



Board and Advisor Member Orientation Manual

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OPR Staff and Contact Information

Profession Specific Staff

Licensing Administrator	By Profession
Case Manager	By Profession
Staff Attorney	By Profession

Administration

Director, Interim	Michael D. Warren Michael.warren@vermont.gov 802-828-2458
Deputy Director	Tara Grenier Tara.grenier@vermont.gov 802-828-5030
Administrative Services Coordinator	Gina Hruban Gina.hruban@vermont.gov 802-828-2191
General Counsel	Jennifer Colin jennifer.colin@vermont.gov 802-828-2883
Chief Prosecutor	Ultan Doyle Ultan.doyle@vermont.gov 802-828-1217
Chief Investigator, Interim	Kris Bowdish Kris.bowdish@vermont.gov 802-622-4003
Licensing Chief	Aprille Morrison Aprille.morrison@vermont.gov 802-828-2808
Licensing Supervisor	Michelle Lavoie Michelle.lavoie@vermont.gov 802-828-0052

Online

Resources

OPR's Main Page: <https://sos.vermont.gov/opr/>

Complaints, Conduct, and Discipline: <https://sos.vermont.gov/opr/complaints-conduct-discipline/>

General OPR Statutes & Rules:

<https://sos.vermont.gov/opr/regulatory/statutes-rules-rulemaking/>

Statutes & Rules (by profession:

<https://sos.vermont.gov/opr/professions/>

OPR Public Meeting Calendar: <https://sos.vermont.gov/opr-event-calendar/>

Executive Code of Ethics: <https://governor.vermont.gov/content/eo-19-17-executive-code-ethics-0>

Public Records Act:

<https://legislature.vermont.gov/statutes/section/01/005/00317>

Policies and Procedures

Board Member Reimbursement (attached separately)

Travel Policy (attached separately)

Member Forms

Personal Expense Claim (attached separately)

Travel Authorization Form (attached separately)

W-9 Form (attached separately)

Member Functions

Welcome to Board/Advisor Service in Vermont!

Serving on a professional board or advisor panel with licensed practitioners and members of the public is a rewarding opportunity and we are grateful for your service. Your contributions help us provide an important service to your community. Please view the overview of roles and responsibilities carefully.

- Board and Advisors are required to participate in regular meetings. The time commitment for meetings can vary depending on the profession and agenda. Members must be available for meetings in their entirety. This is particularly important for boards as boards are a decision-making body that cannot operate without a quorum of members.

If you cannot attend a meeting, it is imperative that you let your licensing administrator know as soon as possible.

- Boards and Advisor members assist the Office with policy development. Most policy and rulemaking, which occur primarily in open meetings.
- In addition to regular meetings, the expertise of Board and Advisor members are called upon by OPR's Enforcement Division to serve on a confidential investigation team (I-Team) and advise this team on potential disciplinary matters related to unprofessional conduct. This is a critical function of our work and the time commitment can vary depending on complexity and volume. The work involves reviewing confidential investigations and evidence, participating in I-Team meetings, and consulting with Investigators, Prosecutors, and/or Case Managers when needed.
- For Board professions, the Board acts as the decision maker in unprofessional conduct cases where charges have been filed against a licensee. Board Members are required to hear evidence and determine whether professional conduct has occurred. If you participated in the I-Team for that case, you must recuse from participating in the adjudication of that case.

Board Meeting and Disciplinary Hearing Decorum and Expectations

General

- Remote Members must have access to email, a computer, and reliable internet.
- Business casual and/or work attire is recommended.
- Be on time and prepared for meetings. Inform your Licensing Administrator if you have a conflict as soon as you know about it.
- You may receive documents prior to the meeting. Please review them before the meeting to ensure efficiency during the meeting.
- If you have questions, please ask.

In Meetings

- For Remote Members:
 - Make sure your camera is on, you are in a quiet space, and you are engaged in the meeting at all times. Ensure backgrounds are professional.
 - If you need to turn your camera off briefly, please do so.
 - Ensure you are muted if you are not speaking.
- The OPR board room has a large screen for viewing documents. If you attend the meeting in person and you want to have access to materials other than what is displayed on the screen, please bring a laptop or your own printed copies of materials, as they will not be printed on site.
- Meetings will break for lunch if they run into the lunch hour

Disciplinary Hearings

- Treat hearings as if you are in court.
- No eating or food out during hearings. The livelihood of licensees is at stake, and the matter must have your full attention.
- If you need a bio break, please make a request to the Administrative Law Officer or Staff Attorney managing the hearing. Please do not excuse yourself from the hearing while it is in process.
- If you are not able to see/hear a witness or view a document, please alert the Administrative Law Officer or Staff Attorney managing the hearing.
- If you have a conflict with the matter, make sure the Office knows as soon as possible.

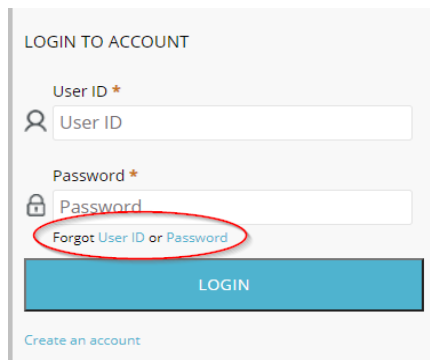
Board Member Portal in NGLP

Your member portal is where you will access materials for enforcement matters and any licensing applications or courses which require board or advisor review.

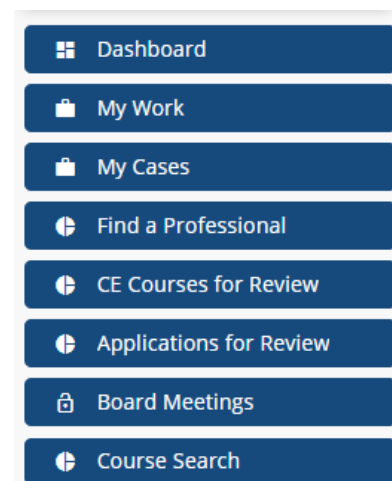
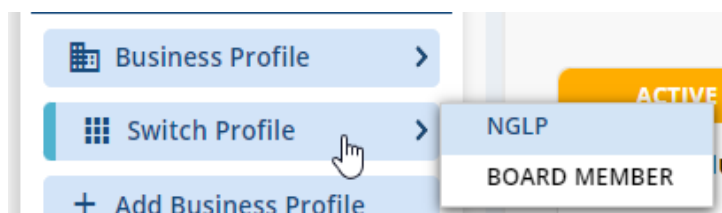
When something is sent to you in the portal, you will receive an email notifying you. It is important to review this information promptly as it generally is needed for an upcoming meeting or for an i-team.

To access your portal:

1. Navigate to our Account Login page.
2. Log into your account using your license user id.
 - a. If you don't remember your User ID or Password, click on the appropriate link and follow the prompts.



3. Click switch profile on the left menu. Choose Board Member.



Your portal has many available features.

Dashboard. This is not fully developed. However, its goal is to provide a small number of easy to access reports specific to your profession, such as licensing numbers, etc.

My Work: This is where your work related to enforcement cases will be stored. In your work list you will receive the following assignments: (1) Accept Board Member Assignment, and (2) I-team Review.

My Cases: Your cases will show up on this list, whether or not there is an active assignment.

Find a Professional: Here you can look up an individual or business licensee as well as pull a roster of licensees for any profession.

CE Courses for Review: When you click on this action item you see courses that have been submitted to the office for approval for continuing education in your profession.

Application for Review: This is where you can view applications that the licensing staff would like the Board member or Advisor to review prior to issuing or denying a license.

Board Meetings: Click here to access meeting information and documents for upcoming and past meetings.

COMPARING “BOARD” AND “ADVISOR” GOVERNANCE MODELS IN PROFESSIONAL REGULATION

Category	Board Governance	Advisor Governance
Appointment	<ul style="list-style-type: none"> -Members appointed by the Governor -Staggered terms; qualifications set by statute -Statutory per diem and actual expenses 	<ul style="list-style-type: none"> -Members appointed by the Secretary of State -Staggered terms; qualifications set by statute -Statutory per diem and actual expenses
Operation	<ul style="list-style-type: none"> -OPR executes Board policy -Board may act only by a quorum of members present and voting -No discussion of Board business outside a duly warned meeting -Fixed meetings; more burdensome for professionals to serve -Small licensing fee pool, tied to the individual profession, can lead to unstable fees -Fairly protected from anti-trust litigation because due to the public members and the active state supervision by the Director 	<ul style="list-style-type: none"> -Director of Professional Regulation interprets and applies applicable law and regulation in consultation with appointed professional advisors -Advisors may be contacted any time and may provide advice without forming a quorum -Demand-driven meetings; more flexible and accessible to professionals with demanding schedules -Large licensing fee pool distributes risk, makes fees less variable -Immune from anti-trust litigation because every decision has active state supervision by the Director
Transparency and Accountability	<ul style="list-style-type: none"> -Open Meeting Law is a subject of training but relies on an honor system. -Regular, open meetings afford all interested members of the public to comment and interact with the regulatory authority. -Public Records Act is imperfectly observed by volunteer members corresponding on their own devices. 	<ul style="list-style-type: none"> -Open Meeting Law is inapplicable in the absence of a public body. -Absence of regular meetings can lead to program neglect if stakeholders do not approach the agency. -Public Records Act is consistently administered, because all interactions come and go from State devices on State property.

Category	Board Governance	Advisor Governance
Rulemaking	-Rulemaking is governed by the Administrative Procedure Act.	-Rulemaking is governed by the Administrative Procedure Act.
Discipline	<ul style="list-style-type: none"> -Member assigned to each investigation to assist prosecutor -Charging decisions made by independent prosecutor after consultation with member <ul style="list-style-type: none"> -Most cases resolve by agreement with prosecutor -Minority of cases go to hearing -Hearings occur before the Board or before an Administrative Law Officer who refers recommended findings and order back to the Board. -Board uses its professional judgement to determine essential standards of acceptable and prevailing practice. -Matters are confidential until charged. -All post-charge filings, including all discipline, is public -One appeal inside OPR, then judicial review 	<ul style="list-style-type: none"> -Advisor assigned to each investigation to assist prosecutor -Charging decisions made by independent prosecutor after consultation with advisor -Most cases resolve by agreement with prosecutor -Minority of cases go to hearing -Hearings occur before an Administrative Law Officer who refers recommended findings and order to the Director of Professional Regulation. -Prosecutors must establish in the record the essential standards of acceptable and prevailing practice. - Matters are confidential until charged. -All post-charge filings, including all discipline, is public. -One appeal inside OPR, then judicial review