



COMMONWEALTH of VIRGINIA

Department of Professional and Occupational Regulation

Glenn A. Youngkin
Governor

G. Bryan Slater
Secretary of Labor

Brian P. Wolford
Director

Transmittal Letter

To: Department of Legislative Automated Systems, General Assembly

From: Virginia Department of Professional and Occupational Regulation

Date: June 16, 2025

The Department of Professional and Occupational Regulation submits the 2024 Diversity, Opportunity, and Inclusion Annual Report along with this letter. See below for full details and the statutory mandate for the creation and content of the report.

Title: 2024 Diversity, Opportunity, and Inclusion Annual Report: Virginia Department of Professional and Occupational Regulation

Mandate: Code of Virginia - § 2.2-602 (B.)

Contact: Brian Wolford, DPOR Director
brian.wolford@dpor.virginia.gov
(804) 845-2483

If you have any questions regarding this report, please contact Director Brian Wolford.

Enclosure: "2024 Diversity, Opportunity, and Inclusion Annual Report: Virginia Department of Professional and Occupational Regulation"

DIVERSITY, OPPORTUNITY, AND INCLUSION



2024 ANNUAL REPORT

Agency: Department of Professional and Occupational Regulation
Submitted: June 16, 2025

2024 Accomplishments

Plan Goal 1: Access & Success

- Through Universal License Recognition, more than 1,100 professionals licensed in other states have been successfully licensed or certified to operate in Virginia.
- New residential trades licenses can be obtained in half the time as conventional licenses and entail less onerous entry requirements, equating to \$27 million per year in reduced costs and increased earnings.¹
- The agency has streamlined licensing processes, including reducing licensing wait times, increasing professionals' earning potential by \$274 million per year.²

Plan Goal 2: Welcoming and Respectful Culture

- The agency has retained a diverse workforce despite fiscal constraints on hiring and recruitment initiatives.
- Outreach with the Virginia Latino Advisory Board, Virginia Asian Advisory Board, the General Assembly's Small Business Council, and Hampton University has increased DPOR's visibility in minority communities.

Plan Goal 3: State Agency DOI Infrastructure & Training

- DPOR completed facility modifications to our offices at Perimeter Center to ensure ADA compliance for greater access and mobility for individuals with disabilities.
- In order to make services more accessible, DPOR translated 20 Contractor examinations into Spanish and launched remote proctoring examinations for several licensing boards.
- DPOR has made Korean, Vietnamese, Mandarin, French, and Spanish translations available for its 23 most used documents to benefit applicants, licensees, and the public.
- Website Modernization initiative ensures DPOR's site meets Level A conformance to Web Content Accessibility Guidelines, with continued web development to fully comply with Level AA.³

2025 Goals

Diversity Opportunity and Inclusion Goals

- Streamline and simplify licensing processes with significant impact on minority communities, including implementation of the Cosmetology Compact⁴, expansion of Universal License Recognition, and establishing an international license transfer framework for applicable boards.
- Ensure the agency meets web accessibility targets for full compliance with Level AA of the Web Content Accessibility Guidelines by December 31, 2025.
- Expand Barbers and Cosmetology licensing opportunities stemming from 2025 legislation, including a basic ear-piercing license type and employment opportunities for public school students.⁵
- Expand of translation of forms and web content into Korean, Vietnamese, Mandarin, French, and Spanish, and promote remote proctoring initiatives to ensure agency services are accessible and convenient.
- Provide new technological tools to promote intuitive and efficient licensing and complaint resolution processes, leveraging in-house technical expertise and VITA resources.

References

- ¹ Office of Regulatory Management September 2024 Newsletter: <https://www.orm.virginia.gov/newsletters/name-1033636-en.html>
- ² The Regulatory Review, November 2024: <https://www.theregreview.org/2024/11/18/bull-the-virginia-model-for-regulatory-modernization/>
- ³ Fact Sheet: New Rule on the Accessibility of Web Content: <https://www.ada.gov/resources/2024-03-08-web-rule/>
- ⁴ Council of State Governments, Cosmetology Compact: <https://cosmetologycompact.org/>
- ⁵ Key Legislation Set to Benefit Consumers and Professionals: <https://www.dpor.virginia.gov/News/AgencyLegislation2025>