



STATE OF NEVADA  
BOARD OF EXAMINERS FOR SOCIAL WORKERS (BESW)  
4600 Kietzke Lane, Suite C121, Reno, Nevada 89502  
775-688-2555

**PUBLIC NOTICE OF BOARD MEETING**

**9:00 am on Wednesday, June 15, 2022**

BESW strives to maintain government transparency and protect public safety. We are offering a virtual option for attendance via Zoom conference. Cameras will be on for the duration of the meeting. Supporting materials will be available electronically at the BESW website: <http://socwork.nv.gov/board/Mtgs/>.

**\*NOTE: Per Open Meeting Law, before speaking, please state your full name for the record.**

**The Board of Examiners for Social Workers is inviting you to a scheduled Zoom meeting.**

**Time: June 15, 2022, 09:00 AM Pacific Time (US and Canada)**

**Invite Link: <https://us02web.zoom.us/j/86017126624>**

One tap mobile

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Dial by your location

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Meeting ID: 860 1712 6624

**Please Note: The Board of Examiners for Social Workers may address agenda items out of sequence, combine the agenda items, pull, or remove the agenda items, to aid the efficiency or effectiveness of the meeting or to accommodate persons appearing before the Board. The Board may continue agenda items to the next meeting as needed. (NRS 241.020)**

**Public comment is welcomed by the Board and will be heard at the beginning of the Board meeting following the Call to Order and Roll and at the end of the agenda prior to the adjournment of the Board meeting. Public comment may be limited to three (3) minutes per person. The Board meeting Chair may allow additional time to be given a speaker as time allows and at his/ her sole discretion. Once all items on the agenda are completed the meeting will adjourn. Prior to the commencement and conclusion of a contested case or a quasi-judicial proceeding that may affect the due process rights of an individual, the Board may refuse to consider public comment. See NRS 233B.126.**

## AGENDA

Items may be taken out of order; Items may be combined for consideration by the public body; Items may be pulled or removed from the agenda at any time; the public body may place reasonable restrictions on the time, place, and manner of public comments, but may not restrict comments based upon viewpoint.

Pursuant to NRS 241.030 the Board may conduct a closed session to consider the character, allegations of misconduct, professional competence, or physical and mental health of a person.

**1. Call to Order, Roll Call.**

**2. Public Comment.**

*Note: No vote may be taken upon a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action may be taken. (NRS 241.020). Public comment may be limited to three (3) minutes.*

**3. Board Operations:**

**A. Review and Discuss June 15<sup>th</sup>, 2022, Commemorative Statement. (Informational).**

**B. Review and Discuss May 18<sup>th</sup>, 2022, Board Minutes. (For Possible Action).**

**C. Review and Discuss Updates from Rural Regional Behavioral Health Policy Board (RRBHPB). (For Discussion Only).**

- i. RRBHPB Letter Relating to Continuing Concerns Regarding Licensure Processes and Potential Solutions, Valerie M. C Haskin, MA, MPH, Rural Regional Behavioral Health Coordinator; and
- ii. Presentation of Mental Health Workforce and Education, Sara Hunt, PhD, Assistant Dean of Behavioral Health Sciences, Director, UNLV Mental and Behavioral Health Training Coalition.

**D. Board Review of Hearing for Virgilio DeSio, License No. 6200-C. (For Possible Action).**

**E. Review and Discuss Budget – July 1, 2022, through June 30, 2022. (For Possible Action).**

**F. Review and Discuss Board Reserves Draft Policy. (For Possible Action).**

**G. Review and Discuss Board Compensation Draft Policy. (For Possible Action).**

**H. Review and Discuss Strategic Plan 2022-2023. (For Possible Action).**

**I. Review and Discuss Upcoming NASW Presentation(s). (For Possible Action).**

**J. Executive Director's Report (Informational).**

- i. FBI Audit – June 8, 2022; and
- ii. Pending Litigation Matter in the United States District Court for the District of Nevada - Case No. 3:20-cv-571-MMD-WG; and
- iii. Future Agenda Items: 1) Address items outlined by auditor; 2) Relinquishments; 3) NRS and NAC changes; (4) Contracts e.g., Lobbyist, Audit; and
- iv. Next Board Meeting is 9 a.m. Wednesday, July 20, 2022.

**4. Public Comment.**

*Note: No vote may be taken upon a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action may be taken. (NRS 241.020). Public comment will be limited to three (3) minutes.*

**5. Adjournment.**

Please contact Karen Oppenlander, LISW at (775) 688-2555 for information regarding the meeting. Supporting materials can be accessed electronically at the BESW website: <http://socwork.nv.gov/board/Mtgs/>.

This notice has been posted at the office of the Board of Examiners for Social Workers; the Board's Web Site [www.socwork.nv.gov](http://www.socwork.nv.gov); and the State of Nevada's Public Notice Website <http://notice.nv.gov>.

**3A Review and Discuss June 15<sup>th</sup>, 2022,  
Commemorative Statement. (Informational).**

**3B Review and Discuss May 18<sup>th</sup>, 2022, Board Minutes.  
(For Possible Action).**



STATE OF NEVADA  
BOARD OF EXAMINERS FOR SOCIAL WORKERS (BESW)  
4600 Kietzke Lane, Suite C121, Reno, Nevada 89502  
775-688-2555

**Board Meeting Minutes**

**Wednesday, May 18, 2022**

President Esther **Langston** called the meeting to order at 9:05 a.m. Roll Call of Board Members was conducted. **Jacqueline Sanders**, **Abigail Klimas**, **Linda Holland Browne**, **Susan Nielsen**, and **Esther Langston** were present.

**Langston** moved to Agenda Item 2 – **Public Comment**. There was no public comment (in person or online).

**Langston** moved to **Agenda Item 3 - Board Operations**, starting with **Agenda Item 3A - Review and Discuss Board Meeting Minutes for April 13, 2022. (For Possible Action)**.

**Motion was made by Jacqueline Sanders and seconded by Abigail Klimas to accept the minutes as presented. Roll call vote: Holland Browne – Aye, Klimas – Aye, Sanders – Aye, Langston – Aye, Nielsen – Approved as to form, not content. Motion passed unanimously.**

**Langston** next moved to **Agenda Item 3 B - Board Review of Hearing for Virgilio DeSio, License No. 6200-C. (For Possible Action)**. Deputy Attorney General **Harry B. Ward** spoke about this matter and indicated that the licensee **DeSio** and his legal counsel **Michael Castillo** were in the process of negotiating a consent decree. Both licensee and attorney attended the Board meeting and concurred with **Ward's** assessment of the status of this matter. **Langston** directed **Oppenlander** to move this agenda item forward to a future Board meeting agenda that is currently set for June 15, 2022.

Moving forward to **Agenda Item 3C - Review and Discuss Fund Balance vs Reserve Funds with Presentation. (For Possible Action)**, **Oppenlander** introduced **Loretta Pontoon** referring to her Bio. As the Executive Director of the Board of Occupational Therapy since 2006, as well as having considerable other experience including being Facilitator of the Professional and Occupational Licensing Boards Administrative Collaborative, **Pontoon** was invited as an expert to assist the BESW Board in understanding the difference between Fund Balance and Reserve Funds.

Using handouts that had been developed for the Administrative Collaborative, **Pontoon** explained that the Fund Balance is an accounting term used to describe the difference between a Board's assets and liabilities in a governmental fund as all Boards are governmental entities. The Fund Balance represents the cumulative profit and loss over the life of the Board. When revenue exceeds expenses the fund balance increases; when expenses exceed revenue the fund balance decreases.

Boards can consider their financial viability by regularly reviewing the status of the fund balance and establishing a policy on the use of funds through a Reserve Funds Policy which can create target points for consideration of increasing or decreasing licensing fees and/ or expenses. The Fund Balance is not the Cash Balance. Fund Balance includes adjustments for assets, liabilities and accrued expenses not yet paid.

What are Reserve Funds? The terms "reserves" and "fund balance" are often used interchangeably, which can be confusing. Reserve Funds could be defined as a subset or breakout of the total "Fund Balance". For example, a distinction can be made when establishing a Reserve Funds Policy to define "reserve funds" as a "general operating reserve" or simply "general operating fund balance".

The question is asked about what types of reserves should be included within the "Fund Balance". It is important for each Board to define the problem or potential problem that could trigger a fiscal crisis for their Board. The objective of reserve funds policy is to minimize the potential financial crisis as well as provide financial stability.

Factors to consider in determining the "funds available for general operating reserves" include pending litigation costs, contractual obligations and potential costs which are not reflected in the current financial statements. The Board may want to "set-aside" or "reserve" funds to address future obligations, establish a minimum operating cash balance sufficient to ensure operations during crisis, emergency, or unexpected loss of revenue. Common reserves or set asides may include Contingency Reserves (wish list, contingent upon sufficient funds); Operating Reserves (general operating costs for a specific period); Emergency Reserves (crisis management and operations); Current and Future Capital Needs Reserve (equipment, facilities, data systems); and Liability Reserves (compensated absences, pension, post-employment benefits, unemployment). For example, she said that disciplinary matters can end up being very costly when a Board incurs unexpected legal costs and can cost hundreds of thousands of dollars over a period of years. She also referred to special initiatives that a Board may consider.

Pontoon provided a simplified financial statement report for discussion purposes and a simplified example of a Board Reserve Funds Policy. At this time Board members had a brief discussion. **Ward** suggested and it was determined by the Board that **Oppenlander** would bring forward the current Board Reserves Policy in a revised fashion to include information gathered in today's discussion. The Board agreed with **Langston's** summation of this discussion and wanted to look at an updated BESW policy as a starting point to create an updated Reserves Policy for BESW. In a verbal roll call agreement, it was unanimously determined that the Board would work with the draft presented, agree with and/ or make changes to the draft, and would expect to come to an agreement on an approved Reserves Policy within the next few months.

Following, **Langston** moved to **Agenda Item 3D - Review and Discuss Salary/ Per Diem for Board Members. (For Possible Action)**. **Oppenlander** stated that she was asked to look at 641B re: the option for the Board to consider a budget for Board members to receive a salary/ per diem. In reviewing 641B, it was learned that there is a provision for this in NRS 641B.140 as follows: Salary of members; per diem allowance and travel expenses for members and employees. 1. Each member of the Board is entitled to receive: (a) A salary of not more than \$150 per day, as fixed by the Board, while engaged in the business of the Board; and (b) A per diem allowance and travel expenses at a rate fixed by the Board, while engaged in the business of the Board. The rate must not exceed the rate provided for state officers and employees generally. 2. While engaged in the business of the Board, each employee of the Board is entitled to receive a per diem allowance and travel expenses at a rate fixed by the Board. The rate must not exceed the rate provided for state officers and employees generally.

In researching this, **Oppenlander** asked for feedback from the Administrative Collaborative and received 15 responses indicating that other Boards are paying their members. She provided the feedback to the Board in the Board Packet distributed for the meeting. Board members made brief comments referring to their initial impressions of considering a salary with impressions being favorable, neutral, and unfavorable. In general, the Board did agree to continue the current process of reimbursing or paying for travel costs associated with Board membership. After these various viewpoints were shared, it appeared that there was not consensus, and that further discussion would be necessary. It was determined by the Board that **Oppenlander** would formulate a draft Salary and Per Diem Policy for BESW for future review and discussion. With this draft document, the Board would consider establishing a per diem and salary policy for Board members of BESW that would potentially be accepted over the next few months giving adequate time for review and consideration.

Next, **Langston** turned to **Item 3E - Review and Discuss Draft Budget – July 1, 2022, through June 30, 2022. (For Possible Action)**. **Oppenlander** reviewed the draft budget with the Board members with intent to ask for feedback on various items and re-present the budget on June 15<sup>th</sup> June for final approval.

**Oppenlander** covered the news that the Governor's Finance Office has approved the EITS (Enterprise IT System) SLA (service level agreement) with BESW on Tuesday, May 10<sup>th</sup> after 2 years of negotiations. With this fully executed agreement, EITS and BESW are completing transactions to cover any open invoices incurred and will start the second year of the biennium (July 1, 2022) with a fresh budget. She spoke about wage and benefits increases for two staff members. In a review of the two State of Nevada job classifications, one employee is qualified to move from a pay grade 25 to pay grade 27, and the other employee is qualified to move from a pay grade 27 to a pay grade 29. Further, she explained how each have each helped the Board to comply with legislative mandates to move to online applications and renewals for the purpose of making it more efficient and effective for the State of Nevada and our customers – licensees and potential licensees. **Oppenlander** went on to explain changes to several standard and new line items e.g., contracts, a line item to pay Board members salary / per diem if that policy is approved; asked for feedback re: a request for proposal for a lobbyist for a smaller contract than previously as the Board does not intend to file a bill during the upcoming 2023 legislative session; and asked for feedback for a suitable price range for an auditor. The Board had questions and recommendations about several line items. **Oppenlander** agreed to bring the budget back for approval to include Board member recommendations along with answers to any pending questions.

**Langston** moved forward to **Agenda Item 3F - Review and Discuss the Updated BESW 2022-2023 Strategic Plan**. Megan Jones from Social Entrepreneurs Inc. presented the summary of changes made by the Board two months ago for the final year of the current strategic plan.

Communications and Public Relations - Critical Issue: BESW to improve its relationships with licensees, external partners, and other stakeholders, and be perceived as responsive, easy to work with, collaborative, and fair. Goal 1A. BESW will achieve a 75% satisfaction rating from licensees by 2023. Strategy 1A.1: Conduct stakeholder engagement sessions with all constituencies regarding changes to BESW, and 2019 and 2021 Legislative Sessions; 1A.1.1: Review original satisfaction survey questions; 1A.1.2: Determine information and data to be collected and revise survey questions; 1A.1.3: Develop a plan to issue updated satisfaction survey with final questions, outreach and distribution approach, and timing by June 30, 2023. Strategy 1A.2: Implement systems to create an effective feedback loop about complaints and satisfaction; 1A.2.1: Review satisfaction data from the original survey; 1A.2.2: Develop a plan to establishes a feedback process for complaints and satisfaction for providers and service recipients' licensees and for the public that the licensees serve.

Board Operations - Critical Issue: BESW operations are streamlined, efficient, and user friendly. Goal 2A. BESW will have online licensing and renewals. Strategy 2A.1: BESW will have online licensing and renewals 2A.1.1: After online applications and renewals system is established, continue to work with secured vendor to develop an internal BESW tracking system for disciplinary complaints (see Strategy 2B.2). 2B. BESW will transfer all appropriate documents from paper to digital formats. Work through and archive all paper files as appropriate. 2B.1.1: Ensure Deputy Director and Other Staff attend next offered State Archives Workshop (in 2022, 2023). 2B.1.2: Ensure Deputy Director and Other Staff attend next offered Nevada Digital Retention Course (in 2022, 2023). Strategy 2B.2: Move to computer-based systems as the baseline for documentation for BESW operations. 2B.2.1: Work with secured vendor to establish an online internship application process.



Strategy 2B.3: Implement technological solutions to promote data gathering, retention, and sharing; 2B.3.1: Review Legislation and Determine Enhancements Needed to Promote Data Gathering; 2B.3.2: Ensure data gathering, retention, and sharing is accomplished in newly developed processes for online tracking of complaints, discipline, and internship applications.

Board Operations - Critical Issue: BESW operations are streamlined, efficient, and user friendly. Goal 3A. BESW will have all policies and procedures in place. Strategy 3A.1: Implement solution-oriented customer service approach. 3A.1.1: Encourage staff to identify and implement solutions for improved customer service. 3A.1.2: Build staff skills in customer service. 3A.1.3: Create a plan to positively transform the BESW customer experience. Strategy 3A.2: Ensure up to date, accurate policies, and procedures. 3A.2.1: Gather policies and procedures. 3A.2.2: Revise BESW policies and procedures. 3A.2.3: Update and distribute BESW policies and procedures. Strategy 3A.3: Develop policies and procedures for management of data. 3A.3.1: Continue to work in concert with State of Nevada to gather and disseminate required data. 3A.3.2: Develop written data policies and procedures that conform to requirements. Strategy 3A.4: Implement Board and staff training. 3A.4.1: Ensure new Board and members are trained (e.g., AG online training from the State, BESW training for new Board members, and ASWB training opportunities – online and in-person). 3A.4.2: Ensure staff take part in ongoing EITS online training (e.g., State of Nevada QuickHelp for Microsoft 365, EITS KnowBe4 Phishing Alert Button to report suspicious emails, and etcetera).

Disciplinary Function of the Board - Critical Issue: BESW will ensure appropriate, timely processing of complaints against licensee(s). Goal 4A. BESW will process new complaints against licensees per NRS and NAC. Strategy 4A.1: BESW will process new complaints against licensees per 641B NRS and NAC. 4A.1.1: Work with DAG to ensure complaints are processed in accordance with 641B NRS and NAC requirements. Goal 4B. BESW will clear 100% of backlogged disciplinary cases from prior to January 1, 2018, by December 31, 2022. Strategy 4B.1: Ensure internal compliance with existing NRS and NAC related to disciplinary action. 4B.1.1: Establish a process to continuously monitor 641B compliance. Strategy 4B.2: Evaluate NRS and NAC for changes to improve the disciplinary process. 4B.2.1 NAC changes made in 2019 were to 641B.220 Unprofessional conduct Section 2. 4B.2.2: Additional disciplinary-related updates to 641B NRS and NAC will be deferred to the next strategic plan.

Financial Positioning - Critical Issue: BESW needs to strengthen accounting practices and ensure financial sustainability. Goal 5A. Address audit recommendations based on management letter by June 30, 2023, and ongoing. Strategy 5A.1: Address audit recommendations based on management letter of June 30, 2022, 5A.1.1: Implement auditor recommendations through June 30, 2023. 5A.1.2: Develop process for implementing recommendations on an ongoing basis beyond June 30, 2023. Goal 5B. By 2023 BESW will have a set number of months in accordance with the recommendations of similar small board organizations. Strategy 5B.1: Strengthen financial position of BESW. 5B.1.1: Monitor progress/trends with hybrid accrual/cash system and fee increases implemented.

As there were some minor changes suggested during the meeting, Jones agreed to forward the final version to the Board for the June 15<sup>th</sup> Board meeting for approval.

To conclude Board Operations, **Langston** moved to **Agenda Item 3G - Executive Director's Report (For Discussion Only)**. **Oppenlander** gave an ASWB Education Meeting Update. She covered items from the April ASWB Administrators' Forum e.g., an ASWB 124-page report re: Telehealth regulation in social work; the research presentation made by a Supervision Requirements Panel; Information about the Continuing Education program; and recent ways that ASWB is working to find ways to lift administrative burdens from boards. Next, she highlighted several education sessions that took place on Friday and Saturday for Board

members from Canada and US; and attended by representatives from various composite boards. Discussions included: Forming effective board-researcher partnerships to make decisions based on data, and academic research versus policy research; Communications with stakeholders e.g., legislators/ lobbyists; Licensing of social workers with criminal history and backgrounds that have histories of fraudulent record keeping (considered very serious) and breaking professional boundaries.

**Oppenlander** spoke next about the lifting of Emergency Directives by the Governor on May 20th. **Sandy Lowery** sent emails out to the 220+ waived folks who were able to work in Nevada without having to pay for a license. **Sandy** welcomed everyone to apply for a license in the State of Nevada; and she did ask them to let her know if they were going to seek licensure in NV or would be discontinuing practice in Nevada. Sharing initial results, we will report on the final numbers as the waiver process is finalized.

On June 8, 2022, BESW has been selected for an FBI Audit as one of the State of Nevada Agencies to be reviewed as BESW has what the Department of Justice / FBI refers to as Noncriminal Justice Access to Criminal History Record Information (aka background checks). The FBI Auditors will be reviewing 15 of our cases during their audit and we will come back to the Board with more information after the audit is completed.

She next relayed conversations with **Adina Fitzgerald**, the Director of Boards and Commissions, for the Office of Governor **Sisolak**. Understanding that **Susan Nielsen** has been working tirelessly and graciously for years beyond her official 'graduation date' as the Public Member of BESW; **Fitzgerald** sent a copy of the framework for replacing the public position on the Board. The Governor's office is looking for recommendations for potential candidates who can fill the vacancy for one member to be appointed to the Board who must be a representative of the 'general public'. Preferably this person would be in the north to assist the Board in check signing duties. This member must not be: (a) Licensed or eligible for licensure pursuant to this chapter; or (b) The spouse or the parent or child, by blood, marriage, or adoption, of a person who is licensed or eligible for licensure pursuant to this chapter. Please contact **Oppenlander** after the meeting to get help connecting with the Governor's office.

**Agenda Item 4 - Public Comment.** There was no public comment. **Langston** adjourned the meeting at 10:58 a.m.

Respectfully submitted by **Karen Oppenlander**.

**3C Review and Discuss Updates from Rural Regional Behavioral Health Policy Board (RRBHPB). (For Discussion Only).**

- i. RRBHPB Letter Relating to Continuing Concerns Regarding Licensure Processes and Potential Solutions, Valerie M. C Haskin, MA, MPH, Rural Regional Behavioral Health Coordinator; and
- ii. Presentation of Mental Health Workforce and Education, Sara Hunt, PhD, Assistant Dean of Behavioral Health Sciences, Director, UNLV Mental and Behavioral Health Training Coalition.

Rural Regional Behavioral Health Policy Board  
Serving Elko, Eureka, Humboldt, Lander, Pershing, and White Pine Counties

May 17, 2022

Nevada Board of Examiners for Social Workers  
C/o: Dr. Ester Langston, Board President; Karen Oppenlander, Executive Director

Dear Dr. Langston and Ms. Oppenlander,

First, the Rural Regional Behavioral Health Policy Board (Rural RBHPB) would like to thank you for the cooperation and participation of members and staff of the Nevada Board of Examiners for Social Workers during the development and passing of Rural RBHPB's bill for the 2021 Legislative Session, SB 44. We are happy that through this bill we were able assist your board in aligning the licensure offerings of Nevada with that of other states with the addition of the LMSW licensure type.

Thank you again for Karen's presentation to the Rural RBHPB during its March meeting. It was helpful to hear from your Board's Executive Director regarding the "ins and outs" of current licensure processes. However, it is the opinion of the Rural RBHPB that further work remains to be done to align with both the spirit and the letter of SB 44, as well as other areas outside of the bill to ensure that all possible efforts are being made to remediate Nevada's chronic shortage of treatment providers (in this case, we'll be focusing on LCSWs), which has only become more poignant over the course of the COVID-19 pandemic. Ultimately, the Rural RBHPB wanted to use SB 44 to ensure that the components of the Governor's Emergency Directive 011 that allowed for remote supervision and expedited licensure for endorsement were made permanent in an attempt to improve paths to licensure for both experienced and potential professionals. Unfortunately, it does not seem to the Rural RBHPB that this was accomplished.

First, the Rural RBHPB's purpose of mandating that your Board, along with three others, develops and implements regulation to allow for remote supervision of interns was to enable potential clinicians who are living and/or have the opportunity to work in rural and frontier Nevada to gain better access to high-quality supervision. We have heard numerous stories from both individuals who have attempted to complete their clinical hours, as well as treatment organizations which choose to host interns, that the requirements to be approved by your Board for clinical supervisors are very difficult to meet. With few clinicians in the region our Board serves, and even fewer of them willing to take on the responsibilities of supervision, the number of available supervisors does not meet the need of the volume of potential interns. Furthermore, the requirements for administrative supervisors for interns that are able to connect with a clinical professional to offer remote supervision are equally challenging, as the region is not just at a loss for a sufficient number of LCSWs, but also for all other mental and physical health care provider types. In fact, there are fewer medical professionals with related education/experience or LMFTs, CPCs, or Psychologists in our service area than LCSWs to begin with. The spirit of the remote supervision component of SB 44 was to allow interns to work in a setting where they would have access to their clinical supervisor by phone or other electronic means, but an administrative supervisor would

be just that; someone who facilitates human resources activities and administrative tasks, for which professional licensure as a treatment provider is not necessary.

Our Board is under the impression that the purpose of having the role of administrative supervisor filled by a licensed provider is likely related to many concerns, including: safety of the intern and/or the patient during crisis; liability; and enrichment of the clinical internship experience. However, there are other solutions that should be considered in place of requiring another clinician on-site. These solutions might include:

- Requiring that the intern and at least one staff member on the premises have sufficient training in crisis de-escalation. Crisis call lines are largely staffed by non-clinicians who have completed a specific training curriculum that ensures they have the skills necessary to appropriately handle crises as they arise. These trainings may include ASIST, mental health first aid, and others, depending on the organization. While we are certainly not inferring that completion of such training meets the same skill set a licensed professional may have, but rather that the skills necessary to navigate a crisis and know when to call for emergency services may not be unique to licensed professionals.
- Other licensing boards have been clear that the administrative or secondary supervisor for clinical interns needs only to be available by phone. If your Board does not already have this mechanism in place, this may provide the flexibility necessary to ensure that interns have access to a clinician in their community, without having additional burdens of finding not only an acceptable supervisor but also a site that can also meet requirements with the supervisor on site.
- It has come to our attention that there is at least one collaborative being developed between NSHE institutions and licensing boards being built in this state to build a stronger network of approved clinical supervisors and clinical supervision sites. We ask that you make best efforts to join such a collaborative when the opportunity arises. Participation in such a collaborative will ensure more clinical internship opportunities for soon-to-be providers, as well as a more robust system of approved supervisors.

The Rural RBHPB has also written a letter to the Joint Interim Committee on Health and Human Services regarding workforce development and professional licensure. This letter outlined the following strategies that affect your Board and others related to behavioral health professionals, and are recommending the following strategies to further address the shortage of LCSWs and other behavioral health providers across the state:

- Allowing for a provisional, “temporary” licensure type for applicants for licensure by endorsement whose applications are currently being processed by your Board. While we recognize that this step has not been taken by your Board and the other three licensing boards affected by SB 44 due to patient safety concerns, it must also be understood that the Nevada State Board of Nursing allows for provisional licensure. One could argue that while a person who is receiving the services of an LCSW is oftentimes incredibly vulnerable, the services received by nursing patients are often just as vulnerable, and may sometimes be completely unconscious, depending on the setting. Thus, the Rural RBHPB would strongly recommend your Board reconsider this step to allow licensed professionals from other states to begin practicing in Nevada.

- The Rural RBHPB would like to lend your Board any support necessary in entering into interstate compacts for licensure. Please let us know if there's any way in which we can help facilitate these contracts.
- The streamlining of all licensure processes through the implementation of a one-stop portal for all of Nevada's occupational licensure. In conversations had with other occupational licensure boards from other sectors, the use of technology to assist both applicants and Board staff in the licensure process was vital to their success in creating truly efficient licensure processes. Use of ARPA or other large funding streams that have recently become available could be used to build and launch the portal. By having the portal serve all occupational licensure types, the cost of maintenance and upgrades could be spread out across many Boards, and would create less of a fiscal burden on any particular entity. This would also allow for improved workforce data collection and reporting. Furthermore, this portal would allow for both improved tracking of licensure process time data, while assisting the licensing boards with rapidly increasing efficiency. This strategy could take the place of a previously-suggested "super board", which would also ensure your Board and others maintain autonomy.
- Each licensing board we have connected with and many agencies hiring professionals have noted lags in background check processes on the part of the Department of Public Safety or other entities through which these checks are made (i.e., the FBI, etc.) being a major contributor to longer times for licensure approval. We encourage the Joint Interim Committee on HHS to work with their colleagues to find a solution that would expedite these processes at the state level.
- Stronger, more formalized professional pipelines across health care and behavioral health should be encouraged, developed, and well-funded. This requires strong partnerships between K-12 education, the NSHE system, the respective occupational licensing boards, and other organizations to assist in enrichment activities, such as Area Health Education Centers (AHECs). The responsibility for the development of these pipelines does not fall squarely on the shoulders of any one entity, and should take a collaborative approach.
- In addition to pipelines, Career and Technical Education (CTE) educational opportunities for Nevada K-12 students should be expanded across the state, particularly relating to health care and behavioral health. The Department of Education should reconsider their requirement of CTE educators being full-time teaching staff at schools hosting these programs, as a background in education and licensure is not currently required, but many professionals are not willing or able to leave their full-time work in their field to work for less money at a school.
- The statutorily capped salaries for state-employed providers across divisions of DHHS should be raised to better match those available at private employment. One stakeholder mentioned the current salaries for state-funded providers in DCFS, DPBH, and other branches sit approximately 20% below the current market rate. The chronic vacancy of these key positions over the last several years could be considered a symptom of this wage gap, which has only been sharpened by the COVID-19 pandemic and today's economic climate.

Again, the Rural RBHPB thanks your Board and Ms. Oppenlander for participation during the last legislative session. Our Board would like to keep working together to address some of our concerns outside of the legislative session, if possible.

Sincerest regards,

Fergus Laughridge

Chair, Rural Regional Behavioral Health Policy Board

Heath Director/Health Officer, Fort McDermitt Tribal Health Center

[Fergus.laughridge@fmcdbc.org](mailto:Fergus.laughridge@fmcdbc.org)

Valerie M.C. Haskin, MA, MPH

Rural Regional Behavioral Health Coordinator

[vcauhape@thefamilysupportcenter.org](mailto:vcauhape@thefamilysupportcenter.org)

# Mental Health Workforce and Education

Sara Hunt, PhD  
Assistant Dean of Behavioral Health Sciences  
Director, UNLV Mental and Behavioral Health Training Coalition

**UNLV** MENTAL AND BEHAVIORAL HEALTH COALITION

KIRK KERKORIAN | **UNLV**  
SCHOOL OF MEDICINE

1

## Mental Health Workforce Shortages



- 3 million Nevadans reside in a mental health care health professional shortage area or “HPSA” or 94.5% of the state’s population, including 100% of Clark County and Carson City residents
- 16 single-county mental health care HPSAs, including all 14 rural and frontier counties in Nevada

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Dr. John Packham, Office of Statewide  
Initiatives at



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Overall Mental Health Rankings, Top 5, 2022						
Category	Massachusetts	New Jersey	Pennsylvania	Connecticut	Vermont	Nevada
Overall Ranking	1	2	3	4	5	51
Prevalence of Mental Illness Ranking	26	1	6	9	50	46
Access to Care Ranking	2	24	8	9	1	39
Mental Health Workforce Availability <small>(<a href="http://www.countyhealthrankings.org/">http://www.countyhealthrankings.org/</a>)</small>	150:1	420:1	450:1	240:1	210:1	460:1

\*Adapted from "The State of Mental Health in America 2022" by Mental Health America

Cheche, O. K., Thymianos, K., Gilbertson, K. M., Beavers, K., Saladino, C. J., Brown, W. E. (2022). "The State of Mental Health in the Mountain West." The Data Hub at The Lincy Institute & Brookings Mountain West. *Health Fact Sheet No. 13* 1-4.  
Available at: [https://digitalscholarship.unlv.edu/bmw\\_lincy\\_health/12](https://digitalscholarship.unlv.edu/bmw_lincy_health/12)

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## School Behavioral Health Provider Shortages

Provider Type	Nevada Ratio	Recommended Ratio	Need
School Psychologist	1:1,866	1:500	3.7 times as many
School Social Worker	1:8,730	1:250	35 times as many
School Counselor	1:544	1:250	Twice as many

Presented by DCFS to the Interim Health & Human Services Committee 3/24/22 <https://www.leg.state.nv.us/App/InterimCommittee/REL/Document/27040>  
Source: Hopeful Futures Campaign, America's School Mental Health Report Card

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## NEBRASKA

- 2004 Nebraska Legislature (LB1083): Nebraska Behavioral Health Services Act
  - “...promote activities in research and education to improve the quality of behavioral health services, **the recruitment and retention of behavioral health professionals**, and the availability of behavioral health services.”
- 2009 Nebraska Legislature (LB603): Behavioral Health Workforce Act
  - Introduced by Health and Human Services Committee
  - “The Legislature finds that there are **insufficient behavioral health professionals in the Nebraska behavioral health workforce...**”

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## University of Nebraska: Behavioral Health Education Center of Nebraska (BHECN)

- 2009 Nebraska Legislature (LB603): Behavioral Health Workforce Act
  - Creates BHECN to be administered by University of Nebraska Medical Center
    - Add 2 additional Psychiatry residents yearly
    - Fund 5 doctoral-level Psychology internships (+5 in 3 years)
    - Train BH professionals in telehealth
    - Analyze workforce trends
    - Establish learning collaborative with other higher education institutions and stakeholders
    - Develop 2 interdisciplinary BH training sites each year
    - Legislative report every 2 years

<https://unmc.edu/bhecn/>

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## University of Nebraska: Behavioral Health Education Center of Nebraska (BHECN)

- Engage and Recruit
  - Ambassador Program: connect high school students with resources and **mentors** to engage interest in BH professions (rural and urban underserved areas)
- Prepare and Train
  - Connect college students to training and mentoring opportunities with emphasis on interprofessional training
  - Fund residency, practicum, and intern positions
- Retain and Support
  - Support regional professional development trainings
  - Emphasis on provider wellness

\$1,385,160 from general fund FY10      \$1,696,385 from general fund FY21  
\$25 Million in ARPA funds (LB1014, 2022)

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## A Decade of BHECN

- 2010-2021: connected with more than 5,000 high school and college students
- Strengthened partnerships with 18 academic institutions in the state to collaborate on training and workforce retention
- 40 Integrated Behavioral Health Clinics established (25 in rural counties)
- BH jobs website (327,000+ hits) <https://nebhjobs.com/>
- 2010-2020:
  - **32%** increase in psychiatric prescribers
  - **39%** increase among psychologists and mental health therapists

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## Illinois Version

- House Resolution (2018): Declare Mental Healthcare Emergency
- HB5111 (2018): Created Behavioral Health Workforce Education Center Task Force
- HB158 (2021): Created Behavioral Health Workforce Education Center of Illinois
  - Requires the Board of Higher Education to select a public institution of higher education to administer the Center within 90 days of the effective date of the Act, with a goal of leveraging workforce and behavioral health resources to produce reforms. Subject to appropriation, the Center must be operational on or before July 1, 2022.
  - Initial investment of **\$6 Million**; funding from DHHS and IBHE
  - Open end of 2022/beginning of 2023

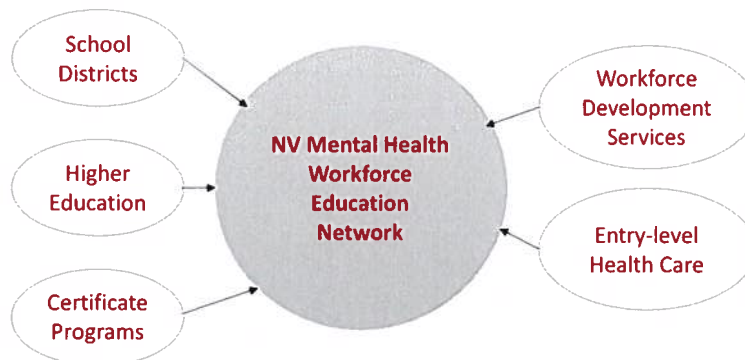
❖ Kansas exploring the BHECN model

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## Proposal:

### Nevada Mental Health Workforce Education Network

- Create statewide network of partners based on BHECN model
  - Education, employers, policy makers, state entities, community groups, insurance
  - Administered under NSHE
- Constructed with various entry points into NSHE



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## Proposal: Nevada Mental Health Workforce Education Network

- Recruitment into careers
- Mentor matching in geographic locations
- Workshops and conferences for licensed professionals
- Data tracking
- Statewide mental health jobs board



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## Questions?

[sara.hunt@unlv.edu](mailto:sara.hunt@unlv.edu)

**UNLV** | MENTAL AND BEHAVIORAL  
HEALTH COALITION

KIRK KERKORIAN  
SCHOOL OF MEDICINE | **UNLV**

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**3D Board Review of Hearing for Virgilio DeSio, License  
No. 6200-C. (For Possible Action).**

**3E Review and Discuss Budget – July 1, 2022, through June 30, 2022. (For Possible Action).**

	Budget 2021 / 2022	Budget 2022 / 2023
<b>Income</b>		
<b>Fund Balance</b>	<b>\$ 352,321.37</b>	<b>Pending 06/30/2022</b>
40000 · RENEWAL FEES	505,125.00	505,125.00
41000 · APPLICATION FEE	27,600.00	35,000.00
42000 · INITIAL LICENSE FEE	69,000.00	75,000.00
43000 · ENDORSEMENT FEE	12,500.00	18,000.00
44000 · PROVISIONAL LICENSE FEES	2,000.00	1,000.00
45000 · RENEWAL LATE FEE	2,000.00	3,500.00
46000 · RESTORATION OF LICENSE	0.00	600.00
47000 · DISCIPLINARY COSTS	2,000.00	2,000.00
48000 · MISCELLANEOUS		
48050 · Copies		
48100 · Lists-Labels		
48150 · Returned Check Fee		
48200 · Wallet Card / Wall Certificate		
48250 · Workshop Fee		
48000 · MISCELLANEOUS - Other		
Total 48000 · MISCELLANEOUS	10,000.00	7,500.00
49000 · INTEREST	10.50	10.50
<b>Total Income</b>	<b>\$ 630,235.50</b>	<b>\$ 647,735.50</b>
	<b>\$ 982,556.87</b>	<b>\$ 647,735.50</b>



## Expense

<b>50000 · Payroll</b>		
50050 · Wages	245,353.00	258,986.00
50100 · Employer Payroll Expenses		
50102 · Group Health Insurance	33,808.00	34,896.00
50103 · Ins Regis	3,558.00	5,620.00
50104 · Medicare	3,558.00	3,780.00
50105 · PERS-Employer paid	37,600.00	37,600.00
50106 · Unemployment Ins.	3,000.00	2,000.00
50100 · Employer Payroll Expenses - Other		
<b>Total 50100 · Employer Payroll Expenses</b>	<b>81,524.00</b>	<b>83,896.00</b>
50300 · Workman's Comp.	5,000.00	2,750.00
<b>Total 50000 · Payroll</b>	<b>\$ 331,877.00</b>	<b>\$ 345,632.00</b>
<b>61000 · Contract Services</b>		
61050 · Contract-Labor	50,000.00	80,000.00
Contract - Board Reimbursement		10,000.00
61100 · Contract-Auditor	15,000.00	25,000.00
61150 · Contract-Legal	35,000.00	35,000.00
61200 · Contract-Legislative Consultant	32,500.00	14,200.00
61250 · Contract-Payroll Service	2,000.00	2,000.00
61300 · Court Reporting	4,500.00	5,500.00
61350 · Investigations	7,000.00	0.00
61400 · LCB	4,000.00	8,000.00
61000 · Contract Services - Other		
<b>Total 61000 · Contract Services</b>	<b>\$ 150,000.00</b>	<b>\$ 179,700.00</b>
<b>62000 · Operating Costs</b>		
62050 · Printing	7,000.00	5,000.00
62100 · Copying		
62150 · TORT Claim Fund	850.00	2,400.00
62200 · Rent	21,600.00	21,600.00
62250 · B and G Assessment	500.00	500.00
62300 · Records Storage	1,000.00	3,000.00
62350 · Postage	6,000.00	9,500.00
62400 · EITS and ATT	3,000.00	15,000.00
62450 · Internet (Charter)	5,400.00	1,500.00
62500 · Computer Software	35,000.00	20,000.00
62550 · Transcription		
62600 - COVID 19 Unknown	1,000.00	0.00
62000 · Operating Costs - Other	7,000.00	9,000.00
<b>Total 62000 · Operating Costs</b>	<b>\$ 88,350.00</b>	<b>\$ 87,500.00</b>
<b>63000 · Professional Dues</b>		
63050 · Dues & Registration		
63100 · Professional Dues (ASWB)	250.00	250.00
63000 · Professional Dues / Fees	15,000.00	15,000.00
<b>Total 63000 · Professional Dues</b>	<b>\$ 15,250.00</b>	<b>\$ 15,250.00</b>
64050 · Bank Charges	120.00	120.00
64100 · Credit Card Processing	10,000.00	12,000.00
65000 · Host Fund	1,000.00	1,000.00
66000 · Travel		
66050 · In State Travel	5,000.00	5,000.00
66100 · Out of State Travel		
66000 · Travel - Other		
<b>Total 66000 · Travel</b>	<b>\$ 5,000.00</b>	<b>\$ 5,000.00</b>

67000 · Training

68000 · Office Equipment

68050 · Furniture

68100 · Computers

68000 · Office Equipment - Other

Total 68000 · Office Equipment

Total Expense

Net Income      Net Income

10,000.00

1,500.00

**\$ 10,000.00**      **\$ 1,500.00**

**\$ 611,597.00**      **\$ 647,702.00**

**\$ 370,959.87**      **\$ 33.50**

**3F Review and Discuss Board Reserves Draft Policy.  
(For Possible Action).**

**State of Nevada, Board of Examiners for Social Workers (BESW)**

4600 Kietzke Lane, Ste. C121, Reno, NV 89502

(775) 688-2555

<b>Policy Number:</b> F-001	<b>Title:</b> BOARD RESERVES	<b>Adopted by the Board:</b> 06/14/2019	<b>Next Review:</b> 10/11/2019
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**POLICY SUMMARY:** This policy will address the importance of maintaining organizational reserves.

**RESERVES:** BESW will set aside money to pay for anticipated future activities. Reserves can be established for many purposes including: emergencies/rainy days, capital improvement and building replacement needs, future investments, and general operations.

The ability to maintain these reserves should be considered in all decisions that could impact cash and fund balances including decisions involving budgets, funding for emergency projects, special programs, and emergency needs. \*

*\*Note: REQUIRED RESERVE FUNDS AS PER BESW 2018 – 2021 STRATEGIC PLAN: It is the practice of the Board of Examiners for Social Workers (BESW) to maintain a cash reserve at all times. By 2023, the amount of the required reserve shall equal five months of BESW’s operating expenses. BESW reserves shall be the unrestricted net assets of all operating funds of the BESW.*



**STATE OF NEVADA  
BOARD OF EXAMINERS FOR SOCIAL WORKERS**

<b>Policy Number:</b>  <b>F-0022-02</b>	<b>Title: BOARD RESERVES POLICY</b> <i>(draft)</i>  <i>(Adapted from the Board of Accountancy)</i>	<b>Date Approved:</b>  <i>Pending</i>
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**I. Purpose**

The Board of Examiners for Social Workers (BESW) recognizes its fiduciary responsibility to safeguard the administration of the funds collected and expended in providing licensure and regulatory activities of the social work profession in the State of Nevada. This policy is written to ensure the ongoing financial integrity of BESW so that it can carry out its statutory duties pursuant to NRS Chapter 641B and NAC Chapter 641B.

**II. Policy Statement**

**Reserves** provide a gauge of the financial strength of an agency. BESW has no ability to borrow money or obtain a line of credit in the event expenses exceed revenues. Reserves, or undesignated fund balances, are those unrestricted assets which are reasonably liquid and not otherwise budgeted for expenditures. The undesignated fund balance will include at a minimum an Operating Reserve Contingency Fund to protect the Board's operation when revenues fall short of expenses. To ensure continued and future operation and reliability, this policy identifies a target balance or threshold for the **Operating Reserve Contingency Fund**. The policy also addresses other areas where the Board may incur substantial expenses outside its normal operating budget, such as **Risk Management** and **Technology Upgrades** and **Management**. Maintenance of the reserve funds provides stability to licensees, the public and the Board by allowing BESW to continue operating pursuant to its statutory mandates notwithstanding unplanned or unforeseen events or occurrences.

1. **Operating Reserve Contingency Fund:** Board revenue is received every month during the fiscal year and this income is tied to the annual fees paid in a relationship to the licensee's birth month. If the Board were to incur any type of financial hardship it would need enough reserve balance to operate for the remainder of the year after each licensee has paid their annual fees. Therefore, the Board will establish an Operating Reserve Contingency Fund out of the undesignated fund balance in an amount equal to one year's operating expenses of the preceding year's budget, or the total amount available if less than one year's operating funds are available from the undesignated fund balance.
2. **Board Designated Funds:** The remainder of the Board's undesignated funds available outside of the one-year Operating Reserve Contingency Fund will be designated to include the following areas:
  - a. **Risk Management** includes cost recovery for employment, contractual, regulatory, and statutory matters, penalties and sanctions, damage and injury claims, personnel safety, insurance deductibles and non-insured events. The Board is also liable for its PERS proportionate share of net pension liability.

**Risk Management** also includes a reserve to fund disciplinary and litigation costs, including investigative costs, litigation expenses such as attorney's fees and costs, and any other expenses outside of the Board's annual budgeted legal expenses for disciplinary matters and legal matters involving the Board. The Board does not control when or how many complaints are filed against licensees. The Board wants to make sure it has the financial wherewithal to investigate and prosecute complaints submitted to the Board from the public or otherwise brought to the Board's attention. The Board does not want to be in the position of not being able to investigate and prosecute complaints against licensees because it does not have the money to pay investigative or legal expenses. The Board feels this would be a disservice to the public.

Additionally, **Risk Management** includes disaster recovery and planning, including the cost of planning for and implementing a plan to return to at least minimal operations in the event of a natural disaster or an act of terrorism.

**A designation equal to 70% of one year's operating expenses of the preceding year's budget shall be the reserve for Risk Management.**

- b. **Technology Upgrades and Management** includes items such as the continued maintenance of the Board's website, database system, system improvements, data security and management, continued upgrade of existing hardware, and online website and software changes required from unfunded mandates for new policies and procedures without implementation resources.

**A designation equal to 30% of one year's operating expenses of the preceding year's budget shall be the reserve for Technology Upgrades and Management.**

## **Board Review**

The Board's Operating Reserve Contingency Fund and other designated reserve funds will be reviewed by the Board on an annual basis during its review of the fiscal year budget and adjusted and replenished as necessary.

The balance in the Operating Reserve Contingency Fund will be reviewed quarterly. When the balance in the fund approaches six months of annual operating expenses, an evaluation will be undertaken to determine the appropriate measures to ensure the continued financial efficacy of the Board. The findings of this evaluation will be submitted at the next regularly scheduled Board meeting.

The evaluation will include: (a) an examination of the forces affecting funding including an increase or decrease in the social worker population, increased services and programs or changes in the regulatory environment; (b) A review of expenses to identify if costs can be reduced. (c) An evaluation of existing and future potential sources of funds.

If there are adequate reserves for the designated reserve funds, the Board will not budget to increase reserves.

If the Board's designated reserve funds exceed three years of operating expenses of the

preceding year's budget, the Board will review and take action to rebalance the designated reserve funds to the Reserve Policy amount.

The rebalancing action shall be taken by the Board as deemed appropriate and, in the timeframe, determined by the Board. The Board may consider professional and educational outreach assistance to enhance the profession of social work, such as financial assistance for courses that provide information on the industry of social work, and/or providing financial assistance towards scholarships awarded to social work students from Nevada's Schools of Social Work.

**3G Review and Discuss Board Compensation Draft Policy. (For Possible Action).**





# NEVADA BOARD OF EXAMINERS FOR SOCIAL WORKERS (BESW)

## POLICY AND PROCEDURE

<b>Policy Number:</b>  <b>C-0022-01</b>	<b>Title: BOARD COMPENSATION</b> <i>(draft)</i>  <i>(Adapted from the Board of Massage Therapy)</i>	<b>Date Approved by Board:</b>  <i>Pending</i>
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### I. PURPOSE

To establish per diem and salary for Board members of the Nevada State Board of Examiners for Social Workers (BESW) pursuant to NRS 641B.140.

### II. POLICY

The Board of Examiners for Social Workers consists of five (5) Board members. The Board members will receive salary, travel expenses and per diem when applicable.

### III. SCOPE

This policy shall apply to all members of the Board.

### IV. RESPONSIBILITY

- A. Board members are responsible for complying with the requirements of this policy.
- B. The Executive Director shall be responsible for aiding Board members in the interpretation and explanation of this policy.

### V. PROCEDURE

- A. Salary and Per Diem: Board members may receive \$18.75 per hour capped at \$150 per day for performing tasks considered to be business of the Board.
  - 1. Items qualifying as business of the Board:
    - a. Board meeting
    - b. Board meeting preparation: Capped at \$150.00 per meeting for meetings with a Board Packet requiring review prior to the meeting.
    - c. Training provided by CLEAR, ASWB, the Office of the Attorney General, or other organizations relevant to the business of the Board.
    - d. Travel for meetings, trainings, or other Board business. Board members may combine business travel with personal travel; however, the choice to combine business and personal travel may not increase the costs to the Board.
      - i. Each member and employee of the Board is entitled to receive a per diem allowance and travel expenses at a rate fixed by the General Services Administration (GSA). The rate must not exceed the rate provided for officers and employees of this State generally.
    - e. School visits are considered service to the Board at no cost to the Board.
    - f. Attending public meetings without a request from the Board is considered

- service to the Board with no compensation and at no cost to the Board.
  - g. Testifying at legal proceedings or cooperating with investigations.
  - h. Attending ASWB meetings with approval by the Board.
  - i. Attending public meetings at the request of the Board.
  - j. Responding to requests from the Executive Director or the Board.
  - k. CLEAR training online: \$18.75 per hour, capped at \$150.00.
  - l. Items not qualifying as work of the Board include reviewing public meetings and researching topics.
2. Duties of Board Officers: \$18.75 per hour capped at 3 days (24 hours) per month. If the amount exceeds 24 hours, the Board Officer would present at the following Board meeting for additional hours.

#### B. Pay for Board Members

1. Board salaries are paid through the last day of the month and by the 11<sup>th</sup> business day of the following month.
2. Board members are paid for any days during the month that they performed work for the Board including but not limited to meetings, preparation for Board meetings, conferences, or trainings.
3. Monthly, Board members will complete a time log reflecting hours for compensation by the last day of the month. Time Logs received after the 1<sup>st</sup> business day of the following month will be processed with the subsequent months' time logs.
4. Failure to submit a Time Log within 60-days will result in forfeiture of the compensation.
5. For the month of June all Time Logs must be submitted no later than June 30<sup>th</sup> due to the end of the fiscal year.

#### VI. POLICY EXCEPTION

On occasion there are special circumstances that may require an exception to this policy be granted. Exceptions, while not common, require the approval of the Executive Director.

#### VII. POLICY COMMUNICATION

All supervisors and managers of BESW will provide their employees with a copy of this policy. Employees needing clarification should contact the Executive Director for assistance.

***This policy is not a substitute for relevant law or regulation, nor does it establish additional rights beyond those provided in law and regulation. This policy is intended to be used in conjunction with federal regulations and State law.***

**3H Review and Discuss Strategic Plan 2022-2023.  
(For Possible Action).**

<b>Communications and Public Relations</b>	<b>Critical Issue: 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>		
<b>Goal 1A. BESW will achieve a 75% satisfaction rating from licensees by 2023</b>			
<b>Strategy</b>	<b>Action</b>	<b>Timeline for Completion</b>	<b>Lead Staff Member</b>
<b>Strategy 1A.1:</b> <b>Conduct stakeholder engagement sessions with all constituencies regarding changes to BESW, and 2019 and 2021 Legislative Sessions</b>	<b>1A.1.1: Review original satisfaction survey questions</b> <b>1A.1.2: Determine information and data to be collected and revise survey questions accordingly</b> <b>1A.1.3: Develop a plan to issue updated satisfaction survey with final questions, outreach and distribution approach, and timing</b>	<b>By June 30, 2023</b>	<b>Sandy Lowery</b>
<b>Strategy 1A.2:</b> <b>Implement systems to create an effective feedback loop about complaints and satisfaction</b>	<b>1A.2.1: Review satisfaction data from the original survey</b> <b>1A.2.2: Develop a plan to establish a feedback process for complaints and satisfaction for providers and service recipients</b>	<b>By June 30, 2023</b>	<b>Sandy Lowery</b>

<b>Board Operations</b>	<b>Critical Issue: BESW operations are streamlined, efficient, and user friendly.</b>		
<b>Goal 2A. BESW will have online licensing and renewals</b>			
<b>Strategy</b>	<b>Action</b>	<b>Timeline for Completion</b>	<b>Lead Staff Member</b>
<b>Strategy 2A.1: BESW will have online licensing and renewals</b>	<b>2A.1.1: Work with secured vendor to develop online tracking for complaints and discipline following the development of the online internship application process outlined in Strategy 2B.2</b>	<b>By June 30, 2023</b>	<b>Sandy Lowery</b>
<b>Goal 2B. BESW will transfer all appropriate documents from paper to digital formats</b>			
<b>Strategy</b>	<b>Action</b>	<b>Timeline for Completion</b>	<b>Lead Staff Member</b>
<b>Strategy 2B.1: Work through and archive all paper files as appropriate</b>	<b>2B.1.1: Ensure Deputy Director and other board staff attend State Archives Workshop in 2022</b> <b>2B.1.2: Ensure Deputy Director and other board staff attend Nevada Digital Retention Course in 2022</b>	<b>By June 30, 2023</b>	<b>Sandy Lowery</b>
<b>Strategy 2B.2: Move to computer-based systems as the baseline for documentation for BESW operations</b>	<b>2B.2.1: Work with secured vendor to establish an online internship application process</b>	<b>By June 30, 2023</b>	<b>Sandy Lowery</b>
<b>Strategy 2B.3: Implement technological solutions to promote data gathering, retention, and sharing</b>	<b>2B.3.1: Review legislation and determine enhancements needed to promote data gathering</b> <b>2B.3.2: Ensure data gathering, retention, and sharing is accomplished in newly developed processes for online tracking of complaints, discipline, and internship applications</b>	<b>By June 30, 2023</b>	<b>Sandy Lowery</b>

Board Operations	Critical Issue: BESW operations are streamlined, efficient, and user friendly.		
Goal 3A. BESW will have all policies and procedures in place			
Strategy	Action	Timeline for Completion	Lead Staff Member
<b>Strategy 3A.1:</b> Implement solution-oriented customer service approach	<b>3A.1.1:</b> Encourage staff to identify and implement solutions for improved customer service <b>3A.1.2:</b> Build staff skills in customer service <b>3A.1.3:</b> Create a plan to positively transform the BESW customer experience	By June 30, 2023	Sandy Lowery
<b>Strategy 3A.2:</b> Ensure up to date, accurate policies and procedures	<b>3A.2.1:</b> Gather policies and procedures <b>3A.2.2:</b> Revise BESW policies and procedures <b>3A.2.3:</b> Update and distribute BESW policies and procedures	By June 30, 2023	Sandy Lowery
<b>Strategy 3A.3:</b> Develop policies and procedures for management of data	<b>3A.3.1:</b> Continue to work in concert with state of Nevada to gather and disseminate required data <b>3A.3.2:</b> Develop written data policies and procedures that conform requirements	By June 30, 2023	Sandy Lowery
<b>Strategy 3A.4:</b> Implement Board and staff training	<b>3A.4.1:</b> Ensure new board members are trained online <b>3A.4.2:</b> Ensure board and staff complete online training (e.g., Office 365 cyber security training, Attorney General training from the state for all board members, training for new board members through BESW, and ASWB training for board members and board staff that have not completed it as part of new member or staff training)	By June 30, 2023	Sandy Lowery

<b>Disciplinary Function of the Board</b>	<b>Critical Issue: BESW will ensure appropriate, timely processing of complaints against licensee(s).</b>		
<b>Goal 4A. BESW will process new complaints against licensees per NRS and NAC</b>			
<b>Strategy</b>	<b>Action</b>	<b>Timeline for Completion</b>	<b>Lead Staff Member</b>
<b>Strategy 4A.1:</b> BESW will process new complaints against licensees per NRS and NAC	<b>4A.1.1: Work with DAG to ensure complaints are processed in accordance with NRS and NAC requirements</b>	<b>By June 30, 2023</b>	<b>Karen Oppenlander</b>
<b>Goal 4B. BESW will clear 100% of backlogged disciplinary cases from prior to January 1, 2018, by December 31, 2022</b>			
<b>Strategy</b>	<b>Action</b>	<b>Timeline for Completion</b>	<b>Lead Staff Member</b>
<b>Strategy 4B.1:</b> Ensure internal compliance with existing NRS and NAC related to disciplinary action	<b>4B.1.1: Establish a process to continuously monitor 641B compliance</b>	<b>By June 30, 2023</b>	<b>Karen Oppenlander</b>
<b>Strategy 4B.2:</b> Evaluate NRS and NAC for changes to improve the disciplinary process	<b>4B.2.1: Due to lack of capacity and the need for updates on the anticipated changes, this strategy will be deferred to the next strategic plan</b>	<b>By June 30, 2023</b>	<b>Karen Oppenlander</b>

<b>Financial Positioning</b>	<b>Critical Issue: BESW needs to strengthen accounting practices and ensure financial sustainability.</b>		
<b>Goal 5A. Address audit recommendations based on management letter by June 30, 2023 and ongoing</b>			
<b>Strategy</b>	<b>Action</b>	<b>Timeline for Completion</b>	<b>Lead Staff Member</b>
<b>Strategy 5A.1:</b> Address audit recommendations based on management letter by June 30, 2023 and ongoing	<b>5A.1.1: Implement auditor recommendations through June 30, 2023</b> <b>5A.1.2: Develop process for implementing recommendations on an ongoing basis beyond June 30, 2023</b>	<b>By June 30, 2023</b>	<b>Karen Oppenlander</b>
<b>Goal 5B. By 2023 BESW will have a set number of months in accordance with the recommendations of similar small board organizations</b>			
<b>Strategy</b>	<b>Action</b>	<b>Timeline for Completion</b>	<b>Lead Staff Member</b>
<b>Strategy 5B.1:</b> Strengthen financial position of BESW	<b>5B.1.1: Monitor progress and trends with hybrid accrual/cash-based financial system and the fee increases implemented</b>	<b>By June 30, 2023</b>	<b>Karen Oppenlander</b>



**3-I Review and Discuss Upcoming NASW  
Presentation(s). (For Possible Action).**

### **3J Executive Director's Report (Informational).**

- FBI Audit – June 8, 2022; and
- Pending Litigation Matter in the United States District Court for the District of Nevada Case No. 3:20-cv-571-MMD-WG; and
- Future Agenda Items: 1) Address items outlined by auditor; 2) Relinquishments; 3) NRS and NAC changes; (4) Contracts e.g., Lobbyist, Audit; and
- Next Board Meeting is 9 a.m. Wednesday, July 20, 2022.