

PROGRAM DESCRIPTION

Department of Commerce and Insurance

HB Section(s): 7.445

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.

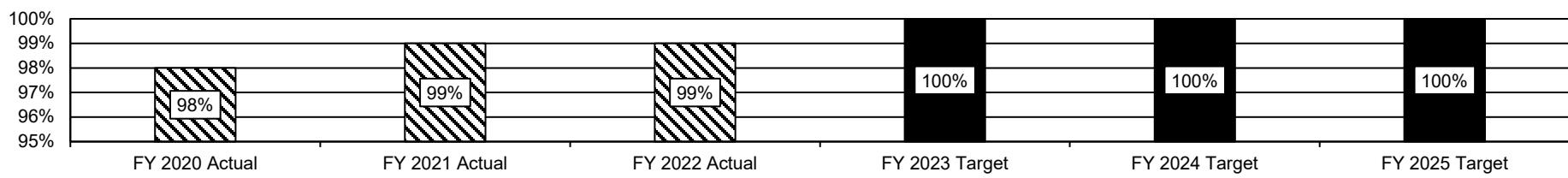
2a. Provide an activity measure(s) for the program.

	FY 2020* Actual	FY 2021 Actual	FY 2022 Actual	FY 2023 Target	FY 2024 Target	FY 2025 Target
Licensed Professionals	507,254	509,908	525,397	525,400	525,400	525,400
Board Members	239	239	239	239	239	239
Division Employees	227	227	227	227	227	227
Renewals Processed*	202,581	277,248	225,322	235,050	235,050	235,050

*FY 2020 Renewals down because of COVID-19 Pandemic.

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

Percentage of Executive Directors Satisfied / Highly Satisfied With the Administration Process



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

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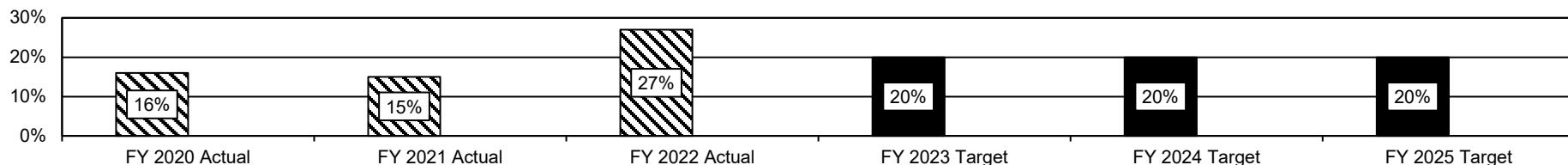
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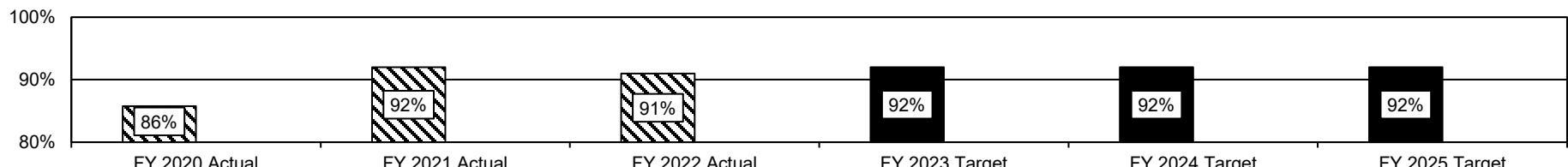
2c. Provide a measure(s) of the program's impact.

Employee Turnover Rate



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

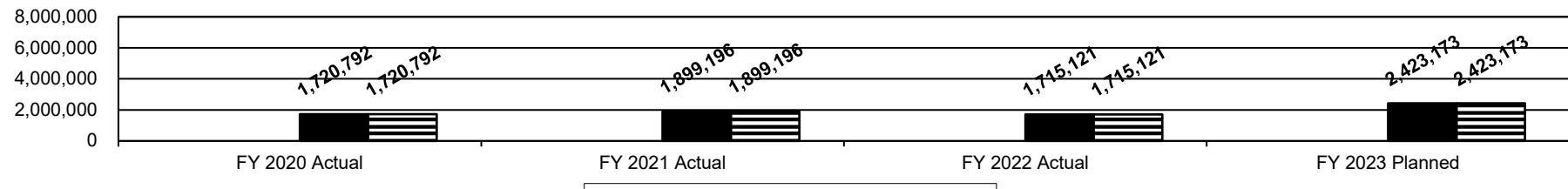
Percentage of Renewals Processed Online



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 Expenditure History



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

Professional Registration Fee Fund (0689)

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 324.001-324.045, 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

