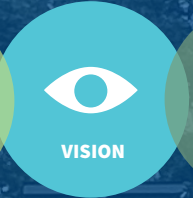




**Fiscal Year 2024
Annual Report**



MISSION



VISION



VALUES

MISSION

Promoting prosperity by protecting what matters most.

VISION

To be the most trusted and resourceful government agency, providing a great customer experience that inspires success and ensures compliance.

VALUES

Inclusive
Motivated
Proactive
Accountable
Customer-Focused
Teamwork

Governor DeWine, members of the General Assembly and fellow Ohioans:

I'm proud of the role our agency plays – and the impact our work has – on the lives of Ohioans as the state's chief regulator. Our department is comprised of eight very different divisions and two programs that serve and support a wide range of industries and more than 600,000 licensees and regulated entities. While our agency is involved in many areas of the state, our collective work is guided by a single mission: **To promote prosperity by protecting what matters most** in Ohioans' lives – their homes, health, money and safety.

The Department of Commerce has made significant strides in its pursuit of this mission, primarily by remaining focused on four strategic priorities:

- **Leveraging technology** to improve services for our customers and stakeholders.
- **Supporting first responders**, Ohioans, and businesses.
- **Increasing outreach and education** for our licensees, stakeholders, and all Ohioans.
- **Promoting a positive community impact.**



Sherry Maxfield, *Director*
Ohio Department of Commerce



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> DIVISIONS



The Division of Cannabis Control (DCC) oversees both non-medical sales and the Medical Marijuana Control Program Patient & Caregiver Registry. The main tasks of the division are to license and regulate both medical and non-medical cannabis cultivators, processors, dispensaries, and testing laboratories.



The Division of Financial Institutions (DFI) protects Ohioans' money. DFI examines, supervises and regulates Ohio state-chartered financial institutions, and licenses and regulates nondepository institutions.



The Division of Industrial Compliance (DIC) ensures compliance with the Ohio Commercial Building Code and oversees Ohio's minimum wage, prevailing wage and minor wage, and the employment of minors in Ohio.



The Division of Liquor Control (DOLC) protects Ohioans by regulating and licensing businesses that provide alcoholic beverages for consumption including beer, wine, mixed beverages, and spirituous liquor in retail stores.



The Division of Real Estate & Professional Licensing (REPL) licenses and educates Ohio's real estate professionals including brokers/dealers, salespersons, appraisers, land professionals, and home inspectors. The Division also registers cemeteries and houses the Video Service Authorization program.



The Division of Securities (SEC) protects Ohioans' life savings and investments by administering and enforcing the Ohio Securities Act. SEC licenses the professionals who sell securities products and registers products for sale. When Ohio's securities laws are violated, the Division pursues administrative and civil actions, and criminal referrals.



The Division of State Fire Marshal (SFM) protects Ohioans and their property from fire and related risks through enforcement of Ohio's Fire Code, and through education, training, regulation, and investigating the cause and origin of fires, and regulating and testing underground storage tanks.



The Division of Unclaimed Funds (UCF) takes reports of unclaimed funds from the holders of those funds and works aggressively to track down the rightful owner. The funds are kept in perpetuity or until the property is claimed. The Division currently is safeguarding nearly \$4 billion of Ohio citizens' money.

The agency has eight divisions: Cannabis Control, Financial Institutions, Industrial Compliance, Liquor Control, Real Estate & Professional Licensing, Securities, State Fire Marshal, and Unclaimed Funds. We also are home to two significant programs: Manufactured Homes and Video Service Authorization. Visit com.ohio.gov to learn more.

➤ SUPPORTING FIRST RESPONDERS, OHIOANS, AND BUSINESSES

Commerce prioritizes creating a supportive environment for first responders, businesses, and all Ohioans to safeguard communities, pursue growth, and protect what matters most.

- In 2023, initiatives like waiving **Ohio Fire Academy** fees for volunteer firefighters and enhancing training resources were implemented to strengthen the volunteer fire service.
- Efforts such as the **Ohio Investor Recovery Fund** and the **Technology Advisory Group** demonstrate Commerce's commitment to supporting Ohioans through innovative solutions and fostering collaboration within the financial sector.
- The **Division of Liquor Control** ensures compliance with liquor laws and enhances public safety through Designated Outdoor Refreshment Areas (DORAs). The Division involves first responders in operational processes.
- Following the voter-approved initiated statute in November 2023, the **Division of Cannabis Control** has taken steps to ensure a transparent, equitable and safe introduction of non-medical cannabis into the marketplace. Building upon the foundation established through the Medical Marijuana Control Program, the Division has developed rules and protocols with regard to the cultivation, processing, testing and sale of both medical and non-medical cannabis, which helps to ensure those who choose to use cannabis have access to products that are free of contaminants and meet the Division's high standards of safety. In addition, the Division has emphasized the importance of patients in the Medical Marijuana Control Program to remain registered in the program to ensure they continue to have access to certified physicians to discuss medical conditions and treatment options.



Volunteer firefighter participates in training on the campus of the State Fire Marshal.



Ohio Securities Commissioner Andrea Seidt speaking on Recovery Within Reach.

➤ PROMOTING POSITIVE COMMUNITY IMPACT

The **Ohio Department of Commerce** is deeply committed to creating a positive impact within the community by prioritizing social responsibility, community engagement, and long-term prosperity for all Ohioans.

- The **Division of Securities'** "Recovery Within Reach" program aims to empower financial professionals and educate the public on critical issues such as addiction and public safety.
- The **Division of State Fire Marshal** demonstrates a steadfast dedication to community well-being by supporting the Burn Center at Nationwide Children's Hospital in Columbus. Through annual toy drives and fundraisers, SFM staff raise substantial funds to aid the burn center's mission and bring joy to pediatric patients receiving treatment.
- In 2021, the Attorney Unclaimed Funds law was established, enabling the Ohio Access to Justice Foundation to utilize these funds for civil legal aid. The **Division of Unclaimed Funds** collaborated with the Foundation to inform Ohio attorneys about this law, resulting in reporting approximately \$6.7 million in unclaimed funds for transformative civil legal work without impacting Ohioans ability to claim those funds in the future.



Department of
Commerce

*Division of Industrial Compliance performing a
structural inspection at OSU Wexner Medical Center.*





Searching for unclaimed funds at the Ohio State Fair.

> LEVERAGING TECHNOLOGY

The **Ohio Department of Commerce** is actively leveraging technology across its divisions to enhance services for Ohioans.

- The **Division of Unclaimed Funds** is upgrading its system based on user feedback to streamline the claims process.
- The **Division of Liquor Control** implemented the Permit and Licensing System for better data management.
- The **Division of Industrial Compliance's** Board of Building Standards used technology to effectively communicate changes in the Ohio Building, Mechanical, and Plumbing Codes by transitioning to digital resources and conducting training sessions for stakeholders.
- The **Division of State Fire Marshal** integrated new technology into the Ohio Fire Incident Reporting Management System, benefiting all active fire departments in the state. Additionally, its forensic laboratory received a grant to purchase advanced technology for investigations, improving efficiency and evidence processing.

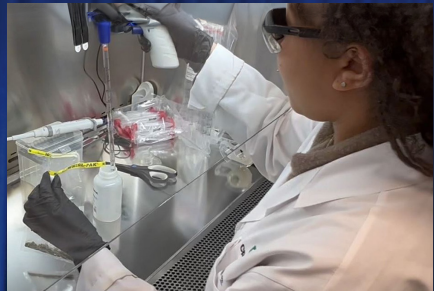
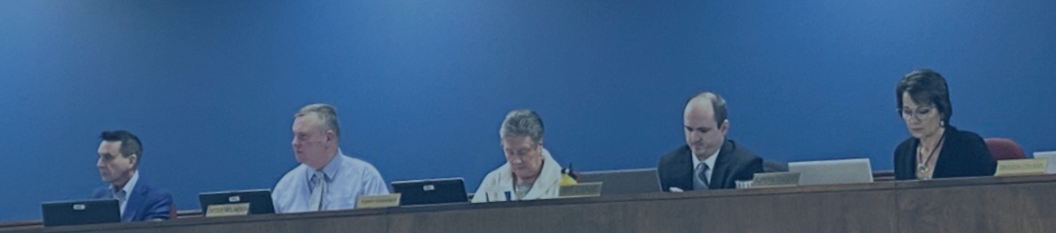
► OUTREACH & EDUCATION

The Ohio Department of Commerce is dedicated to fostering prosperity through proactive outreach and educational initiatives aimed at educating licensees, consumers, and stakeholders.

- Collaborating with the **Ohio Department of Youth Services**, Commerce promoted careers in the skilled trades for incarcerated youth to support their long-term success upon release.
- The **Division of Unclaimed Funds** embraced innovative communication strategies and initiatives to drive public engagement.
- Initiatives like the Search and Rescue Training House by the **Division of State Fire Marshal** and the Elevator Inspector Trainee Program by the **Division of Industrial Compliance** demonstrate a commitment to enhancing industry standards and training opportunities.
- Following the transition of the Medical Marijuana Control Program to the **Division of Cannabis Control**, the division has engaged with stakeholders to shape regulations that meet industry demands and consumer protection needs.



*Superintendent of the Division of Cannabis Control
Jim Canepa speaking at the Columbus Metropolitan Club.*



➤ ➤ ➤
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COMMERCE BY THE NUMBERS

More than **93.1K** pounds of plant material

Over **8M** units of manufactured product



Cannabis Control

Over **\$487.5M** total product sales

More than **15.7M** total receipts

Over **95.4K** total inspections including remote

Over **10.6K** contractor licenses through OCILB



Industrial Compliance

Nearly **1.7K** building plans reviewed

More than **2.4K** Wage & Hour complaints received

199 depository institutions

19.6K consumer finance licensees

314 CF examinations conducted



Financial Institutions

104 banks

5 non-depository trust companies

95 credit unions

Over **\$1.7B** in high-proof liquor sales

485 contract liquor agencies



Liquor Control

124 Community Entertainment Districts

44 Revitalization Districts

150 DORAs

Sentencings for **8** defendants in an aggregate amount of **19.5** years to be served in prison



Securities

250K securities professionals

\$2.4M in restitution ordered

Completed nearly **15K** inspections

Awarded over **\$6M** in grants

Trained nearly **14K** students in **712** course offerings



State Fire Marshal

Oversaw more than **21K** underground storage tanks

Investigated **893** cases

Issued over **50K** licenses

Opened **555** new Real Estate/cemetery complaints

Over **4K** active/new cemetery registrations



Real Estate & Professional Licensing

Oversaw **3.4K** RECs/Soles

Oversaw over **50.6K** licensed real estate professionals

Oversaw **116** AMCs

Total reports received over **90.7K**

Total amount safeguarded over **\$4B**



Unclaimed Funds

Number of claims paid **26.4K**

Total refunded to claimants nearly **\$150M**

Total reported by holders over **\$528M**



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**Department of
Commerce**



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