

Department of Licensing and Regulatory Affairs

Fiscal Years 2025 - 2029

FOUNDATIONS

MISSION

We protect people and promote business in Michigan through transparent and accessible regulatory solutions.

VISION

To be national leaders that partner with people and businesses to improve the lives of Michigan residents through an engaged and inclusive workforce.

VALUES

Public Service
Accessibility
Responsibility
Transparency
LARA Workforce

KEY GOALS

Reduce barriers to licensure

Improve regulatory compliance through education and consultation

Provide efficient, effective, and timely services

Enhance the customer experience across all programs

KEY STRATEGIES

- Leverage team analysis and Lean Process Improvement efforts to review processes.
- Create and distribute enhanced educational resources to a wide variety of stakeholders, customers, and the general public.
- Recommend statutory and administrative rule changes to facilitate consistent processes.
- Research best practices across other states to assist in licensing and regulatory changes at the legislative, policy, and process levels.
- Foster partnerships, through continued engagement with national boards, national accreditation bodies, state agencies, education institutions, and other stakeholders.
- Advance and sustain organizational governance and leadership that promotes equity and inclusion through policies, practices, and allocated resources.

- Create and distribute enhanced educational resources to a wide variety of stakeholders, customers, and the general public.
- Recommend statutory and administrative rule changes to facilitate education, consultation, and consistent processes.
- Advance and sustain organizational governance and leadership that promotes equity and inclusion through policies, practices, and allocated resources.
- Provide ongoing staff training and other resources to improve regulatory compliance.

- Leverage team analysis and Lean Process Improvement efforts to review processes.
- Create and distribute enhanced educational resources to a wide variety of stakeholders, customers, and the general public.
- Recommend statutory and administrative rule changes to facilitate consistent processes.
- Provide ongoing staff training and other resources to improve department services.

- Leverage team analysis and Lean Process Improvement efforts to review processes.
- Ensure a user-friendly process for filing complaints.
- Create and distribute enhanced educational resources to a wide variety of stakeholders, customers, and the general public.
- Advance and sustain organizational governance and leadership that promotes equity and inclusion through policies, practices, and allocated resources.
- Research best practices across other states to assist in licensing and regulatory changes at the legislative, policy, process, and automation avenues.
- Streamline licensing and regulatory processes by leveraging enterprise solutions and advanced technologies.
- Provide ongoing staff training and other resources to improve the customer experience.

CORE OPERATING PROCESSES

- Application and licensing processes.
- Systematic review of regulatory requirements.
- Effective communication with licensees and stakeholders.

- Enforcement processes.
- Reporting and resolution processes.
- Investigation and inspection processes.
- Effective communication with licensees and stakeholders.

- Enforcement processes.
- Reporting and resolution processes.
- Investigation and inspection processes.
- Performance management processes.
- Effective communication with licensees and stakeholders.

- Application and licensing processes.
- Complaint intake processes.
- Reporting and resolution processes.
- Investigation and inspection processes.
- Systematic review of technology modernization.
- Effective communication with licensees and stakeholders.

KEY MEASURES

- Timely application processing.
- Analyze growth by license type.
- Identify and implement modifications for 20% of license types on an annual basis.
- Review regulatory requirements for all license types every five years.

- Evaluate compliance rates by license type.
- Evaluate bureau/department stakeholder outreach and public engagement efforts.

- Timely resolution and/or completion of enforcement actions.
- Consistent, timely, and effective fulfillment of statutory requirements.
- Timely application processing.

- Timely complaint processing.
- Timely resolution and/or completion of enforcement actions.
- Identify and prioritize the modernization of outdated technologies and IT systems with the greatest maintenance needs.

