

MiScorecard Performance Summary

Business Unit: **Childrens Ombudsman**
 Executive/Director Name: **Orlene Hawks**
 Reporting Period: **Nov 2014**

Green >90% of target
 Yellow >= 75% - 90% of target
 Red <75% of target
 Date Approved: 2/11/2015

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
C-2	Response time for attempting initial contact with complainants	Red		75%	44% Fourth Quarter 2014	48%	Monthly	Percentage of intakes where initial contact with a complainant is made within five business days.
Internal Business Process								
IB-1	Timely investigate and complete findings and recommendations cases	Red		120	159 Fourth Quarter 2014	95	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	11.66 Fourth Quarter 2014	30.02	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	108.00 Fourth Quarter 2014	124.36	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%	90% Fourth Quarter 2014	81%	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%	100% Fourth Quarter 2014	88%	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	217 Fourth Quarter 2014	247	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	14.33 Fourth Quarter 2014	13.96	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	74.91 Fourth Quarter 2014	162.10	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	Red		90	169 Fourth Quarter 2014	188	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	6.70 Fourth Quarter 2014	12.77	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	Red		10.00	37.80 Fourth Quarter 2014	212.25	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	Red		30	76 Fourth Quarter 2014	33	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	9.21 Fourth Quarter 2014	7.27	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	Red		10.00	38.75 Fourth Quarter 2014	4.40	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.