

Board for Professional and Occupational Regulation Meeting

MINUTES

The Board for Professional and Occupational Regulation met on Monday, September 20, 2004, 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:

Raynard Jackson, Chairman
Julie M. Clifford, Vice Chairman
Nancy Finley Barbour
James Demmel
Susan Ferguson (arrived 10:16 a.m.)
Maxime Frias (arrived 10:21 a.m.)
Walter Fore
Ronald Lushbaugh
William Alfred Tucker

No members were absent from the meeting.

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

Louise Fontaine Ware, Director
Sandra Whitley Ryals, Chief Deputy Director
Steven L. Arthur, Deputy Director for Administration and Finance
Karen W. O'Neal, Deputy Director for Licensing and Regulation
Mark N. Courtney, Executive Director
Jeanne Branch, Information Technology Director
Pratt Stelly, Human Resources Director
Mary Broz, Communications, Legislation & Consumer Education Director
Judy Spiller, Executive Secretary

Chairman Jackson called the meeting to order at 10:12 a.m., noting a quorum was present. He welcomed the four new board members, Ms. Barbour, Mr. Demmel, Mr. Fore, and Mr. Tucker.

Call to Order

Mr. Lushbaugh made a motion to approve the agenda and Mr. Tucker seconded the motion, which passed unanimously (Jackson, Clifford, Barbour, Demmel, Fore, Lushbaugh, and Tucker voting yes).

Agenda
Approval

Mr. Fore made a motion to approve the minutes of the June 7, 2004, meeting, waiving the reading, and Mr. Lushbaugh seconded the motion, which passed unanimously (Jackson, Clifford, Barbour, Demmel, Fore, Lushbaugh, and Tucker voting yes).

Minutes
Approval

Chairman Jackson presented a certificate of recognition to Bonnie Rhea Adams from the Board for her contributions to the Council on Licensure, Enforcement and Regulation (CLEAR) and her election as President-elect for the coming year. Investigator Ernie Atkins was also cited for his selection as CLEAR's Investigator of the Year, but he was not available to receive his certificate.

Certificates of
Recognition to
Bonnie Rhea
Adams and
Ernie Atkins

Director Ware welcomed the new board members and thanked all members for their service, reminding them that DPOR's boards are composed of citizens from across the Commonwealth, and both she and the Governor valued their service. Introductions were made between board members and staff.

Louise Fontaine
Ware,
Director's
Report

Director Ware read a complimentary letter from a constituent lauding the way Virginia conducts its business.

As part of her report, Director Ware asked Deputy Director for Administration and Finance Steven L. Arthur to provide the board with an overview of the Department of Professional and Occupational Regulation. Mr. Arthur displayed the new updated website for the Department, an organizational chart, and talked about the Department's mission statement. He gave the members the "Big Picture" at DPOR, describing the 19 Boards composed of 31 different occupations, and 268,413 regulants governed by DPOR. He also talked about "dollars and cents" in agency operations, Customer Service, TQI (Total Quality Improvement), and Outreach.

Ms. Ferguson and Mr. Frias arrived during the Director's Report.

Arrival of
Members

Chief Deputy Director Ryals reported to the board on the draft legislative proposals submitted to the Governor's office. By the end of November or early December, DPOR should be informed which proposals have been selected to move forward to the 2005 General Assembly session which begins on January 12, 2005.

Sandra Whitley
Ryals, Chief
Deputy Director

Chief Deputy Director Ryals reported on the progress of the Process Improvement Team (PIT), which developed out of the issue of a backlog of complaints/cases in Enforcement. DPOR hired a consultant who recommended the PIT process. PIT worked for about a year, using "Total Quality Improvement" to reach its goals and was led by trainers from Chesterfield University. Following the "Plan, Do, Study, Act" principle, DPOR is now in the "Do" phase, where changes are implemented. DPOR is ready to embark on two new PIT Teams to study the Application and Recovery Fund Informal Fact Finding (IFF) Conference process and the Fair Housing process. Again partnering with Chesterfield University, five DPOR employees have become trainers and are leading the new PIT groups.

Director Ware complimented Chief Deputy Director Ryals on her leadership with TQI and PIT and the long training sessions they employed to affect changes.

Karen O'Neal, Deputy Director for Licensing and Regulation provided an update on new programs at DPOR during the past year. Wetland Delineators, combined with Professional Soil Scientists, is a voluntary certification program. Tattooing and hair braiding are fully implemented by the Board for Barbers and Cosmetology. It is anticipated that the regulations for body-piercing will be implemented before the end of the year. Voluntary certification is now available for elevator mechanics. The Auctioneers Board is working on implementing the statutorily-mandated continuing education program. Finally, legislation was passed which provides for stronger receivership procedures for cemeteries.

Karen O'Neal,
Deputy Director
for Licensing
and Regulation

The Board took a break from 11:11 a.m. to 11:29 a.m.

Break

Chairman Jackson presented resolutions to the board honoring Keela Boose-Jackson, Thomas Meany, and Leroy Pfeiffer for their service as board members and to James L. Guffey for his lengthy service to the Department, the Commonwealth, and Law Enforcement. Mr. Frias moved to accept the resolutions and have them become a part of the minutes. The motion was seconded by Mr. Fore and it passed unanimously (Jackson, Clifford, Barbour, Demmel, Ferguson, Frias, Fore, Lushbaugh, Tucker voting yes). The resolutions read as follows:

Adoption of
Resolutions for
James L.
Guffey, Thomas
Meany, Leroy
Pfeiffer, and
Keela Boose-
Jackson

RESOLUTION TO

Keela Boose-Jackson

WHEREAS, **Keela Boose-Jackson**, did faithfully and diligently serve as a member of the Virginia Board for Professional and Occupational Regulation from 2002 to 2004;

WHEREAS, **Keela Boose-Jackson**, did devote generously of her time, talent and leadership to the Board;

WHEREAS, **Keela Boose-Jackson**, did endeavor at all times to render decisions with fairness and good judgment in the best interest of the citizens of the Commonwealth and these professions; and

WHEREAS, the Virginia Board for Professional and Occupational Regulation wishes to acknowledge its gratitude for devoted service of a person who is held in high esteem by the members of the Board and the citizens of the Commonwealth;

NOW THEREFORE BE IT RESOLVED, by the Virginia Board for Professional and Occupational Regulation this 20th day of September, 2004, that **Keela Boose-Jackson**, be given all honors and respect due him for her outstanding service to the Commonwealth and its citizens; and

BE IT FURTHER RESOLVED, that this Resolution be presented to her and be made a part of the official minutes of the Board so that all may know of the high regard in which she is held by this Board.

RESOLUTION TO
Thomas J. Meany, Jr.

WHEREAS, **Thomas J. Meany, Jr.**, did faithfully and diligently serve as a member of the Virginia Board for Professional and Occupational Regulation from 2000 to 2004;

WHEREAS, **Thomas J. Meany, Jr.**, did devote generously of his time, talent and leadership to the Board;

WHEREAS, **Thomas J. Meany, Jr.**, did endeavor at all times to render decisions with fairness and good judgment in the best interest of the citizens of the Commonwealth and these professions; and

WHEREAS, the Virginia Board for Professional and Occupational Regulation wishes to acknowledge its gratitude for devoted service of a person who is held in high esteem by the members of the Board and the citizens of the Commonwealth;

NOW THEREFORE BE IT RESOLVED, by the Virginia Board for Professional and Occupational Regulation this 20th day of September, 2004, that **Thomas J. Meany, Jr.**, be given all honors and respect due him for his outstanding service to the Commonwealth and its citizens; and

BE IT FURTHER RESOLVED, that this Resolution be presented to him and be made a part of the official minutes of the Board so that all may know of the high regard in which he is held by this Board.

RESOLUTION TO
Leroy O. Pfeiffer, Sr.

WHEREAS, **Leroy O. Pfeiffer, Sr.**, did faithfully and diligently serve as a member of the Virginia Board for Professional and Occupational Regulation from 2000 to 2004;

WHEREAS, **Leroy O. Pfeiffer, Sr.**, did devote generously of his time, talent and leadership to the Board;

WHEREAS, **Leroy O. Pfeiffer, Sr.**, did endeavor at all times to render decisions with fairness and good judgment in the best interest of the citizens of the Commonwealth and these professions; and

WHEREAS, the Virginia Board for Professional and Occupational Regulation wishes to acknowledge its gratitude for devoted service of a person who is held in high esteem by the members of the Board and the citizens of the Commonwealth;

NOW THEREFORE BE IT RESOLVED, by the Virginia Board for Professional and Occupational Regulation this 20th day of September, 2004, that **Leroy O. Pfeiffer, Sr.**, be given all honors and respect due him for his outstanding service to the Commonwealth and its citizens; and

BE IT FURTHER RESOLVED, that this Resolution be presented to him and be made a part of the official minutes of the Board so that all may know of the high regard in which he is held by this Board.

RESOLUTION TO
James L. Guffey

WHEREAS, **James L. Guffey** will formally retire as Deputy Director for Enforcement of the Department of Professional and Occupational Regulation in December 2004; and

WHEREAS, **Mr. Guffey** endeavored at all times to serve the citizens of the Commonwealth, the Department, and his colleagues, and this Board; and

WHEREAS, for a quarter century, **Mr. Guffey** has earned the respect and admiration of his colleagues not only for his professional achievements but also for his exceptional dedication to law enforcement; and

WHEREAS, having faithfully and diligently provided leadership and guidance to the Board for Professional and Occupational Regulation from 1978 to 2004, **Mr. Guffey** devoted generously of his time and talent; and

WHEREAS, the Board for Professional and Occupational Regulation wishes to acknowledge its gratitude for the devoted service of a person who is held in high esteem by the members of the Board, the Department, and the citizens of the Commonwealth; now, therefore, be it

RESOLVED by the Board for Professional and Occupational Regulation that **James L. Guffey** be commended and given all honors and respect due him for outstanding service; and, be it

RESOLVED FURTHER, that this resolution be presented to **James L. Guffey** and be

made part of the official minutes of the Board so that all may know of the high regard in which he is held by this Board, and how much he will be missed upon his retirement.

The Board adopted meeting dates for 2005 as shown below:

March 7, 2005
June 6, 2005
September 19, 2005
November 14, 2005

**BPOR Board
Meeting Dates
for 2005**

There was no further business.

**Other Business/
New Business**

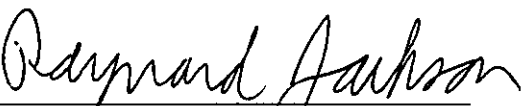
Karen O'Neal provided core training to the entire board regarding their duties and obligations as board members. This training is given to all boards during their normal meeting times.

**Board Member
Training by
Karen O'Neal**

Mr. Frias moved that the meeting be adjourned, Mr. Tucker seconded the motion, and it passed unanimously. The meeting adjourned at 11:55 a.m.

Adjournment

The next board meeting is scheduled for November 15, 2004.



Raynard Jackson, Chairman



Louise Fontaine Ware, Director