# Department of Licensing and Regulatory Affairs
## Fiscal Years 2024 - 2028

**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  Transparency
Accessibility  LARA Workforce
Responsibility

| KEY GOALS | Reduce barriers to professional licensure | Improve regulatory compliance through education and consultation | Provide efficient, effective, and timely services | Enhance the customer experience across all programs |
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| **KEY STRATEGIES** | • Leverage team analysis and Lean Process Improvement efforts to review processes.<br>• Create and distribute enhanced educational resources to a wide variety of stakeholders, customers, and the general public.<br>• Recommend statutory and administrative rule changes to facilitate consistent processes.<br>• Research best practices across other states to assist in licensing and regulatory changes at the legislative, policy, and process levels.<br>• Foster partnerships, through continued engagement with national boards, national accreditation bodies, state agencies, education institutions, and other stakeholders.<br>• 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.<br>• Recommend statutory and administrative rule changes to facilitate education, consultation, and consistent processes.<br>• Advance and sustain organizational governance and leadership that promotes equity and inclusion through policies, practices, and allocated resources.<br>• Provide ongoing staff training and other resources to improve regulatory compliance. | • Leverage team analysis and Lean Process Improvement efforts to review processes.<br>• Create and distribute enhanced educational resources to a wide variety of stakeholders, customers, and the general public.<br>• Recommend statutory and administrative rule changes to facilitate consistent processes.<br>• Provide ongoing staff training and other resources to improve department services. | • Leverage team analysis and Lean Process Improvement efforts to review processes.<br>• Ensure a user-friendly process for filing complaints.<br>• Create and distribute enhanced educational resources to a wide variety of stakeholders, customers, and the general public.<br>• Advance and sustain organizational governance and leadership that promotes equity and inclusion through policies, practices, and allocated resources.<br>• Research best practices across other states to assist in licensing and regulatory changes at the legislative, policy, process, and automation avenues.<br>• Streamline licensing and regulatory processes by leveraging enterprise solutions and advanced technologies.<br>• Provide ongoing staff training and other resources to improve the customer experience. |
| **CORE OPERATING PROCESSES** | • Application/licensing processes. | • Enforcement processes.<br>• Reporting and resolution processes.<br>• Investigation/Inspection processes. | • Enforcement processes.<br>• Reporting and resolution processes.<br>• Investigation/Inspection processes.<br>• Performance management processes. | • Application/Licensing processes.<br>• Complaint intake processes.<br>• Reporting and resolution processes.<br>• Investigation/Inspection processes. |
| **KEY MEASURES** | • Metrics to monitor the total number of licensed professionals by license type. | • Effective communication with licensees and stakeholders. | • Timely resolution and/or completion of enforcement actions.<br>• Consistent, timely, and effective fulfillment of statutory requirements.<br>• Effective communication with licensees and stakeholders. | • Timely complaint processing.<br>• Timely resolution and/or completion of enforcement actions.<br>• Effective communication with licensees and stakeholders. |

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