

MiScorecard Performance Summary

Business Unit: Childrens Ombudsman
Executive/Director Name: Verlie M. Ruffin
Reporting Period: July 2012
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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%	0%		Quarterly	Goal to receive 30 points per survey based upon case closing documentation being .
Internal Business Process								
IB-1	Timely investigate and complete findings and recommendations cases			120	188	149	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-2	Findings (aka violations) issued to DHS and/or the private child placing agency for individual child abuse/neglect cases investigated by the OCO.			70%	86%	57.5%	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 70% 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.			75%	89%	81.4%	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 75% of the recommendations issued.