

MiScorecard Performance Summary								
<b>Business Unit:</b>	Licensing and Regulatory Affairs		Green		>90% of target			
<b>Executive/Director Name:</b>	Steven Arwood		Yellow		>= 75% - 90% of target			
<b>Reporting Period:</b>	Sep 2013		Red		<75% of target			
<b>Date Approved:</b>	10/16/2013		Scorecard Status		Final			
	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>ORR</b>								
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	17,715	17,844	Monthly	Number of Existing Administrative Rules
LARA-3	ARC Generated Changes	Red		200	99	95	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LARA-5	Administrative Rules Rescinded	Red		3000	1,892	1725	Monthly	Total Number of Rules Rescinded
LARA-6	Net Reduction in Number of Administrative Rules			TBD	1,515	1,386	Monthly	Net Reduction in Administrative Rule Count since April 25, 2011
<b>Adjudications</b>								
LARA-7	Overall Timely Administrative Hearings	Yellow		90.0%	79.4%	77.4%	Monthly	Percent Closed Within Timeliness Deadlines
LARA-8	Unemployment Agency Appeals (1st Level)	Yellow		30	35	41	Monthly	Average Case Age of 1st Level Appeals in Days
LARA-9	Public Benefit Cases Referred by Department of Human Services	Green		90.0%	85.0%	75.7%	Monthly	Closure of Benefit Cases Referred by DHS - 60/90 Day Compliance
LARA-10	Michigan Tax Tribunal Appeals (Small Claims)	Green		90.0%	100.0%	99.0%	Monthly	Issuance of Decisions in Small Claims Tax Tribunal Cases - 14 Month Standard
LARA-11	LCC - Violation Appeals	Green		80.0%	73.2%	78.9%	Monthly	Percentage of Cases Finalized/Scheduled for Hearing within 90 Days of Receipt of the Violation Report
<b>Licensing and Permits</b>								
LARA-12	Overall Timely Permits and Licenses	Green		90.0%	96.2%	96.4%	Monthly	Percent Issued Within Timeliness Deadlines
LARA-13	Health Facilities Division - Engineering	Green	=	90.0%	100.0%	100.0%	Monthly	Percent Compliance within 6 Week Time Standard for Construction Plan Review
LARA-14	CSCL - Corporation Document Review	Green		95.0%	95.2%	96.0%	Monthly	Review of Non-Expedited Documents within 3 Days
LARA-15	BCC - Permit Processing	Green		85.0%	99.7%	99.9%	Monthly	Percent Processed within 5 Business Days
LARA-16	Health Professions Division - License Issuance Timeliness	Green		90.0%	94.9%	93.0%	Monthly	Percent Completed within 8 Weeks of Full Submission
LARA-17	Health Professions Division - Medical Marijuana Application Processing	Green		95.0%	99.7%	98.3%	Monthly	Medical Marijuana Card Rejection Letters Issued within 15 Days of Receipt of Application for those Ineligible (original applications)
LARA-18	LCC - Application Processing	Green		90.0%	98.6%	99.2%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt
<b>Complaint Processing</b>								
LARA-19	Overall Timely Complaint Resolution	Yellow		90.0%	75.8%	74.5%	Quarterly	Percent Processed Within Timeliness Deadlines
LARA-20	Health Professions Division - Investigative Complaint Drafting	Yellow		75.0%	65.5%	46.2%	Monthly	Percent Drafted within 22 Days of Assignment
LARA-21	CSCL - Complaint Investigation Stage Processing Time	Green		90.0%	89.8%	87.8%	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%	100.0%	Quarterly	Percent of Employee Complaints Completed within 10 Business Days
LARA-24	MIOSHA - Wage & Hour Complaint Processing	Green		75.0%	73.3%	71.7%	Monthly	Cumulative Percent of Investigative Complaints Resolved within 90 Days of Assignment
<b>Key Economic Indicators</b>								
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	34,053	41,684	Monthly	Total New Claims Filed -- Reg UI, EUC and EB
LARA-28	New UIA Employer Accounts	Green		1850	1,744	1596	Monthly	Number of New Accounts Opened
LARA-29	WC Cost of Premium Ranking	Yellow		40	32 of 50	23 of 50	Every Other Year	1 (highest) to 50 (lowest)
LARA-30	Commercial - Electric Price Rank within the United States		=	N/A	39	39	Monthly	Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data (June 2013 - 2 months lag)
<b>Employee Engagement</b>								
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