



MiScorecard Performance Summary

Business Unit: Human Services
 Executive/Director Name: Maura Corrigan
 Reporting Period: Dec 2012
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Green >90% of target
 Yellow >= 75% - 90% of target
 Red <75% of target

Scorecard Status Final

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
C-1	Children exiting foster care to permanent placements.	Green		83%	82.52%	82.62%	Monthly	Percent of children exiting Foster Care each month to a permanent placement.
C-2	Children free from recurrence of maltreatment.	Green		94.60%	91.45%	91.38%	Monthly	Child victims of abuse and/or neglect not victimized again in a 6-month period.
C-3	Client benefit applications processed within standards of promptness.	Green		95%	94.02%	94.35%	Monthly	Assistance processed within DHS standards of promptness.
C-4	Children free from abuse or neglect in foster care.	Green		99.68%	98.88%	98.90%	Monthly	Child victims of abuse and/or neglect not victimized again by a foster parent or child caring institution staff person.
C-5	Children adopted within 24 months.	Green		36%	38.68%	38.33%	Monthly	Percent of children adopted within 24 months of latest removal from home.
F-2	Recoupment from client error or intentional fraud.	Green	=	\$1750000	\$1912673	\$1912673	Annually	Benefits retained by the state for recovery of client case errors and intentional program violations.
	Employment Outcomes of Individuals With Disabilities	Green		1670	1823	1971	Quarterly	Number of customers employed => 90 days
	Hourly Wages Increase of Individuals With Disabilities.	Green		75%	92%	81%	FY Annually	Percent increase in hourly wage from application to closure (FY11 data; FY12 data not yet available)
	Average Hourly Wage of Individuals With Disabilities.	Green	=	Top 5 States	Top 2	Top 2	FY Annually	Average hourly wage for employed customers (FY11)
	Employers Provided Services	Green		465	455	921	Quarterly	Number of employers served
	Employer Services Provided	Green		2000	2014	2030	Quarterly	Number of services provided to employers (Job Acquisition and Retention)
	Centers for Independent Living Information & Referral Services	Green		4500	4837	4600	Quarterly	Number of Individuals Served
Financial								
F-1	Child support collected per \$1 of cost.	Green		\$6.00	\$6.62	\$6.99	FY Annually	Child support collected divided by administrative costs. The national average is \$4-\$5. Michigan is typically above the national average collecting about \$6-\$7 for every dollar it costs to administer it.
F-3	Food assistance payment accuracy rate	Green		94.00%	96.43%	96.61%	Monthly	Percent of benefits accurately issued to clients.
F-4	Ensure Welfare-to-Work deferrals are handled timely.	Red		60%	96.31%	96.40%	Monthly	Clients deferred from work requirements less than 90 days divided by the total number of clients deferred.
F-5	Savings achieved from disability determination system.	Green		\$1500000.00	\$2059407.52	\$116149.44	FY Annually	Savings achieved from disability determination system.
F-6	Monthly Estimated Work Participation Rate	Yellow		50.00%	43.04%	41.23%	Monthly	Percent of work eligible assistance recipients who met federal work participation requirements.
Health								
H-1	Food Access/Double Up Food Bucks	Yellow		\$1700000	\$1307548	\$203451	Annually	Combined SNAP and Double Up Food Bucks sales at Farmer's markets participating in Double Up Food Bucks incentive program
H-2	Food Access/No Kid Hungry			46699760	45784080		Annually	Number of breakfasts served statewide in schools receiving USDA school breakfast funds.
H-3	Food Access/No Kid Hungry			18981852	18609659		Annually	Number of meals served statewide at summer food sites receiving USDA SFSP funds.
H-4	Food Access/No Kid Hungry			325285	318907		Annually	Number of children participating in direct Nutrition Education in schools, community centers.
Internal Business Process								
P-1B	Investigations of child protective services initiated timely.	Green		85%	83.79%	83.26%	Monthly	Percent of Child Protective Services investigations commenced within 24 hours of receiving the complaint.
P-2	Cost avoidance realized through stronger front end eligibility process.	Green		\$18000000	\$69584900	\$34930228	Annually	Projected DHS Program costs avoided through the Front End Eligibility process that reviews active DHS public assistance cases for potential fraud and program violations.
P-3	Percent of required face to face visits held with foster children.	Green		90%	82.68%	82.37%	Monthly	Percent of monthly face to face visits completed between children in foster care and their caseworker.
P-4	Timeliness of Foster Care Services Reports	Green		60%	61.55%	60.73%	Monthly	Percent of reports that met standard of promptness requirements for Foster Care Service Plans.
P-4A	Timeliness of Child Protective Service Reports	Green		80%	80.81%	80.63%	Monthly	Percent of reports that meet standard of promptness requirements for Children's Protective Services investigation summaries and service plans.
P-5	Percent of benefit applications completed online	Green		20%	36%	32%	Monthly	Percent of benefit applications received online as a percentage of all cases registered.
P-6	Percent of Child and Adult licensing applications completed timely	Green		90%	90%	94.30%	Annually	Percent of original adult foster care, homes for the aged, and child care facilities license applications processed within 180 days.
Learning and Growth								
L-3	Key Performance Metrics measured	Green	=	100%	100%	100%	Monthly	Percent of department metrics designed to permit high value low cost service delivery that are accurately measured.
L-4	Training delivered timely	Green	=	100%	100%	100%	Quarterly	The percent of CPS, Foster Care, and Adoption caseworkers public and private that have completed training within 16 weeks of hire or promotion date.
L-5	Percent of offices visited annually by the Executive Office	Green	=	24%	108%	108%	Monthly	The percent of the 102 DHS offices personally visited by the DHS Director each year. The target number of offices to visit this year is 24. This is a staff morale issue.
Talent								
T-1	Mentor Michigan	Green		18834	18465	17681	Annually	Number of mentors in youth mentoring programs registered with Mentor Michigan.

T-2	Mentor Michigan			22376	21938	23706	Annually	Number of youth served in mentoring programs registered with Mentor Michigan.
EE-Champions	Employee Engagement			63.0%	42.0%		Quarterly	Percentage of workers defined as Champions according to employee engagement survey. Champions are employees who have: strong identification with organization objectives, high level of loyalty, and high level of willingness to cooperate and motivate colleagues.