

**AGENCY PERFORMANCE PLAN
FY 2023**

| Name of Agency: Division of Credit Unions | | | | |
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| Agency Mission: To safeguard the interests of credit union depositors and shareholders through the effective administration and execution of the laws relating to credit unions. | | | | |
| Core Function | Performance Measure (Outcome) | Performance Target | Prior Year Actual | Agency Strategic Plan goals (SP) or Governor's Priorities (GP) linked to measure |
| CF: Regulation and Compliance | All credit unions operating in a safe and sound status. | | | Ensure a safe, sound, and sustainable state credit union system in Iowa. |
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| Desired Outcome(s): To maintain public trust and confidence in state chartered credit unions, and ensure member funds are protected and secure. | | | | |
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| CF: Resource management | Annual legislative and regulatory updates | | | Ensure consumer protection while maintaining industry and public confidence in the Division's regulation. |
| | Off-site examination work | Complete credit union examinations utilizing a hybrid on-site and off-site posture for identified low risk credit unions and as recommended by the Supervisory Examiner | Completed | Ensure consumer protection while maintaining industry and public confidence in the Division's regulation. |
| Desired Outcome(s): To effectively administer, execute, and maintain the laws relating to credit unions. Balance consumer protection and credit union regulation with responsible management of Division resources. | | | | |

| Services, Products, Activities | Performance Measures | Performance Target | Prior Year Actual | Strategies/Recommended Actions |
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| 1. Examinations | Percent of credit unions examined annually. | 100% of state-chartered credit unions will be examined within statutory time limitations | 100% of state-chartered credit unions were examined within statutory requirements. 70.51% of state-chartered credit unions were examined in the fiscal year. | Supervisory Examiner will schedule examinations so targets are met. Monitoring of the schedule will occur at least monthly. |
| | Examiner hours spent in training to increase ability to identify and supervise risk | 90 hours training per examiner per year. 50 hours training per senior examiner per year. | Average training hours for examiners equals 93. Average training hours for senior examiners equals 75. | Schedule examiner training consistent with NCUA protocol while leveraging free or low cost training provided by federal regulatory agencies. |
| 2. Consumer Protection | Ensure consumer protection through consumer complaint process. | 90% complaints responded to (or resolved) within 30 days. | 100% of complaints responded to within 30 days. 60.5% resolved within 60 days. | Prioritize handling of complaints |
| | Maintain thorough knowledge of applicable compliance rules and regulations. | Complete 10 hours of consumer compliance training | 17 | Schedule and track consumer compliance training. |

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| | | annually. | | |
| | Issue, update, or remove regulatory guidance | 1 per year when necessary and advisable | 1 | Identify areas of needed guidance or existing guidance which needs updating. |
| 3. Communication | Participate in industry annual legislative and regulatory conference. | 1 per year | 2 | Coordinate with industry. |
| | Annual report | Submit Division of Credit Unions' Annual Report by July 15. | 1 | Ensure complete data capture and analysis. |