

# MiScorecard Performance Summary

Business Unit: Childrens Ombudsman  
 Executive/Director Name: Orlene Hawks  
 Reporting Period: Apr 2016

Green >=90% of target  
 Yellow >= 75% - 90% of target  
 Red <75% of target  
 Date Approved: 5/6/2016

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
C-2	Response time for attempting initial contact with complainants	Green		75%	100% Second Quarter 2016	60%	Monthly	Percentage of intakes where initial contact with a complainant is made within five business days.
<b>Internal Business Process</b>								
IB-1	Timely investigative and complete reports	Green		120.00	131.33 First Quarter 2016	120.20	Quarterly	Average number of days for completing complainant investigations and writing the report
IB-1A	Actual investigation time	Yellow		30.00	37.11 First Quarter 2016	29.30	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	Yellow		10.00	11.05 First Quarter 2016	22.77	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	Green		180.00	174.39 First Quarter 2016	200.67	Quarterly	Average number of days for completing death investigations and writing the report.