AGENCY PERFORMANCE PLAN TEMPLATE

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| Name of Agency: Credit Union Division |
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| **Agency Mission: To safeguard the interests of credit union depositors and stakeholders through the effective administration and execution of the laws**  **relating to the credit unions.** |
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| **Core Function** | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| CF: Regulation & Compliance |  |  | Goal #1: Identify, measure, monitor and control unacceptable levels of risk through our risk-focused supervision and examination program. |
| Desired Outcome(s): Reduction of unacceptable risk in credit unions. | Percent of credit unions in safe and sound status. | 100% of credit unions in safe and sound status. | Goal #3: Increase industry-related knowledge for division staff and credit union management |
| **Services, Products, Activities** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| 1. Examinations

 (Org #5001) |   |   |  |
|  A Risk focused exams | * Number of LUA’s and code 4 & 5 credit unions
* Number of mergers
 | * Decrease # of LUA’s and code 4 & 5 credit unions by 20%.
* Decrease number of mergers by 50%
 | * Document current and past #’s.
* Develop red flag system to monitor 7 areas of risk to credit unions.
* Establish and track past & present annual # of mergers.
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|  B Red flag system | * Percent of system developed to monitor the 7 risk areas and establish goals.
 | * 50% of system developed to monitor the 7 risk areas.
 | * Employ It specialist
* Assign committee to review & make recommendations on what should be monitored and how.
* Establish a project timeline
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|  C Subject matter specialists | * Percent of division time spent in at-risk credit unions.
 | * 50% increase in hours spent in at-risk credit unions.
 | * Establish current % of hours spent in at-risk credit unions.
* Schedule appropriately for at-risk credit unions.
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| 2. Education (Org #5001) |  |  |  |
|  A Staff/training | * Number of NASCUS on-line classes completed by examiners quarterly.
* Number of staff training sessions held annually.
* Number of training sessions held over ICN
 | * 3 NASCUS on-line classes completed by examiners quarterly.
* 4 staff training sessions developed and held annually.
* 7 informational sessions held over ICN annually.
 | * Track classes completed by examiners. Include in individual performance plans.
* Develop training programs, schedules and educational material.
* Establish and track ICN usage and costs.
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|  B Credit union management  training | * Percent of credit union participating in informational sessions.
* Percent of DOR items completed and acceptable.
 | * 80% credit union management participation in informational sessions
* 100% of DOR items completed and acceptable.
 | * Develop 2 educational sessions annually.
* Track credit union mgnt participation.
* Develop DOR tracking system.
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| **Name of Agency: CREDIT UNION DIVISION** |
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| **Agency Mission: TO SAFEGUARD THE INTERESTS OF CREDIT UNION DEPOSITORS AND STAKEHOLDERS THROUGH THE EFFECTIVE**  **ADMINISTRATION AND EXECUTION OF THE LAWS RELATING TO CREDIT UNIONS.** |
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| **Core Function** | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| CF: Resource Management |  |  | Goal #2– Improve communication  and accessibility to  information. |
| Desired Outcome(s): Timely and accurate services provided to division employees, credit union management & members, and other state agencies. | Percent of services provided timely and accurately to staff, credit union mgnt. and other state agencies. | 100% of services provided timely and accurately to staff, credit union mgnt, and other state agencies. |  |
| **Services, Products, Activities** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| 1. Administration Services Org #5001 |  |  |  |
|  A Personnel Services | * Percent of division compliance with segregation of duties-payroll
 | * 100% division compliance with segregation of duties-payroll
 | * Follow Auditor of State audit recommendations.
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|  B Accounting Services | * Percent of division pre-audit expenditure compliance with state laws and regulations
 | * 100% division pre-audit expenditure compliance with state laws and regulations
 | * Track R&F post-audit review findings
* Continued training to ensure responsible personnel are knowledgeable in this area
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|  C Budgeting Services | * Percent of division compliance in accordance with DOM standards on monetary resource management
 | * 100% division compliance in accordance with DOM standards on monetary resource management
 | * Continued training to ensure responsible personnel are knowledgeable in this area
* Continue to prepare for new budget system implementation
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|  D Travel  | * Money spent on travel
 | * Reduce travel costs by 10%
 | * Use state vehicles when possible.
* Track mileage and costs
* Analyze and compare travel costs between domiciled employees and out-of-domicile employees
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|  E Website and database | * Percent of applications processed on-line
* % of website redesigned
* % of requested database reports and projects created
 | * 50% of applications processed on-line
* 50% of website redesigned
* 50% of requested database reports and projects created
 | * Hire IT Specialist
* Establish project timelines for performance targets
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|  F Complaints Coordination | * Percent of active complaints closed within 30 days of receipt.
 | * 80% of active complaint closed within 30 days of receipt.
 | * Establish and track # of days to close active complaints.
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| 2. Legislative Services |  |  |  |
|  A Iowa Code maintenance  | * Percent of division Iowa Code recodification completed
 | * 100% of division Code recodification completed
 | * Review and edit Service Bureau changes
* Prepare to submit next legislative session
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|  B Administrative Code  maintenance | * Percent of division Administrative Rule recommendations completed
 | * 100% of division Administrative Rule recommendations completed
 | * Complete remaining recommended rule changes for Review Board approval.
* Prepare for Notice of Intent to Administrative Rules Editor
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|  C Strategic Planning/AGA | * Percent of division compliance with the Accountable Government Act
 | * 100% of division compliance with the Accountable Government Act
 | * Submit performance plan to DOM
* Follow performance plan recommendations
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