



THE MISSISSIPPI STATE BOARD OF ARCHITECTURE
LANDSCAPE ARCHITECTURE + INTERIOR DESIGN ADVISORY COMMITTEES

(848-00)
MISSISSIPPI STATE BOARD OF ARCHITECTURE

2019-2023
STRATEGIC PLAN

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MISSISSIPPI STATE BOARD OF ARCHITECTURE

5-YEAR STRATEGIC PLAN SNAPSHOT

FOUNDATION

MISSION STATEMENT

The mission of the Mississippi State Board of Architecture (MSBOA) is to protect the public's life, health and property through the regulation of the professions of architecture, landscape architecture and certified interior design.

CORE VALUES

Service Oriented	Principled
Professional	Good Steward
Progressive	Collaborative

STRATEGIC DIRECTION

PHILOSOPHY

The Mississippi State Board of Architecture and its committees will strive for efficiency and quality throughout the organization.

VALUE STATEMENTS

- Remain focused on and committed to serving the public as a regulatory and consumer protection agency.
- Provide quality and efficient service in a courteous and professional manner, treating all clients with dignity and respect.
- Make full use of current technology and best practices.
- Serve the public earnestly and ethically.
- Be a good steward of the resources entrusted to the agency.
- Cultivate a mutually beneficial relationship with allied state, regional and national organizations and agencies.

STRATEGIC PLAN SUMMARY

PROFESSIONAL LICENSURE/CERTIFICATION

Ensure, through a thorough and efficient process, that any individual obtaining licensure, certification or renewal has the necessary skills and knowledge to practice.

- Establish and enforce appropriate requirements for education, internship, experience and examination
- Remain actively involved in and engaged with national certification and testing organizations to learn, contribute and lead
- Design and administer a licensure maintenance system that ensures complete and accurate application review and licensure tracking
- Serve as a resource and supporter of professional interns, future registrants, and registrants

PUBLIC PROTECTION, SAFETY AND WELL-BEING

Enforce laws, rules and regulations in order to protect the public.

- Prevent violations by proactively educating licensees and certificate holders of practice requirements and standards
- Protect consumers and users of the state's built environment by disciplining violators through an open and fair complaint adjudication process, whereby MSBOA investigates all complaints and enforces licensure and conduct standards
- Monitor and ensure appropriate reporting of and compliance with disciplinary decisions
- Adopt relevant and current practice standards in a changing industry
- Promote continued competency on the part of registrants through mandated continuing education

OUTREACH AND COLLABORATION

Increase public and professional awareness of MSBOA and its mission, activities, programs and service.

- Communicate clearly and effectively with all stakeholders
- Communicate directly with students in design related degree programs in Mississippi
- Provide regular and timely communication to existing and potential registrants
- Provide information to the public through MSBOA's website
- Partner with local, regional and national allied organizations and agencies, serving as a leader, participant, student and resource

ORGANIZATIONAL EFFECTIVENESS

Continue to ensure and improve effectiveness and efficiency.

- Demonstrate a commitment to being fiscally responsible and responsive
- Assess current processes for strengths and weaknesses with a goal of continuous improvement
- Value team members, and equip them with the information, tools and resources they need
- Optimize efficiency through the use of current technology to provide services and to communicate
- Encourage online applications in order to improve efficiency and to reduce paper processes

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MISSISSIPPI STATE BOARD OF ARCHITECTURE
LANDSCAPE ARCHITECTURE ADVISORY COMMITTEE
INTERIOR DESIGN ADVISORY COMMITTEE

**2019-2023
STRATEGIC PLAN**

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Mission Statement

The mission of the Mississippi State Board of Architecture (MSBOA) is to protect the public's life, health and property through the regulation of the professions of architecture, landscape architecture and certified interior design.

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Statement of Agency Philosophy

The Mississippi State Board of Architecture and its committees will strive for efficiency and quality throughout the organization.

Agency Values

Service Oriented	MSBOA will remain focused on and committed to serving the public as a regulatory and consumer protection agency.
Professional	MSBOA will provide quality and efficient service in a courteous and professional manner, treating all clients with dignity and respect.
Progressive	MSBOA will make full use of current technology and best practices.
Principled	MSBOA will serve the public earnestly and ethically.
Good Steward	MSBOA will be a good steward of the resources entrusted to it.
Collaborative	MSBOA will cultivate a mutually beneficial relationship with allied state, regional and national organizations and agencies.

Relevant Statewide Mission and Goals

The following are the statewide missions, strategies and goals most directly intertwined with MSBOA's mission.

Statewide Primary Mission

- ★ Protect the safety and well-being of its citizenry.

Statewide Goals and Philosophies

- ★ To insure the construction and maintenance of infrastructure (including roadways, waterways, railways, airports, water and sewer systems, pipelines, electricity lines, broadband connections, public buildings) adequate to meet the needs of citizens and the business community and to foster economic growth.
- ★ To protect Mississippians from risks to public health and to provide them with the health-related information and access to quality healthcare necessary to increase the length and quality of their lives.
- ★ To ensure that current and future generations have access to the state's abundant natural resources through restoration, protection, conservation, and wise development of those resources.
- ★ Practicing accountability and transparency at every level of government.
- ★ Placing ultimate value on efficiency and effectiveness of government services.

Corresponding Agency Goals and Benchmarks

Goal 1. Professional Licensure/Certification

Objective - Ensure, through a thorough and efficient process, that any individual obtaining licensure, certification or renewal has the necessary skills and knowledge to practice.

Benchmarks:

- Number of new licenses/certificates granted
- Number of licenses/certificates renewed
- Number of licenses/certificates reinstated
- Percentage of completed initial or reciprocal applications free of eligibility issues processed within 3 weeks
- Percentage of new applications processed online
- Percentage of renewals processed online

Goal 2. Public Protection, Safety and Well-Being

Objective - Enforce laws, rules and regulations in order to protect the public.

Benchmarks:

- Number of complaints processed
- Percentage of accepted continuing education audits

Goal 3. Outreach and Collaboration

Objective - Increase public and professional awareness of MSBOA and its mission, activities, programs and service.

Benchmarks:

- Number of outreach/educational presentations to students, interns, registrants and allied organizations

Goal 4. Organizational Effectiveness

Objective - MSBOA will continue to ensure and improve effectiveness and efficiency.

Other Considerations to Support the Statewide Strategic Plan

- With relevance to structures and infrastructure, MSBOA maintains and monitors licensure standards to ensure that its registrants have the knowledge and skills required to design public buildings and public spaces that are safe, and that meet the needs of Mississippi's citizens and business community.
- With relevance to public health facilities, MSBOA maintains and monitors licensure standards to ensure that its registrants have the knowledge and skills required to design quality healthcare structures and spaces that are protective of the public's life, health, safety and welfare.
- With relevance to public health, MSBOA recognizes and supports licensure and practice standards intended to ensure that buildings and spaces support good health, safety and public welfare.
- With relevance to the state's natural resources and future generations, MSBOA recognizes and supports licensure standards, practice standards, and continuing education activities intended to provide registrants with the skills and knowledge necessary to design buildings and spaces that are sensitive to energy and environmental concerns.

Overview of Agency's 5-Year Strategic Plan

MSBOA has considered funding and activity levels and has conducted a review of its efficiencies, strengths and weaknesses in order to establish the following work plan for 2019-2023.

Agency Direction in 2019

Paperless Records

During FY17, MSBOA digitized the registrant files of all active licensees, and stored the electronic records within the Licensing System/Database. This was the last phase of a multi-year project to update the Licensing System and related processes. Going forward, registrant files will initiate and be maintained in electronic format.

In FY18 and FY19, MSBOA will design and implement processes to digitize an electronically store other agency records. Electronic storage provides better security, efficiency and customer service, in keeping with the agency's goals.

Maintain/Continue Full Slate of Services

- Hold regular board and committee meetings in order to conduct MSBOA's business
- Issue licenses, certifications and renewals to those meeting the qualifications
- Investigate all complaints
- Adjudicate disciplinary cases
- Provide information to students, interns, registrants, allied professionals, consumers and the public
- Participate in the activities of the national examination and record keeping organizations as contributors, students and leaders
- Assist interns and support the State IDP Coordinator
- Provide outreach programs to students and allied organizations
- Evaluate best practices, efficiencies, income and expenditures
- Celebrate and recognize the achievement of licensure and certification during an annual event recognizing new licensees
- Review practice laws, rules and policies, and seek revisions as needed

Agency Direction in Years 2020 to 2023

Maintain/Continue Full Slate of Services

- Hold regular board and committee meetings in order to conduct MSBOA's business
- Issue licenses, certifications and renewals to those meeting the qualifications
- Investigate all complaints
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External/Internal Assessment

The Agency's mandate is narrowly focused, and is largely affected by factors outside of MSBOA's control. As a self-funded agency, MSBOA must operate within the fees and fines it collects. MSBOA's finances are most directly affected by the number of applications and renewal applications received.

Internally, MSBOA's ability to react to fluctuations in licensure activity and funding levels is through the licensure fee structure and through cost trimming measures. MSBOA is committed to limiting fee increases in terms of frequency and amount.

Externally, MSBOA has no ability to influence the primary drivers of the need for individuals to become licensed or certified. Those factors are primarily economically driven, and are directly related to the level of public and private property development and construction activity throughout the state. Higher levels of construction bring increased applications, and usually increased complaint activity.

MSBOA will continue to monitor the level of agency activity, and consider how the level, whether rising or falling, will affect MSBOA's budget and planned activities over the next five years and beyond.

In addition to the primary drivers discussed above, the following external factors could affect MSBOA's operations and goals:

- Natural disasters
- Changes in how buildings and spaces are designed and constructed
- Increasing levels of international practice
- Continued increases in interstate practice
- Changes in firm culture and structure
- Generational changes and their impact on the professions
- Inflation and increases in the cost of doing business
- Changes to laws, including building code requirements and local ordinances, affecting the requirement for licensed design professionals

Agency Goals with Corresponding Strategies

MSBOA has only one program, Licensure and Regulation. The agency's goals, objectives and benchmarks are outlined in Section 3.

MSBOA's goals are as follows:

- Professional Licensure/Certification
- Public Protection, Safety and Well-Being
- Outreach and Collaboration
- Organizational Effectiveness

The strategies MSBOA will utilize to accomplish the goals and objectives outlined in Section 3 are as follows:

Strategies for Goal 1 - Professional Licensure/Certification

- Establish and enforce appropriate requirements for education, experience and examination
- Remain actively involved in and engaged with national certification and testing organizations to learn, contribute and lead
- Administer a licensing system that ensures complete and accurate application review and licensure tracking
- Serve as a resource and supporter of professional interns, future registrants, and registrants

Strategies for Goal 2 - Public Protection, Safety and Well-Being

- Prevent violations by proactively educating licensees and certificate holders of practice requirements and standards
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- Monitor and ensure appropriate reporting of and compliance with disciplinary decisions
- Adopt relevant and current practice standards in a changing industry
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Strategies for Goal 3 - Outreach and Collaboration

- Communicate clearly and effectively to all stakeholders
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Strategies for Goal 4 - Organizational Effectiveness

- Demonstrate a commitment to being fiscally responsible and responsive
- Assess current processes for strengths and weaknesses with a goal of continuous improvement
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Agency Benchmarks

Program Name: Licensure and Regulation

Program Outputs	FY19 Goal
Number of Outreach/Educational Presentations	8
Number of Complaints Received	15
Number of New Licenses Granted	115
Number of Licenses/Certificates Renewed	10
Number of Licenses/Certificates Reinstated	20

Program Efficiencies	
Percentage of Accepted Continuing Education Audits	NA
Percentage of Renewals Processed Online	85%
Percentage of New Applications Processed Online	80%
Percentage of Completed Applications Processed in 3 Weeks	85%

Program Outcome	
Number of Active Registrants at End of Fiscal Year	2,086