

Supporting Servicemembers and Families

- LARA created and implemented an online resource of licensing information dedicated for military veterans and spouses.
- LARA created a Veteran Liaison program to provide veterans the opportunity to speak to veterans who work for LARA to offer peer-to-peer customer service and relationship building.
- LARA worked with the Governor's office, the Department of Military and Veterans Affairs, and other stakeholders to enact legislation that provides license reciprocity and fee waivers for veterans and their families.
- LARA was recognized as a Gold Status Veteran-Friendly Employer.

Education and Outreach

- The State Fire Marshal's Community Risk Reduction Task Force created the brand "MI Prevention" with the help of LARA Communications. The media campaign was coordinated by LARA Communications and included billboards, Public Service Announcements (PSAs) and social media accounts. MI Prevention has hosted numerous courses, classes, and workshops across Michigan to train firefighters on methods to reduce fires, methods to prevent fire fatalities and courses that specifically target providing intervention to help youth.
- The Corporations, Securities and Commercial Licensing Bureau implemented a new securities investor education program and media campaign. This includes video ads on YouTube along with radio ads for stations on the eastside of the state, including some in Spanish.
- In 2019, the Michigan Public Service Commission released its final Statewide Energy Assessment to Governor Gretchen Whitmer. The report outlined several immediate steps the Commission and its staff are taking to ensure that Michigan's systems for supplying and distributing energy to homes and businesses become more resilient and can withstand weather extremes, aging infrastructure, and other challenges ahead. The report also identified areas in which the state's systems could be made more secure, reliable, and resilient through improved planning and analysis, coordination, and stronger communication.
- The Bureau of Fire Services instituted bi-weekly townhall virtual meetings with local fire departments and Governor Whitmer was a guest during Fire Prevention Month.
- LARA developed a Leadership Exploration and Development Symposium (LARA LEADS) for all supervisors, managers, and directors to connect with each other, share information and experiences, and learn from each other through meaningful dialogue.

Policy Development

- The Michigan Liquor Control Commission created the limited Outdoor Service Area Permission Permit to assist licensees in creating outdoor spaces for social distancing.
- LARA initiated the Michigan Task Force on Foreign Trained Medical Professionals which is developing recommendations to reduce barriers for immigrants and address staffing shortages within the healthcare work force.

New Programs and Initiatives

- The Cannabis Regulatory Agency developed and launched a social equity program to provide opportunities to communities that have been disproportionately impacted by the war on drugs.
- The Michigan Public Service Commission utilized \$17.3M in federal CARES LIHEAF funding to make direct payments on behalf of more than 40,000 households that were overdue on their utility bills.
- The Child Care Licensing Bureau was established as a new LARA Bureau with a specialized focus on child care licensing. The bureau provides a more focused approach to highlight the strengths of the child care industry while creating more opportunity to address the severe need for more child care providers across Michigan.
- LARA launched the MI Trades Partnership as a multi-departmental initiative to recruit and retain individuals with skilled trades experience into state government positions. The partnership includes members from 10 different departments and agencies across Michigan.
- The Bureau of Survey and Certification was established as a new LARA Bureau with a specialized focus on the Centers for Medicare and Medicaid survey and certification process. The bureau aligns programmatic strategy, increases program focus and scope, and reduces complexity for regulated entities.
- The Child Care Licensing Bureau created the Our Strong Start initiative to assist entrepreneurs with grant opportunities and answer questions about starting or expanding their child care business. The bureau also collaborated with the Michigan Department of Education to develop grant opportunities for child care entrepreneurs and newly licensed providers.

Responding to the COVID-19 Pandemic

- The Bureau of Community and Health Systems was at the forefront in efforts concerning the COVID-19 pandemic and worked with its other State Department and federal partners to expand capacity, particularly in hospitals. BCHS continued to conduct onsite inspections to assure proper infection prevention and control practices in regulated health care facilities.
- The Bureau of Professional Licensing worked with schools of nursing to allow graduating nurses to become licensed early so they could join the frontlines of the COVID-19 pandemic.
- LARA successfully developed and implemented its hybrid / remote work policy and demonstrated greater efficiency and higher rates of productivity. LARA continues to offer its employees the flexibility of a hybrid work environment which positions the department as a leader in state government and an attractive place to work for prospective employees.

Partnerships and Collaboration

- LARA established a partnership with the Michigan Department of Corrections to assist with licensing for returning citizens.
- The Bureau of Professional Licensing implemented the Interstate Medical Licensure Compact and the Psychology Interjurisdictional Compact, which enables Michigan health professionals to be licensed more easily in other compact member states and affords health professionals in other compact member states to be more easily licensed in Michigan.
- The Bureau of Construction Codes worked with the Michigan Department of Transportation to advance the Gordie Howe International Bridge project through project planning activities, plan

reviews, and on-site inspections. This project requires significant intergovernmental collaboration with the United States federal government, the government of Canada, the City of Detroit, the Windsor-Detroit Bridge Authority, and Bridging North America.

- The Bureau of Fire Services partnered with the Army National Guard to dispose of bulk and overloaded confiscated fireworks at Camp Grayling. Through the Morale, Welfare and Recreation program, the department helped support members of the Michigan Army National Guard, active Army units from across the United States, and Foreign Nation Military units that participated in the Norther Strike Exercise.
- The Bureau of Construction Codes coordinated with various contractors assigned to the Benton Harbor Waterline Replacement Program to organize replacement work and the completion of all required inspections within an 18-month window. The bureau completed 1,600 inspections and the project finished ahead of schedule.
- The Bureau of Construction Codes established a partnership with key internal and external partners that was awarded a \$2.85 million grant through the U.S. Department of Energy to support resilient and effective code implementation. The grant will support efforts to address key issues with education, training, workforce development, compliance related to the 2021 codes, specifically energy codes, and establish a sustainable mechanism for ongoing efforts for future codes.
- LARA partnered with the Wisconsin Department of Safety and Professional Services to establish a regional collaborative on occupational licensing. The inaugural Midwest Occupational Licensing Summit is convening in August 2023 in Madison, WI, and will provide a forum for Great Lakes states (IL, IN, MI, MN, OH, WI) to discuss best practices and cross boarder issues.

Indigent Defense

- The Michigan Indigent Defense Commission distributed \$172.4 million in grants to local systems to help ensure the state's public defense system is fair, cost-effective, and constitutional, while protecting public safety and accountability.
- LARA approved MIDC minimum standard 5 which ensures that public defense attorneys are subject to judicial supervision only in the same manner and to the same extent as retained counsel or the prosecution.
- LARA approved an MIDC eligibility screening standard which provides a framework by which individuals can qualify for legal representation and other defense funding.
- LARA approved MIDC minimum standard 8 which provides fair compensation for assigned counsel and ensures that attorneys have the time, fees, and resources to provide effective legal assistance to indigent Michigan citizens facing criminal charges.

Administrative Rulemaking

- The Bureau of Community and Health Systems updated several rulesets that had not been changed since the late 1970 including childcare licensing rules for Family Homes, Group Homes, and Centers. The bureau also worked with stakeholders on developing rules for Certified Nurse Aids (CNA), CNA programs and CNA instructors.

- The Cannabis Regulatory Agency promulgated the Adult-Use Emergency Rules to implement and administer the Michigan Regulation and Taxation of Marihuana Act and to allow the CRA to begin accepting applications in a timely fashion.
- In accordance with ED 2020-7, LARA developed and enacted administrative rules that require health professionals to take implicit bias training as a condition of licensure or registration.

Information Technology

- The Bureau of Professional Licensing successfully launched the migration of all licensing professions into the Michigan Professional Licensing User System (MiPLUS) program. The system simplifies applications, renewals, and the department's ability to update licensing information.
- The Bureau of Professional Licensing's Michigan Automated Prescription System (MAPS) was enhanced by the launch of a data dashboard to pilot with DHHS for deidentified MAPS data to be used for statistical purposes. The bureau also completed a NarxCare Outcomes Study, which showed tremendous progress in MAPS efforts to combat the opioid crisis. Over 99.6% of all dispensations are issued by prescribers who are registered to MAPS.
- The Michigan Liquor Control Commission launched the Michigan Online Liquor Ordering System which expands online functionality for licensees to order spirits products for their bars and restaurants. This system was recognized by the National Association of State Chief Information Officers during the 2021 State IT Recognition Awards.
- The Corporations, Securities and Commercial Licensing Bureau implemented the MiCLEAR licensing system to provide much needed technology upgrades to consumers' ability to apply for a license, file a complaint, and pay fines.
- The Michigan Liquor Control Commission developed a process that allows customers to print their own licenses. The commission also received two awards from the National Alcoholic Beverage Control Association to fund projects geared toward reducing underage access to and consumption of alcoholic beverages.