## Draft Investigative SMART Goals

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<th>Number</th>
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</table>
| 1      | Complaint Intake (timeliness) | 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 |
|        | Accreditation Standard 4.01M. | | | |
| 2      | Case Planning (Timeliness and Quality) | 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 |
|        | Accreditation Standard 4.03M | | | |
| 3      | Case Completion (Timeliness) | 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 |
|        | Accreditation Standard 4.02M | | | |
| 4      | Report Preparation (Timeliness) | 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 |
|        | Accreditation Standard 4.02M | | | |
| 5 | **Report Quality**<br>Accreditation Standard 4.07M | Investigator | 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. Substantive issues include: Core investigative elements, case report organization beyond minor typos. | between ____ and ____ revisions = 5 rating<br>between ____ and ____ revisions = 4 rating<br>between ____ and ____ revisions = 3 rating<br>between ____ and ____ revisions = 2 rating<br>between ____ and ____ revisions = 1 rating |
| 6 | **Post Case Assessment of Investigative Work Product**<br>Accreditation Standard 4.02M, 4.03M, 4.06M, 4.07M | Investigator | 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:<br>a. Investigative Plan<br>b. Documentation of Investigative Activities<br>c. Organization<br>d. Responsiveness to Complaint/Case Assignment<br>e. Communication<br>f. Format | ____ percent of post work product reviews meet the criteria = 5 rating<br>____ percent of post work product reviews meet the criteria = 4 rating<br>____ percent of post work product reviews meet the criteria = 3 rating<br>____ percent of post work product reviews meet the criteria = 2 rating<br>____ percent of post work product reviews meet the criteria = 1 rating |
| 7. | **Interviews**<br>Accreditation Standard 4.05M | Investigator | 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. | ____ percent of interviews sampled meet the criteria= 5 rating<br>____ percent of interviews sampled meet the criteria= 4 rating<br>____ percent of interviews sampled meet the criteria= 3 rating<br>____ percent of interviews sampled meet the criteria= 2 rating<br>____ percent of interviews sampled meet the criteria= 1 rating |
| 8 | **Customer Satisfaction Survey**<br>Director of Investigations | Internal and external responses to investigative services. Surveys ask questions that focus on timeliness, sufficiency of the information | Average rating of ____ to ____ = 5 rating<br>Average rating of ____ to ____ = 4 rating<br>Average rating of ____ to ____ = 3 rating |
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| Case file Organization | 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. | Average rating of ___ to ___ = 2 rating
| 9 | | | Average rating of ___ to ___ = 1 rating

- ___ 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

| Case Planning | Director of Investigations | Investigative plans will be reviewed for completeness and appropriate content in an average of ____ days. | between ___ and ___ revisions = 5 rating
| 10 | | | 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.

| Training | 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

| Professional Development | 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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