

# **Office of Administration**

## **Program Description Forms 2027**

**Kenneth J. Zellers, Commissioner  
Office of Administration**

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<b>PROGRAM DESCRIPTION</b>	
<b>Department:</b> Office of Administration	<b>HB Section(s):</b> 5.005
<b>Program Name:</b> Office of Equal Opportunity	
<b>Program is found in the following core budget(s):</b> Office of Equal Opportunity	
<p><b>1a. What strategic priority does this program address?</b></p> <p>The Office of Equal Opportunity (OEO) exists to ensure there is no discrimination in the executive branch of Missouri government against persons on the account of race, color, religion, national origin, sex, ancestry, age, sexual orientation, veteran status or disability in employment practices and the provision of services and operation of facilities. OEO promotes equal opportunities and a talented workforce within state government and works to assist minorities, women, and service-disabled veterans with the platform to participate in the State of Missouri's procurement opportunities for various supplies, construction, equipment, and services, thereby supporting the growth of small businesses and economic development for Missouri. These programs are supported by robust outreach, development, and engagement efforts. OEO ensures compliance with all applicable anti-discrimination laws in employment and the provision of services.</p> <p><b>1b. What does this program do?</b></p> <p><b>Workforce Development Program</b>  OEO assists and supports state executive departments in creating workforce development plans to maintain equal opportunities in employment and hire and retain a high performing workforce. These plans promote a welcoming, fair and accessible work environment while ensuring compliance with applicable antidiscrimination laws.</p> <p><b>Supplier Certification Program</b>  Manages the Minority, Women and Service-Disabled Veteran-owned Business Enterprise (MBE/WBE/SDVE) Certification programs that certify businesses to participate in procurement opportunities with state government.  Maintains a current directory of certified MBE/WBE/SDVE vendors to enhance the state's economy by increasing the utilization of these certified businesses in state procurements and contracting.</p> <p><b>Outreach and Engagement</b>  Supports Workforce Development and Supplier Certification Programs and the state procurement and purchasing efforts through the development of partnerships and Memorandums of Understanding (MOU's).</p> <p><b>2a. Provide an activity measure(s) for the program.</b></p> <p>Workforce Development - completion of Workforce Development Plans by executive agencies and review of workforce demographics  Supplier Certification Program - number of MBE/WBE and SDVE vendor applications and certifications on annual basis, and number of certifications reviewed and recertified.</p> <p><b>2b. Provide a measure(s) of the program's quality.</b></p> <p>Customer Satisfaction Surveys for M/WBE and SDVE  Average number of days to process certification applications.  Demographics of applicants for state employment and state team members, compared to the Bureau of Labor Statistics' numbers by state and region.</p>	

**PROGRAM DESCRIPTION****Department: Office of Administration****HB Section(s): 5.005****Program Name: Office of Equal Opportunity****Program is found in the following core budget(s): Office of Equal Opportunity****2c. Provide a measure(s) of the program's impact.**

Increase utilization of MBE/WBE/SDVE vendors in state procurement opportunities.  
Strengthening Missouri's workforce and economy by certifying businesses and promoting equal opportunities for growth and success.

**2d. Provide a measure(s) of the program's efficiency.****(i) Certifications**

	Total new M/WBE applications received	Standard	Rapid In-State	Rapid Out-of-State
FY25	232	195	8	29
FY24	331	244	23	64
FY23	241	203	15	23

	Total M/WBE certified vendors	MBE	WBE	M/WBE	SDVE
FY25	1503	386	791	326	230
FY24	1658	438	872	348	198
FY23	1493	400	828	336	187

**(ii) Workforce Development**

	FY25	FY24	FY23	FY22	Increase/Decrease FY24 – FY25	Percent change FY24 – FY25
Total Minorities in Executive Departments	16.43%	16.68%	14.86%	14.38%	-0.25%	-1.50%
Total Women in Executive Departments	53.52%	53.42%	54.60%	54.13%	+0.10%	+0.19%

**(iii) Outreach Events**

	FY25	FY24	FY23
Number of events	64	46	42

## PROGRAM DESCRIPTION

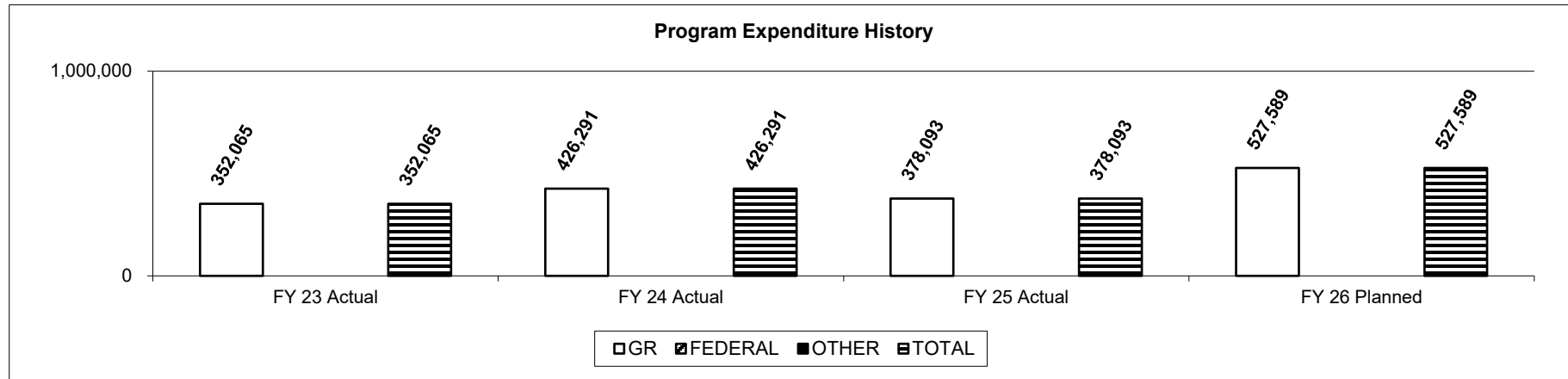
Department: Office of Administration

HB Section(s): 5.005

Program Name: Office of Equal Opportunity

Program is found in the following core budget(s): Office of Equal Opportunity

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other" funds?

None

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

RSMo Sections 37.020, 37.023, and 34.074

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION	
<b>Department</b> Office of Administration	<b>HB Section(s):</b> 5.015
<b>Program Name</b> Accounting Operations	
<b>Program is found in the following core budget(s):</b> Accounting Operating	
<p><b>1a. What strategic priority does this program address?</b></p> <p style="margin-left: 40px;">Increase efficiency in accounting functions.</p> <p><b>1b. What does this program do?</b></p> <p style="margin-left: 40px;">The Office of Administration, Division of Accounting, performs the controllership function for the State of Missouri. The Division of Accounting provides some of the following functions:</p> <ul style="list-style-type: none"> <li>-<b>Central Payroll Services:</b> Produces state employee's payroll checks or direct deposits, and issues W-2 and Affordable Care Act (ACA) forms to employees in accordance with IRS requirements.</li> <li>-<b>Central Accounting Services:</b> Issues supplier payment checks; submits supplier payments via Automated Clearinghouse House (ACH); and provides suppliers their 1099 tax form. In addition, assists with maintaining the Statewide Accounting System (SAM II) and MissouriBUYS system by maintaining the general ledger and monitoring system assurance reports.</li> <li>-<b>Financial Reporting:</b> Prepares the State's Annual Comprehensive Financial Report (ACFR) and other legally required reports, such as the annual Appropriation Activity Report and the Statewide Cost Allocation Plan (SWCAP); and monitors general revenue cash flow activity on both a daily and monthly basis.</li> <li>-<b>Debt Management:</b> Provides continuing disclosure information for outstanding debt to the Municipal Securities Rulemaking Board, issues annual State Debt Reports for transparency and accountability, and issues new or refunding bonds as needed.</li> <li>-<b>Accounts Payable:</b> Process and oversight of Office of Administration purchase orders, payments, journal vouchers, and budget documents.</li> <li>-<b>Social Security:</b> Administration of social security coverage for employees at state and local public entities.</li> <li>-<b>ERP Implementation:</b> The State is in the process of replacing SAM II, the State's legacy Enterprise Resource Planning (ERP) with a new ERP system as discussed in the OA/ITSD budget requests. The project includes Budget, Finance/Procurement, HR Core, and Learn modules which are scheduled to be implemented around 7/1/24. The Budget and Learn implementation is currently active. The Finance/Procurement is currently in a hybrid implementation status where transactions are being entered into both SAMII and MOVERs with full implementation expected 7/1/2026. HR Core implementation is expected to go live within the next 18 months. Tasks required for implementation are numerous. A short list includes: system design and configuration, workflow development, extensive testing, data migration, data reconciliation, training, change management and communication, some process redesign to take advantage of new features, and audits of system security.</li> </ul>	

**PROGRAM DESCRIPTION**

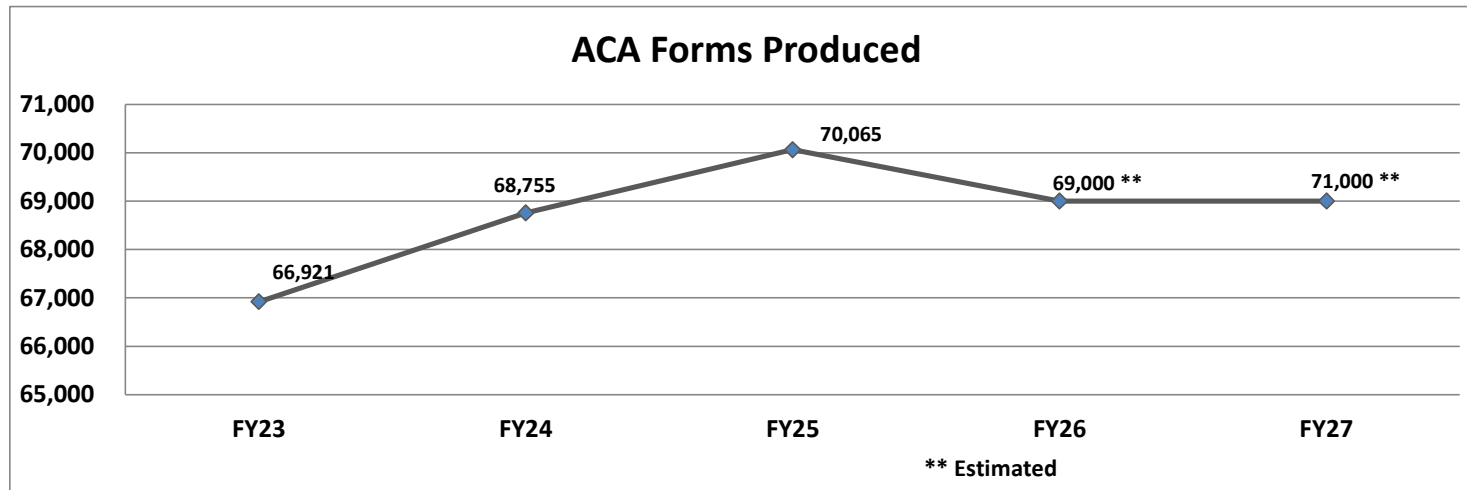
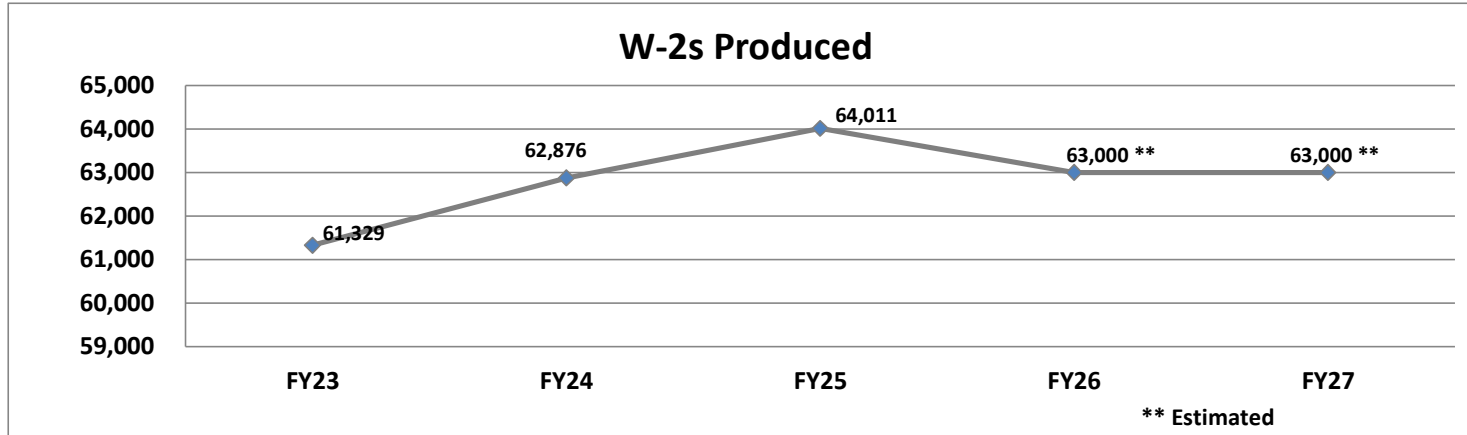
**Department** Office of Administration

**HB Section(s):** 5.015

**Program Name** Accounting Operations

**Program is found in the following core budget(s):** Accounting Operating

2a. Provide an activity measure(s) for the program.



# PROGRAM DESCRIPTION

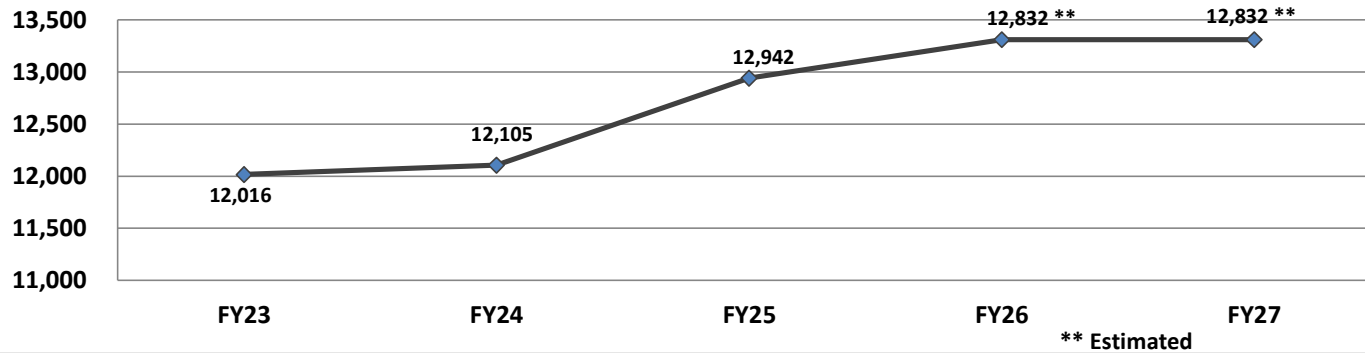
Department Office of Administration

HB Section(s): 5.015

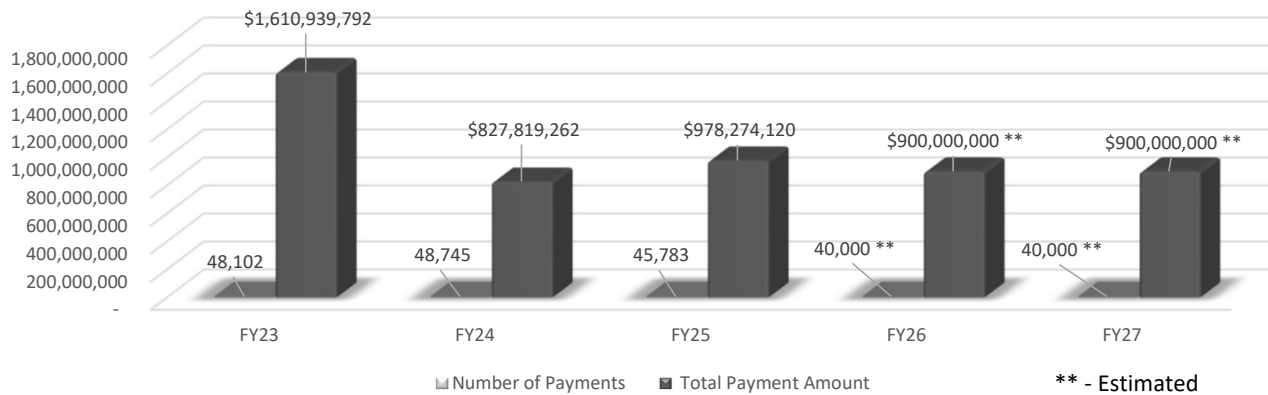
Program Name Accounting Operations

Program is found in the following core budget(s): Accounting Operating

## 1099's Produced



## OA Payments Reviewed



PROGRAM DESCRIPTION

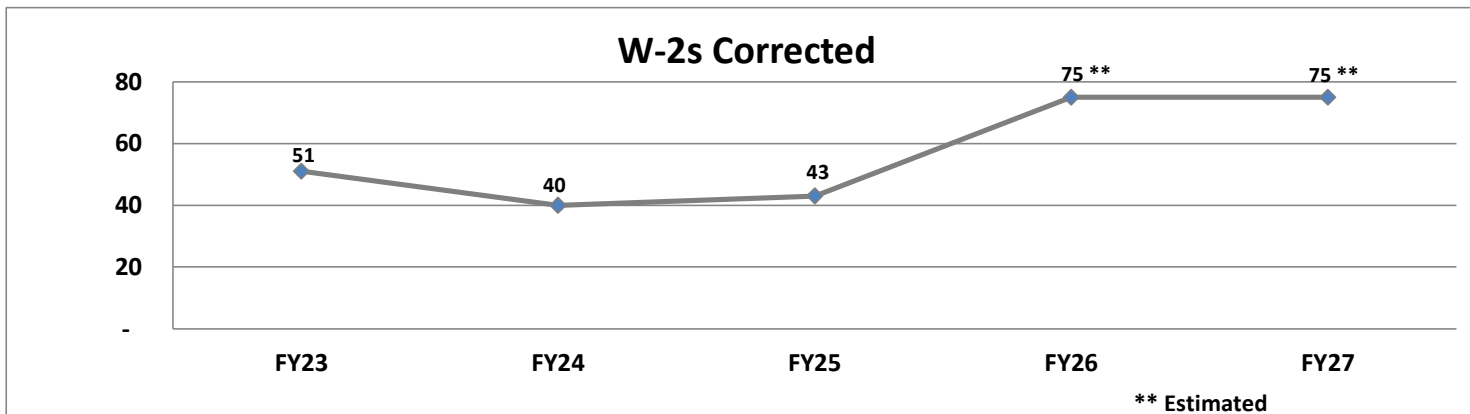
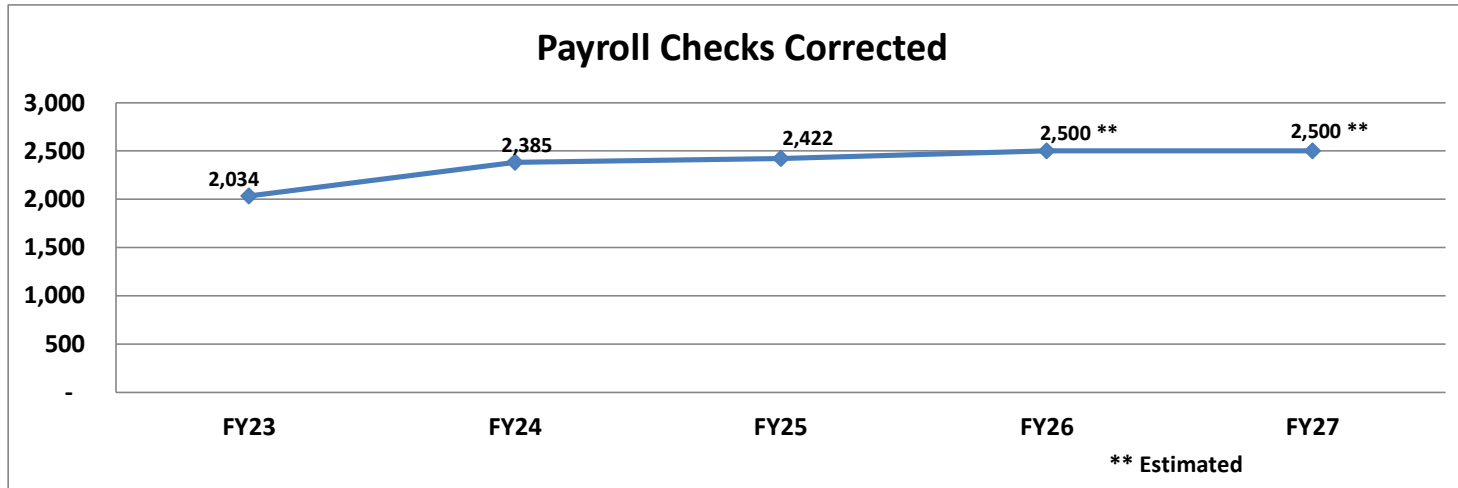
Department Office of Administration

HB Section(s): 5.015

Program Name Accounting Operations

Program is found in the following core budget(s): Accounting Operating

2b. Provide a measure(s) of the program's quality.



**PROGRAM DESCRIPTION**

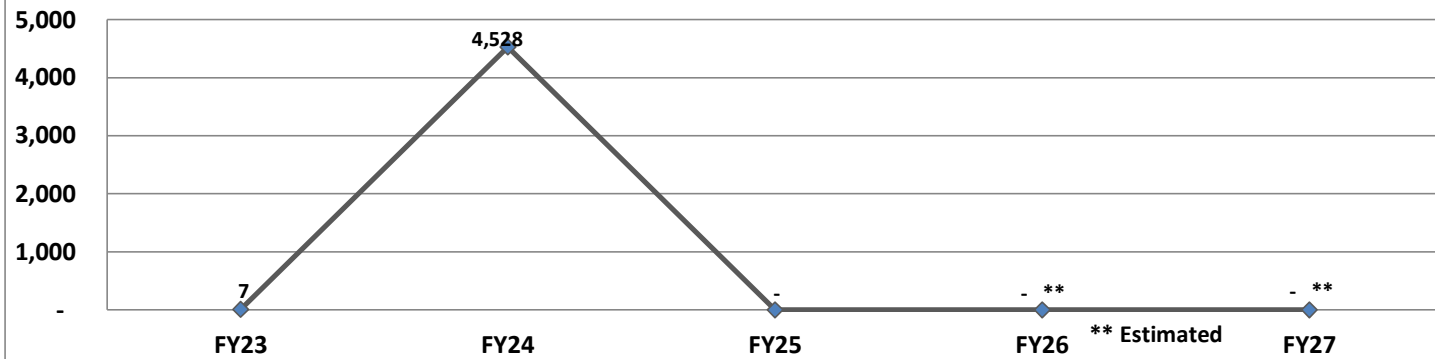
**Department** Office of Administration

**HB Section(s):** 5.015

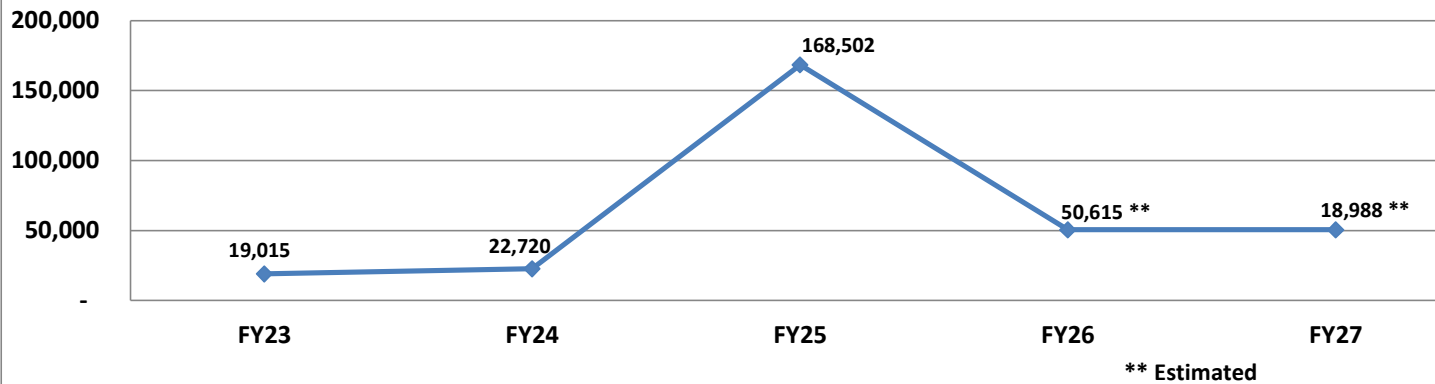
**Program Name** Accounting Operations

**Program is found in the following core budget(s):** Accounting Operating

**ACA Forms Corrected**



**Financial Documents Corrected**





**PROGRAM DESCRIPTION**

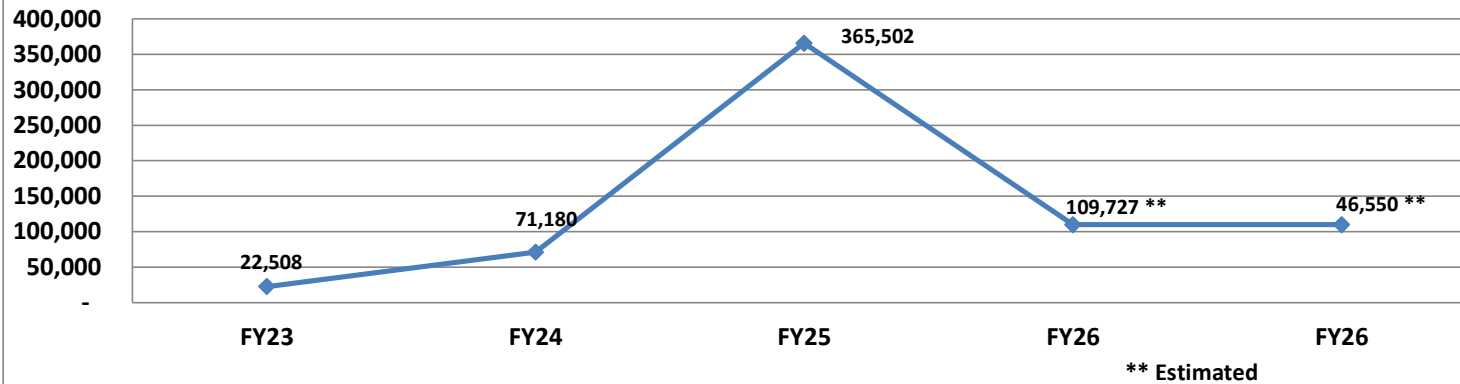
**Department** Office of Administration

**HB Section(s):** 5.015

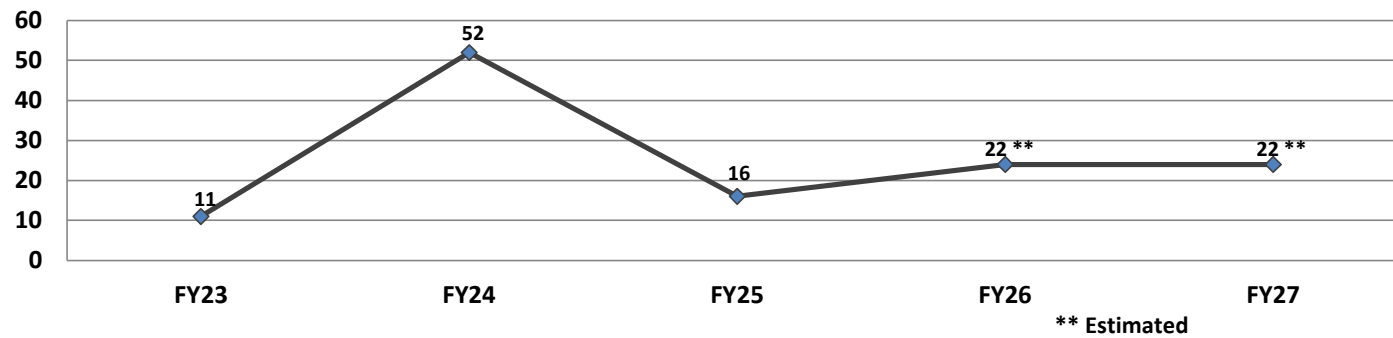
**Program Name** Accounting Operations

**Program is found in the following core budget(s):** Accounting Operating

**Financial Lines Corrected**



**1099's Corrected**



## PROGRAM DESCRIPTION

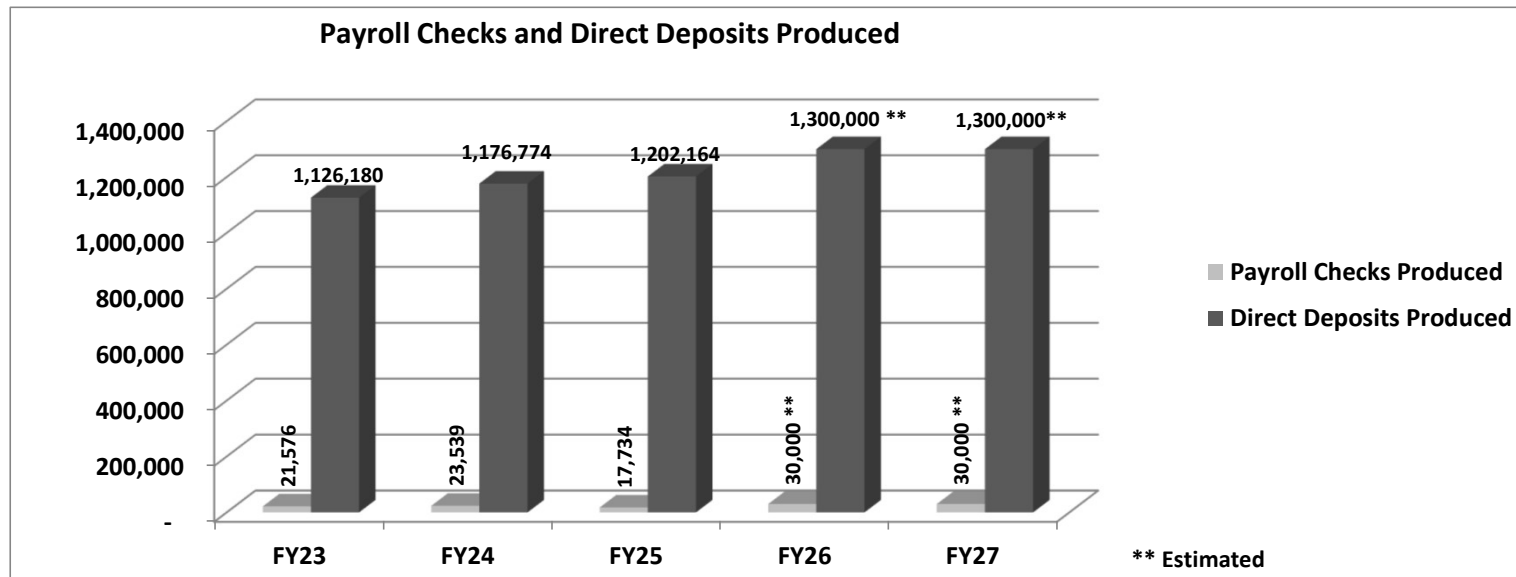
<b>Department</b>	Office of Administration	<b>HB Section(s):</b> 5.015
<b>Program Name</b>	Accounting Operations	
<b>Program is found in the following core budget(s):</b>	Accounting Operating	

### 2c. Provide a measure(s) of the program's impact.

Accounting is responsible for:

- Ensuring state employees are paid seamlessly and in a timely manner. The average number of active employees (both full-time and part-time) for FY24 was 54,236.
- Ensuring suppliers are paid seamlessly and in a timely manner. The average number of active suppliers for FY24 was 115,723.
- Management of the State debt. The State of Missouri was rated AAA with a stable outlook by Moody's, Fitch, and Standard & Poors rating agencies.
- Issuing financial reports. The State's FY24 Annual Comprehensive Financial Report (ACFR) was issued on April 2, 2025.

### 2d. Provide a measure(s) of the program's efficiency.



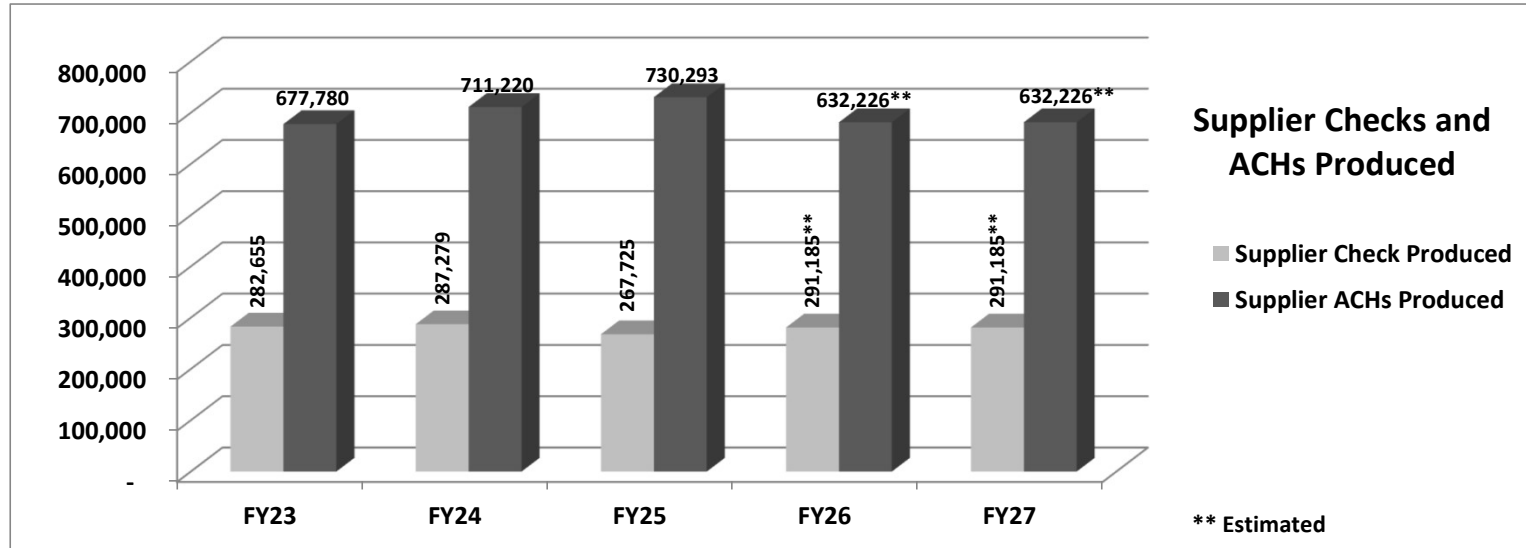
### PROGRAM DESCRIPTION

**Department** Office of Administration

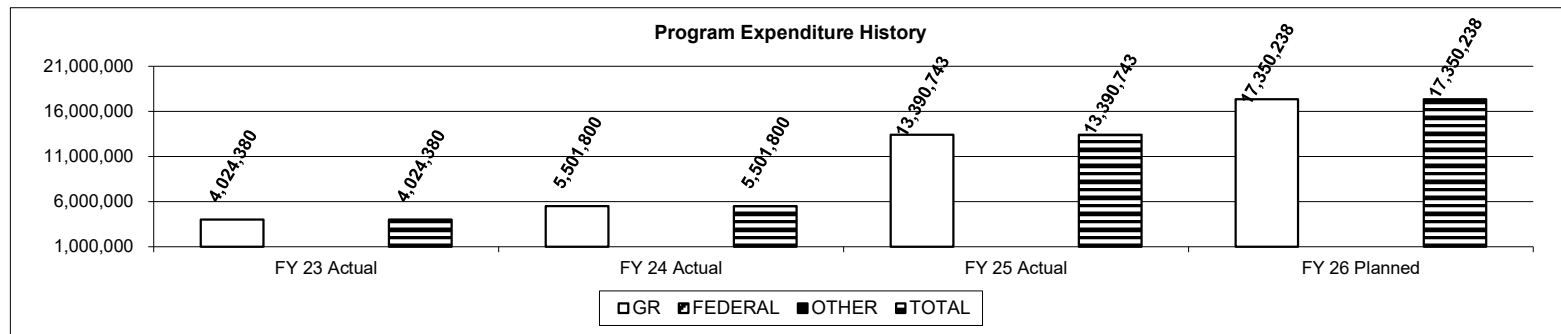
**HB Section(s):** 5.015

**Program Name** Accounting Operations

**Program is found in the following core budget(s):** Accounting Operating



3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



Includes personal service and expense and equipment costs for support staff for the Debt Management Program, CMIA, and Other Federal Payment Program. Not cost beneficial to break those cost out because of the overlap of staff duties.

PROGRAM DESCRIPTION	
<b>Department</b>	Office of Administration
<b>Program Name</b>	Accounting Operations
<b>Program is found in the following core budget(s):</b>	Accounting Operating
<p><b>4. What are the sources of the "Other " funds?</b></p> <p>N/A</p> <p><b>5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)</b></p> <p>Chapter 33, RSMo, 32.060 RSMo, and SEC Rule 15c2-12</p> <p><b>6. Are there federal matching requirements? If yes, please explain.</b></p> <p>No</p> <p><b>7. Is this a federally mandated program? If yes, please explain.</b></p> <p>No</p>	

## PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 05.020

Program Name: Budget and Planning

Program is found in the following core budget(s): Budget and Planning

**1a. What strategic priority does this program address?**

Using data and analytics to improve decision-making and transparency.

**1b. What does this program do?**

The Division of Budget and Planning (BAP) exists to improve Missouri lives by improving Missouri government. BAP does this through providing analysis, resolving problems, and embracing improvement.

Specifically, we provide analysis and data to the Commissioner of Administration, Office of the Governor, General Assembly, and state agencies regarding fiscal and other policies. Our primary duties include:

- supporting the Office of the Governor in the creation of the Governor's recommended budget.
- to serve Missouri taxpayers by implementing the final budget in a balanced and efficient manner.

Budget and Planning also:

- analyzes budget, tax, fiscal policy, and legislative issues for the Executive Branch,
- coordinates with agencies to implement fiscal policies and priorities,
- monitors and reviews legislation with budget impacts,
- monitors, tracks, and reviews legislation,
- reviews and/or coordinates state-wide fiscal note responses, and
- provides additional oversight and counsel for the statewide financial system upgrade.

## PROGRAM DESCRIPTION

Department: Office of Administration

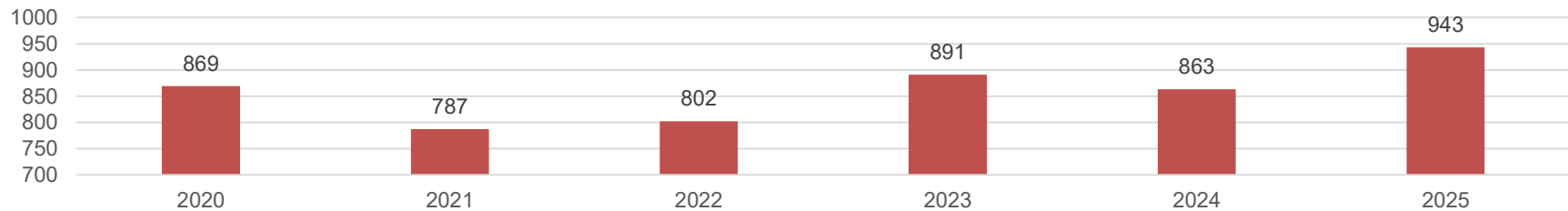
HB Section(s): 05.020

Program Name: Budget and Planning

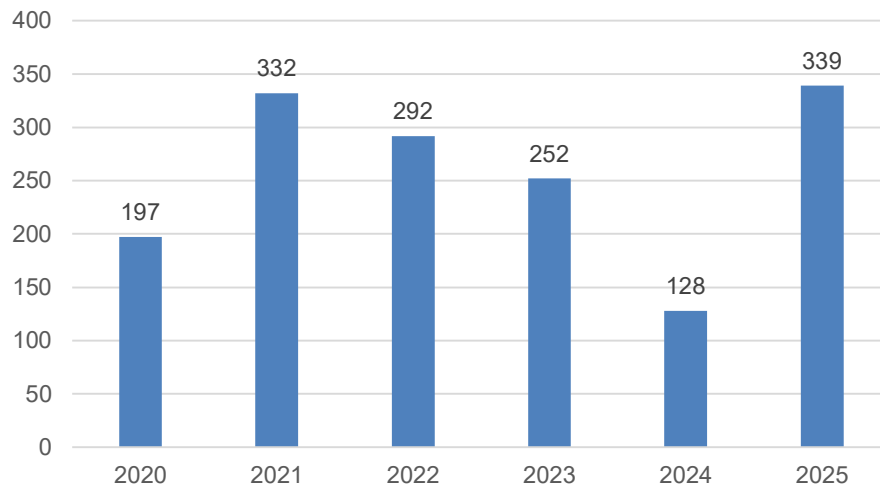
Program is found in the following core budget(s): Budget and Planning

2a. Provide an activity measure(s) for the program.

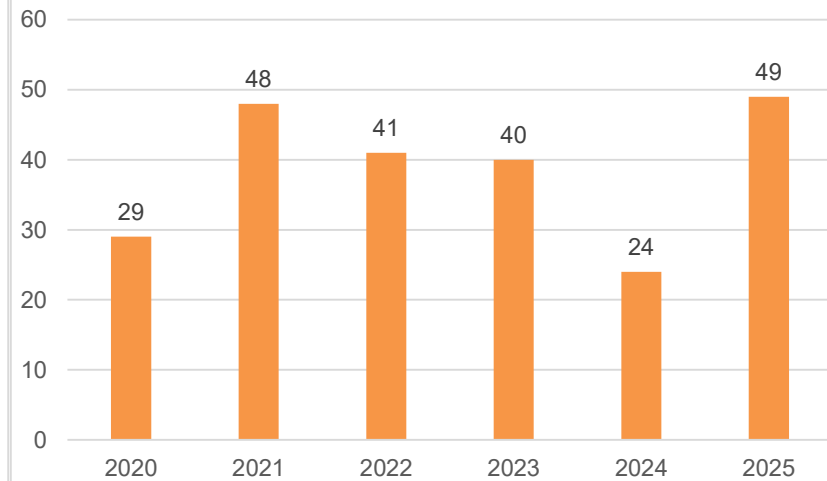
### Fiscal Notes Submitted



### Unique Bill Review Subjects



### Total Bill Reviews



## PROGRAM DESCRIPTION

Department: Office of Administration

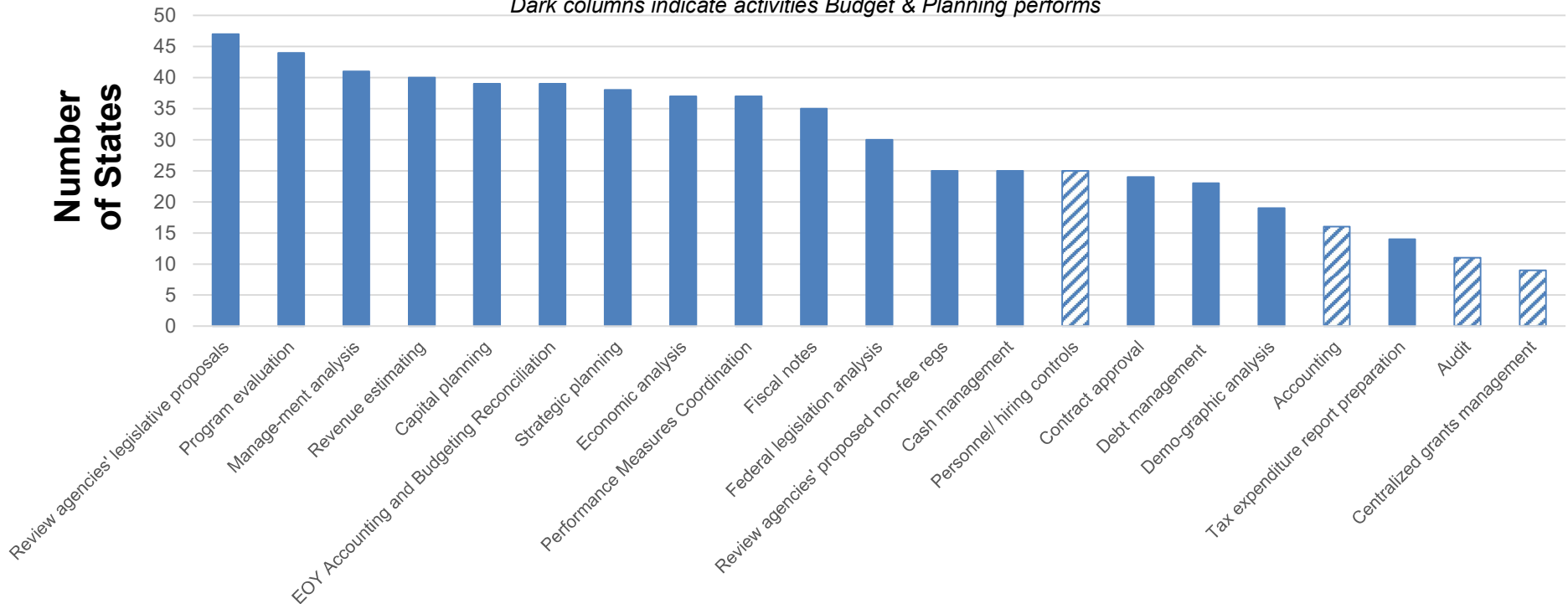
HB Section(s): 05.020

Program Name: Budget and Planning

Program is found in the following core budget(s): Budget and Planning

### State Budget Office Activities

*Dark columns indicate activities Budget & Planning performs*



Missouri ranks in the top 6 among the 50 state budget offices for most analysis and management activities.  
**Source:** National Association of State Budget Officers (NASBO), Budget Processes in the States, Spring 2021.

\*NASBO releases this data approximately every five years

**PROGRAM DESCRIPTION**

**Department:** Office of Administration

**HB Section(s):** 05.020

**Program Name:** Budget and Planning

**Program is found in the following core budget(s):** Budget and Planning

**2b. Provide a measure(s) of the program's quality.**

Missouri Credit Ratings									
	2017	2018	2019	2020	2021	2022	2023	2024	2025
<b>Moody's</b>	Aaa	Aaa	Aaa	Aaa	Aaa	Aaa	Aaa	Aaa	Aaa
<b>Fitch</b>	AAA	AAA	AAA	AAA	AAA	AAA	AAA	AAA	AAA
<b>S&amp;P Global</b>	AAA	AAA	AAA	AAA	AAA	AAA	AAA	AAA	AAA
% States	28.0%	N/A	N/A	30.0%	30.0%	N/A	N/A	N/A	32.0%

Triple "A" is the highest rating available from all three credit rating agencies. The higher a state's credit rating, the lower the cost to repay its bonds. High ratings signal that the state can and will meet its financial obligations to pay both interest and principal.



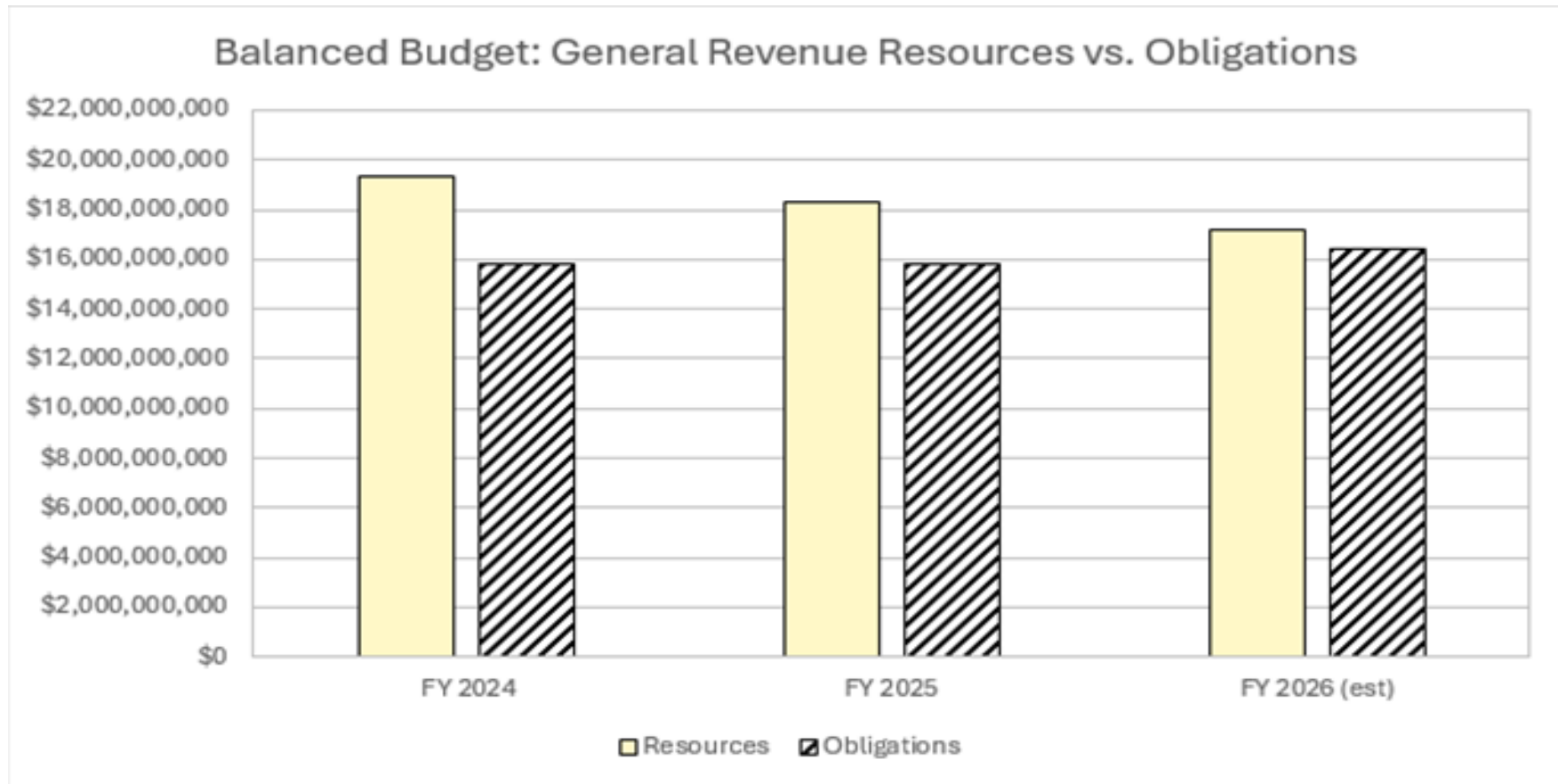
**PROGRAM DESCRIPTION**

Department: Office of Administration

HB Section(s): 05.020

Program Name: Budget and Planning

Program is found in the following core budget(s): Budget and Planning



## PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 05.020

Program Name: Budget and Planning

Program is found in the following core budget(s): Budget and Planning

2c. Provide a measure(s) of the program's impact.

### Fiscal Stability



### Attributes

Short-Term  
Fiscal Stability

#20

Long-Term  
Fiscal Stability

#14

Missouri ranks 11th on the US News and World Report's State Fiscal Stability

**PROGRAM DESCRIPTION**

**Department:** Office of Administration

**HB Section(s):** 05.020

**Program Name:** Budget and Planning

**Program is found in the following core budget(s):** Budget and Planning

**2d. Provide a measure(s) of the program's efficiency.**

State	# of Budget Analysts	FY26 Operating Budget (Billions)	Billions Per Analyst
IL	19	\$129.40	6.81
KY	9	\$53.01	5.89
MO	11	\$51.82	4.71
TN	12	\$59.50	4.96
AR	12	\$40.56	3.38
KS	11	\$25.60	2.33
NE	10.5	\$19.69	1.88
OK	7	\$12.67	1.81
IA	11	\$11.06	1.01
<b>AVG</b>	<b>12.8</b>	<b>\$73.43</b>	<b>5.6</b>

## PROGRAM DESCRIPTION

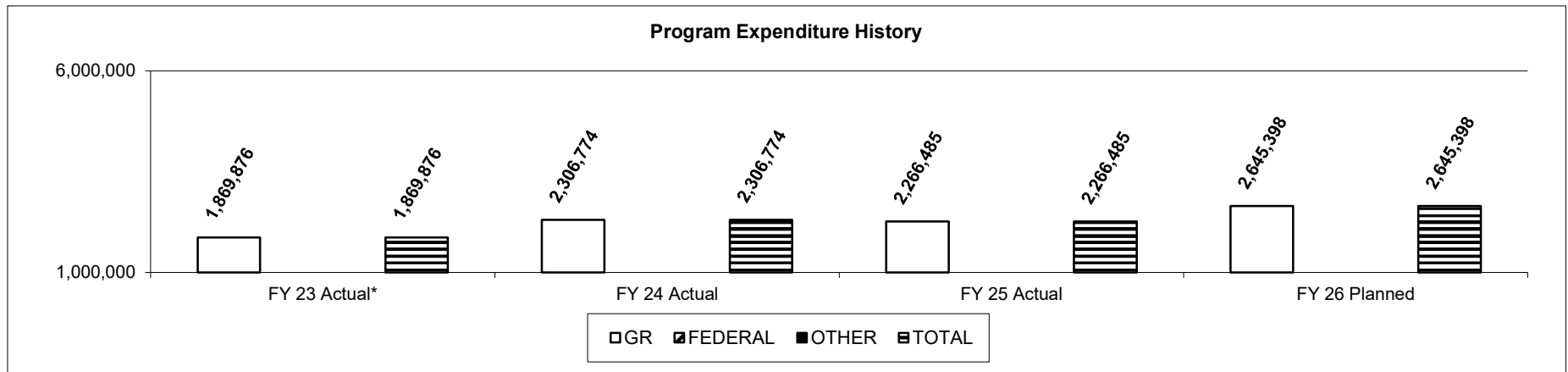
Department: Office of Administration

HB Section(s): 05.020

Program Name: Budget and Planning

Program is found in the following core budget(s): Budget and Planning

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

Budget and Planning has no "other" funds.

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 33, RSMo charges the Division of Budget and Planning to assist in executive branch management.

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

## PROGRAM DESCRIPTION

**Department** Information Technology Services Division

**HB Section(s):** 5.025, 5.030 & 5.045

**Program Name** Business Systems Development

**Program is found in the following core budget(s):** Information Technology Services Division

### 1a. What strategic priority does this program address?

- Technology Solutions: Looking to the future, implement technology that will improve how we work and provide a better customer and team experience

### 1b. What does this program do?

Business Systems Development (BSD) delivers enterprise technology solutions that support the operational and strategic goals of Missouri state agencies. BSD enables agencies to fulfill their missions by:

- Improving Service Delivery: Designing and implementing secure, efficient, and accessible digital services for citizens and internal stakeholders.
- Collaborating Across Government: Partnering with agencies and vendors to develop and maintain applications that enhance program effectiveness and responsiveness.
- Ensuring Quality and Consistency: Establishing and enforcing development standards to deliver reliable, scalable, and maintainable technology solutions aligned with statewide priorities.

BSD plays a critical role in modernizing government operations, reducing risk, and ensuring that technology investments deliver measurable value to the State of Missouri.

## PROGRAM DESCRIPTION

**Department** Information Technology Services Division

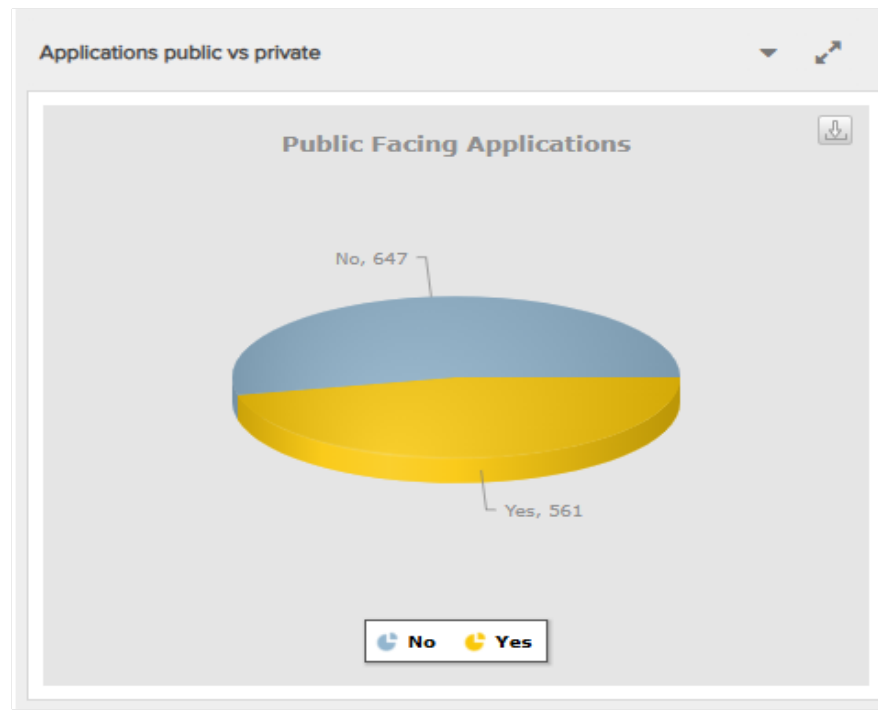
**HB Section(s):** 5.025, 5.030 & 5.045

**Program Name** Business Systems Development

**Program is found in the following core budget(s):** Information Technology Services Division

### 2a. Provide an activity measure(s) for the program.

- ITSD Application Development teams develop, modernize, and maintain applications for state agencies. These applications are for both our internal digital services at the State as well as external digital services for our citizens.



## PROGRAM DESCRIPTION

**Department** Information Technology Services Division

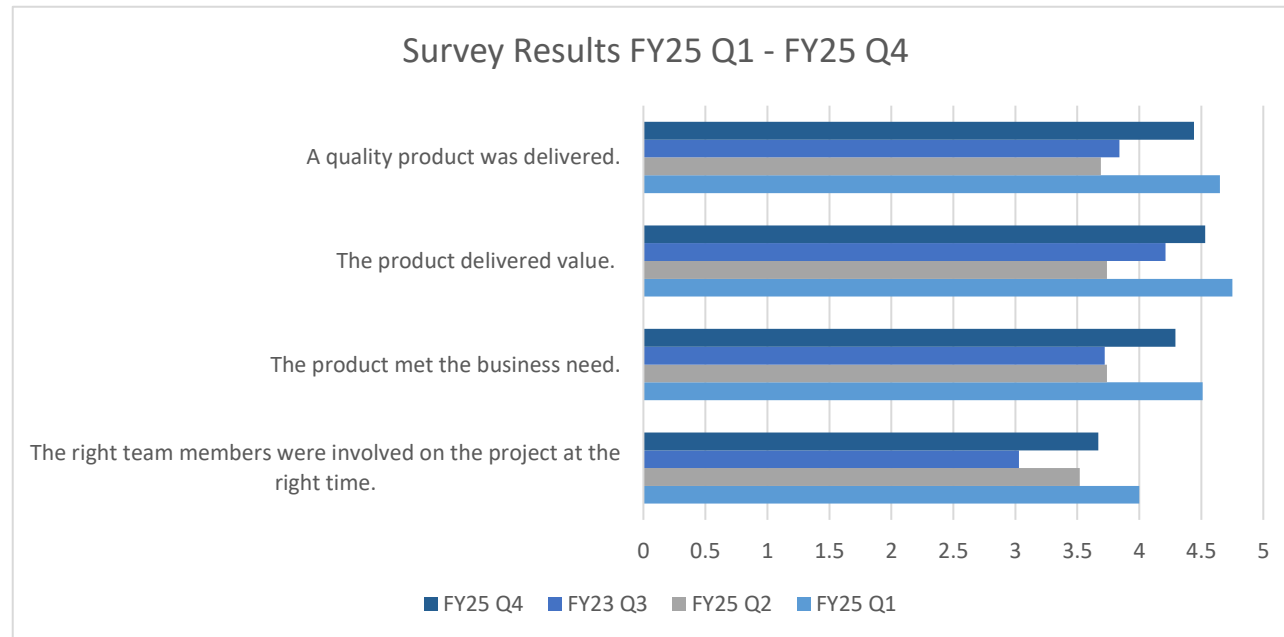
**HB Section(s):** 5.025, 5.030 & 5.045

**Program Name** Business Systems Development

**Program is found in the following core budget(s):** Information Technology Services Division

### 2b. Provide a measure(s) of the program's quality.

- ITSD conducts a survey after the completion of each project. Overall scores are averaged for each quarter. The scale is from 1 to 5 with 5 being the highest. Our projects were an area identified that need improvement. We have developed an impactful training program for both IT and our business partners to address this needed improvement.



## PROGRAM DESCRIPTION

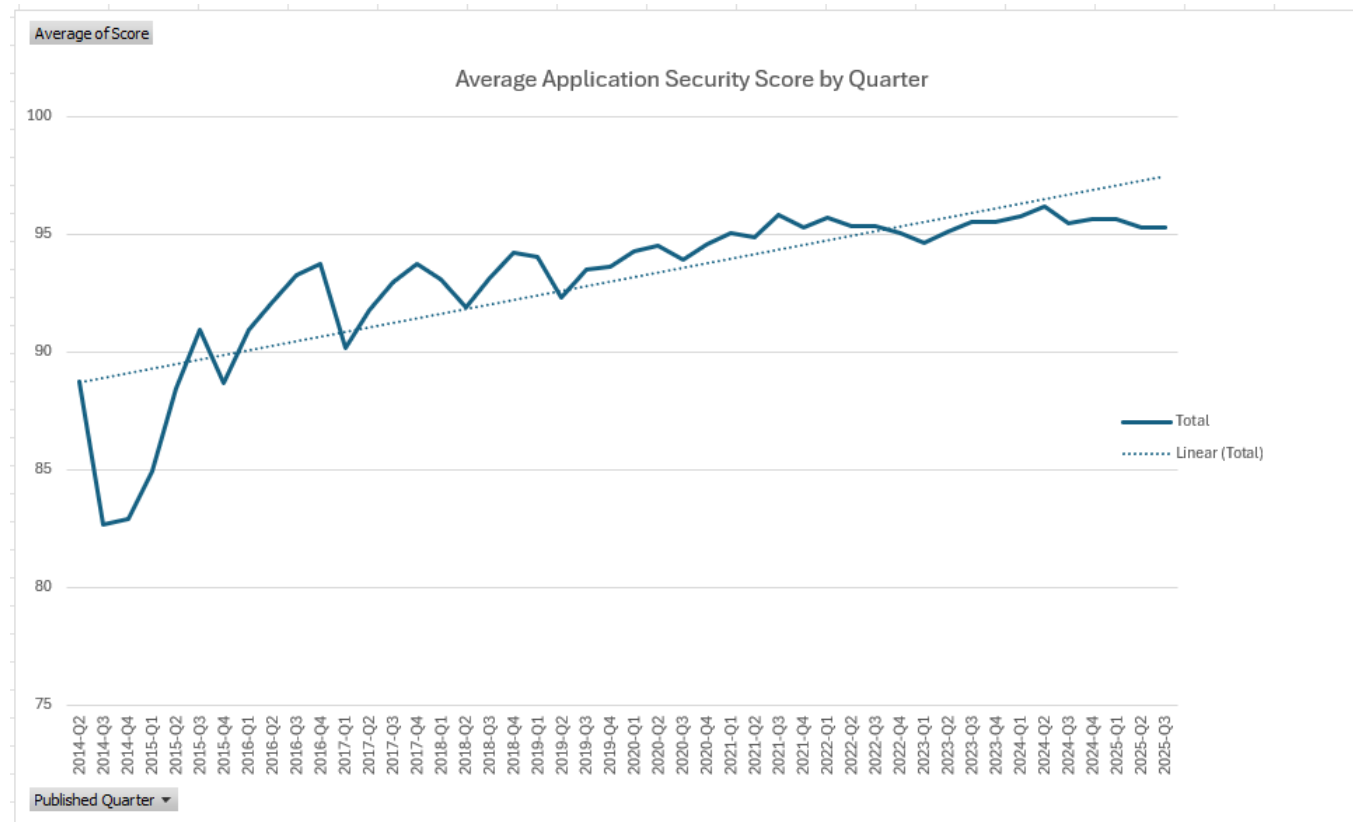
**Department** Information Technology Services Division

**HB Section(s):** 5.025, 5.030 & 5.045

**Program Name** Business Systems Development

**Program is found in the following core budget(s):** Information Technology Services Division

- Security Scans are conducted at least quarterly for an application. Our targets are higher than industry security standard recommendations. This chart depicts our average security score each calendar quarter as well as the recommend target score for a low impact and high impact application. Impact is based on the business criticality of the application. The goal is to remain above 90 for our average scores regardless of impact.





## PROGRAM DESCRIPTION

**Department** Information Technology Services Division

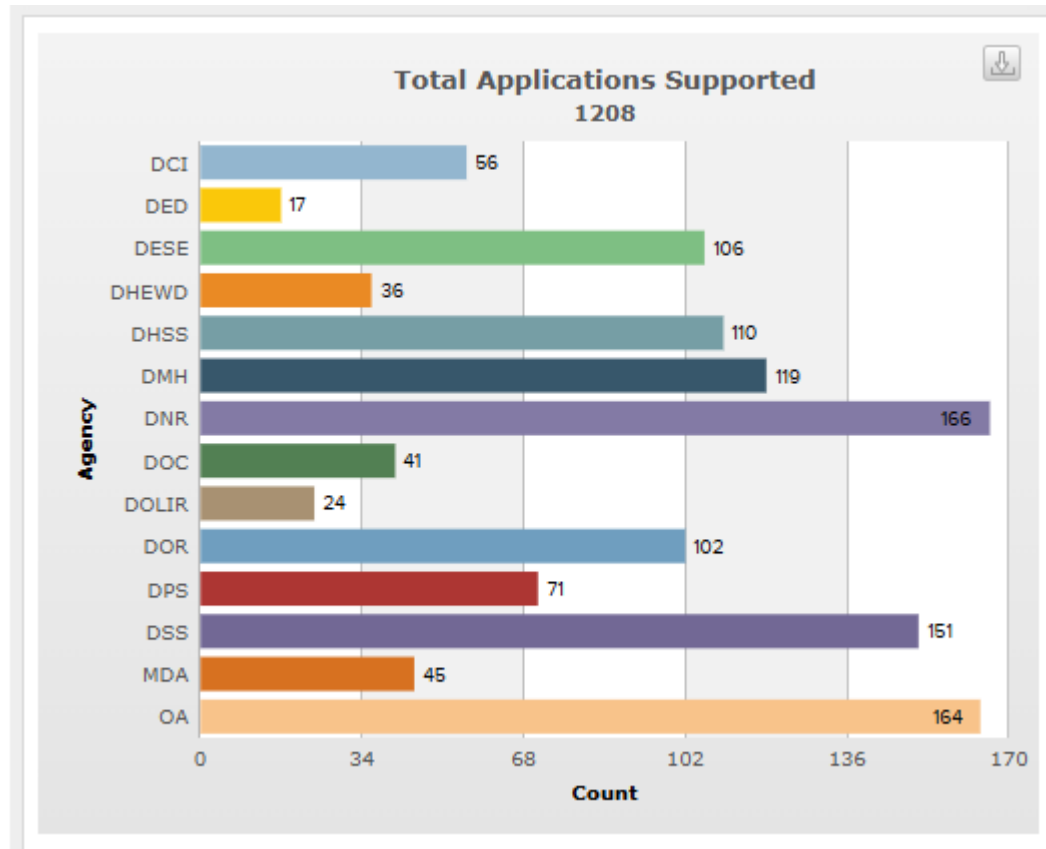
**HB Section(s):** 5.025, 5.030 & 5.045

**Program Name** Business Systems Development

**Program is found in the following core budget(s):** Information Technology Services Division

### 2c. Provide a measure(s) of the program's impact.

- Application Delivery enables our agencies to deliver direct impact to our citizens. Specific details of those impacts are in the individual agency program descriptions. The number of applications supported by agency are listed below.



## PROGRAM DESCRIPTION

**Department** Information Technology Services Division

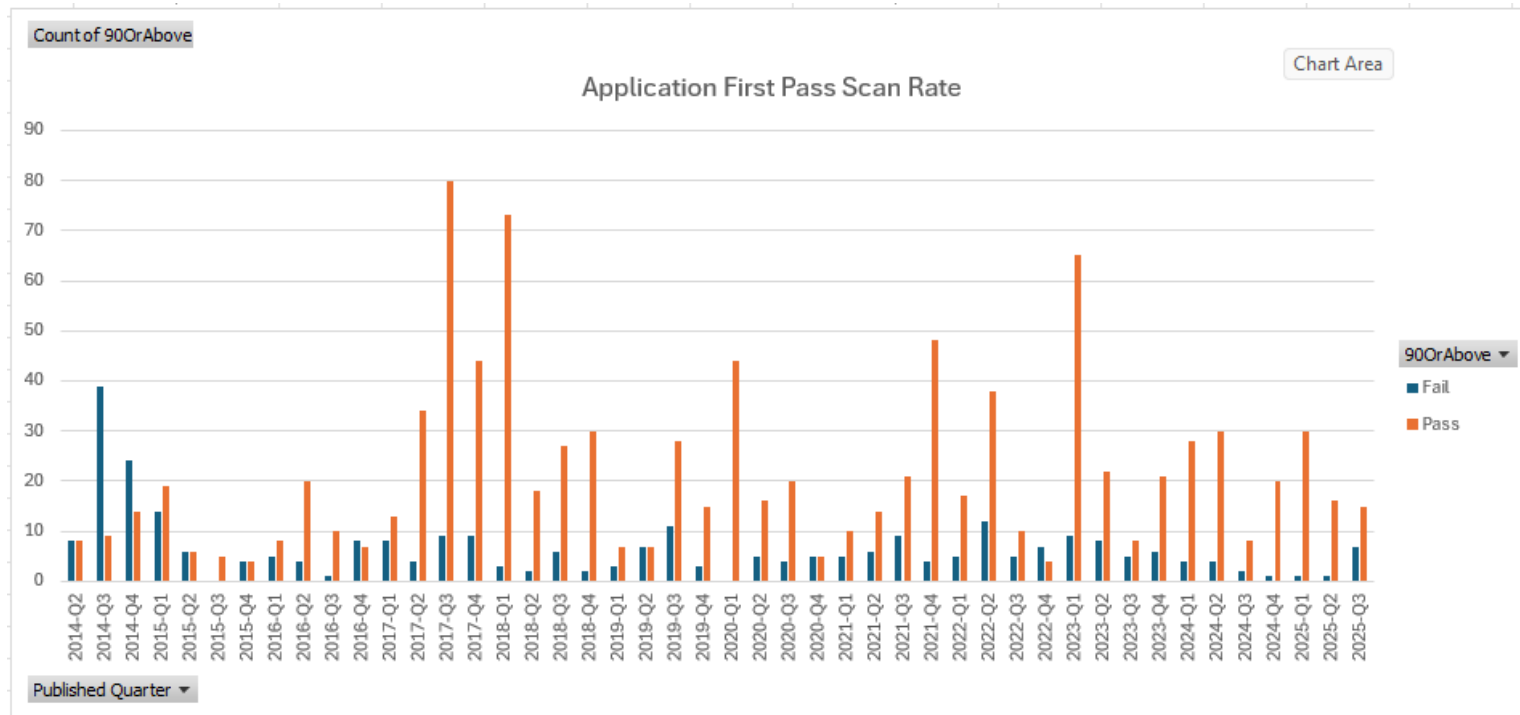
**HB Section(s):** 5.025, 5.030 & 5.045

**Program Name** Business Systems Development

**Program is found in the following core budget(s):** Information Technology Services Division

### 2d. Provide a measure(s) of the program's efficiency.

- ITSD scans applications to address any potential cyber security vulnerabilities. The chart below shows how often the very first scan of an application is passing. When an application passes the first scan, there is no rework that must be done to comply with our security standards. The practice of scanning applications and training developers on mitigating cyber security risks keeps citizen data as secure as possible from the inception of an application. Applications are routinely scanned to ensure any new threats are addressed timely.



## PROGRAM DESCRIPTION

**Department** Information Technology Services Division

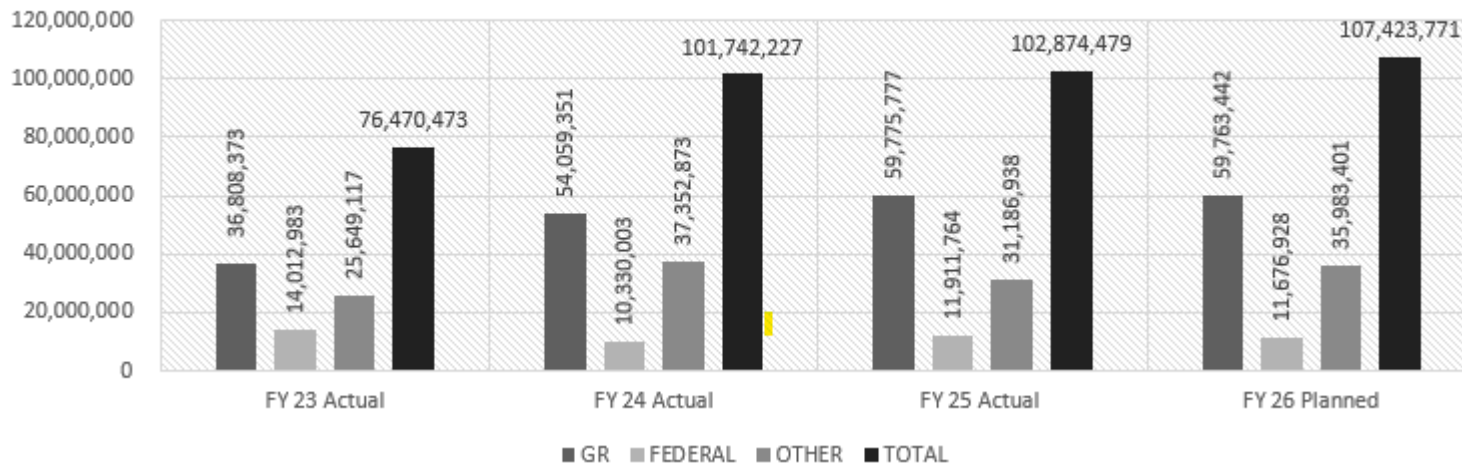
**HB Section(s):** 5.025, 5.030 & 5.045

**Program Name** Business Systems Development

**Program is found in the following core budget(s):** Information Technology Services Division

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)

### Program Expenditure History



4. What are the sources of the "Other" funds?

- Various Sources – ITSD supports 15 executive agencies, as well as the Governor and Lt. Governor

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

- 37.110, RSMo

6. Are there federal matching requirements? If yes, please explain.

- No

7. Is this a federally mandated program? If yes, please explain.

- No

## PROGRAM DESCRIPTION

**Department** Information Technology Services Division

**HB Section(s):** 5.025 & 5.030

**Program Name** Client Engagement Services

**Program is found in the following core budget(s):** Information Technology Services Division

### 1a. What strategic priority does this program address?

- Technology Solutions: Looking to the future, implement technology that will improve how we work and provide a better customer and team experience

### 1b. What does this program do?

Client Engagement Services (CES) consists of a Call Center, Inventory Control, Service Technicians, Customer Care Team, and ITSM Environment. CES provides customer service to 15 executive agencies, the Governor's Office, and Lt. Governor's Office. CES provides a Call Center for support issues, installs computer equipment, troubleshoots technical issues, installs software, runs reports, manages inventories for all ITSD equipment, 5-year refresh, e-waste of ITSD equipment, on call 24/7 for VIP issues, and manages the ITSM environment, for team members across the state to allow them to provide vital services to Missouri citizens.

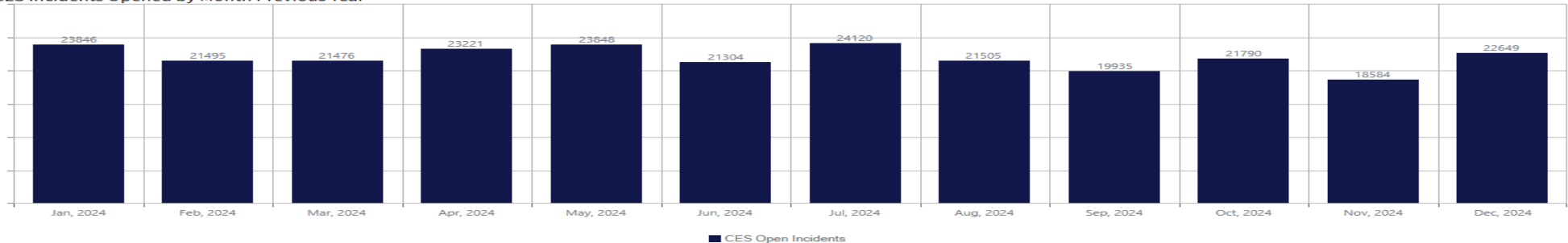
### 2a. Provide an activity measure(s) for the program.

- ITSD works help desk tickets entered by agency clients every day.

CES Incidents Closed by Month Previous Year



CES Incidents Opened by Month Previous Year



## PROGRAM DESCRIPTION

**Department** Information Technology Services Division

**HB Section(s):** 5.025 & 5.030

**Program Name** Client Engagement Services

**Program is found in the following core budget(s):** Information Technology Services Division

### 2b. Provide a measure(s) of the program's quality.

- CES strives to resolve customer issues on the first call or contact with ITSD.

### CES Call Center - Created Incidents & Incidents Resolved on First Call

#### Filters:

Filter by Date: Previous year

Percentage of Tickets Resolved First Call

For Selected Date

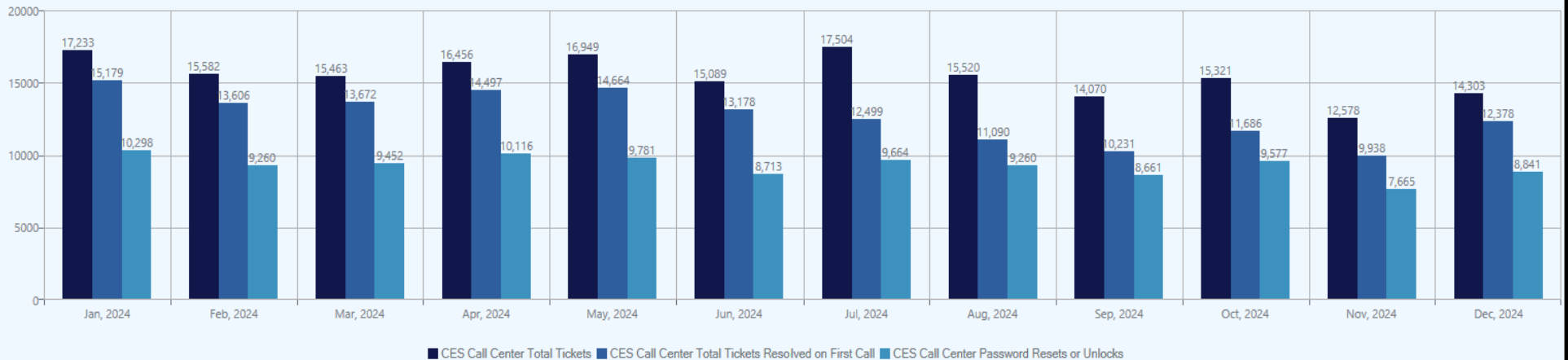
82.02%

Percentage of Password Reset or Unlock

For Selected Date

59.81%

#### CES Call Center Total and Total First Call Resolved Tickets



Call Center Call Source - Phone  
154,387

Call Center Call Source - Self Entered  
27,032

Call Center Call Source - Portal  
4,357

Call Center Call Source - Email  
249

Call Center Call Source - Walk-Up Helpdesk  
28

Call Center Call Source - MO Careers  
2

## PROGRAM DESCRIPTION

**Department** Information Technology Services Division

**HB Section(s):** 5.025 & 5.030

**Program Name** Client Engagement Services

**Program is found in the following core budget(s):** Information Technology Services Division

### 2c. Provide a measure(s) of the program's impact.

- ITSD seeks customer feedback on help desk tickets through a survey when each ticket is closed. This practice was implemented last with the new ITSD service portal tool. Rating scale is 1-5 : 5- Extremely Satisfied, 4- Satisfied, 3- Neutral, 2- Dissatisfied 1- Extremely Dissatisfied. In October of 2022 we opened a Walkup Help Desk and have also been tracking customer feedback.

ALL Walk-Up Help Desk Tickets

136

HST Walk-Up Help Desk Tickets

133

J-Building Walk-Up Help Desk Tickets

3

## PROGRAM DESCRIPTION

**Department** Information Technology Services Division

**HB Section(s):** 5.025 & 5.030

**Program Name** Client Engagement Services

**Program is found in the following core budget(s):** Information Technology Services Division

### Customer Ease Score & Confidence Core Metrics Post-Service Experience

Core Metric: Ease ⓘ



Core Metric: Confidence ⓘ



Core Metric Trend ⓘ



## PROGRAM DESCRIPTION

**Department** Information Technology Services Division

**HB Section(s):** 5.025 & 5.030

**Program Name** Client Engagement Services

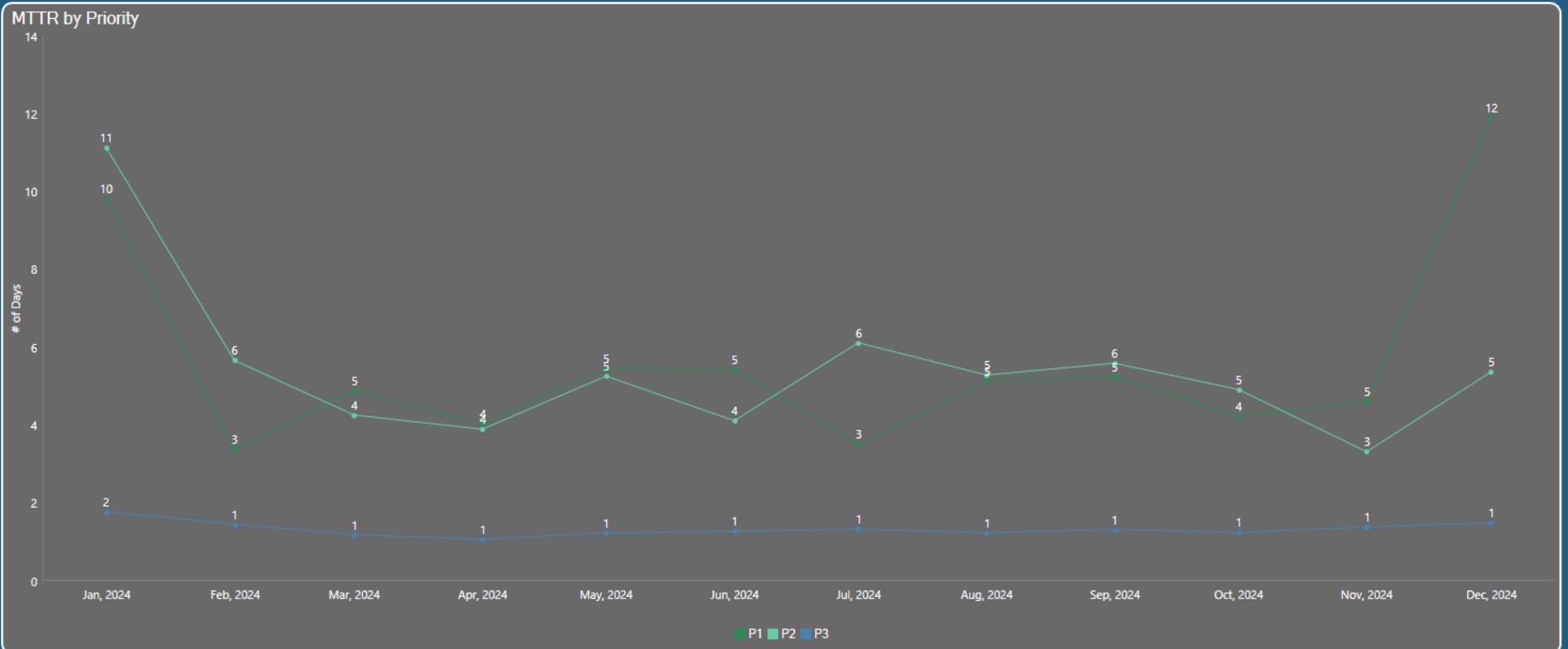
**Program is found in the following core budget(s):** Information Technology Services Division

### 2d. Provide a measure(s) of the program's efficiency.

- Our goal is to close a help desk ticket for P1 and P2 is 3 days for CES.

## Mean Time to Resolve by Priority

Filter: Previous year





## PROGRAM DESCRIPTION

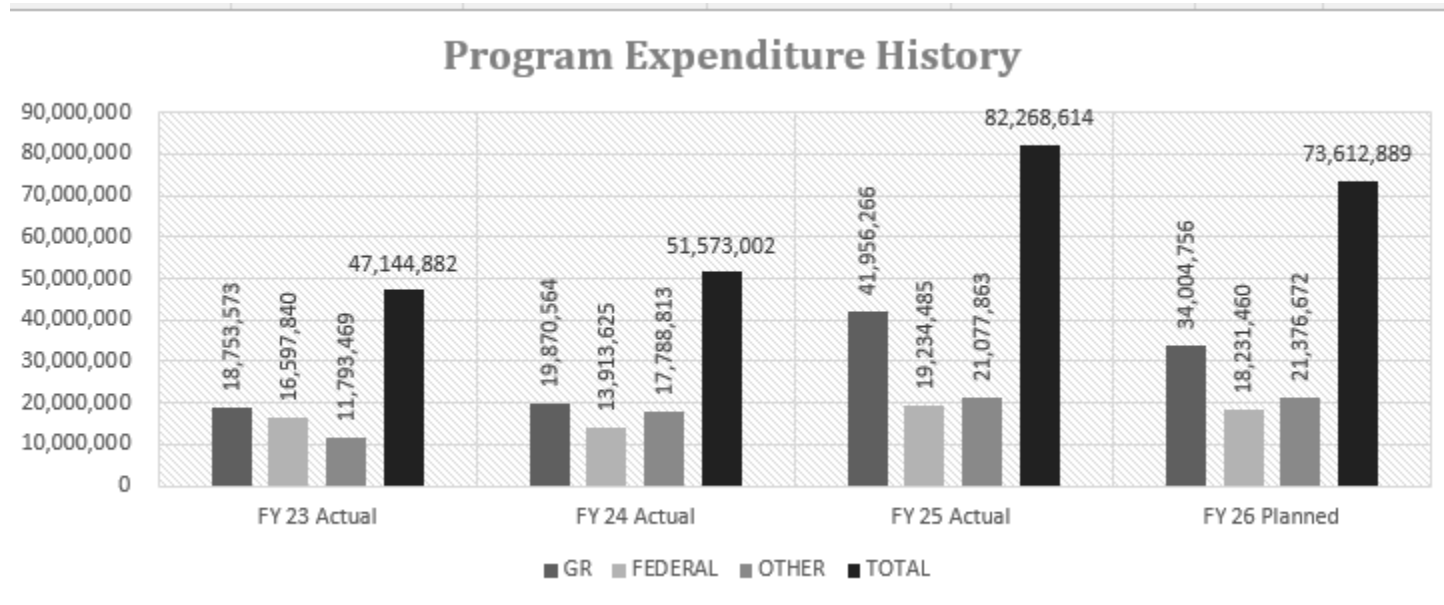
**Department** Information Technology Services Division

**HB Section(s):** 5.025 & 5.030

**Program Name** Client Engagement Services

**Program is found in the following core budget(s):** Information Technology Services Division

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other" funds?

- Various Sources- ITSD supports 15 executive agencies as well as the Governor and Lt. Governor

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

- 37.005.8, RSMo

6. Are there federal matching requirements? If yes, please explain.

- No

7. Is this a federally mandated program? If yes, please explain.

- No

PROGRAM DESCRIPTION	
<b>Department</b> Office of Administration	<b>HB Section(s):</b> 05.025 & 05.030
<b>Program Name</b> Enterprise IT Operations	
<b>Program is found in the following core budget(s):</b> Information Technology Services Division	
<p><b>1a. What strategic priority does this program address?</b></p> <ul style="list-style-type: none"> <li>Technology Solutions: Looking to the future, implement technology that will improve how we work and provide a better customer and team experience.</li> </ul> <p><b>1b. What does this program do?</b></p> <ul style="list-style-type: none"> <li>Provide network and telecommunications services to both consolidated &amp; non-consolidated state agencies. Services include local phone service, long distance, data circuits, internet access, wireless services, managed network, video conferencing, WebEx meeting services, and other communications services. Other services include Call Center, Digital Signage, enterprise digital fax service, and the WebEx app for team collaboration.</li> <li>Provide compute and storage infrastructure services to both consolidated &amp; non-consolidated state agencies. Services include mainframe, midrange, and open system servers (Windows and Linux servers), database services, storage services, application platforms for web and general applications, backup &amp; recovery services for application process, electronic content and document services, data protection services, Data Center infrastructure services and other application support platforms. Additionally, maintenance and upgrades on the compute and storage infrastructure is provided. A Network Operations Center (NOC) serves as 24x7 operations and problem reporting center that monitors the availability of network and infrastructure services as well as a reporting center for after hour issues experienced by customers.</li> </ul>	

PROGRAM DESCRIPTION	
<b>Department</b> Office of Administration	<b>HB Section(s):</b> 05.025 & 05.030
<b>Program Name</b> Enterprise IT Operations	
<b>Program is found in the following core budget(s):</b> Information Technology Services Division	
<p><b>2a. Provide an activity measure(s) for the program.</b></p> <p>CICS (Customer Information Control System) is one of the major sub-systems running on the Enterprise Server (Mainframe). CICS provides interactive transaction management that can handle large volumes of user-submitted processes that may need to use data files and programs at the same time.</p> <p>CICS manages the sharing of resources, the integrity of data and prioritization of execution, with fast response times as well as providing high availability and scalability at a low cost per transaction. CICS authorizes users, allocates resources, and passes on database requests by the application to the appropriate database manager.</p> <p>The chart below shows the number of monthly CICS transactions executed indicating the heavy reliance of this service for mission critical applications.</p>	

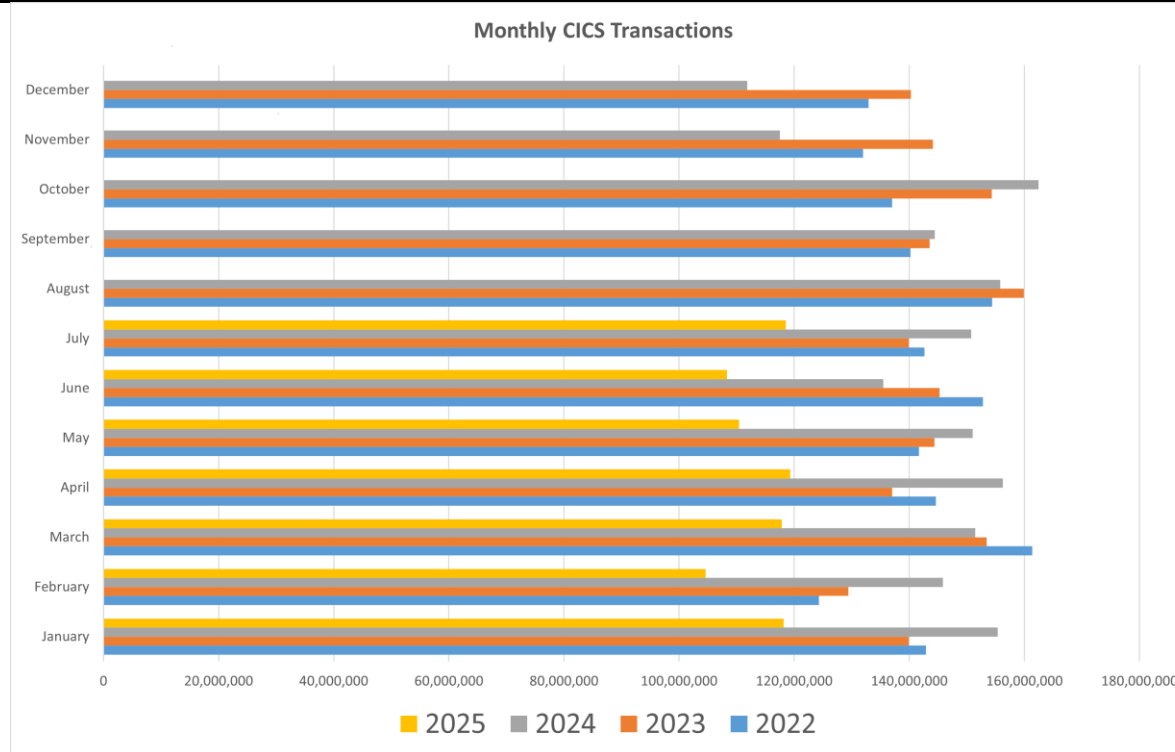
## PROGRAM DESCRIPTION

**Department** Office of Administration

**HB Section(s):** 05.025 & 05.030

**Program Name** Enterprise IT Operations

**Program is found in the following core budget(s):** Information Technology Services Division



## PROGRAM DESCRIPTION

**Department** Office of Administration

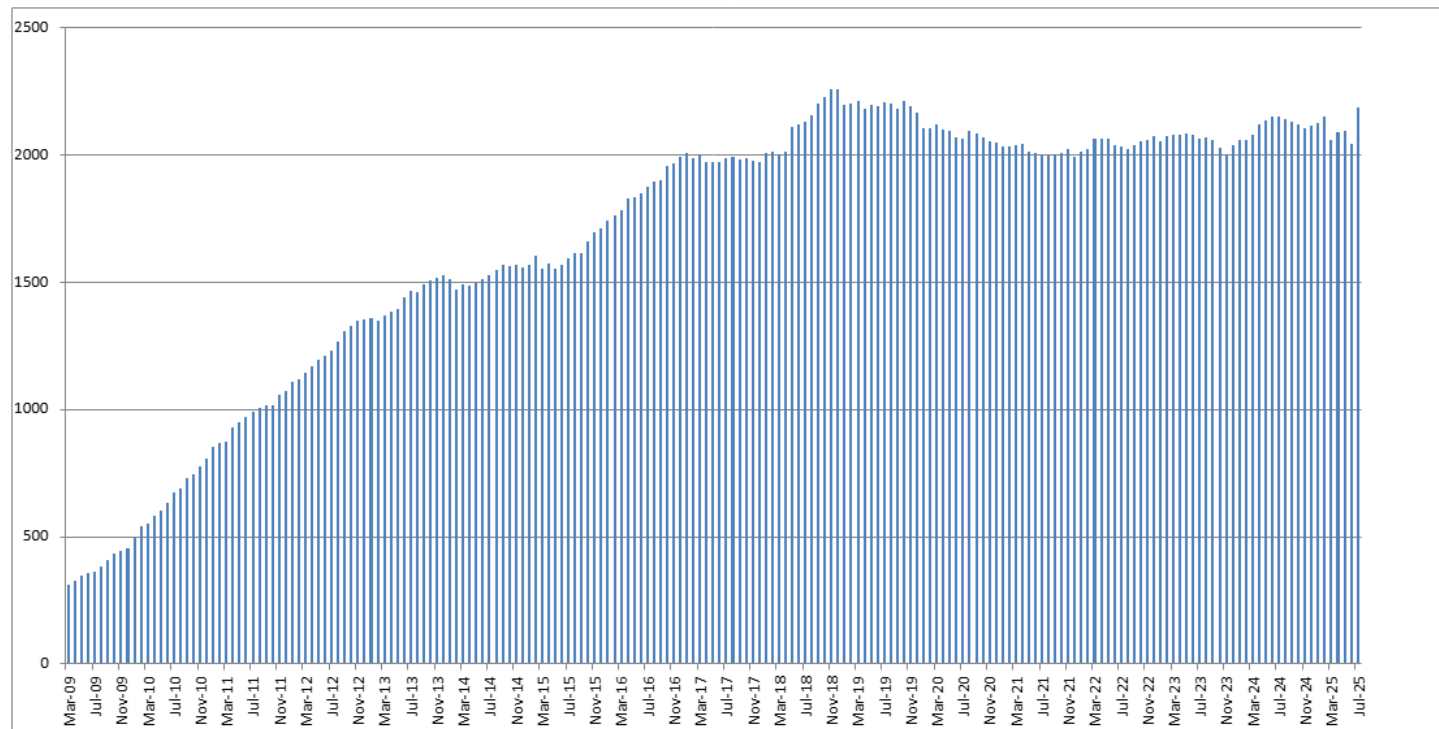
**HB Section(s):** 05.025 & 05.030

**Program Name** Enterprise IT Operations

**Program is found in the following core budget(s):** Information Technology Services Division

**2.b** The State Data Center Infrastructure services host thousands of virtual servers. These services are what allow the applications for the consolidated (and some non-consolidated) agencies to function.

The chart below shows the number of virtual servers in the State Data Center over time. These virtual servers are hosted on roughly 50 physical blade servers utilizing only 4 racks of physical space with room to grow.



*Virtual Server Growth*

## PROGRAM DESCRIPTION

**Department** Office of Administration

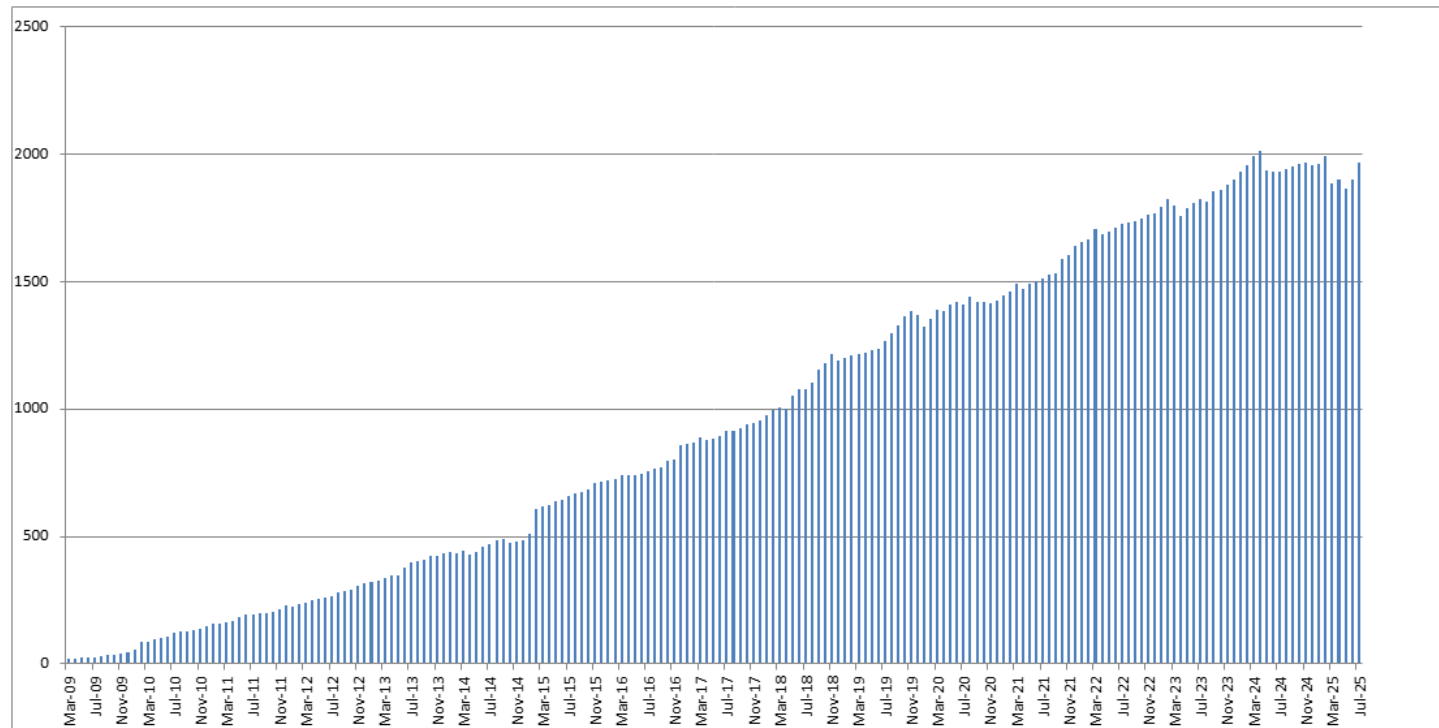
**HB Section(s):** 05.025 & 05.030

**Program Name** Enterprise IT Operations

**Program is found in the following core budget(s):** Information Technology Services Division

**2.c** Another facet of the State Data Center Infrastructure services is managing the storage that is needed to house the data for agency applications and files. We manage petabytes of data within the various storage environments we have.

The chart below shows the growth of storage allocated to the virtual servers in the State Data Center over time.



*Virtual Server Storage Growth*

## PROGRAM DESCRIPTION

**Department** Office of Administration

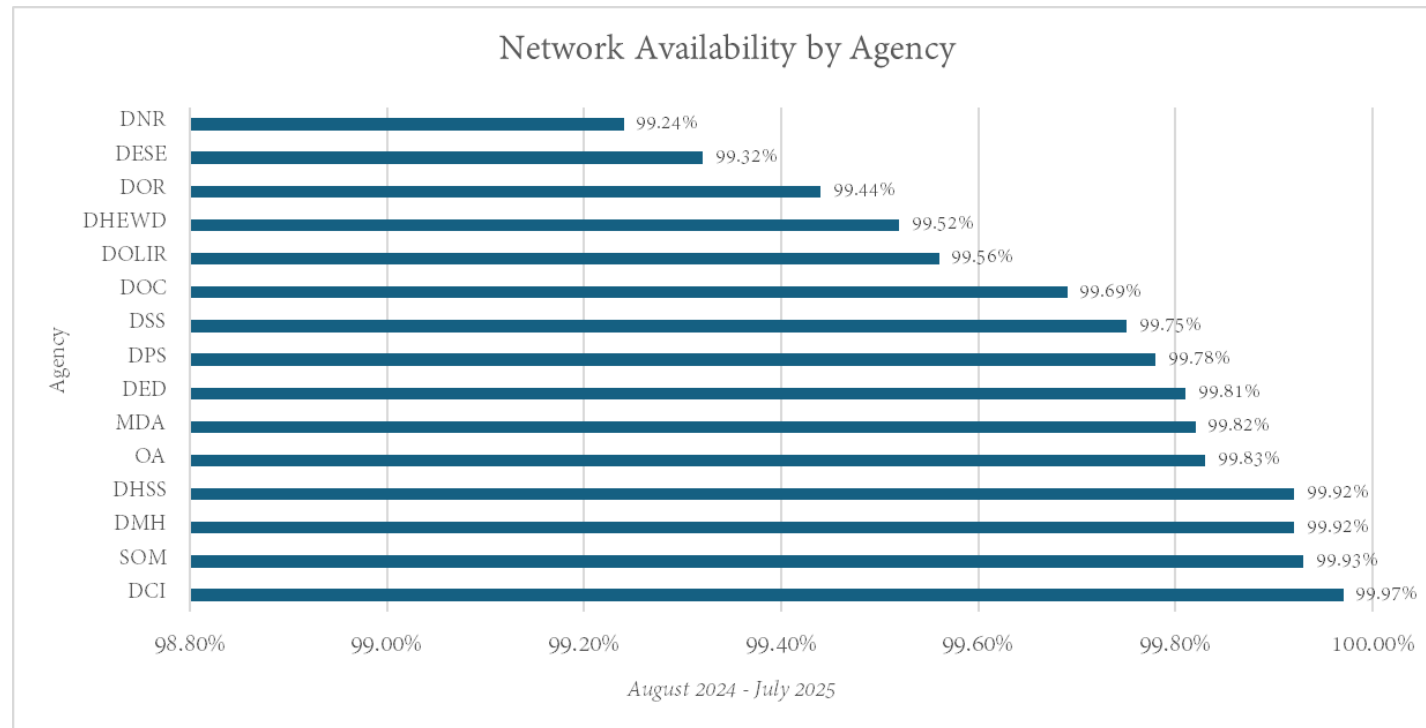
**HB Section(s):** 05.025 & 05.030

**Program Name** Enterprise IT Operations

**Program is found in the following core budget(s):** Information Technology Services Division

### 2d. Provide a measure(s) of the program's quality.

- Network availability is critical to the enterprise operations of all consolidated and non-consolidated agencies. The network consists of all agency locations throughout the state. Uptime is measured by data transfer continuity. This is monitored primarily by the Orion Network Monitoring system. The goal for network uptime is 99.9% (this allows for equipment replacement and upgrades). The data includes telco provider and power outages.



## PROGRAM DESCRIPTION

**Department** Office of Administration

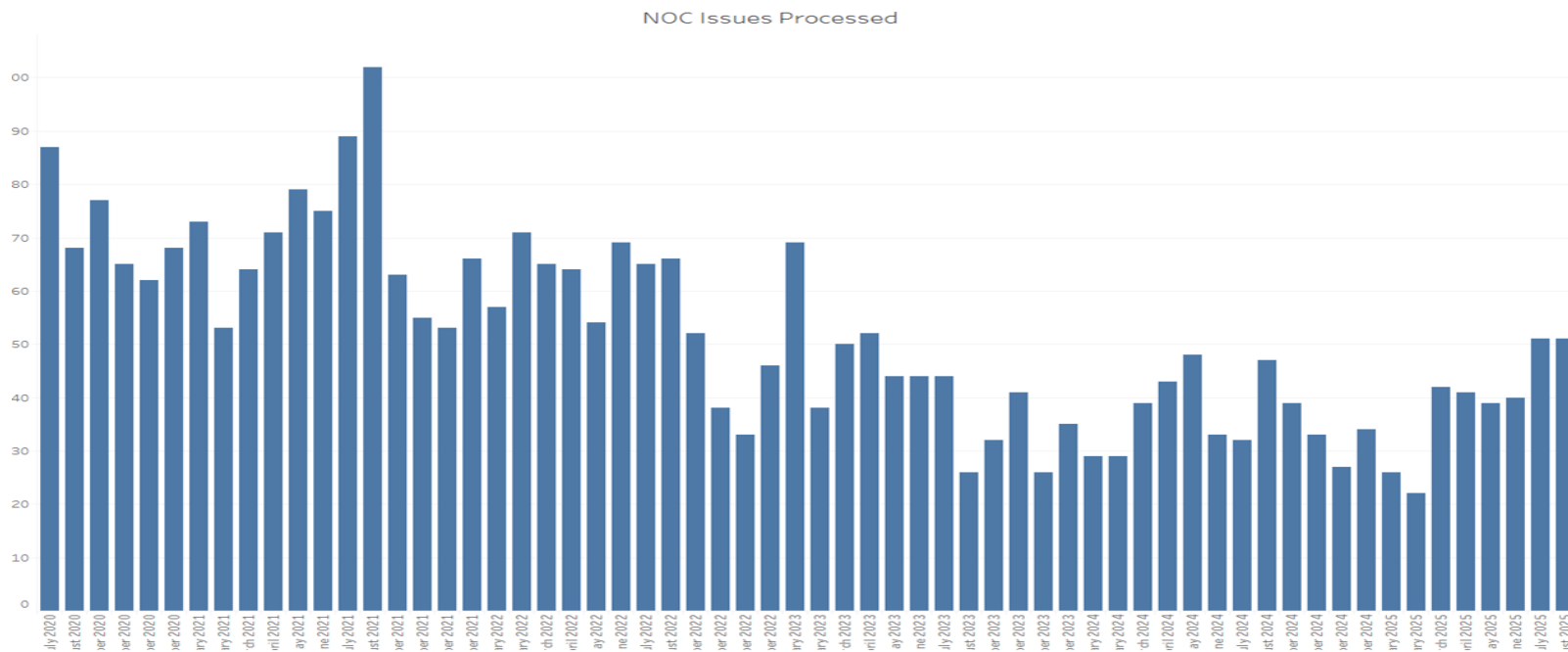
**HB Section(s):** 05.025 & 05.030

**Program Name** Enterprise IT Operations

**Program is found in the following core budget(s):** Information Technology Services Division

### 2e. Provide a measure(s) of the program's impact

The Network Operation Center (NOC) has been created to provide an effective enterprise incident management and communication process. The NOC is the hub for all IT internal and external communications for all IT incidents, status updates and incident reporting. The purpose of the NOC is to provide a central location (command and control) for all IT staff to communicate and coordinate production incidents. The NOC will receive an alert, assess impact, assign classification, alert appropriate personnel, establish communication channels, document, and provide incident reports and status updates.





## PROGRAM DESCRIPTION

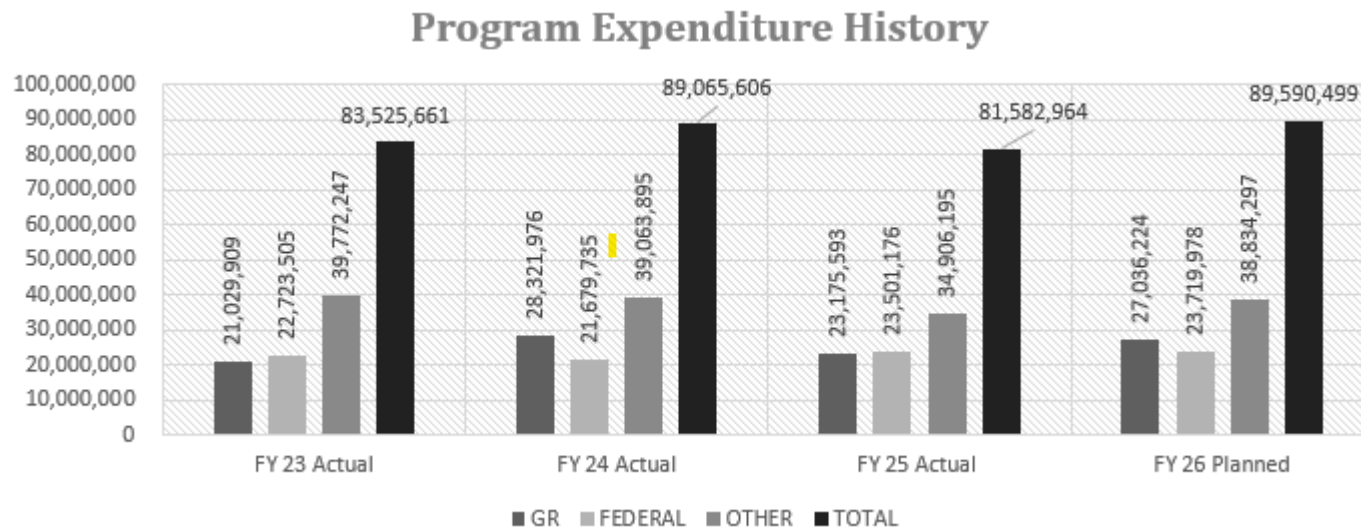
**Department** Office of Administration

**HB Section(s):** 05.025 & 05.030

**Program Name** Enterprise IT Operations

**Program is found in the following core budget(s):** Information Technology Services Division

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



**4. What are the sources of the “Other” funds?**

Various Sources- ITSD supports 15 executive agencies as well as the Governor and Lt. Governor

PROGRAM DESCRIPTION	
<b>Department</b> Office of Administration	<b>HB Section(s):</b> 05.025 & 05.030
<b>Program Name</b> Enterprise IT Operations	
<b>Program is found in the following core budget(s):</b> Information Technology Services Division	
<p><b>5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)</b></p> <p>37.005.8 RSMo &amp; 37.110 RSMo</p>	
<p><b>6. Are there federal matching requirements? If yes, please explain.</b></p> <p>No</p>	
<p><b>7. Is this a federally mandated program? If yes, please explain.</b></p> <p>No</p>	

PROGRAM DESCRIPTION	
Department Information Technology Services Division	HB Section(s): 5.025 & 5.040
Program Name Office of Cyber Security (OCS)	
Program is found in the following core budget(s): Information Technology Services Division	
<p>1a. What strategic priority does this program address?</p> <ul style="list-style-type: none"><li>• Technology Solutions: Looking to the future, implement technology that will improve how we work and provide a better customer and team experience.</li><li>• Protecting Confidentiality, Integrity, and Availability of Missouri state Government computer processes and electronic data.</li><li>• Governance of IT Security programs to meet industry best practices and state and federal regulatory requirements.</li></ul> <p>1b. What does this program do?</p> <p>ITSD Office of Cyber Security provides the following services in compliance with State and Federal Regulatory compliance:</p> <ul style="list-style-type: none"><li>○ Govern workforce and citizen system account access and the State of Missouri services they utilize.</li><li>○ Identify and assess State of Missouri electronic assets that must be protected.</li><li>○ Protect State of Missouri electronic assets to industry best practice standards (e.g., NIST 800.53)</li><li>○ Detect threats to State of Missouri electronic assets.</li><li>○ Respond to and mitigate exploits occurring against State of Missouri electronic assets.</li><li>○ Recover State of Missouri electronic assets to a clean production state</li></ul>	

## PROGRAM DESCRIPTION

Department Information Technology Services  
Division

HB Section(s): 5.025 & 5.040

Program Name Office of Cyber Security (OCS)

Program is found in the following core budget(s): Information Technology Services Division

### 2a. Provide an activity measure(s) for the program.

- ITSD Office of Cyber Security manages multiple process improvement initiatives to satisfy NIST 800.53 best practice standards:

#### ITSD Cyber Security Program Initiatives for 2024-2027

##### Governance

Identify	Protect	Detect	Respond	Recover
Asset Management Business Environment Risk Assessment Risk Management Identity Access Management Tabletop Exercises	Access Controls Security Awareness Training Data Security Information Protection Processes and Procedures Maintenance Protective Technologies	Anomalies and Events Security and Continuous Maintenance Detection Processes	Response Planning Communications Analysis Mitigations Improvements	Recovery Planning Improvements Communications

### Zero Trust Pillars

#### Devices - People - Network - Applications - Data

1) Establish Third-Party Risk Management Program 2) Asset Inventory 3) Establish Vulnerability Risk Management Program 4) NIST Based Policy Refresh 5) Identity Access Management -Build out Citizen Identity Access Management (CIAM) and Business Identity Access Management (BIAM) 6) Perform Project Security Reviews 7) Identity Proofing/Monitoring 24X7 -Establish multiple levels of access based on sensitivity of data access 8) Enterprise Key Management System Deployment 9) Capture and compile metrics on all security tools to show ROI 10) Audit/cleanup of Active Directory accounts and groups 11) Establish security standards that will streamline procurement process and contract language	1) Multi-Factor-Authentication for remote users, internal administrators and 3rd party connectivity 2) Real-time Identity Protection 3) Network Segmentation -protocol and application whitelisting, geo/domain fencing 4) DMARC Perimeter Protection 5) User validation for anti-fraud protection 4) Improve Patch Management Process 5) Application OWASP Code Review 6) Certificate training program across agencies 7) Data Loss Prevention 8) Replace 66 Dept. of Health and Senior Services (DHSS) funded Local Public Health Agency (LPHA) firewalls that are going out of support 9) Build out 103 additional firewalls to properly isolate the state's DVR systems 10) Mobile Device Security w/BYOD support	1) Establish a 24X7 Security Operation Center 2) Proactive threat hunting 3) Machine Learning 4) Artificial Intelligence -Utilizing what is available through security tool, but seeing how we can leverage more AI as capabilities become available. 5) Advanced Network Detection 6) Network Access Controls -802.1x authentication, posture checking will be in phase II 7) Advanced Application Penetration Testing and Mitigation 8) Data Leakage Protection -Products picked and ready for funding to be approved 9) Enable Cyber Hygiene products offered by CISA to inspect public IP and web space.	1) Establish 24X7 Security Operations Center 2) After-hours incident response 3) Real-time incident mitigation 4) Internal Forensics Certification 5) Collect and integrate 13 months of security logs into our Security Incident Event Management (SIEM) tool to correlate and analyze for vulnerabilities 6) Establish phishing campaign to ensure effectiveness of security awareness training	1) Immutable Backups 2) Disaster Recovery Process Improvements 3) Critical Infrastructure Identification 4) Improve Technical Recovery Capabilities 5) Complete business impact analysis on critical systems 6) Continuity of Operations Planning - Reviewed and On-going 7) Establish Mobile Device Data Recovery Processes 8) Standardize processes for building cloud infrastructure using infrastructure as code 9) Build out DR environments for Azure and AWS cloud regions.
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## PROGRAM DESCRIPTION

**Department** Information Technology Services  
Division

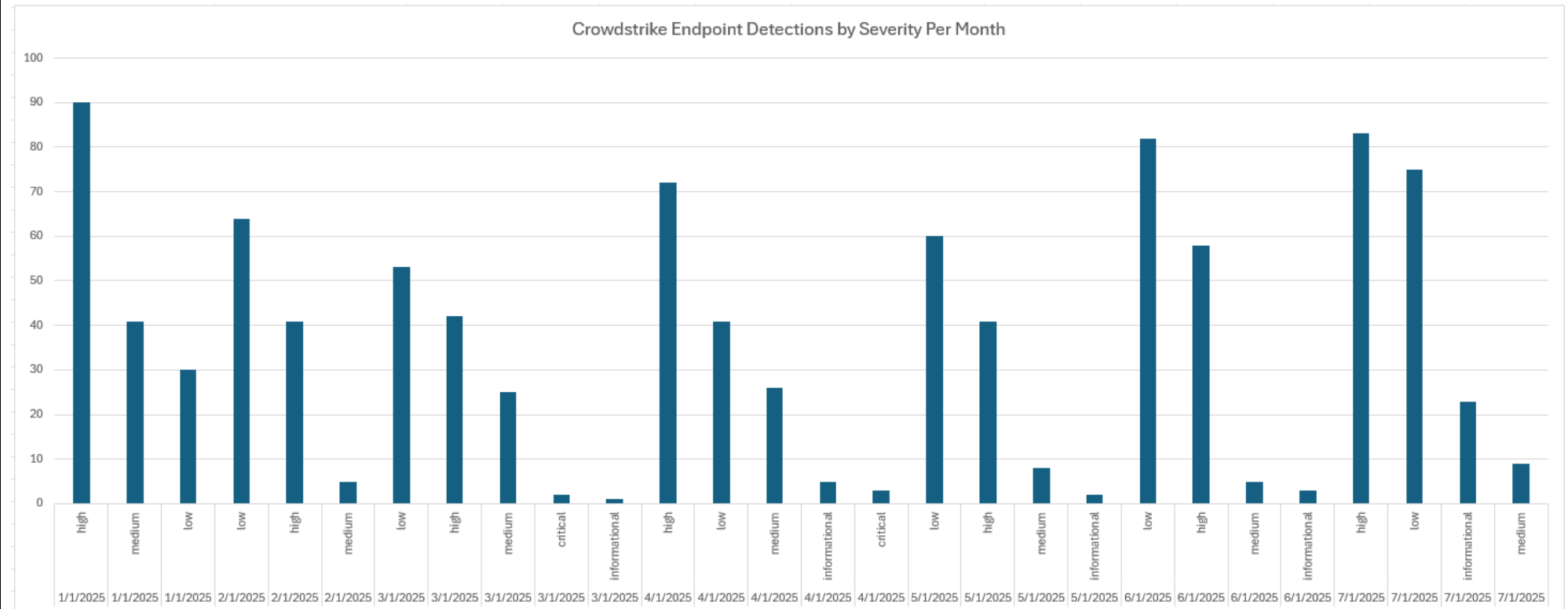
**HB Section(s):** 5.025 & 5.040

**Program Name** Office of Cyber Security (OCS)

**Program is found in the following core budget(s):** Information Technology Services Division

### 2b. Provide a measure(s) of the program's quality.

- ITSD Office of Cyber Security protects over 60 thousand computer endpoints from threats:



## PROGRAM DESCRIPTION

**Department** Information Technology Services  
Division

**HB Section(s):** 5.025 & 5.040

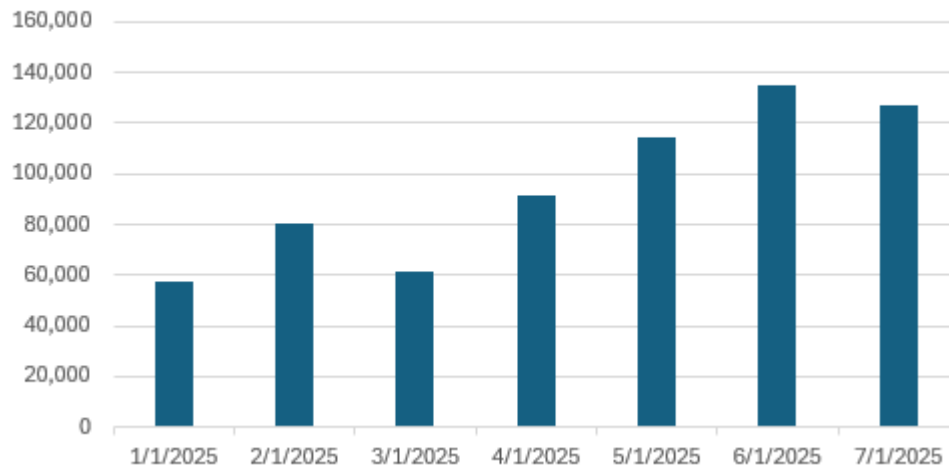
**Program Name** Office of Cyber Security (OCS)

**Program is found in the following core budget(s):** Information Technology Services Division

- ITSD Office of Cyber Security provides over 99.9% protection against email phishing and malware threats:

Month	Blocked Emails
1/1/2025	57,596
2/1/2025	80,633
3/1/2025	61,439
4/1/2025	91,278
5/1/2025	114,081
6/1/2025	135,345
7/1/2025	127,132

ProofPoint TAP Blocked Emails Per Month



## PROGRAM DESCRIPTION

**Department** Information Technology Services  
Division

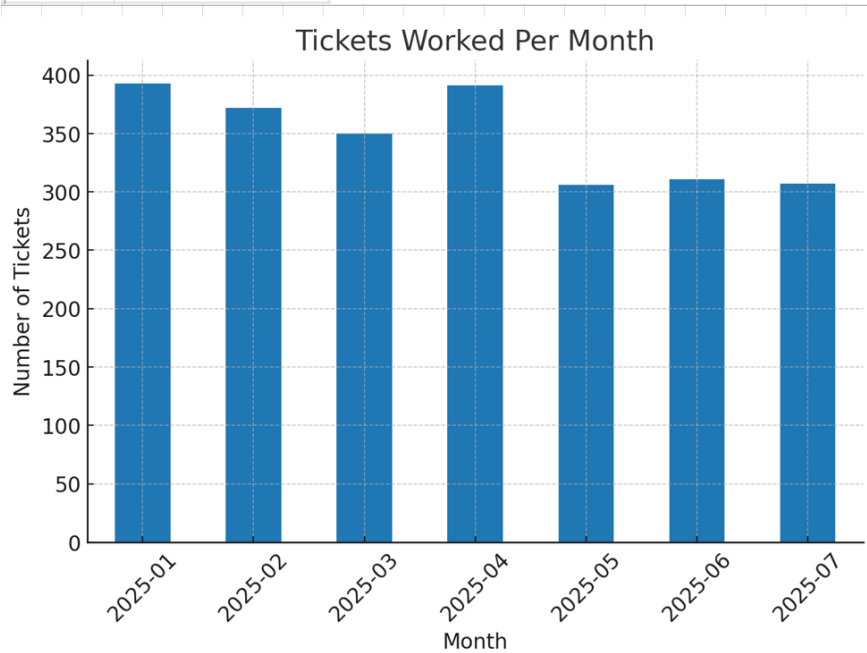
**HB Section(s):** 5.025 & 5.040

**Program Name** Office of Cyber Security (OCS)

**Program is found in the following core budget(s):** Information Technology Services Division

- ITSD Office of Cyber Security closes around 500 open security tickets monthly with around a 99% completion rate and 1% carry over. 100% of tickets are completed.

Month	Tickets Worked
2025-01	393
2025-02	372
2025-03	350
2025-04	391
2025-05	306
2025-06	311
2025-07	307



## PROGRAM DESCRIPTION

Department Information Technology Services  
Division

HB Section(s): 5.025 & 5.040

Program Name Office of Cyber Security (OCS)

Program is found in the following core budget(s): Information Technology Services Division

### 2c. Provide a measure(s) of the program's impact.

- ITSD Office of Cyber Security manages multiple process improvement initiatives to ensure best practices and regulatory compliance is satisfied:

ITSD Cyber Security Program Initiatives for 2024-2027				
Governance				
Identify	Protect	Detect	Respond	Recover
Asset Management Business Environment Risk Assessment Risk Management Identity Access Management Tabletop Exercises	Access Controls Security Awareness Training Data Security Information Protection Processes and Procedures Maintenance Protective Technologies	Anomalies and Events Security and Continuous Maintenance Detection Processes	Response Planning Communications Analysis Mitigations Improvements	Recovery Planning Improvements Communications
Zero Trust Pillars				
Devices - People - Network - Applications - Data				
1) Establish Third-Party Risk Management Program 2) Asset Inventory 3) Establish Vulnerability Risk Management Program 4) NIST Based Policy Refresh 5) Identity Access Management -Build out Citizen Identity Access Management (CIAM) and Business Identity Access Management (BIAM) 6) Perform Project Security Reviews 7) Identity Proofing/Monitoring 24X7 -Establish multiple levels of access based on sensitivity of data access 8) Enterprise Key Management System Deployment 9) Capture and compile metrics on all security tools to show ROI 10) Audit/cleanup of Active Directory accounts and groups 11) Establish security standards that will streamline procurement process and contract language	1) Multi-Factor-Authentication for remote users, internal administrators and 3rd party connectivity 2) Real-time Identity Protection 3) Network Segmentation -protocol and application whitelisting, geo/domain fencing 4) DMARC Perimeter Protection 5) User validation for anti-fraud protection 4) Improve Patch Management Process 5) Application OWASP Code Review 6) Certificate training program across agencies 7) Data Loss Prevention 8) Replace 66 Dept. of Health and Senior Services (DHSS) funded Local Public Health Agency (LPHA) firewalls that are going out of support 9) Build out 103 additional firewalls to properly isolate the state's DVR systems 10) Mobile Device Security w/BYOD support	1) Establish a 24X7 Security Operation Center 2) Proactive threat hunting 3) Machine Learning 4) Artificial Intelligence -Utilizing what is available through security tool, but seeing how we can leverage more AI as capabilities become available. 5) Advanced Network Detection 6) Network Access Controls -802.1x authentication, posture checking will be in phase II 7) Advanced Application Penetration Testing and Mitigation 8) Data Leakage Protection -Products picked and ready for funding to be approved 9) Enable Cyber Hygiene products offered by CISA to inspect public IP and web space.	1) Establish 24X7 Security Operations Center 2) After-hours incident response 3) Real-time incident mitigation 4) Internal Forensics Certification 5) Collect and integrate 13 months of security logs into our Security Incident Event Management (SIEM) tool to correlate and analyze for vulnerabilities 6) Establish phishing campaign to ensure effectiveness of security awareness training	1) Immutable Backups 2) Disaster Recovery Process Improvements 3) Critical Infrastructure Identification 4) Improve Technical Recovery Capabilities 5) Complete business impact analysis on critical systems 6) Continuity of Operations Planning - Reviewed and On-going 7) Establish Mobile Device Data Recovery Processes 8) Standardize processes for building cloud infrastructure using infrastructure as code 9) Build out DR environments for Azure and AWS cloud regions.

### 2d. Provide a measure(s) of the program's efficiency.



## PROGRAM DESCRIPTION

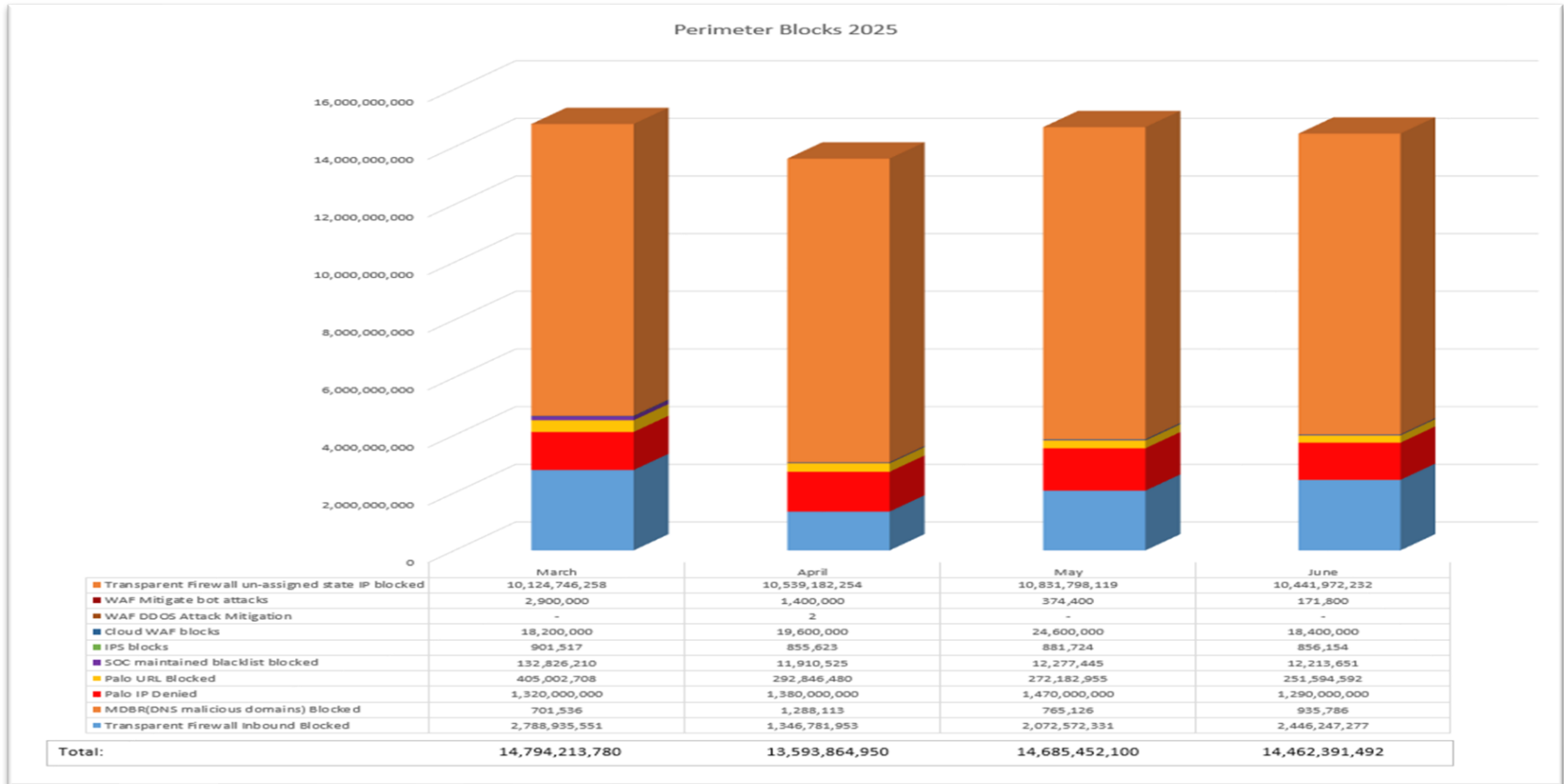
**Department** Information Technology Services  
**Division**

**HB Section(s):** 5.025 & 5.040

**Program Name** Office of Cyber Security (OCS)

**Program is found in the following core budget(s):** Information Technology Services Division

- The ITSD Office of Cyber Security mitigates a high volume of threats with high completion rates across all consolidated agencies:



## PROGRAM DESCRIPTION

**Department** Information Technology Services  
Division

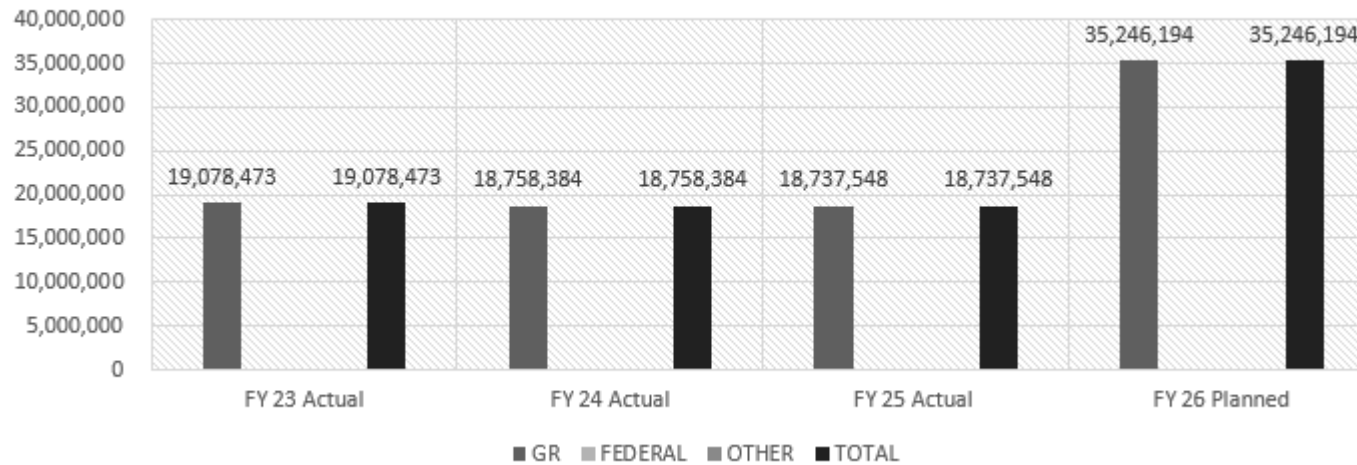
**HB Section(s):** 5.025 & 5.040

**Program Name** Office of Cyber Security (OCS)

**Program is found in the following core budget(s):** Information Technology Services Division

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**

### Program Expenditure History



**4. What are the sources of the “Other” funds?**

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

- 37.110, RSMo

**6. Are there federal matching requirements? If yes, please explain.**

- No

**7. Is this a federally mandated program? If yes, please explain.**

- No

## PROGRAM DESCRIPTION

**Department** Information Technology Services Division

**HB Section(s):** 5.025, 5.030 & 5.045

**Program Name** Enterprise Project Management Office

**Program is found in the following core budget(s):** Information Technology Services Division

### 1a. What strategic priority does this program address?

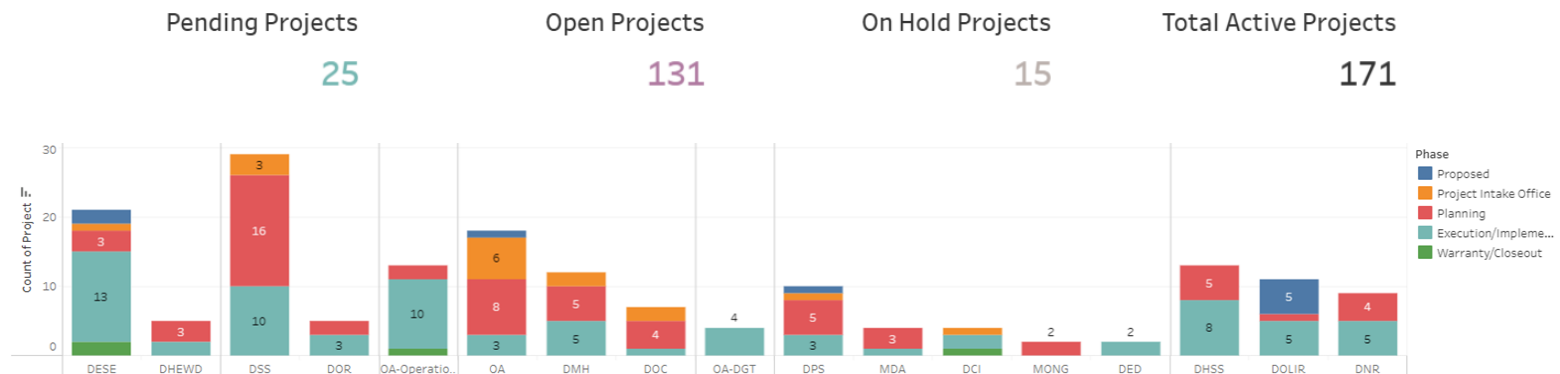
- Technology Solutions: Looking to the future, implement technology that will improve how we work and provide better customer and team experience.
- Customer Focus: Provide quality solutions to enable our partner agencies to deliver impact to their customers.
- Culture of Excellence: Improve how we work by using standardized tools and training while promoting a culture of continuous improvement.

### 1b. What does this program do?

- The Enterprise Project Management Office (EPMO) was established to oversee ITSD's consolidated project portfolio through effective project effective management of people, infrastructure, assets, and projects. Its mission is to support strategic IT solution delivery.

### 2a. Provide an activity measure(s) for the program.

- The Enterprise Project Management Office (EPMO) provides enterprise project management policies, processes, standards, training, and tools for initiating, planning, executing, and closing of projects.
- The number of projects currently in ITSD's project portfolio are listed below:



## PROGRAM DESCRIPTION

**Department** Information Technology Services Division

**HB Section(s):** 5.025, 5.030 & 5.045

**Program Name** Enterprise Project Management Office

**Program is found in the following core budget(s):** Information Technology Services Division

### 2b. Provide a measure(s) of the program's quality.

- The Enterprise Project Management Office (EPMO) tracks and monitors the overall project health based off scope, schedule, and budget of each active project.
- Projects with estimated total costs of over \$1,000,000, or considered "strategic", are included in the State's strategic IT portfolio overseen by the Cabinet Information Technology Governance Council (CITGC).
- On a monthly basis the CITGC reviews project health indicators provided by the EPMO to ensure consistency in project quality and manage implementation risks. Example below:

#### Watched Projects Updates

CITGC – July 2025

##### New Projects to Watch

Project	Health Indicator	Areas of Concern	Actions being Taken
Reportable Disease & Condition Surveillance System Modernization (RDSCS) (DHSS)	Yellow	Data warehouse issues and delay in Websurv groups have impacted the schedule.	ITSD, agency and vendor staff are meeting to determine a plan of action, estimate additional cost and submit a change request.

##### Status Activity on Watched Projects

Project	Last Month's Status	This Month's Status
Alcohol Licensing and Case Management Solutions (ALCMS) (DPS)	Yellow	Yellow
CIMOR Audit Application (DMH)	Yellow	Green
Crime Victim Alert Portal (DPS)	Yellow	Yellow
DWC Modernization Program (DOLIR)	Yellow	Yellow
Electronic Health Record (EHR) Plan, Procure and Implementation (State Operated) (DMH)	Yellow	Yellow
FSD-Automated IVR (DSS)	Red	Red
Missouri Electronic Vital Records (MoEVR) System Replacement (DHSS)	Yellow	Yellow
Project Tomorrow (DED)	Yellow	Yellow
Risk Paperless Solution (OA)	Yellow	Yellow

**Takeaway:** One new project moved to Yellow status. One project remains in Red status. One project moved to Green status. Seven projects remain Yellow.



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## PROGRAM DESCRIPTION

**Department** Information Technology Services Division

**HB Section(s):** 5.025, 5.030 & 5.045

**Program Name** Enterprise Project Management Office

**Program is found in the following core budget(s):** Information Technology Services Division

### 2c. Provide a measure(s) of the program's impact.

- The Enterprise Project Management Office (EPMO) provides clear visibility into budgets, schedules, and status ensuring accountability for technology projects. Example below:

### OA Project Portfolio

CITGC – July 2025

Dept.	Project	Status	Phase	Health Indicator	Planned Cost	Cost to Date	Start Date	End Date	CITGC?
OA	Gallagher Security Management System	Open	Design/Configure/Build/Test	Green	\$ 216,659.81	\$ 30,713.44	4/29/2024	7/31/2025	No
OA	OA/GS/Fleet Motor Pool Management Solution	Pending	Procurement	Green	\$ 100,784.79	\$ 10,449.96		9/30/2025	No
OA	Third Party Risk Management Program	Pending	Project Charter		\$ 0.00	\$ 1,657.90			No
OA	OA- FMDC Archibus Replacement System	Proposed	Project Charter	Green	\$ 0.00	\$ 8,944.11	9/19/2024	8/31/2026	Yes
OA	EPMO Approval Workflows Rewrite	Open	Design/Configure/Build/Test	Green	\$ 78,666.31	\$ 64,016.91	11/25/2024	9/30/2025	No
OA	State Tax Commission Case Management Replacement	Pending	Project Charter	Green	\$ 0.00	\$ 0.00			No
OA	Public Conference Room Scheduling	Proposed	Business Case		\$ 0.00	\$ 0.00			No
OA	MOVERS Recruitment Software	Pending	Project Charter		\$ 0.00	\$ 735.33			No
OA	Surplus Property Modernized Eligibility System	Proposed	Business Case		\$ 0.00	\$ 0.00			No
OA	ESS OKTA Single Sign On	Proposed	Project Charter		\$ 0.00	\$ 1,601.83			No
OA	OA-GS Fleet Onboard Video Systems	Pending	Procurement	Green	\$ 25,600.00	\$ 1,553.18			No
OA	Risk Paperless Solution	Open	Design/Configure/Build/Test	Yellow	\$ 560,365.39	\$ 309,348.85	11/15/2023	12/1/2025	Yes

## PROGRAM DESCRIPTION

**Department** Information Technology Services Division

**HB Section(s):** 5.025, 5.030 & 5.045

**Program Name** Enterprise Project Management Office

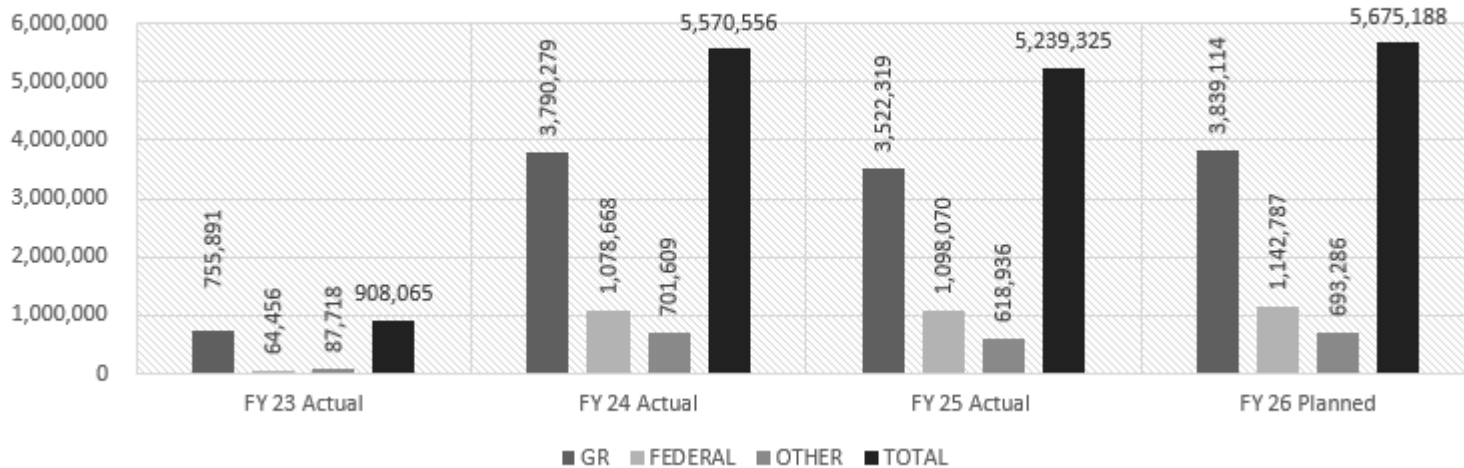
**Program is found in the following core budget(s):** Information Technology Services Division

### 2d. Provide a measure(s) of the program's efficiency.

- The EPMO develops and promotes consistent project management best practices, which leads to improved agency, vendor, and ITSD collaboration as well as more predictable and efficient project outcomes.

### 3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. *(Note: Amounts do not include fringe benefit costs.)*

**Program Expenditure History**



### 4. What are the sources of the "Other" funds?

- Various Sources – ITSD supports 15 executive agencies, as well as the Governor and Lt. Governor

### 5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

- 37.110, RSMo

PROGRAM DESCRIPTION	
<b>Department</b> Information Technology Services Division	<b>HB Section(s):</b> 5.025, 5.030 & 5.045
<b>Program Name</b> Enterprise Project Management Office	
<b>Program is found in the following core budget(s):</b> Information Technology Services Division	
<p><b>6. Are there federal matching requirements? If yes, please explain.</b></p> <ul style="list-style-type: none"> <li>No</li> </ul>	
<p><b>7. Is this a federally mandated program? If yes, please explain.</b></p> <ul style="list-style-type: none"> <li>No</li> </ul>	

## PROGRAM DESCRIPTION

**Department** Office of Administration

**HB Section(s):** 5.055

**Program Name** Division of Personnel

**Program is found in the following core budget(s):** Division of Personnel - Operating

### 1a. What strategic priority does this program address?

The strategic priority of this program is to provide compliance guidance and partner with agency human resources teams to build a “talent ready” State of Missouri workforce for today, tomorrow and the future.

### 1b. What does this program do?

- Modernizes the State's approach to statewide recruitment through collaboration with executive departments to efficiently fill vital positions using innovative technologies, recruitment methods and external stakeholders. Our ultimate goal is to ensure timely placement of the most suitable candidates.
- Coordinates talent management and learning solutions at a statewide level with the aim of enhancing the effectiveness of the State of Missouri's workforce. Our primary objective is to actively seek and execute opportunities that allow top-notch training to be efficiently disseminated throughout state government. Key focus areas involve nurturing a skilled workforce, fostering professional development, acknowledging team members' contributions, and cultivating a coaching-oriented culture.
- Supports State team members and executive departments through maintenance of the classification structure, position/job analysis, compensation administration, and examining turnover trends. Provides quality assurance for agency transactional human resources.
- Educates department and division leaders, human resource teams, hiring managers, and team members on compensation processes and/or best practices. The division leverages market data, salary surveys, economic trends, turnover rates, and internal equity details.
- Provides statewide Human Resources (HR) data analysis and visualizations to stakeholders at all phases of the team member lifecycle on a routine and ad hoc basis. Supports SAMII HR maintenance, administers workforce surveys, and provides customer support for the talent management technologies.



## PROGRAM DESCRIPTION

**Department** Office of Administration

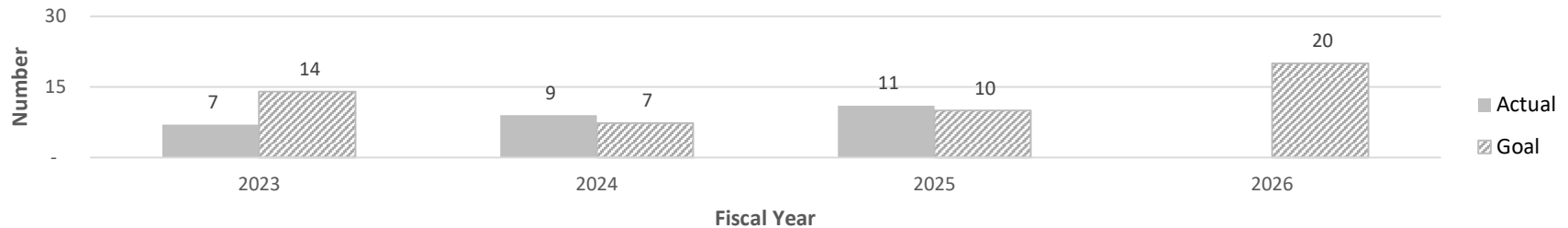
**HB Section(s):** 5.055

**Program Name** Division of Personnel

**Program is found in the following core budget(s):** Division of Personnel - Operating

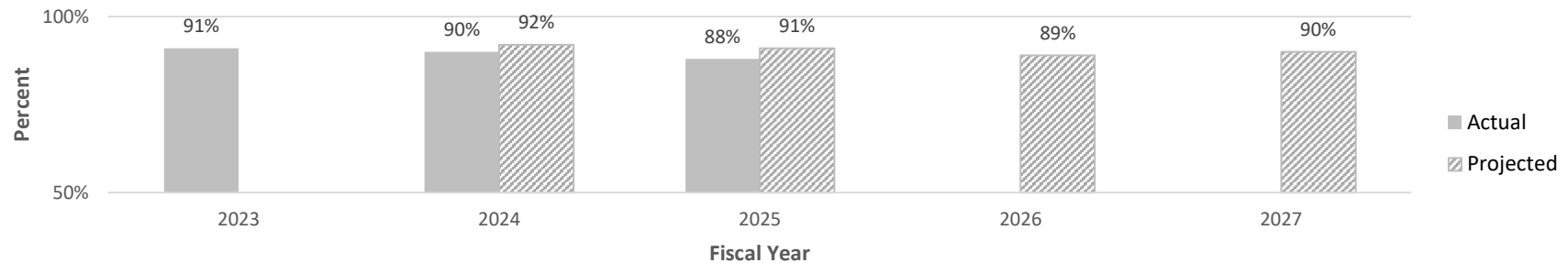
**2a. Provide an activity measure(s) for the program.**

### Average Number of Applicants per Job Posting



This measure represents the average number of applicants per job posting for all positions posted in MO Careers, the State's centralized application platform. Pipeline requisitions (positions that are automatically closed and reposted due to constant need) are excluded from this calculation. Efforts to increase these numbers include: outreach efforts with DOC Reentry 2030, Missouri as a Model Employer, and Veterans hiring initiatives; sponsored advertising features through LinkedIn, Indeed, Job Target, and Careers in Government; planned implementation of a statewide employee referral program, attendance and hosting of hiring events; and increased marketing efforts with robust attention to state benefits.

### Average Salary Compared to Market Midpoint



Compa-ratio is a measurement of pay that compares an employee's base salary to the median compensation for similar positions within target market. Compa-ratio is used by employers to ensure that employee compensation is consistent with market and industry standards. In doing so, the employer is more likely able to recruit top talent, reduce turnover, control payroll expenses and comply with fair pay policies. Generally, compa-ratio percentages fall between 80% and 120%, with 100% considered best practice.

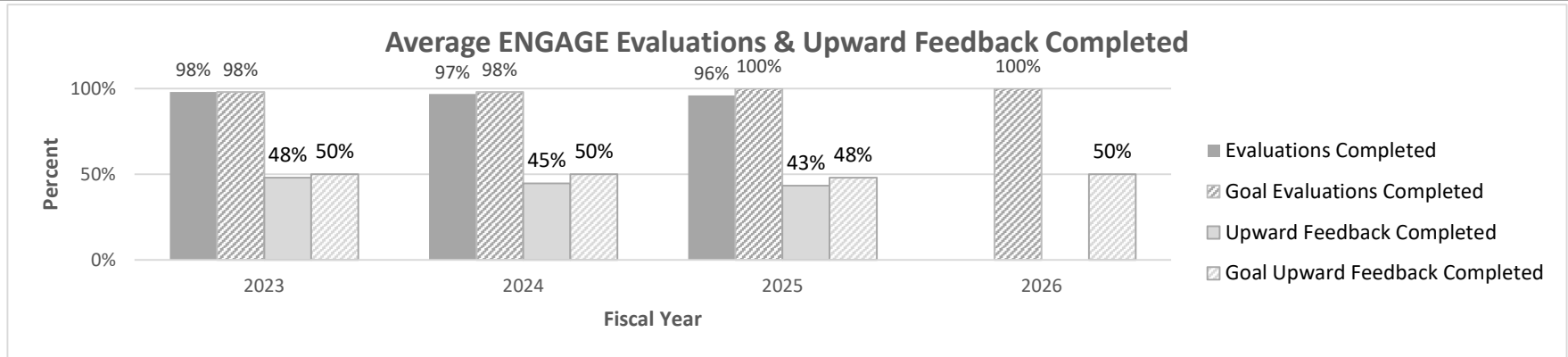
## PROGRAM DESCRIPTION

**Department** Office of Administration

**HB Section(s):** 5.055

**Program Name** Division of Personnel

**Program is found in the following core budget(s):** Division of Personnel - Operating



ENGAGE is state program for professional development, bringing supervisors and team members together to have monthly coaching and developmental conversations. In addition to monthly conversations, team member ENGAGE evaluations and supervisor upward feedback opportunities occur in March and Sept. In Jan. 2027, the ENGAGE program is transitioning into MOVERS and will be updated with customized evaluations based on job classifications.

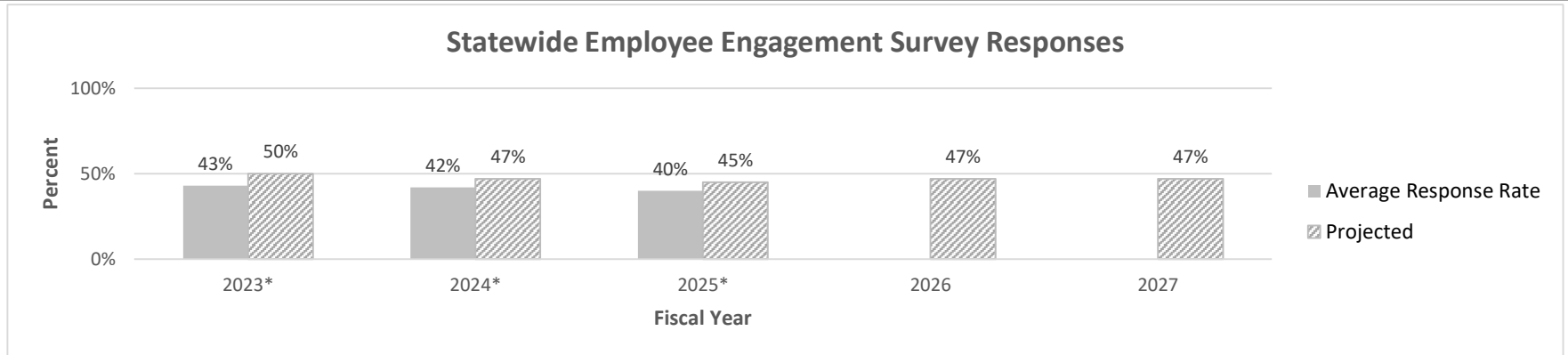
## PROGRAM DESCRIPTION

**Department** Office of Administration

**HB Section(s):** 5.055

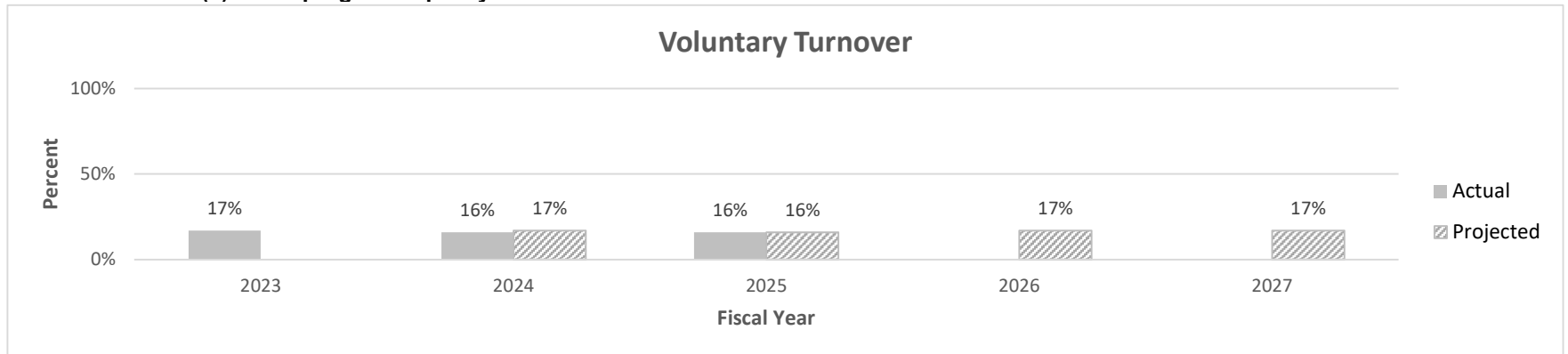
**Program Name** Division of Personnel

**Program is found in the following core budget(s):** Division of Personnel - Operating



The State of the Workforce survey is a statewide initiative that provides a mechanism for team members from all 17 executive agencies, as well as interested legislative agencies, to share their experiences and perspectives. This data supports department leadership in developing strategies aimed at enhancing the team member experience and organizational health to improve the services offered to citizens. In 2025, the quarterly survey was paused while a new program was developed. The new annual survey is scheduled to launch in 2026. \*FYs 2023-2025 reflect response rate averages from the quarterly survey. FY 2026 and onward reflect the new survey projections.

### 2b. Provide a measure(s) of the program's quality.



Voluntary turnover is calculated by adding the total number of "resigned state" employee transactions plus the total number of "resigned agency" employee transactions, divided by the total full-time equivalent (FTE). Voluntary turnover occurs when a team member willingly chooses to leave their position. The data represents executive branch departments, full-time permanent employees only, as entered in the SAM II HR/Payroll System in a 12 month rolling period. Projections are based on an average increase of 1.25% in voluntary separations and an average increase of 1.09% in total FTE over the past 5 years.

## PROGRAM DESCRIPTION

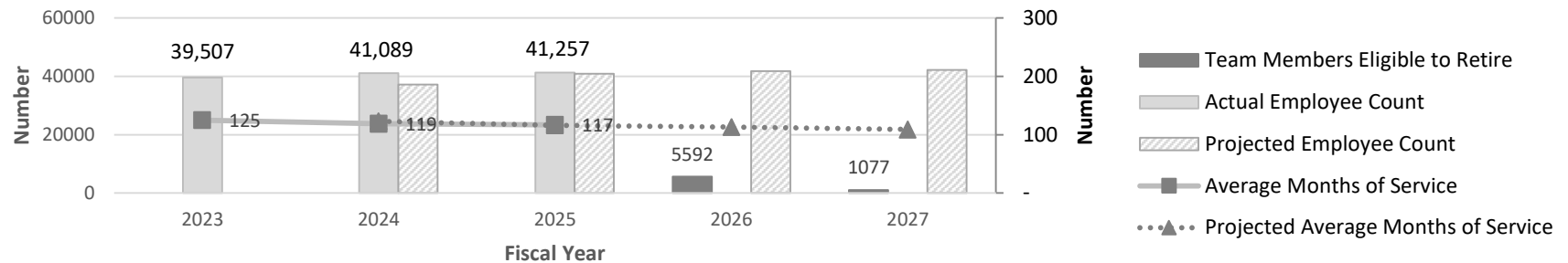
**Department** Office of Administration

**HB Section(s):** 5.055

**Program Name** Division of Personnel

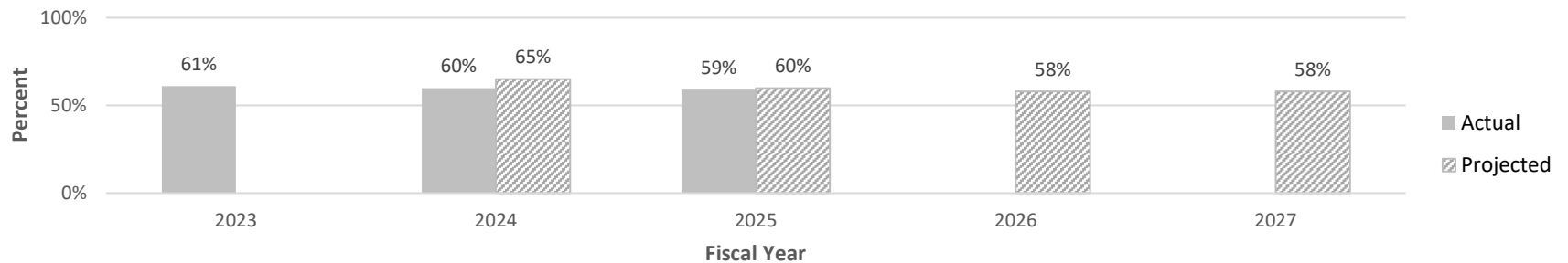
**Program is found in the following core budget(s):** Division of Personnel - Operating

### Employee Count, Team Members Eligible to Retire & Average Months of Service



Retirement information is provided by MOSERS and MPERS. Data represents only permanent employees in the executive branch. Projections are based on an average decrease of 3.68% in years/months of service over the past 5 years, and increase of 1.13% in total full-time employee count over the past 5 years.

### Rate of Retention for New Team Members with Less than 12 Months of State Service



The rate of retention for new employees is a percentage of State team members who remained employed with the department for 12 months divided by the total number of new employees hired within the same time period. Projections are based on an average increase of 12.75% in 12-month separations, and 11.04% average increase in total full-time hires over the past 5 years.

## PROGRAM DESCRIPTION

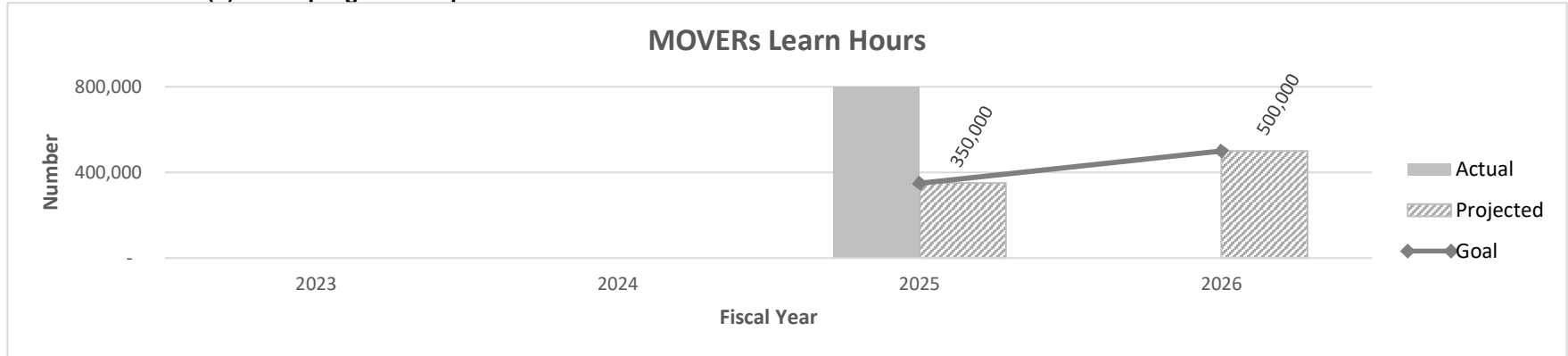
**Department** Office of Administration

**HB Section(s):** 5.055

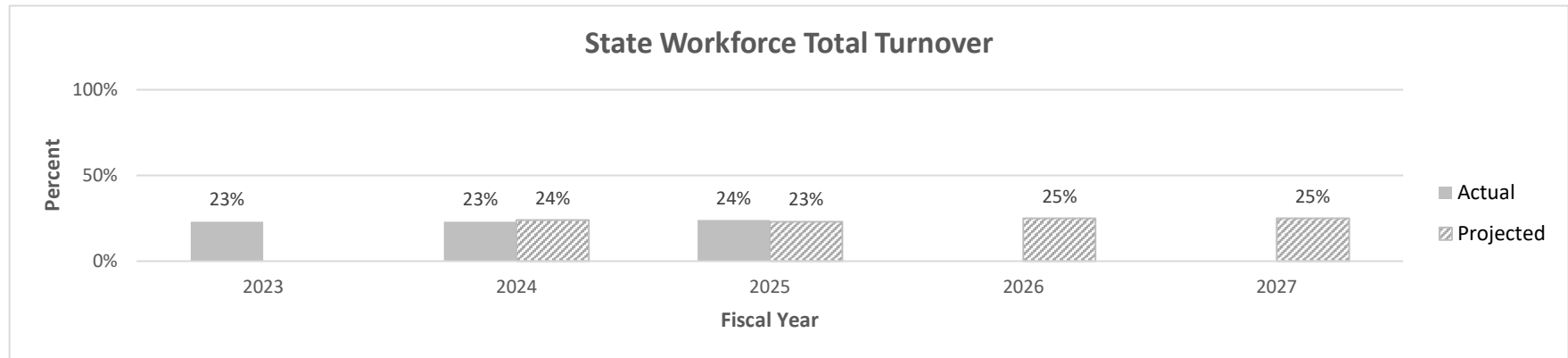
**Program Name** Division of Personnel

**Program is found in the following core budget(s):** Division of Personnel - Operating

**2c. Provide a measure(s) of the program's impact.**



MOVERS Learn is a statewide learning management system launched in July 2024. This platform enables departments to streamline their curriculum and offer targeted learning content to their team members. MOVERS Learn supports the compliance of 1 CSR 20-6.010 –Leadership Development Rule (LDR) for team members in leadership positions. This measure will include completed learning hours from LinkedIn Learning, Pluralsight, and KnowBe4 Cyber Security. This will be the aggregated hours entered manually and completed in MOVERS Learn.



Total turnover is calculated by dividing the total number of separation actions by the total number of full-time equivalents (FTE). Projections are based on an average increase of 3.59% in total separations and 1.09% average increase in total FTE over the past 5 years.

## PROGRAM DESCRIPTION

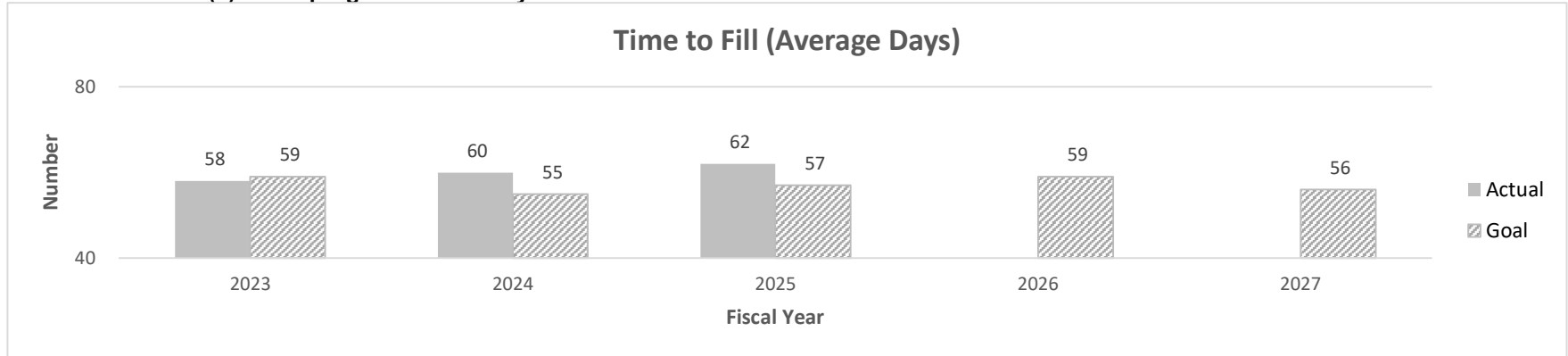
Department Office of Administration

HB Section(s): 5.055

Program Name Division of Personnel

Program is found in the following core budget(s): Division of Personnel - Operating

2d. Provide a measure(s) of the program's efficiency.



Time to fill is the average number of days when the job opening was posted in MO Careers, the State's centralized application platform, until the conditional offer is accepted by the candidate as defined by Society for Human Resource Management (SHRM). This metric is monitored by DOP to provide visibility into statewide performance. While DOP does not directly control all factors that impact this metric, it plays a role in influencing timeliness and ensures accurate reporting to inform decision-making. The benchmark of 45 days is a SHRM benchmark specific for government agencies. Pipeline requisitions (positions that automatically close and repost due to the constant need) are excluded from this calculation. Efforts to improve these numbers include: outreach efforts with DOC Reentry 2030, Missouri as a Model Employer, and Veterans hiring initiatives; sponsored advertising features through LinkedIn, Indeed, Job Target, and Careers in Government; implementation of a statewide employee referral program, attendance and hosting of hiring events; and increased marketing efforts with robust attention to state benefits.

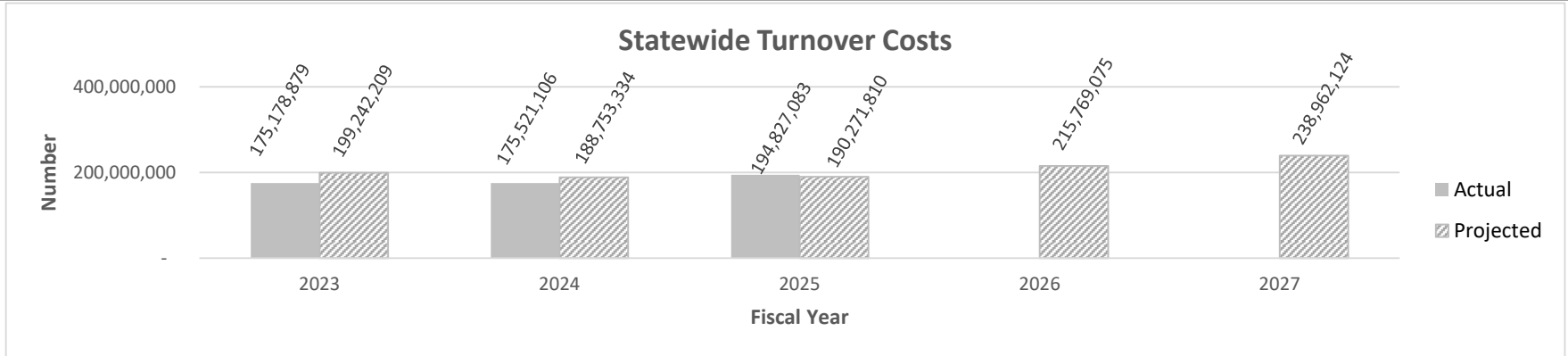
## PROGRAM DESCRIPTION

**Department** Office of Administration

**HB Section(s):** 5.055

**Program Name** Division of Personnel

**Program is found in the following core budget(s):** Division of Personnel - Operating



Each team member's departure costs about one-third of their salary per the Society for Human Resource Management (SHRM). Turnover costs are calculated by multiplying the average salary of the executive departments by departure costs of one-third then multiplying by total separations. Projections are based on an average of 3.59% increase in total separations and an average 6.91% increase in salary (averages are based on past 5 years).

## PROGRAM DESCRIPTION

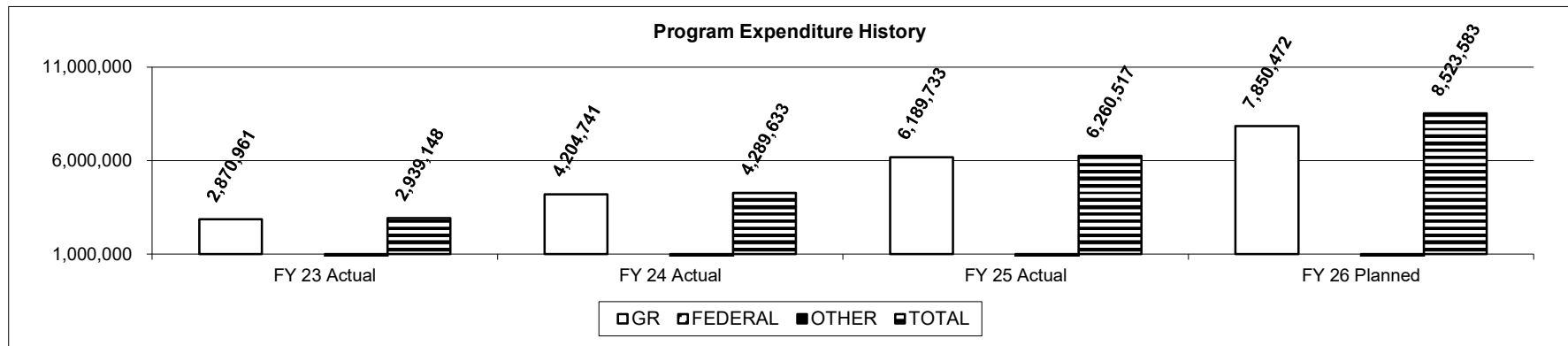
**Department** Office of Administration

**HB Section(s):** 5.055

**Program Name** Division of Personnel

**Program is found in the following core budget(s):** Division of Personnel - Operating

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



**4. What are the sources of the "Other " funds?**

OA Revolving Administrative Fund (0505); MO Revolving Information Technology Trust Fund (0980)

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Article IV, Section 19; Chapter 36 RSMo and Title 1, Division 20 of Mo CSR

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

Positions in some agencies may require coverage by a merit system as a condition of receiving federal funds.



## PROGRAM DESCRIPTION

**Department** Office of Administration

**AB Section(s):** 5.055

**Program Name** Center of Operational Excellence

**Program is found in the following core budget(s):** Division of Personnel

### 1a. What strategic priority does this program address?

The state operational excellence program, Show Me Excellence, supports the administration and agencies in their aim to make government better for everyone by improving and sustaining organizational performance.

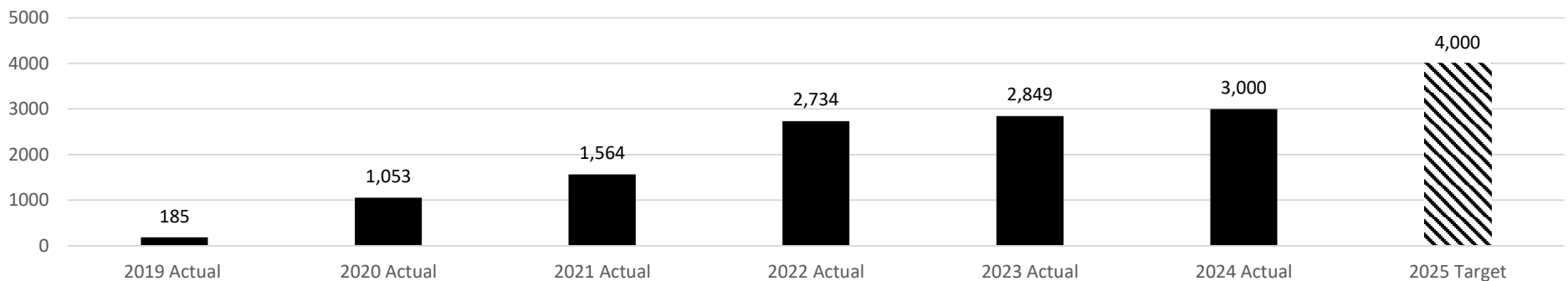
### 1b. What does this program do?

The state operational excellence program, Show Me Excellence, is driving change across state government by creating a framework to sustain agency operating rhythms for strategic planning and performance management, as well as capability building for state team members so that they can improve how we serve Missouri citizens. We lead and coordinate state level operational excellence efforts in conjunction with all department operational excellence leaders. Specific objectives include:

- Leading and coordinating state level operational excellence initiatives as directed by the Governor's Office and the Commissioner of Administration, such as efforts to improve Customer Service Centers across state government.
- Developing and delivering trainings to support continuous improvement and problem solving skills for state team members in any role, such as the Show Me Excellence White Belt, Yellow Belt, and Green Belt trainings. The annual summit hosted by the Center of Excellence brings this community together yearly to learn together, hear from industry and other government leaders, and share best practices.
- Hosting the annual Show Me Challenge competition which allows state team members to pitch their ideas to improve how we serve citizens.

### 2a. Provide an activity measure(s) for the program.

**Show Me Excellence Summit  
Annual Attendee Count**



## PROGRAM DESCRIPTION

**Department** Office of Administration

**AB Section(s):** 5.055

**Program Name** Center of Operational Excellence

**Program is found in the following core budget(s):** Division of Personnel

### **2b. Provide a measure(s) of the program's quality.**

In keeping with the spirit of continuous improvement, we changed our approach to the summit and provided both a virtual and in-person option. From 2020-2023 it was only virtual. Both our benefit and implementation of learning scores increased from prior years. With 99% of participants stating that the Summit was beneficial to them, and 86% planning to implement changes within their organization based on what they learned at the Summit.

### **2c. Provide a measure(s) of the program's impact.**

Over 12,000 team members, or 30%, have completed Show Me Excellence White Belt training. Over 3,400 team members, or 8%, have continued their problem solving skill building by completing their Show Me Excellence Yellow Belt training. Several departments have incorporated the White Belt training as part of their new team member orientation and set the expectation for Yellow Belt training for their leaders. This year an advanced process improvement training was created with 28 participants enrolling in the program, representing 13 agencies.

In FY25 the COE received one time funding to assist with call center optimization. DSS Child Abuse and Neglect Hotline Unit and DOR Motor Vehicle call centers both had focused improvement projects. Both call centers have been able to maintain a decreased abandon rate. Child Abuse and Neglect Hotline is also implementing a system to enhance their operations which is slated for implementation in late 2025.

Success Stories: Check out agency success stories on the Show Me Excellence website at : <https://showmeexcellence.mo.gov/success-stories/>

### **2d. Provide a measure(s) of the program's efficiency.**

All seventeen executive departments are in a regular operating rhythm of identifying and executing on their top strategic priorities. Visit <https://strategicchange.mo.gov/> for more information.

## PROGRAM DESCRIPTION

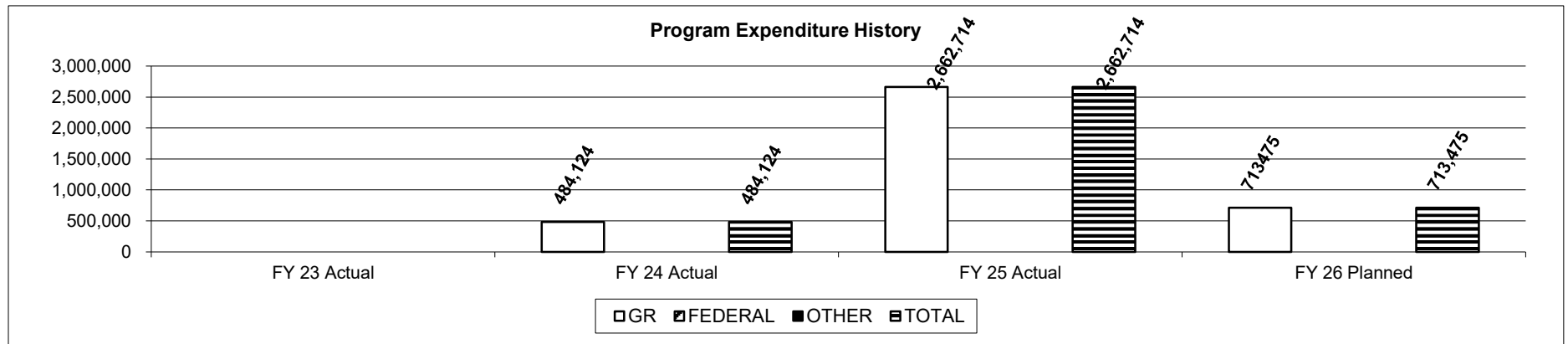
Department Office of Administration

AB Section(s): 5.055

Program Name Center of Operational Excellence

Program is found in the following core budget(s): Division of Personnel

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

None

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

None

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

## PROGRAM DESCRIPTION

**Department** Office of Administration

**AB Section(s):** 5.055

**Program Name** Employee Referral Program

**Program is found in the following core budget(s):** Division of Personnel

**1a. What strategic priority does this program address?**

A recruitment focus of filling open job vacancies across the State of Missouri that reduces vacancies and supports improved retention by connecting candidates to the state through trusted team member networks.

**1b. What does this program do?**

The employee referral program leverages existing team members to identify and recommend potential candidates for job vacancies, helping the State attract qualified talent more efficiently and cost-effectively. This will have a positive impact on recruitment and retention overall. Engaging current team members contributes to enhancing the workplace culture and boosting team member engagement as referring team members will become more invested in the success and integration of newly referred team members.

**2a. Provide an activity measure(s) for the program.**

Number of applicants referred by current state team members

**2b. Provide a measure(s) of the program's quality.**

Increase in retention/longevity of referred team members

**2c. Provide a measure(s) of the program's impact.**

Increase State of Missouri's applicant referral rate from 10% to 20%

## PROGRAM DESCRIPTION

Department Office of Administration

AB Section(s): 5.055

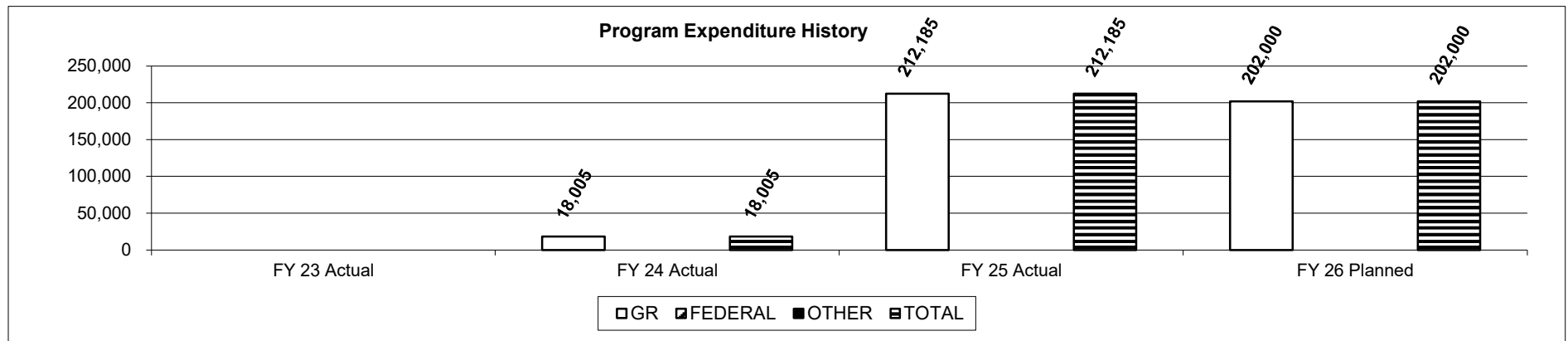
Program Name Employee Referral Program

Program is found in the following core budget(s): Division of Personnel

2d. Provide a measure(s) of the program's efficiency.

Timeliness of processing referrals and reduced hiring costs

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

None

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 36 RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

## PROGRAM DESCRIPTION

**Department** Office of Administration

**AB Section(s):** 5.055

**Program Name** Talent Transformation Services

**Program is found in the following core budget(s):** Division of Personnel

### 1a. What strategic priority does this program address?

The program addresses the strategic priority of talent management and workforce optimization. It emphasizes the importance of recruiting, retaining, and developing top talent while utilizing data-driven insights to support and inform leadership decisions, ultimately optimizing the workforce for the organization's goals.

- **Talent Acquisition and Recruitment:** Using data-driven insights to inform proactive decision-making to improve the recruitment process and overall talent acquisition strategy to attract top talent.
- **Employee Engagement and Retention:** Identify attrition factors and detect early signs of disengagement to proactively address risks and build trust-based, meaningful relationships between team members and supervisors.
- **Organization Culture and Team Member Experience:** Foster a positive organizational culture and improve the team member experience

### 1b. What does this program do?

The program leverages data analytics and qualitative analysis using available hiring data to enhance both job fit in the hiring process and employee retention by developing closed-loop algorithms to detect early signs of employee disengagement, accompanied with personalized and practical feedback to reduce employee turnover rate.

### 2a. Provide an activity measure(s) for the program.

Increase the number of departments using the dashboard

-FY25 1% (2) of executive departments trained to use dashboard.

-FY26 goal is 50% of executive departments trained to use dashboard.

Increase dashboard views

-FY25 dashboard views: 997

-FY26 projected views: 6,000

### 2b. Provide a measure(s) of the program's quality.

Increase the satisfaction rate of training from 60% to 80%

The Satisfaction rate was taken by dividing the number of survey responses that responded favorably to the following four questions:

"I found the training engaging."

"The training was conducted at a comfortable pace."

"The instructor was knowledgeable on the content they delivered."

"The training content was easy to understand."

## PROGRAM DESCRIPTION

**Department** Office of Administration

**AB Section(s):** 5.055

**Program Name** Talent Transformation Services

**Program is found in the following core budget(s):** Division of Personnel

**2c. Provide a measure(s) of the program's impact.**

Executive departments using the dashboard will see a(an):

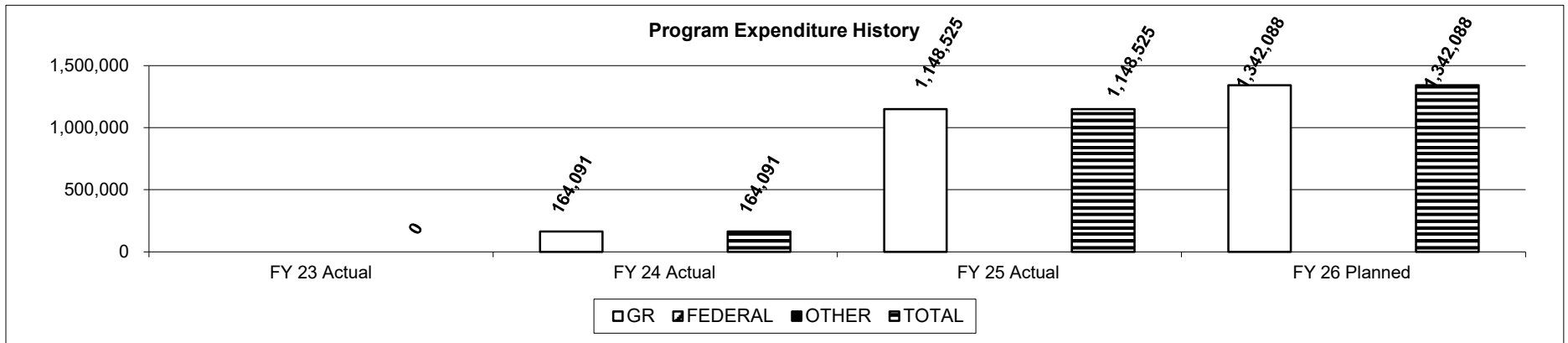
- decrease in Time to Fill.
- decrease in Stalled Candidates (Candidates who have been in a recruitment stage for longer than 7 days).
- increase in Retention Rates.
- decrease in statewide turnover for team members hired within the first year.

**2d. Provide a measure(s) of the program's efficiency.**

Executive departments using the dashboard will observe:

- decrease Statewide turnover costs.
- increase in data quality as a result of increased focus on data governance and clean data through dashboard training.

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



**4. What are the sources of the "Other " funds?**

None

**PROGRAM DESCRIPTION**

**Department** Office of Administration

**AB Section(s):** 5.055

**Program Name** Talent Transformation Services

**Program is found in the following core budget(s):** Division of Personnel

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Chapter 36 RSMo

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

No



## PROGRAM DESCRIPTION

**Department** Office of Administration

**AB Section(s):** 5.060

**Program Name** Rewards and Recognition

**Program is found in the following core budget(s):** Division of Personnel

**1a. What strategic priority does this program address?**

The strategic priority of this program is to support and reward the top performers in each executive agency with growth and development opportunities.

**1b. What does this program do?**

The Rewards and Recognition Program, Professional and Leadership Development Award (PLDA), coordinates state-wide performance management to reward and recognize state team members for exemplary performance. Our goal is to pursue and implement opportunities to allow the state government to stay competitive with private and public sector companies. This program is dedicated to retaining and honoring our top talent while ensuring that state resources are used efficiently to invest in meaningful development opportunities for our team members.

**2a. Provide an activity measure(s) for the program.**

Number of professional development opportunities provided to team members through PLDA

**2b. Provide a measure(s) of the program's quality.**

Increase in professional development opportunities and state team member's perception of attractive incentives captured through the statewide team member survey.

**2c. Provide a measure(s) of the program's impact.**

Increase in retention and promotions of reward recipients over time

## PROGRAM DESCRIPTION

**Department** Office of Administration

**AB Section(s):** 5.060

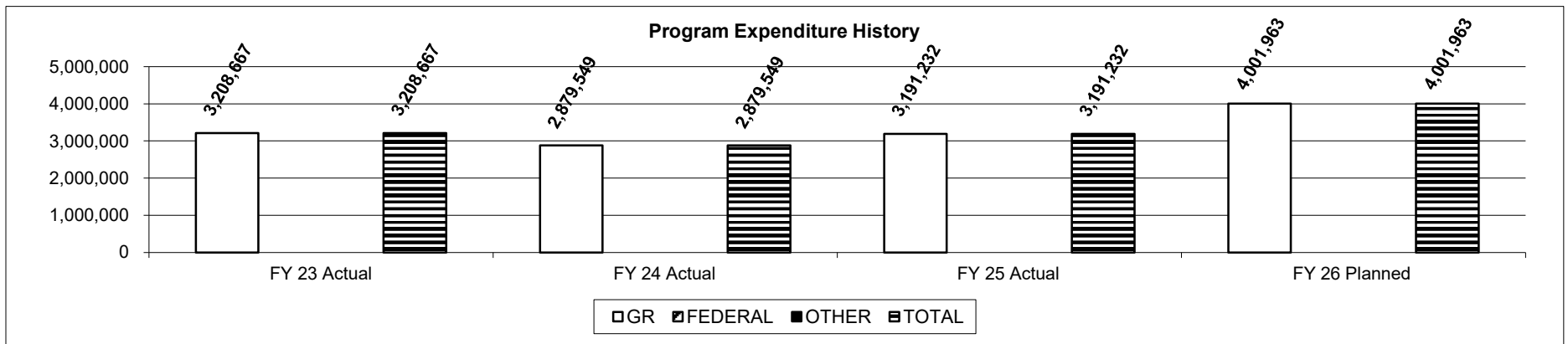
**Program Name** Rewards and Recognition

**Program is found in the following core budget(s):** Division of Personnel

**2d. Provide a measure(s) of the program's efficiency.**

Direct expenditures per learner

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



**4. What are the sources of the "Other " funds?**

None

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Chapter 36 RSMo

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

No

**PROGRAM DESCRIPTION**

**Department** Office of Administration

**AB Section(s):** 5.065

**Program Name** MO MoRE Program - Employee Suggestion Award

**Program is found in the following core budget(s):** Division of Personnel

**1a. What strategic priority does this program address?**

Increase employee engagement by recognizing State employees for their innovative ideas, suggestions, or recommendations as we continuously improve across government.

**1b. What does this program do?**

The State Employee Program, Missouri Relies on Everyone (MoRE), provides state employees with an opportunity to share their ideas, suggestions, or recommendations. The Program also provides a way to identify, recognize and reward the ingenuity and commitment to excellence of state employees for their suggestions.

**2a. Provide an activity measure(s) for the program.**

Seven (7) or more pitches submitted per Show Me Challenge cycle

**2b. Provide a measure(s) of the program's quality.**

Submissions for ideas meet intake format requirements to qualify > 80 percent

**2c. Provide a measure(s) of the program's impact.**

Increase in dollars saved by the state generated by ideas that decrease or reduce time and processes

## PROGRAM DESCRIPTION

**Department** Office of Administration

**AB Section(s):** 5.065

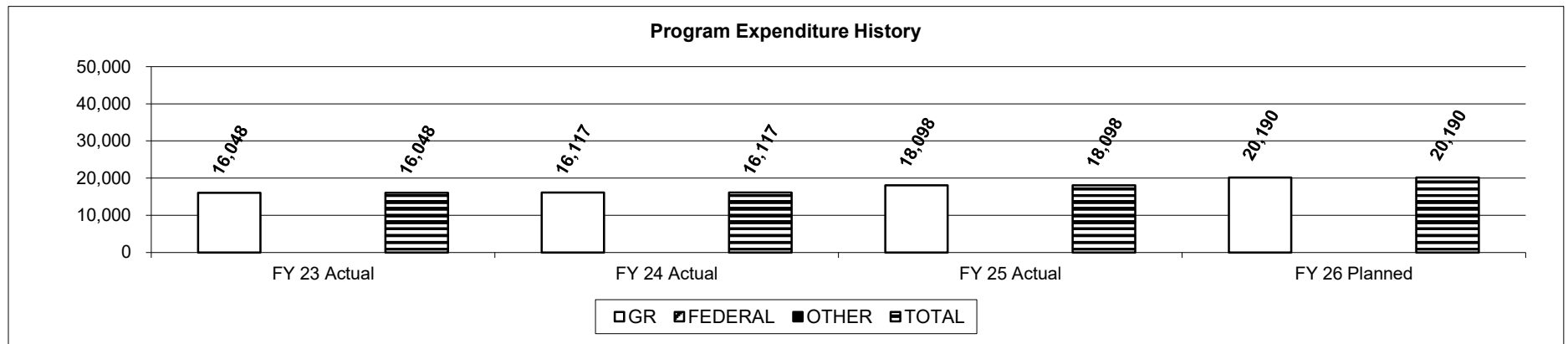
**Program Name** MO MoRE Program - Employee Suggestion Award

**Program is found in the following core budget(s):** Division of Personnel

**2d. Provide a measure(s) of the program's efficiency.**

50% or more of finalist teams that turn ideas into active projects that are completed and prioritized for implementation

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



**4. What are the sources of the "Other " funds?**

None

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Chapter 36 RSMo

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

No

## PROGRAM DESCRIPTION

Department **Office of Administration**

HB Section(s): **5.070**

Program Name **Purchasing Operations**

Program is found in the following core budget(s): **Division of Purchasing**

**1a. What strategic priority does this program address?**

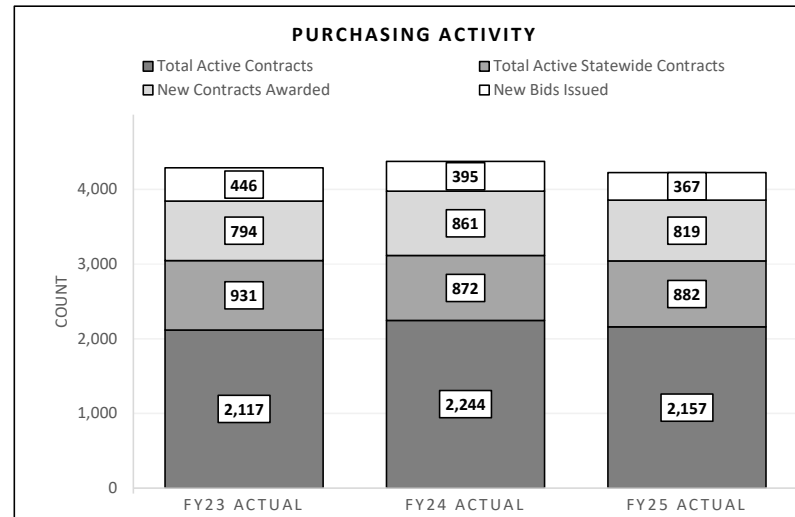
Procurement of Products and Services

**1b. What does this program do?**

The Division of Purchasing (Purchasing) is responsible for the procurement of all state-required supplies, materials, equipment, and professional or general services, except for those agencies exempted by law. Purchasing executes procurement functions in accordance with applicable statutes by maximizing competition in the procurement process, conducting evaluations and negotiations as appropriate, and awarding contracts to the "lowest and best" vendors.

**2a. Provide an activity measure(s) for the program.**

	FY23 Actual	FY24 Actual	FY25 Actual
New Bids Issued	446	395	367
New Contracts Awarded	794	861	819
Total Active Statewide Contracts	931	872	882
Total Active Contracts	2,117	2,244	2,157



**PROGRAM DESCRIPTION**

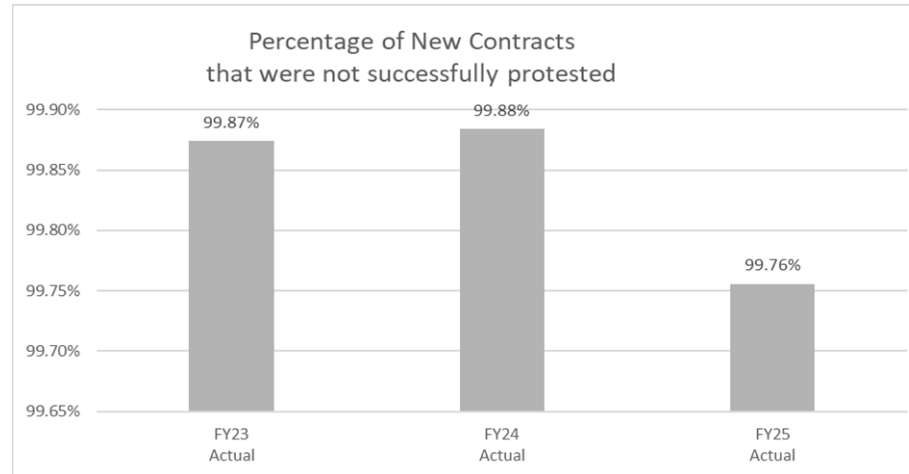
Department **Office of Administration**

HB Section(s): **5.070**

Program Name **Purchasing Operations**

Program is found in the following core budget(s): **Division of Purchasing**

2b. Provide a measure(s) of the program's quality.



**PROGRAM DESCRIPTION**

Department Office of Administration

HB Section(s): 5.070

Program Name Purchasing Operations

Program is found in the following core budget(s): Division of Purchasing

2c. Provide a measure(s) of the program's impact.

<b>Minority Business Enterprise (MBE)</b>	<b>FY23 Actual</b>	<b>FY24 Actual</b>	<b>FY25 Actual</b>
# of active contracts with MBE participation	166	185	160
Total dollar value of MBE participation	\$ 30,980,834	\$ 35,282,281	\$ 43,884,564

**Women Owned Business Enterprise (WBE)**

# of active contracts WBE participation	187	213	185
Total dollar value of WBE participation	\$ 64,434,394	\$ 63,962,934	\$ 79,598,548

**Blind/Sheltered Workshops**

# of active contracts with blind/sheltered workshop participation	59	52	53
Total dollar value of blind/sheltered workshop participation	\$ 2,161,735	\$ 2,034,930	\$ 2,165,367

**Service Disabled Veteran Business Enterprises (SDVE)**

# of active contracts with SDVE participation	48	58	90
Total dollar value of SDVE participation	\$ 1,815,671.00	\$ 2,511,444.03	\$2,434,890.00

<b>TOTAL</b>	460	508	488
	\$99,392,634	\$103,791,589	\$128,083,369

**PROGRAM DESCRIPTION**

**Department** Office of Administration

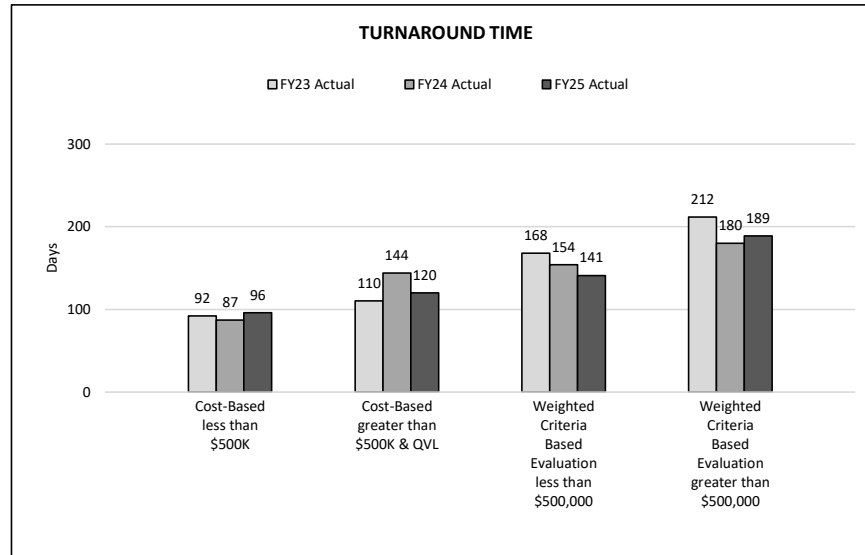
**HB Section(s):** 5.070

**Program Name** Purchasing Operations

**Program is found in the following core budget(s):** Division of Purchasing

2d. Provide a measure(s) of the program's efficiency.

<b>Procurement Turnaround Days</b> (The number of calendar days between assignment of buyer to award.)	<b>FY23 Actual</b>	<b>FY24 Actual</b>	<b>FY25 Actual</b>
Cost-Based less than \$500K	92	87	96
Cost-Based greater than \$500K & QVL	110	144	120
Weighted Criteria Based Evaluation less than \$500,000	168	154	141
Weighted Criteria Based Evaluation greater than \$500,000	212	180	189





**PROGRAM DESCRIPTION**

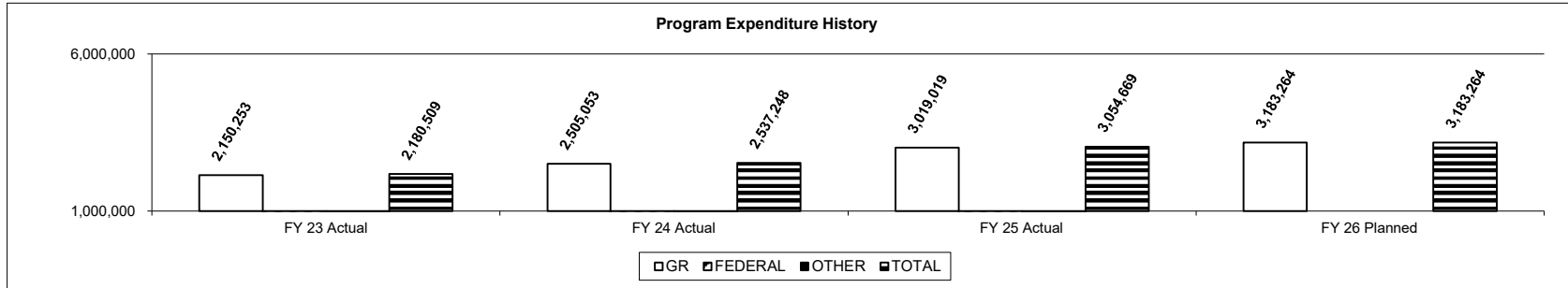
Department Office of Administration

HB Section(s): 5.070

Program Name Purchasing Operations

Program is found in the following core budget(s): Division of Purchasing

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 34 RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

## PROGRAM DESCRIPTION

**Department:** Office of Administration

**HB Section(s):** 5.085

**Program Name:** Facilities Management, Design and Construction

**Program is found in the following core budget(s):** Asset Management

### 1a. What strategic priority does this program address?

Provides highly functional buildings and facilities for state department programs to work in.

### 1b. What does this program do?

The mission of the Division of Facilities Management, Design and Construction (FMDC) is to provide a superior workplace environment for state occupants, team members, and visitors. In addition, FMDC is tasked to protect the state's investments in all property assets. FMDC strives to provide agencies with the information and resources that will support their development of high-performance workplaces -- workplaces that will meet agencies' business needs and can be readily adapted to changing workplace practices and strategies. The aspiration of FMDC is to deliver best-in-class capital solutions. FMDC is comprised of the following units:

#### Administrative Services

The Administrative Services section provides general office management, administers FMDC's operational excellence program, and leads employee relations initiatives. The section also manages internal FMDC communications, statewide notifications, contractor background checks, and fleet operations; maintains badge offices to generate authorized badges for state employees, contractors, and legislators; organizes and oversees professional development opportunities and hiring processes for FMDC employees; and serves as a liaison for human resources concerns.

#### Budget and Accounting

The Budget and Accounting section oversees the preparation of FMDC's operating budget for building operations and employee expenditures, as well as the budget for 487.25 Full-Time Equivalent (FTE) and lapse funding. This section also processes payments for leased property for the Real Estate Services Unit.

#### Design and Construction

The Design and Construction (D&C) section provides turnkey design, management, and administration of Capital Improvement (CI) projects required to ensure state-owned facilities and institutions are state-of-the-art for agencies and their team members. D&C reports annually on the condition of all assets in a comprehensive database and reviews all requests for CI appropriations. This section oversees professional firms and contractors, who are awarded bids to complete statewide projects. Additionally, the section includes an in-house Project Design Unit, Interior Design Unit, and Construction Project Unit, allowing for a cost savings for the State.

#### Facilities Management and Operation

The Facilities Management and Operations section maintains and manages approximately 12 million square feet of space in 50 state-owned facilities and 71 institutions, as well as oversees the contracted facility services in over 356 leased facilities across Missouri. The section also provides complete building operations including maintenance; grounds keeping; security; housekeeping; technical services such as energy management, electronics services, and inside wiring; and coordinates with the State Emergency Management Agency (SEMA) during disaster response and recovery efforts.

## PROGRAM DESCRIPTION

**Department:** Office of Administration

**HB Section(s):** 5.085

**Program Name:** Facilities Management, Design and Construction

**Program is found in the following core budget(s):** Asset Management

### 1b - Continued

#### **Planning and Real Estate**

The Planning and Real Estate Services section is responsible for the CI budget, which includes the budgets for maintenance, renovation, and new construction projects. Manages all leases and property purchases on behalf of the State unless a department is separately authorized to acquire their own lands under the Missouri Constitution, such as the Missouri Department of Transportation and Missouri Department of Conservation. The section oversees the space allocations for state agencies in our leased and state-owned properties. This section also houses the Geographic Information System (GIS) Program and the Real Estate Services Unit.

#### **Safety and Health Program**

The Safety and Health Program is designed to prevent workplace injuries, illnesses, and deaths, as well as the suffering and financial hardships these events can cause for our team members and their families. The program utilizes Occupational Safety and Health Administration (OSHA) standards to find and fix workplace hazards, and provides team members up-to-date Personal Protective Equipment (PPE) and training to assist with health and safety improvements in our state-owned facilities and institutions.

#### **State Security Program**

The State Security Program is responsible for developing and managing security measures that will identify, control, and mitigate potential security risks. The program assesses and establishes best practices across the organization to create compliance for the protections of team members and visitors. It also directs security protocols for all state-owned facilities, institutions, and leased facilities across the State of Missouri.

#### **State Conference Room and Special Events Program**

The State Conference Room and Special Events Program is responsible for the overall management of statewide conference rooms, including reservations, setup, and monitoring audio/visual equipment. The program also provides event coordination at media and press conferences held throughout the State of Missouri. Statewide special events include Inaugurations, Legislative Ball, Fourth of July celebration, Law Enforcement Memorial Service, and holiday events at the Governor's Mansion and throughout the Capitol Complex.

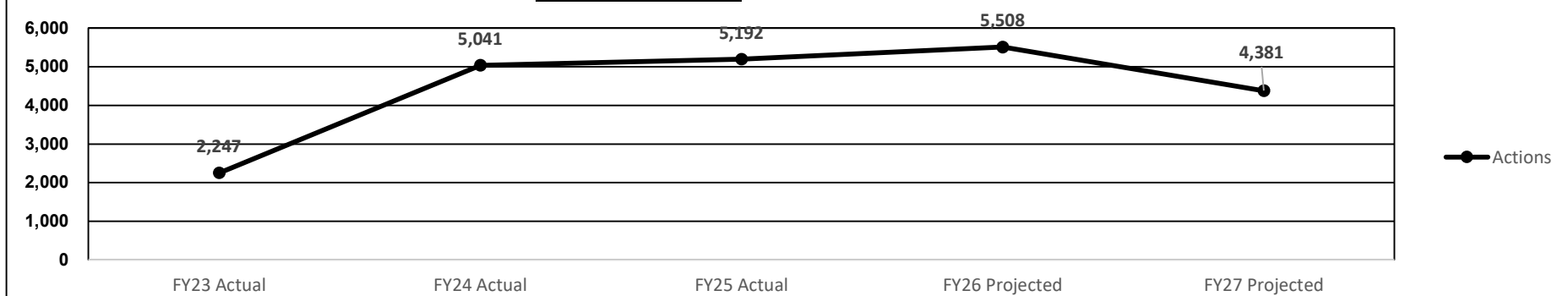
## PROGRAM DESCRIPTION

**Department:** Office of Administration  
**Program Name:** Facilities Management, Design and Construction  
**Program is found in the following core budget(s):** Asset Management

**HB Section(s):** 5.085

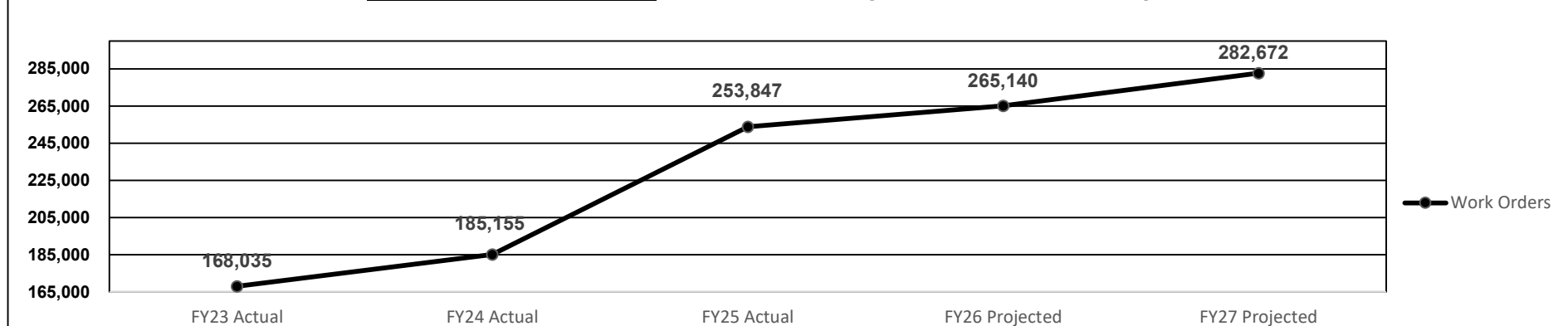
**2a. Provide an activity measure(s) for the program.**

### Lease Locations: Lease Actions Processed



**Note:** Includes Lease Actions Issued: Notice of Intent, Notice of Awards, Lease Documents, Inspections, Janitorial Documents, and Facility Requests. Increase for FY24 due to Service Agreements replaced by Contracts, which require monthly inspections and possible letters of deficiency.

### Facility Operations Unit: Maintenance/Repair Work Orders Completed



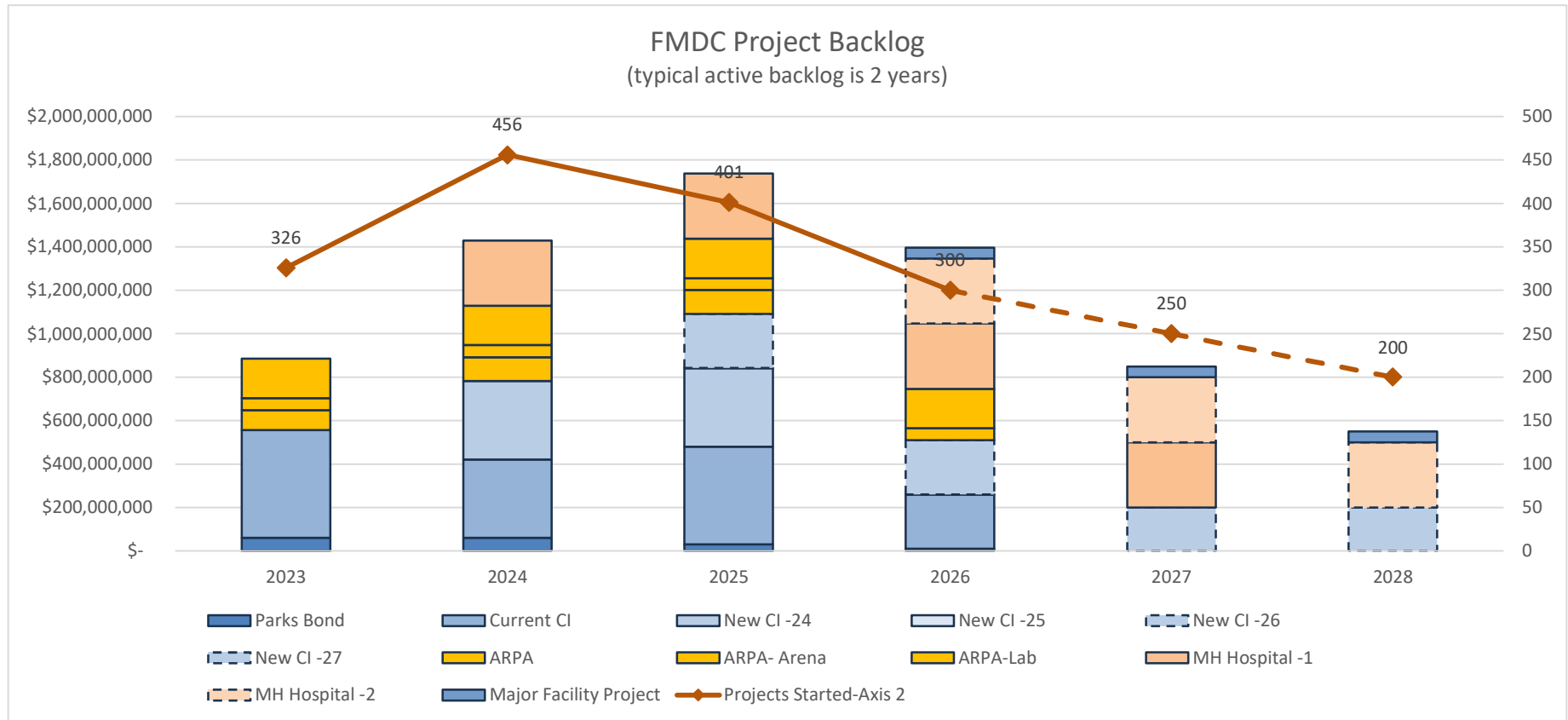
**Note:** Maintenance/Repair Work Orders Completed Include: Preventive Maintenance Work Orders and Requested Work Orders

## PROGRAM DESCRIPTION

**Department:** Office of Administration  
**Program Name:** Facilities Management, Design and Construction  
**Program is found in the following core budget(s):** Asset Management

**HB Section(s):** 5.085

**2a. Provide an activity measure(s) for the program (continued).**



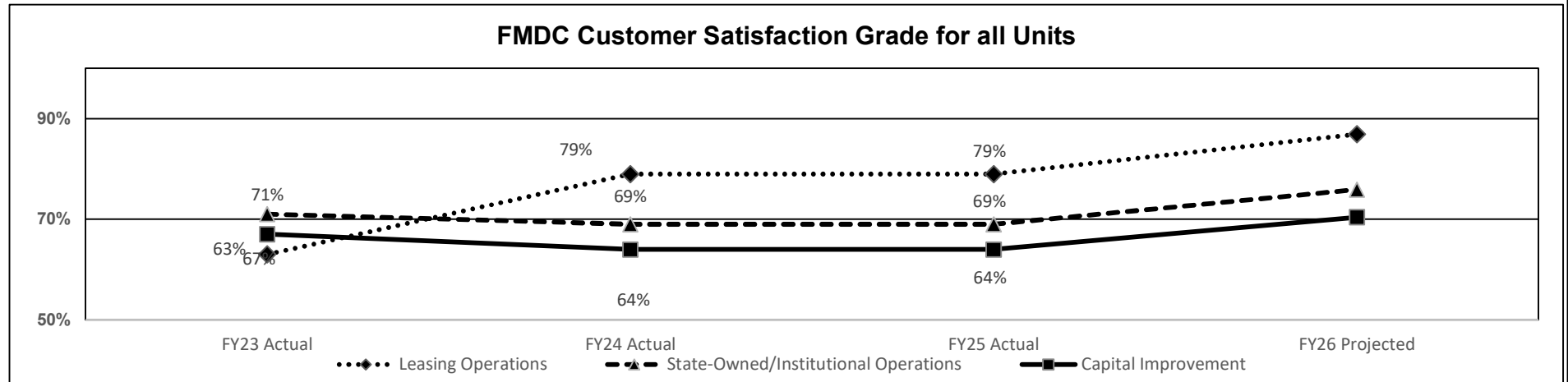
**Note:** The recent surge in CI projects from ARPA, State Parks, and large CI projects has exceed the capacity of FMDC Project Management FTE resources. This has resulted in longer than expected project lead-times and larger re-appropriation levels. Without additional resources, this backlog is expected to continue until 2027 when ARPA projects and several large CI projects are completed.

## PROGRAM DESCRIPTION

**Department:** Office of Administration  
**Program Name:** Facilities Management, Design and Construction  
**Program is found in the following core budget(s):** Asset Management

**HB Section(s):** 5.085

**2b. Provide a measure(s) of the program's quality.**



**Note:** FMDC Customer Satisfaction Grade is based on an online survey with responses from various state agency staff and non-state agency tenants.

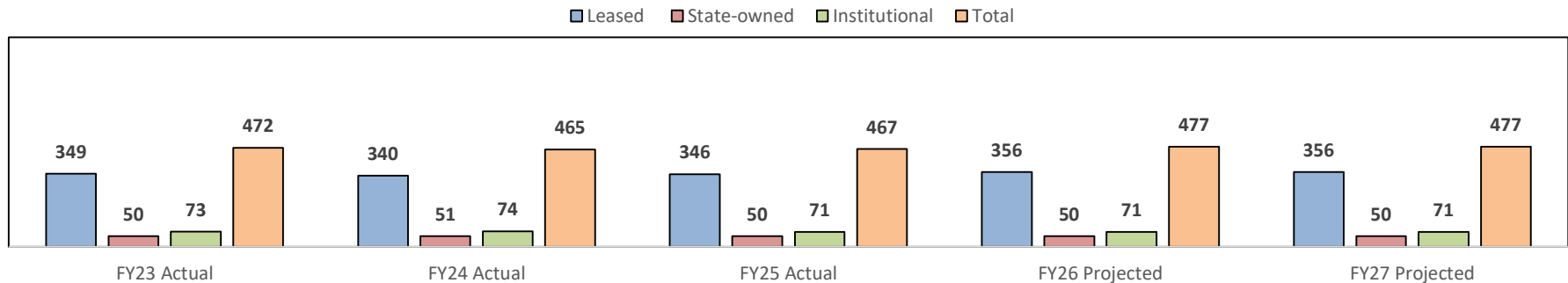
## PROGRAM DESCRIPTION

**Department:** Office of Administration  
**Program Name:** Facilities Management, Design and Construction  
**Program is found in the following core budget(s):** Asset Management

**HB Section(s):** 5.085

2c. Provide a measure(s) of the program's impact.

### Managed Office Space - Leased, State-owned and Institutional Locations



Managed Locations	FY 2023 Actual		FY 2024 Actual		FY 2025 Actual		FY 2026 Projected		FY 2027 Projected	
	Locations	Square Footage	Locations	Square Footage	Locations	Square Footage	Locations	Square Footage	Locations	Square Footage
Leased*	349	2,567,821	340	2,534,995	346	2,530,831	356	2,580,831	356	2,580,831
State-owned	50	3,800,844	51	4,027,622	50	3,827,884	50	3,827,884	50	3,827,884
Institutions	73	6,127,710	74	5,138,471	71	5,145,245	71	5,145,245	71	5,145,245
Total	472	12,496,375	465	11,701,088	467	11,503,960	477	11,553,960	477	11,553,960

\* Leased locations represent those sites that are "office" space.

Average square footage during the last fiscal year:

Leased 7,315  
State-owned 76,558  
Institution 72,468

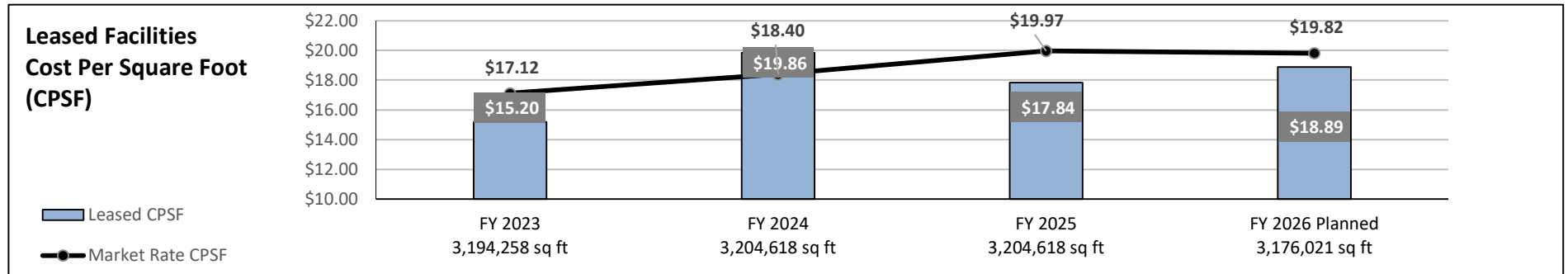
## PROGRAM DESCRIPTION

**Department:** Office of Administration  
**Program Name:** Facilities Management, Design and Construction  
**Program is found in the following core budget(s):** Asset Management

**HB Section(s):** 5.085

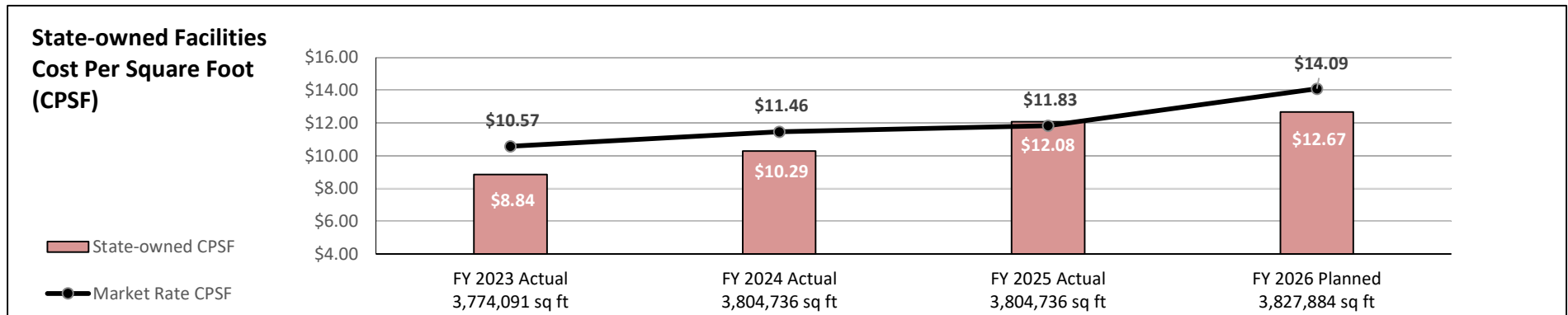
2d. Provide a measure(s) of the program's efficiency.

### Leasing Operations and Real Estate Unit



**Note:** In markets throughout the state, the State of Missouri is consistently paying below market rents.

### Facility Operations Unit: State-owned Facilities



**Note:** Market rate data provided by Building Owners and Managers Association (BOMA).



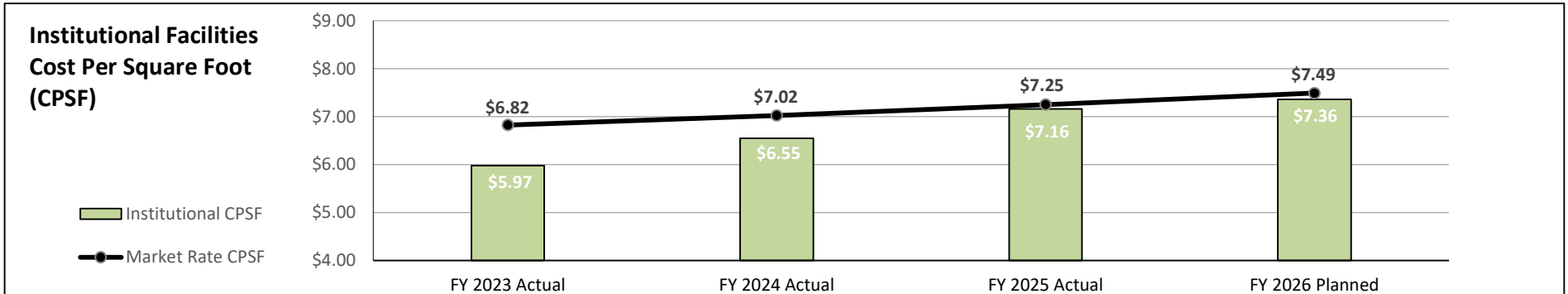
## PROGRAM DESCRIPTION

**Department:** Office of Administration  
**Program Name:** Facilities Management, Design and Construction  
**Program is found in the following core budget(s):** Asset Management

**HB Section(s):** 5.085

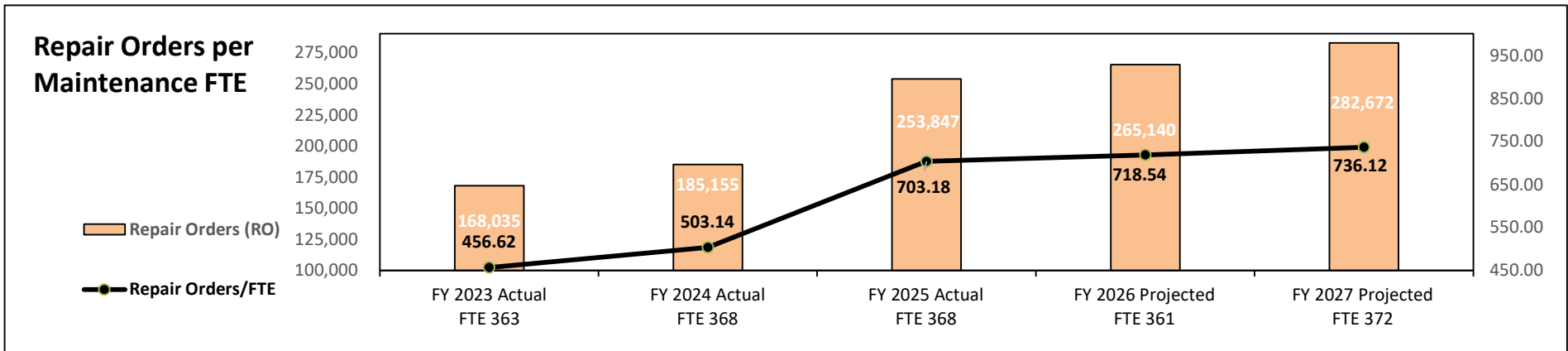
2d. Provide a measure(s) of the program's efficiency (continued).

### Facility Operations Unit: Institutional Facilities



**Note:** Market rate data provided by International Facility Management Association (IFMA).  
 \*FY 2021 change due to the Jay A. Nixon Forensic Center at the Fulton State Hospital.

### **Repair Orders per FMDC Maintenance FTE**

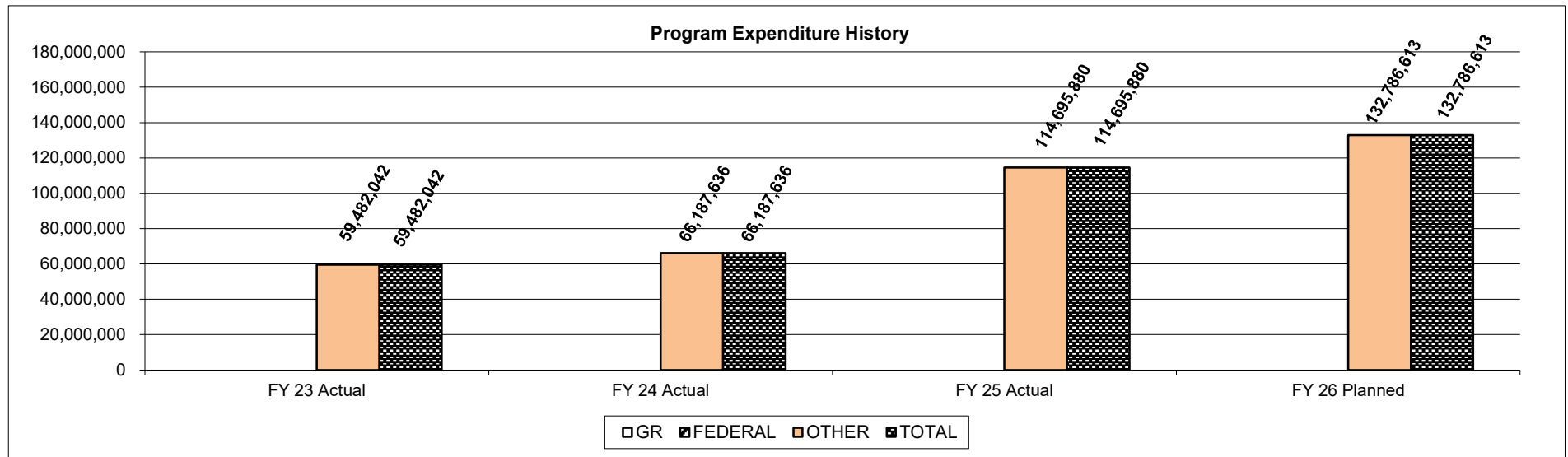


### PROGRAM DESCRIPTION

**Department:** Office of Administration  
**Program Name:** Facilities Management, Design and Construction  
**Program is found in the following core budget(s):** Asset Management

**HB Section(s):** 5.085

- 3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year.**  
*(Note: Amounts do not include fringe benefit costs.)*



- 4. What are the sources of the "Other " funds?**

State Facility Maintenance and Operations Fund (1501)

- 5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Missouri Revised Statutes, Chapter 8, Section 8.110, Division of Facilities Management Created - Duties; and Chapter 34.030, Leasing.

- 6. Are there federal matching requirements? If yes, please explain.**

No.

- 7. Is this a federally mandated program? If yes, please explain.**

No.

## PROGRAM DESCRIPTION

**Department:** Office of Administration

**HB Section(s):** 5.100, 5.140

**Program Name:** State Printing Center

**Program is found in the following core budget(s):** General Services Operating Core, Rebillable Expenses Core

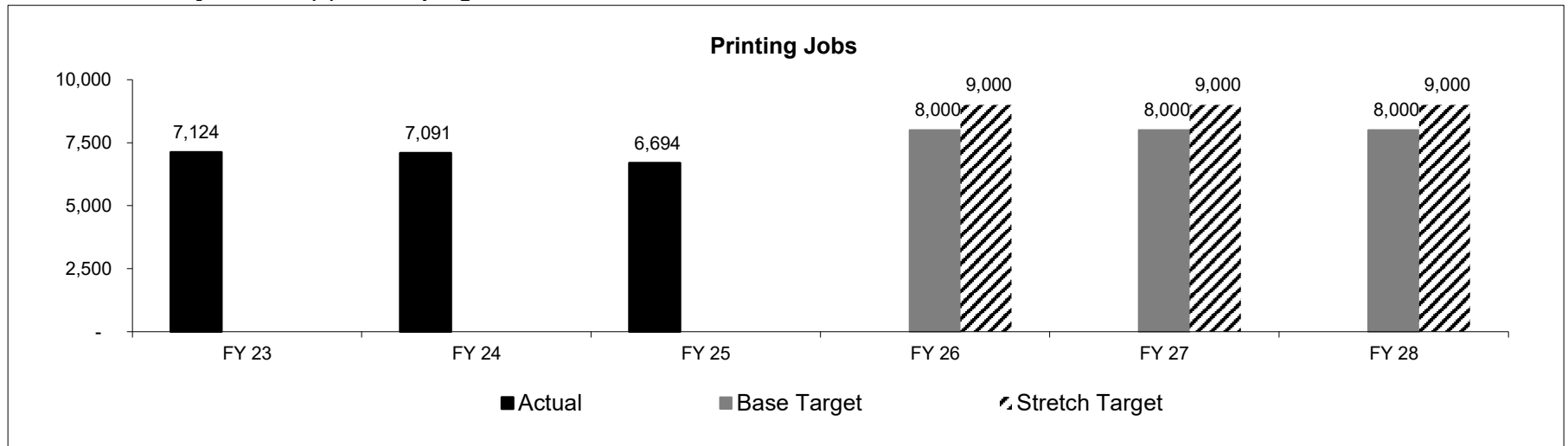
**1a. What strategic priority does this program address?**

Prioritize the customer experience by offering excellent, low cost services.

**1b. What does this program do?**

Document Solutions provides comprehensive printing services to all state agencies at a savings compared to the private sector. Printing services include: printing consultation, art/graphics design, typesetting, offset and web printing, binding, quick copy color service, and wide format copying.

**2a. Provide an activity measure(s) for the program.**



**PROGRAM DESCRIPTION**

**Department:** Office of Administration

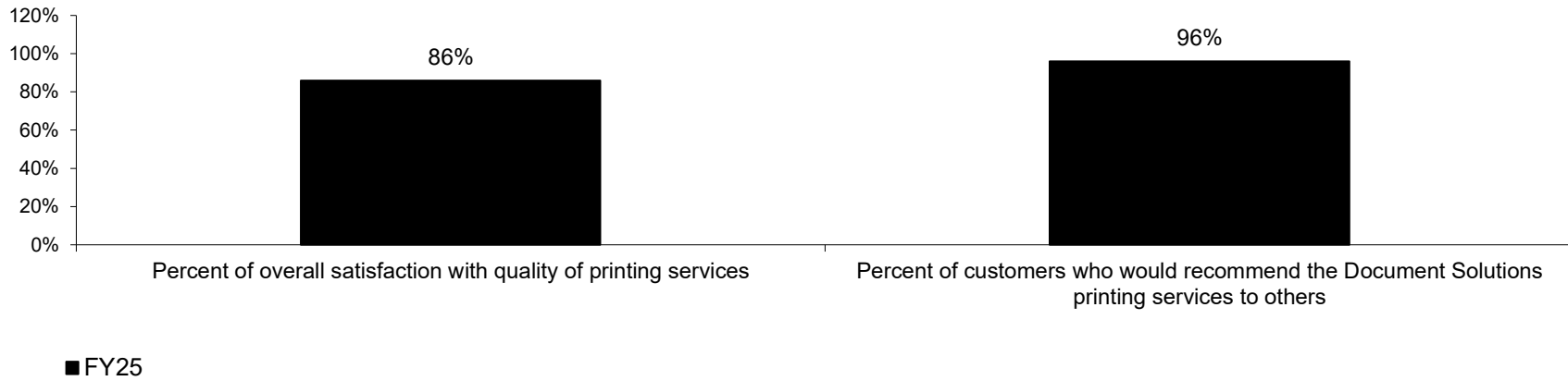
**HB Section(s):** 5.100, 5.140

**Program Name:** State Printing Center

**Program is found in the following core budget(s):** General Services Operating Core, Rebillable Expenses Core

**2b. Provide a measure(s) of the program's quality.**

**Customer Satisfaction Survey Results**



## PROGRAM DESCRIPTION

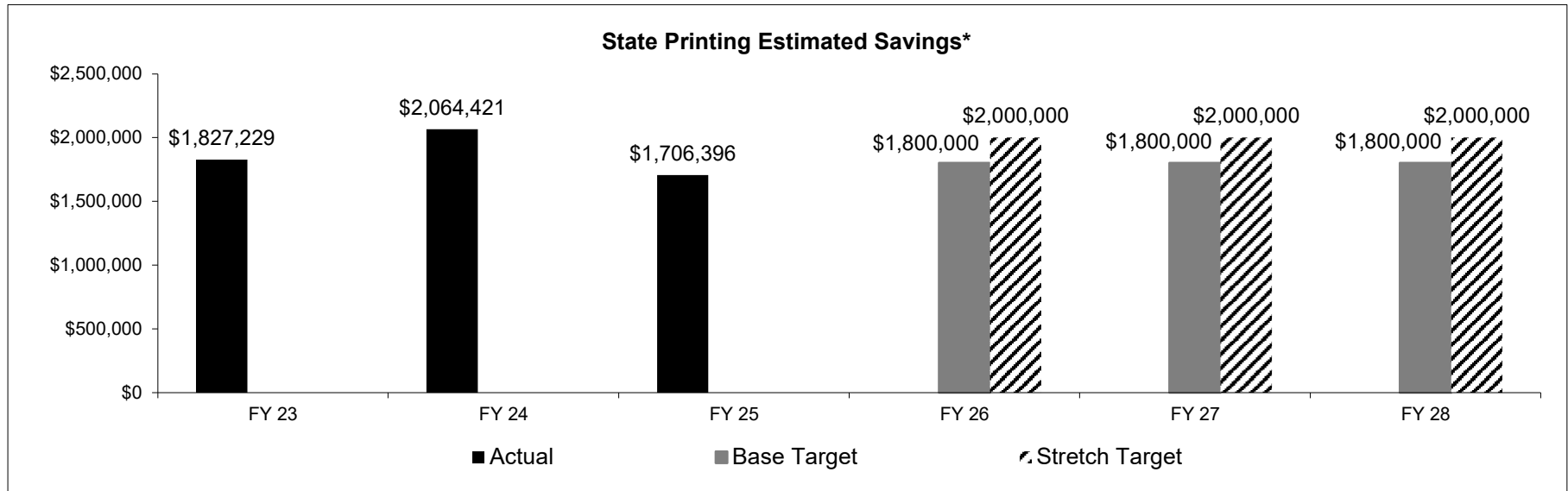
**Department:** Office of Administration

**HB Section(s):** 5.100, 5.140

**Program Name:** State Printing Center

**Program is found in the following core budget(s):** General Services Operating Core, Rebillable Expenses Core

**2c. Provide a measure(s) of the program's impact.**



\*Estimated savings are tied directly to actual printing jobs.

	FY 23		FY 24		FY 25		FY 26		FY 27	FY 28
Measure	Target	Actual	Target	Actual	Target	Stretch	Target	Stretch	Stretch	Stretch
Savings Percentage*	25.0%	25.3%	25.0%	24.8%	25.0%	24.8%	25.0%	26.0%	26.0%	26.0%

\* Based on comparisons to local commercial vendors and industry-average charges using a "market basket" of frequently printed items.

**PROGRAM DESCRIPTION**

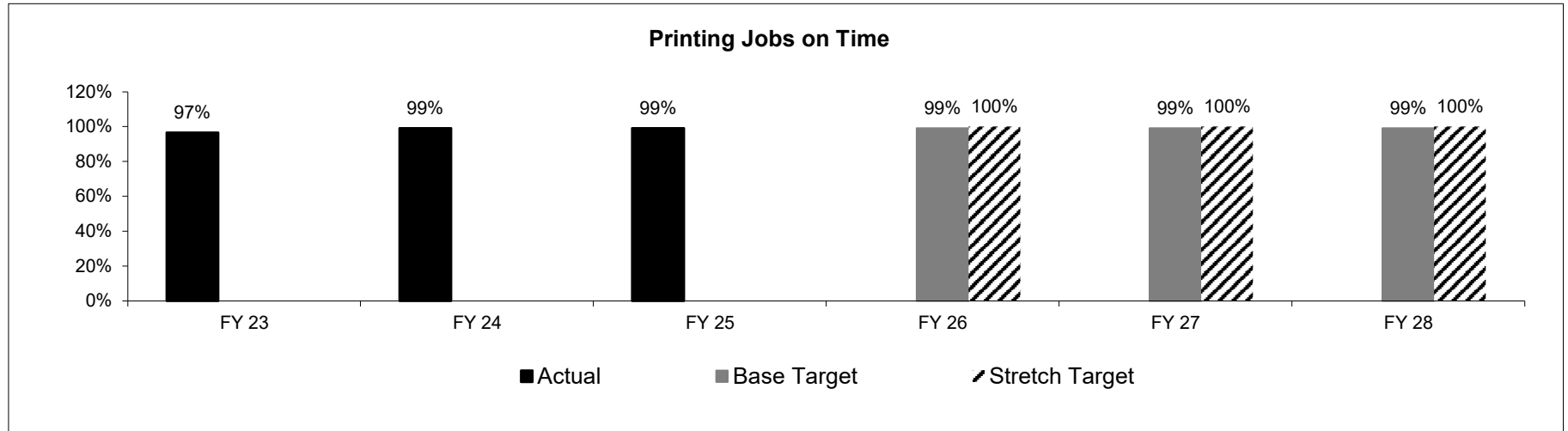
**Department:** Office of Administration

**HB Section(s):** 5.100, 5.140

**Program Name:** State Printing Center

**Program is found in the following core budget(s):** General Services Operating Core, Rebillable Expenses Core

**2d. Provide a measure(s) of the program's efficiency.**



### PROGRAM DESCRIPTION

Department: Office of Administration

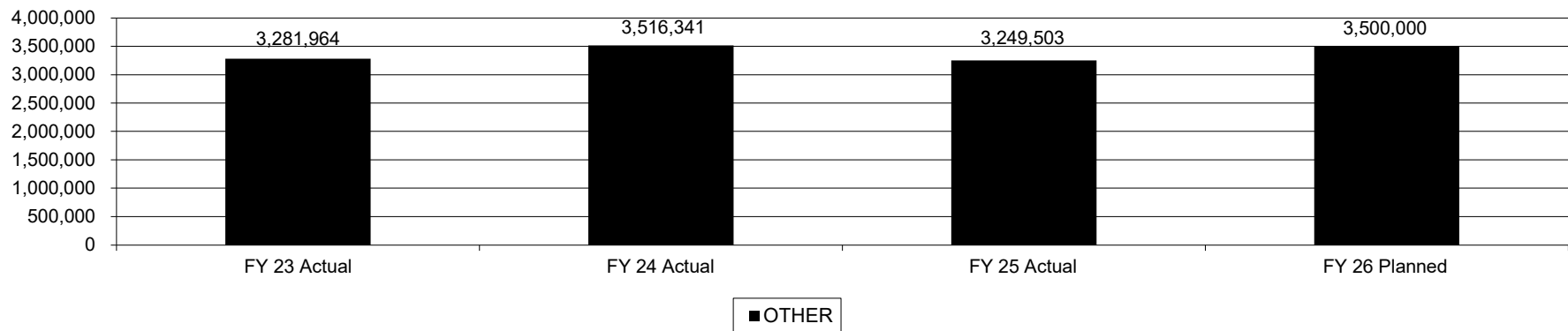
HB Section(s): 5.100, 5.140

Program Name: State Printing Center

Program is found in the following core budget(s): General Services Operating Core, Rebillable Expenses Core

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)

Program Expenditure History



4. What are the sources of the "Other " funds?

OA Revolving Administrative Trust Fund (0505)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Section 34.170 et. seq., RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

## PROGRAM DESCRIPTION

**Department:** Office of Administration

**HB Section(s):** 5.100, 5.140

**Program Name:** Central Mail Services

**Program is found in the following core budget(s):** General Services Operating Core, Rebillable Expenses Core

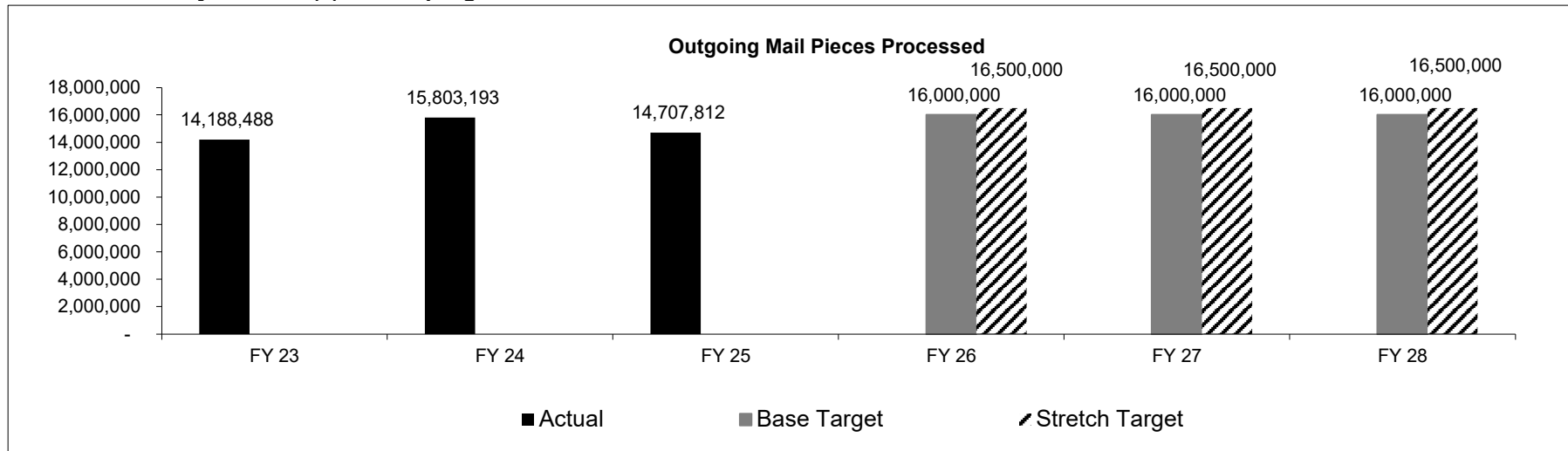
**1a. What strategic priority does this program address?**

Prioritize the customer experience by offering excellent, low cost services

**1b. What does this program do?**

Central Mail Services helps state agencies with their mailing needs by providing comprehensive mailing services at the lowest cost possible. This consolidated mail program pools outgoing mail from agencies so that the State can take advantage of U.S. Postal Service discounts to the fullest extent possible. Central Mail Services advises agencies on efficient mailing practices, provides pickup and delivery, interagency mail services and a full array of mailing and shipping solutions to most state agencies operating within the Jefferson City area.

**2a. Provide an activity measure(s) for the program.**





## PROGRAM DESCRIPTION

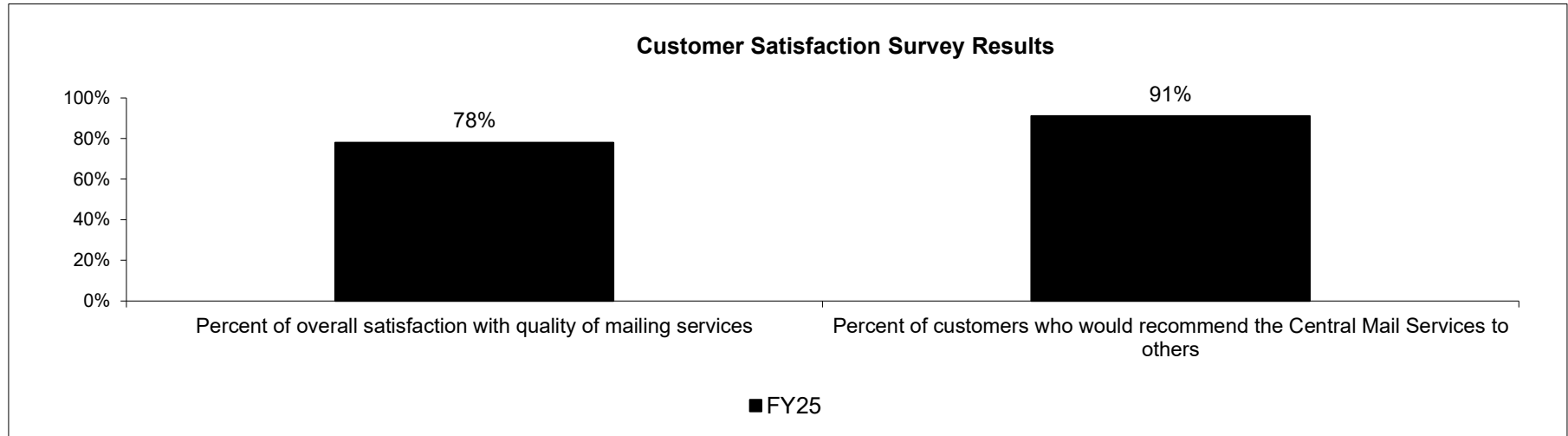
**Department:** Office of Administration

**HB Section(s):** 5.100, 5.140

**Program Name:** Central Mail Services

**Program is found in the following core budget(s):** General Services Operating Core, Rebillable Expenses Core

**2b. Provide a measure(s) of the program's quality.**



## PROGRAM DESCRIPTION

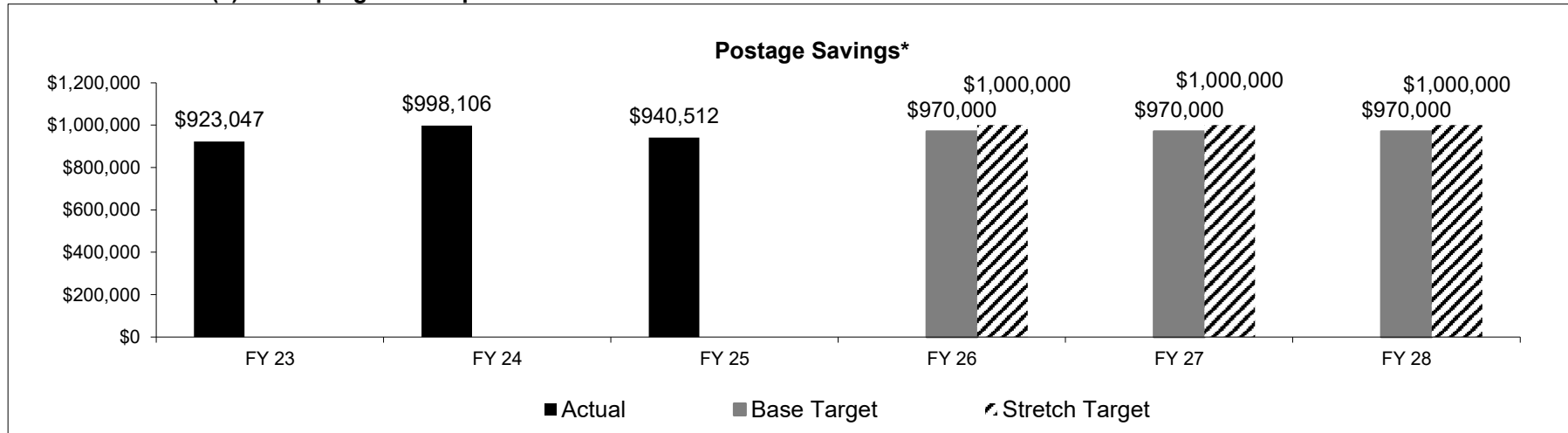
**Department:** Office of Administration

**HB Section(s):** 5.100, 5.140

**Program Name:** Central Mail Services

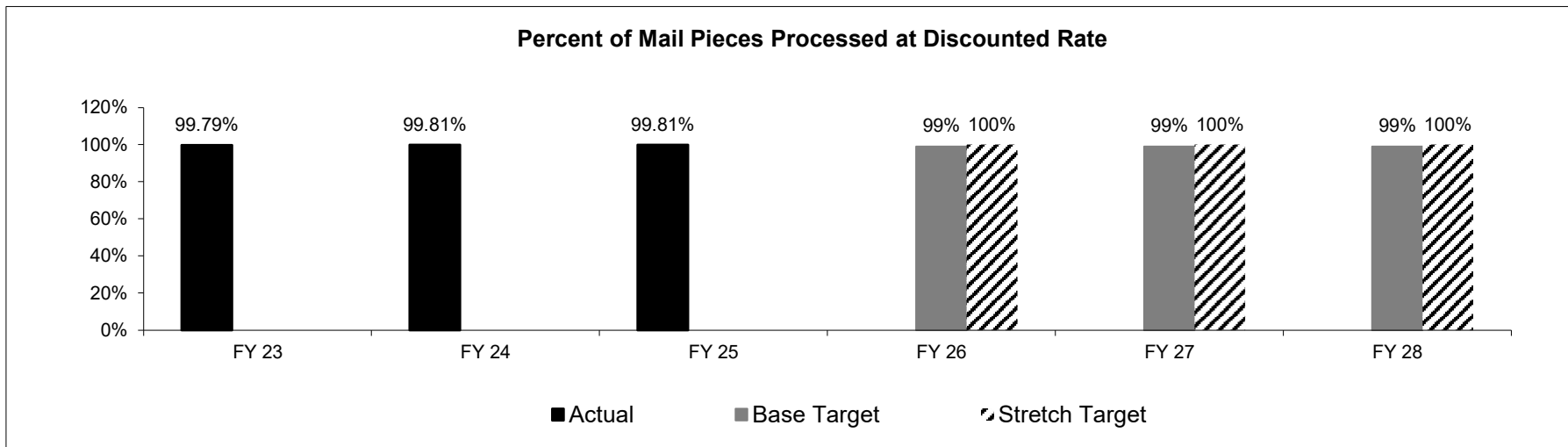
**Program is found in the following core budget(s):** General Services Operating Core, Rebillable Expenses Core

### 2c. Provide a measure(s) of the program's impact.



\*Postage savings are based on total outgoing mail pieces processed.

### 2d. Provide a measure(s) of the program's efficiency.



### PROGRAM DESCRIPTION

Department: Office of Administration

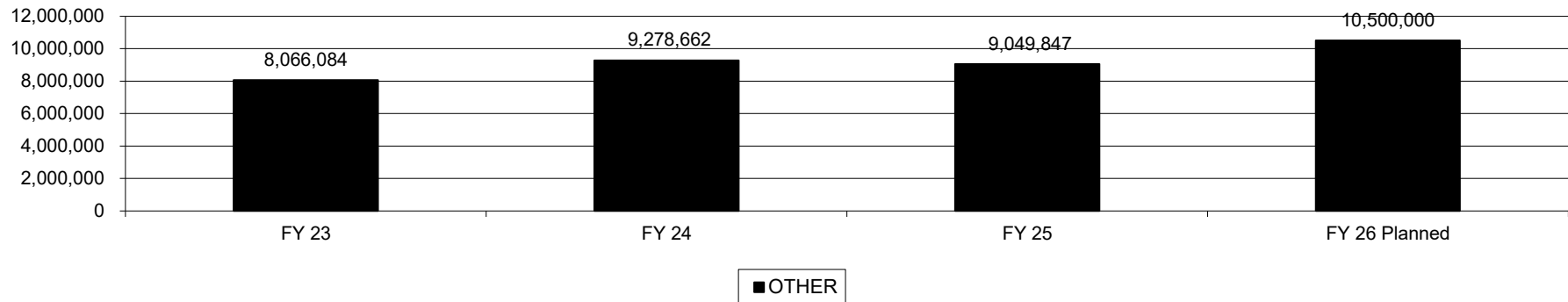
HB Section(s): 5.100, 5.140

Program Name: Central Mail Services

Program is found in the following core budget(s): General Services Operating Core, Rebillable Expenses Core

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)

Program Expenditure History



4. What are the sources of the "Other " funds?

OA Revolving Administrative Trust Fund (0505)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Section 37.120, RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

## PROGRAM DESCRIPTION

**Department:** Office of Administration

**HB Section(s):** 5.100, 5.145, 5.555, 5.150, 5.155

**Program Name:** Division of General Services - Risk Management

5.135, 5.140

**Program is found in the following core budget(s):** Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation Core, Workers' Compensation Tax Core, Legal Expense Fund Core, Property Preservation Fund Core, Rebillable Expenses Core

### 1a. What strategic priority does this program address?

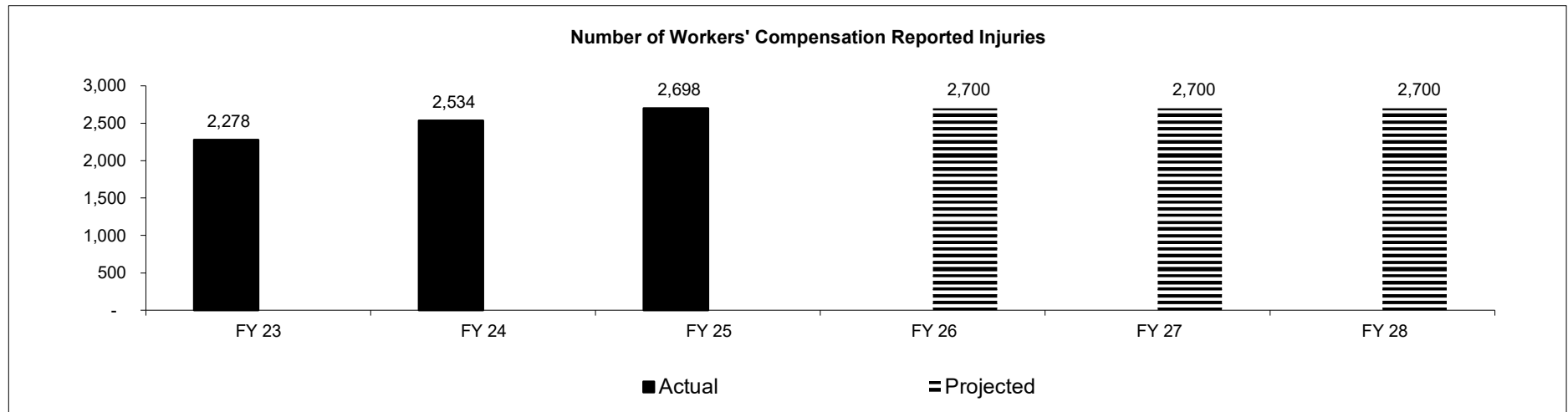
Use data and analytics to improve decision making and transparency.

### 1b. What does this program do?

Risk Management coordinates statewide risk management functions to help mitigate the State's risk and assist agencies on risk management issues through multiple programs:

- Administration of a self-insured workers' compensation benefits program that arranges for medical treatment and disability benefits to injured state employees.
- Administration of the State Legal Expense Fund. Risk Management processes payments with approval from the Attorney General's Office.
- Procurement of insurance as appropriate.
- Serves as a resource to state agencies on risk management issues and the ERM framework.

### 2a. Provide an activity measure(s) for the program.



## PROGRAM DESCRIPTION

**Department:** Office of Administration

**HB Section(s):** 5.100, 5.145, 5.555, 5.150, 5.155

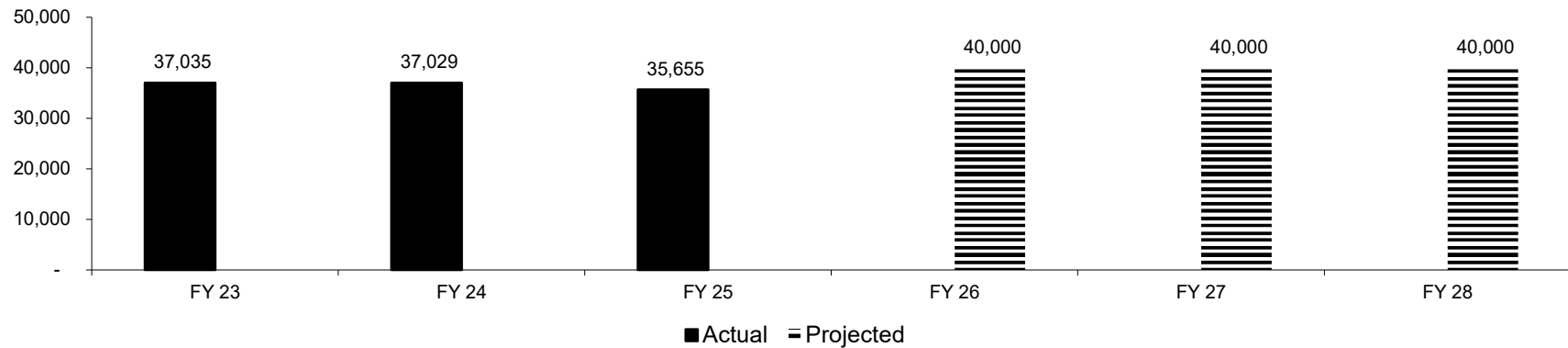
**Program Name:** Division of General Services - Risk Management

5.135, 5.140

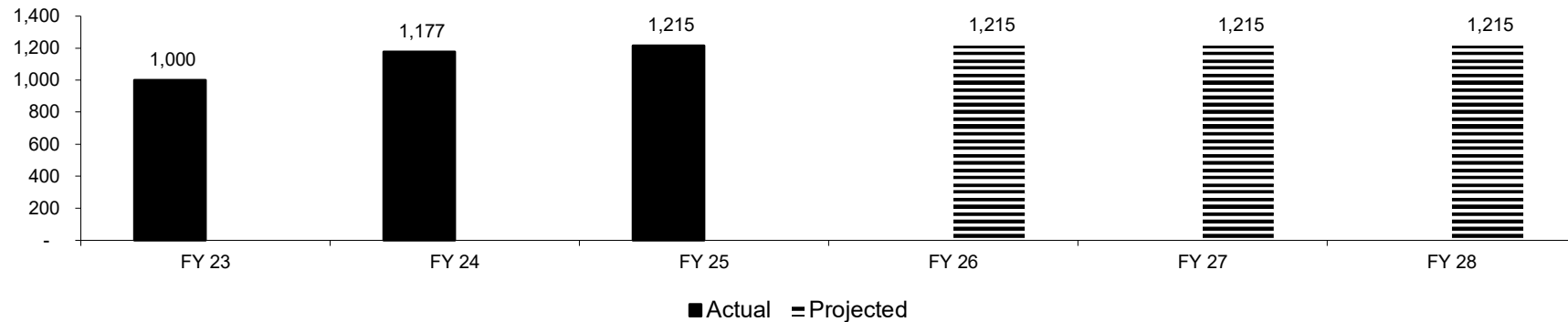
**Program is found in the following core budget(s):** Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation Core,

**2a. Provide an activity measure(s) for the program.**

**Number of Workers' Compensation Payments Processed**



**Number of Legal Expense Fund Payments Processed**



## PROGRAM DESCRIPTION

**Department:** Office of Administration

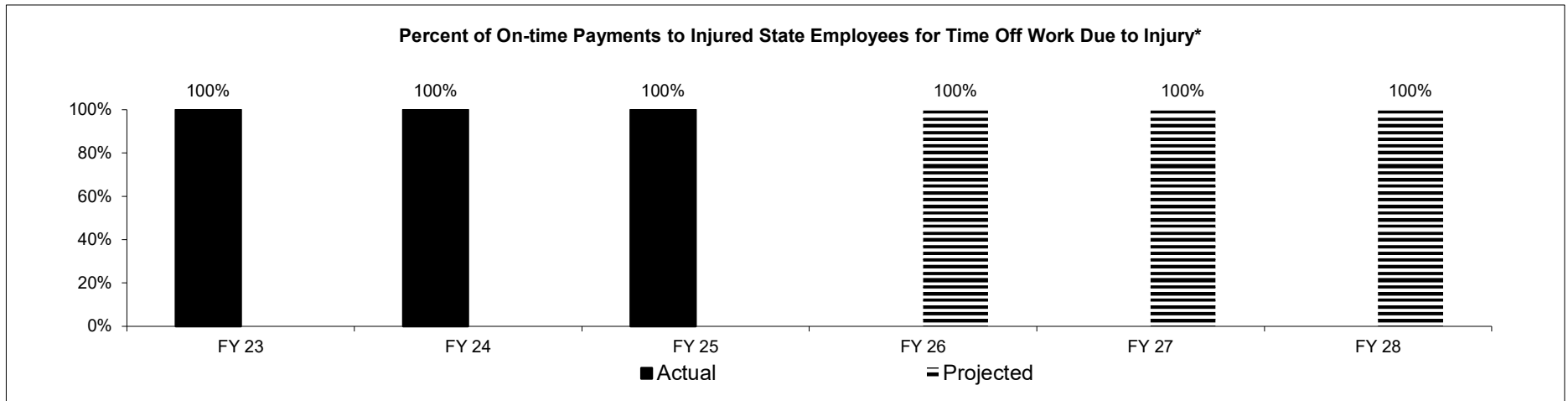
**HB Section(s):** 5.100, 5.145, 5.555, 5.150, 5.155

**Program Name:** Division of General Services - Risk Management

5.135, 5.140

**Program is found in the following core budget(s):** Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation Core,

**2b. Provide a measure(s) of the program's quality.**



\*Initial payment for lost wages

## PROGRAM DESCRIPTION

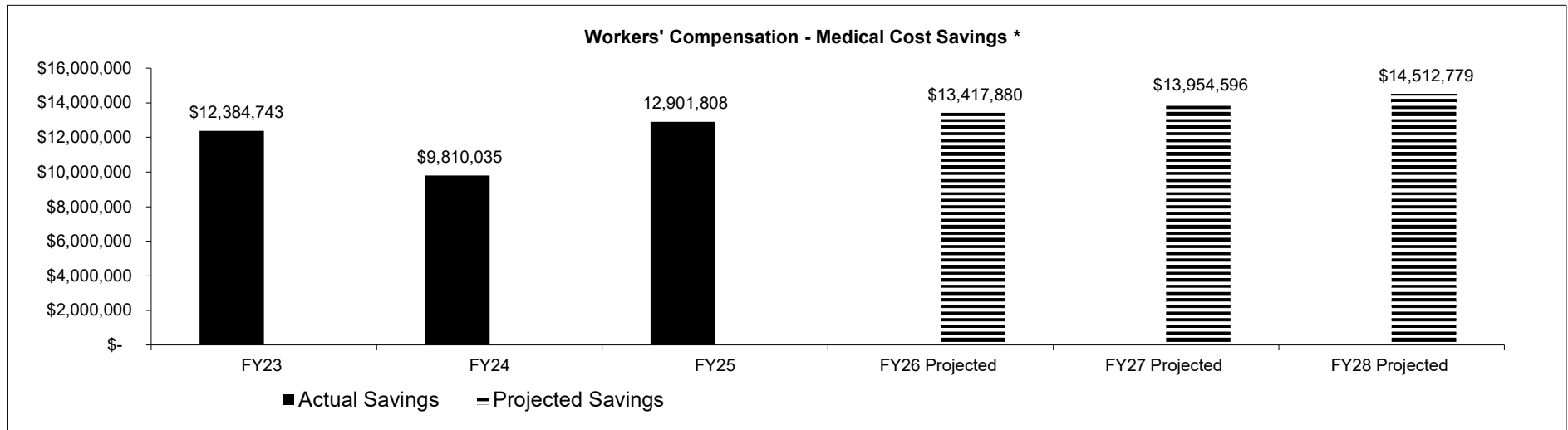
**Department:** Office of Administration

**HB Section(s):** 5.100, 5.145, 5.555, 5.150, 5.155

**Program Name:** Division of General Services - Risk Management

5.135, 5.140

**Program is found in the following core budget(s):** Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation Core,  
**2c. Provide a measure(s) of the program's impact.**



\* Medical Cost Savings include Pharmacy Benefit Management Savings, Medical Cost PPO Savings and Directly Negotiated Savings with Providers

## PROGRAM DESCRIPTION

**Department:** Office of Administration

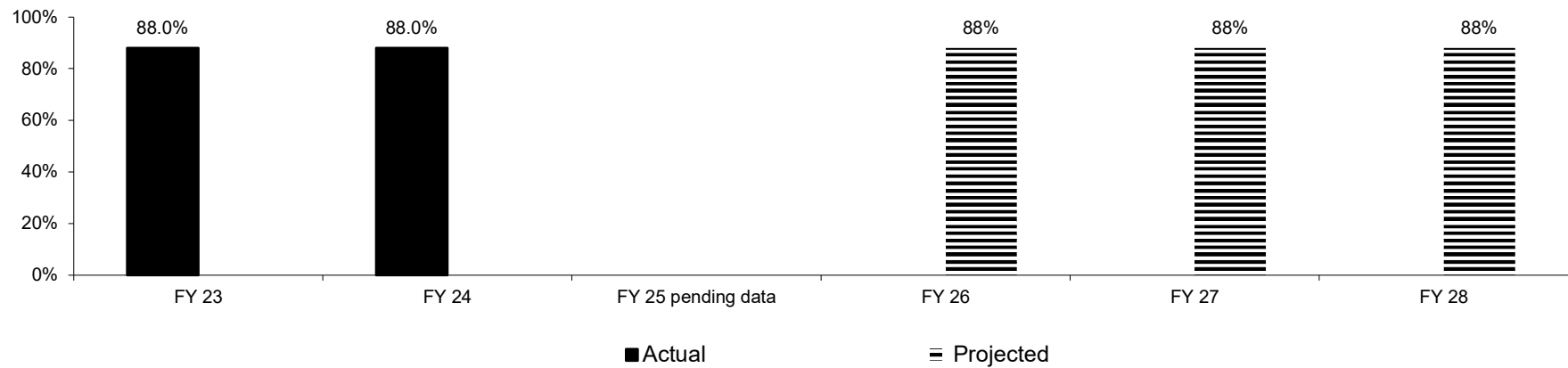
**HB Section(s):** 5.100, 5.145, 5.555, 5.150, 5.155

**Program Name:** Division of General Services - Risk Management

5.135, 5.140

**Program is found in the following core budget(s):** Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation Core,  
**2c. Provide a measure(s) of the program's impact.**

**Workers' Compensation Claims  
Generic Prescription Dispense Rate**





## PROGRAM DESCRIPTION

**Department:** Office of Administration

**HB Section(s):** 5.100, 5.145, 5.555, 5.150, 5.155

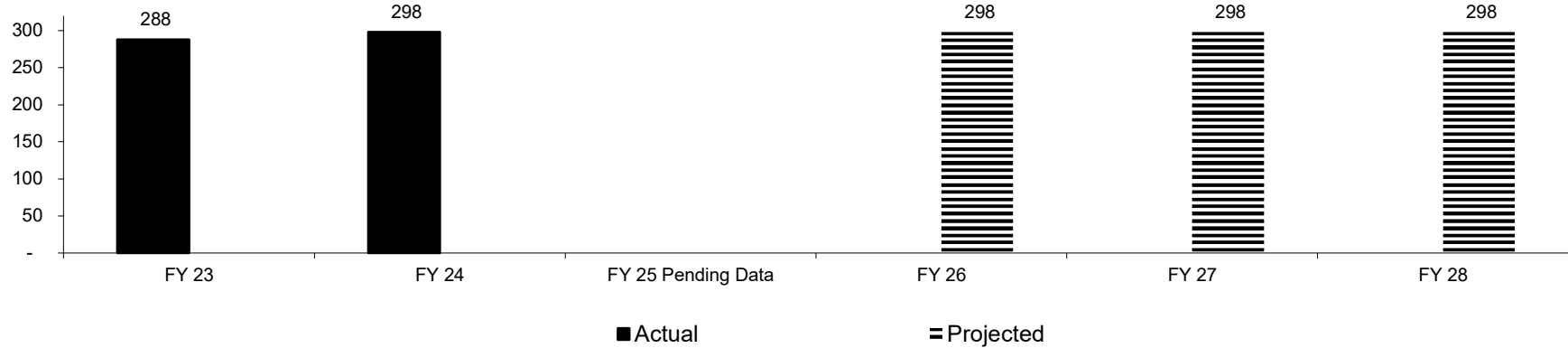
**Program Name:** Division of General Services - Risk Management

5.135, 5.140

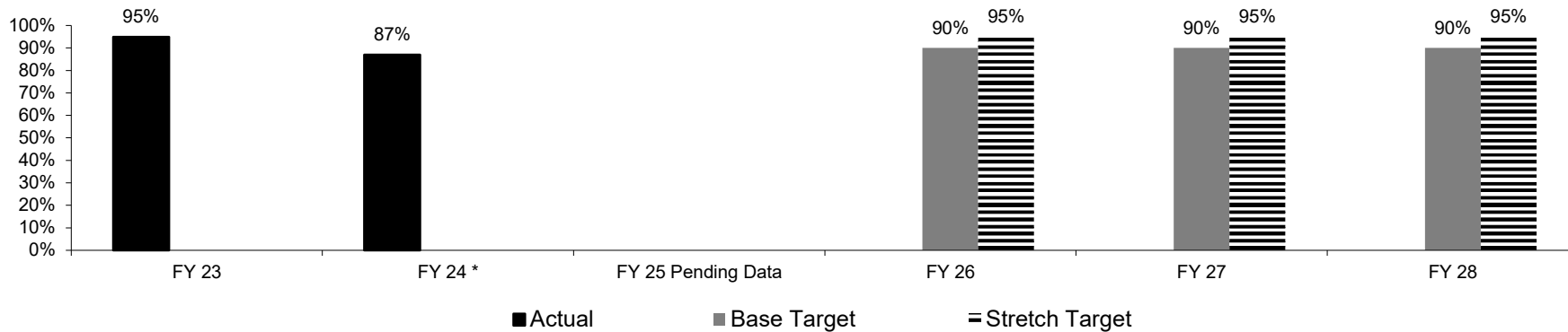
**Program is found in the following core budget(s):** Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation Core,

**2d. Provide a measure(s) of the program's efficiency.**

**Workers' Compensation Claims  
Lost Time Claims per Adjuster**



**Workers' Compensation Medical Bills paid within 45 days**



\* Impact of temporary decrease in contract staffing during FY24 4th quarter.

**PROGRAM DESCRIPTION**

**Department:** Office of Administration

**HB Section(s):** 5.100, 5.145, 5.555, 5.150, 5.155

**Program Name:** Division of General Services - Risk Management

5.135, 5.140

**Program is found in the following core budget(s):** Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation Core,

	FY 23		FY 24		FY 25		FY 26 **	FY 27 **	FY 28 **
Measure	Proj.	Actual	Proj.	Actual	Proj.	Actual	Projected	Projected	Projected
Workers' Compensation Benefit Cost per Employee *	\$737.64	\$884.71	\$893.56	\$879.99	\$888.79	\$1,011.46	\$1,041.80	\$1,073.06	\$1,105.25

\* Total Workers' Compensation Tax and Benefit Cost divided by covered employees

\*\* Projected Workers' Compensation Benefit Cost per Employee increases each year due to anticipated increase in medical costs.

## PROGRAM DESCRIPTION

**Department:** Office of Administration

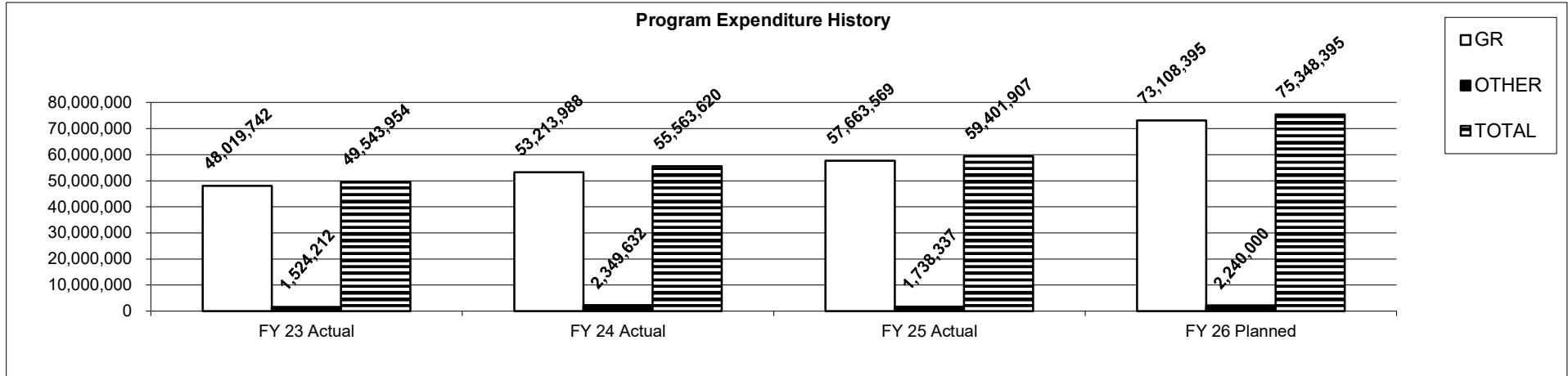
**HB Section(s):** 5.100, 5.145, 5.555, 5.150, 5.155

**Program Name:** Division of General Services - Risk Management

5.135, 5.140

**Program is found in the following core budget(s):** Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation Core,

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



**4. What are the sources of the "Other " funds?**

Conservation Commission Fund (0609), Legal Expense Fund (0692), OA Revolving Administrative Trust Fund (0505), State Property Preservation Fund (0128). All other state funds that have workers' compensation expenditures reimburse GR through transfer appropriations for expenditures and tax obligations. Similarly, certain other funds pay into the Legal Expense Fund through a transfer appropriation for their cost of claims.

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Chapter 287; Section 105.810; Section 105.711 et seq.; Section 37.410 et seq. and Section 537.600, RSMo

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

No

**PROGRAM DESCRIPTION**

**Department:** Office of Administration

**HB Section(s):** 5.100, 5.145, 5.555, 5.150, 5.155

**Program Name:** Division of General Services - Risk Management

5.135, 5.140

**Program is found in the following core budget(s):** Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation Core,

**FY 25 Legal Expense Fund Settlements/Judgments over \$100,000**

<b>Agency</b>	<b>Amount</b>	<b>Case Type</b>	<b>Case</b>
Corrections	\$ 8,000,000.00	Employment	Leesa Wiseman v Department of Corrections
Corrections	\$ 3,060,000.00	Employment	Kathleen Newman v Department of Corrections
Corrections	\$ 1,446,701.37	Employment	Bryant Holmes v Department of Corrections
Corrections	\$ 1,100,142.72	Employment	Susan Hays v Department Of Corrections
Kansas City	\$ 1,000,000.00	Statutory Reimbursement	KC Board of Police Commissioners
Corrections	\$ 875,000.00	Inmate	Teri Dean v Department of Corrections
Corrections	\$ 849,460.39	Employment	Taryn Piers v Department of Corrections
Corrections	\$ 767,685.12	Employment	Beatrice Young v Department of Corrections
Elementary & Secondary Education	\$ 675,000.00	Employment	Roxane Jarvis v Department of Elementary & Secondary Education
Corrections	\$ 328,375.75	Inmate	Christopher Spates v Department of Corrections
Corrections	\$ 320,000.00	Employment	Lisa Goldman v Department of Corrections
Higher Education	\$ 295,000.00	Personal Injury	Abdul Fofana v Missouri State University
Truman Medical Center	\$ 271,012.00	Medical Malpractice	Kylie Harris, et al. v Truman Medical Center
Legislative	\$ 254,301.45	Employment	Tad Mayfield v House of Representatives
Commerce and Insurance	\$ 199,000.00	Employment	Kelly Sedgwick v Department of Commerce and Insurance
Mental Health	\$ 195,000.00	Employment	Eric Wallen v Department of Mental Health
Labor & Industrial Relations	\$ 175,000.00	Employment	Ninion Riley v Department of Labor & Industrial Relations
Higher Education	\$ 160,000.00	Personal Injury	Reggie Scurry v Missouri State University
Natural Resources	\$ 146,333.60	Attorney Fees	St Louis-Jefferson Solid Waste Management Dist. v Department of Nat
Corrections	\$ 100,000.00	Employment	Joe Heightman v Department of Corrections
Judiciary	\$ 100,000.00	Amendment Violation	Courthouse News Service v Judiciary
Judiciary	\$ 100,000.00	Amendment Violation	Courthouse News Service v Judiciary
Corrections	\$ 100,000.00	Employment	Nancy Bohike v Department of Corrections

## PROGRAM DESCRIPTION

**Department:** Office of Administration

**HB Section(s):** 5.100, 5.140

**Program Name:** Fleet Management

**Program is found in the following core budget(s):** GS Operating Core, Rebillable Expenses Core

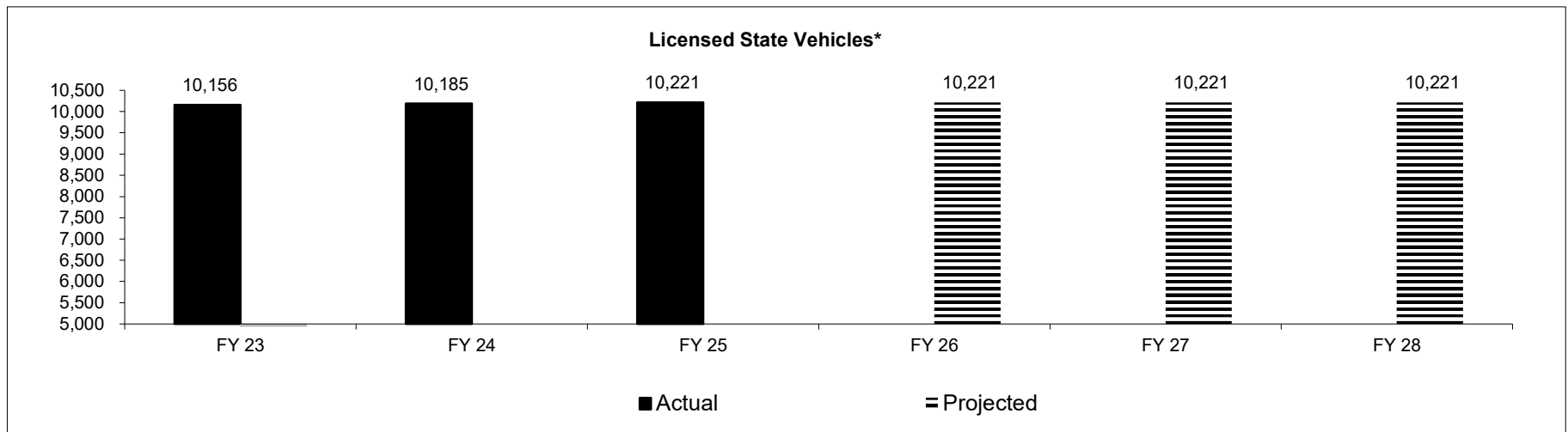
### 1a. What strategic priority does this program address?

Use data and analytics to improve decision making and transparency.

### 1b. What does this program do?

Fleet Management coordinates statewide fleet functions to help agencies manage their vehicle fleets. Fleet Management establishes statewide policies governing state vehicle operations and management; coordinates a centralized fleet information system, pre-approves most agency vehicle purchases, serves as a resource on fleet management issues and reports annually the status of the state vehicle fleet to the Governor and General Assembly.

### 2a. Provide an activity measure(s) for the program.



#### Key for Performance Measures

\*All state department data included.

\*\*All departments except MoDOT.

\*\*\* Data in OA Fleet System only - does not include MoDOT, Highway Patrol or Conservation.

\*\*\*\* Decreased due to COVID-19 impact on state business travel.

## PROGRAM DESCRIPTION

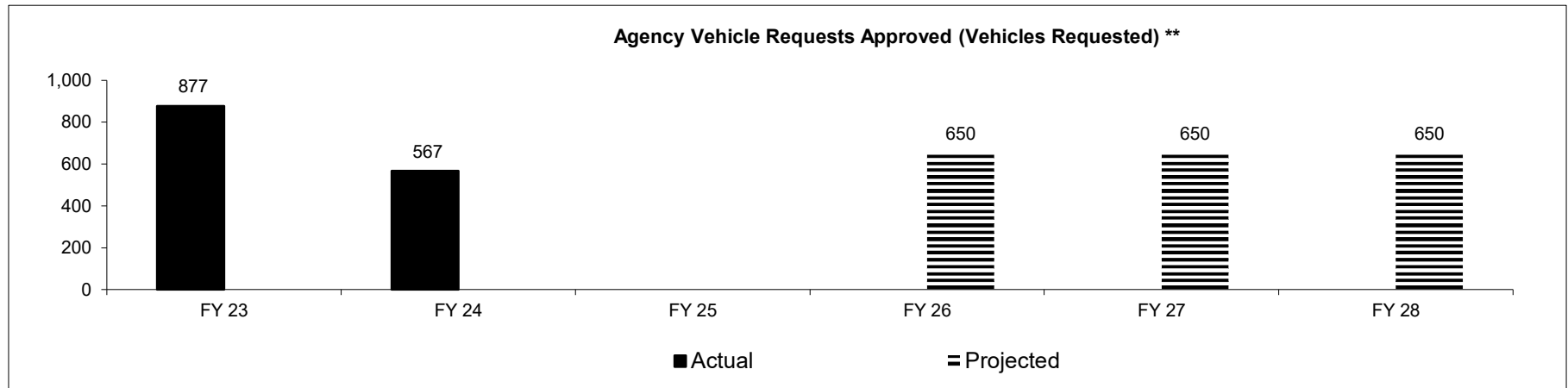
**Department:** Office of Administration

**HB Section(s):** 5.100, 5.140

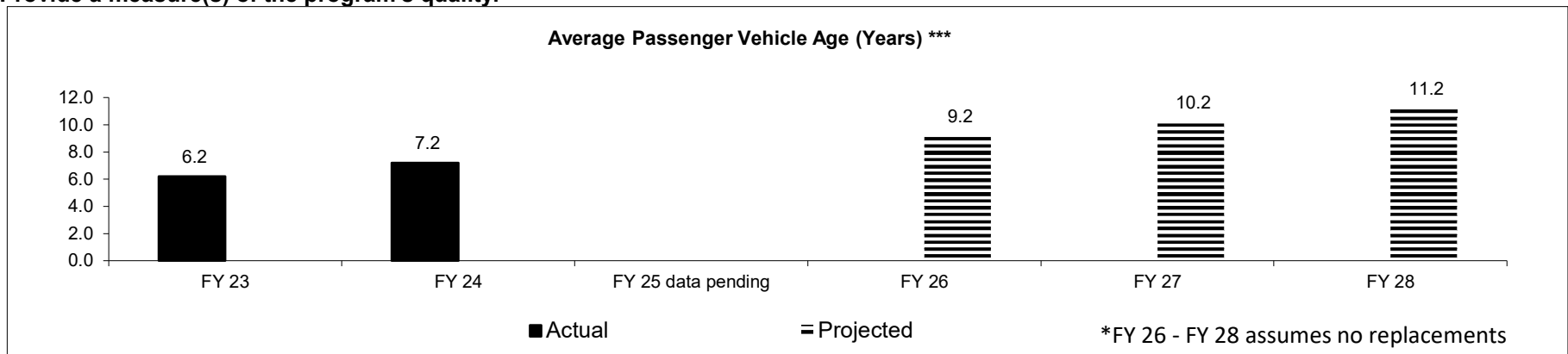
**Program Name:** Fleet Management

**Program is found in the following core budget(s):** GS Operating Core, Rebillable Expenses Core

**2a. Provide an activity measure(s) for the program.**



**2b. Provide a measure(s) of the program's quality.**



### Key for Performance Measures

\*All state department data included.

\*\*All departments except MoDOT.

\*\*\* Data in OA Fleet System only - does not include MoDOT, Highway Patrol or Conservation.

\*\*\*\* Decreased due to COVID-19 impact on state business travel.

## PROGRAM DESCRIPTION

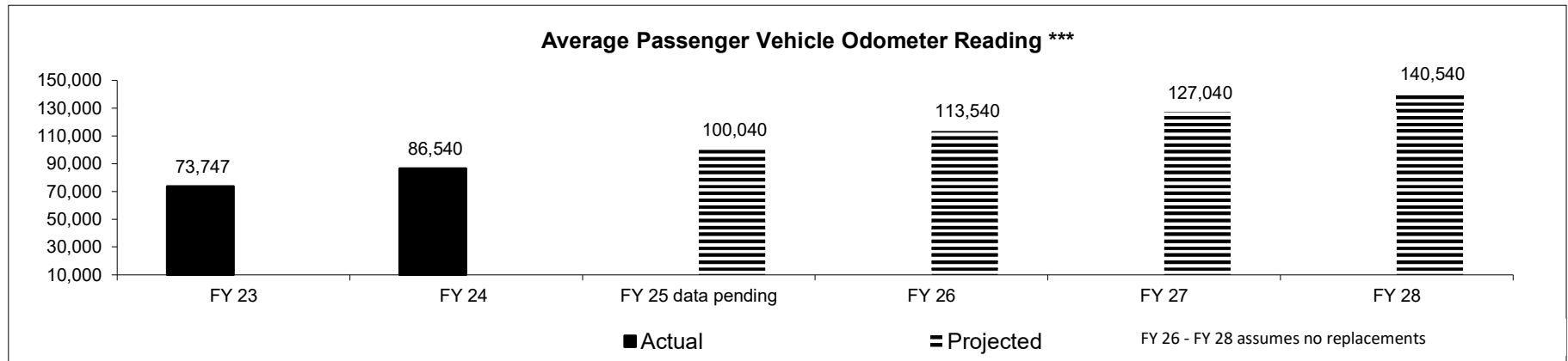
**Department:** Office of Administration

**HB Section(s):** 5.100, 5.140

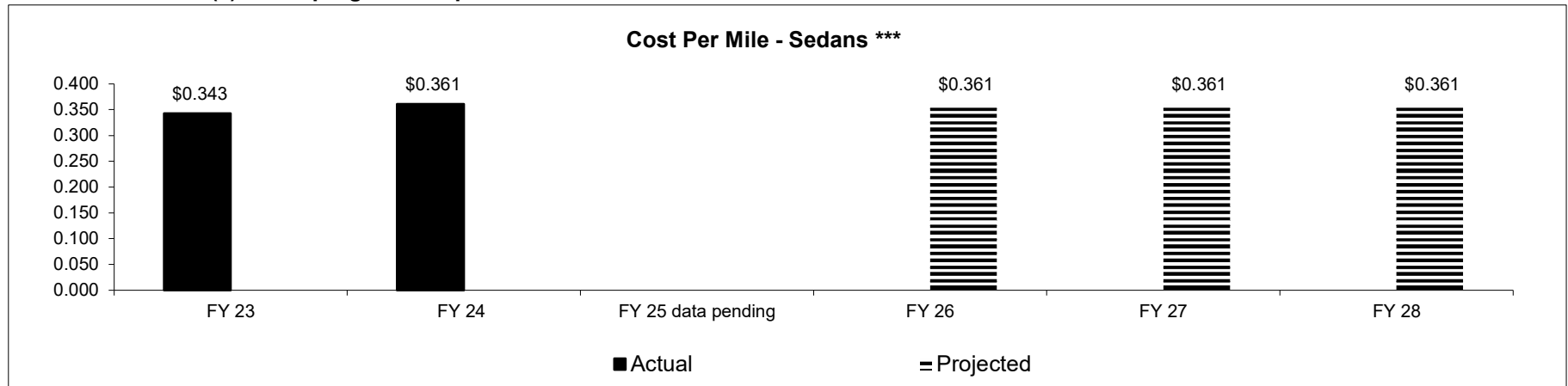
**Program Name:** Fleet Management

**Program is found in the following core budget(s):** GS Operating Core, Rebillable Expenses Core

**2b. Provide a measure(s) of the program's quality.**



**2c. Provide a measure(s) of the program's impact.**



### Key for Performance Measures

\*All state department data included.

\*\*All departments except MoDOT.

\*\*\* Data in OA Fleet System only - does not include MoDOT, Highway Patrol or Conservation.

\*\*\*\* Decreased due to COVID-19 impact on state business travel.

## PROGRAM DESCRIPTION

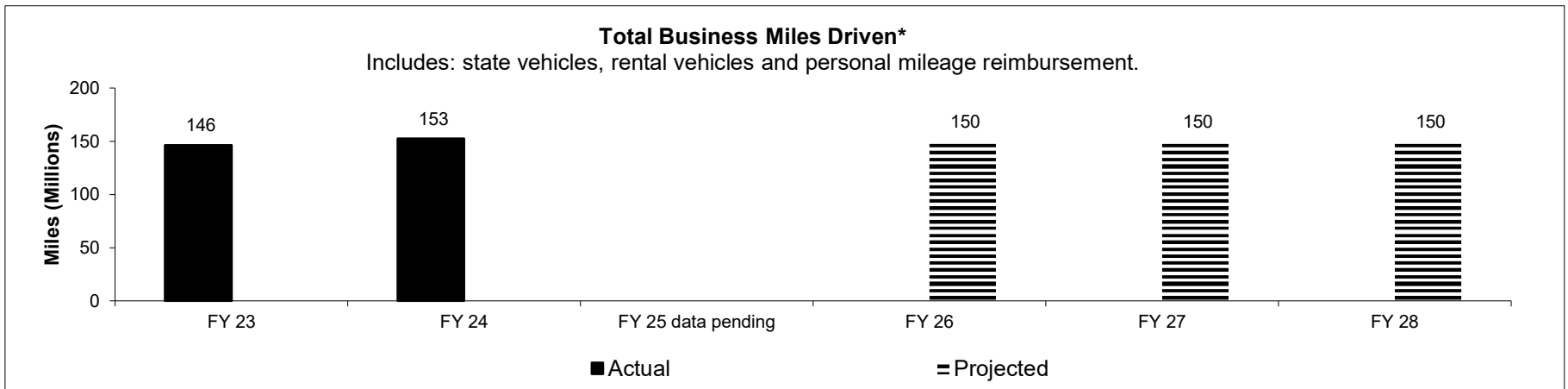
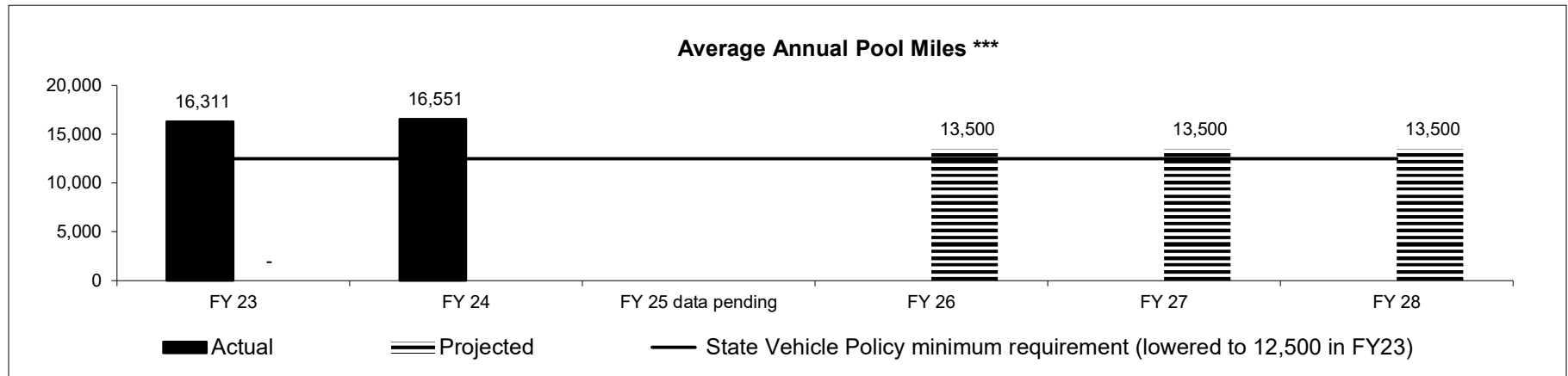
**Department:** Office of Administration

**HB Section(s):** 5.100, 5.140

**Program Name:** Fleet Management

**Program is found in the following core budget(s):** GS Operating Core, Rebillable Expenses Core

**2c. Provide a measure(s) of the program's impact.**



**Key for Performance Measures**

\*All state department data included.

\*\*All departments except MoDOT.

\*\*\* Data in OA Fleet System only - does not include MoDOT, Highway Patrol or Conservation.

\*\*\*\* Decreased due to COVID-19 impact on state business travel.



## PROGRAM DESCRIPTION

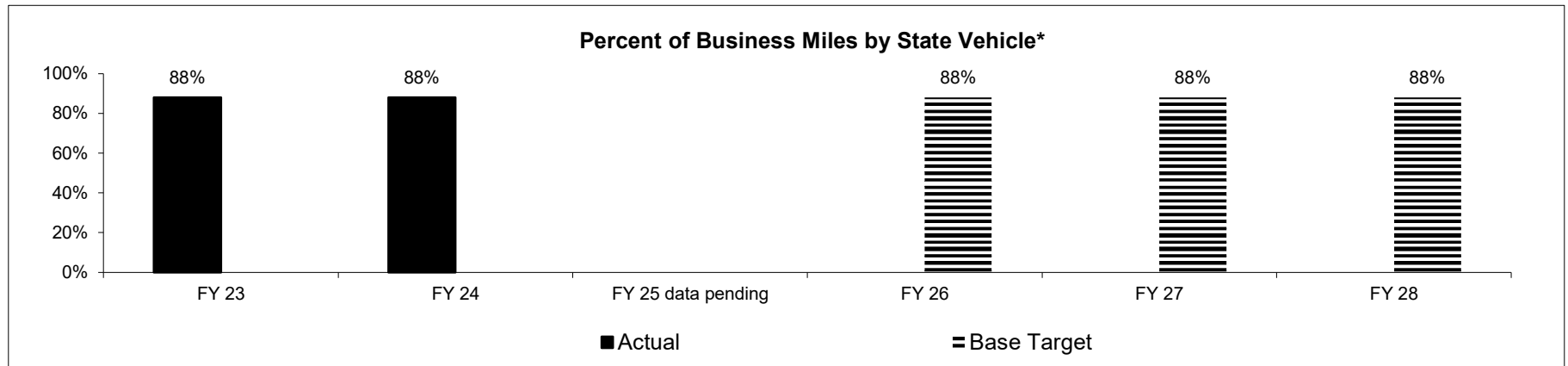
**Department:** Office of Administration

**HB Section(s):** 5.100, 5.140

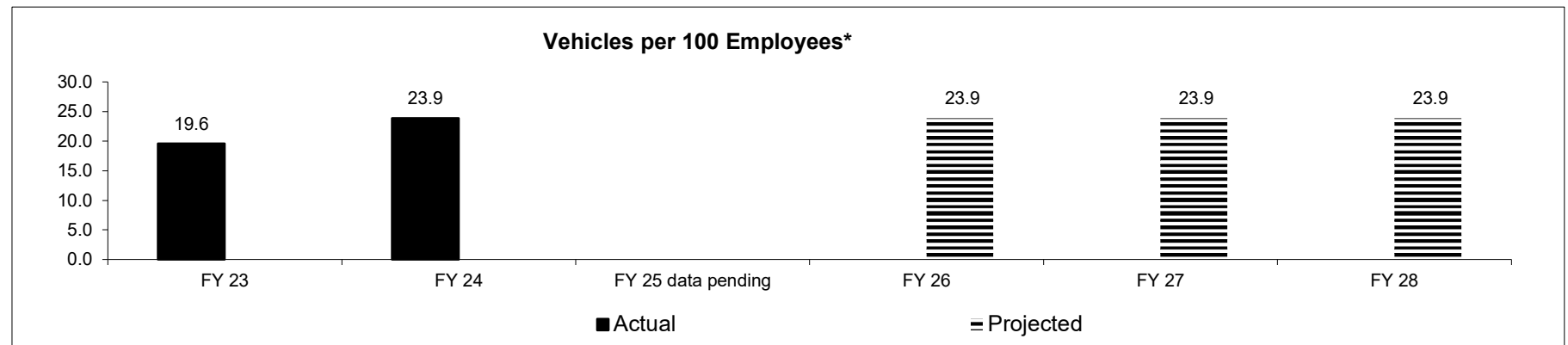
**Program Name:** Fleet Management

**Program is found in the following core budget(s):** GS Operating Core, Rebillable Expenses Core

**2c. Provide a measure(s) of the program's impact.**



**2d. Provide a measure(s) of the program's efficiency.**



### Key for Performance Measures

\*All state department data included.

\*\*All departments except MoDOT.

\*\*\* Data in OA Fleet System only - does not include MoDOT, Highway Patrol or Conservation.

\*\*\*\* Decreased due to COVID-19 impact on state business travel.

## PROGRAM DESCRIPTION

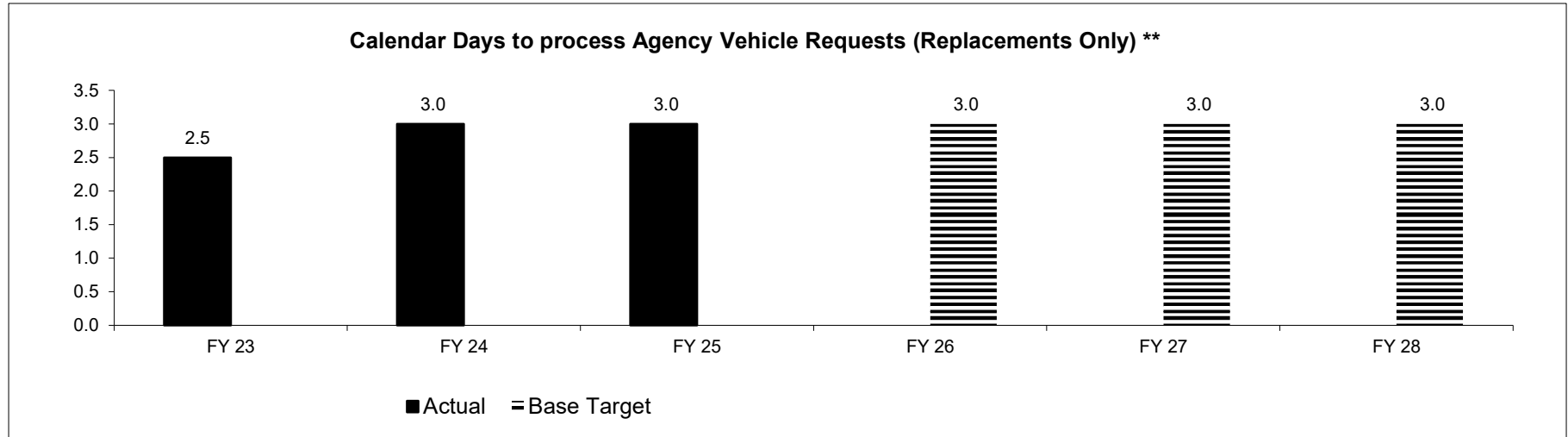
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: Fleet Management

Program is found in the following core budget(s): GS Operating Core, Rebillable Expenses Core

2d. Provide a measure(s) of the program's efficiency.



### Key for Performance Measures

\*All state department data included.

\*\*All departments except MoDOT.

\*\*\* Data in OA Fleet System only - does not include MoDOT, Highway Patrol or Conservation.

\*\*\*\* Decreased due to COVID-19 impact on state business travel.

### PROGRAM DESCRIPTION

**Department:** Office of Administration

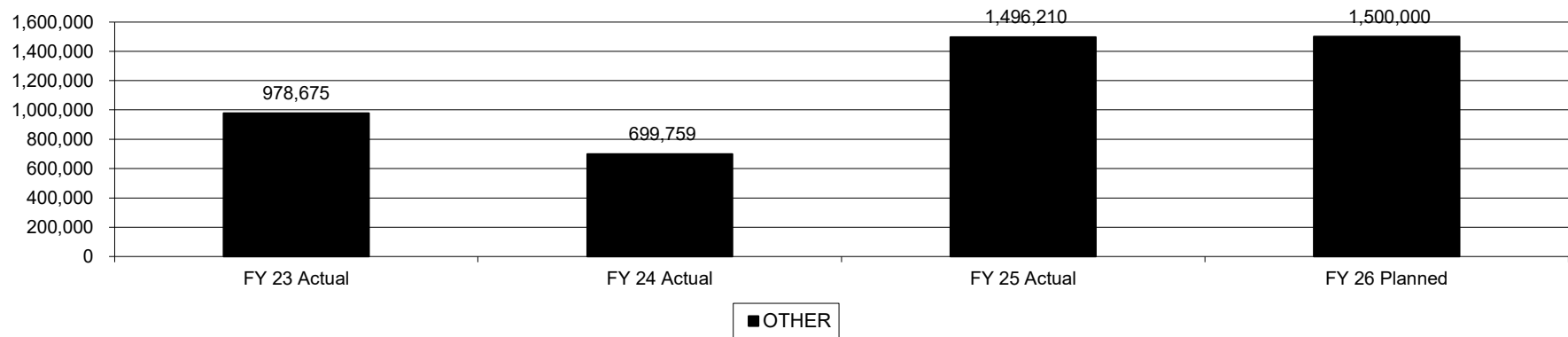
**HB Section(s):** 5.100, 5.140

**Program Name:** Fleet Management

**Program is found in the following core budget(s):** GS Operating Core, Rebillable Expenses Core

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**

Program Expenditure History



\*Expenditures include payments made by other agencies through an interagency spending delegation agreement for vehicle purchases in accordance with section 37.452 RSMo.

**4. What are the sources of the "Other " funds?**

OA Revolving Administrative Trust Fund (0505)

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Section 37.450, RSMo

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

No

## PROGRAM DESCRIPTION

**Department:** Office of Administration

**HB Section(s):** 5.100, 5.140

**Program Name:** Vehicle Maintenance

**Program is found in the following core budget(s):** General Services Operating Core and Rebillable Expenses Core

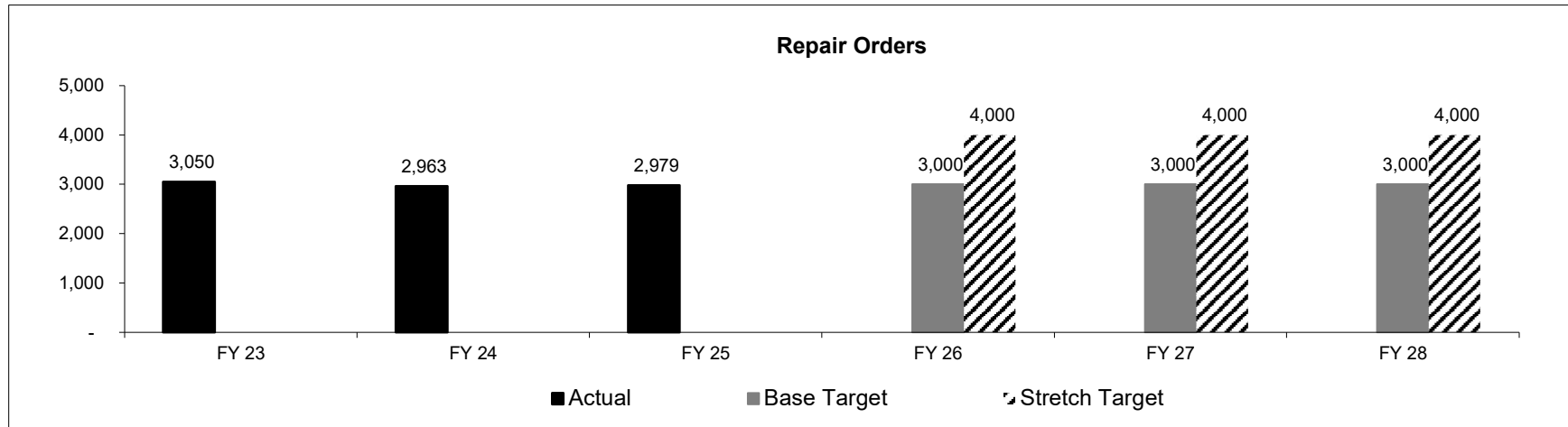
### 1a. What strategic priority does this program address?

Prioritize the customer experience by offering excellent, low cost services.

### 1b. What does this program do?

State Vehicle and Collision Services provides complete diagnostic, mechanical repair, and body shop services for state vehicles principally stationed in the Jefferson City area at a cost lower than private sector garages. Work release offenders from Algoa Correctional Center are utilized along with ASE certified state mechanics to provide services. The program provides vital job training skills to the offenders that are easily transferrable upon their release. State agencies that use the program are assured that only necessary repairs are made to state vehicles. Additionally, State Vehicle and Collision Services team members provide vehicle repair advice and recommendations to agencies located outside of Jefferson City and work with outside repair vendors on behalf of state agencies to ensure services are charged appropriately.

### 2a. Provide an activity measure(s) for the program.



### PROGRAM DESCRIPTION

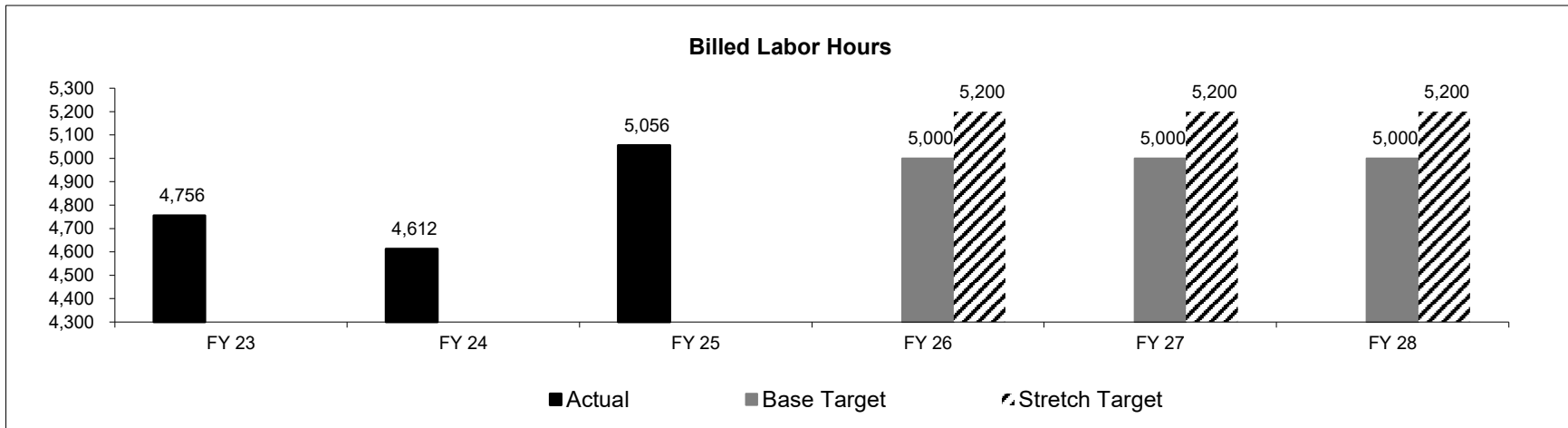
**Department:** Office of Administration

**HB Section(s):** 5.100, 5.140

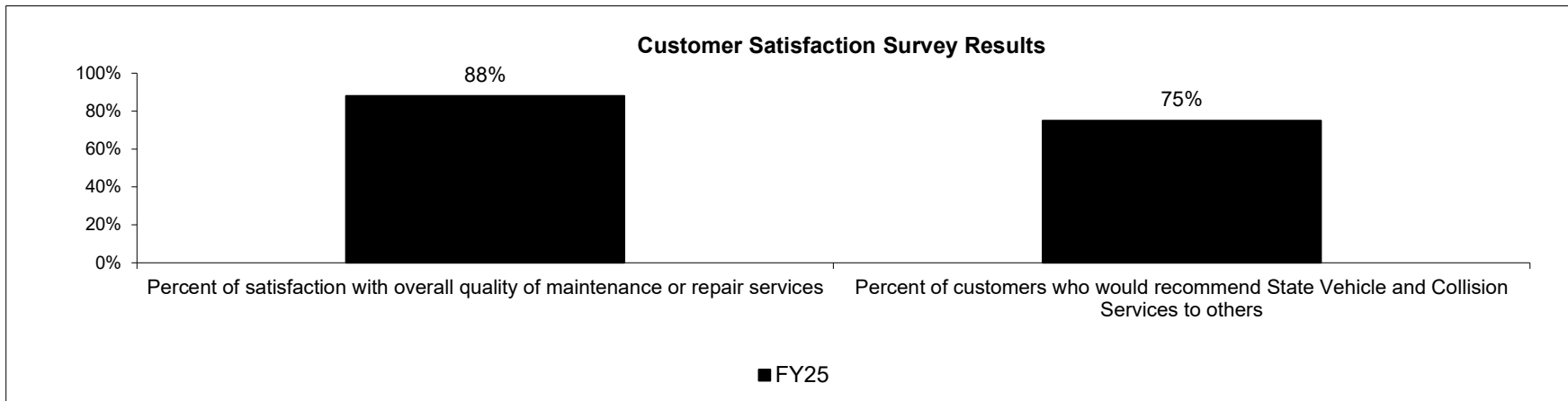
**Program Name:** Vehicle Maintenance

**Program is found in the following core budget(s):** General Services Operating Core and Rebillable Expenses Core

**2a. Provide an activity measure(s) for the program.**



**2b. Provide a measure(s) of the program's quality.**



## PROGRAM DESCRIPTION

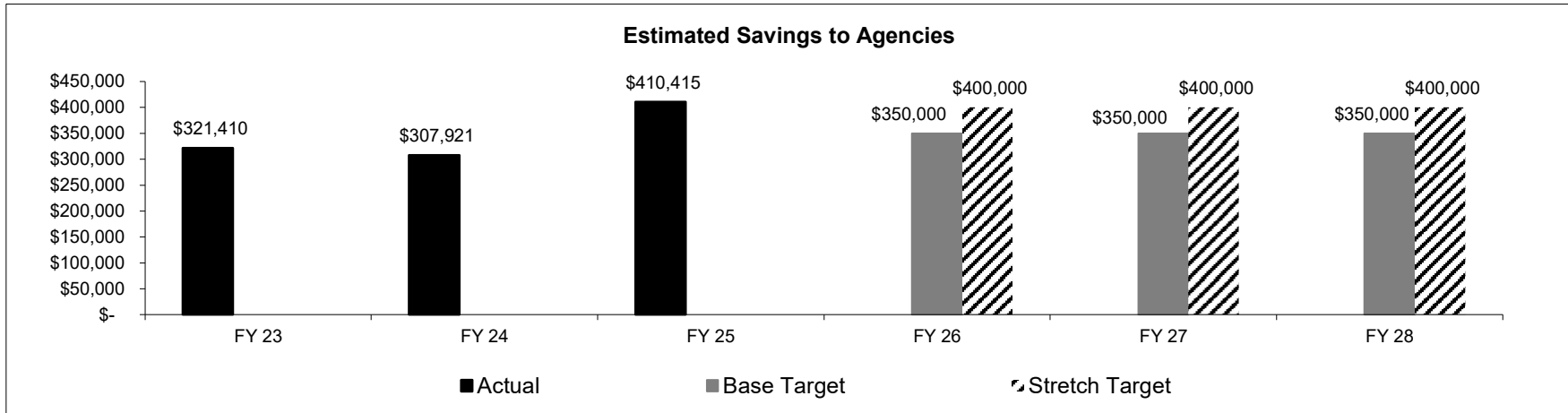
**Department:** Office of Administration

**HB Section(s):** 5.100, 5.140

**Program Name:** Vehicle Maintenance

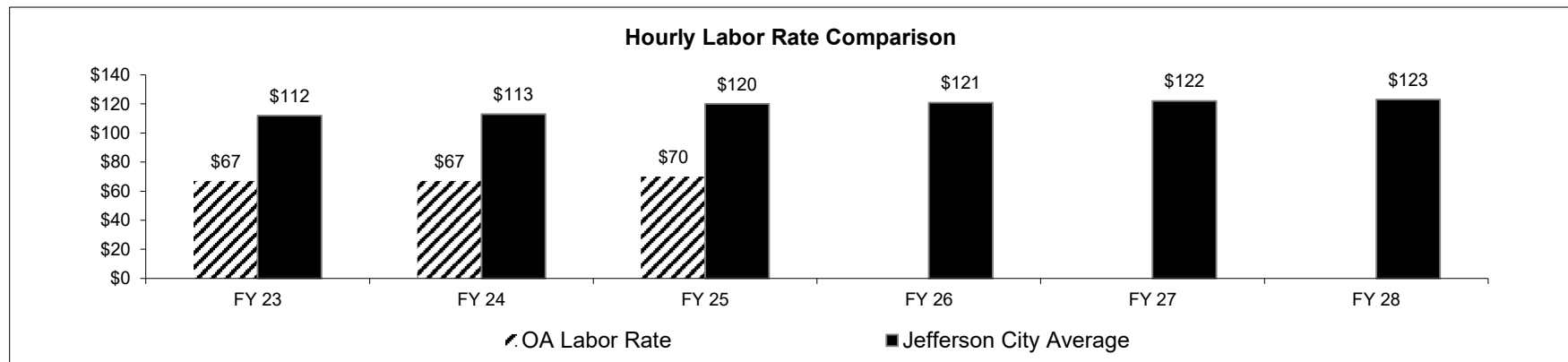
**Program is found in the following core budget(s):** General Services Operating Core and Rebillable Expenses Core

**2c. Provide a measure(s) of the program's impact.**



Savings are calculated through annual pricing surveys of external providers for routine services and labor rates. Estimated savings are tied directly to actual labor hours billed.

**2d. Provide a measure(s) of the program's efficiency.**



### PROGRAM DESCRIPTION

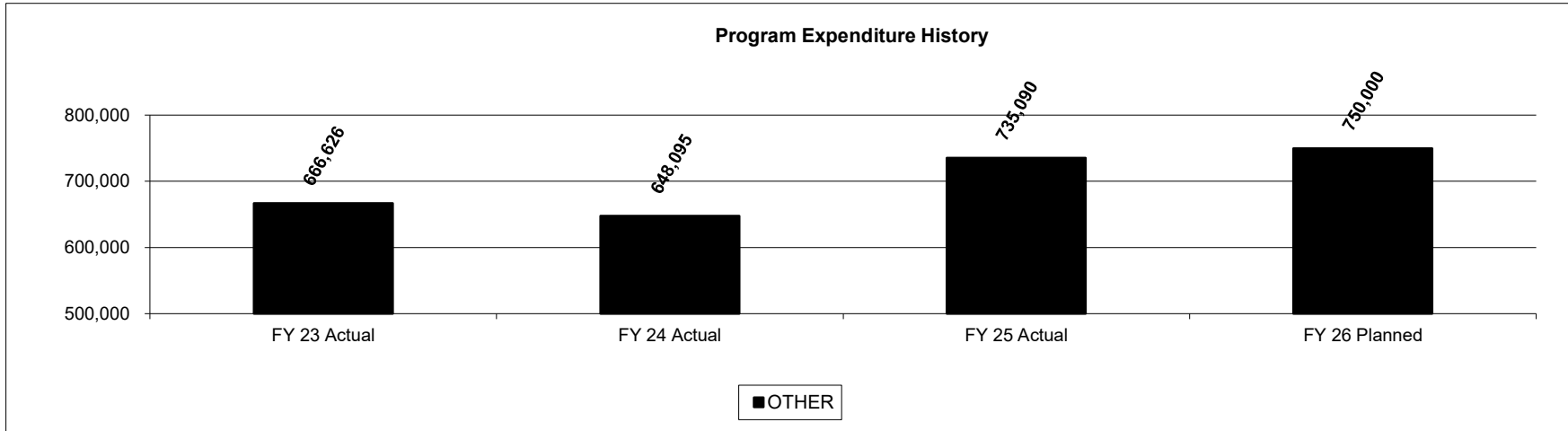
**Department:** Office of Administration

**HB Section(s):** 5.100, 5.140

**Program Name:** Vehicle Maintenance

**Program is found in the following core budget(s):** General Services Operating Core and Rebillable Expenses Core

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



**4. What are the sources of the "Other " funds?**

OA Revolving Administrative Trust Fund (0505)

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

State Vehicle Policy (SP-4)

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

No

## PROGRAM DESCRIPTION

**Department:** Office of Administration

**HB Section(s):** 5.100, 5.140

**Program Name:** OA Carpool

**Program is found in the following core budget(s):** GS Operating Core, Rebillable Expenses Core

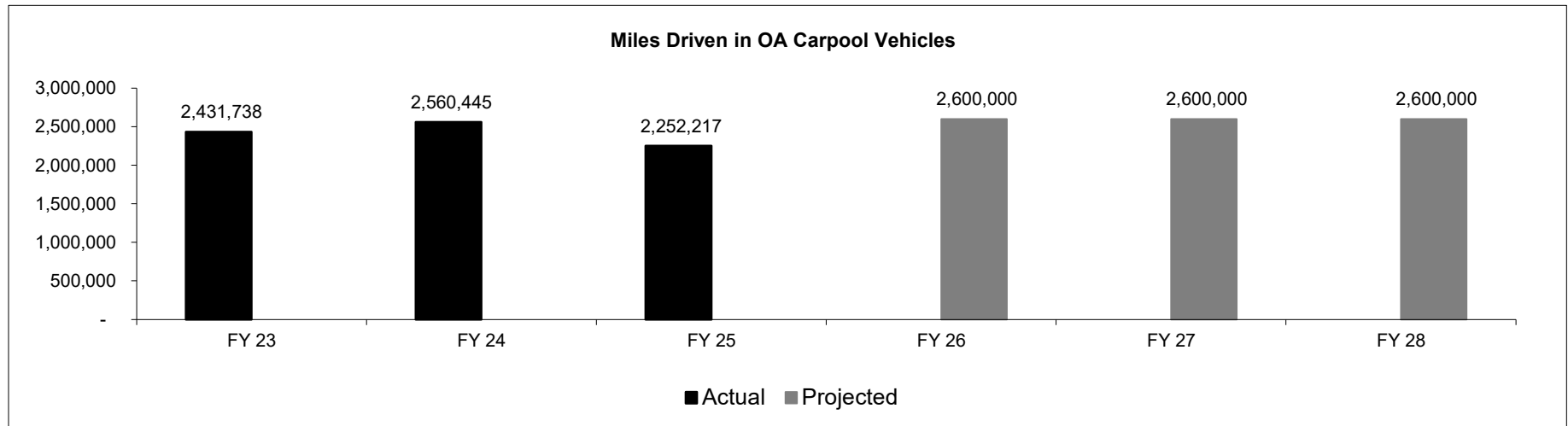
### 1a. What strategic priority does this program address?

Prioritize the customer experience by offering excellent, low cost services.

### 1b. What does this program do?

OA Carpool helps state agencies and employees by operating a lower cost, centralized motor pool in Jefferson City. State employees have access to a variety of fleet vehicles from four locations throughout the city for official business purposes. Pool vehicles are available 365 days a year and trip requests are submitted through a convenient, automated web-based system. The pickup process is simple and takes less than a minute. OA Carpool oversees daily functions and maintenance of vehicles. State employees utilize the pool based on their specific trip requirements and when most cost effective to do so based on the web-based Trip Optimizer tool. For most trips, the pool is cheaper than a contracted rental vehicle or personal mileage reimbursement.

### 2a. Provide an activity measure(s) for the program.





## PROGRAM DESCRIPTION

Department: Office of Administration

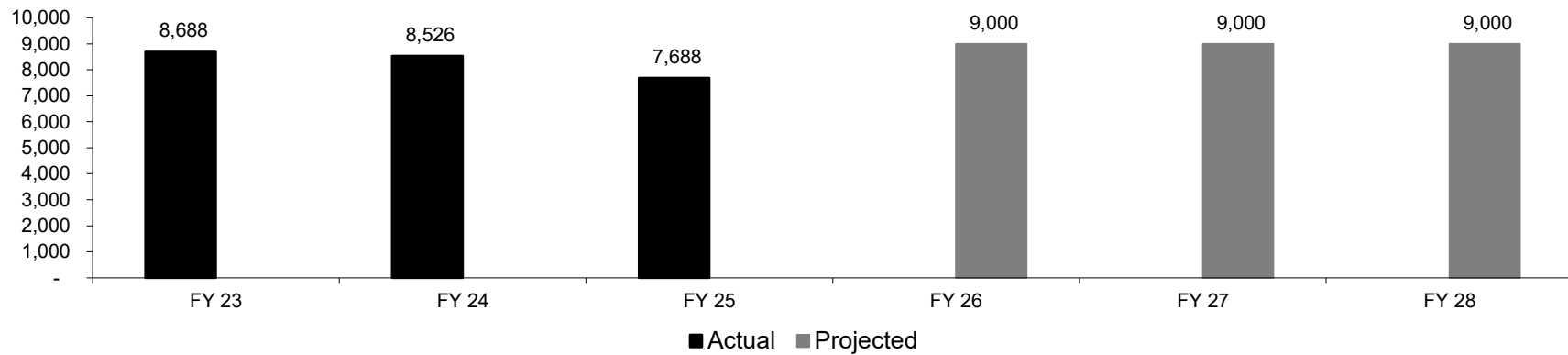
HB Section(s): 5.100, 5.140

Program Name: OA Carpool

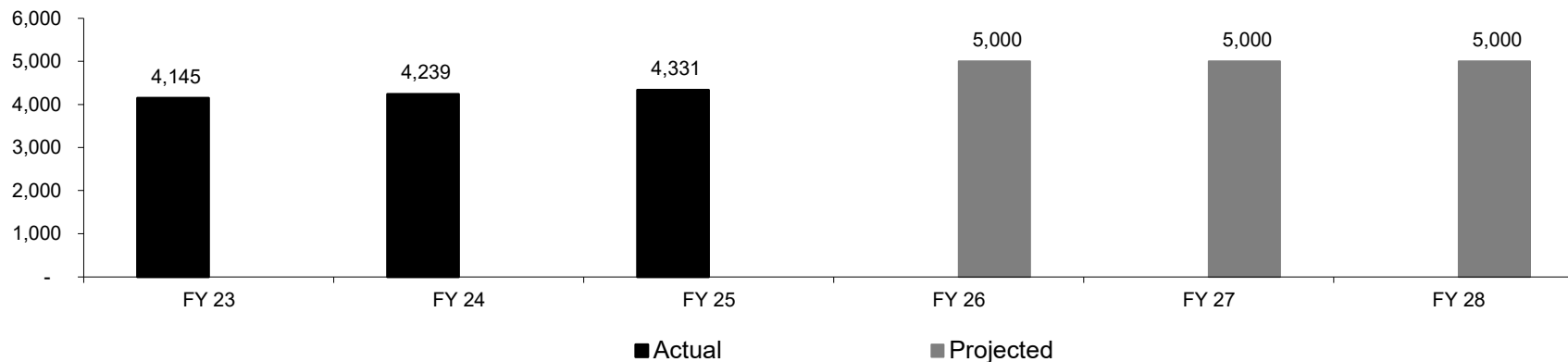
Program is found in the following core budget(s): GS Operating Core, Rebillable Expenses Core

2a. Provide an activity measure(s) for the program.

OA Carpool Trips Billed



Active Reservation System Users



## PROGRAM DESCRIPTION

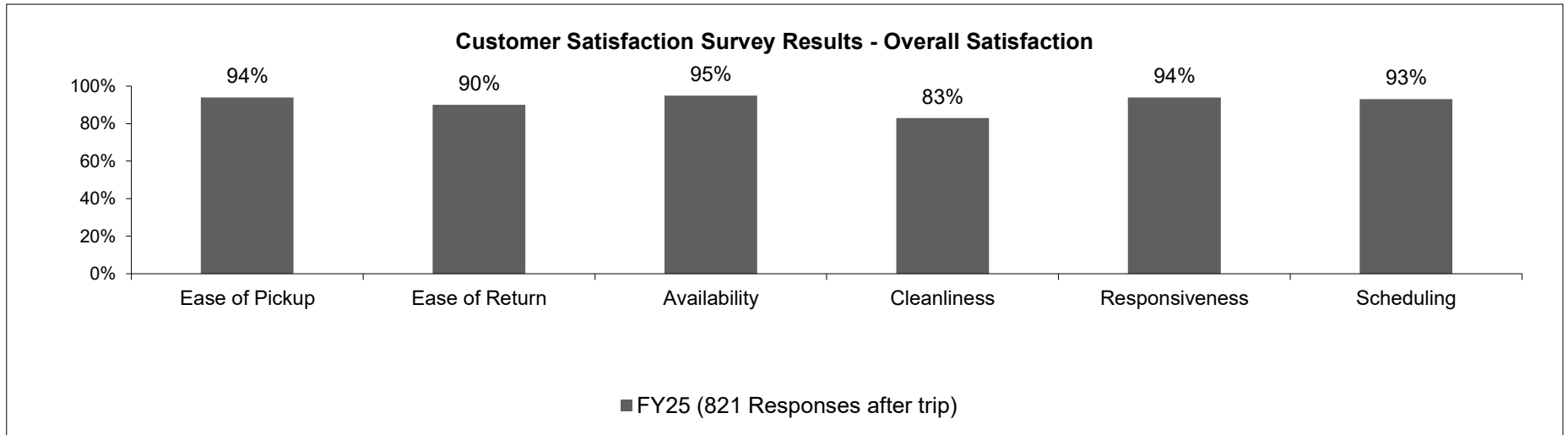
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: OA Carpool

Program is found in the following core budget(s): GS Operating Core, Rebillable Expenses Core

2b. Provide a measure(s) of the program's quality.



## PROGRAM DESCRIPTION

**Department:** Office of Administration

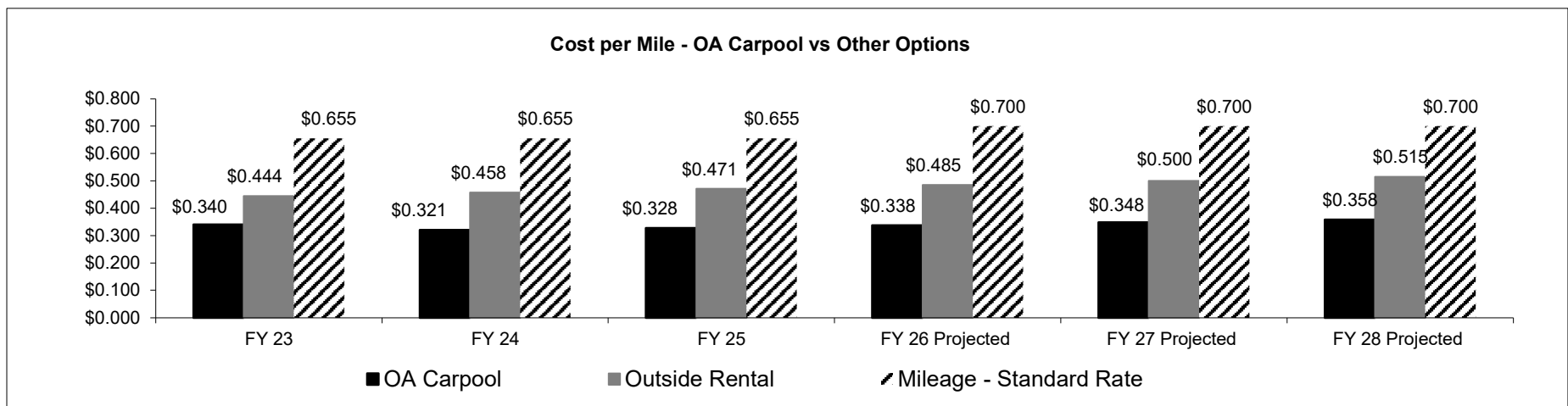
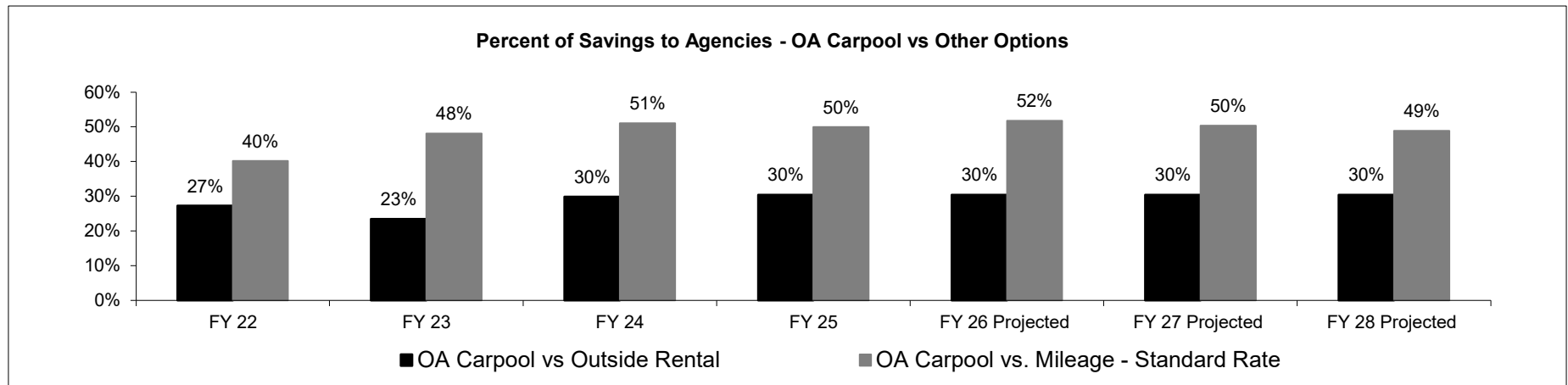
**HB Section(s):** 5.100, 5.140

**Program Name:** OA Carpool

**Program is found in the following core budget(s):** GS Operating Core, Rebillable Expenses Core

### 2c. Provide a measure(s) of the program's impact.

For FY 24, OA Carpool vehicles were overall 23% less expensive than rental vehicles through a contractor and 47% less expensive than personal mileage reimbursement at the \$.655 per mile rate.



## PROGRAM DESCRIPTION

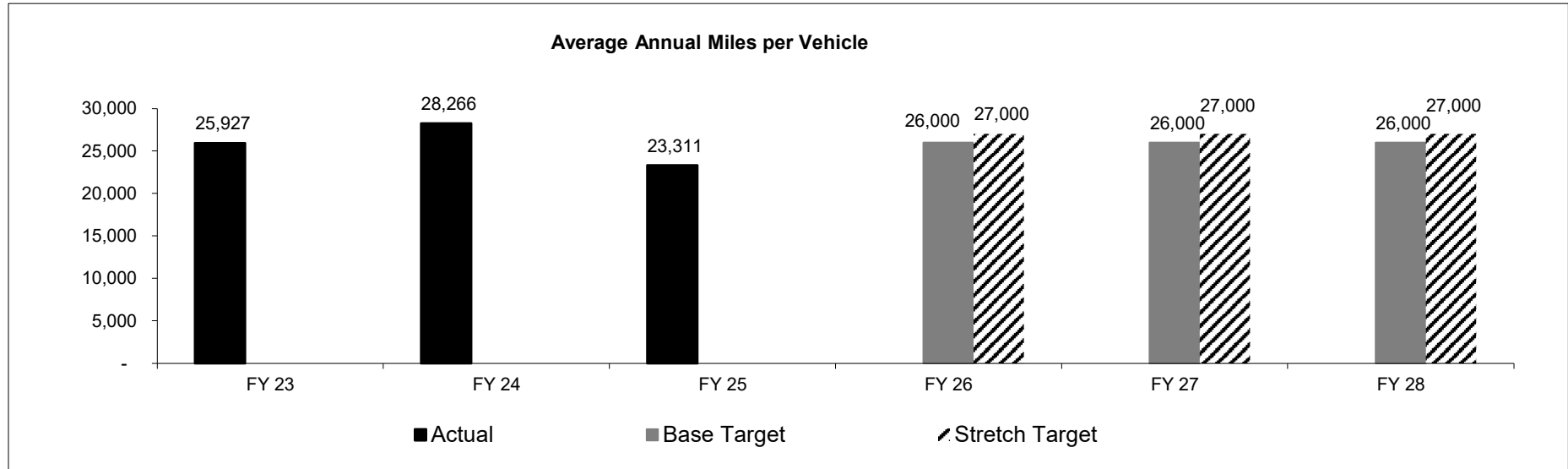
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: OA Carpool

Program is found in the following core budget(s): GS Operating Core, Rebillable Expenses Core

2d. Provide a measure(s) of the program's efficiency.



## PROGRAM DESCRIPTION

Department: Office of Administration

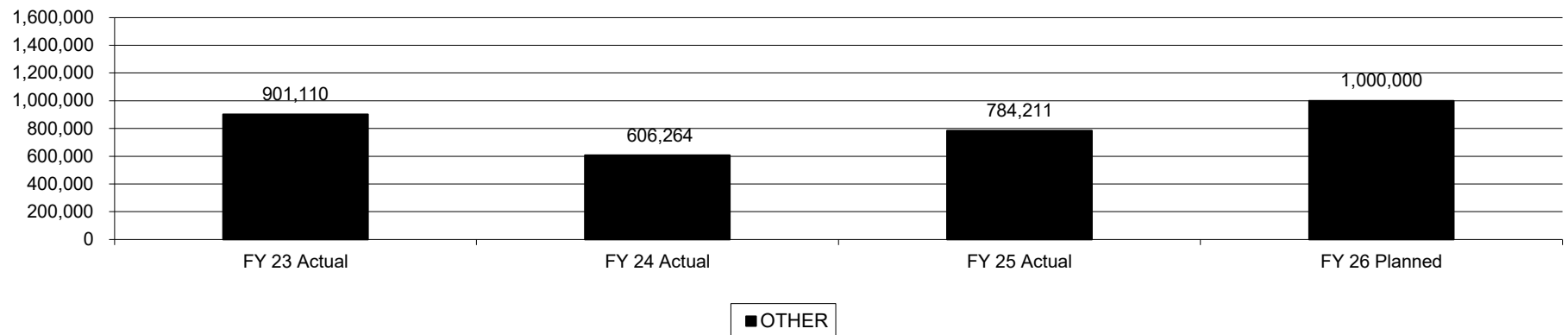
HB Section(s): 5.100, 5.140

Program Name: OA Carpool

Program is found in the following core budget(s): GS Operating Core, Rebillable Expenses Core

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)

Program Expenditure History



4. What are the sources of the "Other " funds?

OA Revolving Administrative Trust Fund (0505)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Section 37.450, RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

## PROGRAM DESCRIPTION

**Department:** Office of Administration

**HB Section(s):** 5.105

**Program Name:** Surplus Property Recycling

**Program is found in the following core budget(s):** Surplus Property Recycling

### 1a. What strategic priority does this program address?

Partner to innovate the way we work.

### 1b. What does this program do?

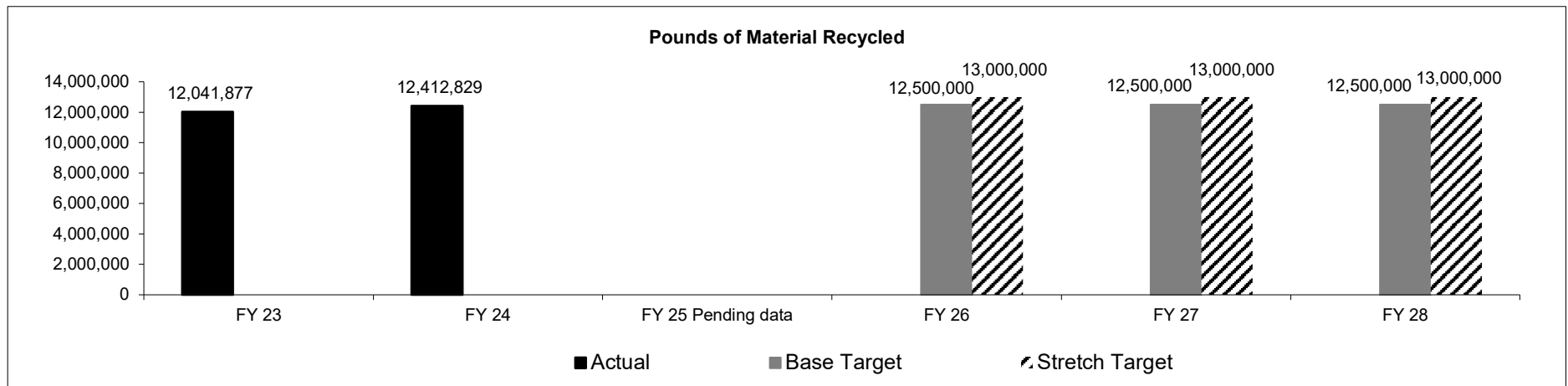
The Missouri State Recycling Program partners with state employees and agencies to facilitate fiscally and environmentally responsible strategies for reuse and recycling of state property

This self-sustaining program:

- Coordinates waste reduction strategies to reduce agency expenditures for waste disposal while promoting recycling activities
- Promotes recycling and sustainable materials management concepts throughout state agencies
- Serves as a resource to state agencies on recycling, waste reduction and reuse of state property
- Administers recycling service contracts
- Provides recycling supplies such as desk side recycling containers, bags, and other materials necessary to facilitate recycling
- Promotes procurement of products manufactured with recycled materials.
- Identifies materials of value in the state's waste stream and coordinates strategies to leverage maximum value of these materials.

Examples include scrap paper, cardboard, electronics, and pallets.

### 2a. Provide an activity measure(s) for the program.



## PROGRAM DESCRIPTION

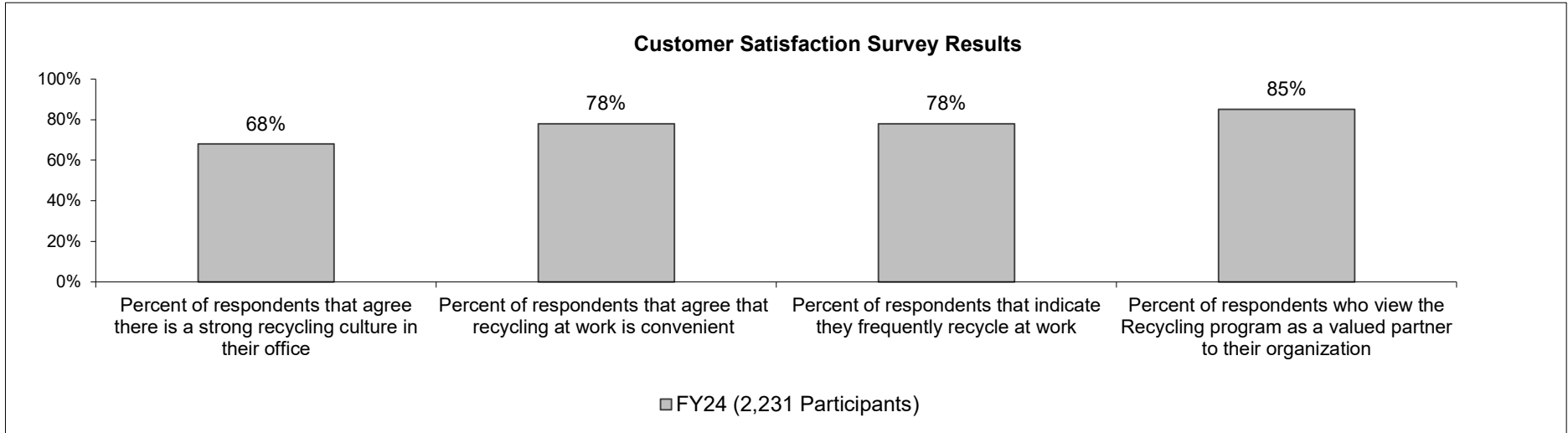
**Department:** Office of Administration

**HB Section(s):** 5.105

**Program Name:** Surplus Property Recycling

**Program is found in the following core budget(s):** Surplus Property Recycling

**2b. Provide a measure(s) of the program's quality.**



## PROGRAM DESCRIPTION

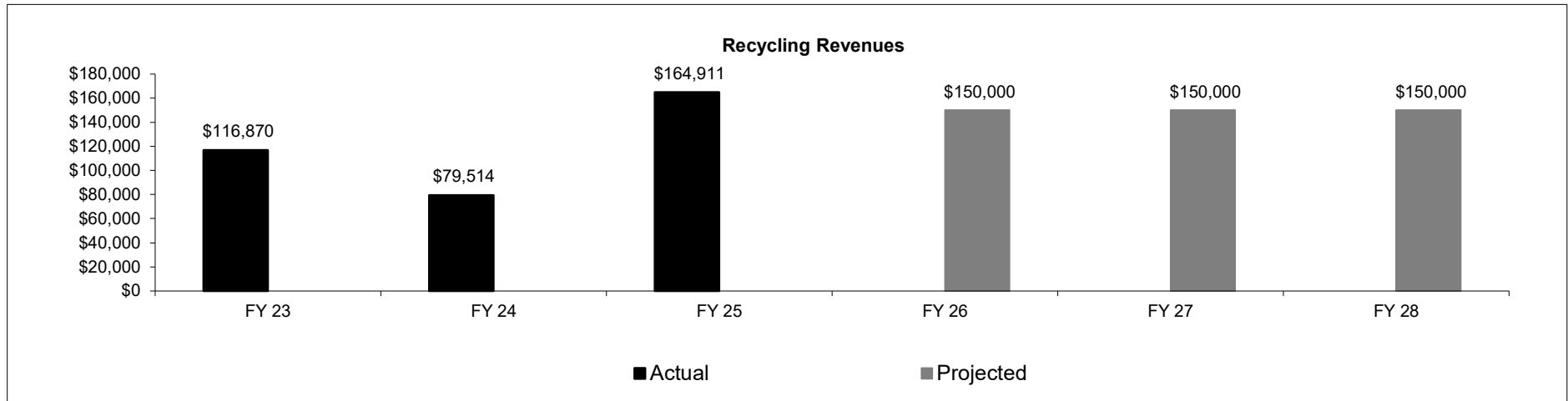
**Department:** Office of Administration

**HB Section(s):** 5.105

**Program Name:** Surplus Property Recycling

**Program is found in the following core budget(s):** Surplus Property Recycling

**2c. Provide a measure(s) of the program's impact.**



\*Downturn in revenues is largely due to change in market conditions in the recycling industry.

	FY 23		FY 24		FY 25		FY 26	FY 27	FY 28
Measure	Proj.	Actual	Proj.	Actual	Proj.	Actual	Projected	Projected	Projected
Heating Assistance Transfer to DSS	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000



## PROGRAM DESCRIPTION

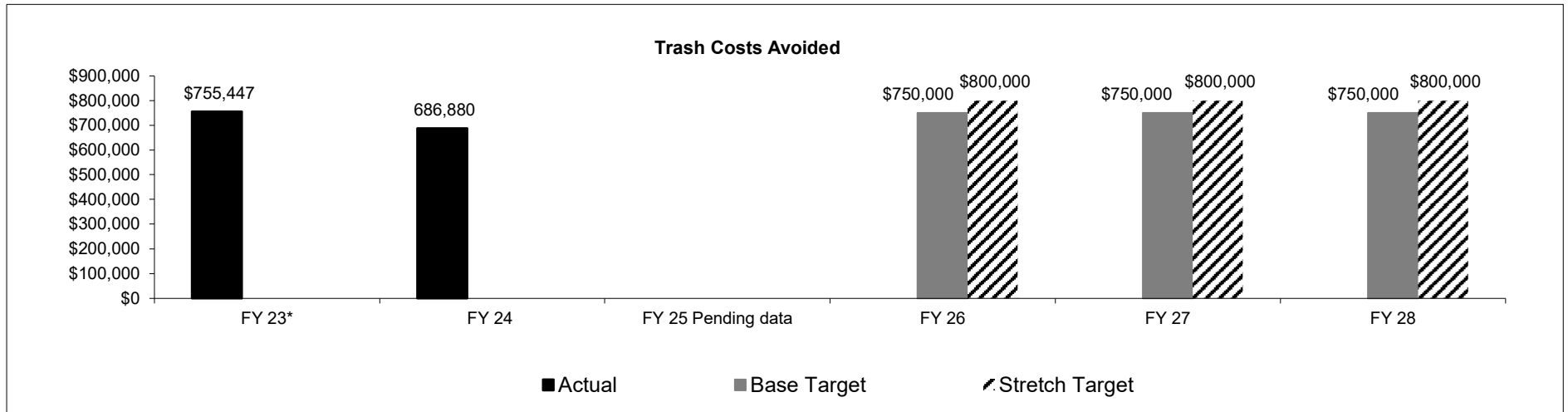
**Department:** Office of Administration

**HB Section(s):** 5.105

**Program Name:** Surplus Property Recycling

**Program is found in the following core budget(s):** Surplus Property Recycling

**2d. Provide a measure(s) of the program's efficiency.**



\*Trash costs avoided increased 50 percent due to increased average Missouri landfill tipping fee in FY23 used to calculate costs avoided. The average landfill tipping fee decreased from \$ 125.47 per ton in FY 23 to \$110.68 per ton in FY 24 as published in [www.erefndn.org](http://www.erefndn.org).

## PROGRAM DESCRIPTION

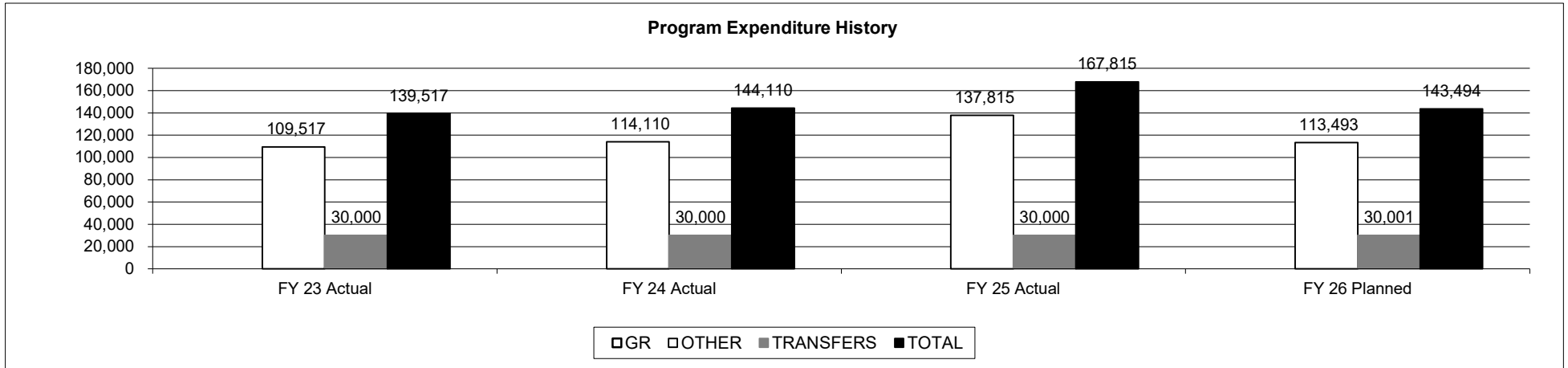
**Department:** Office of Administration

**HB Section(s):** 5.105

**Program Name:** Surplus Property Recycling

**Program is found in the following core budget(s):** Surplus Property Recycling

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



**4. What are the sources of the "Other " funds?**

Federal Surplus Property Fund (0407)

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Sections 34.031 and 34.032, RSMo

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

No

## PROGRAM DESCRIPTION

**Department:** Office of Administration

**HB Section(s):** 5.105

**Program Name:** Federal Surplus Property

**Program is found in the following core budget(s):** Surplus Property

### 1a. What strategic priority does this program address?

Prioritize the customer experience by offering excellent, low cost services.

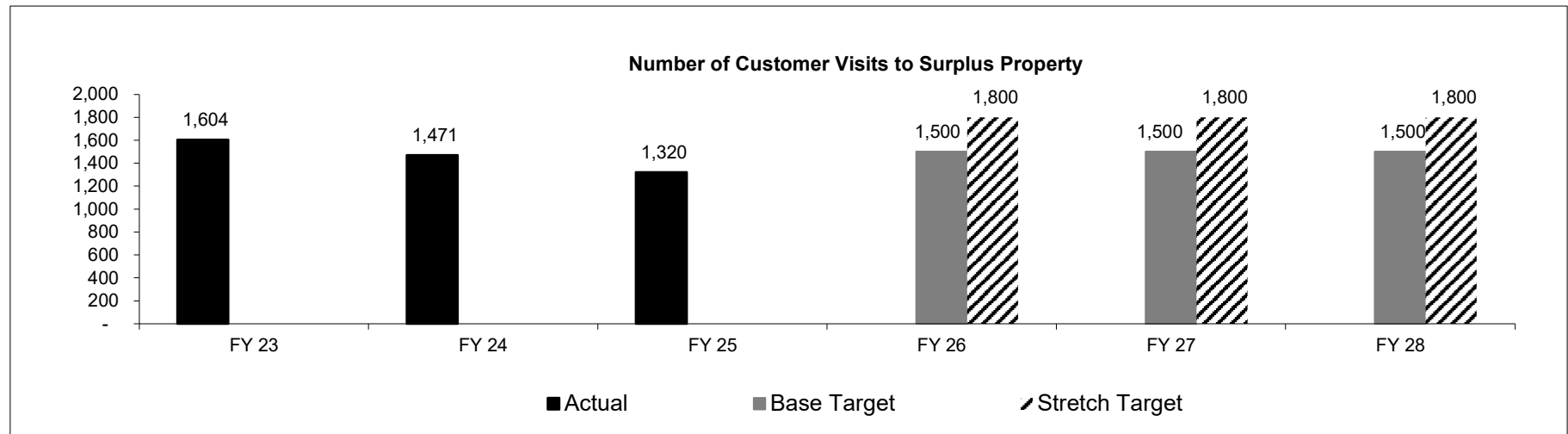
### 1b. What does this program do?

The State Agency for Surplus Property (SASP) administers the Federal Surplus Property program to help eligible entities purchase low cost excess federal property.

The SASP receives federal surplus property at no cost to the State other than transportation costs. The SASP transfers the property to eligible entities (officially referred to as donees) such as: state agencies, cities, counties, schools, not-for-profit health and educational activities, providers of assistance to the homeless and needy, SBA 8(a) program participants, Veteran Small Businesses, and service educational activities. All expenses incurred by the SASP for operating the Federal Surplus Property program are recovered through service charges applied to property acquired by eligible entities.

### 2a. Provide an activity measure(s) for the program.

See attached list of the top 100 entities served in FY 2025.



## PROGRAM DESCRIPTION

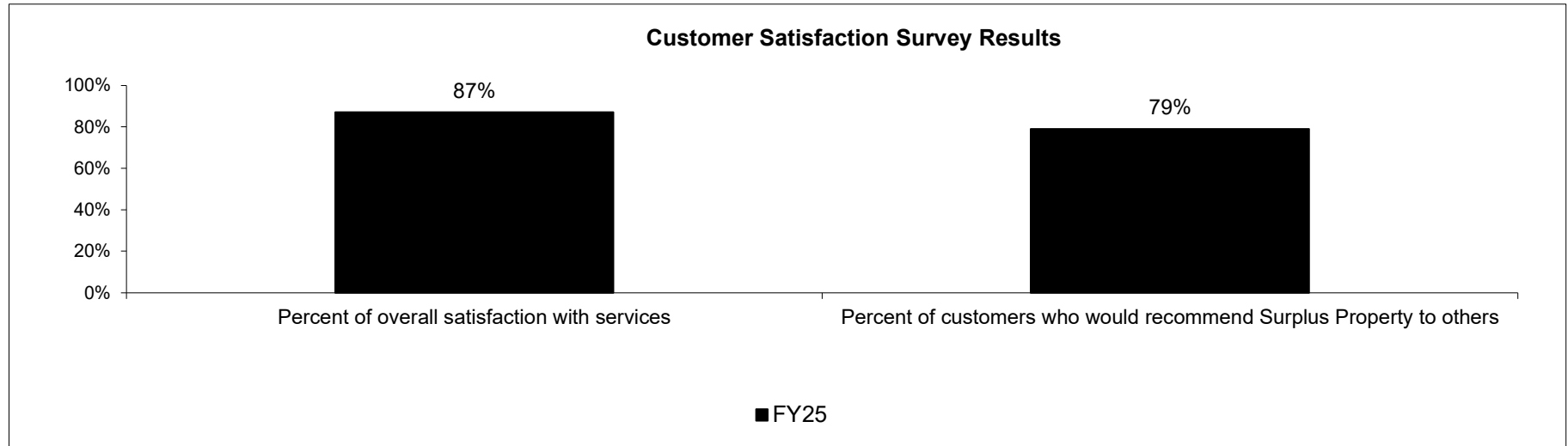
**Department:** Office of Administration

**HB Section(s):** 5.105

**Program Name:** Federal Surplus Property

**Program is found in the following core budget(s):** Surplus Property

**2b. Provide a measure(s) of the program's quality.**



## PROGRAM DESCRIPTION

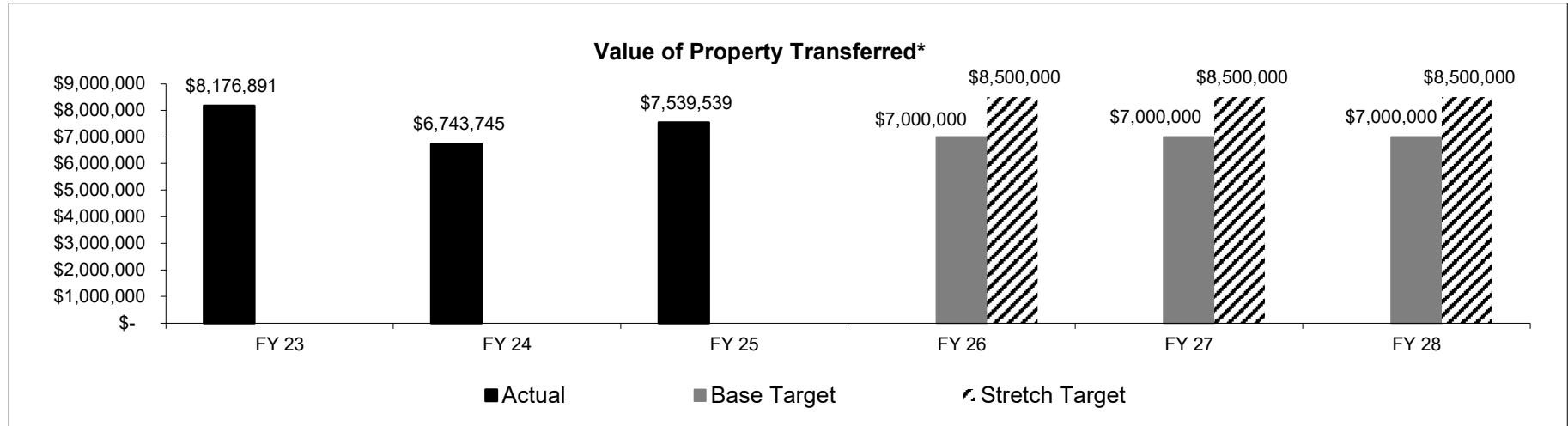
**Department:** Office of Administration

**HB Section(s):** 5.105

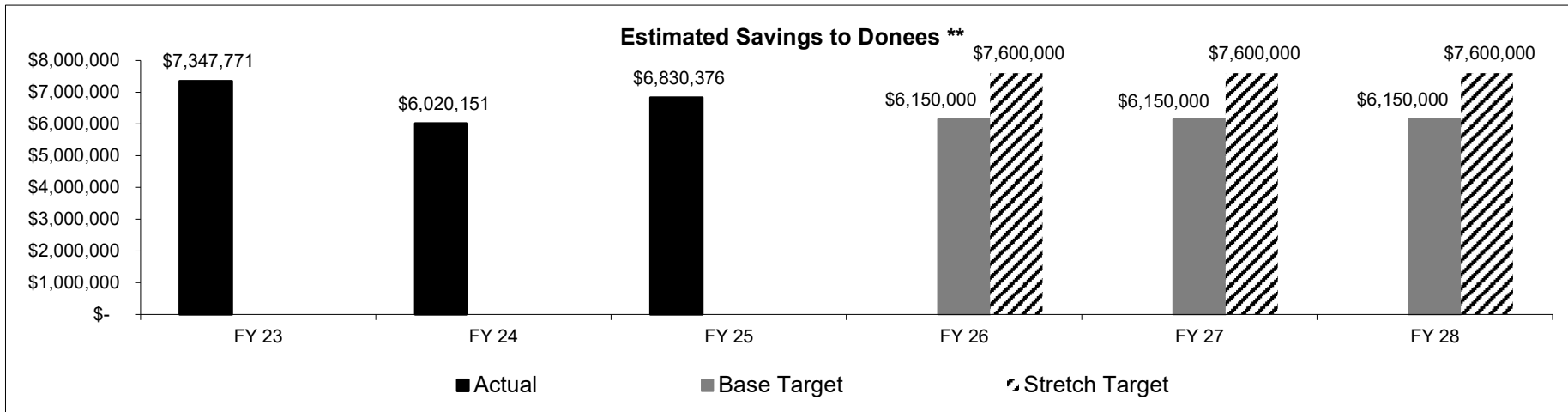
**Program Name:** Federal Surplus Property

**Program is found in the following core budget(s):** Surplus Property

**2c. Provide a measure(s) of the program's impact.**



\*The value is the original cost paid by the federal government for the property. This is not the cost charged to donees.



\*\* Difference between value of the original cost paid by the federal government for the property and the cost charged to donees.

**PROGRAM DESCRIPTION**

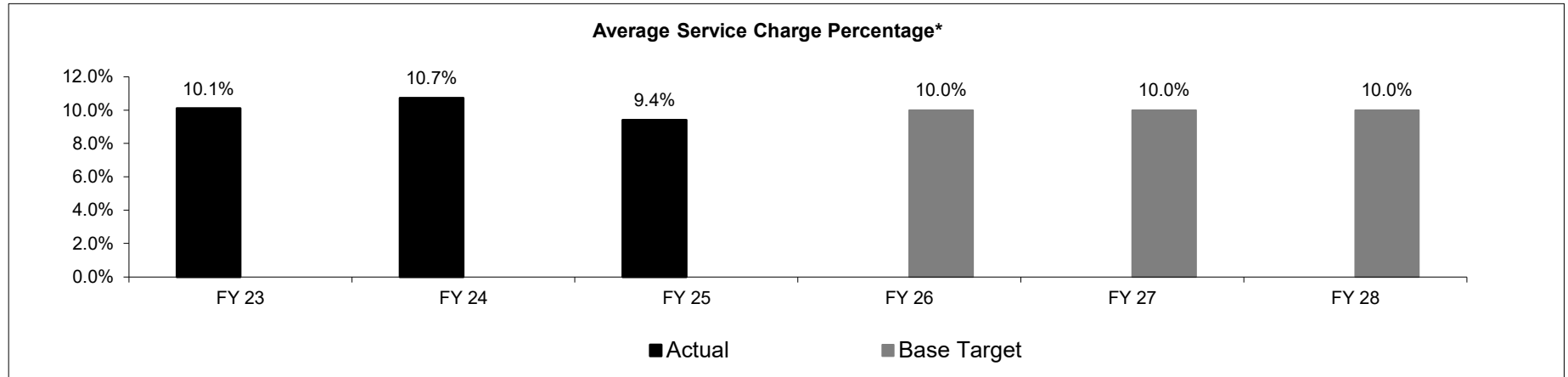
**Department:** Office of Administration

**HB Section(s):** 5.105

**Program Name:** Federal Surplus Property

**Program is found in the following core budget(s):** Surplus Property

**2d. Provide a measure(s) of the program's efficiency.**



\*Percentage of the original acquisition costs (paid by the Federal Government) charged to the donee. Service charges cover the programs operating cost.

### PROGRAM DESCRIPTION

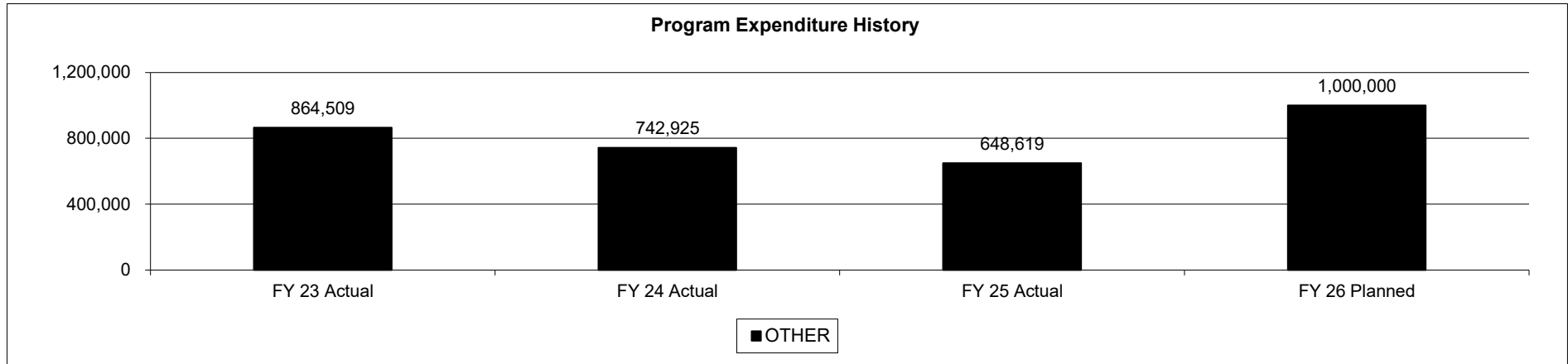
Department: Office of Administration

HB Section(s): 5.105

Program Name: Federal Surplus Property

Program is found in the following core budget(s): Surplus Property

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

Proceeds of Surplus Property Sales Fund (0710)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapters 34 and 37, RSMo.

Per Chapter 37.075 The Office of Administration is designated as the "Missouri State Agency for Surplus Property". It may acquire, warehouse, and distribute federal surplus property to any and all eligible departments and agencies of the state and local government, and to any and all other institutions and organizations eligible to receive surplus property under Public Law 152, 81st Congress, as amended, and under any other laws enacted by the Congress of the United States which provide for the disposal of United States government surplus property, and may otherwise cooperate with the federal government in the transfer of government surplus property.

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION				
Department: Office of Administration			HB Section(s): 5.105	
Program Name: Federal Surplus Property				
Program is found in the following core budget(s): Surplus Property				
FY 25 Donees Obtaining Property from Federal Surplus Property				
Top 100 Based on Federal Acquisition Cost				
Donee Name	City	County	Federal Acquisition Cost	MOSASP Service Charge
Gateway Youth Aeronautical Foundation	Maryland Heights	St. Louis	2,202,141	5,212
USS Aries Hydrofoil Memorial	Callao	Randolph	850,209	68,471
Anderson Wood Products LLC	Ellington	Reynolds	621,164	43,100
New Life Evangelistic Center, Inc	Overland	St. Louis	249,727	15,781
Blum Farms LLC	Plato	Texas	232,026	28,588
Transportation, Department of (MODOT)	Jefferson City	Cole	216,740	56,476
Arete Contracting	Jefferson City	Cole	194,464	8,225
Dempsey Sales	Pacific	Franklin	155,806	21,303
Sedalia, City of	Sedalia	Pettis	151,693	19,802
Chariton County	Keytesville	Chariton	114,999	6,125
Monroe County	Paris	Monroe	114,869	27,291
R M Thomas II Trucking dba Rob Trucking	Oak Grove	Jackson	109,275	18,939
Missouri University of Science and Technology	Columbia	Boone	104,059	21,797
PWSD 8, Clay County	Kearney	Clay	78,919	11,590
Corrections, Department of	Jefferson City	Cole	74,515	15,908
Algoa Correctional Center (ACC)	Jefferson City	Cole	70,964	12,742
Sherwood Forest	St Louis	St. Louis City	67,670	2,180
ASUSA Professional LLC	Eureka	St. Louis	56,000	5,000
Blue Collar Consulting Group LLC	Boonville	Cooper	53,108	6,023
Kennett, City of	Kennett	Dunklin	50,146	9,500
Callaway Cares	Fulton	Callaway	44,566	3,444
Monroe City R-1 School	Monroe City	Monroe	42,313	5,085
Great Rivers Boy Scout Council	Columbia	Boone	39,675	3,756
PWSD 3, Linn/Livingston	Wheeling	Livingston	39,084	3,360
Harry S Truman Naval Sea Cadets	Oskaloosa	Jefferson	37,612	2,350
PWSD 1, Macon County	Macon	Macon	36,276	6,445
Morley, City of	Morley	Scott	34,087	2,335
Dexter, City of	Dexter	Cowley	33,057	3,055



PROGRAM DESCRIPTION				
Department: Office of Administration			HB Section(s): 5.105	
Program Name: Federal Surplus Property				
Program is found in the following core budget(s): Surplus Property				
FY 25 Donees Obtaining Property from Federal Surplus Property				
Top 100 Based on Federal Acquisition Cost			Federal Acquisition Cost	MOSASP Service Charge
Donee Name	City	County		
Gerald Rosebud Fire Protection District	Gerald	Franklin	32,100	3,000
Steelville, City of	Steelville	Crawford	29,643	3,266
Niangua, City of	Niangua	Webster	29,073	6,750
Thomas Hill PWSD #1	Moberly	Randolph	28,448	6,459
Buchanan County	St Joseph	Buchanan	27,979	3,579
Cole County	Jefferson City	Cole	27,961	1,482
Morrison Special Road District #4	Morrison	Gasconade	26,994	2,607
Camden County Library District	Camdenton	Camden	25,514	4,898
Mettle Welding and Fabrication	Lake St Louis	St. Charles	24,982	3,664
Gasconade County R-1 School District	Hermann	Gasconade	23,380	1,499
Braymer, City of	Braymer	Caldwell	22,416	2,220
Michael A Simmons	Rich Hill	Bates	21,071	4,070
Heart of America Council	Kansas City	Clay	20,741	1,000
East Carter R-II School	Ellsinore	Carter	20,590	2,909
Hickory County	Hermitage	Hickory	19,989	4,313
Kennett School #39	Kennett	Dunklin	19,683	4,790
Brighter Futures Farm LLC	Emden	Logan	19,288	6,700
River View Supply LLC	Savannah	Andrew	18,349	2,752
Forsyth R-3 School	Forsyth	Taney	17,443	980
Crane, City of	Crane	Crane	17,287	1,593
Sweet Springs, City of	Sweet Springs	Saline	17,113	4,584
Cole County R-5 School	Eugene	Lane	16,750	1,200
Moniteau County R-1 School	California	Moniteau	16,733	2,176
Douglas County	Ava	Douglas	16,204	3,212
Western Reception, Diagnostic and Correctional Center (WF	Jefferson City	Cole	16,000	4,750
Morgan County R-1 School	Stover	Morgan	14,998	3,857
Lawrence County	Mt Vernon	Lawrence	14,997	1,517
Moniteau County	California	Moniteau	14,793	1,921
Fredericktown R-1 School	Fredericktown	Madison	14,416	1,409

PROGRAM DESCRIPTION				
Department: Office of Administration			HB Section(s): 5.105	
Program Name: Federal Surplus Property				
Program is found in the following core budget(s): Surplus Property				
FY 25 Donees Obtaining Property from Federal Surplus Property				
Top 100 Based on Federal Acquisition Cost			Federal Acquisition Cost	MOSASP Service Charge
Donee Name	City	County		
Missouri Military Academy	Mexico	Audrain	14,211	1,691
Ebenezer Fire Protection District	Springfield	Greene	13,331	4,195
Butler, City of	Butler	Bates	13,286	3,267
Camden County	Camdenton	Camden	13,020	1,537
Farmington Correctional Center (FCC)	Jefferson City	Cole	12,963	4,325
Glasgow Special Road District	Glasgow	Howard	12,935	3,617
Commemorative Air Force / Missouri Wing	St Charles	St. Charles	12,716	847
Pony Express Boy Scout Council	St Joseph	Buchanan	12,714	978
Howard County	Fayette	Howard	12,659	1,573
Greenwood, City of	Greenwood	Jackson	12,500	3,000
Alert Warning Systems LLC	St Louis	St. Louis City	12,471	3,779
Southern Webster County Fire Protection District	Diggins	Webster	11,036	520
Oak Grove, City of	Oak Grove	Jackson	10,904	4,206
Caldwell County	Kingston	Caldwell	10,719	912
Adrian, City of	Adrian	Bates	10,666	1,200
Missouri Eastern Correctional Center (MECC)	Jefferson City	Cole	10,295	1,725
State Emergency Management Agency	Jefferson City	Cole	10,206	1,235
Rolla 31 School	Rolla	Phelps	10,023	2,395
St Louis County Board Election Commissioners	St Ann	St. Louis	10,021	1,215
Paris, City of	Paris	Monroe	10,009	592
Leadwood City of	Leadwood	St. Francois	10,000	3,500
St Peter Interparish School	Jefferson City	Cole	9,966	1,108
St Francis Borgia School	Washington	Franklin	9,866	1,347
Webster County	Marshfield	Webster	9,829	4,538
Moberly Correctional Center (MCC)	Jefferson City	Cole	9,712	1,550
Gravois Mills, Town of	Gravois Mills	Morgan	9,665	3,388
PWSD 4, Platte County	Platte City	Platte	9,656	1,200
Maries County R-2 School	Belle	Maries	9,641	2,518
Vehicle Maintenance	Jefferson City	Cole	9,350	727

PROGRAM DESCRIPTION				
Department: Office of Administration			HB Section(s): 5.105	
Program Name: Federal Surplus Property				
Program is found in the following core budget(s): Surplus Property				
FY 25 Donees Obtaining Property from Federal Surplus Property				
Top 100 Based on Federal Acquisition Cost				
Donee Name	City	County	Federal Acquisition Cost	MOSASP Service Charge
Larry Payne Excavating LLC	Russellville	Cole	8,568	617
Slater School District	Slater	Saline	8,499	985
Texas County	Houston	Texas	8,345	1,048
Facilities Management, Design and Construction	Jefferson City	Cole	7,893	1,954
Youth Services, Division of	Jefferson City	Cole	7,749	752
Slater Special Road District	Slater	Saline	7,658	2,870
Osage County R-2 School	Linn	Osage	7,426	600
Potosi, City of	Potosi	Washington	7,413	777
Madison County	Fredericktown	Madison	7,328	620
Bates County	Butler	Bates	7,258	1,005
Clarence, City of	Clarence	Shelby	7,135	2,000
Marshall School District	Marshall	Saline	6,981	1,284
Warrensburg, City of	Warrensburg	Johnson	6,858	253
West Plains, City of	West Plains	Howell	6,827	3,315

## PROGRAM DESCRIPTION

**Department:** Office of Administration

**HB Section(s):** 5.110

**Program Name:** Fixed Price Vehicle and Equipment

**Program is found in the following core budget(s):** Fixed Price Vehicle and Equipment

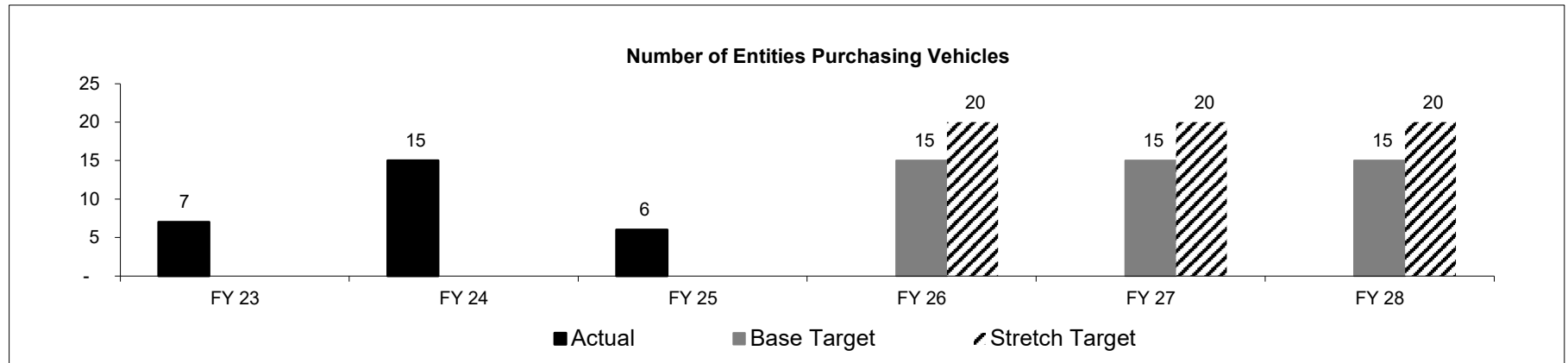
### 1a. What strategic priority does this program address?

Prioritize the customer experience by offering excellent, low cost services.

### 1b. What does this program do?

This core request is for funding to acquire low mileage vehicles and construction equipment from the Federal Government to be resold to state agencies and eligible entities. This program enables eligible entities to buy used vehicles instead of new vehicles.

### 2a. Provide an activity measure(s) for the program.



**PROGRAM DESCRIPTION**

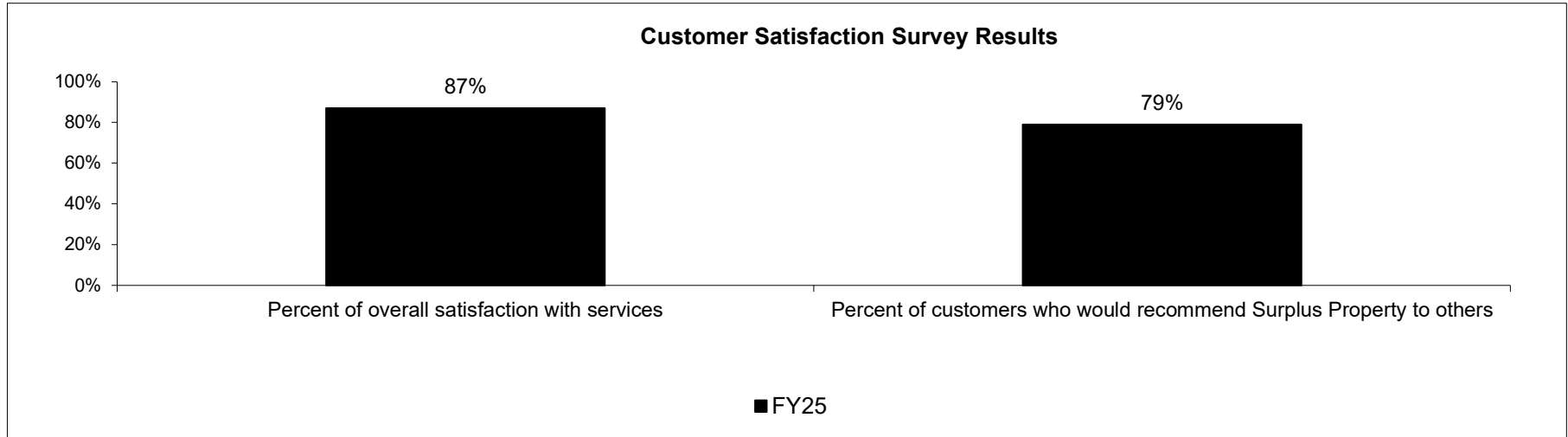
**Department:** Office of Administration

**HB Section(s):** 5.110

**Program Name:** Fixed Price Vehicle and Equipment

**Program is found in the following core budget(s):** Fixed Price Vehicle and Equipment

**2b. Provide a measure(s) of the program's quality.**



## PROGRAM DESCRIPTION

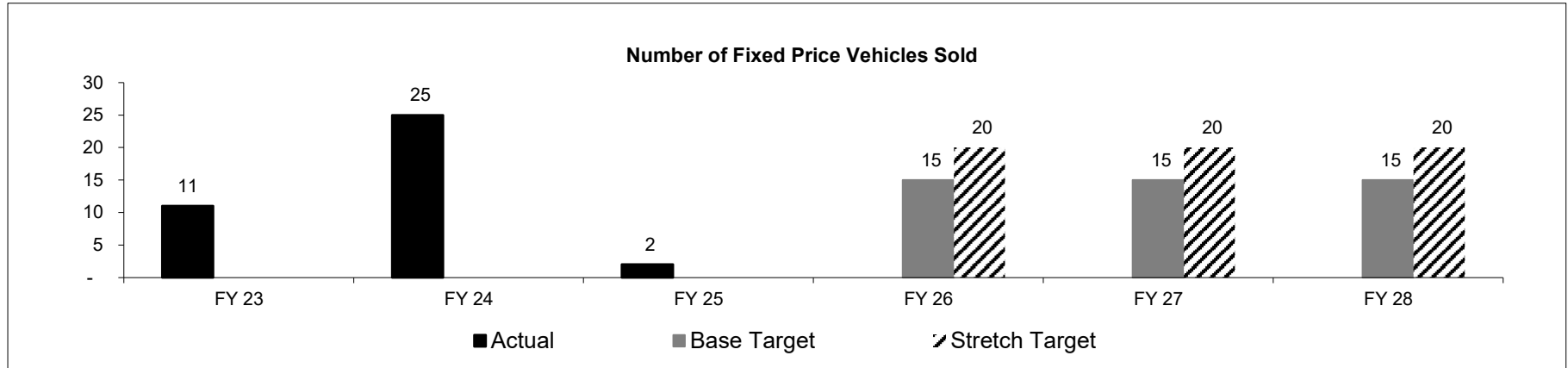
Department: Office of Administration

HB Section(s): 5.110

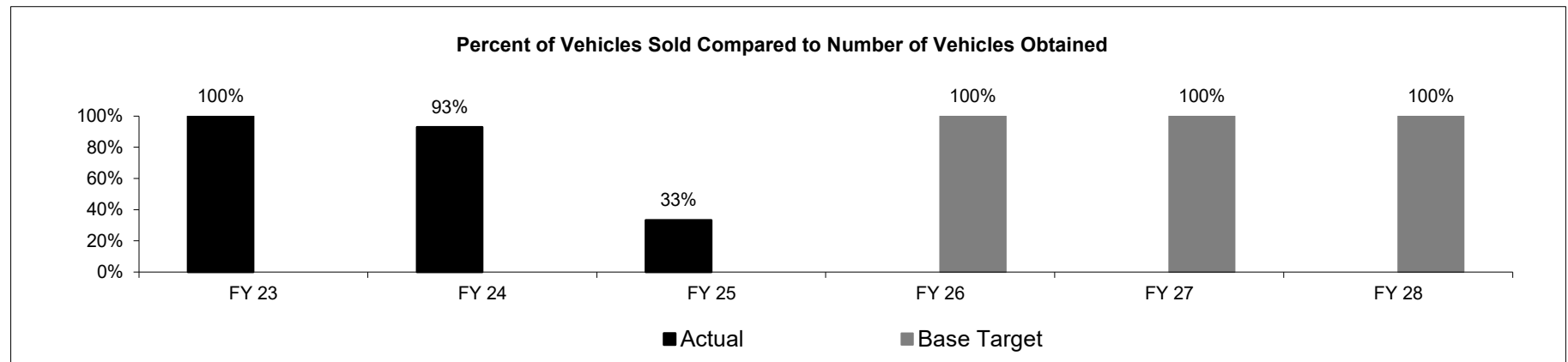
Program Name: Fixed Price Vehicle and Equipment

Program is found in the following core budget(s): Fixed Price Vehicle and Equipment

2c. Provide a measure(s) of the program's impact.



2d. Provide a measure(s) of the program's efficiency.



### PROGRAM DESCRIPTION

Department: Office of Administration

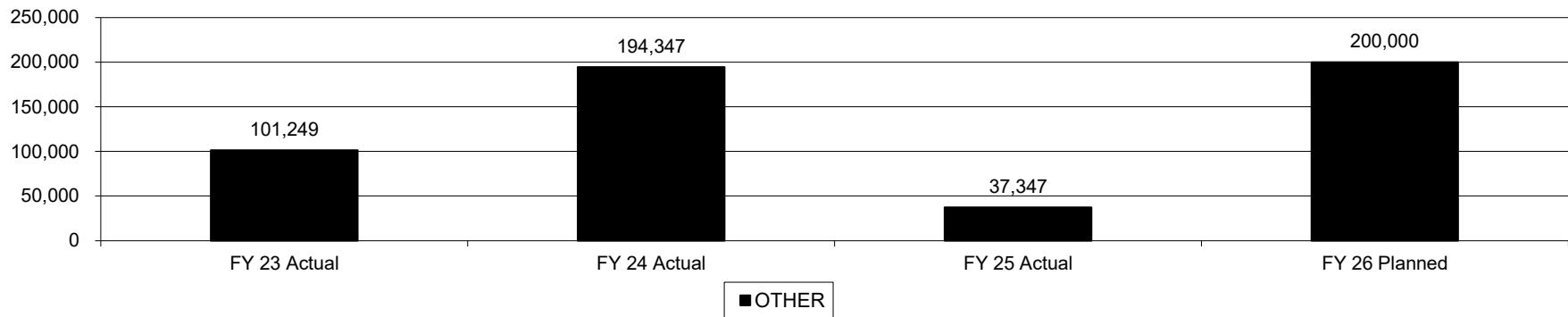
HB Section(s): 5.110

Program Name: Fixed Price Vehicle and Equipment

Program is found in the following core budget(s): Fixed Price Vehicle and Equipment

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)

Program Expenditure History



4. What are the sources of the "Other " funds?

Federal Surplus Property Fund (0407)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 37, RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

## PROGRAM DESCRIPTION

**Department:** Office of Administration

**HB Section(s):** 5.120, 5.125

**Program Name:** State Surplus Property Sales Proceeds/Transfer

**Program is found in the following core budget(s):** Surplus Property

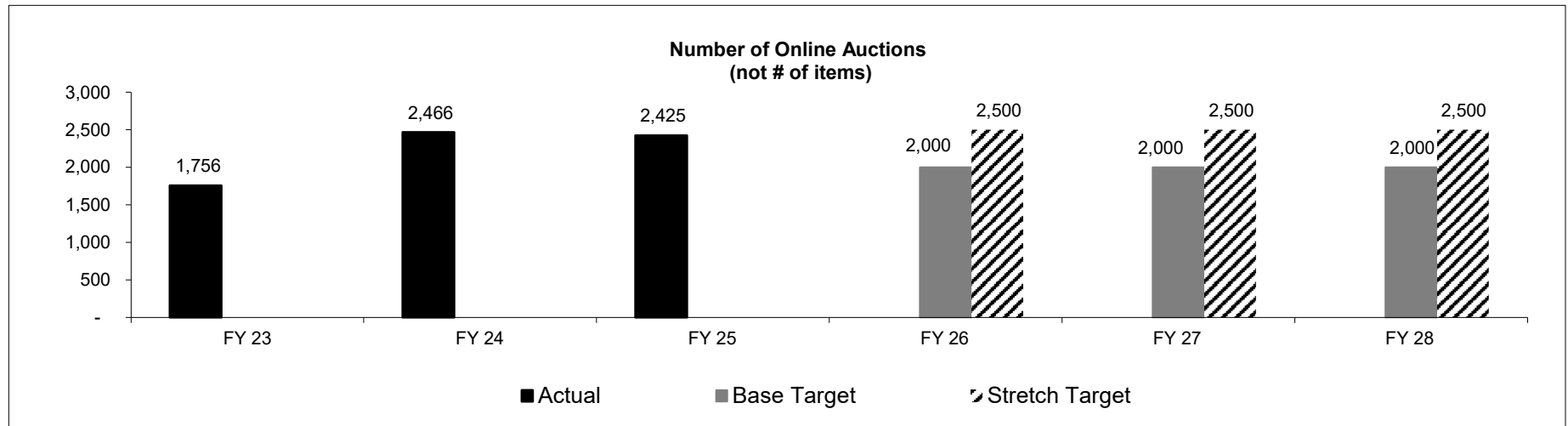
**1a. What strategic priority does this program address?**

Prioritize the customer experience by offering excellent, low cost services.

**1b. What does this program do?**

State Surplus Property helps state agencies dispose of excess state property through the use of various disposal methods such as: online public auctions, redistribution to other state agencies or recycling.

**2a. Provide an activity measure(s) for the program.**





## PROGRAM DESCRIPTION

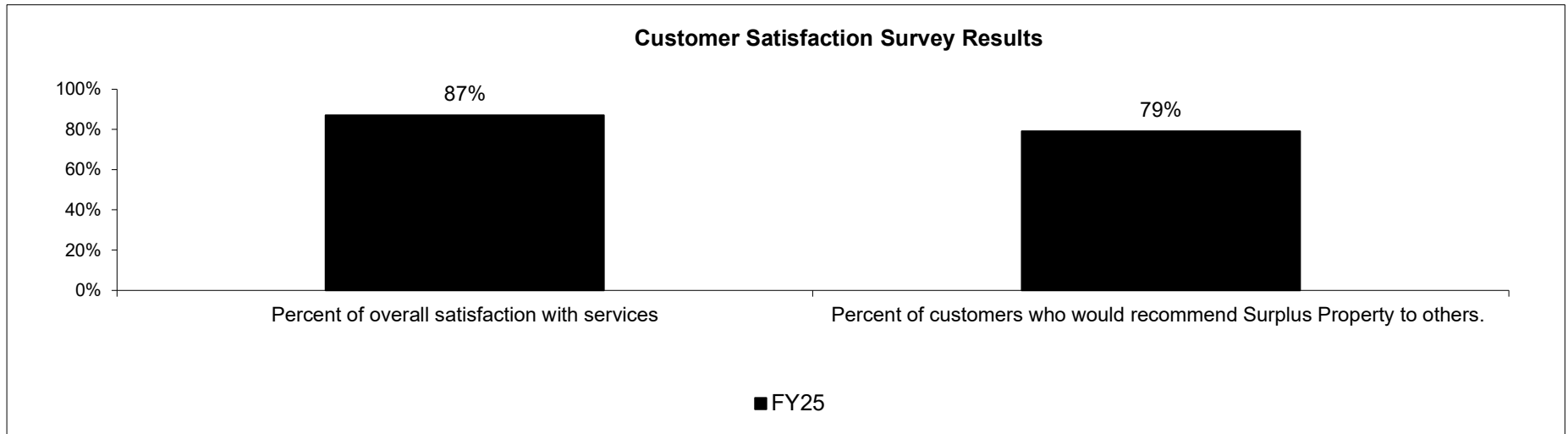
**Department:** Office of Administration

**HB Section(s):** 5.120, 5.125

**Program Name:** State Surplus Property Sales Proceeds/Transfer

**Program is found in the following core budget(s):** Surplus Property

**2b. Provide a measure(s) of the program's quality.**



## PROGRAM DESCRIPTION

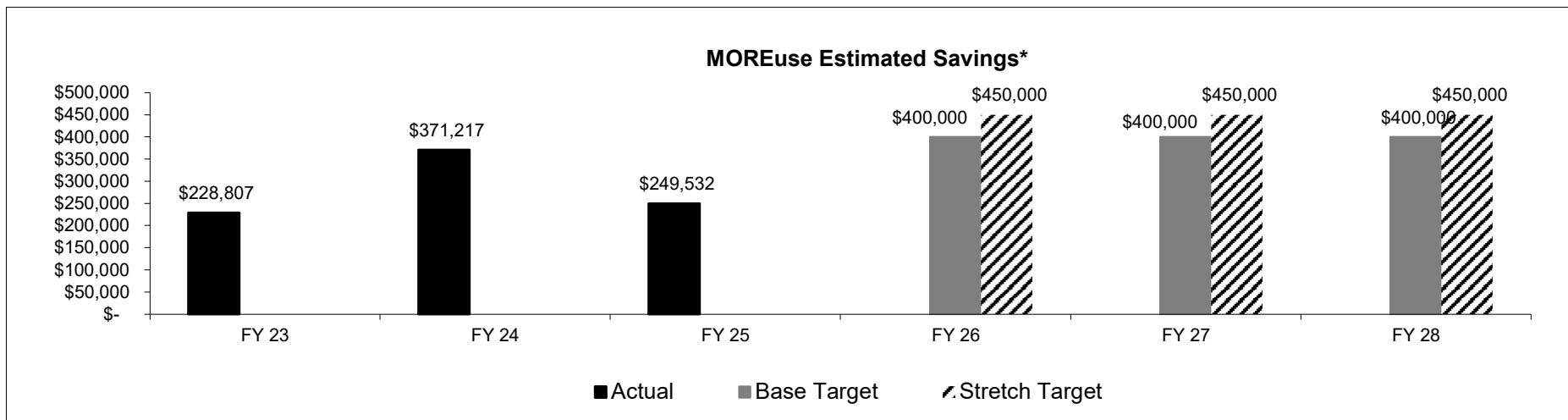
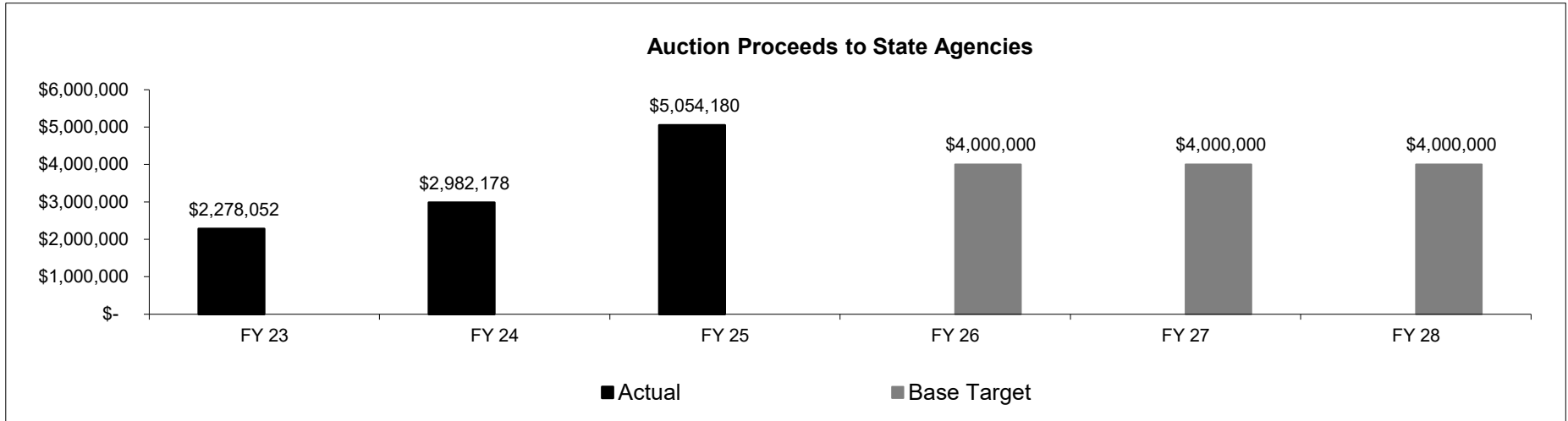
**Department:** Office of Administration

**HB Section(s):** 5.120, 5.125

**Program Name:** State Surplus Property Sales Proceeds/Transfer

**Program is found in the following core budget(s):** Surplus Property

**2c. Provide a measure(s) of the program's impact.**



\*Redistribution of excess state property between agencies. Savings calculated based on estimates of what new property would have cost.

**PROGRAM DESCRIPTION**

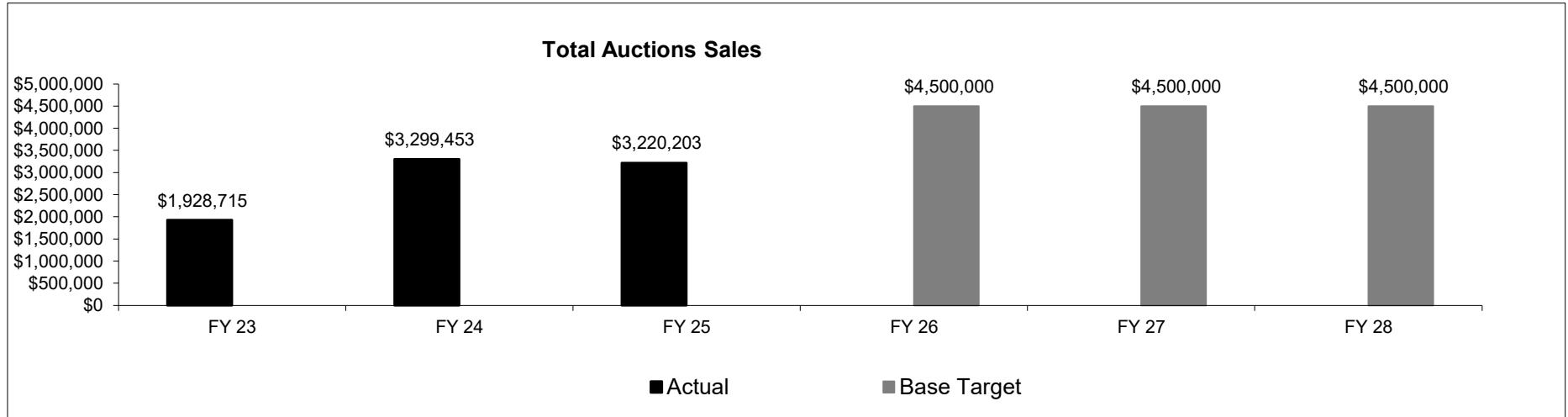
**Department:** Office of Administration

**HB Section(s):** 5.120, 5.125

**Program Name:** State Surplus Property Sales Proceeds/Transfer

**Program is found in the following core budget(s):** Surplus Property

**2d. Provide a measure(s) of the program's efficiency.**



## PROGRAM DESCRIPTION

**Department:** Office of Administration

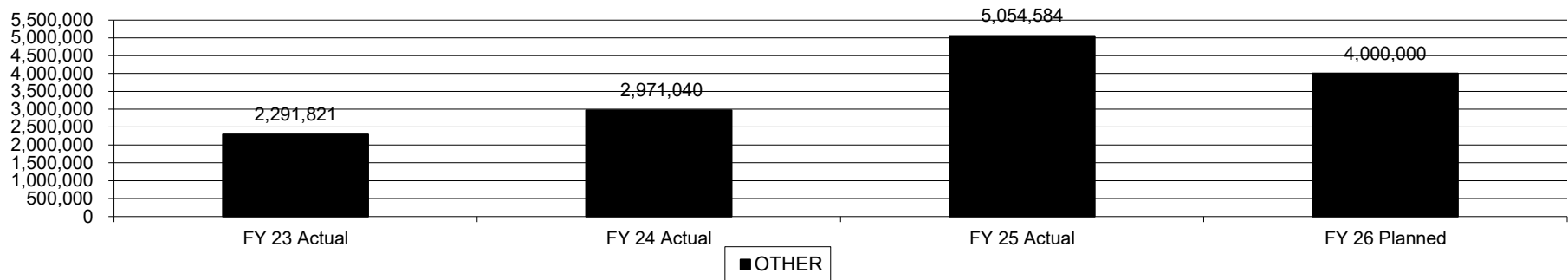
**HB Section(s):** 5.120, 5.125

**Program Name:** State Surplus Property Sales Proceeds/Transfer

**Program is found in the following core budget(s):** Surplus Property

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**

Program Expenditure History



**4. What are the sources of the "Other " funds?**

Proceeds of Surplus Property Sales Fund (0710)

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Chapter 34, RSMo authorizes Office of Administration to transfer state surplus property. Section 37.090, RSMo, allows for a fund to pay the costs of conducting state surplus property sales and to distribute the monies received in excess of costs to the fund which purchased the items sold. Expenses for state surplus property operations include advertising, and travel expenses. In addition, reimbursements are made for personnel, use of office space, and equipment for the state side surplus property and recycling programs.

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

No

## PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.160

Program Name: Administrative Hearing Commission

Program is found in the following core budget(s): Administrative Hearing Commission

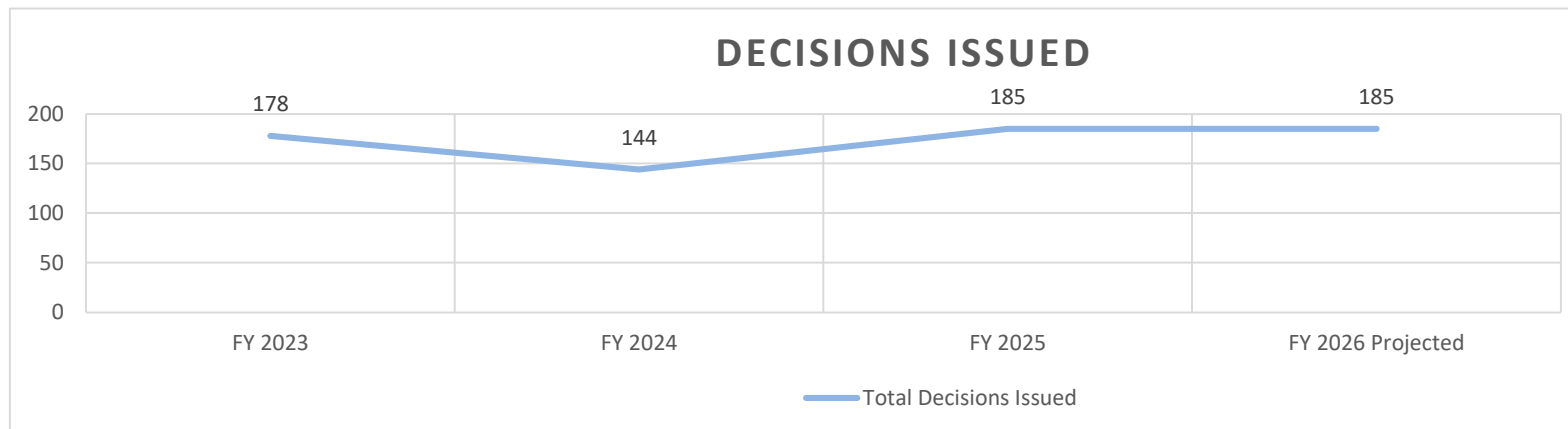
### 1a. What strategic priority does this program address?

The Administrative Hearing Commission (AHC) serves as a neutral fact-finder and decision maker to resolve disputes between state agencies and private

### 1b. What does this program do?

The AHC is a neutral administrative tribunal comprised of commissioners (administrative judges), staff attorneys, and support staff. Commissioners rule on pretrial matters, conduct hearings (bench trials) in a court-like setting, and issue decisions in litigation between a state agency or commission and a business or individual. Litigants may appeal AHC decisions to judicial-branch State and Federal courts. The AHC's authority is broad and frequently expanding. The AHC has authority over more than 100 statutorily-based actions, including: disputes over state income, sales, and withholding tax; discipline and denial of professional licenses; medical and recreational marijuana licensing and enforcement; Medicaid funding for service providers; due-process complaints about special-education services under the federal Individuals with Disabilities Education Act (IDEA); limited appeals of state employee personnel matters; motor vehicle dealer licenses; decisions of certain commissions under the Missouri Department of Natural Resources; appeals of late filing fee assessments by the Missouri Ethics Commission; alcohol licenses; fantasy sports licenses; motor carrier and railroad safety matters; and certain franchisor/franchisee disputes.

### 2a. Provide an activity measure(s) for the program.



## PROGRAM DESCRIPTION

Department: Office of Administration

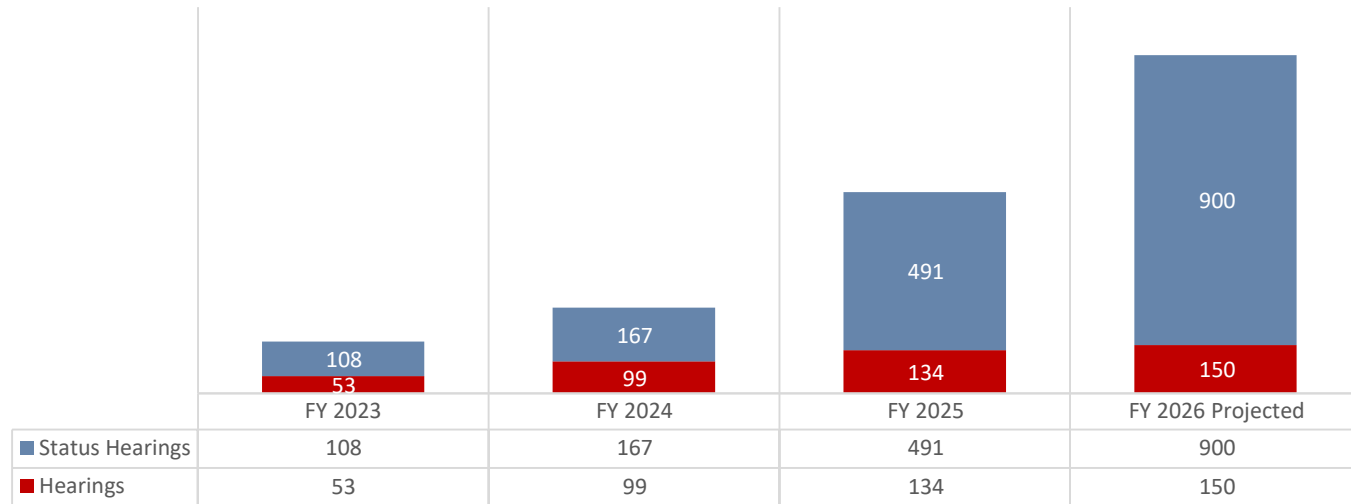
HB Section(s): 5.160

Program Name: Administrative Hearing Commission

Program is found in the following core budget(s): Administrative Hearing Commission

### 2b. Provide a measure(s) of the program's quality.

#### TOTAL HEARING ACTIVITY



### 2c. Provide a measure(s) of the program's impact.

Given the AHC's role in resolving specific disputes, it can be difficult to measure the program's impact on its customers. The AHC has updated its website based on feedback from customers and utilizes customer-service surveys to help gauge customer satisfaction.

## PROGRAM DESCRIPTION

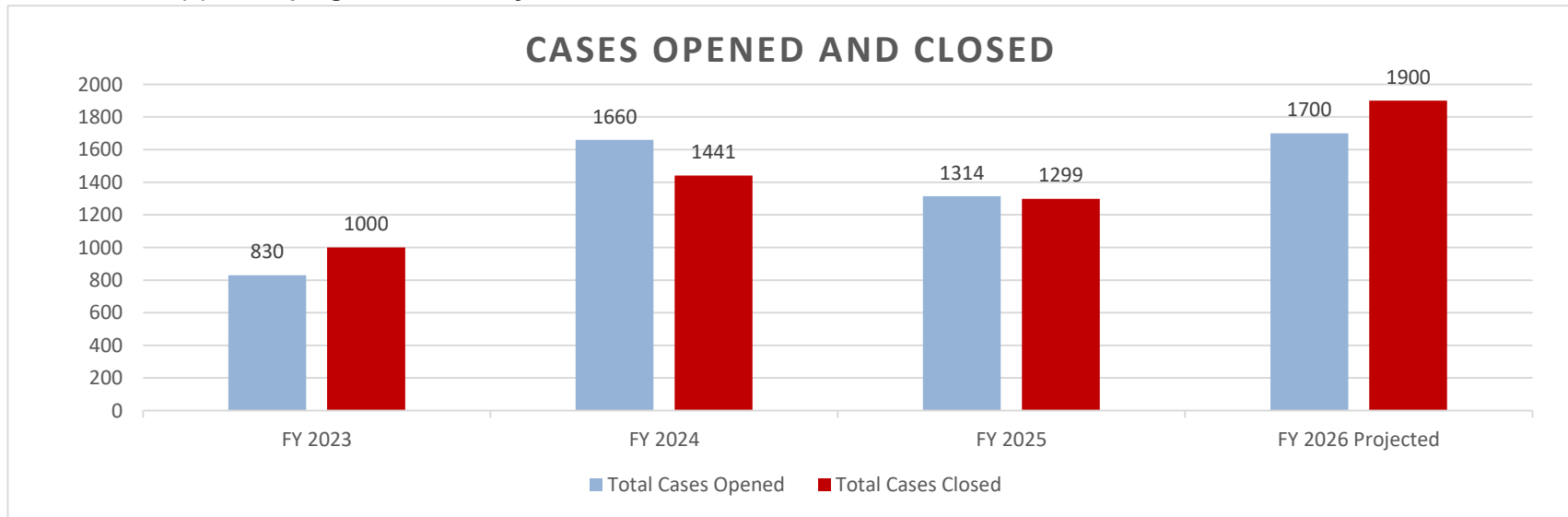
Department: Office of Administration

HB Section(s): 5.160

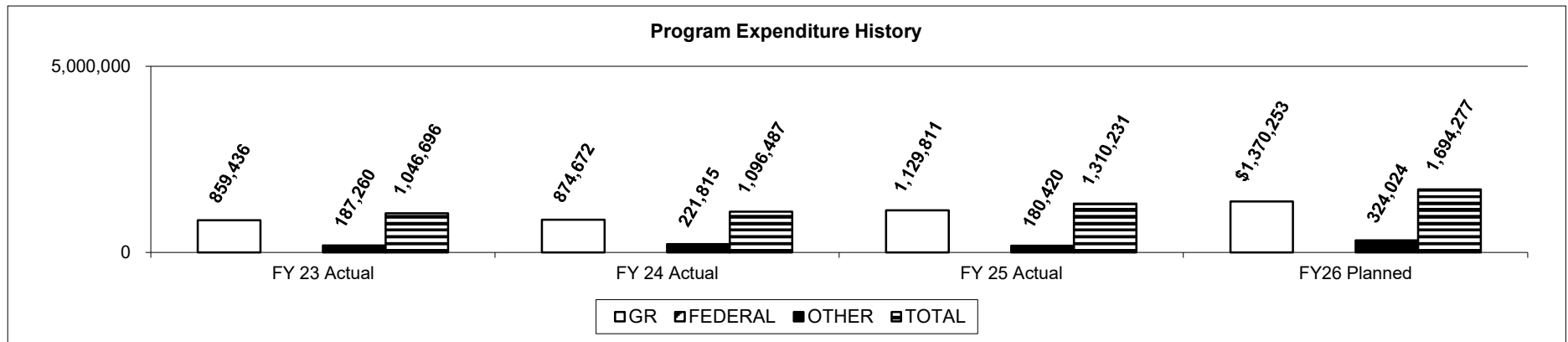
Program Name: Administrative Hearing Commission

Program is found in the following core budget(s): Administrative Hearing Commission

2d. Provide a measure(s) of the program's efficiency.



3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



**PROGRAM DESCRIPTION**

**Department:** Office of Administration

**HB Section(s):** 5.160

**Program Name:** Administrative Hearing Commission

**Program is found in the following core budget(s):** Administrative Hearing Commission

**4. What are the sources of the "Other " funds?**

Educational Due Process Hearing Fund (0818) and Vet Health and Care Fund (0606)

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

The AHC was created by Chapter 621 of the Revised Missouri Statutes. The specific grants of authority to the AHC are located in various Missouri statutes.

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

No



<b>PROGRAM DESCRIPTION</b>	
<b>Department Office of Administration</b>	<b>AB Section(s): 5.165</b>
<b>Program Name Office of Child Advocate</b>	
<b>Program is found in the following core budget(s):</b>	
<p><b>1a. What strategic priority does this program address?</b></p> <p>Improve child welfare outcomes.</p> <p><b>1b. What does this program do?</b></p> <p>The Office of Child Advocate provides families and citizens an avenue through which they can obtain an independent and impartial review of the decisions and/or actions made by the Department of Social Services, Children's Division.</p> <p>The Office of Child Advocate offers eight primary functions to concerned citizens:</p> <ul style="list-style-type: none"> <li>• Foster care case management review</li> <li>• Unsubstantiated hotline investigation review</li> <li>• Mediation between parents and schools regarding abuse allegations</li> <li>• Review child fatalities when there is a history of child abuse and neglect concerns or involvement with the Children's Division</li> <li>• Intervene on behalf of a child during judicial proceedings</li> <li>• Review policy and procedures of Children's Division, the Juvenile Office, and guardian ad litem within a county</li> <li>• Increase knowledge of professionals and the general public regarding child welfare</li> <li>• Provide information and referrals for families needing resources</li> </ul>	

## PROGRAM DESCRIPTION

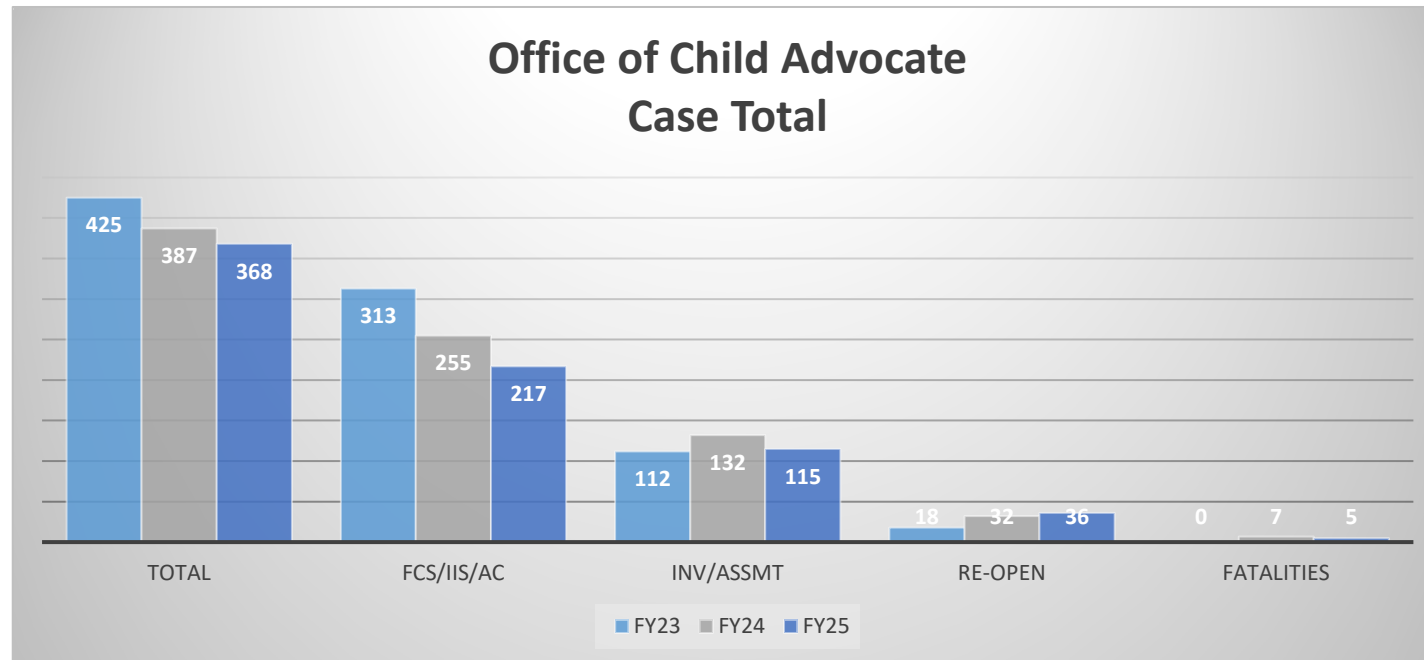
Department Office of Administration

AB Section(s): 5.165

Program Name Office of Child Advocate

Program is found in the following core budget(s):

2a. Provide an activity measure(s) for the program.



2b. Provide a measure(s) of the program's quality.

Callers to OCA often believe that they are the customer. However, the children of the cases we review are our customers and the children's best interest may run counter to our caller's interest. We are unable to determine the children's satisfaction.

<b>PROGRAM DESCRIPTION</b>	
<b>Department Office of Administration</b>	<b>AB Section(s): 5.165</b>
<b>Program Name Office of Child Advocate</b>	
<b>Program is found in the following core budget(s):</b>	
<p><b>2c. Provide a measure(s) of the program's impact.</b></p> <p>OCA increases the knowledge of the professionals and the general public regarding child welfare in three primary ways:</p> <p>1.OCA has served on the following Task Forces and Work Groups to improve child welfare practice and raise awareness:</p> <ul style="list-style-type: none"> <li>*Task Force on Human Trafficking</li> <li>*Child Fatality Review Program, state panel</li> <li>*Missouri State Foster Care and Adoption Board</li> <li>*Missouri State Juvenile Justice Advisory Board</li> <li>*Fentanyl Case Review Subcommittee</li> <li>United States Ombudsman Association Children and Families Committee</li> </ul> <p>2. Activities to increase the knowledge of professionals</p> <ul style="list-style-type: none"> <li>* Traveled to Judicial Circuits speaking to workers, supervisors and circuit managers</li> <li>* Participated in and lead webinars regarding best practices and OCA Reviews</li> <li>*Held Quarterly Meetings with CD/OSCA/DMH/OCA</li> </ul> <p>3. Activities to increase the knowledge of families and citizens:</p> <ul style="list-style-type: none"> <li>* Event displays at state conferences</li> <li>*OCA website</li> <li>*Speaking engagements to various groups and organizations</li> <li>*Report distribution</li> </ul>	

## PROGRAM DESCRIPTION

Department Office of Administration

AB Section(s): 5.165

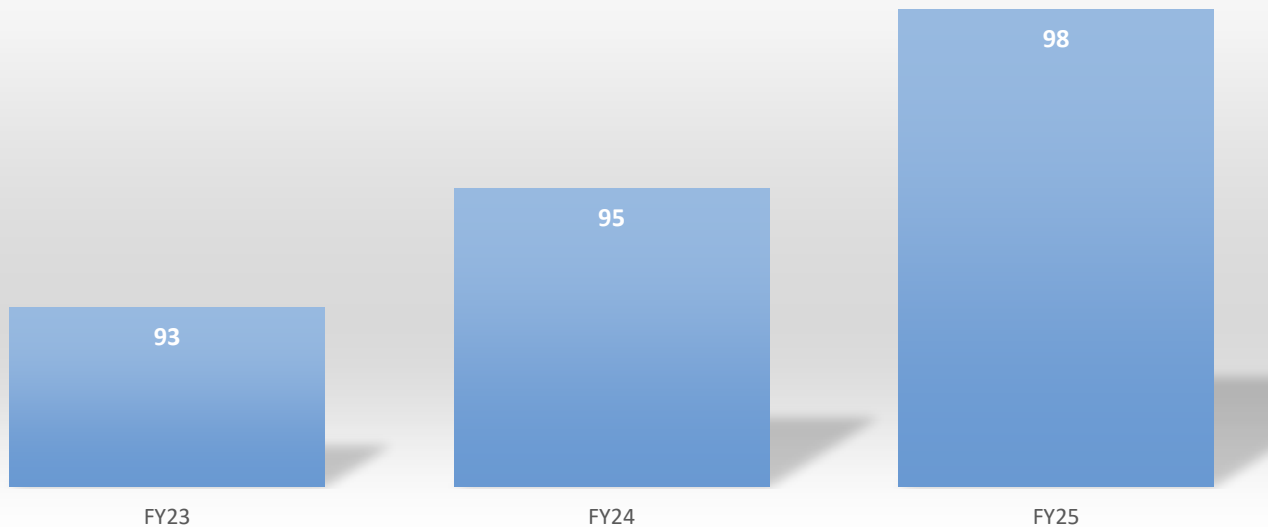
Program Name Office of Child Advocate

Program is found in the following core budget(s):

2d. Provide a measure(s) of the program's efficiency.

1. Percent of complainants contacted within three business days after complaint received. Case files will be initially reviewed and complainants will be notified of determination if a full review will be opened.

Percentage Contacted Within 3 Days



**PROGRAM DESCRIPTION**

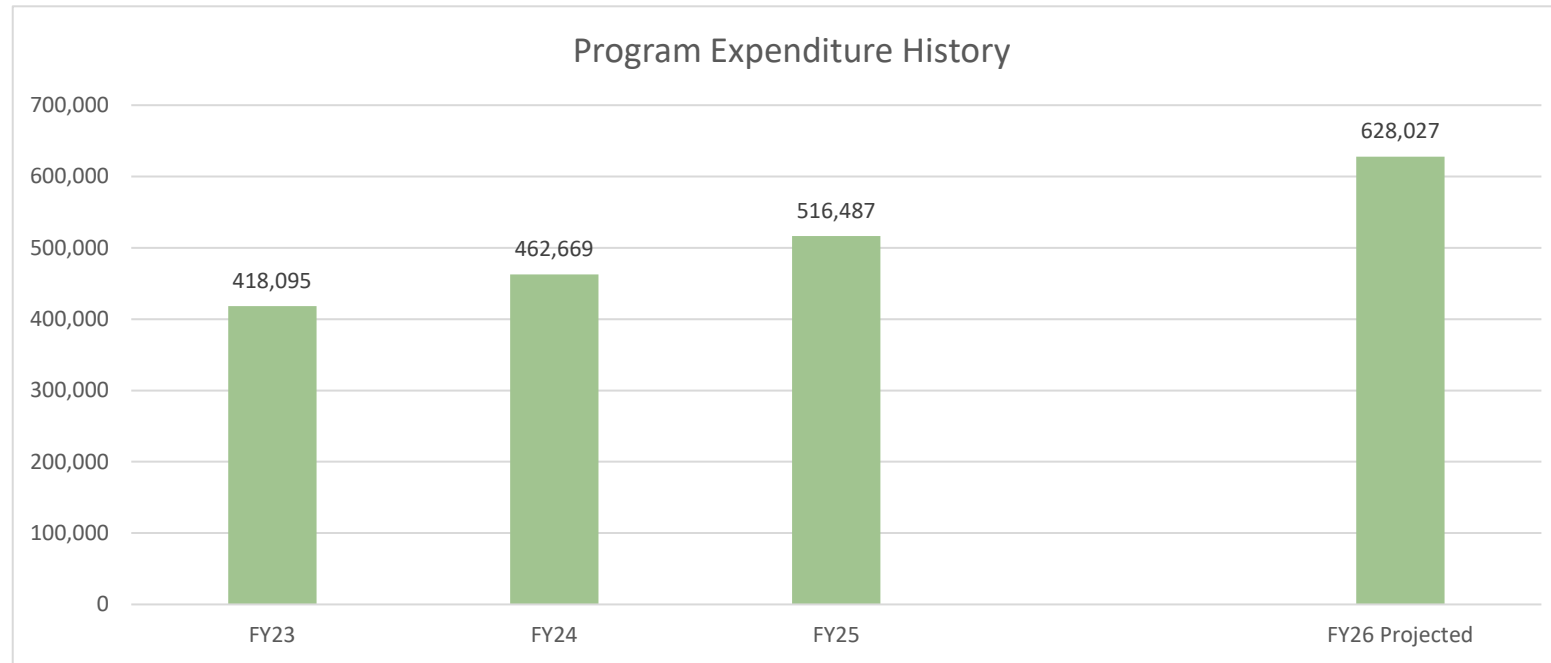
Department Office of Administration

AB Section(s): 5.165

Program Name Office of Child Advocate

Program is found in the following core budget(s):

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



PROGRAM DESCRIPTION	
Department Office of Administration	AB Section(s): 5.165
Program Name Office of Child Advocate	
Program is found in the following core budget(s):	
<p>4. What are the sources of the "Other" funds? N/A</p> <p>5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.) Section 37.700-37.730, 160.262, and 210.145 RSMO</p> <p>6. Are there federal matching requirements? If yes, please explain. NO</p> <p>7. Is this a federally mandated program? If yes, please explain. NO</p>	

## PROGRAM DESCRIPTION

**Department** Office of Administration

**AB Section(s):**

**Program Name** Children's Trust Fund, excluding Home Visiting

**Program is found in the following core budget(s):** CTF Operating and CTF Program Core

### 1a. What strategic priority does this program address?

Reduce child abuse and neglect in Missouri.

### 1b. What does this program do?

Per 210.172 RSMo, Children's Trust Fund's charge is to "enter into contracts with public or private agencies, schools, or qualified individuals to establish community-based educational and service prevention programs with or without using the procurement procedures of the office of administration. Such prevention programs shall focus on the prevention of child abuse and neglect."

### 2a. Provide an activity measure(s) for the program.

In state fiscal year 2025, Children's Trust Fund awarded \$3,477,883 in grants and contracts for child abuse prevention services and infrastructure, excluding early childhood home visiting grants and contracts which are being addressed on a separate form. Children's Trust Fund grantees reported the following outputs for state fiscal year 2025:

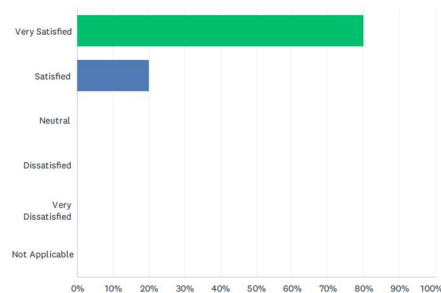
- 12,607 Adults Served
- 21,745 Children Served
- 9,779 Families Served
- 5,930 Professionals Trained

### 2b. Provide a measure(s) of the program's quality.

The following quality measures are from an August 2025 survey of Children's Trust Fund grantees and stakeholders (70 respondents):

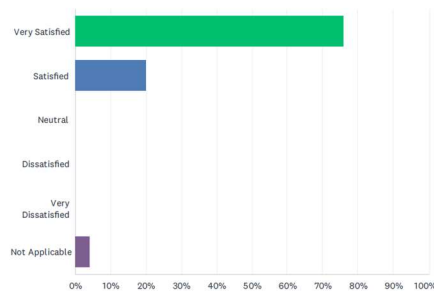
How would you rate your satisfaction with the professionalism of the CTF staff?

Answered: 25 Skipped: 45



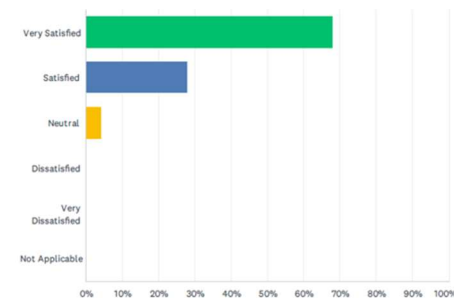
How would you rate your satisfaction with the responsiveness of CTF staff to your needs (timeliness, quality)?

Answered: 25 Skipped: 45



How would you rate your satisfaction with the overall funding process from notification of the funding opportunity to notification of award(s)?

Answered: 25 Skipped: 45



## PROGRAM DESCRIPTION

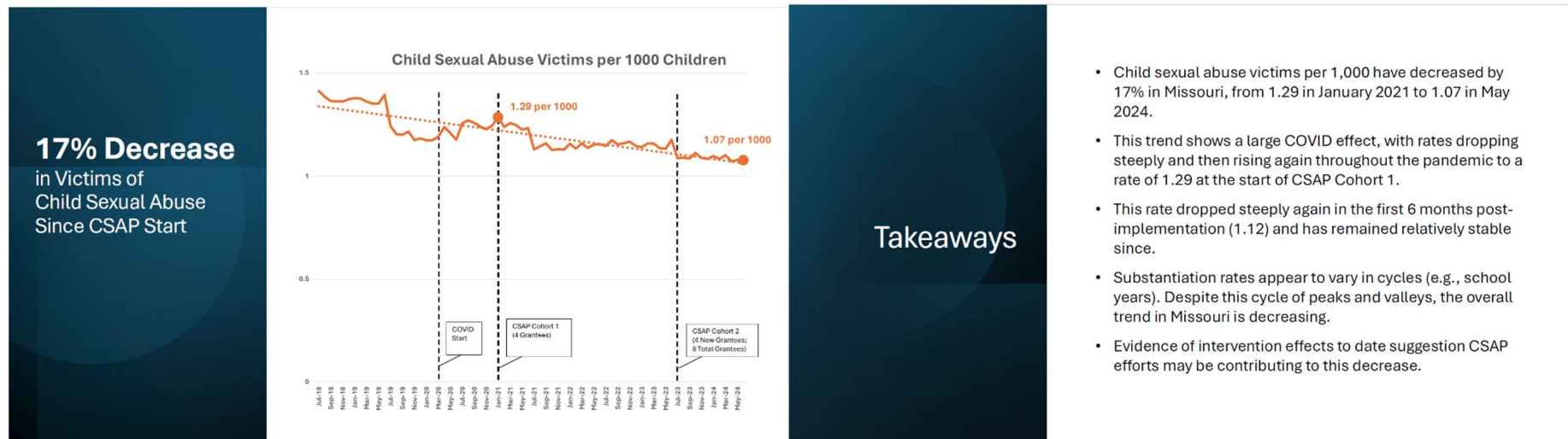
**Department** Office of Administration  
**Program Name** Children's Trust Fund, excluding Home Visiting  
**Program is found in the following core budget(s):** CTF Operating and CTF Program Core

**AB Section(s):**

### 2c. Provide a measure(s) of the program's impact.

We fund a variety of community-based programs and initiatives, each with different focus areas and outcomes, but the shared goal of all Children's Trust Fund-sponsored programming is to prevent child physical abuse, neglect, and/or sexual abuse. Child abuse and neglect prevention is difficult to measure because there's no way to prove that instances of abuse did not occur because of prevention activities. We therefore look to population-level trends in substantiated abuse and neglect to assess the impact of our funded programs. The following table and graph created with data from the Missouri Department of Social Services, Children's Division, show that child physical abuse has decreased by 16.3% since FY 2020, child neglect has decreased by 2.3% since FY 2020, and child sexual abuse has decreased by 17% since FY2021.

Children Involved in Substantiated Physical Abuse and Neglect Reports Made to the Department of Social Services				
	Physical Abuse Count	Physical Abuse Rate	Neglect Count	Neglect Rate
<b>FY 2020</b>	1,571	33.2%	2,505	52.9%
<b>FY 2021</b>	1,563	33.3%	2,520	53.8%
<b>FY 2022</b>	1,387	32.7%	2,307	54.4%
<b>FY 2023</b>	1,077	24.8%	2,305	53.0%
<b>FY 2024</b>	1,252	27.8%	2,332	51.7%





## PROGRAM DESCRIPTION

**Department** Office of Administration

**AB Section(s):** \_\_\_\_\_

**Program Name** Children's Trust Fund, excluding Home Visiting

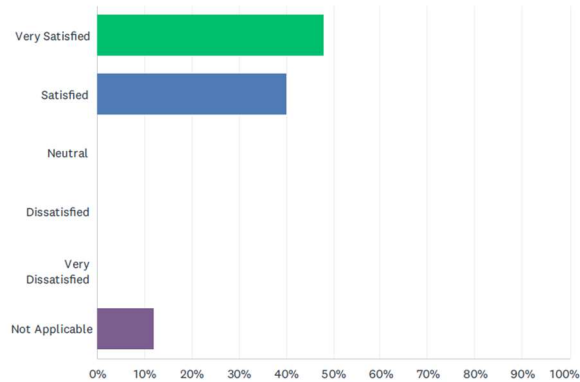
**Program is found in the following core budget(s):** CTF Operating and CTF Program Core

### 2d. Provide a measure(s) of the program's efficiency.

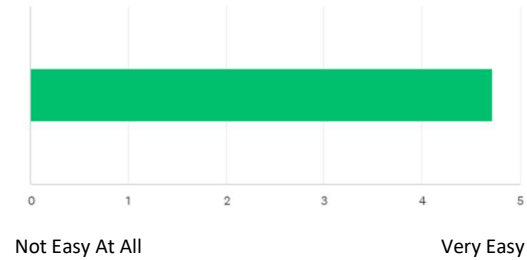
The following efficiency measures are from an August 2025 survey of Children's Trust Fund grantees and stakeholders (70 respondents):

Please rate your satisfaction with the overall invoicing process and timeliness of grant reimbursements.

Answered: 25 Skipped: 45



Overall, how easy it is to do business with the Children's Trust Fund?



## PROGRAM DESCRIPTION

**Department** Office of Administration

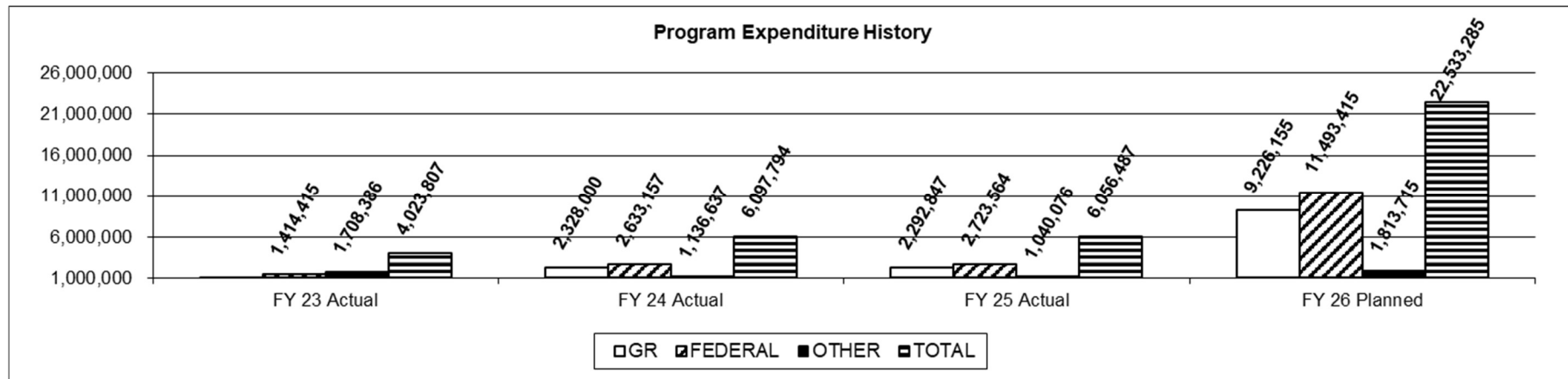
**AB Section(s):**

**Program Name** Children's Trust Fund, excluding Home Visiting

**Program is found in the following core budget(s):** CTF Operating and CTF Program Core

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**

*Includes all CTF Programs*



**4. What are the sources of the "Other" funds?**

Donations, federal grant, license plate fees, vital record fees, marriage license fees and income tax check-off. Sections 210.173, 143.100, 193.265, 451.151 and 301.463 RSMo

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Section 210.170-210.173, RSMo

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

No

## PROGRAM DESCRIPTION

Department Office of Administration

AB Section(s):

Program Name Children's Trust Fund – Home Visiting

Program is found in the following core budget(s):CTF Operating & CTF Program

1a. What strategic priority does this program address?

Prevention of child abuse and neglect; Promotion of early learning; Improving health outcomes for children and families.

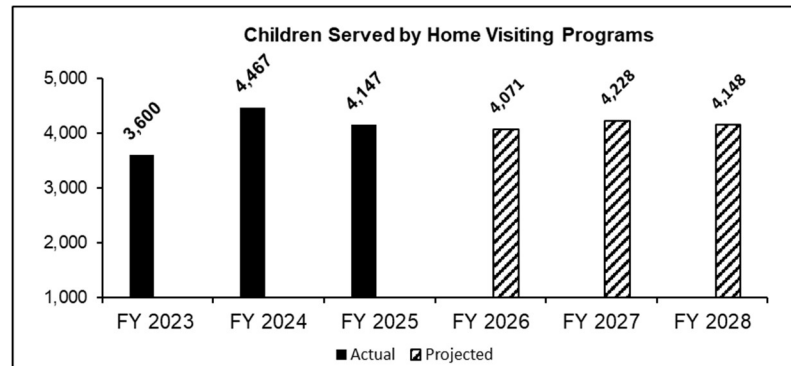
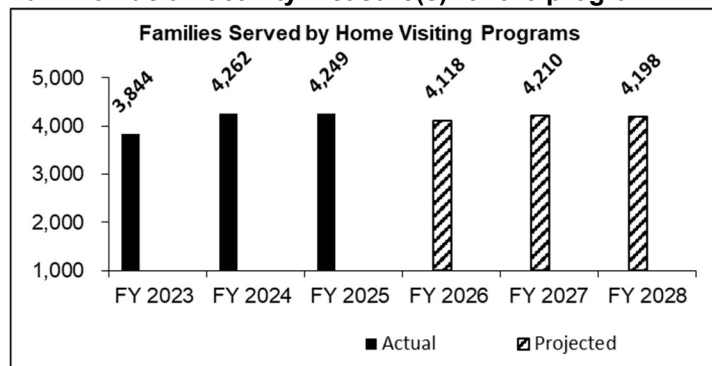
1b. What does this program do?

Through grantmaking and systems-building approaches, free and voluntary early childhood evidence-based home visiting models are utilized to give support and guidance to prenatal parents or those with young infants and children to strengthen families while providing capacity building through community-based programming. At-risk factors may include poor maternal and child health and developmental outcomes, histories of abuse/neglect, trauma, intimate partner violence, depression, unstable housing and/or nutritional status, low educational achievement and/or unemployment. The home visiting evidence-based models include: Nurse Family Partnership (NFP), Early Head Start Home-Based Option (EHS-HBO), Healthy Families America (HFA), and Parents as Teachers (PAT).

Grants currently include:

- \* general prevention
- \* collective impact (CI)
- \* outcomes rate card (ORC)
- \* maternal infant early childhood home visiting (MIECHV)
- \* MO parent partnership program (MOPPP)

2a. Provide an activity measure(s) for the program.



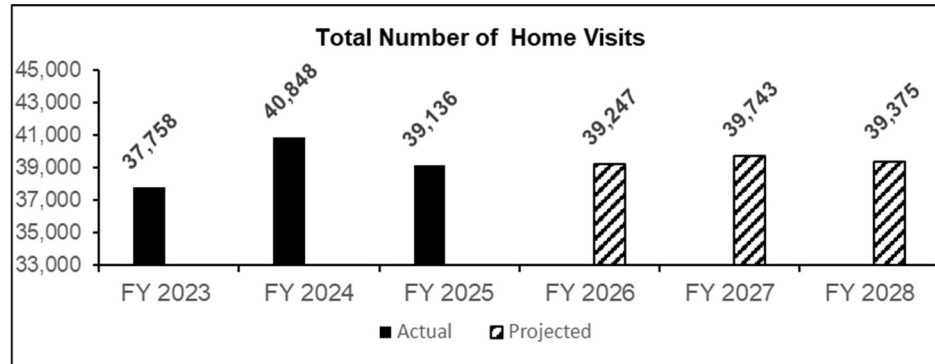
## PROGRAM DESCRIPTION

Department Office of Administration

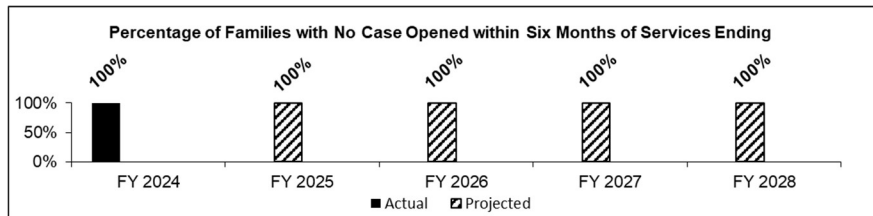
AB Section(s):

Program Name Children's Trust Fund – Home Visiting

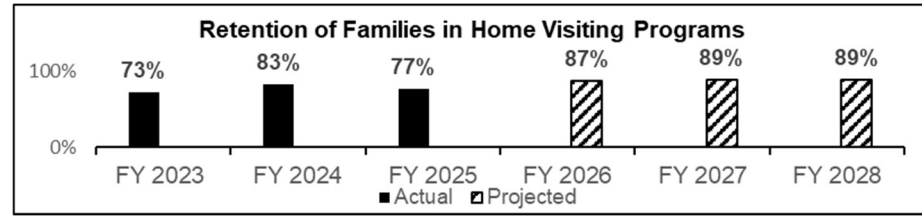
Program is found in the following core budget(s):CTF Operating & CTF Program



### 2b. Provide a measure(s) of the program's quality.

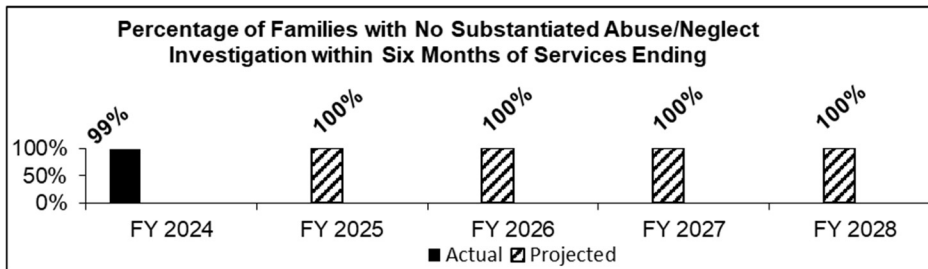


NOTE: Services provided for the prevention of abuse/neglect (Data from MOPPP programs).

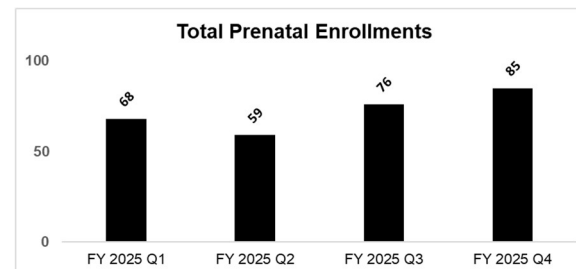


NOTE: Data from MIECHV and MCH Programs

### 2c. Provide a measure(s) of the program's impact.



NOTE: Services provided for the prevention of abuse/neglect (Data from MOPPP programs).



Note: Data from ORC programs

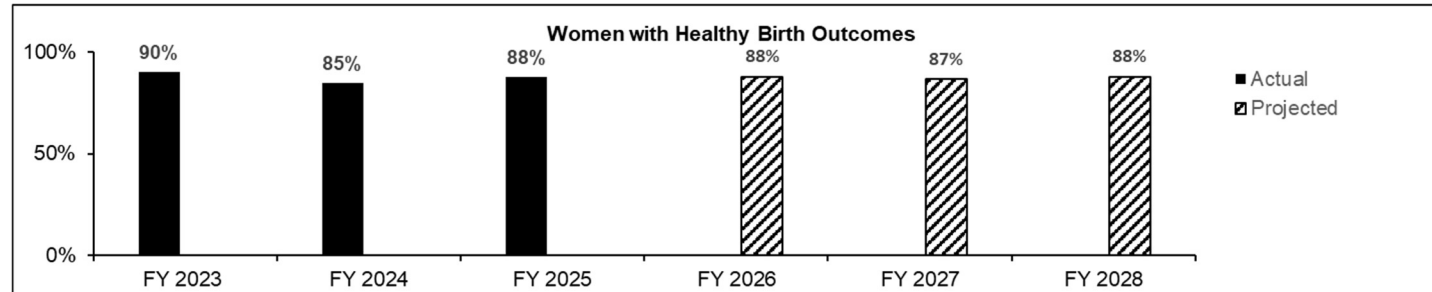
## PROGRAM DESCRIPTION

Department Office of Administration

AB Section(s):

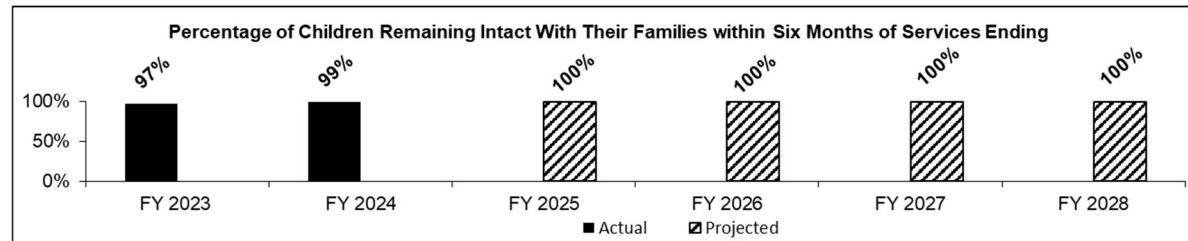
Program Name Children's Trust Fund – Home Visiting

Program is found in the following core budget(s):CTF Operating & CTF Program



Note: Data from CTF, MIECHV, MCH Programs

### 2d. Provide a measure(s) of the program's efficiency.



Note: Services provided for the prevention of abuse/neglect (Data from MOPPP programs).

PROGRAM DESCRIPTION	
Department Office of Administration	AB Section(s):
Program Name Children's Trust Fund – Home Visiting	
Program is found in the following core budget(s):CTF Operating & CTF Program	
<p>3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (<i>Note: Amounts do not include fringe benefit costs.</i>)</p> <p>See Program Expenditure History chart in CTFs Core Program Description form.</p> <p>4. What are the sources of the “Other” funds?</p> <p>N/A</p> <p>5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)</p> <p>Section 210.170-210.173 RSMo</p> <p>6. Are there federal matching requirements? If yes, please explain.</p> <p>State expenditures from this program are used as Maintenance of Effort (MOE) to earn the Temporary Assistance for Needy Families (TANF) Block Grant.</p> <p>State expenditures from this program are used as 25% mandatory match for federal Maternal Infant Early Childhood Home Visiting (MIECHV) Grant.</p> <p>7. Is this a federally mandated program? If yes, please explain.</p> <p>No</p>	

## PROGRAM DESCRIPTION

**Department** Office of Administration  
**Program Name** Governor's Council on Disability  
**Program is found in the following core budget(s):** Governor's Council on Disability

**AB Section(s):** 5.175

### 1a. What strategic priority does this program address?

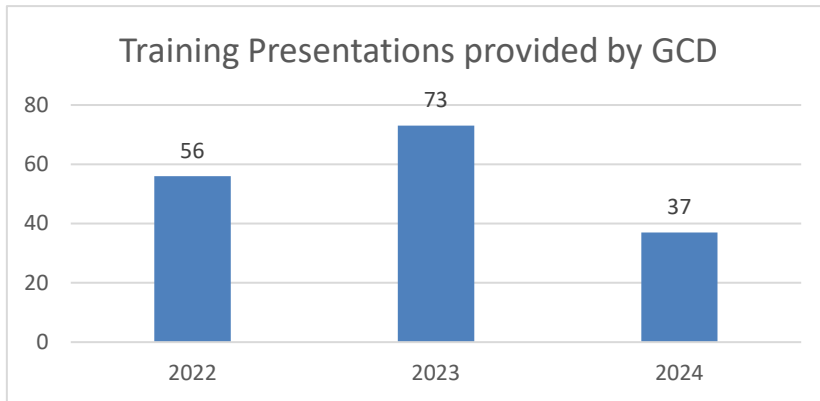
Promoting community living and full participation for individuals with disabilities

### 1b. What does this program do?

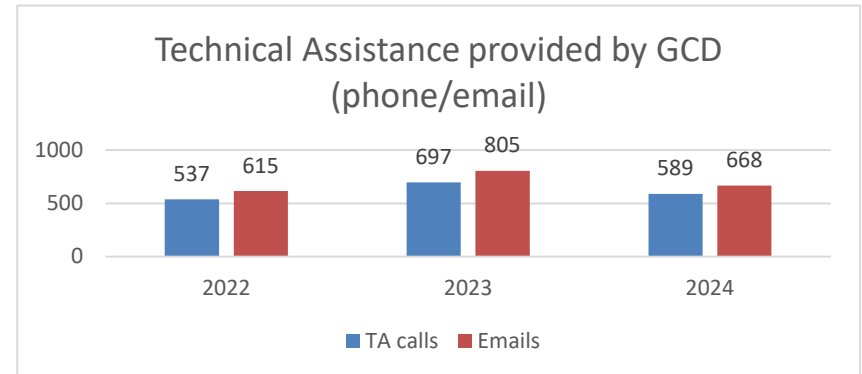
The Governor's Council on Disability (GCD) provides leadership, education and training to individuals with disabilities, state government, and other entities through: technical assistance, information and referrals; presentations and education; staff participation in various work groups, boards and committees, employment initiatives; providing recommendations to state/local government and public entities on policies/practices which promote employment and full participation in community life; major programs include: Youth Leadership Forum, Legislative Education Project, and Annual Awards for Inclusion and Youth Leadership.

### 2a. Provide an activity measure(s) for the program.

Disability related educational training presentations provided.



Individuals assisted through technical assistance calls/emails about disability related topics.



### 2b. Provide a measure(s) of the program's quality.

Positive feedback/evaluations received on training presentations and online educational videos.  
 Positive program evaluations for Missouri Youth Leadership Forum, Legislative Education Project, and other GCD programs.  
 The Governor's Council on Disability strives for 100% positive feedback on all program activities. All feedback for improvement is considered and evaluated to enhance the agency's program delivery.

## PROGRAM DESCRIPTION

**Department** Office of Administration  
**Program Name** Governor's Council on Disability  
**Program is found in the following core budget(s):** Governor's Council on Disability

**AB Section(s):** 5.175

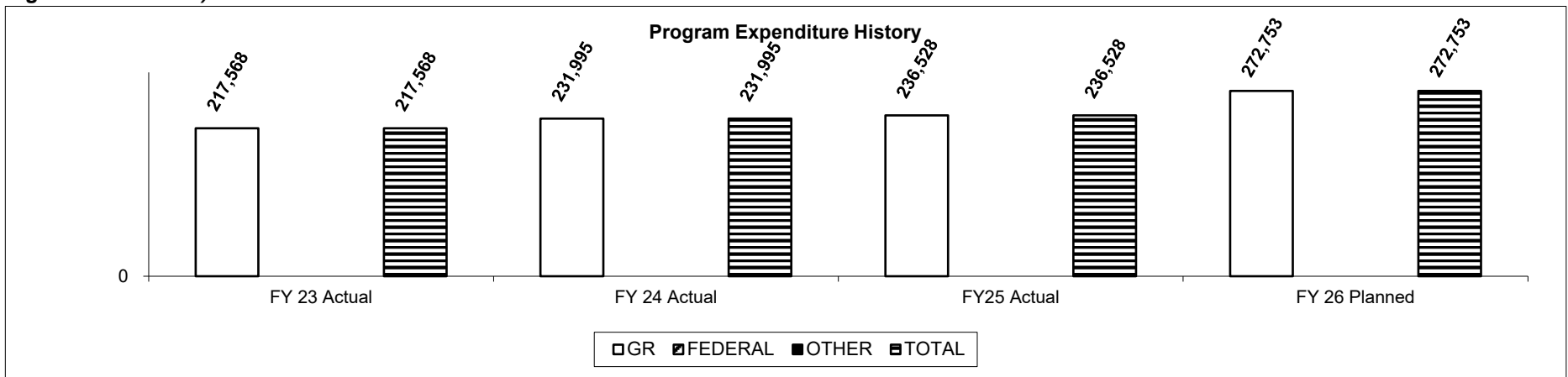
### 2c. Provide a measure(s) of the program's impact.

Individuals with disabilities, organizations, government agencies and the public receive information and guidance about disability-related issues and how to access disability services and benefits.  
 Increased compliance with Americans with Disabilities Act (ADA) regulations and requirements. (Technical Assistance)  
 Increased disability awareness, accessibility for and integration of individuals with disabilities. (Educational Training Presentations, Awards Programs, Poster Contest)  
 Increased knowledge about legislative process in Missouri and legislation affecting people with disabilities. (Legislative Programs)  
 As a result of the Missouri Youth Leadership Forum for transition aged youth, many program alumni engage in ongoing leadership opportunities and choose to pursue higher education or competitive employment after high school graduation to become contributing members of their communities. (Youth Transition Programs)

### 2d. Provide a measure(s) of the program's efficiency.

All phone calls and emails requesting technical assistance/information regarding disability-related topics and questions are answered within 1-2 business days.  
 GCD staff has been able to accommodate all of the requests for training presentations within the desired timeframes.

### 3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)





**PROGRAM DESCRIPTION**

**Department** Office of Administration

**AB Section(s):** 5.175

**Program Name** Governor's Council on Disability

**Program is found in the following core budget(s):** Governor's Council on Disability

**4. What are the sources of the "Other " funds?**

N/A

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Sections 37.735 - 37.745 RSMo

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

In 1947, President Truman issued an Executive Order establishing the President's Committee on the Employment of the Handicapped, and in 1949, the State of Missouri established its Governor's Committee, which became a state agency in 1977. In 1994, the agency was renamed to Governor's Council on Disability and its mission broadened, to serve as a state government advisory council to promote full participation of people with disabilities in all aspects of community life.

PROGRAM DESCRIPTION	
Department Office of Administration	AB Section(s): 5.180
Program Name Missouri Public Entity Risk Management Fund (MOPERM)	
Program is found in the following core budget(s):	
<p><b>1a. What strategic priority does this program address?</b></p> <p>Since 1987, MOPERM provides liability and property coverage for its member public entities. Because laws, legal immunities and defenses affect public entities differently than individuals and nongovernment entities, coverage for liabilities specific to public entities is often not available in the private insurance market, either at all or at competitive rates.</p> <p>MOPERM provides an important budgetary function for its member public entities by moderating their annual budgets to provide a means to cover expenditure "spikes" caused by occasional claims while not having to accumulate reserved funds to pay such claims.</p> <p><b>1b. What does this program do?</b></p> <p>MOPERM underwrites liability and property risks, invoices participating public entities for coverage, and pays claims accruing from and against MOPERM member public entities.</p> <p><b>2a. Provide an activity measure(s) for the program.</b></p> <p>MOPERM provides coverage for over 1,065 local government entities, including counties, cities, school districts, and other public entities. MOPERM received 1,188 claims during calendar year 2024, and adjusted and closed 1,272 claims during the same calendar year.</p> <p><b>2b. Provide a measure(s) of the program's quality.</b></p> <p>MOPERM members stay with MOPERM year after year, at nearly a 99% rate. Of the public entities requesting quotes for coverage from MOPERM, over half accept that quote and coverage from MOPERM.</p> <p><b>2c. Provide a measure(s) of the program's impact.</b></p> <p>MOPERM provides coverage for 55 Missouri counties, 273 Missouri municipalities, 19 Missouri school districts, and 716 other Missouri public entities (as of September 2025).</p>	

## PROGRAM DESCRIPTION

Department **Office of Administration**

AB Section(s): **5.180**

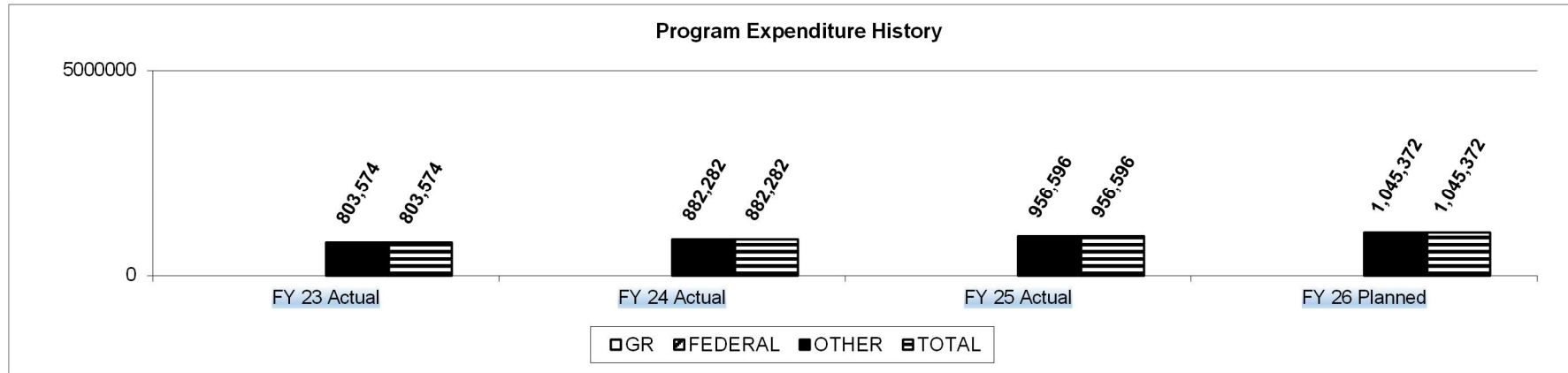
Program Name **Missouri Public Entity Risk Management Fund (MOPERM)**

Program is found in the following core budget(s):

2d. Provide a measure(s) of the program's efficiency.

MOPERM is one of the largest public risk pools in the United States, but has one of the lowest staff to member ratios of any public entity risk pool.

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. *(Note: Amounts do not include fringe benefit costs.)*



4. What are the sources of the "Other" funds?

All of MOPERM's operating funds are derived from its participating public entities. MOPERM's employees are provided by the Office of Administration, and MOPERM reimburses the State for all payroll and benefit costs pursuant to Section 537.705, RSMo.

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Sections 537.700-537.756, RSMo

6. Are there federal matching requirements? If yes, please explain.

PROGRAM DESCRIPTION	
Department <u>Office of Administration</u>	<u>AB Section(s): 5.180</u>
Program Name <u>Missouri Public Entity Risk Management Fund (MOPERM)</u>	
Program is found in the following core budget(s):	
No.	
7. Is this a federally mandated program? If yes, please explain.	
No.	

## PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): \_\_\_\_\_

Program Name: Administrative

Program is found in the following core budget(s): Missouri Ethics Commission

### 1a. What strategic priority does this program address?

Leads and supports Commission services.

### 1b. What does this program do?

- Sets and directs Commission goals
- Assists and directs customers to the appropriate resource for guidance
- Ensure compliance of Sunshine Law requests for information
- Coordinate Commission meetings and hearings
- Provides information technology support
- Provides resources for state employee benefits, payroll and human resource issues and questions
- Eurnishes supplies and equipment to support Commission's work

### 2a. Provide an activity measure(s) for the program.

The program serves the 24 team members, 6 Commissioners, and members of the public.

### 2b. Provide a measure(s) of the program's quality.

A survey was emailed and placed on our website from July through September requesting individuals to provide feedback for services provided by the Missouri Ethics Commission. The survey was completed by individuals who may interact with our agency via the website, telephone, e-mail, newsletter, etc. to receive assistance. The results indicated 93% of surveyed individuals are somewhat to strongly satisfied with the assistance, services and tools provided by our agency.

### 2c. Provide a measure(s) of the program's impact.

The Commission makes transparency and public information a priority in our operations. The Commission's website provides detailed financial information about campaign expenditures and contributions and includes many publications, brochures, and web tutorials explaining Missouri's ethics laws, requirements, and regulations.

## PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): \_\_\_\_\_

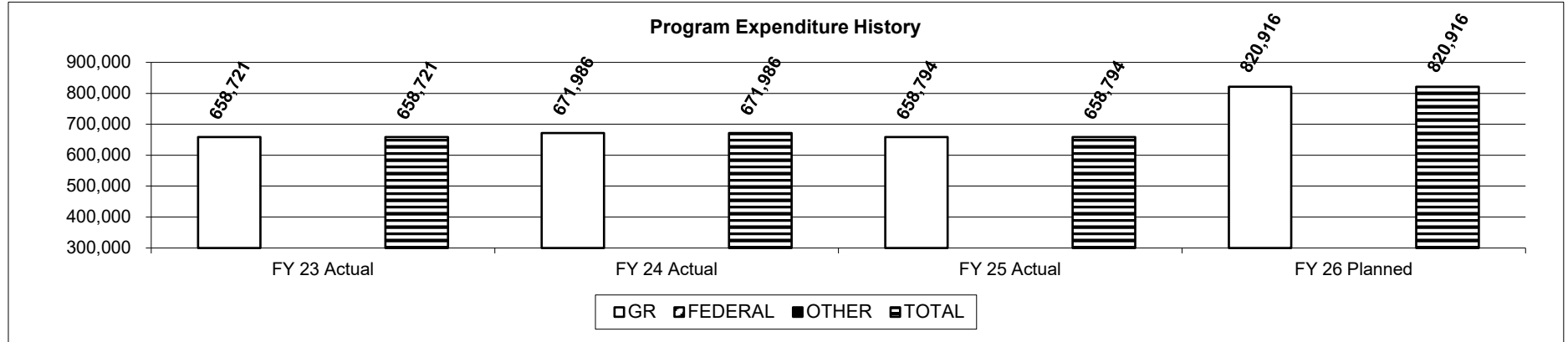
Program Name: Administrative

Program is found in the following core budget(s): Missouri Ethics Commission

**2d. Provide a measure(s) of the program's efficiency.**

The program measures efficiency in the turn-around time for requests of information and computer downtime. A response to a request for copies of public documents is usually processed within two days. The electronic filing systems are available 99% of the time for submission of required reports, viewing reports, and printing of submitted reports.

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



**4. What are the sources of the "Other " funds?**

The Missouri Ethics Commission does not receive "other" funds.

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Chapter 105 RSMo

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

No

**PROGRAM DESCRIPTION**

Department: Office of Administration

HB Section(s): \_\_\_\_\_

Program Name: Campaign Finance Program

Program is found in the following core budget(s): Missouri Ethics Commission

**1a. What strategic priority does this program address?**

Ensure accurate and timely campaign finance reports

**1b. What does this program do?**

- Assist filers in understanding and complying with campaign finance laws
- Advise filers of reporting deadlines and monitor the timeliness of submission
- Conduct proactive training to educate filers on the laws and requirements
- Conduct report reviews for accuracy to ensure compliance with campaign finance laws
- Follow-up with committees as necessary if reports contain errors or lack certain details

**2a. Provide an activity measure(s) for the program.**

	FY 2023 Actual	FY 2024 Actual	FY 2025 Projected	FY 2025 Actual	FY 2026 Projected	FY 2027 Projected
Candidate Committees filing with our office	2210	2100	1467	2237	2053	2139
Continuing Committees (PACs) filing with our office	1116	1169	920	1215	960	1063
Political Party Committees filing with our office	227	229	224	232	223	225

**2b. Provide a measure(s) of the program's quality.**

A survey was placed on the Missouri Ethics Commission website from July to September 2025, to receive feedback related to the services provided by the Commission. The survey was completed by individuals who interact with the campaign finance filing system. The survey indicated 94% strongly agreed or agreed Missouri Ethics Commission staff is knowledgeable, professional, and courteous. Also, 89% are satisfied or strongly satisfied with the timely service they receive and are comfortable contacting our staff knowing we are here to assist them. Lastly, individuals utilize the in-person trainings, webinars/tutorials, publications, FAQs, and the filing system help module and 71% individuals were moderately to extremely satisfied with information.

**PROGRAM DESCRIPTION**

Department: Office of Administration

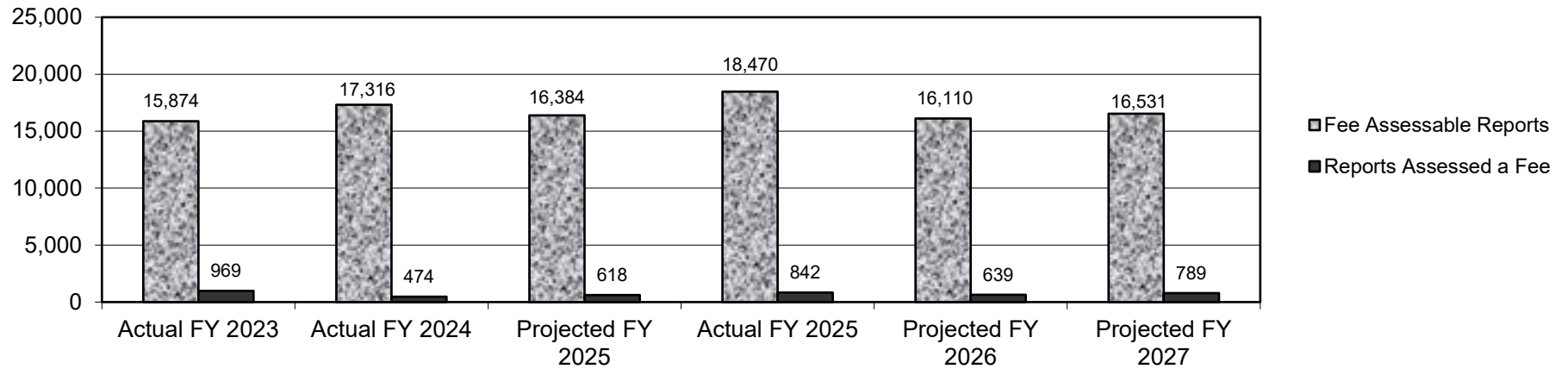
HB Section(s): \_\_\_\_\_

Program Name: Campaign Finance Program

Program is found in the following core budget(s): Missouri Ethics Commission

2c. Provide a measure(s) of the program's impact.

**Campaign Finance Disclosure Reports**





## PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): \_\_\_\_\_

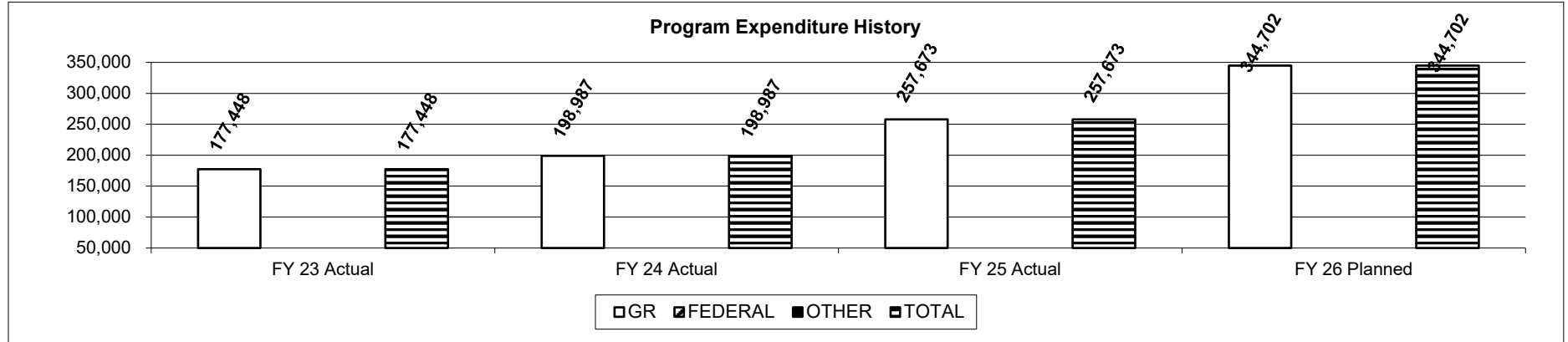
Program Name: Campaign Finance Program

Program is found in the following core budget(s): Missouri Ethics Commission

### 2d. Provide a measure(s) of the program's efficiency.

The Commission received 12,644 full disclosure reports in FY 2025. After conducting inquiries of the full disclosure reports, 267 reports required staff to seek additional information from the committees or provide additional guidance to the committees. 84% of the reviews were closed within 45 days of initiation, indicating that the committee promptly responded and addressed any issues.

### 3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



### 4. What are the sources of the "Other " funds?

The Missouri Ethics Commission does not receive "other" funds.

### 5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 130 RSMo

### 6. Are there federal matching requirements? If yes, please explain.

No

### 7. Is this a federally mandated program? If yes, please explain.

No

**PROGRAM DESCRIPTION**

**Department:** Missouri Ethics Commission

**HB Section(s):** \_\_\_\_\_

**Program Name:** Compliance Program

**Program is found in the following core budget(s):** Missouri Ethics Commission

**1a. What strategic priority does this program address?**

Investigate and enforce ethics laws.

**1b. What does this program do?**

- Receive and investigate citizen complaints relating to campaign finance, personal financial disclosure, lobbyist filings and conflict of interest
- Conduct audits of reports filed with the Commission
- Present Investigation and Audit reports for Commission review
- Upon Commission referral take appropriate legal action to enforce the violations of law
- Provide legal guidance to the Commission for the issuance of opinions
- Provide representation in late filing fee and enforcement appeals before the Administrative Hearing Commission

**2a. Provide an activity measure(s) for the program.**

	FY 2023 Actual	FY 2024 Actual	FY 2025 Projected	FY 2025 Actual	FY 2026 Projected	FY 2027 Projected
Complaints filed with our office	124	150	106	158	139	144
Opinion Requests	1	0	3	1	1	1
Late Fee Appeals	16	5	19	20	13	15

**2b. Provide a measure(s) of the program's quality.**

A survey was placed on the Missouri Ethics Commission website from July through September 2025 requesting individuals to provide feedback for services provided by the Missouri Ethics Commission. The survey was completed by individuals who may interact with our agency via the website, telephone, e-mail, newsletter, etc. to receive assistance. The results indicated 93% of surveyed individuals are somewhat to strongly satisfied with the assistance, services and tools provided by our agency.

**2c. Provide a measure(s) of the program's impact.**

The Commission issued 21 final actions in FY 2023 which concluded in a Consent Order. Of the 21 final actions none of the Respondents did not have a new complaint before the Commission within 2 years.

## PROGRAM DESCRIPTION

Department: Missouri Ethics Commission

HB Section(s): \_\_\_\_\_

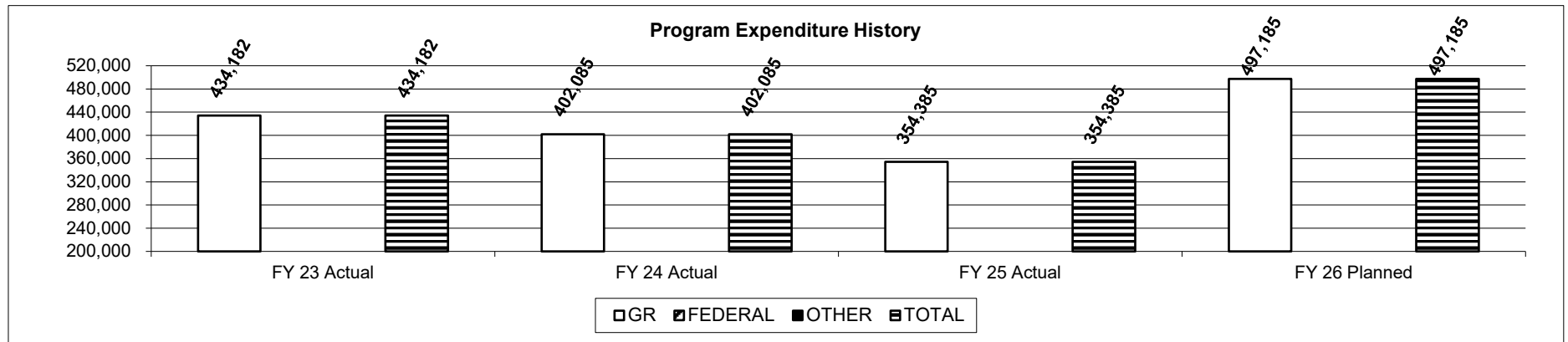
Program Name: Compliance Program

Program is found in the following core budget(s): Missouri Ethics Commission

**2d. Provide a measure(s) of the program's efficiency.**

In FY 2025, the Commission issued 43 final actions including the requirement to pay a fee within a 45-to-60-day timeframe and 39 individuals paid the fee within the required timeframe.

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



**4. What are the sources of the "Other " funds?**

The Missouri Ethics Commission does not receive "other" funds.

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Chapter 105 RSMo

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

No

**PROGRAM DESCRIPTION**

**Department** Office of Administration

**HB Section(s):** \_\_\_\_\_

**Program Name** Lobbyist Program

**Program is found in the following core budget(s):** Missouri Ethics Commission

**1a. What strategic priority does this program address?**

Ensure lobbyists timely register and report expenditures.

**1b. What does this program do?**

- Assist lobbyists in understanding and complying with lobbyist laws
- Assist lobbyists with initial registration and yearly renewal
- Provide guidance to both lobbyists and public officials on the lobbyist reporting requirements
- Advise lobbyists of monthly reporting deadlines and monitor the timeliness of submission
- Communicate to each public official any expenditure made on their behalf by a lobbyist

**2a. Provide an activity measure(s) for the program.**

	FY 2023 Actual	FY 2024 Actual	FY 2025 Projected	FY 2025 Actual	FY 2026 Projected	FY 2027 Projected
Lobbyists Registered with our office	914	943	938	948	932	942

**2b. Provide a measure(s) of the program's quality.**

A survey was placed on the Missouri Ethics Commission website from July through September 2025 requesting individuals to provide feedback for service provided by the Missouri Ethics Commission. The survey was completed individuals who interact with the lobbyist filing system. The survey indicated 90% strongly agreed or agreed Missouri Ethics Commission staff is knowledgeable, professional, and courteous. Also, 60% are satisfied or strongly satisfied with the timely service they receive and are comfortable contacting our staff knowing we are here to assist them. Lastly, individuals utilizes the in-person trainings, webinars/tutorials, publications, FAQs, and the filing system help module and 78% of those individuals were moderately to extremely satisfied with information.

**PROGRAM DESCRIPTION**

Department Office of Administration

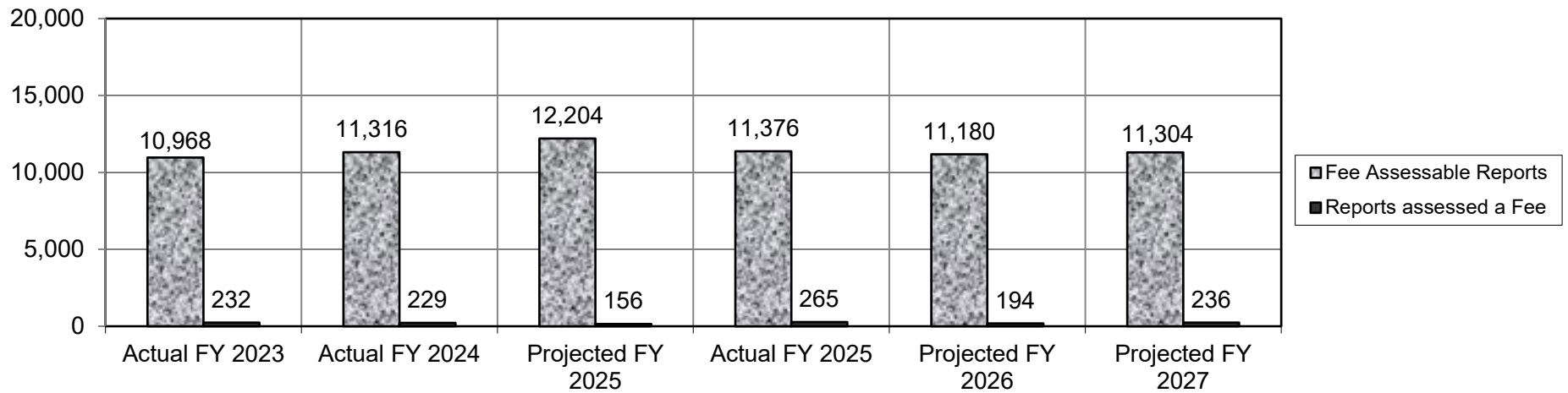
HB Section(s): \_\_\_\_\_

Program Name Lobbyist Program

Program is found in the following core budget(s): Missouri Ethics Commission

2c. Provide a measure(s) of the program's impact.

**Lobbyist Late Filers**



## PROGRAM DESCRIPTION

Department Office of Administration

HB Section(s): \_\_\_\_\_

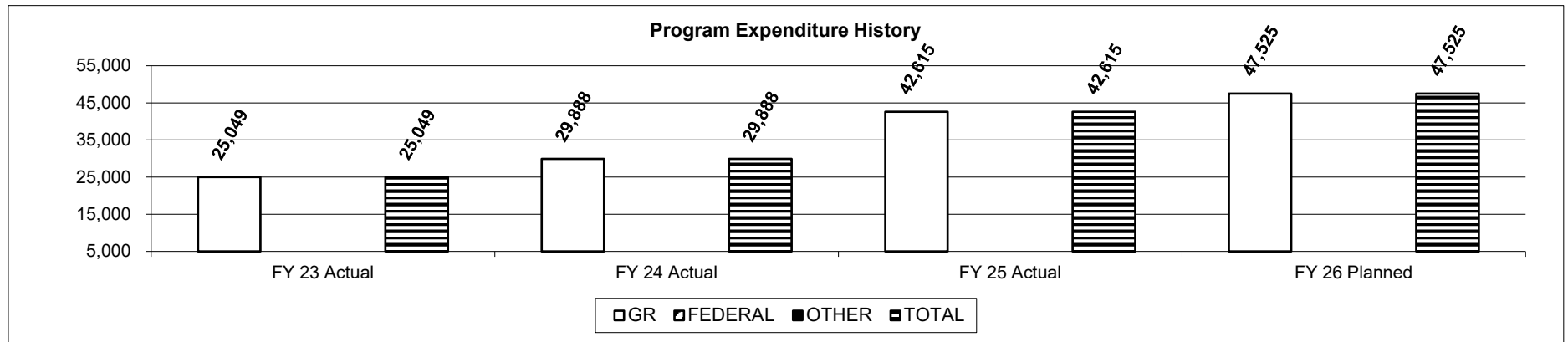
Program Name Lobbyist Program

Program is found in the following core budget(s): Missouri Ethics Commission

**2d. Provide a measure(s) of the program's efficiency.**

Lobbyists annually renew registration with the Commission. The renewal period begins December 1st with a deadline of January 5th. In FY 2025, 843 lobbyists were required to either renew their registration or terminate their registration. 582 complied by December 31st.

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



**4. What are the sources of the "Other " funds?**

The Missouri Ethics Commission does not receive "other" funds.

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Chapter 105 RSMo

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

No

## PROGRAM DESCRIPTION

**Department:** Office of Administration

**HB Section(s):** \_\_\_\_\_

**Program Name:** Personal Financial Disclosure Program

**Program is found in the following core budget(s):** Missouri Ethics Commission

**1a. What strategic priority does this program address?**

Ensure accurate and timely personal financial disclosures.

**1b. What does this program do?**

- Assist public officials, candidates, and employees of political subdivisions in understanding and complying with personal financial disclosure law
- Coordinate with political subdivisions to ensure they provide an accurate list of required filers to Commission
- Advise filers of reporting deadlines and monitor the timeliness of submission
- Proactive outreach to annual filers and candidate filers who are subject to potential removal from the ballot if filing late

**2a. Provide an activity measure(s) for the program.**

	FY 2023 Actual	FY 2024 Actual	FY 2025 Projected	FY 2025 Actual	FY 2026 Projected	FY 2027 Projected
Individuals filing Personal Financial Disclosures	12,388	13,063	11,383	12,013	12,579	11,910
Political Subdivisions contacted for budget information	4,427	4,469	4,489	4,447	4,530	4,540

**2b. Provide a measure(s) of the program's quality.**

A survey was placed on the Missouri Ethics Commission website from July through September 2025 requesting individuals to provide feedback for services provided by the Commission. The survey was completed by individuals who interact with the personal financial disclosure filing system. The survey indicated 93% strongly agreed or agreed Missouri Ethics Commission staff is knowledgeable, professional, and courteous. Also, 72% are satisfied or strongly satisfied with the timely service they receive and are comfortable contacting our staff knowing we are here to assist them. Lastly, individuals utilizes the in-person trainings, webinars/tutorials, publications, FAQs, and the filing system help module and 86% of those individuals were moderately to extremely satisfied with information.

**PROGRAM DESCRIPTION**

Department: Office of Administration

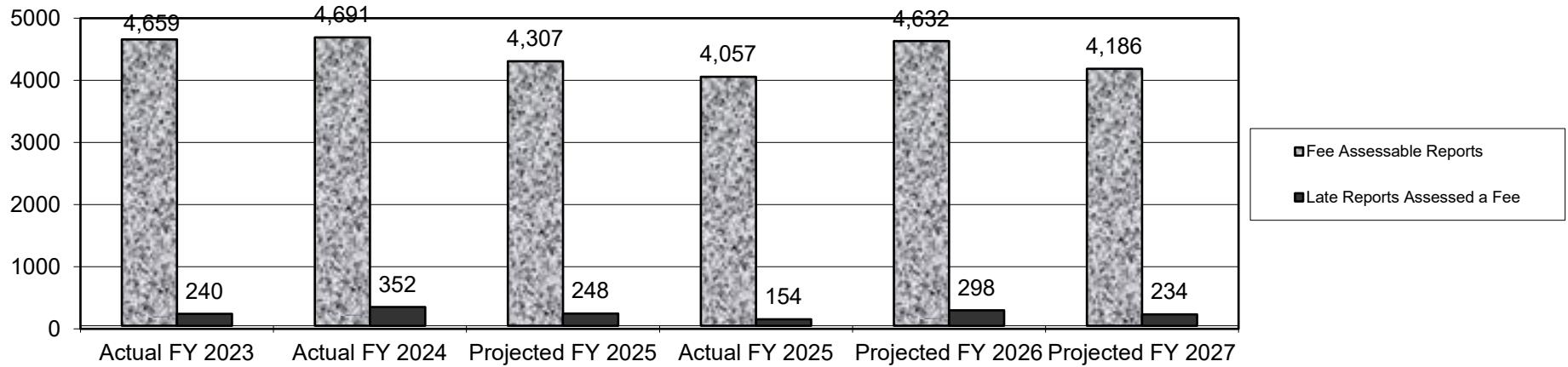
HB Section(s): \_\_\_\_\_

Program Name: Personal Financial Disclosure Program

Program is found in the following core budget(s): Missouri Ethics Commission

2c. Provide a measure(s) of the program's impact.

**Personal Financial Disclosure Reports**





## PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): \_\_\_\_\_

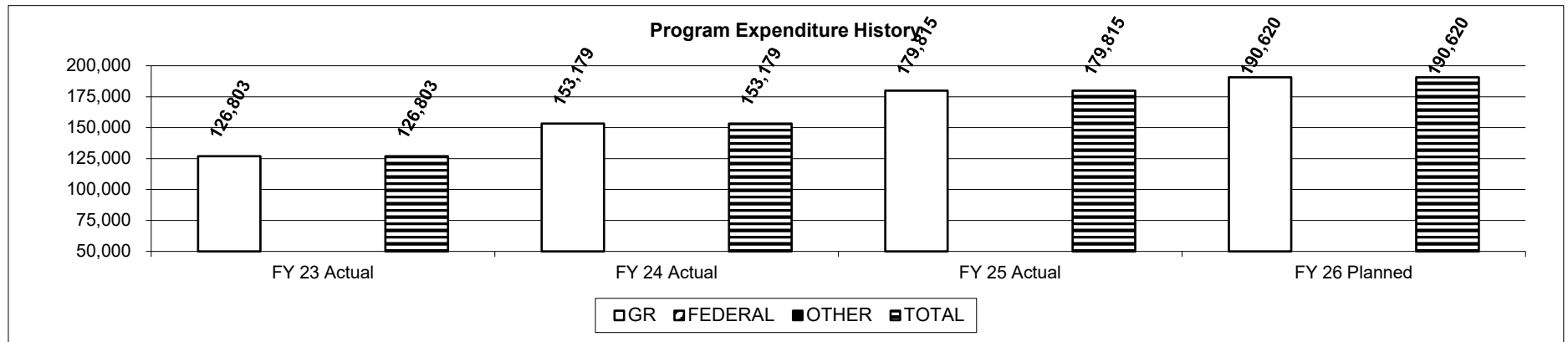
Program Name: Personal Financial Disclosure Program

Program is found in the following core budget(s): Missouri Ethics Commission

**2d. Provide a measure(s) of the program's efficiency.**

91% of the personal financial disclosure reports filed utilized our voluntary electronic filing system. 84% of the political subdivisions completed their annual operating budget designation and 88% completed the required filer list utilizing our voluntary electronic filing system.

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



**4. What are the sources of the "Other " funds?**

The Missouri Ethics Commission does not receive "other" funds.

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Chapter 105 RSMo

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

No

<b>PROGRAM DESCRIPTION</b>	
<b>Department</b> Office of Administration	<b>HB Section(s):</b> 5.255
<b>Program Name</b> CMIA and Other Federal Payments	
<b>Program is found in the following core budget(s):</b> CMIA and Other Federal Payments	
<p><b>1a. What strategic priority does this program address?</b></p> <p>Reimburse federal grant monies and penalties.</p> <p><b>1b. What does this program do?</b></p> <p>This program provides for payments to the federal government for items such as interest, refunds, and penalties. The Federal Cash Management Improvement Act of 1990 and 1992 requires that the State track the draw down of federal funds for programs that exceed the threshold, as calculated using program expenditures. Interest is calculated using the daily equivalent of the annualized 13-week average treasury bill rate (2.32% in FY20, 1.24%% in FY21, 0.07% in FY22, 0.39% in FY23, 4.23% in FY24, 5.42% in FY25, and estimated 3.84% in FY26). Interest calculated on program disbursements from July 2024 through June 2025 is due in March of 2026.</p> <p>The State also prepares a Statewide Cost Allocation Plan in accordance with Title 2 of the Code of Federal Regulations Part 200. This plan is used to allocate central service costs to various federal programs. The federal Department of Health and Human Services reviews the plan for adherence to the Circular. Reimbursement to the federal government may be required for any disallowed cost. In FY 06, \$950,000 was reimbursed to the federal government. This represented their share of money that was swept from the OA Revolving Trust fund to the general revenue fund in FY 05.</p> <p>This program also covers any IRS penalties that have been assessed.</p> <p><b>2a. Provide an activity measure(s) for the program.</b></p> <p>Compliance with the Cash Management Improvement Act of 1990 and 1992, Title 2 of the Code of Federal Regulations Part 200 and IRS Tax Code.</p> <p><b>2b. Provide a measure(s) of the program's quality.</b></p> <p>Agreement was negotiated with the federal government by June 30 deadline.</p> <p><b>2c. Provide a measure(s) of the program's impact.</b></p> <p>The CMIA program is required to obtain federal funding for State priorities.</p>	

## PROGRAM DESCRIPTION

**Department** Office of Administration

**HB Section(s):** 5.255

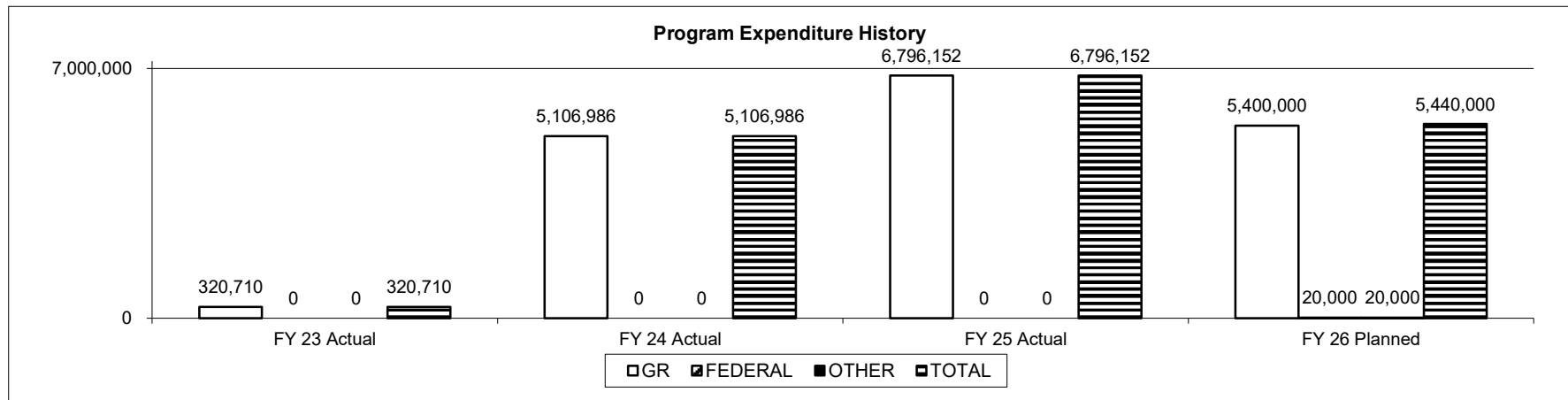
**Program Name** CMIA and Other Federal Payments

**Program is found in the following core budget(s):** CMIA and Other Federal Payments

**2d. Provide a measure(s) of the program's efficiency.**

Payment to the federal government was paid by March 31.

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



**4. What are the sources of the "Other " funds?**

Fund 0135 - Office of Administration - Federal and Other

Fund 0407 - Federal Surplus Property Fund

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable)**

Cash Management Improvement Act; Title 2 of the Code of Federal Regulations Part 200, IRS Tax Code

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

Yes. (see 1b. above).

## PROGRAM DESCRIPTION

**Department**      Office of Administration      **HB Section(s):** 5.300 and 5.305  
**Program Name**   Distribution of Federal Payments to Counties  
**Program is found in the following core budget(s):**    Flood Control Leases and National Forest Reserves

	National Forest	Flood Control	TOTAL
<b>FEDERAL</b>	6,000,000	2,300,000	8,300,000

**1a. What strategic priority does this program address?**

Timely distribution of federal money received.

**1b. What does this program do?**

For Flood Control Leases, the Army Corps of Engineers distributes 75% of receipts from lands acquired for flood control purposes. For National Forest Acquired Lands and Schools and Roads - Grants to States, the U.S. Departments of Agriculture and Interior/Bureau of land Management distribute a portion of the National Forest Acquired Lands receipts they receive from the Mark Twain National Forest lands.

The Department of the Interior, Office of Natural Resource Revenue, distributes money for subsurface revenues on a monthly basis. Schools and Roads - Grants to States and Flood Control Lease monies are received annually. The Office of Administration monitors receipts, maintains payment schedules, communicates with counties, and sends payments as specified. Funds are to be used for the benefit of public schools and roads in the county in which the government land is located.

**2a. Provide an activity measure(s) for the program.**

Compliance with federal and state laws

**2b. Provide a measure(s) of the program's quality.**

Payments made in accordance with federal government instructions.

**2c. Provide a measure(s) of the program's impact.**

Thirty counties served for Schools and Roads - Grants to States and National Forest Acquired Lands. Thirty-three counties served for Flood Control

**2d. Provide a measure(s) of the program's efficiency.**

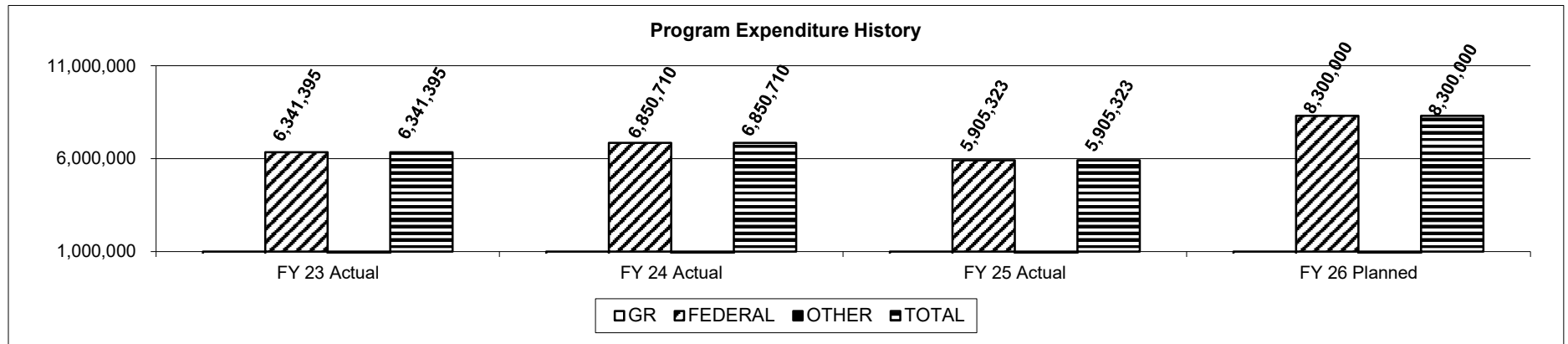
Funding is distributed to counties within one week of receipt of annual federal receipts for Schools and Roads - Grants to States and Flood Control Leases. In FY25, there were payments made to 29 counties.

Funding is received monthly for National Forest Acquired Lands and distributed to counties annually. In FY25, there were payments made to 29 counties.

## PROGRAM DESCRIPTION

<b>Department</b>	Office of Administration	<b>HB Section(s):</b> 5.300 and 5.305
<b>Program Name</b>	Distribution of Federal Payments to Counties	
<b>Program is found in the following core budget(s):</b>	Flood Control Leases and National Forest Reserves	

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



**4. What are the sources of the "Other " funds?**

N/A

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Flood Control Leases: 33 USC 701c3; State: Section 12.080, 12.090, and 12.100, RSMo; CFDA #12.112

Schools and Roads - Grants to States: Secure Rural Schools and Community Self Determination Act of 2000, Division C, Section 601(a), 16. U.S.C. 7101-7153; 16 U.S.C. 500.; CFDA #10.665

National Forest Acquired Lands: Minerals, Lands and Mining, 30 U.S.C 191(a), 355(b); Conservation, 16 U.S.C 499-500.; CFDA #15.438

**6. Are there federal matching requirements? If yes, please explain.**

No

**7. Is this a federally mandated program? If yes, please explain.**

It is part of federal law.

**PROGRAM DESCRIPTION**

**Department**      Office of Administration

**HB Section(s):**    5.310

**Program Name**    Prosecutions-Crimes in Correctional Institutions/Capital Cases

**Program is found in the following core budget(s):**    Prosecutions-Crimes in Correctional Institutions/Capital Cases

**1a. What strategic priority does this program address?**

Reimbursement of prosecution costs.

**1b. What does this program do?**

The prosecution by counties of crimes occurring within institutions under the supervision and management of the Department of Corrections may be reimbursed by the Office of Administration (OA). Counties with state correctional institutions are: Audrain (Vandalia), Callaway (Fulton), Cole (Jefferson City), Cooper (Boonville), DeKalb (Cameron), Livingston (Chillicothe), Nodaway (Maryville), Moniteau (Tipton), Pike (Bowling Green), Randolph (Moberly), St. Francois (Farmington), St. Louis (Pacific), Texas (Licking), Washington (Potosi), and Webster (Ozark). Reimbursements are not to exceed 50% of expenses, and the amount of reimbursement may be based on the number of cases referred, filed, or tried. Also, OA may reimburse counties of the 3rd and 4th class for expenses related to trial of capital cases, if the counties, at the time of trial, are in a negative financial situation. Reimbursements may not exceed 50% of actual expenses.

**2a. Provide an activity measure(s) for the program.**

Compliance with statutes.

**2b. Provide a measure(s) of the program's quality.**

0 complaints received.

**2c. Provide a measure(s) of the program's impact.**

Number served:

0 - 15 Counties for Crimes in Correctional Institutions

0 - 91 3rd and 4th Class Counties

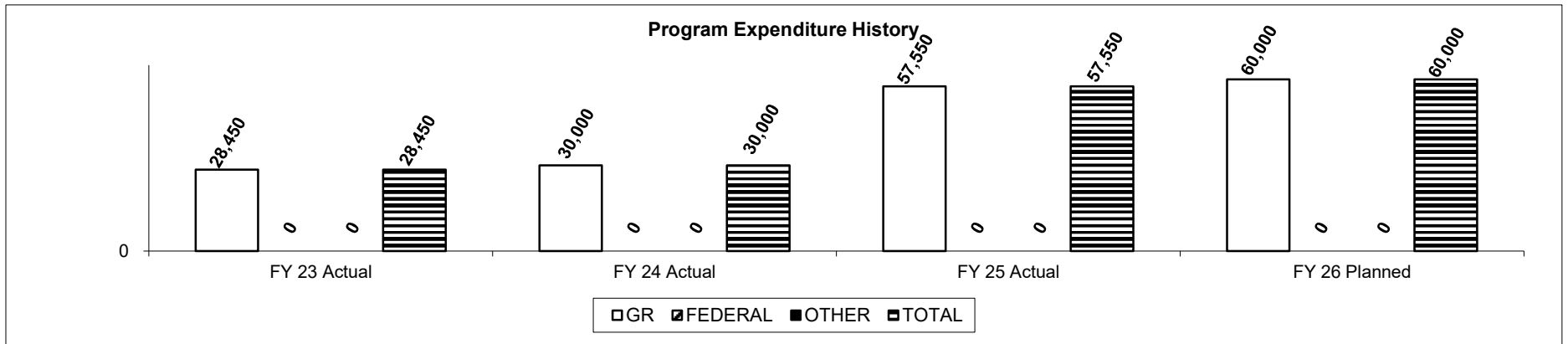
**2d. Provide a measure(s) of the program's efficiency.**

Payments made as requested by counties. In FY25, there were payments made to 6 counties.

### PROGRAM DESCRIPTION

<b>Department</b>	<b>Office of Administration</b>	<b>HB Section(s):</b> <u>5.310</u>
<b>Program Name</b>	<b>Prosecutions-Crimes in Correctional Institutions/Capital Cases</b>	
<b>Program is found in the following core budget(s):</b>	<b>Prosecutions-Crimes in Correctional Institutions/Capital Cases</b>	

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. *(Note: Amounts do not include fringe benefit costs.)*



4. What are the sources of the "Other " funds?

N/A

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Section 50.850 and 50.853, RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION											
<b>Department</b>		Office of Administration							<b>HB Section(s):</b> _____		
<b>Program Name</b>		Debt Management									
<b>Program is found in the following core budget(s):</b>											
		BPB Debt Service	HB 5 Debt Annual Fees	L/P Debt Payments	MDFB - Historical Society	Fulton State Hospital Debt Service	State Fair Bonds	Debt Mgmt	Jackson County	Bartle Hall Conv Center	TOTAL
	GR	60,083,007	30,654	0	2,286,544	8,692,925	4,199,999	83,300	3,000,000	2,000,000	80,376,429
	FEDERAL	0	0	0	0	0	0	0	0	0	0
	OTHER	11,016,659	0	2,406,257	0	8,696,350	1	0	0	0	22,119,267
	<b>TOTAL</b>	71,099,666	30,654	2,406,257	2,286,544	17,389,275	4,200,000	83,300	3,000,000	2,000,000	102,495,696

**1a. What strategic priority does this program address?**

Effectively manage outstanding debt by making payments timely and identifying financing opportunities to save the state money.

**1b. What does this program do?**

This program provides for payment of various fees associated with outstanding state debt, such as paying agent and escrow agent fees, arbitrage rebates, refunding and defeasance costs. It also provides for lead and supporting roles in most state debt financings, the three bond rating agencies. Debt oversight includes special obligation bonds, lease/purchase debt, convention center and dome financings, and certain projects associated with the Missouri Development Finance Board (MDFB). The following explains the various debt being managed:

**Special Obligation Bonds:** The Board of Public Buildings is authorized to issue \$1.545 billion in special obligation revenue bonds in accordance with Sections 8.420 and 8.665, RSMo. The amount of authorization outstanding and not issued as of 7/1/25 is \$291,200,000. There are ten (10) series of Board of Public Buildings bonds outstanding as of 7/1/25 in the amount of \$369,760,000. To date, the final series of bonds will mature on 10/1/41.

**Missouri Development Finance Board:** In FY 06, the Board issued \$28,995,000 of Missouri Development Finance Board Leasehold Revenue Bonds Series 2005 dated November 1, 2005. These bonds were issued to finance the purchase of one building in Florissant, one building in St. Louis, and one building in Jennings. Missouri Development Finance Board issued \$9,865,000 of Leasehold Revenue Bonds Series 2006 dated May 1, 2006. These bonds were issued to finance the purchase of one building in St. Louis. The State has entered into a lease with the Board. Payments under the lease agreement have been structured in amounts sufficient to pay principal and interest on the bonds. In June 2013, the state issued Refunding Leasehold Revenue Bonds Series A 2013 and Series B 2013 to refund a portion of the outstanding Series 2005 and 2006 Bonds. The principal amount of bonds outstanding as of 7/1/25 is \$13,200,000. The bonds will mature on 10/1/30.

**Missouri Development Finance Board:** The Board issued \$189,885,000 of Missouri Development Finance Board State of Missouri Annual Appropriation Bond Series 2014 and Series 2016 to finance the Fulton State Hospital project. The bonds are special, limited obligations of the Board and do not constitute a pledge of the full faith and credit of the State. The State has entered into a financing agreements with the Board. Payments under the financing agreement have been structured in amounts sufficient to pay principal and interest on the bonds, and are subject to annual appropriation by the State legislature. The principal amount of the Fulton bonds outstanding as of 07/01/25 is \$50,840,000. The bonds will mature on 10/1/32.



**PROGRAM DESCRIPTION**

**Department**                      **Office of Administration**

**HB Section(s):** \_\_\_\_\_

**Program Name**                      **Debt Management**

**Program is found in the following core budget(s):**

**Missouri Development Finance Board:** The Board issued \$33,800,000 of Missouri Development Finance Board State of Missouri Annual Appropriations Bond Series A 2016 to finance the State Historical Society project. The bonds are special, limited obligations of the Board and do not constitute a pledge of the full faith and credit of the State. The State has entered into a financing agreement with the Board and payments under this agreement have been structured in amounts sufficient to pay principal and interest on the bonds, and are subject to annual appropriation by the State legislature. The principal amount of the Historical Society bonds outstanding as of 07/01/25 is \$21,180,000. The bonds will mature on 10/1/35.

**Convention Center and Sports Complex:** In accordance with Sections 67.638-67.645, RSMo certain cities and counties are allowed to create a "Convention and Sports Complex Fund" for the purpose of developing, maintaining or operating sports, convention, exhibition, or trade facilities. The State may then contribute annually to each fund. The State has agreed to and is currently contributing to the Bartle Hall Convention Center and the Jackson County Sports Complex in Kansas City.

The personal service and expense and equipment costs associated with this program, are not included in the costs presented in this form. Those costs are included in the Accounting Operations within the Division of Accounting. It is not cost beneficial to track the costs by program because of the overlap of job duties. The cost listed in this form are for the direct payment for debt and fees associated with that debt.

PROGRAM DESCRIPTION				
Department	Office of Administration			HB Section(s): _____
Program Name	Debt Management			
Program is found in the following core budget(s):				
SUMMARY OF OUTSTANDING BONDS				
Bond	Final Maturity Fiscal Year	Principal Amount Issued	Principal Amount Repaid	Principal Outstanding July 1, 2025
<b>Board of Public Buildings Bonds</b>				
Series A 2015 Lafferre Hall Project	2037	36,805,000	17,445,000	19,360,000
Series B 2015 State Facilities, Capitol, and Higher Education Projects	2030	60,000,000	39,145,000	20,855,000
Series A 2016 State Facilities, Capitol, and Higher Education Projects	2036	100,000,000	59,460,000	40,540,000
Series A 2017 Higher Education Projects	2032	77,165,000	36,245,000	40,920,000
Series A 2018 State Facilities and Capitol Projects	2037	47,740,000	21,435,000	26,305,000
Series A 2021 State Parks Projects	2042	60,885,000	11,175,000	49,710,000
Series A 2011 Refunding	2029	143,020,000	56,210,000	25,080,000
Series A 2014 Refunding	2031	88,680,000	47,610,000	41,070,000
Series A 2020 Refunding	2026	38,920,000	28,170,000	10,750,000
Series B 2020 Refunding	2029	<u>172,850,000</u>	<u>77,680,000</u>	<u>95,170,000</u>
<b>Board of Public Buildings Total*</b>		826,065,000	394,575,000	369,760,000
* Outstanding Issues Only				

PROGRAM DESCRIPTION				
<b>Department</b>	<b>Office of Administration</b>			<b>HB Section(s):</b> _____
<b>Program Name</b>	<b>Debt Management</b>			
<b>Program is found in the following core budget(s):</b>				
Bond	<u>Final Maturity Fiscal Year</u>	<u>Principal Amount Issued</u>	<u>Principal Amount Repaid</u>	<u>Principal Outstanding July 1, 2025</u>
<b>MDFB - State Historical Society:</b>				
Series A 2016	2036	33,800,000	12,620,000	21,180,000
<b>MDFB - Fulton Hospital:</b>				
Series 2014	2033	92,660,000	62,280,000	30,380,000
Series 2016	2032	97,225,000	76,765,000	20,460,000
<b>MDFB - Office Buildings:</b>				
Series A 2013 - Refunding	2031	21,820,000	11,995,000	9,825,000
Series B 2013 - Refunding	2031	7,450,000	4,075,000	3,375,000
<p><b>2a. Provide an activity measure(s) for the program.</b></p> <p style="margin-left: 40px;">New bonds Issued during FY25: 0      Total Principal Amount of Bonds Paid During FY25: \$72,750,000</p> <p><b>2b. Provide a measure(s) of the program's quality.</b></p> <p style="margin-left: 40px;">Number debt payments made timely: 30/30</p> <p style="margin-left: 40px;">Missouri was rated AAA, stable outlook by Fitch, and Standard &amp; Poors rating agencies. Missouri was rated Aaa by Moody's rating agency.</p> <p><b>2c. Provide a measure(s) of the program's impact.</b></p> <p style="margin-left: 40px;">Due to the AAA rating, Missouri is able to purchase debt a lower rate, saving taxpayer money.</p> <p><b>2d. Provide a measure(s) of the program's efficiency.</b></p> <p style="margin-left: 40px;">Staff spent approximately 40 hours annually on bond oversight.</p>				

### PROGRAM DESCRIPTION

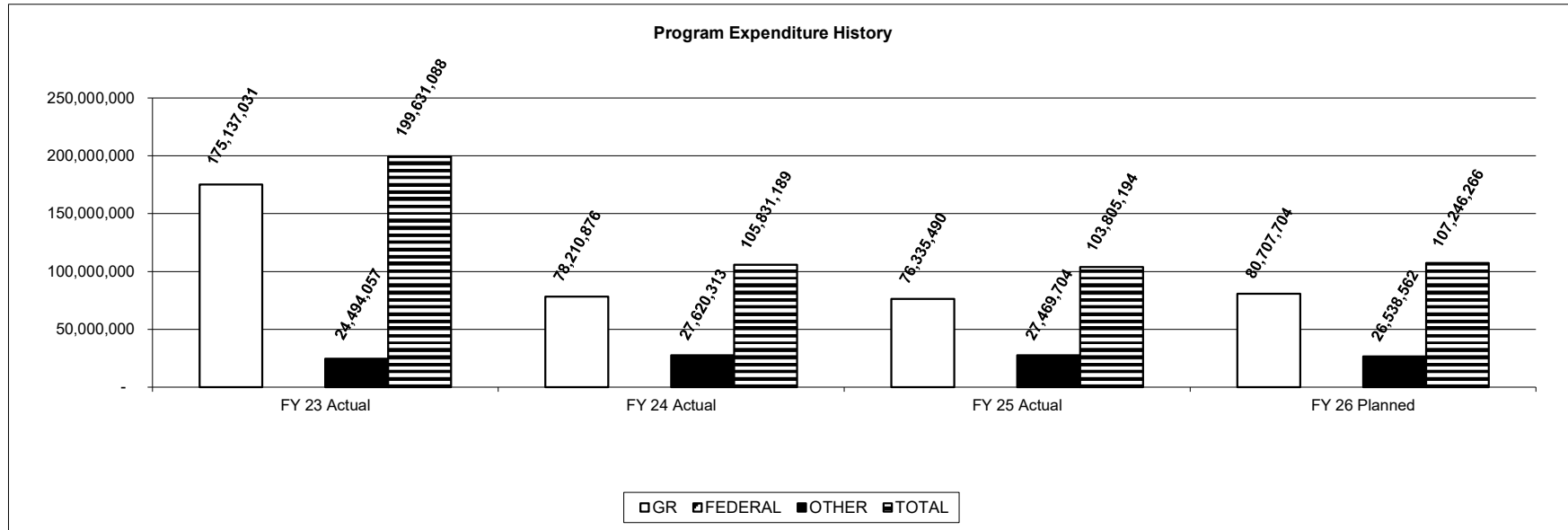
Department Office of Administration

HB Section(s): \_\_\_\_\_

Program Name Debt Management

Program is found in the following core budget(s): \_\_\_\_\_

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

Facilities Maintenance Reserve Fund (0124)  
State Park Earnings Fund (0415)

Fulton State Hospital Bond and Interest Series A 2014 (0396)  
State Facility Maintenance and Operation Fund (0501)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 8, RSMo; Sections 67.638-67.645; 67.650-67.658; 178.892-178.896, and 288.128, 288.310, and 288.330, RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No