

# MiScorecard Performance Summary

**Business Unit:** Insurance and Financial Services  
**Executive/Director Name:** Ann Flood  
**Reporting Period:** Mar 2015

**Green** >90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 4/15/2015

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Internal Business Process</b>								
I-1	Financial Monitoring of Foreign Insurers	Yellow		100%	76.0%	n/a	FY Annually	Complete in-depth financial analysis and review on 50 foreign insurers transacting business in Michigan.
I-2	Insurance Company Examination Reports	Green	=	95%	100%	100%	Quarterly	Issue insurance company examination reports within 60 days after field work completion.
I-3	Insurance Investigations	Red	☹	80.0%	55.0%	61.0%	Quarterly	Complete new insurance investigation cases within 90 business days, or reflect action taken every 30 days.
I-5	Market Conduct Audit Completion	Green	=	80.0%	100.0%	100.0%	Quarterly	Deliver market conduct audit report to the agency within 50 days of completion of work program.
I-6	Mortgage Examination Reports	Green	☺	95.0%	100.0%	98.0%	Quarterly	Deliver mortgage examination reports to the company within 60 days from exam exit date.
I-7	Mortgage Company Examinations	Yellow		90%	82.0%	n/a	FY Annually	Complete 160 mortgage company examinations per fiscal year.
I-8	Office of Credit Unions Examination Reports	Green	☺	90.0%	84.4%	81.0%	Quarterly	Deliver credit union examination reports to institutions not more than 30 business days from examination exit date.
I-9	Bank Examination Reports	Red	☺	90.0%	54.0%	25.0%	Quarterly	Deliver independent and joint bank examination reports to institutions not more than 42 days from examination exit date.
I-10	Bank Examinations	Green	=	90.0%	100.0%	100.0%	Quarterly	Commence independent and joint bank examinations no later than due date established by policy.
I-11	Complaint Handling	Green	☹	95.0%	95.6%	96.4%	Quarterly	Open new complaints within 5 business days.
I-12	Health Plan Appeals	Green	☺	80.0%	85.2%	85.0%	Quarterly	Complete patient health plan appeals within applicable statutory time frames.
I-13	Insurance Cancel for Cause Processing	Green	☹	95.0%	89.0%	100.0%	Quarterly	Review/Respond to initial cancel for cause letters within 10 business days and reflect action taken every 30 business days until a determination is made whether the cancel for cause is supported/unsupported.
I-15	Insurance Planning Worksheet	Red	☺	90.0%	44.0%	25.0%	Quarterly	Completed insurance planning worksheet must be sent to the examiner-in-charge before the start of an examination.
<b>Customer/Constituent</b>								
C-1	Response to Citizen/Business Calls	Green	☺	90.0%	90.5%	88.4%	Quarterly	Answer calls received in the Communication Center within 90 seconds.
C-2	Mortgage Company Licensing	Green	☺	90.0%	93.0%	81.0%	Quarterly	Approve, cancel, withdraw, or recommend for referral to the Office of General Counsel, license and registration applications within 90 days.
C-3	Consumer Outreach	Green		100%	100%	n/a	FY Annually	Conduct at least 24 outreach seminars. Four of the seminars will be in venues which DIFS has not visited or provided an on-line presentation in the prior two years.
<b>Economic Development</b>								
ED-1	Enhance Pool of Professional Financial Service Industry Employees.	Green		95%	100.0%	n/a	CY Annually	Participate in at least 5 outreach efforts with education institutions or organizations.
ED-4	Credit Union Industry Outreach	Green	☹	90.0%	125.0%	150.0%	Quarterly	Participate in at least 4 industry outreach events per quarter.
ED-5	Director Credit Union Board Outreach	Green	☺	90.0%	150.0%	100.0%	Quarterly	Participate in at least 12 Board meetings per quarter.
ED-3	Banking Industry Outreach	Green		100%	100%	n/a	FY Annually	Participate in at least 12 banking industry outreach events per year.
<b>Employee Engagement/Growth</b>								
EE-1	Director's Forum	Green		100%	100.0%	n/a	FY Annually	Conduct 4 Director's forums to engage staff in the department's goals and current initiatives.
EE-2	Employee Engagement Survey Participation	Green	☺	100.0%	94.0%	78.0%	CY Annually	Obtain 80% percent participation from DIFS employees in the State of Michigan Employee Engagement Survey.