





# MiScorecard Performance Summary

**Business Unit:** Workers Compensation Agency  
**Executive/Director Name:** Mark Long  
**Reporting Period:** Feb 2019

**Green** >=90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 4/8/2019

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Financial</b>								
WCA-1	Cost Per Claim	Green		25.0%	11.5%	12.0%	FY Annually	Growth Over 4 Years
<b>Key Economic Indicators</b>								
WCA-2	WC Cost of Premium Ranking	Green		40	36 of 50	34 of 50	Every Other Year	1 (highest) to 50 (lowest)
<b>Process Improvement</b>								
WCA-3	Workers' Compensation Agency	Red		50.0%	32.1%	31.2%	FY Annually	Percentage of filings received electronically versus paper filings
<b>Customer/Constituent</b>								
WCA-4	Duration of Temporary Disability	Green		15.0	16.0	17.0	FY Annually	Duration by Weeks