
Department of Insurance, Securities, and Banking

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Table SR0-1

Description	FY 2018	FY 2019	FY 2020	FY 2021	% Change
	Actual	Actual	Approved	Approved	from FY 2020
OPERATING BUDGET	\$22,657,262	\$21,113,119	\$28,045,358	\$32,557,303	16.1
FTEs	125.0	126.0	144.0	139.0	-3.5
CAPITAL BUDGET	\$0	\$0	\$0	\$0	N/A
FTEs	0.0	0.0	0.0	0.0	N/A

The mission of the Department of Insurance, Securities, and Banking (DISB) is three-fold: (1) cultivate a regulatory environment that protects consumers and attracts and retains financial services firms to the District; (2) empower and educate residents on financial matters; and (3) support the development and expansion of small businesses by providing financing and other services.

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, appraisal management companies, student loan servicers, and consumer credit service organizations.

The agency's FY 2021 approved budget is presented in the following tables:

FY 2021 Approved Gross Funds Operating Budget and FTEs, by Revenue Type

Table SR0-2 contains the approved FY 2021 budget by revenue type compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 actual data.

Table SR0-2

(dollars in thousands)

Appropriated Fund	Dollars in Thousands							Full-Time Equivalents					
	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	% Change*		Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	% Change
GENERAL FUND													
Local Funds	150	0	0	0	0	N/A		0.0	0.0	0.0	0.0	0.0	N/A
Special Purpose Revenue Funds	21,814	20,497	27,773	32,285	4,512	16.2		125.0	126.0	144.0	139.0	-5.0	-3.5
TOTAL FOR GENERAL FUND	21,963	20,497	27,773	32,285	4,512	16.2		125.0	126.0	144.0	139.0	-5.0	-3.5
FEDERAL RESOURCES													
Federal Grant Funds	567	452	139	139	0	0.0		0.0	0.0	0.0	0.0	0.0	N/A
TOTAL FOR FEDERAL RESOURCES	567	452	139	139	0	0.0		0.0	0.0	0.0	0.0	0.0	N/A
PRIVATE FUNDS													
Private Grant Funds	0	45	0	0	0	N/A		0.0	0.0	0.0	0.0	0.0	N/A
TOTAL FOR PRIVATE FUNDS	0	45	0	0	0	N/A		0.0	0.0	0.0	0.0	0.0	N/A
INTRA-DISTRICT FUNDS													
Intra-District Funds	128	119	133	133	0	0.0		0.0	0.0	0.0	0.0	0.0	N/A
TOTAL FOR INTRA-DISTRICT FUNDS	128	119	133	133	0	0.0		0.0	0.0	0.0	0.0	0.0	N/A
GROSS FUNDS	22,657	21,113	28,045	32,557	4,512	16.1		125.0	126.0	144.0	139.0	-5.0	-3.5

*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 2021 Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2021 Approved Operating Budget, by Comptroller Source Group

Table SR0-3 contains the approved FY 2021 budget at the Comptroller Source Group (object class) level compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 actual expenditures.

Table SR0-3

(dollars in thousands)

Comptroller Source Group	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	Percentage Change*
11 - Regular Pay - Continuing Full Time	12,337	12,765	13,321	15,573	2,252	16.9
12 - Regular Pay - Other	320	146	368	105	-263	-71.5
13 - Additional Gross Pay	60	61	113	113	0	0.0

Table SR0-3

(dollars in thousands)

Comptroller Source Group	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	Percentage Change*
14 - Fringe Benefits - Current Personnel	2,698	2,722	3,234	3,452	218	6.7
15 - Overtime Pay	25	48	21	21	0	0.0
SUBTOTAL PERSONAL SERVICES (PS)	15,441	15,742	17,057	19,264	2,207	12.9
20 - Supplies and Materials	52	74	98	104	5	5.1
31 - Telecommunications	193	92	111	114	3	2.6
32 - Rentals - Land and Structures	1,825	1,499	2,147	2,103	-44	-2.0
34 - Security Services	7	3	2	7	5	218.9
35 - Occupancy Fixed Costs	25	13	54	28	-26	-48.4
40 - Other Services and Charges	909	776	1,708	1,742	34	2.0
41 - Contractual Services - Other	2,957	2,623	4,355	6,530	2,175	49.9
50 - Subsidies and Transfers	1,000	0	2,000	2,000	0	0.0
70 - Equipment and Equipment Rental	249	292	513	665	153	29.8
SUBTOTAL NONPERSONAL SERVICES (NPS)	7,217	5,371	10,989	13,293	2,305	21.0
GROSS FUNDS	22,657	21,113	28,045	32,557	4,512	16.1

*Percent change is based on whole dollars.

FY 2021 Approved Operating Budget and FTEs, by Division/Program and Activity

Table SR0-4 contains the approved FY 2021 budget by division/program and activity compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 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 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020
(1000) AGENCY MANAGEMENT										
(1010) Personnel	112	162	173	200	26	1.7	1.7	2.0	2.0	0.0
(1017) Labor Partnership	89	20	91	2	-89	0.8	0.8	1.0	0.0	-1.0
(1040) Office of Information Technical and Support	3,755	3,368	4,507	4,465	-42	9.2	9.2	11.0	10.0	-1.0
(1060) Office of Legal Services	1,332	1,349	1,725	1,896	171	10.9	10.1	13.0	11.0	-2.0
(1080) Public Affairs	860	808	1,214	1,893	679	3.3	4.2	5.0	5.0	0.0
(1090) Performance Management	557	743	838	1,153	315	5.0	5.0	6.0	8.0	2.0
SUBTOTAL (1000) AGENCY MANAGEMENT	6,704	6,451	8,549	9,609	1,061	30.9	31.1	38.0	36.0	-2.0
(100F) AGENCY FINANCIAL OPERATIONS										
(110F) Budget Operation	309	277	341	333	-7	1.7	1.7	2.0	2.0	0.0
(120F) Accounting Operations	575	588	574	620	46	4.2	4.2	5.0	5.0	0.0
(130F) ACFO	209	212	224	240	15	0.8	0.8	1.0	1.0	0.0
SUBTOTAL (100F) AGENCY FINANCIAL OPERATIONS	1,093	1,078	1,139	1,193	54	6.7	6.7	8.0	8.0	0.0

Table SR0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020
(2000) INSURANCE										
(2010) Insurance Products	1,108	1,042	1,239	1,428	189	9.8	9.8	9.7	9.7	0.0
(2015) Financial Surveillance	870	895	901	947	45	4.7	5.0	6.0	6.0	0.0
(2050) HMO	591	555	607	660	53	3.6	3.6	4.3	4.4	0.0
(2080) DC Market Operations Insurance	392	699	957	1,632	675	0.0	0.0	0.0	0.4	0.4
(2090) Health Insurance Review	1,098	992	650	669	19	4.2	4.2	5.0	5.0	0.0
SUBTOTAL (2000) INSURANCE	4,058	4,183	4,355	5,336	981	22.2	22.7	25.0	25.5	0.5
(3000) SECURITIES										
(3010) Corporate Finance	700	710	606	821	215	5.8	5.9	5.0	5.0	0.0
(3030) Securities Licensing	486	422	432	526	94	3.3	3.4	4.0	4.0	0.0
(3080) DC Market Operations Securities	322	298	666	707	41	0.8	0.8	1.0	1.0	0.0
SUBTOTAL (3000) SECURITIES	1,508	1,430	1,704	2,054	350	10.0	10.1	10.0	10.0	0.0
(4000) ENFORCEMENT										
(4050) Enforcement	215	193	237	121	-116	1.7	2.5	2.0	1.0	-1.0
(4060) Investigations	605	761	656	1,001	346	5.8	5.9	7.0	7.0	0.0
(4080) Dc Market Compliance Enforcement	26	9	74	79	4	0.0	0.0	0.0	0.0	0.0
SUBTOTAL (4000) ENFORCEMENT	846	964	967	1,201	235	7.5	8.4	9.0	8.0	-1.0
(5000) BANKING										
(5040) Community Outreach	0	0	0	2,794	2,794	0.0	0.0	0.0	0.5	0.5
(5060) Licensing	747	751	853	950	96	5.8	5.9	7.0	8.0	1.0
(5070) Market Services	2,529	1,537	3,775	3,720	-56	6.7	6.7	8.0	7.0	-1.0
(5080) DC Market Operations Banking	1,046	498	1,994	517	-1,477	0.0	0.0	0.0	0.0	0.0
SUBTOTAL (5000) BANKING	4,322	2,785	6,622	7,980	1,358	12.5	12.6	15.0	15.5	0.5
(6000) RISK FINANCE										
(6010) Compliance	141	147	162	173	10	0.8	0.8	1.0	1.0	0.0
(6020) Financial Analysis	210	214	219	234	15	0.8	0.8	1.0	1.0	0.0
(6030) Regulatory Review and Licensing	99	102	109	116	7	0.8	0.8	1.0	1.0	0.0
(6080) DC Market Operations Risk Finance	50	46	211	127	-84	0.0	0.0	0.0	0.0	0.0
SUBTOTAL (6000) RISK FINANCE	499	509	701	650	-52	2.5	2.5	3.0	3.0	0.0
(8000) MARKET EXAMINATIONS										
(8010) Insurance Exams	256	259	371	287	-84	2.5	2.5	3.0	2.0	-1.0
(8020) Securities Exams	324	286	363	211	-152	3.3	3.4	3.0	2.0	-1.0
(8030) Banking Exams	1,186	1,241	1,169	1,531	362	10.9	10.9	12.0	12.0	0.0
(8040) Risk Finance Exams	733	758	631	810	180	4.2	4.2	5.0	5.0	0.0
SUBTOTAL (8000) MARKET EXAMINATIONS	2,499	2,544	2,533	2,839	306	20.9	21.0	23.0	21.0	-2.0
(9000) COMPLIANCE ANALYSIS										
(9010) Consumer Services	776	747	669	902	232	5.8	5.9	7.0	7.0	0.0
(9020) Market Research Analysis	345	368	579	562	-17	5.0	4.2	5.0	4.0	-1.0
(9080) DC Market Compliance Analysis	7	54	226	231	5	0.8	0.8	1.0	1.0	0.0
SUBTOTAL (9000) COMPLIANCE ANALYSIS	1,127	1,169	1,475	1,695	220	11.7	10.9	13.0	12.0	-1.0
TOTAL APPROVED OPERATING BUDGET	22,657	21,113	28,045	32,557	4,512	125.1	126.0	144.0	139.0	-5.0

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

Note: For more detailed information regarding the approved funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2021 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 (HMOs) 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 entities, 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 4 activities:

- **Community Outreach** – operates the financial empowerment center by providing free, one-on-one financial counseling and education services to all residents. Professionally trained counselors help low-to moderate-income residents manage their finances, pay down debt, increase savings, establish and build credit, and access safe and affordable mainstream banking products;
- **Licensing** – reviews and approves, subject to District laws, District chartered banks, mortgage lenders and brokers, loan originators, money transmitters, check cashers, money lenders, appraisal management companies, and student loan servicers, 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; 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.

Division Structure Change

The Department of Insurance, Securities, and Banking has no division structure changes in the FY 2021 approved budget.

FY 2020 Approved Budget to FY 2021 Approved Budget, by Revenue Type

Table SR0-5 itemizes the changes by revenue type between the FY 2020 approved budget and the FY 2021 approved budget. For a more comprehensive explanation of changes, please see the FY 2021 Approved Budget Changes section, which follows the table.

Table SR0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
FEDERAL GRANT FUNDS: FY 2020 Approved Budget and FTE		139	0.0
No Change		0	0.0
FEDERAL GRANT FUNDS: FY 2021 Mayor’s Proposed Budget		139	0.0
No Change		0	0.0
FEDERAL GRANT FUNDS: FY 2021 District’s Approved Budget		139	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2020 Approved Budget and FTE		27,773	144.0
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	2,616	0.0
Increase: To adjust the Contractual Services budget	Multiple Programs	2,175	0.0
Increase: To support nonpersonal services costs	Multiple Programs	375	0.0
Decrease: To align Fixed Costs with proposed estimates	Agency Management	-62	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2021 Mayor’s Proposed Budget		32,877	144.0
Reduce: To align resources with operational spending goals	Multiple Programs	-183	0.0
Reduce: To recognize savings from a reduction in FTE(s)	Multiple Programs	-408	-5.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2021 District’s Approved Budget		32,285	139.0

Table SR0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
INTRA-DISTRICT FUNDS: FY 2020 Approved Budget and FTE		133	0.0
No Change		0	0.0
INTRA-DISTRICT FUNDS: FY 2021 Mayor's Proposed Budget		133	0.0
No Change		0	0.0
INTRA-DISTRICT FUNDS: FY 2021 District's Approved Budget		133	0.0
GROSS FOR SR0 - DEPARTMENT OF INSURANCE, SECURITIES, AND BANKING		32,557	139.0

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

FY 2021 Approved Budget Changes

The Department of Insurance, Securities, and Banking's (DISB) approved FY 2021 gross budget is \$32,557,303, which represents a 16.1 percent increase over its FY 2020 approved gross budget of \$28,045,358. The budget is comprised of \$32,285,303 in Special Purpose Revenue funds, \$139,000 in Federal Grant Funds, and \$133,000 in Intra-District funds.

Mayor's Proposed Budget

Increase: The Special Purpose Revenue funds budget proposal includes a net increase in salaries and Fringe Benefits of \$2,615,621 across multiple divisions. The budget proposal also includes a net increase of \$2,174,656 in Contractual Services, primarily in the Agency Management, Insurance, and Banking divisions. Additionally, the proposed budget includes a net increase of \$375,322 in multiple divisions, to account for projected costs in Equipment and Equipment Rental, as well as professional service fees.

Decrease: DISB's FY 2021 Special Purpose Revenue proposed budget includes a net decrease of \$61,957 in the Agency Management division to align fixed costs with proposed estimates.

District's Approved Budget

Reduce: The Department of Insurance, Securities, and Banking's approved Special Purpose Revenue funds budget reflects a net decrease of \$591,698 across multiple divisions. This adjustment consists of \$183,305 in nonpersonal services to align with operational spending goals, and a reduction of 5.0 FTEs that will save an additional \$408,393 in projected salary and Fringe Benefit costs.

Agency Performance Plan*

The Department of Insurance, Securities, and Banking's (DISB) performance plan has the following objectives for FY 2021:

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. Establish the District as a premier destination for financial services firms to increase the number of financial services industry jobs available for District residents, and to generate additional revenue for the District.
3. Provide high quality services to financially empower residents and create pathways to the middle class.
4. Provide valuable assistance and support to District based small businesses and entrepreneurs that will create or retain jobs.
5. 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. (3 Activities)

Activity Title	Activity Description	Type of Activity
Market and Internet surveillance	Conduct market and Internet surveillance and investigations to curtail illegal cyber activity, including Internet-based investment scams and unregistered securities offerings.	Daily Service
Complaint Activity	Review complaint activity to identify trends that are adverse to the interests of consumers.	Daily Service
Exams	Conduct examinations of non-depository financial institutions, domestic insurance companies, and investment firms scheduled during the fiscal year.	Daily Service

2. Establish the District as a premier destination for financial services firms to increase the number of financial services industry jobs available for District residents, and to generate additional revenue for the District. (1 Activity)

Activity Title	Activity Description	Type of Activity
Legislative and Regulatory Review	Review District insurance, securities, and banking laws/regulations/policies and prepare recommendations for amendment or revision, as necessary to modernize the District’s financial services regulatory regime.	Daily Service

3. Provide high quality services to financially empower residents and create pathways to the middle class. (2 Activities)

Activity Title	Activity Description	Type of Activity
Financially Fit DC program	Reduce the number of unbanked and underbanked residents in the District.	Key Project
Financial Services Curriculum, Guides and Alerts and Financial Literacy	Deliver financial services curriculum that contains topics of interest and importance to all population segments in the District; provide District residents with information about financial products and services; and provide residents with information on financial services and engage in comprehensive efforts to provide financial literacy.	Key Project

4. Provide valuable assistance and support to District based small businesses and entrepreneurs that will create or retain jobs. (1 Activity)

Activity Title	Activity Description	Type of Activity
DC BizCap	Administer DISB's DC BizCap 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. (2 Measures)

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Percent increase in number of cyber fraud enforcement investigations initiated	No	18%	5%	47.8%	5%	12%
Percent of insurance, securities and banking complaints closed within 45 days of receipt	No	98.7%	95%	97%	95%	95%

2. Establish the District as a premier destination for financial services firms 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 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Number of District laws, regulations and policies reviewed for possible modernization	No	New in 2020	New in 2020	New in 2020	New in 2020	4

3. Provide high quality services to financially empower residents and create pathways to the middle class. (1 Measure)

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Percent increase in number of Financially Fit DC events	No	New in 2020	New in 2020	New in 2020	New in 2020	5

4. 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 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Number of outreach events for small businesses, financial institutions, or business organizations	No	31	18	21	18	20
Percent of State Small Business Credit Initiative applications processed within 30 days of receipt	No	100%	95%	100%	95%	100%

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. Financially Fit DC program

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number Financially Fit DC events held	No	140	230	164
Number of new bank accounts opened	No	New in 2020	New in 2020	New in 2020

2. Market and Internet surveillance

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of cyber fraud enforcement cases initiated	No	New in 2020	New in 2020	New in 2020
Number of fraud alerts issued	No	6	20	17

3. DC BizCap

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of outreach events for small businesses, financial institutions, or business organizations, including small business assistance clinics	No	New in 2020	New in 2020	New in 2020

4. Complaint Activity

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of residents who receive in-person fraud abuse prevention, financial literacy training and/or consumer protection information	No	17,935	13,877	10,010

5. Legislative and Regulatory Review

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of laws, regulations and policies reviewed	No	New in 2020	New in 2020	New in 2020

6. Exams

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of examinations of non-depository financial institutions, domestic insurance companies, and investment firms completed during the fiscal year	No	New in 2020	New in 2020	New in 2020

Performance Plan End Notes:

*For more information about the structure and components of FY 2021 draft performance plans, please see the FY 2021 Approved Budget and Financial Plan, Volume 1, Appendix E.

**Key performance indicators that are new may not have historical data and may only have FY 2021 targets.

***For the final versions of agency FY 2021 performance plans when they become available in December 2020, see the OCA website at <https://oca.dc.gov>