								
GG5	The percentage of completed, or on track process improvement projects.	Yellow		100%	25%	0	FY Annually	The percentage of completed, or on track, process improvement projects
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.