

FINAL MINUTES – April 29, 2026

Libbie Mill – Henrico County Public Library
2100 Libbie Lake E St, Richmond, VA 23230
Wednesday, April 29, 2026
10:00am

Member(s) Present

Mr. Purvis Beanum
Mr. Timothy Chrisman
Mr. Matthew Henderson
Mr. Robert Lamour, Secretary
Ms. Marie Marshall
Ms. Corinne Mastronardi, Chairman
Mr. Gregory McAleer
Mr. James Reynolds
Mr. Stephen Shiflett
Mr. Christopher Stuart, Vice-Chairman
Mr. Ray Wilder

Public Attendance

(None)

Member(s) Absent

Mr. James W. Booker
Mr. David A. Gambale
Mr. Charles Proffitt

DCJS Staff Present

Dr. Clay Aschliman, Training,
Policy, and Communications
Manager
Ms. Brenda Cardoza, Criminal
History Fingerprint Specialist
Mr. Paul Denise, Licensing
Supervisor
Ms. A'daysha Corbett, Licensing
Mr. Timothy Haymore
Compliance
and Enforcement Supervisor
Ms. Sandi Kurek, Field Investigator
Mr. Rob Mason, Customer Service
and Criminal History Manager
Mr. Robbie Robertson, Field
Investigator

1. Meeting Called to Order/Roll Call: Chairman Corinne Mastronardi called the meeting to order at 10:01 a.m. Chairman Corinne 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: A correction was requested by Mr. Ray Wilder regarding his absence from the March 11, 2026, meeting minutes. He confirmed his attendance.

Motion: Mr. Ray Wilder made a motion to amend the March 11, 2026 minutes to reflect his presence, but it was noted that formal correction would need to be addressed in the next meeting due to procedural rules.

Mr. Stephen Shiflett seconded the motion. With no objections, the motion was unanimously approved.

3. DCJS Report: In the absence of Ms. Aubrey Granderson, Division of Licensure and Regulatory Services Director, Dr. Clay Aschliman presented the DCJS Report.

Reorganization

- At our last PSSAB, Director Granderson alluded to some upcoming changes. I am pleased to share our recent reorganization with you. There are several changes which you may notice in your work with us.
- With Lotus stable, we are now able to work on our next priority: improving communication and training processes. This reorganization puts more resources into those areas, with Training and Outreach both assigned to Dr. Clay Aschliman.
- A new “Outreach Specialist” (actual name TBD) position has been created, which will focus on improving our communication with constituents and stakeholder groups. Communication in this area is at the macro level, whereas communication at the micro level (i.e., individual constituents) will remain with the program areas.
- The Outreach Specialist will also take over primary responsibility for the PSSAB, allowing Ms. Brenda Cardoza to act in a backup capacity. (Note that we must fill this vacant position first.) We thank Ms. Cardoza for her many years of successfully managing PSSAB.
- In addition to communications, Training has been transferred to Dr. Clay Aschliman, he has already begun meeting with the staff to review processes and identify areas of potential improvement.
- With this reorganization, Adjudication, which historically has reported directly to the Division Director, will report to the Compliance and Enforcement Manager. This will help the Investigations and Adjudication teams work more closely together and help improve compliance.
- Since we launched Lotus, Dr. Clay Aschliman has the point person working with our IT team to address Lotus issues. With this reorganization, this responsibility will move from Dr. Aschliman to Mr. Robert Mason.

Communications and Expectations

- EVT message
- As we shared in previous meetings, we have enhanced the electronic verification tool (EVT). Last week, we sent an email to all actively credentialed individuals, businesses, and training schools to share that DCJS staff will no longer verify credentials. Instead, constituents and the public are encouraged to use the EVT, which pulls credential data live from Lotus.

- On DCJS's Lotus Resources page, we have uploaded instructions and information about using the EVT. This change is part of a shift toward enabling constituents to help themselves, where possible, so DCJS staff can do the things that constituents cannot do for themselves.

Communication and Outreach

Hopefully, you have noticed that we have continued to improve our communications. DCJS has been more active on social media lately, thanks to our new Agency Public Relations Coordinator, Angela Weight. Additionally, a major focus for the division in 2026 will be to improve our bi-directional communication and outreach with our constituency. We plan to provide more information on that at the next PSSAB meeting.

Performance

- Lotus's data capabilities have allowed us to embark on improved data collection and reporting, helping us assess our progress and opportunities. Fortunately, we have been able to establish some key performance indicators (KPIs) and are reporting these monthly to Director Ashaki McNeil and Secretary Meador's offices.
- I'd like to share some of our KPIs with you. You've seen some of these before, but since we continue to develop additional meaningful KPIs, some of this is new.
- Approved Applications
 - Record number of approved applications
 - Result of improved Lotus functionality and hard work from LRS and IT staff
 - First quarter of the calendar year 11,126 approved applications – means people are working
 - Can't compare to 2025, but up 5% over the same time in 2024
- Active Credentials
 - Record number of active credentials
 - 1/14/2020 – 58,626 active
 - 4/10/26 – 69,811 = 19% increase
 - 7% increase since last summer, when Lotus was stabilized
 - This is important to our story → same number of staff but record number of credentials

- Call Volume and Answer Rate
 - Mathematically impossible to answer all the calls and emails we get right now
 - None of us are happy with this level of service
 - When decision-makers ask about complaints, having these numbers ready is a tremendous help
 - Overall, need to drive call and email numbers down AND get technology and staff support to answer emails and calls

- Communication Campaigns
 - We have been improving our communications through Constant Contact
 - Ms. Emily Vinciguerra is working on this, as well
 - After having a functional system, communications is our biggest need
 - Reorganization helps improve communications – Constant Contact is one mechanism to improve communication
 - Industry average open rate is about 30%, so ours is high

- Key Website Visits
 - These two metrics are key because they are indicators of people trying to figure things out themselves, rather than calling and/or emailing us
 - Now that we have stopped people from calling us for credential verifications, our EVT use should go up
 - As we continue to improve our training resources, our Lotus Resources page will go up
 - These measures are keys to show agency and outside leadership – shows that we are trying to enable constituents to help themselves

Staffing

- We have hired a new investigator, who will start May 10, 2026.
- We are actively in the process of reviewing applications for the Training Coordinator position.

- Other vacancies will be posted soon.

- Additionally, we have been authorized to add FIVE additional part-time positions to our Customer Service team to help answer calls and emails. This is a temporary measure to help us for the next year or two while we continue to work on a long-term funding and support model that will sustain us for years to come. We are all tremendously grateful to DCJS leadership for their interest and support in helping our staff and constituents.

2026 General Assembly

- We are still tracking some yet-to-be-finalized legislation from the 2026 General Assembly.
- I will provide you with the status of bills that may impact you.
 - SB59/HB684 has been signed by the Governor and authorizes retired LEOs, registered SCOPs, and technicians employed by a locality to review and affirm violations recorded by traffic light signal violation monitoring systems and similar devices upon completion of a training course developed and approved by DCJS. The bill requires DCJS to make the course available no later than July 1, 2027, and develop and approve it no later than January 1, 2027. DCJS plans to hire a contractor to develop it.
 - SB749/HB217 has not yet been signed and will potentially change the definition of assault weapon in § 18.2-308.2:2, which is currently (and generally) a semi-automatic center-fire rifle or pistol equipped with a magazine that can hold more than 20 rounds or is designed to accommodate a silencer or equipped with a folding stock. The pending legislation will expand the definition to include, for instance, a rifle or pistol with a fixed magazine capacity in excess of 15 rounds; a rifle with a detachable magazine and various features like telescoping or thumbhole stock or a grenade launcher; a pistol with two or more characteristics like shrouds or threaded barrels; and semi-automatic shotguns with features like fixed magazines in excess of 15 rounds or the ability to accept detachable magazines. The Governor has ~30 days to sign, veto, or not sign the legislation (in which case it becomes law). The definition will affect the following two bills, which have already been signed:
 - SB727 removes the exception for “licensed security guards” from § 18.2-287.4, meaning they will no longer be allowed to legally carry assault firearms in “any public street, road, alley, sidewalk, public right-of-way, or in any public park or any other place of whatever nature that is open to the public.” Violations will be Class 1 misdemeanors.
 - HB1525 prohibits anyone younger than 21 from purchasing a handgun or assault weapon as defined in § 18.2-308.2:2. There may be some implications for some rifles and shotguns that someone between 18-20 is currently able to purchase, but federal law already prohibits them from buying handguns

- Every year, we monitor legislation that may be impactful to our constituency, and we provide to the Administration objective information about potential consequences, fiscal or otherwise. This feedback process is confidential and varies slightly under each governor.
- Our division/agency typically can't take a "position" on a bill. We defer to the position, if any, of the Administration. Without such a position, and we don't usually get one, we can't actively speak on a bill in committee or subcommittee unless called upon by a legislator.
- External lobbyists, stakeholder groups, and the general public are free to speak on bills during the GA and/or reach out to their legislators outside of session, but we're limited as public servants serving in the executive branch.
- All that said, we appreciate the potential impact of this year's bills and are planning a mass communication effort once we have clarity on final legislation.

Lotus

Email Recovery Tool Update – Mr. Robert Mason

- We have implemented Phase 1 of the Email Recovery Tool that allows previous users to click “forgot email” to receive an email from Lotus with the user's previous email address.
- If they still have access to that email address, they can click “forgot password” in Lotus to receive a password reset link to that email so they can log into Lotus.
- We are working with IT on Phase 2 of the Email Recovery Tool that will allow users who do not have access to their previous email address to be allowed to enter their new email address and receive the password reset link at the new email address, so they can log into Lotus.
- Our IT Security Officer conducted a risk assessment surrounding this approach. It does have a moderate level of risk, and we are trying to provide a solution that is with the lowest level of risk possible.

That concluded today's DCJS update.

4. Old Business: None

5. New Business: None

6. Public Comment Period (3 minutes per speaker): None.

7. Announcements/Board Member Remarks: None

8. Adjournment

Mr. Shifflett made a motion to adjourn the April 29, 2026, PSSAB meeting. Mr. Wilder seconded the motion. With no objections Chairman Mastronardi adjourned the meeting at 11:14a.m.