



IDFPR

Illinois Department of
Financial and Professional Regulation



Camile Lindsay

*Acting Director,
Division of
Professional Regulation*

 idfpr.illinois.gov

Reimagining Professional Licensing in Illinois

A 12-Month Review of the Division of Professional Regulation

Happy Holidays!

I joined the Division of Professional Regulation (DPR) a little more than a year ago and I am so proud of our team and what we achieved during this time (especially what we've accomplished since we [released our six-month report](#)). We have been busy!

In addition to assisting with the launch of IDFPR's new online licensing system, CORE (the Comprehensive Online Regulatory Environment system), we've made countless improvements and launched several initiatives. The list of DPR accomplishments since the Spring includes, but is not limited to, the following:

Restoration/Reinstatement Pilot: DPR launched a pilot program to allow formerly-licensed applicants to use a self-guided online tool to apply for restoration and reinstatement.

E-pay Pilot: DPR launched a pilot program with assistance from the Illinois Treasurer's office to provide online payment options for 22 paper-based professions and 17 professions in our restoration and reinstatement pilot program.

Responded to External Stakeholders: Industry stakeholders informed DPR about concerns regarding their members' inability to apply for Firearm Control Cards and Permanent Employee Registration Card licenses in batches. We responded and created a manual process, doing so before Chicago hosted the Democratic National Convention.

Partnered with the Illinois Department of Public Health: DPR partnered with DPH to survey certain medical providers about their areas of specialties.

Partnered with the Illinois Department of Corrections: We conducted a town hall for more than 100 incarcerated individuals regarding cosmetology and barber licensure requirements.

Partnered with the Illinois Power Agency: Together, our agencies provided important energy tax credit information to licensed Certified Public Accountants.

Met with Law Enforcement Agencies: Our team met with various States Attorney's offices regarding chaperone orders and how to notify DPR when licensees face criminal charges.

Prioritized Sexual Misconduct Cases: Our Enforcement Unit created an expedited team-based approach to handling sexual misconduct cases.

Application receipts: 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.

Advocacy: DPR, along with external stakeholders, pushed for legislation that would subject massage therapists to chaperone orders when they violate the public trust.

New Licensing System: Our team spent many hours assisting with the implementation of the Comprehensive Online Regulatory Environment (CORE), IDFPR's new online system that will allow the Department to eliminate the need for paper applications.

Additional Licenses to Existing Online System: Prior to implementing CORE, DPR added four additional license types to the existing system so we can improve our performance times.

Focused on Employee Morale: DPR implemented "brag boards" and constituent surveys so the public can inform us about the service they receive, and we can in turn applaud our staff for their hard work.

Nursing Pilot: We started a nurse testing pilot program that allows students to start the application process with IDFPR instead of with our testing vendor.

Complaints: For the first time ever, complainants can submit evidence in support of their complaints when they file a complaint with DPR.

Training: Investigators and prosecutors attended trainings to increase knowledge on investigating and prosecuting sexual misconduct cases.

Education: Our Enforcement team created Frequently Asked Questions (FAQs) for the Licensing and Testing team to assist them with responding to commonly asked questions by licensees and applicants.

Boards: DPR continues to prioritize boards, appointing or reappointing more than 100 people to our boards this year. We also created a Standard Operating Procedure so that new board staff are aware of the Department's expectations for board oversight.

Appointments: This summer, DPR began providing virtual visits for our licensees and applicants on Wednesdays so they can receive assistance and updates on their applications without traveling to our offices.

Improved Operations: We developed a new license status ("renewable-expired") to allow licensees to electronically reinstate their license via their online portal for a set period of time, rather than submitting a paper application.

Hosted several Outreach Events, including:

- CIS Chicago (Social Worker Town Hall)
- Chicago Welcome Back Center (Presentation on Nursing Licensure)
- OSF HealthCare (Occupational Therapy, Physical Therapy, Speech-Language Pathology)

It has truly been a pleasure leading the Division of Professional Regulation this year, and I am excited to see what the future brings.

Camille Lindsay