

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Internal Business Process								
I-1	Financial Monitoring of Foreign Insurers			100%	n/a	n/a	FY Annually	Complete in-depth financial analysis and review on 50 foreign insurers transacting business in Michigan.
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%	88%	73%	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%	99%	88%	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%	100%	62%	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	Green		95%	89%	100%	Quarterly	Deliver mortgage examination reports to the company within 60 days from exam exit date.
I-7	Mortgage Company Examinations			90%	n/a	n/a	FY Annually	Complete 160 mortgage company examinations per fiscal year.
I-8	Office of Credit Unions Examination Reports	Yellow		95%	78%	76%	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%	83%	53%	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%	93%	n/a	Quarterly	Commence independent and joint bank examinations no later than due date established by policy.
I-11	Complaint Handling	Green	=	95%	98%	98%	Quarterly	Open new complaints within 5 business days.
I-12	Health Plan Appeals	Yellow		80%	71%	79%	Quarterly	Complete patient health plan appeals within applicable statutory time frames.
Customer/Constituent								
C-1	Response to Citizen/Business Calls	Green		90%	94%	97%	Quarterly	Answer calls received in the Communication Center within 3 minutes.
C-2	Mortgage Company Licensing	Green		90%	93%	100%	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			100%	n/a	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.
Economic Development								
ED-1	Enhance Pool of Professional Financial Service Industry Employees.			95%	n/a	n/a	FY Annually	Participate in 25 outreach activities to educational institutions.
ED-2	Industry Outreach/Education			95%	n/a	n/a	FY Annually	Make 25 industry contacts through presentations, webinars, and other methods.
Employee Engagement/Growth								
EE-1	Director's Forum			100%	n/a	n/a	FY Annually	Conduct 5 Director's forums to engage staff in the department's goals and current initiatives.
EE-2	Employee Engagement Survey Participation			100%	n/a	n/a	FY Annually	Obtain 80% percent participation from DIFS employees in the State of Michigan Employee Engagement Survey.

MiScorecard Performance Summary

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

Green >90% of target
 Yellow >= 75% - 90% of target
 Red <75% of target
 Date Approved: 4/15/2014
 Revised By: hilln1 on 04/16/2014 09:02