

**AGENCY PERFORMANCE PLAN
FY 2009**

Name of Agency: DEPARTMENT OF COMMERCE – DIVISION OF BANKING includes Professional Licensing			
Agency Mission: Protect the interests of those doing business with banks, financial service providers and licensed professionals by ensuring safety, soundness and adherence to the laws and regulations of Iowa.			
Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
CF: 1. Regulation & Compliance			
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 based on risk profiles and statutory examination results.	100% of chartered and licensed financial institutions are operated in a safe and sound manner and in compliance with applicable laws and regulations.	Promote public & industry confidence. Enhance the Exam Process. Maintain independence.
Activities, Services, Products	Performance Measures	Performance Target(s)	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.	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.

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
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2. Regulation of financial institutions.	Percent of financial institution complaints resolved	90% of consumer complaints will be resolved within 30 days of receipt.	Utilize the complaint processing manual that provides deadlines for each step in the examination process.
	Percent of license applications processed.	90% of the state (licensee) institutions making decision will be communicated to 90% of the license applicants within 30 days of receipt of a completed application.	Utilize the application processing manual that provides deadlines for each step in the process.

Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
CF: 1. Regulation & Compliance			
Desired Outcome(s):			
To protect the public's health, safety and welfare.	Provide investigation and resolution for all written complaints received.	95% within the fiscal year	

APPENDIX A

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Examination	Percent of qualified candidates examined.	99%	Monitor the examination process to ensure qualified candidates are admitted to the various exams.
2. Licensing	Percent of completed paper renewals processed within five working days of receipt.	95%	Monitor renewal process and implement change where needed.