



DCJS Regulatory On-Line Credentialing System

December 1, 2011

On September 6, 2011, the Department of Criminal Justice System (DCJS) Regulatory Online Credentialing System (ROCS) went live. The transition to the new system has not been as smooth as we had hoped. Some glitches have occurred, however be assured that we are working diligently to find solutions to the issues that have been identified to date. We value your feedback in problem identification and recommendations for solutions as we work to enhance the performance of the new system. We ask for your continued patience and cooperation during this process.

The Division of Regulatory Affairs has experienced a significant increase in customer service calls as a result of the difficulties with the new system. Staff resources have been increased to address the increased call volume to ensure the level of customer service is not compromised.

How Constituents Can Help

We ask that our constituents assist in reducing the call volume by accessing the Online Status Hotline to check application status at the link below.

www.dcjs.virginia.gov/ps/information/obtainStatus.cfm

Constituents can also assist by registering on the ROCS system where you can check application status, submit applications and payments, and update your contact information. An enhancement with the ROCS system is the ability to send information directly to your email inbox *if DCJS has an email address on file*.

Compliance Agents can also assist by verifying that applications submitted to DCJS have been completed correctly. Some of the problem areas have been checking the wrong categories, not completing training or completing the wrong training, not updating contact information, and not submitting photos.

The Department will post a list and status of the issues with the ROCS system on the Regulatory Affairs section of the DCJS website. The Virginia Department of Criminal Justice Services has earned a reputation for efficiently processing applications for registration, certification and licensing. We are dedicated to maintaining our status as a leader of regulatory programs that provides prompt and efficient service to our constituents. We will do everything in our power to ensure that the problems experienced with our new ROCS system are corrected in a timely manner.

Thank you again for your patience and assistance as we strive to provide you with excellent customer service.

—Leon D. Baker, Jr., *Division Director*