

MiScorecard Performance Summary

Department Name: LARA										Legend:		Green	90% or greater of target
Executive Director: S. Hilfinger												Yellow	>=75% to <90% of target
Period: June 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%	47.2%	47.1%	Monthly	Percent of Existing Rules Reviewed					
2	Administrative Rule Count	White	↓	n/a	18,554	18,591	Monthly	Number of Existing Administrative Rules					
3	ARC Generated Changes	Red	↑	200	12	11	Monthly	Number of Changes Implemented Following ARC Recommendations					
4	Rules Committees Formed	Yellow	⇒	8	7	7	Quarterly	Number of Rules Committees Formed					
5	Total Rule Rescissions	Red	↑	3,000	734	697	Monthly	Number of Rules Rescinded					
6	Net Reduction in Number of Administrative Rules	White	↑	TBD	-697	-635	Monthly	Number of Rules Reduced					
Adjudications													
7	Timely Administrative Hearings	Yellow	↑	90%	78.0%	73.0%	Monthly	Percent Closed Within Timeliness Deadlines					
8	Unemployment Appeals	Green	↓	30	31	29	Monthly	Average Case Age of 1st Level Appeals					
9	Public Benefit Cases	Green	↑	90%	81.1%	79.2%	Monthly	Percent Compliance Within Timeliness Standards					
10	Tax Tribunal Small Claims	Green	↑	90%	87.0%	63.6%	Monthly	Percent Compliance Within 14 Month Standards					
11	LCC Violation Appeals	Green	↑	80%	81.9%	62.6%	Monthly	Percent Finalized Within 90 Days					
Licensing and Permits													
12	Timely Permits and Licenses	Green	↓	90%	96.5%	99.3%	Quarterly	Percent Issued Within Timeliness Deadlines					
13	BHS Facility Plan Review	Green	↑	90%	94.5%	86.5%	Quarterly	Percent Compliance Within 6 Week Time Standard for Construction Plan Review					
14	BCS Corp Document Review	Green	↑	90%	96.8%	94.9%	Monthly	Review of Non-Expedited Documents Within 3 Days					
15	BCC Permit Processing	Green	⇒	85%	100.0%	100.0%	Monthly	Percent Processed Within 5 Business Days					
16	BHP License Issuance	Green	⇒	90%	95.0%	95.0%	Monthly	Percent Completed Within 60 Days After Receiving Completed Application					
17	BHP Medical Marijuana License Processing	Green	⇒	95%	100.0%	100.0%	Monthly	Medical marijuana card rejection letters issued within 20 days of receipt of application for those ineligible (original applications)					
18	LCC Application Processing	Green	↓	90%	97.4%	99.1%	Monthly	Percent Completed Less than 60 Days After Receipt of Completed Application					
Complaint Processing													
19	Timely Complaint Resolution	Yellow	↓	90%	72.8%	76.1%	Quarterly	Percent Process Within Timeliness Deadlines					
20	BHP Complaint Drafting	Yellow	↑	75%	58.7%	55.4%	Monthly	Percent Drafted Within 22 Days of Assignment					
21	BCS Complaint Processing Time	Green	↑	90%	85.4%	75.4%	Quarterly	Percent of Complaints Processed Within 180 days					
22	OFIR Complaint Handling	Green	↑	95%	99.0%	97.7%	Quarterly	Percent of Complaints Opened Within 7 Business Days					
23	MIOSHA Complaint Processing	Green	⇒	95%	99.2%	99.2%	Quarterly	Percent of Employee Complaints Completed Within 10 Business Days					
24	WH Complaint Processing	Green	↑	75%	75.8%	75.4%	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	White	↑	n/a	66,110	55,821	Monthly	Total New Claims Filed					
28	New UIA Employer Accounts	Yellow	↓	1,850	1,550	2,232	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)	White	↑	n/a	40.0	39.0	Monthly	National Ranking of Retail Price of Commercial Electricity (YTD)					
31	Building Permits Issued	White	↑	n/a	217	199	Monthly	Number of Building Permits Issued					
32	Home Heating for the Vulnerable Fund Assistance	Red	↑	27,500	17,827	6,927	Quarterly	Number of Vulnerable Households Served					
33	Centers for Independent Living Information & Referral	Green	↓	4,250	4,018	4,300	Quarterly	Number of Individuals Served					