

MiScorecard Performance Summary

Business Unit: Agriculture and Rural Development
Executive/Director Name: Jamie Clover Adams
Reporting Period: Jan 2016

Green >90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 3/1/2016

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Internal Business Process								
OSCL-02	Electronic Means of Contact/Registration	Green		75.0%	82.5% Jan 2016	80.3%	Monthly	Using the Online Pesticide Exam Scheduling application as an indicator, measures the percent of customer contacting or registering via electronic means. Automating functions allows customers to receive 24/7 self-service support and allows MDARD to reallocate administrative support time to other functions.
PPPM-21	Pesticide Use Complaint Closure (FY 2015)	Green		10.0%	46.6% Jul-Sep '15	41.5%	Quarterly	Measures the percentage increase of FY2015 pesticide complaints closed within 90 days, measured on the last day of each following quarter, compared to FY2014. This metric has a 90-day measurement lag.
Safe and Healthy Food								
ESD-05	Migrant Labor Housing Licensing Inspections	Green		100.0%	110.0% Oct'15- Dec'15	129.0%	Quarterly	Compares the number of inspections conducted in the previous calendar quarter to the average for the past three years. Percentages above 100 indicate inspectors are on or ahead of schedule.
FDD - 20	Manufactured Food Regulatory Program Standards (MFRPS) 1	Yellow		100%	70% JAN '07- JAN '16	50%	CY Annually	The Manufactured Food Regulatory Program Standards (MFRPS) are a set of standards developed by the FDA, along with selected state program managers, that can be used by the states as a guide for continuous improvement for state food manufacturing evaluation programs. There are 10 manufactured standards, this metric measures the percentage of the standards that have been significantly to fully implemented.
FDD - 02	Milk Safety Inspection Standards	Green		100.0%	94.7% OCT- DEC	84.2%	Quarterly	Measures the percent of audited milk safety inspections meeting the national enforcement standards.
FDD - 01	Rate of Food Establishment Compliance with Michigan Food Law.	Red		90.0%	52.0% Jan	54.0%	Monthly	Measures the monthly compliance rate regarding priority and priority foundation violations observed at establishments where routine food safety evaluations have been completed. Establishments include food processing plants, warehouses and retail stores.
FDD - 05	Rate of Food Establishment Compliance on Follow-up Inspections	Green		95.0%	97.0% Jan	96.0%	Monthly	Measures the rate of industry compliance by determining the percentage of priority and priority foundation violations corrected upon follow-up evaluations conducted by MDARDs food and dairy division.
Environmental Stewardship								
ESD-07	MAEAP Verifications (New) Overall	Red		100%	53.0% Oct '11- Jan'16	52.0%	Monthly	Measures the percent achievement towards a target value of 6,000 new verifications by end of 2020.
ESD-06	Pesticide Collection and Disposal	Green		100.0%	14.0% Oct '15- Dec'15	126.0%	Quarterly	Measures the percent achievement toward MDARD's goal of collecting and properly disposing of 150,000 pounds of pesticides in FY 2016 (Clean Sweep Program). This metric has a 30 day lag time.
ESD-03	Farmland Development Rights Processing Time	Red		100%	0.0 Jan	0.0	Monthly	Measures the percent of farmland Development Rights applications processed within 60 days of receipt.
Consumer Protection								
LAB-01	Weighing and Measuring Device Compliance	Green		97.0%	95.5% Oct '15 - Dec '15	94.8%	Quarterly	Measures the percent of all wholesale and retail weighing and measuring devices in compliance with the National Institute of Standards and Technology during initial inspection.
Rural Development								
ESD-04	Non-industrial Private Forest Harvest	Green		100.0%	35.0% Oct'15- Dec'15	168.0.0%	Quarterly	Measures the percent of achievement toward referring \$7,000,000 of non-industrial forest timber for harvest to the private sector.
Efficient Agency Operations								
MDARD-AO-04	Professional Development and Growth	Green		95.0%	96.5% Oct-Dec	85.0%	Quarterly	Measures the percent of performance management plans completed by the supervisor within 28 calendar days of the end of the rating period as required in Civil Service Regulation 2.06. (30 day reporting lag from end of quarter)
MDARD-AO-10	Employee Landscape - Champions	Yellow		70%	61% CY 2015	57%	CY Annually	The percent of agency employees identified as Champions in the PwC Employee Landscape Survey. (Next survey approximately scheduled for late 2016)
Good Government								
GG1	Percentage improvement in customer perception			TBD	N/A		CY Annually	Agency selected target customer group. [Customer Perception is rated through existing or newly launched customer polling tools.]
GG2	The percentage of champions identified in employee survey	Yellow		70%	61% CY 2015	57%	CY Annually	The % of champions identified in the statewide survey of state employees measuring employee engagement.
GG3	The percentage of completed or on track department level employee engagement action plans	Green		100%	100%		Quarterly	Percentage of department level employee engagement action plans that are completed by managers 17 level and above. [Employee Engagement Action Plans reported in MiResults.]
GG4	Good Government coin recognition program meeting four best practices.			100%	N/A		Quarterly	Departmental coin recognition programs should meet the following 4 criteria: • 3-5 recognition actions per quarter • Awards distributed among all levels • Award events photographed/documentated • Staff made aware of recognition events

GG5	The percentage of completed or on track process improvement projects			100%	N/A		Quarterly	Percentage of process improvement projects completed or on track. [Process improvement projects may focus on enhancing value for the customer, eliminating waste, standardizing best practices and improving service delivery.]
GG6	Percentage Improvement in customer process time			50%	N/A	N/A	Quarterly	The metric applies to completed, OGG approved process improvement initiatives. [Process time is defined as the time the customer engages the agency to receive a final approval, service, product, or response.]
OE-1	Project Completion	Green		100%	72% Jan	72%	Monthly	Agencies track progress in identifying impediments, executing action plans, establishing internal metrics and establishing external metrics. Overall project completion of impediments, action plans, internal metrics and external metrics. This measure will be unnecessary after 100% completion is achieved.
OE-2	Employee Performance Feedback	Green	=	100%	100% Jan	100%	Monthly	Individual performance feedback will be provided bi-weekly to every employee based on established work assignments and expectations. Agencies will maintain a schedule that can be tracked. This measure will be used indefinitely.
OE-3	Reduction in Impediments	Green		TBD	42% Oct'15- Dec'15	38%	Quarterly	Agencies track progress in reducing the number of impediments to organizational excellence. Agencies identify and track impediments in the initial Organizational Excellence project, and subsequently on a recurring basis. The goal is to eliminate all impediments. This measure will be used indefinitely.

¹ The status color for this metric reflects breaking points at 50% to 100% of the established target value.