



MISSOURI

Department of Labor & Industrial Relations

2023 Version 1.0



ASPIRATION

We will promote economic vitality, safety, and fairness for Missouri's businesses and workers

THEMES

Growth

Foster a business environment to support economic development

Safety

Prevent injuries and save lives on the job

Opportunity

Invest in our workforce for today and tomorrow

INITIATIVES

- Enhance participation in the use of citizen survey tools (Qualtrics/Genesys) to solicit citizen feedback for continuous improvement in citizen service and support.
- Improve citizen ease of access for the submission, handling & resolution of tips, concerns and complaints.
- Leverage new Senior Research & Data Coordinator role to enhance data mining and analysis for improved program performance.

- Refine Safety Initiatives Training Videos/Materials to create a comprehensive safety toolkit for DOLIR team members as well as other state agencies.
- Deployment of and training in use of Automated External Defibrillators (AED) for main office locations.

- Phase 2: Handoff & Build-Out of Succession Planning Process for Critical Positions throughout DOLIR & its Divisions.
- Implementation and Continuous Refinement of a robust Onboarding Process for New Employees and Supervisors
- Deliver a comprehensive supervisory/managerial certified training program in partnership with Missouri Training Institute.