



MISSOURI

Department of Public Safety

Division of Alcohol and Tobacco Control



FY2024 Version 1.0

ASPIRATION

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

THEMES

Team Member Engagement

Inform and Educate

Stakeholder Support

INITIATIVES

- Utilize QPS responses, internal surveys, Change Champions meetings, and other avenues to gather and provide feedback to improve internal communication and job satisfaction
- Pursue funding for a recruitment pay plan with graduated increases over 2 years
- Pursue long-term funding for a retention pay plan with performance-based pay increases and promotions
- Pursue additional FTE positions to aid in workload allocation and to ensure ATC is maximizing customer service

- Take a proactive approach to compliance through education, outreach and training engagements
- Conduct audits on top two tiers of industry to promote a level playing field across the three-tier system
- Ensure all alcohol beverage brands are registered and applicable excise taxes are paid
- Resolve violations through education, enforcement, and administrative disciplinary action

- Complete Electronic Management scanning of all remaining licenses to aid staff and improve the quality and efficiency of stakeholder interactions
- Complete Stages 3 (94% complete) and 4 (58% complete) and begin Stages 5 and 6 of the Alcohol Licensing & Case Management Solution (ALCMS) to facilitate the transition of the ATC application process and record management system to a single-source vendor solution to improve the quality and efficiency of stakeholder interactions
- Develop a comprehensive strategy for interacting with stakeholders to promote awareness of relevant topics and issues