

Richmond Police Department Training Academy
1202 W Graham Rd, Classroom 103
Richmond, VA 23220
Wednesday, May1, 2024 - 10:00am

Member(s) Present

Ms. Corrinne Mastronardi, Vice Chair
Mr. Purvis Beanum
Mr. Timothy Chrisman
Mr. David A. Gambale
Mr. Jagdish Katyal, Jr
Mr. Frank Kollmansperger
Mr. Robert Lamour
Ms. Marie Marshall
Mr. Charles T. Proffitt
Mr. James Reynolds
Mr. Stephen Shiflett

Public Attendance

Mr. Nicholas Fusso
Ms. Kristen Hundley, CapTech
Mr. Paul Pennington
Mr. Shane Sullivan, CapTech

Member(s) Absent

Mr. Michael Ashley, Chairman
Mr. Rodney Budd
Mr. Christopher G. Stuart, Secretary

DCJS Staff Present

Ms Aubrey Granderson, Division
Director-Licensure and Regulatory
Services
Dr. Clay Aschliman, Continuous
Improvement Manager
Ms. Brenda Cardoza, Criminal
History Fingerprint Specialist
Mr. Tommy Clarke, Compliance and
Enforcement, Training and Criminal
History Manager
Mr. Paul Denise, Licensing
Supervisor
Mr. Timothy W. Haymore, Field
Investigator
Ms. Sandi Kurek, Field Investigator
Mr. Robert Mason, Customer
Service and Licensing Manager
Ms. Yvonne Mency, Info
Technology Supervisor

1. Meeting Called to Order/Roll Call: In the absence of the Chairman Michael H. Ashley, Jr., Vice Chairman Corinne Mastronardi called the meeting to order at 10:08 a.m. Vice Chairman Mastronardi asked Ms. Cardoza to call roll. Ms. Cardoza called roll and advised that there was a quorum of Board members to conduct business.

2. Acceptance of Meeting Minutes: Mr. Jagdish Katyal, Jr. made a motion to accept the minutes from the March 6, 2024 meeting; Mr. Steve Shiflett seconded the motion. With no objections, the minutes were unanimously approved.

3. 1st Public Comment Period (2 minutes per speaker): There was no public comment made.

4. Board Member/Committee Reports: None

5. DCJS Report: Ms. Aubrey Granderson, Division of Licensure and Regulatory Services Director presented the DCJS Report.

Staffing

Some of you may remember that last fall, we reorganized the Division of Licensure and Regulatory Services. As part of that reorganization, we created two new supervisor positions: Investigations Supervisor and Licensing Supervisor.

We will post the Investigations Supervisor soon, but happily, we have filled the Licensing Supervisor position. Paul Denise started with DCJS last year as the private security services business program manager. He has now earned the position of Licensing Supervisor and we are very glad to have him. We will now work on filling his position.

Online Credentialing Management System

February's System Issues:

In February we experienced a failure with our current system, leaving many of our constituents unable to process transactions. Through a lot of challenging work on the part of the DCJS staff, we have resolved the direst issues and are continuing to work on the smaller issues.

If you or your employees continue to have problems with our current system, please reach out to us so we can help you and better understand the problems and challenges our constituents experience.

New System

At our last meeting, Ms. Granderson shared with you that we were working on the contract for our new credential management system, but she was not able to share the vendor or supplier information with you. She is very pleased and excited to share that we have signed the contract and are currently working with CapTech to implement a new licensing and credentialing management system on the Microsoft Power Platform. Some of the CapTech team is here today and will be presenting to you all later in the meeting.

LEO Specific Information

In the discussion during our March meeting, several of you mentioned that former law enforcement officers (LEOs) often have questions and need more information when applying for credentials in private security and the other programs we regulate.

We agree with you and are working on creating a new web page specifically for LEOs. We are currently compiling a list of questions we've gotten from LEOs to develop content. Once we've completed that task, we will develop the webpage and then get approval from the DCJS webmaster to post the page. We expect this work to be done by the end of June 2024.

CJSB

The Criminal Justice Services Board will meet on Thursday, May 9, 2024 from 11:00 – 1:00 in the Patrick Henry Building, East Reading Room at 1111 E. Broad Street. You are all welcome to attend.

This concludes today's DCJS update. Thank you for your time and attention.

6. Guest Speaker – Kristen Hundley, CapTech-Credentialing Management System (CMS) Replacement Project Overview

CapTech will deliver a new Credentialing Management System (CMS) built on Microsoft Power Platform, a low code application platform. Following implementation and post go-live support, DCJS will own and maintain the solution.

Stakeholders Interview Findings

- ❖ Self Service - Reduce customer service burden by removing unnecessary roadblocks and providing onscreen support.
- ❖ Simplified Processes - Identify where we can simplify the process to help constituents and DCJS staff to manage credentials.
- ❖ Usability Standards - Incorporate best practices in new designs to make user interactions more intuitive.
- ❖ Notifications - Automate communication with constituents to improve transparency and prompt actions.

Proposed Timeline

CapTech will be working in four overlapping phases to design and develop a new credential management system for DCJS. Data migration from the existing system to the new system will be a critical workstream for ensuring system continuity for existing registrants. We are targeting go-live before the end of 2024.

7. Old Business:

We received eighteen candidates that will be reviewed by the CJSB Nominations and Appointments Subcommittee on Thursday, May 5, 2024, at 9:30a in the Patrick Henry Building, 1111 E. Broad Street, Conference Room 1, Richmond, Virginia 23219 for recommendation to the CJSB for appointment/reappointment. All current PSSAB members eligible for reappointment have been notified.

- ❖ 1 Personal Protection Specialist – 2 candidates

- ❖ 1 Private Security Services Business Representative (providing security officers, armed couriers, detector canine handlers or canine handlers) – 3 candidates.
- ❖ 1 SCOP – 3 candidates
- ❖ 2 ES Business Representatives – 2 candidates
- ❖ 1 Law Enforcement Representative – 0 candidates
- ❖ 2 Locksmith Representatives – 2 candidates
- ❖ 2 Private Investigator Representatives – 6 candidates

8. New Business: None

9. 2nd Public Comment Period (5 minutes per speaker): There was no public comment made.

10. Announcements/Board Member Remarks:

11. Adjournment Vice-Chairman Mastronardi made a motion to adjourn the May 1, 2024 meeting. Mr. David Gambale seconded the motion. With no objections, Vice-Chairman Mastronardi adjourned the meeting at 10:52a.m.