

MiScorecard Performance Summary

Business Unit: Childrens Ombudsman
Executive/Director Name: Verlie M. Ruffin
Reporting Period: May 2012
Date Approved: 6/12/2012

Green	90% or greater of target
Yellow	>= 75% to 90% of target
Red	less than 75% of target

Scorecard Status: **Final**

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
C-1	Overall Service Attributes		N/A	24%	206%		Quarterly	Goal to receive 30 points per survey based upon case closing documentation being .
C-2	Response time for attempting initial contact with complainants		N/A	3%			Quarterly	Length of time it takes to attempt to conduct intake with Complainant.
Internal Business Process								
IB-1	Timely investigate and complete findings and recommendations cases		N/A	120		197	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.