

# MiScorecard Performance Summary

**Business Unit:** Michigan Gaming Control Board  
**Executive/Director Name:** Richard Kalm  
**Reporting Period:** Mar 2016

**Green** >90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 4/15/2016

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
C-1-CAE	Complete Patron Disputes (PDs) investigations within established timeframes.	Green		90.00%	85.71% March 1 - March 31, 2016	100.00%	Monthly	Investigation of patron disputes involving winnings and losses or the conduct of gaming at a casino will be completed within 33 days of the receipt of the complaint.
C-2-CAE	Tournament review investigations completed within established timeframes.	Green	=	90.00%	100.00% March 1 - March 31, 2016	100.00%	Monthly	Ensure compliance of proposed slot or table game tournaments. Each investigation will be completed within 14 days.
C-4-AD	Percentage of Indian Gaming audit/inspection plans completed	Green		100.00%	96.21% January 1 - March 31, 2016	98.11%	Quarterly	Audit and inspection plans help to provide for the efficient and effective oversight of the Tribal-State Class III Compacts. Calendar Year 2016 audit/inspections plans includes the completion of 12 net wins fiscal years audited and 7 compliance audits quarterly.
C-6-AD	Mail enrollment packets to individuals eligible for the Diversion Program within three (3) business days of receiving notification from the Attorney General's Office	Green	=	100.00%	100.00% January 1 - March 31, 2016	100.00%	Quarterly	The Disassociated Persons List (DPL) program is required by the Michigan Gaming Control and Revenue Act and is intended to help those who believe they have a gambling problem. First time violators of the DPL are guilty of trespassing and subject to jail time and/or a fine. All first time offenders of the DPL who agree to participate in the Diversion Program will receive treatment for their gambling problem.
C-7-AD	Response to Requests for Information (RFIs) from other gaming jurisdictions and agencies are completed within established timeframes.	Red		95.00%	63.22% March 1 - March 31, 2016	52.94%	Monthly	MGCB receives requests for licensee suitability from other gaming jurisdictions and law enforcement agencies with the understanding that MGCB will issue a response. The response is provided in the spirit of cooperation between law enforcement agencies and with the understanding that no information shall be disclosed to any other agency, entity or individual; or utilized in any court of law, administrative hearing, or other forum without prior written consent of MGCB. MGCB will issue a written response within 10 business days.
<b>Financial</b>								
F-1-CAE	Review of all daily tax returns within established timeframes.	Green	=	100.00%	100.00% March 1 - March 31, 2016	100.00%	Monthly	Review of daily tax returns ensures the proper amount of revenue is reported and the correct amount of taxes are paid by the three Detroit casinos. The State receives a 8.1% wagering tax on the adjusted gross revenue. All daily tax returns for all 3 Detroit casinos will be reviewed within 2 business days of receipt.
F-3-AD	Verification of the amount of wagering tax paid by the three Detroit Casinos.	Green	=	100.00%	100.00% March 1 - March 31, 2016	100.00%	Monthly	The Detroit Casinos pay the State a 8.1% wagering tax on a daily basis. MGCB will verify the amount of wagering tax paid by the Detroit Casinos equals the amount due.
<b>Internal Business Process</b>								
P-1-LI	Supplemental and one-year renewal investigations of suppliers and vendors completed within established timeframes	Green		85.00%	91.67% January 1 - March 31, 2016	94.74%	Quarterly	Supplemental and one-year renewal investigations streamlined to ensure the Investigation Section completes investigations within 60 days.
P-2-LI	Supplier application processing will be completed within established timeframes.	Green		80.00%	97.44% January 1 - March 31, 2016	100.00%	Quarterly	Supplier applications, excluding those involving derogatory information, must be processed within 30 days of the assignment.
P-5-CAE	Completion of a predetermined percentage of Field Verifications (FVs) of Electronic Gaming Devices (EGDs).	Green		100.00%	96.63% January 1 - March 31, 2016	100.00%	Quarterly	Electronic testing of Electronic Gaming Devices (EGDs) completed to ensure installed media is approved by the MGCB. Electronic testing of 10% of all EGDs at each Detroit casino will be completed each year.
P-6-CAE	Completion of a predetermined number of Monitoring Inspections (MIs).	Green		94.00%	96.45% January 1 - March 31, 2016	98.04%	Quarterly	A systematic observation, review, or test of a casino operational activity to ensure compliance with the Michigan Gaming Control and Revenue Act, Administrative Rules or internal controls. The number of Monitoring Inspections (MIs) is determined by the number of compliance staff available. The compliance managers will provide the number of MIs to be completed for each quarter of the calendar year 2015.
P-7-LAGR	Software and hardware submission evaluations completed within established timeframes.	Green	=	100.00%	100.00% March 1 - March 31, 2016	100.00%	Monthly	Software and hardware for electronic gaming devices have to be evaluated by the gaming lab prior to being placed onto the gaming floor in the Detroit casinos. Software and hardware submissions will be completed within 13 weeks from the time the submission is received.
P-10-LI	Criminal Investigations completed within established timeframes	Green		75.00%	89.47% March 1 - March 31, 2016	81.82%	Monthly	Criminal investigations will be completed within 60 days of the assignment.
P-12-AD	Document processing completed within established timeframes.	Green		96.00%	99.67% March 1 - March 31, 2016	99.41%	Monthly	Implement and maintain a system for electronic and manual records management. The entire records management process will be completed within 3 business days of receipt of the documents.
P-14-LI	Initial and 5 year renewal investigations to be completed within established timeframes.	Green	=	85.00%	100.00% January 1 - March 31, 2016	100.00%	Quarterly	Supplemental investigations involving new qualifying individuals or qualifying business (Qualifiers) will be streamlined to ensure the Licensing and Regulation Division completes the investigation within 60 days, plus 3 additional investigative days for each additional new Qualifier, from the date of assignment. The completion percentage will be 85%.

P-15-LI	Illegal Gambling Prosecution--Once per quarter, partner with and assist any law enforcement agency with the prosecution of a gambling violation of the Michigan Penal Code	Green	=	100.00%	100.00% January 1 - March 31, 2016	100.00%	Quarterly	Illegal Gambling Prosecution--Once per quarter, partner with and assist any law enforcement agency with the prosecution of a gambling violation of the Michigan Penal Code.
P-20-LI	Renewal vendor applications will be reviewed by a supervisor and submitted to management for final approval within established timeframes.	Green	=	80.00%	100.00% January 1 - March 31, 2016	100.00%	Quarterly	A list of vendor renewal applications will be submitted to the executive director for review and approval every month.
P-22-AD	Orders are to be placed for purchasing requests within established timeframes.	Green		95.00%	98.39% March 1 - March 31, 2016	93.75%	Monthly	Orders are to be placed for purchasing requests within 7 business days of the Financial Services Section receiving the Supply Requisition.
P-23-AD	Completion of security system user access audit log within established timeframes.	Green	=	100.00%	100.00% March 1 - March 31, 2016	100.00%	Monthly	Audit of the security system user access log within 5 days of the start of every new month. The purpose of the audit is to verify appropriateness of users who have access to the security system and ensure the level of access for each user is consistent with what was approved by executive management.
P-24-AD	Completion of quarterly audit to ensure the accurate processing of documents.	Green		100.00%	96.56% October 1 - December 31, 2015	99.06%	Quarterly	Audit to ensure the accurate processing of documents within established timeframes.
P-25-AD	Release of applications to the hiring manager within established timeframes.	Green		100.00%	100.00% January 1 - March 31, 2016	88.89%	Quarterly	Within 5 business days of a job posting closing, the applications will be released for review to the hiring manager and other appropriate parties.
P-26-CAE	Issue 72 hour letter to licensee within established timeframes.	Green	=	80.00%	100.00% March 1 - March 31, 2016	100.00%	Monthly	Additional documents needed by MGCB from a licensee are requested via a "30-day letter" to provide those documents within 30 days. If the requested documents are not received within those 30 days, a "72-hour letter" is issued. This letter advises they have 72 hours to provide the requested documents. The 72-hour letter will be issued within established timeframes.
P-27-CAE	Occupational license applications from casino, supplier and vendor employees to be processed within established timeframes.	Green	=	80.00%	100.00% March 1 - March 31, 2016	100.00%	Monthly	Occupational licensing applications will be processed within 3 business days of the information being received in the document repository.
P-28-LAGR	Completion of predetermined percentage alcohol testing of live horse racing drivers per month	Red		100.00%	64.15% March 1 - March 31, 2016	0.00%	Monthly	Alcohol testing helps to ensure fair and safe horse racing for the participants and spectators. Alcohol testing will be completed for 65% of the drivers/jockeys who participate in live horse race dates in 2014.
P-29-LI	Conduct on-site inspections within established time frames	Green		90.00%	100.00% March 1 - March 31, 2016	105.00%	Monthly	The Investigations Section will conduct 80 on-site inspections per month of charities that conduct charitable gaming millionaire party events, to determine compliance with the Bingo Act and Administrative Rules.
P-30-LI	Assign a specified number of post inspections per month	Yellow		80.00%	60.56% January 1 - March 31, 2016	70.51%	Quarterly	The Investigations Section Manager will assign 60 post-event inspections per month.
P-32-LI	Vendor applications will be processed and submitted to management for final approval within established timeframes.			80.00%	94.12% January 1 - March 31, 2016	0.00%	Quarterly	Vendor applications, excluding those involving derogatory information, will be processed, peer reviewed, supervisor reviewed and submitted for management review and approval within 30 days of the assignment.
<b>Learning and Growth</b>								
L-19-EE	On each Monday that begins a pay period, an email will be sent to all staff announcing new employees, promotions or other organizational changes.	Green		100.00%	100.00% January 1 - March 31, 2016	66.67%	Quarterly	On each Monday that begins a pay period, an email will be sent to all staff announcing new employees, promotions or other organizational changes.
L-20-EE	Updates regarding the Enterprise IT System will be sent to all staff via email on a monthly basis.	Green	=	100.00%	100.00% March 1 - March 31, 2016	100.00%	Monthly	Updates regarding the Enterprise IT System will be sent to all staff on a monthly basis.
L-22-EE	Deputy directors will attend a section staff meeting of each section within their division on a quarterly basis.	Green		75.00%	75.00% January 1 - March 31, 2016	91.67%	Quarterly	On a quarterly basis, each deputy director will attend a section staff meeting of each section within their division. Content of the meeting will be unchanged apart from the contribution of the deputy director. Attendance of the deputy director will be announced in advance of the meeting. Questions from staff to the deputy director, if any, will be submitted in advance and will remain anonymous to other attendees.
L-23-EE	Assign all new MGCB employees a peer coach for a 3-month period.			100.00%	100.00% January 1 - March 31, 2016		Quarterly	New employees will be assigned a peer coach as a source of information and guidance to help them transition into their new role at MGCB.
<b>Good Government</b>								
GG3	Percentage of completed or on track department level employee engagement action plans			100.00%	100.00% January 1 - March 31, 2016	100.00%	Quarterly	MGCB has identified eight positive action items outlined in the 2015 Action Plan to be completed in 2016. Currently on target to be completed as outlined in the plan.