

Draft Smart Goals for Investigations

**DRAFT INVESTIGATIVE SMART GOALS**

Number	Focus	Position(s) Measured	SMART Goal	Rubric
1	<b>Complaint Intake</b> (timeliness)  Accreditation Standard 4.01M.	Investigator and/or Director of Investigations	Complaints will be processed for intake within ___ working days of receipt.	___ working days = 5 rating ___ working days = 4 rating ___ working days = 3 rating ___ working days = 2 rating ___ working days = 1 rating
2	<b>Case Planning</b> (Timeliness and Quality)  Accreditation Standard 4.03M	Investigator	All investigative plans will address the required elements in accordance with agency standards and will be completed and submitted to the supervisor within ___ working days of case assignment.	___ working days and ___ percent of time are complete, and address all the required elements = 5 rating ___ working days and ___ percent of time are complete, and address all the required elements = 4 rating ___ working days and ___ percent of time are complete, and address all the required elements = 3 rating ___ working days and ___ percent of time are complete, and address all the required elements = 2 rating ___ working days and ___ percent of time are complete, and address all the required elements = 1 rating
3	<b>Case Completion</b> (Timeliness)  Accreditation Standard 4.02M	Investigator	Investigations will be completed within an average of ___ calendar days of assignment.	between ___ and ___ days = 5 rating between ___ and ___ days = 4 rating between ___ and ___ days = 3 rating between ___ and ___ days = 2 rating between ___ and ___ days = 1 rating
4	<b>Report Preparation</b> (Timeliness)  Accreditation Standard 4.02M	Investigator	Reports of investigations and/or closure memorandums will be submitted within an average of ___ working days from receipt of the last evidence/interview/information.	between ___ and ___ days = 5 rating between ___ and ___ days = 4 rating between ___ and ___ days = 3 rating between ___ and ___ days = 2 rating between ___ and ___ days = 1 rating

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<p><b>5</b></p>	<p><b>Report Quality</b>  Accreditation Standard 4.07M</p>	<p>Investigator</p>	<p>Reports will be proofread, grammatically correct, clear, concise, and contain all the required elements to support the investigative conclusions. Reports will require no more than an average of three revisions involving substantive issues.</p> <p>Substantive issues include: Core investigative elements, case report organization beyond minor typos.</p>	<p>between ___ and ___ revisions = 5 rating between ___ and ___ revisions = 4 rating between ___ and ___ revisions = 3 rating between ___ and ___ revisions = 2 rating between ___ and ___ revisions = 1 rating</p>
<p><b>6</b></p>	<p><b>Post Case Assessment of Investigative Work Product</b>  Accreditation Standard 4.02M, 4.03M, 4.06M, 4.07M</p>	<p>Investigator</p>	<p>Investigators will produce products that provide a level of sufficiency that includes relevant information in an organized and succinct format to thoroughly address issues and meet the intended objectives. Percentage will be based on a post case assessment or a random sampling of cases completed during the rating period to include:</p> <ul style="list-style-type: none"> <li>a. Investigative Plan</li> <li>b. Documentation of Investigative Activities</li> <li>c. Organization</li> <li>d. Responsiveness to Complaint/Case Assignment</li> <li>e. Communication</li> <li>f. Format</li> </ul>	<p>___ percent of post work product reviews meet the criteria = 5 rating ___ percent of post work product reviews meet the criteria = 4 rating ___ percent of post work product reviews meet the criteria = 3 rating ___ percent of post work product reviews meet the criteria = 2 rating ___ percent of post work product reviews meet the criteria = 1 rating</p>
<p><b>7.</b></p>	<p><b>Interviews</b>  Accreditation Standard 4.05M</p>	<p>Investigator</p>	<p>Conducts thorough, objective comprehensive, professional interviews of complainants, witnesses, and subjects in accordance with office standards and applicable laws and contracts. Is cognizant of the information being obtained and asks clarifying questions to ensure all pertinent issues/questions are sufficiently resolved and followed up on.</p>	<p>___ percent of interviews sampled meet the criteria= 5 rating ___ percent of interviews sampled meet the criteria= 4 rating ___ percent of interviews sampled meet the criteria= 3 rating ___ percent of interviews sampled meet the criteria= 2 rating ___ percent of interviews sampled meet the criteria= 1 rating</p>
<p><b>8</b></p>	<p><b>Customer Satisfaction Survey</b></p>	<p>Director of Investigations</p>	<p>Internal and external responses to investigative services. Surveys ask questions that focus on timeliness, sufficiency of the information</p>	<p>Average rating of ___ to ___ = 5 rating Average rating of ___ to ___ = 4 rating Average rating of ___ to ___ = 3 rating</p>

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			provided, and communication during the case engagement. Customer satisfaction is rated on a scale.	Average rating of ___ to ___ = 2 rating Average rating of ___ to ___ = 1 rating
9	<b>Case file Organization</b>  Accreditation Standard 7.02M	Investigator	The required elements are included in the case file and organized in accordance with the standards. They include all case materials, documents, and exhibits. Items are organized in an orderly manner and submitted as complete within ___ working days after case closure.	___ working days and ___ percent of time are complete and organized in accordance to the standards = 5 rating ___ working days and ___ percent of time are complete and organized in accordance to the standards = 4 rating ___ working days and ___ percent of time are complete and organized in accordance to the standards = 3 rating ___ working days and ___ percent of time are complete and organized in accordance to the standards = 2 rating ___ working days and ___ percent of time are complete and organized in accordance to the standards = 1 rating
10	<b>Case Planning</b>	Director of Investigations	Investigative plans will be reviewed for completeness and appropriate content in an average of ___ days.	between ___ and ___ revisions = 5 rating between ___ and ___ revisions = 4 rating between ___ and ___ revisions = 3 rating between ___ and ___ revisions = 2 rating between ___ and ___ revisions = 1 rating

Others considered but not included.

	<b>Training</b>  Accreditation Standard 3.02M	Enhances the knowledge, skills, and abilities needed to perform the duties of the position by completing all required and recommended training. Staff shall complete 20 hours of job related training with a minimum of 6 hours of directly related training annually. Displays initiative in acquiring new knowledge, skills, and abilities related to assigned tasks.	___ hours = 5 rating ___ hours = 4 rating 20 hours (6 hours directly related) = 3 rating ___ hours = 2 rating ___ hours = 1 rating
	<b>Professional Development</b>  Accreditation Standard 3.02M	Employees are expected to seek internal opportunities for professional development. Rate staff based on involvement with CIGI, CFE, etc., pursuing additional certifications, etc. Rate employees on professional development and involvement . Does that employee volunteer for mission related work assignments in the office? Initiative? Teamwork?	___ items = 5 rating ___ items = 4 rating ___ items = 3 rating ___ items = 2 rating ___ items = 1 rating

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