



MISSOURI

Department of Commerce & Insurance

2024 Version 1.0



DCI

Missouri Department of Commerce & Insurance

ASPIRATION

We will work every day to educate and advocate for Missourians, as well as regulate fairly and impartially insurance entities, banks, credit unions, utilities and professional licensees.

THEMES

EDUCATE

Provide help and educate stakeholders so they are better informed problem solvers.

REGULATE

Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public.

INNOVATE

Innovate to make it easier to connect and work with us.

RECRUIT, REWARD & RETAIN TALENT

Develop our team, reward great performance, and retain top talent.

INITIATIVES

● ONGOING

▲ 2024

- ▲ Increase consumer awareness through new communication channels
- Increase direct engagement with stakeholders
- Focus attention on our mission and the citizen experience
- Ensure stakeholder awareness and education continues through webinars and other online methods
- ▲ Continue to create and implement new consumer and industry education campaigns
- ▲ Redesign of the DCI website to improve communication and usability for insurance companies and consumers

- ▲ Broaden our communication regarding our regulatory processes and decision making
- Conduct timely investigations and work with regulated entities to implement corrective actions
- Adhere to uniform regulatory protocols and use a risk assessment approach for emerging issues
- Identify and prioritize our at-risk entities; ensure that we adhere to national accreditation requirements
- Strengthen channels for regular feedback from regulated entities
- ▲ Continue to partner with industry to increase online information and communication about regulatory processes

- Use technology to increase DCI efficiency, transparency, and accountability
- Examine essential functions to determine where we can leverage our expertise, resources, and technology
- Continue to partner with industry to experiment within the current regulatory framework
- ▲ Continue to increase and improve online technology/processes for exams and department regulatory processes
- ▲ Implement multiple cloud technologies for licensure processes
- ▲ Utilize resources such as ShareMO to improve our consumer data collection and citizen engagement

- ▲ Continue to implement statewide talent development initiatives including new initiatives in 2024
- Support active membership in professional organizations and the earning of designations
- Establish a career ladder for all positions, which allows for advancement in appropriate ways
- Continue to support inclusion and diversity initiatives and employee recognition opportunities
- ▲ Continue to increase attendance at recruitment events and create new recruitment strategies