

License Communication #2
March 10, 2009

To Licensed Providers:

This is to alert you to personnel changes that are taking place this month. Due to budget reductions, the Office of Licensing lost several positions this year. Three people retired and their positions are not being filled. They are Terry Hoban in northern Virginia, Anita Shelton Mitchem in the Roanoke area, and Douglas Newsome, the Regional Manager for Central, Southwest, and Valley. All of these individuals were long time licensing staff and take with them much knowledge and experience. Terry Hoban retired last fall and as many of you have already experienced, his caseload is being covered by the other northern Virginia specialists. Anita's caseload is being largely covered by Deborah Tankersley who will be located in the Roanoke area and Steve Patrick who will cover services in the southern portion of her area. Rhonda Angel and specialists in Richmond will be assigned to Lynchburg and surrounding areas. You should be hearing from a licensing specialist as to who you are now assigned.

In addition, to these changes, the licensing staff who reviewed all our new applications, Ralph Sroufe, passed away in early January. Several providers attended his funeral and there was a Memorial Service organized by providers in Richmond. New applications are currently being reviewed by a variety of staff, but the process has slowed. We are currently recruiting for a position in the Charlottesville, Staunton, and Lynchburg area. Our plan is that Rhonda Angel who serves that area will eventually take over reviewing applications. That will mean in the near future, providers who have been assigned to Rhonda, will be assigned a new specialist.

Tidewater caseloads have been rearranged to reduce travel and time costs for the specialists there and to absorb the small caseload Ralph Sroufe carried.

Finally, due to health concerns, I am going to take on a new position as the Assistant Director of the Office of Licensing. After several months of treatment, my health is fine, but I need to keep it that way. You may have noticed that the Department has been recruiting for a new Director of Licensing. As of next week, I will be supervising Rhonda Angel, Yvonne Luster, Sharon Stroble, Irvin Goode, Joslynn Perry, and Deborah Mapp. Chanda Braggs will be supervising the northern Virginia specialists, Tina Whitfield Johnson, Chris Cart, and Anne Butz, the Tidewater staff, Dennis Riddick, Barry Lee, and Ed Gonzalez, and Western and Southwestern staff, Deborah Tankersley and Steve Patrick.

Until we resolve the application review process and hire new staff, all of us are going to be busier than usual. If you can not reach someone right away or things are slower than usual, it is due to coping with these changes. We anticipate getting some help in the future to cover an ever increasing caseload. It would be helpful if you send in requests for modifications well ahead of when you need to implement them.

If you need to communicate with a licensing specialist and you are not sure who that should be, call your former specialist or Deborah Mapp at

(804) 786-1747. You may always mail documents or fax incident reports to Central Office in Richmond at (804) 786-0066.