

Fiscal Year 2019 Agency Performance Bowling Chart - DEPARTMENT OF INSURANCE

Last Updated: MARCH 22, 2019

DO NOT ENTER INFORMATION ON THIS WORKSHEET. ONLY ENTER INFORMATION ON YOUR DIVISION'S WORKSHEET

INSTRUCTIONS: [1] Review targets on this page and e-mail Scott Greenberg with desired changes. Targets should reflect peaks in workload but progression toward improved performance. [2] Go to the tab (bottom) containing your performance measures, and enter measurements there.

Performance Metric Title	JOP	YTD	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
Strategic Scorecard Metrics															
IDA2441 Agency Breakthrough - Average calendar days to resolve insurance consumer complaints (CPD)	7/1/2018	Target	55.6	62.0	59.5	57.0	54.5	52.0	50.0	54.0	56.0	58.0	60.0	58.0	55.0
		Actual	91.5	68.2	57.0	50.3	53.8	49.4	52.3	41.8	50.2				
IDA2443 Average calendar days to decide insurance professional license/renewal applications (CPD)	7/1/2018	Target	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	
		Actual	1.7	1.9	1.5	1.3	1.3	1.6	1.9	1.3	1.3				
IDA2444 Percent of insurance professional license/renewal applications submitted online (CPD)	7/1/2018	Target	89.8	89.0	89.0	89.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	
		Actual	89.1	87.2	88.4	88.8	91.1	90.7	90.6	90.9	89.8				
IDA2442 Agency Breakthrough - Average calendar days to review all required rate and form filings (MOD)	7/1/2018	Target	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	
		Actual	12.2	8.6	10.7	14.4	17.7	11.1	14.5	10.9	9.7				
IDA3204 Percentage of form, rate and rule filings closed without objections (MOD)	7/1/2018	Target	69.0	69.0	69.0	69.0	69.0	69.0	69.0	69.0	69.0	69.0	69.0	69.0	
		Actual	69.9	68.6	60.5	70.4	64.0	68.0	57.0	64.3	59.6				
IDA2445 Average calendar days to decide insurance company license/expansion applications (FAD)	7/1/2018	Target	60.0	60.0	60.0	60.0	60.0	60.0	60.0	60.0	60.0	60.0	60.0	60.0	
		Actual	61.2	32.5	24.3	107.0	22.0	0.0	67.0	80.0	0.0				
IDA3203 Average calendar days to decide third-party administrator and service company applications (FAD)	7/1/2018	Target	6.2	5.0	5.0	5.0	5.0	5.0	5.0	5.0	8.0	16.0	5.0	5.0	
		Actual	6.6	10.0	1.0	2.0	2.1	9.9	2.7	4.9	21.7	10.3	4.0		
IDA2446 Cumulative percentage of domestic multi-state insurer financial filings reviewed within NAIC time frames (FAD)	7/1/2018	Target	95.0	96.0	98.0	96.0	96.0	96.0	96.0	96.0	96.0	96.0	95.0	95.0	
		Actual	92	98.7	96.2	98.3	98.8	99.0	98.2	98.6	98.8	98.8			
IDA2447 Number of insurance fraud referrals in cases accepted for prosecution (FRD)	7/1/2018	Target	44.0	5.0	5.0	5.0	5.0	6.0	6.0	6.0	6.0	6.0	6.0	6.0	
		Actual	99	57.0	5.0	6.0	1.0	1.0	39.0	4.0	0.0	1.0			
IDA3205 Number of warning letters issued to insurance fraud suspects (FRD)	7/1/2018	Target	49.0	0.0	3.0	6.0	6.0	7.0	8.0	9.0	10.0	10.0	11.0	11.0	
		Actual	0	23.0	0.0	3.0	7.0	2.0	7.0	2.0	1.0	1.0			