

MiScorecard Performance Summary

Business Unit:	Human Services	Green	>90% of target
Executive/Director Name:	Maura Corrigan	Yellow	>= 75% - 90% of target
Reporting Period:	Sep 2013	Red	<75% of target
Date Approved:	10/18/2013	Scorecard Status	Final

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
C-1	Children exiting foster care to permanent placements.	Green		83.00%	79.83% Jan 2013	80.16%	Monthly	Percent of children exiting Foster Care each month to a permanent placement.
C-2	Children free from recurrence of maltreatment.	Green		94.60%	93.8% Jan 2013	94%	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		95.00%	95.14% June 2013	94.41%	Monthly	Assistance processed within DHS standards of promptness. 6/6/2013 - DHS Payment/ eligibility programs as sited below.
C-4	Children free from abuse or neglect in foster care.	Green		99.68%	99.14% Jan 2013	99.19%	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		36.00%	40.1% Jan 2013	39.36%	Monthly	Percent of children adopted within 24 months of latest removal from home.
F-2	Recoupment from client error or intentional fraud.	Green		\$1750000	\$1,912,673	\$1912673	Annually	Benefits retained by the state for recovery of client case errors and intentional program violations.
C-6	Employment Outcomes of Individuals With Disabilities	Green		1670	2,009	1971	Quarterly	Number of customers employed => 90 days
C-7	Hourly Wages Increase of Individuals With Disabilities.	Green		75%	131%	81%	Quarterly	Percent increase in hourly wage from application to closure.
C-8	Average Hourly Wage of Individuals With Disabilities.			Top 5 States	Top 2	Top 2	FY Annually	Average hourly wage for employed customers (FY11)
C-9	Employer Services Provided	Red		2000	898	1376	Quarterly	Number of services provided to employers (Job Acquisition and Retention)
C-10	Centers for Independent Living Information & Referral Services	Green		4500	5,149	9152	Quarterly	Number of Individuals Served
Financial								
F-3	Food assistance payment accuracy rate	Green		94.00%	97.53% Oct-May 2013	97.49%	Monthly	Percent of benefits accurately issued to clients.
F-5	Savings achieved from disability determination system.	Green		\$1500000.00	\$597,254	\$116146.44	FY Annually	Savings achieved from disability determination system.
F-6	Monthly Estimated Work Participation Rate	Green		50.00%	50.97% Oct-Jul 2013	50.79%	Monthly	Percent of work eligible assistance recipients who met federal work participation requirements.
F-1	Child support collected per \$1 of cost.				\$6.66 FY12 To Date		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.
Internal Business Process								
P-1B	Investigations of child protective services initiated timely.	Green		85.00%	88.64% Jan 2013	88.31%	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.				\$77,000,000 FY 2013		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. 10/14/2013 - (millions)
P-3	Percent of required face to face visits field with foster children.	Green		90.00%	89.65% Jan 2013	89.39%	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		60.00%	68.10% Jan 2013	67.55%	Monthly	Percent of reports that met standard of promptness requirements for Foster Care Service Plans.
P-4A	Timeliness of Child Protective Service Reports	Green		80.00%	83.40% Jan 2013	83.52%	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				53% 29		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				89.5%		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-4	Training delivered timely				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				58.24% September 2013	49.92%	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	18,465	17681	CY Annually	Number of mentors in youth mentoring programs registered with Mentor Michigan.
T-2	Mentor Michigan	Green		22376	21,938	23706	CY Annually	Number of youth served in mentoring programs registered with Mentor Michigan.
EE-Champions	Employee Engagement - Survey Participation	Yellow		68.0%	59.0%	55.0%	Twice a Year	Percentage of staff participating in the employee engagement survey.
Health								
H-1	Food Access/Double Up Food Bucks	Green		\$170000.00	\$1,307,548.00	\$203451.00	CY 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			46699760	45,784,080 Sept.-June		CY Annually	Number of breakfasts served statewide in schools receiving USDA school breakfast funds.
H-3	Food Access/No Kid Hungry			18981852	18,609,659 Sept.-June		CY Annually	Number of meals served statewide at summer food sites receiving USDA SFSF funds.
H-4	Food Access/No Kid Hungry			325285	318,907		CY Annually	Number of children participating in direct Nutrition Education in schools, community centers.