

2024:

YEAR OF IMPROVEMENTS FOR PROFESSIONAL LICENSING IN ILLINOIS



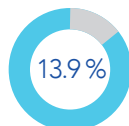
IDFPR

Illinois Department of
Financial and Professional Regulation

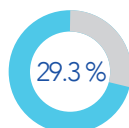
As the Illinois Department of Financial and Professional Regulation worked to implement a new online licensing system in 2024, the Department was also proactive in improving and increasing the resources available to professionals seeking licensure under IDFPR's existing processes. **As a result, IDFPR successfully issued the most licenses in a single year ever in 2024.**

120,933

licenses issued in 2024



Increase of 13.9% compared to 2023
(106,196 licenses issued)



Increase of 29.3% compared to 2019, the last year before the COVID-19 pandemic
(93,523 licenses issued)

Additional online resources introduced in 2024 include:

Launched a pilot program for select professionals who submit paper applications for licensure to **submit their payments online.**



Launched a **new process for active-duty service members and their spouses** to apply for licensure with reduced requirements via military portability.



Created an online process for professionals to **request the materials needed to reactivate a license.**



Launched a pilot program for licensees in select professions to **find the requirements to reactivate their license on IDFPR's website.**



Introduced virtual appointments for applicants to obtain licensure updates.



Statewide enforcement complainants **can now submit evidence in support of their complaints** when they file a complaint with DPR.



Revamped the "intent to deny" process for applicants with criminal convictions.



Published an informational guide for applicants that a **criminal conviction is NOT an automatic bar to licensure** in Illinois.



Launched a nurse testing pilot program that **allows students to start the application process with IDFPR** instead of with the Department's testing vendor.



Additional improvements in 2024 include:

- Applicants who submit paper applications **are now emailed application receipts.** In addition to providing confirmation that their applications have been received, they are asked to complete voluntary demographic surveys.
- Signed a variance that **prevents applicants from paying increased fees or late fees** from the pendency of the applicant's application due to no fault of the applicant.
- Provided training for call center staff so they are **better prepared to respond to the public and implemented surveys** at the end of calls.
- Appointed or reappointed **more than 100 regulatory board members.**
- Created a reentry committee to **advise on barriers to licensure.**

