

# MiScorecard Performance Summary

**Business Unit:** Insurance and Financial Services  
**Executive/Director Name:** Ann Flood  
**Reporting Period:** Oct 2014

**Green** >90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 11/12/2014

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Internal Business Process</b>								
I-2	Insurance Company Examination Reports	Green	=	95%	100%	100%	Quarterly	Issue insurance company examination reports within 60 days after field work completion.
I-3	Insurance Investigations	Green	☹	80.0%	80.0%	94.0%	Quarterly	Complete new insurance investigation cases within 90 business days, or reflect action taken every 30 days.
I-4	Insurance Agency License Application Processing	Green	☹	95.0%	98.5%	99.6%	Quarterly	Review agency applications and issue license or a follow up letter within five (5) business days.
I-5	Market Conduct Audit and Examination Completion	Green	=	95.0%	100.0%	100.0%	Quarterly	Deliver market conduct audit or examination report to the agency or company within 60 days of completion of work program.
I-6	Mortgage Examination Reports	Red	☹	95.0%	62.0%	85.0%	Quarterly	Deliver mortgage examination reports to the company within 60 days from exam exit date.
I-7	Mortgage Company Examinations	Yellow		90%	82.0%	n/a	FY Annually	Complete 160 mortgage company examinations per fiscal year.
I-8	Office of Credit Unions Examination Reports	Green	☺	95.0%	91.0%	90.5%	Quarterly	Deliver credit union examination reports to institutions not more than 30 business days from examination exit date.
I-9	Bank Examination Reports	Yellow	☹	95.0%	80.0%	83.0%	Quarterly	Deliver independent and joint bank examination reports to institutions not more than 42 days from examination exit date.
I-10	Bank Examinations	Green	☺	95.0%	100.0%	93.0%	Quarterly	Commence independent and joint bank examinations no later than due date established by policy.
I-11	Complaint Handling	Green	☹	95.0%	96.4%	97.4%	Quarterly	Open new complaints within 5 business days.
I-12	Health Plan Appeals	Yellow	☹	80.0%	66.7%	78.1%	Quarterly	Complete patient health plan appeals within applicable statutory time frames.
<b>Customer/Constituent</b>								
C-1	Response to Citizen/Business Calls	Green	☹	90.0%	87.4%	89.8%	Quarterly	Answer calls received in the Communication Center within 90 seconds.
C-2	Mortgage Company Licensing	Green	=	90.0%	98.0%	98.0%	Quarterly	Approve, cancel, withdraw, or recommend for referral to the Office of General Counsel, license and registration applications within 90 days.
C-3	Consumer Outreach	Green		100%	100%	n/a	FY Annually	Conduct at least 24 outreach seminars. Four of the seminars will be in venues which DIFS has not visited or provided an on-line presentation in the prior two years.
<b>Economic Development</b>								
ED-1	Enhance Pool of Professional Financial Service Industry Employees.	Red		95%	24.0%	n/a	FY Annually	Participate in 25 outreach activities to educational institutions.
ED-2	Industry Outreach/Education	Green		100%	100%	n/a	FY Annually	Make 25 industry contacts through presentations, webinars, and other methods.
<b>Employee Engagement/Growth</b>								
EE-1	Director's Forum	Green		100%	100.0%	n/a	FY Annually	Conduct 4 Director's forums to engage staff in the department's goals and current initiatives.
EE-2	Employee Engagement Survey Participation	Yellow		100%	78.0%	n/a	FY Annually	Obtain 80% percent participation from DIFS employees in the State of Michigan Employee Engagement Survey.
<b>Learning and Growth</b>								
L-1	Financial Monitoring of Foreign Insurers	Yellow		100%	76.0%	n/a	FY Annually	Complete in-depth financial analysis and review on 50 foreign insurers transacting business in Michigan.