

2025 NASCIO STATE IT RECOGNITION AWARDS

Project Title: Modernized eLicensing System for Occupational Learning (MOPRO)

State: Missouri

Agency/Division: Office of Administration, Information Technology Services Division

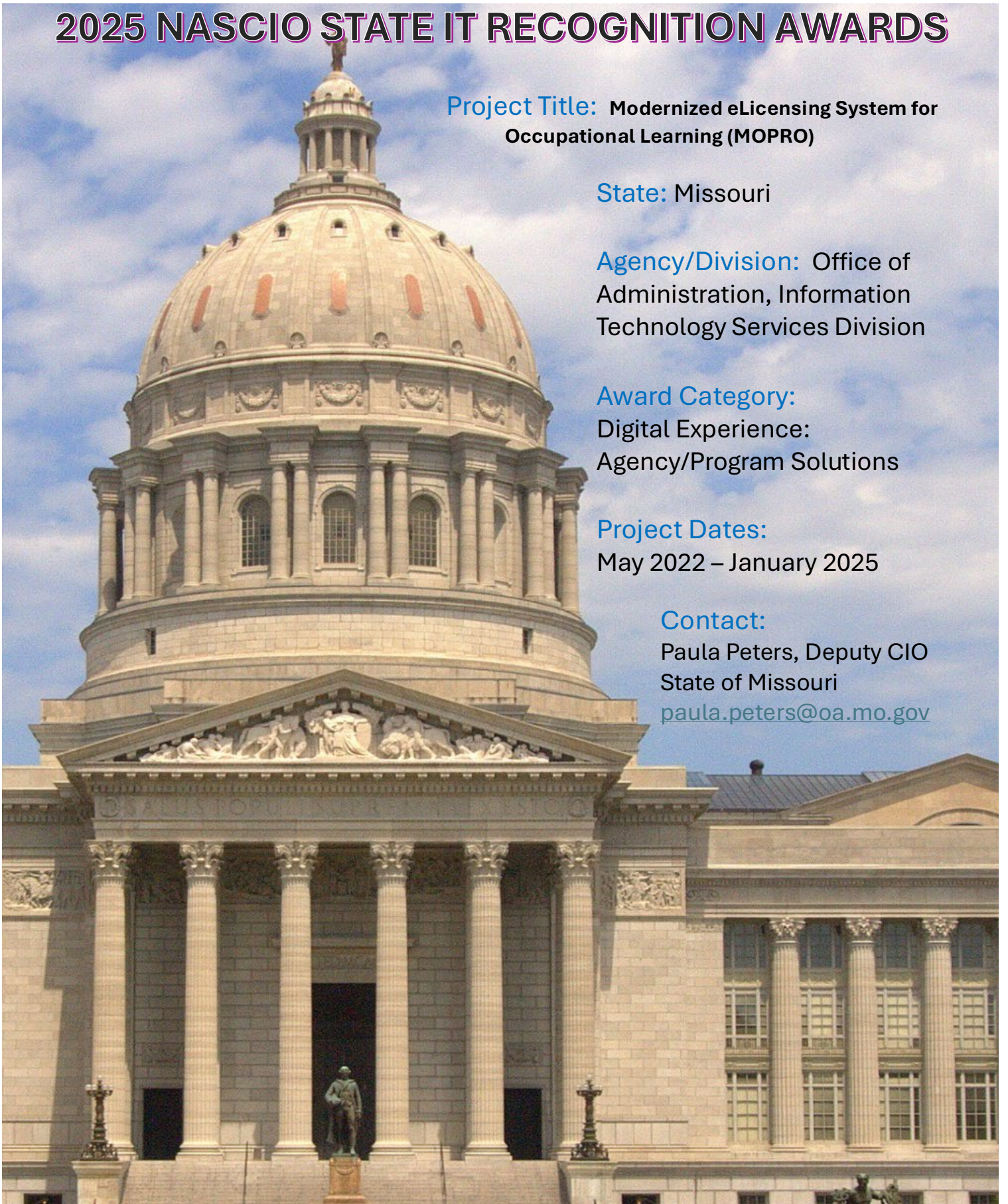
Award Category:
Digital Experience:
Agency/Program Solutions

Project Dates:
May 2022 – January 2025

Contact:

Paula Peters, Deputy CIO
State of Missouri

paula.peters@oa.mo.gov



Executive Summary

The Missouri Division of Professional Registration (PR) oversees the licensure of over 525,000 professionals and businesses across more than 300 professions, with a significant emphasis on healthcare, which constitutes over half of its licensees. For 25 years, the Division relied on an outdated licensure system that reached the end of its operational life, as determined by the Office of Administration-Information Technology Services Division (OA-ITSD). This legacy system, unsupported by its vendor, was limited to online renewals, lacking the flexibility to provide comprehensive services around the clock. Recognizing the need for modernization, the Division secured funding through the American Rescue Plan Act (ARPA) in the 2022 legislative session, with approval from the Governor's Cabinet IT Governance Council (CITGC). This funding enabled the development of MOPRO, a transformative licensure system launched on January 14, 2025.

MOPRO revolutionizes the licensure process by offering applicants and licensees unprecedented access to their data 24 hours a day, seven days a week, 365 days a year. The system empowers users to manage applications, track statuses, and enter data independently, significantly reducing processing times and facilitating faster workforce entry. To date, MOPRO has processed nearly 200,000 online payments and supported approximately 180,000 Missourians in initiating or sustaining their professional careers. By leveraging cutting-edge technologies such as Salesforce's Agentforce AI for helpdesk support, MuleSoft for interface management, and AWS Gov Cloud for secure, scalable hosting, MOPRO enhances operational efficiency, user experience, and data security. The system integrates 66 interfaces with external partners, including state agencies, federal databanks, and commercial entities, automating critical data exchanges and strengthening public safety measures. MOPRO represents a forward-thinking solution that aligns with Missouri's commitment to innovation, transparency, and regulatory excellence.

MISSOURI DIVISION OF PROFESSIONAL REGISTRATION Pharmacy Action Forms File a Complaint Downloadable Listings Licensee Search Login Register

Welcome to MOPRO!!!

MOPRO is the new licensure system for the Missouri Division of Professional Registration!!

MOPRO will give you access to your information 24/7/365 including, but not limited to:

- Applying for a license
- Renewing your license, whether on time or late
- Submitting payments online for your license, a duplicate license, or licensure verification
- Changing your name, address, or other contact information
- Changing corporate officers or owners of a licensed business
- Tracking supervision hours
- Filing a complaint against a licensee

Require Assistance?

If you are new to MOPRO, select **Register** above to receive your login credentials. If you are already registered with MOPRO, select **Login**.

Please visit the [Frequently Asked Questions](#) for information about initial registration, applying for an individual license, accessing an existing license, or addressing technical issues.

If you need help registering for your MOPRO account, [click here](#) to watch a short video tutorial or contact us at **833-373-2936** or email moprotech@pr.mo.gov

If you have questions about your license, contact information, or other board-specific questions, [click here](#) for assistance.

IDEA

What problem or opportunity does the project address?

The vision for MOPRO emerged from the urgent need to replace a 25-year-old licensure system that had become obsolete and unsustainable. The legacy system, deemed at the end of its life by OA-ITSD, was hindered by its inability to support modern licensure demands, offering only online renewals and lacking vendor support. This limitation restricted the Division's ability to serve Missouri's growing professional community effectively.

Why does it matter?

The concept for MOPRO was to create a state-of-the-art, user-centric platform that would empower applicants and licensees by providing seamless, 24/7/365 access to licensure services. The goal was to streamline processes, reduce administrative burdens, and enhance public safety through improved data access and compliance monitoring.



What makes it different?

OA-ITSD and PR worked together to develop a plan to develop MOPRO. It was determined that Central to MOPRO's design should be the integration of Salesforce's Agentforce AI, which enables conversational, automated responses to level-1 helpdesk inquiries. This capability addresses common questions about licensure requirements and portal navigation, reducing the need for staff intervention and enhancing user satisfaction. MOPRO also incorporates 66 automated interfaces with external entities, such as the Missouri State Highway Patrol (MSHP), NURSYS, and the U.S. Citizenship and Immigration Services, to facilitate real-time data sharing. These interfaces eliminate manual data entry, ensuring timely access to critical information like felony arrests, tax compliance, and continuing education records. The system's Citizen Dashboard and decision-tree-guided forms simplify the application process, making it intuitive for users to select and complete forms without prior knowledge of requirements.

What makes it universal?

By leveraging scalable cloud infrastructure and mobile app support, MOPRO addresses both office-based and field-based needs, positioning the Division as a leader in modern licensure management.

IMPLEMENTATION

What was the roadmap?

The MOPRO project was initiated with ARPA funding secured during the 2022 legislative session, following approval from the Governor's Cabinet IT Governance Council (CITGC). This financial support underscored the State's commitment to modernizing its licensure infrastructure to better serve its citizens.

How did you do it?

OA-ITSD, PR, and Vendor collaboration began on August 1, 2022, marking the start of an intensive development process that culminated in MOPRO's successful launch on January 14, 2025. The project required extensive coordination among stakeholders, including state agencies, federal partners, and commercial entities, to ensure seamless integration and functionality.

MOPRO is built on Salesforce Managed Services, utilizing AWS Gov Cloud for application and database servers. This platform provides scalability to handle fluctuating transaction volumes, which can spike from a few hundred to several thousand daily during renewal periods. AWS Gov Cloud ensures compliance with FedRAMP, HIPAA, and HITRUST standards, safeguarding sensitive data through encryption in transit and at rest. Document uploads are scanned for viruses and malware, protecting state assets across the Citizen Portal, office backend, and mobile app.

The system's 66 interfaces with external partners were a cornerstone of its implementation. These interfaces, managed by Salesforce's MuleSoft, automate data exchanges with entities such as:

- Missouri State Highway Patrol (MSHP): The RAPBACK interface monitors felony arrests, enabling license suspensions when necessary, while the TCN Import supports background and fingerprint checks to validate professional eligibility.
- NURSIS: This interface updates nurse licensure and disciplinary data, ensuring compliance with national standards.
- NAPHSIS: Provides death certification to retire licenses and prevent fraudulent takeovers.
- Missouri Department of Revenue: The HB600 interface monitors tax compliance, triggering suspensions for non-compliance.
- U.S. Citizenship and Immigration Services: The SAVE interface verifies immigration status for licensure applicants.

- Continuing Education Providers: 21 interfaces track compliance with educational requirements, ensuring professionals stay current in their fields.
- Missouri Department of Health and Senior Services (BNDD): Informs licensure status for professionals handling restricted medications.

MuleSoft’s tools ensure high availability, error detection, and correction, maintaining data integrity across these interfaces. The MOPRO Citizen Portal features a decision tree that guides users to the correct application forms, transferring relevant data automatically to reduce errors. The Citizen Dashboard provides a consolidated view of applications, licenses, and agency notices, enhancing transparency. A mobile app with ESRI GIS routing supports field inspections, while communication channels, including emails, portal notifications, and postal letters, keep users informed. Text messaging enhancements are under consideration to further improve communication success rates.



IMPACT

What did the project make better?

MOPRO has fundamentally transformed Missouri’s professional licensure landscape, delivering measurable benefits to applicants, licensees, staff, and the public. By providing 24/7/365 access to licensure services, MOPRO empowers users to apply, track, and manage their licenses independently, significantly reducing processing times and enabling faster workforce entry. To date, the system has processed nearly 200,000 online payments and supported approximately 180,000 Missourians in starting or continuing their careers.

How do you know?

The integration of Salesforce’s Agentforce AI has streamlined helpdesk operations by automating responses to common inquiries, reducing staff time spent on phone calls and allowing for greater focus on complex tasks. This has improved user satisfaction and freed resources for ongoing system enhancements. The 66 automated interfaces have eliminated time-consuming manual data entry, enabling seamless compliance checks. For example, the MSHP RAPBACK interface ensures rapid identification of felony arrests, while the NURSYS interface keeps nurse licensure data current, protecting public safety. Similarly, the NAPHSIS interface prevents fraudulent license use by retiring licenses upon death certification, and the Missouri Department of Revenue interface enforces tax compliance.

The Citizen Dashboard fosters transparency by providing a centralized hub for application statuses, licenses, and agency notices, empowering users with real-time information. Management dashboards offer up-to-the-minute analytics on renewals, account activity, and payment processing, enabling data-driven staffing decisions. The AWS Gov Cloud platform

ensures scalability and robust cybersecurity, protecting sensitive data and maintaining compliance with Missouri standards. MOPRO's mobile app enhances field inspections by providing ESRI GIS routing, while its reporting tools, featuring visual data representations like pie charts, graphs, and gauges, improve decision-making and operational efficiency.

What now?

By reducing staff workload, enhancing user experience, and strengthening regulatory oversight, MOPRO has set a new standard for licensure systems. Its scalable, secure, and user-centric design positions Missouri as a model for other states seeking to modernize their regulatory frameworks. The system's ongoing enhancements, such as potential text messaging integration, demonstrate the Division's commitment to continuous improvement and innovation in serving Missouri's professional community.