

MiScorecard Performance Summary

Business Unit: Wage and Hour
Executive/Director Name: Jennifer Fields
Reporting Period: Dec 2016

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 1/23/2017

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
WH-1	Wage & Hour Claims	Green		75.0%	84.9%	81.1%	Monthly	Cumulative number of claims resolved informally.
WH-2	Wage & Hour Claims	Green		75.0%	85.3%	85.1%	Monthly	Cumulative number of claims resolved within 90 days.
WH-3	Wage & Hour Claims	Red		23	15	20	Monthly	Number of claims resolved per month per investigator.