

**Florida Department of Health  
Proposed Inspector General SMART Goals**

**Complaint Intake**

Complaint Intake forms and complaint documentation are reviewed and approved/disapproved by the Inspector General no longer than 10 days from receipt of the complaint in the OIG. Percentage of Intake forms completed on time:

- 95% = 5 rating
- 90% = 4 rating
- 85% = 3 rating
- 80% = 2 rating
- Less than 80% = 1 rating

**Audit Findings**

Management agreement with audit findings is an indicator of the accuracy of audit work performed. Percentage of audit findings agreed to by management:

- 95% = 5 rating
- 90% = 4 rating
- 80% = 3 rating
- 70%= 2 rating
- Less than 70% = 1 rating

**Training**

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.

- 60 hours (6 hours directly related) = 5 rating
- 40 hours (6 hours directly related) = 4 rating
- 20 hours (6 hours directly related) = 3 rating
- 10 hours = 2 rating
- Less than 10 hours = 1 rating