

COMMITTEE ON LEGISLATIVE RESEARCH
OVERSIGHT DIVISION

FISCAL NOTE

L.R. No.: 4877-01
Bill No.: HB 1644
Subject: State Departments; Public Records; Public Meetings
Type: Original
Date: February 19, 2018

Bill Summary: This proposal changes the laws regarding state agencies and departments by requiring the posting of information online that is published physically and making available the online submission of applications, forms and payments.

FISCAL SUMMARY

ESTIMATED NET EFFECT ON GENERAL REVENUE FUND			
FUND AFFECTED	FY 2019	FY 2020	FY 2021
General Revenue Fund	(Could exceed \$12,193,717)	(Could exceed \$4,544,550)	(Could exceed \$4,579,954)
Total Estimated Net Effect on General Revenue	(Could exceed \$12,193,717)	(Could exceed \$4,544,550)	(Could exceed \$4,579,954)

ESTIMATED NET EFFECT ON OTHER STATE FUNDS			
FUND AFFECTED	FY 2019	FY 2020	FY 2021
Other State Funds	(More than \$131,560)	(More than \$100,000)	(More than \$100,000)
Total Estimated Net Effect on <u>Other</u> State Funds	(More than \$131,560)	(More than \$100,000)	(More than \$100,000)

Numbers within parentheses: () indicate costs or losses.

This fiscal note contains 17 pages.

ESTIMATED NET EFFECT ON FEDERAL FUNDS			
FUND AFFECTED	FY 2019	FY 2020	FY 2021
Federal Funds	(\$14,105,871)	(\$14,130,336)	(\$14,134,459)
Total Estimated Net Effect on <u>All</u> Federal Funds	(\$14,105,871)	(\$14,130,336)	(\$14,134,459)

ESTIMATED NET EFFECT ON FULL TIME EQUIVALENT (FTE)			
FUND AFFECTED	FY 2019	FY 2020	FY 2021
General Revenue Fund	12 FTE	12 FTE	12 FTE
Federal Funds	12 FTE	12 FTE	12 FTE
Total Estimated Net Effect on FTE	24 FTE	24 FTE	24 FTE

☒ Estimated Net Effect (expenditures or reduced revenues) expected to exceed \$100,000 in any of the three fiscal years after implementation of the act.

ESTIMATED NET EFFECT ON LOCAL FUNDS			
FUND AFFECTED	FY 2019	FY 2020	FY 2021
Local Government	\$0	\$0	\$0

FISCAL ANALYSIS

ASSUMPTION

Officials from the **Office of Administration (OA)** assume that the documents required to be on agency websites would be public information that the agencies publish in a physical format and are available to the general public. It is assumed this would not include various source documents upon which business transactions are recorded. Examples would include but not limited to purchase orders and payments of invoices.

It is assumed that the requirement to allow persons to submit applications, documents, forms, registrations, or other information electronically could be satisfied simply by allowing documents to be emailed to the state agency or up to the creation of online fillable forms and the data uploaded into state systems to collect the information. The solution selected would largely depend on the volume to information to determine the best option.

It is assumed the Statewide On-line Payment contract would be utilized to allow customers to electronic submit payments. These fees would be paid by the user.

OA-Division of Purchasing would need a new system created to accept the 1% administrative fee payments. This system could be in-house and/or contracted work. This system would possibly have some on-going costs. Estimated cost: \$40,000.

OA-Division of Accounting would need a new system to accept payments for Sunshine law requests. This system could be in-house and/or contracted work. Estimated cost: \$20,000.

OA- Facilities Management Design and Construction would need a system to allow contractors to submit bids and proposals online, as well as pay applications and potentially other documents as well. Currently all of FMDC's documents are submitted by hand. This system could be in-house and/or contracted work. Estimated cost: \$200,000.

In summary, OA assumes a cost of \$260,000 (\$40,000 + \$20,000 + \$200,000) in FY 2019 to provide for the implementation of the changes in this proposal.

ASSUMPTION (continued)

Officials from the **Department of Natural Resources (DNR)** assume the legislation would greatly impact the business of DNR. The broad scope of the legislation would require DNR to publish many large documents that are currently only available in paper format. A large electronic content management project would be required to meet these needs. DNR makes great effort to publish materials available online and has already made great strides in its online services, such as e-permitting and use of RATs for rule-makings. DNR is currently working on the Missouri Gateway to Environmental Management to develop an eServices portal that would allow facilities to apply for permit renewals, modifications, terminations, and ownership transfers.

There are several permits that are not yet available online. DNR estimates an additional 30 permit types would need to be automated and modification would need to be made to our electronic content management system to store documents. DNR would also need to make enhancements to our regulatory tracking system. The permit and other automation efforts will likely take several years to be implemented and would not be completed on January 1, 2019. Insufficient funds may delay the project as the bill does not include funding for the project.

The DNR is currently working on development of a one-time payment location for accepting all payments online. Online payment is already available on many permitting applications and other areas for the Department.

Most web postings are handled by Public Information staff within DNR; additional staff may be required to handle review of additional documents required by this bill.

DNR estimates an additional 30 permits would need to be automated. In addition, modification would need to be made to the electronic content management system to store documents. DNR would also need to make enhancements to our regulatory tracking system. The overall fiscal impact is estimated at \$5,053,200 in FY 2019, \$1,035,906 in FY 2020 and \$1,061,804 in FY 2021.

Officials from the **Department of Social Services - Division of Finance and Administrative Services (DFAS)** assume Accounts Payable will need to create a mechanism for "persons" (vendors) to submit invoices. Accounts Payable should be able to accommodate vendors into an enterprise content management system and route to the appropriate office. DSS is already planning to do this. If "persons" are DSS staff across the state, the system will handle the accommodation and should be running well by January 2019.

ASSUMPTION (continued)

The proposed legislation would require the MO HealthNet Division (MHD) to make several changes to several processes that are not currently available online.

Listed below are the items Medicaid Management Information System (MMIS) is aware of that are not currently available online:

1. Premium collections for the Children's Health Insurance Program (CHIP), Spendedown and Ticket to Work (TTW) including a portal for viewing invoices.
2. We sometimes receive paper checks from providers or participants for other reasons.
3. Recipient Explanation of Medical Benefits (REOMBS) - would need a participant portal allowing participants access to these.
4. Drug rebate invoices and payment. This would be part of replacing the drug rebate system.
5. Third Party Liability (TPL) - billing statements and collections.
6. Some claims having attachments (e.g. transplant) have to be submitted on paper. We also have several professional prior authorization forms and some exceptions still on paper.
7. Missouri Medicaid Audit and Compliance (MMAC) has provider enrollment applications that are still paper, and all providers have to submit signature pages for the applications submitted online.
8. MMAC collects payments from providers.

A high level estimate is \$50 million and would take three years to complete to make MMAC and MHD compliant with the legislation.

(\$25 million: 90/10 GR: \$2,500,000 FF: \$22,500,000)
(\$25 million: 75/25 GR: \$6,250,000, FF: \$18,750,000)

FY19 Total: \$16,666,667 (GR: \$2,916,667 FF: \$13,750,000)
FY20 Total: \$16,666,667 (GR: \$2,916,667 FF: \$13,750,000)
FY21 Total: \$16,666,667 (GR: \$2,916,667 FF: \$13,750,000)

Child Support (CS)

In Subsection 2 of the proposed legislation, the Family Support Division (FSD) CS assumes that "persons" refers to applicants and recipients of child support services and obligors on child support cases. The FSD CS also assumes that the website does not need to allow for other entities to contact the FSD CS, submit documents or submit payments electronically. The FSD CS initiates communications to other entities such as circuit clerks, CS staff in other states, employers, etc. on a daily basis as part of the FSD CS's regular course of business.

ASSUMPTION (continued)

The FSD CS already communicates with these other entities using electronic means (e.g., eFiling, federal child support portal).

Through the FSD CS public website, applicants and recipients of services and obligors can apply for CS services, access payment information, make payments and report changes to address, employer, phone number and email address. The public website also has some CS forms and pamphlets available for viewing and printing.

Other than the above listed electronic options, the FSD CS public website does not currently allow persons to electronically contact the agency in response to any communication initiated by the agency or to electronically make contact with the agency.

The FSD CS has a contracted call center that is responsible for responding to customer inquiry telephone calls. The call center averages 57,000 calls per month. The FSD CS manages 295,597 enforcement cases. The call center contract does not require the contractor to respond to electronic contact from persons. The FSD supports also manages 39,164 cases that require paternity establishment, order establishment and order modification. They are not included in the 57,000 calls that the call center receives each month. CS field staff answers calls on paternity, establishment and modification cases.

The FSD CS also has applicants and recipients of services and obligors who come to the child support offices or send written correspondence that may take advantage of electronically contacting the agency.

In the past, the FSD CS used a public email address that allowed persons to make contact with the agency. At that time, the FSD CS had nine staff in the CS Customer Relations Unit that responded to the electronic inquiries. Currently, there are three staff in the CS Customer Relations Unit.

The FSD CS expects that applicants and recipients of CS services and obligors will utilize the electronic means to contact the agency in lieu of and in addition to contacting the call center. If 10% of the applicants and recipients of child support services and obligors who call the call center contact the agency through electronic means, the FSD child support program will receive 5,700 ($57,000 \times 10\%$) electronic inquiries each month. This estimate does not include paternity, establishment and modification calls, customers that come to the CS offices or customers who send written communication that may take advantage of electronically communicating with the agency.

ASSUMPTION (continued)

The FSD CS will require three (3) full time CS Specialists to respond to electronic inquiries from applicants and recipients of CS services and obligors on CS cases that will result from this legislation.

The FSD CS will follow existing processes to update the public website to include all FSD CS information not currently available on the website. The FSD CS defers to OA-ITSD to include costs related to developing a safe confidential electronic means for applicants/recipients of services and obligors to respond to communications and contact the FSD CS.

The Policy Development Unit and Child Support Systems staff will assist in providing business requirements and resources for reviewing and testing the changes to the website. This can be accomplished with existing staff.

Income Maintenance (IM) Supplemental Nutrition Assistance Program(SNAP), MO HealthNet (MHN), Temporary Assistance (TA), Low Income Home Energy Assistance Program (LIHEAP), and Community Services Block Grant (CSBG)

Currently, the public can view, access, print, upload, download, and find contact information to acquire FSD IM related information through the Department of Social Services public website. The public has access to SNAP, TA, MHN, and LIHEAP applications, FSD IM related announcements, decisions on policy implementation due to new laws or regulations, state agency directory, disclosures that pertain to FSD programs, FSD findings from audits, FSD IM forms, newsletters, notices, orders, pamphlets, policy, reports, and warnings.

The CSBG program does not have a statewide application, as it is administered through 19 contracted agencies. Each contracted agency is responsible for developing and processing its own application.

CFR Title 45 Part 265 requires the TA program to report and publish data to explain reductions in the states TA caseload. The data is available to the public via the Department of Social Services public website.

The FSD IM program state regulations can be added to the Department of Social Services website, by adding a link to the Missouri Secretary of State website for the TA, MHN, CSBG, and LIHEAP. SNAP (Supplemental Nutrition Assistance Program) also known as the Food Stamps program is a federally funded program and the regulations that guide the program can be added to the Department of Social Services website by providing a link to the United States Department of Agriculture Food and Nutrition Service website.

ASSUMPTION (continued)

The FSD IM public website does not currently allow persons to electronically contact the agency in response to any communication initiated by the agency or to electronically make contact with the agency beyond the options listed above. The FSD IM also currently has no system in place to assign, respond to, or track electronic contact.

The FSD IM has an in house call center comprised of FSD Eligibility Specialists (ES) that are responsible for responding to customer inquiry telephone calls. The IM call center averages 174,646 calls per month.

The FSD IM expects that applicants and recipients of IM services will utilize the electronic means to contact the agency in lieu of and in addition to contacting the call center. If 10% of the applicants and recipients of income maintenance services who call the call center contact the agency through electronic means, the FSD income maintenance program will receive 17,465 (174,646 x 10%) electronic inquiries each month. Due to the estimated increase in inquiries, the FSD determined that an additional nine (9) FTE will be needed to respond to electronic inquiries from applicants and recipients of income maintenance services. This number also takes into consideration that ES assigned to answer phones may have to shift duties to respond to increased emails due to decreased calls and/or participant visits to resource centers.

The FSD IM will follow existing processes to update the public website to include all FSD IM information not currently available on the website. The FSD IM defers to OA-ITSD to include costs related to developing a safe confidential electronic means for applicants/recipients to respond to communications and contact the FSD IM.

In summary, DSS assumes a cost of \$17,355,045 in FY 2019, \$17,402,472 in FY 2020 and \$17,410,449 in FY 2021 provide for the implementation of the changes in this proposal.

Oversight will reflect a cost of \$3,249,174 in FY 2019, \$3,272,136 in FY 2020 and \$3,275,990 to the General Revenue Fund and a cost of \$14,105,871 in FY 2019, \$14,130,336 in FY 2020 and \$14,134,459 in FY 2021.

Officials from the **Office of the Secretary of State** assume new systems and expansions of existing systems will be needed to meet the requirements of HB 1644. Because the bill requires that all work be completed by 1/1/19, the development will have to be contracted. Development costs are estimated as follows:

ASSUMPTION (continued)

\$145,000 - Library - grant management system
\$40,000 - Elections - two online forms with online payment
\$325,000 - Securities - online registrations
\$40,000 - Securities - online order postings system

Total cost to the Office of the Secretary of State is \$550,000 in FY 2019.

Officials from the **Department of Revenue (DOR)** assume the following:

\$26,850 - Requires all state agencies and departments to post information online that is currently published in the physical format and make available the online submission of applications, documents, forms, registrations, payments, and other information.

Administrative Impact

To implement the proposed legislation, the Department will be required to:

- Work with OA-ITSD to program a web service that interfaces with the Missouri Driver License System (MODL) that will retrieve balance due, allow for electronic payments, and post payments to correct account;
- Complete programming and user acceptance testing of required system changes;
- Update driver record as a result of an online payment;
- Update the Record Sales system as a result of an online driver record request;
- Update procedures, notices, payments, web-based messaging, and the Department website;
- Complete updates to the administrative rules; and
- Train Staff

FY 2019 - Driver License Bureau

Administrative Analyst I	480 hrs. @ \$14.70 per hr.	= \$ 7,056
Management Analysis Spec II	480 hrs. @ \$20.57 per hr.	= \$ 9,874
Revenue Manager Band I	320 hrs. @ \$25.05 per hr.	= \$ 8,016
Total		= \$24,946

ASSUMPTION (continued)

FY 2019 - Personnel Services Bureau

Revenue Manager Band I	40 hrs. @ \$25.05 per hr.	= \$ 1,002
Administrative Analyst III	353 hrs. @ \$19.43 per hr.	= \$ 6,859
Total		= \$ 7,861

Total Costs = **\$32,807**

DOR also assumes a cost of \$400,788 for ITSD cost for implementation of Online Reinstatement Fee Payments, Online Driver Record Status Check and Online Help Chat.

In summary, DOR assumes a cost of \$433,595 (\$24,946 + \$32,807 + \$400,788) in FY 2019 to provide for the implementation of the changes in this proposal.

Officials from the **Department of Mental Health (DMH)** assume the ability for individuals and other entities to submit payments electronically will create a cost for the DMH.

The DMH currently receives the following:

1. payments for program licensure applications;
2. overpayments and refunds from vendors; and
3. supplemental fees through the Substance Abuse Traffic Offenders Program.

Since the DMH's website does not currently have the ability to receive payments, the website will need additional data processing capabilities. It is assumed that the development of such capabilities would fall to the Information Technology Services Division of the Office of Administration (ITSD). ITSD will have to create a new web application which links off of the DMH website to allow for submission of the payment as well as the supporting documentation that must accompany it. There is not currently an online application that will allow submission of payment, collection and processing of the data. The process is currently done manually.

There will need to be a new online application which will be integrated with the State's contractor to collect and process payments. There will need to be extensive analysis as the requirements collected thus far are high level. This assumption is based on other experience of building online payment collection, forms, screens and reports.

The impact of this bill for Department of Mental Health programs is \$218,700 for FY 2019, \$44,835 for FY 2020 and \$45,957 for FY 2021.

ASSUMPTION (continued)

Officials from the **Department of Health and Senior Services (DHSS)** assumes that the call centers/hotlines are not included in the proposed legislation. DHSS would incur significant expenditures and required increased personal if the call centers/hotlines were to go online in a secure format.

It has been assumed that the posting of an additional 205 items to the existing DHSS public website can be done with no additional fiscal impact above current maintenance costs. ITSD has assumed the custom web application will be used to securely collect information for storage in a database and facilitate online payment. ITSD has not estimated for complex data validations or management application integrations. For estimating purposes ITSDS has estimated a project duration of nine (9) months with a project team to include a project manager, senior developer, developer and business analyst to build the core application to include database storage and facilitation of online payments with three (3) form pages completed. Additional pages can be completed in an estimated thirty-six (36) hours at an approximate cost of \$2,916 per form.

The estimate represents the custom web application build and all estimated 198 forms completed which would require additional developers on the project team to complete in FY2019 at a cost of \$828,990 and \$170,892 in FY 2020 and \$175,165 in FY 2021 for ongoing support.

Officials from the **Department of Economic Development - Division of Energy (DE)** assume OA-ITSD costs would be incurred to provide a secure environment for submittal of loan payments to the Division of Energy (DE) via its public website, as required by this proposal. DE's Energy Loan Program offers low-interest funds for energy efficiency improvements. Loan payments are currently submitted via paper check or electronically via Electronic Fund Transfer/Automated Clearing House. DE assumes the payment system would be a component of the CMS tax credit system. The hourly calculations are for a single instance setup of a payment submission function for the Division of Energy.

DE estimates a cost of \$50,058 in FY 2019, \$10,262 in FY 2020 and \$10,519 in FY 2021 to provide for the implementation of the changes in this proposal.

Officials from the **Department of Economic Development - Business Communication Services (BCS)** assume this legislation creates 26.850 - requires that beginning 1-1-19, all agencies and departments shall publish online "all current advisories, applications, announcements, decisions, directories, disclosures, findings, forms, newsletters, notices, orders, opinions, pamphlets, policies, regulations, reports, warnings, and other public information that the agency or department publishes in a physical format."

ASSUMPTION (continued)

Further requires the departments to create online features that allow individuals to contact the department electronically and submit documents/forms and payments online.

This will require significant ITSD expenditures of \$1,550,000 to create systems to allow DED - BSC to meet this requirement. The ITSD cost ongoing to maintain the systems is \$10,519 per year.

Officials from the **Department of Public Safety - Missouri Highway Patrol** assume the proposed legislation would require state agencies to post information online and make available submissions of payments, applications and other forms. This would require modifying web applications to make payments online at a cost of \$31,560.

Officials from the **Missouri Department of Conservation (MDC)** assume an unknown fiscal impact due to a currently unknown comprehensive count of printed forms, the work involved to move them online, the system cost and the cost of ongoing system maintenance.

Due to these unknowns the MDC estimates the proposed legislation would have a negative fiscal impact on MDC funds of more than \$100,000 annually.

Officials from the **Department of Insurance, Financial Institutions and Professional Registration (DIFP)** assume for those department systems supported by ITSD the department defers to the Office of Administration - ITSD on the fiscal impact of this bill.

There would be an unknown cost to the DIFP as many of the department's licensure systems are administered by national state licensing organizations, such as the National Association of Insurance Commissioners (NAIC). Changes to these systems and their costs would be unknown until a review of each system for the changes necessary to implement this bill was conducted.

Officials from the **Department of Public Safety - Office of the Director** assumes costs relative to this legislation could be small enough for us to handle. We feel we already have some of the requirements of the legislation in place.

Officials from the **Office of the State Courts Administrator** assume the proposed legislation changes the laws regarding state agencies and departments by requiring the posting of information online that is published physically and making available the online submission of applications, forms, and payments.

ASSUMPTION (continued)

There may be some impact but there is no way to quantify that currently. Any significant changes will be reflected in future budget requests.

Officials from the **Attorney General's Office (AGO)** assume any potential cost arising from this proposal can be absorbed with existing resources. AGO may seek additional appropriations if the proposal results in a significant increase in cases.

Officials from the **Office of the State Auditor** assume any potential cost arising from this proposal can be absorbed with existing resources.

Officials from the **Joint Committee on Administrative Rules** state this legislation is not anticipated to cause a fiscal impact beyond its current appropriation.

Officials from the **Department of Elementary and Secondary Education, Department of Corrections, Department of Labor and Industrial Relations, Department of Public Safety (Capitol Police, Alcohol & Tobacco Control, Fire Safety, Gaming Commission, Missouri National Guard, State Emergency Management Agency and the Veterans Commission), Office of the Governor, Missouri Lottery Commission, Missouri Consolidated Health Care Plan, Missouri Ethics Commission, Missouri House of Representatives, Office of the Lieutenant Governor, Department of Transportation, Office of Prosecution Services, Missouri State Employee's Retirement System, MoDOT & Patrol Employees' Retirement System, Office of Administration (Administrative Hearing Commission), Missouri Senate, Office of the State Public Defender, Office of the State Treasurer and the State Tax Commission** each assume the proposal will have no fiscal impact on their respective organizations.

Officials from the **Department of Agriculture** and the **Department of Higher Education** defer to the Office of Administration to estimate the fiscal impact of the proposed legislation on their respective organizations.

ASSUMPTION (continued)

General Revenue Fund	FY 2019	FY 2020	FY 2021
OA	(\$260,000)	\$0	\$0
DNR	(\$5,053,200)	(\$1,035,906)	(\$1,061,804)
DSS (includes 12 FTE)	(\$3,249,174)	(\$3,272,136)	(\$3,275,990)
SOS	(\$550,000)	\$0	\$0
DOR	(\$433,595)	\$0	\$0
DMH	(\$218,700)	(\$44,835)	(\$45,957)
DHSS	(\$828,990)	(\$170,892)	(\$175,165)
DED - DE	(\$50,058)	(\$10,262)	(\$10,519)
DED - BSC	(\$1,550,000)	(\$10,519)	(\$10,519)
TOTAL	(\$12,193,717)	(\$4,544,550)	(\$4,579,954)

Other State Funds	FY 2019	FY 2020	FY 2021
DIFP	(Unknown)	(Unknown)	(Unknown)
DPS-MHP	(\$31,560)	\$0	\$0
MDC	(More than \$100,000)	(More than \$100,000)	(More than \$100,000)
Total	(More than \$131,560)	(More than \$100,000)	(More than \$100,000)

Federal Funds	FY 2019	FY 2020	FY 2021
DSS (includes 12 FTE)	(\$14,105,871)	(\$14,130,336)	(\$14,134,459)

ASSUMPTION (continued)

For simplicity, **Oversight** will reflect a cost to the General Revenue Fund of Greater than \$12,193,717 in FY 2019, Greater than \$4,544,550 in FY 2020 and Greater than \$4,579,954 in FY 2021. Oversight will also reflect a cost to Other State Funds of More than \$131,560 in FY 2019 and More than \$100,000 in FY 2020 and FY 2021. Lastly, Oversight will reflect a cost to Federal Funds of \$14,105,871 in FY 2019, 14,130,336 in FY 2020 and 14,134,459 in FY 2021.

<u>FISCAL IMPACT - State Government</u>	FY 2019 (10 Mo.)	FY 2020	FY 2021
GENERAL REVENUE FUND			
<u>Cost - Various State Agencies</u> Website updates	(Could exceed <u>\$12,193,717</u>)	(Could exceed <u>\$4,544,550</u>)	(Could exceed <u>\$4,579,954</u>)
ESTIMATED NET EFFECT TO THE GENERAL REVENUE FUND	(Could exceed <u>\$12,193,717</u>)	(Could exceed <u>\$4,544,550</u>)	(Could exceed <u>\$4,579,954</u>)
OTHER STATE FUNDS			
<u>Cost - Various State Agencies</u> Website updates	(More than <u>\$131,560</u>)	<u>\$0</u>	<u>\$0</u>
ESTIMATED NET EFFECT ON OTHER STATE FUNDS	(More than <u>\$131,560</u>)	<u>\$0</u>	<u>\$0</u>
FEDERAL FUNDS			
<u>Cost - DSS</u> Website updates	(<u>\$14,105,871</u>)	(<u>\$14,130,336</u>)	(<u>\$14,134,459</u>)
ESTIMATED NET EFFECT FEDERAL FUNDS	(<u>\$14,105,871</u>)	(<u>\$14,130,336</u>)	(<u>\$14,134,459</u>)
<u>FISCAL IMPACT - Local Government</u>	FY 2019 (10 Mo.)	FY 2020	FY 2021
	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>

FISCAL IMPACT - Small Business

No direct fiscal impact to small businesses would be expected as a result of this proposal.

FISCAL DESCRIPTION

This bill requires all executive state agencies and departments to publish all documents, opinions, forms, and other public information published in a physical format on each agency's or department's website. By January 1, 2019, each executive state agency's and department's website shall allow people to electronically respond to an agency or department communication, make contact with the agency or department, submit applications, forms, or other documents, and submit payments.

This legislation is not federally mandated, would not duplicate any other program and would not require additional capital improvements or rental space.

SOURCES OF INFORMATION

Attorney General's Office
Department of Agriculture
Department of Economic Development
 Public Service Commission
 Office of the Public Council
 Division of Energy
Department of Elementary and Secondary Education
Department of Higher Education
Department of Health and Senior Services
Department of Insurance, Financial Institutions and Professional Registration
Department of Mental Health
Department of Natural Resources
Department of Corrections
Department of Labor and Industrial Relations
Department of Revenue
Department of Public Safety
 Office of the Director
 Division of Alcohol and Tobacco Control
 Capitol Police
 Fire Safety
 Missouri Gaming Commission
 Missouri Highway Patrol

SOURCES OF INFORMATION (continued)

Missouri National Guard
State Emergency Management Agency
Veterans Commission
Department of Social Services
Office of the Governor
Joint Committee on Administrative Rules
Missouri Lottery Commission
Missouri Consolidated Health Care Plan
Missouri Department of Conservation
Missouri Ethics Commission
Missouri House of Representatives
Office of the Lieutenant Governor
Department of Transportation
Office of Prosecution Services
Missouri State Employee's Retirement System
MoDOT & Patrol Employees' Retirement System
Office of Administration
Administrative Hearing Commission
Budget and Planning
Office of the State Courts Administrator
Office of the State Auditor
Missouri Senate
Office of the Secretary of State
Office of the State Public Defender
Office of the State Treasurer
State Tax Commission

Ross Strobe



Acting Director
February 19, 2018