

State Auditor's Office  
Agency Goals and Objectives  
2011 Biennium

EXHIBIT 3  
DATE 1/15/09  
HB 2

<b>Goal</b>	<b>Measurement</b>
<b><u>Central Management Division</u></b>	
<p>1. Expand and improve the features offered by the State Auditor's Office (SAO) website, as a way to increase government efficiency.</p>	<p>1. This project will involve the IT staff over the next biennium.</p> <p>2. July-September 2009 – Assessment of the SAO website – review of content, review of navigation, meetings with SAO staff for ideas and suggestions. Discussions about SAO forms that could be submitted electronically to reduce paperwork. Discuss accessibility issues for consumers with handicaps, language translation issues, compatibility with various browser software products, etc. Produce suggested website changes for SAO IT user's group.</p> <p>3. October 2009 – March 2010 – develop an optional user survey (popup screen as you leave the website) that lets consumers evaluate the website and make suggestions. Get a decision from IT user's group about the changes to be made to SAO website.</p> <p>4. March 2010-June 2011 – Implementation of website changes.</p>
<b><u>Insurance Division</u></b>	
<p>1. During FY 09 review and approve or disapprove forms within 60 days as set forth in 33-1-501 (2).</p> <ul style="list-style-type: none"> <li>• Due to a law passed in 2005, the Forms Bureau is required to complete review and approval or disapproval of all form filings within 60 days of submission or the insurance company submitting may request to have the forms "deemed" approved.</li> </ul>	<p>1. Although the average turnaround for all filings in December 2008 was approximately 40 days.</p> <p>2. Improved procedures and staff working overtime have helped reduce the turnaround time, even in spite of increased filings. However, the 60 day deadline is still not being met on all life and health filings and filings continue to increase.</p> <p>3. The Forms Bureau will continue to strive to decrease the turn-around time, but with increased filings additional FTE help may be necessary to reach the goal.</p>
<p>2. Complete Insure Montana case file audits and make necessary adjustments in tax credit</p>	<p>1. An objective of this goal is an increase in the accuracy of premium incentive/assistance payments and tax credit amounts. Currently, based on the pilot</p>

<p>computations and premium incentive and assistance payments.</p> <ul style="list-style-type: none"> <li>• A pilot project completed in July 2008 consisting of 10 purchasing pool and 10 tax credit case files audits. Nine out of 10 purchasing pool audits resulted in either an increase or decrease in premium incentive and/or assistance payments. Eight out of 10 tax credit audits resulted in a change to the estimated 2008 tax credit amounts.</li> <li>• An additional FTE has been requested by the State Auditor's Office in decision package #30712 to be included in HB2 which will be necessary to accomplish the above objectives.</li> </ul>	<p>findings, 90% of the premium incentive/assistance payments are incorrect and 80% of the tax credit amounts are incorrect. The objective is to bring about benefit determinations to reflect 95% or higher accuracy rate.</p> <ol style="list-style-type: none"> <li>2. A second objective includes completion of 50 case file audits per month (25 purchasing pool and 25 tax credit) to realize the goal of an increased accuracy rate of benefit determinations.</li> </ol>
<p><b><u>Securities Division</u></b></p>	
<ol style="list-style-type: none"> <li>1. Make investor education available to all Montanans.</li> </ol>	<ol style="list-style-type: none"> <li>1. Update Securities website for readability and information. Conduct 12 investor education seminars annually, geographically dispersed throughout the state. Minimum of at least one staff member appointment to North American Securities Administrator's Association Investor Education Section Committee. Monthly distribution and website posting of Investor Education Rapid Response Alerts.</li> </ol>
<ol style="list-style-type: none"> <li>2. Timely review firm and individual securities applications and approve only those firms and individuals that will serve the public's interest.</li> </ol>	<ol style="list-style-type: none"> <li>1. Automatic approval for all individual applicants with no deficiencies or disciplinary disclosures. Special supervisory and disclosure letters sent out within five (5) business days to all firms and individuals with deficiencies and disclosure issues. Develop and implement "public interest" standards for approval criteria.</li> </ol>
<ol style="list-style-type: none"> <li>3. Assist Montana businesses in accessing and raising equity capital.</li> </ol>	<ol style="list-style-type: none"> <li>1. Conduct at least 3 capital formation seminars annually, geographically dispersed throughout the state.</li> </ol>