

# COMMUNICATIONS AND PUBLIC RELATIONS



**BESW to improve its relationships with licensees, external partners, and other stakeholders, and be perceived as responsive, easy to work with, collaborative, and fair.**

	<b>2018 - 2019</b>	<b>2019 - 2020</b>	<b>2020 – 2021</b>
<b>GOAL 1: BESW will achieve a 75% satisfaction rating from licensees (by 2023)</b>	Currently reviewing satisfaction surveys		
<b>Strategy 1.1.: Conduct stakeholder engagement sessions with all constituencies regarding changes to BESW and 2019 Legislative Sessions</b>	TBD – Currently working with lobbyist re: 2019 Legislative Session		
<b>Strategy 1.2: Implement systems to create an effective feedback loop about complaints and satisfaction</b>	Recruiting Work Groups; Interested? Call Karen at 775-688-2555		

# OPERATIONS



**BESW operations need to be more streamlined, modernized, efficient, and user friendly.**

	<b>2018 – 2019</b>	<b>2019 - 2020</b>	<b>2020 – 2021</b>
<b>Goal 2 A: BESW will have online licensing and renewals (by 2021)</b>	Renewals will be online – January 2019		
<b>Goal 2 B: BESW will have transferred all appropriate documents from paper to digital formats (by 2023)</b>			
<b>Strategy 2.1: Work through and archive all paper files as appropriate</b>	Attend Nov '18 State Archives Workshop		
<b>Strategy 2.2: Move to computer-based systems as the baseline for documentation for BESW operations</b>			
<b>Strategy 2.3: Implement technological solutions to promote data gathering, retention, and sharing</b>			

# OPERATIONS (Continued)



**BESW operations need to be more streamlined, modernized, efficient, and user friendly.**

	<b>2018 – 2019</b>	<b>2019 - 2020</b>	<b>2020 – 2021</b>
<b>Goal 3: BESW will have all policies and procedures in place (by 2022)</b>			
<b>Strategy 3.1: Implement a solution-oriented customer service approach throughout the office</b>	Engage and encourage staff in identifying solutions		
<b>Strategy 3.2: Ensure up to date, accurate policies and procedures</b>	Currently reviewing renewals procedures		
<b>Strategy 3.3: Develop policies and procedures for management of data</b>			
<b>Strategy 3.4: Implement Board and staff training</b>	ED to complete training as required by AB457 in October 2018		

# DISCIPLINARY FUNCTION OF THE BOARD



**BESW will ensure appropriate, timely processing of complaints against licensee.**

	<b>2018 – 2019</b>	<b>2019 - 2020</b>	<b>2020 – 2021</b>
<b>Goal 4 A: BESW will process new complaints against licensees per NRS and NAC (by 2020)</b>			
<b>Goal 4 B: BESW will clear 75% of backlogged disciplinary cases prior to Jan. 1, 2018 (by 2019)</b>	47 of 62 backlogged cases will be cleared		
<b>Strategy 4.1: Ensure understanding in making the threshold determination for when an investigation will go forward</b>	Board approved Tiering Cases Sept '18		
<b>Strategy 4.2: Ensure internal compliance with existing NRS and NAC related to disciplinary action</b>			
<b>Strategy 4.3: Evaluate NRS and NAC for changes to improve the disciplinary process</b>			

# FINANCIAL POSITIONING



**BESW needs to strengthen accounting practices and ensure financial sustainability.**

	<b>2018 – 2019</b>	<b>2019 - 2020</b>	<b>2020 – 2021</b>
<b>Goal 5 A: By 2019 BESW will convert to an accrual-base accounting system</b>	Recruiting Work Groups; Interested? Call Karen at 775-688-2555		
<b>Goal 5 B: By 2012 BESW will have 5 months of operating funds in reserve</b>			
<b>Strategy 5.1: Set up an accrual-based system for accounting</b>			
<b>Strategy 5.2: Strengthen financial position of BESW</b>			
<b>Strategy 5.3: Ensure systems are in place for fiscal accountability</b>			