




MiScorecard Performance Summary

Business Unit: Wage and Hour
 Executive/Director Name: Jennifer Fields
 Reporting Period: Mar 2018

Green >=90% of target
 Yellow >= 75% - 90% of target
 Red <75% of target
 Date Approved: 5/2/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
WH-1	Wage & Hour Claims	Green		75.0%	84.5%	84.9%	Monthly	Cumulative number of claims resolved informally.
WH-2	Wage & Hour Claims	Green		75.0%	70.1%	70.9%	Monthly	Cumulative number of claims resolved within 90 days.
WH-5	Wage & Hour Claims	Green		90.0%	99.2%	98.3%	Monthly	Checks received distributed within 5 calendar days.