



2015 - 2019 Strategic Plan

Roger D. Stottlemire, Executive Director

The Missouri Gaming Commission proudly presents its Four Year Strategic Plan. This plan will be used to ensure the integrity and regulation of the charitable and commercial gaming industries. The goals and objectives of the organization are defined and provide the MGC with a blueprint to guide us in enforcing and governing legal gaming activities within the State of Missouri.

The Missouri Gaming Commission is under the direction of Executive Director, Roger D. Stottlemire. His 32 years of law enforcement experience enhances our regulatory efforts, and provides coordinated direction.

The Missouri Gaming Commission was established in 1993 by the 87th General Assembly. Currently there are nearly 111 employees. These employees work to license over 9,000 casino employees, 13 riverboat gaming casinos, numerous suppliers and manufacturers of gaming equipment, and oversee 283 bingo organizations, 91 bingo halls and almost 400 bingo licensees.

OUR MISSION

The Missouri Gaming Commission will regulate charitable and commercial gaming in a manner which promotes a positive impact on the State and ensures the integrity of the industry.

OUR VISION

We will be a proactive organization recognized for its fair, firm and consistent enforcement of regulations and statutes.

OUR CORE VALUES

Service

We will be responsive to the concerns of our internal and external stakeholders.

Integrity

Honesty and equity will be our hallmark. We will uphold the highest standards of conduct and demand the same of those we regulate.

Professionalism

We will treat everyone with respect and value our differences as we carry out our duties.

OUR STRATEGIC PLAN

Goal 1.0 TRAINING

Strategy: Ensure adequately trained personnel to meet operational needs.

Objectives:

- 1.1 Develop a prioritized training needs assessment for all job positions based upon the agency, Strength, Weaknesses Opportunity, Threat (SWOT) assessment and goals.
- 1.2 Invest in professional development programs which improve employee's job skills, productivity, and potential for internal advancement.

Goal 2.0 Technology

Strategy: Align technology with institutional priorities.

Objectives:

- 2.1 Maintain a reliable network to all MGC offices. Improve connectivity by implementing fiber optic lines where available.
- 2.2 Implement wireless access points which are manageable by enterprise class tools.
- 2.3 Obtain from each casino a list of new gaming technology they anticipate implementing within the next year and update that list annually.
- 2.4 Develop electronic work papers for the Compliance Audit Department subject to IT prioritization.
- 2.5 Develop a new training database to request, resource, and document training for all MGC employees subject to IT prioritization.
- 2.6 Develop a system to submit expense reports electronically that satisfies OA and MGC requirements subject to IT prioritization.
- 2.7 Have senior staff review and approve technology development priorities at least once a quarter.

Goal 3.0 Communication

Strategy: Facilitate open and effective communication among stakeholders

Objectives:

- 3.1 Create a weekly summary available to all employees, or combine the weekly staff minutes.
- 3.2 Compile a list of gaming related acronyms and make them available on the “O” drive.
- 3.3 Emphasize to new employees the communication capabilities, including the blog and the MGC policy email.
- 3.4 Twice per year the executive director and appointed staff will visit satellite offices.

Goal 4.0 Personnel

Strategy: Provide a professional work environment that attracts, develops, and retains diverse, qualified individuals and recognizes employee excellence

Objectives:

- 4.1 Define and promote our commitment to professionalism, inclusion, diversity, and non-discrimination through policy and procedures.
- 4.2 Biennially review and update as needed all position descriptions for accuracy and for professional requirements.
- 4.3 Be ever vigilant in researching resources that provide training in the prevention of harassment and discrimination.
- 4.4 Establish a program to recognize employee tenure or excellence.
- 4.5 Research career progression to evaluate potential job advancement opportunities.
- 4.6 Instruct hiring managers and hiring team on proper techniques and procedures in the hiring process.

Goal 5.0 Funding

Strategy: Maximize funding while being responsible stewards of our resources.

Objectives:

- 5.1 Conduct annual comprehensive plans for needed resources by identifying needs for ongoing operations, information technology infrastructure, payroll, employee training and new resources to carry out agency goals.
- 5.2 Execute compliant resource plans to meet the organizational needs.
- 5.3 Measure and evaluate the effective use of agency resources through various accountability reports and other performance measurements.
- 5.4 Be proactive with regulatory and industry trends to ensure the commission is adequately reimbursed within statutory authority.