

Virginia Department of Criminal Justice Services  
Board of Elections Conference Room  
1100 Bank Street, Basement Floor  
Richmond, Virginia 23219  
Wednesday, October 2, 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

**Public Attendance**

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

**Member(s) Absent**

Mr. William C. Bailey

**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  
Ms. Carolyn Cress, Customer  
Service Supervisor  
Mr. Tommy Clarke, Compliance and  
Enforcement, Training and Criminal  
History Manager  
Ms. KerriAnne Cooper Field  
Investigator  
Mr. Timothy W. Haymore,  
Compliance and Enforcement  
Supervisor  
Dr. Kristi Shalton, Standards and  
Policy  
Ms. Jennifer Winters, Adjudication

**1. Meeting Called to Order/Roll Call:** Chairman Corinne Mastronardi called the meeting to order at 10:00 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. Shiflett made a motion to accept the minutes from the May 1, 2024 meeting; Mr. Gambale seconded the motion. With no objections, the minutes were unanimously approved.

**3. 1<sup>st</sup> 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**

There were two staffing changes shared. First, as part of our reorganization last year, we reclassified a position as an Investigations Supervisor. Investigator Mr. Tim Haymore applied and was selected. He began this role on August 25, 2024. Tim has been at DCJS for over 20 years and before joining us, he worked in a private security company for over six years and was with the Virginia State Police for eight years.

Second, we selected Ms. Erica Reid as our PSS Business Program Manager. Erica also started August 25, 2024. She comes to us from Capital One where she worked for five years as a Fraud Detection Coordinator.

Our division now has two vacancies. We are in the process of conducting the first-round interviews for the Training Coordinator position. I want to publicly thank Mr. Robbie Robertson for filling in as the Training Coordinator since that position became vacant. Thank you, Robbie! Soon, we will start on backfilling Tim's Investigator position.

#### **Professional Development**

As part of the strategic plan we developed last year, we are working to invest in our employees, and putting people first, beginning with the staff. To that end, several staff have been attending high quality professional development training.

I attended the Virginia Executive Institute in April and June. Rob Mason, Licensing and Customer Service Manager, is not with us today because he is attending his first week at the Virginia Executive Institute.

Carolyn Cress, Supervisor for Customer Service, will attend the Commonwealth Management Institute; Clay Aschliman, Continuous Improvement Manager, has been taking Microsoft training; and Robbie Robertson, Investigator (filling in as the Training Coordinator), recently attended the Crime Clinic.

#### **Other Division Activities**

Tim Haymore, Investigations Supervisor, recently participated with the Richmond Police Department and Fire Marshall's Office in enforcement activities aimed at improving public safety in Shockoe Bottom. This included checking for unlicensed security activity and resulted in multiple DCJS investigations.

#### **New System – Lotus**

The project to replace our credential, investigation, and adjudication system is in progress. Our project team voted and selected the name Lotus for the new system. This project has been our biggest priority for some time and continues to be our primary focus.

As mentioned in the last meeting, CapTech is our vendor, and we are building Lotus on the Microsoft Power Platform.

### **Current work**

We are currently in the late stages of development and have begun testing. We are working on interfaces with external entities like Fieldprint (Livescan fingerprint collection network for individuals) and DMV (for PSS registration cards).

We have been working with our current vendor on data migration, which is a significant task, and we are very grateful to CapTech and the DCJS IT team for the many hours they have spent on this and will continue to spend on this work.

We are working with our current vendor on our plan to decommission our existing system.

### **Communication**

Communication will be key to a successful implementation. We have been working on mass communication messaging, which will be distributed through email, DCJS website updates (including an FAQ page), tag lines in our email signatures, and outgoing messages on our outgoing voicemails and phone messaging.

Once we begin sending communications, we would appreciate your help. Please direct people you know in the industry to our website and our official communications. If you hear rumors, have questions, or see problems, please share those with DCJS staff.

In the past, our electronic communications were handled through our credential management system, which was very basic and sometimes did not work properly. Right now, it is broken and, since we are moving away from this system, we are not pursuing repairing it.

We have procured Constant Contact to communicate with our 60,000+ credentialed constituent population, which improves our functionality. Please keep in mind that communication from DCJS will look different in the future.

### **Implementation**

We are still planning to implement before the end of the calendar year, although I do not want to share the exact planned date yet because we still have to work out some technical and contractual elements. After implementation, we will have four weeks of post-go-live support from CapTech. Then, DCJS IT will maintain Lotus.

### **Future**

Among the many benefits of this large-scale change is that in the future DCJS will have control over our webpages and system enhancements. Our agency is very small, so enhancements will take time, but they can be done with patience.

Building Lotus using Microsoft is part of DCJS's IT replatforming. Another IT project in the agency is also moving to Microsoft Power Platform, and others may in the future. Through this approach, we gain economies of scale for our business, IT, finance, and procurement teams.

### **CJSB**

The Criminal Justice Services Board will meet on Thursday, October 10 from 11:00 – 1:00 in the Patrick Henry Building, East Reading Room at 1111 E. Broad Street. You are all welcome to attend.

### **Staff Acknowledgement**

I need to take a moment and acknowledge the good work that the DCJS team does. Many of them put forth extra effort to improve their own knowledge and to make connections with others outside our agency to help our agency, division, and constituents. They routinely do extra to help each other and our constituents.

Working through the Lotus project is worthwhile and will result in many benefits for tens of thousands of people, but the work has been intense. I'm grateful to the DCJS team for their dedication and efforts, and I'm excited to see the payoff in the coming months and years.

I also want to thank Brenda Cardoza who does so much work for each PSSAB meeting and makes all of this look easier than it is. Thanks, DCJS team!

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

**6. Guest Speaker** – Ms. Cathie Hutchins from the Office of the Attorney General provided a broad overview of understanding the Freedom of Information Act (FOIA); the policy for all virtual public meetings; and the policy for the remote participation of meetings.

**7. Guest Speaker:** Dr. Kristi Shalton, DCJS Regulatory Coordinator, presented regulatory changes related to the [2024 GA's HB 203](#), which requires human trafficking training for several of the credential holders in our program areas.

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.

**8. Old Business:** None

**9. New Business:** Discussion regarding topics for future PSSAB meetings. Active shooter training was suggested—it was commented that the FBI has several speakers for this topic.

**10. 2<sup>nd</sup> 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 October 2, 2024, meeting. Mr. David Gambale seconded the motion. With no objections, Chairman Mastronardi adjourned the meeting at 11:54 a.m.