

MiScorecard Performance Summary

Business Unit: State Budget Office
 Executive/Director Name: Al Pscholka
 Reporting Period: Apr 2017

Green >=90% of target
 Yellow >= 75% - 90% of target
 Red <75% of target
 Date Approved: 4/20/2017

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Accountability & Performance								
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.
Customer Service Excellence								
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
Expertise & Commitment								
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.
Innovation & Leadership								
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
Operational Efficiency								
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
Shared Services								
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
Good Government								
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.]