MiScorecard Performance Summary

Department Name: Office of the State Employer
Executive/Director: Janine M. Winters
Period: Ending December 31, 2012

⬆ Performance Improving	90% or greater of target
➡ Performance Staying the	>=75% to <90% of target
⬇ Performance Declining	less than 75% of target

Measure #	Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Measure #	**Financial**							
		0	‡					
		0	‡					
Measure #	**Customer/Constituent**							
C-1	OSE will expand use of the OSE Intranet in order to provide timely labor relations information to Labor Relations Professionals.			OSE will post instructional information and content summaries for use by Labor Relations Professionals.	Updates are complete and ongoing. Target Achieved	Initial posting completed, updates will be ongoing.		Human Resource and Labor Relations Professionals are required to work in a multitude of demanding settings in dealing with employee grievances, labor disputes, and contract issues. Having prompt, accurate and current information on labor relations changes and contact and contract information is critical to the efficient delivery of these services.
C-2	OSE will enhance intranet posting procedures to assure more timely Drug and Alcohol Testing information to Human Resource Professionals.			OSE will post updates to the Drug and Alcohol Coordinator list within 2 business days of notice.	Postings current wtihin 2 business days. Target Achieved	Postings current wtihin 2 business days.		
C-3	OSE will create a new Labor Relations Question/Answer Forum within 2 months.			Provide new forum within 2 months.	Forum has been created. Target Achieved	Work being conducted on Forum.		
C-4	Reduce processing time on Professional Development Fund reimbursement requests submitted by non-exclusively represented employees. Currently processing time is 4-6 weeks and through streamlined processing. OSE will reduce that time to a maximum of 4 weeks.			Reduce processing time to 4 weeks	Process Time has been reduced to less than 4 weeks. Target Achieved.	Efforts underway to reduce processing time.		The Professional Development Funds encourage non-exclusively represented employees to further expand their knowledge and expertise in areas related to their employment responsibilities. Providing improved reimbursement times is intended to promote higher utilization of the Funds thereby increasing the State's and each individual's ability to deliver high quality services.
Measure #	**Internal Business Processes**							
P-1	**Develop a statewide electronic disability claim reporting system.**			Implement a "go-live" pilot by April 1, 2012.	Testing has been performed internally.	Development of the system is underway.		
Measure #	**Learning and Growth**							