**AGENCY PERFORMANCE PLAN**

**FY 2007**

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| **Name of Agency: INSURANCE DIVISION** | | | |
| **Agency Mission: The Iowa Insurance Division shall protect consumers through consumer education and by effectively and efficiently providing a fair, flexible and positive regulatory environment.** | | | |
| **Core Function** | **Performance Measure(s)** | **Performance Target** | **Link to Strategic Plan Goal(s)** |
| **Regulation and Compliance** |  |  |  |
| **Desired Outcome(s):** |  |  |  |
| **1. Become more efficient and responsive to stakeholders** | **Percent of consumer and industry stakeholders satisfied services** | **90%** | **Eliminate unnecessary delays in major regulatory activities including licensing, produce review and investigating company consumer complaints.** |
| **Percentage of NAIC modernization initiatives implemented.** | **90%** | **Implement regulatory modernization initiatives of the NAIC.** |
| **2. Integrate supervision of insurance and securities markets** | **Percentage of regulatory investigations with full cross-sectional database searches.** | **90%** | **Increase communication of relevant information between bureaus in investigations.** |
| **3. Respond to increased complexity in the insurance and securities mark ets.** | **Number of educational press releases issues.** | **1 per month** | **Provide Division website that provides information useful to our stakeholders.** |
| **Number of hours of employee training.** | **20 hours minimum** | **Increase understanding of employees by providing high quality training on emerging market issues.** |

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| **Services, Products, Activities** | **Performance Measure(s)** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| **1. Organizations: Market Regulation, Securities, and Company Regulation**  **License qualified individuals and companies to participate in Iowa's insurance, securities and regulated industries markets and review and approve products that meet statutory requirements.** | **Percentage of products acted upon within 30 days of a completed applications** | **80%** | **Continuing training of staff. Adopt technology to assist on review. Adopt national standards to insure quality.** |
| **Percentage of agent applications processed within 7 days.** | **90%** | **Continue to modernize regulatory system for licensing.** |
| **2. Organizations: Company Regulation, Securities, and Regulated Industries**  **Ensure companies and regulated industries that operate in Iowa continue to meet Iowa's financial regulation requirements.** | **Examine all companies and industries as required by statute.** | **100%** | **Maintain NAIC accreditation. Maintenance of qualified staff through training and remuneration.** |
| **3. Organizations: Market Regulation, Securities, and Fraud**  **Enforce Iowa's market-oriented insurance and securities laws and regulations** | **Percentage of complaints resolved in 80 days.** | **90%** | **Continue on-line reporting complaint system.**  **Ongoing review and update of 1-800 system and website** |
| **4. Market Regulation provide outreach and assistance to consumers: SHIIP counseling, Long-Term Care Initiative, Investor Education.** | **Increase by 5% the number of Iowans assisted through SHIIP.** | **64000** | **Consumer outreach and education to reduce complaints and problems for Iowans.** |

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| **Resource Management 67** | | | |
| **Desired Outcome** |  |  |  |
| **To provide internal support to Division staff in a timely and proficient manner, including personnel administration.** | **Percent of payroll and benefits changes submitted electronically and in compliance with procedures of i/3 system and Brass Ring.** | **90% without errors.** | **Training on new systems of staff.** |