MiScorecard Performance Summary

Business Unit:	**Department of Treasury**	Green	90% or greater of target
Executive/Director Name:	**Andy Dillon**	Yellow	>= 75% to 90% of target
Reporting Period:	**Sept 2012**	Red	less than 75% of target
Date Approved:	**10/15/2012**	Scorecard Status	**Final**

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
C-1	Speed of Answering Telephones-Customer Service			9	5.0	7.4	Monthly	Improve overall customer satisfaction by providing timely response to customer phone calls, measured in average time in minutes spent on hold before speaking with a Treasury Customer Service Representative.
C-2	Written Correspondence Resolution Time			90%	53%	35%	Monthly	Tracks the progress in providing timely and efficient customer communication. This measures the percentage of Individual Income Tax correspondence for which Treasury generates a resolution within 90 days.
C-3	Days to Process E-Filed Error Free Refund Return			7	4.9	4.3	Monthly	Maintain customer satisfaction by ensuring timeliness of tax refunds.
C-4	Percentage of Self Service Contacts			85%	88%	80%	FY Annually	To ensure taxpayers are utilizing web based services. This measure is an indicator of how many taxpayers use the web services provided by Treasury.
C-5	Telephone Call Quality Assurance-Collection Division			100%	93%	94.5%	Quarterly	To provide quality information and customer service on telephone calls. Staff are measured on several key criteria which helps determine where overall training may be needed to ensure a high quality of service.
C-6	Number of material security breaches		=	0	0	0	Monthly	Maintain and protect confidential information obtained through departmental programs
C-7	Timely Assistance to Local Units of Government		=	100%	100%	100%	Quarterly	Contact is made within 48 hours of receiving a request for assistance (excluding weekends and holidays)
Financial								
F-1	Accurate Revenue Estimating			3%	5.2%	1.3%	FY Annually	Estimate revenues within 3% of actual. The accuracy of the metric impacts the state budget process.
F-2	Principal Residence Exception Audit Revenue Assessed			$15,000,000	23,900,000	20,100,000	FY Annually	Ensure only eligible properties are given the exemption, revenues to the School Aid Fund can be maximized and fairness across taxpayers ensured. This metric measures the annual dollars assessed.
F-3	State Credit Rating		=	AAA	AA-	AA-	FY Annually	Ensure the state receives the best credit rating possible. A better credit rating allows the state to borrow money at the most competitive rates available. Ensures the financial position of the state provides a climate for business investment and citizen confidence.
F-4	Quarterly rolling 1 year average return on MPSERS pension investments			8%	2.6%	5.0%	Quarterly	Actual investment rate of return on pension fund assets for the Michigan Public School Employee Retirement System.
F-4.1	Quarterly rolling 5 year average return on MPSERS pension investments			8%	1.4%	2.8%	Quarterly	Actual investment rate of return on pension fund assets for the Michigan Public School Employee Retirement System
F-5	School Districts Serviced Under State Aid Note			300	304	301	FY Annually	Provides access to short term loans for school districts. This metric goal is to reduce the number of school districts that need access to short term loans.
F-6	Tax Audits Completed			750	632	897	Quarterly	Tax audits ensure that the tax returns are accurate and that revenues due and owing the state are collected.
F-7	Discovery Project Revenues			$40,000,000	63,473,009	$24,052,982	Quarterly	Discovery projects ensure that tax revenues due and owing to the state are collected.
Internal Business Processes								
P-1	Tax Exemption Certificates Processed			910	833	911	CY Annually	The State Tax Commission reviews and processes applications for exemption certificates primarily for businesses to promote economic development. This metric measures the number of certificates processed.
P-1.1	Percent of Tax Exemption Certificates Processed		=	100%	100%	100%	CY Annually	This metric measures the percent of tax exemption certificates that are processed each year.
P-2	Deficit Elimination Plan Timely Review		=	100%	100%	100%	Quarterly	Timely turnaround of deficit elimination plans (DEP) is a necessary step to ensure that local units of government address financial problems. Percentage of plans reviewed within 30 days.
P-5	Inspections of Tobacco Retailers, New Metric beginning FY13		N/A	470	n/a	n/a	Quarterly	This will measure the number of administrative inspections of tobacco retailers and licensees by Michigan State Police and Department of Treasury enforcement personnel each quarter.
P-6	IT Projects On Time and Within Budget			85%	87%	63%	Triannual	Track IT projects with respect to budget and completion time to ensure the Department meets legal/statutory requirements.
Learning and Growth								
L-1	Improve Internal Communication Through Web		=	100%	100%	100%	Monthly	Regularly update the Treasury Intranet home page to ensure staff have access to current information. This measures the percentage of time the web is updated at least monthly.
L-2	Employee Landscape, Percent of Champions		N/A	50%	43%	n/a	CY Annually	This is a measure of the percent of champions in the department as determined by the employee engagement survey. Champions are defined as highly engaged employees who intend to stay working for the state of Michigan for at least another 12 months.