

Department of Licensing and Regulatory Affairs

Fiscal Years 2027-2031

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

KEY STRATEGIES

- Research best practices across other states to assist in proposing/developing/recommending licensing and regulatory changes.
- Streamline licensing and regulatory processes by leveraging team analysis, Lean Process Improvement efforts, enterprise solutions, and advanced technologies.
- Provide ongoing staff training and other resources to improve department services, regulatory compliance, and the overall customer experience.
- Create and distribute enhanced educational resources to a wide variety of licensees, stakeholders, customers, and the public.
- Recommend statutory and administrative rule changes to improve licensing and regulatory processes.
- Ensure a user-friendly process for filing complaints.
- Foster partnerships through continued engagement with national boards, national accreditation bodies, state agencies, educational institutions, and other stakeholders.
- Advance and sustain organizational governance and leadership that promotes equity and inclusion.

CORE OPERATING PROCESSES

- Application and licensing processes.
- Systematic review of regulatory requirements.
- Systematic review of technology modernization.

- Enforcement processes.
- Investigation and inspection processes.
- Reporting and resolution processes (focused on compliance and regulatory issues).

- Performance management processes.
- Complaint intake processes.
- Reporting and resolution processes (focused on service efficiency and timeliness).

- Effective communication with licensees and stakeholders.
- Complaint resolution processes.
- Customer feedback and satisfaction tracking processes.

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.