

Performance Measures Template

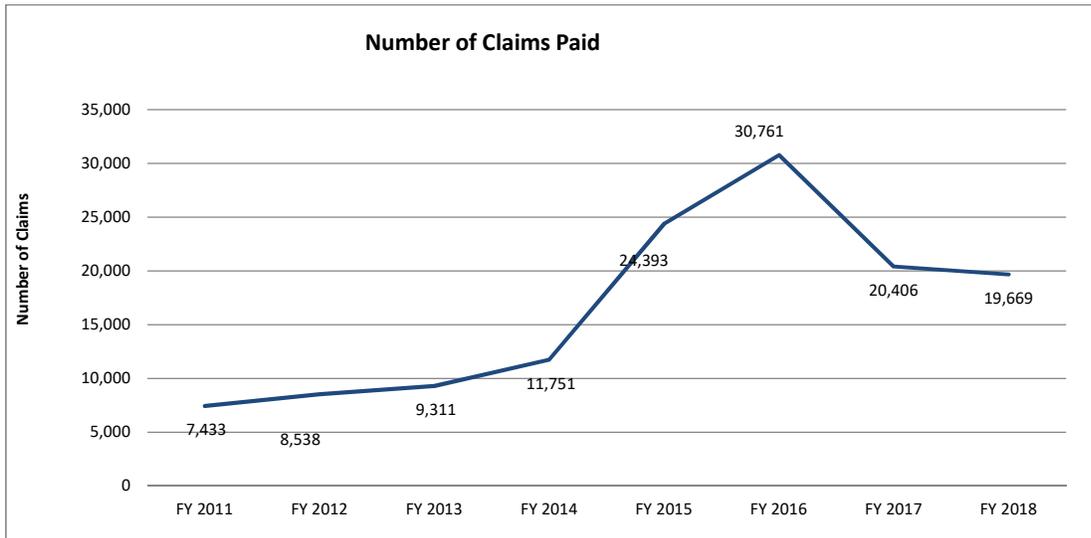
Department	State Treasurer
Line Item	State Treasurer
Program	Unclaimed Property

Performance Measure

Name of Performance Measure:	Number of Claims Paid									
Graph title:	Number of Claims Paid									
Year	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	
Actual	8,738	7,433	8,538	9,311	11,751	24,393	30,761	20,406	19,669	
Target										
% of Target										

Explanation of the Performance Measure

Overview of performance measure:	The purpose of the Unclaimed Property Division is to reunite rightful owners with their properties, and to safeguard those properties until such disbursements are made. This measure tracks the number of such disbursements and is a primary way to gauge the effectiveness of the division's efforts.
What are you specifically measuring?	Each claim that results in a warrant being issued as payment.
Goal:	No goal is set because the result depends upon several other factors.
Methodology:	The number of claims, which could included several properties, that are processed and paid.
Measure type:	Output
Comments explaining the numbers/trend:	The number of claims paid is a function of the number of claims initiated and success of advertising/publication campaigns.

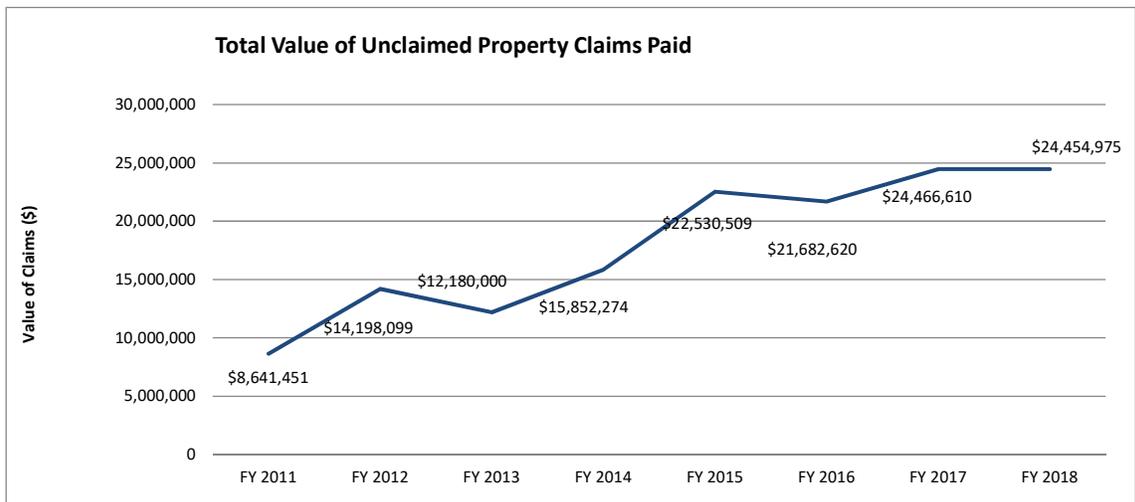


Performance Measure

Name of Performance Measure:	Value of Claims Paid									
Graph title:	Total Value of Unclaimed Property Claims Paid									
Year	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	
Actual	8,372,824	8,641,451	14,198,099	12,180,000	15,852,274	22,530,509	21,682,620	24,466,610	24,454,975	
Target										
% of Target										

Explanation of the Performance Measure

Overview of performance measure:	This is the total dollar amount of claims paid to the rightful owners of Unclaimed Property, and is another primary measure of the division's effectiveness in its mission.
What are you specifically measuring?	Each claim contains one or more unique properties with different dollar amounts. This measure is the sum of the value of all the unique properties paid.
Goal:	No goal is set because the dollar value can vary for each property and the number of claims paid.
Methodology:	The value of each unique property paid is summed.
Measure type:	Output
Comments explaining the numbers/trend:	Claims can range from a few dollars to hundreds of thousands of dollars. The number and value of each claim can vary year-to-year which creates volatility in the number.



Performance Measure

Name of Performance Measure:	Ratio of Claim Dollars Paid to Claim Dollars Collected									
Graph title:	Ratio of Claim Dollars Paid to Claim Dollars Collected									
Year	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
Actual	35.00%	20.00%	21.00%	31.00%	26.00%	37.00%	47.00%	52.00%	58.00%	46.37%
Target	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%
Spread										

Explanation of the Performance Measure

Overview of performance measure:	This measure shows the amount of claim dollars paid to owners divided by the total dollar amount of property received in a given fiscal year. The goal is to pay out 50 percent or more of annual collections to rightful owners. Note: Individual claims may be collected and paid in different fiscal years.
What are you specifically measuring?	The ratio of unclaimed property claims paid to property received
Goal:	Achieve a ratio of 50%
Methodology:	claims paid dollars/unclaimed property received
Measure type:	Outcome
Comments explaining the numbers/trend:	

