

# MiScorecard Performance Summary

**Business Unit:** Licensing and Regulatory Affairs  
**Executive/Director Name:** Mike Zimmer, Acting  
**Reporting Period:** Jul 2014

**Green** >90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 8/18/2014

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>ORR</b>								
ORR-1	Number of Existing Administrative Rules			N/A	17,718	17,741	Monthly	Number of Existing Administrative Rules
ORR-2	Number of Existing Administrative Rules Reviewed	Green	=	100.0%	100.0%	100.0%	Monthly	Percent of Existing Rules Reviewed
ORR-5	Rules Committees Formed	Green	=	8	8	8	Monthly	Number of Rules Committees Formed
ORR-8	Administrative Rules Rescinded	Red		3000	2153	2130	Monthly	Total Number of Rules Rescinded
ORR-9	Net Reduction in Number of Administrative Rules			TBD	1,498	1,475	Monthly	Net Reduction in Administrative Rule Count since April 25, 2011
ORR-11	ARC Generated Changes	Red	=	200	147	147	Monthly	Number of Changes Implemented Following ARC Recommendations
<b>Adjudications</b>								
LARA-7	Overall Timely Administrative Hearings	Red		90.0%	60.4%	71.2%	Monthly	Percent Closed Within Timeliness Deadlines
LCC-6	LCC - Violation Appeals	Green		80.0%	74.6%	78.5%	Monthly	Percentage of Cases Finalized/Scheduled for Hearing within 90 Days of Receipt of the Violation Report
MAHS-1	Unemployment Agency Appeals (1st Level)	Red		30	59	55	Monthly	Average Case Age of 1st Level Appeals in Days
MAHS-5	Michigan Tax Tribunal Appeals (Small Claims)	Green	=	90.0%	100.0%	100.0%	Monthly	Issuance of Decisions in Small Claims Tax Tribunal Cases - 14 Month Standard
MAHS-6	Public Benefit Cases Referred by Department of Human Services			90.0%	N/A	N/A	Monthly	Closure of Benefit Cases Referred by DHS - 60/90 Day Compliance
<b>Licensing and Permits</b>								
LARA-12	Overall Timely Permits and Licenses	Green		90.0%	98.3%	98.2%	Monthly	Percent Issued Within Timeliness Deadlines
BHCS- 1	Health Professions Division - License Issuance Timeliness	Green		90.0%	96.3%	95.7%	Monthly	Percent Completed within 8 Weeks of Full Submission
BHCS-6	Health Professions Division - Medical Marijuana Application Processing	Green	=	95.0%	99.9%	99.9%	Monthly	Medical Marijuana Card Rejection Letters Issued within 15 Days of Receipt of Application for those Ineligible (original applications)
BHCS-7	Health Facilities Division - Engineering	Green		90.0%	97.7%	100.0%	Monthly	Percent Compliance within 6 Week Time Standard for Construction Plan Review
CSCL-3	CSCL - Corporation Document Review	Green		95.0%	98.3%	98.2%	Monthly	Review of Non-Expedited Documents within 3 Days
LCC-2	LCC - Application Processing	Green		90.0%	98.2%	99.2%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt
BCC-6	BCC - Permit Processing	Green		85.0%	100.0%	99.9%	Monthly	Percent Processed within 5 Business Days
<b>Complaint Processing</b>								
LARA-19	Overall Timely Complaint Resolution	Yellow		90.0%	71.1%	71.2%	Monthly	Percent Processed Within Timeliness Deadlines
BHCS-5	Enforcement Division - Complaint Drafting	Red		75.0%	48.0%	25.0%	Monthly	Percent Drafted within 22 Days of Assignment
CSCL-5	CSCL - Complaint Investigation Stage Processing Time	Yellow		90.0%	77.7%	83.7%	Quarterly	Percent of Complaints through the Investigation Stage within 180 Days of Assignment
MIOSHA-5	MIOSHA - Response to Employee Complaints	Green		95.0%	98.9%	99.4%	Quarterly	Percent of Employee Complaints Completed within 10 Business Days
MIOSHA-9	MIOSHA - Wage & Hour Complaint Processing	Green		75.0%	70.2%	69.8%	Monthly	Cumulative Percent of Investigative Complaints Resolved within 90 Days of Assignment
<b>Key Economic Indicators</b>								
MPSC-6	Commercial - Electric Price Rank within the United States		=	N/A	36	36	Monthly	Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data (April 2014 - 2 months lag)
MIOSHA-1	MIOSHA - Construction Industry Injury and Illness Rate	Green		2.7	2.7	1.5	FY Annually	Number of Injuries and Illnesses Per 100 Workers
MIOSHA-2	MIOSHA - Manufacturing Industry Injury and Illness Rate	Green		6.3	5.8	5.5	FY Annually	Number of Injuries or Illnesses Per 100 Workers
UIA-1	UIA New Claims -- All Programs			N/A	47,080	37,035	Monthly	Total New Claims Filed -- Reg UI, EUC and EB
UIA-10	New UIA Employer Accounts	Green		1850	2358	2004	Monthly	Number of New Accounts Opened
WCA-2	WC Cost of Premium Ranking	Yellow		40	32 of 50	23 of 50	Every Other Year	1 (highest) to 50 (lowest)
<b>Employee Engagement</b>								
LARA-34	Employee Landscape Champions Percentage	Yellow		55%	45.0%	50.0%	FY Annually	Percent of LARA Employees Defined as Champions
LARA-35	Employee Engagement Survey Participation	Green		70%	72.0%	63.0%	FY Annually	Percent of LARA Employees Participating in State of Michigan Employee Engagement Survey