

Oklahoma Senate Committee on Appropriations

2013-14 Performance Report

AGENCY NAME

AGENCY MISSION STATEMENT:

Here a simple statement of the adopted mission of the agency should be provided, along with the entity or person(s) who adopted the mission statement and when it was adopted.

We protect and educate consumer buyers, lessees and borrowers against unfair practices, and are fair and impartial in the regulation of consumer credit transactions in Oklahoma.

Mission statement was modified by OKDOCC staff and approved by our Commission in September 2012.

LEAD ADMINISTRATOR:

Here the name, title and contact information for the lead administrative person should be listed.

Scott Leshner  
Administrator  
3613 NW 56<sup>th</sup> Street, Suite 240  
Oklahoma City, OK 73112  
405-521-3907  
[slesher@okdocc.ok.gov](mailto:slesher@okdocc.ok.gov)

GOVERNANCE:

Here a brief description of the agency's governance structure should be provided. Is the agency headed by a Governor appointee? An appointee of an independent board? Who selects the board, and who are the current members of the board.

The Department of Consumer Credit ("Department") is governed by the Commission on Consumer Credit ("Commission"). Members of the Commission are appointed by the Governor with the advice and consent of the Oklahoma State Senate. The Commission appoints an Administrator to manage the Department. The current members of the Commission are as follows:

Bob Moses, Chairman, Guthrie  
Cass Fahler, Vice-Chairman, Tulsa  
Rick Harper, Commissioner, Tahlequah  
James Lee, Commissioner, Tulsa  
Jerry Douglas, Commissioner, Sand Springs  
Armando Rosell, Commissioner, Oklahoma City  
Suzy Barnes, Commissioner, Oklahoma City  
Spencer Stanley, Commissioner, Lawton  
Joe Wilbanks, Commissioner, Oklahoma City  
Mick Thompson, State Banking Commissioner, ex officio member, Oklahoma City

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Does the Board have any committees or subgroups? If so, please provide a detailed listing of the subgroups and their areas of focus.

The Commission has the following committees:

The Budget Committee makes recommendations to the Administrator and Commission regarding the Department's annual budget;

The Legislation Committee makes recommendations to the Commission regarding proposed legislation sponsored by the Department.

The Procedural Review Committee makes recommendations to the Commission regarding updating the Department's Procedural Rules in order to assure they are kept current.

The Long Term Planning Committee makes recommendations to the Commission regarding how to handle challenges and growth within the Department on a long term basis.

#### GOVERNANCE ACCOUNTABILITY:

Please provide copies of the minutes for any Commission/Board meetings the agency has in the last twelve months in electronic format. (Only in PDF format) Is there an attendance policy for board members/commissioners?

The procedural rules of the Oklahoma Commission on Consumer Credit require each Commissioner to attend and participate in meetings of the Commission on a regular basis and, if requested, to actively participate in at least one committee or task force from time to time as established by the Commission. If any Commissioner finds that he or she is unable to attend meetings on a regular basis, he or she should consult with the other Commissioners to determine whether a different meeting date or time would be possible.

If so, is it being followed?

Yes, since July 1, 2010 there have been a total of 32 Commission meetings and attendance has averaged eighty percent (80%) with a quorum present for each meeting.

#### MODERNIZATION EFFORTS:

Please provide a listing of all government modernization efforts undertaken by the agency in the last twelve months. Additionally, please provide any authorizing statutory changes that prompted the modernization efforts and whether those efforts have led to cost savings or additional cost burden.

As of July 1, 2010, the Department was already utilizing all shared services OMES offers including IT related services such as network support and databases. The Department also voluntarily began communications with OMES staff and CSDC to enter into a contract for implementation of the AMANDA computer software system for managing various types of licenses, permit types and examinations. In April of 2012, CSDC visited the Department to determine the scope of work needed to transition the Department to AMANDA. CSDC

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provided the Department with an estimate of implementation. Preliminary cost estimates were presented to the Commission on Consumer Credit for review and approval. The Commission on Consumer Credit placed the project on hold. After further discussions with OMES, it has become evident that due to the advanced capabilities of our current database and licensing system, there exists the potential to realize much greater savings than the original estimates. This has been accomplished by having CSDC create a primary platform for one license type and then having OMES and the Department implement the remaining license types using the established template. Further cost savings efforts are still being explored but the Department is confident AMANDA will be implemented at a future date.

What steps has the agency taken to cut costs and/or eliminate waste? Are there efforts that have been successful which you believe could serve as a model for other state agencies seeking to keep costs minimal?

The Department continues to support any effort to cut cost and/or eliminate waste. Every opportunity is seized for staff to utilize electronic documents rather than paper documents in order to increase cost savings and efficiency. Most recently the Department reassessed the necessity to use certified mail, therefore reducing postage expenditures dramatically. A new initiative in the Department has been to challenge staff to refrain from printing or copying in color and to utilize black and white copies. A color copy/print can cost up to eight times more than a black and white one.

CORE MISSION:

What services are you required to provide which are outside of your core mission?

All services we provide are within the OKDOCC core mission.

Are any services you provide duplicated or replicated by another agency?

No.

Are there services which are core to your mission which you are unable to perform because of requirements to perform non-core services elsewhere?

No.

PRIVATE ALTERNATIVES:

Are any of the services which are performed by the agency also performed in the private sector in Oklahoma?

No.

In other states?

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No.

Has the agency been approached by any foundation, for-profit or not-for-profit corporation with efforts to privatize some of the functions of the agency?

No.