
Department of Insurance, Securities, and Banking

www.disb.dc.gov
Telephone: 202-727-8000

Table SR0-1

Description	FY 2016 Actual	FY 2017 Approved	FY 2018 Proposed	% Change from FY 2017
OPERATING BUDGET	\$20,684,402	\$26,404,148	\$28,747,797	8.9
FTEs	110.4	149.6	149.6	0.0

The mission of the Department of Insurance, Securities, and Banking (DISB) is two-fold: (1) protect consumers by providing equitable, thorough, efficient, and prompt regulatory supervision of the financial services companies, firms, and individuals operating in the District of Columbia; and (2) develop and improve market conditions to attract and retain financial services firms to the District of Columbia.

Summary of Services

DISB regulates the following financial services entities: (1) insurance companies, insurance producers, health maintenance organizations, captive insurance companies, and risk retention groups; (2) investment advisors, investment advisor representatives, broker-dealers, broker-dealer agents, securities offerings, issuers, and agents of issuers; and (3) District and state-chartered banks, mortgage lenders and brokers, mortgage loan originators, check cashers, money transmitters, consumer sales finance companies, money lenders, and consumer credit service organizations.

The agency's FY 2018 proposed budget is presented in the following tables:

FY 2018 Proposed Gross Funds Operating Budget and FTEs, by Revenue Type

Table SR0-2 contains the proposed FY 2018 budget by revenue type compared to the FY 2017 approved budget. It also provides FY 2016 actual data.

Table SR0-2

(dollars in thousands)

Appropriated Fund	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Percentage Change*	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Percentage Change
GENERAL FUND										
LOCAL FUNDS	0	0	200	200	N/A	0.0	0.0	0.0	0.0	N/A
SPECIAL PURPOSE REVENUE FUNDS	19,581	26,279	27,966	1,686	6.4	110.4	149.6	149.6	0.0	0.0
TOTAL FOR GENERAL FUND	19,581	26,279	28,166	1,886	7.2	110.4	149.6	149.6	0.0	0.0
FEDERAL RESOURCES										
FEDERAL GRANT FUNDS	984	0	457	457	N/A	0.0	0.0	0.0	0.0	N/A
TOTAL FOR FEDERAL RESOURCES	984	0	457	457	N/A	0.0	0.0	0.0	0.0	N/A
INTRA-DISTRICT FUNDS										
INTRA-DISTRICT FUNDS	119	125	125	0	0.0	0.0	0.0	0.0	0.0	N/A
TOTAL FOR INTRA-DISTRICT FUNDS	119	125	125	0	0.0	0.0	0.0	0.0	0.0	N/A
GROSS FUNDS	20,684	26,404	28,748	2,344	8.9	110.4	149.6	149.6	0.0	0.0

*Percent change is based on whole dollars.

Note: If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement, please refer to **Schedule 80 Agency Summary by Revenue Source** in the **FY 2018 Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2018 Proposed Operating Budget, by Comptroller Source Group

Table SR0-3 contains the proposed FY 2018 budget at the Comptroller Source Group (object class) level compared to the FY 2017 approved budget. It also provides FY 2015 and FY 2016 actual expenditures.

Table SR0-3

(dollars in thousands)

Comptroller Source Group	Actual FY 2015	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Percentage Change*
11 - REGULAR PAY - CONTINUING FULL TIME	11,129	11,073	14,043	14,104	60	0.4
12 - REGULAR PAY - OTHER	585	355	883	825	-58	-6.6
13 - ADDITIONAL GROSS PAY	215	147	113	113	0	0.0
14 - FRINGE BENEFITS - CURRENT PERSONNEL	2,362	2,400	3,045	3,045	0	0.0
15 - OVERTIME PAY	16	9	21	21	0	0.0
99 - UNKNOWN PAYROLL POSTINGS	0	0	0	0	0	N/A
SUBTOTAL PERSONAL SERVICES (PS)	14,306	13,984	18,106	18,108	2	0.0
20 - SUPPLIES AND MATERIALS	33	59	75	79	4	5.4
31 - TELEPHONE, TELEGRAPH, TELEGRAM, ETC.	84	86	95	104	9	9.1
32 - RENTALS - LAND AND STRUCTURES	1,957	2,016	2,011	2,188	177	8.8
34 - SECURITY SERVICES	0	8	7	7	0	-5.9
35 - OCCUPANCY FIXED COSTS	0	24	0	25	25	138,372.2

Table SR0-3

(dollars in thousands)

Comptroller Source Group	Actual FY 2015	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Percentage Change*
40 - OTHER SERVICES AND CHARGES	551	755	1,501	1,645	144	9.6
41 - CONTRACTUAL SERVICES - OTHER	1,266	1,746	1,780	3,265	1,485	83.5
50 - SUBSIDIES AND TRANSFERS	50	1,585	2,000	2,000	0	0.0
70 - EQUIPMENT AND EQUIPMENT RENTAL	285	421	830	1,328	498	60.0
SUBTOTAL NONPERSONAL SERVICES (NPS)	4,225	6,700	8,298	10,640	2,341	28.2
GROSS FUNDS	18,531	20,684	26,404	28,748	2,344	8.9

*Percent change is based on whole dollars.

FY 2018 Proposed Operating Budget and FTEs, by Division/Program and Activity

Table SR0-4 contains the proposed FY 2018 budget by division/program and activity compared to the FY 2017 approved budget. It also provides FY 2016 actual data. For a more comprehensive explanation of divisions/programs and activities, please see the Division/Program Description section, which follows the table.

Table SR0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017
(1000) AGENCY MANAGEMENT								
(1010) PERSONNEL	181	194	197	3	1.5	2.0	2.0	0.0
(1017) LABOR PARTNERSHIP	80	83	84	0	0.7	1.0	1.0	0.0
(1040) OFFICE OF INFO. TECH. AND SUPPORT	4,015	4,687	5,388	701	8.1	11.0	11.0	0.0
(1060) OFFICE OF LEGAL SERVICES	1,247	1,855	1,866	11	9.6	13.0	13.0	0.0
(1080) PUBLIC AFFAIRS	621	725	792	67	3.0	4.0	4.0	0.0
(1090) PERFORMANCE MANAGEMENT	456	666	789	123	1.5	5.0	6.0	1.0
SUBTOTAL (1000) AGENCY MANAGEMENT	6,601	8,210	9,115	906	24.4	36.0	37.0	1.0
(100F) AGENCY FINANCIAL OPERATIONS								
(110F) BUDGET OPERATION	272	326	313	-13	0.7	2.0	2.0	0.0
(120F) ACCOUNTING OPERATIONS	522	517	527	11	4.4	5.0	5.0	0.0
(130F) ACFO	197	212	212	0	0.7	1.0	1.0	0.0
SUBTOTAL (100F) AGENCY FINANCIAL OPERATIONS	991	1,055	1,053	-2	5.9	8.0	8.0	0.0
(2000) INSURANCE								
(2010) INSURANCE PRODUCTS	999	1,509	1,511	2	6.9	11.7	11.7	0.0
(2015) FINANCIAL SURVEILLANCE	514	724	735	11	4.2	5.6	5.6	0.0
(2050) HMO	541	561	568	7	3.0	4.3	4.3	0.0
(2080) DC MARKET OPERATIONS INSURANCE	45	300	528	227	0.2	0.0	0.0	0.0
(2090) HEALTH INSURANCE REVIEW	969	645	1,032	388	4.4	6.0	5.0	-1.0
SUBTOTAL (2000) INSURANCE	3,069	3,739	4,374	635	18.7	27.6	26.6	-1.0

Table SR0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017
(3000) SECURITIES								
(3010) CORPORATE FINANCE	740	898	865	-34	4.8	7.0	7.0	0.0
(3030) SECURITIES LICENSING	406	482	468	-15	3.3	4.0	4.0	0.0
(3080) DC MARKET OPERATIONS SECURITIES	185	548	710	162	0.2	1.0	1.0	0.0
SUBTOTAL (3000) SECURITIES	1,331	1,928	2,042	113	8.3	12.0	12.0	0.0
(4000) ENFORCEMENT								
(4050) ENFORCEMENT	91	235	244	9	1.8	2.0	2.0	0.0
(4060) INVESTIGATIONS	534	756	920	164	4.1	6.0	7.0	1.0
(4080) DC MARKET COMPLIANCE ENFORCEMENT	7	46	61	14	0.0	0.0	0.0	0.0
SUBTOTAL (4000) ENFORCEMENT	631	1,037	1,224	187	5.9	8.0	9.0	1.0
(5000) BANKING								
(5060) LICENSING	754	871	864	-7	4.8	7.0	7.0	0.0
(5070) MARKET SERVICES	2,954	3,762	3,699	-62	6.6	8.0	8.0	0.0
(5080) DC MARKET OPERATIONS BANKING	581	406	1,102	697	0.2	0.0	0.0	0.0
SUBTOTAL (5000) BANKING	4,290	5,039	5,666	627	11.6	15.0	15.0	0.0
(6000) RISK FINANCE								
(6010) COMPLIANCE	129	145	145	0	3.3	1.0	1.0	0.0
(6020) FINANCIAL ANALYSIS	197	207	207	0	0.4	1.0	1.0	0.0
(6030) REGULATORY REVIEW AND LICENSING	41	103	95	-8	0.7	1.0	1.0	0.0
(6080) DC MARKET OPERATIONS RISK FINANCE	48	160	169	9	0.2	0.0	0.0	0.0
SUBTOTAL (6000) RISK FINANCE	416	615	616	1	4.6	3.0	3.0	0.0
(8000) MARKET EXAMINATIONS								
(8010) INSURANCE EXAMS	241	345	345	0	2.4	3.0	3.0	0.0
(8020) SECURITIES EXAMS	352	457	414	-43	3.1	4.0	4.0	0.0
(8030) BANKING EXAMS	1,083	1,479	1,499	20	9.8	13.0	13.0	0.0
(8040) RISK FINANCE EXAMS	665	684	693	9	4.6	5.0	5.0	0.0
SUBTOTAL (8000) MARKET EXAMINATIONS	2,340	2,965	2,952	-14	19.9	25.0	25.0	0.0
(9000) COMPLIANCE ANALYSIS								
(9010) CONSUMER SERVICES	793	976	842	-134	5.9	8.0	7.0	-1.0
(9020) MARKET RESEARCH ANALYSIS	223	635	654	19	4.4	6.0	6.0	0.0
(9080) DC MARKET COMPLIANCE ANALYSIS	1	205	212	6	0.7	1.0	1.0	0.0
SUBTOTAL (9000) COMPLIANCE ANALYSIS	1,016	1,816	1,707	-109	11.1	15.0	14.0	-1.0
TOTAL PROPOSED OPERATING BUDGET	20,684	26,404	28,748	2,344	110.4	149.6	149.6	0.0

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Note: For more detailed information regarding the proposed funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2018 Operating Appendices** located on the Office of the Chief Financial Officer's website. "No Activity Assigned" indicates budget or actuals that are recorded at the division/program level.

Division Description

The Department of Insurance, Securities, and Banking operates through the following 9 divisions:

Insurance – monitors the financial solvency of insurance companies and Health Maintenance Organizations (HMO) operating in the District of Columbia; issues licenses to insurance companies, insurance producers, and related entities; resolves consumer complaints; approves rates and policy forms of insurance products marketed in the District; and monitors underwriting, policy holder services, claims, marketing, producer licensing, and the complaint handling processes of licensed insurers to ensure a viable insurance market in the District.

This division contains the following 5 activities:

- **Insurance Products** – reviews all types of insurance policy forms and actuarial memoranda to determine whether they conform to District insurance laws and regulations; analyzes rating rules, rate manuals and rating schedules; conducts actuarial and statistical analysis of rate increase requests; and maintains a database for claims and investment experience;
- **Financial Surveillance** – provides solvency and compliance monitoring, rate approval, and technical assistance for the insurance industry, other regulators, and the public so that there is a viable insurance market in the District;
- **Health Maintenance Organization (HMO)** – provides solvency and compliance monitoring, rate approval, and technical assistance for the HMO industry, other regulators, and the public so that there is a viable managed care insurance market in the District;
- **DC Market Operations Insurance** – provides for administrative support and the required tools for the bureau to achieve operational and programmatic results; and
- **Health Insurance Review** – reviews health insurance rate filings submitted for products sold in the District to ensure compliance with District law and federal health care reform; conducts analysis on rate filing trends; and provides consumer information on health insurance rates.

Securities – oversees the regulatory activities of stock brokerage and investment firms in the District to proactively protect District residents against malpractice and fraud by securities professionals, and to ensure proper marketing and disclosure of securities products in compliance with the District Code.

This division contains the following 3 activities:

- **Corporate Finance** – reviews and analyzes securities offerings to investors to ensure full disclosure with the District’s securities laws;
- **Securities Licensing** – reviews and approves, subject to District laws, investment advisors, investment advisor representatives, broker-dealers, and broker-dealer agents doing business in the District; and
- **DC Market Operations Securities** – provides for administrative support and the required tools for the bureau to achieve operational and programmatic results.

Enforcement – directs programs designed to detect and take actions against individuals and companies engaged in fraudulent financial operations and services, and investigates compliance complaints.

This division contains the following 3 activities:

- **Enforcement** – ensures observance of District laws by providing remedies to individuals, insurance, securities and banking entities and other jurisdictions in order to prevent, detect, and prosecute insurance, securities and banking fraudulent activities;
- **Investigations** – responds to inquiries and complaints from consumers, and investigates and establishes the underlying facts to ensure adherence with the District’s financial services and relevant consumer protection laws; and

- **DC Market Compliance Enforcement** – provides technical and administrative support for the bureau to achieve operational and programmatic results.

Banking – regulates the activities of depository and non-depository financial institutions within the District to protect consumers from unfair practices by conducting timely financial examinations and providing a fair financial market that benefits District consumers and businesses.

This division contains the following 3 activities:

- **Licensing** – reviews and approves, subject to District laws, District chartered banks, mortgage lenders and brokers, loan originators, money transmitters, check cashers, money lenders, and consumer credit service organizations doing business in the District;
- **Market Services** – administers the foreclosure mediation, Certified Capital Company (CAPCO), and State Small Business Credit Initiative programs; and
- **DC Market Operations Banking** – provides for administrative support and the required tools for the bureau to achieve operational and programmatic results.

Risk Finance – reviews and approves licensing applications for the formation of captive insurance companies and maintains regulatory oversight of captive insurers and risk retention groups that operate or plan to do business in the District.

This division contains the following 4 activities:

- **Compliance** – provides solvency and compliance monitoring and technical assistance for the captive insurance industry and other regulators to maintain a viable alternative insurance market in the District;
- **Financial Analysis** – analyzes financial and actuarial reports to ensure captive insurance companies and risk retention groups maintain capital and surplus required under District law;
- **Regulatory Review and Licensing** – reviews and approves, subject to District laws, licensing applications of captive insurance companies and risk retention groups, and provides technical assistance to other regulators; and
- **DC Market Operations Risk Finance** – provides for administrative support and the required tools for the bureau to achieve operational and programmatic results.

Market Examinations – conducts on-site examinations of all domiciled insurance companies; inspects District-based investment advisers and broker-dealers, District-chartered banks, and non-depository financial services institutions doing business in the District; monitors solvency of financial firms doing business in the District of Columbia; and develops comprehensive analysis of financial services market to identify current and emerging systematic issues and coordinate regulatory actions.

This division contains the following 4 activities:

- **Insurance Exams** – provides solvency and compliance monitoring of insurance companies to ensure compliance with District laws;
- **Securities Exams** – performs examinations of financial condition and regulatory compliance of securities firms and their representatives;
- **Banking Exams** – provides chartering, examination and enforcement services pertaining to District chartered banks and District licensed non-depository institutions; and
- **Risk Finance Exams** – provides solvency and compliance monitoring and technical assistance for the captive insurance industry and other regulators.

Compliance Analysis – provides research and analysis of industry sectors to establish best practices, and coordinates information from the Market Examinations Bureau with other bureaus to identify and define key market factors that drive changes in each industry sector.

This division contains the following 3 activities:

- **Consumer Services** – reviews consumer complaints regarding financial institutions and firms operating in the District to determine compliance with District laws and regulations, and conducts analysis and investigates matters regarding consumer issues;
- **Market Research Analysis** – provides research and analysis of industry sectors to establish “best practices” standards and guidelines for design, delivery, and results monitoring of financial products and services; and
- **DC Market Compliance Analysis** – provides technical and administrative support for the bureau to achieve operational and programmatic results.

Agency Management – provides for administrative support and the required tools to achieve operational and programmatic results. This division is standard for all agencies using performance-based budgeting.

Agency Financial Operations – provides comprehensive and efficient financial management services to, and on behalf of, District agencies so that the financial integrity of the District of Columbia is maintained. This division is standard for all agencies using performance-based budgeting.

Division Structure Change

The Department of Insurance, Securities, and Banking has no division structure changes in the FY 2018 proposed budget.

FY 2017 Approved Budget to FY 2018 Proposed Budget, by Revenue Type

Table SR0-5 itemizes the changes by revenue type between the FY 2017 approved budget and the FY 2018 proposed budget. For a more comprehensive explanation of changes, please see the FY 2018 Proposed Budget Changes section, which follows the table.

Table SR0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
LOCAL FUNDS: FY 2017 Approved Budget and FTE		0	0.0
No Change		0	0.0
LOCAL FUNDS: FY 2018 Current Services Funding Level (CSFL) Budget		0	0.0
No Change		0	0.0
LOCAL FUNDS: FY 2018 Agency Budget Submission		0	0.0
No Change		0	0.0
LOCAL FUNDS: FY 2018 Mayor’s Proposed Budget		0	0.0
Enhance: To support a feasibility study (one-time)	Banking	200	0.0
LOCAL FUNDS: FY 2018 District’s Proposed Budget		200	0.0
FEDERAL GRANT FUNDS: FY 2017 Approved Budget and FTE		0	0.0
Increase: To align budget with projected grant awards	Insurance	457	0.0
FEDERAL GRANT FUNDS: FY 2018 Agency Budget Submission		457	0.0
No Change		0	0.0
FEDERAL GRANT FUNDS: FY 2018 Mayor’s Proposed Budget		457	0.0
No Change		0	0.0
FEDERAL GRANT FUNDS: FY 2018 District’s Proposed Budget		457	0.0

Table SR0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
SPECIAL PURPOSE REVENUE FUNDS: FY 2017 Approved Budget and FTE		26,279	149.6
Increase: To adjust the Contractual Services budget	Multiple Programs	828	0.0
Increase: To align resources with operational spending goals	Agency Management	647	0.0
Increase: To support the costs of pre-existing programmatic initiatives	Multiple Programs	209	0.0
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	2	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2018 Agency Budget Submission		27,966	149.6
No Change		0	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2018 Mayor's Proposed Budget		27,966	149.6
No Change		0	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2018 District's Proposed Budget		27,966	149.6
INTRA-DISTRICT FUNDS: FY 2017 Approved Budget and FTE		125	0.0
No Change		0	0.0
INTRA-DISTRICT FUNDS: FY 2018 Agency Budget Submission		125	0.0
No Change		0	0.0
INTRA-DISTRICT FUNDS: FY 2018 Mayor's Proposed Budget		125	0.0
No Change		0	0.0
INTRA-DISTRICT FUNDS: FY 2018 District's Proposed Budget		125	0.0
GROSS FOR SR0 - DEPARTMENT OF INSURANCE, SECURITIES, AND BANKING		28,748	149.6

(Change is calculated by whole numbers and numbers may not add up due to rounding)

FY 2018 Proposed Budget Changes

The Department of Insurance, Securities, and Banking's (DISB) proposed FY 2018 gross budget is \$28,747,797, which represents an 8.9 percent increase over its FY 2017 approved gross budget of \$26,404,148. The budget is comprised of \$200,000 in Local funds, \$457,172 in Federal Grant funds, \$27,965,625 in Special Purpose Revenue funds, and \$125,000 in Intra-District funds.

Agency Budget Submission

Increase: DISB's FY 2018 budget proposal in Federal Grant funds increased by \$457,172 to include the Insurance Market Reform federal grant.

The Special Purpose Revenue funds proposed budget includes an increase of \$828,300 in Contractual Services, primarily in the Banking, Insurance, and Agency Management divisions to support the enhancement of the Financially Fit DC Program, anticipated increases in foreclosure mediation costs, and increases in premium tax examination consultants. DISB's proposed budget also includes an increase of \$646,702 in Special Purpose Revenue funds in the Agency Management Division, across multiple Comptroller Source Groups, to support an office building relocation for the agency. Additionally, the budget includes a net increase of \$209,085 in nonpersonal services in Other Services and Charges and Equipment and Equipment Rental, primarily in the Securities, Insurance, and Enforcement divisions to support the purchase of platform equipment for the new STAR system, various technology and software upgrades, and anticipated increases in the Case Management System (CMS) maintenance. The budget proposal includes a net increase of \$2,391 in personal services across multiple divisions to account for salary step increases and Fringe Benefit adjustments and the realignment of Full-Time Equivalents (FTEs) to support program initiatives.

Mayor's Proposed Budget

No Change: The Department of Insurance, Securities, and Banking's budget proposal reflects no change from the agency budget submission to the Mayor's proposed budget.

District's Proposed Budget

Enhance: The budget proposal includes an increase of \$200,000 in one-time funding in the Banking division for a feasibility study for the establishment of a public bank in the District of Columbia.

Agency Performance Plan

Department of Insurance, Securities, and Banking's (DISB) performance plan has the following objectives for FY 2018:

Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its mission. These are action-based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

Objectives

1. Provide high quality and efficient consumer protection services to District residents and businesses.
2. Provide high quality and cost effective regulation of financial services providers to ensure compliance with District laws.
3. Establish the District as a premier destination for financial services firms by coordinating with other agencies to increase the number of financial services industry jobs available for District residents, and to generate additional revenue for the District.
4. Provide high quality services to financially empower residents and create pathways to the middle class.
5. Provide valuable assistance and support to District based small businesses and entrepreneurs that will create or retain jobs.
6. Create and maintain a highly efficient, transparent and responsive District government.**

ACTIVITIES

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the budget line items. This is further divided into “daily services” (ex. sanitation disposal), and long-term “key projects” that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have daily services, whereas some agencies that have more of their budget come from capital funding will have several key projects.

1. Provide high quality and efficient consumer protection services to District residents and businesses. (5 Activities)

Activity Title	Activity Description	Type of Activity
Outreach Campaigns	Conduct outreach campaigns to provide residents with information that will help them make informed choices about financial services offerings (e.g., DC Saves Week, Financial Literacy Month, DASH for the STASH and the Financial Fitness Challenge).	Key Project
Financial Education Events	Hold at least two in-person financial education events in every Ward by the end of the fiscal year.	Key Project
Consumer Alerts	Publish and distribute consumer alerts, guides, and articles to inform consumers about financial services issues and to help prevent them from becoming victims of scams and abuses.	Key Project
Complaint Activity	Review complaint activity to identify trends that are adverse to the interests of consumers.	Key Project
Trend Analysis	Utilize trend analysis from complaint activity to develop education and enforcement initiatives to address the trends and improve outcomes for consumers.	Key Project

2. Provide high quality and cost effective regulation of financial services providers to ensure compliance with District laws. (3 Activities)

Activity Title	Activity Description	Type of Activity
Non-Depository Exams	Conduct examinations of non-depository financial institutions scheduled during the fiscal year.	Daily Service
Domestic Insurance Company Exams	Conduct examinations of domestic insurance companies scheduled during the fiscal year.	Daily Service
Investment Firm Exams	Conduct examinations of investment firms scheduled during the fiscal year.	Daily Service

3. Establish the District as a premier destination for financial services firms by coordinating with other agencies to increase the number of financial services industry jobs available for District residents, and to generate additional revenue for the District. (2 Activities)

Activity Title	Activity Description	Type of Activity
Financial Services Academy	Develop a public private partnership where DISB and the financial services industry work with District universities and schools to train students to fill jobs in the financial services industry.	Key Project
Review Laws	Review the District's financial services laws and regulations to identify the areas where legislation and regulations should be revised or repealed.	Key Project

4. Provide high quality services to financially empower residents and create pathways to the middle class. (4 Activities)

Activity Title	Activity Description	Type of Activity
Seminars and Educational Events	Conduct seminars and educational events to provide residents with information on financial services.	Daily Service
Bank On DC Program	Promote the Bank on DC program to reduce the number of unbanked and underbanked residents in the District.	Key Project
Financial Services Curriculum	Deliver financial services curriculum that contains topics of interest and importance to all population segments in the District.	Key Project
Consumer Guides and Alerts	Prepare consumer guides and alerts to provide District residents with information about financial products and services.	Key Project

5. Provide valuable assistance and support to District based small businesses and entrepreneurs that will create or retain jobs. (3 Activities)

Activity Title	Activity Description	Type of Activity
SSBCI Program Promotion	Promote the SSBCI program to local banks and financial institutions, the business community, and District agencies such as Department of Small and Local Business Development (DSLBD), Department of General Services (DGS), and Office of the Deputy Mayor for Planning and Economic Development (DMPED).	Daily Service
SSBCI Program Partnerships	Work with District agencies, incubators, chambers of commerce, universities and other organizations to provide technical assistance to small businesses to enable them to qualify for loans.	Daily Service

(Continued on next page)

5. Provide valuable assistance and support to District based small businesses and entrepreneurs that will create or retain jobs. (3 Activities)

Activity Title	Activity Description	Type of Activity
State Business Credit Initiative (SSBCI)	Administer the Department's State Small Business Credit Initiative (SSBCI) program to provide financial support to District-based small businesses and entrepreneurs.	Daily Service

KEY PERFORMANCE INDICATORS

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome-oriented and should be used to answer the question, "What does the agency need to measure to determine success?"

1. Provide high quality and efficient consumer protection services to District residents and businesses. (3 Measures)

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Percent increase in the number of fraud alerts from the previous fiscal year developed and available on the Department's website and other media	No	Not Available	266.7%	10%	10%	10%
Percent of Insurance, Securities, and Banking complaints scheduled to be closed within 45 days of receipt	No	97.6%	99%	95%	95%	95%
Percent of scheduled captive financial analyses conducted during the fiscal year	No	100%	100%	100%	100%	100%

2. Provide high quality and cost effective regulation of financial services providers to ensure compliance with District laws. (3 Measures)

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Percent of scheduled District-based investment firms examined during the fiscal year	No	100%	100%	100%	100%	100%
Percent of scheduled domestic insurance companies examined during the fiscal year	No	100%	100%	100%	100%	100%
Percent of scheduled non-depository financial institutions examined during the fiscal year	No	57%	117.1%	100%	100%	100%

3. Establish the District as a premier destination for financial services firms by coordinating with other agencies to increase the number of financial services industry jobs available for District residents, and to generate additional revenue for the District. (1 Measure)

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Increase cyber fraud enforcement efforts by 10 percent	Yes	Not Available	New Measure	Not Available	New Measure	New Measure

4. Provide high quality services to financially empower residents and create pathways to the middle class. (3 Measures)

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Increase by 10 percent the number of new bank accounts opened through the Bank on DC program from the previous year	No	888	1,711	750	750	750
Percent of increase in the number of fraud alerts issued	No	Not Available	266.7%	10%	10%	10%
Percent of increase in the number of regulatory enforcement cases initiated	No	Not Available	Not Available	10%	10%	10%

5. Provide valuable assistance and support to District based small businesses and entrepreneurs that will create or retain jobs. (2 Measures)

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Percent increase in outreach events for small businesses, financial institutions, or business organizations	No	Not Available	Not Available	Not Available	100%	100%
Percent of State Small Business Credit Initiative applications processed within 30 days of receipt	No	Not Available	Not Available	Not Available	95%	95%

6. Create and maintain a highly efficient, transparent and responsive District government. (9 Measures)**

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Budget - Federal funds returned	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget - Local funds unspent	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement - Contracts lapsed into retroactive status	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement - Expendable Budget spent on Certified Business Enterprises	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service - Meeting Service Level Agreements	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources - Employee District residency	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources - Employee Onboard Time	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources - Vacancy Rate	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management - Employee Performance Plan Completion	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

WORKLOAD MEASURES

Workload Measures, also called inputs or outputs, quantify an activity, effort or process that is necessary to make progress towards the Strategic Objectives. They help answer the question; “How much are we doing?”

1. Non-depository exams

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of non-depository financial institutions examinations completed during the fiscal year	No	Not Available	Not Available	317

2. Domestic insurance company exams

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of domestic insurance company examinations completed during the fiscal year	No	Not Available	Not Available	0

3. SSBCI program promotion

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of jobs created or retained in the District with SSBCI funds	No	Not Available	Not Available	360

4. SSBCI program partnerships

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of small business assistance clinics, seminars, or other events provided	No	Not Available	Not Available	12

5. Investment firm exams

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of District-based investment firm examinations completed during the fiscal year	No	Not Available	Not Available	16

6. Seminars and educational events

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of events held where residents were provided with financial literacy training and/or consumer protection information	No	Not Available	Not Available	216

7. Outreach campaigns

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of residents who receive in-person fraud abuse prevention, financial literacy training and/or consumer protection information	No	Not Available	Not Available	6,990
The number of Hispanic residents who receive financial education offerings at outreach events	Yes	Not Available	Not Available	New Measure

8. Consumer alerts

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of consumer guides and alerts issued	No	Not Available	Not Available	5

9. Review laws

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of bills or rulemakings developed by the Department to make the District more attractive for financial services business	No	Not Available	Not Available	2
Number of recommendations prepared by the Department that address the benefits to the District of creating new legislation or amending existing legislation or regulations	No	Not Available	Not Available	6

10. Bank on DC program

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of Bank on DC or other Financially Fit DC events held	No	Not Available	Not Available	80

11. Financial services curriculum

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of consumers receiving financial literacy training and/or consumer protection information.	No	Not Available	Not Available	6,990

Performance Plan Endnotes

*For more information about the structure and components of FY 2018 draft performance plans, please see the FY 2018 Proposed Budget and Financial Plan, Volume 1, Appendix E.

**"Create and maintain a highly efficient, transparent and responsive District government" is a new Strategic Objective required for all agencies.

***Key Performance Indicators that are new may not have historical data and may only have FY 2018 targets.