

# Department of Administration (DOA)

## Agency Performance Dashboard

Q4 F

### Economic Development

#### Number of public infrastructure grants awarded

**Metric Definition** Grants awarded to communities for public infrastructure projects that support business expansion and retention.


Goal Met	Current	Previous	Target	Trend
In progress	N/A	18 (2016)	21	N/A

**Reporting Cycle** Annual (April 1, 2016 - March 31, 2017)

**Additional Details** The [Division of Energy, Housing and Community Resources](#) awards grants through an annual competition process and set a goal of 21 grants for this year.

#### Low Income Home Energy Assistance Program (LIHEAP) funds issued

**Metric Definition** Disburse 95 percent of available LIHEAP funds to eligible Wisconsin households.



Goal Met	Current	Previous	Target	Trend
In progress	N/A	95%	95%	

**Reporting Cycle** Annual (federal fiscal year October 1, 2016 - September 30, 2017)

**Additional Details** The Wisconsin Home Energy Plus Program administers the federally funded program and disburses funds to eligible\* Wisconsin households for heating, electric, and crisis assistance (\*households with income at or below 60 percent of Wisconsin state median income may be eligible).

#### Wisconsin Coastal Management Program (WCMP) funds awarded

**Metric Definition** Award \$1.5 million in federal grants to enhance and restore coastal resources within the state's coastal zone (counties adjacent to Lakes Superior and Michigan with 1,000 miles of shoreline).

Goal Met	Current	Previous	Target	Trend
	\$2.4 million	\$1.67 million	\$1.5 million	



**Reporting Cycle** Annual (federal fiscal year October 1, 2016 - September 30, 2017)

**Additional Details** Thirty-four grants totaling \$2.4 million were awarded last fiscal year. The [WCMP](#) has grants available for wetland protection, habitat restoration, pollution control, great lakes education, and coastal planning.

#### Number of new businesses registered through the One Stop Business Portal (OSBP)

**Metric Definition**

Through marketing and outreach efforts, increase the number of businesses completing the necessary steps to start a business through the [OSBP](#).



Goal Met	Current	Previous	Target	Trend
	581	688	350	

**Reporting Cycle**

Quarterly (January 1, 2017 - March 31, 2017)

**Additional Details****Exceed the goal of six percent of state dollars spent with diverse suppliers****Metric Definition**

Diverse suppliers are certified by the [Wisconsin Supplier Diversity Program](#) and include minority-, women-, and disabled-owned businesses.

Goal Met	Current	Previous	Target	Trend
	4.39% (FY16)	4.58% (FY15)	5%	

**Reporting Cycle**



Annual (state fiscal year July 1, 2015 - June 30, 2016)

**Additional Details**

FY17 will be reported in May 2017. Wis. Stat 16.75 (3m) provides that DOA and state agencies making purchases attempt to ensure that 5% of the total amount expended in each fiscal year is paid to diverse businesses.

**Reform and Innovation****eGovernment services launched****Metric Definition**

Increase the number of eGovernment services which include online transaction-based services, mobile apps, and interactive websites that serve constituents.

Goal Met	Current	Previous	Target	Trend
	28	22	25	

**Reporting Cycle**



Annual (contract year June 1, 2016 - May 31, 2017)

**Additional Details**

DOA administers the state's portal vendor contract and provides oversight of the state's eGovernment (portal) program.

**Efficient and Effective Services****Building vacancy rate****Metric Definition**

Maintain a vacancy rate of less than 5 percent.

Goal Met	Current	Previous	Target	Trend
	1.5%	1.9%	<5%	



**Reporting Cycle**

Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Lower vacancy rates reduce costs and taxpayer burden. Data is reported for the 30 state office buildings managed by DOA.

### Timely Architecture/Engineering and construction contract payments

**Metric Definition** All payments to Architecture/Engineering consultants and construction contractors are issued within deadlines.



Goal Met	Current	Previous	Target	Trend
	99%	98%	100%	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Prompt payment reduces interest payments made by the state. Interest payments and construction contract requirements are outlined in Wis. Stat. [16.528](#) and [16.855](#) respectively.

### Construction contract offerings posted within 30 days

**Metric Definition** All construction contracts offerings must be posted within 30 days.



Goal Met	Current	Previous	Target	Trend
	98%	100%	100%	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Requirements are outlined in Wis. Stat. [16.855](#).

### Single prime bids for construction projects posted

**Metric Definition** Ensure all bidder names and corresponding dollar amounts are posted to agency website within set deadlines.



Goal Met	Current	Previous	Target	Trend
	100%	96.3%	100%	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** DOA posts on the [Division of Facilities Development website](#). Requirements are outlined in Wis. Stat. [16.855](#).

### Contractor recertification

**Metric Definition** All certified contractors are recertified within two years of original date (if current application correct).



Goal Met	Current	Previous	Target	Trend
	100%	100%	100%	

**Reporting Cycle** Semiannual (January and July)

**Additional Details** Requirements are outlined in Wis. Stat. [16.855](#).

### Percentage of IT projects completed on time



**Metric Definition** Cumulative percentage of IT projects managed by the state's central IT division (Division of Enterprise Technology) completed on time.

Goal Met	Current	Previous	Target	Trend
	82%	76%	69%	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)  
**Additional Details** Target is set by increasing the industry average by 10 percent (according to the Gartner IT research the industry average is 59 percent). The trend is established by tracking all projects completed on over the past 12 months. Ten of thirteen projects completed on time this quarter. Through FY17 49 projects have completed on time. The IT projects include infrastructure, software implementation, applications development, and security projects executed within DET.

### Timely processing of FoodShare and Medical Assistance hearings and administrative actions



**Metric Definition** Process 97 percent of within required federal government time frames.

Goal Met	Current	Previous	Target	Trend
	99%	99%	97%	

**Reporting Cycle** Annual (calendar year)  
**Additional Details** Required time frames vary depending on the hearing or administrative action.

### Average days to issue written decisions after hearings



**Metric Definition** Average days to issue written decisions after completion of Department of Corrections (DOC) hearing.

Goal Met	Current	Previous	Target	Trend
	7 days	7 days	10 days	

**Reporting Cycle** Annual (calendar year)  
**Additional Details** The [Division of Hearings and Appeals](#) handles adult probation and parole matters, extended supervision and juvenile aftercare supervision cases from DOC. Efficient hearings and issuing of written decisions better serves agencies and Wisconsin residents.

### Average days to process completed raffle applications

**Metric Definition** Days to process raffle applications.



Goal Met	Current	Previous	Target	Trend
	13.3 days	13.4 days	30 days	

**Reporting Cycle** Quarterly (January 1, 2017 - March 31, 2017)  
**Additional Details** There is a statutory requirement to process completed applications (those that don't require follow-up to obtain additional information) within 30 days.

## Customer/Taxpayer Satisfaction

### Edvest College Savings Plan accounts

**Metric Definition** Number of new [Edvest](#) accounts per year.



Goal Met	Current	Previous	Target	Trend
	161,355	151,731 (June 2016)	155,731	

**Reporting Cycle** Annual (calendar year)

**Additional Details** DOA set a goal of 4,000 new accounts compared to the previous year. The Edvest College Savings offered by the State of Wisconsin. TIAA-CREF Tuition Financing, Inc. (TFI) is the Plan Manager. TIA Individual & Institutional Services, LLC, member FINRA, is the distributor and underwriter for the plan. An investor should consider the investment objectives, risks, charges and expenses associated with municipal fund securities before investing. Please visit [www.edvest.com](http://www.edvest.com) for a Plan Disclosure Book containing this and other information. Read it carefully before investing.

### Tomorrow's Scholar accounts

**Metric Definition** Number of new [Tomorrow's Scholar](#) accounts per year.

Goal Met	Current	Previous	Target	Trend
	140,426	136,741 (June 2016)	140,741	

**Reporting Cycle** Annual (calendar year)

**Additional Details** DOA set a goal of 4,000 new accounts compared to the previous year. Tomorrow's Scholar 529 P offered by the State of Wisconsin. Voya Investment Management provides investment management administrative services, along with distribution of shares for the plan. An investor should consider investment objectives, risks, charges and expenses associated with municipal fund securities before investing. More information is available in the Program Description by visiting [www.tomorrowsscholar.com](http://www.tomorrowsscholar.com). The program description should be read carefully before investing.

## Open and Transparent Government

### Total number of public records requests received

**Metric Definition** Total number of [public records](#) requests received from 12am CST, April 1, 2017 through 11:59pm

Current	Previous	Trend
134	N/A	N/A

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Executive Order #235 requires agencies to post public records metrics. Requests may be received or in writing and are logged by the agency when received. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

### Total number of public records requests completed

**Metric Definition** Total number of [public records](#) requests completed from 12am CST, April 1, 2017 through 11:59pm


Current	Previous	Trend
122	N/A	N/A

**Reporting Cycle** Quarterly (January 1, 2017 - March 31, 2017)

**Additional Details** Executive Order #235 requires agencies to post public records metrics. Completed or closed metrics

### Average time taken to fulfill public records requests


**Metric Definition** Total time taken (in business days) to fulfill [public records](#) requests divided by the total number o

Goal Met	Current	Previous	Target	Trend
	7.19	N/A	10	N/A

**Reporting Cycle** Rolling average updated quarterly (April 1, 2017 - June 30, 2017)  
**Additional Details** Executive Order #235 requires agencies to post public records metrics. This metric includes reque

**Percentage of public records requests acknowledged within one business day**


**Metric Definition** Percentage of [public records](#) requests sent to the agency's primary public requests inbox and acknowledged by the next business day (received from 12am CST, April 1, 2017 through 11:59pm

Goal Met	Current	Previous	Target	Trend
	100%	N/A	100%	N/A

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)  
**Additional Details** r

**Percentage of current employees completing public records training**


**Metric Definition** Percentage of current employees that completed public records training by March 1 of each caler year.

Goal Met	Current	Previous	Target	Trend
	93%	N/A	100%	N/A

**Reporting Cycle** Annual (March 1, 2016 - February 28, 2017)  
**Additional Details** Public records training is available to state employees via our enterprise learning management sy

**Percentage of new employees completing public records training**


**Metric Definition** Percentage of new employees that completed public records training with 30 calendar days of the date.

Goal Met	Current	Previous	Target	Trend
	100%	N/A	100%	N/A

**Reporting Cycle** Rolling average updated quarterly (April 1, 2017 - June 30, 2017)  
**Additional Details** Public records training is available to state employees via our enterprise learning management sy

**Percentage of exiting employees that received notice of public records retention obligations**

**Metric Definition** Percentage of exiting employees that received notice of public records retention obligations on o last day of employment.

Goal Met	Current	Previous	Target	Trend
	100%	N/A	100%	N/A

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)  
**Additional Details** It is required that all exiting employees receive notice of public records retention obligations on c

**Y2017**

n or

petitive

es funds  
come at

oastal

ilable  
munity

essary

, woman-

aking  
minority

nobile

ment





Buildings



th

ion



statutory

itat.



compliant).

prise



ch firm,  
1 time  
Q3, 37 of  
ation,



arings.



revision  
ions



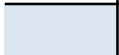
ow-up to



Plan is  
A-CREF  
Edvest  
ed with  
oklet



Plan is  
ent and  
r the  
ore



June 30,

I verbally  
netric.



im June

ns no



if public

ests

June 30,

ndar

stem. All

eir start

stem. All

r before

r before