



National Liquor Law Enforcement Association 38th Annual Conference

"Bridging Tradition and Innovation: Advancing Alcohol Law Enforcement for Tomorrow"

Updated 10/14/25

Conference attire is business casual.

Beverages: coffee, tea and water provided throughout the conference.

Exhibitors/Sponsors

Ohio Investigative Unit-Mobile Simulator

NABCA	FaceTec	Computronix	SalesForce/Cloud SynApps	
Orange Photonics	Oracle	ADSI	GLOCK	System Automation
Texas TRACE	Livegy/Care-Dallas			
Law Enforcement Torch Run for Texas Special Olympics				

Sunday, November 16, 2025 - Early Registration and Networking Opportunity **6-8 p.m.**

Monday, November 17, 2025 (Day One)

7:30-8:45 a.m. **Registration & Breakfast (1.25hr)**

9:00-10:15 a.m. **Welcome & Opening Ceremonies (1hr)**

Welcome-Jim Diana, NLLEA President

Invocation-Marc Haalman, NLLEA Vice President

Presentation of Colors-Texas Alcoholic Beverage Commission Honor Guard

Singing of the National Anthem-Lt. Ray Polk, Arlington Police Department

Fallen Officer Tribute-Fort Worth Police Department Ceremonial Unit

Opening Remarks-Thomas Graham, Director, Texas Alcoholic Beverage Commission

10:30-11:45 a.m. **Opening Plenary - Keynote Speaker Mike Gabler**



Mike Gabler is a powerful and moving speaker with a passion for living his best life. By day, he is a heart-valve specialist and endovascular pioneer with 20+ years of professional experience. Gabler, as Jeff Probst called him on the show, recently won the CBS reality television show, "Survivor" (Season 43) and chose to donate his entire \$1,000,000 prize to veterans struggling with PTS (Post Traumatic Stress), TBI (Traumatic Brain Injury), and to combat the alarming rate of veteran suicide. While he never had the honor of serving in the military, it was his honor to serve those who served us. Gabler exemplifies the Team Never Quit ethos. His passion for winning is only matched by his determination and willingness to 'pay it forward.' He

travels our great nation delivering impactful presentations at corporate events, Sales meetings, Executive retreats, Military & Law Enforcement events, sports team meetings, and much more. Gabler and his wife, Joanna, have been married for over 25 years and are the proud parents of two amazing daughters. He is an adventure seeker with a unique perspective that will take you and your organization to another level. His motto is: Life is short! Life is NOW!! LIVE IT!!!

12:00 - 1:15 p.m. **Lunch Buffet (1.25)**
Announcements/Exhibitors



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Afternoon Workshops 1:30-2:30pm

Workshop 1 – From Bottlenecks to Breakthroughs: Modernizing Alcohol Licensing & Compliance Systems - Effective liquor control regulation can be limited by an agency's current software system. Learn the pros & cons of various options and lessons learned from New Hampshire Liquor Commission's experience improving operations with modern technology. – Brian Bennett, Director of Strategic Growth, System Automation and Danielle Ellston, Deputy Chief, New Hampshire Liquor Commission Division of Enforcement and Licensing

Workshop 2 – From Compliance to Control: Understanding and Applying Response to Resistance-This workshop provides law enforcement officers and regulatory personnel with a comprehensive understanding of response to resistance and use of force policies, practices, and legal considerations. Through case studies, scenario-based discussions, and policy review, participants will explore appropriate decision-making, documentation standards, and strategies to ensure lawful and proportionate responses in enforcement situations. – Cris Martinez, Staff Sergeant, Training Division, Texas Alcoholic Beverage Commission

Workshop 3 - Blue Hawai'i: Coordinated Enforcement within the Aloha State
Representatives from multiple alcohol law enforcement agencies operating across the State of Hawai'i explain the framework of alcohol regulation in Hawai'i and its four separate counties. Attendees will gain insight into how these agencies collaborate across geographic and administrative boundaries to uphold alcohol laws, ensure public safety, and navigate complex regulatory challenges. Through case studies, interagency coordination models, and real-world enforcement strategies, the session highlights the benefits and lessons learned from unified efforts in a decentralized jurisdictional environment. - Brandon Gonzalez, Administrative Officer County of Hawai'i – Department of Liquor Control, Glen Nishigata, Supervising Liquor Control Investigator City & County of Honolulu – Department of Liquor Control, Jarrett K. Kaho'ohanohano, Deputy Director County of Maui – Department of Liquor Control

Workshop 4 - Leadership Track – This is a 3-hour workshop from 1:30pm to 5:00pm
Take Us to the Top: The 25 Steps to Leadership and Organizational Success!
Whether you are a team member just starting out or already holding a major leadership position within the organization, there are several important keys to unlocking both yours' and the organization's potential for high performance and success!
The development of an organization's current team members and future leadership is critical to both the growth and viability of every successful organization. Take Us to the Top: The 25 Steps to Leadership and Organizational Success! book and accompanying course/training program are designed to provide readers and participants with the 25 actual, tangible steps on how to become a better and more successful team member, leader and organization. This course presents these Contingency Leadership based steps in a new, easy-to-use Leader-Follower Trust Development Model, which reveals how to best develop the respect and trust required of potential followers and fellow team members. The performance levels of all team members and the organization rest upon the critical principle of trust between team members, and their commitment to the organization's mission and vision! Readers and program participants will also be exposed to the new Situational Performance Model SPM, which provides personnel at every level, how to best select and utilize the correct leadership style, regardless of the situation faced! It is ever more apparent today than ever before that organizational performance is everyone's responsibility! Leadership development programs tell participants what to do and what not to do but never reveal how to actually engage in



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the proper thinking/behavior required to be a great leader or high-performance team *member*!
Dr. Gregory A. Warren, Captain, Delaware State Police, retired Managing member and lead consultant for ALETC, LLC

Afternoon Snack Break in between workshops

Afternoon Workshops 2:45-3:45pm

Workshop 1- Modernizing Alcohol Regulatory Practices: Enforcement-Driven Results in Nebraska - Join us for a session showcasing how the Nebraska Liquor Control Commission (NLCC) transformed its enforcement capabilities through the implementation of the POSSE ABC software system. Since launching in May 2024, NLCC has seen a 137% increase in premise inspections, an 82% rise in Direct-to-Consumer reports logged and streamlined coordination with the Nebraska State Patrol (NSP) and Attorney General's Office—enabling faster case management and improved regulatory outcomes. The new system also introduced the POSSE Mobile app, giving inspectors real-time access to licensing and enforcement tools in the field. Operationally, NLCC has reduced license processing times by 75%, lowered staffing costs by 20%, and improved transparency and service to licensees. - Shannon Nyhoff, Legal/Enforcement Division Administrator, NLCC, Todd Suchsland and Nathan Jacobsen, NSP, and Joshua Collier, Business Development Director, Computronix

Workshop 2 – On the Scene: How TRACE Strengthens Alcohol Law Enforcement
The **Target Responsibility for Alcohol-Connected Emergencies (TRACE)** program is a partnership between the Texas Alcoholic Beverage Commission and state and local law enforcement agencies designed to expedite investigations of serious alcohol-related incidents at licensed establishments—such as DWI crashes involving significant injury or death, assaults tied to overserved patrons, or other critical events. Through a dedicated 24/7 TRACE hotline (operated via the Texas Parks and Wildlife Department), law enforcement can immediately notify TABC, enabling regional TABC peace officers to rapidly respond and begin investigative work while public safety concerns are still pressing. The aim is to bring TABC's enforcement expertise into urgent situations swiftly, improving case resolution and reinforcing accountability at licensed premises. -Lt. Robert Coulter, Texas Alcoholic Beverage Commission

Workshop 3- Alcohol Delivery Project – Delivering Compliance: Lessons from Three States' Alcohol Enforcement Practices
This workshop brings together regulatory leaders from Colorado, Louisiana, and Connecticut to share their unique approaches to alcohol delivery compliance. Participants will gain insight into each state's enforcement strategies, policy frameworks, and operational challenges, as well as practical lessons learned in addressing unlicensed deliveries, third-party platforms, and retailer accountability. Attendees will leave with a broader understanding of emerging trends, best practices, and collaborative opportunities to strengthen compliance in the evolving alcohol delivery landscape. Chris Clements, Agent in Charge, Colorado Liquor Enforcement Division, Jenel Lanuza, Special Agent, Connecticut Liquor Control Division

Workshop 4 - Leadership Track – Dr. Gregory Warren



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Afternoon Workshops 4:00-5:00pm

Workshop 1- Vermont Alcohol Compliance program – Dedicated to the Modern Innovations in the Retail and Manufacturing Industry - The Vermont Department of Liquor and Lottery's (DLL) Alcohol Compliance Program – Dedicated to the Modern Innovations in the Retail and Manufacturing Industry seeks to establish a 12-month compliance program. The program seeks to find if these changes in the retail sales market have any impact in sales to minors over traditional compliance. The planned measurable outcome will be the collection of 12 months' worth of data related to minor compliance in and around self-service checkout, comingled alcoholic and non-alcoholic beverages, & new RTD/Alcohol products that are derivatives on existing non-alcoholic products. – Sgt. Jennifer Czachor, Sgt. Melanie Gaiotti, Sgt. Michael Welch, and Investigator Jennifer Norton

Workshop 2 – Money on Tap: Investigating Fraud, Theft, and Financial Misconduct in Licensed Venues

This workshop explores how financial crimes such as embezzlement, tax evasion, skimming, and fraudulent reporting can occur within licensed alcohol establishments. Using real-world examples, participants will examine investigative techniques, red flags, and documentation strategies to detect and prove financial misconduct. The session will highlight how regulatory agencies and law enforcement can work together to safeguard revenue integrity, protect consumers, and hold licensees accountable. – Lt. Henry Guevara, Texas Alcoholic Beverage Commission

Workshop 3 - Unlawful Interstate Shipments: Identification, Investigation and Action –

Limited to Alcohol Law Enforcement and Regulatory Attendees

This presentation addresses three critical issues facing alcohol law enforcement today; the unlawful interstate shipment of alcoholic beverages, the circumvention of Direct-to-Consumer (DTC) licensure laws, and most recently, the unlawful interstate sale and shipment of 200 proof Ethanol - Neutral Grain Spirits to consumers. This session will review investigative protocols and findings, as well provide an overview of the resulting enforcement data. - Chris Temple, Supervising Special Investigator, Massachusetts Alcoholic Beverages Control Commission

Workshop 4 - Leadership Track – Dr. Gregory Warren

President's Reception & Awards Ceremony 6:30 p.m. – 8:30 p.m. - Dinner being served at 6:30pm - Awards Ceremony 7:30pm – all are welcome to attend - business casual attire*

Award Categories

John W. Britt Community Service

Innovative Alcohol Law Enforcement Program of the Year

Alcohol Law Enforcement Agent of the Year

Alcohol Law Enforcement Agency of the Year

Meritorious Service



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Tuesday, November 18, 2025 (Day Two)

7:30 – 9:00 a.m.

Registration & Breakfast

Chief's Breakfast Meeting (eat 7:30-8/meet 8-9am)

- Exhibitor Introductions
- Enforcement Training Project-Terrance Merriweather

9:15 – 10:45 a.m.

General Session- Jermaine Galloway – Tall Cop



Officer Galloway, a Texan, known nationally as the Tall Cop, has worked in substance abuse prevention and education for over 20 years. After playing Division I basketball and receiving his BA in Sociology from the University of San Francisco, he worked as a law enforcement officer for 18 years. His various assignments included: alcohol compliance and enforcement, CSI, DUI task force, officer mentoring, and field training officer. In 2007, Jermaine started the company known as “Tall Cop Says Stop™”. The Tall Cop has conducted trainings in every US state and Canada and currently devotes thousands of hours each year to training professionals and

communities on drug and alcohol prevention, education, and enforcement. The Tall Cop is unique in that he spends hundreds of hours with “boots on the ground” highlighting drug culture in various communities. To date, Tall Cop has trained more than 800,000 professional and community members. He has trained across the U.S and in other countries such as Canada and the Bermuda Islands. The Tall Cop has conducted more than 8,400 community scans, identifying the drug culture and climate. His program, “High in Plain Sight”, is a nationally recognized program, that provides training, education, and enforcement strategies for community substance abuse issues.

Morning Workshops 11am-12pm

Workshop 1 – "Charitable Gaming in Transition: Regulatory Insights on Electronic Evolution and Future Trends" - As technology reshapes the charitable gaming landscape, state regulators are tasked with adapting oversight to meet new challenges and opportunities. This presentation examines the current state and future direction of charitable gaming, with a special focus on the growing use of electronic versions of traditional games, such as electronic pull tabs. The discussion will explore the benefits these innovations offer in terms of revenue generation, accessibility, and operational efficiency, as well as the risks they pose related to problem gambling, regulatory complexity, and enforcement.

Attendees will gain a well-rounded understanding of:

- The regulatory considerations surrounding electronic charitable gaming
- Pros and cons of digitizing traditional games
- Strategies for ensuring compliance and integrity
- Legislative and policy trends shaping the future

This session aims to foster thoughtful dialogue about how regulators can strike the right balance between innovation and responsible governance. - James A. Jones Jr, Veteran and Fraternal Relations Manager, Arrow International

Workshop 2 – From Awareness to Action: Combating Human Trafficking in Licensed Establishments

This workshop highlights the Texas Alcoholic Beverage Commission's initiatives to identify, prevent, and combat human trafficking in licensed alcohol establishments. Participants will learn how TABC collaborates with law enforcement, community organizations, and industry partners to detect warning signs, conduct effective investigations, and support victims. The session will



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emphasize actionable strategies, regulatory tools, and partnership opportunities that move beyond awareness to create measurable impact in protecting vulnerable individuals. - Ron Swenson, Chief of Enforcement Division and Lt. Henry Guevara, Texas Alcoholic Beverage Commission

Workshop 3 - The Human-Agent Partnership: Empowering Public Safety Workers with AI

Digital transformation isn't just about technology—it's about empowering people and improving service delivery. This session is for public safety leaders who want to learn how Salesforce and Agentforce AI can serve as a "digital teammate" for their staff for licensing, permits, and inspections. We'll showcase how AI handles repetitive, time-consuming tasks, freeing up employees and officers to focus on more complex, high-value work. More importantly, we'll demonstrate how this powerful human-agent partnership can create a better, more transparent digital experience for constituents and enable a more seamless and efficient journey from the initial intake to the final inspection. Discover how this holistic approach can boost employee satisfaction, improve decision making, and drive mission success. - Dilshad Albert, Chief Revenue Officer, Cloud SynApps Inc., Sabih Khan, Global Industry Lead and Advisor for Public Safety and Justice at Salesforce, and Gregory Chapman, Solution Engineer, Cloud SynApps Inc., Lt. Jim Diana and Lt. Michael Loiseau, Delaware Division of Alcohol and Tobacco Enforcement

Workshop 4 - Hemp Products and Beyond: Chemistry, Compliance, and the Delta Divide

As hemp-infused food and beverages gain traction in the marketplace, regulators, industry leaders, and law enforcement are facing complex challenges in balancing innovation with public health and safety. This workshop will explore the science behind hemp-derived cannabinoids, focusing on the distinctions between Delta-8 THC and Delta-9 THC, their effects, and their legal standing under federal and state frameworks. Participants will gain a clear understanding of the chemistry that differentiates these compounds, the compliance hurdles businesses encounter, and the regulatory ambiguity shaping enforcement decisions. By bridging science with policy, this session will equip attendees with the knowledge needed to navigate the rapidly evolving hemp-infused product landscape. – Dr. Matthew D. Curran, Director of Food Safety, Florida Department of Agriculture and Consumer Services and Chief Claire Espada-Diaz, Bureau of Law Enforcement Division of Alcoholic Beverages and Tobacco Florida Department of Business and Professional Regulation

12:15 – 1:30 p.m. **Lunch Buffet (1.5)**

1:45-5:00p.m. **NLLEA Business Meeting: (3.25)**

Exhibitor Presentations & Exhibitor Raffle

NLLEA Business Items

Sgt.-at-Arms Election

Counting of Votes/Glock Raffle

Announcing Sgt.-at-Arms – Kелlette Mayberry, Secretary Treasurer

Swearing in of Board – Israel Morrow, Immediate Past President

In Coming President Closing, Marc Haalman

Agency/State Exchange

Afternoon Snack Break/Exhibitors during Business Meeting



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Wednesday, November 19, 2025 (Day Three)

7:30 – 8:45 a.m. Breakfast

9:00 – 10:00 a.m. **General Session – The Supply Chain Under Siege: Alcohol Theft, Cargo Crimes, and Organized Networks**

This workshop, presented by the Texas Alcoholic Beverage Commission, examines the growing threat of alcohol theft and cargo crimes driven by organized criminal networks. Participants will explore how high-value alcohol shipments are targeted, the methods used by theft rings, and the investigative strategies TABC employs to disrupt these operations. The session will highlight collaborative efforts with law enforcement, industry stakeholders, and supply chain partners to protect product integrity, secure distribution channels, and safeguard the regulated alcohol market. Ron Swenson, Chief of Enforcement Division and Lt. Henry Guevara, Texas Alcoholic Beverage Commission

10:15-11:15 a.m. **General Session - Tied House vs. Exclusive Outlet: Breaking Down Differences, Key Elements, and Exceptions**

This session will explore two cornerstone trade practice provisions under the Federal Alcohol Administration Act: Tied House and Exclusive Outlet. We will examine the distinctions between these violations, discuss the exceptions outlined in Subpart D related to tied house activities, and highlight how beverage mandates and Requests for Proposals (RFPs) may raise exclusive outlet concerns. The workshop will provide attendees with practical insights into compliance obligations, enforcement considerations, how federal and state regulators can work together, and real-world scenarios to help state regulators understand federal trade practice laws and how to navigate these complex issues with confidence. - Aniko Kasprian, Industry Education Technical Advisor, Office of Outreach at TTB.

11:30-12:00 p.m. **Closing Remarks**-NLLEA President, Executive Board and Past Presidents



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NLLEA Executive Board

Jim Diana, Lieutenant, Delaware Division of Alcohol & Tobacco Enforcement, NLLEA President



Lieutenant Jim Diana began his law enforcement career in October 1986 with the City of Wilmington, Delaware Police Department. He then served in the Uniform Patrol Division, Community Policing Unit, Criminal Investigations Division, and the Human Resources Division. In September 2007, Jim obtained the rank of Sergeant. In March 2008, he was transferred to the Human Resources Division where Jim became the Academy and Recruitment Supervisor for the Department. From March 2008 to May 2010, Jim was the Supervisor for three Wilmington Police Academies. He was also a member of the Wilmington Police Department Special Weapons and Tactics (S.W.A.T.) team for seven years. Jim received numerous department awards and commendations, to include the Delaware Chapter of the American Society for Industrial Security Law Enforcement Officer of the Year Award 1993. Jim retired from the Wilmington Police Department in May 2010 and became an Agent with the State of Delaware, Division of Alcohol and Tobacco

Enforcement (D.A.T.E.). In February 2012, he was assigned to the Delaware State Police, Division of Gaming Enforcement as an Investigator and remained there until September 2014 when he was promoted to the rank of Lieutenant where he supervised a squad of investigators until July 2024. With the legalization of marijuana in Delaware, Jim has been selected to lead D.A.T.E.'s Marijuana Enforcement Operations.

Jim is a graduate of Brandywine College of Widener University in Delaware with an associate's degree in criminal justice earned in 1992. He is also a graduate of the Delaware State Police Leadership Development Program and recipient of the FBI Law Enforcement Executive Development Association (FBI-LEEDA) Trilogy Award.

In addition to his police work, Jim serves as a law enforcement liaison for the Delaware Special Olympics Summer Games Planning Committee and is an Executive Committee member of the Delaware Law Enforcement for Special Olympics.

Marc Haalman, Special Agent in Charge, Virginia ABC Bureau of Law Enforcement, NLLEA Vice President



Marc Haalman has been with the Virginia ABC Bureau of Law Enforcement since 2004 where he began his career in law enforcement. He currently serves the Bureau of Law Enforcement as Deputy Chief of Operations. He previously was the Special Agent in Charge of Compliance, overseeing the unit's work with manufacturers, wholesalers, importers and direct to consumer (DTC) shippers in the alcoholic beverage industry. A Senior Special Agent with the Compliance Unit in the Richmond metro area from 2011 until 2015. Prior to that, I was a Special Agent in the Richmond Region for 7 years. Deputy Chief Haalman was the Accreditation Manager for the Bureau of Law Enforcement in 2015 when the Bureau received its initial state accreditation award from the Virginia Law Enforcement Professional Standards Commission (VLEPSC).

Deputy Chief Haalman's academic accomplishments include an Associate in Arts in the Administration of Criminal Justice from the Community College of Allegheny County, a Bachelor of Arts in Business Administration from the University of Pittsburgh – Johnstown, as well as a Master of Public Safety from the University of Virginia. He is also a graduate of the University of Richmond/VACP Professional Executive Leadership School (PELS #39), the UVA/VSP National Criminal Justice Command College (NCJCC #18) as well as a recipient of the FBI LEEDA Trilogy award in 2022.

DC Haalman currently serves on the Board of Directors for the National Liquor Law Enforcement Association (NLLEA).



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Kellette Mayberry, Agent in Charge, Ohio Investigative Unit, NLLEA Secretary/Treasurer



Agent in Charge Mayberry began her career with the Ohio Investigative Unit (OIU) in August 2007. As an Enforcement Agent she was assigned to the Columbus and Athens District Offices. She was promoted to Assistant Agent in Charge in 2015 and Agent in Charge (AIC) of OIU's Central Office in 2022. As an AIC she has focused on development and implementation of her organization's risk management plan, streamlining policy & procedure, recruitment and hiring, training, continuing education, finance & logistics, enforcement initiatives as well as developing and maintaining partnerships with other local, state and federal law enforcement agencies.

AIC Mayberry's academic accomplishments include a Bachelor of Arts degree in Criminology from The Ohio State University (2007). She completed the Penn State University's Police Executive Development Program and the Ohio Association of Chiefs of Police Supervisor Training and Education Program. She earned a Master of Science in Strategic Leadership from the University of Charleston, WV (2021), graduating with honors.

Chris Temple, Supervising Special Investigator, Massachusetts Alcoholic Beverages



Commission, NLLEA Sgt.-at-Arm

Chris received his BS and MS from Northeastern University and his MBA from University of Massachusetts Amherst and has been with the Massachusetts Alcoholic Beverages Control Commission Investigation and Enforcement Division since 2012. Currently, he directs three Division Units that address the Unlawful Interstate and International Shipment of alcoholic beverages into the Commonwealth, Direct to Consumer enforcement operations, as well as the Retail Delivery Unit that addresses unlawful sale and delivery of alcoholic beverages to underage students. During his career he has been responsible for directing several Industry level and Tied-House investigations, as well as numerous Illegal Ownership investigations that he guided through successful prosecution. Chris also serves as an Enforcement Division

Training Officer in charge of field training and as the Division's liaison with municipal, state, and federal law enforcement agencies.

Israel Morrow, Assistant Director for Operations, North Carolina Department of Public Safety, Alcohol Law Enforcement Division, NLLEA Immediate Past President



Assistant Director Morrow began his career with the North Carolina Alcohol Law Enforcement Division in January 2005. As a Special Agent, AD Morrow was assigned to the Southeast Raleigh Redevelopment Area where he focused on violent crimes occurring at or around ABC-licensed establishments. In 2010, AD Morrow was assigned to the Raleigh/Durham FBI Safe Streets Task Force. Since that time, AD Morrow has served as both an Assistant Special Agent in Charge and a Special Agent in Charge, along with being a Special Response Team Leader. In February 2020, he was named Assistant Director for Operations, where he oversees eight district offices statewide as well as the Gaming Section, K-9 Program, Technical Surveillance Unit and the Special Response Team. AD Morrow has fifteen years of experience working in illegal outlet investigations, illegal ownership investigations,

Source Investigations, Summary Suspensions and is unsuitable to hold ABC permits at problematic locations. AD Morrow received his undergraduate degree in Business Administration from Catawba College and his master's degree from Pfeiffer University in Business Administration with a concentration in Strategic Leadership. He received his Advanced Law Enforcement Certificate in 2012 and is a graduate of the West Point Leadership Academy and the FBI-LEEDA Executive Leadership Program.



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Opening Ceremonies

Executive Director Thomas Graham, Texas Alcoholic Beverage Commission



Thomas Graham was sworn in as executive director of TABC on July 26, 2022. Before beginning his role leading the agency, Graham served as director of Excise Tax and Marketing Practices as well as interim director of Licensing.

Graham has been an integral part of positively transforming TABC since his start with the agency in 2005. He began as an auditor and was assigned to field offices in Waco, Bryan, San Marcos and Austin. Graham was promoted in 2008 to head up the Marketing Practices office at TABC's Austin headquarters, where he reviewed and approved statewide marketing programs for alcoholic beverage manufacturers and distributors.

In 2013, Graham was promoted to director of Excise Tax and Marketing Practices, overseeing the collection of more than \$300 million in excise taxes and other fees annually. He has additionally served as interim Director of Licensing since June 2022, overseeing the licensing and

permitting process for more than 68,000 alcohol manufacturers, distributors and retailers across Texas.

Graham holds a Bachelor of Arts degree in Government from the University of Texas at Austin and is a graduate of the Governor's Executive Development Program at UT's Lyndon B. Johnson School of Public Affairs.

Lt. Ray Polk, Covert Operations Commander, Arlington Police Department



Ray Polk began his law enforcement career in Arlington, Texas, with the Arlington Police Department in 2006. He is currently serving as the Covert Operations Commander.

During his tenure at Arlington PD, he worked in the North, South, and West patrol districts, Vice, Narcotics, and Crime Prevention

Units. Ray was involved in several undercover operations as the decoy/case agent, including a narcotics search warrant at a sexually oriented business that resulted in the federal seizure of the building.

In 2014, he was promoted to Sergeant and was assigned to the East and West patrol districts. Ray then returned to the Vice Unit as the Sergeant and as the incident commander for multiple undercover operations. He also supervised the Mounted Unit and Entertainment District and Tourism Unit. In 2022, he was promoted to Lieutenant and was assigned to the North patrol district. Ray currently oversees

the Jail Work Out, Narcotics, and Covert Investigations Units. Ray is a graduate of the University of North Texas in Denton with a BA in Psychology, as well as a graduate of the University of Texas at Arlington with an MA in Criminology and Criminal Justice. He has a doctorate degree from Integrity Seminary in Christian Leadership and Community Organization. Additionally, Ray is currently a member of the International Association of Chiefs of Police, the Texas Municipal League, and the Undercover Association. Ray performs the National Anthem and God Bless America at major sporting venues such as the World Series in 2023 for the Texas Rangers at Globe Life Field and the Cotton Bowl at AT&T Stadium in Arlington.



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Conference Speakers

Dr. Gregory A. Warren, Captain, Delaware State Police, retired Managing member and lead consultant for ALETC, LLC



Dr. Warren is a 22-year veteran of the Delaware State Police, retiring as Director of Training in 2005. Throughout his career, he held roles including patrol commander, troop commander, Director of Community Services, and Administrator of the Delaware Council on Police Training. A DOJ-certified anti-terrorism instructor and master trainer, he has provided prevention and response training to tens of thousands of public safety professionals nationwide.

After retiring from law enforcement, Dr. Warren served 13 years as professor and program chair of the master's in administration of justice and Homeland Security programs at Wilmington University. He is the author of multiple works on leadership and organizational performance, including *Take Us to the Top: The Twenty-five Steps to*

Organizational Success and the forthcoming second edition of *Police Academy, Training for 21st Century Law Enforcement*.

Widely recognized for his service and scholarship, Dr. Warren has received numerous awards, including the State Police Exceptional Performance Award, IACP Longstanding Service Award, and Delaware Technical & Community College's Outstanding Alumni Award. He holds a Doctorate in Vocational Education from Temple University along with multiple degrees in criminal justice, behavioral science, and management. Today, he continues to provide leadership development programs, expert case analysis, and consulting for public safety organizations, universities, and government agencies nationwide.

Danielle Ellston, Deputy Chief, New Hampshire Liquor Commission, Division of Enforcement



Deputy Chief Danielle Ellston has been with the New Hampshire Liquor Commission – Division of Enforcement and Licensing for 17 years. The Division is a law enforcement agency with the primary responsibility of the regulation and compliance of Title XIII: Alcoholic Beverages. Starting her career in 2008 Deputy Chief Ellston worked her way through the ranks being promoted to Deputy Chief in 2022. During her time at the Division, Deputy Chief Ellston assisted with the development of a regulatory points system that was passed into the law in 2024, assisted the agency in obtaining CALEA accreditation, and most recently was the project manager on the development of a new paperless records management system that balances both regulatory and criminal reporting requirements in a single platform.



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Brian Bennett, Director of Strategic Growth, System Automation



With over 15 years of regulatory management software experience, Brian contributes his industry knowledge, leadership, and passion for improving government efficiencies with new products, key partnerships, and initiatives. He champions citizen-centric solutions using best-of-class technology by driving awareness, engagement, and positive outcomes within state agencies, licensing boards, and commissions with Evoke, System Automation's cloud-native, low-code application platform purpose built for government regulation.

Cris Martinez, Staff Sergeant, Training Division, Texas Alcoholic Beverage Commission



Sergeant Cris Martinez is a United States Air Force veteran and 19-year law enforcement professional currently serving as the Training Coordinator for the Texas Alcoholic Beverage Commission. Throughout his professional career, Cris has had the opportunity to research, study and develop training curriculum on instructional topics related to use of force, scenario-based training, duty to intervene, de-escalation, and firearm related topics and have delivered such training to law enforcement officers, cadets, and civilians throughout the State of Texas.

In addition to his full-time employment with the State of Texas, Cris continues to provide training consultation and instructor services for various nationally known training organizations, legal defense programs, and law enforcement agencies.

Lieutenant Robert Coulter, Texas Alcoholic Beverage Commission



Lieutenant Coulter brings over 17 years of law enforcement experience with a focus on complex investigations, public safety leadership, and interagency collaboration. Currently assigned to the Special Investigations Division of the Texas Alcoholic Beverage Commission (TABC), Lt. Coulter leads initiatives targeting organized crime and human trafficking across the state.

He began his career in 2008 as a patrol deputy in Harris County, Texas, one of the largest and busiest jurisdictions in the country. He later served as a Senior Investigator for the Chief Disciplinary Counsel of the State Bar of Texas, where he specialized in the enforcement of legal professional standards.

Since joining TABC in 2017, Lt. Coulter has conducted statewide undercover operations, served in the Financial Crimes Unit, and played a key role in launching the agency's TRACE Unit (Target Responsibility for Alcohol Connected Emergencies). TRACE investigates intoxication-related fatalities and supports local law enforcement in cases involving licensed alcohol establishments. He was promoted to Sergeant in 2022 and to Lieutenant in 2024.

Lt. Coulter holds a Master Peace Officer License and a degree in Criminal Justice from Sam Houston State University. He is a recognized leader in investigative strategy and multi-agency task force coordination and continues to contribute to the advancement of public safety and specialized enforcement practices across Texas.



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Jennifer Czachor, Sergeant, Vermont Department of Liquor and Lottery



Sergeant Jennifer Czachor has served with the Vermont Department of Liquor and Lottery's Office of Compliance and Enforcement since 2021. She was promoted to the rank of Sergeant in 2023 and currently oversees a team of investigators responsible for enforcing Vermont's liquor and tobacco laws. In this role, she provides leadership, training, and operational support to ensure consistent and effective regulatory enforcement. Prior to joining the Department, Sergeant Czachor served in municipal law enforcement, where she gained extensive experience in patrol operations, criminal investigations, community policing, and as a canine handler. Her work in the canine unit enhanced her investigative skills and strengthened her ability to work in high-pressure, collaborative environments. This well-rounded background in frontline law enforcement has been instrumental in her transition to regulatory enforcement, where she remains committed to public safety, compliance education, and fostering strong working relationships with licensees across the state.

Melanie Gaiotti, Sergeant, Vermont Department of Liquor and Lottery



Melanie Gaiotti is a dedicated public servant with over 29 years of law enforcement experience, specializing in regulatory compliance and enforcement. Since 1998, she has worked for the Vermont Department of Liquor and Lottery, serving as a Sergeant since 2012. A graduate of the Vermont Certified Public Manager Program, Melanie brings strong leadership and a commitment to professional growth. She holds an AAS in Criminal Justice and a BA in Psychology, blending analytical insight with extensive field experience. An avid educator, she has trained professionals across the U.S., Canada, and Japan, and is passionate about public engagement and collaborative problem-solving.

Michael Welch, Sergeant, Vermont Department of Liquor and Lottery



Michael Welch is a seasoned law enforcement professional with over 22 years of experience. He currently serves as a Sergeant with the Vermont Department of Liquor and Lottery, where he has dedicated more than a decade as an Investigator before advancing to his current role in field supervision. Michael holds a bachelor's degree in criminal justice from Norwich University and has previously served as both Captain and Chief Deputy at the Orange County Sheriff's Office in Vermont.



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Jennifer Norton, Investigator, Vermont Department of Liquor and Lottery



Jennifer Norton began her law enforcement career in 2016 with the University of Vermont Police Services, where she served as a patrol officer. During her tenure, she held several key roles, including Field Training Officer, Non-Lethal Use of Force Instructor, and Death Investigator, and contributed to the agency's recruitment and hiring efforts. In 2021, Norton joined the Vermont Department of Liquor and Lottery as an investigator, serving the Northwest region of the state. She brings a strong academic foundation, holding a Bachelor of Science in Health Science from Johnson State College and a master's in education with a concentration in Athletic Administration. Norton has earned numerous professional certifications, including FBI Crisis Negotiation and FBI LEEDA, and is a certified instructor in Tactical First Aid and CPR. She has also completed nearly 150 hours of specialized training in Financial Crimes and currently teaches report writing at the Vermont Police Academy.

Ronald J. Swenson, Chief of Enforcement Division



Swenson is an agency veteran with over 30 years of law enforcement experience, 19 of which have been with TABC. He oversees TABC's Enforcement Division, which includes the Law Enforcement and Ports of Entry departments. He first joined TABC in 2005 as an agent stationed at the Odessa office, where he was assigned to long-term undercover narcotic investigations. He also worked as the regional education agent, during which he taught TABC courses to local law enforcement, civic groups and alcohol retailers. Before Swenson was appointed Chief of Enforcement in 2023, he was serving as deputy chief of law enforcement for TABC's Investigations Bureau, which includes special investigations, financial crimes, criminal intelligence, digital forensics, victim services, and the agency's Target Responsibility for Alcohol-Connected Emergencies (TRACE) unit. Swenson also served with the Horizon City Police Department, in El Paso County, for 11 years before coming to TABC. He spent most of his time with Horizon City in a Leadership capacity. Swenson is a graduate of the FBI National Academy - 212th session, the Texas Department of Public Safety's Covert Operations School (COPS), and the Governor's Executive Development Program (GEDP). He holds a Texas Commission on Law Enforcement (TCOLE) Master Peace Officer Certificate as well as a TCOLE instructor certification. He also serves on several task force boards, including the Austin-area FBI Joint Terrorism Task Force (JTTF) Executive Board, the Texas Violent Gang Task Force, and the Texas Human Trafficking Prevention Coordinating Council.

James A. Jones, Veteran and Fraternal Relations Manager, Arrow International

James A. Jones Jr. retired from the Pennsylvania State Police at the end of 2020, concluding a distinguished 31-year career in law enforcement. Most notably, he served as the Director of Operations for the Bureau of Liquor Control Enforcement (BLCE), where he oversaw enforcement operations across the Commonwealth and played a key role in training officers in liquor and gambling law. During his tenure, he held a variety of leadership positions, including Commander of one of BLCE's nine District Enforcement Offices and Western Section Commander. He was recognized as an expert in unlawful gambling by the Commonwealth Court and is a past President of the National Liquor Law Enforcement Association. Following his retirement, Mr. Jones



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transitioned to the commercial charitable gaming industry, working in compliance roles as both a consultant and in-house advisor. He currently serves as the Veteran and Fraternal Relations Manager for Arrow International, the world's largest manufacturer of charitable gaming equipment and supplies. In this role, he works closely with veterans' organizations, fraternal groups, and regulatory agencies to support responsible gaming practices, ensure compliance, and advocate for effective oversight. Additionally, Mr. Jones works with charitable organizations across the country to help modernize charitable gaming legislation, bridging the gap between regulatory enforcement, nonprofit fundraising, and evolving technology to promote sustainable, lawful, and impactful charitable gaming.

Claire Espada-Diaz Chief of Law Enforcement Division of Alcoholic Beverages and Tobacco Florida Department of Business & Professional Regulation



Claire Espada-Diaz is a veteran law enforcement professional with 22 years of service. She currently serves as the Chief of Law Enforcement for the Florida Division of Alcoholic Beverages and Tobacco, Bureau of Law Enforcement. In this role, Chief Espada-Diaz manages 106 sworn personnel and 81 civilian personnel covering 12 district offices throughout Florida. Chief Espada-Diaz has been with the Bureau for 15 years and during her service has led her team to successful major investigations ranging from Tied House Evil violations, organized cargo theft investigations totaling millions of dollars in recoveries and Human Trafficking resulting in the recovery of victims. Most recently Chief Espada-Diaz has led the Bureau in tackling unlawful sale of hemp products to underage individuals and the sale of nitrous oxide for unlawful use. Chief Espada-Diaz and her team still accomplish the Bureau's work of educating licensees and deterring underage access to alcoholic beverages, tobacco and nicotine products.

Dr. Matthew D. Curran, Director of Food Safety, Florida Department of Agriculture and Consumer Services



Dr. Curran earned his Bachelor of Science in Chemistry from Mississippi State University and his Doctorate in Inorganic Chemistry from Florida State University. During his 27 years of public service, he has been fortunate to have had the opportunity to contribute in many roles protecting Florida's environment as well as serving Florida's industries and consumers. Early in his career Dr. Curran was appointed to multiple laboratory management positions with the Florida Department of Environmental Protection. In 2005 he moved into the consumer service arena when he was appointed Chief of Petroleum Inspection for the Florida Department of Agriculture and Consumer Services (FDACS). That role morphed into the Chief of Standards role where he also represented FDACS nationally as the Weights and Measures Director of Florida. Following this he later served in roles with FDACS as the Assistant Director of Consumer Services, the Assistant Director of Food Safety, and most recently as the Director of Food Safety. This role now includes the oversight of age-restricted foods such as hemp and hemp extract as well as kratom products.



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Shannon Nyhoff, Legal/Enforcement Division Administrator, Nebraska Liquor Control Commission



I was born and raised in Nebraska. I have been married for over twenty years to my wonderful husband, and I have a son (Dylan) who is twenty-six and is currently in the Army. I have been working at the Nebraska Liquor Control Commission for ten years and am the current Legal/Enforcement Administrator. My current position at the Commission allows me to work with our licensees on a day-to-day basis and allows me to work with other state agencies. My family and I enjoy escape rooms, traveling, especially on a cruise ship, trivia and music bingo nights, and cooking as a family.

Todd Suchsland, Investigator, Nebraska State Patrol



Todd graduated with a Bachelor of Science Degree in Criminal Justice from the University of Nebraska in Kearney in 1993. Police Officer in the City of Holdrege from 1994-1998.

Trooper with the Nebraska State Patrol 1998 to Present. Worked in the Traffic Service Division from 1998 to 2021. During that time, served 12 years as a Crash Reconstructionist. In 2021, Todd transferred to Investigative Service Division as the Alcohol Investigator. Job duties in the Alcohol division include background investigations for new applicants, premise inspections, compliance checks, and complaint investigations at licensed establishments.

Chris Clements, Agent in Charge, Colorado Liquor Enforcement Division



Agent in Charge Clements began his law enforcement career in the state of Colorado in 1999. He started as a patrol officer and ultimately attained the rank of Detective Sergeant. He then worked as an Investigator for the 4th Judicial District Attorney's Office in the major crimes division. In 2015, AIC Clements became a Criminal Investigator for the Colorado Department of Revenue in the Auto Industry Division before finding his home in the Liquor and Tobacco Enforcement Division. AIC Clements currently oversees the Grand Junction and Colorado Springs field offices. AIC Clements attended Colorado State University and the FBI-LEEDA Command Leadership program.



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Dilshad Albert, Chief Revenue Officer, Cloud SynApps Inc.



As a CRO at Cloud SynApps, Dilshad is committed to driving sustainable growth through strategic sales initiatives and strong customer relationships. With over a decade of experience in public sector-focused business development, he brings a proven track record of advancing digital transformation.

Sabih Khan, Global Industry Leader for Public Safety and Justice at Salesforce



Sabih Khan currently serves as the Global Industry Leader for Public Safety and Justice at Salesforce. He is the subject matter expert for the company and its customers in technologies, specifically within the areas of digital transformation, business automation, AI, data analytics, and data management. In addition, he leads Salesforce's go-to-market strategy in technology solutions for public safety & justice agencies across the country.

Gregory Chapman, Solution Engineer, Cloud SynApps Inc.



Gregory Chapman is a Salesforce Solution Engineer at Cloud SynApps delivering public sector digital transformation through technology consulting and scalable CRM solutions. He has a proven ability to collaborate cross-functionally with partners, executive stakeholders, and delivery teams to lead solution design, build trust, and communicate business value through tailored demonstrations. He has a deep understanding of government operations, Salesforce Public Sector Solutions, and platform extensibility.



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Aniko Kasprian, Industry Education Technical Advisor, Office of Outreach TTB



Aniko Kasprian is the Industry Education Technical Advisor in the Office of Outreach at TTB. Previously, Ms. Kasprian was part of the Office of Special Operations group, where she worked as a Special Operations Investigator for 4 years working on FAA Trade Practice cases. Ms. Kasprian was also an investigator for the Western II District for 6 years, primarily focusing on wine and tobacco. Before joining TTB, Aniko served in the United States Air Force and was a Special Agent for the Department of Homeland Security. Ms. Kasprian's primary area of expertise is in the alcohol industry. Ms. Kasprian has a BA in International Relations and Foreign Policy and an MS in Criminology with a focus on Forensic Profiling.

NLLEA Professional Development Committee

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Xavier Casares, TX Alcoholic Beverage Commission
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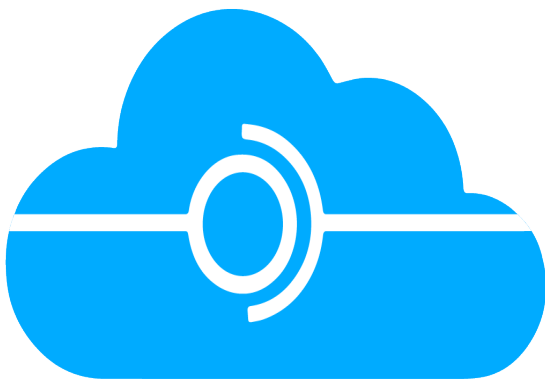


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Thank you for taking the time to join us at the 38th Annual NLLEA Conference. We hope you found the content valuable to your profession and most of all we hope you made some new connections and friends during your stay.