

## Board for Professional and Occupational Regulation Meeting

### MINUTES

The Board for Professional and Occupational Regulation met on Monday, June 4, 2007, at the Department of Professional and Occupational Regulation, 3600 West Broad Street, Richmond, Virginia. The following members were present for all or part of the meeting:

Julie Clifford, Chair  
E. Wilson Clary, Jr. (arrived at 10:14 a.m.)  
James Demmel  
Walter Fore (arrived at 10:05 a.m.)  
Maxime A. Frias, Vice-Chair  
Ronald E. Lushbaugh  
William Alfred Tucker

Board member Nancy Barbour was absent from the meeting.

The following staff were present for all or part of the meeting:

Jay W. DeBoer, Director  
Karen O'Neal, Deputy Director for Licensing and Regulation  
Nick A. Christner, Deputy Director for Compliance and Investigations  
Jeanne Branch, Information Technology Director  
Dawn Z. Waters, Policy and Planning Director  
Mark N. Courtney, Executive Director  
Judy Spiller, Executive Secretary

There was no representative from the Office of the Attorney General present at the meeting.

Chair Clifford welcomed all and called the meeting to order at 10:01 a.m., noting that a quorum was present.

**Call to Order**

Mr. Demmel moved to approve the agenda as presented. Mr. Frias seconded the motion, which was unanimously approved by members: Clifford, Demmel, Frias, Lushbaugh, and Tucker.

**Agenda**  
**Approval**

Mr. Tucker moved to approve the March 5, 2006, minutes as presented. Mr. Demmel seconded the motion, which was unanimously approved by members: Clifford, Demmel, Frias, Lushbaugh, and Tucker.

**Approval of**  
**Minutes**

No comments were made to the Board members at this time.

**Public**  
**Comment**

Director DeBoer welcomed everyone and announced that the Board's next meeting would be held in our new facility at the Perimeter Center. The Department's case load has been steady, as well as its work load. All personnel are geared towards moving.

**Jay W. DeBoer,**  
**Director's**  
**Report**

Chief Deputy Ashe, a JAG officer in the Marine Corps Reserves, was called to active duty and is scheduled to return to the Department in September. Deputy Ashe's expertise and experience is with the "Rules of War" and his services were in great demand.

Director DeBoer announced a new program at the Department, an initiative begun at the request of Deputy Director O'Neal. "FISH" is the Department's new customer service philosophy that is being presented to the employees. It derives from the customer service approach made famous by the Pike Street Fish Market in Seattle. The Director is proud that the Department has undertaken this initiative.

Director DeBoer introduced Ms. Waters to report on the upcoming move. Ms. Waters put together the design of the Department's new facilities in the Perimeter Center. Tenants are already in the 1<sup>st</sup> floor, the Department will be on the 4<sup>th</sup> floor, with shared space on the 2<sup>nd</sup> floor for meetings and training. Additional tenants are: Department of Health Professions, Department of Health, Board of Accountancy, and Department of Conservation and Recreation State Park Call Center. The systems furniture and case goods have been ordered, and other agencies are buying some pieces of the Department's furniture that would otherwise have gone to surplus. Plans are progressing with a move date of August 10, 2007. Ms. Waters told the Board that its next meeting would be on the 2<sup>nd</sup> floor of the new facility.

**Dawn Waters,**  
**Policy and**  
**Planning**  
**Director**

Mr. Fore arrived at 10:05 a.m., and Mr. Clary arrived at 10:14 a.m.

**Arrival of Mr.**  
**Fore and Mr.**  
**Clary**

Ms. Branch brought the Board up to date on two aspects affecting her section: (1) EAGLES - the Electronic Access to Government Licensing Enforcement System - its critical issues and project description, measures of success, and project status; and (2) the required Agency Website with a new Commonwealth of Virginia banner and new Site Map.

**Agency Reports**  
**Jeanne Branch,**  
**Information**  
**Technology**  
**Director**

Mr. Christner spoke to the Board about the new positions being added to CID, which will take place in three waves: the 1<sup>st</sup> wave on July 10, 2007; the 2<sup>nd</sup> wave in September or October 2007; and the 3<sup>rd</sup> wave in Spring 2008, as necessary. In addition to the expected influx of 22-27 newly hired CID personnel in CAR, Investigations, and Adjudication, CID will add a Richmond West Region to its four current regions. Fair Housing will not be affected. Mr. Christner expects that it will take some time and analysis to realize the full

**Nick A.**  
**Christner,**  
**Deputy Director**  
**for Compliance**  
**and**  
**Investigations**

impact of these additional positions, but feels it will be significant.

Ms. O'Neal presented Board Member Training with topics including Powers and Duties, Levels of Regulation, Conflict of Interests, and FOIA (closed sessions and meeting minutes, records, meetings and agendas, and public and press inquiries).

**Karen O'Neal,**  
**Deputy Director**  
**for Licensing**  
**and Regulation**

Chair Clifford told the board that she was honored to have served two terms as Chairman and would like to step down from the position. There was some discussion of the upcoming election, with two members expressing interest in the positions for which they would be willing to serve, Mr. Frias for Chairman and Mr. Demmel for Vice-Chairman. Elections will be held in September.

**Other Business**

Mr. Fore moved to adjourn. Mr. Demmel seconded the motion, which was unanimously approved by members: Clary, Clifford, Demmel, Fore, Frias, Lushbaugh, and Tucker. The meeting adjourned at 11:27 p.m.

**Adjournment**

---

Julie Clifford, Chair

---

Jay W. DeBoer, Secretary

