

**AGENCY PERFORMANCE PLAN
FY 2023**

Name of Agency: DEPARTMENT OF COMMERCE – DIVISION OF BANKING				
Agency Mission: Protect the interests of those doing business with Iowa chartered banks, licensed financial services providers, and licensed professionals through regulation that ensures safety, soundness, and adherence to applicable laws.				
Core Function	Performance Measure (Outcome)	Performance Target	Prior Year Actual	Link to Strategic Plan Goal(s)
CF: 1. Regulation & Compliance				
Dept 213				
Desired Outcome(s):				
All financial institutions chartered and licensed by the Iowa Division of Banking are operated in a safe and sound manner and in compliance with applicable laws and regulations.	Percent of chartered and licensed financial institutions operated in a safe and sound manner and in compliance with applicable laws and regulations. There are many market factors, beyond regulatory assistance, can impact a specific bank, percentage of state banks and licensed financial institutions to achieve their performance target measured by risk profiles and statutory examination results.			Promote public & industry confidence. Enhance the Exam Process. Maintain independence.
Services, Products, Activities	Performance Measures	Performance Target	Prior Year Actual	Strategies/Recommended Actions
1. Regulation of state-chartered banks.	Percent of state-chartered banks examined.	100% of the state-chartered banks will be examined within statutory time limitations.	100%	Regional Managers will schedule examinations, so targets are met. Monitoring of the schedule will occur at least monthly by the Bank Bureau Chief and Regional Managers through the use of electronic exam tracking applications.
2. Regulation of financial institutions.	Percent of licensed financial institutions examined that are required to be examined by statute.	100% of the state-licensed financial institutions will be examined within statutory time limitations.	100%	Utilize the examination procedures and processing manual that provides deadlines for each step in the examination

				process from scheduling to report distribution.
	Percent of financial institution complaints resolved.	90% of consumer complaints will be responded to (or resolved) within 30 days of receipt.	93%	Utilize the complaint processing manual that provides deadlines for each step in the process.
	Percent of license applications processed. (*) Delays are generally caused by the applicant after our first response.	The licensing decision will be communicated to 90% of the license applicants within 30 days of receipt of a completed application.	79% (*)	Utilize the application processing manual that provides deadlines for each step in the process.
	Percent of applications for licensure reviewed	100% reviewed within 7 days of receipt.	99%	

Core Function	Performance Measure (Outcome)	Performance Target	Prior Year Actual	Link to Strategic Plan Goal(s)
CF: 1. Regulation & Compliance				
Dept 217				
Desired Outcome(s):				
To protect the public's health, safety and welfare.				
Services, Products, Activities	Performance Measures	Performance Target	Prior Year Actual	Strategies/ Recommended Actions
1. Initial Licensing	Average number of days an application for initial licensure is approved from receipt	85% completed in 14 business days		Monitor licensing process and implement change where needed.
2. Application Processing	Average number of days applications (other than applications for initial licensure or renewal) are processed from receipt	90% completed in 30 business days		Monitor application process and implement change where needed.
3. Audits	a) Number of Audits b) Average number of days to complete an audit.	a) 10% of active licenses at beginning of performance period		

		b) 30 business days		
4. Investigations	Average number of days written complaints are investigated from receipt	90% investigated in 90 days		