

MiScorecard Performance Summary

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

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 7/19/2016

| Metric ID | Metric | Status | Progress | Target | Current | Previous | Frequency | Metric Definition |
|----------------------------------|--|--------|---|--------|-------------------------------|----------|-----------|---|
| Customer/Constituent | | | | | | | | |
| C-2 | Response time for attempting initial contact with complainants | Red |  | 75% | 55% Second Quarter 2016 | 87% | 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 | 68.66 Second Quarter 2016 | 131.33 | Quarterly | Average number of days for completing complainant investigations and writing the report |
| IB-1A | Actual investigation time | Yellow |  | 30.00 | 33.64 Second Quarter 2016 | 37.11 | 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 | Green |  | 10.00 | 7.00 Second Quarter 2016 | 11.05 | 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 | 138.33 Second Quarter 2016 | 174.39 | Quarterly | Average number of days for completing death investigations and writing the report. |