

MiScorecard Performance Summary

Business Unit: Licensing and Regulatory Affairs
Executive/Director Name: Steven Arwood
Reporting Period: Oct 2013
Date Approved: 11/21/2013

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
ORR								
ORR-1	Number of Existing Administrative Rules			N/A	17,717	17,715	Monthly	Number of Existing Administrative Rules
ORR-2	Number of Existing Administrative Rules Reviewed	Green	=	100.0%	100.0%	100.0%	Monthly	Percent of Existing Rules Reviewed
ORR-5	Rules Committees Formed	Green	=	8	8	8	Monthly	Number of Rules Committees Formed
ORR-8	Administrative Rules Rescinded	Red		3000	1,909	1892	Monthly	Total Number of Rules Rescinded
ORR-9	Net Reduction in Number of Administrative Rules			TBD	1,513	1,515	Monthly	Net Reduction in Administrative Rule Count since April 25, 2011
ORR-11	ARC Generated Changes	Red		200	105	99	Monthly	Number of Changes Implemented Following ARC Recommendations
Adjudications								
LARA-7	Overall Timely Administrative Hearings	Green		90.0%	90.9%	79.4%	Monthly	Percent Closed Within Timeliness Deadlines
MAHS-1	Unemployment Agency Appeals (1st Level)	Red		30	42	35	Monthly	Average Case Age of 1st Level Appeals in Days
MAHS-5	Michigan Tax Tribunal Appeals (Small Claims)	Green		90.0%	99.0%	100.0%	Monthly	Issuance of Decisions in Small Claims Tax Tribunal Cases - 14 Month Standard
MAHS-6	Public Benefit Cases Referred by Department of Human Services	Green		90.0%	95.0%	85.0%	Monthly	Closure of Benefit Cases Referred by DHS - 60/90 Day Compliance
LCC-6	LCC - Violation Appeals	Yellow		80.0%	69.1%	73.2%	Monthly	Percentage of Cases Finalized/Scheduled for Hearing within 90 Days of Receipt of the Violation Report
Licensing and Permits								
LARA-12	Overall Timely Permits and Licenses	Green		90.0%	96.7%	96.2%	Monthly	Percent Issued Within Timeliness Deadlines
BHCS- 1	Health Professions Division - License Issuance Timeliness	Green		90.0%	92.5%	94.9%	Monthly	Percent Completed within 8 Weeks of Full Submission
BHCS-6	Health Professions Division - Medical Marijuana Application Processing	Green		95.0%	99.0%	99.7%	Monthly	Medical Marijuana Card Rejection Letters Issued within 15 Days of Receipt of Application for those Ineligible (original applications)
BHCS-7	Health Facilities Division - Engineering	Green		90.0%	100.0%	100.0%	Monthly	Percent Compliance within 6 Week Time Standard for

			=					Construction Plan Review
CSCL-3	CSCL - Corporation Document Review	Green		95.0%	96.6%	95.2%	Monthly	Review of Non-Expedited Documents within 3 Days
BCC-6	BCC - Permit Processing	Green		85.0%	99.9%	99.7%	Monthly	Percent Processed within 5 Business Days
LCC-2	LCC - Application Processing	Green		90.0%	99.2%	98.6%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt
Complaint Processing								
LARA-19	Overall Timely Complaint Resolution	Yellow		90.0%	75.8%	74.5%	Quarterly	Percent Processed Within Timeliness Deadlines
BHCS-5	Health Professions Division - Investigative Complaint Drafting	Green		75.0%	85.8%	65.5%	Monthly	Percent Drafted within 22 Days of Assignment
CSCL-5	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
MIOSHA-5	MIOSHA - Response to Employee Complaints	Green	=	95.0%	100.0%	100.0%	Quarterly	Percent of Employee Complaints Completed within 10 Business Days
MIOSHA-9	MIOSHA - Wage & Hour Complaint Processing	Green		75.0%	72.1%	73.3%	Monthly	Cumulative Percent of Investigative Complaints Resolved within 90 Days of Assignment
Key Economic Indicators								
MPSC-6	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)
MIOSHA-1	MIOSHA - Construction Industry Injury and Illness Rate	Green		2.7	1.5	2.0	FY Annually	Number of Injuries and Illnesses Per 100 Workers
MIOSHA-2	MIOSHA - Manufacturing Industry Injury and Illness Rate	Green		6.3	5.5	5.9	FY Annually	Number of Injuries or Illnesses Per 100 Workers
UIA-1	UIA New Claims -- All Programs			N/A	54,887	34,053	Monthly	Total New Claims Filed -- Reg UI, EUC and EB
UIA-10	New UIA Employer Accounts	Green		1850	3,403	1744	Monthly	Number of New Accounts Opened
WCA-2	WC Cost of Premium Ranking	Yellow		40	32 of 50	23 of 50	Every Other Year	1 (highest) to 50 (lowest)
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