MiScorecard Performance Summary

Business Unit: **Childrens Ombudsman**
Executive/Director Name: **Orlene Hawks**
Reporting Period: **Feb 2018**

Green	>=90% of target
Yellow	>= 75% - 90% of target
Red	<75% of target
Date Approved:	3/1/2018

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%	100% First Quarter 2018	100%	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	36.50 Fourth Quarter 2017	141.25	Quarterly	Average number of days for completing complainant investigations and writing the report
IB-1A	Actual investigation time	Green		30.00	30.03 Fourth Quarter 2017	30.01	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	3.52 Fourth Quarter 2017	4.98	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	171.91 FourthQuarter 2017	154.83	Quarterly	Average number of days for completing death investigations and writing the report.