

MiScorecard Performance Summary

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

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
Date Approved: 1/10/2019

| Metric ID | Metric | Status | Progress | Target | Current | Previous | Frequency | Metric Definition |
|--------------------------------|---|--------|----------|--------|----------|----------|------------------|--|
| Adjudications | | | | | | | | |
| LARA-7 | Overall Timely Administrative Hearings | Green | | 90.0% | 94.1% | 94.9% | Monthly | Percent Closed Within Timeliness Deadlines |
| MAHS-1 | Unemployment Agency Appeals (1st Level) | Green | | 30 | 30 | 29 | 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% | 96.4% | 98.2% | Monthly | Closure of Benefit Cases referred by DHHS within 60/90 day timeline |
| LCC-6 | Violation Adjudications | Yellow | | 80.0% | 67.6% | 60.8% | 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.) |
| Licensing | | | | | | | | |
| LARA-12 | Overall Timely Licenses | Red | | 90.0% | 65.9% | 87.8% | Monthly | Percent Issued Within Timeliness Deadlines |
| BPL-2 | Licensing Division | Green | | 60.0% | 70.2% | 69.1% | Monthly | Licenses issued within 8 Weeks |
| BMMR-1 | Michigan Medical Marihuana Program (MMMP) Applications Section | Red | | 90.0% | 5.4% | 52.9% | Monthly | Medical marihuana card applications approved or denied within 10 business days of receipt (original & renewal applications). |
| CSCL-3 | Corporation Document Review | Green | | 95.0% | 97.3% | 98.1% | Monthly | Review of documents within 3 days. |
| LCC-2 | Application Processing | Green | | 90.0% | 94.9% | 96.2% | Monthly | Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt. |
| Complaint Processing | | | | | | | | |
| LARA-19 | Overall Timely Complaint Resolution | Green | | 90.0% | 86.8% | 88.9% | Monthly | Percent Processed Within Timeliness Deadlines |
| BPL-4 | Enforcement Division | Green | | 75.0% | 90.9% | 91.5% | Monthly | Percent of Complaints Drafted within 30 Days of Assignment |
| MIOSHA-5 | MIOSHA - Response to Worker Complaints | Green | | 95.0% | 97.2% | 97.1% | Quarterly | Percent completed within 8 business days |
| CSCL-5 | Complaint Investigation Stage Processing Time | Green | | 90.0% | 98.0% | 97.7% | Quarterly | Percent of complaints through the investigation stage within 180 days of Assignment. (these numbers also reflect audit and examination numbers) |
| Key Economic Indicators | | | | | | | | |
| MPSC-6 | Commercial - Electric Price Rank within the United States | | | N/A | 35 | 36 | 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 | 1.6 | 1.5 | FY Annually | Number of injuries and illnesses per 100 workers. |
| MIOSHA-2 | MIOSHA - Manufacturing Industry Injury and Illness Rate | Green | | 6.3 | 4.1 | 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) |
| Good Government | | | | | | | | |
| 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 |