

# MiScorecard Performance Summary

**Business Unit:** Childrens Ombudsman  
**Executive/Director Name:** Charlotte J. Smith  
**Reporting Period:** May 2014

**Green** >90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 6/17/2014

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
C-2	Response time for attempting initial contact with complainants	Green		75%	64% First Quarter 2014	73%	Quarterly	Percentage of intakes where initial contact with a complainant is made within five business days.
<b>Internal Business Process</b>								
IB-1	Timely investigate and complete findings and recommendations cases	Red		120	208 First Quarter 2014	176	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.
IB-1A	Actual investigation time for findings and recommendations cases	Green		42.00	20.92 First Quarter 2014	21.60	Quarterly	Average number of actual work hours spent investigating a full investigation from the date work is commenced until the date the investigation is completed.
IB-1B	Lag time for findings and recommendations cases	Red		10.00	42.00 First Quarter 2014	44.35	Quarterly	Average number of days between the date a case is assigned to an investigator and the date work on a case is commenced.
IB-2	Findings (aka violations) issued to DHS and/or the private child placing agency for individual child abuse/neglect cases investigated by the OCO.	Green		85%	77% First Quarter 2014	91%	Quarterly	Violations of state law, policy and/or procedure found as a result of an OCO investigation and submitted to DHS and/or a private child placing agency in a statutorily required OCO Report of Findings and Recommendations. *The OCO's goal is for the involved agency to agree with at least 85% of the findings issued.
IB-3	Recommendations for action or changes submitted to DHS or private agency for child abuse/neglect cases investigated by the OCO.	Green		85%	90% First Quarter 2014	94%	Quarterly	Recommendations for corrective action, policy change, compliance, or amendments to a case record submitted by the OCO to DHS and/or a private child placing agency in a statutorily required OCO Report of Findings and Recommendations. *The OCO's goal is for the involved agency to take corrective action for at least 85% of the recommendations issued.
IB-4	Administrative Investigations Completed	Red		100	163 First Quarter 2014	115	Quarterly	Average number of days for cases closed as administrative investigations. Identified concerns addressed with the involved agency or would not have affected the outcome for the child.
IB-4A	Actual investigation time for administrative cases	Green		25.00	20.80 First Quarter 2014	6.68	Quarterly	Average number of actual work hours spent investigating a full investigation from the date work is commenced until the date the investigation is completed.
IB-4B	Lag time for administrative cases	Red		10.00	38.25	30.37	Quarterly	Average number of days between the date a case is assigned to an investigator and the date work on a case is commenced.
IB-5	Affirmations Completed	Green		90	66 First Quarter 2014	144	Quarterly	Average number of days for completed investigations where no violations of law, policy, or procedure were identified based on focus of investigation and/or complainant concerns.
IB-5A	Actual investigation time for affirmation cases	Green		22.00	19.35 First Quarter 2014	7.80	Quarterly	Average number of actual work hours spent investigating a full investigation from the date work is commenced until the date the investigation is completed.
IB-5B	Lag time for affirmation cases	Green		10.00	10.75 First Quarter 2014	78.66	Quarterly	Average number of days between the date a case is assigned to an investigator and the date work on a case is commenced.
IB-6	Preliminary Investigations Completed	Green		30	29 First Quarter 20134	20	Quarterly	Average number of days for investigations of shorter duration where limited information is reviewed based on complainant's concerns.
IB-6A	Actual investigation time for preliminary investigation cases	Green		10.00	9.60 First Quarter 2014	5.41	Quarterly	Average number of actual work hours spent completing a preliminary investigation from the date work is commenced until the date the investigation is completed.
IB-6B	Lag time for preliminary investigations	Green		10.00	2.25 First Quarter 2014	5.00	Quarterly	Average number of days between the date a case is assigned to an investigator and the date the work on a preliminary investigation is commenced.