MISSOURI
Department of Public Safety

**ASPIRATION**
Collaborate to provide a proactive approach for the public safety of Missourians

**THEMES**

<table>
<thead>
<tr>
<th>Team Member Engagement</th>
<th>Inform and Educate</th>
<th>Stakeholder Support</th>
<th>Strengthen Communities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INITIATIVES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1A- Improve new team members experience by improving onboarding/offboarding experience</td>
<td>2A- Launch employee information sharing location for employees to gather and share information across divisions</td>
<td>3A- Improve the Continuing Law Enforcement Education system to be more automated and user friendly</td>
<td>4A- Expand the Local Law Enforcement Block Grant to law enforcement agencies</td>
</tr>
<tr>
<td>1B- Take advantage of opportunities to develop employees (MOLearning, white belt, yellow belt, etc.)</td>
<td>2B- Promote more frequent internal communications</td>
<td>3B- Continue transitioning active license files to an electronic file system, OnBase, to improve the quality and efficiency of interactions for Alcohol &amp; Tobacco stakeholders</td>
<td>4B- Utilize funds to enhance school safety</td>
</tr>
<tr>
<td>1C- Establish department-wide initiatives to promote Diversity and Inclusion</td>
<td>2C- Establish an IT Project Governance process for project approval within DPS</td>
<td>3C- Complete Phase I (award vendor contract) for Alcohol and Tobacco Control’s new electronic license application process</td>
<td>4C- Work with local, state, and federal partners to advance state cybersecurity</td>
</tr>
<tr>
<td>1D- Explore opportunities to reduce paper usage</td>
<td>2D- Continue to improve dashboards at all levels to increase programmatic awareness and performance</td>
<td>3D- Successful acquisition and effective utilization of American Rescue Act funds</td>
<td>4D- Utilize the newly created 988 fund for critical incident stress management programs to benefit law enforcement officers across the state</td>
</tr>
<tr>
<td>1E- Teams will build a culture to improve their cohesiveness and productivity</td>
<td></td>
<td>3E- Design a real forward facing application process for Crime Victims Compensation applications to make the process less cumbersome and more informative for victims</td>
<td>4E- Employ cutting edge technology to improve services to include online learning management system for fire service customers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3F- Increase connections for law enforcement data to national information sharing programs</td>
<td>4F- Explore opportunities to enhance information collected and shared during emergency activations or other situations</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>4G- Broaden visibility and use of Pre-Trial Victim/ Witness Protection funds</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>4H- Missouri State Highway Patrol will partner with Google to enter crashes, debris, etc. remotely real time</td>
</tr>
</tbody>
</table>
**MISSOURI Department of Public Safety Director’s Office**

**FY2022 Version 1.0**

**ASPIRATION**

Collaborate to provide a proactive approach for the public safety of Missourians

**THEMES**

<table>
<thead>
<tr>
<th>Team Member Engagement</th>
<th>Inform and Educate</th>
<th>Stakeholder Support</th>
<th>Strengthen Communities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INITIATIVES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Afford Missouri Interoperability Center staff opportunities to refine current and/or development new work processes utilizing organizational effectiveness. Examples: new agency on-boarding, new MOSWIN site identification, project management and site development and implementation</td>
<td>• Provide policy development assistance and internal operations communication training for all agencies migrating to MOSWIN full time</td>
<td>• Design a real forward facing application process for Crime Victims Compensation applications to make the process less cumbersome and more informative for victims</td>
<td>• Provide reimbursement to local EMS agencies in support of COVID response</td>
</tr>
<tr>
<td>• Teams will build a culture to improve their cohesiveness and productivity</td>
<td>• Provide and support interoperable communications training and exercise in support of ESF-2; emergency services function 2 interoperable communications</td>
<td>• Improve processes for DPS Grant Applicants</td>
<td>• Provide cybersecurity grant opportunities to close gaps identified by the Nationwide Cybersecurity Review</td>
</tr>
<tr>
<td>• Increase opportunities for team members to engage with each other across the different programs</td>
<td>• Conduct Mutual Aid and Law Enforcement Support Office LEA Engagement Calls to inform, educate and provide technical assistance (Virgin/Kempker)</td>
<td>• Increase connections for law enforcement data to national information sharing programs</td>
<td>• Missouri Interoperability Center will support the RH5OC’s in the revision/update of their Tactical Interoperable Communications Plan to assist in enhancing their readiness to support interoperable communications locally</td>
</tr>
<tr>
<td></td>
<td>• Coordinate regional Center for Prevention Programs and Partnerships (CP3) Targeted Violence Community Awareness Briefings (Virgin)</td>
<td>• Implement a counter terrorism training program for law enforcement officers</td>
<td>• MIC will continue to improve MOSWIN infrastructure monitoring and trouble-ticketing processes to ensure mission-critical communication through system availability</td>
</tr>
<tr>
<td></td>
<td>• Develop a standard format for all electronic pre-recorded trainings to provide on-demand trainings</td>
<td>• MIC will continue to improve MOSWIN infrastructure monitoring and trouble-ticketing processes to ensure mission-critical communication through system availability</td>
<td>• Provide MOSWIN outreach engagements to educate local agencies on the interoperable communications capabilities and benefits of migrating and/or integrating with the system</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Work with local, state, and federal partners to advance state cybersecurity</td>
</tr>
</tbody>
</table>
### MISSOURI
Department of Public Safety  
Division of Alcohol and Tobacco Control  
FY2022 Version 1.0

**ASPIRATION**

Collaborate to provide a proactive approach for the public safety of Missourians

**THEMES**

<table>
<thead>
<tr>
<th>Team Member Engagement</th>
<th>Inform and Educate</th>
<th>Stakeholder Support</th>
<th>Strengthen Communities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INITIATIVES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Routinely evaluate agency needs to optimize resource allocation to best serve ATC partners and customers.</td>
<td>▪ Take a proactive approach to compliance through education / outreach &amp; training engagements.</td>
<td>▪ Network and collaborate with other local, state and national industry partners.</td>
<td>▪ Utilize surveys, social media, and other avenues to gather and provide feedback to improve internal and external measures.</td>
</tr>
<tr>
<td>▪ Commit resources to collaborate on priority projects within DPS and across the State.</td>
<td>▪ Conduct audits on top two tiers of industry to promote a level playing field across the three-tier system.</td>
<td>▪ Continue transitioning active license files to an electronic file management system, OnBase, to aid staff and improve the quality and efficiency of stakeholder interactions.</td>
<td></td>
</tr>
<tr>
<td>▪ Maintain continuity of service in liquor license processing through dynamic, alternative work scenarios.</td>
<td>▪ Ensure all alcohol beverage brands are registered and applicable excise taxes are paid.</td>
<td>▪ Complete Phase I (award vendor contract) of transitioning to an electronic license application process, ALCMS – Alcohol Licensing &amp; Case Management Solution.</td>
<td></td>
</tr>
<tr>
<td>▪ Address violators via enforcement activity and administrative disciplinary action.</td>
<td></td>
<td></td>
<td>▪ Develop and expand partnerships with local law enforcement and city and county licensing agencies.</td>
</tr>
</tbody>
</table>

**Inform and Educate**

Inform and Educate stakeholders to promote public safety.

**Stakeholder Support**

Support stakeholders in the three-tier system to ensure compliance.

**Strengthen Communities**

Strengthen communities to promote public safety.
MISSOURI
Department of Public Safety
Missouri Veterans Commission
FY2022 Version 1.0

ASPIRATION
Collaborate to provide a proactive approach for the public safety of Missourians

THEMES

<table>
<thead>
<tr>
<th>Team Member Engagement</th>
<th>Inform and Educate</th>
<th>Stakeholder Support</th>
<th>Strengthen Communities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Attract and retain excellent, compassionate team members through the engagement of current staff into the recruiting, onboarding and training process.</td>
<td>• Implement a public relations campaign using traditional media with an increased emphasis on social media to ensure Veterans, their families and survivors obtain benefits they have earned and deserve.</td>
<td>• Strengthen relationships with stakeholders through increased and regular engagement and collaboration to enhance MVC’s service to Missouri’s Veteran community.</td>
<td>• Identify and implement collaborative efforts with other state and local agencies aimed at increasing Veteran outreach and awareness of federal, state and local benefits.</td>
</tr>
<tr>
<td>• Promote Executive Director’s intent to increase team member awareness of Commission mission, vision and core values through regular engagement with staff using collaborative interactions and digital platform updates.</td>
<td>• Utilize data analysis and visualization to identify areas of operational improvement as well as better educate stakeholders of opportunities and issues.</td>
<td>• Work with stakeholders to identify and secure new funding streams to provide MVC the fiscal stability to compensate staff at or above market value.</td>
<td>• Work with the Veterans community and those that support Veterans to provide a best in class one-stop online portal for Veterans and their families to assist with accessing the benefits they have earned.</td>
</tr>
<tr>
<td>• Strengthen organizational inclusion and diversity initiatives at all levels to ensure MVC reflects state demographics.</td>
<td>• Develop and educate staff at all levels to ensure their growth as team members, equipping them for future success.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

INITIATIVES
**MISSOURI**

**Department of Public Safety**

**Missouri State Highway Patrol**

**ASPIRATION**

Collaborate to provide a proactive approach for the public safety of Missourians

<table>
<thead>
<tr>
<th>THEMES</th>
<th>INITIATIVES</th>
</tr>
</thead>
</table>
| Team Member Engagement | • Promote and support the psychological well-being of Missouri law enforcement officers  
• Encourage cross training of personnel to ensure optimal performance |
| Inform and Educate | • Build relationships through transparency and accountability  
• Continue to train and educate personnel on current practices  
• Alert and inform Missouri citizens utilizing multiple communication platforms |
| Stakeholder Support | • Provide professional law enforcement services to the citizens of Missouri  
• Maintain capacity to perform statutory required responsibilities |
| Strengthen Communities | • Develop and maintain community outreach and education programs  
• Promote positive interactions with community members |

FY2022 Version 1.0
# MISSOURI
Department of Public Safety
Missouri Capitol Police

**ASPIRATION**
Collaborate to provide a proactive approach for the public safety of Missourians

## THEMES

### Team Member Engagement
- Provide additional and on-going in-person training opportunities to staff.
  - In-house
  - External
- Ensure existing policies and procedures are updated, new policies are implemented if needed, and reviewed by staff.

### Inform and Educate
- Provide clear communications.
  - Transparent
- Be open to concerns and suggestions of those we serve.
- Attend event meetings.
  - Share ideas
  - Voice concerns
  - Make suggestions

### Stakeholder Support
- Provide assistance to those visiting the Capitol Complex and Mansion.
- Provide assistance to employees and visitors to state owned facilities.
- Continued response to state owned/leased facilities (calls for service and self-initiated).
  - Security issues
  - Medical response
  - Law enforcement related

### Strengthen Communities
- Build and maintain a positive and professional relationship with local law enforcement agencies (measured by data).
- Build and maintain a positive and professional relationship with state and community stakeholders we serve (measured by data).
- Provide excellent customer service through daily interactions.
MISSOURI
Department of Public Safety
Missouri National Guard
FY2022 Version 1.0

Collaborate to provide a proactive approach for the public safety of Missourians

**ASPIRATION**

**THEMES**

Team Member Engagement

Inform and Educate

Stakeholder Support

Strengthen Communities

**INITIATIVES**

- Complete orientation process welcoming and educating new team members.
- Conduct exit interviews to gather data to improve MONG operational practices.
- Promote diversity, equality, and inclusion through cultural celebration utilizing social media and museum showcases. Utilize best practices for recruiting and retention to achieve a diverse work force.
- Celebrate employees for their individual, team, and division accomplishments.

- Keep employees informed of the most up-to-date COVID-19 guidelines.
- Educate employees on the importance of Engage and professional development to ensure continued growth and excellent performance.
- Utilize social media platforms to inform and educate the public on public safety updates as well as programs such as the Veterans’ Recognition Program.
- Conduct town hall meetings and email notifications to improve organizational communication for employees.

- Provide assistance to Missouri veterans requesting copies of their archived military records.
- Recruit quality soldiers by utilizing incentives for tuition assistance through both the Army and Air National Guard.
- Recognize and award veterans for active duty service, promoting veteran appreciation.

- Preforming full military funeral honors to pay respect and to show the country’s gratitude to those who, in times of war and peace, faithfully defended our nation.
- Provide trained and disciplined forces for domestic emergencies, such as COVID-19 screening, testing, and vaccination, floods, tornadoes, civil disturbances, winter storms, etc.
- Maintain properly trained and equipped units for prompt mobilization for war, national emergency, peacekeeping missions, and overseas contingency operations.
### Initiative Plan

<table>
<thead>
<tr>
<th>Team Member Engagement</th>
<th>Inform and Educate</th>
<th>Stakeholder Support</th>
<th>Strengthen Communities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update the MGC mission statement and core values and then train all employees on these values.</td>
<td>Cross-train employees to ensure continuity of operations and promote team work.</td>
<td>Respond timely to patron complaints.</td>
<td>Process Disassociated Person (DAP) applications in a timely manner.</td>
</tr>
<tr>
<td>Recognize employees by determining the best methods to award achievements and build comradery.</td>
<td>Provide development opportunities to employees.</td>
<td>Respond timely to Electronic Gaming Device Incident Reports.</td>
<td></td>
</tr>
<tr>
<td>Create a more productive and creative workforce by increasing diversity.</td>
<td>Complete division pages (Compliance, Enforcement, Administration, Gaming Division) on the MGC Insider to include staff photos, list of duties and phone numbers for each employee.</td>
<td>Streamline the application for level II occupational licenses.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ensure each casino is adequately staffed to process level II occupational licenses.</td>
<td>Ensure each casino is adequately staffed to process level II occupational licenses.</td>
<td></td>
</tr>
</tbody>
</table>

**FY2022 Version 1.0**
## MISSOURI Department of Public Safety Division of Fire Safety

**ASPIRATION**

Collaborate to provide a proactive approach for the public safety of Missourians

### THEMES

<table>
<thead>
<tr>
<th>Team Member Engagement</th>
<th>Inform and Educate</th>
<th>Stakeholder Support</th>
<th>Strengthen Communities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INITIATIVES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Utilize and/or increase leadership and discipline-specific training and licensing standards</td>
<td>• Increase transparency and engagement with the use of available IT solutions</td>
<td>• Provide impactful service to Missouri citizens and administer excellent customer service</td>
<td>• Protect all lives and property from the devastation of fires, explosions, and life safety perils in Missouri communities.</td>
</tr>
<tr>
<td>• Empower employees to provide a “can-do” customer service approach and hold them accountable</td>
<td>• Improve regulatory compliance to provide a safer environment for all residents and visitors</td>
<td>• Build, enhance, and maintain partnerships between governmental agencies, private sector, and citizens</td>
<td>• Employ cutting edge technology to improve services to include online learning management systems for fire service customers</td>
</tr>
<tr>
<td>• Maintain a safe and reliable fleet for field employees to perform mandated duties.</td>
<td>• Re-establish operational footprint and continuity of workflow</td>
<td>• Continue to use workforce wisely and responsibly</td>
<td></td>
</tr>
<tr>
<td>• Increase efficiencies in administrative and programmatic functions</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**FY2022 Version 1.0**

- **Protect all lives and property from the devastation of fires, explosions, and life safety perils in Missouri communities.**
- **Employ cutting edge technology to improve services to include online learning management systems for fire service customers.**

- **Provide impactful service to Missouri citizens and administer excellent customer service.**
- **Build, enhance, and maintain partnerships between governmental agencies, private sector, and citizens.**
- **Continue to use workforce wisely and responsibly.**

- **Increase transparency and engagement with the use of available IT solutions.**
- **Improve regulatory compliance to provide a safer environment for all residents and visitors.**
- **Re-establish operational footprint and continuity of workflow.**
- **Increase efficiencies in administrative and programmatic functions.**

**Team Member Engagement**

- Utilize and/or increase leadership and discipline-specific training and licensing standards
- Empower employees to provide a “can-do” customer service approach and hold them accountable
- Maintain a safe and reliable fleet for field employees to perform mandated duties.
- Increase efficiencies in administrative and programmatic functions

**Inform and Educate**

- Increase transparency and engagement with the use of available IT solutions
- Improve regulatory compliance to provide a safer environment for all residents and visitors
- Re-establish operational footprint and continuity of workflow

**Stakeholder Support**

- Provide impactful service to Missouri citizens and administer excellent customer service
- Build, enhance, and maintain partnerships between governmental agencies, private sector, and citizens
- Continue to use workforce wisely and responsibly

**Strengthen Communities**

- Protect all lives and property from the devastation of fires, explosions, and life safety perils in Missouri communities.
- Employ cutting edge technology to improve services to include online learning management systems for fire service customers.
MISSOURI
Department of Public Safety
State Emergency Management Agency

ASPIRATION
Collaborate to provide a proactive approach for the public safety of Missourians

THEMES

<table>
<thead>
<tr>
<th>INITIATIVES</th>
<th>Team Member Engagement</th>
<th>Inform and Educate</th>
<th>Stakeholder Support</th>
<th>Strengthen Communities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diversity: develop and deploy a program focused on diversity and inclusion in the workplace.</td>
<td>Severe Weather Week: Increase outreach and awareness to help citizens and employees prepare for severe weather.</td>
<td>Missouri Emergency Response Commission: compliance with statutes, educate stakeholders.</td>
<td>Facilitate exercises that test plans and improve the knowledge, competence and confidence of participants.</td>
<td></td>
</tr>
<tr>
<td>Engage Meetings: hold meaningful monthly Engage meetings focused on professional development with team members.</td>
<td>State Applicant Briefings: Utilize opportunities to share information with the public before, during, and after a disaster about the Public Assistance Grant program</td>
<td>Hold quarterly MERC meetings to discuss previous quarters’ successes and AOI and set goals for next quarter</td>
<td>Analyze the life cycle of obligated projects within declared disasters to increase awareness of observable trends, and corrective realignment of strategies to reinforce expeditious pacing of project review, and increase the efficacy of the payment and closeout processes</td>
<td></td>
</tr>
<tr>
<td>LinkedIn Learning: encourage team members to take meaningful LinkedIn Learning courses and help staff become successful in meeting their yearly training requirement.</td>
<td>Provide training that focuses on the gaps identified through the Multi-Year Training and Exercise Planning (MYTEP) process, which is informed by the Threat and Hazard Identification and Risk Assessment (THIRA).</td>
<td>Show Me Response Database: number and type of health professionals validated per month</td>
<td>Continue to build upon the Advanced Tier of the Tiered State Framework (TSF) and enhance the capacity, capability, performance measures, and planning and coordination of the National Flood Insurance Program to support our local, state, and federal partners in floodplain management.</td>
<td></td>
</tr>
<tr>
<td>Monthly Wellness Focus: develop a monthly flyer highlighting personal health topics.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>