

**BOARD FOR PROFESSIONAL AND OCCUPATIONAL MEETING  
TENTATIVE AGENDA**

**Monday, March 6, 2006, 10:00 a.m.  
Conference Room 5W  
Department of Professional and Occupational Regulation  
3600 West Broad Street  
Richmond, Virginia 23230-4917  
(804) 367-8519**

1. Call to Order
2. Approval of Agenda
3. Approval of Minutes from the November 14, 2005, meeting
4. Public Comment Period\*
5. Director's Report
  - A. Transition
6. Agency Reports
  - A. 2006 General Assembly Session (including possible study request on Auto Body Repair from Delegate Lingamfelter) – Mary Broz
  - B. Study Guidelines and Methodology – Mark Courtney
  - C. Data Based Decision Making:
    1. Performance Management and Process Improvement – Terri Wilkins
    2. Tracking Performance in the Licensing and Regulation Division – Karen O'Neal
    3. Tracking Performance in the Compliance and Investigations Division – Nick Christner
  - D. Report on Board Specific Training – Karen O'Neal
  - E. Staff Retention and Development - Pratt Stelly
    1. Planning for the Future – Graying of DPOR workforce
    2. Retention and Development via Training – CMI, AMI, and VEI; Excel training; Customer Service Academy; and college tuition reimbursement
7. Other Business
8. Adjourn

**NEXT MEETING SCHEDULED FOR MONDAY, JUNE 5, 2006, 10:00 a.m.**

\*Five-minute public comment, per person.

Persons desiring to participate in the meeting and requiring special accommodations or interpretative services should contact the Department at (804) 367-8519 at least ten days prior to the meeting so that suitable arrangements can be made for an appropriate accommodation. The Department fully complies with the Americans with Disabilities Act.