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. |
| 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 |
| 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. |
| 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. |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |