

# MiScorecard Performance Summary

Business Unit: State Budget Office  
 Executive/Director Name: John E. Nixon  
 Reporting Period: Sept 2012  
 Date Approved: 10/18/2012

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 |  |
|---|--|----------|--------|------------|------------|------------|-------------------|--|
| <b>Accountability &amp; Performance</b> |  |          |        |            |            |            |                   |  |
| AP-1                                    | Identify potential budget problems by reviewing and analyzing agency expenditure trends on a qtrly basis   | Green    | =      | 100%       | 100%       | 100%       | Quarterly         |  |
| AP-2                                    | Reduce the number of Executive Budget revisions needed due to errors or omissions in the original submission   | Green    | 👍      | 0          | 0          | 1          | FY Annually       |  |
| AP-3                                    | Improve the accuracy of the budget process by reducing difference between budgeted and actual Medicaid costs to no more than +/- 2.0%                  | Green    | 👍      | +/- 2.0%   | -0.4%      | -5.2%      | FY Annually       |  |
| AP-4                                    | Improve accuracy of the budget process by reducing difference between budgeted and actual DHS caseload cost to no more than +/- 2.0%                   | Yellow   | 👍      | +/- 2.0%   | -3.0%      | -3.5%      | FY Annually       |  |
| AP-5                                    | Improve accuracy of the budget process by reducing difference between estimated and actual K-12 pupil counts to no more than +/- 1.0%                  | Green    | 👍      | +/- 1.0%   | 0.01%      | 0.53%      | FY Annually       |  |
| <b>Customer Service Excellence</b>      |  |          |        |            |            |            |                   |  |
| CS-1                                    | Increase the number of statewide reporting templates/guidelines for agency use in complying with required legislative reports                          | Green    | 👍      | 5          | 5          | 4          | Quarterly         | Current: Out-of-state travel report; yr-end lapse estimates; transparency website; restricted revenue report; FTE report                               |
| CS-2                                    | Issue W-2s and 1099s in advance of IRS deadlines   | Green    | =      | 100%       | 100%       | 100%       | FY Annually       |  |
| CS-3                                    | Audit post-engagement survey will result in at least 70% of survey respondents who are "very satisfied".   | Yellow   | =      | 70.0%      | tbd        | tbd        | Quarterly         | Survey to be developed, target implementation date 7/1/2012  |
| CS-4                                    | Expand Mi School Data portal to include new tools, reports and metrics   | Green    | 👍      | 26         | 26         | 22         | Quarterly         | Number of online reports (site was implemented in September 2011)  |
| <b>Expertise &amp; Commitment</b>       |  |          |        |            |            |            |                   |  |
| EC-1                                    | Develop a professional development plan for each SBO employee  | Green    | 👍      | 100.0%     | 79.4%      | 67.7%      | Monthly           |  |
| EC-2                                    | Improve employee skills by implementing provisions of each employee's professional development plan  | Yellow   | =      | 80.0%      | tbd        | tbd        | Twice a Year      | Professional development activity include formal training, documented mentoring, public speaking; including legislative testimony, job shadowing, etc. |
| <b>Innovation &amp; Leadership</b>      |  |          |        |            |            |            |                   |  |
| IL-1                                    | Improve long-term financial planning by adding additional years to planning horizon  | Red      | =      | 10         | 3          | 3          | FY Annually       |  |
| <b>Operational Efficiency</b>           |  |          |        |            |            |            |                   |  |
| OE-1                                    | Reduce costs by increasing the percentage of payments processed electronically   | Yellow   | 👍      | 100.0%     | 85.6%      | 85.5%      | Quarterly         |  |
| OE-2                                    | Reduce operating costs by increasing the number of recurring payments made via a Web face system   | Yellow   | 👍      | 25%        | 18.4%      | 1.1%       | Quarterly         | Option became available April 1, 2012  |
| OE-3                                    | Improve accuracy and reduce costs by reducing the number of payroll and expense reimbursement errors   | Green    | 👍      | 1.0%       | 0.8%       | 0.8%       | Quarterly         |  |
| OE-4                                    | Reduce average number of days between data collection and public reporting   | Yellow   | =      | 60         | 90         | 90         | Quarterly         |  |
| <b>Shared Services</b>                  |  |          |        |            |            |            |                   |  |
| SS-1                                    | Implement additional specific accounting consolidation, standardization, streamlining or centralization that increase cumulative savings by \$250,000+ | Green    | 👍      | \$10,150.0 | \$10,324.2 | \$10,177.9 | Quarterly         | \$ in thousands  |