

## MiScorecard Performance Summary

**Business Unit:** Childrens Ombudsman  
**Executive/Director Name:** Verlie M. Ruffin  
**Reporting Period:** Dec 2013  
**Date Approved:** 1/15/2014

**Green** >90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Scorecard Status **Final**

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%	73% Fourth Quarter 2013	63%	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	176 Fourth Quarter 2013	146	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	21.60 Fourth Quarter 2013	43.75	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	44.35 Fourth Quarter 2013	85.55	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%	91% Fourth Quarter 2013	93%	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.	Green		85%	94% Fourth Quarter 2013	92%	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.
IB-4	Administrative Investigations Completed	Yellow		100	115 Fourth Quarter 2013	131	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	6.68 Fourth Quarter 2013	11.35	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	30.37 Fourth Quarter 2013	36.66	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-5	Affirmations Completed	Red		90	144 Fourth Quarter 2013	133	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	7.80 Fourth Quarter 2013	10.55	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	78.66 Fourth Quarter 2013	95.20	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	20 Fourth Quarter 2013	16	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	5.41 Fourth Quarter 2013	4.83	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	5.00 Fourth Quarter 2013	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.