

MiScorecard Performance Summary

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

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 9/6/2016

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%	70% Third Quarter 2016	88%	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.