

BOARD FOR PROFESSIONAL AND OCCUPATIONAL REGULATION

MINUTES

The Board for Professional and Occupational Regulation met on Monday, January 12, 2026, at the Department of Professional and Occupational Regulation, 9960 Mayland Drive, Richmond, Virginia.

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

Sathish Anabathula
Ron Bledsoe
Jackson Dyer
Grace Flores-Hughes
Jemmalyn Hewlett
Gaby Rengifo
Carrie Sheffield
Tim Taylor

Board member Charles Vaughters was not present at the meeting.

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

James B. "Jeb" Wilkinson, Jr., Director
Steve Kirschner, Deputy Director LRPD
Joe Haughwout, Regulatory Affairs Manager
Jennifer Sayegh, Policy and Legislative Affairs Manager
Connor Davis, Budget Manager
Amy Goobic, Executive Assistant

James Flaherty, from the Office of the Attorney General, was present.

Ms. Flores-Hughes called the meeting to order at 10:05 a.m.

Call to Order

Mr. Haughwout reviewed the emergency evacuation procedures.

**Emergency
Evacuation
Procedures**

Ms. Rengifo moved to approve the agenda. Mr. Anabathula seconded the motion which was unanimously approved by members: Anabathula, Bledsoe, Dyer, Flores-Hughes, Hewlett, Rengifo, Sheffield, and Taylor.

**Approval of
Agenda**

Mr. Anabathula moved to approve the minutes from the March 17, 2025 Board meeting. Ms. Rengifo seconded the motion which was unanimously approved by members: Anabathula, Bledsoe, Dyer, Flores-Hughes, Hewlett, Rengifo, Sheffield, and Taylor.

**Approval of
Minutes**

Mr. Haughwout had no communications to report.

Communications

Paige Pruett was present to address the Board. Ms. Pruett informed the Board of her concerns regarding the complaint she filed with the Agency. Ms. Pruett addressed issues she had with the investigation of the complaint, the process for resolving complaints, the FOIA process, and various agency practices. She also commented the Agency lacked investigative integrity.

Public Comment

Mr. Haughwout welcomed new Board members Ron Bledsoe, Jackson Dyer, Carrie Sheffield, and Tim Taylor. Board members and staff introduced themselves.

Welcome & Introductions

Mr. Haughwout presented the following resolution for former Board member Alice Kendrick:

Resolution for Former Board Member – Alice Kendrick

RESOLUTION TO
Alice R. Kendrick
Alice R. Kendrick

WHEREAS, **Alice R. Kendrick**, did faithfully and diligently serve as a member of the Board for Professional and Occupational Regulation from 2023 to 2025;

WHEREAS, **Alice R. Kendrick**, did devote generously of her time, talent and leadership to the Board;

WHEREAS, **Alice R. Kendrick**, 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 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 Board for Professional and Occupational Regulation this twelfth day of January 2026, that **Alice R. Kendrick**, be given all honors and respect due her 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.

Ms. Rengifo moved to adopt the resolution as presented. Mr. Anabathula seconded the motion which was unanimously approved by members: Anabathula, Bledsoe, Dyer, Flores-Hughes, Hewlett, Rengifo, Sheffield, and Taylor.

Jen Sayegh, Policy and Legislative Affairs Manager, provided a legislative update. Ms. Sayegh reviewed legislation from the 2025 General Assembly,

Legislative Update

including agency bills submitted and information on all bills pertaining to DPOR regulants.

With regards to the 2026 General Assembly, the Agency has submitted the legislative package for Governor's Policy Office review. The Policy Office will review and approve bills/budget items.

**Presentation attached*

Mr. Kirschner provided information on the agency's work on regulatory reduction in accordance with Governor Youngkin's Executive Directive 1 (Executive Order 19), which required a 25% reduction of regulatory requirements. Mr. Kirschner explained how staff reviewed each set of regulations, and how each regulatory board met to review and discuss ways to reduce regulations. He also informed the Board of the reduction in Guidance Documents by 25%. Mr. Taylor thanked staff for their efforts on the reduction process.

Update on DPOR Operations

Mr. Haughwout provided a presentation on DPOR operations. Mr. Haughwout provided statistics on the processing time for license applications, issuing of credentials under Universal License Recognition since July 2023, updates on the Agency's regulatory actions, and statistics on the activity of the Agency's Compliance and Investigations Division. Mr. Haughwout informed the Board on projects underway by the Office of Performance and Innovation, including an ADA compliance project for forms accessibility on the Agency's website, and a library of training videos for the EAGLES licensing system. Mr. Haughwout also provided information on DPOR items in the news.

**Presentation attached*

Connor Davis, Budget Manager, provided a brief budget review with regards to licensing fee increases. He informed the Board that licensing fees had not been increased by regulatory boards in several years for many professions, and due to inflation of operating expenses and yearly salary increases the Agency was operating at unsustainable levels. Mr. Davis explained the changes to the regulatory board cost allocations, and stated that the Agency is now financially stable, but indicated that additional fee increases will be needed.

Budget Review

Mr. Kirschner added that DPOR, along with the Department of Planning & Budget, developed a more accurate allocation system. He also stated that DPOR was working on a joint bill with the Department of Health Profession (DHP), to manage fees including an inflation adjustment. The bill would make changes to the Callahan Act (§ 54.1-113 of the Code of Virginia), which requires the Agency and its regulatory boards to revise fees in situations in which expenses allocated to a regulatory board for the past biennium are more than 10% greater

or less than moneys collected on behalf of the regulatory board. Proposed changes would streamline the fee adjustment process.

Ms. Flores-Hughes reported that she attended a Real Estate Board meeting, adding that it is interesting to learn how the licensing boards function. Ms. Rengifo reported that she attended an APELSCIDLA Board meeting and an ALHI Board meeting.

Mr. Haughwout asked Board members if they had any recommendations for staff or had any items for the Director or the Administration to consider. No additional comments were provided by Board Members.

Board members recessed from 11:45 a.m. to 12:07 p.m.

Mr. Haughwout provided information on Public Participation Guidelines (PPGs) for the Board, explaining that all DPOR regulatory boards have PPGs in the Virginia Administrative Code. Members of the public can register to be on the PPG list of a regulatory board to receive regulatory information for that regulatory board. Mr. Haughwout informed the Board that the Board has the authority to make regulations, but at this time the Board does not have PPGs as required by the Administrative Process Act. Mr. Haughwout requested the Board adopt a proposed regulation and initiate a fast-track rulemaking for PPGs, which would take approximately 6-7 months.

Ms. Hewlett stepped out of the meeting at 12:19 p.m.

Mr. Anabathula moved to adopt the proposed Public Participation Guidelines and authorize staff to file a fast-track rulemaking. Ms. Rengifo seconded the motion which was unanimously approved by members: Anabathula, Bledsoe, Dyer, Flores-Hughes, Rengifo, Sheffield, and Taylor. Ms. Hewlett was not present for the vote.

Mr. Haughwout informed the Board that it was time to elect a new chair and vice chair. Ms. Flores-Hughes moved to nominate Mr. Anabathula as Chair. There were no other nominations. Ms. Rengifo seconded the motion which was unanimously approved by members: Anabathula, Bledsoe, Dyer, Flores-Hughes, Rengifo, Sheffield, and Taylor. Ms. Hewlett was not present for the vote.

Ms. Flores-Hughes moved to nominate Ms. Sheffield as Vice-Chair. Mr. Anabathula seconded the motion which was unanimously approved by members: Anabathula, Bledsoe, Dyer, Flores-Hughes, Rengifo, Sheffield, and Taylor. Ms. Hewlett was not present for the vote.

Board Member Reporting

Recess

Consider Adoption of Public Participation Guidelines

Board Member Stepped Out

Consider Adoption of Public Participation Guidelines

Election of Officers

Ms. Hewlett returned to the meeting.

**Board Member
Returned**

Board members were provided information on a potential regulatory action to include various DPOR administrative fees in a regulation that would be adopted by the Board.

**Regulation on
Administrative
Fees**

Mr. Haughwout informed the Board that the Virginia Freedom of Information Act was amended effective September 2022 to allow for certain meetings of public bodies to be conducted electronically without a declared state of emergency. He stated that for a public body to (i) conduct an all virtual meeting; or (ii) allow for electronic participation by board members, it is required to adopt a policy regarding remote participation. Since the Board does not have the authority to deny, revoke or suspend occupational licenses like other DPOR regulatory boards, it does not fall into the 'no' electronic meetings category.

**Consider Policy
for Virtual Board
Meetings &
Participation**

Mr. Haughwout stated staff would need time to craft a policy. Discussion was held on the feasibility of electronic meetings including various IT issues and whether DPOR board rooms were equipped for virtual meetings. The Board by consensus determined that it did not wish to adopt an electronic meetings policy at this time.

Mr. Haughwout explained the purpose of board liaison assignments, informing the new board members that each of them is assigned as a liaison to other DPOR boards. Mr. Haughwout stated that Board members will receive notification of the upcoming regulatory board meetings they are assigned to, and encouraged them to attend and report back at the next meeting. Board members were provided a list of the DPOR boards they are assigned to.

**Board Liaison
Assignments**

Mr. Haughwout informed Board members that DPOR received a petition from the Virginia Chapter of the Indoor Environments Association ("IEA") proposing regulation of those who provide radon services. The petition specifies the following occupations: Radon measurement professionals and radon mitigation specialists. Section 54.1-310.1 of the Code of Virginia provides that "[t]he Board shall conduct an analysis and evaluation of any proposed regulation based on the criteria enumerated in § 54.1-311 [of the Code of Virginia]..." upon receipt of a request submitted in accordance with statute. Board members were provided the petition and proposed work plan for review. Mr. Haughwout explained that the Board, along with staff, would need to develop a work plan for the 2026 study. Mr. Kirschner explained the different levels to consider in the study, including: licensure, certification, or no licensure.

**Petition for
Regulation of
Radon
Professionals**

Mr. Taylor departed the meeting at 1:05 p.m.

**Board Member
Departed**

Mr. Dyer inquired as to a timeline for the study. Mr. Haughwout stated that the study would need to be completed by November 1, 2026. Mr. Dyer moved to adopt the work plan presented by staff. Mr. Bledsoe seconded the motion which was unanimously approved by members: Anabathula, Bledsoe, Dyer, Flores-Hughes, Hewlett, Rengifo, and Sheffield. Mr. Taylor was not present for the vote.

**Petition for
Regulation of
Radon
Professionals**

Board members considered meeting dates for 2026:

- April 13
- August 10
- October 19

**Consideration of
2026 Meeting
Schedule**

Ms. Sheffield moved to adopt the dates as presented. Mr. Anabathula seconded the motion which was unanimously approved by members: Anabathula, Bledsoe, Dyer, Flores-Hughes, Hewlett, Rengifo, and Sheffield.

Mr. Haughwout reviewed some 'housekeeping' topics including: how staff sends emails to Board members; RSVPing to staff for Board meeting attendance; and reviewed travel vouchers and Conflict of Interest forms which are filled out and signed each meeting.

Other Business

Mr. Haughwout reminded Board Members to complete the Conflict of Interest Act training and to complete their Financial Disclosure Statements.


**Conflict of
Interest Act
Training/Financial
Disclosures**

Board members signed Conflict of Interest forms and travel vouchers.

**Conflict of
Interest Forms
& Travel
Vouchers**

The meeting was adjourned at 1:23 p.m.

Adjourn



Grace Flores-Hughes, Chair



James B. "Jeb" Wilkinson, Jr., Director



**STATE AND LOCAL GOVERNMENT
CONFLICT OF INTERESTS ACT**

**TRANSACTIONAL DISCLOSURE STATEMENT
for Officers and Employees of State Government**

1. Name: Carrie Sheffield
2. Title: Board Member
3. Agency: Board for Professional & Occupational Regulation
4. Meeting/IFF Date: Board Meeting January 12, 2026

5. I have a personal interest in the following transaction:

Nature of Personal Interest Affected by Transaction:

I declare that I am a member of the following business, profession, occupation or group, the members of which are affected by the transaction:

I am able to participate in this transaction fairly, objectively, and in the public interest.

or

I did not participate in the transaction.

6. I **do not** have a personal interest in any transactions taken at this meeting.

Signature

Carrie Sheffield

Date

1/12/26

**STATE AND LOCAL GOVERNMENT
CONFLICT OF INTERESTS ACT**

**TRANSACTIONAL DISCLOSURE STATEMENT
for Officers and Employees of State Government**

1. Name: Ronald Bledsoe
2. Title: Board Member
3. Agency: Board for Professional & Occupational Regulation
4. Meeting/IFF Date: Board Meeting January 12, 2026

5. I have a personal interest in the following transaction:

Nature of Personal Interest Affected by Transaction:

I declare that I am a member of the following business, profession, occupation or group, the members of which are affected by the transaction:

I am able to participate in this transaction fairly, objectively, and in the public interest.

or

I did not participate in the transaction.

6. I do not have a personal interest in any transactions taken at this meeting.

Ronald Bledsoe
Signature

1/12/2026
Date

**STATE AND LOCAL GOVERNMENT
CONFLICT OF INTERESTS ACT**

TRANSACTIONAL DISCLOSURE STATEMENT
for Officers and Employees of State Government

1. Name: Sathish Anabathula
2. Title: Board Member
3. Agency: Board for Professional & Occupational Regulation
4. Meeting/IFF Date: Board Meeting January 12, 2026

5. I have a personal interest in the following transaction:

Nature of Personal Interest Affected by Transaction:

I declare that I am a member of the following business, profession, occupation or group, the members of which are affected by the transaction:

I am able to participate in this transaction fairly, objectively, and in the public interest.

or

I did not participate in the transaction.

6. I **do not** have a personal interest in any transactions taken at this meeting.

Sathish Anabathula
Signature

1/12/2026
Date

**STATE AND LOCAL GOVERNMENT
CONFLICT OF INTERESTS ACT**

**TRANSACTIONAL DISCLOSURE STATEMENT
for Officers and Employees of State Government**

1. Name: Jemmalyn Hewlett
2. Title: Board Member
3. Agency: Board for Professional & Occupational Regulation
4. Meeting/IFF Date: Board Meeting January 12, 2026

5. I have a personal interest in the following transaction:

Nature of Personal Interest Affected by Transaction:

I declare that I am a member of the following business, profession, occupation or group, the members of which are affected by the transaction:

I am able to participate in this transaction fairly, objectively, and in the public interest.

or

I did not participate in the transaction.

6. I **do not** have a personal interest in any transactions taken at this meeting.

Jemmalyn Hewlett
Signature

1-12-26
Date

**STATE AND LOCAL GOVERNMENT
CONFLICT OF INTERESTS ACT**

TRANSACTIONAL DISCLOSURE STATEMENT
for Officers and Employees of State Government

1. Name: Tim Taylor
2. Title: Board Member
3. Agency: Board for Professional & Occupational Regulation
4. Meeting/IFF Date: Board Meeting January 12, 2026

5. I have a personal interest in the following transaction:

Nature of Personal Interest Affected by Transaction:

I declare that I am a member of the following business, profession, occupation or group, the members of which are affected by the transaction:

- I am able to participate in this transaction fairly, objectively, and in the public interest.
- or**
- I did not participate in the transaction.

6. I **do not** have a personal interest in any transactions taken at this meeting.



Signature

01/12/2026

Date

Where We Were



| JUNE 30, 2023 | | | | | |
|---|---------------|------------------|------------------------|----------------|---------------|
| Fund | YTD Revenue | YTD Expenditures | Cash Transfer In/(Out) | Variance | Cash Balance |
| DPOR Special Refund Fund - Boxing & 02222 Wrestling | 212,237.78 | 184,612.15 | | 27,625.63 | 192,711.30 |
| 02590 Common Interest Community Mgmt (CIC) | 651,384.71 | 863,098.21 | (4,415.00) | (216,128.50) | 2,484,095.24 |
| 09222 DPOR Dedicated Spec Rev Fund | 19,837,964.79 | 21,844,932.96 | | (2,006,968.17) | 16,579,048.96 |
| 10000 Federal Fund - HUD | 401,050.86 | 404,171.89 | | (3,121.03) | - |
| | 21,102,638.14 | 23,296,815.21 | (4,415.00) | (2,198,592.07) | 19,255,855.50 |

| JUNE 30, 2024 | | | | | |
|---|---------------|------------------|------------------------|----------------|---------------|
| Fund | YTD Revenue | YTD Expenditures | Cash Transfer In/(Out) | Variance | Cash Balance |
| DPOR Special Refund Fund - Boxing & 02222 Wrestling | 212,547.50 | 242,014.70 | | (29,467.20) | 163,244.10 |
| 02590 Common Interest Community Mgmt (CIC) | (46,954.79) | 808,899.66 | (4,415.00) | (860,269.45) | 1,623,825.79 |
| 09222 DPOR Dedicated Spec Rev Fund | 20,214,750.55 | 23,622,935.07 | | (3,408,184.52) | 13,170,864.44 |
| 10000 Federal Fund - HUD | 459,781.09 | 459,781.09 | | - | - |
| | 20,840,124.35 | 25,133,630.52 | (4,415.00) | (4,297,921.17) | 14,957,934.33 |

Yearly deficits ate up cash reserves that were built up over several years.

Inflation of normal operating expenses and yearly salary increases coupled with an ambitious IT project in 2023 accelerated cash burn rate to unsustainable levels.

Improper cost allocation masked the financial health of most boards within the agency. With the help of the Department of Planning and Budget (DPB) a new allocation was created.

Where We Are



| JUNE 30, 2025 | | | | | |
|---|----------------------|----------------------|------------------------|-----------------------|----------------------|
| Fund | YTD Revenue | YTD Expenditures | Cash Transfer In/(Out) | Variance | Cash Balance |
| DPOR Special Refund Fund - Boxing & 02222 Wrestling | 276,793.88 | 261,408.60 | | 15,385.28 | 178,629.38 |
| 02590 Common Interest Community Mgmt (CIC) | 737,197.33 | 840,844.34 | (5,530.00) | (109,177.01) | 1,514,648.69 |
| 09222 DPOR Dedicated Spec Rev Fund | 21,967,947.31 | 24,971,775.62 | (94,452.00) | (3,098,280.31) | 10,072,584.22 |
| 10000 Federal Fund - HUD | 644,003.64 | 644,003.64 | | - | - |
| | <u>23,625,942.16</u> | <u>26,718,032.20</u> | <u>(99,982.00)</u> | <u>(3,192,072.04)</u> | <u>11,765,862.29</u> |

Increased fees for the following boards; Barbers and Cosmetology, Contractors, Real Estate, APELS, Soil Science and Geologists, Waste Management.

Expenses are being properly allocated to each board

Agency is now on stable financial footing with the fee increases and the termination of the IT project

| DECEMBER 8, 2025 | | | | | |
|---|----------------------|----------------------|------------------------|--------------------|----------------------|
| Fund | YTD Revenue | YTD Expenditures | Cash Transfer In/(Out) | Variance | Cash Balance |
| DPOR Special Refund Fund - Boxing & 02222 Wrestling | 97,889.59 | 142,915.47 | (80,360.60) | (125,386.48) | 53,242.90 |
| Common Interest Community Mgmt 02590(CIC) | 236,984.42 | 191,848.96 | (2,238.52) | 42,896.94 | 1,557,545.63 |
| 09222 DPOR Dedicated Spec Rev Fund | 10,737,664.98 | 10,750,259.37 | 82,599.12 | 70,004.73 | 10,142,588.95 |
| 10000 Federal Fund - HUD | - | - | | - | - |
| | <u>11,072,538.99</u> | <u>11,085,023.80</u> | <u>-</u> | <u>(12,484.81)</u> | <u>11,753,377.48</u> |

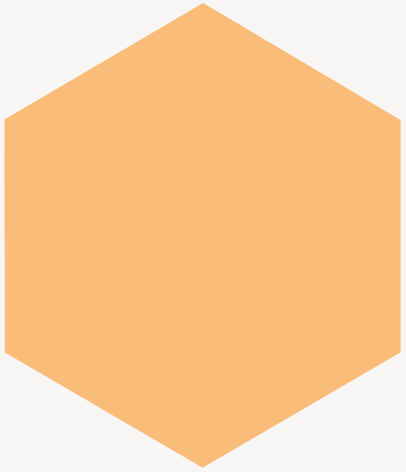
Where We Are Going



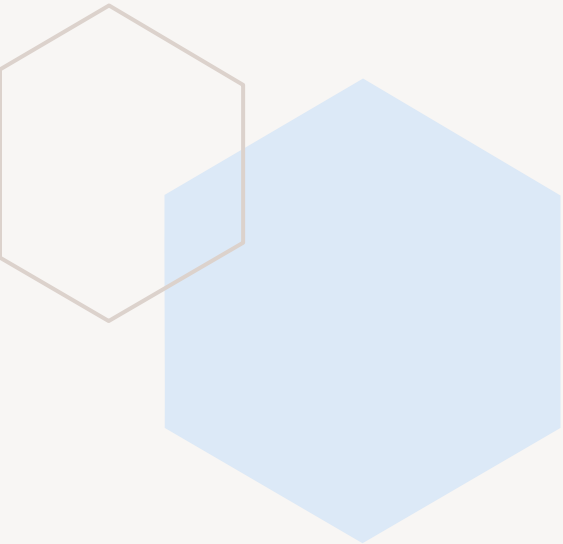
Working to increase fees for remaining boards as most of them are not in compliance with 54.1-201.

Working on legislation to modify Callahan Act so the fee process can be streamlined.

Developing a new IT pilot project for Real Estate Appraisers through the help of federal grant money



2025 Legislative Implementation





2025 Agency Bills

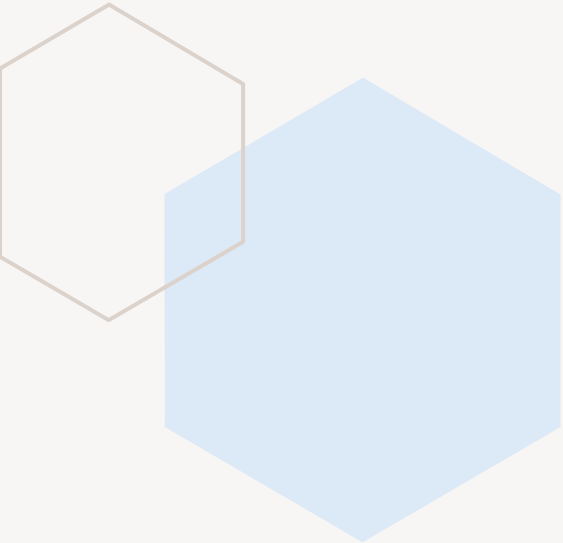
- ❖ HB 2553 (Reaser) / SB 1096 (Jordan) Board for Professional and Occupational Regulation; powers and duties.**
- ❖ HB 1667 (Jones) / SB 1228 (Aird) Board for Barbers and Cosmetology; employment prohibition exceptions ; children 16 years of age or older.
- ❖ SB 807 (Craig) Virginia Real Estate Time-Share Act; recordkeeping by resellers.
- ❖ HB 1707 (Bulova) / SB 1059 (Hackworth) Virginia Contractor Transaction Recovery Fund; claim limits; license threshold amounts.
- ❖ HB 1940 (Willett) / SB 1188 (Pekarsky) Department of Professional and Occupational Regulation; international licensure and certification; regulations.
- ❖ HB 2573 (Leftwich) / SB 1245 (DeSteph) Boxing and wrestling events ; license requirements for examining physicians.



❖ **SB 826 (Locke)** Predetermination for licensing eligibility; prior convictions.

The

Prohibits the use of vague or arbitrary terms by a regulatory board within the Department of Professional and Occupational Regulation or Department of Health when refusing a person a license, certificate, or registration to practice, pursue, or engage in any regulated occupation or profession. The bill requires such regulatory board denying a registration, license, or certificate based on information in the applicant's criminal history record to notify the applicant in writing of (i) the specific offense or offenses that contributed to such denial; (ii) how the criminal history directly relates to the occupation for which the registration, license, or certificate applies; and (iii) how the regulatory board weighed rehabilitation factors when making its decision. The bill further allows an applicant to request a written predetermination from a regulatory board within the Department of Professional and Occupational Regulation concerning whether his criminal record would disqualify him from obtaining a license, certificate, registration, or other authority to engage in a particular occupation, trade, or profession in the Commonwealth.





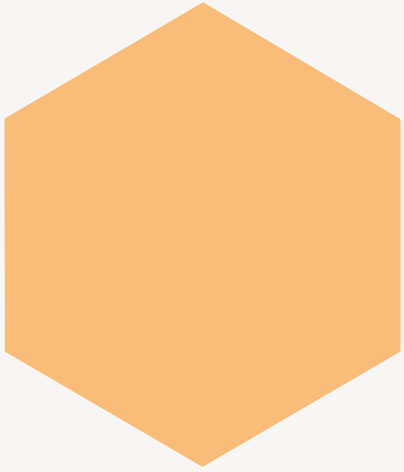
BCHOP

- ❖ HB 2669 (Walker) Professions and occupations; amending definitions of cosmetologist and cosmetology.
- ❖ HB 2680 (Simon) / SB 1419 (Aird) Department of Professional and Occupational Regulation; regulation of ear-piercers and ear-piercing salons and schools.



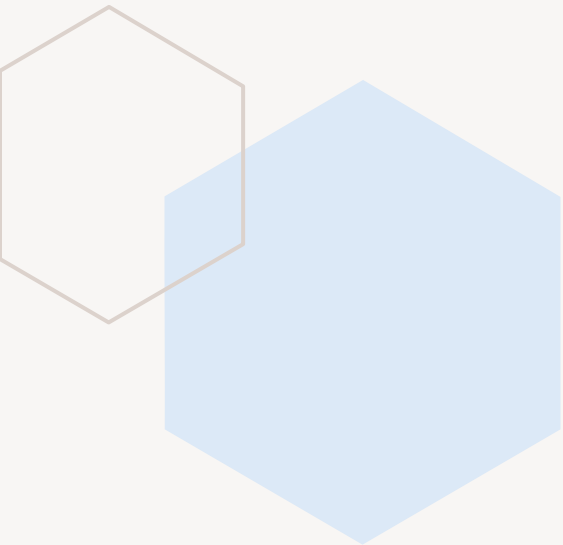
Contractors

- ❖ **HB 1707 (Bulova) / SB 1059 (Hackworth)** Virginia Contractor Transaction Recovery Fund; claim limits; license threshold amounts.
- ❖ **HB 2195 (McQuinn)** Department of Professional and Occupational Regulation; licensure of mold inspectors and mold remediators; emergency.



APELS

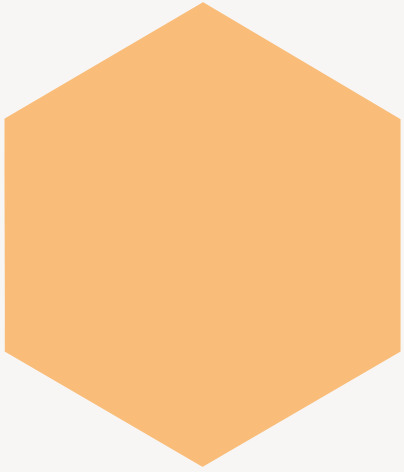
- ❖ **HB 1835 (Wiley)** Professions and occupations; regulation of geologists; licensure; penalty.
- ❖ **HB 2154 (Carr) / SB 1310 (McPike)** Professions and occupations; alternative to education requirement for licensure of architects.





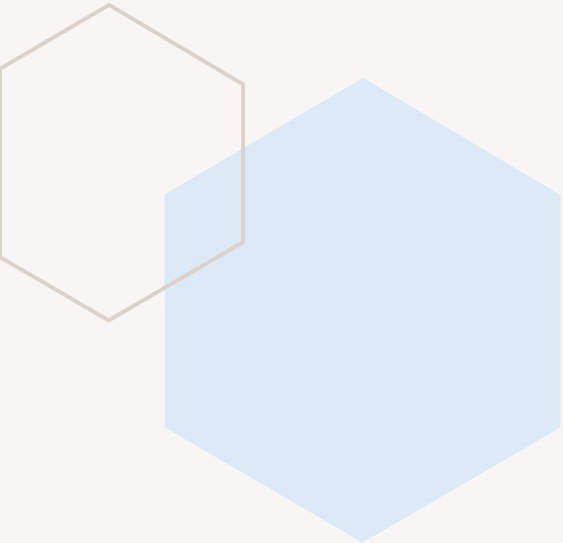
Real Estate/ CIC/ Fair Housing

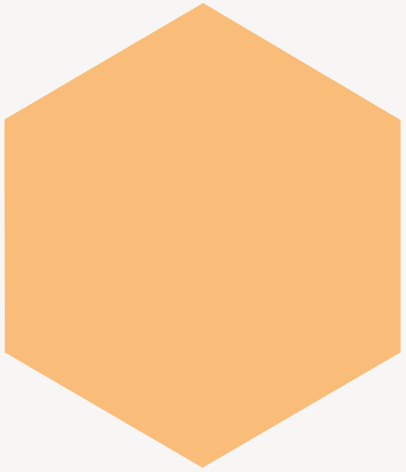
- ❖ **HB 1653 (Thomas) / SB 785 (Suetterlein)** Real Estate Board; regulations related to fees charged to a licensee.
- ❖ **HB 1704 (Bulova) / SB 808 (Craig)** Resale Disclosure Act; resale certificate; responsibility for payment of insurance deductible.
- ❖ **HB 1706 (Bulova) / SB 1210 (Pekarsky)** Virginia Residential Property Disclosure Act; required disclosures for buyer to beware; aircraft noise.
- ❖ **HB 1684 (Sewell) / SB 1309 (McPike)** Real estate brokers and salespersons; licensees engaged by buyers.
- ❖ **HB 2110 (Simon)** Resale Disclosure Act; resale certificate; prohibition on requiring purchaser's name.
- ❖ **HB 2210 (Kilgore) / SB 866 (Reeves)** Real Estate Board; membership; qualifications.
- ❖ **HB 2557 (McClure) / SB 993 (Graves)** Department of Professional and Occupational Regulation; real estate brokers, salespersons, and rental location agents; exemptions; emergency.
- ❖ **HB 2750 (Oates)** Common interest communities; termination of certain management contracts; transfer of association books and records.



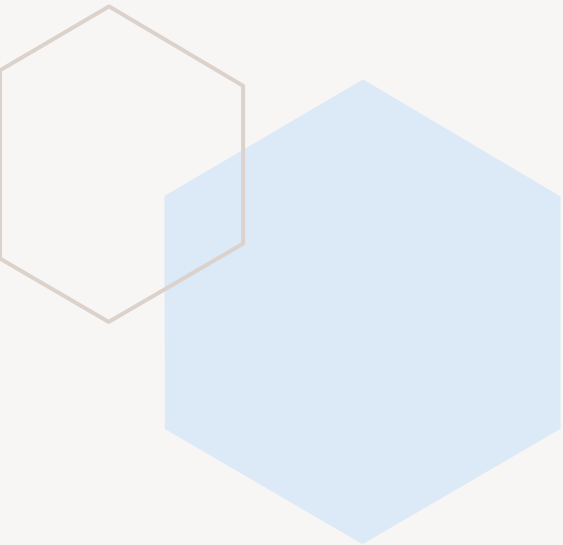
2026 General Assembly

- ❖ Agency has submitted legislative package for Policy Office review
- ❖ Policy Office will review and approve bills/budget items
- ❖ Next steps





Questions?



Department of Professional and Occupational Regulation

Update on Department Operations



January 12, 2026

Licensing and Regulatory Operations

DPOR has worked to improve processing time of applications for licenses and certifications; reduce delays and backlogs.

Average processing time from application receipt to issuing of license.

- 2021: 33 days
- 2022: 14 days
- 2023: 10 days
- 2024: 4.6 days
- 2025: 8.3 days (as of 12/17/25)

Licensing and Regulatory Operations

DPOR has worked to implement Universal License Recognition (ULR), which became effective on July 1, 2023.

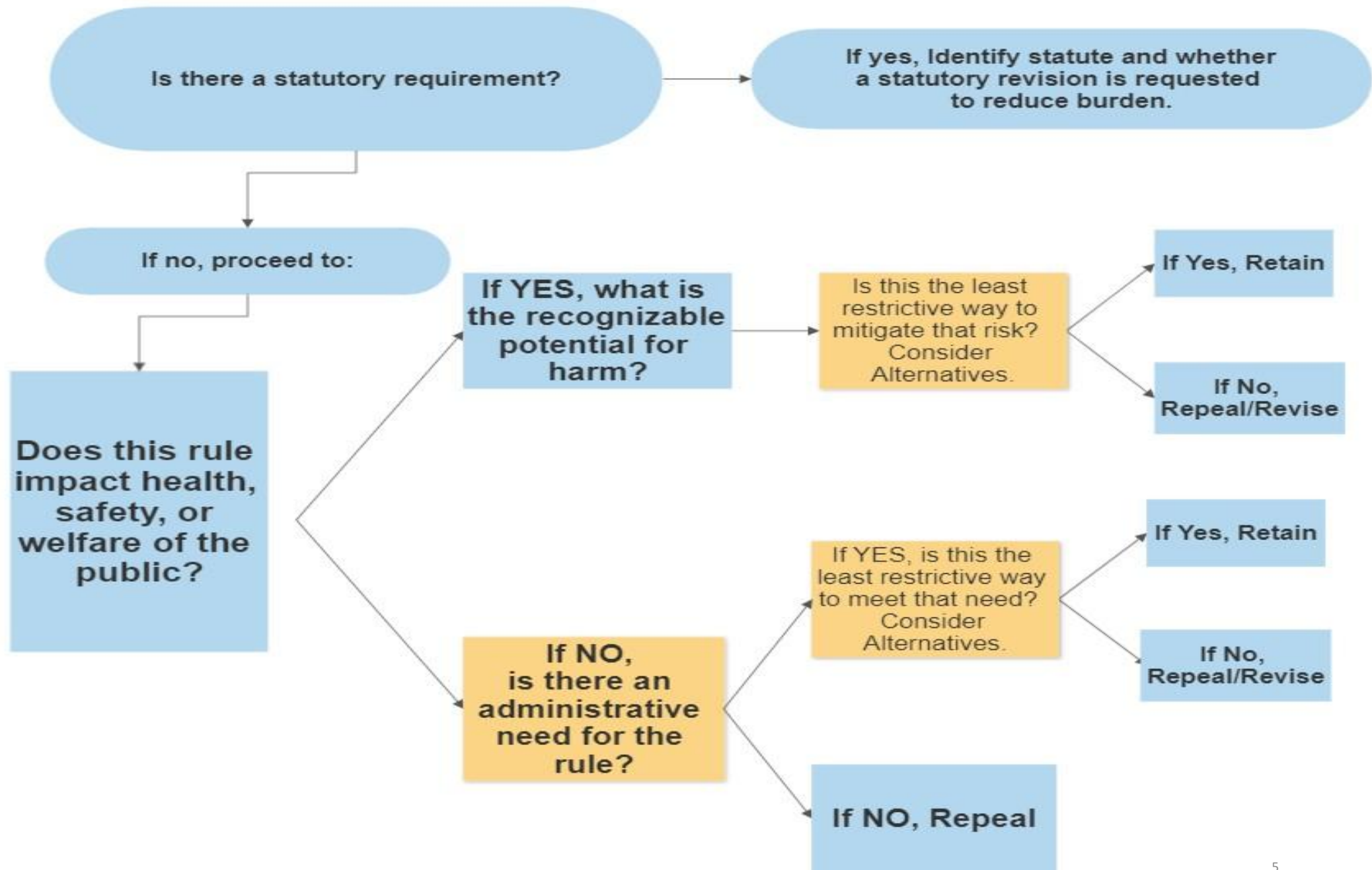
As of 1/6/26, DPOR has issued the following under ULR:

- 1,621 Total Licenses or Certifications for 46 Different Types, including
 - 470 Tradesman licenses
 - 337 Real Estate Salesperson and Broker licenses
 - 324 Onsite Sewage System Professional licenses
 - 267 Barbering, Cosmetology, Tattooer, Esthetician licenses
 - 75 Waterworks and Wastewater Works Operator licenses

Licensing and Regulatory Operations

Executive Directive One (Executive Order 19) Update

- DPOR tasked with reducing discretionary regulatory requirements on regulated parties by 25% during Youngkin Administration.
- Boards undertook “line-by-line” review of regulations.
 - Program staff review.
 - Board committee/advisory panel review.
 - Board review.
- Boards also reviewed guidance documents to reduce length by 25%.



Licensing and Regulatory Operations

Executive Directive One (Executive Order 19) Update

| Number of Boards | Regulatory (VAC) Chapters | Chapter Reviews Completed ¹ | Chapter Reviews Pending Completion ² | Chapter Reviews Not Completed |
|------------------|---------------------------|--|---|-------------------------------|
| 18 | 33 | 25 | 4 | 4 |

1 – A final regulation is effective, published, or pending publication.

2 – A final regulation has been adopted or is pending adoption.

Licensing and Regulatory Operations

Executive Directive One (Executive Order 19) Update

- Credit for:
 - Elimination of requirement (straight reduction)
 - Reduction of stringency (partial reduction)
 - Economic impact of burden reduction (partial reduction)

| Baseline Discretionary Regulant Requirements (as of 1/15/22) | Current Discretionary Regulant Requirements (as of 12/23/25) | % Change in Requirements (as of 12/23/25) |
|--|--|--|
| 10,027 | 7,167 | -28.5% |

Licensing and Regulatory Operations

Executive Directive One (Executive Order 19) Update

- Guidance document length reduced by:
 - Repealing guidance that was outdated or already in regulation.
 - Repealing guidance that was incorporated into regulation.
 - Consolidating guidance into single document.

| Baseline Overall Guidance Document Length (as of 1/15/22) | Current Overall Guidance Document Length (as of 11/20/25) | % Change in Guidance Document Length (as of 11/20/25) |
|--|--|--|
| 80,648 words | 52,477 words | -34.9% |

Licensing and Regulatory Operations

Summary of Regulatory Actions

- Actions completed in 2025:
 - 39 total regulatory actions completed.
 - 24 Executive Directive 1 or deregulatory.
 - 5 fee-related actions.
 - 5 legislative-related actions
- 25 pending regulatory actions on Town Hall (as of 1/9/26)
 - 8.0% of all regulatory actions across the state are DPOR actions.

Compliance and Investigations

Complaint Analysis and Resolution (CAR)

| <u>Metric Statement</u> | <u>FY'2024</u> | <u>FY'2025</u> |
|-------------------------|----------------|----------------|
| Complaints Received | 2,174 | 2,235 |
| Consent Orders Offered | 415 | 398 |

Compliance and Investigations

Investigations (INV)

| <u>Metric Statement</u> | <u>FY'2024</u> | <u>FY'2025</u> |
|--------------------------------------|-----------------------------------|------------------------------|
| Investigations Completed** | 863 | 855 |
| Unlicensed (U/L) Cases Completed | 308 | 261 |
| Total Investigations Cases Completed | 1,171 | 1,116 |
| Unlicensed (U/L) Restitution | \$ 225,424.35 (68 convictions) | \$97,400 (21 convictions) |

Compliance and Investigations

Adjudication (ADJ)

| <u>Metric Statement</u> | <u>FY'2024</u> | <u>FY'2025</u> |
|--------------------------------|----------------|----------------|
| Disciplinary IFFs Conducted | 145 | 129 |
| Recovery Fund Claims Processed | 91 | 92 |
| Recovery Fund Claim Approvals | \$639,264.77 | \$783,154.34 |

Compliance and Investigations

Post-Adjudication and Licensing (PAL)

| <u>Metric Statement</u> | <u>FY'2024</u> | <u>FY'2025</u> |
|-------------------------|----------------|----------------|
| Licensing IFF Referrals | 201 | 182 |

Compliance and Investigations

Fair Housing Office (FHO)

| <u>Metric Statement</u> | <u>FY'2024*</u> | <u>FY'2025*</u> |
|---|-----------------|-----------------|
| Complaints Received | 348 | 620** |
| Complaints Assigned for Investigation | 54 | 36 |
| Complaints Closed Administratively (No investigation or assignment) | 207 | 540 |
| Complaints Assigned For Investigation and Closed Administratively | 94 | 57 |
| Complaints Assigned, Investigated, and Closed with a Board Finding, Administrative Closure, or Approved Conciliation | 54 | 53 |

* Please note that because of the rolling nature of the FHO complaints, complaints may be received in one fiscal year but then closed in the subsequent fiscal years. Also, reasons for administrative closure can vary from lack of jurisdiction, the complainant ceased cooperating, parties reached a private settlement, etc.

** This large increase reflects HUD's current practice of sending all fair housing complaint inquiries for Virginia (less a few jurisdictions, e.g., Fairfax, that have their own HUD partnership agreement) to the FHO for complaint intake processing, which means that HUD conducts no intake to weed out non-jurisdictional complaints.

Compliance and Investigations

Alternative Dispute Resolution (ADR)

| <u>Metric Statement</u> | <u>FY'2024</u> | <u>FY'2025</u> |
|---|----------------|----------------|
| Conciliation Cases, New | 47 | 38 |
| Conciliation Cases, Resolved* | 57 | 56 |
| Conciliation Cases Closed Successful | 9 | 9 |
| Monetary Relief to Complainants/Aggrieved Persons | \$238,030.22 | \$68,220 |

*Because conciliation cases are opened and assigned to ADR from other sections, ADR does not actually “close” a case. Case are either resolved with a successful conciliation effort or by the referring section’s closure of the case because of the successful mediation, a board decision, or administrative closure.

Compliance and Investigations

Common Interest Community Ombudsman (CICO)*

| <u>Metric Statement</u> | <u>2024 Reporting Period**</u> | <u>2025 Reporting Period (To Date)</u> | <u>2025 Reporting Period (Projected)</u> |
|--|--------------------------------|--|--|
| Communications Received (Calls and Emails Combined) | 3,542 | 2,885 | 3,462 |
| <u>Metric Statement</u> | <u>FY'2024</u> | <u>FY'2025 (To Date)</u> | <u>FY'2025 (Projected)</u> |
| Complaints Received | 171 | 220 | 264 |
| Notices of Final Adverse Decision (NFADs) Received | 69 | 59 | 71 |
| CICO Determinations Issued | 45 | 11 | N/A |

* Note: The CIC Ombudsman departed DPOR in January 2025. Budget issues have delayed filling this vacancy.

**Note: 2024 CICO reporting period is based on the CICO annual report year, 11/01/2023 to 10/31/2024.

Office of Performance and Innovation (OPI)

Form Accessibility Compliance Analysis and Remediation – ADA Compliance Project

1. **Scope:** PDFs on DPOR website must be brought into compliance with [Web Content Accessibility Guidelines \(WCAG\) 2.1 AA](#) requirements by editing PDFs in Adobe Experience Manager Forms Designer (AEM Designer.) This is required by a [Department of Justice ADA rule](#).
 - a. Involves adding (i) tags; (ii) screen reader text; (iii) form field descriptions; and (iv) organizing tab order. Fixed PDFs will be replaced on the DPOR website and evaluated through SiteImprove.
 - b. Deadline for this project is April 2026.
2. **Timeline:** Project to be completed in three (3) phases with tentative timeline of October 2025 to April 2026 converting all (i) generic DPOR forms; (ii) board specific applications and forms; and (iii) miscellaneous documents that need to comply with federal rule.

Office of Performance and Innovation (OPI)

EAGLES Training Videos Library

- With the termination of the EPICx project, DPOR will continue to use EAGLES Licensing system in the near future.
- OPI is building a comprehensive library of EAGLES training videos that will be used to train new and existing licensing specialists on the EAGLES application's core functionality and exceptional features. Phase 1 completed in November 2025.
- Will allow for staff to review training as needed instead of depending on upon in-person trainings.
- The training modules will also serve as a knowledge library for DPOR staff on how EAGLES works.

Communications & Media Relations

- DPOR's collaboration with the Governor's Office resulted in a widely published news release highlighting **record applications from contractors and tradesmen for licensure in Virginia.**
- Legislation passed in the 2025 General Assembly session resulted in publication on topics including **physician requirements for boxing and wrestling events** and changes **allowing 16- and 17-year old students to work at barbershops or salons.**
- Virginia's regulatory reform efforts resulted in regional and national coverage that highlighted DPOR statistics, including an article in **Forbes.**
- There has been renewed interest in boxer Prichard Colón's case, including from **World Boxing News,** approaching 10 years since his life-altering brain injury at EagleBank Arena in Fairfax.