

MiScorecard Performance Summary

Business Unit: Childrens Ombudsman
Executive/Director Name: Orlene Hawks
Reporting Period: Jun 2015

Green >90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 7/16/2015

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
C-2	Response time for attempting initial contact with complainants	Green		75%	92% First Quarter 2015	96%	Monthly	Percentage of intakes where initial contact with a complainant is made within five business days.
Internal Business Process								
IB-1	Timely investigative and complete reports			120	155		Quarterly	Average number of days for completing complainant investigations and writing the report
IB-1A	Actual investigation time			30.00	13.27		Quarterly	Average number of actual work hours spent investigating a full investigation from the date work is commenced until the date the investigation is completed.
IB-1B	Lag time for investigating cases			10.00	25.86		Quarterly	Average number of days between the date a case is assigned to an investigator and the date work on a case is commenced.
IB-2	Timely investigate death cases			180.00	163.00		Quarterly	Average number of days for completing death investigations and writing the report.