

MiScorecard Performance Summary

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

Green >90% of target
 Yellow >= 75% - 90% of target
 Red <75% of target
 Date Approved: 1/21/2016

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%	76% Fourth 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	Green		120.00	120.20 Fourth Quarter 2015	138.66	Quarterly	Average number of days for completing complainant investigations and writing the report
IB-1A	Actual investigation time	Green		30.00	29.30 Fourth Quarter 2015	17.58	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	Red		10.00	22.77 Fourth Quarter 2015	8.76	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	Yellow		180.00	200.67 Fourth Quarter 2015	148.53	Quarterly	Average number of days for completing death investigations and writing the report.