

**PROCESS DOCUMENTATION FOR
OFFICE OF FINANCIAL INSTITUTIONS' PROGRAM
2020-2021 through 2024-2025 Strategic Plan**

- **Principal Clients/Users**

General public/depositors/investors - need/expect OFI to effectively regulate their service providers and assure that financial institutions and financial services providers operate in accordance with state and federal laws.

Licensees - need/expect OFI to provide clear, fair, consistent regulation and guidance that will improve their operations and minimize regulatory burdens.

Stockholders - need/expect OFI to insure the safety and soundness of institutions in order to protect their investment.

Accrediting agencies - expect OFI to maintain certain standards that meet accreditation guidelines.

Federal regulators - expect OFI to conduct examinations in accordance with cooperative agreements and to assist in investigations.

Legislature - expects OFI to carry out its statutory mandates.

- **External Factors**

Examination schedules for depository institutions are established on an annual basis; however, acquisitions, mergers, and new charters/licensees may change the number of entities under OFI's regulatory authority. These changes occur without advance notice. The state's economy has a major effect on the number and condition of financial services providers. If the state's economy experiences a significant decline, more time and resources would be required to examine problem institutions. This would limit OFI's ability to properly regulate the remainder of the industry without hiring additional examiners. It takes three to five years to train an examiner to perform all facets of an examination of a depository institution. If federal agencies continue to increase the compensation of their examiners faster than OFI, thereby widening the salary gap, it will become increasingly more difficult to hire and retain a competent examination staff.

Legislative mandates determine the types of entities to be regulated by OFI. Significant increases in the number of entities to be licensed and examined require additional staff that require a training period to be productive.

The volume of securities licensing and registration activity is affected by the performance of the stock market which is vulnerable to world events and directly affected by these events daily. As investors gain and lose confidence in the stock market, securities division revenues expand and contract.

- **Statutory Requirements for Program Goals**

R.S. 6:1, et seq.; 6:571, et seq.; 6:641 et seq.; 6:965 et seq.; 6:701, et seq.; 6:970 et seq.; 6:1001 et seq.; 6:1031 et seq.; 6:1081 et seq.; 6:1111; 6:1131 et seq.; 9:2130; 9:3510 et seq.; 36:4.1(C)(2); 37:1781 et seq.; 51:701 et seq.; 51:1921 et seq.; 51:2386 et seq.; 9:3574.1 et seq.; 9:3577.1 et seq.; 9:3578.1 et seq.; 17:3023.8; 51:2313; 51:3081 et seq.; 6:414.

- **Program Evaluation**

OFI administrators continually assess areas/projects requiring special attention. Periodic meetings are held with district managers to exchange information and discuss manpower needs. OFI administrators discuss staffing, best practices and regulatory trends with representatives from other states when attending conferences and meetings. Meetings are held with consumer services licensees (trade groups) to discuss how they are affected by regulation. Various reports are also regularly produced and used by management: 1) to identify the number of regulated entities; 2) to compare activities to prior years; and 3) to estimate future activities, trends and needs.

- **Duplication of Effort**

OFI is a single program, with four activities. There is a single goal, which aims to comply with legislative mandates. There is no duplication of effort. Whenever possible to allow for sharing of resources, OFI cross-trains its staff to perform activities in different areas.

- **Act 1078 of 2003---Strategies for Development and Implementation of Human Resource Policies that Benefit Women and Children**

The Office of Financial Institutions has developed and implemented the following human resource policies that are helpful and beneficial to women and families: Equal Employment Opportunity; Attendance and Leave (includes provisions for flex schedules and maternity leave); Family and Medical Leave; Sexual Harassment; Violence in the Workplace; Educational Leave/Tuition Reimbursement; and Return to Work.