

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

TIMELINE: October 1, 2008 through September 30, 2009

PROGRAM MISSION STATEMENT (Customer-Focus Direction)

The State Office of Administrative Hearings and Rules (SOAHR) provides a central forum for parties to administratively litigate contested cases under a variety of statutes. SOAHR is also responsible for the administrative rulemaking process for all state departments and agencies. To fulfill these twin missions, SOAHR employs administrative law judges, analysts, and support staff.

VISION STATEMENT

SOAHR's vision is to promote, define, and implement best practices in all our areas. By benefiting from the creativity and commitment of our staff and partners, we can develop best practices so that our clients – both public and private – are served in a professional, timely, and efficient manner and so that our staff is included, engaged, and encouraged to promote our mission and our vision.

PROGRAM STATEMENT

SOAHR provides litigants with prompt and fair hearings in contested cases referred by:

1. Department of Energy, Labor and Economic Growth
2. Department of Human Services
3. Department of Community Health
4. Department of Corrections
5. Department of Education
6. Department of Environmental Quality
7. Department of Management and Budget
8. Department of Natural Resources
9. Department of Agriculture
10. Department of State Police
11. Department of Transportation
12. Department of Treasury
13. Department of History, Arts, and Libraries

FUND SOURCE: (Funding Provided by those Departments Served)

Federal Funds

State Restricted Funds

12/3/2009

S:\FAS\BUDGET\FY11\FY09 ANNUAL PERFORMANCE RPTS\SEC 110 SOAHR-FY2009 PERFORMANCE-FINAL.DOC

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

General Fund/General Purpose

LEGAL BASIS:

SOAHR conducts contested case hearings pursuant to the authority granted in Executive Order 2005-1.

CUSTOMER IDENTIFICATION:

SOAHR's customers are the people and organizations who participate in hearings and rulemaking. They include parties to disputes that come before SOAHR; Michigan citizens, agents, advocates and attorneys; witnesses; other state and federal personnel, and parties interested in rulemaking.

CRITICAL GOALS/MAJOR OBJECTIVES and RESULTS

The overarching goal of SOAHR is to provide contested case proceedings in the most timely, efficient, fair, and professional manner possible consistent with due process and within parameters mandated by statute, rules, or internal guidelines and to efficiently and effectively coordinate the administrative rulemaking of state departments and agencies.

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

Program Goals:

GOAL 1

Achieve timeliness and quality standards by closely monitoring timeliness of appeals being forwarded to SOAHR and by monitoring and adapting to changing caseloads. Achieving timeliness and quality standards aligns to the DLEG values of integrity, trust, and excellence.

Goal 1, Objective 1

SOAHR decisions issued in unemployment appeal cases will exceed the quality standard of 85% percent of the cases scoring at least 80% on the quarterly quality audit, will meet the timeliness standard of 60% of decisions issued within 30 days, and will meet the timeliness standard of 80% issued within 45 days.

Strategy 1.1

Comment: SOAHR exceeded the federal quality standard of 85% during the review period. Over the four quarters of FY 2008-2009, 95% of cases scored, met or exceeded quality standards.

The US Department of Labor imposes three separate timeliness standards in unemployment appeals cases. The newest, implemented during the current fiscal year, requires cases to meet an overall 30 day case aging standard. Our overall average for the year was 37.6 days.

The remaining two deadlines require SOAHR to issue opinions within 30 and 45 days of the filing of an appeal. Given the current delay in receipt of appeals, it is not expected that SOAHR will meet standards until the next fiscal year. The Unemployment Agency is delayed in beginning a project to restructure the workflow and install new software. The part of the project that will help us in receiving appeals more timely will be completed by them by the end of FY 2011. It will take several months from the time they install the software for us to make the timeliness deadlines.

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

Goal 1, Objective 2

1.2 ALEs located in SOAHR's Lansing Capital offices will meet their varied timeliness standards in at least 90% of cases closed.

Strategy 1.2

Comment: For the FY 09 reporting period, the Capitol Complex group opened 7,711 cases. During the reporting period, the Capitol Complex group closed 6,246.

The Capitol Complex group's timeliness percentage was 94.2%. This percentage did exceed the group's objective of 90%.

Goal 1, Objective 3

1.3 ALEs performing hearings for the Public Service Commission should transmit electric and gas cases within 160 days after the initial hearing in 90% of cases. Transmittals in telecommunication cases should be completed within 100 days after the initial hearing in 90% of cases.

Strategy 1.3

Comment: During the reporting period, the SOAHR PSC offices closed 178 cases. In some instances, the transmittal of the case exceeded the 160-day goal in electric or gas cases or the 100-day goal in telecommunication cases. In many of those instances, however, the complexity of the case required additional time to compile the record, but the Proposal for Decision was still issued in 350 days or less. If these cases are excluded from the timeliness computation, the timeliness rate for all case types is 93% for the reporting period.

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

GOAL 2

Improve services to client agencies by increasing training and redesigning databases. This goal will address the DLEG value of excellent customer service as well as inclusion.

Goal 2, Objective 1

- 2.1.1 To increase understanding and efficiency of the rulemaking process, each department will be offered individual 3-hour training sessions for newly appointed Regulatory Affairs Officers and ancillary staff.

Strategy 2.1:

Comment: All new Regulatory Affairs Officers attended three-hour training sessions. This objective has been met.

Goal 2, Objective 2

- 2.2 SOAHR and DIT will complete the implementation of the DHS database enhancements.

Strategy 2.2

Comment: During 2009, tracker requests for enhancements to complete the DHS database project were completed with the exception of one validation enhancement request. The purpose of this final enhancement is to reduce possible double entries of data and for accurate ad hoc reporting.

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

Goal 2, Objective 3

2.3 SOAHR will work with the Governor's Cabinet and all departments to re-engineer its case management system to improve the quality and efficiency of services to others in the Executive Branch of government and the public.

Strategy 2.3

Comment: SOAHR has made significant progress over the past year toward meeting this goal. After many months of discussion with DIT, the decision was made to purchase an existing "Off the Shelf" (COTS) program as the most effective and efficient way for SOAHR to acquire a new case management system to streamline the hearing process within SOAHR. SOAHR and DIT prepared a Request For Purchase (RFP) to acquire bids from those companies who meet SOAHR's requirements for the new case management system. After bids were submitted and reviewed, SOAHR and DIT accepted one of the bids and awarded a contract. Because of the time necessary to complete the bid process and financial obligations, SOAHR has extended the goal for completion of this project to September 2010.

GOAL 3

SOAHR will explore options to decrease its operational costs through identifying efficiencies in its various components. By reducing burdens on state taxpayers, this goal will address the DLEG values of excellence and customer satisfaction.

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

Goal 3, Objective 1

3.1 The mergers of two outstate offices, currently located in Livonia and Troy, will be completed during the next fiscal year.

Strategy 3.1

Comment: SOAHR is proceeding on its plans to merge the Troy and Livonia offices. Suitable space had been located in Farmington, but was rejected by DMB during the bid review process. A separate RFP has now been issued to locate suitable space.

GOAL 4

SOAHR will actively seek out input and teamwork through increased visibility in SOAHR offices.

Goal 4, Objective 1

4.1 The SOAHR Executive Director or Deputy Director will visit one office at least once each month.

Strategy 4.1

Comment: During the review period, either the Executive Director or the Deputy Director visited at least one, non-central office location each month.

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

GOAL 5

SOAHR will develop a program to systematically acknowledge significant milestones in the careers of team members and significant accomplishments they have achieved.

Goal 5, Objective 1

5.1 SOAHR will provide recognition certificates to staff achieving specified levels of service and inform other team members of these accomplishments via email.

Strategy 5.1

Comment: SOAHR continues to recognize employees with a Service Recognition Award signed by Executive Director Plummer for each five-year milestone. At the end of the calendar year, all SOAHR staff receives an e-mail recognizing each of those employees' accomplishments.

Goal 5, Objective 2

5.2 SOAHR Managers will stress team and individual progress recognition through emails generated throughout their team and throughout SOAHR.

Strategy 5.2

Comment: Managers have systematically met this objective by acknowledging individual and team accomplishments.

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

PROGRAM EFFECTIVENESS (Current Year)

Program Goals/Metrics

See attached charts

Performance Measures

Same measures as detailed within this report with the exception of those deemed completed during the prior review period.

Program Improvements Made

- 1) Through the receipt of federal stimulus dollars, SOAHR was able to retain at the close of the review period additional staff to respond to an increase in unemployment insurance appeals.
- 2) A piloted program was begun in our Department of Corrections referrals to enable greater staff flexibility by utilizing video hearing technologies.
- 3) A pilot project was successfully launched in SOAHR's Ottawa Building Office to use remote video interpreter services to reduce interpreter costs in administrative hearings.
- 4) Additional ALEs were cross-trained in Department of Human Services and Unemployment Appeals to foster more efficient use of staff resources and to increase SOAHR's ability to respond to peaks in demand in these areas.

PROGRAM IMPROVEMENT PLANS FOR FY10

- 1) Through the vendor recently selected as part of SOAHR's Process Reengineering Initiative, reduce duplication and increase efficiency through the development of a more limited number of case management systems.
- 2) Expand video interpreter pilot to all offices holding unemployment hearings.
- 3) Increase video hearing capability in SOAHR's Ottawa Building office to permit more efficient use of resources.
- 4) Reevaluate current staffing allocations in our Department of Human Resources' referral area to maximize limited resources.
- 5) Develop and implement tools and methodologies for stricter expenditure tracking to assure SOAHR does not exceed IDG caps.

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

CHALLENGES FOR FY10 and BEYOND

- 1) As a result of funding reductions in our GFGP funded Department of Corrections IDG, SOAHR has insufficient resources to fund currently assigned ALEs for the full year. The challenge will be to reduce expenditures through diverting staff to other SOAHR areas or eliminating staff while still meeting rising Department of Corrections' caseload demands.
- 2) High unemployment appeals continue to be a challenge for SOAHR. While we have recently increased staffing to meet the challenges resulting from these increases, deployment, training and monitoring of new staff will be critical to our ability to meet referral intake increases.
- 3) SOAHR intake in our DHS caseload has increased 83.2% since SOAHR assumed jurisdiction in 2005. While we have received program enhancement in each of the last two budget cycles, those enhancements have not kept pace with the increases in intake and have not provided sufficient funding or FTE support to permit the cases to be handled in a timely manner. Indeed, based on intake patterns for the last two months, SOAHR is anticipating further case increases of over 30% in FY 10.

When SOAHR first received DHS case jurisdiction, our intake level averaged between 400 and 500 per week. For the first 4 weeks of FY 10, we have received over 1,000 cases per week. Given current staffing and funding constraints, meeting the challenge of this rapidly expanding caseload is SOAHR's major challenge for FY 10.

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

CHARTS

Fiscal YEAR 2008 – 2009 State Office of Administrative Hearings and Rules Case Opening Statistics – Table 1

Hearing Case Type	Area	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Total
Agriculture	General	0	2	1	1	4
DCH	Med Ben	425	430	480	487	1,822
	Health Policy	31	30	59	23	143
	BHS	16	12	7	7	42
	BHP	40	71	79	52	242
	MHC	2	4	8	2	16
	Med Prov	41	56	30	14	141
	Rehearing	15	8	15	13	51
	Other	4	1	8	3	16
	Total:	574	612	686	601	2,473
Corrections	Misconduct	19,465	23,096	20,686	21,914	85,161
	Parole Hearing	230	227	280	327	1,064
	Parole Arraign	508	476	486	488	1,958
	Other	125	125	125	125	500
	Total:	20,328	23,924	21,577	22,854	88,683
Education	Certification	1	0	0	0	1
	Tenure	12	13	23	9	57
	CACFP	3	0	0	0	3
	Prop Transfer	3	3	0	1	7
	Special Ed	25	16	19	14	74
	Total:	44	32	42	24	142

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

Hearing Case Type	Area	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Total
DEQ	LWM	24	20	32	12	88
	Water	1	0	5	2	8
	Air	0	0	0	0	0
	Oil & Gas	6	2	2	1	11
	RRD	0	0	0	0	0
	WHM	0	0	0	1	1
	Misc	1	0	2	8	11
	Total:	32	22	41	24	119
History, Arts, & Libraries	General	1	3	1	3	8
DHS	Adopt	0	2	5	5	12
	AMP	268	281	337	297	1,183
	CDC	577	395	529	557	2,058
	SER	479	327	407	373	1,586
	FAP	1,887	1,719	1,882	2,365	7,853
	SMP	1	2	1	0	4
	DSS	21	15	10	7	53
	FIP	681	613	604	726	2,624
	JET	788	681	724	604	2,797
	Med Elig	2,167	2,059	2,682	2,673	9,581
	Title IVE	86	113	111	83	393
	SSI	62	35	95	73	265
	Expungement	2	62	0	0	64
	SDA	143	129	174	164	610
	OCAL	16	18	14	20	68
	Med Disability	1,385	1,201	1,121	795	4,502
	Rehearing	111	76	91	77	355
	Total:	8,674	7,728	8,787	8,276	34,008

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

Hearing Case Type	Area	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Total
DLEG	UA	4,616	6,303	6,861	7,447	25,227
	TT	580	324	297	78	1,279
	LCC	144	115	100	63	422
	PSC	17	63	48	46	174
	BCS	135	125	97	75	432
	OFIS	8	11	13	3	35
	BCC	3	12	6	10	31
	MIOSHA	19	8	21	6	54
	MIOSHA Show Cause	4	6	4	8	22
	Wage Hour	56	76	131	80	343
	Wage Hour Show Cause	16	4	28	6	54
	CFB	0	0	0	0	0
	MERC	88	93	79	77	337
	BCE	0	0	0	0	0
	Total:	5,692	7,140	7,685	7,899	28,347
DMB	General	22	25	18	12	77
DNR	General	0	1	2	3	6
State Police	MCOLES	0	1	3	4	8
Transportation	General	62	61	76	10	209
Treasury	General	1	0	0	1	2
Total		35,425	39,551	38,919	39,712	153,607

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

Fiscal Year 2008 – 2009 State Office of Administrative Hearings and Rules Case Closure Statistics – Table 2

Hearing Case Type	Area	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Total
Agriculture	General	0	2	1	1	4
DCH	Med Ben	388	438	458	450	1,734
	Health Policy	17	28	20	46	111
	BHS	11	16	7	8	42
	BHP	48	74	48	78	248
	MHC	1	3	10	1	15
	Med Prov	36	16	20	55	127
	Rehearing	14	8	7	19	48
	Other	24	8	3	4	39
	Total:	539	591	573	661	2,364
Corrections	Misconduct	19,465	23,096	20,686	21,914	85,161
	Parole Hearing	230	227	280	327	1,064
	Parole Arraign	508	476	486	488	1,958
	Other	125	125	125	125	500
	Total:	20,328	23,924	21,577	22,854	88,683
Education	Certification	1	1	0	0	2
	Tenure	15	19	11	11	56
	CACFP	2	1	0	0	3
	Prop Transfer	1	1	3	1	6
	Special Ed	25	21	14	8	68
	Total:	44	43	28	20	135
DEQ	LWM	29	28	29	38	124
	Water	0	0	1	4	5
	Air	0	0	1	0	1
	Oil & Gas	5	2	4	2	13
	RRD	0	0	0	0	0

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

Hearing Case Type	Area	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Total
	WHM	0	0	0	0	0
	Misc.	0	1	2	8	11
	Total:	34	31	37	52	154
History, Arts, and Libraries	General	0	1	0	2	3
DHS	Adopt	1	4	8	12	25
	AMP	151	194	266	262	873
	CDC	379	328	373	471	1,551
	SER	234	166	209	302	911
	FAP	1,747	1,917	1,898	2,244	7,806
	SMP	1	1	0	0	2
	DSS	13	5	6	8	32
	FIP	508	486	563	618	2,175
	JET	637	643	788	620	2,688
	Medicaid Elig	1,786	1,885	2,390	3,062	9,123
	Title IVE	72	110	80	83	345
	SSI	24	15	37	63	139
	Expungement	9	78	1	3	91
	SDA	116	114	128	185	543
	OCAL	18	23	9	13	63
	Medicaid Disab	1,331	1,308	1,322	1,297	5,258
	Rehearing	100	42	21	185	348
	Total:	7,127	7,319	8,099	9,428	31,973
DLEG	UA	5,267	4,726	7,260	6,444	23,697
	TT	498	266	216	69	1,049

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

Hearing Case Type	Area	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Total
	LCC	157	108	120	59	444
	PSC	42	43	53	40	178
	BCS	124	187	109	137	557
	OFIS	11	6	14	10	41
	BCC	9	10	10	9	38
	MIOSHA	13	21	15	22	71
	MIOSHA Show Cause	7	4	2	7	20
	Wage Hour	28	33	97	109	267
	Wage Hour Show Cause	14	8	5	27	54
	CFB	0	0	0	0	0
	MERC	82	89	112	81	364
	BCE	0	0	0	0	0
	Total:	6,257	5,501	8,013	7,014	26,785
DMB	General	29	32	27	11	107
DNR	General	2	0	0	0	2
State Police	MCOLES	4	1	1	0	6
Transportation	General	24	89	38	79	230
Treasury	General	2	3	0	1	6
Total		34,390	37,537	38,394	40,123	150,452

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

Fiscal Year 2008 – 2009 State Office of Administrative Hearings and Rules Hearing Statistics – Table 3

Hearing Case Type	Area	1 st Schd	1 st Held	2 nd Schd	2 nd Held	3 rd Schd	3 rd Held	4 th Schd	4 th Held	Total Schd	Total Held
Agriculture	General	0	0	3	3	0	0	1	0	4	3
DCH	Med Ben	335	117	460	136	497	128	511	150	1,803	531
	Health Policy	46	27	23	12	35	12	75	44	179	95
	BHS	32	11	34	6	22	7	19	6	107	30
	BHP	139	53	106	64	107	57	171	75	523	249
	MHC	1	1	2	0	9	5	2	1	15	7
	Med Prov	79	20	129	38	164	35	181	28	553	121
	Rehearing	15	15	11	10	15	15	14	13	55	53
	Other	14	7	10	4	6	5	8	2	38	18
	Total:	661	251	775	270	855	264	981	319	3,272	1,104
Corrections	Misconduct	19,465	19,465	23,096	23,096	20,686	20,686	21,914	21,914	85,161	85,161
	Parole Hearing	230	230	227	227	280	280	327	327	1,064	1,064
	Parole Arraign	508	508	476	476	486	486	488	488	1,958	1,958
	Other	125	125	125	125	125	125	125	125	500	500
	Total	20,328	20,328	23,924	23,924	21,577	21,577	22,854	22,854	88,683	88,683
Education	Certification	2	2	1	1	0	0	0	0	3	3
	Tenure	20	5	18	7	30	6	8	6	76	24
	CACFP	3	1	0	0	0	0	0	0	3	1
	Property Transfer	5	5	3	0	2	4	1	1	11	10
	Spec Ed	18	9	36	11	18	26	7	0	79	46
	Total:	48	22	58	19	50	36	16	7	172	84

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

Hearing Case Type	Area	1 st Schd	1 st Held	2 nd Schd	2 nd Held	3 rd Schd	3 rd Held	4 th Schd	4 th Held	Total Schd	Total Held
DEQ	LWM	12	14	12	2	17	4	16	5	57	14
	Water	1	1	0	0	0	0	2	0	3	1
	Air	0	0	0	0	0	0	0	0	0	0
	Oil & Gas	6	2	4	4	2	2	2	2	14	10
	RRD	0	0	0	0	0	0	0	0	0	0
	WHM	0	0	0	0	0	0	0	0	0	0
	Misc.	0	0	0	0	0	0	0	0	0	0
	Total:	19	17	16	6	19	6	20	7	74	25
History, Arts, and Libraries	General	3	2	4	1	2	2	3	0	12	5
DHS	Adopt	1	0	4	2	17	10	16	8	38	20
	AMP	6	1	6	1	102	11	101	21	215	34
	CDC	84	30	63	20	119	37	128	35	394	122
	SER	15	2	35	4	49	15	106	10	205	31
	FAP	989	208	1,313	266	1,075	261	1,267	298	4,644	1,033
	SMP	0	0	0	0	0	0	0	0	0	0
	DSS	2	0	2	0	2	1	4	1	10	2
	FIP	118	40	89	30	232	69	203	58	642	197
	JET	476	180	611	230	719	284	615	241	2,421	935
	Med Elig	621	162	707	178	957	233	1,696	408	3,981	981
	Title IVE	2	0	2	2	3	1	3	1	10	4
	SSI	2	0	136	0	4	0	7	1	13	1
	Expungement	1	1	0	90	0	0	0	0	137	91
	SDA	55	29	50	23	65	26	123	44	293	122
	OCAL	29	13	35	14	14	9	31	18	109	54
	Med Dis	1,159	723	1,223	760	1,351	838	1,247	743	4,980	3,107
	Rehearing	126	126	76	76	91	91	77	77	370	370
	Total:	3,686	1,515	4,352	1,696	4,800	1,886	5,624	1,902	18,462	7,104

12/3/2009

S:\FAS\BUDGET\FY11\FY09 ANNUAL PERFORMANCE RPTS\SEC 110 SOAHR-FY2009 PERFORMANCE-FINAL.DOC

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

Hearing Case Type	Area	1 st Schd	1 st Held	2 nd Schd	2 nd Held	3 rd Schd	3 rd Held	4 th Schd	4 th Held	Total Schd	Total Held
DLEG	UA	5,267	5,267	4,726	4,726	7,260	7,260	6,444	6,444	23,697	23,697
	TT	498	498	266	266	216	216	69	69	1,049	1,049
	LCC	144	144	115	115	100	100	63	63	422	422
	PSC	106	40	139	62	152	82	115	63	512	247
	BCS	203	106	277	146	183	80	189	73	852	405
	OFIS	20	10	16	4	29	13	43	15	108	42
	BCC	11	8	12	9	8	8	10	9	41	34
	MIOSHA	23	4	18	4	43	9	38	11	122	28
	Wage Hour	35	22	69	34	133	78	171	106	408	240
	CFB	0	0	0	0	0	0	0	0	0	0
	MERC	124	40	118	27	134	40	122	28	498	135
	BCE	0	0	0	0	0	0	0	0	0	0
	Total	6,431	6,139	5,756	5,393	8,258	7,886	7,264	6,881	27,709	26,299
DMB	General	38	21	53	27	45	23	33	18	169	89
DNR	General	0	0	0	0	1	1	1	1	2	2
State Police	MCOLES	6	5	1	1	7	3	7	3	21	12
MDOT	General	55	10	66	55	101	28	112	11	334	104
Treasury	General	3	1	0	1	0	0	2	1	5	3
Total		31,278	28,311	35,008	31,396	35,715	31,711	36,918	32,004	138,919	123,517

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT/Program: Sec. 110 State Office of Administrative Hearings and Rules (SOAHR)

Fiscal Year 2008 – 2009 State Office of Administrative Hearings and Rules - Rules Report – Table 4

Department	Adopted Rule Sets Rescinded Rules	Received Rule Sets	Closed Rule Sets	Rule Sets Pending
Agriculture			5	1
AG				
Civil Rights				
DCH	1	12	9	18
Corrections				
Education	16	2	4	2
DELEG	19	38	21	45
DEQ	1	5	6	11
HAL			1	
DHS	5	2	2	12
DIT				
DMB				
Military				
DNR		2	2	3
SOS				
State Police	71	2	2	3
Transportation				
Treasury	24	3	5	2
TOTALS	137	66	57	98