

MiScorecard Performance Summary

Business Unit: Licensing and Regulatory Affairs
Executive/Director Name: Steven H. Hilfinger
Reporting Period: Sep 2012
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Green 90% or greater of target
Yellow >= 75% to 90% of target
Red less than 75% of target
 Scorecard Status **Final**

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
1. ORR								
1	Comprehensive Rule Review	Red	=	100%	60.6%	60.6%	Monthly	Percent of Existing Rules Reviewed
2	Administrative Rule Count	White	=	n/a	18,470	18,470	Monthly	Number of Existing Administrative Rules
3	ARC Generated Changes	Red	=	200	15	15	Monthly	Number of Changes Implemented Following ARC Recommendations
4	Rules Committees Formed	Green	=	8	8	8	Monthly	Number of Rules Committees Formed
5	Total Rule Rescissions	Red	👍	3000	834	827	Monthly	Number of Rules Rescinded
6	Net Reduction in Number of Administrative Rules	White	👍	TBD	-762	-756	Monthly	Net Reduction in Administrative Rule Count since April 25, 2011
2. Adjudications								
7	Overall Timely Administrative Hearings	Yellow	👍	90%	78.9%	77.2%	Monthly	Percent Closed Within Timeliness Deadlines
8	Unemployment Appeals	Green	👎	30	30	29	Monthly	Average Case Age of 1st Level Appeals
9	Public Benefit Cases	Green	👍	90%	82.9%	82.4%	Monthly	Percent Compliance Within Timeliness Standards
10	Tax Tribunal Small Claims	Red	👎	90%	46.0%	96.0%	Monthly	Percent Compliance Within 14 Month Standards
11	LCC Violation Appeals	Green	👎	80%	73.8%	85.7%	Monthly	Percent Finalized Within 90 Days
3. Licensing and Permits								
12	Overall Timely Permits and Licenses	Green	👍	90%	97.8%	96.5%	Quarterly	Percent Issued Within Timeliness Deadlines
13	BHS Facility Plan Review	Green	👍	90%	96.9%	94.5%	Quarterly	Percent Compliance Within 6 Week Time Standard for Construction Plan Review
14	BCS Corp Document Review	Green	👍	90%	98.2%	97.2%	Monthly	Review of Non-Expedited Documents Within 5 Days
15	BCC Permit Processing	Green	👎	85%	99.9%	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%	95.0%	95.0%	Monthly	Percent Completed Less than 60 Days after Receipt of Completed Application
4. Complaint Processing								
19	Overall Timely Complaint Resolution	Yellow	👎	90%	72.1%	72.8%	Quarterly	Percent Processed Within Timeliness Deadlines
20	BHP Complaint Drafting	Green	👍	75%	73.4%	70.3%	Monthly	Percent Drafted Within 22 Days of Assignment
21	BCS Complaint Processing Time	Yellow	👎	90%	80.6%	85.4%	Quarterly	Percent of Complaints Processed Within 180 days
22	OFIR Complaint Handling	Green	👍	95%	99.1%	99.0%	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	Yellow	👍	75%	64.0%	63.5%	Monthly	Cumulative Percent of Investigative Complaints Resolved Within 90 Days of Assignment
5. Key Economic Indicators								
25	Construction Industry Injury and Illness Rate	Green	👎	2.7	2.0	1.4	Annually	Number of Injuries or Illnesses Per 100 Workers
26	Manufacturing Industry Injury and Illness Rate	Green	👎	6.3	5.9	5.5	Annually	Number of Injuries or Illnesses Per 100 Workers
27	UIA Claims	White	👍	n/a	54,573	56,948	Monthly	Total New Claims Filed
28	New UIA Employer Accounts	Red	👍	1,850	610	314	Monthly	Number of New Accounts Opened
29	WC Cost of Premium Ranking	Red	👎	40	23	32	Every Other Year	1 (Highest) to 50 (Lowest)
30	Michigan Average Electrical Retail Price (Commercial)	White	👎	n/a	40	40	Monthly	National Ranking of Retail Price of Commercial Electricity (YTD)
31	Building Permits Issued	White	👎	n/a	145	175	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 and Referral	Green	👍	4,250	4,600	4,018	Quarterly	Number of Individuals Served
6. Employee Engagement								
34	Employee Landscape Champions Percentage	Green	N/A	55%	50.0%	n/a	Annually	Percent of LARA Employees Defined as Champions
35	Employee Engagement Survey Participation	Green	N/A	70%	63.0%	n/a	Annually	Percent of LARA Employees Participating in State of Michigan Employee Engagement Survey