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# **FISCAL YEAR 2026**

# BUDGET REQUEST

## **PROGRAMS BOOK**



# **DCI**

Missouri Department of Commerce & Insurance

Missouri Department of Commerce and Insurance  
FY 2026 Budget Request

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The Department of Commerce and Insurance (DCI) protects Missouri consumers through our oversight of the insurance industry, banks, credit unions, utilities and various professional licensees operating in the state. DCI's strategic priority is to educate and advocate for Missourians as well as regulate fairly and impartially the industries and professionals under our purview. DCI is organized into the director's office, which oversees the department, and nine divisions:

#### **INSURANCE CONSUMER AFFAIRS DIVISION**

- Acts as a liaison between the consumer and the insurance industry by receiving complaints against insurance companies, insurance producers (agents) and other licensees.
- Investigates complaints to ensure consumers are being treated fairly under the law.
- Conducts education and outreach to Missouri consumers about insurance topics.
- Takes an active role in affected community outreach post-disaster and continuously engages with the state's disaster response efforts.

#### **INSURANCE MARKET REGULATION DIVISION**

- Reviews insurance policy forms and materials to ensure compliance with Missouri laws and regulations.
- Conducts market analysis as well as market conduct investigations and examinations of insurance companies to protect policy holders and ensure laws are followed.
- Monitors Missouri's insurance market through the collection and compilation of statistical data obtained from industry.

#### **INSURANCE COMPANY REGULATION DIVISION**

- Monitors and analyzes the financial solvency of insurance companies licensed in Missouri to ensure consumer claims can be paid.
- Licenses and regulates captive insurance companies, authorized reinsurance companies and other insurance-related entities.
- Reviews all premium tax, surplus lines tax and captive premium tax filings.

#### **ADMINISTRATION DIVISION**

- Provides general operational support within DCI including preparation of DCI's annual budget, fiscal management of state insurance funds and federal grants, oversight of human resources and information technology coordination.
- Licenses insurance producers (agents and agencies) operating within Missouri as well as licenses and registers various other insurance-related entities.
- Oversees the MO SHIP program, which provides free counseling for Missouri Medicare recipients and their caregivers.

#### **DIVISION OF CREDIT UNIONS**

- Examines and oversees Missouri's 84 state-chartered credit unions.
- Responds to consumer complaints concerning credit union services or operations.

#### **DIVISION OF FINANCE**

- Examines and oversees Missouri's 193 state-chartered banks, non-deposit trust companies and savings and loan associations to ensure their safety and soundness so consumers' deposits are safe and the public is confident in Missouri's financial system.
- Licenses and regulates consumer credit companies, credit services organizations, money order companies, mortgage companies and mortgage loan originators.

#### **DIVISION OF PROFESSIONAL REGISTRATION**

- Supports 41 professional licensing boards, commissions, committees and offices in licensing and regulating the activities of Missouri professionals.
- The boards, commissions, committees and offices process applications, administer examinations and, when warranted, conduct investigations into possible professional misconduct and may take disciplinary action against the practitioner.

#### **PUBLIC SERVICE COMMISSION**

- Independently governed commission that regulates investor-owned electric, natural gas, steam, water and sewer utilities in Missouri.

#### **OFFICE OF THE PUBLIC COUNSEL**

- Represents the public and the interests of utility customers in proceedings before the Missouri Public Service Commission and in appeals of Public Service Commission decisions.
- Provides guidance to landowners seeking information regarding the condemnation process and procedures.

## Missouri Department of Commerce and Insurance

State Auditor's Reports, Oversight Evaluations, Federal Audits/Reviews and Missouri Sunset Act Reports within the last three years

<b>Program or Division Name</b>	<b>Type of Report</b>	<b>Date Issued</b>	<b>Website Link</b>
Department of Commerce and Insurance - Insurance	Audit	11/2023	<a href="https://auditor.mo.gov/AuditReport/CitzSummary?id=980">https://auditor.mo.gov/AuditReport/CitzSummary?id=980</a>
Department of Commerce and Insurance - Insurance	Audit	07/2022	<a href="https://auditor.mo.gov/AuditReport/CitzSummary?id=928">https://auditor.mo.gov/AuditReport/CitzSummary?id=928</a>
Department of Commerce and Insurance - Insurance	Audit	08/2021	<a href="https://auditor.mo.gov/AuditReport/CitzSummary?id=887">https://auditor.mo.gov/AuditReport/CitzSummary?id=887</a>
Department of Commerce and Insurance - Insurance	Audit	09/2020	<a href="https://auditor.mo.gov/AuditReport/CitzSummary?id=834">https://auditor.mo.gov/AuditReport/CitzSummary?id=834</a>

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.400**

**Department Administration**

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

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

- Provide help and educate stakeholders so they are better informed problem solvers
- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Innovate to make it easier to connect and work with us
- Develop our team, reward great performance, and retain top talent

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

- This core supports a portion of department administration FTE providing department-wide direction and assistance to department divisions through legislative coordination, communications, human resources, accounting, budget, operational excellence, and continuous improvement programs.

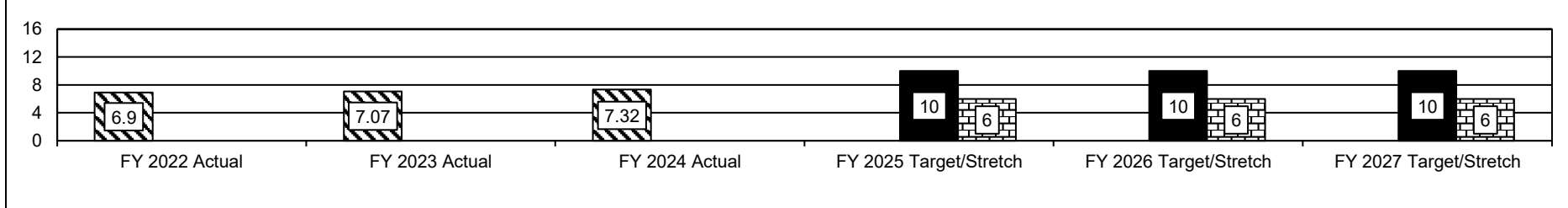
**2a. Provide an activity measure(s) for the program.**

**Number of employees served in FY 2024**

Insurance	185.29 FTE
Finance	93.67 FTE
Credit Unions	13.54 FTE
Manufactured Housing	6.37 FTE
Office of the Public Counsel	12.92 FTE
Professional Registration	196.48 FTE
Public Service Commission	171.78 FTE
<b>TOTAL</b>	<b>680.05 FTE</b>

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

**Average Processing Time in Business Days for Fiscal Notes Completion**



Note: Legislative Oversight allows for completion of fiscal notes within 10 business days.

**PROGRAM DESCRIPTION**

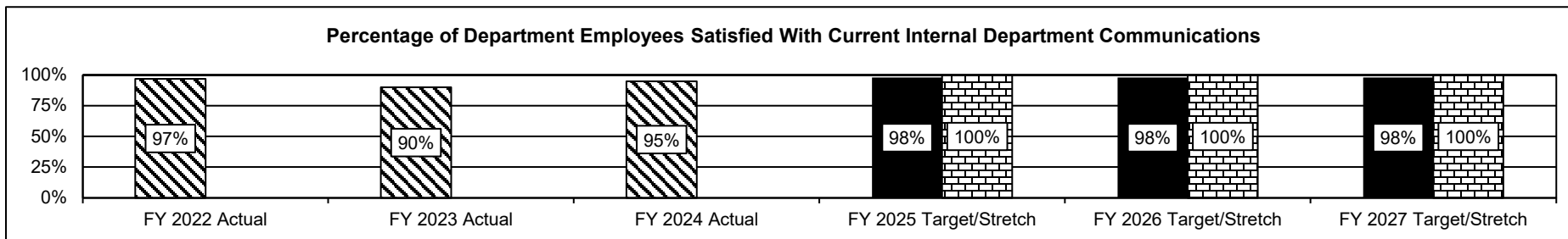
Department of Commerce and Insurance

HB Section(s): 07.400

Department Administration

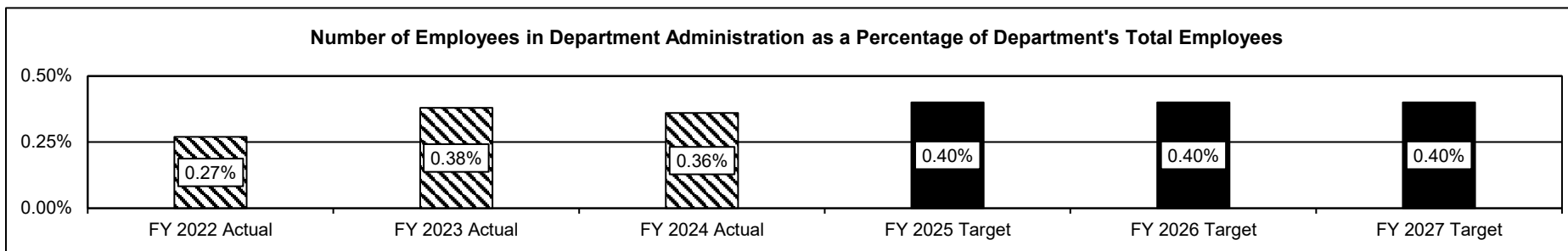
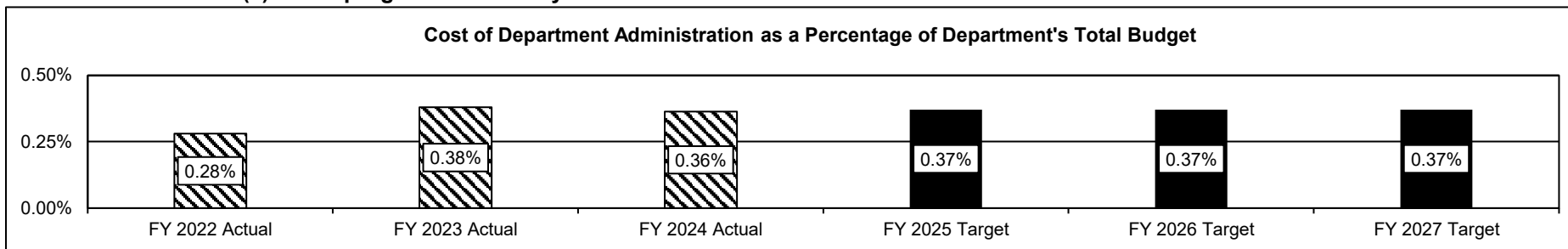
Program is found in the following core budget(s): Department Administration

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



Note: Results from Communication Survey sent to all department employees.

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



**PROGRAM DESCRIPTION**

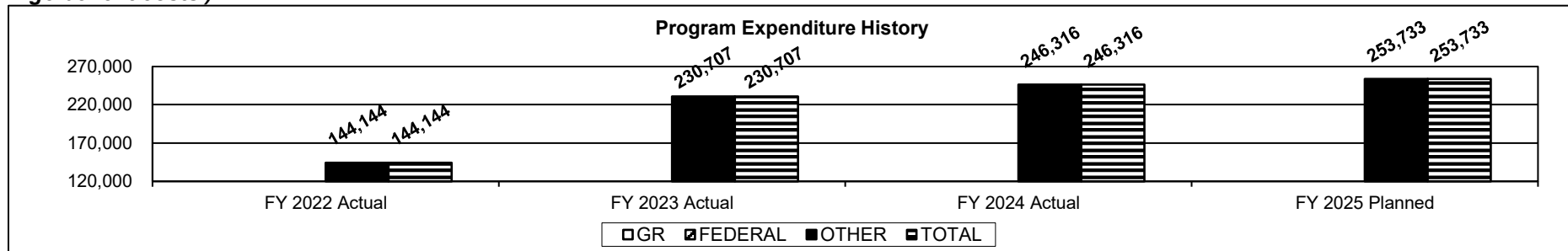
Department of Commerce and Insurance

HB Section(s): 07.400

Department Administration

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

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?

DCI Administrative Fund (1503)

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

N/A

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

N/A

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

No



**PROGRAM DESCRIPTION**

Department of Commerce and Insurance

HB Section(s): 07.405

Department Administration Transfer

Program is found in the following core budget(s): **Transfers to Department Administration**

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

See Department Administration program description.

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

This core transfer provides funds to the DCI Administrative Fund from other department funds to cover a portion of salaries, fringe benefits, and expenses of Department Administration FTE.

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

For performance measures, see Department Administration program description.

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

For performance measures, see Department Administration program description.

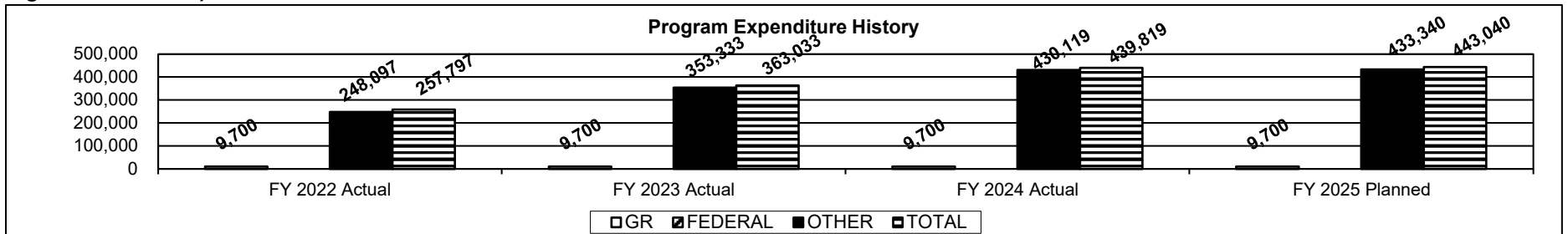
**2c. Provide a measure(s) of the program's impact.**

For performance measures, see Department Administration program description.

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

For performance measures, see Department Administration program description.

**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?**

Division of Credit Unions Fund (1548), Division of Finance Fund (1550), Insurance Dedicated Fund (1566), Manufactured Housing Fund (1582), Public Service Commission Fund (1607), and the Professional Registration Fees Fund (1689)

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

No

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

N/A

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

No

## PROGRAM DESCRIPTION

Department of Commerce and Insurance

HB Section(s): 07.410

Insurance Operations

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

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

- Provide help and educate stakeholders so they are better informed problem solvers
- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Innovate to make it easier to connect and work with us
- Develop our team, reward great performance, and retain top talent

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

- Facilitate consumer protection by ensuring insurance companies conduct business according to state law.
- Investigate and mediate complaints against licensees, including agents and insurers, to ensure proper handling of insurance transactions and compliance by companies, agents, and other licensed entities.
- Maintain Insurance Consumer Hotline (800-726-7390) to answer questions and educate the public and industry on insurance matters.
- Participate in outreach and post-disaster events to provide insurance education and resources and empower Missourians to make informed insurance buying decisions.
- Conducts ongoing analysis of annual and supplemental filings of domestic insurance companies in accordance with NAIC accreditation standards to identify current and developing trends which may lead to insurer insolvency or non-conformance with Missouri law.
- Licenses insurers and insurance related entities to ensure financially sound companies are operating in a Missouri's insurance market.
- Processes and audits premium, surplus lines, and captive premium tax filings to ensure the appropriate level of tax is submitted to the state.
- Licenses captive insurance companies used to manage businesses risks and as an economic development tool for the state.
- Reviews insurance policy forms, endorsements, illustrations, marketing materials, underwriting rules, and rates to ensure compliance with state insurance law.
- Performs market analysis and investigations of insurance companies operating in this state.
- Licenses insurance producers (agents and agencies) operating within Missouri as well as licenses and registers various other insurance-related entities.
- Conducts financial examinations of domestic insurance companies as required by law to identify current or prospective risks that could lead to insurer insolvency or non-conformance with Missouri law.
- Performs market conduct examinations and investigations of insurance companies operating in Missouri to ensure that policyholders have been treated in accordance with the law and their insurance contracts.

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.410**

**Insurance Operations**

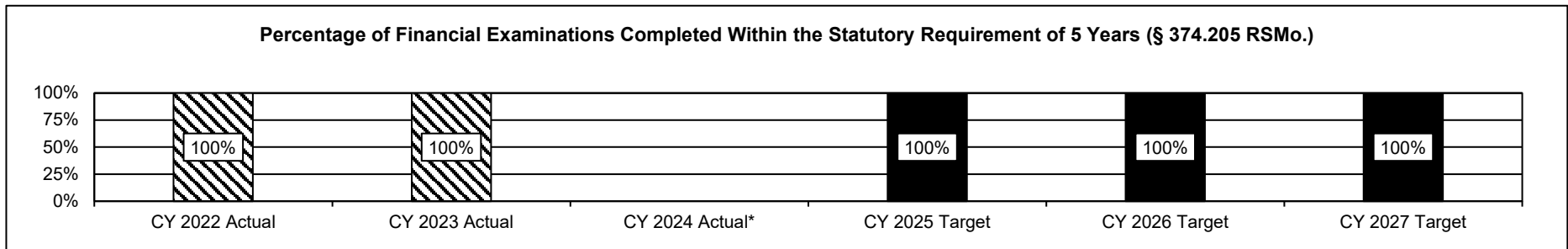
**Program is found in the following core budget(s): Insurance Operations**

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

	<b>CY 2022 Actual</b>	<b>CY 2023 Actual</b>	<b>CY 2024 Actual*</b>	<b>CY 2025 Target</b>	<b>CY 2026 Target</b>	<b>CY 2027 Target</b>
Consumer Complaints	2,706	3,100		3,300	3,400	3,500
Agent Investigations	615	668		650	650	650
Consumer Communication (phone calls and e-mail)**	23,784	27,062		30,000	32,000	35,000
Inquiries	2,853	3,654		4,000	4,250	4,500
Walk-ins	14	12		25	25	25
Outreach Event Public Interactions	1,445	854		1,000	1,250	1,500
Number of Business Entity Producers, Producers, and Regulated Entities	282,714	287,012		290,000	292,900	295,800
Number of Domestic Companies	233	231		233	233	233
Number of Licensed Companies	2,100	2,147		2,100	2,100	2,100
Number of Surplus Lines Brokers	2,488	2,738		2,750	2,750	2,750
Insurance Related Entities	1,050	1,070		1,070	1,070	1,070
Property & Casualty Filings Received	4,975	5,161		5,000	5,000	5,000
Property & Casualty Insurance Filing Pages Reviewed	464,990	534,750		750,000	750,000	750,000
Life & Health Filings Received	3,603	3,659		4,000	4,000	4,000
Life & Health Insurance Filing Pages Reviewed	1,772,682	2,387,551		1,400,000	1,400,000	1,400,000

\*Calendar year data will be provided with the Governor's recommendations.

\*\*Beginning in CY 2022, emails started being included in Consumer Communication counts.



\*Calendar year data will be provided with the Governor's recommendations.

**PROGRAM DESCRIPTION**

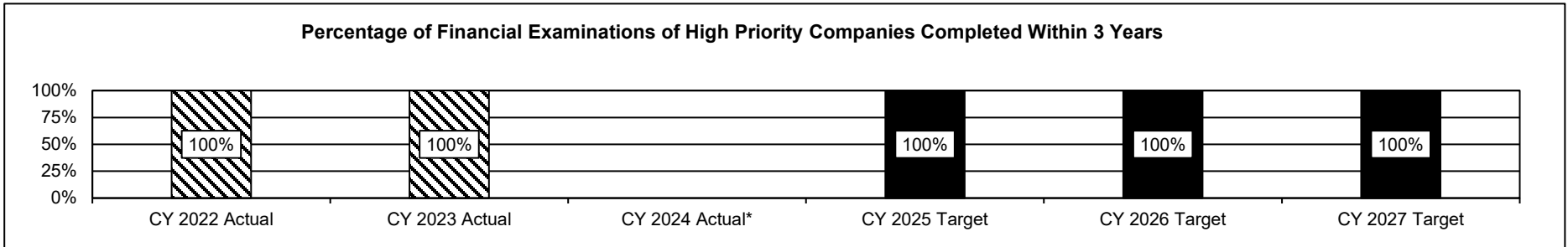
**Department of Commerce and Insurance**

**HB Section(s): 07.410**

**Insurance Operations**

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

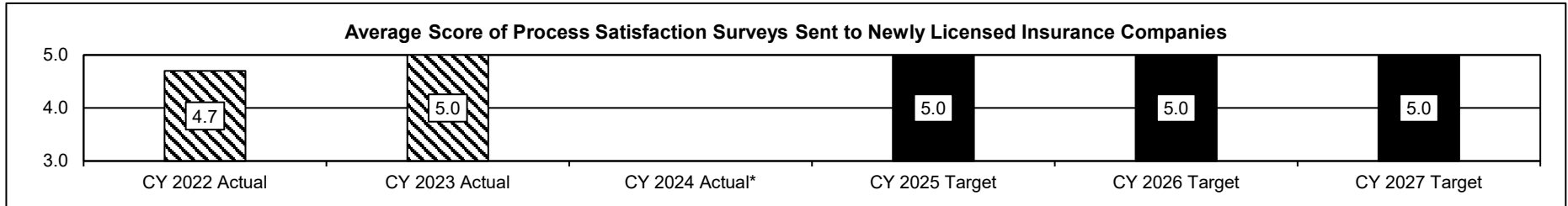
**2a. Provide an activity measure(s) for the program (continued).**



Note: Companies are considered high priority due to the significance of risk factors present or identified.

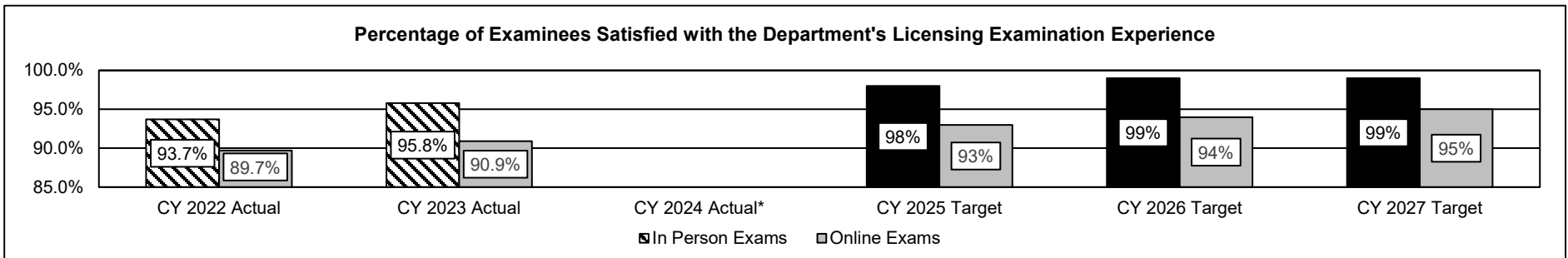
\*Calendar year data will be provided with the Governor's recommendations.

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



Scale: 1 = poor, 2 = needs work, 3 = average, 4 = good, 5 = outstanding.

\*Calendar year data will be provided with the Governor's recommendations.



\*Calendar year data will be provided with the Governor's recommendations.

**PROGRAM DESCRIPTION**

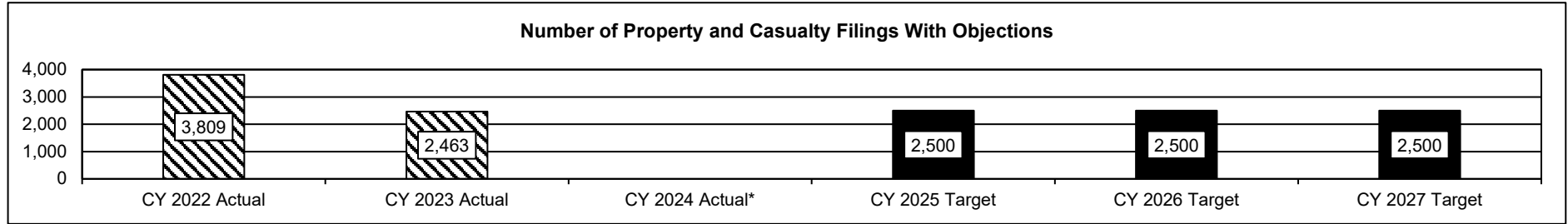
**Department of Commerce and Insurance**

**HB Section(s): 07.410**

**Insurance Operations**

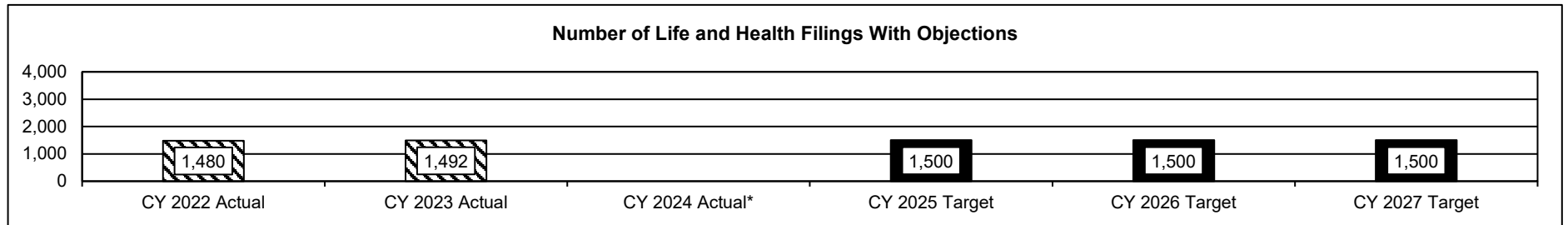
**Program is found in the following core budget(s): Insurance Operations**

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



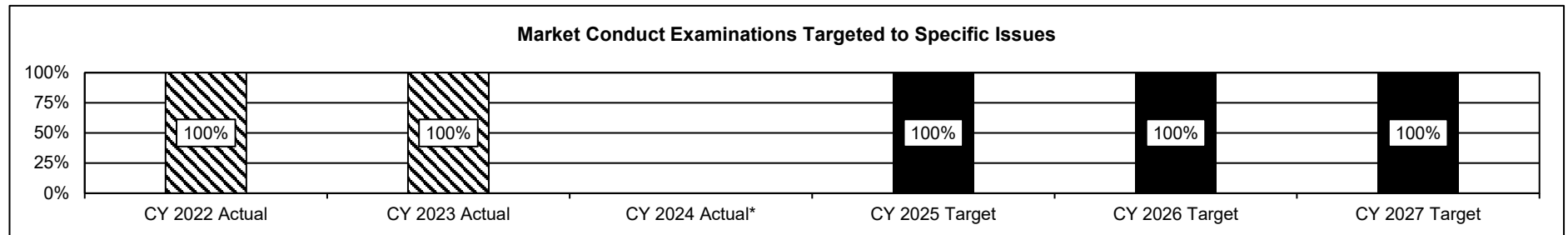
Note: Staff notify insurance companies of compliance questions by sending "Objections," asking the insurance company for more information or to correct the compliance issue.

\*Calendar year data will be provided with the Governor's recommendations.



Note: Staff notify insurance companies of compliance questions by sending "Objections," asking the insurance company for more information or to correct the compliance issue.

\*Calendar year data will be provided with the Governor's recommendations.



\*Calendar year data will be provided with the Governor's recommendations.

**PROGRAM DESCRIPTION**

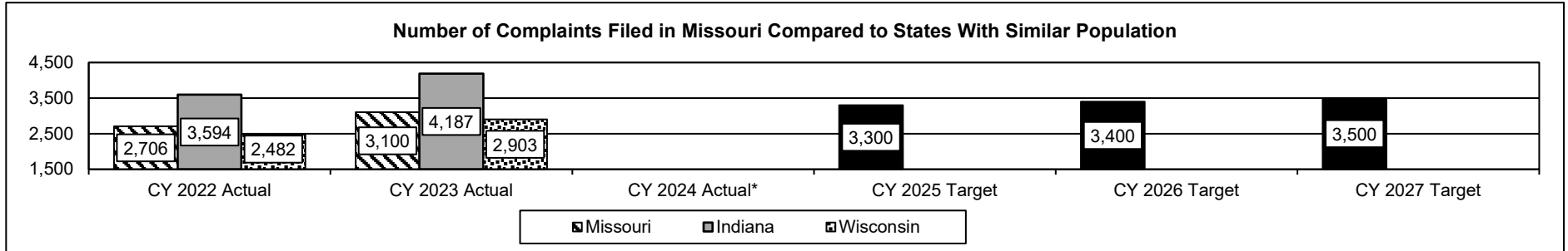
**Department of Commerce and Insurance**

**HB Section(s): 07.410**

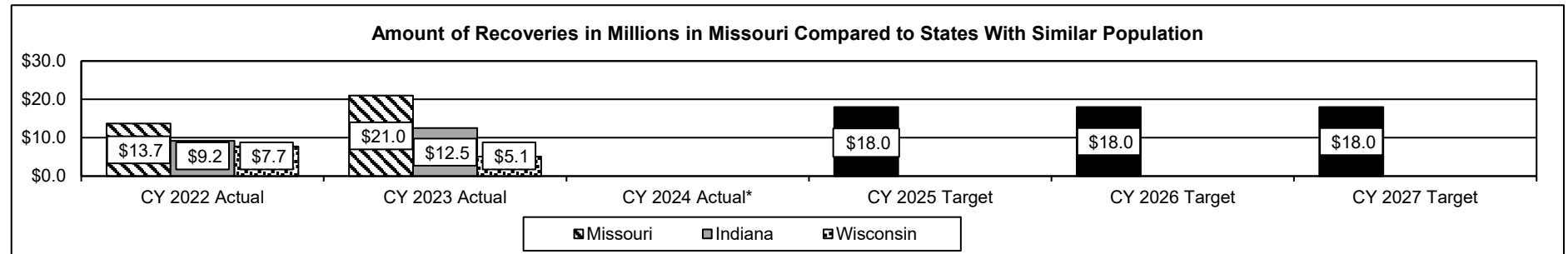
**Insurance Operations**

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

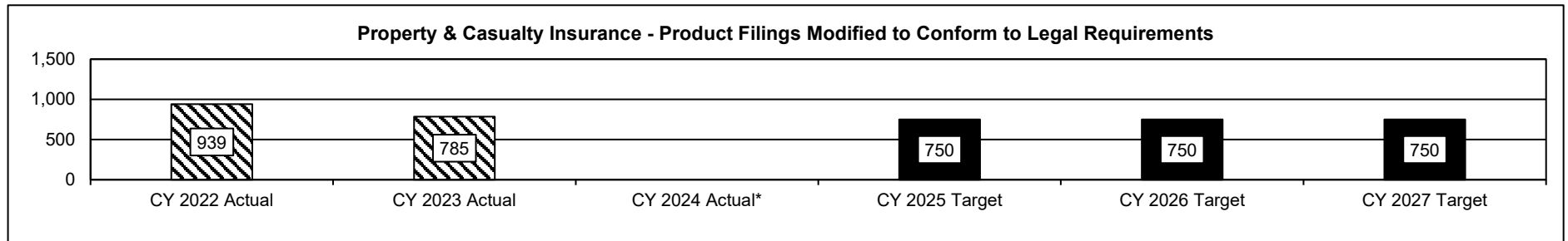
**2c. Provide a measure(s) of the program's impact.**



\*Calendar year data will be provided with the Governor's recommendations.



\*Calendar year data will be provided with the Governor's recommendations.



Note: Without the identification and correction of these compliance issues, Missourians would encounter significant problems with their insurance coverage, for example, claims might be denied for services or benefits required under Missouri law.

\*Calendar year data will be provided with the Governor's recommendations.

**PROGRAM DESCRIPTION**

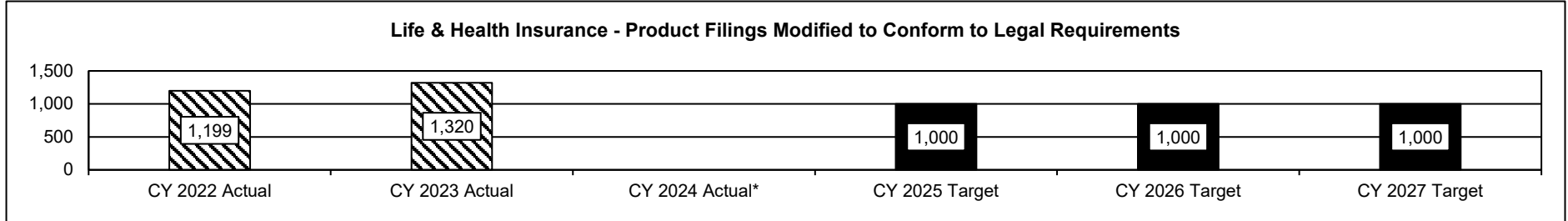
**Department of Commerce and Insurance**

**HB Section(s): 07.410**

**Insurance Operations**

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

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



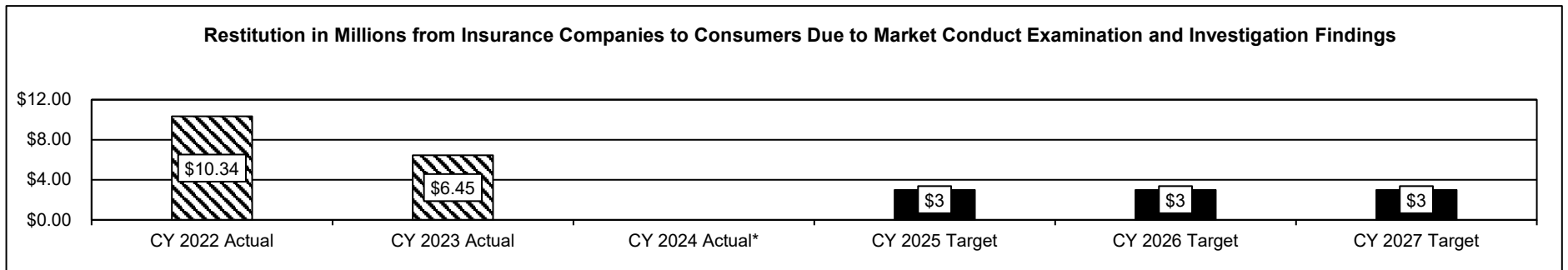
Note: Without the identification and correction of these compliance issues, Missourians would encounter significant problems with their insurance coverage, for example, claims might be denied for services or benefits required under Missouri law.

\*Calendar year data will be provided with the Governor's recommendations.

**Tax Revenue Generated from Tax Filings Processed by the Department**

	<b>CY 2022 Actual</b>	<b>CY 2023 Actual</b>	<b>CY 2024 Actual*</b>	<b>CY 2025 Target</b>	<b>CY 2026 Target</b>	<b>CY 2027 Target</b>
Surplus Lines Tax Collected	60.9 mil	65.1 mil		65.0 mil	65.0 mil	65.0 mil
Premium Tax Collected	355.3 mil	405.0 mil		400.0 mil	400.0 mil	400.0 mil
Captive Premium Tax	2.1 mil	2.2 mil		2.0 mil	2.0 mil	2.0 mil

\*Calendar year data will be provided with the Governor's recommendations.



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**PROGRAM DESCRIPTION**

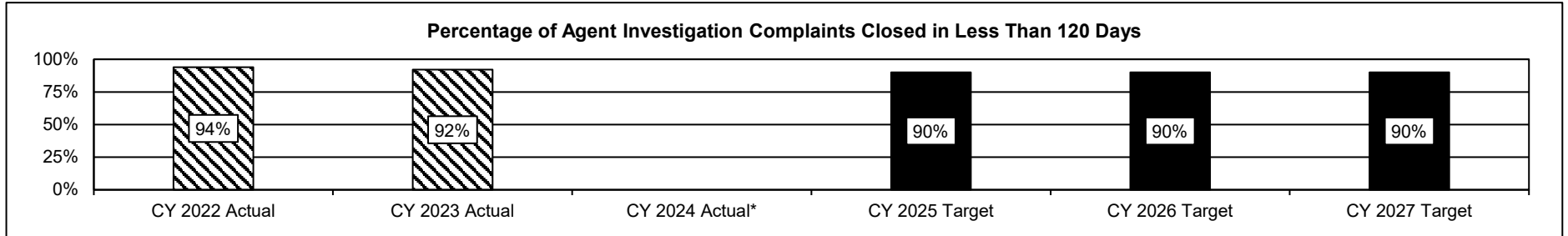
**Department of Commerce and Insurance**

**HB Section(s): 07.410**

**Insurance Operations**

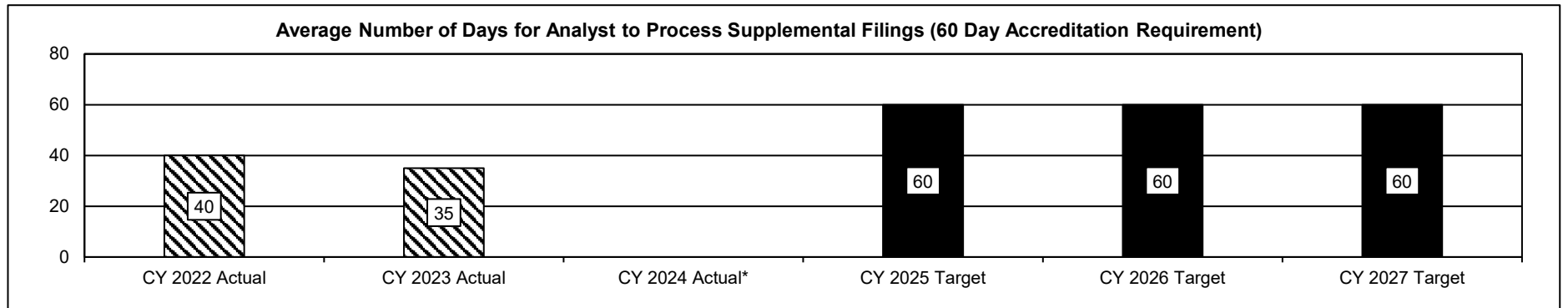
**Program is found in the following core budget(s): Insurance Operations**

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



Note: Regulated entities are required to provide a response within 20 days (20 CSR 100-4.100). An investigation of a consumer complaint against an insurer takes an additional 40 days. The Agent Investigations measure of 120 days is based on the fact that agent investigations, which sometimes involve fraud, court records, interview of witnesses, subpoenas, etc. take longer to investigate. One of the primary missions of the department is to mediate complaints in a timely manner while recognizing the importance of a complete investigation and protection of consumers.

\*Calendar year data will be provided with the Governor's recommendations.



Note: The accreditation requirements regarding the review of supplemental filings is 60 days for priority companies and 120 days for non-priority companies; however, we strive to adhere to a 60 day timeframe for all. Supplemental filings include the Management Discussion and Analysis, Audited Financial Reports, and various other exhibits and filings that are related to but due after the submission of the annual statement. It is important that these supplemental filings be adequately and timely reviewed so that issues and risks that may affect an insurance company's solvency can be identified and addressed during our risk-focused analysis process.

\*Calendar year data will be provided with the Governor's recommendations.



**PROGRAM DESCRIPTION**

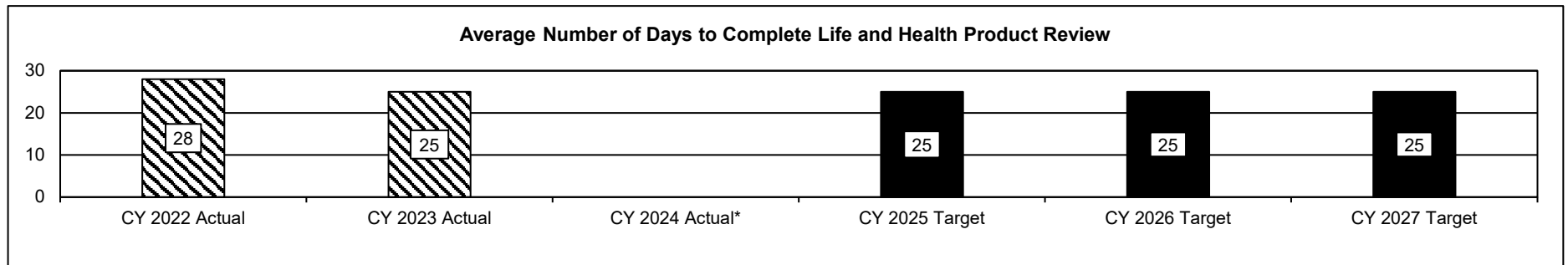
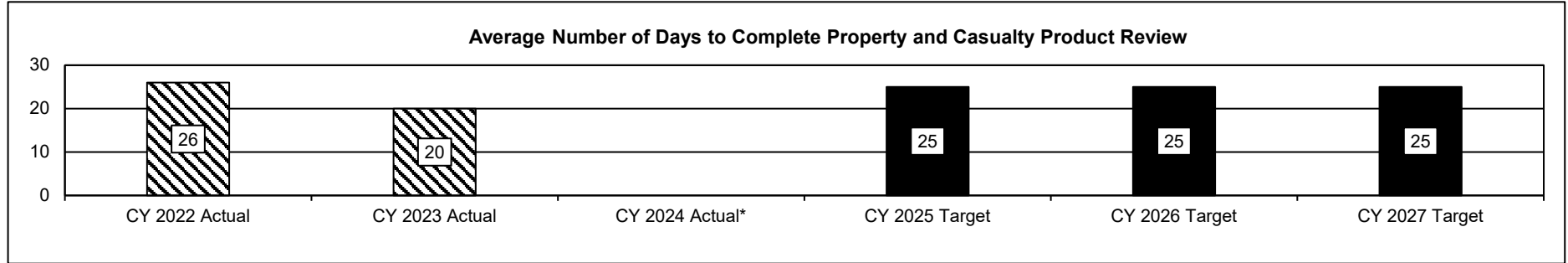
**Department of Commerce and Insurance**

**HB Section(s): 07.410**

**Insurance Operations**

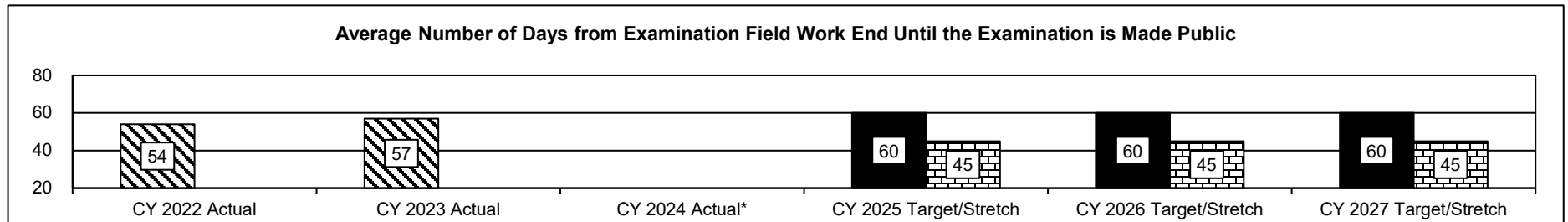
**Program is found in the following core budget(s): Insurance Operations**

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



Note: The measure of efficiency in the insurance product review process is the total review time, from submission to final disposition, called "Average Days to Complete Compliance Review".

\*Calendar year data will be provided with the Governor's recommendations.



\*Calendar year data will be provided with the Governor's recommendations.

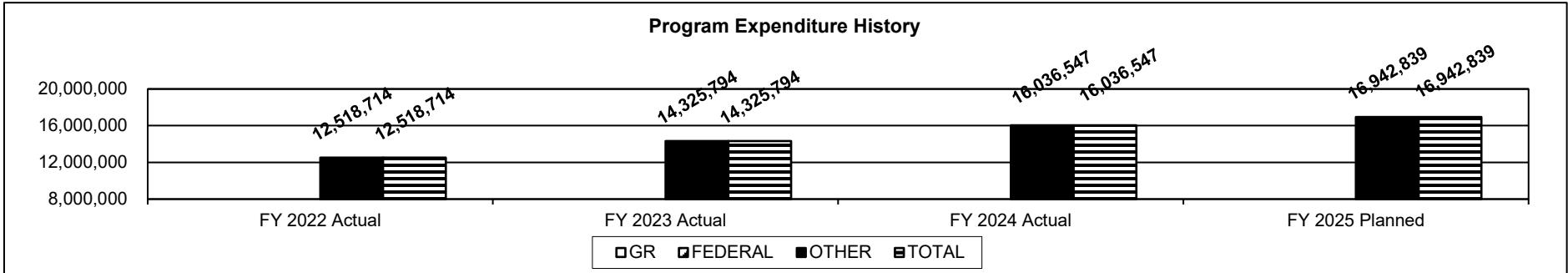
**PROGRAM DESCRIPTION**

Department of Commerce and Insurance  
 Insurance Operations

HB Section(s): 07.410

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

**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?**

Insurance Dedicated Fund (1566), Insurance Examiners Fund (1552), Consumer Restitution Fund (1792)

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

State Statute: Chapters 148, 287, 325, 354, 374, 375, 376, 377, 378, 379, 380, 381, 383, 384, 385 and 447 RSMo. and Article IV section 36(b) of the Missouri Constitution.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.415**

**Health Insurance Counseling**

**Program is found in the following core budget(s): Health Insurance Counseling**

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

- Provide help and educate stakeholders so they are better informed problem solvers
- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Innovate to make it easier to connect and work with us
- Develop our team, reward great performance, and retain top talent

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

- Provides free, unbiased, and confidential counseling as well as educational activities to people on Medicare about health insurance coverage and Medicare benefits.

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

	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>	<b>FY 2026</b>	<b>FY 2027</b>
	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Target</b>	<b>Target</b>	<b>Target</b>
Public Outreach Contacts	56,326	47,106	32,587	40,000	40,000	40,000
Individual Contacts	30,737	29,089	29,532	35,000	35,000	35,000
Educational Outreach Events Held	412	550	593	1,000	1,000	1,000

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

	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>	<b>FY 2026</b>	<b>FY 2027</b>
	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Target</b>	<b>Target</b>	<b>Target</b>
Customer Survey - Excellent or Above Average Satisfaction Rating	100%	98%	98%	100%	100%	100%

**PROGRAM DESCRIPTION**

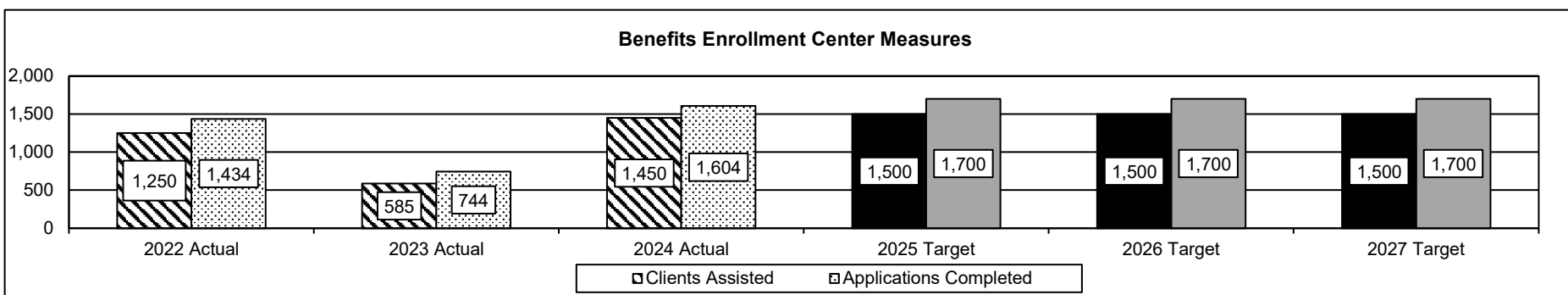
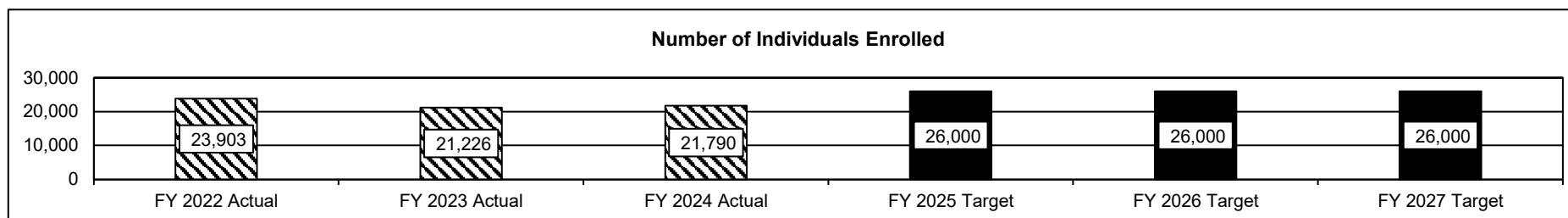
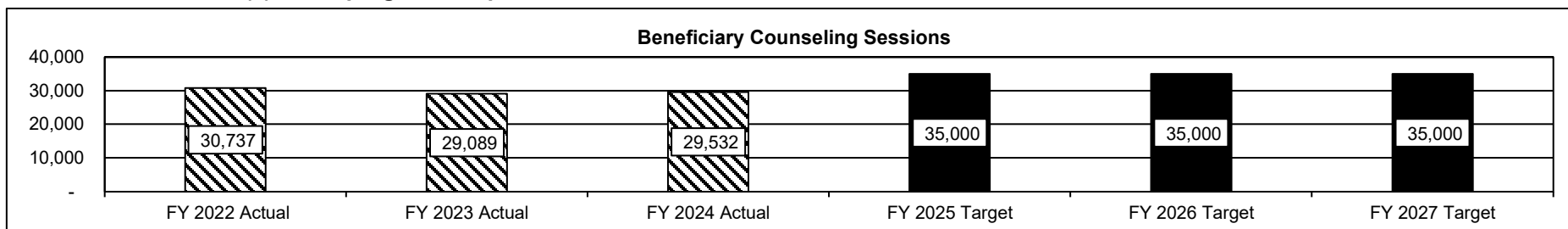
**Department of Commerce and Insurance**

**HB Section(s): 07.415**

**Health Insurance Counseling**

**Program is found in the following core budget(s): Health Insurance Counseling**

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



**PROGRAM DESCRIPTION**

Department of Commerce and Insurance

HB Section(s): 07.415

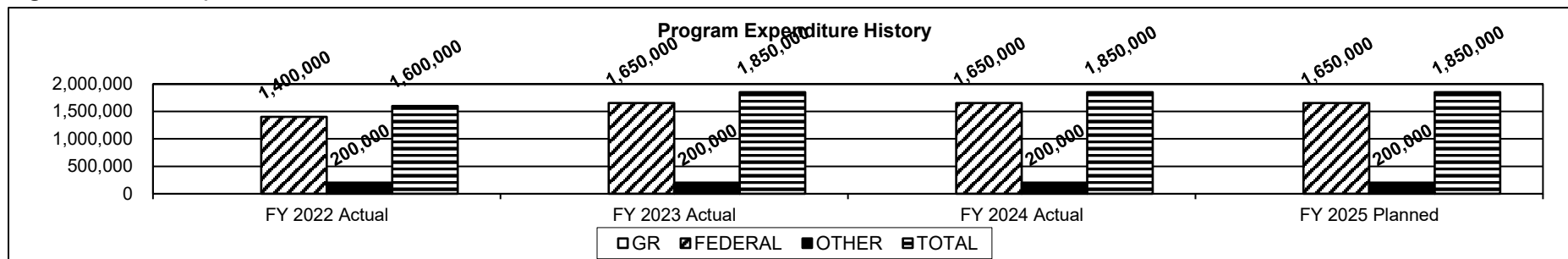
Health Insurance Counseling

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

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Number of Active Trained Volunteers	248	228	219	250	250	275

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?

Insurance Dedicated Fund (1566)

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

Federal CFDA - 93.324 and State Health Insurance Program 93.071 Medicare Improvements for Patients and Providers Act.

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

N/A

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

No

**PROGRAM DESCRIPTION**

Department of Commerce and Insurance \_\_\_\_\_

HB Section(s): 07.420

Division of Credit Unions \_\_\_\_\_

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

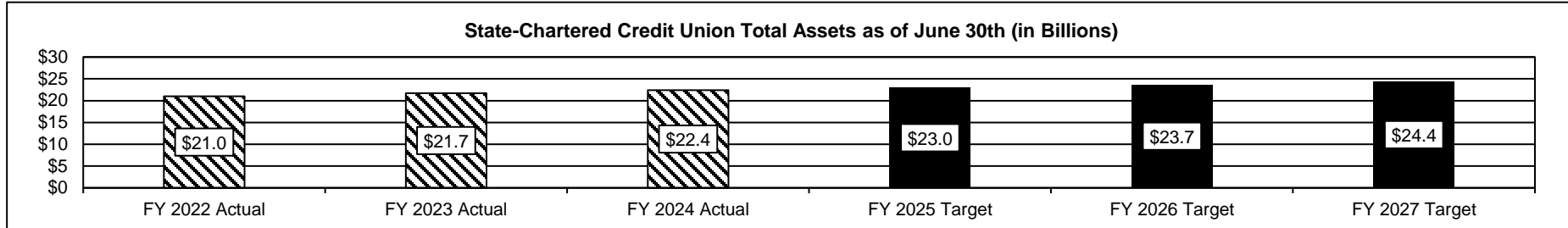
**1a. What strategic priority does this program address?**

- Provide help and educate stakeholders so they are better informed problem solvers
- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

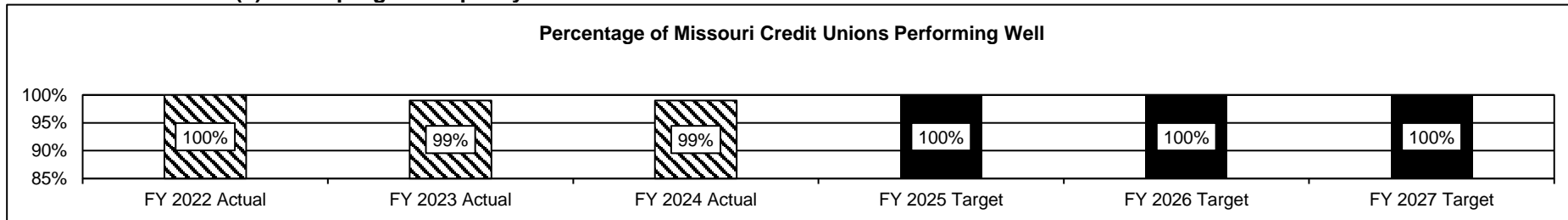
**1b. What does this program do?**

- Examines and oversees Missouri's 84 state-chartered credit unions.
- Responds to consumer complaints concerning credit union services or operations.
- The division is accredited through the National Association of State Credit Union Supervisors (NASCUS).

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



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



Note: A credit union's performance is measured by its CAMELS rating as determined by the Division of Credit Unions. The CAMELS system (with ratings of 1 to 5), also used by the federal insurer, is based upon evaluation of critical elements of a credit union's operations. Credit unions rated as a 4 or 5 are considered "problem" credit unions.

The federal benchmark experienced by the NCUA is 95%. This means that NCUA data shows 95% of all credit unions are performing well.

**PROGRAM DESCRIPTION**

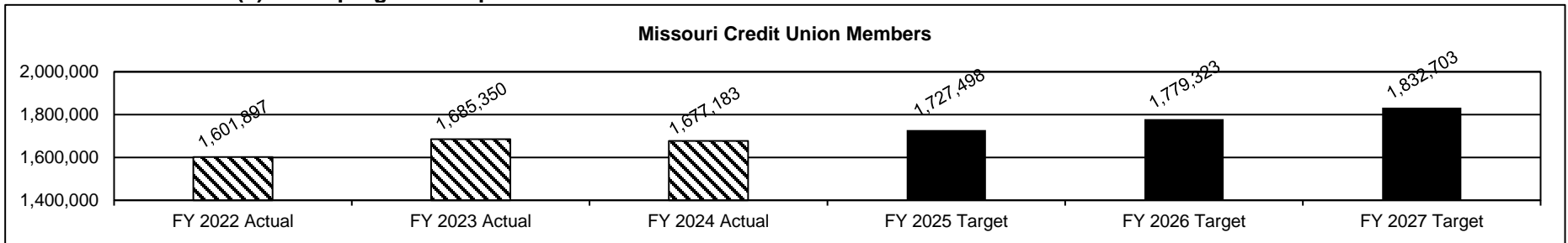
Department of Commerce and Insurance \_\_\_\_\_

HB Section(s): 07.420

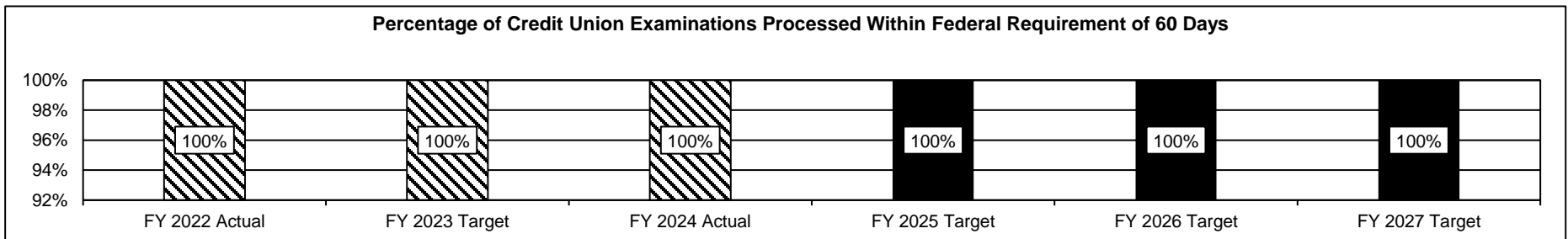
Division of Credit Unions \_\_\_\_\_

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

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



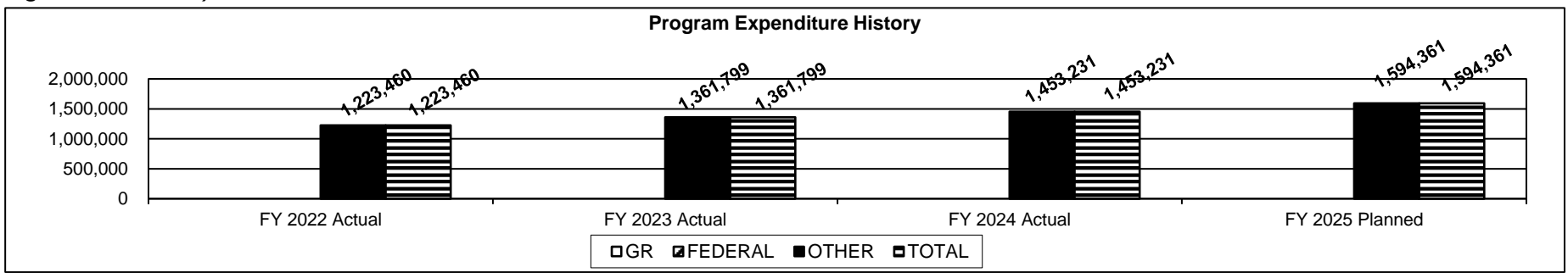
**2d. Provide a measure(s) of the program's efficiency.**



Note: "Processed" is defined as days between the last day on-site at a credit union and the date the examination is provided to the credit union.

The federal policy benchmark established by the NCUA is 60 days.

**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 of Commerce and Insurance** \_\_\_\_\_

**HB Section(s):** 07.420

**Division of Credit Unions** \_\_\_\_\_

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

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

Division of Credit Unions Fund (1548)

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

State Statute: Chapter 370, RSMo.

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

N/A

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

No



**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s):** 07.425

**Bank, Trust, Savings and Loan, Consumer Credit, and Mortgage Loan Oversight**

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

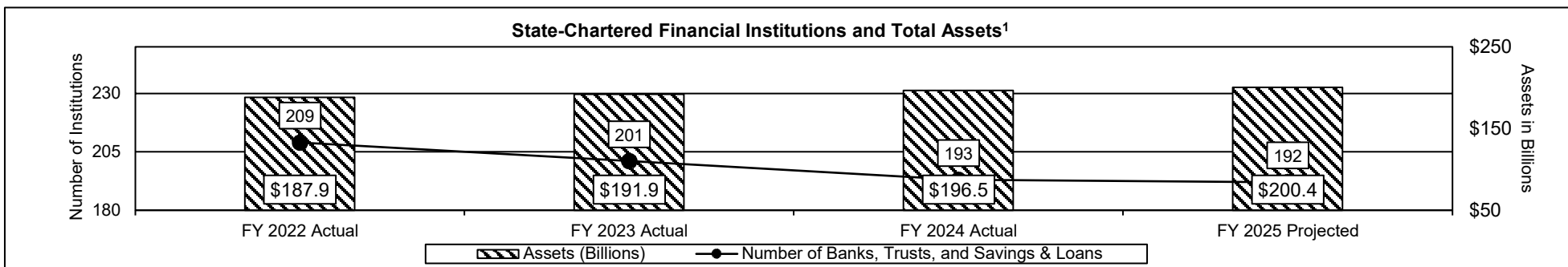
**1a. What strategic priority does this program address?**

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

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

- Provides oversight of state-chartered banks, trust companies, and savings and loan associations including compliance examinations with applicable banking laws and to ensure the safety and soundness of these institutions to safeguard the funds of depositors and maintain public confidence in Missouri's financial system.
- Licenses and regulates various consumer credit outlets including finance companies, payday loan companies, consumer installment lender companies, and title loan companies to ensure all lenders are held to the same standards and that borrowers are protected.
- Administers Missouri's laws pertaining to residential mortgage brokers and originators, including pre-license investigation, licensure issuance and renewal, and regulation enforcement, ensuring consistent compliance by lenders and protection for borrowers.

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



<sup>1</sup>As of the end of each Fiscal Year. Projections for years beyond FY 2025 are not provided because a number of economic factors can affect the number of institutions and assets in any given year, making projections difficult to determine.

**PROGRAM DESCRIPTION**

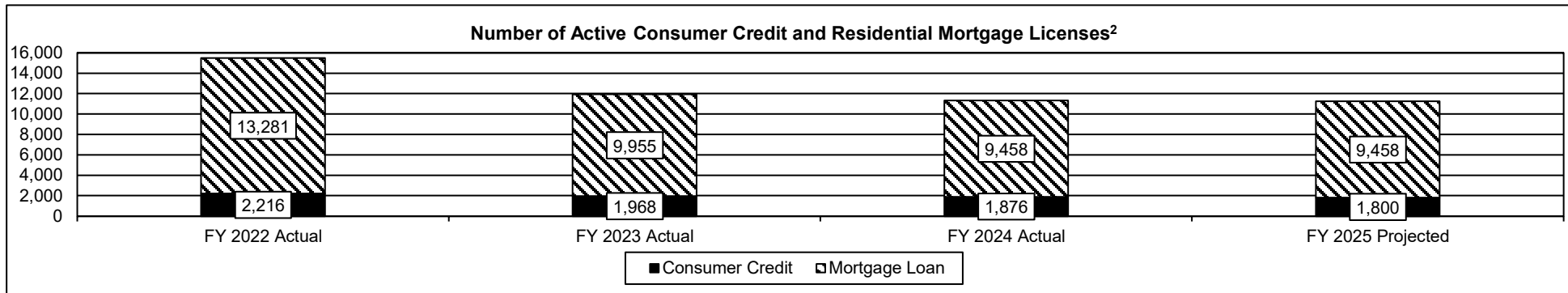
**Department of Commerce and Insurance**

**HB Section(s): 07.425**

**Bank, Trust, Savings and Loan, Consumer Credit, and Mortgage Loan Oversight**

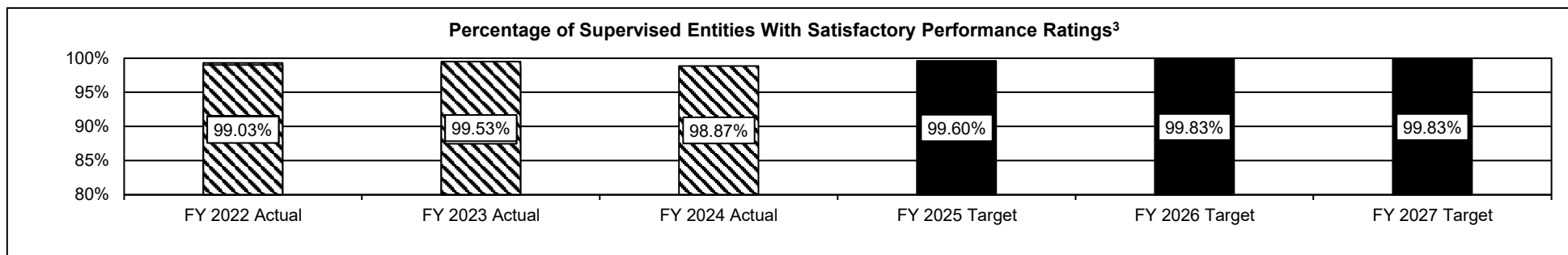
**Program is found in the following core budget(s): Division of Finance**

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



<sup>2</sup>As of the end of each Fiscal Year. Projections for years beyond FY 2025 are not provided because a number of economic factors can affect the number of institutions and assets in any given year, making projections difficult to determine.

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



<sup>3</sup>Entities include Banks, Savings & Loan Associations, Mortgage Loan Brokers and Originators, and Consumer Credit providers. The rating is based on the evaluation of critical elements of operations for each type of entity.

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.425**

**Bank, Trust, Savings and Loan, Consumer Credit, and Mortgage Loan Oversight**

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

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

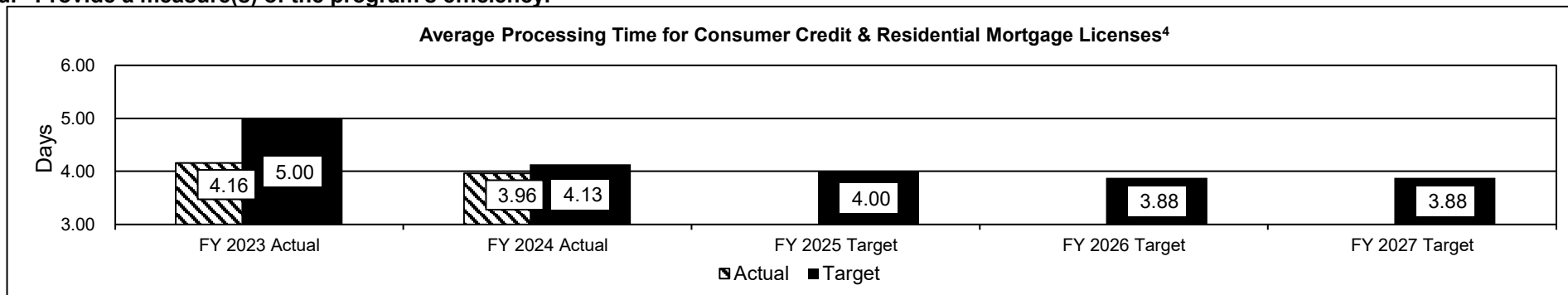
- The Division of Finance performs safety and soundness examinations of state-chartered banks, trusts, and savings and loan associations.
- These examinations protect Missouri's depositors and borrowers and ensure each institution operates on a level playing field.
- Many banks have recognized the advantages to conversion from a national-charter to a state-charter as illustrated in the chart below.
- No banks have converted from a state-charter to a national-charter during the same period.

Number of Banks and Savings & Loans That Have Converted from a National to a State Charter										
FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
1	6	1	3	1	1	0	1	2	0	0

**WHY DOES CONVERSION TO A STATE-CHARTER BENEFIT MISSOURI?**

- A state-charter keeps bank assessment funds in Missouri, rather than sending those funds to Washington, D.C.
- Bank assessments for Missouri's state-chartered banks are generally lower than national-charter assessment amounts.
- If consumers or depositors need assistance or have questions, the Missouri Division of Finance can provide timely and relevant assistance.
- The Missouri Division of Finance is able to identify local and regional economic changes that can affect institutions and take measures to ensure institutions remain successful.

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



<sup>4</sup>The minimum required to complete due diligence and process licenses is 3 days.

**PROGRAM DESCRIPTION**

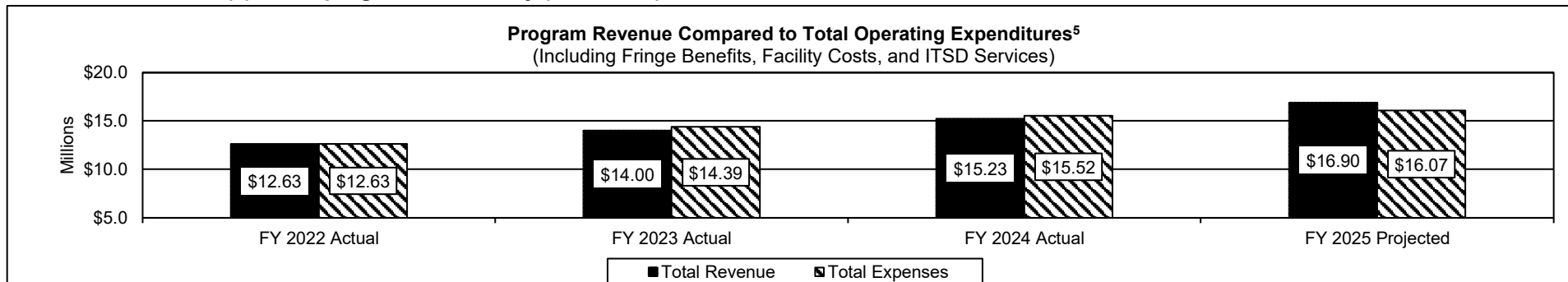
**Department of Commerce and Insurance**

**HB Section(s): 07.425**

**Bank, Trust, Savings and Loan, Consumer Credit, and Mortgage Loan Oversight**

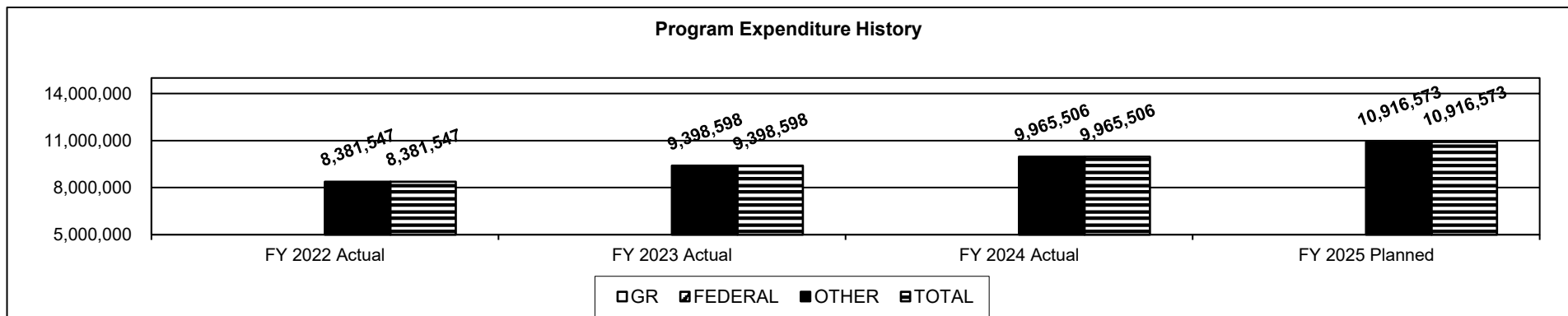
**Program is found in the following core budget(s): Division of Finance**

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



<sup>5</sup>Surplus carryover amounts from previous fiscal years make up for deficits between revenue and expenses in FY 2023 and FY 2024. Projections for years beyond FY 2025 are not provided because a number of economic factors can affect program income and expenses each year, making it difficult to calculate projections.

**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 of Commerce and Insurance**

**HB Section(s):** 07.425

**Bank, Trust, Savings and Loan, Consumer Credit, and Mortgage Loan Oversight**

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

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

Division of Finance Fund (1550)

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

State Statute: Chapters 361, 362, 364, 365, 367, 369, 408, and 443 RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.430**

**Savings and Loan Supervision Fund Transfer to Finance Fund**

**Program is found in the following core budget(s): Savings and Loan Supervision Fund Transfer to Finance Fund**

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

See Division of Finance program description.

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

This transfer provides funds to the Division of Finance Fund from the Savings and Loan Supervision Fund for the salaries, fringe benefits and expenses of the Division of Finance to administer laws pertaining to savings and loan associations.

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

For performance measures, see Division of Finance program description.

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

For performance measures, see Division of Finance program description.

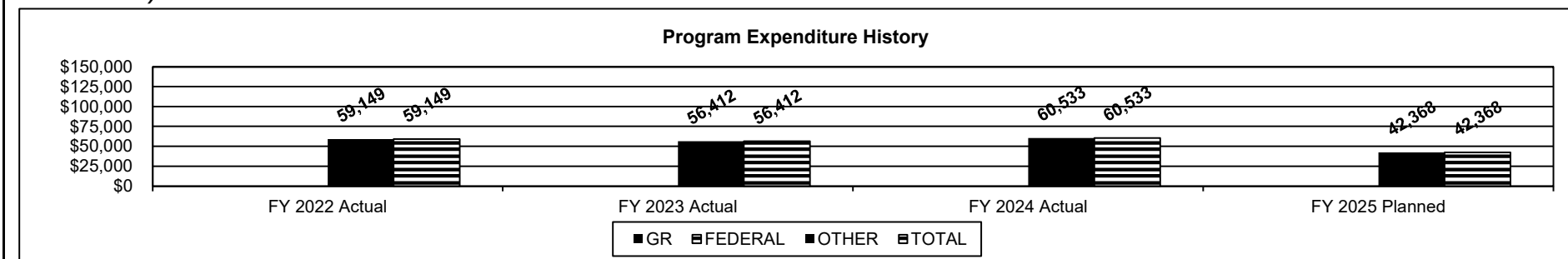
**2c. Provide a measure(s) of the program's impact.**

For performance measures, see Division of Finance program description.

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

For performance measures, see Division of Finance program description.

**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?**

Division of Savings and Loan Supervision Fund (1549)

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

State Statute: Chapter 369, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.435**

**Residential Mortgage Licensing Fund Transfer to Finance Fund**

**Program is found in the following core budget(s): Residential Mortgage Licensing Fund Transfer to Finance Fund**

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

See Division of Finance program description.

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

This transfer provides funds to the Division of Finance Fund from the Residential Mortgage Licensing Fund for the salaries, fringe benefits, and expenses of the Division of Finance to administer the Residential Mortgage Licensing Law.

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

For performance measures, see Division of Finance program description.

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

For performance measures, see Division of Finance program description.

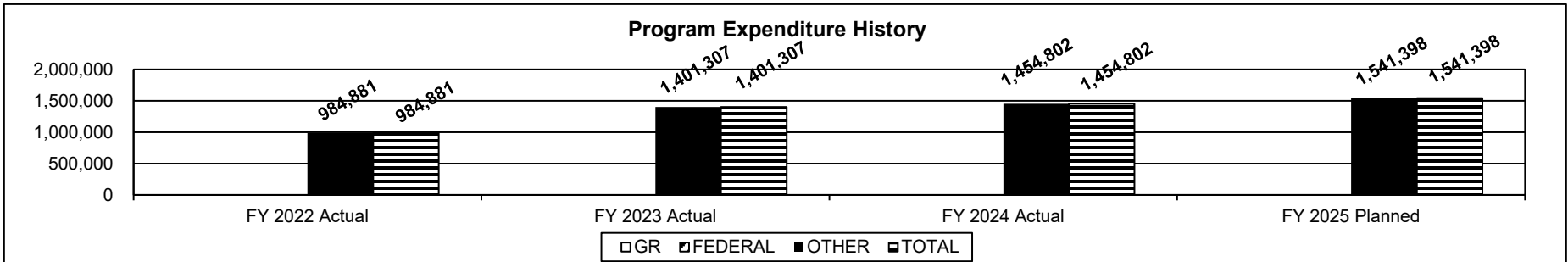
**2c. Provide a measure(s) of the program's impact.**

For performance measures, see Division of Finance program description.

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

For performance measures, see Division of Finance program description.

**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?**

Residential Mortgage Licensing Fund (1261)

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

State Statute: Section 443.845, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.440**

**Savings and Loan Supervision Fund Transfer to General Revenue**

**Program is found in the following core budget(s): Savings and Loan Supervision Fund Transfer to General Revenue**

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

See Division of Finance program description.

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

This transfer provides the mechanism by which any amount remaining in the Savings and Loan Supervision Fund at the end of the fiscal year which exceeds five percent of the amount assessed to savings and loan associations can be transferred to General Revenue in accordance with Section 369.324, RSMo.

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

For performance measures, see Division of Finance program description.

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

For performance measures, see Division of Finance program description.

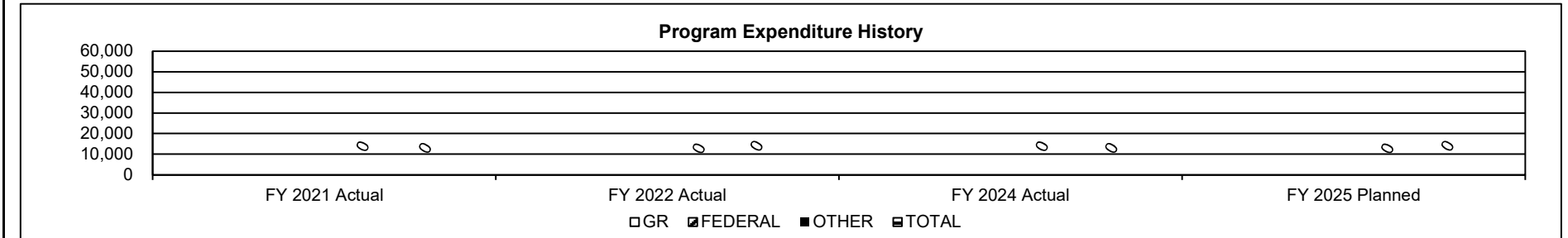
**2c. Provide a measure(s) of the program's impact.**

For performance measures, see Division of Finance program description.

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

For performance measures, see Division of Finance program description.

**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?**

Division of Savings and Loan Supervision Fund (1549)

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

State Statute: Section 369.324, RSMo.

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

N/A

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

No



**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Professional Registration Administration**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Innovate to make it easier to connect and work with us
- Develop our team, reward great performance, and retain top talent

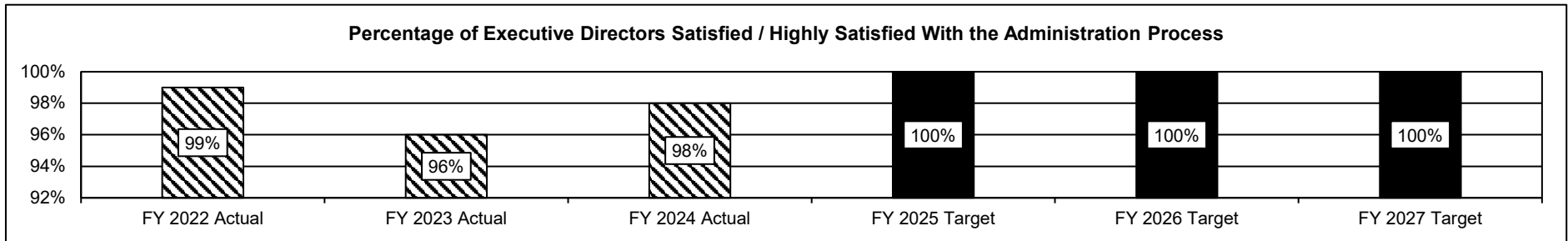
**1b. What does this program do?**

- Provides administrative functions to the division boards and commissions such as; human resources, accounting, renewal processing, legislation coordination, legal support, administrative rule submissions, information technology coordination, board meeting scheduling and travel services, board appointments, and financial disclosure forms.
- Also includes the division's Central Investigative Unit for trained investigators and inspectors.
- The core appropriation for Professional Registration Administration includes funding for board personnel and board member per diem for the following boards: Chiropractic, Cosmetology & Barber, Embalmers & Funeral Directors, Optometry, Podiatry, and Veterinary.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Licensed Professionals	525,397	530,976	544,363	545,400	546,500	547,500
Board Members	239	239	239	239	239	239
Division Employees	227	227	227	227	227	227
Renewals Processed	225,322	283,893	226,822	228,500	226,500	229,000

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



Executive Directors were surveyed about their experience with human resources, accounting, renewal, budget, legislation, legal, rules, travel, investigations, fleet management and printing.

**PROGRAM DESCRIPTION**

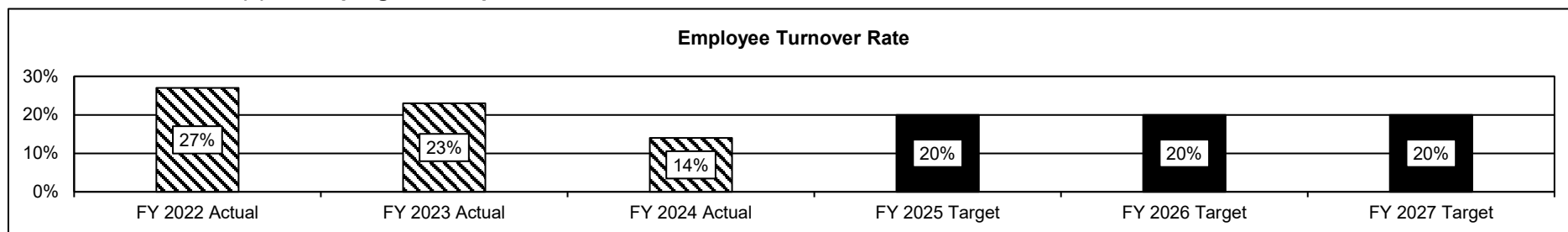
Department of Commerce and Insurance

HB Section(s): 07.445

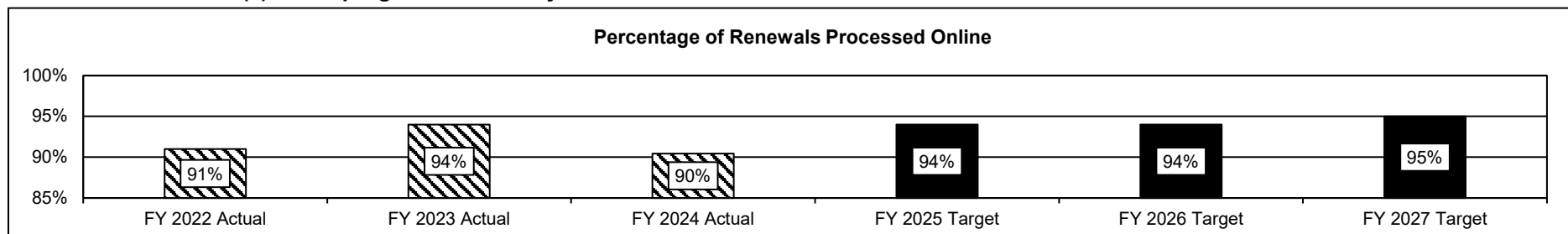
Professional Registration Administration

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

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

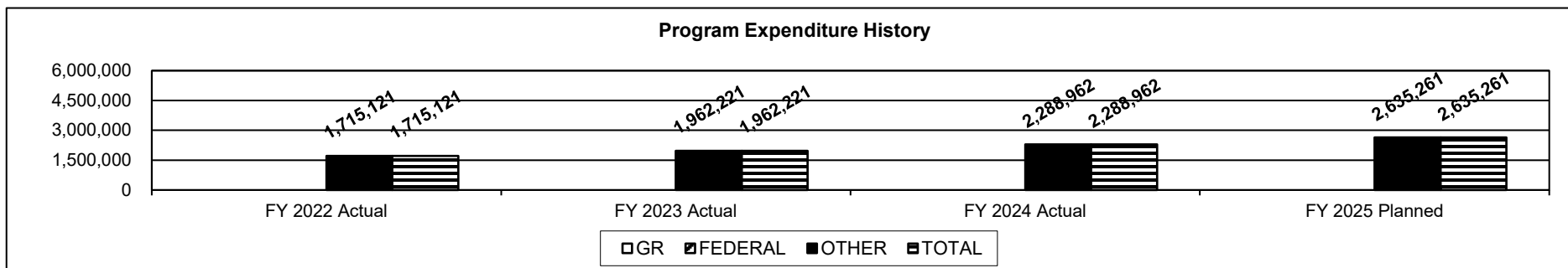


**2d. Provide a measure(s) of the program's efficiency.**



Note: The division is working to update our system to allow licensees to apply online, to more efficiently renew online, and to access application status, including changing addresses, etc.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Professional Registration Administration**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Professional Registration Fee Fund (1689)

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

State Statute: Sections 324.001-324.047, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Missouri Acupuncturist Advisory Committee**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

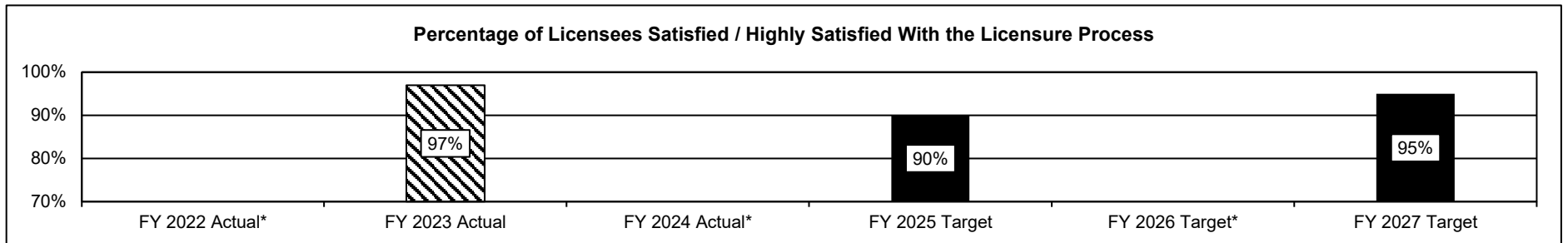
**1b. What does this program do?**

- The Acupuncturist Advisory Committee is responsible for protecting the public from unlicensed, negligent or incompetent treatment by an acupuncturist.
- The Advisory Committee, in coordination with the State Board of Chiropractic Examiners, enforces licensure standards through the implementation of legislation and administrative regulation.
- Applications are reviewed by the Advisory Committee to ensure an individual is qualified, through education and examination or certification, to provide acupuncture to Missouri consumers in a safe and sanitary manner.
- Complaints and corresponding investigations are reviewed by the Advisory Committee to determine if there is a violation of the law or regulations and make recommendations to the State Board of Chiropractic Examiners regarding complaints that warrant further action.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	19	9	8	8	8	8
Licensed Professionals	141	135	141	140	140	140

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



\*Biennial licenses only renewed in odd-numbered fiscal years.

Licensees were surveyed about their experience with the committee's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

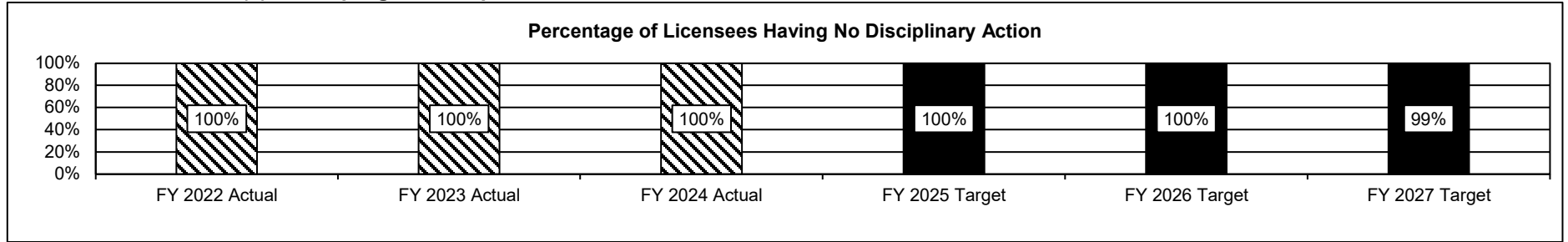
Department of Commerce and Insurance

HB Section(s): 07.445

Missouri Acupuncturist Advisory Committee

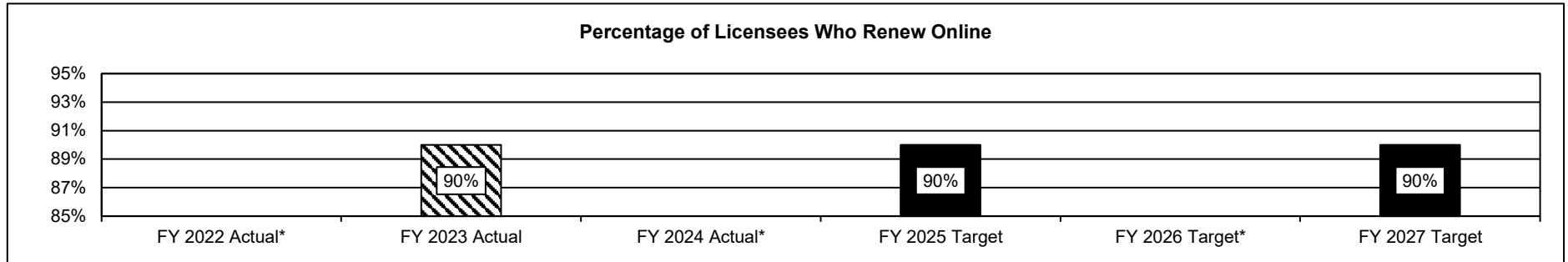
Program is found in the following core budget(s): Professional Registration Administration

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



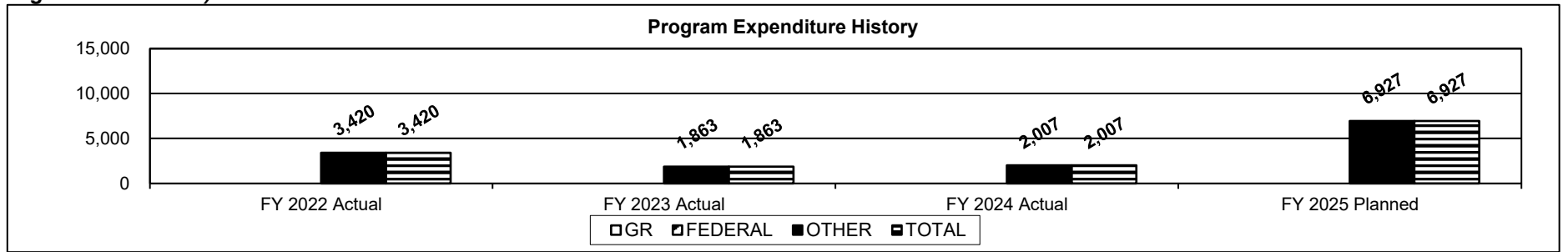
Note: Measure includes all disciplines ranging from a letter of censure to a suspension. Some disciplines may be open-ended and carry over year-to-year.

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



\*Biennial licenses only renewed in odd-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Missouri Acupuncturist Advisory Committee**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Acupuncturist Fund (1882)

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

State Statute: Sections 324.475-324.499, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Missouri Office of Athlete Agents**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

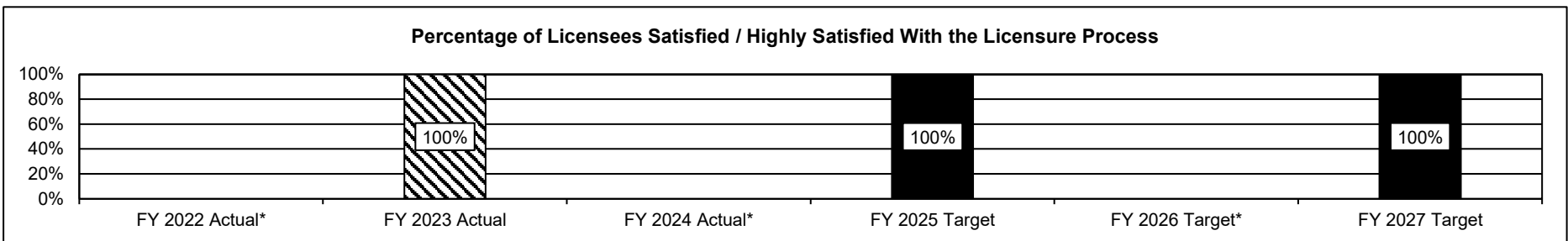
**1b. What does this program do?**

- The Missouri Office of Athlete Agents regulates individuals that negotiate with professional sports teams on behalf of student athletes.
- Licenses athlete agents to ensure adequate education and training.
- Determines discipline of licensees in violation of statutes and regulations and take corrective measures.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	34	20	34	25	25	25
Licensed Professionals	81	60	82	80	80	80

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



\*Biennial licenses only renewed in odd-numbered fiscal years.

Licensees were surveyed about their experience with the office's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

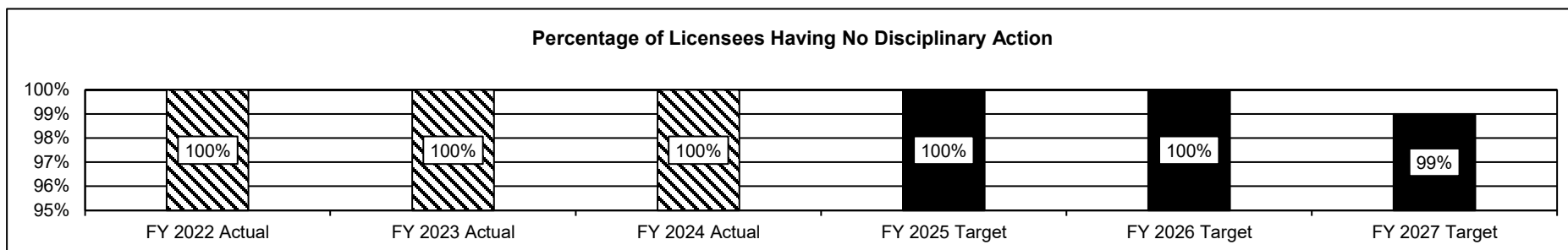
Department of Commerce and Insurance

HB Section(s): 07.445

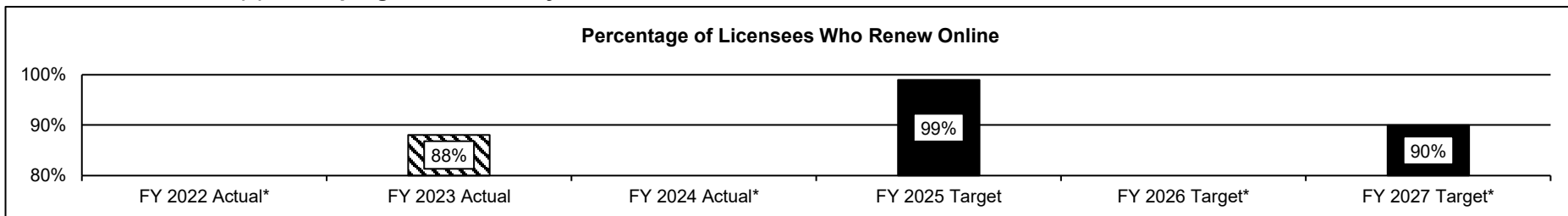
Missouri Office of Athlete Agents

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

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

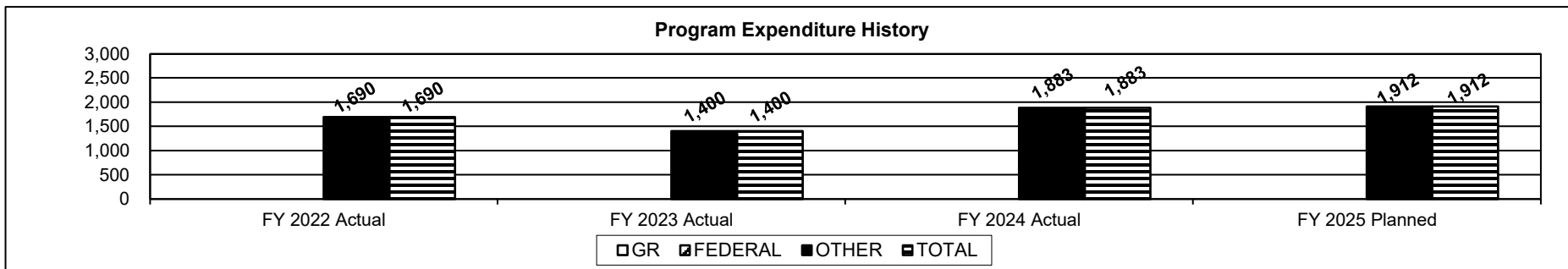


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses only renewed in odd-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Missouri Office of Athlete Agents**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Athlete Agent Fund (1774)

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

State Statute: Sections 436.215-436.272 RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Office of Athletics**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

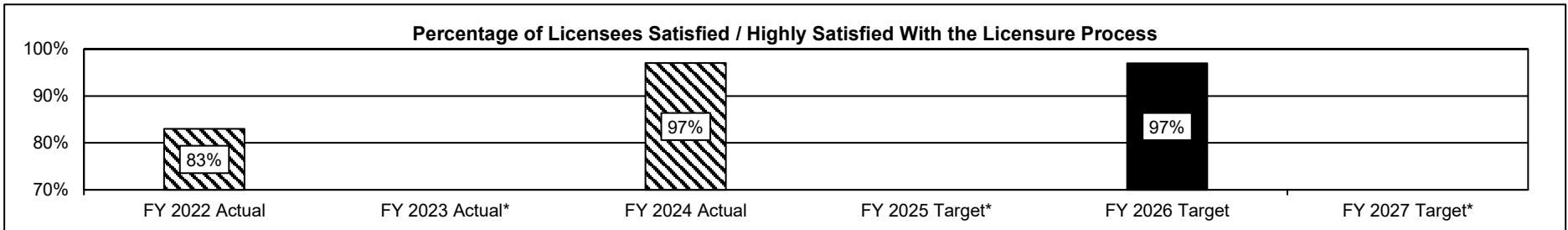
**1b. What does this program do?**

- The Missouri Office of Athletics protects the health and safety of participants in professional boxing, wrestling, martial arts, amateur kickboxing, professional mixed martial arts, amateur mixed martial arts, and full contact karate events.
- Licenses and regulates to ensure adequate education and training, investigates consumer complaints, and disciplines those subject to the office's supervision.
- Investigates complaints about those practicing without a license or in violation of statutory and regulatory authority.
- The office collects permit and license fees and assesses a tax of five percent of the gross receipts on all contests.
- Office staff attends every professional boxing and professional mixed martial arts event to monitor and inspect weigh-ins, physicals, safety equipment such as gloves, rings, and cages and to ensure the venue meets requirements and the rules of the ring are followed.
- An inspector attends every professional wrestling match to ensure the event meets state requirements.

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

	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>	<b>FY 2026</b>	<b>FY 2027</b>
	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Target</b>	<b>Target</b>	<b>Target</b>
Applications Received	1,480	1,104	933	1,000	1,000	1,000
Licensed Professionals	3,733	2,345	1,503	1,500	1,500	1,500
Number of Supervised Events	217	180	215	200	200	200

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



\*Biennial licenses only renewed in even-numbered fiscal years.

Licensees were surveyed about their experience with the office's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

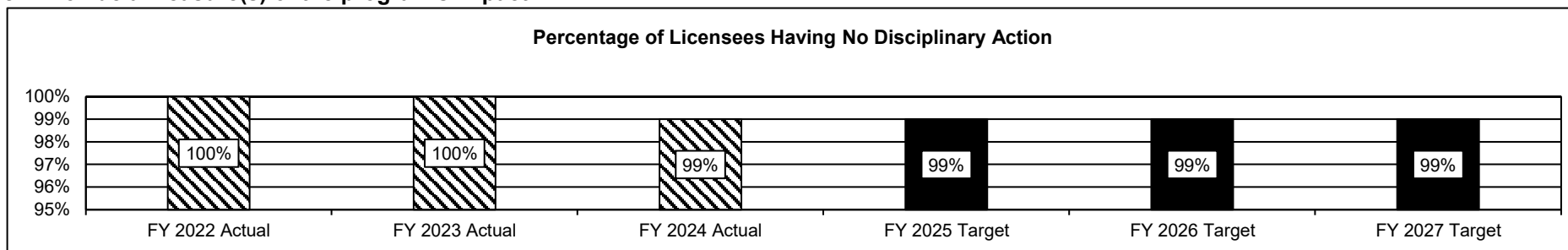
Department of Commerce and Insurance

HB Section(s): 07.445

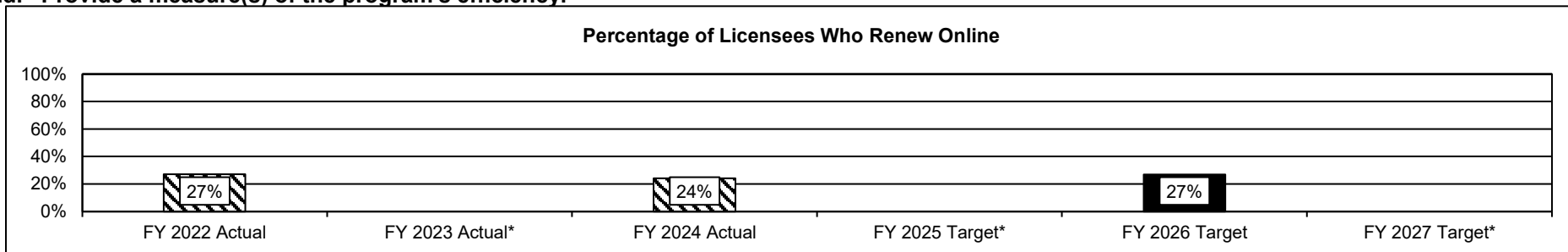
Office of Athletics

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

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

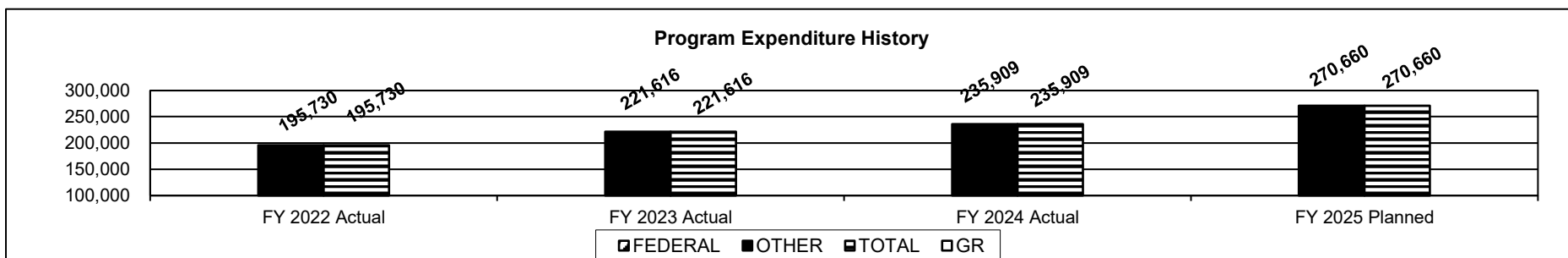


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses only renewed in even-numbered fiscal years. Normally licensees renew at events not online.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Office of Athletics**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Athletic Fund (1693)

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

State Statute: Sections 317.001-317.021 RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

Department of Commerce and Insurance

HB Section(s): 07.445 / 07.460

State Board of Chiropractic Examiners

Program is found in the following core budget(s): Professional Registration Administration, State Board of Chiropractic Examiners

FY 2025 PLANNED			
	Chiropractic	PR Admin	TOTAL
OTHER	132,475	87,417	219,892

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

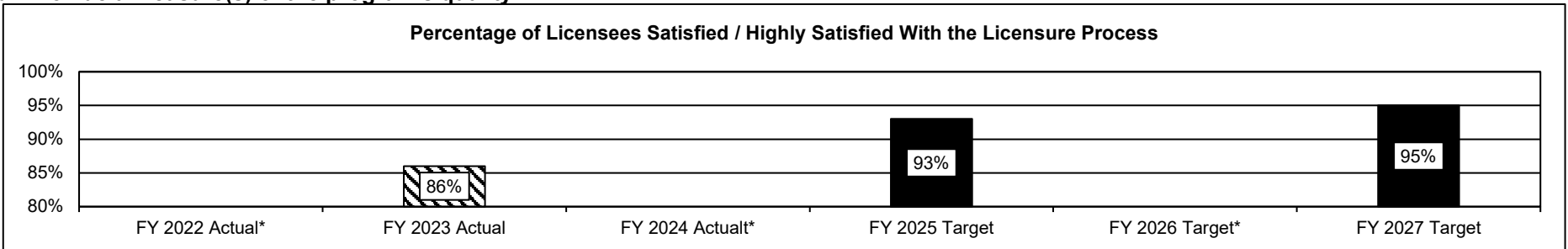
**1b. What does this program do?**

- The board protects the public from unlicensed, negligent, and incompetent treatment by a chiropractic physician.
- The board enforces licensure standards by implementing legislation and administrative regulations, along with monitoring changes within the profession. The board reviews applications to ensure a chiropractic physician is qualified, through education and examination, to provide treatment to Missouri consumers.
- The board reviews complaints and corresponding investigations to ensure chiropractic physicians practice legally, ethically, and competently.

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Applications Received	169	138	180	165	165	165
Licensed Professionals	2,685	2,582	2,790	2,750	2,750	2,750
Outreach Events	17	17	12	15	15	15

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



\*Biennial licenses only renewed in odd-numbered fiscal years.

Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

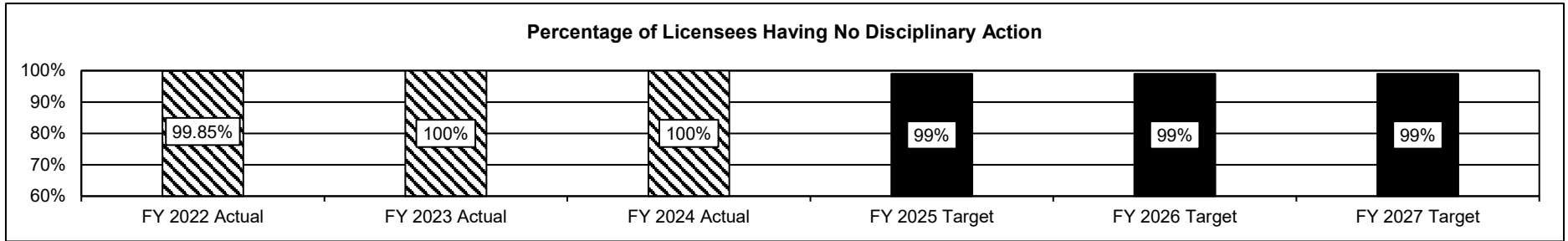
Department of Commerce and Insurance

HB Section(s): 07.445 / 07.460

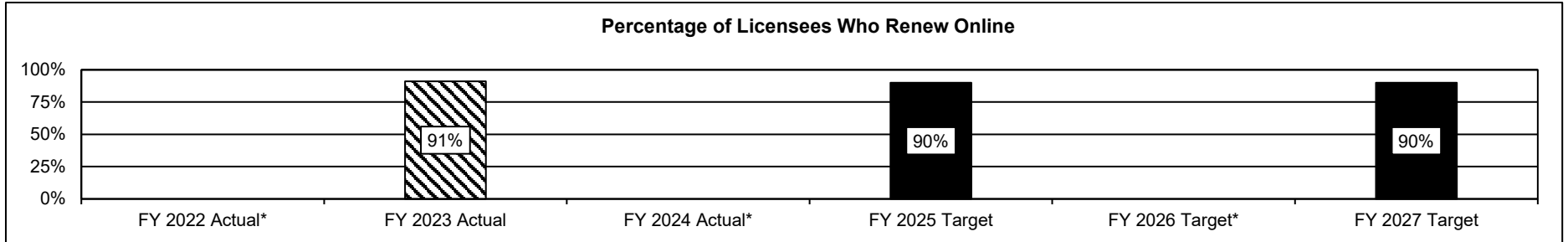
State Board of Chiropractic Examiners

Program is found in the following core budget(s): Professional Registration Administration, State Board of Chiropractic Examiners

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

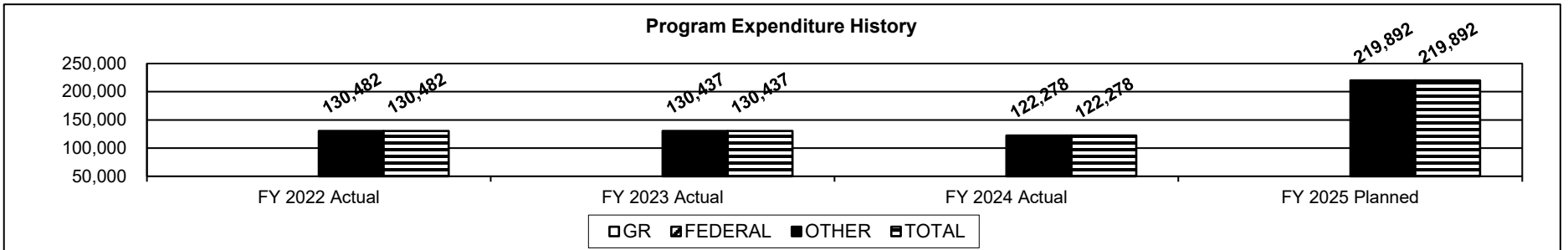


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses only renewed in odd-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s): 07.445 / 07.460**

**State Board of Chiropractic Examiners**

**Program is found in the following core budget(s): Professional Registration Administration, State Board of Chiropractic Examiners**

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

State Board of Chiropractic Examiners Fund (1630), Professional Registration Fee Fund (1689). Personal service and board per diem are paid from the Professional Registration Fees Fund.

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

State Statute: Sections 331.010-331.115, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445 / 07.465**

**State Board of Cosmetology and Barber Examiners**

**Program is found in the following core budget(s): Professional Registration Administration, State Board of Cosmetology and Barber Examiners**

FY 2025 PLANNED			
	Cosmetology Barber	PR Admin	TOTAL
<b>OTHER</b>	316,673	1,013,906	1,330,579

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

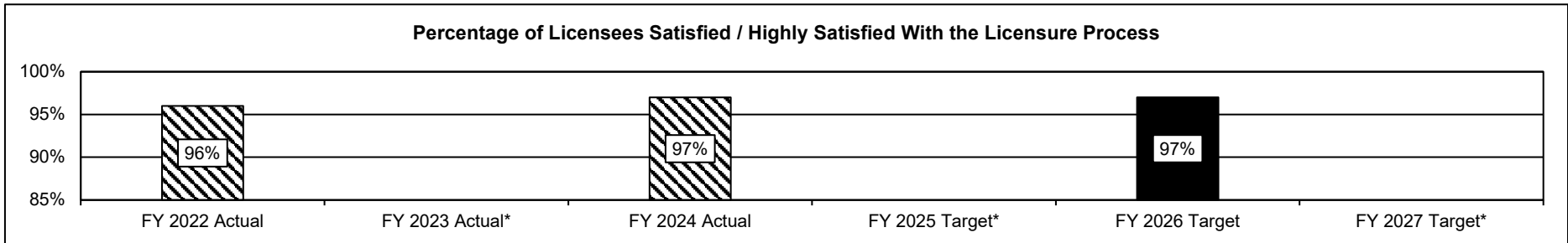
**1b. What does this program do?**

- The board regulates barbers, Class CH - hairdressers, Class MO - manicurists, Class CA - hairdressing and manicuring, Class E - estheticians, instructors, barber establishments, cosmetology establishments, schools of cosmetology, schools of barbering, apprentice, students, cross-over licensed, and hair braiders registered in Missouri.
- The board protects the public's health, safety, and welfare by ensuring that only qualified persons are examined and licensed to practice barbering and cosmetology and registered hair braiders, as well as to strive to reduce the number of instances of incompetent, negligent, fraudulent, or dishonest services provided by implementing legislation and administrative rules.

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Applications Received	8,561	12,287	13,326	13,500	13,750	14,000
Licensed Professionals	79,068	83,233	86,678	88,000	88,500	89,000
Outreach Events	5	5	3	5	5	5

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



\*Biennial license only renewed in even-numbered fiscal years.

Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.



**PROGRAM DESCRIPTION**

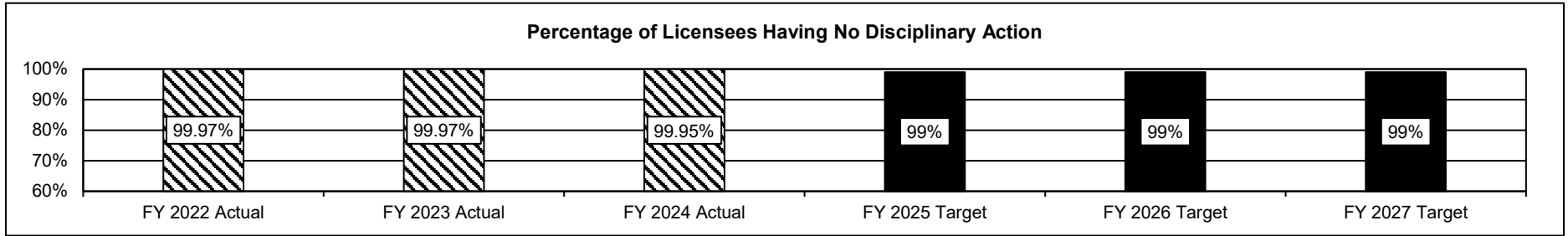
**Department of Commerce and Insurance**

HB Section(s): 07.445 / 07.465

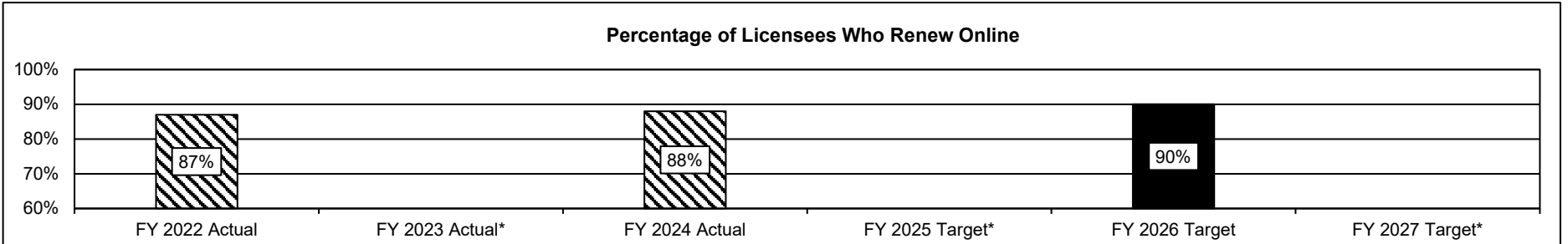
**State Board of Cosmetology and Barber Examiners**

**Program is found in the following core budget(s): Professional Registration Administration, State Board of Cosmetology and Barber Examiners**

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



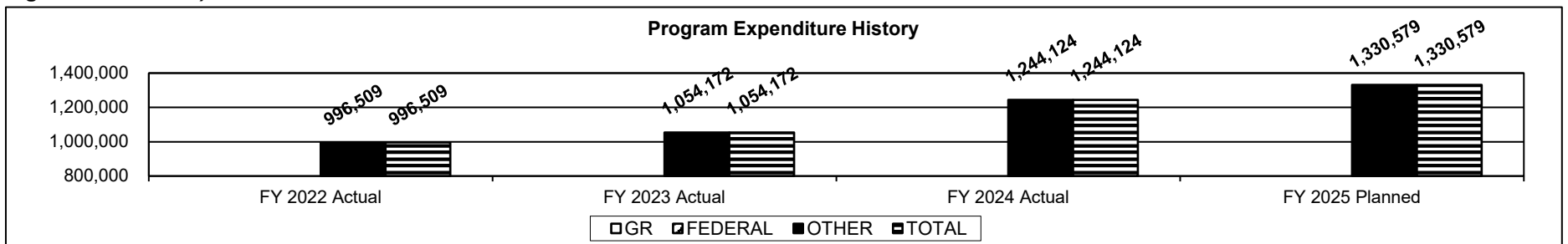
**2d. Provide a measure(s) of the program's efficiency.**



Note: The division is working to update our system to allow licensees to apply online, to more efficiently renew online, and to access application status, including changing addresses, etc.

\*Biennial license only renewed in even-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s): 07.445 / 07.465**

**State Board of Cosmetology and Barber Examiners**

**Program is found in the following core budget(s): Professional Registration Administration, State Board of Cosmetology and Barber Examiners**

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

Board of Cosmetology and Barber Examiners Fund (1785), Professional Registration Fee Fund (1689). Personal service and board per diem are paid from the Professional Registration Fees Fund.

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

State Statute: Sections 328.010-328.160, and 329.010-329.275, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

Department of Commerce and Insurance

HB Section(s): 07.445

State Committee of Dietitians

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

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

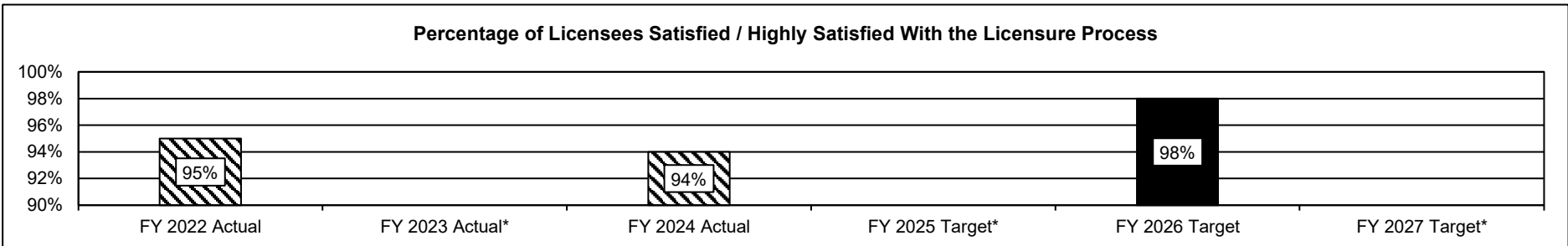
**1b. What does this program do?**

- The State Committee of Dietitians ensures the health, safety, and welfare of Missouri citizens by licensing and regulating qualified/competent dietitians.
- The committee reviews applications for licensure to determine acceptable education and experience.
- Receives complaints and imposes discipline if cause exists.
- Also regulates the usage of the title "Licensed Dietitian" and/or "LD".

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	287	294	309	309	309	309
Licensed Professionals	2,375	2,689	2,625	2,625	2,625	2,625
Outreach Events	3	6	7	6	6	6

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



\*Biennial licenses only renewed in even-numbered fiscal years.

Licensees were surveyed about their experience with the committee's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

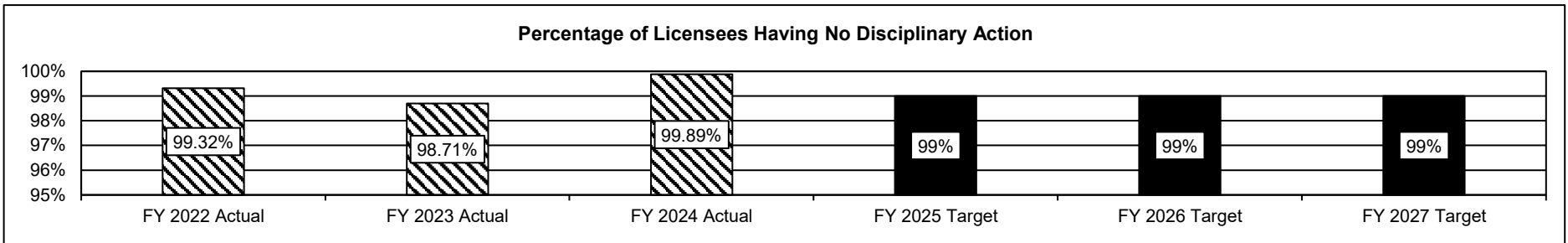
Department of Commerce and Insurance

HB Section(s): 07.445

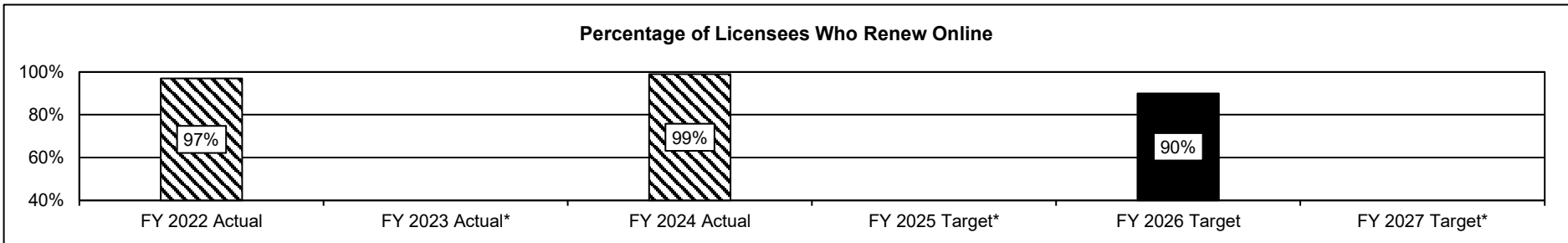
State Committee of Dietitians

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

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

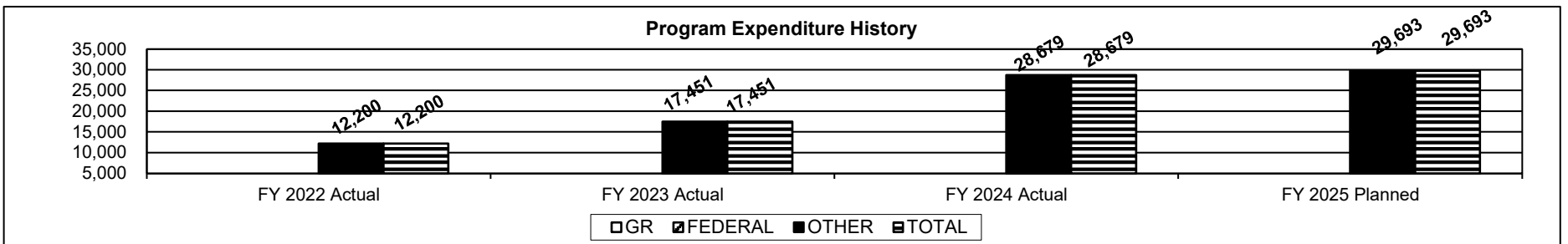


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses only renewed in even-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**State Committee of Dietitians**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Dietitian Fund (1857)

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

State Statute: Sections 324.200-324.228, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Office of Statewide Electrical Contractors**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

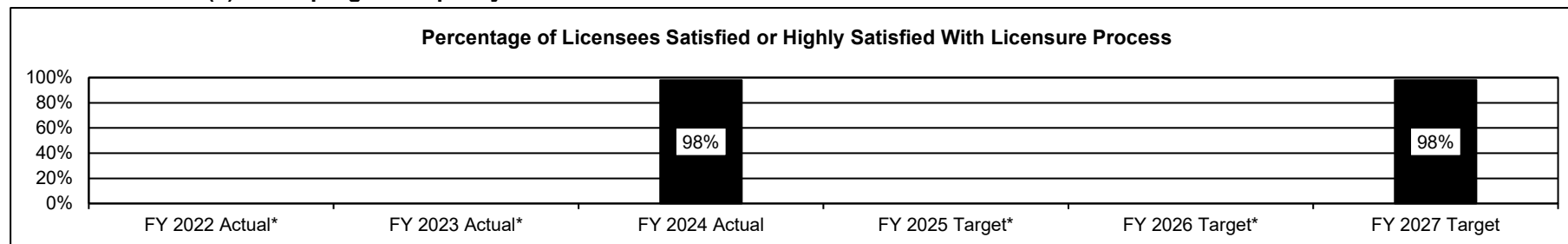
**1b. What does this program do?**

- The Office of Statewide Electrical Contractors protects the citizens of Missouri by ensuring that the licensed electrical contractors have the skills and competency to practice safely.
- Determine discipline of licensees in violation of statutes and regulations and take corrective measures in a timely manner which provides consumers a safe environment.
- Works to create ongoing communication with political subdivisions to ensure compliance.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	200	387	195	225	225	225
Licensed Professionals	747	917	1,026	1,250	1,500	1,300
Informational Meetings Held	1	1	1	2	2	2

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



\*Triennial renewal process.

Licensees were surveyed about their experience with the office's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

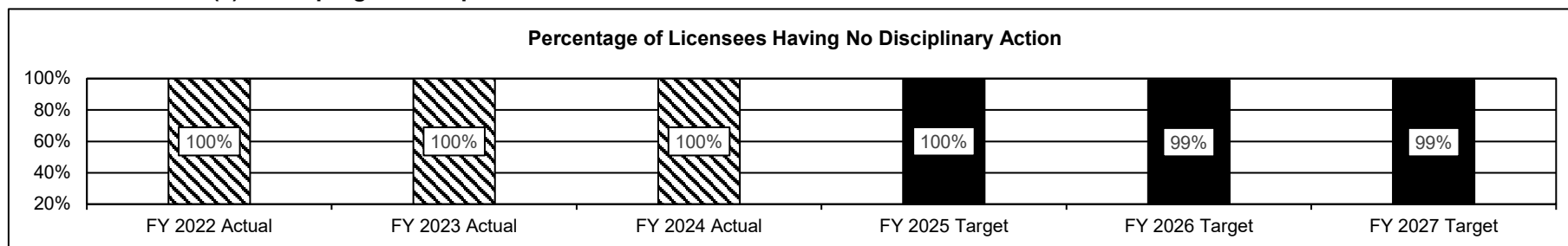
Department of Commerce and Insurance

HB Section(s): 07.445

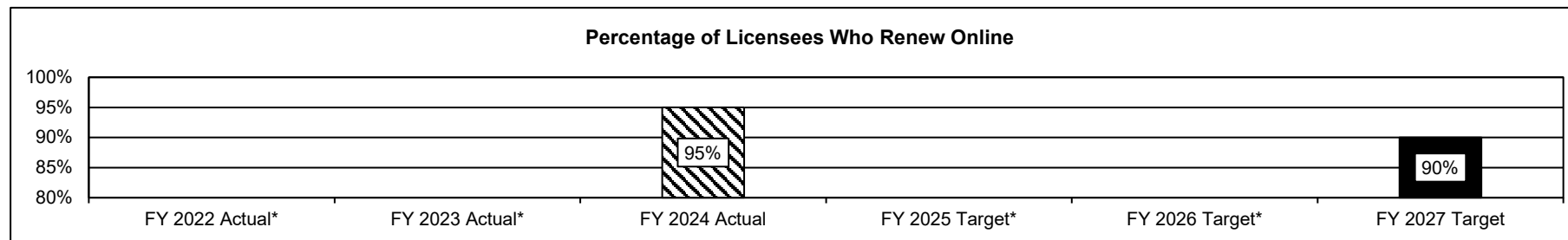
Office of Statewide Electrical Contractors

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

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

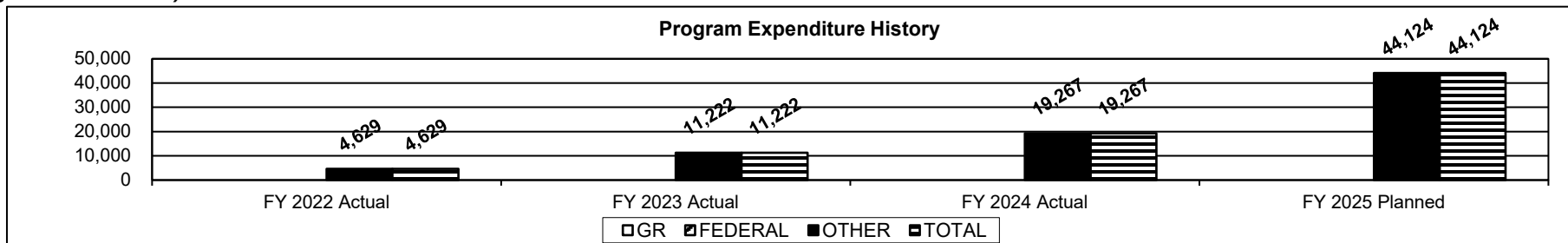


**2d. Provide a measure(s) of the program's efficiency.**



\*3 year renewals starting FY21.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Office of Statewide Electrical Contractors**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Office of Statewide Electrical Contractors (1721)

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

State Statute: Sections 324.900 to 324.945 RSMo.

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

N/A

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

No



**PROGRAM DESCRIPTION**

Department of Commerce and Insurance

HB Section(s): 07.445 / 07.475

State Board of Embalmers and Funeral Directors

Program is found in the following core budget(s): Professional Registration Administration, State Board of Embalmers and Funeral Directors

FY 2025 PLANNED		
	Emb & FDs	PR Admin
<b>OTHER</b>	165,342	389,170
	<b>TOTAL</b>	<b>554,512</b>

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

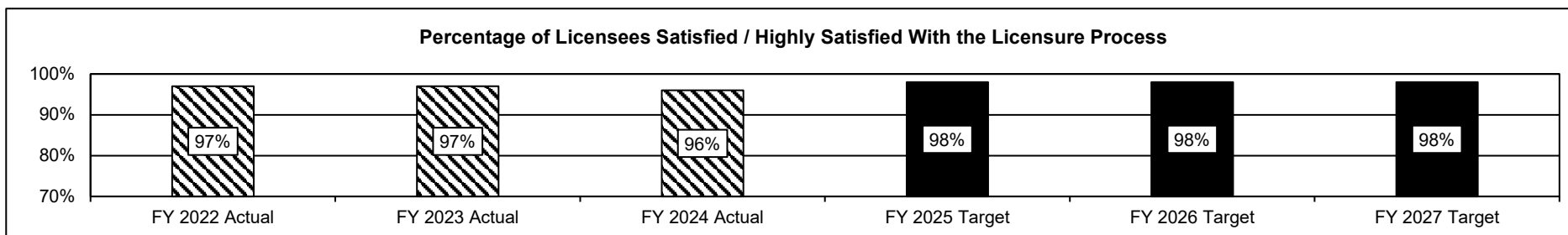
**1b. What does this program do?**

- The board is charged with the responsibility of licensing embalmers, funeral directors, funeral establishments, preneed sellers, preneed providers and registers preneed agents and preneed funeral directors. The board enforces standards set by legislation and administrative rules to ensure the protection of the public.

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Applications Received	511	414	485	450	450	450
Licensed Professionals	6,027	6,108	5,970	6,000	6,000	6,000
Outreach Events	2	13	14	12	12	12

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



Note: Preneed license renewals occur annually; Other license renewals occur biennially only in even-numbered fiscal years.

Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

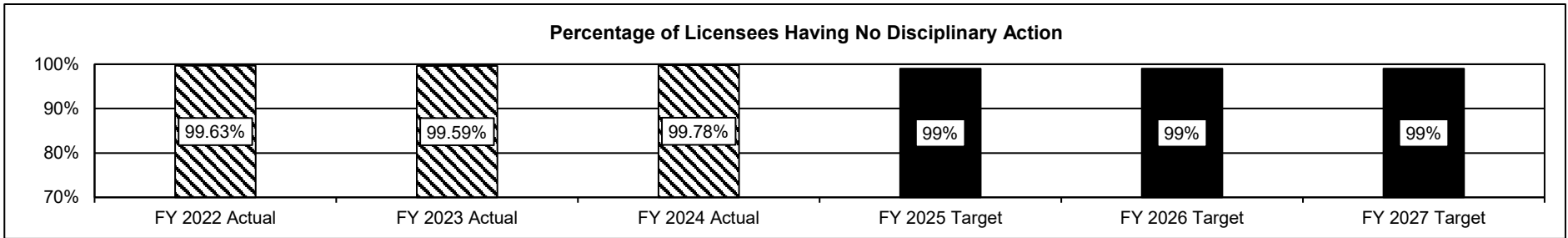
Department of Commerce and Insurance

HB Section(s): 07.445 / 07.475

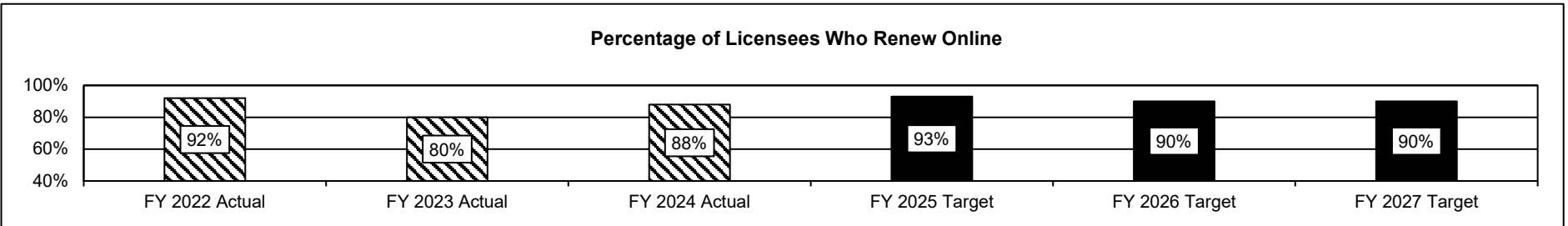
State Board of Embalmers and Funeral Directors

Program is found in the following core budget(s): Professional Registration Administration, State Board of Embalmers and Funeral Directors

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

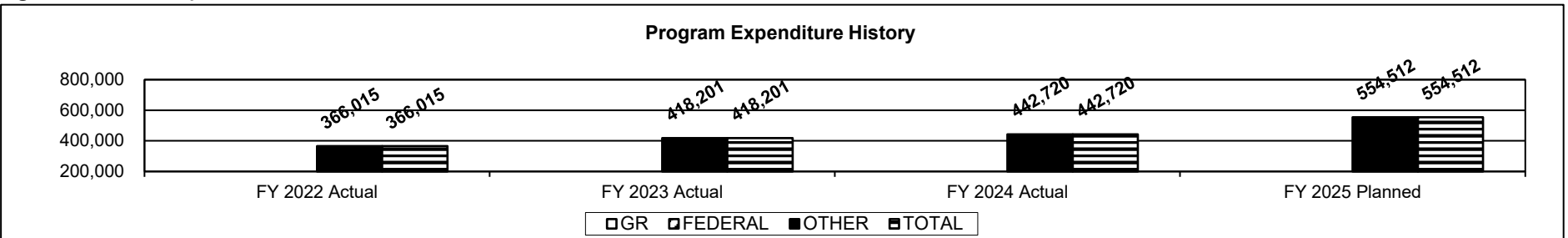


**2d. Provide a measure(s) of the program's efficiency.**



Note: Preneed license renewals occur annually; Other license renewals occur biennially only in even-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445 / 07.475

**State Board of Embalmers and Funeral Directors**

**Program is found in the following core budget(s): Professional Registration Administration, State Board of Embalmers and Funeral Directors**

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

Board of Embalmers and Funeral Directors Fund (1633), Professional Registration Fee Fund (1689). Personal service and board per diem are paid from the Professional Registration Fees Fund.

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

State Statute: Sections 333.011-333.340 and 436.400-436.525, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Office of Endowed Care Cemeteries**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

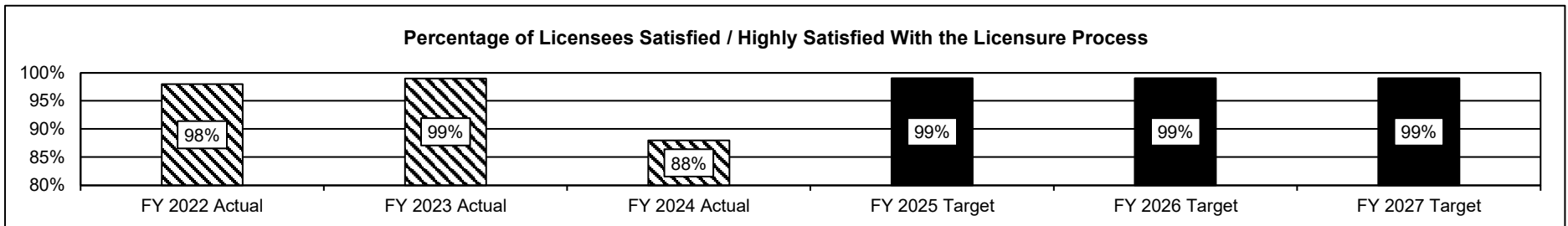
**1b. What does this program do?**

- The Office of Endowed Care Cemeteries establishes the rules for the qualifications and expectations of endowed care cemeteries.
- Licenses for-profit cemeteries and only has oversight of licensed cemetery trust funds. Missouri statutes exempt licensure for all other cemeteries (approximately 6,000 that are active).
- Conducts periodic audits of endowed care cemetery trust funds.
- Investigates complaints and works in conjunction with law enforcement officials for cemeteries found in violation of the Endowed Care Cemetery Act.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	13	10	7	8	8	8
Licensed Professionals	123	122	120	120	120	120

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



Licensees were surveyed about their experience with the Board's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

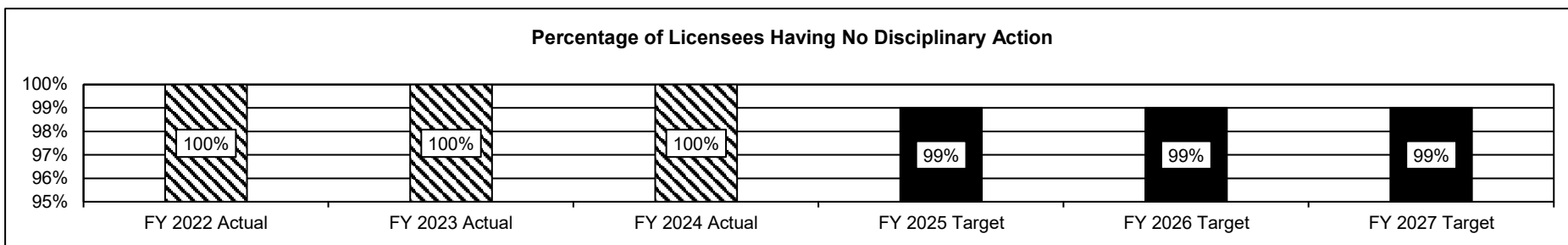
Department of Commerce and Insurance

HB Section(s): 07.445

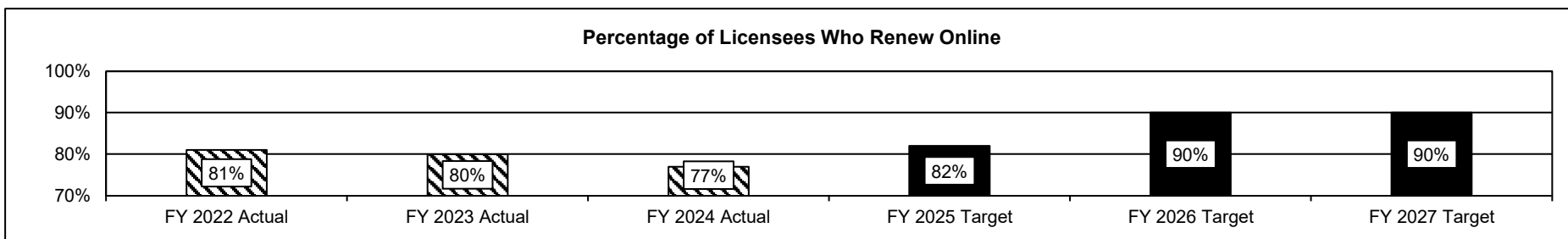
Office of Endowed Care Cemeteries

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

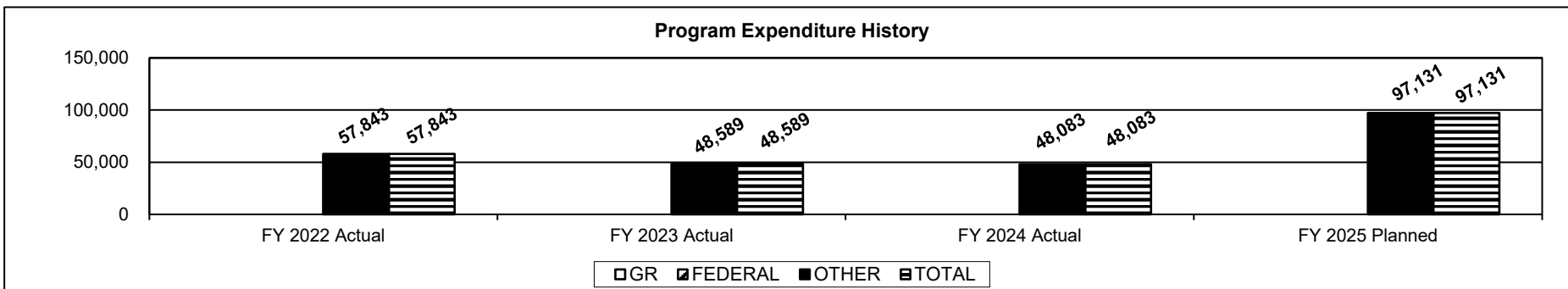
2c. Provide a measure(s) of the program's impact.



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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Office of Endowed Care Cemeteries**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Endowed Care Cemetery Audit Fund (1562)

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

State Statute: Sections 214.270-214.516 RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Missouri Board of Geologist Registration**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

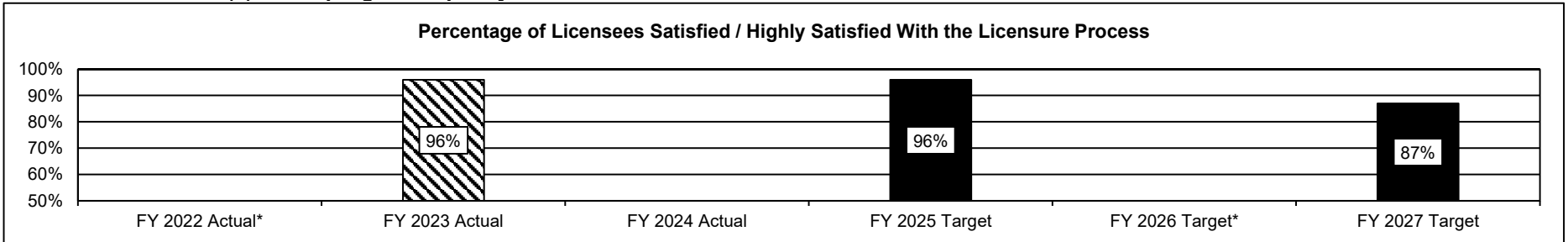
**1b. What does this program do?**

- The Missouri Board of Geologist Registration enforces the Missouri’s Geologist Registration Act which requires licensure for individuals engaged in the practice of geology having an impact upon public health, safety, and welfare.
- The board is responsible for reviewing the qualifications and experience of applicants and administering the Fundamentals of Geology and Principals and Practices of Geology examination as developed by the National Association of State Boards of Geology (ASBOG).
- Enforces the state statutes and regulations concerning the practice of geology in Missouri.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	21	26	25	25	25	25
Licensed Professionals	831	786	777	790	800	815
Outreach Events	3	4	5	5	5	5

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



\*Biennial licenses only renewed in odd-numbered fiscal years.

Licensees were surveyed about their experience with the board’s licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

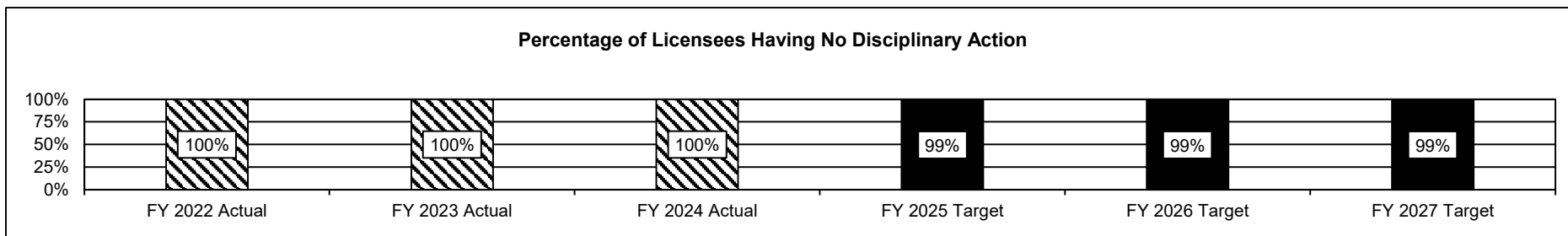
Department of Commerce and Insurance \_\_\_\_\_

HB Section(s): 07.445

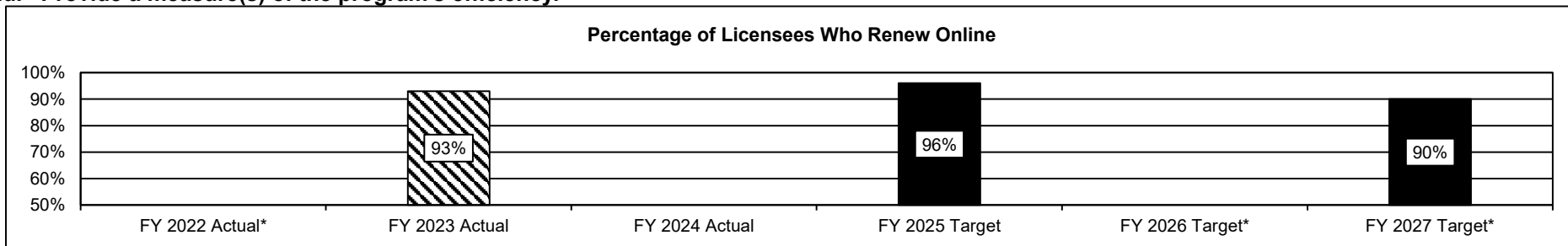
Missouri Board of Geologist Registration \_\_\_\_\_

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

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

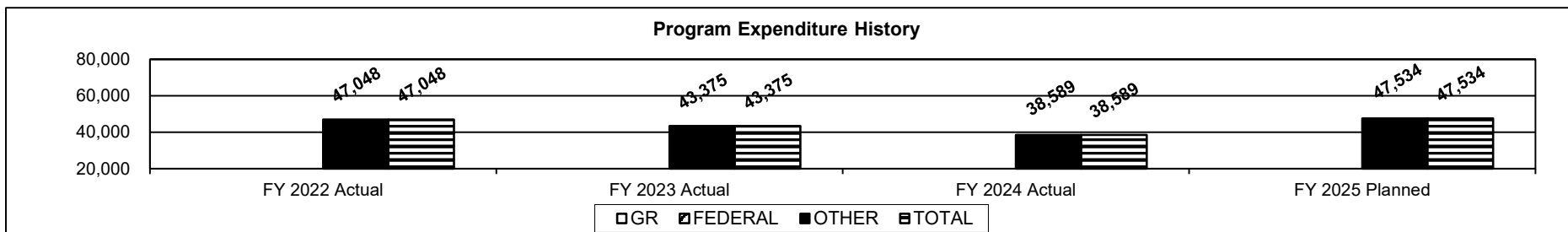


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses only renewed in odd-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Missouri Board of Geologist Registration**

**Program is found in the following core budget(s): Professional Registration Administration**

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

The Board of Geologists Registration Fund (1263)

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

State Statute: Sections 256.450 - 256.483, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Missouri Board of Examiners for Hearing Instrument Specialists**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

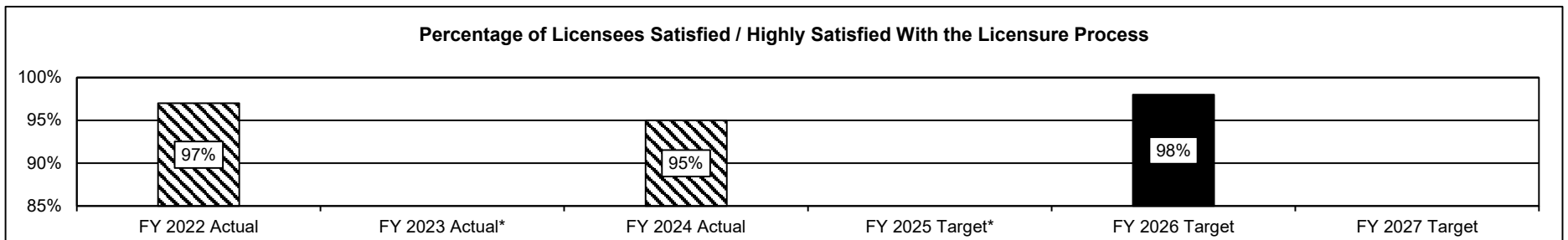
**1b. What does this program do?**

- The Missouri Board of Examiners for Hearing Instrument Specialists protects the health and safety of consumers by licensing and regulating hearing instrument specialists in Missouri.
- Reviews applicants for licensure and determines discipline for violation of statutes and regulations.
- Reviews and approves applicants from other states with equivalent or stricter requirements for reciprocal licenses.
- Approves the examination required for licensure and administers the practical portion of the examination.
- Audits licensees after the renewal period and reviews the CE they attend to make certain it is acceptable.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	50	67	75	75	75	75
Licensed Professionals	305	331	299	299	299	299
Public Meetings Held	2	4	3	3	3	3

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



\*Biennial license renewed only in even-numbered fiscal years.

Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

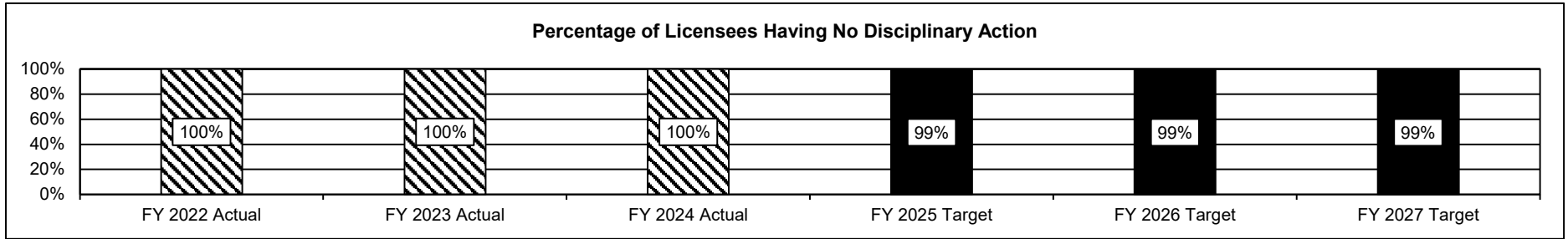
**Department of Commerce and Insurance**

**HB Section(s): 07.445**

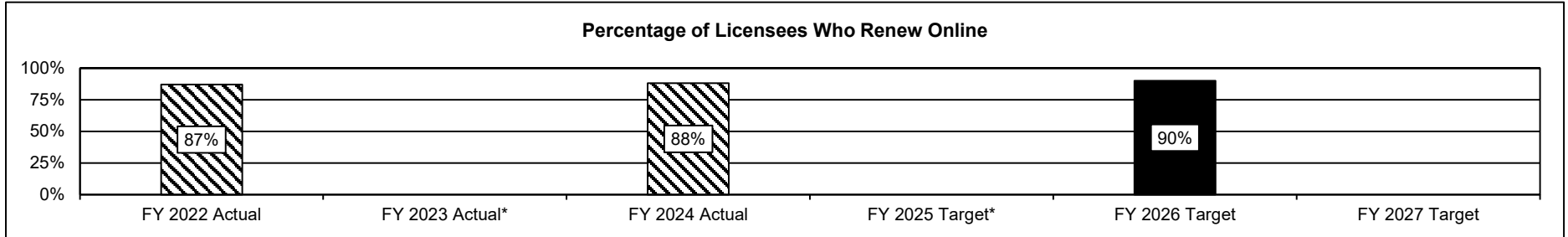
**Missouri Board of Examiners for Hearing Instrument Specialists**

**Program is found in the following core budget(s): Professional Registration Administration**

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

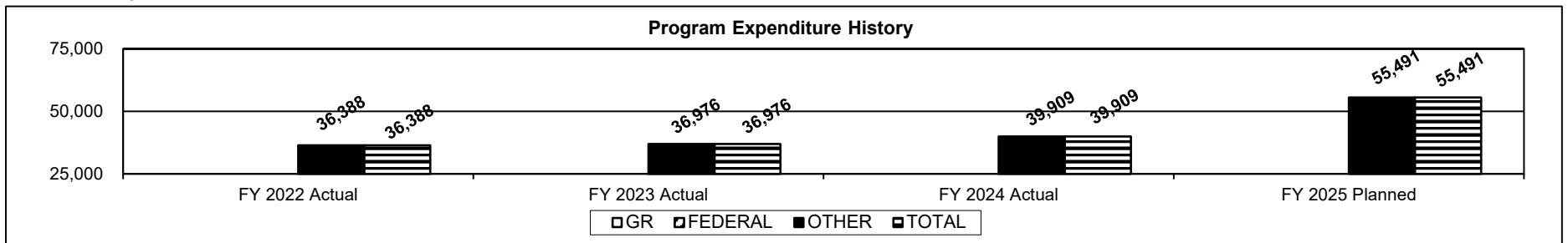


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial license renewed only in even-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Missouri Board of Examiners for Hearing Instrument Specialists**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Hearing Instrument Specialists Fund (1247)

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

State Statute: Sections 346.007-346.250, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Interior Design Council**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

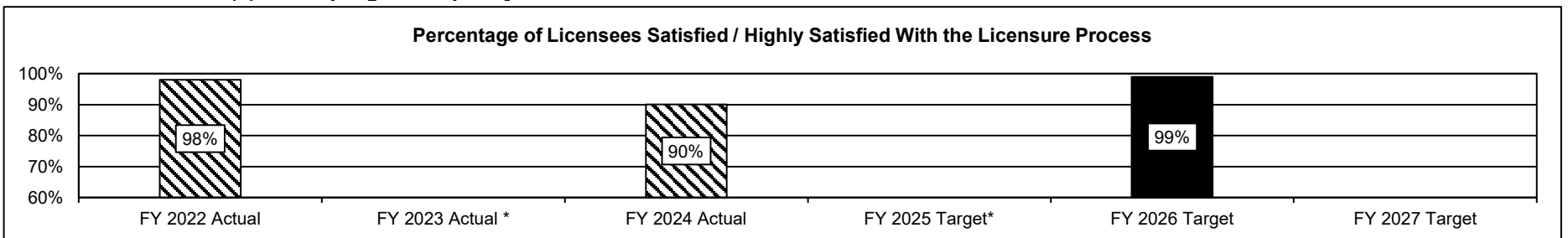
**1b. What does this program do?**

- The Interior Design Council ensures that individuals seeking the title of "Registered Interior Designer" in Missouri meet the educational and experience qualifications for licensure.
- Verifies maintenance of this competency through ongoing continuing education.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	8	11	17	17	17	17
Licensed Professionals	108	112	131	131	131	131
Outreach Events	2	2	2	2	2	2

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



\*Biennial licenses only renewed in even-numbered fiscal years.

Licensees were surveyed about their experience with the council's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

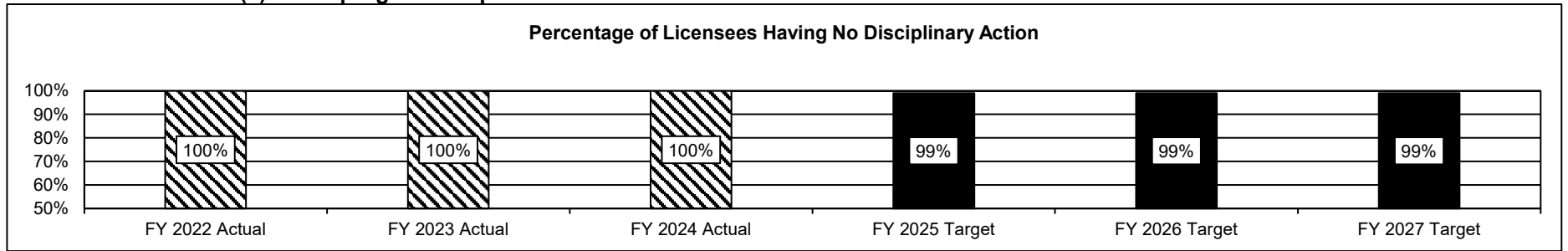
Department of Commerce and Insurance

HB Section(s): 07.445

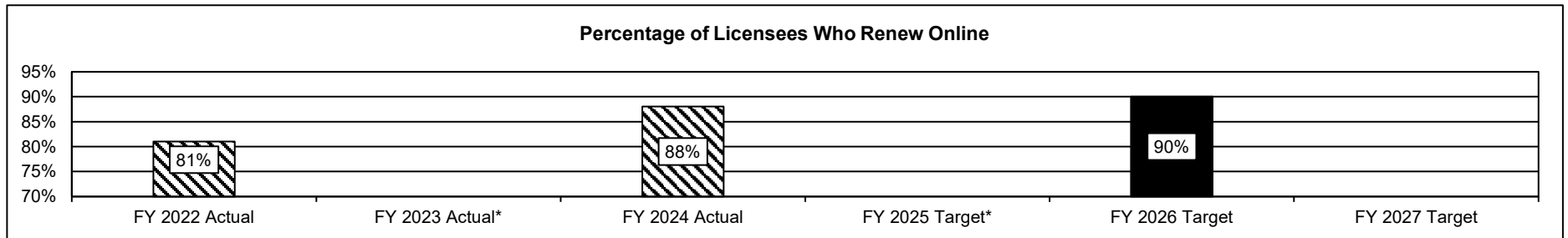
Interior Design Council

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

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

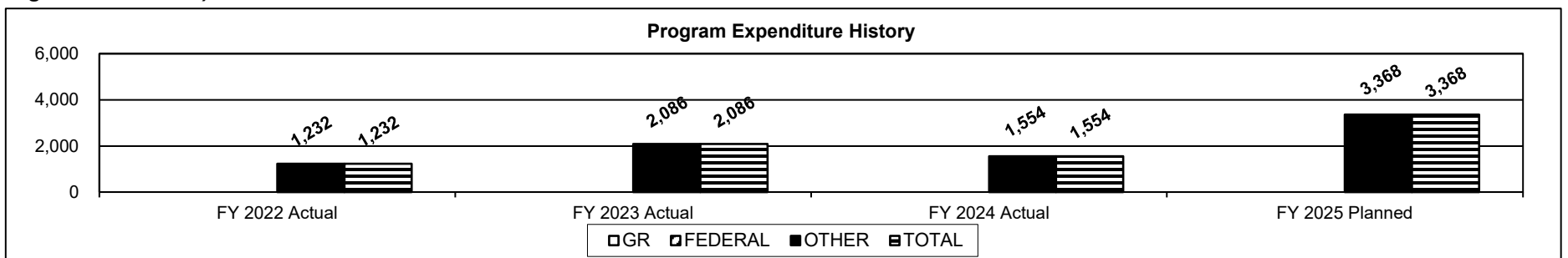


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses only renewed in even-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Interior Design Council**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Interior Design Council Fund (1877)

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

State Statute: Sections 324.400-324.439, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Missouri State Committee of Interpreters**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

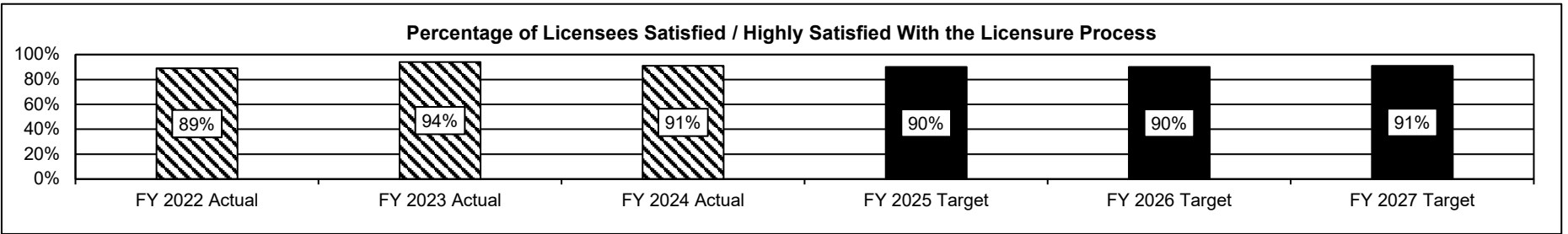
**1b. What does this program do?**

- The Missouri State Committee of Interpreters licenses only qualified sign language interpreters by certification and evaluation of minimum competency.
- Investigates complaints of licensees and also investigates complaints about those practicing without a license.
- Determines discipline of licensees in violation of statutes and regulations.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	97	115	112	110	110	110
Licensed Professionals	884	915	933	943	953	963
Outreach Events	1	5	2	2	2	2

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



Licensees were surveyed about their experience with the committee's licensure procedures, customer service, website and communications.



**PROGRAM DESCRIPTION**

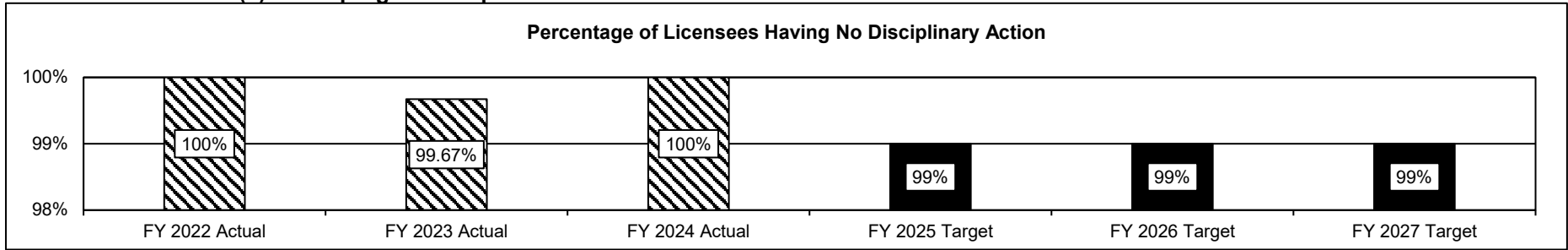
**Department of Commerce and Insurance**

**HB Section(s): 07.445**

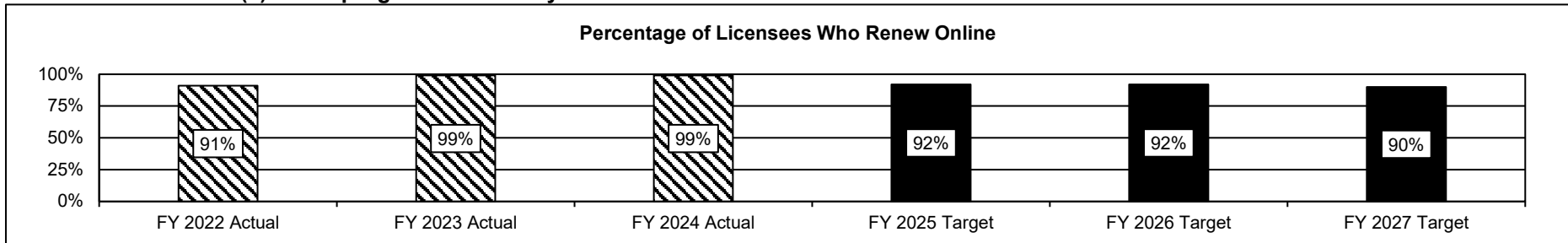
**Missouri State Committee of Interpreters**

**Program is found in the following core budget(s): Professional Registration Administration**

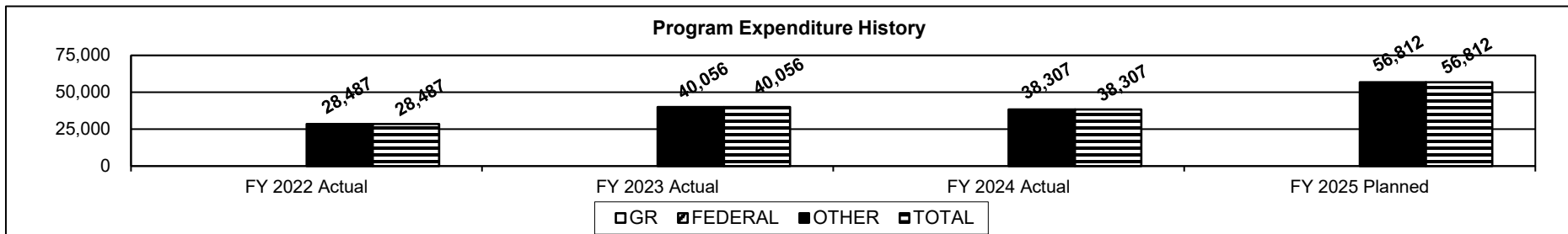
**2c. Provide a measure(s) of the program's impact.**



**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Missouri State Committee of Interpreters**

**Program is found in the following core budget(s): Professional Registration Administration**

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

State Committee of Interpreters Fund (1256)

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

State Statute: Sections 209.319-209.339, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**State Committee of Marital & Family Therapists**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

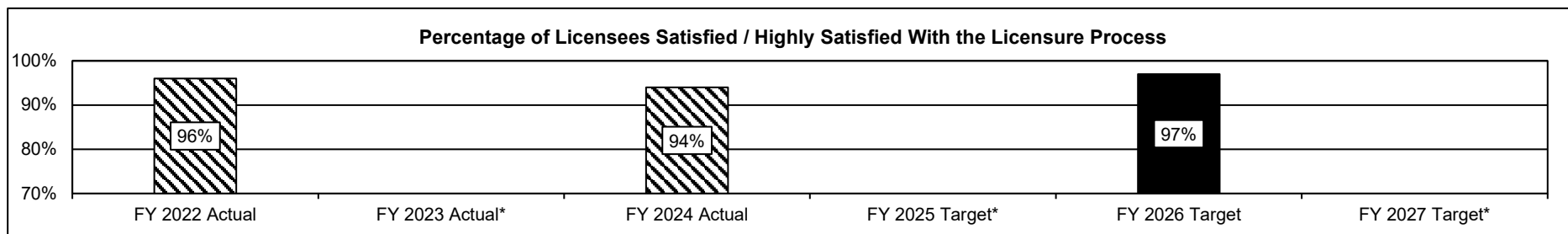
**1b. What does this program do?**

- The State Committee of Marital and Family Therapists protects the public by ensuring a licensee or individual under supervision for licensure is qualified, through education, supervised experience, and examination, to provide marital and family therapy to Missouri consumers.
- The committee enforces licensure standards through the implementation of legislative and administrative regulations and provides guidance to supervisors and applicants for licensure to ensure compliance with Missouri law and regulations.
- Complaints and corresponding investigations are reviewed by the committee to ensure licensees and individuals under supervision for licensure practice, legally, ethically, and competently.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	97	132	128	120	120	120
Licensed Professionals	442	616	600	600	600	600
Outreach Events	11	9	8	8	8	8

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



\*Biennial licenses only renewed in even-numbered fiscal years.

Licensees were surveyed about their experience with the committee's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

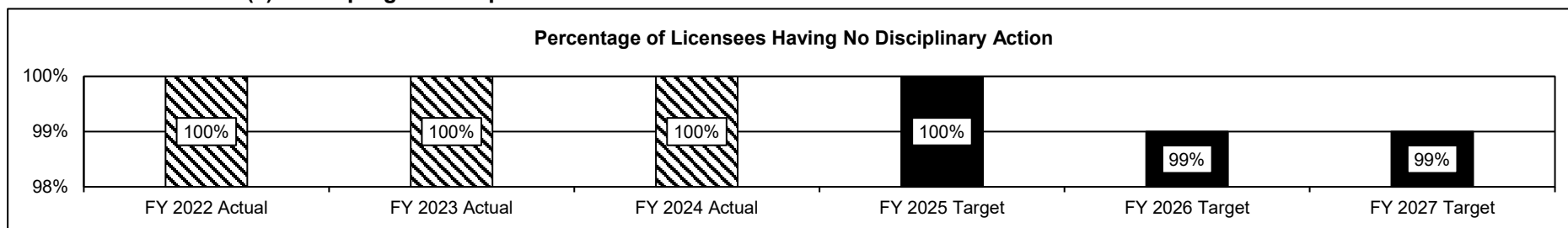
Department of Commerce and Insurance

HB Section(s): 07.445

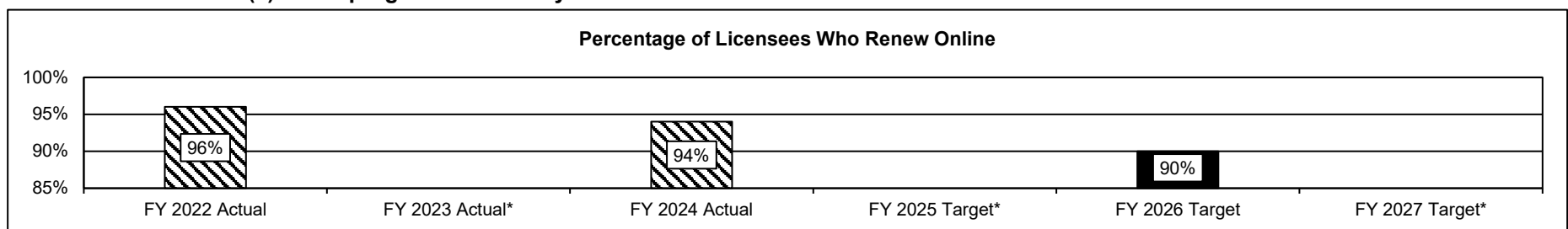
State Committee of Marital & Family Therapists

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

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

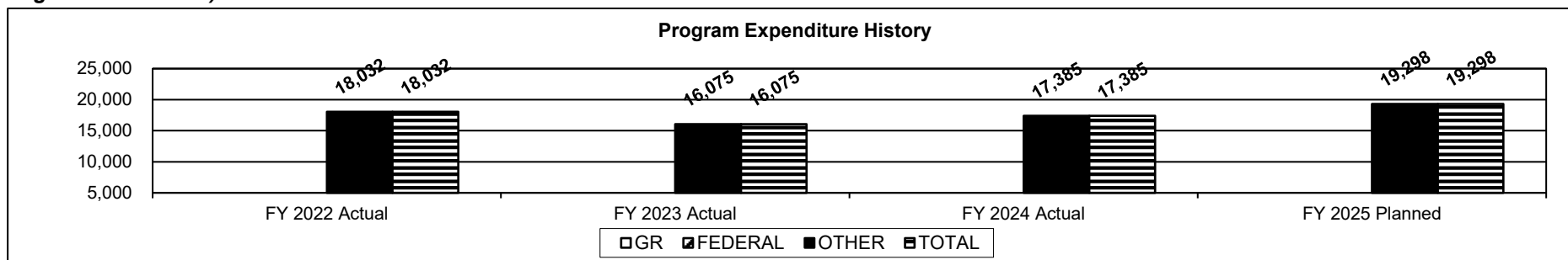


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses only renewed in even-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**State Committee of Marital & Family Therapists**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Marital and Family Therapists Fund (1820)

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

State Statute: Sections 337.700-337.739, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Missouri Board of Occupational Therapy**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

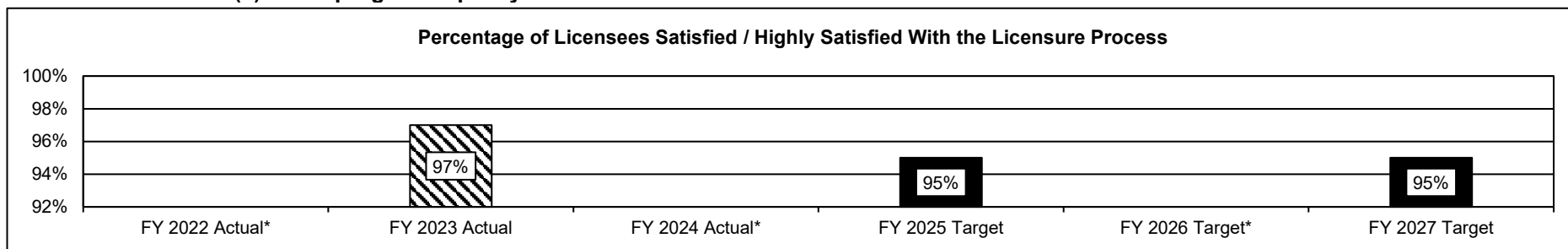
**1b. What does this program do?**

- The Missouri Board of Occupational Therapy protects the citizens of the state through the regulation of occupational therapists and assistants.
- The board licenses therapists to ensure adequate education, training, and qualifications.
- The board investigates all complaints against its licensees in a fair and equitable manner.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	600	602	606	606	606	606
Licensed Professionals	6,483	6,203	6,855	7,000	7,000	7,000
Public Meetings Held	4	3	4	5	4	4

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



\*Biennial license only renewed in odd-numbered fiscal years.

Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

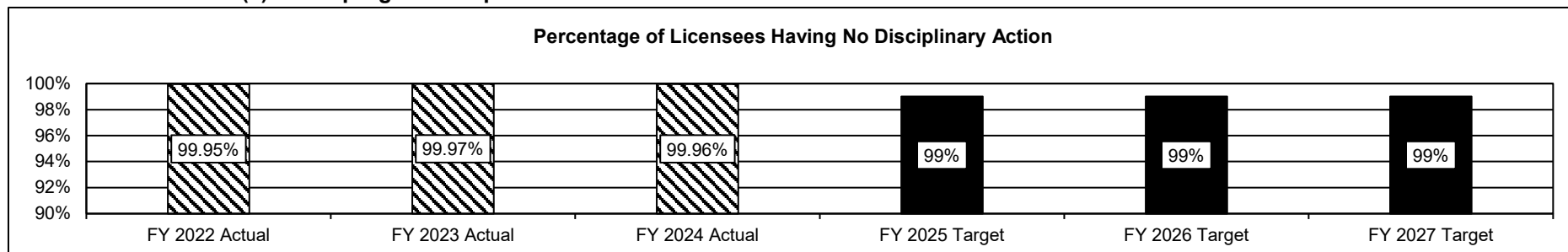
Department of Commerce and Insurance

HB Section(s): 07.445

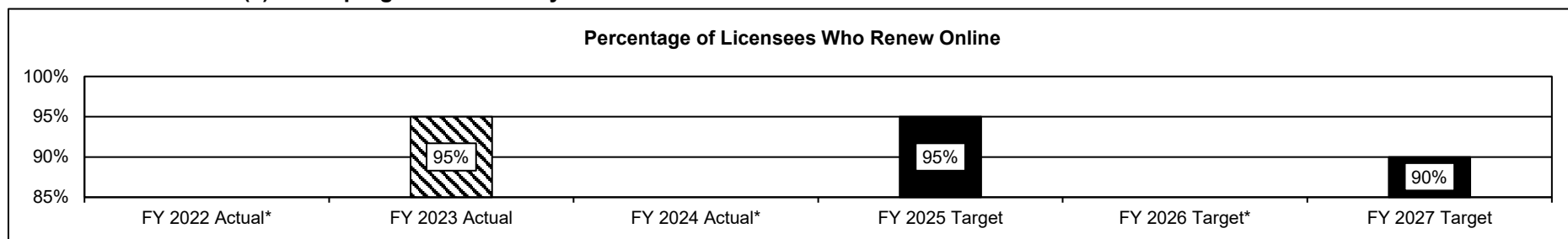
Missouri Board of Occupational Therapy

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

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

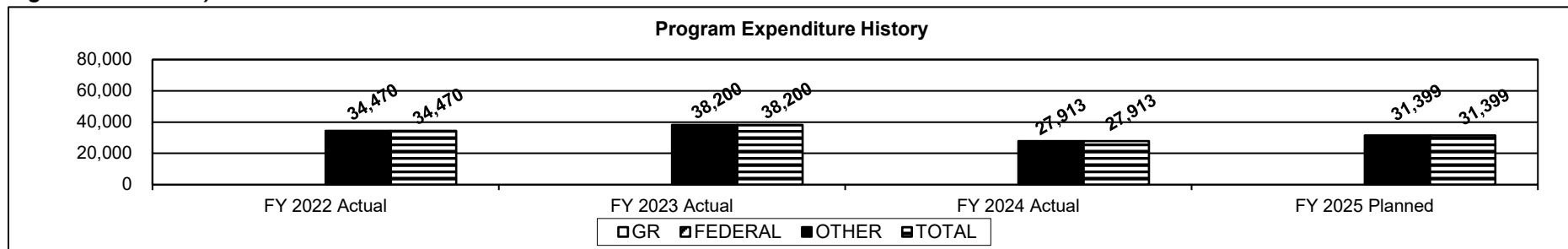


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial license only renewed in odd-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Missouri Board of Occupational Therapy**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Missouri Board of Occupational Therapy Fund (1845)

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

State Statute: Sections 324.050-324.089, RSMo.

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

N/A

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

No



**PROGRAM DESCRIPTION**

Department of Commerce and Insurance

HB Section(s): 07.445 / 07.490

State Board of Optometry

Program is found in the following core budget(s): Professional Registration Administration, State Board of Optometry

FY 2025 PLANNED			
	Optometry	PR Admin	TOTAL
OTHER	35,419	71,374	106,793

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

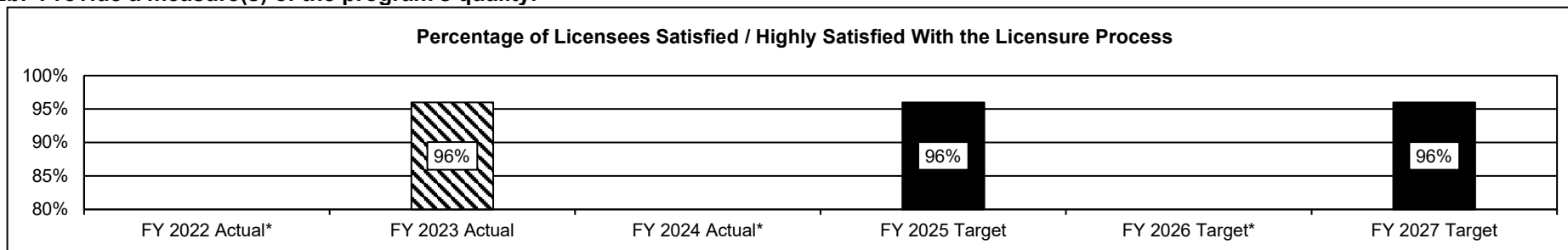
**1b. What does this program do?**

- The board licenses qualified optometrists, approves post-graduate education required for re-licensure, certifies qualified optometrists in the administration of pharmaceutical agents, approves professional optometry corporations, establishes standards of professional conduct, investigates consumer and patient complaints, and disciplines optometrists for violations of the optometry statutes and/or regulations.

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Applications Received	60	77	89	80	80	80
Licensed Professionals	1,479	1,446	1,523	1,500	1,580	1,550
Outreach Events	4	5	4	5	5	5

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



\*Biennial licenses only renewed in odd-numbered fiscal years.

Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

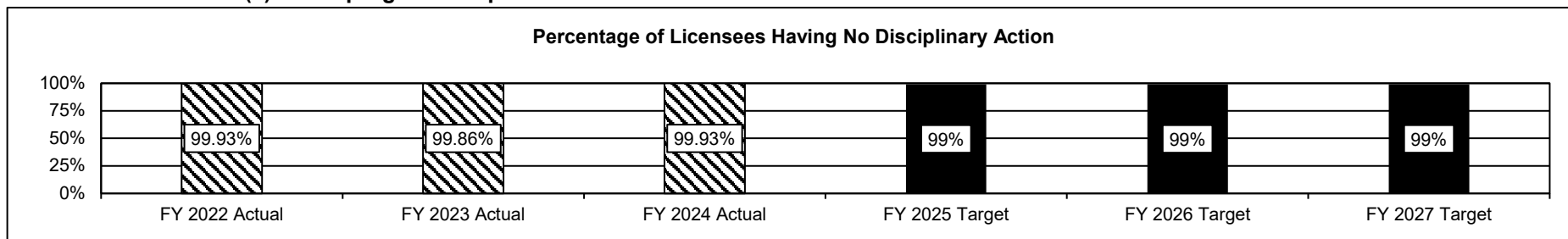
Department of Commerce and Insurance

HB Section(s): 07.445 / 07.490

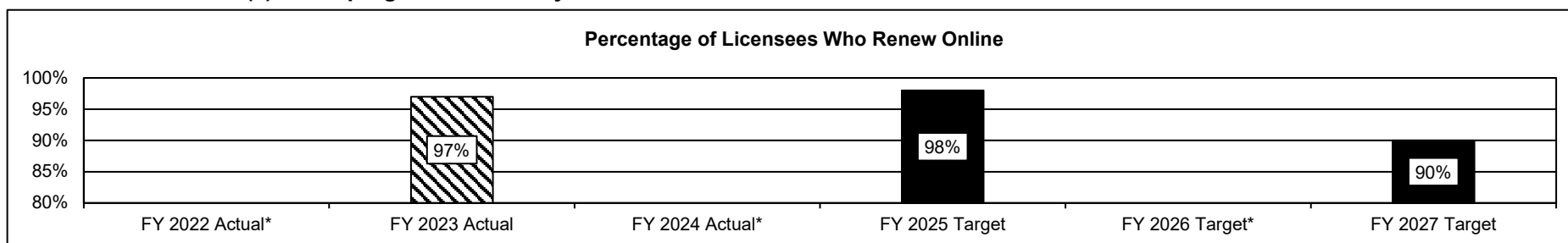
State Board of Optometry

Program is found in the following core budget(s): Professional Registration Administration, State Board of Optometry

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

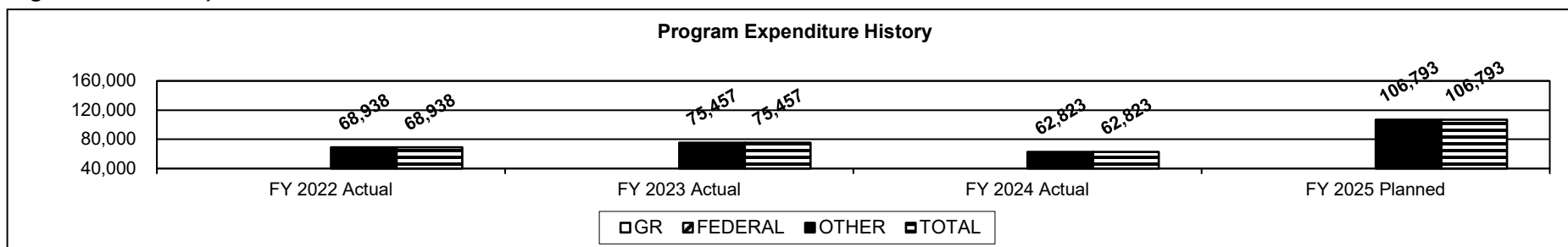


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses only renewed in odd-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445 / 07.490

**State Board of Optometry**

**Program is found in the following core budget(s): Professional Registration Administration, State Board of Optometry**

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

Optometry Fund (1636), Professional Registration Fee Fund (1689). Personal service and board per diem are paid from the Professional Registration Fees Fund.

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

State Statute: Chapter 336, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

Department of Commerce and Insurance  
 State Board of Podiatric Medicine

HB Section(s): 07.445 / 07.500

Program is found in the following core budget(s): Professional Registration Administration, State Board of Podiatric Medicine

FY 2025 PLANNED			
	Podiatry	PR Admin	TOTAL
<b>OTHER</b>	13,773	7,466	21,239

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

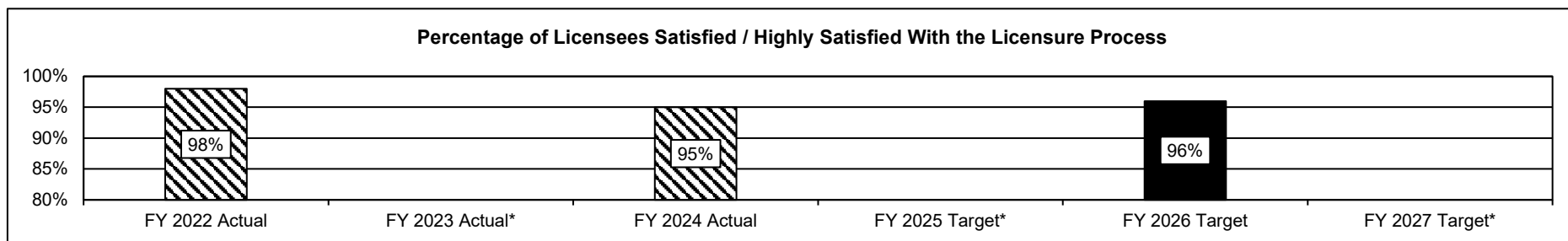
**1b. What does this program do?**

- The board's rules and regulations require licensure (podiatrist, ankle certified podiatrist, temporary podiatrist) for individuals engaged in the practice of podiatric medicine to ensure the health, safety, and welfare of the public.

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Applications Received	27	25	30	32	32	32
Licensed Professionals	365	377	336	365	350	375
Outreach Events	4	6	5	6	6	6

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



\*Biennial licenses renewed in even-numbered fiscal years.

Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

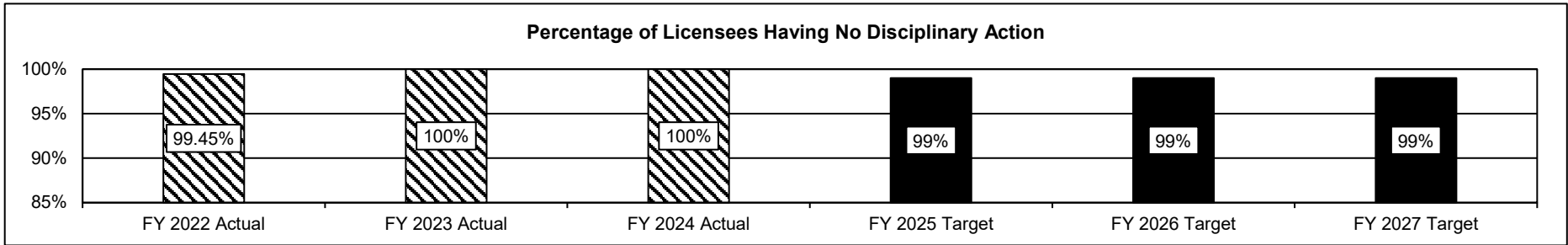
Department of Commerce and Insurance

HB Section(s): 07.445 / 07.500

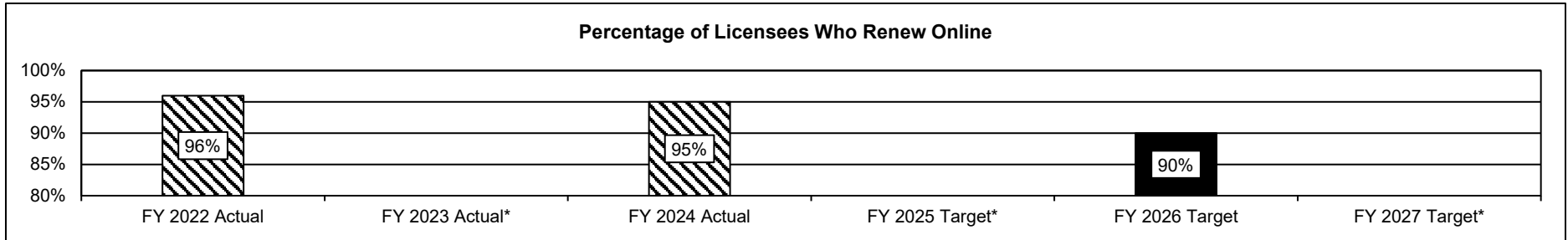
State Board of Podiatric Medicine

Program is found in the following core budget(s): Professional Registration Administration, State Board of Podiatric Medicine

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

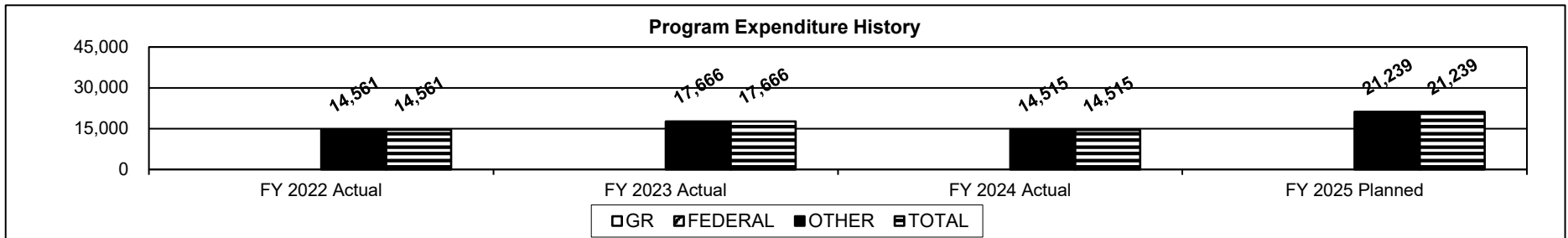


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses renewed in even-numbered fiscal years.

**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.)**



Note: Increase due to new and ongoing legal expenses.

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s):** 07.445 / 07.500

**State Board of Podiatric Medicine**

**Program is found in the following core budget(s): Professional Registration Administration, State Board of Podiatric Medicine**

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

State Board of Podiatric Medicine Fund (1629), Professional Registration Fee Fund (1689). Personal service and board per diem are paid from the Professional Registration Fees Fund.

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

State Statute: Sections 330.010-330.210, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Board of Private Investigator and Private Fire Investigator Examiners**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

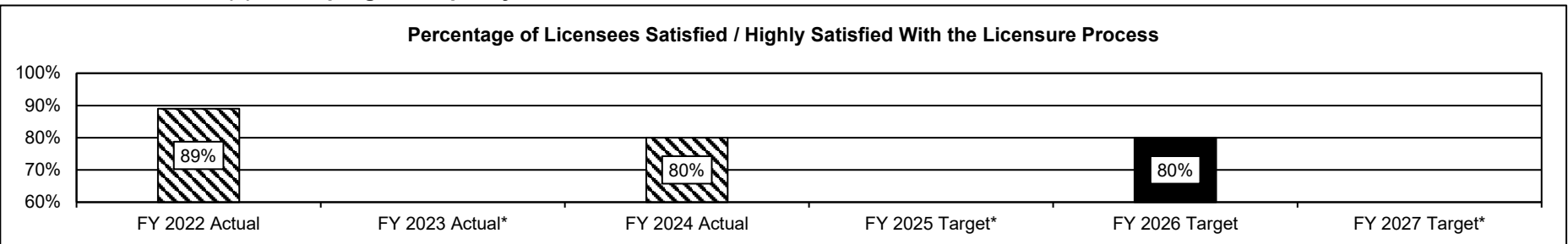
**1b. What does this program do?**

- The Missouri Board of Private Investigator and Private Fire Investigator Examiners licenses and regulates Private Investigators, Private Fire Investigators, Agency Investigator Employees, Agency Fire Investigator Employees, Private Investigator Agencies, and Private Fire Investigator Agencies.
- The board investigates consumer complaints of those subject to board supervision and also investigate complaints about those practicing without a license.
- The board also determines discipline of licensees in violation of statutes and regulations.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	197	217	229	240	240	240
Licensed Professionals	836	933	807	820	820	820
Outreach Events	3	4	5	5	5	5

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



\*Biennial renewal only in even-numbered fiscal years.

Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

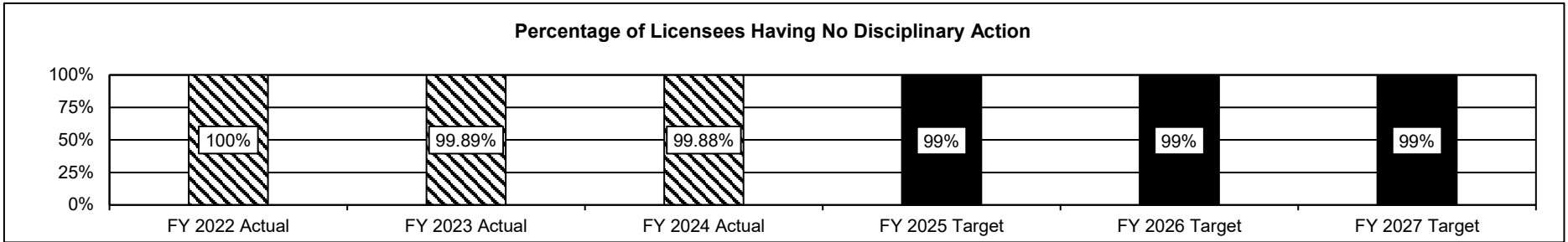
**Department of Commerce and Insurance**

**HB Section(s): 07.445**

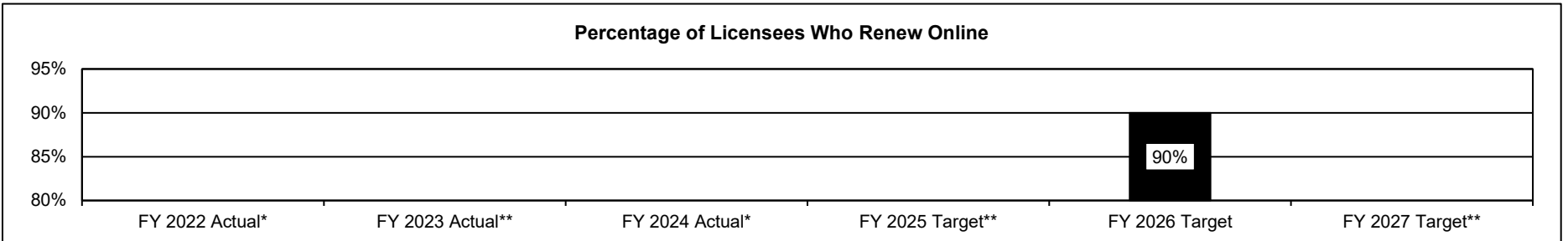
**Board of Private Investigator and Private Fire Investigator Examiners**

**Program is found in the following core budget(s): Professional Registration Administration**

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



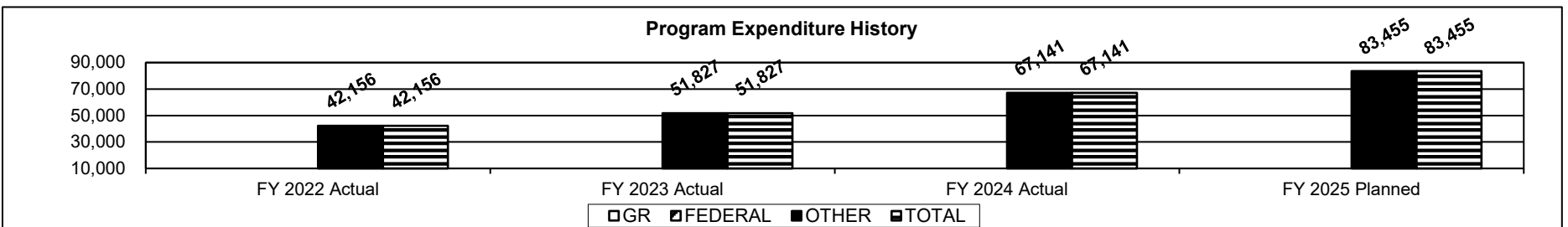
**2d. Provide a measure(s) of the program's efficiency.**



\*No online renewals; the division is working to update the system to allow licensees to apply online, to more efficiently renew online, and to access application status, including changing addresses, etc.

\*\*Biennial renewal only in even-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Board of Private Investigator and Private Fire Investigator Examiners**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Board of Private Investigator and Private Fire Investigator Examiners Fund (1802)

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

State Statute: Sections 324.1100-324.1148, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Committee for Professional Counselors**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

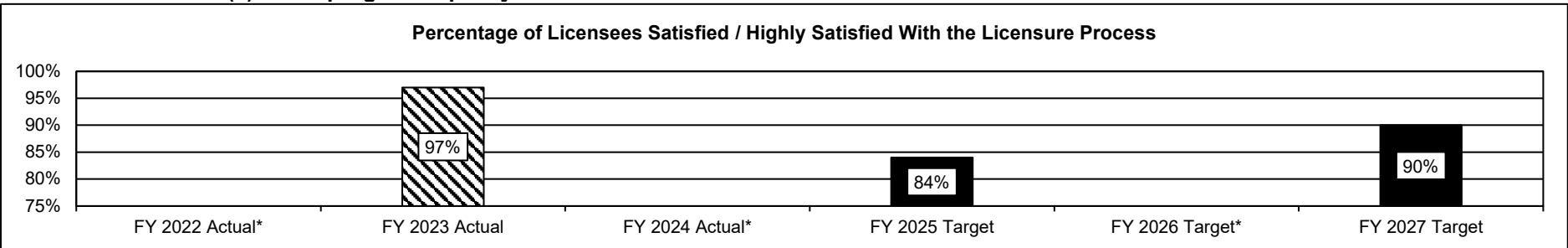
**1b. What does this program do?**

- The Committee for Professional Counselors reviews the educational qualifications and supervised counseling experience of applicants and investigating complaints relating to the counseling profession.
- The committee reviews to ensure a licensee or individual under supervision for licensure is qualified, through education, supervised experience, and examination, to provide mental health services to Missouri consumers.
- The committee reviews complaints and corresponding investigations to ensure licensees and individuals under supervision for licensure practice legally, ethically, and competently.
- The committee provides information to graduate programs and professional associations in order to keep students and practitioners apprised of changes in the law or regulations as well as solicit input.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	1,152	1,177	1,252	1,250	1,250	1,250
Licensed Professionals	8,252	8,595	9,377	9,500	9,500	9,500
Outreach Events	25	24	35	30	30	30

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



\*Biennial license only renewed in odd-numbered fiscal years.

Licensees were surveyed about their experience with the committee's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

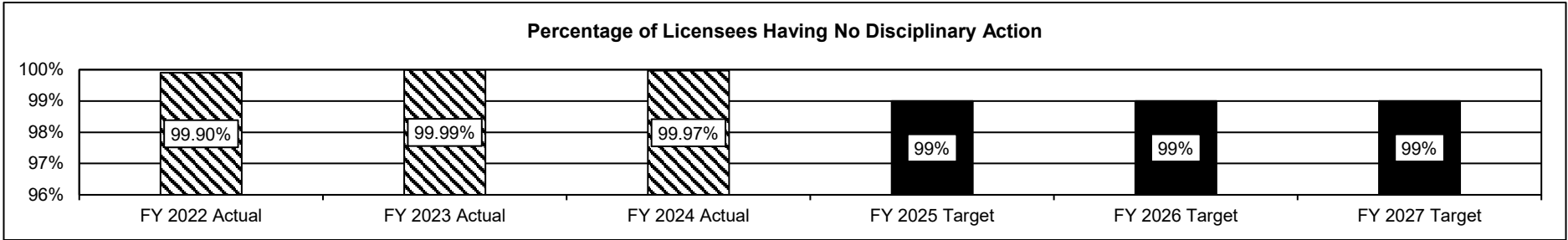
**Department of Commerce and Insurance**

**HB Section(s): 07.445**

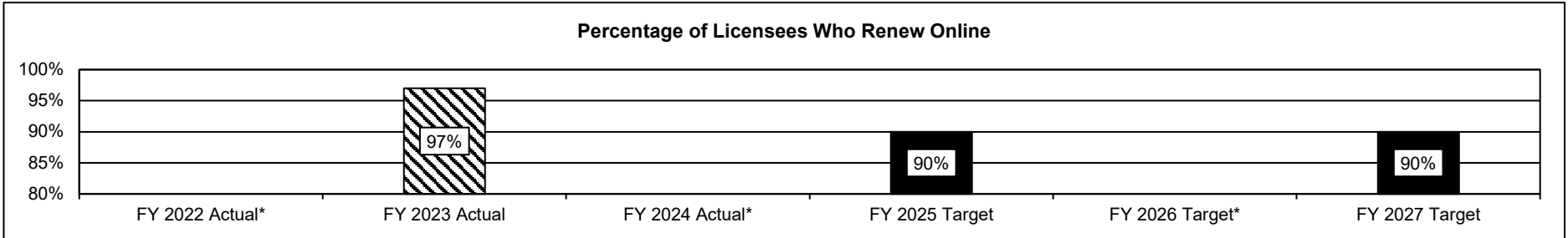
**Committee for Professional Counselors**

**Program is found in the following core budget(s): Professional Registration Administration**

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

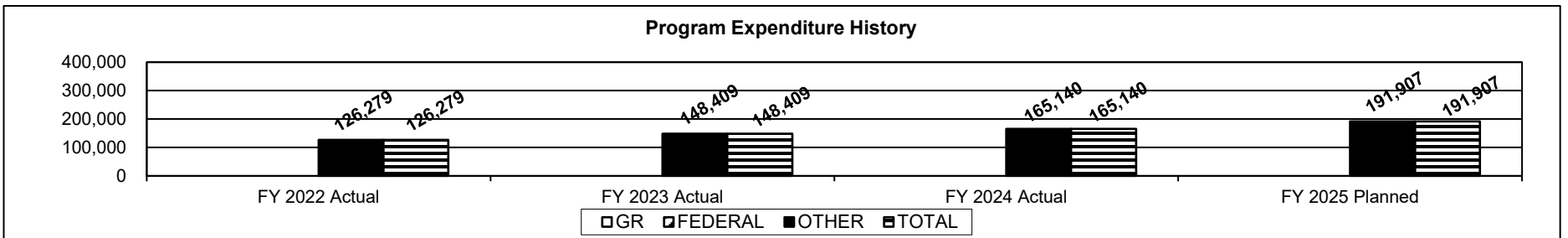


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial license only renewed in odd-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Committee for Professional Counselors**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Committee for Professional Counselors Fund (1672)

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

State Statute: Sections 337.500-337.540, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**State Committee of Psychologists**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

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

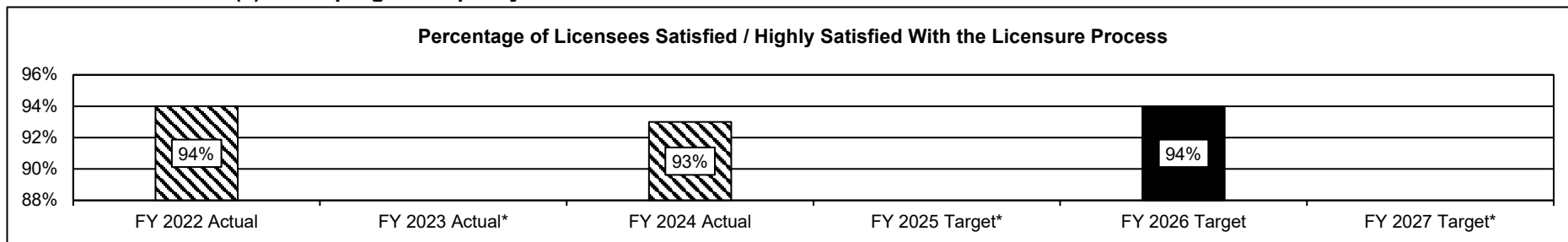
- The State Committee of Psychologists protects the public by licensing qualified psychologists and behavior analysts by examination and evaluation of minimum competency.
- Enforces standards by implementing legislation and administrative rules.
- Investigates complaints and determines discipline of licensees in violation of statutes and regulations and also investigates complaints about those practicing without a license.
- The committee may promulgate, by rule, Ethical Rules of Conduct governing the practices of psychology, which are based upon the ethical principles promulgated and published by the American Psychological Association.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	300	289	253	250	250	250
Licensed Professionals	3,033	3,300	3,081	3,000	3,000	3,000
Outreach Events*	10	10	9	10	10	10

\*Events include board meetings for the State Committee of Psychologists and the Behavior Analyst Advisory Board.

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



\*Biennial licenses only renewed in even-numbered fiscal years.

Licensees were surveyed about their experience with the committee's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

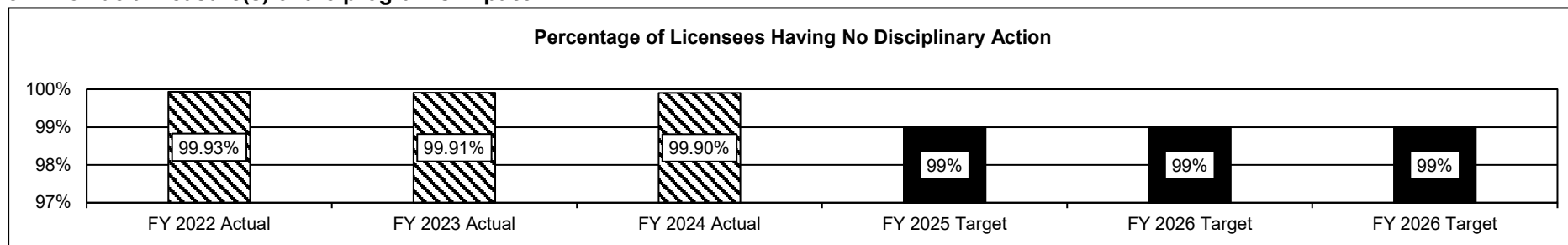
Department of Commerce and Insurance

HB Section(s): 07.445

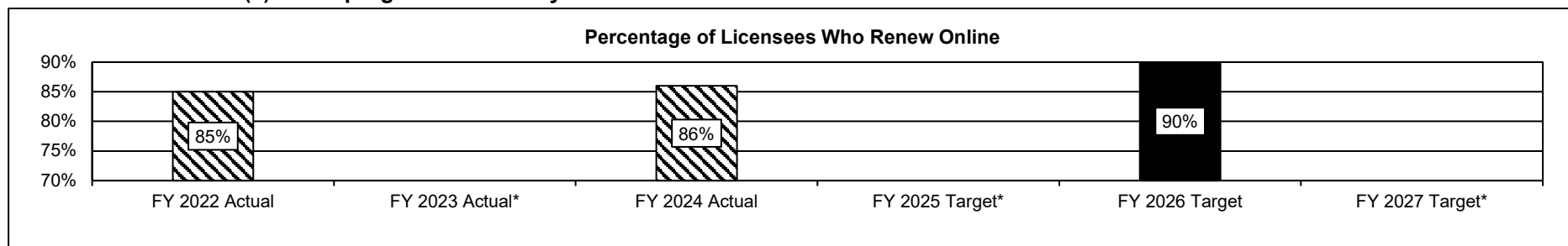
State Committee of Psychologists

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

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

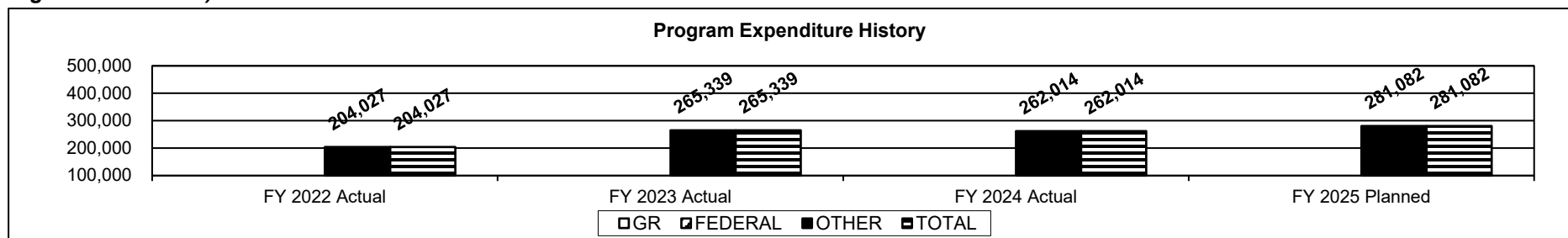


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses only renewed in even-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**State Committee of Psychologists**

**Program is found in the following core budget(s): Professional Registration Administration**

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

State Committee of Psychologists Fund (1580)

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

State Statute: Psychology sections 337.010-337.093 and 337.100-337.165, RSMo, and Behavior Analyst sections 337.300-337.347.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Missouri Real Estate Appraisers Commission**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Innovate to make it easier to connect and work with us
- Develop our team, reward great performance, and retain top talent

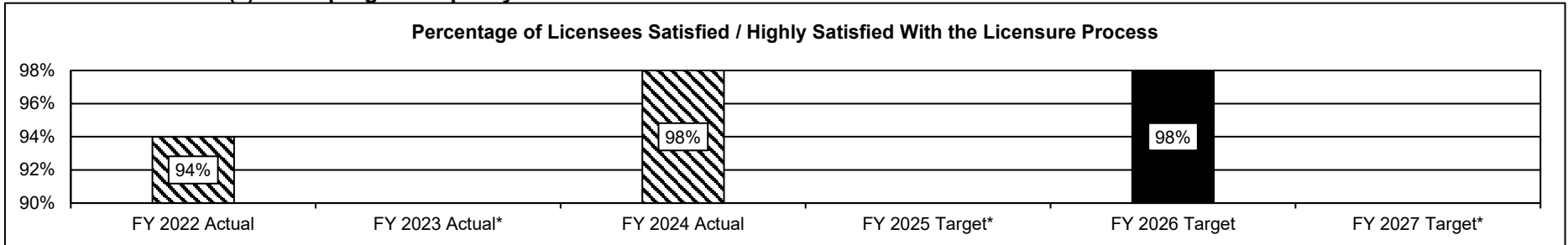
**1b. What does this program do?**

- The Real Estate Appraiser Commission regulates real estate appraisers and appraisal management companies in accordance with federal and state laws and rules in Missouri.
- Examines and licenses appraisers to ensure adequate education, training, and qualifications. License appraisal management companies to ensure they meet federal and state qualifications.
- Approves qualifying and continuing education courses.
- Investigates complaints and administers disciplinary actions to persons in violation of rules, statutes, and uniform standards.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	408	497	398	398	398	398
Licensed Professionals	2,728	2,658	2,322	2,500	2,500	2,500
Public Meetings Held	13	12	13	13	13	13

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



\*Biennial licenses only renewed in even-numbered fiscal years.

Licensees were surveyed about their experience with the commission's licensure procedures, customer service, website and communications.



**PROGRAM DESCRIPTION**

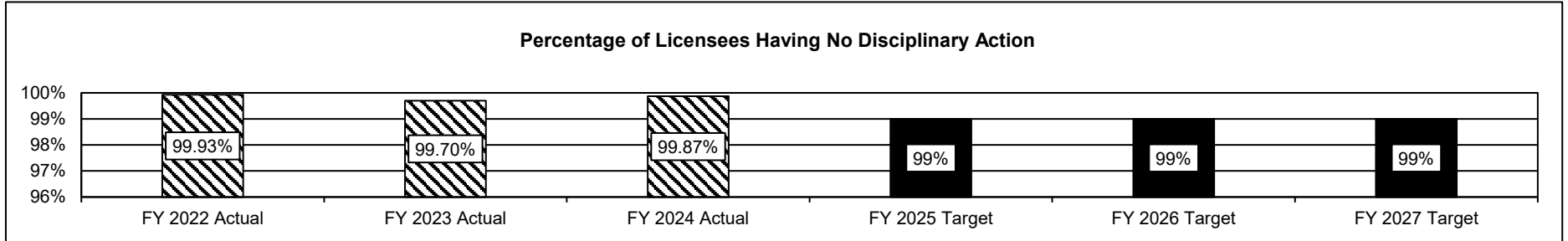
Department of Commerce and Insurance

HB Section(s): 07.445

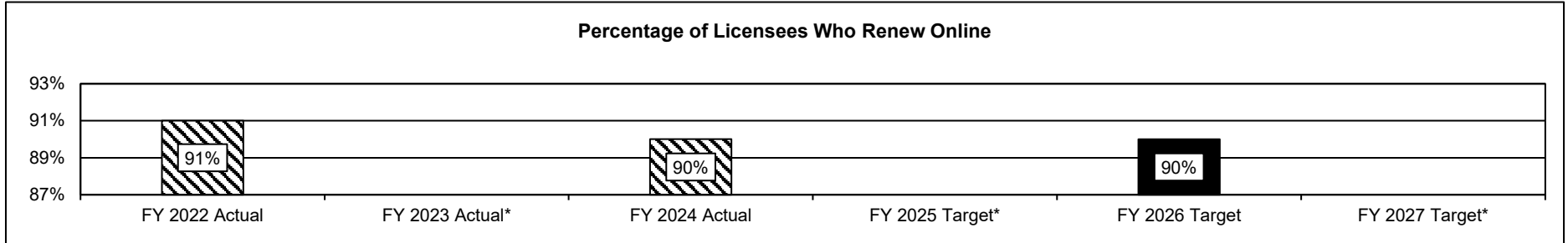
Missouri Real Estate Appraisers Commission

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

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

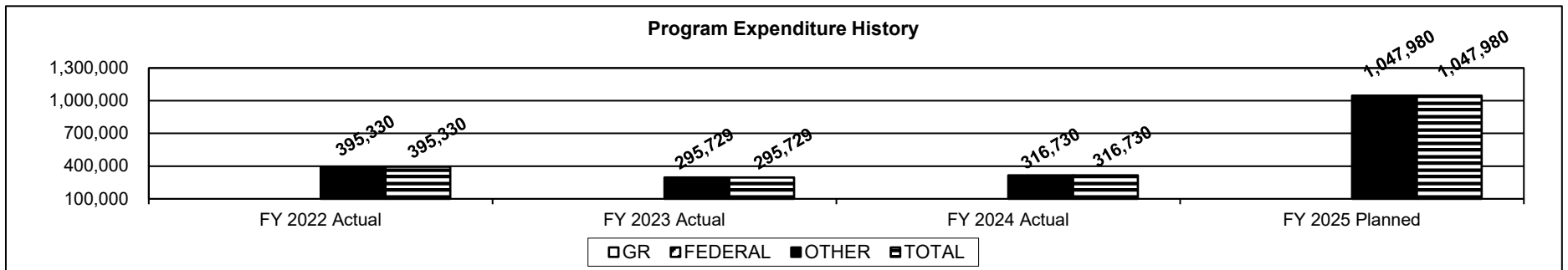


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses only renewed in even-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Missouri Real Estate Appraisers Commission**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Missouri Real Estate Appraisers Fund (1561)

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

State Statute: Sections 339.500-339.549, RSMo.

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

N/A

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

Yes. Title XI of the Financial Institutions Reform, Recovery and Enforcement Act of 1989 requires all real estate appraisers to be certified to perform appraisals for federal transactions.

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Missouri Board for Respiratory Care**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

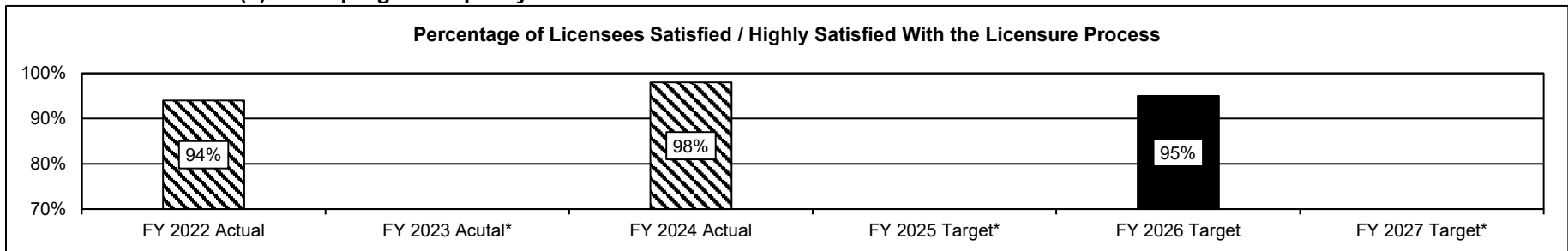
**1b. What does this program do?**

- The Board for Respiratory Care is responsible for developing, implementing and administering the rules and regulations necessary to carry out the Respiratory Care Practice Act for persons holding a permit or license to practice respiratory care in Missouri.
- This act includes establishing the requirements for licensure, continuing education, as well as the ethical standards of practice for respiratory care practitioners.
- The board is also responsible for investigating complaints related to the practice of respiratory care and administering any discipline to licensees.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	622	475	387	387	387	387
Licensed Professionals	5,653	5,440	4,777	5,000	5,000	5,000
Public meetings held	4	4	4	4	4	4

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



\*Biennial licenses only renewed in even-numbered fiscal years

Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

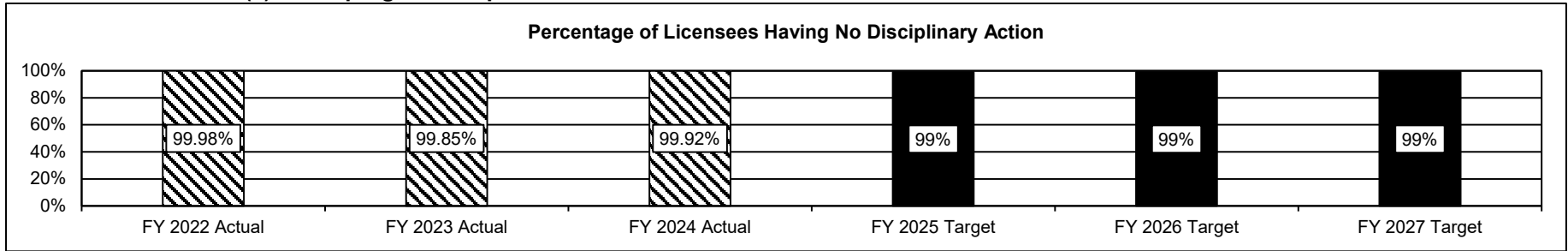
**Department of Commerce and Insurance**

**HB Section(s): 07.445**

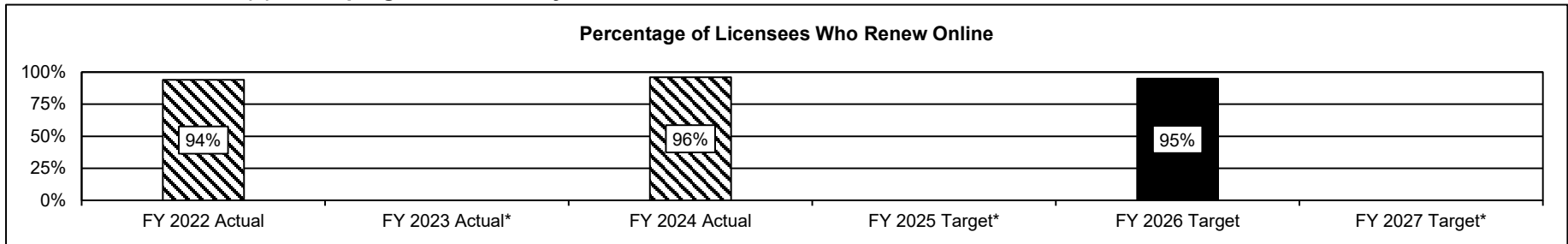
**Missouri Board for Respiratory Care**

**Program is found in the following core budget(s): Professional Registration Administration**

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

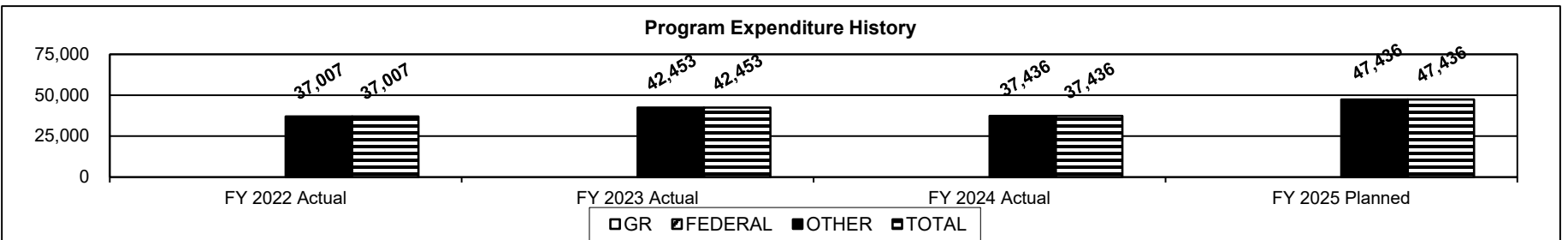


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses only renewed in even-numbered fiscal years

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Missouri Board for Respiratory Care**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Respiratory Care Practitioners Fund (1833)

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

State Statute: Sections 334.800-334.930, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**State Committee for Social Workers**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

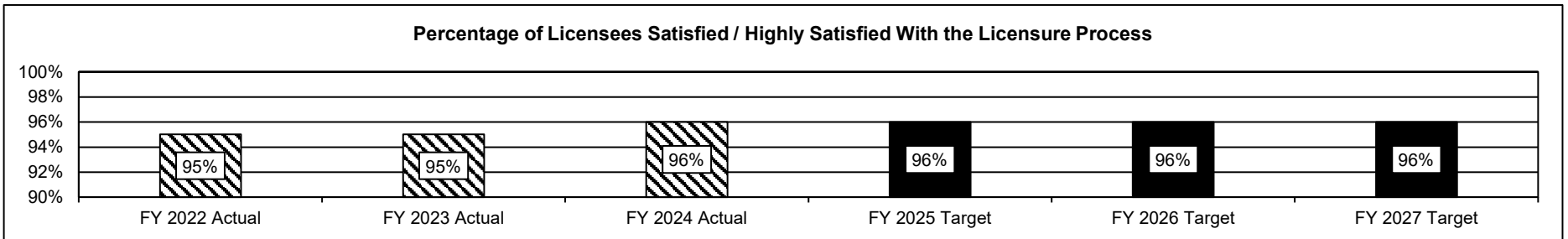
**1b. What does this program do?**

- The State Committee for Social Workers protects the citizens of the state through the regulation of social workers in Missouri.
- The committee licenses social workers to ensure adequate education and training.
- The committee investigates all complaints against its licensees in a fair and equitable manner and administers appropriate discipline to licensees.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	1,779	1,719	2,042	2,042	2,042	2,042
Licensed Professionals	9,199	9,682	10,891	11,000	11,000	11,000
Outreach Events	8	8	4	4	4	4

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



Licensees were surveyed about their experience with the committee's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

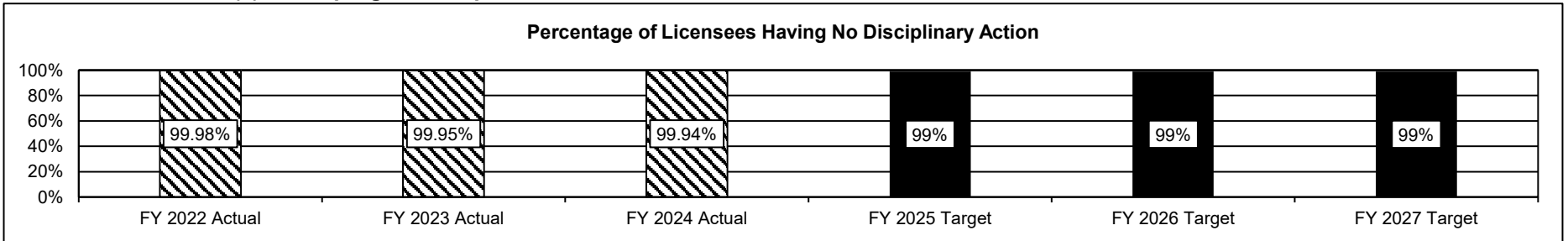
Department of Commerce and Insurance

HB Section(s): 07.445

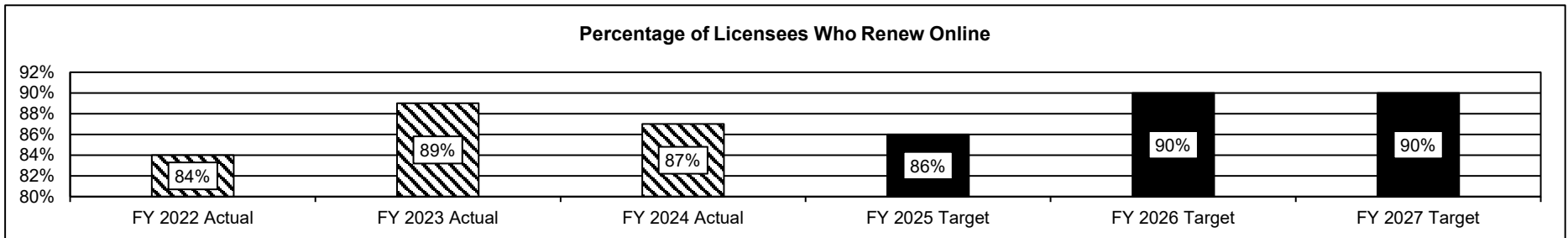
State Committee for Social Workers

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

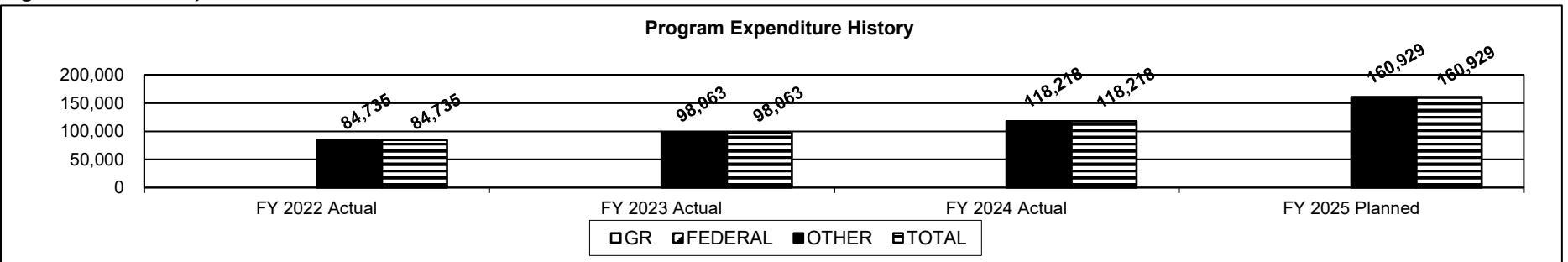
**2c. Provide a measure(s) of the program's impact.**



**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**State Committee for Social Workers**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Licensed Social Workers Fund (1574)

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

State Statute: Sections 337.600-337.689, RSMo.

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

N/A

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

No



**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Office of Tattooing, Body Piercing and Branding**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

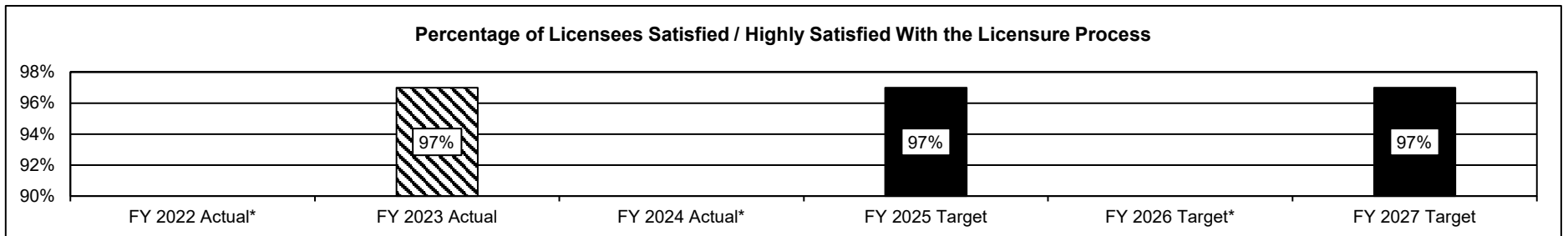
**1b. What does this program do?**

- The Office of Tattooing, Body Piercing & Branding licenses tattoo, body piercing, and branding practitioners and establishments in Missouri to ensure consumers have a safe and sanitary environment when receiving these services.
- Ensures adequate education and training of practitioners.
- Investigates complaints against licensees in a fair and equitable manner and administers appropriate discipline to licensees.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	1,168	1,135	1,190	1,190	1,190	1,190
Licensed Professionals	2,574	2,629	3,437	3,300	3,300	3,300

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



\*Biennial licenses only renewed in odd-numbered fiscal years.

Licensees were surveyed about their experience with the office's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

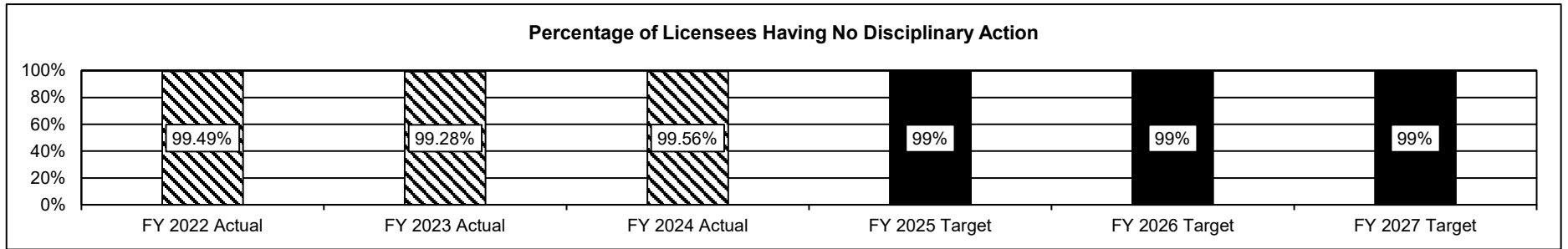
**Department of Commerce and Insurance**

**HB Section(s): 07.445**

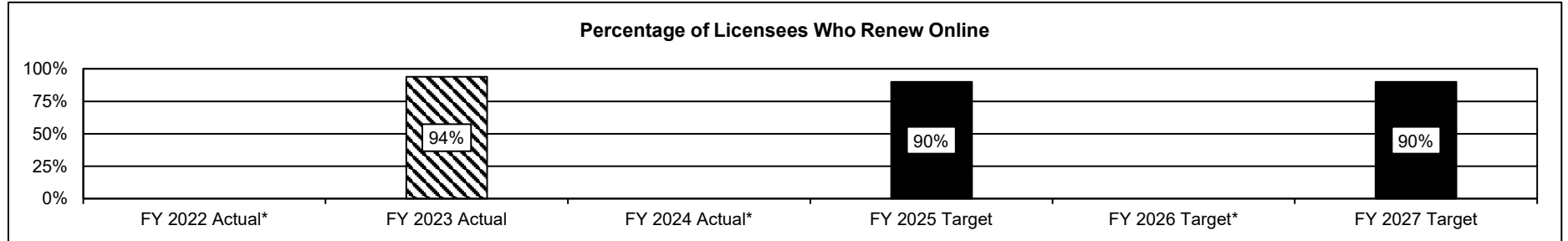
**Office of Tattooing, Body Piercing and Branding**

**Program is found in the following core budget(s): Professional Registration Administration**

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

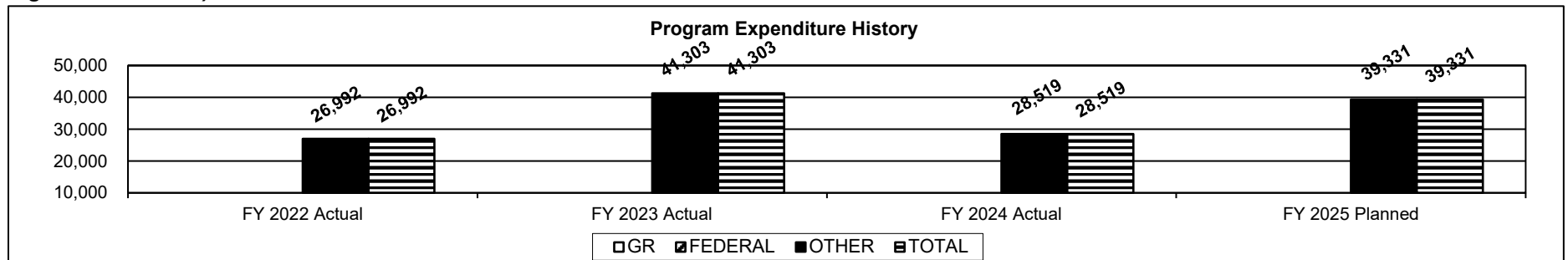


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses only renewed in odd-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Office of Tattooing, Body Piercing and Branding**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Tattoo Fund (1883)

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

State Statute: Sections 324.520-324.526, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445**

**Board of Therapeutic Massage**

**Program is found in the following core budget(s): Professional Registration Administration**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

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

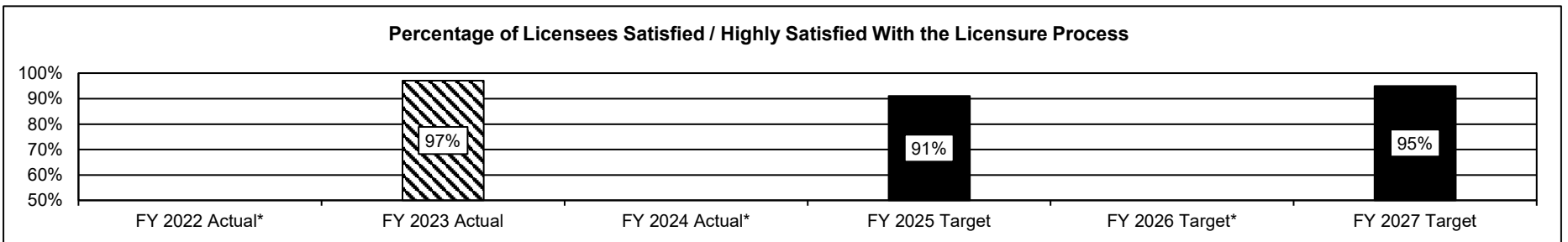
- The Board of Therapeutic Massage protects the public from unlicensed, negligent, incompetent, and dishonest services relating to massage therapy and massage therapy businesses.
- The board reviews licensure applications to ensure a massage therapist is qualified, through education and examination, to provide massage therapy to Missouri consumers.
- Upon request from the Missouri Coordinating Board of Higher Education, the board reviews curriculum content and instructor credentials of educational programs to ensure graduates are eligible for licensure.
- The board reviews inspections, complaints and corresponding investigations to ensure licensees and businesses practice legally and competently, in order to provide massage in a safe and sanitary environment.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual*</b>	<b>FY 2025 Target*</b>	<b>FY 2026 Target*</b>	<b>FY 2027 Target*</b>
Applications Received	932	1,175	1,086	1,100	1,100	1,100
Licensed Professionals	7,301	7,197	7,230	7,250	7,250	7,250
Outreach Events	15*	16*	17*	15	15	15

\*Actuals include the Human Trafficking meetings.

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



\*Biennial licenses only renewed in odd-numbered fiscal years.

Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

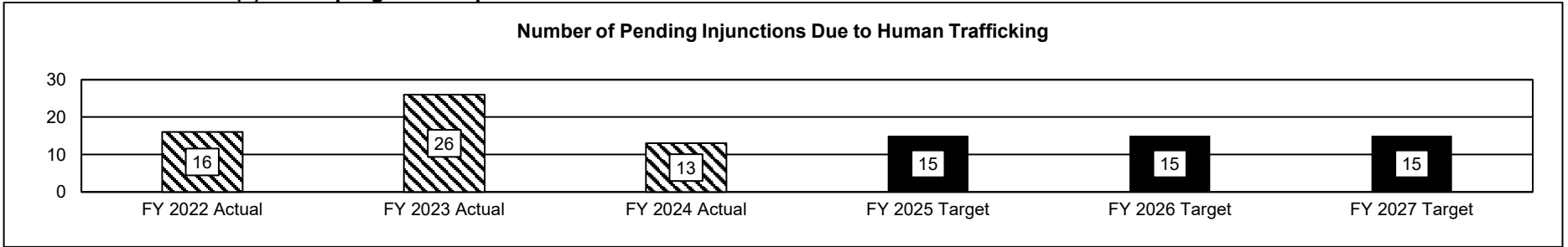
Department of Commerce and Insurance

HB Section(s): 07.445

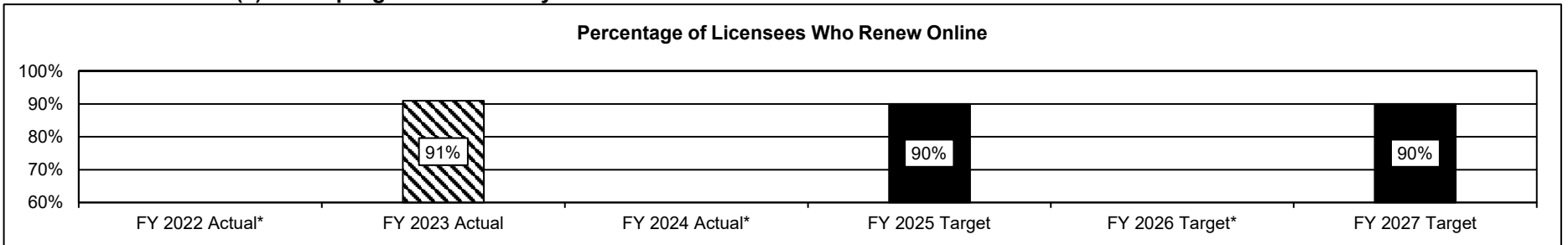
Board of Therapeutic Massage

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

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

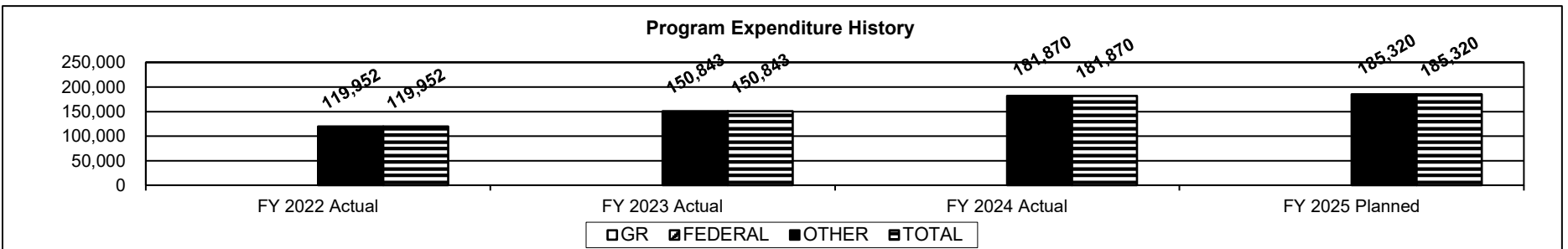


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses only renewed in odd-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445

**Board of Therapeutic Massage**

**Program is found in the following core budget(s): Professional Registration Administration**

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

Massage Therapy Fund (1884)

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

State Statute: Sections 324.240-324.275, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445 / 07.510**

**Missouri Veterinary Medical Board**

**Program is found in the following core budget(s): Professional Registration Administration, Missouri Veterinary Medical Board**

FY 2025 PLANNED			
	Veterinary	PR Admin	TOTAL
<b>OTHER</b>	109,494	113,269	222,763

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

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

Duties of the board include, but not limited to:

- Examine and determine qualifications for the licensing of veterinarians.
- Provide for the registration of veterinary technicians.
- Issue veterinary facility permits.
- Issue, renew, deny, suspend, revoke, place on probation, or otherwise discipline licensees, certificates, and permits.
- Maintain annual renewal records.
- Issue temporary licenses under certain conditions.
- Adopt rules and regulations to execute and enforce statutory law.
- Establish fees for licenses and facility permits at a level to produce revenues for the execution of the practice act.
- Investigate complaints based on alleged violations of the practice act.
- Address and dispose of complaints through disciplinary hearings, informal conferences, or other legal means if necessary.
- Establish minimum standards for the practice of veterinary medicine.

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Applications Received	573	625	628	628	628	628
Licensed Professionals	6,065	6,213	6,347	6,347	6,347	6,347
Public Meetings Held	8	7	5	5	5	5

**PROGRAM DESCRIPTION**

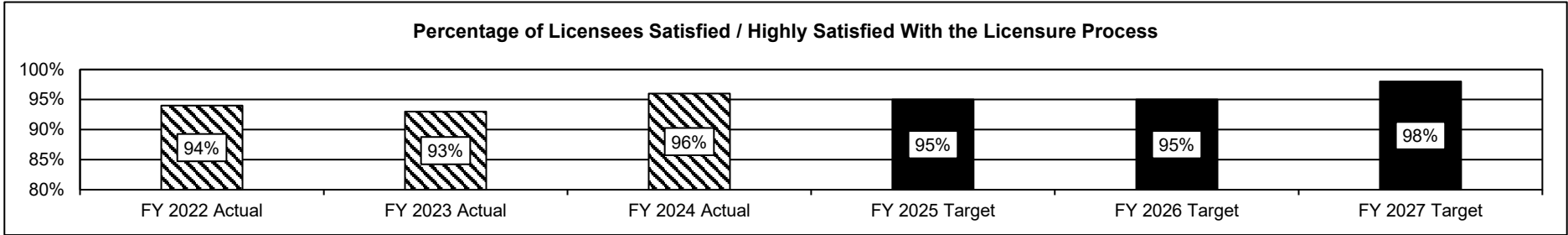
**Department of Commerce and Insurance**

HB Section(s): 07.445 / 07.510

**Missouri Veterinary Medical Board**

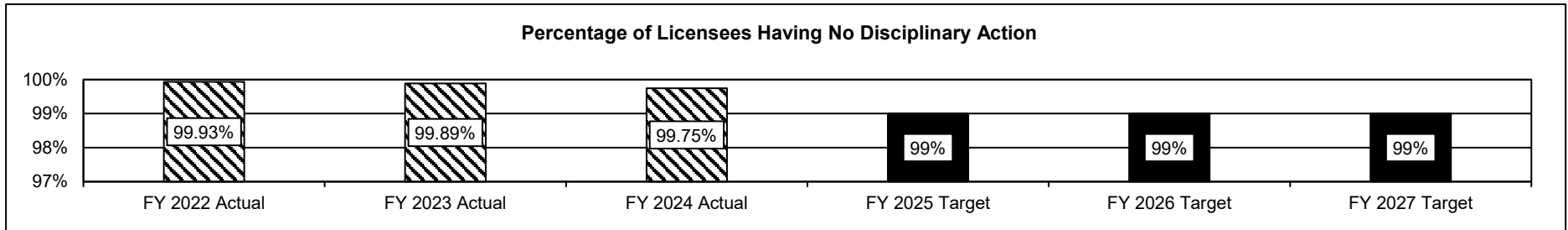
**Program is found in the following core budget(s): Professional Registration Administration, Missouri Veterinary Medical Board**

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

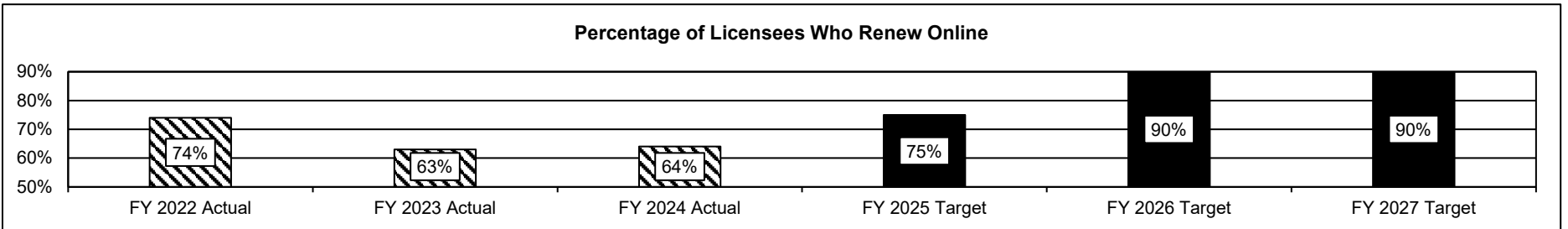


Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

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



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



The division is working to update our system to include veterinary facilities and active veterinary technicians who currently do not renew online. The current system does not allow the submission of all required documentation.



**PROGRAM DESCRIPTION**

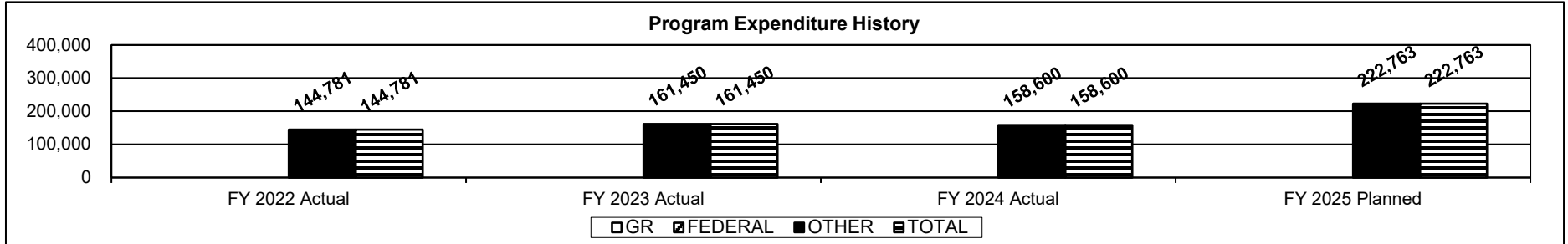
Department of Commerce and Insurance

HB Section(s): 07.445 / 07.510

Missouri Veterinary Medical Board

Program is found in the following core budget(s): Professional Registration Administration, Missouri Veterinary Medical Board

**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?**

Veterinary Medical Board Fund (1639), Professional Registration Fee Fund (1689). Personal service and board per diem are paid from the Professional Registration Fees Fund.

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

State Statute: Chapter 340, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.450**

**State Board of Accountancy**

**Program is found in the following core budget(s): State Board of Accountancy**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

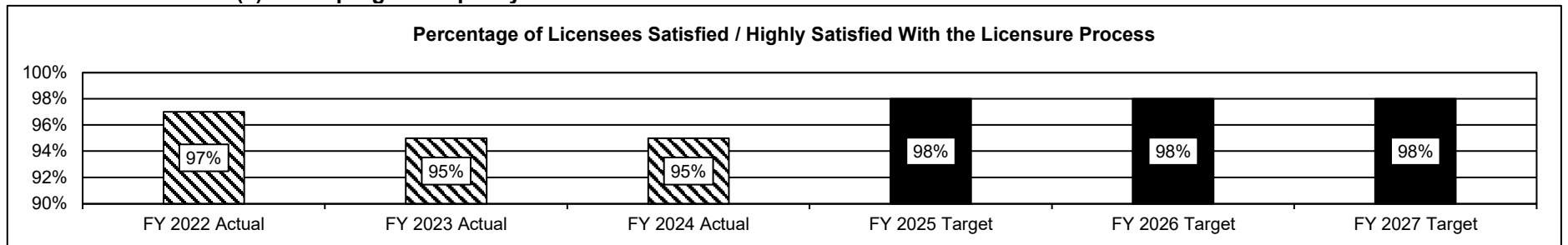
**1b. What does this program do?**

- The mission of the Missouri State Board of Accountancy is to protect the interests of all the citizens of the state of Missouri, as provided in Chapter 326, RSMo, by examining, certifying, licensing, and regulating certified public accountants and public accountants as well as firms of certified public accountants and public accountants in the state of Missouri.
- The board promulgates rules necessary to administer the provisions of Chapter 326 to ensure the competence and ethical standards of practitioners; regulates and enforces the practice of public accounting; investigates complaints and violations of Chapter 326 and related rules; and determines appropriate discipline for those who are found to have violated the statutes or regulations.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	1,122	1,250	872	950	950	950
Licensed Professionals	23,088	23,215	22,047	22,100	22,100	22,100
Outreach Events	27	27	22	22	22	22

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



Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

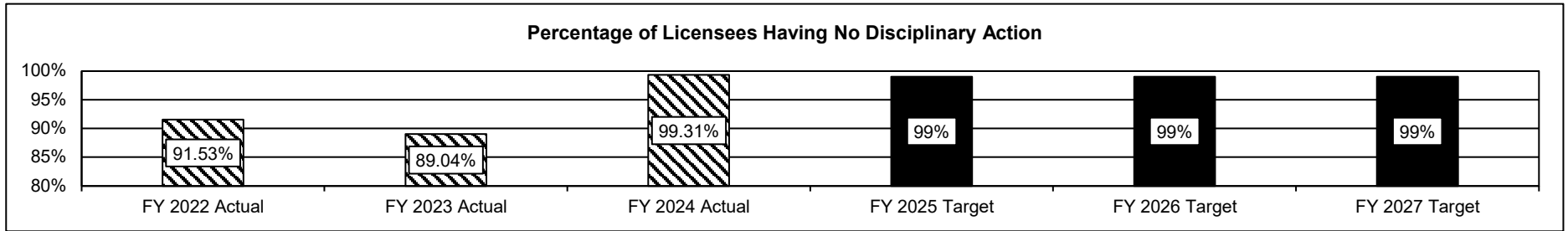
**Department of Commerce and Insurance**

**HB Section(s): 07.450**

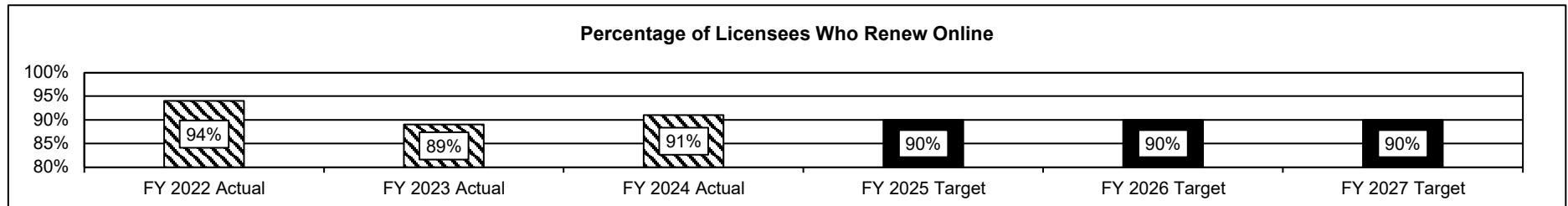
**State Board of Accountancy**

**Program is found in the following core budget(s): State Board of Accountancy**

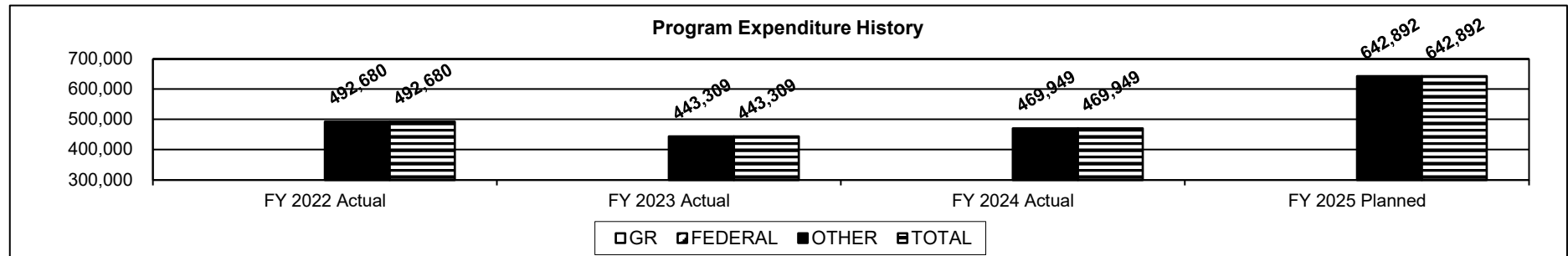
**2c. Provide a measure(s) of the program's impact.**



**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 of Commerce and Insurance**

**HB Section(s):** 07.450

**State Board of Accountancy**

**Program is found in the following core budget(s):** State Board of Accountancy

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

State Board of Accountancy Fund (1627)

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

State Statute: Chapter 326, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.455**

**State Board for Architects, Professional Engineers, Professional Land Surveyors and Professional Landscape Architects**

**Program is found in the following core budget(s): Architects, Prof. Engineers, Prof. Land Surveyors and Prof. Landscape Architects**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Provide help and educate stakeholders so they are better informed problem solvers
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

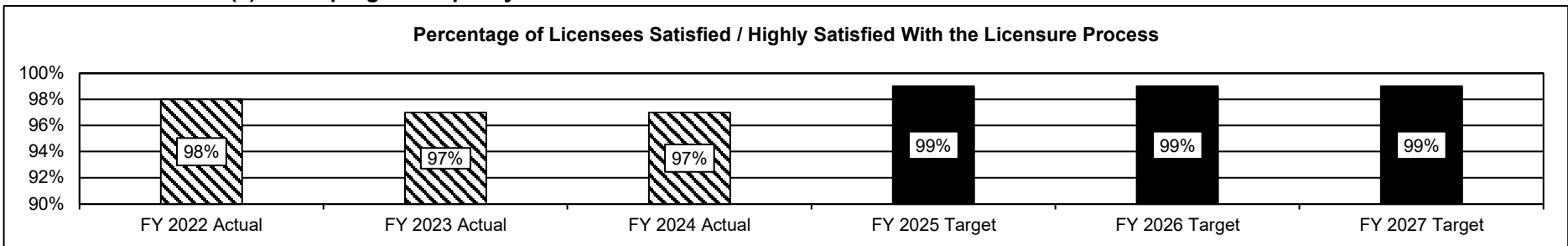
**1b. What does this program do?**

- The board’s mission is to protect the inhabitants of the state of Missouri in the enjoyment of life, health, peace, and safety, as well as to protect their property from damage or destruction through dangerous, dishonest, incompetent, or unlawful architectural, professional engineering, land surveying, or landscape architectural practice and generally to conserve the public welfare.
- The board licenses architects, architectural corporations, professional engineers, engineering corporations, professional land surveyors, land surveying corporations, professional landscape architects, and landscape architectural corporations. The board also enrolls engineer interns and land surveyor-interns.
- The board protects the public, licenses only qualified professionals by examination and evaluation of minimum competency and enforces standards by implementing legislation and administrative rules.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	1,999	2,070	2,290	2,290	2,290	2,290
Licensed Professionals	31,228	31,812	32,487	32,487	32,487	32,487
Outreach Events	24	28	34	34	34	34

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



Licensees were surveyed about their experience with the board’s licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

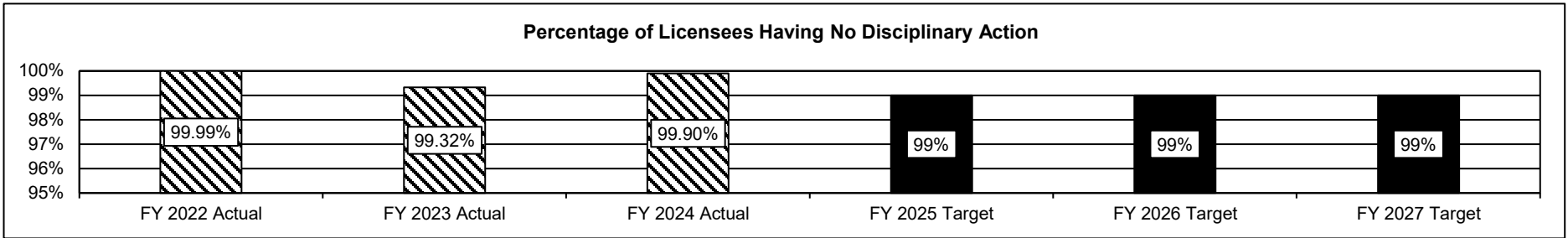
Department of Commerce and Insurance

HB Section(s): 07.455

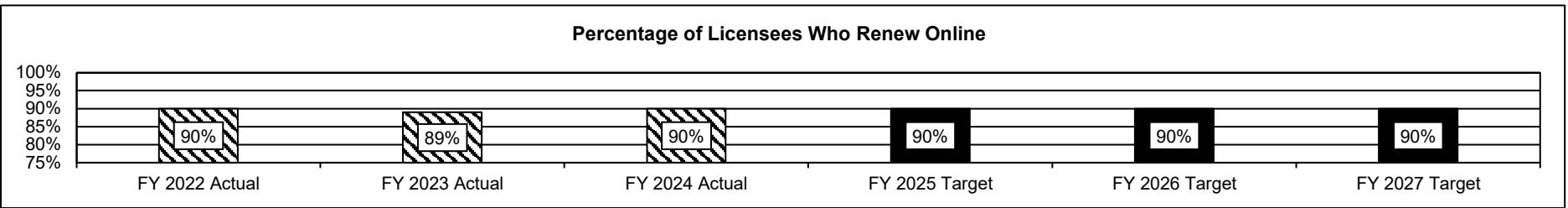
State Board for Architects, Professional Engineers, Professional Land Surveyors and Professional Landscape Architects

Program is found in the following core budget(s): Architects, Prof. Engineers, Prof. Land Surveyors and Prof. Landscape Architects

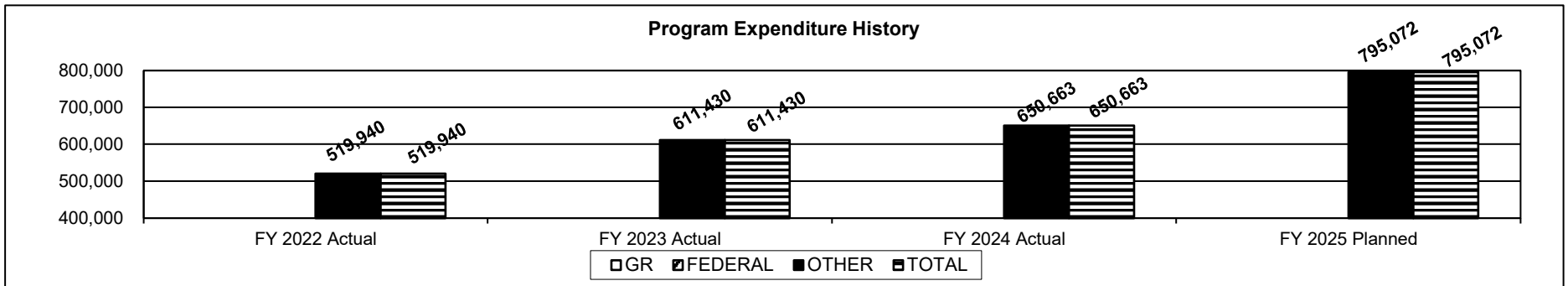
**2c. Provide a measure(s) of the program's impact.**



**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 of Commerce and Insurance**

**HB Section(s): 07.455**

**State Board for Architects, Professional Engineers, Professional Land Surveyors and Professional Landscape Architects**

**Program is found in the following core budget(s): Architects, Prof. Engineers, Prof. Land Surveyors and Prof. Landscape Architects**

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

State Board for Architects, Professional Engineers, Professional Land Surveyors and Professional Landscape Architects Fund (1678)

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

State Statute: Chapter 327, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

Department of Commerce and Insurance

HB Section(s): 07.445 / 07.460

State Board of Chiropractic Examiners

Program is found in the following core budget(s): Professional Registration Administration, State Board of Chiropractic Examiners

FY 2025 PLANNED			
	Chiropractic	PR Admin	TOTAL
OTHER	132,475	87,417	219,892

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

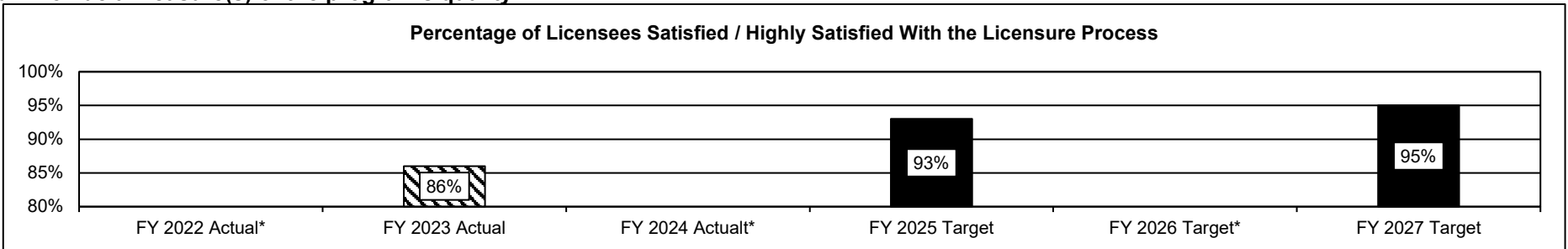
**1b. What does this program do?**

- The board protects the public from unlicensed, negligent, and incompetent treatment by a chiropractic physician.
- The board enforces licensure standards by implementing legislation and administrative regulations, along with monitoring changes within the profession. The board reviews applications to ensure a chiropractic physician is qualified, through education and examination, to provide treatment to Missouri consumers.
- The board reviews complaints and corresponding investigations to ensure chiropractic physicians practice legally, ethically, and competently.

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Applications Received	169	138	180	165	165	165
Licensed Professionals	2,685	2,582	2,790	2,750	2,750	2,750
Outreach Events	17	17	12	15	15	15

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



\*Biennial licenses only renewed in odd-numbered fiscal years.

Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.



**PROGRAM DESCRIPTION**

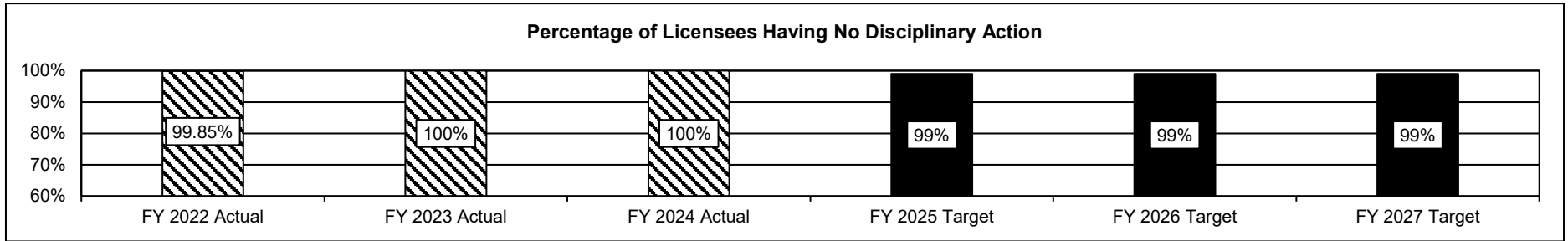
Department of Commerce and Insurance

HB Section(s): 07.445 / 07.460

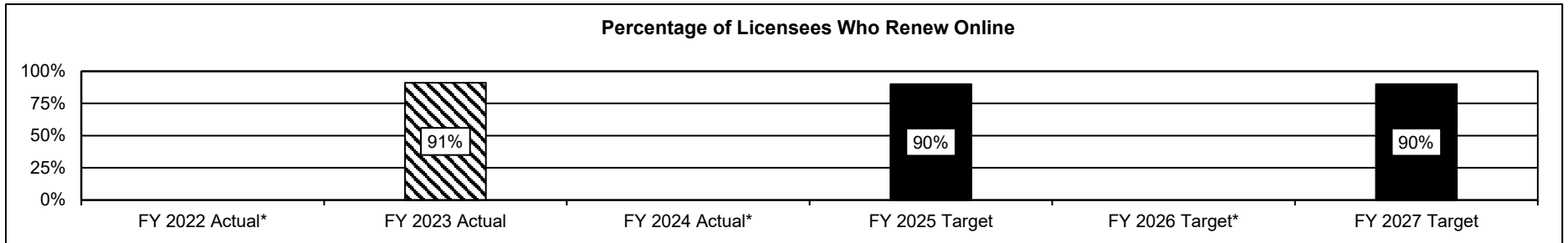
State Board of Chiropractic Examiners

Program is found in the following core budget(s): Professional Registration Administration, State Board of Chiropractic Examiners

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

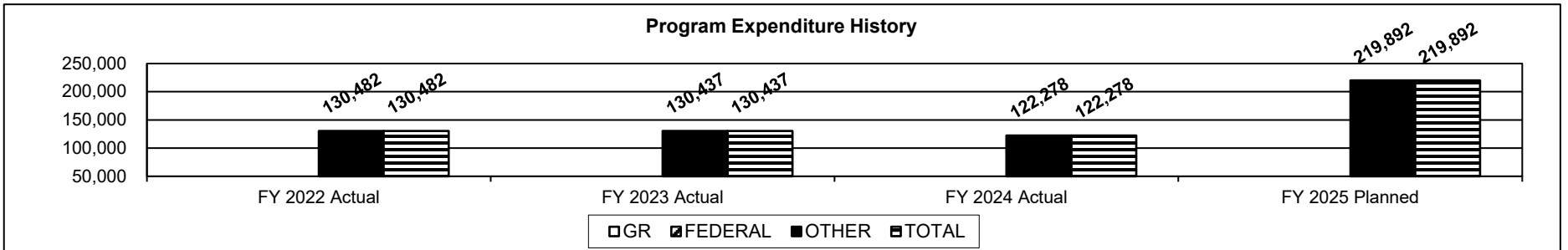


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses only renewed in odd-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s): 07.445 / 07.460**

**State Board of Chiropractic Examiners**

**Program is found in the following core budget(s): Professional Registration Administration, State Board of Chiropractic Examiners**

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

State Board of Chiropractic Examiners Fund (1630), Professional Registration Fee Fund (1689). Personal service and board per diem are paid from the Professional Registration Fees Fund.

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

State Statute: Sections 331.010-331.115, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445 / 07.465**

**State Board of Cosmetology and Barber Examiners**

**Program is found in the following core budget(s): Professional Registration Administration, State Board of Cosmetology and Barber Examiners**

FY 2025 PLANNED			
	Cosmetology Barber	PR Admin	TOTAL
<b>OTHER</b>	316,673	1,013,906	1,330,579

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

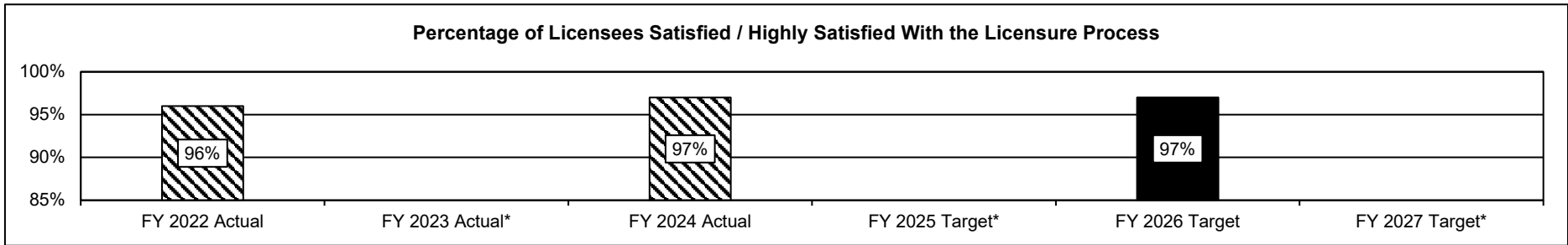
**1b. What does this program do?**

- The board regulates barbers, Class CH - hairdressers, Class MO - manicurists, Class CA - hairdressing and manicuring, Class E - estheticians, instructors, barber establishments, cosmetology establishments, schools of cosmetology, schools of barbering, apprentice, students, cross-over licensed, and hair braiders registered in Missouri.
- The board protects the public's health, safety, and welfare by ensuring that only qualified persons are examined and licensed to practice barbering and cosmetology and registered hair braiders, as well as to strive to reduce the number of instances of incompetent, negligent, fraudulent, or dishonest services provided by implementing legislation and administrative rules.

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Applications Received	8,561	12,287	13,326	13,500	13,750	14,000
Licensed Professionals	79,068	83,233	86,678	88,000	88,500	89,000
Outreach Events	5	5	3	5	5	5

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



\*Biennial license only renewed in even-numbered fiscal years.

Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

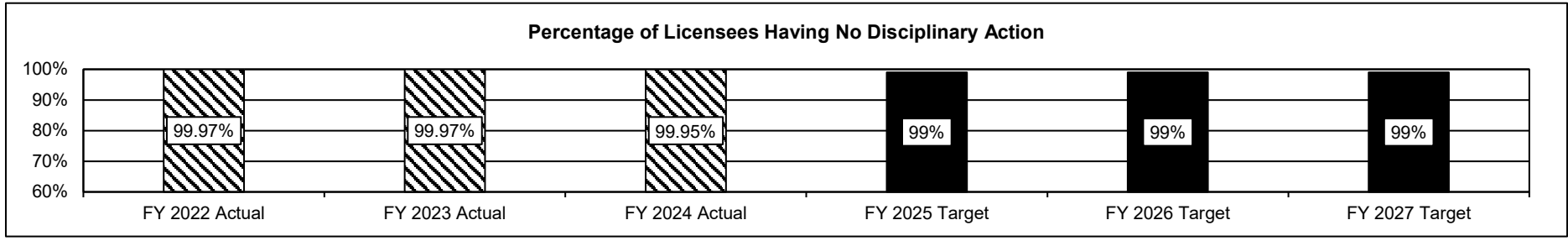
**Department of Commerce and Insurance**

**HB Section(s): 07.445 / 07.465**

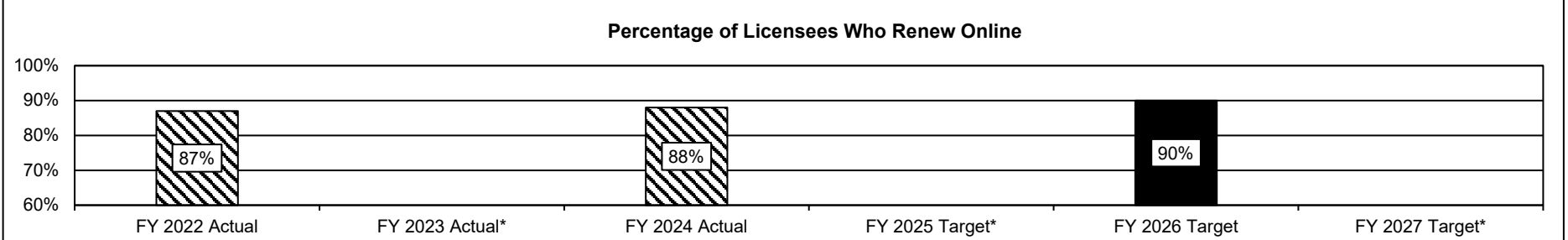
**State Board of Cosmetology and Barber Examiners**

**Program is found in the following core budget(s): Professional Registration Administration, State Board of Cosmetology and Barber Examiners**

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



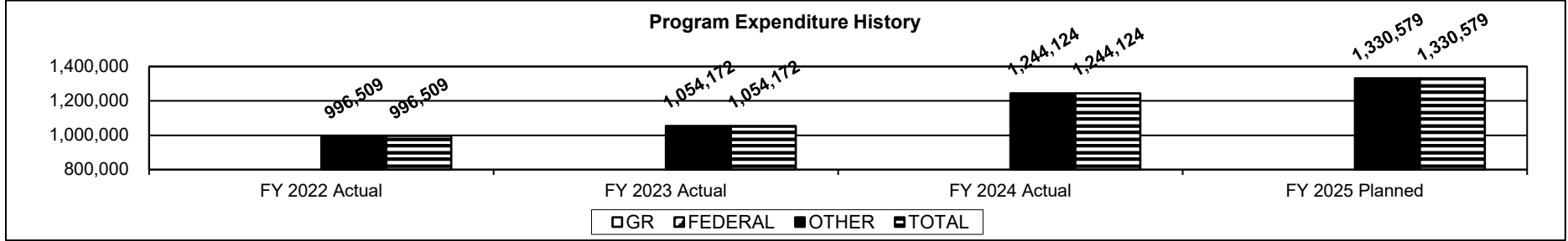
**2d. Provide a measure(s) of the program's efficiency.**



Note: The division is working to update our system to allow licensees to apply online, to more efficiently renew online, and to access application status, including changing addresses, etc.

\*Biennial license only renewed in even-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s): 07.445 / 07.465**

**State Board of Cosmetology and Barber Examiners**

**Program is found in the following core budget(s): Professional Registration Administration, State Board of Cosmetology and Barber Examiners**

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

Board of Cosmetology and Barber Examiners Fund (1785), Professional Registration Fee Fund (1689). Personal service and board per diem are paid from the Professional Registration Fees Fund.

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

State Statute: Sections 328.010-328.160, and 329.010-329.275, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

Department of Commerce and Insurance

HB Section(s): 07.470

Missouri Dental Board

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

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

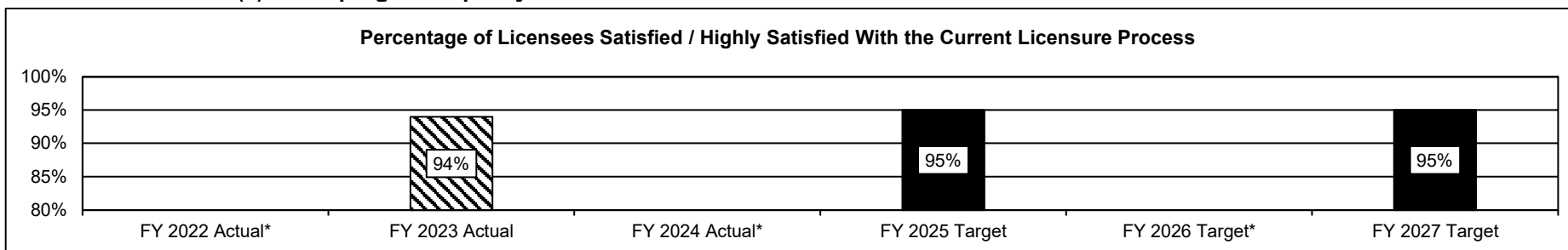
**1b. What does this program do?**

- The board regulates the practice of dentistry in Missouri.
- The board issues licenses to dentists, dental specialists, and dental hygienists.
- The board issues permits to expanded function dental assistants allowing them to perform additional duties upon receiving proper training and issues permits to properly trained dental sedation/anesthesia providers.

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

	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>	<b>FY 2026</b>	<b>FY 2027</b>
	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Target</b>	<b>Target</b>	<b>Target</b>
Applications Received	1,524	1,617	1,656	1,625	1,650	1,675
Licensed Professionals	20,471	19,440	21,253	20,000	21,300	20,500
Outreach Events	7	8	7	8	8	8

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



\*Biennial licenses renewed in odd-numbered fiscal years.

Note: Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

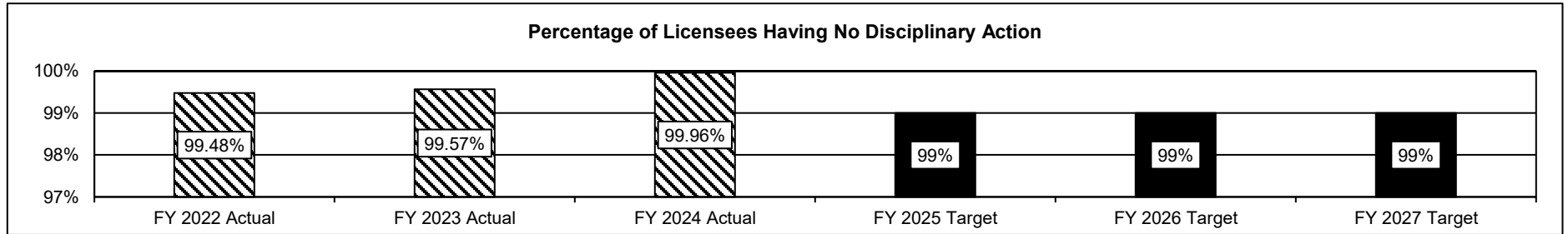
Department of Commerce and Insurance

HB Section(s): 07.470

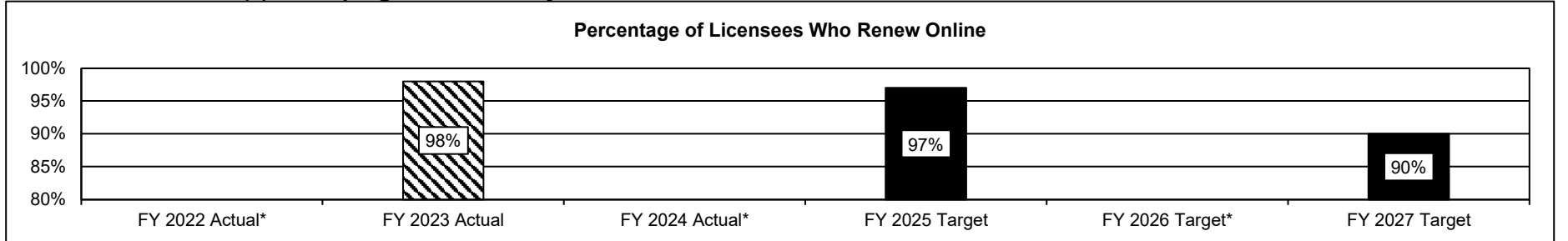
Missouri Dental Board

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

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



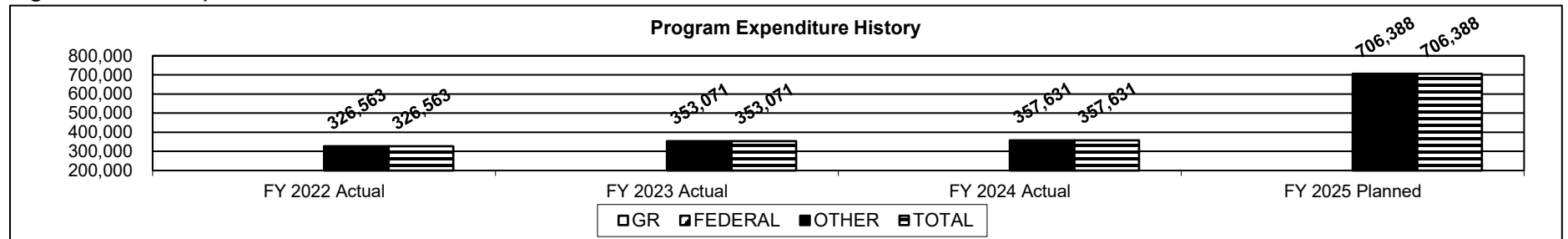
**2d. Provide a measure(s) of the program's efficiency.**



Note: The division is working to update our system to allow licensees to apply online, to more efficiently renew online, and to access application status, including changing addresses, etc.

\*Biennial licenses renewed in odd-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.470

**Missouri Dental Board**

**Program is found in the following core budget(s): Missouri Dental Board**

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

Dental Board Fund (1677)

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

State Statute: Chapter 332, RSMo.

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

N/A

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

No



**PROGRAM DESCRIPTION**

Department of Commerce and Insurance

HB Section(s): 07.445 / 07.475

State Board of Embalmers and Funeral Directors

Program is found in the following core budget(s): Professional Registration Administration, State Board of Embalmers and Funeral Directors

FY 2025 PLANNED		
	Emb & FDs	PR Admin
<b>OTHER</b>	165,342	389,170
	<b>TOTAL</b>	<b>554,512</b>

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

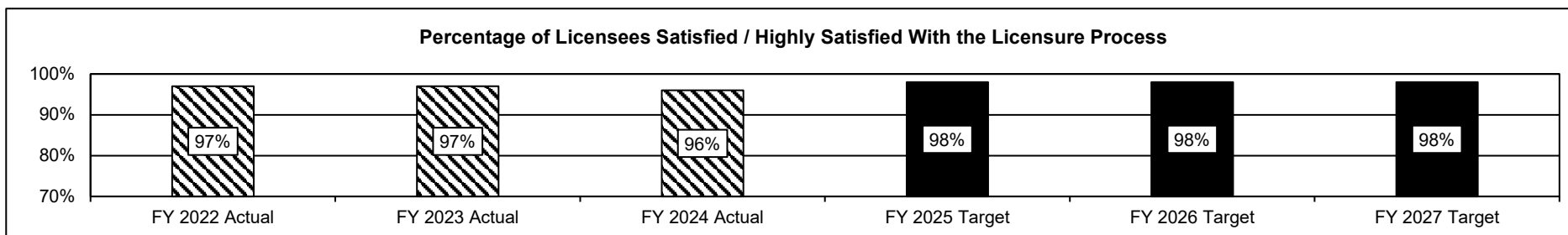
**1b. What does this program do?**

- The board is charged with the responsibility of licensing embalmers, funeral directors, funeral establishments, preneed sellers, preneed providers and registers preneed agents and preneed funeral directors. The board enforces standards set by legislation and administrative rules to ensure the protection of the public.

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Applications Received	511	414	485	450	450	450
Licensed Professionals	6,027	6,108	5,970	6,000	6,000	6,000
Outreach Events	2	13	14	12	12	12

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



Note: Preneed license renewals occur annually; Other license renewals occur biennially only in even-numbered fiscal years.

Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

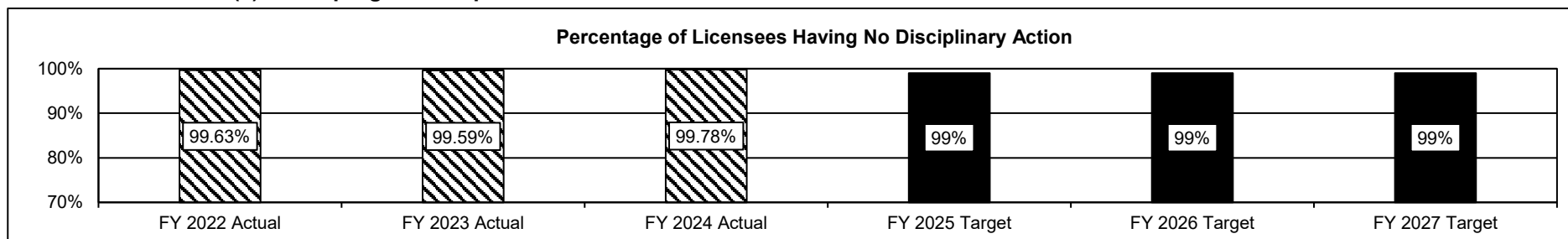
**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**  
**State Board of Embalmers and Funeral Directors**

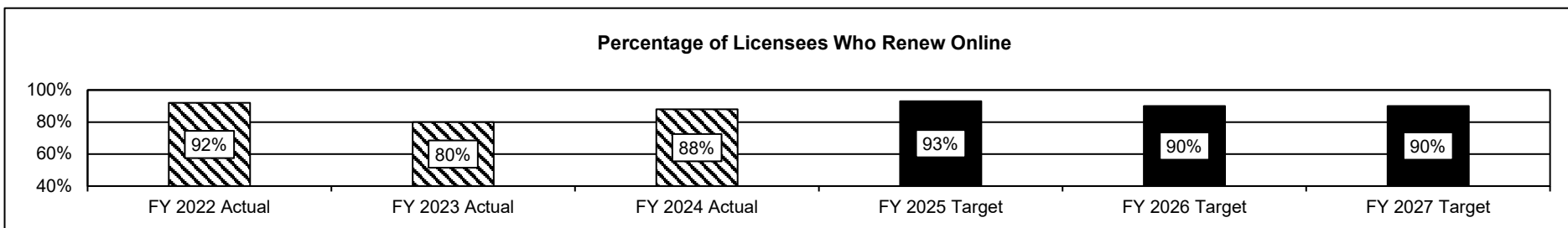
HB Section(s): 07.445 / 07.475

**Program is found in the following core budget(s): Professional Registration Administration, State Board of Embalmers and Funeral Directors**

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

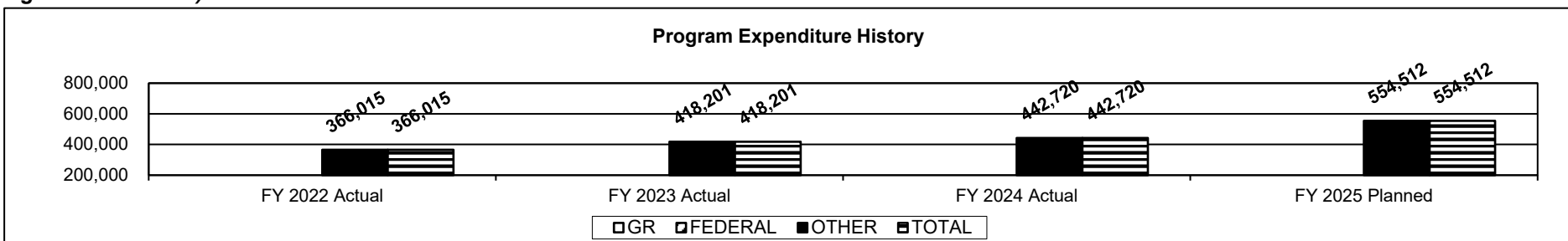


**2d. Provide a measure(s) of the program's efficiency.**



Note: Preneed license renewals occur annually; Other license renewals occur biennially only in even-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445 / 07.475

**State Board of Embalmers and Funeral Directors**

**Program is found in the following core budget(s): Professional Registration Administration, State Board of Embalmers and Funeral Directors**

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

Board of Embalmers and Funeral Directors Fund (1633), Professional Registration Fee Fund (1689). Personal service and board per diem are paid from the Professional Registration Fees Fund.

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

State Statute: Sections 333.011-333.340 and 436.400-436.525, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.480**

**State Board of Registration for the Healing Arts**

**Program is found in the following core budget(s): State Board of Registration for the Healing Arts**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

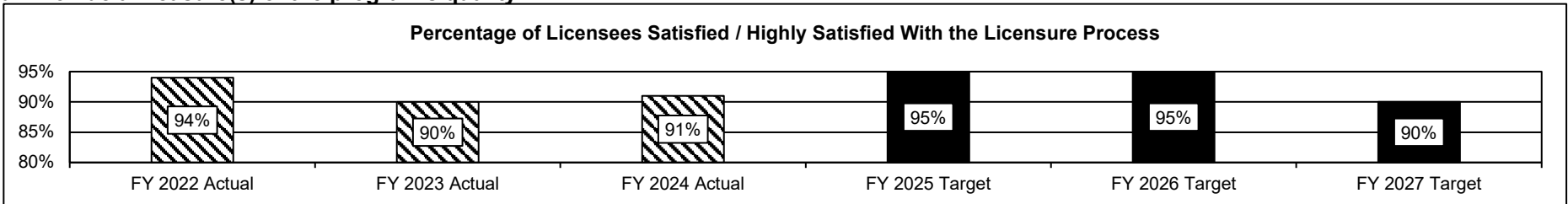
**1b. What does this program do?**

- The mission of the board is to protect the citizens of Missouri through the licensing of physicians and other health designated professionals, assessing their competence to practice and their moral character.
- It is the duty of the board to administer and execute the statutes, rules and regulations of Sections 324.125 through 324.183 RSMo. and Chapters 334 and 345 RSMo. Responsibilities of the board include: promoting ethical standards, examination, licensure, regulation, investigation of complaints, and discipline of individuals practicing in the field. It is also the board's duty to investigate all complaints against its licensees in a fair and equitable manner.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	6,043	6,110	6,118	6,100	6,100	6,100
Licensed Professionals	53,540	56,852	58,184	59,000	59,000	59,000
Outreach Events	40	33	31	30	30	30

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



Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

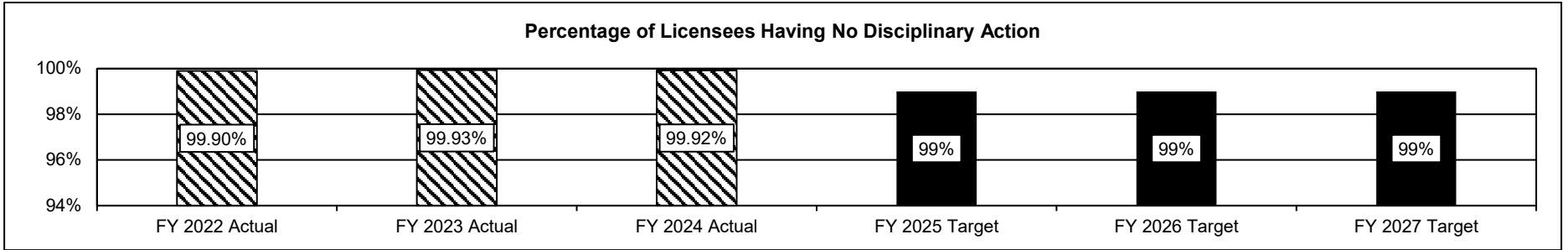
Department of Commerce and Insurance

HB Section(s): 07.480

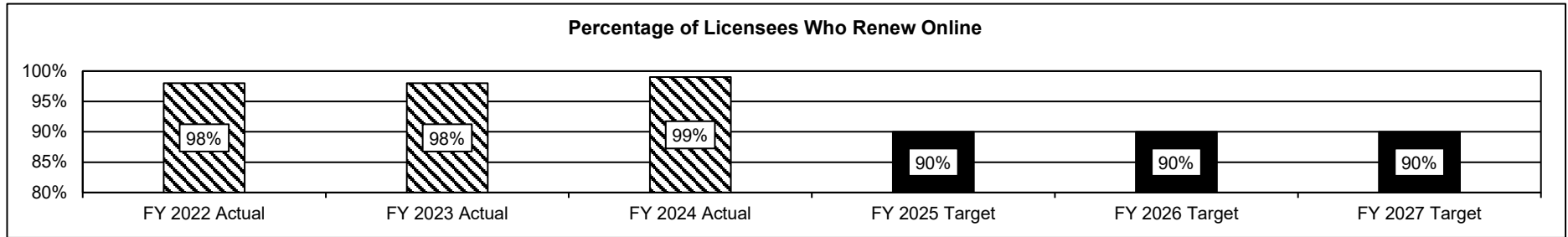
State Board of Registration for the Healing Arts

Program is found in the following core budget(s): State Board of Registration for the Healing Arts

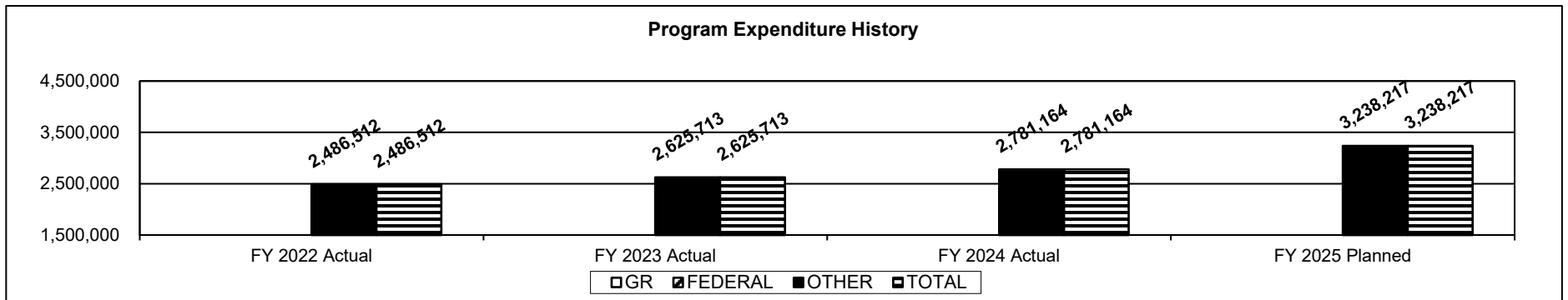
**2c. Provide a measure(s) of the program's impact.**



**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 of Commerce and Insurance**

**HB Section(s):** 07.480

**State Board of Registration for the Healing Arts**

**Program is found in the following core budget(s):** State Board of Registration for the Healing Arts

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

Board of Registration for the Healing Arts Fund (1634)

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

State Statutes: Sections 324.125-324.183, RSMo. and Chapters 334 and 345 RSMo

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.485**

**State Board of Nursing**

**Program is found in the following core budget(s): State Board of Nursing**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

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

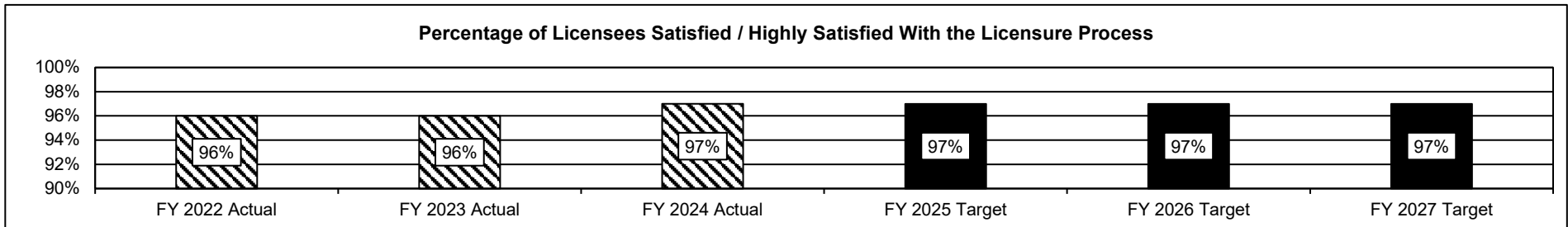
- Govern and regulate the profession of licensed nurses; set standards and approve nursing programs; determine the scope of practice of licensed nurses; define who may use the title of registered nurse (RN) and licensed practical nurse (LPN) and Advanced Practice Registered Nurse (APRN) within the state of Missouri.
- Administer the nurse licensure compact; award grants to nursing education programs; investigate complaints against nurses; take disciplinary actions against violators; monitor compliance of disciplined nurses; and collect and analyze nursing workforce information.
- Educate licensees so they are better informed practitioners.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	10,738	9,295	8,952	8,500	8,500	8,500
Licensed Professionals	139,732	138,099	158,792*	150,000	150,000	150,000
Outreach Events	40	35	38	35	35	35

\*In August 2023, Advanced Practice Registered Nurses (APRNs) became licensed. This is primarily why the number of licensed professionals increased.

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



Note: Registered Nurses only renew in odd-numbered fiscal years, Practical Nurses only renew in even-numbered fiscal years  
Licensees were surveyed about their experience with the board's online renewal process.

**PROGRAM DESCRIPTION**

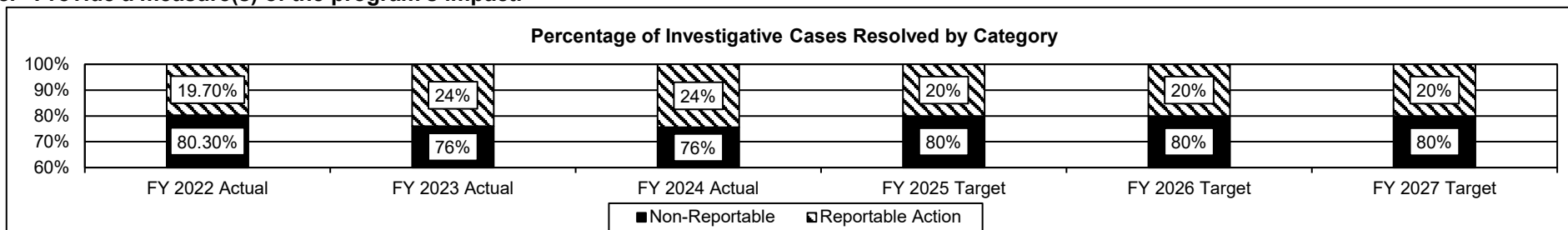
Department of Commerce and Insurance

HB Section(s): 07.485

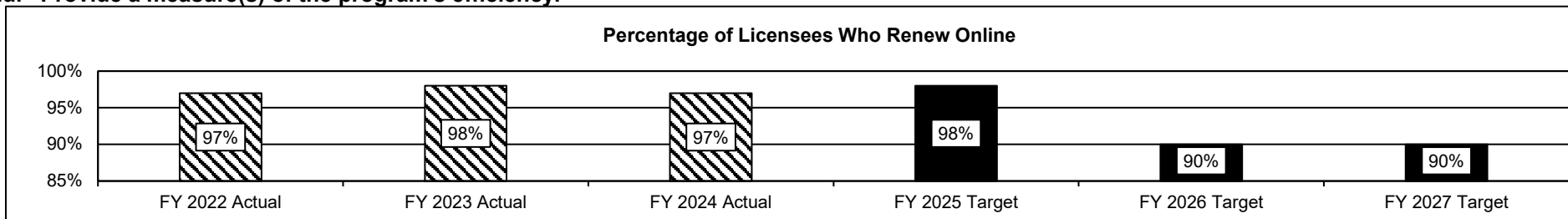
State Board of Nursing

Program is found in the following core budget(s): State Board of Nursing

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

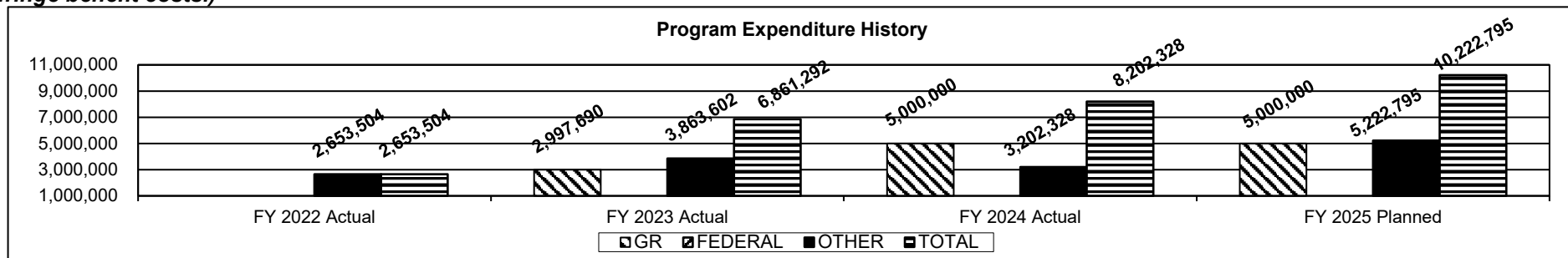


**2d. Provide a measure(s) of the program's efficiency.**



Note: LPNs renew in even-numbered fiscal years and have a lower percent of online renewals than RNs that renew in odd-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.485

**State Board of Nursing**

**Program is found in the following core budget(s):** State Board of Nursing

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

State Board of Nursing Fund (1635)

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

State Statute: Chapter 335, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

Department of Commerce and Insurance

HB Section(s): 07.445 / 07.490

State Board of Optometry

Program is found in the following core budget(s): Professional Registration Administration, State Board of Optometry

FY 2025 PLANNED			
	Optometry	PR Admin	TOTAL
OTHER	35,419	71,374	106,793

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

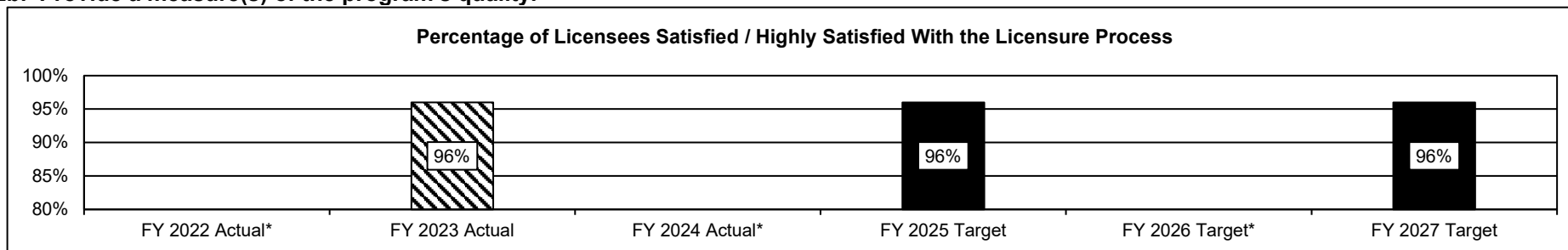
**1b. What does this program do?**

- The board licenses qualified optometrists, approves post-graduate education required for re-licensure, certifies qualified optometrists in the administration of pharmaceutical agents, approves professional optometry corporations, establishes standards of professional conduct, investigates consumer and patient complaints, and disciplines optometrists for violations of the optometry statutes and/or regulations.

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Applications Received	60	77	89	80	80	80
Licensed Professionals	1,479	1,446	1,523	1,500	1,580	1,550
Outreach Events	4	5	4	5	5	5

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



\*Biennial licenses only renewed in odd-numbered fiscal years.

Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

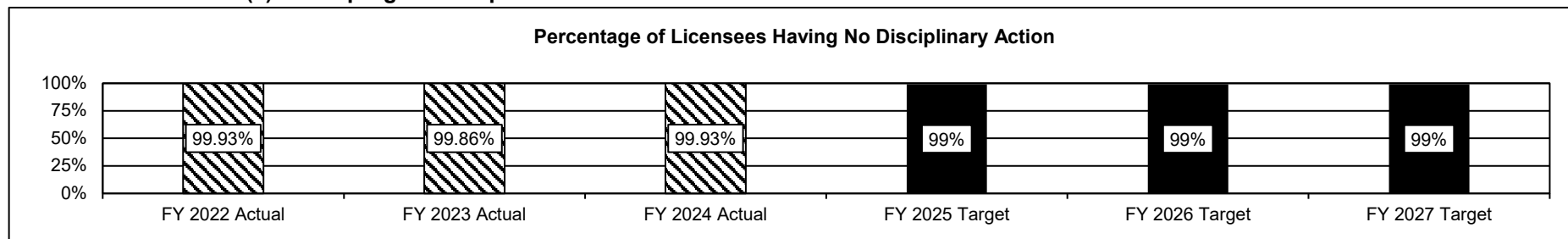
Department of Commerce and Insurance

HB Section(s): 07.445 / 07.490

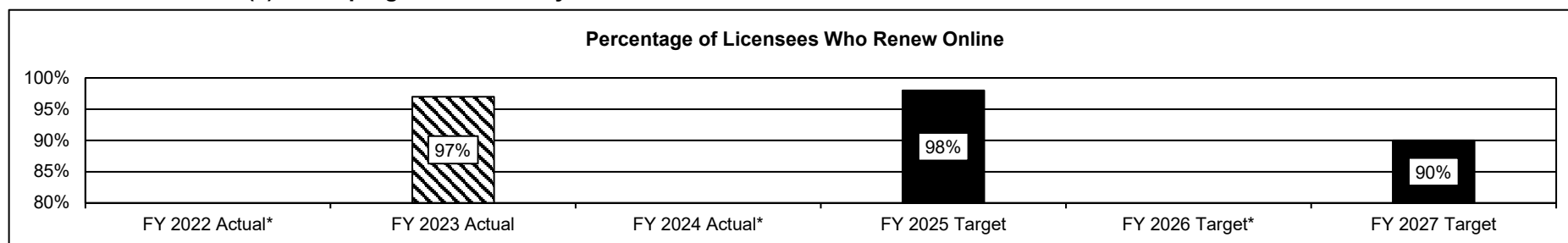
State Board of Optometry

Program is found in the following core budget(s): Professional Registration Administration, State Board of Optometry

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

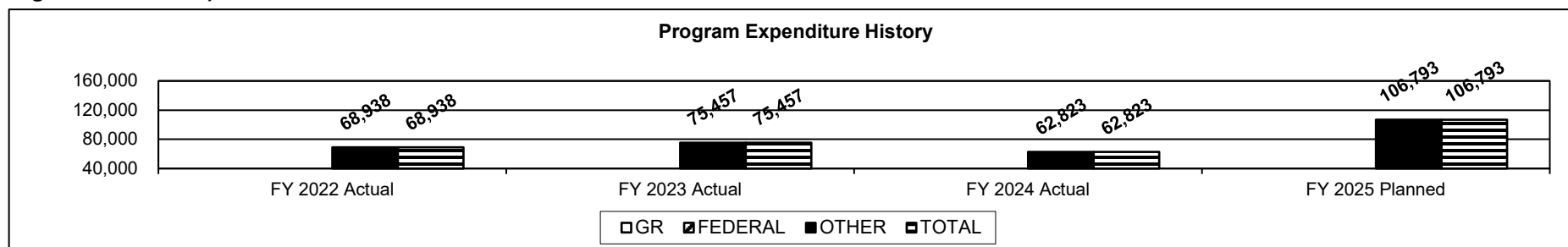


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses only renewed in odd-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.445 / 07.490

**State Board of Optometry**

**Program is found in the following core budget(s): Professional Registration Administration, State Board of Optometry**

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

Optometry Fund (1636), Professional Registration Fee Fund (1689). Personal service and board per diem are paid from the Professional Registration Fees Fund.

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

State Statute: Chapter 336, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.495**

**State Board of Pharmacy**

**Program is found in the following core budget(s): Missouri Board of Pharmacy**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

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

The board has superintending control over the practice of pharmacy in Missouri and its primary duties consist of:

- Examining and licensing pharmacist applicants.
- Ensuring compliance with Chapter 338, RSMo, and the rules of the board.
- Investigating complaints involving unlicensed activity or against any licensee or registrant. Investigations may be based on public complaints, information from other state and/or federal agencies, or violations discovered by the board.
- Inspection of pharmacies and drug distributors.
- Licensing/registering pharmacy technicians, intern pharmacists, pharmacies, and drug distributors.
- Biennially renewing the licenses of qualified pharmacists, pharmacy interns, pharmacies, third-party logistics providers, drug outsourcers and drug distributors.
- Disciplining licensees which may include, public censure, probation, suspension, or revocation of a licensee/registrant.
- Maintaining the Technician Employment Disqualification List for pharmacy technicians found to be in violation of Chapter 338, RSMo.
- Approval of preceptors and intern training facilities.
- Overseeing the Rx Cares medication safety grant program and statewide medication destruction program.

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

	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>	<b>FY 2026</b>	<b>FY 2027</b>
	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Target</b>	<b>Target</b>	<b>Target</b>
Applications Received*	10,061*	8,676*	8,895	9,000	9,000	9,000
Licensed Professionals	38,325	37,782	37,988	37,500	37,500	37,500
Outreach Events**	29	34	27	28	28	28

\*New Metric includes all applications received for processing except renewals

\*\*Outreach Events include board meetings, public meetings, education and trainings conducted by the board.

**PROGRAM DESCRIPTION**

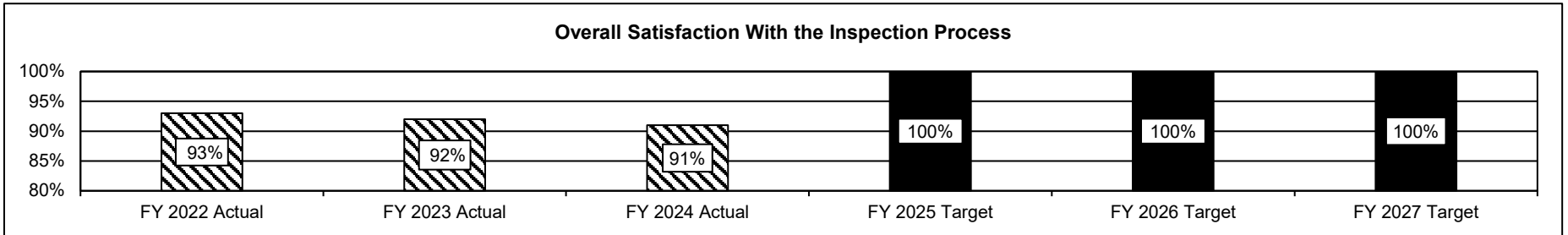
**Department of Commerce and Insurance**

**HB Section(s): 07.495**

**State Board of Pharmacy**

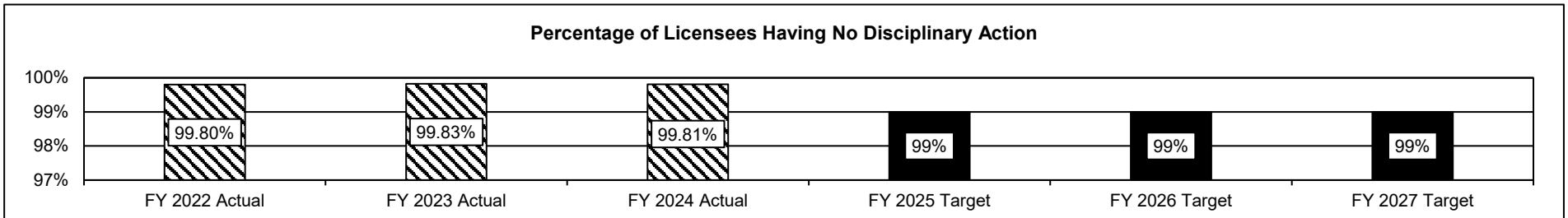
**Program is found in the following core budget(s): Missouri Board of Pharmacy**

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



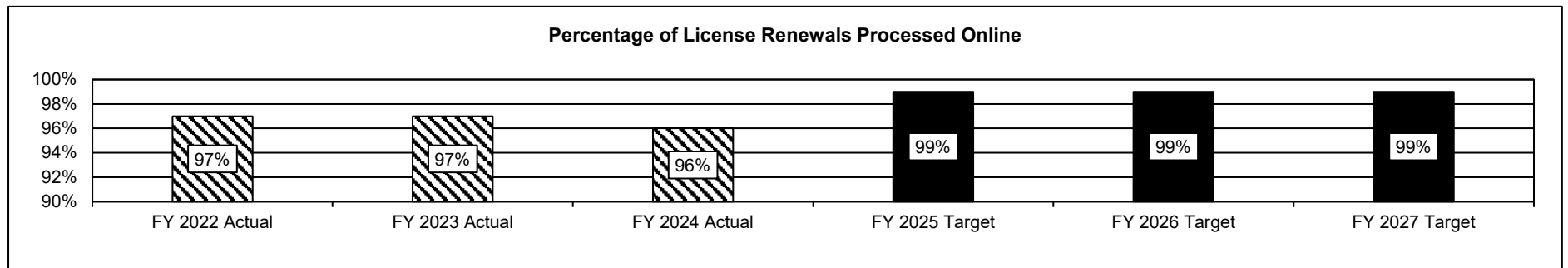
Licensee survey relating to the inspection process and how the board collaborates and shares knowledge with licensees.

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



The Board is working towards decreasing non-compliant findings during pharmacy inspections by increasing Board outreach events, such as public meetings, education and trainings to help ensure the safety of Missouri's drug supply.

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

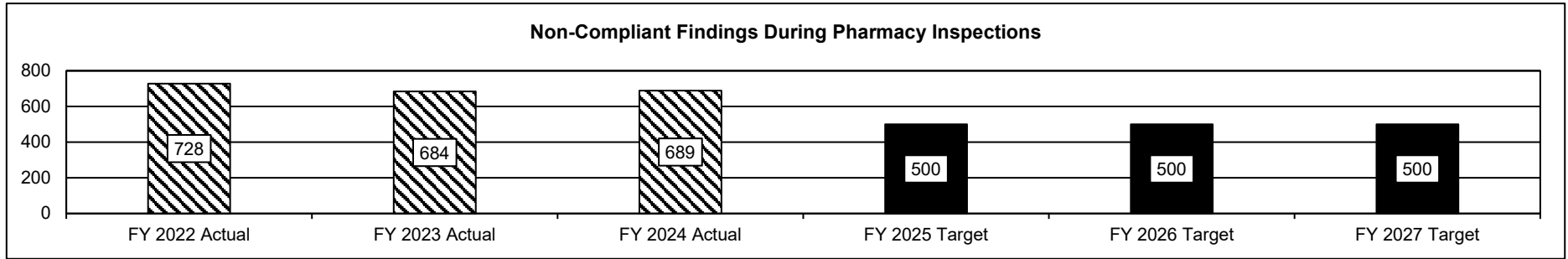


**PROGRAM DESCRIPTION**

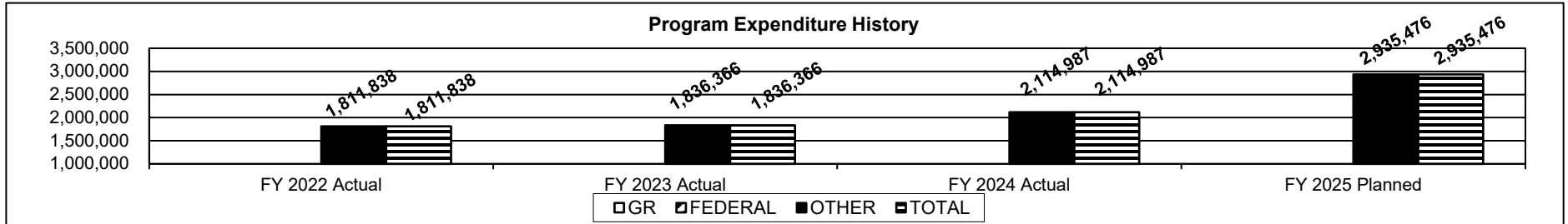
Department of Commerce and Insurance  
 State Board of Pharmacy  
 Program is found in the following core budget(s): Missouri Board of Pharmacy

HB Section(s): 07.495

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



**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?**

Board of Pharmacy Fund (1637)

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

State Statute: Chapter 338, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

Department of Commerce and Insurance

HB Section(s): 07.445 / 07.500

State Board of Podiatric Medicine

Program is found in the following core budget(s): Professional Registration Administration, State Board of Podiatric Medicine

FY 2025 PLANNED			
	Podiatry	PR Admin	TOTAL
<b>OTHER</b>	13,773	7,466	21,239

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

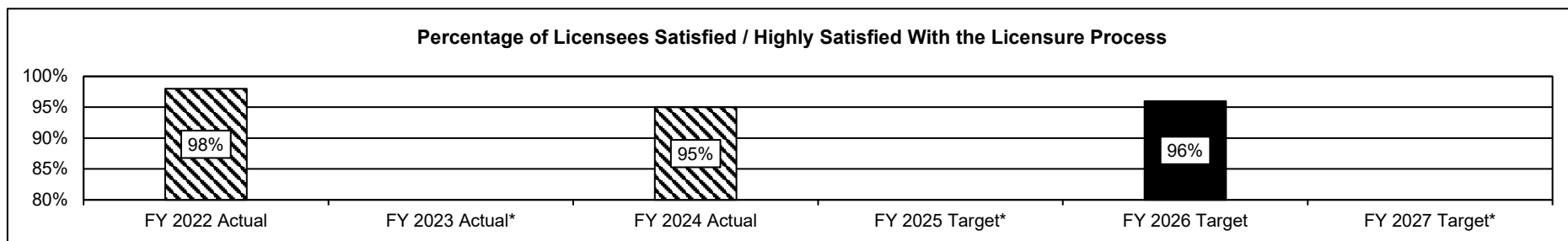
**1b. What does this program do?**

- The board's rules and regulations require licensure (podiatrist, ankle certified podiatrist, temporary podiatrist) for individuals engaged in the practice of podiatric medicine to ensure the health, safety, and welfare of the public.

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Applications Received	27	25	30	32	32	32
Licensed Professionals	365	377	336	365	350	375
Outreach Events	4	6	5	6	6	6

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



\*Biennial licenses renewed in even-numbered fiscal years.

Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.



**PROGRAM DESCRIPTION**

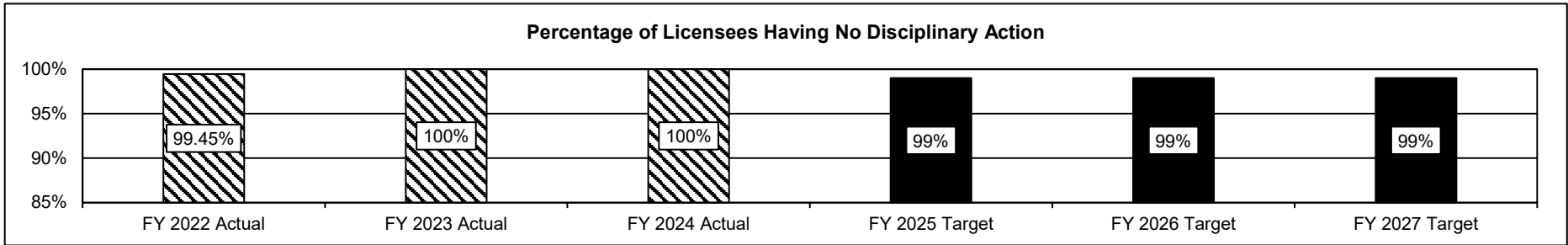
Department of Commerce and Insurance

HB Section(s): 07.445 / 07.500

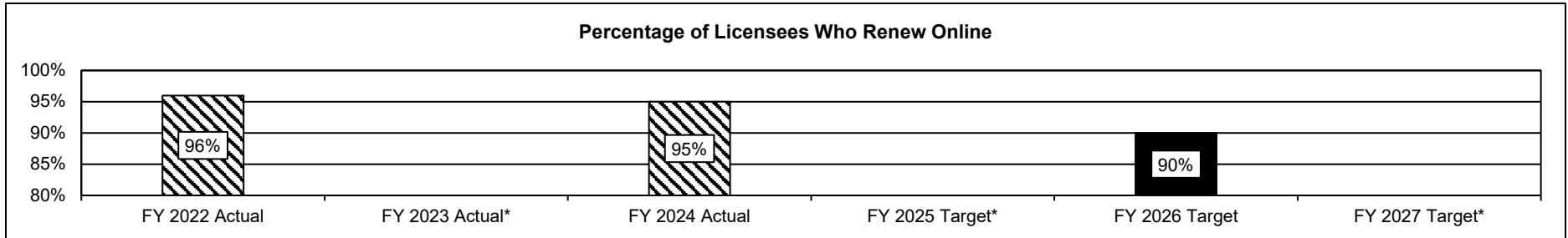
State Board of Podiatric Medicine

Program is found in the following core budget(s): Professional Registration Administration, State Board of Podiatric Medicine

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

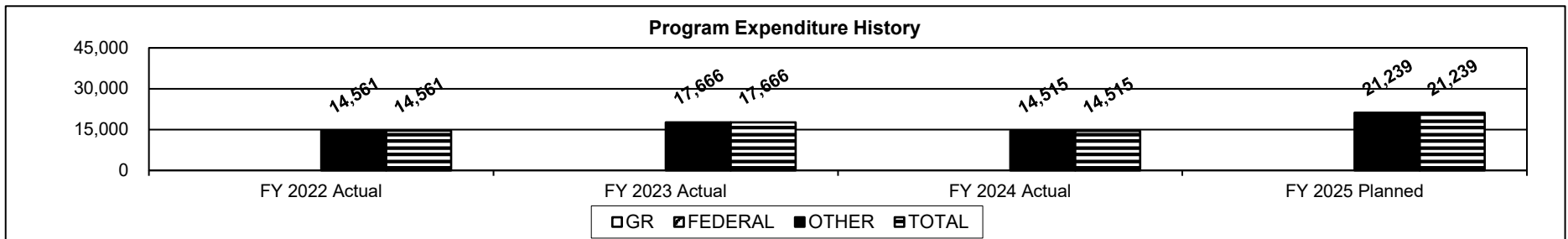


**2d. Provide a measure(s) of the program's efficiency.**



\*Biennial licenses renewed in even-numbered fiscal years.

**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.)**



Note: Increase due to new and ongoing legal expenses.

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445 / 07.500**

**State Board of Podiatric Medicine**

**Program is found in the following core budget(s): Professional Registration Administration, State Board of Podiatric Medicine**

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

State Board of Podiatric Medicine Fund (1629), Professional Registration Fee Fund (1689). Personal service and board per diem are paid from the Professional Registration Fees Fund.

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

State Statute: Sections 330.010-330.210, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.505**

**Missouri Real Estate Commission**

**Program is found in the following core budget(s): Missouri Real Estate Commission**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

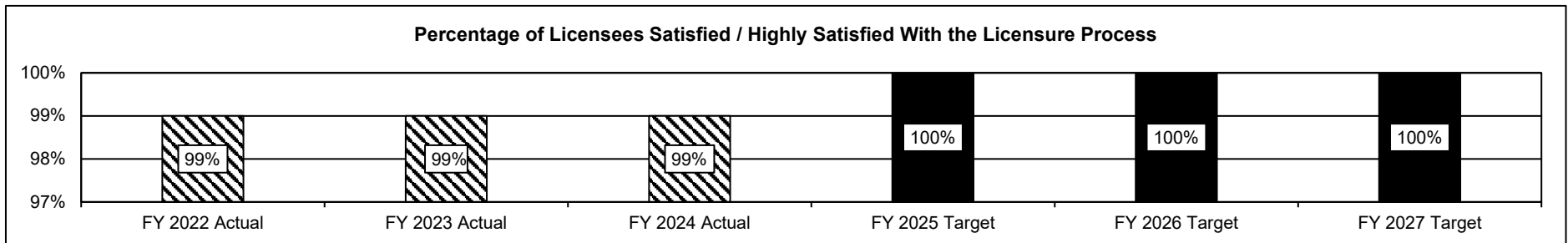
**1b. What does this program do?**

- The commission is responsible for the examination, licensing, and regulation of persons and firms engaged in the real estate business in Missouri.
- In addition to issuing temporary work permits, the commission issues thirteen types of real estate licenses (salesperson, broker, inactive salesperson, inactive broker, corporation, association, partnership, broker-salesperson, broker-officer, broker-associate, broker-partner, professional corporation-salesperson, and professional corporation-broker-salesperson).
- Other responsibilities include investigating complaints filed against real estate licensees and auditing real estate escrow accounts to verify proper accounting of consumers' earnest money and rental deposits.
- The commission also approves all real estate pre-licensing and continuing education courses, and accredits real estate schools approved to administer courses.
- The commission meets regularly to review complaints, investigations, and audits and to address other matters.

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

	<b>FY 2022 Actual</b>	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Applications Received	9,062	8,161	7,367	8,000	8,000	8,000
Licensed Professionals	50,325	48,389	50,089	50,200	50,200	50,200
Outreach Events	9	10	9	10	10	10

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



Note: Real Estate Brokers only renew in even-numbered fiscal years and Real Estate Salespersons only renew in odd-numbered fiscal years. Licensees were surveyed about their experience with the commission's licensure procedures, customer service, website and communications.

**PROGRAM DESCRIPTION**

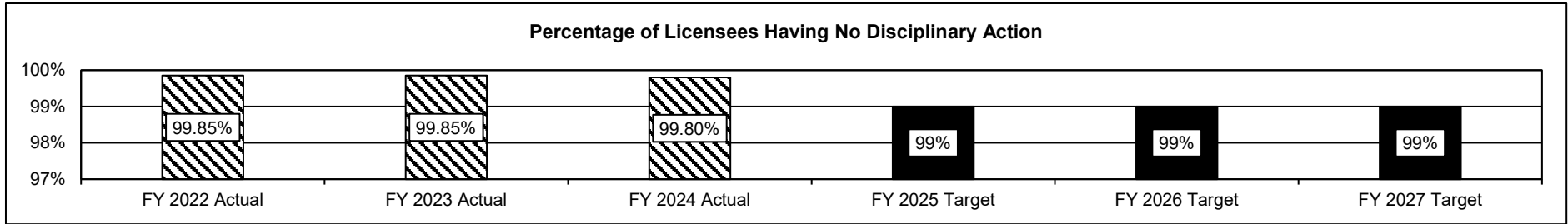
**Department of Commerce and Insurance**

**HB Section(s): 07.505**

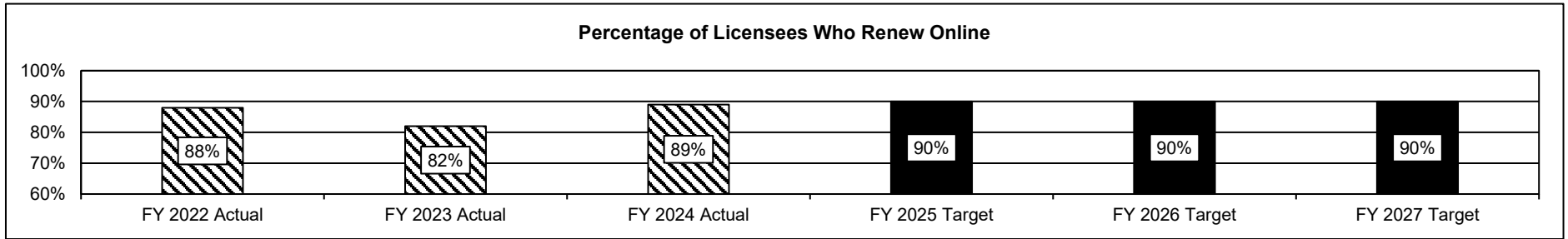
**Missouri Real Estate Commission**

**Program is found in the following core budget(s): Missouri Real Estate Commission**

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

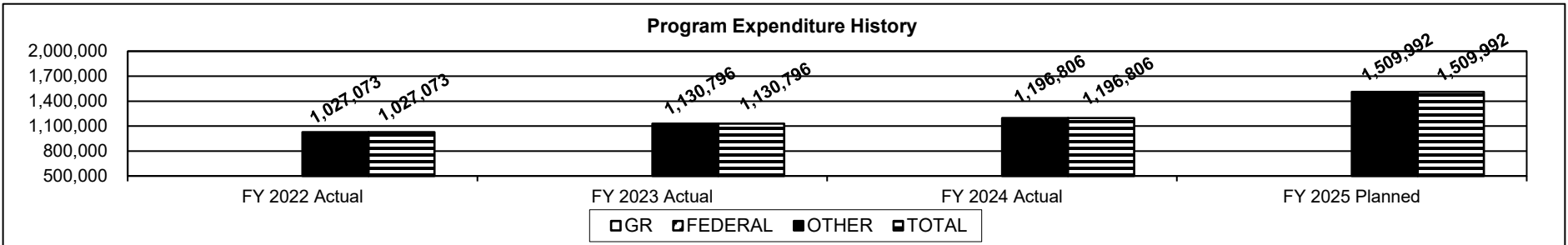


**2d. Provide a measure(s) of the program's efficiency.**



Note: Real Estate Brokers only renew in even-numbered fiscal years and Real Estate Salespersons only renew in odd-numbered fiscal years.

**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 of Commerce and Insurance**

**HB Section(s):** 07.505

**Missouri Real Estate Commission**

**Program is found in the following core budget(s): Missouri Real Estate Commission**

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

Real Estate Commission Fund (1638)

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

State Statute: Sections 339.010-339.205 and 339.710-339.855, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.445 / 07.510**

**Missouri Veterinary Medical Board**

**Program is found in the following core budget(s): Professional Registration Administration, Missouri Veterinary Medical Board**

FY 2025 PLANNED			
	Veterinary	PR Admin	TOTAL
<b>OTHER</b>	109,494	113,269	222,763

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

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

Duties of the board include, but not limited to:

- Examine and determine qualifications for the licensing of veterinarians.
- Provide for the registration of veterinary technicians.
- Issue veterinary facility permits.
- Issue, renew, deny, suspend, revoke, place on probation, or otherwise discipline licensees, certificates, and permits.
- Maintain annual renewal records.
- Issue temporary licenses under certain conditions.
- Adopt rules and regulations to execute and enforce statutory law.
- Establish fees for licenses and facility permits at a level to produce revenues for the execution of the practice act.
- Investigate complaints based on alleged violations of the practice act.
- Address and dispose of complaints through disciplinary hearings, informal conferences, or other legal means if necessary.
- Establish minimum standards for the practice of veterinary medicine.

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Applications Received	573	625	628	628	628	628
Licensed Professionals	6,065	6,213	6,347	6,347	6,347	6,347
Public Meetings Held	8	7	5	5	5	5

**PROGRAM DESCRIPTION**

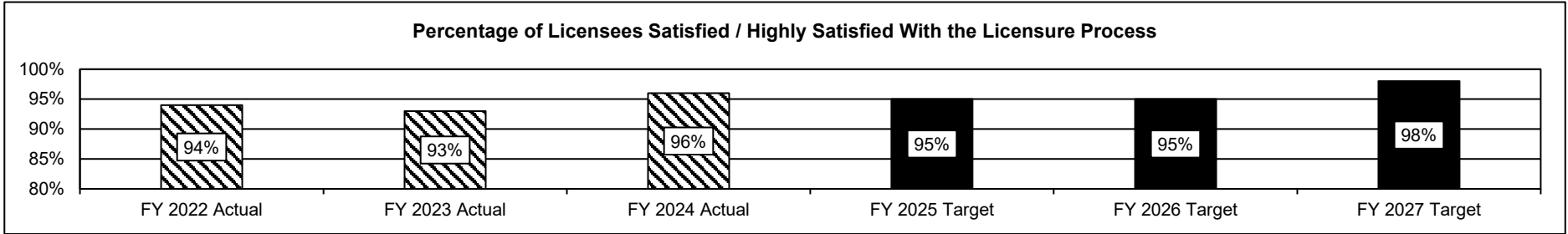
**Department of Commerce and Insurance**

**HB Section(s): 07.445 / 07.510**

**Missouri Veterinary Medical Board**

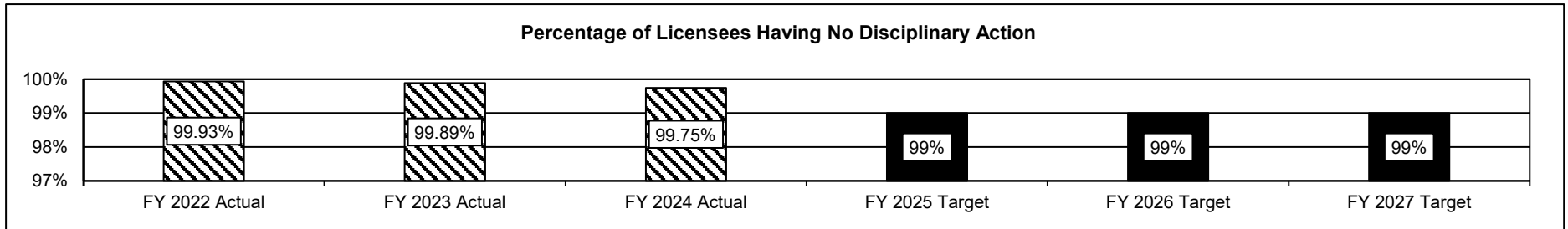
**Program is found in the following core budget(s): Professional Registration Administration, Missouri Veterinary Medical Board**

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

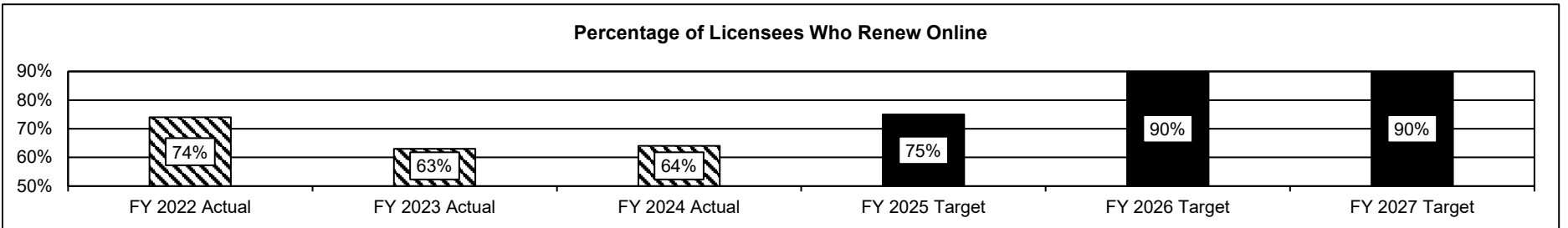


Licensees were surveyed about their experience with the board's licensure procedures, customer service, website and communications.

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



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



The division is working to update our system to include veterinary facilities and active veterinary technicians who currently do not renew online. The current system does not allow the submission of all required documentation.

**PROGRAM DESCRIPTION**

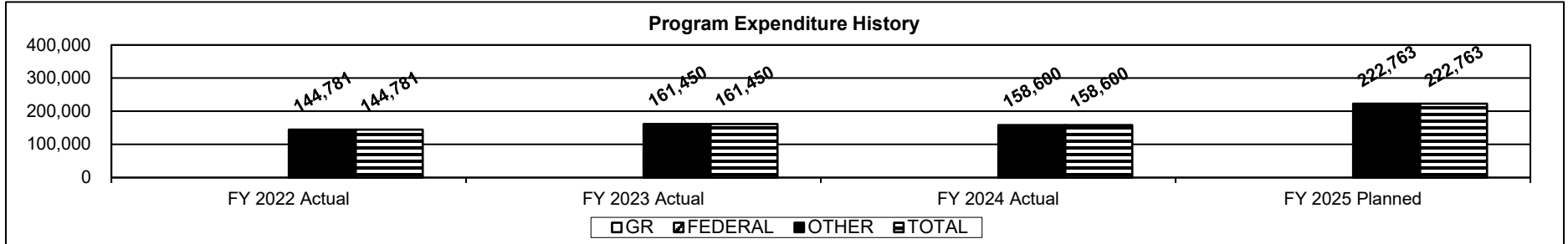
**Department of Commerce and Insurance**

**HB Section(s): 07.445 / 07.510**

**Missouri Veterinary Medical Board**

**Program is found in the following core budget(s): Professional Registration Administration, Missouri Veterinary Medical Board**

**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?**

Veterinary Medical Board Fund (1639), Professional Registration Fee Fund (1689). Personal service and board per diem are paid from the Professional Registration Fees Fund.

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

State Statute: Chapter 340, RSMo.

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

N/A

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

No



**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.515**

**Professional Registration Funds Transfer to General Revenue**

**Program is found in the following core budget(s): Professional Registration Funds Transfer to General Revenue**

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

See Professional Registration Administration program descriptions.

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

This core transfer is necessary to carry out the provision of section 324.001.5, RSMo., which states in part, the Missouri General Assembly shall appropriate to other state agencies from each board's funds, moneys sufficient to reimburse those other state agencies for all services rendered and all facilities and supplies furnished to that board. These transfers allow for reimbursement to General Revenue supported agencies (i.e. Attorney General, State Auditor's Office, Administrative Hearing Commission), for legal services, audit services and hearing.

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

For performance measures, see Professional Registration program descriptions.

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

For performance measures, see Professional Registration program descriptions.

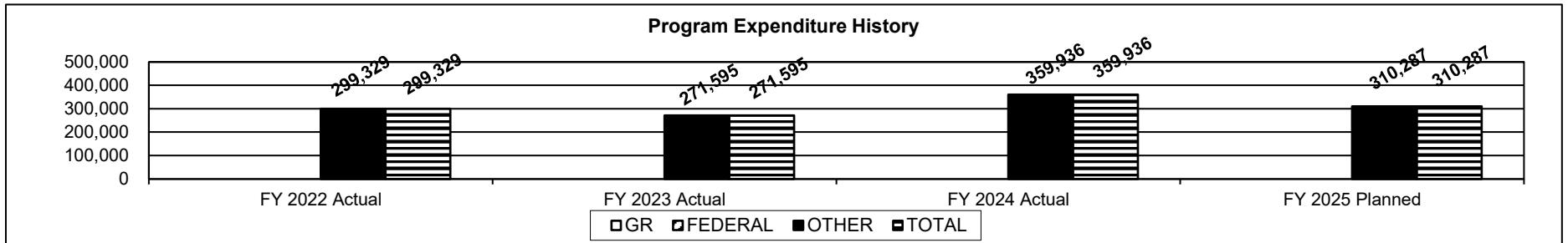
**2c. Provide a measure(s) of the program's impact.**

For performance measures, see Professional Registration program descriptions.

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

For performance measures, see Professional Registration program descriptions.

**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.)**



Note: FY25 Planned is based on the prior three year average.

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

Various Professional Registration Board Funds

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

State Statute: Section 324.001.5, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.520**

**Professional Registration Funds Transfer to Professional Registration Fees Fund**

**Program is found in the following core budget(s): Transfer to Professional Registration Fees Fund**

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

See Professional Registration program descriptions.

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

This core transfer allows the Division of Professional Registration to operate by carrying out the provision of subsection 324.001.5. RSMo., which states the Missouri General Assembly shall appropriate to the division from each board's fund, moneys sufficient to reimburse the division for all services rendered and all facilities and supplies furnished to that board.

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

For performance measures, see Professional Registration program descriptions.

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

For performance measures, see Professional Registration program descriptions.

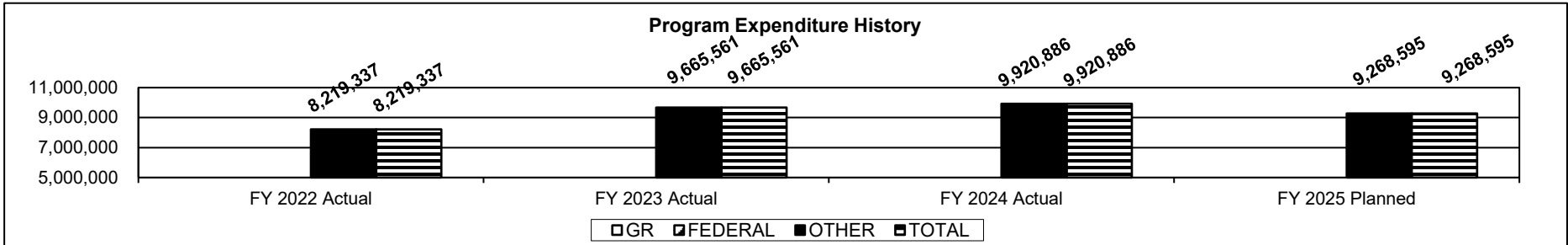
**2c. Provide a measure(s) of the program's impact.**

For performance measures, see Professional Registration program descriptions.

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

For performance measures, see Professional Registration program descriptions.

**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.)**



Note: FY25 Planned is based on the prior three year average.

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

Various Professional Registration Funds

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

State Statute: Section 324.001.5, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.525**

**Transfer for Startup Loans for New Board Programs**

**Program is found in the following core budget(s): Transfer for Startup Loans for New Board Programs**

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

See Division of Professional Registration program descriptions.

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

This core transfer is necessary to carry out the provisions of Section 324.016 RSMo., which states in part, the director of the Division of Professional Registration shall have the authority to borrow funds from any agency within the division to commence operations upon appropriation for a new board. This authority shall cease at such time that a sufficient fund has been established by the new board to fund its operations and repay the amount borrowed.

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

For performance measures, see Professional Registration Administration program descriptions.

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

For performance measures, see Professional Registration Administration program descriptions.

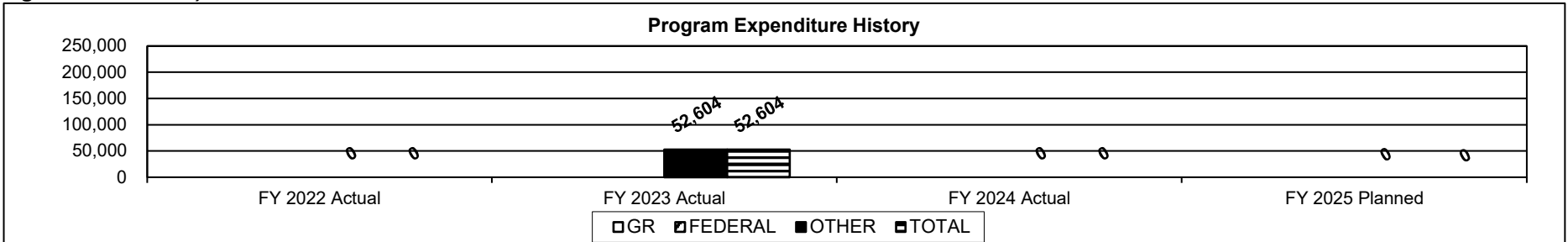
**2c. Provide a measure(s) of the program's impact.**

For performance measures, see Professional Registration Administration program descriptions.

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

For performance measures, see Professional Registration Administration program descriptions.

**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 Professional Registration Funds

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

State Statute: Section 324.016, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

Department of Commerce and Insurance

HB Section(s): 07.530

Transfer for Startup Loans Payback

Program is found in the following core budget(s): **Transfer for Startup Loans Payback**

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

See Division of Professional Registration program descriptions.

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

This core transfer is necessary to carry out the provisions of section 324.016 RSMo., which states in part, the director of the Division of Professional Registration shall have the authority to borrow funds from any agency within the division to commence operations upon appropriation for a new board. This authority shall cease at such time that a sufficient fund has been established by the new board to fund its operations and repay the amount borrowed.

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

For performance measures, see Professional Registration Administration program descriptions.

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

For performance measures, see Professional Registration Administration program descriptions.

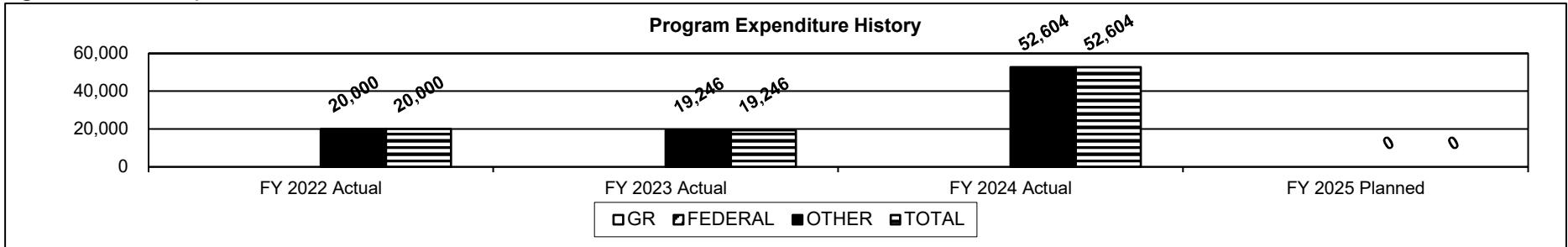
**2c. Provide a measure(s) of the program's impact.**

For performance measures, see Professional Registration Administration program descriptions.

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

For performance measures, see Professional Registration Administration program descriptions.

**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 Professional Registration Board Funds

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

State Statute: Section 324.016, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce & Insurance**

**HB Section(s): 07.545**

**Office of the Public Counsel**

**Program is found in the following core budget(s): Office of the Public Counsel**

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

- Provide help and educate stakeholders so they are better informed problem solvers
- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

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

- The Office of the Public Counsel ("OPC") serves as an advocate for the residential and commercial ratepayers of Missouri's investor-owned public utilities and represents all consumers generally and the public generally in all proceedings before the Public Service Commission ("PSC") to secure safe and reliable utility service at an affordable price.
- The OPC appears on behalf of all consumers generally and the public generally in all actions which involve the validity of a rule, regulation, or order of the PSC concerning the legality of all rates, charges, regulations, and practices of all persons under its jurisdiction and initiates proceedings before the Commission or Appellate Court to correct any legality on the part of any such person.
- The OPC acts as a resource for the General Assembly and advocate for ratepayers in policy discussions.
- The OPC serves as the Office of the Ombudsman for Property Rights, assisting Missouri citizens by providing free consultations and helping them understand their property rights involving condemnation and eminent domain.

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

Ratepayers	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027
	Actual	Actual	Actual	Target	Target	Target
Electric	2,098,681	2,098,145	2,091,035	2,087,480	2,083,925	2,080,370
Natural Gas	1,451,052	1,457,771	1,457,645	1,460,941	1,464,237	1,467,533
Water	494,339	500,111	505,242	510,693	516,144	521,595
Sewer	24,171	32,824	37,182	43,687	50,192	56,697
<b>Total</b>	<b>4,068,243</b>	<b>4,088,851</b>	<b>4,091,104</b>	<b>4,102,801</b>	<b>4,114,498</b>	<b>4,126,195</b>

Note 1: Table depicts the total number of residential and commercial utility customers broken down by industry type.

Note 2: Customer Numbers Source: MPSC Annual Reports. Targets are based on the FY 2022-2024 average change percentage for each utility type.

Note 3: Telecommunication companies' customer counts have been excluded since OPC's activity largely relates to electric, natural gas, water and sewer services.

Note 4: Some Missouri households may be customers of more than one regulated utility.

**PROGRAM DESCRIPTION**

**Department of Commerce & Insurance**

**HB Section(s): 07.545**

**Office of the Public Counsel**

**Program is found in the following core budget(s): Office of the Public Counsel**

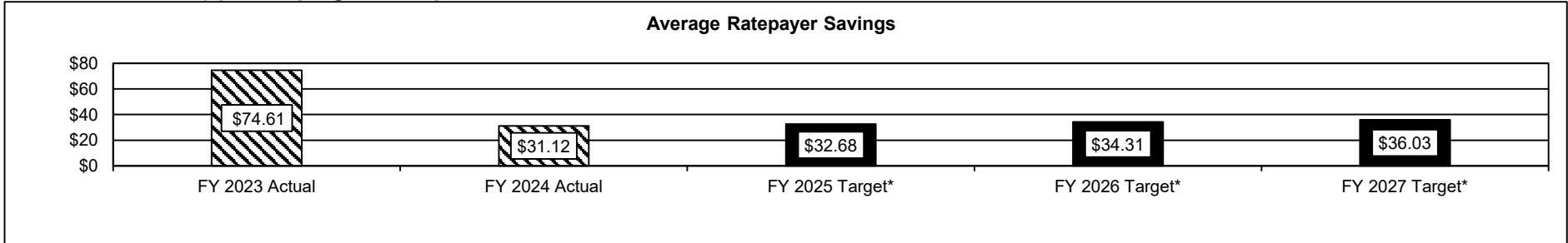
**2b. Provide a measure(s) of the program's quality.**

	<b>FY 2023 Actual</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Target</b>	<b>FY 2026 Target</b>	<b>FY 2027 Target</b>
Ratepayer Savings (in MM)	\$305.08	\$127.34	\$133.70	\$140.38	\$147.39

Note 1: Figures reflect amount of ratepayer savings that can be quantifiably attributed to OPC advocacy before the PSC and in appeals from the PSC.

Note 2: FY 2025-FY 2027 targets are based on a goal of increasing savings each year by 5%.

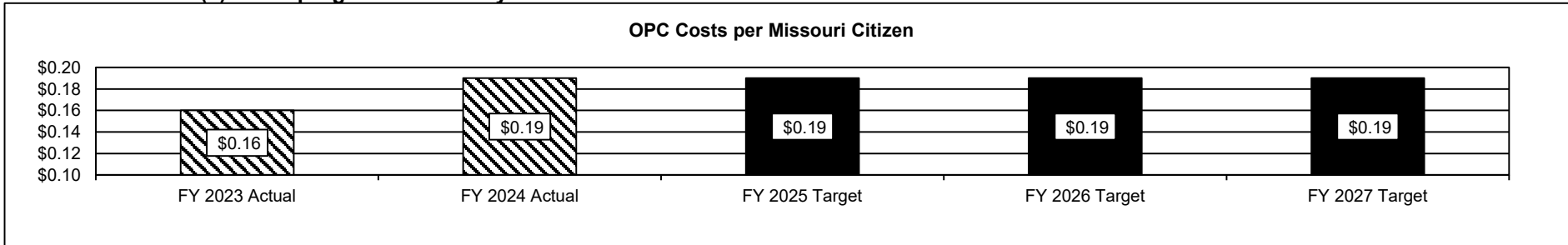
**2c. Provide a measure(s) of the program's impact.**



Note: Calculated by dividing total ratepayer savings by number of ratepayers.

\* FY 2025-FY 2027 targets are based on the average of FY 2018-FY 2022.

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



Note: Calculated by dividing OPC budget by number of Missouri citizens estimated by the U.S. Census Bureau on 7/1/2021 (due to funding source of General Revenue).

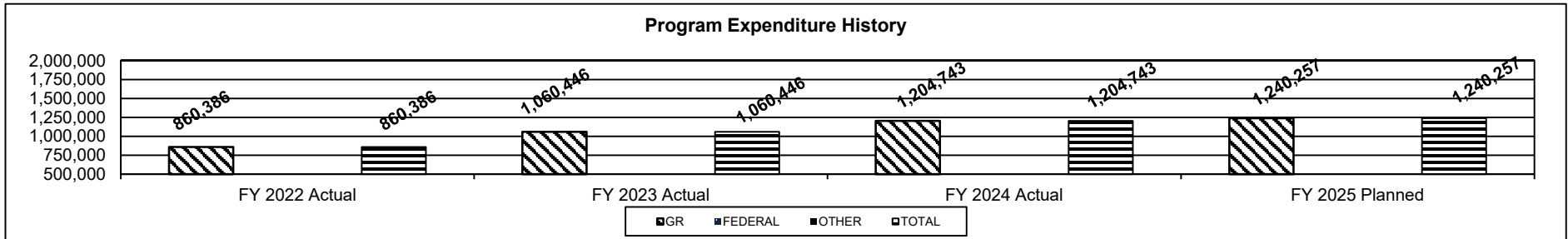
**PROGRAM DESCRIPTION**

Department of Commerce & Insurance  
 Office of the Public Counsel

HB Section(s): 07.545

Program is found in the following core budget(s): Office of the Public Counsel

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.)

Sections 386.700, 386.710 and 523.277, RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.535**

**Manufactured Housing Program**

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

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public

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

- Register manufacturers, dealers and installers of new manufactured homes and modular units;
- Prescribe and enforce uniform construction standards for manufactured homes and modular units sold in the state of Missouri through inspections and investigations; train and license installers conducting business within Missouri; and
- Administer the Consumer Recovery Fund pursuant to SB 788.

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Number of Inspections Performed	413	491	546	550	550	550

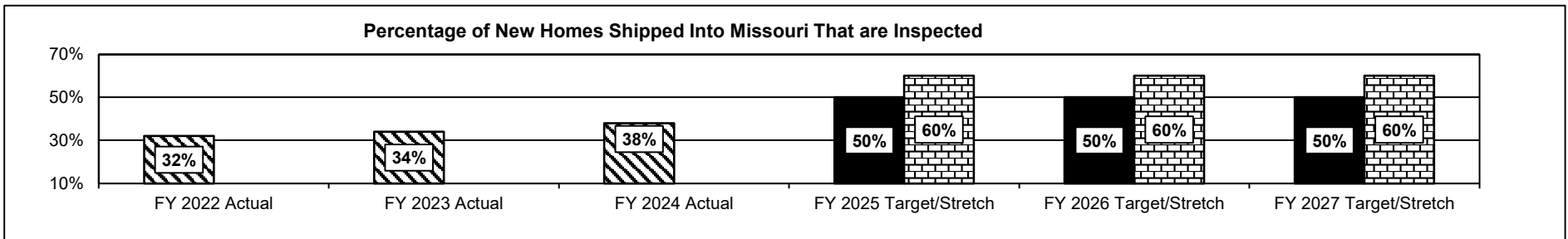
Note 1: FY2022 numbers are down due to the unit has been operating with three field inspectors as opposed to four. The FTE vacancy was filled in late FY2023.

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Average Number of Re-Inspections per Complaint	4.4	6.7	11.5	7	7	7

Note 1: Re-inspections are performed to verify that all identified deficiencies have been corrected. Projection is based on a less than 1% re-inspection rate.

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



Note 2: Base targets are near typical prior year actuals; Stretch targets represent a 10% increase.



**PROGRAM DESCRIPTION**

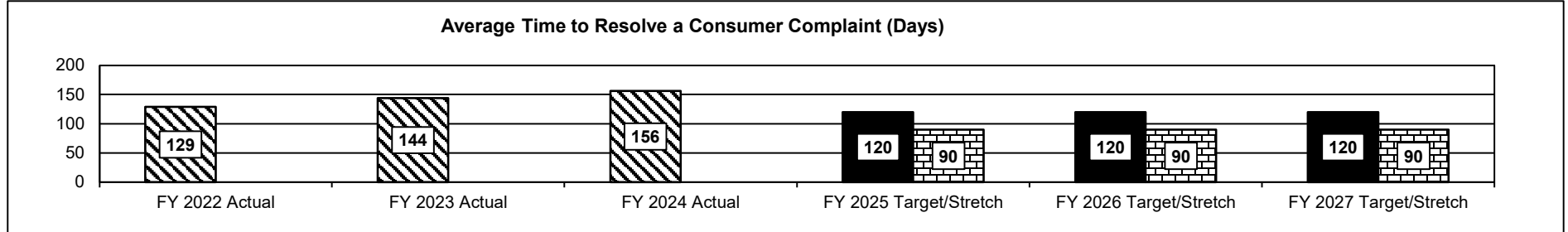
Department of Commerce and Insurance

HB Section(s): 07.535

Manufactured Housing Program

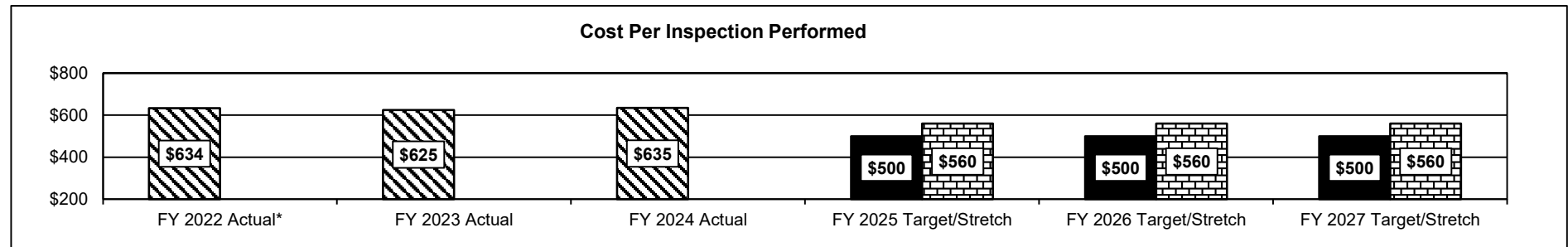
Program is found in the following core budget(s): Manufactured Housing

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

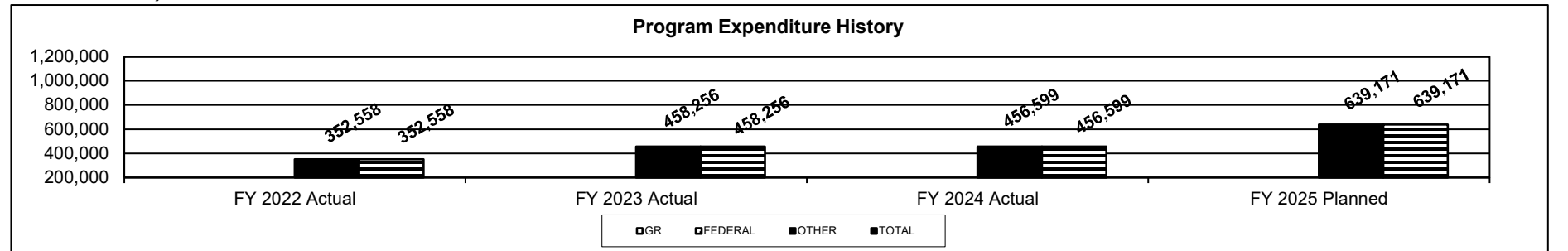


Note 1: Base targets are near the three year average of actuals.

**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 of Commerce and Insurance**

**HB Section(s): 07.535**

**Manufactured Housing Program**

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

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

Manufactured Housing Fund (1582)

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

Chapter 700, Sections 700.010-700.692 RSMo

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

N/A

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

No, but as the State Administrative Agency for the Federal Housing and Urban Development (HUD) program all of the state regulations fulfill Federal Requirements.

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.540**

**Manufactured Housing Program**

**Program is found in the following core budget(s): Manufactured Housing Program, Manufactured Housing Consumer Recovery Fund Transfer**

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

See Manufactured Housing program description.

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

- Establishes the "Manufactured Housing Consumer Recovery Fund" for the purpose of paying consumer claims resulting from violations of state rules and regulations (See 20 CSR 4240-126.010 and 20 CSR 4240-126.020.).
- Provides a process for the Commission to investigate each claim to determine if all legal remedies have been exhausted.
- Provides a process and fund for payment on consumer claims once the Commission determines all other legal remedies have been exhausted.

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

For performance measures, see Manufactured Housing program description.

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

For performance measures, see Manufactured Housing program description.

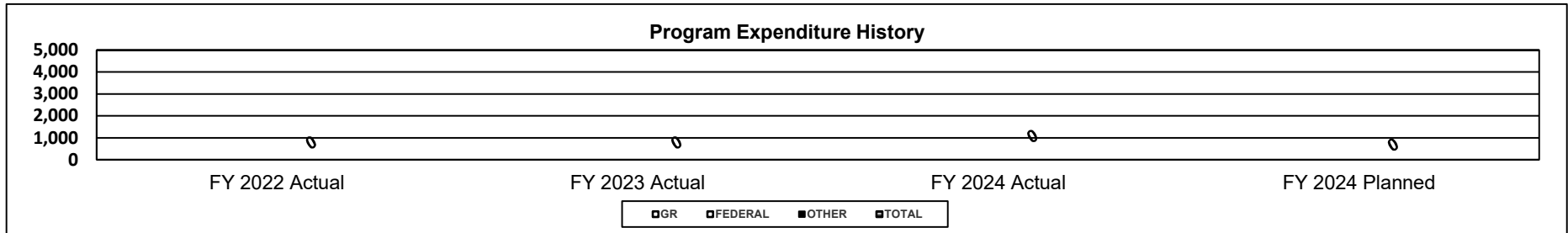
**2c. Provide a measure(s) of the program's impact.**

For performance measures, see Manufactured Housing program description.

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

For performance measures, see Manufactured Housing program description.

**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?**

Transfer from Manufactured Housing Fund (1582)

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

Chapter 700, Sections 700.041 RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 07.550**

**Public Service Commission Regulatory**

**Program is found in the following core budget(s): Public Service Commission Regulatory**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public

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

- Regulates the rates and practices of investor-owned electric, natural gas, steam heat, water, and sewer companies, provides limited jurisdiction over telecommunications providers in the state, issues authorizations to entities providing video programming, and registers Interconnected Voice-over-Internet Protocol (IVoIP) communication providers
- Ensures that consumers receive adequate amounts of safely delivered and reasonably priced utility services
- Ensures rates that will provide the utility companies' shareholders the opportunity to earn a reasonable return on their investment

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Number of Utilities Regulated	787	888	939	871	871	871
Number of Final Agenda Orders	121	145	167	144	144	144
Number of Appeals of Final Agenda Orders	2	5	2	3	3	3
Final Agenda Orders Not Remanded, Reversed or Vacated in Whole or Part	120	145	149	138	138	138

Note 1: Final Agenda Orders are orders from the commission that dispose of the substantive issues in a case as of the effective date.

Note 2: The number of Final Agenda Orders Not Remanded, Reversed or Vacated may not correspond to the same fiscal year for the number of Final Agenda Orders issued depending on when an appellate court decision is issued in an appeal.

Note 3: Projections are based on three year average of actuals.

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Customer Satisfaction	100%	100%	89%	95%	95%	95%

This measure is based on the customer's response to how they would rate the overall service they received.

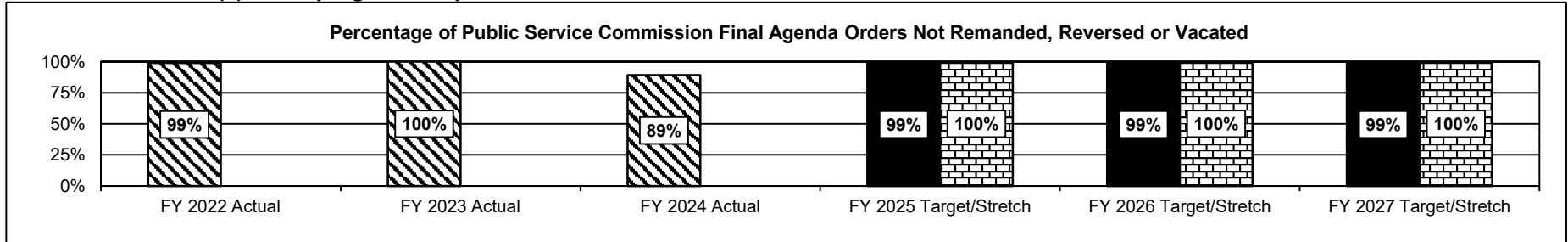
**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**  
**Public Service Commission Regulatory**

**HB Section(s): 07.550**

**Program is found in the following core budget(s): Public Service Commission Regulatory**

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

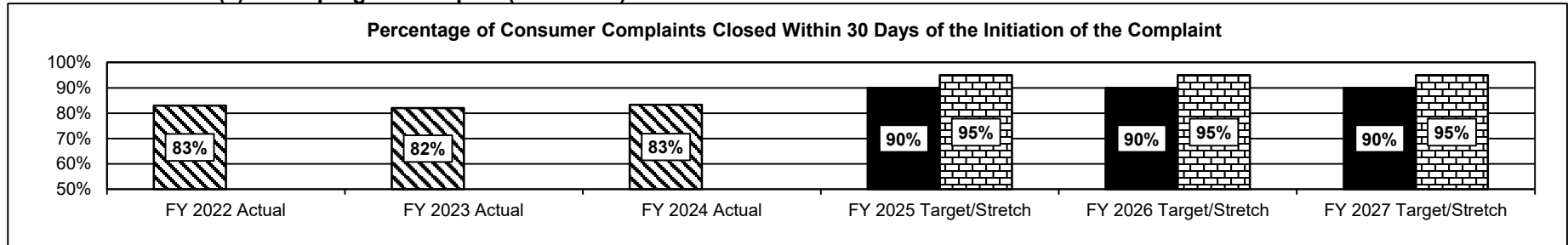


Note 1: The Commission's work is conducted through formal contested case hearings, similar to court proceedings.

Note 2: Final Agenda Orders are orders from the commission that dispose of the substantive issues in a case as of the effective date.

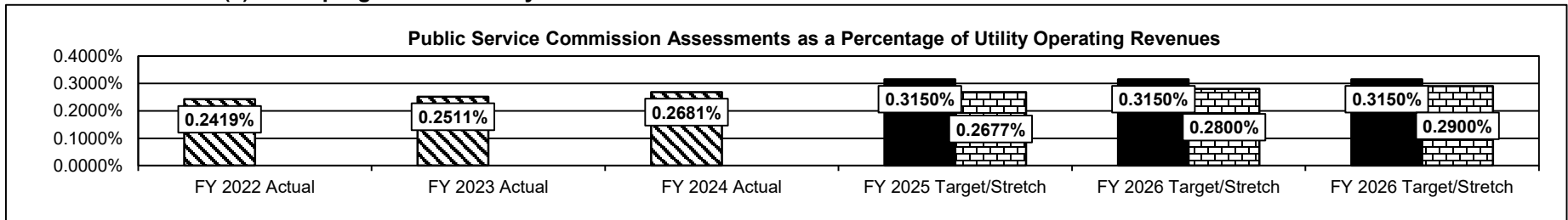
Note 3: Base targets based on approximate of three year average of actual cases and appeals and Stretch targets are based on a goal of zero appeals.

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



Note 1: Base targets are near FY2022-FY2024 average of projected closed complaints; Stretch targets are based on goal of 5% increase in the percentage of complaints closed within 30 days.

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



Note 1: Section 386.370 RSMo directs the commission to calculate an assessment annually which provides funding for the Public Service Commission from regulated public utilities as provided in Chapters 386, 392 and 393.

Note 2: Base and stretch targets are based on maximum assessment allowed in Section 386.370 RSMo.

Note 3: Actual percentage is calculated prior to each fiscal year.

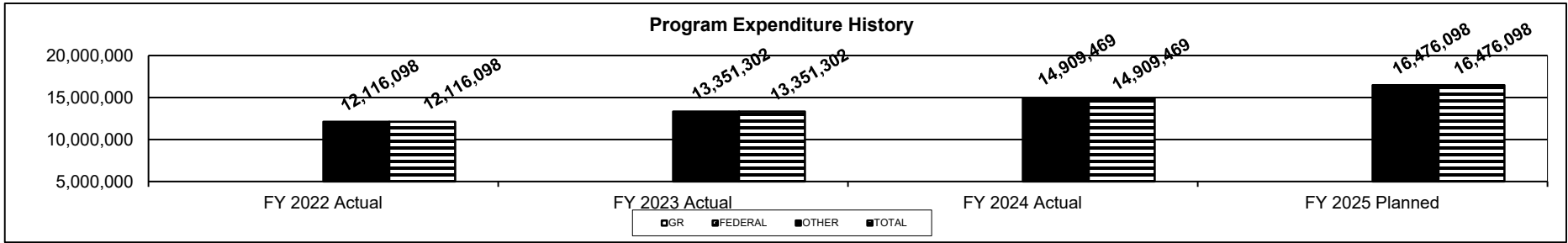
**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**  
**Public Service Commission Regulatory**

**HB Section(s): 07.550**

**Program is found in the following core budget(s): Public Service Commission Regulatory**

**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?**

Public Service Commission Fund (1607)

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

Chapters 386, 392, 393 RSMo.

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

N/A

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

No

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**  
**Public Service Commission Regulatory-Deaf Relay**

**HB Section(s):** 07.550

**Program is found in the following core budget(s): Deaf Relay Services and Equipment Distribution Program**

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

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public

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

- Enables hearing and/or speech impaired consumers to communicate over the telephone network through the provision of relay service and captioned telephone (CapTel) service.
- Provides specialized equipment to hearing and/or speech impaired consumers (administered through the Department of Elementary and Secondary Education's Mo. Assistive Technology Program).

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2026 Target	FY 2027 Target
Relay Missouri Annual Usage (Minutes)	45,718	36,458	31,873	27,000	22,000	18,000
Cap Tel Annual Usage (Minutes)	56,466	20,014	7,121	0	0	0

Note 1: Anticipate usage to decrease due to internet and cell phone accessibility.

Note 2: CapTel was discontinued effective June 1, 2024 in Case No. TO-2024-0033

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

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target	FY 2025 Target	FY 2026 Target
Relay Missouri Related Complaints	0	0	0	0	0	0

Note 1: Customer satisfaction is based on the number of complaints related to the Relay Missouri Services and Cap Tel Services.

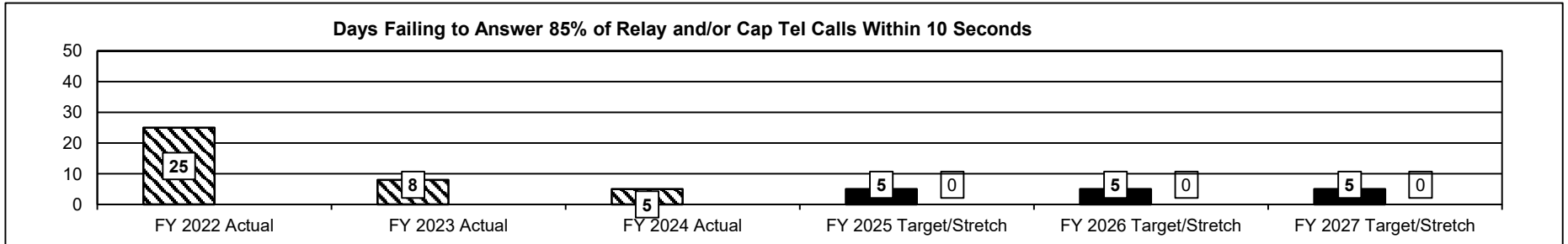
**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**  
**Public Service Commission Regulatory-Deaf Relay**

**HB Section(s): 07.550**

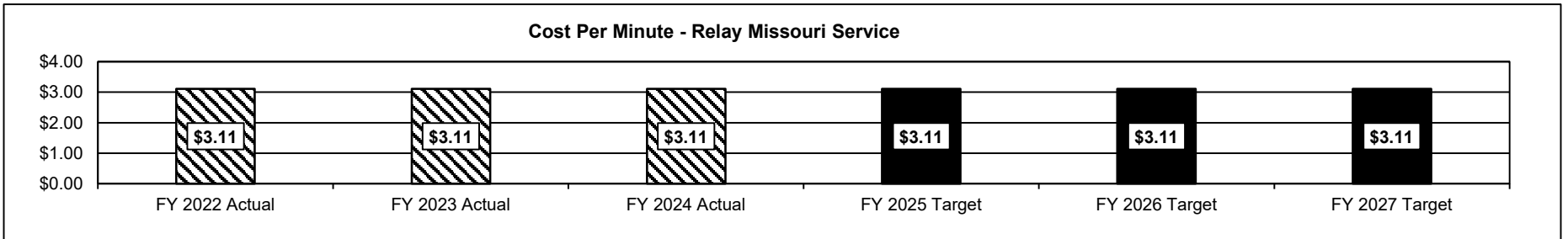
**Program is found in the following core budget(s): Deaf Relay Services and Equipment Distribution Program**

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



Note 1: The 85% level is a minimum technical requirement in FCC rules (47 CFR §64.604(b) and is also a PSC contractual requirement for providing Relay and Cap Tel services.

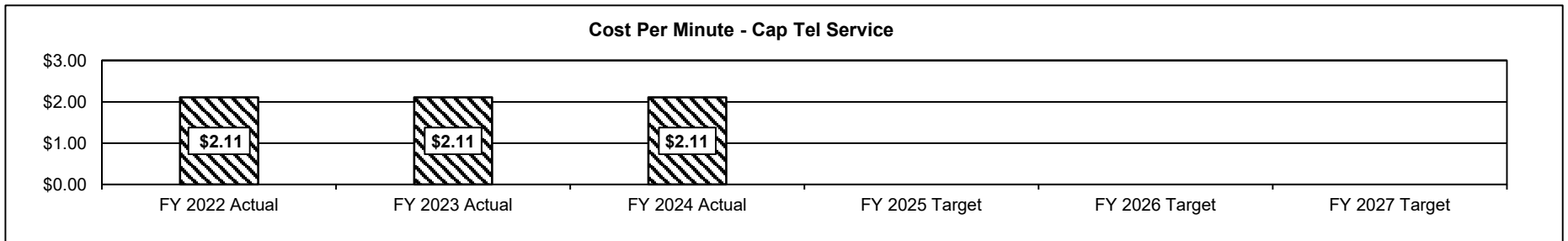
**2d. Provide a measure(s) of the program's efficiency.**



Note 1: Base targets are set by contract, through a competitive bidding process (current contract period is November 2021-October 2025).

Note 2: Stretch targets are not applicable due to costs being set by the contract.

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



Note 1: CapTel was discontinued effective June 1, 2024 in Case No. TO-2024-0033



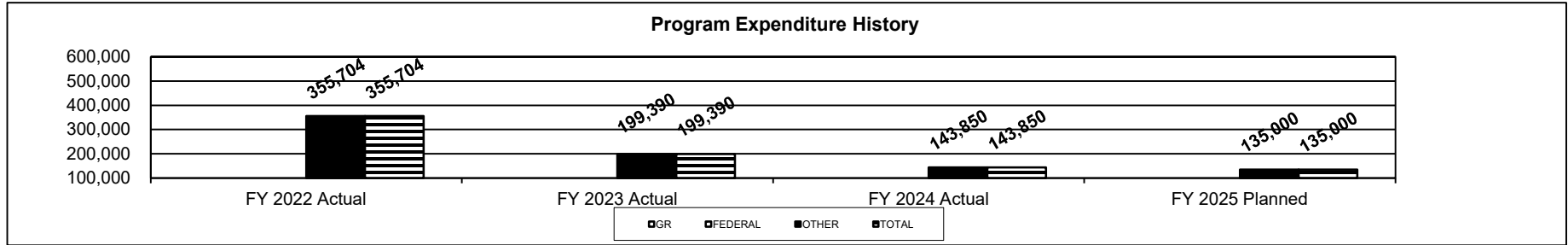
**PROGRAM DESCRIPTION**

Department of Commerce and Insurance  
 Public Service Commission Regulatory-Deaf Relay

HB Section(s): 07.550

Program is found in the following core budget(s): Deaf Relay Services and Equipment Distribution Program

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?

Deaf Relay Service and Equipment Distribution Program Fund (1559)

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

Chapter 209 RSMo, Sections 251-260

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

N/A

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

No; however, federal requirements apply to a state relay service.