

MiScorecard Performance Summary

Business Unit: Licensing and Regulatory Affairs
 Executive/Director Name: Steven H. Hilfinger
 Reporting Period: Aug 2012
 Date Approved: 9/17/2012

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
Adjudications								
7	Overall Timely Administrative Hearings	Yellow		90%	77.2%	80.5%	Monthly	Percent Closed Within Timeliness Deadlines
8	Unemployment Appeals	Green		30	29	27	Monthly	Average Case Age of 1st Level Appeals
9	Public Benefit Cases	Green	=	90%	82.4%	82.4%	Monthly	Percent Compliance Within Timeliness Standards
10	Tax Tribunal Small Claims	Green		90%	96.0%	88.0%	Monthly	Percent Compliance Within 14 Month Standards
11	LCC Violation Appeals	Green		80%	85.7%	85.0%	Monthly	Percent Finalized Within 90 Days
Complaint Processing								
19	Overall Timely Complaint Resolution	Yellow		90%	72.8%	75.6%	Quarterly	Percent Processed Within Timeliness Deadlines
20	BHP Complaint Drafting	Green		75%	70.3%	57.4%	Monthly	Percent Drafted Within 22 Days of Assignment
21	BCS Complaint Processing Time	Green		90%	85.4%	75.4%	Quarterly	Percent of Complaints Processed Within 180 days
22	OFIR Complaint Handling	Green		95%	99.0%	97.7%	Quarterly	Percent of Complaints Opened Within 7 Business Days
23	MIOSHA Complaint Processing	Green	=	95%	99.2%	99.2%	Quarterly	Percent of Employee Complaints Completed Within 10 Business Days
24	WH Complaint Processing	Yellow		75%	63.5%	63.0%	Monthly	Cumulative Percent of Investigative Complaints Resolved Within 90 Days of Assignment
Employee Engagement								
34	Employee Landscape Champions Percentage	Green	N/A	55%	50.0%	n/a	Annually	Percent of LARA Employees Defined as Champions
35	Employee Engagement Survey Participation	Green	N/A	70%	63.0%	n/a	Annually	Percent of LARA Employees Participating in State of Michigan Employee Engagement Survey
Key Economic Indicators								
25	Construction Industry Injury and Illness Rate	Green		2.7	2.0	1.4	Annually	Number of Injuries or Illnesses Per 100 Workers
26	Manufacturing Industry Injury and Illness Rate	Green		6.3	5.9	5.5	Annually	Number of Injuries or Illnesses Per 100 Workers
27	UIA Claims		N/A	n/a	56,948	89,450	Monthly	Total New Claims Filed
28	New UIA Employer Accounts		N/A	1,850	314	1,713	Monthly	Number of New Accounts Opened
29	WC Cost of Premium Ranking	Red		40	23	32	Every Other Year	1 (Highest) to 50 (Lowest)
30	Michigan Average Electrical Retail Price (Commercial)		N/A	n/a	40	39.0	Monthly	National Ranking of Retail Price of Commercial Electricity (YTD)
31	Building Permits Issued		N/A	n/a	175	149	Monthly	Number of Building Permits Issued
32	Home Heating for the Vulnerable Fund Assistance	Red	N/A	27,500	17,827	6,927	Quarterly	Number of Vulnerable Households Served
33	Centers for Independent Living Information and Referral	Green	N/A	4,250	4,018	4,300	Quarterly	Number of Individuals Served
Licensing and Permits								
12	Overall Timely Permits and Licenses	Green		90%	96.5%	99.3%	Quarterly	Percent Issued Within Timeliness Deadlines
13	BHS Facility Plan Review	Green		90%	94.5%	86.5%	Quarterly	Percent Compliance Within 6 Week Time Standard for Construction Plan Review
14	BCS Corp Document Review	Green		90%	97.2%	97.7%	Monthly	Review of Non-Expedited Documents Within 5 Days
15	BCC Permit Processing	Green	=	85%	100.0%	100.0%	Monthly	Percent Processed Within 5 Business days
16	BHP License Issuance	Green		90%	95.0%	91.1%	Monthly	Percent Completed Within 60 Days After Receiving Completed Application
17	BHP Medical Marijuana License Processing	Green	=	95%	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	Green		90%	95.0%	96.3%	Monthly	Percent Completed Less than 60 Days after Receipt of Completed Application
ORR								
1	Comprehensive Rule Review	Red		100%	60.6%	47.2%	Monthly	Percent of Existing Rules Reviewed
2	Administrative Rule Count	Red	N/A	n/a	18,470	18,553	Monthly	Number of Existing Administrative Rules
3	ARC Generated Changes	Red		200	15	14	Monthly	Number of Changes Implemented Following ARC Recommendations
4	Rules Committees Formed	Green		8	8	7	Monthly	Number of Rules Committees Formed
5	Total Rule Rescissions	Red		3000	827	735	Monthly	Number of Rules Rescinded
6	Net Reduction in Number of Administrative Rules	Red	N/A	TBD	-756	-673	Monthly	Net Reduction in Administrative Rule Count since April 25, 2011