

MiScorecard Performance Summary								
Business Unit:	Licensing and Regulatory Affairs			Green	>90% of target			
Executive/Director Name:	Steven Arwood			Yellow	>= 75% - 90% of target			
Reporting Period:	Jul 2013			Red	<75% of target			
Date Approved:	8/27/2013			Scorecard Status	Final			
Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition	
Adjudications								
LARA-7	Overall Timely Administrative Hearings	Green		90.0%	94.2%	94.1%	Monthly	Percent Closed Within Timeliness Deadlines
LARA-8	Unemployment Agency Appeals (1st Level)	Yellow		30	37	36	Monthly	Average Case Age of 1st Level Appeals in Days
LARA-9	Public Benefit Cases Referred by Department of Human Services	Green		90.0%	81.4%	80.7%	Monthly	Closure of Benefit Cases Referred by DHS - 60/90 Day Compliance
LARA-10	Michigan Tax Tribunal Appeals (Small Claims)	Green	=	90.0%	99.0%	99.0%	Monthly	Issuance of Decisions in Small Claims Tax Tribunal Cases - 14 Month Standard
LARA-11	LCC - Violation Appeals	Green		80.0%	79.5%	89.5%	Monthly	Percentage of Cases Finalized/Scheduled for Hearing within 90 Days of Receipt of the Violation Report
Complaint Processing								
LARA-19	Overall Timely Complaint Resolution	Yellow		90.0%	74.5%	84.0%	Quarterly	Percent Processed Within Timeliness Deadlines
LARA-20	Health Professions Division - Investigative Complaint Drafting	Yellow		75.0%	59.0%	55.0%	Monthly	Percent Drafted within 22 Days of Assignment
LARA-21	CSCL - Complaint Investigation Stage Processing Time	Green		90.0%	87.8%	84.0%	Quarterly	Percent of Complaints through the Investigation Stage within 180 Days of Assignment
LARA-23	MIOSHA - Response to Employee Complaints	Green	=	95.0%	100.0%	100.0%	Quarterly	Percent of Employee Complaints Completed within 10 Business Days
LARA-24	MIOSHA - Wage & Hour Complaint Processing	Green		75.0%	72.0%	72.6%	Monthly	Cumulative Percent of Investigative Complaints Resolved within 90 Days of Assignment
Employee Engagement								
LARA-34	Employee Landscape Champions Percentage	Green		55%	50.0%	n/a	FY Annually	Percent of LARA Employees Defined as Champions
LARA-35	Employee Engagement Survey Participation	Green		70%	63.0%	n/a	FY Annually	Percent of LARA Employees Participating in State of Michigan Employee Engagement Survey
Key Economic Indicators								
LARA-25	MIOSHA - Construction Industry Injury and Illness Rate	Green		2.7	1.5	2.0	FY Annually	Number of Injuries and Illnesses Per 100 Workers
LARA-26	MIOSHA - Manufacturing Industry Injury and Illness Rate	Green		6.3	5.5	5.9	FY Annually	Number of Injuries or Illnesses Per 100 Workers
LARA-27	UIA New Claims -- All Programs			N/A	89,706	58,961	Monthly	Total New Claims Filed -- Reg UI, EUC and EB
LARA-28	New UIA Employer Accounts	Green		1850	1,901	1615	Monthly	Number of New Accounts Opened
LARA-29	WC Cost of Premium Ranking	Yellow		40	32	23	Every Other Year	1 (Highest) to 50 (Lowest)
LARA-30	Commercial - Electric Price Rank within the United States		=	N/A	39	39	Monthly	Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data (April 2013 - 2 months lag)
Licensing and Permits								
LARA-12	Overall Timely Permits and Licenses	Green		90.0%	98.0%	95.9%	Monthly	Percent Issued Within Timeliness Deadlines
LARA-13	Health Facilities Division - Engineering	Green		90.0%	97.2%	94.3%	Monthly	Percent Compliance within 6 Week Time Standard for Construction Plan Review
LARA-14	CSCL - Corporation Document Review	Green		95.0%	98.3%	96.1%	Monthly	Review of Non-Expedited Documents within 3 Days
LARA-15	BCC - Permit Processing	Green		85.0%	99.9%	100.0%	Monthly	Percent Processed within 5 Business Days
LARA-16	Health Professions Division - License Issuance Timeliness	Green		90.0%	94.8%	91.9%	Monthly	Percent Completed within 8 Weeks of Full Submission
LARA-17	Health Professions Division - Medical Marijuana Application Processing	Green		95.0	97.4	98.2	Monthly	Medical Marijuana Card Rejection Letters Issued within 20 Days of Receipt of Application for those Ineligible (original applications)
LARA-18	LCC - Application Processing	Green		90.0%	98.9%	98.4%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt
ORR								
LARA-1	Number of Existing Administrative Rules Reviewed	Green	=	100.0%	100.0%	100.0%	Monthly	Percent of Existing Rules Reviewed
LARA-2	Number of Existing Administrative Rules			N/A	17,870	17,883	Monthly	Number of Existing Administrative Rules
LARA-3	ARC Generated Changes	Red		200	88	82	Monthly	Number of Changes Implemented Following ARC Recommendations
LARA-4	Rules Committees Formed	Green	=	8	8	8	Monthly	Number of Rules Committees Formed
LARA-5	Administrative Rules Rescinded	Red		3000	1,699	1610	Monthly	Total Number of Rules Rescinded
LARA-6	Net Reduction in Number of Administrative Rules			TBD	1,360	1,347	Monthly	Net Reduction in Administrative Rule Count since April 25, 2011