

Scorecard Performance Summary

Department Name: Office of Children's Ombudsman
 Executive/Director: Verlie Ruffin
 Period: February 2012

 Performance Improving
 Performance Staying the Same
 Performance Declining

 90% or greater of target
 >=75% to <90% of target
 less than 75% of target

Measure #	Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Financial								
		0	±					
		0	±					
		0	±					
		0	±					
		0	±					
Customer/Constituent								
C-1	Overall Service Attributes		→	80.0%	N/A	N/A	Quarterly	Goal is to receive 30 points per survey based upon case closing documentation being timely, helpful and easy to understand for complainants.
C-2	Response time for attempting initial contact with complainants		↓	75.0%	32.0%	N/A	Quarterly	Goal is to make initial contact within 3 business days via phone, letter or email.
		0	±					
		0	±					
		0	±					
		0	±					
Internal Business Processes								
	Timely investigate and complete findings and recommendations cases		↓	120 days	197 days	N/A	Quarterly	Average number of days for completing investigations and writing the report for cases where violations in case handling by DHS or a private child placing agency are found.
I-2		0	±					
		0	±					
		0	±					
		0	±					
Learning and Growth								
		0	±					
		0	±					

0	‡
0	‡