

MiScorecard Performance Summary

Business Unit: Licensing and Regulatory Affairs
Executive/Director Name: Steven Arwood
Reporting Period: Apr 2013
Date Approved: 5/15/2013

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
1. ORR								
LARA-1	Number of Existing Administrative Rules Reviewed	Green	=	100.0%	100.0%	100.0%	Monthly	Percent of Existing Rules Reviewed
LARA-2	Number of Existing Administrative Rules		👍	N/A	17,902	18,035	Monthly	Number of Existing Administrative Rules
LARA-3	ARC Generated Changes	Red	👍	200	90	74	Monthly	Number of Changes Implemented Following ARC Recommendations
LARA-4	Rules Committees Formed	Green	=	8	8	8	Monthly	Number of Rules Committees Formed
LARA-5	Administrative Rules Rescinded	Red	👍	3000	1564	1388	Monthly	Number of Rules Rescinded
LARA-6	Net Reduction in Number of Administrative Rules		👍	TBD	-1328	-1195	Monthly	Net Reduction in Administrative Rule Count since April 25, 2011
2. Adjudications								
LARA-7	Overall Timely Administrative Hearings	Green	👍	90.0%	84.0%	79.9%	Monthly	Percent Closed Within Timeliness Deadlines
LARA-8	Unemployment Agency Appeals (1st Level)	Red	👍	30	51	80	Monthly	Average Case Age of 1st Level Appeals in Days
LARA-9	Public Benefit Cases Referred by Department of Human Services	Yellow	=	90.0%	76.0%	76.0%	Monthly	Closure of Benefit Cases Referred by DHS - 60/90 Day Compliance
LARA-10	Michigan Tax Tribunal Appeals (Small Claims)	Green	=	90.0%	99.0%	99.0%	Monthly	Issuance of Decisions in Small Claims Tax Tribunal Cases - 14 Month Standard
LARA-11	LCC - Violation Appeals	Green	👎	80.0%	71.5%	84.1%	Monthly	Percentage of Cases Finalized/Scheduled for Hearing within 90 Days of Receipt of the Violation Report
3. Licensing and Permits								
LARA-12	Overall Timely Permits and Licenses	Green	👍	90.0%	96.1%	95.2%	Monthly	Percent Issued Within Timeliness Deadlines
LARA-13	Health Facilities Division - Engineering	Green	👎	90.0%	97.5%	100.0%	Monthly	Percent Compliance within 6 Week Time Standard for Construction Plan Review
LARA-14	CSCL - Corporation Document Review	Green	👍	95.0%	95.7%	95.1%	Monthly	Review of Non-Expedited Documents within 3 Days
LARA-15	BCC - Permit Processing	Green	👎	85.0%	99.4%	100.0%	Monthly	Percent Processed within 5 Business Days
LARA-16	Health Professions Division - License Issuance Timeliness	Green	👍	90.0%	95.0%	91.0%	Monthly	Percent Completed within 8 Weeks of Full Submission
LARA-17	Health Professions Division - Medical Marijuana Application Processing	Green	=	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	Green	👍	90.0%	98.5%	94.2%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt
4. Complaint Processing								
LARA-19	Overall Timely Complaint Resolution	Green	👎	90.0%	84.0%	87.1%	Quarterly	Percent Processed Within Timeliness Deadlines
LARA-20	Health Professions Division - Investigative Complaint Drafting	Green	👍	75.0%	76.1%	62.2%	Monthly	Percent Drafted within 22 Days of Assignment
LARA-21	CSCL - Complaint Investigation Stage Processing Time	Green	👍	90.0%	84.0%	70.2%	Quarterly	Percent of Complaints through the Investigation Stage within 180 Days of Assignment
LARA-23	MIOSHA - Response to Employee Complaints	Green	👍	95.0%	100.0%	99.0%	Quarterly	Percent of Employee Complaints Completed within 10 Business Days
LARA-24	MIOSHA - Wage & Hour Complaint Processing	Green	👎	75.0%	72.6%	74.2%	Monthly	Cumulative Percent of Investigative Complaints Resolved within 90 Days of Assignment
5. Key Economic Indicators								
LARA-25	MIOSHA - Construction Industry Injury and Illness Rate	Green	👍	2.7	1.5	2.0	FY Annually	Number of Injuries and Illnesses Per 100 Workers
LARA-26	MIOSHA - Manufacturing Industry Injury and Illness Rate	Green	👍	6.3	5.5	5.9	FY Annually	Number of Injuries or Illnesses Per 100 Workers
LARA-27	UIA New Claims -- All Programs		👎	N/A	69,867	52,020	Monthly	Total New Claims Filed -- Reg UI, EUC and EB
LARA-28	New UIA Employer Accounts	Green	👍	1850	2216	1784	Monthly	Number of New Accounts Opened
LARA-29	WC Cost of Premium Ranking	Yellow	👍	40	32	23	Every Other Year	1 (Highest) to 50 (Lowest)
LARA-30	Michigan Average Electrical Retail Price (Commercial)		=	N/A	39.0	39.0	Monthly	National Ranking of Retail Price of Commercial Electricity (YTD)
LARA-31	BCC - Building Permits Issued		👍	N/A	161	76	Monthly	Number of Building Permits Issued
6. Employee Engagement								
LARA-34	Employee Landscape Champions Percentage	Green		55%	50.0%	n/a	FY Annually	Percent of LARA Employees Defined as Champions
LARA-35	Employee Engagement Survey Participation	Green		70%	63.0%	n/a	FY Annually	Percent of LARA Employees Participating in State of Michigan Employee Engagement Survey