

# MiScorecard Performance Summary

**Business Unit:** State Budget Office  
**Executive/Director Name:** John S. Roberts  
**Reporting Period:** Dec 2016

**Green** >=90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 2/2/2017

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Accountability &amp; Performance</b>								
AP-1	Identify potential budget problems by reviewing and analyzing agency expenditure trends on a qtrly basis	Green	=	100.0%	100.0%	100.0%	Quarterly	Current = Data as of the end of Q3 FY2016
AP-2	Reduce the number of Executive Budget revisions needed due to errors or omissions in the original submission	Green	=	0	1	0	FY Annually	Current = Revisions related to FY2017 budget
AP-3	Improve the accuracy of the budget process by reducing difference between budgeted and actual Medicaid costs to no more than +/- 2.0%	Red	☹	+/- 2.0%	5.0%	2.9%	FY Annually	Current = Final FY2016 data compared to projected FY2016 Consensus Medicaid expenditures included in the enacted DHHS appropriations bill.
AP-4	Improve accuracy of the budget process by reducing difference between budgeted and actual DHS caseload cost to no more than +/- 2.0%	Red	☹	+/- 2.0%	-4.1%	.49%	FY Annually	Current = Final FY2016 data compared to projected FY2016 consensus caseload costs included in the enacted DHS appropriations bill.
AP-5	Improve accuracy of the budget process by reducing difference between estimated and actual K-12 pupil counts to no more than +/- 1.0%	Green	☺	+/- 1.0%	-0.2%	0.26%	FY Annually	Current = Final FY2016 data compared to projected FY2015 Consensus estimates used to calculate foundation allowance costs for the enacted School Aid Budget.
<b>Customer Service Excellence</b>								
CS-1	Increase the number of statewide reporting templates/guidelines for agency use in complying with required legislative reports	Green	=	6	6	6	Quarterly	Current = Out-of-state travel report; yr-end lapse estimates; transparency website; restricted revenue report; FTE report; spending plans
CS-2	Issue W-2s and 1099s in advance of IRS deadlines	Green	=	100%	100%	100%	CY Annually	Current = TY 2015
CS-4	Continue expanding MI School Data portal to include new tools, reports, and metrics.	Green	=	3	3	6	Quarterly	A new report is defined as a snapshot or trend report for a new dataset not previously reported. A substantial enhancement includes adding one or more new metrics or dimensions to an existing report. Current = data as of 12/31/2016.
<b>Expertise &amp; Commitment</b>								
EC-1	Develop a professional development plan for each SBO employee	Green	☺	100.0%	97.5%	96.9%	Quarterly	
EC-2	Improve employee skills by implementing provisions of each employee's professional development plan	Yellow	=	80.0%	tbd	tbd	Twice a Year	Professional development activity include formal training, documented mentoring, public speaking; including legislative testimony, job shadowing, etc.
<b>Innovation &amp; Leadership</b>								
IL-1	Improve long-term financial planning by adding additional years to planning horizon	Green	☺	10	10	10	FY Annually	Current = Data as of 6/30/2016
<b>Operational Efficiency</b>								
OE-1	Reduce costs by increasing the percentage of payments processed via electronic funds transfer.	Green	=	100.0%	90.5%	90.6%	Quarterly	Current = Q4 FY2016
OE-2	Reduce operating costs by increasing the percentage of payments processed via recurring payments functionality.	Green	=	25%	21.0%	21.0%	Quarterly	Current = Q4 FY2016
OE-3	Improve accuracy and reduce costs by increasing the percentage of payroll and expense reimbursements that do not require adjustment	Green	=	99%	99.4%	99.4%	Quarterly	Current = Q4 FY2016
OE-4	Average number of days between data collection and public reporting.	Green	☺	60	31	49	Quarterly	The goal is to reduce the number of days between the close of a data collection, loading it into the longitudinal data system (LDS), creating extracts for the portal, transmitting refreshed data for current reports to the MI School Data site, and making refreshed data available in preview or to the public. Current = data as of 12/31/2016.
<b>Shared Services</b>								
SS-1	Implement additional specific accounting consolidation, standardization, streamlining or centralization that increase cumulative savings by \$250,000+	Green	=	\$12660.0	\$12408.1	\$12408.1	Quarterly	\$ in thousands / Current = Q4 FY2016
<b>Good Government</b>								
GG-1	Percentage improvement in customer perception			25%	TBD	TBD	CY Annually	Agency selected target customer group. [Customer Perception is rated through existing or newly launched customer polling tools.]
GG-2	The percentage of champions identified in employee survey	Green	=	70%	61%	50%	CY Annually	The % of champions identified in the statewide survey of state employees measuring employee engagement.
GG-3	The percentage of completed or on track department level employee engagement action plans	Green	☺	100%	100%	0%	Quarterly	Percentage of department level employee engagement action plans that are completed by managers 17 level and above. [Employee Engagement Action Plans reported in MiResults.]
GG-4	Good Government coin recognition program meeting four best practices.	Green	☺	100%	100%	0%	Quarterly	Departmental coin recognition programs should meet the following 4 criteria: • 3-5 recognition actions per quarter • Awards distributed among all levels • Award events photographed/documentated • Staff made aware of recognition events
GG-5	The percentage of completed or on track process improvement projects	Green	☺	100%	100%	TBD	Quarterly	Percentage of process improvement projects completed or on track. [Process improvement projects may focus on enhancing value for the customer, eliminating waste, standardizing best practices and improving service delivery.]
GG-6	Percentage Improvement in customer process time			50%	TBD	TBD	Quarterly	The metric applies to completed, OGG approved process improvement initiatives. [Process time is defined as the time the customer engages the agency to receive a final approval, service, product, or response.]