

MiScorecard Performance Summary

Business Unit: Childrens Ombudsman
Executive/Director Name: Orlene Hawks
Reporting Period: May 2015

Green >90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 7/16/2015

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
C-2	Response time for attempting initial contact with complainants	Green		75%	96% First Quarter 2015	92%	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	Green		120	102 First Quarter 2015	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	7.60 First Quarter 2015	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	Green		10.00	5.50 First Quarter 2015	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-4	Administrative Investigations Completed	Red		100	180 First Quarter 2015	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	14.18 First Quarter 2015	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	12.93 First Quarter 2015	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	141 First Quarter 2015	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	8.67 First Quarter 2015	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	Green		10.00	8.70 First Quarter 2015	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.