

MiScorecard Performance Summary

Business Unit: Bureau of Community and Health Systems
Executive/Director Name: Larry Horvath
Reporting Period: Aug 2019

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 10/17/2019

| Metric ID | Metric | Status | Progress | Target | Current | Previous | Frequency | Metric Definition |
|-----------------------------|--|--------|---|--------|---------|----------|-----------|--|
| Licensing | | | | | | | | |
| BCHS-7 | Adult Foster Care Homes and Homes for the Aged - State Licensing | Green | = | 90.0% | 100.0% | 100.0% | Monthly | Percent of original licenses issued Within 180 Days. |
| BCHS-8 | Child Care Homes and Centers - State Licensing | Green | = | 90.0% | 100.0% | 100.0% | Monthly | Percent of original licenses issued within 180 days. |
| Customer/Constituent | | | | | | | | |
| BCHS-9 | Substance Used Disorder Programs - State Licensing | Green |  | 90 | 100 | N/A | Monthly | Conduct onsite initial licensure inspection within 90 days of a completed application for treatment programs. |
| BCHS-10 | Nurse Aide Training Program - Health Care Facilities | Green |  | 90 | 100 | N/A | Monthly | Issue certification for new Nurse Aide training programs within 90 days of a completed application. |
| Complaint Processing | | | | | | | | |
| BCHS-5 | Long Term Care (LTC) Facilities - Complaints | Green | = | 100.0% | 100.0% | 100.0% | Monthly | Initiate onsite complaint investigations within 2 working days for allegations of immediate jeopardy to residents. |