

# Department of Insurance, Securities and Banking FY2022

Agency Department of Insurance, Securities and Banking

Agency Code SRO

Fiscal Year 2022

**Mission** 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) provide financing for District small businesses.

## Strategic Objectives

Objective Number	Strategic Objective
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.

## Key Performance Indicators (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
<b>1 - Provide high quality and efficient consumer protection services to District residents and businesses. (2 Measures)</b>					
Percent of insurance, securities and banking complaints closed within 45 days of receipt	Up is Better	97%	97.2%	104.4%	95%
Number of cyber fraud enforcement investigations initiated	Up is Better	New in 2022	New in 2022	New in 2022	40
<b>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)</b>					
Number of District laws, regulations and policies reviewed for possible modernization	Up is Better	New in 2020	6	7	4
<b>3 - Provide high quality services to financially empower residents and create pathways to the middle class. (1 Measure)</b>					
Percent increase in number of Financially Fit DC events	Up is Better	New in 2020	16.5%	-13.1%	5%
<b>4 - 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	Up is Better	100%	100%	100%	100%
Number of outreach events for small businesses, financial institutions, or business organizations	Up is Better	21	28	20	20

Note: The KPI "Percent increase in number of cyber fraud enforcement investigations initiated" has been replaced with a KPI that measures the "Number of cyber fraud enforcement investigations initiated". The underlying data are unchanged. This change was made to ensure clarity regarding annual targets.

## Operations

Operations Title	Operations Description	Type of Operations
<b>1 - Provide high quality and efficient consumer protection services to District residents and businesses. (4 Activities)</b>		
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
Regulatory Initiatives	Review, assess and update banking regulations.	Key Project

Operations Title	Operations Description	Type of Operations
<b>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)</b>		
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
<b>3 - Provide high quality services to financially empower residents and create pathways to the middle class. (4 Activities)</b>		
Bank on DC	Reduce the number of unbanked and underbanked residents in the District.	Key Project
Financial Services Curriculum, Consumer 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 improve financial literacy.	Key Project
Financial Education and Empowerment	DISB will develop and implement four financial education and outreach programs, specifically in Wards 7 and 8 that will increase awareness of DISB's services and inform District residents and business owners about relevant topics in a variety of issues areas, including insurance and financial education, and student loan debt management.	Daily Service
Resiliency	DISB will develop a multi-agency resiliency virtual forum and podcast, in partnership with HSEMA, DC Water and DOEE to inform residents on cross cutting issues related to flooding and natural disasters.	Daily Service
<b>4 - Provide valuable assistance and support to District based small businesses and entrepreneurs that will create or retain jobs. (1 Activity)</b>		
DC BizCap	Administer DISB's DC BizCap program to provide financial support to District-based small businesses and entrepreneurs.	Daily Service
<b>5 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)</b>		
Marketing and Promotion	DISB will develop and launch a comprehensive new rebranding program including marketing strategies and a revitalized public engagement campaign aligned with the Department's mission and vision.	Daily Service

## Workload Measures (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
<b>1 - Complaint Activity (1 Measure)</b>			
Number of residents who receive in-person fraud abuse prevention, financial literacy training and/or consumer protection information	10,010	7602	13,386
<b>1 - Exams (1 Measure)</b>			
Number of examinations of non-depository financial institutions, domestic insurance companies, and investment firms completed during the fiscal year	New in 2020	169	175
<b>1 - Market and Internet surveillance (1 Measure)</b>			
Number of fraud alerts issued	17	23	21
<b>2 - Legislative and Regulatory Review (1 Measure)</b>			
Number of laws, regulations and policies reviewed	New in 2020	6	7
<b>3 - Bank on DC (2 Measures)</b>			
Number Financially Fit DC events held	164	191	166
Number of new bank accounts opened	New in 2020	287	125
<b>4 - DC BizCap (1 Measure)</b>			
Number of outreach events for small businesses, financial institutions, or business organizations, including small business assistance clinics	New in 2020	19	66

Note: The Workload Measure "Number of cyber fraud enforcement cases initiated" has been replaced with a KPI that that measures the "Number of cyber fraud enforcement investigations initiated". The underlying data are unchanged.

## Strategic Initiatives

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Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Financial Education and Empowerment (2 Strategic initiatives)</b>		
Financial Education and Empowerment	The Office of Financial Education and Empowerment (OFEE) will have new and expanded programming from federal funds allocated by the Mayor and City Council: (1) A new financial education program for "returning citizens" will be launched at the new Financial Empowerment Center and aims to reach at least 50 of this population in the first year. (2) The existing Opportunity Accounts program will be expanded to add an additional 75 participants to help clear the backlog of hundreds of residents currently on the waiting list for this matched savings program. These expansions will require new programming, reporting and additional staffing to implement.	09-30-2022
DCReach	Project REACH is a part of the Office of the Comptroller of the Currency's national minority outreach programming. Project REACH promotes financial inclusion through greater access to credit and capital. REACH stands for Roundtable for Economic Access and Change and the project brings together leaders from the banking industry, national civil rights organizations, business, and technology to reduce specific barriers that prevent full, equal, and fair participation in the nation's economy. The District was selected as the second local location for this two-year old program which is compatible with DISB's overall mission and DEI efforts. DCREACH will be comprised of three workstreams: affordable homeownership; alternative credit assessment utility; and small and minority business opportunity. Each workstream will produce a list of recommendations to the Department on an annual basis. The initiative will begin monthly meetings in 2022.	09-30-2022
<b>Marketing and Promotion (1 Strategic Initiative)</b>		
Marketing and Promotion	DISB will develop and launch a comprehensive rebranding program, including marketing strategies and a revitalized public engagement campaign aligned with the Department's mission and vision. The public engagement campaign will align with the agency goals of awareness, access and utilization around the agency's consumer facing programming. The rebranding and marketing will align with the agency goal of attracting and retaining financial services firms to the District and showcasing the District as a national emerging financial hub. Phase 1 of this initiative will be completed by September 30, 2022.	09-30-2022
<b>Regulatory Initiatives (2 Strategic initiatives)</b>		
Diversity, Equity and Inclusion	DISB will review the factors in underwriting, rating, and determining premiums (such as education and occupation) that impact affordability, accessibility, and eligibility in insurance coverage applicable to personal lines of insurance. After the review, by September 30, 2022, DISB will develop a minimum of 3 innovative products, services, and regulatory actions to bring down barriers to insurance coverage.	09-30-2022
Regulatory Initiatives	The Department will develop and implement a strategy for the implementation of the Department's proposed Regulatory Sandbox legislation. DISB's ability to launch this new initiative is contingent upon the Council enacting the regulatory sandbox legislation. The strategy will include internal processes for smooth implementation of the legislation as well as a marketing and outreach plan with a twofold purpose: 1) to ensure that innovators will participate in the sandbox and 2) to expand the District's role as a national financial services hub. Topics addressed in the sandbox will also have targeted suggestions around closing the gap between the un- and underbanked populations and increasing access to financial products for all. This initiative will be completed by September 30, 2022.	09-30-2022