

MiScorecard Performance Summary

Business Unit: Bureau of Professional Licensing
Executive/Director Name: Cheryl Pezon, Acting
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
Customer/Constituent								
BPL-1	Licensing Division	Yellow		70.0%	56.3%	59.7%	Monthly	Calls Received / Answered within 5 Minutes
Licensing								
BPL-2	Licensing Division			80	N/A	N/A	Monthly	Licenses issued within 2 Weeks
BPL-3	Licensing Division	Yellow		75.0%	62.1%	76.7%	Quarterly	Overall customer service rated Excellent or Good
Complaint Processing								
BPL-4	Enforcement Division	Green		75.0%	84.8%	86.3%	Monthly	Percent of Complaints Drafted within 30 Days of Assignment
Process Improvement								
BPL-5	Investigations and Inspections Division	Red		80.0%	48.0%	63.6%	Monthly	Health Code Investigations Completed within 90 Days
BPL-6	Investigations and Inspections Division	Red		80.0%	59.3%	87.1%	Monthly	Health Code Investigations Completed within 120 Days
BPL-7	Investigations and Inspections Division	Green		80.0%	83.2%	73.7%	Monthly	Occupational Code Investigations completed within 90 Days
BPL-8	Investigations and Inspections Division	Green		80.0%	90.1%	89.9%	Monthly	Occupational Code Investigations Completed within 120 Days
BPL-9	Investigations and Inspections Division			80	N/A	N/A	Monthly	Occupational Code Inspections Completed within 15 Days
BPL-10	Pharmacy and Drug Monitoring Section	Red		75.0%	55.6%	62.1%	Monthly	Pharmacy and Drug Investigations completed within 120 days