

MiScorecard Performance Summary

Business Unit: Insurance and Financial Services
Executive/Director Name: Ann Flood
Reporting Period: May 2014

Green >90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 6/11/2014

| Metric ID | Metric | Status | Progress | Target | Current | Previous | Frequency | Metric Definition |
|-----------------------------------|--|--------|----------|--------|---------|----------|-------------|--|
| Internal Business Process | | | | | | | | |
| I-1 | Financial Monitoring of Foreign Insurers | | | 100% | n/a | n/a | FY Annually | Complete in-depth financial analysis and review on 50 foreign insurers transacting business in Michigan. |
| I-2 | Insurance Company Examination Reports | Green | = | 95% | 100% | 100% | Quarterly | Issue insurance company examination reports within 60 days after field work completion. |
| I-3 | Insurance Investigations | Green | 👍 | 80% | 88% | 73% | Quarterly | Complete new insurance investigation cases within 90 business days, or reflect action taken every 30 days. |
| I-4 | Insurance Agency License Application Processing | Green | 👍 | 95% | 99% | 88% | Quarterly | Review agency applications and issue license or a follow up letter within five (5) business days. |
| I-5 | Market Conduct Audit and Examination Completion | Green | 👍 | 95% | 100% | 62% | Quarterly | Deliver market conduct audit or examination report to the agency or company within 60 days of completion of work program. |
| I-6 | Mortgage Examination Reports | Green | 👎 | 95% | 89% | 100% | Quarterly | Deliver mortgage examination reports to the company within 60 days from exam exit date. |
| I-7 | Mortgage Company Examinations | | | 90% | n/a | n/a | FY Annually | Complete 160 mortgage company examinations per fiscal year. |
| I-8 | Office of Credit Unions Examination Reports | Yellow | 👍 | 95% | 78% | 76% | Quarterly | Deliver credit union examination reports to institutions not more than 30 business days from examination exit date. |
| I-9 | Bank Examination Reports | Yellow | 👍 | 95% | 83% | 53% | Quarterly | Deliver independent and joint bank examination reports to institutions not more than 42 days from examination exit date. |
| I-10 | Bank Examinations | Green | | 95% | 93% | n/a | Quarterly | Commence independent and joint bank examinations no later than due date established by policy. |
| I-11 | Complaint Handling | Green | = | 95% | 98% | 98% | Quarterly | Open new complaints within 5 business days. |
| I-12 | Health Plan Appeals | Yellow | 👎 | 80% | 71% | 79% | Quarterly | Complete patient health plan appeals within applicable statutory time frames. |
| Customer/Constituent | | | | | | | | |
| C-1 | Response to Citizen/Business Calls | Green | 👎 | 90% | 94% | 97% | Quarterly | Answer calls received in the Communication Center within 3 minutes. |
| C-2 | Mortgage Company Licensing | Green | 👎 | 90% | 93% | 100% | Quarterly | Approve, cancel, withdraw, or recommend for referral to the Office of General Counsel, license and registration applications within 90 days. |
| C-3 | Consumer Outreach | | | 100% | n/a | n/a | FY Annually | Conduct at least 24 outreach seminars. Four of the seminars will be in venues which DIFS has not visited or provided an on-line presentation in the prior two years. |
| Economic Development | | | | | | | | |
| ED-1 | Enhance Pool of Professional Financial Service Industry Employees. | | | 95% | n/a | n/a | FY Annually | Participate in 25 outreach activities to educational institutions. |
| ED-2 | Industry Outreach/Education | | | 95% | n/a | n/a | FY Annually | Make 25 industry contacts through presentations, webinars, and other methods. |
| Employee Engagement/Growth | | | | | | | | |
| EE-1 | Director's Forum | | | 100% | n/a | n/a | FY Annually | Conduct 5 Director's forums to engage staff in the department's goals and current initiatives. |
| EE-2 | Employee Engagement Survey Participation | | | 100% | n/a | n/a | FY Annually | Obtain 80% percent participation from DIFS employees in the State of Michigan Employee Engagement Survey. |