

FINAL – November 20, 2024

Richmond Police Department Training Academy
1202 W Graham Rd, Classroom 103
Richmond, VA 23220
Wednesday, November 20, 2024 - 10:00am

Member(s) Present

Ms. Corrinne Mastronardi, Chairman
Mr. Purvis Beanum
Mr. Timothy Chrisman
Mr. David A. Gambale
Mr. Matthew Henderson
Mr. Robert Lamour
Ms. Marie Marshall
Mr. Charles T. Proffitt
Mr. James Reynolds
Mr. Hicham Sbihi
Mr. Stephen Shiflett
Mr. Christopher G. Stuart, Secretary
Mr. M. Ray Wilder

Member(s) Absent

Mr. William C. Bailey
Mr. James Booker

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

Public Attendance

Ms. Sarah Haddou
Ms. Cathie Hutchins, OAG
Mr. Cecil L. Robinson, Jr.

1. Meeting Called to Order/Roll Call: Chairman Corinne Mastronardi called the meeting to order at 10:04 a.m. 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. Stuart made a motion to accept the minutes from the October 2, 2024 meeting; Mr. 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

We have hired a new Training Coordinator, Julie Gorwood, who will start on Monday, November 25, 2024. Julie will be invited to the next PSSAB meeting for an introduction.

Professional Development

- As part of our continuing effort to invest and develop the DCJS team, staff continue to attend professional development.
- Rob Mason is attending the second and final week of VCU's Virginia Executive Institute this week and will graduate on Friday with a presentation to Governor Douglas Wilder and many top state officials.
- Carolyn Cress, Supervisor of Customer Service, attended VCU's Commonwealth Management Institute in October 2024.
- Tim Haymore, Investigations Supervisor, and Paul Denise, Licensing Supervisor, will be attending VCU's Fundamentals for Supervisors in early 2025.

Regulations

At our last meeting, Kristi Shalton introduced regulatory changes related to human trafficking training for private security. After the PSSAB discussed and recommended the changes, Dr. Shalton presented the regulatory changes to the CJSB and they passed. They will now go through the rest of the approval process, including a public comment period.

New System – Lotus Communication

By now, each of you should have received at least one email from us about Lotus, our new credential management system. We have been emailing all our constituent populations to share information about Lotus, including the blackout period, which will be from 5:00 p.m., Wednesday, December 4, 2024 until go-live at 8:00 a.m. on Friday, December 13, 2024

In addition to emailing all our constituents, we are communicating Lotus updates through:

- ❖ An FAQ page on our division webpage,
- ❖ A banner message on the DCJS webpage,
- ❖ Tag lines on our email signatures, and
- ❖ Outgoing phone messages on all division voicemails.

Blackout

- ❖ As a reminder, during the blackout no one internally or externally will have access to application, business, school, or credential data.
- ❖ While inconvenient, the blackout is necessary for us to transfer data from our current system, prepare the data, and load it and test it in Lotus. During the blackout, staff will attend Lotus training.

- ❖ We plan to take our call center representatives off the phones, since they will not be able to answer questions about records, and they need to attend training, too.
- ❖ With recognition and appreciation that our operations impact your business functionality, we ask for your patience during this time.

Pending Applications and/or Partial Payments

We are encouraging people with pending applications and/or partial payments to complete their application processes **BEFORE** the blackout.

Although we have a process in place to migrate these applications and payments, it will be easier on everyone to finish processes before we change systems.

Testing

Everyone on the project team, which includes all of the staff within our division as well as staff from IT and Finance, has participated in the design, development, and testing of Lotus. They are working extra hours to complete all their regular work in addition to completing the Lotus testing that we need to ensure success.

Although I had hoped to include the PSSAB members in Lotus testing, the timing did not work out. I apologize for that. However, we have something else in mind, which I will address in a moment.

Go-Live

When Lotus goes live on December 13, it will be great, but it will not be perfect. We fully anticipate some glitches, which is true for all projects. We have plans to address those as they arise, and our vendor, CapTech, will stay with us for four weeks after implementation to support us and debug.

In addition to visual differences with Lotus, our constituents will notice changes in some of our processes. Because of challenges and inadequacies in our current system, we often were not able to consistently apply processes, rules, and fees. This causes inequities for our applicants and creates extra work for DCJS staff.

In Lotus, processes have been streamlined and standardized. While we are all confident that this is the right move for the long-term, it may cause some frustration for applicants as they adapt to the changes.

We will prepare help documents for constituents in addition to updating our FAQ page as we get more questions and need to share more information.

Post Go-Live

One of the major differences between our current system and Lotus is that DCJS will own and control Lotus. Rather than making requests to a vendor for enhancements and changes, we will

work with our internal IT. Although work will still have to be prioritized and assigned, it will be an easier process than what we have experienced in the past.

We have already begun planning what will be included in phase 2 of Lotus development, which will begin in early 2025.

As mentioned earlier, Ms. Granderson would have liked to have had PSSAB members test Lotus, but that was not possible. However, I'd like to propose that in the future, you all function as a feedback group for Lotus. Although we have not completely fleshed out the feedback idea, I think we could identify focused areas of the system to examine. PSSAB members are a valuable resource to help us identify what does and does not work in the future state Lotus. *Discussion?*

CJSB

The Criminal Justice Services Board (CJSB) will meet on Thursday, December 5 from 11:00 – 1:00 in the Patrick Henry Building, East Reading Room at 1111 E. Broad Street. You are all welcome to attend.

That is all for today's DCJS update. Thank you for your time and attention.

6. Guest Speaker – Ds. Clay Aschliman, Continuous Improvement Manager provide an overview on "How to Navigate Legislation".

7. Old Business: Virtual Meeting Policy-due to an electrical melt down at the Richmond Police Department Training Academy, we were unable to fully test for virtual capabilities.

Motion: Mr. Stuart made a motion to accept the training as is; Mr. Shiflett seconded the motion. With no objections, the motion was unanimously approved.

Motion #1

Mr. Stuart made a motion to as to postpone voting on "All Digital Meetings" until such time as the Department could create a checklist of actionable items for meetings that fit within the parameters of the By Laws and any applicable Codes and Regulations for the Commonwealth pertaining to such meetings. Mr. Shiflett seconded the motion. With no objections, the motion was unanimously approved.

Motion #2

Mr. Stuart made a motion to postpone voting on Hybrid meetings until such time as technology was available to the Board regularly and routinely to conduct such meetings. Ms. Marshall seconded the motion. With no objections, the motion was unanimously approved.

8. New Business: Mr. Wilder made a motion to accept the 2025 meeting dates for the PSSAB as proposed. Mr. Shiflett seconded the motion. With no objections, the motion was unanimously approved.

The PSSAB proposed 2025 meeting dates...

- Wednesday, March 5, 2025;
- Wednesday, April 30, 2025;
- Wednesday, June 4, 2025; and
- Wednesday, October 1, 2025

10. 2nd Public Comment Period (5 minutes per speaker): There was no public comment made.

11. Announcements/Board Member Remarks:

12. Adjournment Chairman Mastronardi made a motion to adjourn the November 20, 2024 meeting. Mr. David Gambale seconded the motion. With no objections, Chairman Mastronardi adjourned the meeting at 11:54a.m.