

MiScorecard Performance Summary

Business Unit:	Insurance and Financial Services	Green	>90% of target
Executive/Director Name:	Ann Flood	Yellow	>= 75% - 90% of target
Reporting Period:	Dec 2013	Red	<75% of target
Date Approved:	1/14/2014	Scorecard Status	Final

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
C-1	Response to Citizen/Business Calls	Green		90%	97% FY14 1st Qtr	n/a	Quarterly	Answer calls received in the Communication Center within 3 minutes.
C-2	Mortgage Company Licensing	Green		90%	100% FY14 1st Qtr	n/a	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.
Internal Business Process								
I-1	Insurance Investigations	Green		80%	73% FY14 1st Qtr	n/a	Quarterly	Complete new insurance investigation cases within 90 business days, or reflect action taken every 30 days.
I-2	Mortgage Examination Reports	Green		95%	100% FY14 1st Qtr	n/a	Quarterly	Deliver mortgage examination reports to the company within 60 days from exam exit date.
I-3	Bank Examination Reports	Red		95%	53% FY14 1st Qtr	n/a	Quarterly	Deliver bank examination reports to institutions not more than 42 days from examination exit date.
I-4	Office of Credit Unions Examination Reports	Yellow		95%	76% FY14 1st Qtr	n/a	Quarterly	Deliver credit union examination reports to institutions not more than 30 business days from examination exit date.
I-5	Insurance Company Examination Reports	Green		95%	100% FY14 1st Qtr	n/a	Quarterly	Issue insurance company examination reports within 60 days after field work completion.
I-6	Market Conduct Audit and Examination Completion	Red		95%	62% FY14 1st Qtr	n/a	Quarterly	Deliver market conduct audit or examination report to the agency or company within 60 days of completion of work program.
I-7	Complaint Handling	Green		95%	98% FY14 1st Qtr	n/a	Quarterly	Open new complaints within 5 business days.
I-8	Insurance Agency License Application Processing	Green		95%	88% 95%	n/a	Quarterly	Review agency applications and issue license or a follow up letter within five (5) business days.
I-9	Health Plan Appeals	Green		80%	79%	n/a	Quarterly	Complete patient health plan appeals within applicable

					FY14 1st Qtr			statutory time frames.
Economic Development								
ED-1	Enhance Pool of Professional Financial Service Industry Employees.			95%	n/a FY14 1st Qtr	n/a	FY Annually	Participate in 25 outreach activities to educational institutions.
ED-2	Industry Outreach/Education			95%	n/a FY14 1st Qtr	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 FY14 1st Qtr	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 FY14 1st Qtr	n/a	FY Annually	Obtain 80% percent participation from DIFS employees in the State of Michigan Employee Engagement Survey.