

# MiScorecard Performance Summary

**Business Unit:** Licensing and Regulatory Affairs  
**Executive/Director Name:** Steven Arwood  
**Reporting Period:** Dec 2012  
**Date Approved:** 1/16/2013

Green >90% of target  
Yellow >= 75% - 90% of target  
Red <75% of target  
 Scorecard Status: **Final**

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>1. ORR</b>								
LARA-1	Comprehensive Rule Review	<span style="background-color: green; color: white;">■</span>	=	100.0%	100.0%	100.0%	Monthly	Percent of Existing Rules Reviewed
LARA-2	Administrative Rule Count	<span style="background-color: white; color: black;">■</span>	👍	n/a	18,214	18,349	Monthly	Number of Existing Administrative Rules
LARA-3	ARC Generated Changes	<span style="background-color: red; color: white;">■</span>	👍	200	43	23	Monthly	Number of Changes Implemented Following ARC Recommendations
LARR-4	Rules Committees Formed	<span style="background-color: green; color: white;">■</span>	=	8	8	8	Monthly	Number of Rules Committees Formed
LARA-5	Total Rule Rescissions	<span style="background-color: red; color: white;">■</span>	👍	3000	1130	988	Monthly	Number of Rules Rescinded
LARA-6	Net Reduction in Number of Administrative Rules	<span style="background-color: white; color: black;">■</span>	👍	TBD	-1016	-880	Monthly	Net Reduction in Administrative Rule Count since April 25, 2011
<b>2. Adjudications</b>								
LARA-7	Overall Timely Administrative Hearings	<span style="background-color: green; color: white;">■</span>	👍	90.0%	85.9%	79.1%	Monthly	Percent Closed Within Timeliness Deadlines
LARA-8	Unemployment Appeals	<span style="background-color: red; color: white;">■</span>	👎	30	40	36	Monthly	Average Case Age of 1st Level Appeals
LARA-9	Public Benefit Cases	<span style="background-color: yellow; color: black;">■</span>	👍	90.0%	79.0%	76.0%	Monthly	Percent Compliance Within Timeliness Standards
LARA-10	Tax Tribunal Small Claims	<span style="background-color: green; color: white;">■</span>	=	90.0%	95.0%	95.0%	Monthly	Percent Compliance Within 14 Month Standards
LARA-11	LCC Violation Appeals	<span style="background-color: yellow; color: black;">■</span>	👍	80.0%	65.9%	61.9%	Monthly	Percent Finalized Within 90 Days
<b>3. Licensing and Permits</b>								
LARA-12	Overall Timely Permits and Licenses	<span style="background-color: green; color: white;">■</span>	👎	90.0%	97.0%	97.8%	Quarterly	Percent Issued Within Timeliness Deadlines
LARA-13	BHCS Facility Plan Review	<span style="background-color: green; color: white;">■</span>	👍	90.0%	97.4%	96.9%	Quarterly	Percent Compliance Within 6 Week Time Standard for Construction Plan Review
LARA-14	BCS Corp Document Review	<span style="background-color: green; color: white;">■</span>	👎	95.0%	96.0%	97.3%	Monthly	Review of Non-Expedited Documents within 3 Days
LARA-15	BCC Permit Processing	<span style="background-color: green; color: white;">■</span>	👍	85.0%	99.7%	98.7%	Monthly	Percent Processed Within 5 Business days
LARA-16	BHCS License Issuance	<span style="background-color: green; color: white;">■</span>	=	90.0%	95.0%	95.0%	Monthly	Percent Completed Within 60 Days After Receiving Completed Application
LARA-17	BHCS Medical Marijuana License Processing	<span style="background-color: green; color: white;">■</span>	=	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)
LARA-18	LCC Application Processing	<span style="background-color: green; color: white;">■</span>	👍	90.0%	94.1%	92.4%	Monthly	Percent Completed Less than 60 Days after Receipt of Completed Application
<b>4. Complaint Processing</b>								
LARA-19	Overall Timely Complaint Resolution	<span style="background-color: green; color: white;">■</span>	👍	90.0%	87.1%	72.1%	Quarterly	Percent Processed Within Timeliness Deadlines
LARA-20	BHCS Complaint Drafting	<span style="background-color: red; color: white;">■</span>	👎	75.0%	32.4%	71.2%	Monthly	Percent Drafted Within 22 Days of Assignment
LARA-21	BCS Complaint Investigation Processing Time	<span style="background-color: yellow; color: black;">■</span>	👎	90.0%	70.2%	80.6%	Quarterly	Percent of Complaints through the Investigation Stage within 180 Days of Assignment
LARA-22	OFIR Complaint Handling	<span style="background-color: green; color: white;">■</span>	👍	95.0%	99.6%	99.1%	Quarterly	Percent of Complaints Opened Within 7 Business Days
LARA-23	MIOSHA Complaint Processing	<span style="background-color: green; color: white;">■</span>	👎	95.0%	98.8%	99.2%	Quarterly	Percent of Employee Complaints Completed Within 10 Business Days
LARA-24	WH Complaint Processing	<span style="background-color: green; color: white;">■</span>	👎	75.0%	78.1%	81.8%	Monthly	Cumulative Percent of Investigative Complaints Resolved Within 90 Days of Assignment
<b>5. Key Economic Indicators</b>								
LARA-25	Construction Industry Injury and Illness Rate	<span style="background-color: green; color: white;">■</span>	👍	2.7	1.5	2.0	FY Annually	Number of Injuries or Illnesses Per 100 Workers
LARA-26	Manufacturing Industry Injury and Illness Rate	<span style="background-color: green; color: white;">■</span>	👍	6.3	5.5	5.9	FY Annually	Number of Injuries or Illnesses Per 100 Workers
LARA-27	UIA Claims	<span style="background-color: white; color: black;">■</span>	👎	n/a	109,983	78,794	Monthly	Total New Claims Filed
LARA-28	New UIA Employer Accounts	<span style="background-color: red; color: white;">■</span>	👎	1850	1387	1452	Monthly	Number of New Accounts Opened
LARA-29	WC Cost of Premium Ranking	<span style="background-color: yellow; color: black;">■</span>	👍	40	32	23	Every Other Year	1 (Highest) to 50 (Lowest)
LARA-30	Michigan Average Electrical Retail Price (Commercial)	<span style="background-color: white; color: black;">■</span>	=	n/a	39	39	Monthly	National Ranking of Retail Price of Commercial Electricity (YTD)
LARA-31	Building Permits Issued	<span style="background-color: white; color: black;">■</span>	👎	n/a	72	100	Monthly	Number of Building Permits Issued
LARA-32	Home Heating for the Vulnerable Fund Assistance	<span style="background-color: green; color: white;">■</span>	👍	27,500	26,667	17,827	Quarterly	Number of Vulnerable Households Served
<b>6. Employee Engagement</b>								
LARA-34	Employee Landscape Champions Percentage	<span style="background-color: green; color: white;">■</span>		55%	50.0%	n/a	FY Annually	Percent of LARA Employees Defined as Champions
LARA-35	Employee Engagement Survey Participation	<span style="background-color: green; color: white;">■</span>		70%	63.0%	n/a	FY Annually	Percent of LARA Employees Participating in State of Michigan Employee Engagement Survey