

MiScorecard Performance Summary

Business Unit: Civil Rights
 Executive/Director Name: Leslee Fritz
 Reporting Period: May 2015

Green >90% of target
 Yellow >= 75% - 90% of target
 Red <75% of target
 Date Approved: 6/29/2015

| Metric ID | Metric | Status | Progress | Target | Current | Previous | Frequency | Metric Definition |
|----------------------------------|---|--------|----------|--------|---------|----------|-------------|--|
| Customer/Constituent | | | | | | | | |
| C1 | Average Number of Days from Contact Through Evaluation | Red | | 7.0 | 29.8 | 56.4 | Monthly | Time spent from the initial contact date in evaluating the details of a customer concern to determine if Department can process a formal complaint |
| C2 | Average Number of Days From Contact through Complaint Initiation | Red | | 14.0 | 24.6 | 21.4 | Monthly | Time spent by the Intake Unit gathering specific facts, drafting formal complaint, obtaining notarized signatures to allow investigation to proceed |
| C3 | Average Number of Days for Approval of Certificates of Awardability for Businesses Contracting with State of Michigan | Green | | 30.0 | 19.9 | 30.6 | Quarterly | MDCR issues Certificates of Awardability to companies seeking to do business with the State of Michigan, ensuring that companies are compliant with state and federal non-discrimination requirements. |
| C4 | Number of Fact-Finding and/or Resolution Conferences conducted during investigations | Red | | 10 | 4 | 14 | Monthly | On-site visits and resolution conferences are critical tools that help ensure the thoroughness of investigations |
| F1 | Mediation Resolution Rate | Red | | 60.0% | 44.4% | 66.6% | Quarterly | Percentage of cases, when parties agree to participate in mediation, reaching resolution |
| Financial | | | | | | | | |
| F2 | Percentage of Cases Re-Opened Through Reconsideration Process | Green | | 5.00% | 0.00% | 0.02% | Quarterly | Claimants dissatisfied with the findings in their case can ask for reconsideration, a review of the facts of their claim |
| F3 | Number of Cases Referred to Outside Mediators | Red | | 30 | 21 | 14 | Quarterly | Number of cases referred to private mediation centers, with whom the department contracts |
| F4 | Number of Investigations Completed | Red | | 240 | 168 | 187 | Monthly | Number of investigations closed, resolved or moved to conciliation |
| Internal Business Process | | | | | | | | |
| I1 | Average Number of Days from contact through conclusion of the investigation | Green | | 180.0 | 194.9 | 211.2 | FY Annually | Time measured from the date of initial contact to the date of closure or date contact moved to the Conciliation Process |
| I2 | Average Number of Days from Conciliation through Charge | Red | | 90.0 | 163.8 | 305.3 | FY Annually | After an investigation is complete and it is determined there is sufficient evidence to warrant charging a respondent, a final attempt is made to resolve the issues before the charge is issued. |
| Learning and Growth | | | | | | | | |
| L1 | Number of Persons Trained by Community Relations Team | Green | | 100 | 139 | 136 | Monthly | Total number of participants in MDCR trainings |
| L3 | Percentage of Housing Investigators earning full certification from the National Fair Housing Training Academy | Green | | 50% | 100% | 42% | FY Annually | Investigators who specialize in housing discrimination complaints are eligible to receive training from a nationally-recognized organization which increases effectiveness of investigations and improves customer service |
| L4 | Percentage of Employee Engagement Survey respondents reported as Champions | Red | | 60.0% | 36.0% | 34.0% | FY Annually | Percentage of current department employees identified in the Employee Engagement Survey as highly motivated, committed to the department's objectives and intending the stay. |