MiScorecard Performance Summary

Business Unit:

Licensing and Regulatory Affairs Shelly Edgerton

Executive/Director Name: Reporting Period:

Shelly Edgerto May 2017
 Green
 >=90% of target

 Yellow
 >= 75% - 90% of target

 Red
 <75% of target</td>

Date Approved: 7/6/2017

MAHS-6 Public Benefit Cases Referred by Department of Human Green	Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition	
MAHS-1 Unemployment Agency Appeals (Ist Leviel) Whitings Tax Tribunal Appeals (Small Claime) Whitings Tax Tribunal Claimes Patients (Whitings Tax Tribunal Claimes (Whitings Mall Claimes (Whitings Mall Claimes) Whitings Tax Tribunal Appeals (Whitings Tax Tribunal Claimes) Whitings Tax Tribunal Claimes (Whitings Tax Tribunal Claimes) Whitings Tax Tribunal Claimes (Whitings Tax Tr	Adjudications									
MAHS-6 Midrigan Tax Tribural Appeals (Small Calms)	LARA-7	Overall Timely Administrative Hearings	Green	" 7	90.0%	93.5%	94.8%	Monthly	Percent Closed Within Timeliness Deadlines	
MAHS-6 Public Benefic Cases Referred by Department of Human Services LCC- Violation Appeals LCC- Violation Appeals Yellow Violation Plan Review Yellow Yellow Yellow Violation Applications Applicati	MAHS-1	Unemployment Agency Appeals (1st Level)	Green	<u>.</u>	30	23	38	Monthly	Average Case Age of 1st Level Appeals in Days	
Services	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 - 14 Month Standard	
Leaning and Permits LARA-12 Overall Timely Permits and Licenses Yellow 90.0% 78.4% 57.8% Monthly Percent Issued Within Timeliness Deadlines BPL-2 Licensing Division Green 95.0% 100.0% 74.6% 78.0% Monthly Licenses issued within B Weeks BMMR-1 Michigan Medical Marihuana Program (MMMP) Applications Green 95.0% 100.0% 100.0% Monthly Medical marihuana end applications denied within 15 obtained special policities of the off energible original applications of the original applications of those ineligible original applications within 6 Weeks 100.0% 100.0% Monthly Medical marihuana end applications denied within 15 obtained special policities of the off energible original applications of the original application or throse religible original applications of the original application original applications of the original applications original applica	MAHS-6		Green	<u>.</u>	90.0%	97.7%	96.9%	Monthly		
LARA-12 Overall Timely Permits and Licenses Yellow Gress Fig. 90.0% 74.4% 78.0% Monthly Licenses issued within Timeliness Deadlines BPL-2 Licensing Division Gress Fig. 90.0% 74.6% 78.0% Monthly Licenses issued within 8 Weeks BMMR-1 Michigan Medical Marihuana Program (MMMP) Applications Sersion BMR-1 Medical Marihuana Program (MMMP) Applications Gress Fig. 90.0% 74.6% 78.0% Monthly Licenses issued within 8 Weeks Monthly Licenses issued within 8 Weeks Monthly Licenses issued within 8 Weeks Monthly Mon	LCC-6	LCC - Violation Appeals	Red	₽7	80.0%	59.5%	76.5%	Monthly	Percentage of Cases Finalized/Scheduled for Hearing within 90 Days of Receipt of the Violation Report	
BMR-1 Michigan Medical Marihuana Program (MMMP) Applications Green Sciolon Green G	Licensing and Permits									
BMMR-1 Michigan Medical Marihuana Program (MMMP) Applications Green = 95.0% 100.0% 100.0% Monthly Section	LARA-12	Overall Timely Permits and Licenses	Yellow	<u></u>	90.0%	78.4%	57.8%	Monthly	Percent Issued Within Timeliness Deadlines	
Section Sect	BPL-2	Licensing Division	Green	•₽	60.0%	74.6%	78.0%	Monthly	Licenses issued within 8 Weeks	
SCSL-3 CSCL - Corporation Document Review Green 9.0% 95.0% 67.8% 43.4% Monthly Review of Non-Expedited Documents within 3 Days LCC-2 LCC - Application Processing Green 9.09.0% 99.5% 98.1% Monthly Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt BCO-6 BCC - Permit Processing LARA-19 Overall Timely Complaint Resolution Green 9.09.0% 85.2% 85.3% Monthly Percent Processed Within Timeliness Deadlines BPL-4 Legal Affairs Division Green 9.09.0% 99.1% 84.5% Monthly Percent of Complaints Drafted within 30 Days of Assignment (These numbers also reflect audit and examinations numbers.) Green 9.09.0% 99.1% 96.1% Quarterly Percent of Complaints Drafted within 30 Days of Assignment (These numbers also reflect audit and examinations numbers.) MIOSHA- Response to Employee Complaints Green 9.09.0% 99.1% 96.1% Quarterly Percent of Complaints Drafted within 30 Days of Assignment (These numbers also reflect audit and examinations numbers.) MIOSHA- MIOSHA- Response to Employee Complaints Green 9.09.0% 99.1% 99.4% Quarterly Percent of Employee Complaints Completed within 10 Business Days MIOSHA- MIOSHA- Construction Industry Injury and Illness Rate Green 9.09.0% 100.0% 99.4% Quarterly Percent of Employee Complaints Completed within 10 Business Days MIOSHA- MIOSHA- MioSHA- Construction Industry Injury and Illness Rate Green 9.09.0% 100.0%	BMMR-1		Green	=	95.0%	100.0%	100.0%	Monthly	business days of receipt of application for those ineligible	
CC-2 LCC - Application Processing Green 90.0% 99.5% 98.1% Monthly Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt 85.0% N/A N/A Monthly Percent Processed within 5 Business Days (Data not available due to new computer system) Complaint Processing LARA-19 Overall Timely Complaint Resolution Green Processed Within Timeliness Deadlines BPL-4 Legal Affairs Division Green 90.0% 85.2% 85.3% Monthly Percent Processed Within Timeliness Deadlines BPL-4 Legal Affairs Division Green 90.0% 99.1% 96.1% Monthly Percent of Complaints Drafted within 30 Days of Assignment CSCL-5 CSCL - Complaint Investigation Stage Processing Time Green 90.0% 99.1% 96.1% Quarterly Percent of Complaints Drafted within 30 Days of Assignment (These numbers also reflect audit and examinations numbers.) MIOSHA-6 MIOSHA - Response to Employee Complaints Green 90.0% 99.1% 99.1% 96.1% Quarterly Percent of Complaints Completed within 10 Business Days Key Economic Indicators MPSC-6 Commercial - Electric Price Rank within the United States N/A 38 37 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 N/A 34 of 50 32 of 50 Every Other Year 1 (highest) to 50 (lowest) Good Government LARA-34 Employee Landscape Champions Percentage Green 10 55% 61.0% 49.0% FY Annually Percent of LARA Employees Defined as Champions LARA-35 Employee Engagement Survey Participation Green 70 70% 85.0% 87.0% FY Annually Percent of LARA Employees Defined as Champions	BCHS-1	Health Facilities Division - Engineering	Green	₹7	90.0%	93.3%	100.0%	Monthly		
BCC-6 BCC - Permit Processing	CSCL-3	CSCL - Corporation Document Review	Red	<u>.</u>	95.0%	67.8%	43.4%	Monthly	Review of Non-Expedited Documents within 3 Days	
Complaint Processing LARA-19 Overall Timely Complaint Resolution Green 50 90.0% 85.2% 85.3% Monthly Percent Processed Within Timeliness Deadlines BPL-4 Legal Affairs Division Green 50 97.1% 84.5% Monthly Percent of Complaints Drafted within 30 Days of Assignment CSCL-5 CSCL - Complaint Investigation Stage Processing Time Green 50 90.0% 99.1% 96.1% Quarterly Percent of Complaints through the Investigation Stage within 180 Days of Assignment (These numbers also reflect audit and examinations numbers) MIOSHA-5 MIOSHA - Response to Employee Complaints Green 50 90.0% 99.1% 96.1% Quarterly Percent of Complaints through the Investigation Stage within 180 Days of Assignment (These numbers also reflect audit and examinations numbers) Key Economic Indicators MPSC-6 Commercial - Electric Price Rank within the United States MIOSHA-1 MIOSHA - Construction Industry Injury and Illness Rate Green 50 N/A 38 37 Monthly Rank 1 is the Lowest Price, Rank 51 is the Highest. Source EIA Data - 2 month lag) MIOSHA-2 MIOSHA - Manufacturing Industry Injury and Illness Rate Green 50 N/A 34 of 50 32 of 50 Every Other Year 1 (highest) to 50 (lowest) Good Government LARA-34 Employee Landscape Champions Percentage Green 50 Signed 70 N/A 85.0% 87.0% FY Annually Percent of LARA Employees Defined as Champions LARA-35 Employee Engagement Survey Participation Green 70 N/A 85.0% 87.0% FY Annually Percent of LARA Employees Participating in State of	LCC-2	LCC - Application Processing	Green	<u>.</u>	90.0%	99.5%	98.1%	Monthly		
LARA-19 Overall Timely Complaint Resolution Green 75.0% 97.1% 84.5% Monthly Percent Processed Within Timeliness Deadlines BPL-4 Legal Affairs Division Green 75.0% 97.1% 84.5% Monthly Percent of Complaints Drafted within 30 Days of Assignment CSCL - CSCL - Complaint Investigation Stage Processing Time Green 90.0% 99.1% 96.1% Quarterly Percent of Complaints through the Investigation Stage within 180 Days of Assignment (These numbers also reflect audit and examinations numbers.) MIOSHA - Response to Employee Complaints Green 90.0% 99.1% 99.1% Quarterly Percent of Employee Complaints Completed within 10 Business Days Key Economic Indicators MPSC-6 Commercial - Electric Price Rank within the United States MIOSHA - Construction Industry Injury and Illness Rate Green 1.0 N/A 38 37 Monthly Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data - 2 month lag) MIOSHA - Manufacturing Industry Injury and Illness Rate Green 1.0 N/A 34 of 50 32 of 50 Every Other Year 1 (highest) to 50 (lowest) Good Gooverment LARA-34 Employee Landscape Champions Percentage Green 1.0 Second Science 70% 85.0% 87.0% FY Annually Percent of LARA Employees Participation in State of Employee Engagement Survey Participation Science 1.0 N/A 85.0% 87.0% FY Annually Percent of LARA Employees Participating in State of 1.0 N/A 85.0% 87.0% FY Annually Percent of LARA Employees Participating in State of 1.0 N/A 85.0% 87.0% FY Annually Percent of LARA Employees Participating in State of 1.0 N/A 85.0% 87.0% FY Annually Percent of LARA Employees Participating in State of 1.0 N/A 85.0% 87.0% FY Annually Percent of LARA Employees Participating in State of 1.0 N/A 85.0% 87.0% FY Annually Percent of LARA Employees Participating in State of 1.0 N/A 85.0% 87.0% FY Annually Percent of LARA Employees Participating in State of 1.0 N/A 85.0% 87.0% FY Annually Percent of LARA Employees Participating in State of 1.0 N/A 85.0% 87.0% FY Annually Percent of LARA Employees Participating in State of 1.0 N/A 85.0 N/A 85.0% 87.0% FY Annually Percent of	BCC-6	BCC - Permit Processing			85.0%	N/A	N/A	Monthly		
BPL-4 Legal Affairs Division Green	Complaint Processing									
CSCL-5 CSCL - Complaint Investigation Stage Processing Time Green 90.0% 99.1% 96.1% Quarterly Percent of Complaints through the Investigation Stage with 180 Days of Assignment (These numbers also reflect audit and examinations numbers.) MIOSHA - Response to Employee Complaints Green 95.0% 100.0% 99.4% Quarterly Percent of Employee Complaints Completed within 10 Business Days Key Economic Indicators MPSC-6 Commercial - Electric Price Rank within the United States MIOSHA - Construction Industry Injury and Illness Rate Green 100 100 100 99.4% Quarterly Percent of Employee Complaints through the Investigation Stage within 10 Business Days N/A 38 37 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 100 100 100 99.4% Quarterly Percent of Employee Complaints through the Investigation Stage within 180 Days of Assignment (These numbers also reflect audit and examinations numbers.) N/A 38 37 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 100 100 100 100 100 100 100	LARA-19	Overall Timely Complaint Resolution	Green	! 7	90.0%	85.2%	85.3%	Monthly	Percent Processed Within Timeliness Deadlines	
MIOSHA - Response to Employee Complaints Green 5 95.0% 100.0% 99.4% Quarterly Percent of Employee Complaints Completed within 10 Business Days Key Economic Indicators MPSC-6 Commercial - Electric Price Rank within the United States MIOSHA - Construction Industry Injury and Illness Rate Green 5 2.7 1.7 1.8 FY Annually MIOSHA - Manufacturing Industry Injury and Illness Rate Green 6 3 4.5 4.8 FY Annually WCA-2 WC Cost of Premium Ranking MIOSHA - Manufacturing Industry Injury and Illness Rate Green 6 3 4.5 4.8 FY Annually MIOSHA - Manufacturing Industry Injury and Illness Rate Green 6 3 4.5 4.8 FY Annually MIOSHA - Manufacturing Industry Injury and Illness Rate Green 6 3 4.5 4.8 FY Annually MIOSHA - Manufacturing Industry Injury and Illness Rate Green 6 3 4.5 4.8 FY Annually MIOSHA - Manufacturing Industry Injury and Illness Rate Green 6 3 4.5 4.8 FY Annually MIOSHA - Manufacturing Industry Injury and Illness Rate Green 6 3 4.5 4.8 FY Annually MIOSHA - Manufacturing Industry Injury and Illness Rate Green 7 6 6 6 1.0% 49.0% FY Annually FY Annually Percent of LARA Employees Defined as Champions LARA-35 Employee Engagement Survey Participation MIOSHA - Response to Employee Complaints Completed within 10 Business Days Monthly Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data - 2 month lag) Number of Injuries and Illnesses Per 100 Workers 4 9 3 4 of 50 3 2 of 50 Every Other Year 1 (highest) to 50 (lowest) Green 7 6 6 1.0% 49.0% FY Annually Percent of LARA Employees Defined as Champions	BPL-4	Legal Affairs Division	Green	<u>^</u>	75.0%	97.1%	84.5%	Monthly	Percent of Complaints Drafted within 30 Days of Assignment	
Rey Economic Indicators MPSC-6 Commercial - Electric Price Rank within the United States MIOSHA-1 MIOSHA - Construction Industry Injury and Illness Rate Green MIOSHA-2 MIOSHA - Manufacturing Industry Injury and Illness Rate Green Gree	CSCL-5	CSCL - Complaint Investigation Stage Processing Time	Green		90.0%	99.1%	96.1%	Quarterly	Percent of Complaints through the Investigation Stage within 180 Days of Assignment (These numbers also reflect audit and examinations numbers.)	
MPSC-6 Commercial - Electric Price Rank within the United States N/A 38 37 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 3 4.5 4.8 FY Annually Number of Injuries and Illnesses Per 100 Workers WCA-2 WC Cost of Premium Ranking Yellow 40 34 of 50 32 of 50 Every Other Year 1 (highest) to 50 (lowest) Good Government LARA-34 Employee Landscape Champions Percentage Green Green 70% 85.0% 87.0% FY Annually Percent of LARA Employees Participating in State of	MIOSHA-5	MIOSHA - Response to Employee Complaints	Green	<u>.</u>	95.0%	100.0%	99.4%	Quarterly		
MIOSHA-1 MIOSHA - Construction Industry Injury and Illness Rate Green Control 1.7	Key Economic Indicators									
MIOSHA-2 MIOSHA - Manufacturing Industry Injury and Illness Rate Green	MPSC-6	Commercial - Electric Price Rank within the United States		₽ 7	N/A	38	37	Monthly	Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data - 2 month lag)	
WCA-2 WC Cost of Premium Ranking Yellow 40 34 of 50 32 of 50 Every Other Year 1 (highest) to 50 (lowest) Good Government LARA-34 Employee Landscape Champions Percentage Green 55% 61.0% 49.0% FY Annually Percent of LARA Employees Defined as Champions LARA-35 Employee Engagement Survey Participation Green 70% 85.0% 87.0% FY Annually Percent of LARA Employees Participating in State of	MIOSHA-1	MIOSHA - Construction Industry Injury and Illness Rate	Green	<u>^</u>	2.7	1.7	1.8	FY Annually	Number of Injuries and Illnesses Per 100 Workers	
Good Government LARA-34 Employee Landscape Champions Percentage Green 55% 61.0% 49.0% FY Annually Percent of LARA Employees Defined as Champions LARA-35 Employee Engagement Survey Participation Green 70% 85.0% 87.0% FY Annually Percent of LARA Employees Participating in State of	MIOSHA-2	MIOSHA - Manufacturing Industry Injury and Illness Rate	Green	<u>^</u>	6.3	4.5	4.8	FY Annually	Number of Injuries or Illnesses Per 100 Workers	
LARA-34 Employee Landscape Champions Percentage Green 55% 61.0% 49.0% FY Annually Percent of LARA Employees Defined as Champions LARA-35 Employee Engagement Survey Participation Green 70% 85.0% 87.0% FY Annually Percent of LARA Employees Participating in State of	WCA-2	WC Cost of Premium Ranking	Yellow	<u>-</u>	40	34 of 50	32 of 50	Every Other Year	1 (highest) to 50 (lowest)	
LARA-35 Employee Engagement Survey Participation Green 70% 85.0% 87.0% FY Annually Percent of LARA Employees Participating in State of	Good Government									
	LARA-34	Employee Landscape Champions Percentage	Green	<u>.</u>	55%	61.0%	49.0%	FY Annually	Percent of LARA Employees Defined as Champions	
	LARA-35	Employee Engagement Survey Participation	Green	₽7	70%	85.0%	87.0%	FY Annually		