

MiScorecard Performance Summary

Business Unit: **Human Services**
 Executive/Director Name: **Maura Corrigan**
 Reporting Period: **Sep 2012**
 Date Approved: **10/9/2012**

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

Customer/Constituent	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
C-1	Children exiting foster care to permanent placements.	Red		83%	81.96%	81.91%	Monthly	Percent of children exiting Foster Care each month to a permanent placement.
C-2	Children free from recurrence of maltreatment.		N/A	94.60%	91.32%	91.28%	Monthly	Child victims of abuse and/or neglect not victimized again in a 6-month period.
C-3	Client benefit applications processed within standards of promptness.	Green		95%	94.03%	93.02%	Monthly	Assistance processed within DHS standards of promptness.
C-4	Children free from abuse or neglect in foster care.		N/A	99.68%	98.88%	98.91%	Monthly	Child victims of abuse and/or neglect not victimized again by a foster parent or child caring institution staff person.
C-5	Children adopted within 24 months.		N/A	36%	37.02%	38.12%	Monthly	Percent of children adopted within 24 months of latest removal from home.
F-2	Recoupment from client error or intentional fraud.		N/A	\$1750000	\$1912673	\$1912673	Annually	Benefits retained by the state for recovery of client case errors and intentional program violations.
Financial								
F-3	Food assistance payment accuracy rate		N/A	94%	96.10%	95.62%	Monthly	Percent of benefits accurately issued to clients.
F-4	Ensure Welfare-to-Work deferrals are handled timely.	Red		60%	96.38%	95.89%	Monthly	Clients deferred from work requirements less than 90 days divided by the total number of clients deferred.
F-5	Savings achieved from disability determination system.	Green		\$1500000	\$2059407.52	\$116149.44	Annually	Savings achieved from disability determination system.
F-6	Work Participation Rate		N/A	50%	40.91%	39.89%	Monthly	Percent of work eligible assistance recipients who met federal work participation requirements.
F-1	Child support collected per \$1 of cost.	Green		\$7.00	\$6.99	\$7.21	Annually	Child support collected divided by administrative costs. The national average is \$4-\$5. Michigan is typically above the national average collecting about \$6-\$7 for every dollar it costs to administer it.
Health								
H-1	Food Access/Double Up Food Bucks	Yellow		\$1700000	\$1307548	\$203451	Annually	Combined SNAP and Double Up Food Bucks sales at Farmer's markets participating in Double Up Food Bucks incentive program
H-2	Food Access/No Kid Hungry		N/A	46699760	45784080		Annually	Number of breakfasts served statewide in schools receiving USDA school breakfast funds.
H-3	Food Access/No Kid Hungry		N/A	18981852	18609659		Annually	Number of meals served statewide at summer food sites receiving USDA SFSP funds.
H-4	Food Access/No Kid Hungry		N/A	325285	318907		Annually	Number of children participating in direct Nutrition Education in schools, community centers.
Internal Business Process								
P-1B	Investigations of child protective services initiated timely.		N/A	85%	82.09%	81.44%	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.		N/A	\$18000000	\$69584900	\$34930228	Annually	Projected DHS Program costs avoided through the Front End Eligibility process that reviews active DHS public assistance cases for potential fraud and program violations.
P-3	Percent of required face to face visits held with foster children.		N/A	90%	81.71%	81.25%	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		N/A	60%	59.13%	57.68%	Monthly	Percent of reports that met standard of promptness requirements for Foster Care Service Plans.
P-4A	Timeliness of Child Protective Service Reports		N/A	80%	79.2%	78.15%	Monthly	Percent of reports that meet standard of promptness requirements for Children's Protective Services investigation summaries and service plans.
P-5	Percent of benefit applications completed online	Green		20%	29%	27%	Monthly	Percent of benefit applications received online as a percentage of all cases registered.
P-6	Percent of Child and Adult licensing applications completed timely		N/A	90%	90%	94.30%	Annually	Percent of original adult foster care, homes for the aged, and child care facilities license applications processed within 180 days.
Learning and Growth								
L-3	Key Performance Metrics measured	Green	=	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	Green	=	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	Green		24%	91.52%	79.04%	Monthly	The percent of the 102 DHS offices personally visited by the DHS Director each year. The target number of offices to visit this year is 24. This is a staff morale issue.
Talent								
T-1	Mentor Michigan	Green		18834	18465	17681	Annually	Number of mentors in youth mentoring programs registered with Mentor Michigan.
T-2	Mentor Michigan	Green		22376	21938	23706	Annually	Number of youth served in mentoring programs registered with Mentor Michigan.
EE-Champions	Employee Engagement		N/A	63.0%	42.0%		Quarterly	Percentage of workers defined as Champions according to employee engagement survey. Champions are employees who have: strong identification with organization objectives, high level of loyalty, and high level of willingness to cooperate and motivate colleagues.