

MiScorecard Performance Summary

Business Unit: Licensing and Regulatory Affairs
Executive/Director Name: Steven H. Hilfinger
Reporting Period: Oct 2012
Date Approved: 11/26/2012

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
1. ORR								
1	Comprehensive Rule Review			100.0%	100.0%	60.6%	Monthly	Percent of Existing Rules Reviewed
2	Administrative Rule Count			n/a	18,348	18,470	Monthly	Number of Existing Administrative Rules
3	ARC Generated Changes			200	21	15	Monthly	Number of Changes Implemented Following ARC Recommendations
4	Rules Committees Formed			8	8	8	Monthly	Number of Rules Committees Formed
5	Total Rule Rescissions			3000	953	834	Monthly	Number of Rules Rescinded
6	Net Reduction in Number of Administrative Rules			TBD	-881	-762	Monthly	Net Reduction in Administrative Rule Count since April 25, 2011
2. Adjudications								
7	Overall Timely Administrative Hearings			90.0%	76.3%	77.2%	Monthly	Percent Closed Within Timeliness Deadlines
8	Unemployment Appeals			30	38	30	Monthly	Average Case Age of 1st Level Appeals
9	Public Benefit Cases			90.0%	81.0%	82.9%	Monthly	Percent Compliance Within Timeliness Standards
10	Tax Tribunal Small Claims			90.0%	69.0%	46.0%	Monthly	Percent Compliance Within 14 Month Standards
11	LCC Violation Appeals			80.0%	68.5%	73.8%	Monthly	Percent Finalized Within 90 Days
3. Licensing and Permits								
12	Overall Timely Permits and Licenses			90%	97.8%	96.5%	Quarterly	Percent Issued Within Timeliness Deadlines
13	BHCS Facility Plan Review			90.0%	96.9%	94.5%	Quarterly	Percent Compliance Within 6 Week Time Standard for Construction Plan Review
14	BCS Corp Document Review			90.0%	97.0%	98.2%	Monthly	Review of Non-Expedited Documents Within 5 Days
15	BCC Permit Processing			85.0%	99.8%	99.9%	Monthly	Percent Processed Within 5 Business days
16	BHCS License Issuance			90.0%	95.0%	95.0%	Monthly	Percent Completed Within 60 Days After Receiving Completed Application
17	BHCS Medical Marijuana License Processing			95.0%	100.0%	100.0%	Monthly	Medical Marijuana Card rejection Letters Issued within 20 Days of Receipt of Application for those Ineligible (original applications)
18	LCC Application Processing			90.0%	97.6%	95.0%	Monthly	Percent Completed Less than 60 Days after Receipt of Completed Application
4. Complaint Processing								
19	Overall Timely Complaint Resolution			90%	72.1%	72.8%	Quarterly	Percent Processed Within Timeliness Deadlines
20	BHCS Complaint Drafting			75.0%	87.6%	73.4%	Monthly	Percent Drafted Within 22 Days of Assignment
21	BCS Complaint Processing Time			90%	80.6%	85.4%	Quarterly	Percent of Complaints Processed Within 180 days
22	OFIR Complaint Handling			95%	99.1%	99.0%	Quarterly	Percent of Complaints Opened Within 7 Business Days
23	MIOSHA Complaint Processing			95%	99.2%	99.2%	Quarterly	Percent of Employee Complaints Completed Within 10 Business Days
24	WH Complaint Processing			75.0%	67.4%	64.0%	Monthly	Cumulative Percent of Investigative Complaints Resolved Within 90 Days of Assignment
5. Key Economic Indicators								
25	Construction Industry Injury and Illness Rate			2.7	1.5	2.0	FY Annually	Number of Injuries or Illnesses Per 100 Workers
26	Manufacturing Industry Injury and Illness Rate			6.3	5.5	5.9	FY Annually	Number of Injuries or Illnesses Per 100 Workers
27	UIA Claims			n/a	68,856	54,573	Monthly	Total New Claims Filed
28	New UIA Employer Accounts			1,850	1236	610	Monthly	Number of New Accounts Opened
29	WC Cost of Premium Ranking			40	23	32	Every Other Year	1 (Highest) to 50 (Lowest)
30	Michigan Average Electrical Retail Price (Commercial)			n/a	39	40	Monthly	National Ranking of Retail Price of Commercial Electricity (YTD)
31	Building Permits Issued			n/a	126	145	Monthly	Number of Building Permits Issued
32	Home Heating for the Vulnerable Fund Assistance			27,500	17,827	6,927	Quarterly	Number of Vulnerable Households Served
6. Employee Engagement								
34	Employee Landscape Champions Percentage			55%	50.0%	n/a	FY Annually	Percent of LARA Employees Defined as Champions
35	Employee Engagement Survey Participation			70%	63.0%	n/a	FY Annually	Percent of LARA Employees Participating in State of Michigan Employee Engagement Survey