

MiScorecard Performance Summary

Department Name: LARA						Legend:	Green	90% or greater of target
Executive/Director: S. Hilfinger							Yellow	>=75% to <90% of target
Period: March 2012							Red	less than 75% of target
							White	not applicable
	Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Office of Regulatory Reinvention								
1	Comprehensive Rule Review	Red	↓	100%	46.4%	46.5%	Monthly	Percent of Existing Rules Reviewed
2	Administrative Rule Count	White	↑	n/a	18,864	18,838	Monthly	Number of Existing Administrative Rules
3	ARC Generated Changes	Red	↑	200	8	5	Monthly	Number of Changes Implemented Following ARC Recommendations
4	Rules Committees Formed	Yellow	→	8	7	7	Monthly	Number of Rules Committees Formed
5	Total Rule Rescissions	Red	↑	3,000	425	415	Monthly	Number of Rules Rescinded
6	Net Reduction in Number of Administrative Rules	White	↓	TBD	-363	-359	Monthly	Number of Rules Reduced
Adjudications								
7	Timely Administrative Hearings	Yellow	↑	90%	76.5%	76.0%	Monthly	Percent Closed Within Timeliness Deadlines
8	Unemployment Appeals	Green	↓	30	30	34	Monthly	Average Case Age of 1st Level Appeals
9	Public Benefit Cases	Yellow	↓	90%	78.1%	80.5%	Monthly	Percent Compliance Within Timeliness Standards
10	Tax Tribunal Small Claims	Red	↑	90%	56.0%	46.0%	Monthly	Percent Compliance Within 14 Month Standards
11	LCC Violation Appeals	Green	↑	80%	77.2%	68.7%	Monthly	Percent Finalized Within 90 Days
Licensing and Permits								
12	Timely Permits and Licenses	Red	↓	90%	65.4%	80.7%	Quarterly	Percent Issued Within Timeliness Deadlines
13	BHS Facility Plan Review	Green	↓	90%	86.5%	92.0%	Quarterly	Percent Compliance Within 6 Week Time Standard for Construction Plan Review
14	BCS Corp Document Review	Green	↓	90%	99.3%	99.6%	Monthly	Review of Non-Expedited Documents Within 5 Days
15	BCC Permit Processing	Green	↓	85%	99.8%	99.9%	Monthly	Percent Processed Within 5 Business Days
16	BHP License Issuance	Green	↑	90%	100.0%	95.0%	Monthly	Percent Completed Within 60 Days After Receiving Completed Application
17	BHP Medical Marijuana License Processing	Red	↓	95%	25.0%	95.0%	Monthly	Percent Processed Within 20 Business Days
18	LCC Application Processing	Green	↓	90%	97.4%	97.8%	Monthly	Percent Completed Less than 60 Days After Receipt of Completed Application

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Complaint Processing									
19	Timely Complaint Resolution	Yellow	↓	90%	76.1%	83.3%	Quarterly	Percent Process Within Timeliness Deadlines	
20	BHP Complaint Drafting	Green	↑	75%	86.5%	82.3%	Monthly	Percent Drafted Within 22 Days of Assignment	
21	BCS Complaint Processing Time	Yellow	↑	90%	75.4%	69.7%	Quarterly	Percent of Complaints Processed Within 180 days	
22	OFIR Complaint Handling	Green	↑	95%	97.7%	96.0%	Quarterly	Percent of Complaints Opened Within 7 Business Days	
23	MIOSHA Complaint Processing	Green	↓	95%	99.2%	100.0%	Quarterly	Percent of Employee Complaints Completed Within 10 Business Days	
24	WH Complaint Processing	Yellow	↓	75%	61.7%	63.0%	Monthly	Cumulative Percent of Investigative Complaints Completed Within 90 Days of Assignment	
Key Economic Indicators									
25	Construction Industry Injury and Illness Rate	Green	↑	2.7	2.0	1.4	Annual	Number of Injuries or Illnesses Per 100 Workers	
26	Manufacturing Industry Injury and Illness Rate	Green	↑	6.3	5.9	5.5	Annual	Number of Injuries or Illnesses Per 100 Workers	
27	UIA Claims		↓	n/a	60,298	67,503	Monthly	Total New Claims Filed	
28	New UIA Employer Accounts	Green	↑	1,850	2,075	1,903	Monthly	Number of New Accounts Opened	
29	WC Cost of Premium Ranking	Red	↓	40	23	32	Biennial	1 (Highest) to 50 (Lowest)	
30	Michigan Average Electrical Retail Price (Commercial)		↑	n/a	35.0	32.0	Monthly	National Ranking of Retail Price of Commercial Electricity (YTD)	
31	Building Permits Issued		↑	n/a	102	45	Monthly	Number of Building Permits Issued	
32	Home Heating for the Vulnerable Fund Assistance			27,500	N/A	N/A	Quarterly	Number of Vulnerable Households Served	
33	Centers for Independent Living Information & Referral	Green	↑	4,250	4,300	4,077	Quarterly	Number of Individuals Served	