

# Department of Insurance, Securities and Banking FY2018

**Agency** Department of Insurance, Securities and Banking

**Agency Code** SR0

**Fiscal Year** 2018

**Mission** The mission of the Department of Insurance, Securities and Banking is twofold: 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.

## 2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Provide high quality and efficient consumer protection services to District residents and businesses.	3	8
2	Provide high quality and cost effective regulation of financial services providers to ensure compliance with District laws.	3	3
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	1
4	Provide high quality services to financially empower residents and create pathways to the middle class.	1	4
5	Provide valuable assistance and support to District based small businesses and entrepreneurs that will create or retain jobs.	2	3
6	Create and maintain a highly efficient, transparent and responsive District government.**	9	0
<b>TOT</b>		<b>19</b>	<b>19</b>

## 2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
<b>1 - Provide high quality and efficient consumer protection services to District residents and businesses. (3 Measures)</b>									
Percent of Insurance, Securities and Banking complaints scheduled to be closed within 45 days of receipt	<input type="checkbox"/>	98.1%	98%	97.6%	95%	99%	95%	96.1%	95%
Percent increase in the number of fraud alerts from the previous fiscal year developed and available on the Department's website and other media	<input type="checkbox"/>	Not available	Not available	Not available	10%	266.7%	10%	50%	10%
Percent of scheduled captive financial analyses	<input type="checkbox"/>	100%	100%	100%	100%	100%	100%	100%	100%

conducted during the fiscal year									
<b>2 - Provide high quality and cost effective regulation of financial services providers to ensure compliance with District laws. (3 Measures)</b>									
Percent of scheduled non-depository financial institutions examined during the fiscal year	<input type="checkbox"/>	Not available	100%	57%	100%	117.1%	100%	119.6%	100%
Percent of scheduled domestic insurance companies examined during the fiscal year	<input type="checkbox"/>	90%	85%	100%	100%	100%	100%	100%	100%
Percent of scheduled District-based investment firms examined during the fiscal year	<input type="checkbox"/>	75%	85%	100%	100%	100%	100%	100%	100%
<b>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)</b>									
Initiate and increase cyber fraud enforcement efforts	<input checked="" type="checkbox"/>	Not available	Not available	Not available	Not available	New Measure	New Measure	New Measure	12
<b>4 - Provide high quality services to financially empower residents and create pathways to the middle class. (1 Measure)</b>									
Increase by 10 percent the number of new bank accounts opened through the Bank on DC program from the previous year	<input type="checkbox"/>	900	750	888	750	1711	750	785	750
<b>5 - Provide valuable assistance and support to District based small businesses and entrepreneurs that will create or retain jobs. (2 Measures)</b>									
Percent of State Small Business Credit Initiative applications processed within 30 days of receipt	<input type="checkbox"/>	Not available	Not available	Not available	Not available	Not Available	95%	100%	95%
Number of outreach events for small businesses, financial institutions or business organizations	<input type="checkbox"/>	Not available	Not available	Not available	Not available	Not Available	100	137.5	100

We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

## 2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
<b>1 - Provide high quality and efficient consumer protection services to District residents and businesses. (8 Activities)</b>					
PUBLIC AFFAIRS	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	2	0

PUBLIC AFFAIRS	Financial education events	Hold at least two in-person financial education events in every Ward by the end of the fiscal year.	Key Project	0	0
PUBLIC AFFAIRS	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	1	1
CONSUMER SERVICES	Complaint activity	Review complaint activity to identify trends that are adverse to the interests of consumers.	Daily Service	0	0
CONSUMER SERVICES	Trend analysis	Utilize trend analysis from complaint activity to develop education and enforcement initiatives to address the trends and improve outcomes for consumers.	Daily Service	0	1
PUBLIC AFFAIRS	Customer satisfaction surveys	DISB will continue to provide the customer satisfaction survey to the investment adviser firms it examines. DISB will review the survey responses and consider whether any modifications to the Examinations Program would be appropriate in light of the feedback.	Daily Service	0	0
PUBLIC AFFAIRS	Senior Financial Fraud Abuse Prevention Program	Continue the implementation of the Department's Senior Financial Fraud Abuse Prevention Program. This initiative will focus on two primary components: (1) increase the number of outreach events to educate seniors on how to recognize and avoid financial scams; (2) enhance DISB's consumer enforcement program to protect District seniors.	Daily Service	0	0
PUBLIC AFFAIRS	Consumer alerts and guides on financial services issues.	Publish and distribute consumer alerts, guides and articles. Offer an expanded Consumer Financial Resources Guide that provides stories/scenarios, how-to's and other directions for resolving financial services concerns and preventing scams and abuses.	Daily Service	0	0

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

BANKING EXAMS	Non-depository exams	Conduct examinations of non-depository financial institutions scheduled during the fiscal year.	Daily Service	1	1
INSURANCE EXAMS	Domestic insurance company exams	Conduct examinations of domestic insurance companies scheduled during the fiscal year.	Daily Service	1	0
SECURITIES EXAMS	Investment firm exams	Conduct examinations of investment firms scheduled during the fiscal year.	Daily Service	1	0

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**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 Activity)					
AGENCY MANAGEMENT	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.	Daily Service	0	1
TOT				0	1
4 - Provide high quality services to financially empower residents and create pathways to the middle class. (4 Activities)					
PUBLIC AFFAIRS	Financial Literacy for all Residents of the District.	Conduct seminars, educational events and workshops to provide residents with information on financial services and engage in comprehensive efforts to provide financial literacy. Examples include: DC Saves Week, Financial Literacy Month, DASH for the STASH, Insurance Awareness Day.	Daily Service	1	1
BANKING	Bank on DC program	Promote the Bank on DC program to reduce the number of unbanked and underbanked residents in the District.	Key Project	1	0
PUBLIC AFFAIRS	Financial services curriculum	Deliver financial services curriculum that contains topics of interest and importance to all population segments in the District.	Key Project	2	0
CONSUMER SERVICES	Consumer guides and alerts	Prepare consumer guides and alerts to provide District residents with information about financial products and services.	Daily Service	1	0
TOT				5	1
5 - Provide valuable assistance and support to District based small businesses and entrepreneurs that will create or retain jobs. (3 Activities)					
DC MARKET OPERATIONS BANKING	SSBCI program promotion	Promote the SSBCI program to local banks and financial institutions, the business community, and District agencies such as DSLBD, DGS and DMPED.	Daily Service	1	0
DC MARKET OPERATIONS BANKING	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	1	0
DC MARKET OPERATIONS BANKING	SSBCI program	Administer the Department's State Small Business Credit Initiative (SSBCI) program to provide financial support to District-based small businesses and entrepreneurs.	Daily Service	0	1
TOT				2	1
<b>TOT</b>				<b>13</b>	<b>6</b>

2018 Workload Measures

Measure	New Measure/	FY 2014	FY 2015	FY2016 Actual	FY 2017 Actual
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	Benchmark Year	Actual	Actual		
<b>1 - Consumer alerts (1 Measure)</b>					
Number of consumer guides and alerts issued	<input type="checkbox"/>	Not available	Not available	5	9
<b>1 - Outreach campaigns (2 Measures)</b>					
Number of residents who receive in-person fraud abuse prevention, financial literacy training and/or consumer protection information	<input type="checkbox"/>	Not available	Not available	6990	17,935
The number of Hispanic residents who receive financial education offerings at outreach events	<input checked="" type="checkbox"/>	Not available	Not available	New Measure	New Measure
<b>2 - Domestic insurance company exams (1 Measure)</b>					
Number of domestic insurance company examinations completed during the fiscal year	<input type="checkbox"/>	Not available	Not available	0	6
<b>2 - Investment firm exams (1 Measure)</b>					
Number of District-based investment firm examinations completed during the fiscal year	<input type="checkbox"/>	Not available	Not available	16	22
<b>2 - Non-depository exams (1 Measure)</b>					
Number of non-depository financial institutions examinations completed during the fiscal year	<input type="checkbox"/>	Not available	Not available	317	134
<b>4 - Bank on DC program (1 Measure)</b>					
Number of Bank on DC or other Financially Fit DC events held	<input type="checkbox"/>	Not available	Not available	80	140
<b>4 - Consumer guides and alerts (1 Measure)</b>					
The number of fraud alerts issued	<input type="checkbox"/>	Not available	0	0	6
<b>4 - Financial Literacy for all Residents of the District. (1 Measure)</b>					
Number of events held where residents were provided with financial literacy training and/or consumer protection information	<input type="checkbox"/>	Not available	Not available	216	226
<b>4 - Financial services curriculum (2 Measures)</b>					
	<input type="checkbox"/>				

Number of consumers receiving financial literacy training and/or consumer protection information.	<input type="checkbox"/>	Not available	Not available	6990	17,935
The number of regulatory enforcement cases initiated	<input type="checkbox"/>	Not available	Not available	0	0
<b>5 - SSBCI program partnerships (1 Measure)</b>					
Number of small business assistance clinics, seminars, or other events provided	<input type="checkbox"/>	Not available	Not available	12	18
<b>5 - SSBCI program promotion (1 Measure)</b>					
Number of jobs created or retained in the District with SSBCI funds.	<input type="checkbox"/>	Not available	Not available	360	0

## Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Formalize and update both the non-depository and depository examination process	In FY 18, DISB will develop and standardize all examination processes and procedures including exam reports, exam workpapers, and risk scoping, and exam checklists	09-30-2018
Internet and social media surveillance initiative	In FY 18, DISB will complete implementation of this initiative to identify the variety of fraudulent schemes committed against District residents, monitor fraud trends, and uncover the identities of the perpetrators through collaboration with local, state, and federal regulatory and law enforcement authorities.	09-30-2018
Market Conduct Unit	In FY18, DISB will establish a market conduct unit in the Consumer Protection Division, which will conduct examinations to determine compliance with the District's laws and regulations regarding activities in the marketplace.	09-30-2018
Financial Education Events: High School and Beyond	In FY18, DISB will initiate a new financial education program for high school graduates and recent graduates, including their parents. DISB will conduct at least a total of four Financial Literacy Days, Financial Summits/Forums, Financial Services Clinics or Reality Fairs .	09-30-2018
Financial Services Academy: Public-private partnership between DISB, the financial services industries and District universities and colleges.	In FY 18, DISB will increase participation in the Financial Services Academy by adding new financial services companies and universities and colleges to the program.	09-30-2018
Implement the District's Inclusive Growth Leadership Fund	In FY18, DISB will promulgate regulations and start accepting applications to implement the Inclusive Growth Leadership Fund. This new program will ensure that DC BizCAP funds are deployed in a manner that support the Mayor's Economic Strategy and commitment to inclusive prosperity.	09-30-2018