

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Accountability &amp; Performance</b>								
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 FY 2013
AP-2	Reduce the number of Executive Budget revisions needed due to errors or omissions in the original submission	Green		0	0	0	FY Annually	Current = Revisions related to FY 2014 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%	2.7%	1.8%	FY Annually	Current = Final FY 2013 Medicaid expenditures compared to projected FY 2013 Consensus Medicaid expenditures included in the enacted DCH 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%	-4.2%	-2.6%	FY Annually	Current = Final FY 2013 DHS caseload costs compared to projected FY 2013 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%	0.36%	0.01%	FY Annually	Current = Actual pupil count for most completed school year compared to consensus pupil estimate included in the enacted School Aid Budget
<b>Customer Service Excellence</b>								
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 = CY 2013
CS-3 Shared	Agencies satisfied or very satisfied with OIAS engagements.	Green		80%	95%	93%	Twice a Year	Post project customer surveys to evaluate satisfaction with the OIAS engagement if it contributed toward improving department operations. Current status represents six months ending September 30, 2013.
CS-4	Expand Mi School Data portal to include new tools, reports and metrics	Green	=	26	63	63	Quarterly	Data as of 03/31/14
<b>Expertise &amp; Commitment</b>								
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.
<b>Innovation &amp; Leadership</b>								
IL-1	Improve long-term financial planning by adding additional years to planning horizon	Green		10	10	8	FY Annually	Current = Data as of 3/31/2014
<b>Operational Efficiency</b>								
OE-1	Reduce costs by increasing the percentage of payments processed electronically	Yellow		100.0%	88.4%	91.0%	Quarterly	
OE-2	Reduce operating costs by increasing the number of recurring payments made via a Web face system	Yellow		25.0%	21.7%	24.0%	Quarterly	
OE-3	Improve accuracy and reduce costs by increasing the percentage of payroll and expense reimbursements that do not require adjustment	Green	=	99%	99.5%	99.6%	Quarterly	
OE-4	Reduce average number of days between data collection and public reporting	Yellow		60	84	79	Quarterly	Data reflects processes completed during the quarter ended 12/31/2013
<b>Shared Services</b>								
SS-1	Implement additional specific accounting consolidation, standardization, streamlining or centralization that increase cumulative savings by \$250,000+	Green		\$10150.0	\$12214.6	\$12110.7	Quarterly	\$ in thousands

## MiScorecard Performance Summary

Business Unit: State Budget Office  
 Executive/Director Name: John S. Roberts  
 Reporting Period: Mar 2014

Green >90% of target  
 Yellow >= 75% - 90% of target  
 Red <75% of target  
 Date Approved: 4/23/2014  
 Revised By: martink18 on 05/19/2014 10:05