

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: OFFICE OF FINANCIAL INSTITUTIONS

OBJECTIVE 1.2: Through 2028, the **Non-depository** activity will supervise non-depository financial services providers by conducting 90% of examinations within policy guidelines, by rendering a decision on 85% of consumer complaints within 60 days, and by approving or denying 100% of complete applications within 60 days from the date the applications are deemed complete.

Primary persons who will benefit from or be significantly affected by this objective: general public; licensees and registrants; other governmental agencies; and the Legislature

INDICATOR NAME: Number of examinations performed - non-depository

INDICATOR LaPAS PI CODE: 1069

- 1. Type and Level:** Input, GPI
- 2. Rationale:** This indicator represents the number of non-depository examinations performed. The number of non-depository examinations performed is reflective of the mandates by statutes, OFI internal policies for examination schedules, conditions in the market/economy, number and size of active licensees, number of complaints, and trend with respect to violations found in previous examinations. It also serves the mission by playing an integral role in measuring the efficiency and timeliness for which OFI conducts required examinations.
- 3. Use:** Tracking this data over a period of time provides information that may be used for allocation of workload and manpower planning as well as education and training resources. It is also a component used in evaluating the efficiency and timeliness of OFI in conducting compliance examinations. This information is reported annually as general performance information.
- 4. Clarity:** The term "Examinations" refers to on-site and off-site examinations conducted by OFI examiners of entities licensed or registered by OFI.
- 5. Validity, Reliability and Accuracy:** Internal reports and internal review procedures shall ensure that figures reported are reliable and accurately reported. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.
- 6. Data Source, Collection and Reporting:** A list of entities to be examined is generated from OFI's internal database. As these examinations are completed by examination staff, they are recorded in OFI's internal database as complete. A report is then generated quarterly of examinations completed. The information is collected continuously and is reported annually based on the state fiscal year.
- 7. Calculation Methodology:** The figure represents the total non-depository entities examined.
- 8. Scope:** Aggregated
- 9. Caveats:** This indicator is dependent upon a variety of factors: the number of experienced staff available to perform examinations; the degree of examiner turnover; the accuracy and organization of files and documents to be examined; and the level of compliance with regulations of each entity. This indicator may also be affected by external factors such as economic conditions or natural disasters that may require temporary reallocation of resources.
- 10. Responsible Person:** Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@la.gov

INDICATOR NAME: Number of examinations performed with no violations or only minor violations – non-depository

INDICATOR LaPAS PI CODE: 23385

1. **Type and Level:** Input, GPI
2. **Rationale:** This indicator represents the number of non-depository examinations performed that reported no violations or only minor violations. The number of non-depository examinations performed is reflective of the mandates by statutes, OFI internal policies for examination schedules, conditions in the market/economy, number and size of active licensees, number of complaints, and trend with respect to violations found in previous examinations. It also serves the mission of OFI by playing an integral role in measuring the efficiency and timeliness for which OFI conducts required non-depository examinations.
3. **Use:** Tracking this data over a period of time provides information that may be used for allocation of workload and manpower planning as well as education and training resources. It is also a component used in evaluating the efficiency and timeliness of OFI in conducting compliance examinations. This information is reported annually as general performance information.
4. **Clarity:** The term "Examinations" refers to on-site and off-site non-depository examinations conducted by OFI examiners of entities licensed or registered by OFI. Minor violations are insignificant violations of a technical nature not involving a refund or rebate due to a consumer.
5. **Validity, Reliability and Accuracy:** Internal reports and internal review procedures shall ensure that figures reported are reliable and accurately reported. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.
6. **Data Source, Collection and Reporting:** As examinations are completed by examination staff, they are recorded in OFI's internal database as complete. Also recorded is each violation cited during the examination. A report is then generated quarterly of examinations completed indicating whether no violation was cited or indicating the type of violation cited. The information is collected continuously and is reported annually based on the state fiscal year.
7. **Calculation Methodology:** The figure represents the total non-depository entities examined with no violations or only minor violations.
8. **Scope:** Aggregated
9. **Caveats:** This indicator is dependent upon a variety of factors: the number of experienced staff available to perform examinations; the degree of examiner turnover at each district office; the accuracy and organization of files and documents to be examined; and the level of compliance with regulations of each entity. This indicator may also be affected by external factors such as economic conditions or natural disasters that may require temporary reallocation of resources.
10. **Responsible Person:** Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@ofi.la.gov

INDICATOR NAME: Number of violations cited in examinations - non-depository

INDICATOR LaPAS PI CODE: 23387

1. **Type and Level:** Input, GPI
2. **Rationale:** This indicator represents the number of violations cited in non-depository examinations performed.
3. **Use:** Tracking this data over a period of time provides information that may be used for allocation of workload and manpower planning as well as education and training resources. It is also a component used in evaluating the efficiency and timeliness of OFI in conducting compliance examinations. This information is reported annually as general performance information.
4. **Clarity:** The term "Examinations" refers to on-site and off-site examinations conducted by OFI examiners of non-depository entities licensed or registered with this office.
5. **Validity, Reliability and Accuracy:** Internal reports and internal review procedures shall ensure that figures reported are reliable and accurately reported. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.
6. **Data Source, Collection and Reporting:** As examinations are completed by examination staff, they are recorded in OFI's internal database as complete. Also recorded is each violation cited during the examination. A report is then generated quarterly of examinations completed indicating whether no violation was cited or indicating the type of violation cited. The information is collected continuously and is reported annually based on the state fiscal year.
7. **Calculation Methodology:** The figure represents the total number of violations cited in non-depository entities examined.
8. **Scope:** Aggregated
9. **Caveats:** This indicator is dependent upon a variety of factors: the number of experienced staff available to perform examinations; the degree of examiner turnover; the accuracy and organization of files and documents to be examined; and the level of compliance with regulations of each entity. This indicator may also be affected by external factors such as economic conditions or natural disasters that may require temporary reallocation of resources.
10. **Responsible Person:** Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@ofi.la.gov

INDICATOR NAME: Number of complaints received - non-depository

INDICATOR LaPAS PI CODE: 22694

1. **Type and Level:** Input, GPI
2. **Rationale:** This indicator represents the number of complaints received from consumers, commercial entities, regulatory agencies, and licensees or registrants against any non-depository entity or licensee. Resources are allocated based upon the number and types of complaints received by program. This indicator serves OFI's mission by identifying trends in complaint volume which can be used to propose new consumer protection legislation as well as direct agency's investigative and administrative enforcement efforts to areas which warrant attention.
3. **Use:** This data is used for allocation of investigative and enforcement resources based upon trends with respect to volume and types of complaints received by program. The data is also used to identify industry practices within different programs which may require changes in statutory provisions which address disclosure and consumer protection. This information is reported annually as general performance information.
4. **Clarity:** Only written complaints are considered official filed complaints. Complaints received on entities that the office does not regulate are forwarded to the appropriate responder and are not included in this total.
5. **Validity, Reliability and Accuracy:** Internal reports and internal review procedures shall ensure that figures reported are reliable and accurately reported. This factor assists in measuring progress towards OFI's objectives to render a decision on complaints within a 60 day time-frame. This indicator includes all non-depository programs. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.
6. **Data Source, Collection and Reporting:** Non-depository complaints received are maintained on OFI's internal database. The information is collected continuously and is reported annually based on the state fiscal year.
7. **Calculation Methodology:** The complaints are categorized by non-depository program. The totals listed for each non-depository program are aggregated to arrive at the total number of non-depository complaints received.
8. **Scope:** Aggregated
9. **Caveats:** This indicator is dependent upon the consumer or other third party's knowledge that OFI regulates the entity and his or her willingness to submit a written complaint.
10. **Responsible Person:** Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@ofi.la.gov

INDICATOR NAME: Number of complaints for which a decision was rendered - non- depository

INDICATOR LaPAS PI CODE: 23388

1. **Type and Level:** Input, GPI
2. **Rationale:** This indicator is the number of non-depository complaints for which OFI rendered a decision. This indicator is a part of the measure of the efficiency and timeliness which OFI resolves consumer complaints against any of the non-depository programs.
3. **Use:** Tracking this indicator by program provides management with performance information that may be used for manpower planning and adjustments. This indicator is used to evaluate OFI's timeliness and efficiency of resolving consumer complaints by program. The results are reported quarterly and resources are directed accordingly to meet the objective of resolving the non-depository complaints within 60 days. This information is reported annually as general performance information.
4. **Clarity:** A "decision rendered" may mean a conclusion was reached or a decision was made to make a referral to another division, state agency, law enforcement or regulator. Only written complaints are considered official filed complaints. Complaints received on entities that the office does not regulate are forwarded to the appropriate responder and are not included in this total.
5. **Validity, Reliability and Accuracy:** Internal reports and internal review procedures shall ensure that figures reported are reliable and accurately reported. This factor assists in measuring progress towards OFI's objectives to render decisions on non-depository complaints in a timely manner. This indicator includes all non-depository programs. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.
6. **Data Source, Collection and Reporting:** All non-depository complaints received are maintained on OFI's internal electronic database and a resolution date captured. The information is collected continuously and is reported annually based the state fiscal year.
7. **Calculation Methodology:** The complaints are categorized by each non-depository program. The totals listed for each non-depository program are aggregated to arrive at the total number of complaints that a decision was rendered within 60 days.
8. **Scope:** Aggregated
9. **Caveats:** This indicator is dependent upon the consumer or other third party's knowledge that OFI regulates the entity and his or her willingness to submit a written complaint and/or response to a complaint.
10. **Responsible Person:** Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@ofi.la.gov

INDICATOR NAME: Number of registrations and license applications with a licensing decision rendered - non-depository

INDICATOR LaPAS PI CODE: 23391

- 1. Type and Level:** Input, GPI
- 2. Rationale:** This indicator tracks the number of licensing decisions made on new applications and registrations. This indicator is considered an integral part of measuring the rate and efficiency in which OFI approves qualified candidates to begin providing financial services to the public.
- 3. Use:** This data is used for allocation of human resources based upon trends with respect to volume and types of licenses being issued by program. The data is also used to identify trends in the number of entrants to the industry by program. This information is reported annually as general performance information.
- 4. Clarity:** There are no unclear terms associated with this indicator.
- 5. Validity, Reliability and Accuracy:** Internal reports and internal review procedures shall ensure that figures reported are reliable and accurately reported.
- 6. Data Source, Collection and Reporting:** Electronic records of all changes to a license application status are updated constantly and reported annually based on the state fiscal year.
- 7. Calculation Methodology:** An internal report is generated for all changes to the application status by program. Those which indicate a change to a status of approved or denied during the reporting period are aggregated for all programs.
- 8. Scope:** Aggregated
- 9. Caveats:** None
- 10. Responsible Person:** Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@ofi.la.gov

INDICATOR NAME: Number of examinations scheduled to be conducted within policy guidelines - non-depository

INDICATOR LaPAS PI CODE: 23390

- 1. Type and Level:** Input, GPI
- 2. Rationale:** This indicator measures the number of examinations of non-depository programs scheduled during the year according to policy guidelines.
- 3. Use:** Management uses this indicator for manpower planning and examination scheduling. Data on examinations conducted is maintained in OFI's database. The data is updated continuously. This information is reported annually as general performance information.
- 4. Clarity:** There are no unclear terms associated with this indicator.
- 5. Validity, Reliability and Accuracy:** Internal reports and internal review procedures shall ensure that figures reported are reliable and accurate.
- 6. Data Source, Collection and Reporting:** Data on examinations conducted is maintained in OFI's internal database. The data is updated continuously and reported on the state fiscal year.
- 7. Calculation Methodology:** This figure is a cumulative total of examinations scheduled on the state fiscal year basis.
- 8. Scope:** Aggregated
- 9. Caveats:** This indicator is dependent upon a variety of factors: the number of experienced staff available to perform examinations; the degree of turnover; the accuracy and organization of files and documents to be examined; and the level of compliance with regulations of each entity. This indicator may also be affected by external factors such as economic conditions or natural disasters that may require temporary reallocation of resources.
- 10. Responsible Person:** Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@ofi.la.gov

INDICATOR NAME: Number of complaints for which a decision was rendered within 60 days - non-depository

INDICATOR LaPAS PI CODE: 23386

- 1. Type and Level:** Output, GPI
- 2. Rationale:** This indicator is the number of complaints received for which OFI reached a decision within 60 days from date of receipt. This indicator is a measure of the efficiency and timeliness for which OFI resolves complaints against any of the non-depository programs.
- 3. Use:** Tracking this indicator by program provides management with performance information that may be used for manpower planning and adjustments. This indicator is used to evaluate OFI's timeliness and efficiency of resolving consumer complaints by program. The results are reported quarterly and resources are directed accordingly to meet the objective of resolving the complaints within 60 days. This information is reported annually as general performance information.
- 4. Clarity:** A "decision rendered" may mean a conclusion was reached or a decision was made to make a referral to another division, state agency, law enforcement or regulator. Only written complaints are considered official filed complaints. Complaints received on entities that the office does not regulate are forwarded to the appropriate responder and are not included in this total.
- 5. Validity, Reliability and Accuracy:** Internal reports and internal review procedures shall ensure that figures reported are reliable and accurately reported. This factor assists in measuring progress towards OFI's objectives towards resolving complaints. This indicator includes all non-depository programs. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.
- 6. Data Source, Collection and Reporting:** All complaints received are maintained on OFI's internal database and a resolution date is captured. The information is collected continuously and is reported annually based on the state fiscal year.
- 7. Calculation Methodology:** The complaints are categorized by non-depository programs. The totals listed for each non-depository program are aggregated to arrive at the total number of complaints where a decision was rendered within 60 days.
- 8. Scope:** Aggregated
- 9. Caveats:** This indicator is dependent upon the consumer or other third party's knowledge that OFI regulates the entity and his or her willingness to submit a written complaint and/or response to a complaint.
- 10. Responsible Person:** Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@ofi.la.gov

INDICATOR NAME: Number of registrations and licenses approved or denied within 60 days of the date they were deemed complete – non-depository

INDICATOR LaPAS PI CODE: 23389

1. Type and Level: Output, GPI

2. Rationale: This indicator represents the number of new licenses and registrations approved or denied within 60 days of the date the applications were deemed complete. The indicator is used to measure the timeliness for which OFI allows qualified individuals and entities to begin offering financial services to the public in Louisiana or takes action to ensure that unqualified individuals and entities do not. The indicator is an integral component in measuring the efficiency and timeliness for which OFI processes registrations and licenses.

3. Use: This data is used for manpower planning and resource allocation. The timeliness of actions taken on applications by program is used to direct licensing staff resources to areas of need to ensure that qualified applicants are timely allowed to enter the financial services industry. This information is reported annually as general performance information.

4. Clarity: The term "deemed complete" means 1) all required non-depository application forms or registration forms are submitted to OFI and completed accurately, 2) any and all fees due to OFI are paid, 3) financial responsibility requirements are met and documented to OFI, and 4) all questions involving the applicants' character and fitness to obtain and hold a license are answered and supported with documentation where needed.

5. Validity, Reliability and Accuracy: Internal reports and internal review procedures shall ensure that figures reported are reliable and accurately reported. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: Electronic records of all changes to a license application status are updated constantly by program including the date deemed complete and the date a licensing decision was rendered. The results are reported annually based on the state fiscal year.

7. Calculation Methodology: Internal reports from all non-depository programs are compiled for application and registrations statuses changed to denied or approved within 60 days from the date they were deemed complete. The results for all programs are aggregated.

8. Scope: Aggregated

9. Caveats: None

10. Responsible Person: Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@ofi.la.gov

INDICATOR NAME: Number of active licenses and registrants – non-depository

INDICATOR LaPAS PI CODE: 23392

1. Type and Level: Output, GPI

2. Rationale: This indicator is the number of entities and/or persons licensed or registered in the non-depository program activity with an approved status.

3. Use: Tracking this indicator by program provides management with general information that may be used for manpower planning and adjustments. This information is reported annually as general performance information.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: Internal reports and internal review procedures shall ensure that figures reported are reliable and accurately reported. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: All non-depository licenses and registrants are maintained on OFI's internal database. The information is collected continuously and is reported annually based on the state fiscal year.

7. Calculation Methodology: Total number of non-depository licenses and registrants as of the date of the report.

8. Scope: Aggregated

9. Caveats: None

10. Responsible Person: Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@ofi.la.gov

INDICATOR NAME: Dollar amount of refunds/rebates as a result of examinations - non-depository

INDICATOR LaPAS PI CODE: 23393

- 1. Type and Level:** Output, GPI
- 2. Rationale:** This indicator is a dollar amount that reflects refunds and rebates that have been required as a result of Non-depository examination findings.
- 3. Use:** Tracking this indicator by program provides management with general information that may be used for consumer protection measures, manpower planning and adjustments. This information is reported annually as general performance information.
- 4. Clarity:** There are no unclear terms associated with this indicator.
- 5. Validity, Reliability and Accuracy:** This indicator includes all non-depository programs. Internal reports and internal review procedures shall ensure that figures reported are reliable and accurately reported. The OFI employee responsible for the accuracy of the reported data is listed in # 10 below.
- 6. Data Source, Collection and Reporting:** The information is collected continuously and is reported annually based on the state fiscal year.
- 7. Calculation Methodology:** Internal reports from all programs are compiled and aggregated.
- 8. Scope:** Aggregated
- 9. Caveats:** None.
- 10. Responsible Person:** Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@ofi.la.gov

INDICATOR NAME: Dollar amount of refunds/rebates as a result of complaints - non-depository

INDICATOR LaPAS PI CODE: 25977

1. Type and Level: Output, GPI

2. Rationale: This indicator is a dollar amount that reflects refunds and rebates that have been required as a result of complaints received in the Non-depository division.

3. Use: Tracking this indicator by program provides management with general information that may be used for consumer protection measures, manpower planning and adjustments. This information is reported annually as general performance information.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: This indicator includes all non-depository programs. Internal reports and internal review procedures shall ensure that figures reported are reliable and accurately reported. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: The information is collected continuously and is reported annually based on the state fiscal year.

7. Calculation Methodology: Internal reports from all non-depository programs are compiled and aggregated.

8. Scope: Aggregated

9. Caveats: None.

10. Responsible Person: Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@ofi.la.gov

INDICATOR NAME: Reported number of unlicensed entities - non-depository

INDICATOR LaPAS PI CODE: 1076

- 1. Type and Level:** Output, GPI
- 2. Rationale:** This indicator represents the number of instances of unlicensed activity reported.
- 3. Use:** This data is used for manpower planning and resource allocation. This information is reported annually as general performance information.
- 4. Clarity:** There are no unclear terms associated with this indicator.
- 5. Validity, Reliability and Accuracy:** Internal reports and internal review procedures shall ensure that figures reported are reliable and accurately reported.
- 6. Data Source, Collection and Reporting:** Electronic records of all investigations of unlicensed activity by non-depository program are kept which include the date the reported unlicensed activity was received, the date that the investigation commenced, and the conclusion reached. The results are compiled by program, aggregated, and reported annually based on the state fiscal year.
- 7. Calculation Methodology:** The electronic records of all investigations of unlicensed activities that commenced during the reporting period for all programs aggregated.
- 8. Scope:** Aggregated
- 9. Caveats:** None
- 10. Responsible Person:** Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@ofi.la.gov

INDICATOR NAME: Number of scheduled examinations conducted within policy guidelines - non-depository

INDICATOR LaPAS PI CODE: 25978

- 1. Type and Level:** Output, GPI
- 2. Rationale:** This measures the number of scheduled examinations of non-depository entities that were actually conducted within policy guidelines.
- 3. Use:** Management uses this indicator for manpower planning and examination scheduling. This information is reported annually as general performance information.
- 4. Clarity:** There are no unclear terms associated with this indicator.
- 5. Validity, Reliability and Accuracy:** Internal reports and internal review procedures shall ensure that figures reported are reliable and accurate.
- 6. Data Source, Collection and Reporting:** Data on examinations conducted is maintained in OFI's internal database. The data is updated continuously and is reported based on the state fiscal year.
- 7. Calculation Methodology:** This figure is a cumulative total of scheduled examinations conducted in a state fiscal year.
- 8. Scope:** Aggregated
- 9. Caveats:** This indicator is dependent upon a variety of factors: the number of experienced staff available to perform examinations; the degree of turnover; the accuracy and organization of files and documents to be examined; and the level of compliance with regulations of each entity. This indicator may also be affected by external factors such as economic conditions or natural disasters that may require temporary reallocation of resources.
- 10. Responsible Person:** Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@ofi.la.gov

INDICATOR NAME: Percentage of complaints for which a decision was rendered within 60 days – non-depository

INDICATOR LaPAS PI CODE: 23382

1. Type and Level: Efficiency, Key

2. Rationale: This indicator is the percentage of consumer complaints received for which OFI resolved within 60 days. This indicator is a measure of the efficiency and timeliness of which OFI renders a decision on consumer complaints against any of the non-depository programs.

3. Use: Tracking this indicator by program provides management with performance information that may be used for manpower planning and adjustments. This indicator is used to evaluate OFI's timeliness and efficiency of resolving consumer complaints by program. The results are reported quarterly and resources are directed accordingly to meet the objective of resolving the complaints within 60 days. This information is reported quarterly as a key performance indicator.

4. Clarity: A "decision rendered" may mean a conclusion was reached or a decision was made to make a referral to another division, state agency, law enforcement or regulator. Only written complaints are considered official filed complaints. Complaints received on entities that the office does not regulate are forwarded to the appropriate responder and are not included in this total.

5. Validity, Reliability and Accuracy: Internal reports and internal review procedures shall ensure that figures reported are reliable and accurately reported. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: An internal complaint log is maintained in the non-depository division for each program by product/service type regulated. Reports are generated which contain the date the complaint was received, the date OFI action was initiated, and the status or disposition of each complaint and the date the complaint was closed. The complaint log is maintained continuously, and the percentage of complaints resolved within 60 days is calculated quarterly and reported as a key performance indicator based on the state fiscal year.

7. Calculation Methodology: This figure represents the number of non-depository complaints for which a decision was rendered within 60 days divided by the total number of non-depository complaints for which a decision was rendered. Internal reports from all programs are compiled and aggregated.

8. Scope: Aggregated

9. Caveats: Resolution of complaints against non-depository licensees sometimes takes longer than 60 days because original documentation received from complainants is incomplete or licensee's responses are insufficient to make a decision on possible violations. This requires that we request additional documentation and allow additional time for the licensees to submit these documents.

10. Responsible Person: Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@ofi.la.gov

INDICATOR NAME: Percentage of registrations and licenses approved or denied within 60 days of the date they were deemed complete – non-depository

INDICATOR LaPAS PI CODE: 23383

- 1. Type and Level:** Efficiency, Key
- 2. Rationale:** This indicator represents the percentage of new non-depository registrations and licenses approved or denied within 60 days of the date the applications were deemed complete. The indicator is used to measure OFI's performance with respect to allowing qualified individuals and entities to begin offering financial services to the public in Louisiana. It also measures OFI's performance with respect to taking action to ensure that unqualified individuals and entities are not authorized to offer financial services to the public.
- 3. Use:** This indicator is used to evaluate the effectiveness efficiency of allocating licensing personnel by program. The results are reported quarterly and resources are directed accordingly to meet the objective of acting on all applications within 60 days of the date they are deemed complete. This information is reported quarterly as a key performance indicator.
- 4. Clarity:** The term "deemed complete" means 1) all required application forms or registration forms are submitted to OFI and completed accurately, 2) any and all fees due to OFI are paid, 3) financial responsibility requirements are met and documented to OFI, and 4) all questions involving the applicants' character and fitness to obtain and hold a license are answered and supported with documentation where needed.
- 5. Validity, Reliability and Accuracy:** Internal reports and internal review procedures shall ensure that figures reported are reliable and accurately reported. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.
- 6. Data Source, Collection and Reporting:** Internal reports are generated of all non-depository applications which are approved or denied quarterly including the number of days from the date the application was deemed complete until the date a decision was rendered. The results are reported quarterly based on the state fiscal year.
- 7. Calculation Methodology:** This figure represents the number of registrations and licenses approved or denied within 60 days of the date they were deemed complete divided by the number of registration and license applications with a licensing decision rendered. Internal reports from all programs are compiled and aggregated.
- 8. Scope:** Aggregated
- 9. Caveats:** None
- 10. Responsible Person:** Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@ofi.la.gov

INDICATOR NAME: Percentage of examinations conducted within policy guidelines - non-depository

INDICATOR LaPAS PI CODE: 23384

- 1. Type and Level:** Efficiency, Key
- 2. Rationale:** This figure indicates the degree to which OFI's Non-depository Division is meeting its objective to conduct examinations according to policy guidelines.
- 3. Use:** Management uses this indicator for manpower planning and examination scheduling. This information is reported quarterly as a key performance indicator.
- 4. Clarity:** There are no unclear terms associated with this indicator.
- 5. Validity, Reliability and Accuracy:** Internal reports and internal review procedures shall ensure that figures reported are reliable and accurate.
- 6. Data Source, Collection and Reporting:** Data on examinations conducted is maintained in OFI's internal database. The data is updated continuously and is reported based on the state fiscal year.
- 7. Calculation Methodology:** This figure represents the number of scheduled examinations conducted within policy guidelines divided by the number of examinations scheduled to be conducted within policy guidelines.
- 8. Scope:** Aggregated
- 9. Caveats:** This indicator is dependent upon a variety of factors: the number of experienced staff available to perform examinations; the degree of turnover; the accuracy and organization of files and documents to be examined; and the level of compliance with regulations of each entity. This indicator may also be affected by external factors such as economic conditions or natural disasters that may require temporary reallocation of resources.
- 10. Responsible Person:** Michelle Jeansonne, Chief Examiner, 225-925-4660, mjeansonne@ofi.la.gov