

# MiScorecard Performance Summary

**Business Unit:** Licensing and Regulatory Affairs  
**Executive/Director Name:** Shelly Edgerton  
**Reporting Period:** Aug 2018

**Green** >=90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
**Date Approved:** 10/9/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Adjudications</b>								
LARA-7	Overall Timely Administrative Hearings	Green		90.0%	95.4%	92.5%	Monthly	Percent Closed Within Timeliness Deadlines
MAHS-1	Unemployment Agency Appeals (1st Level)	Green		30	24	27	Monthly	Average Case Age of 1st Level Appeals in Days
MAHS-5	Michigan Tax Tribunal Appeals (Small Claims)	Green	=	90.0%	100.0%	100.0%	Monthly	Issuance of Decisions in Small Claims Tax Tribunal Cases - 18 Month Standard
MAHS-6	Public Benefit Cases Referred by Department of Health and Human Services (DHHS)	Green		90.0%	97.4%	96.8%	Monthly	Closure of Benefit Cases referred by DHHS within 60/90 day timeline
LCC-6	Violation Adjudications	Green		80.0%	84.0%	60.9%	Monthly	Percentage of Cases Finalized/Scheduled for Hearing within 90 Days of Receipt of the Violation Report. (Data currently unavailable due to new data management system - targeting February 2018.)
<b>Licensing</b>								
LARA-12	Overall Timely Licenses	Green		90.0%	90.5%	89.6%	Monthly	Percent Issued Within Timeliness Deadlines
BPL-2	Licensing Division	Green		60.0%	62.4%	63.2%	Monthly	Licenses issued within 8 Weeks
BMMR-1	Michigan Medical Marihuana Program (MMMP) Applications Section	Green		90.0%	99.9%	91.7%	Monthly	Medical marihuana card applications denied within 10 business days of receipt of application for those ineligible (original applications).
CSCL-3	Corporation Document Review	Green		95.0%	97.3%	98.0%	Monthly	Review of documents within 3 days.
LCC-2	Application Processing	Green		90.0%	95.8%	94.9%	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%	75.2%	75.2%	Monthly	Percent Processed Within Timeliness Deadlines
BPL-4	Enforcement Division	Green		75.0%	89.4%	97.1%	Monthly	Percent of Complaints Drafted within 30 Days of Assignment
CSCL-5	Complaint Investigation Stage Processing Time	Green		90.0%	97.7%	97.3%	Quarterly	Percent of complaints through the investigation stage within 180 days of Assignment. (these numbers also reflect audit and examination numbers)
MIOSHA-5	MIOSHA - Response to Worker Complaints	Green		95.0%	97.1%	90.5%	Quarterly	Percent completed within 8 business days
<b>Key Economic Indicators</b>								
MPSC-6	Commercial - Electric Price Rank within the United States			N/A	35	39	Monthly	Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data - 2 month lag)
MIOSHA-1	MIOSHA - Construction Industry Injury and Illness Rate	Green		2.7	1.5	1.7	FY Annually	Number of injuries and illnesses per 100 workers.
MIOSHA-2	MIOSHA - Manufacturing Industry Injury and Illness Rate	Green	=	6.3	4.5	4.5	FY Annually	Number of injuries or illnesses per 100 workers.
WCA-2	WC Cost of Premium Ranking	Green		40	36 of 50	34 of 50	Every Other Year	1 (highest) to 50 (lowest)
<b>Good Government</b>								
LARA-34	Employee Landscape Champions Percentage	Green		55%	69.0%	61.0%	FY Annually	Percent of LARA Employees Defined as Champions
LARA-35	Employee Engagement Survey Participation	Green		89.0%	86.0%	87.0%	FY Annually	Percent of LARA Employees Participating in State of Michigan Employee Engagement Survey