

# MiScorecard Performance Summary

Business Unit: Human Services  
 Executive/Director Name: Maura Corrigan  
 Reporting Period: May 2013  
 Date Approved: 6/24/2013

Green >90% of target  
 Yellow >= 75% - 90% of target  
 Red <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.	Green		83%	81.87% Jan 2013	82.3%	Monthly	Percent of children exiting Foster Care each month to a permanent placement.
C-2	Children free from recurrence of maltreatment.	Green		94.6%	93.79% Jan 2013	93.8%	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%	94.19% May 2013	94.73%	Monthly	Assistance processed within DHS standards of promptness. 6/6/2013 - DHS Payment/eligibility programs as listed below.
C-4	Children free from abuse or neglect in foster care.	Green		99.68%	99.04% Jan 2013	99.02%	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.	Green		36%	40.39% Jan 2013	40.51%	Monthly	Percent of children adopted within 24 months of latest removal from home.
F-2	Recoupment from client error or intentional fraud.	Green	=	\$1,750,000	\$1,912,673	\$1,912,673	Annually	Benefits retained by the state for recovery of client case errors and intentional program violations.
	Employment Outcomes of Individuals With Disabilities	Yellow		1,670	1,439	1,971	Quarterly	Number of customers employed >= 90 days
	Hourly Wages Increase of Individuals With Disabilities.	Green		75%	107%	81%	Quarterly	Percent increase in hourly wage from application to closure.
	Average Hourly Wage of Individuals With Disabilities.		=	Top 5 States	Top 2	Top 2	FY Annually	Average hourly wage for employed customers (FY11)
	Employers Provided Services	Green		465	477	921	Quarterly	Number of employers served
	Employer Services Provided	Red		2,000	1,224	2,030	Quarterly	Number of services provided to employers (Job Acquisition and Retention)
	Centers for Independent Living Information & Referral Services	Green		4,500	4,157	4,600	Quarterly	Number of Individuals Served
<b>Financial</b>								
F-3	Food assistance payment accuracy rate	Green		94%	96.61% Oct-Jan 2013	97.67%	Monthly	Percent of benefits accurately issued to clients.
F-5	Savings achieved from disability determination system.	Green		\$1,500,000	\$2,059,407.52	\$116,149.44	FY Annually	Savings achieved from disability determination system.
F-6	Monthly Estimated Work Participation Rate	Green		50%	50.98% Oct-Mar 2013	49.8%	Monthly	Percent of work eligible assistance recipients who met federal work participation requirements.
F-1	Child support collected per \$1 of cost.	Green		\$6	\$6.62 FY12 To Date	\$6.99	FY 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.
<b>Internal Business Process</b>								
P-1B	Investigations of child protective services initiated timely.	Green		85%	86.3% Jan 2013	85.68%	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.	Green		\$18,000,000	\$69,584,900 FY 2012	\$34,930,228	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.	Green		90%	84.45% Jan 2013	84.19%	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	Green		60%	65.04% Jan 2013	63.95%	Monthly	Percent of reports that met standard of promptness requirements for Foster Care Service Plans.
P-4A	Timeliness of Child Protective Service Reports	Green		80%	82.38% Jan 2013	82.01%	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			20%	42% 29	47%	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	Green		90%	90%	94.3%	Annually	Percent of original adult foster care, homes for the aged, and child care facilities license applications processed within 180 days.
<b>Learning and Growth</b>								
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%	33.28% May 2013	24.96%	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.
<b>Talent</b>								
T-1	Mentor Michigan	Green		18,834	18,465	17,681	Annually	Number of mentors in youth mentoring programs registered with Mentor Michigan.
T-2	Mentor Michigan	Green		22,376	21,938	23,706	Annually	Number of youth served in mentoring programs registered with Mentor Michigan.
EE-Champions	Employee Engagement			63%	42% baseline		Twice a Year	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.
<b>Health</b>								
H-1	Food Access/Double Up Food Bucks	Yellow		\$1,700,000	\$1,307,548	\$203,451	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		46,699,760	45,784,080 Sept.-June		Annually	Number of breakfasts served statewide in schools receiving USDA school breakfast funds.
H-3	Food Access/No Kid Hungry		18,981,852	18,609,659 Sept.-June		Annually	Number of meals served statewide at summer food sites receiving USDA SFSP funds.
H-4	Food Access/No Kid Hungry		325,285	318,907		Annually	Number of children participating in direct Nutrition Education in schools, community centers.