



MiScorecard Performance Summary

Business Unit: Workers Compensation Agency Green >=90% of target
Executive/Director Name: Mark Long Yellow >= 75% - 90% of target
Reporting Period: Nov 2017 Red <75% of target
Date Approved: 1/3/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Financial								
WCA-1	Cost Per Claim	Green		25.0%	11.5%	12.0%	FY Annually	Growth Over 4 Years
Key Economic Indicators								
WCA-2	WC Cost of Premium Ranking	Yellow		40	34 of 50	32 of 50	Every Other Year	1 (highest) to 50 (lowest)
Process Improvement								
WCA-3	Workers' Compensation Agency	Red		50.0%	26.0%	26.5%	FY Annually	Percentage of filings received electronically versus paper filings
Customer/Constituent								
WCA-4	Duration of Temporary Disability	Green		15.0	16.0	17.0	FY Annually	Duration by Weeks