

SHARE MO

Program Wins Big

The SHARE MO program received the 2024 Innovation in State Government Award: Customer Service & Experience at the National Association of State Chief Administrators (NASCA) annual conference on Sept. 25 in Louisville, Kentucky.

This award recognizes states that exemplify leading practices in the industry in their respective categories. Missouri's SHARE MO program received this honor because of our citizen-first approach and the results that have been achieved using the "voice-of-the-customer" focus on improvements.

This program has increased the avenues through which customers are able to provide feedback, as well as standardize collection of feedback. From the feedback, agencies have been able to focus improvement efforts to better meet citizen's expectations.

- Bobby McKee,
Director of Citizen Engagement

The SHARE MO team is humbled and excited to receive this award. You can view the award acceptance video played during the NASCA awards ceremony [here](#).



by Bobby McKee