MiScorecard Performance Summary

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

Green	>=90% of target
Yellow	>= 75% - 90% of target
Red	<75% of target
Date Approved:	3/30/2018

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%	99% 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	63.40 First Quarter 2018	36.50	Quarterly	Average number of days for completing complainant investigations and writing the report
IB-1A	Actual investigation time	Green		30.00	30.36 First Quarter 2018	30.03	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	4.26 First Quarter 2018	3.52	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	181.40 First Quarter 2018	171.91	Quarterly	Average number of days for completing death investigations and writing the report.