

| Metric ID | Metric | Status | Progress | Target | Current | Previous | Frequency | Metric Definition |
|-----------------------------|--|--------|---|--------|---------|----------|-----------|--|
| Customer/Constituent | | | | | | | | |
| C-1 | Reduce processing time on Professional Development Fund reimbursement requests submitted by non-exclusively represented employees. | Green | = | 100% | 100% | 100% | Monthly | 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 time is intended to promote higher utilization of the Funds thereby increasing the State's and each individual's ability to deliver high quality services. OSE will process and enter, in MITES, 100% of all complete Professional Development Fund (PDF) requests within 10 business days of receipt of a complete PDF request, as appropriate. |
| Financial | | | | | | | | |
| C-2 | Provide timely response to Annual Leave Donation requests submitted by employees facing financial hardship due to prolonged illness or serious injury. | Green |  | 100% | 100% | 93.3% | Monthly | The Annual Leave Donation program assists non-exclusively represented and most exclusively represented employees facing financial hardship due to prolonged illness or serious injury of themselves or eligible family members by making available annual leave donated by other employees. OSE reviews all requests for compliance with program criteria and forwards approved requests to DTMB or the department, as applicable, for transfer of the annual leave hours. OSE will make a determination on 100% of all Annual Leave Donation requests within 3 business days of receipt of a complete request and forward for further processing. |

Business Unit: Executive/Director Name: Reporting Period:

State Employer: Janine M. Winters
Mar 2014

Green >90% of target
Yellow >= 75% - 90% of target
Red <75% of target

Date Approved: 4/16/2014
Revised By hills on 04/16/2014 17:28