

# MiScorecard Performance Summary

**Business Unit:** Human Services  
**Executive/Director Name:** Maura Corrigan  
**Reporting Period:** Jun 2012  
**Date Approved:** 7/16/2012

**Green** 90% or greater of target  
**Yellow** >= 75% to 90% of target  
**Red** less than 75% of target  
**Scorecard Status** **Final**

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
C-1	Children exiting foster care to permanent placements.			83%	81.97%	81.75%	Monthly	Percent of children who were served in foster care who exited the foster care system to permanent placements.
C-2	Children free from recurrence of maltreatment.			94.60%	92.02%	92.19%	Monthly	Of all the children who were victims of child abuse/neglect, Category I, II, or III cases during the first 6 months of the reporting period, what percent were not victims of another Category I, II or III case within a 6-month period.
C-3	Client benefit applications processed within standards of promptness.			95%	92.34%	92.05%	Monthly	Percent of client benefit applications (CDC, FIP, SER, MA, FAP and SDA) processed within standards of promptness.
C-4	Children free from abuse or neglect in foster care.			99.68%	99.01%	99.02%	Monthly	Of all the children who were served in foster care during the reporting period, what percent were not victims of a Category I, II or III cases within the period, with the perpetrator being a foster care parent or child caring institution staff.
C-5	Children adopted within 24 months.			36%	36.81%	36.08%	Monthly	Percent of children adopted within 24 months of date of latest removal from home.
F-2	Recoupment from client error or intentional fraud.		=	\$1750000	\$1912673	\$1912673	Annually	Dollar amount retained by the state for recovery of client error and Intentional Program Violation (IPV) claims calculated by FY.
<b>Financial</b>								
F-3	Food assistance payment accuracy rate			94%	96.09%	96.40%	Monthly	YTD amount of benefits accurately issued to clients (neither being over or under the appropriate amount). There is a 5 month lag in the YTD data. To avoid federal liability or sanctions, states must be at or above 94% accuracy. The feds certify error rates for the previous year in June.
F-4	Ensure Welfare-to-Work deferrals are handled timely.			60%	94.72%	97.08%	Monthly	The total number of clients with a deferral code (CA, TE, & DV) not exceeding 90 days divided by the total number of clients with a deferral code. It represents a point in time and is not a monthly average.
F-5	Savings achieved from disability determination system.			\$1500000	\$901485	\$112124	Annually	New metric. Target is for the end of FY 2012. YTD as of Jan 2012 = \$840,366
F-6	Work Participation Rate			50%	38.45%	38.87%	Monthly	Percent of work eligible TANF recipients who met federal work participation work requirements based on FY 2012 reviews completed by the Office of Quality Assurance through November 2011. The rates are subject to review and change based on further review of cases by the TANF/FIP Work Participation Review Committee and the Department of Health and Human Services, Administration for Children and Families.
F-1	Child support collected per \$1 of cost.		=	\$7.00	\$7.21	\$7.21	Annually	Total child support collected divided by total federal, state, and local administrative costs. The national average is \$4-\$5. The amount that appears in the previous column has already gone through the federal data reliability audit and represents FY09. The amount in the current column (FY10) will not be certified until books are closed for the state and county offices.
<b>Internal Business Process</b>								
P-1	Investigations initiated timely overall; including CPS and APS.			85%	80.50%	80.20%	Monthly	Percent of all CPS and APS investigations commenced within 24 hours of receiving complaint.
P-1A	Investigations of adult protective services initiated timely.			80%	78.40%	75.00%	Monthly	Percent of Adult Protective Service investigations commenced within 24 hours of receiving complaint.
P-1B	Investigations of child protective services initiated timely.			85%	80.65%	80.46%	Monthly	Percent of Child Protective Services investigations commenced within 24 hours of receiving the complaint.
P-2	Cost avoidance realized through stronger front end eligibility process.			\$18000000	\$47129557	\$34930228	Annually	The amount of cost avoided by utilization of a stronger and expanded front end eligibility process. Figure calculated by FY. The \$18M target is for FY 2011.
P-3	Percent of required face to face visits held with foster children.			90%	80.43%	79.92%	Monthly	Percent of monthly face to face visits completed between children in foster care and their caseworker.
P-4	Timeliness of Foster Care Services Reports			60%	57.01%	58.48%	Monthly	Percent of reports that met standard of promptness requirements for Foster Care Initial Service and Updated Service Plans.
P-4A	Timeliness of Child Protective Service Reports			80%	76.53%	56.02%	Monthly	Percent of reports that meet standard of promptness requirements for CPS investigation summaries and updated service plans.
P-4B	Timeliness of Adult Services Reports			80%	76.30%	63.90%	Monthly	Percent of reports that meet standard of promptness requirements for APS investigation summaries and updated service plans.
P-5	Percent of benefit applications completed online			20%	14%	26%	Monthly	Percent of FAP applications received online as a percentage of overall FAP registrations. While LIHEAP SER applications can be made online they are not included. The target identified in the metric indicator is based on when all program applications are available online.
P-6	Percent of Child and Adult licensing applications completed timely			90%	80%	94.30%	Annually	Percent average of Adult Foster Care Facilities/Homes for the Aged and Child care facilities (90% and 96% respectively) original applications received that are processed within 180 days.
<b>Learning and Growth</b>								
L-1	Workers Compensation Claims rate			6.80%	0.27%	0.19%	Annually	Percent of workers making workers compensation claims; data in &quot;current&quot; column reflects YTD average.
L-2	Staff retention		=	0.00	86.85	86.85	Monthly	Percent of service specialists hired between 1/1/11 and 5/30/11 that remain with the department.

L-3	Key Performance Metrics measured		=	100%	100%	100%	Monthly	Percent of department metrics designed to permit high value low cost service delivery that are accurately measured.
L-4	Training delivered timely		=	100%	100%	100%	Quarterly	The percent of CPS, Foster Care, and Adoption caseworkers public and private that have completed training within 16 weeks of hire or promotion date.
L-5	Percent of offices visited annually by the Executive Office			30%	45.76%	33.20%	Monthly	The percent of the 102 DHS offices personally visited by the DHS Director each year. This is a staff morale issue.