



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

MINUTES OF BOARD MEETING
August 17, 2018

MEETING CALLED TO ORDER: The meeting of the Board of Examiners for Social Workers was called to order by Vikki Erickson, Board President, at 1:30 p.m. The meeting was held at the Social Entrepreneurs Inc. (SEI) Conference Room, 6548 S. McCarran Blvd., Suite B Reno, Nevada 89509. President Erickson noted that the meeting had been properly posted and that the Board members present constituted a quorum. Roll call was initiated by President Erickson, with the following individuals present:

Members Present:

Vikki Erickson, LCSW, President (**Erickson**)
Jodi Ussher, LCSW, Vice President (**Ussher**)
Susan Nielsen, Secretary / Treasurer (**Nielsen**)
Monique Harris, LCSW, Board Member (**Harris**)
Stefaine Maplethorpe, LCSW, Board Member (**Maplethorpe**)

Staff Present

Sandy Lowery, LCSW, LCADC, Deputy Director (**Lowery**)
Greg Ott, Esq., Senior Deputy Attorney General (**Ott**)

*Board members and Board staff will be identified by the above **bolded** means throughout the minutes.*

PUBLIC COMMENT: No public comment was offered at this time.

REGULAR AGENDA: *(Listed items may be taken out of order.)*

Board Operations

Erickson introduced item 3A (For Possible Action) Review, Discussion and Possible Approval of the May 18, 2018 and June 15, 2018 Meeting Minutes. First, **Erickson** asked the Board to look at May 18th 2018 minutes. Both **Ussher** and **Nielsen** recused themselves.

Maplethorpe motioned to approve the May 18 2018 minutes, seconded by **Harris**. Passed unanimously.

Next, **Erickson** asked the Board to look June 15, 2018 Meeting Minutes. **Maplethorpe** recused herself.

Ussher motioned to approve the June 15 2018 Meeting Minutes, seconded by Nielsen. Passed unanimously.

Following, **Erickson** introduced item 3B (For Possible Action) Review, Discussion and Possible Approval Review, Discussion and for Possible Action, Storage and Service Agreement with Puliz Records Management Services for Document Destruction and Shredding as well as Documents Storage with \$850 limit. **Erickson** asked **Lowery** to comment. **Lowery** let the group know that the Board is currently in a contractual agreement with Shred-It for document destruction. As part of her duties as BESW's Contract Manager, Karen Barsell has reviewed vendors that were available through a Master Service Agreement and identified Puliz Records Management Services as a potential vendor. With Puliz, BESW will be able to obtain offsite storage as well as document destruction for the same price as current contract costs for document destruction alone. **Ussher** confirmed that this vendor was approved for this type of activity as it was approved through the State of Nevada Master Service agreement.

Harris moved to approve moving forward with a Puliz Record Management Services contract, seconded by Ussher, unanimously approved.

Next, **Erickson** introduced item 3C (for possible action) about provision of business credit cards for both the Executive Director and Deputy Director. **Lowery** was asked to comment on this item and stated that staff was requesting that BESW remove access to a debit card that is currently being utilized. In its place, staff recommends credit cards be issued to the Executive Director and the Deputy Director, each with a \$5,000 limit. Following a motion and second, the Board members had a thorough discussion about this topic. As this item on the agenda seemed to fit better after the next item on the agenda, the motion was withdrawn with intent to revisit again after item 3D was introduced.

Taken out of order, **Erickson** proceeded to item 3D (For Possible Action) Review, Discussion and Possible Approval of Board of Examiners for Social Workers: 2018 – 2019 Strategic Plan. The Strategic Plan Framework, a work product from the BESW Strategic Planning Retreat (August 16-17 2018) was introduced for possible adoption.

Strategic Plan Framework

Communication and Public Relations

Critical Issue: BESW would like to improve its relationships with licensees, external partners, and other stakeholders, and be perceived as responsive, easy to work with, collaborative, and fair.

Goal 1. By 2023 BESW will achieve a 75% satisfaction rating from licensees.

Lead

Board Member: Jodi Ussher

Strategy 1.1: Conduct stakeholder engagement sessions with all constituencies regarding changes to BESW and 2019 Legislative Sessions

Action

- 1.1.1 Develop strategy to engage stakeholders in Southern and Rural Nevada.
- 1.1.2 Create feedback mechanisms to allow for two-way communication between BESW and SWs throughout the state.
- 1.1.3 Develop and adopt a scope of practice matrix for Nevada.
- 1.1.4 Update and implement the website as a communication option for effective communication.
- 1.1.5 BESW will work collaboratively with the Office of the Governor to ensure fundamental standards are understood and able to be implemented.

Strategy 1.2: Implement systems to create an effective feedback loop about complaints and satisfaction

Action

- 1.2.1 Engage with DPBH leadership to ensure a streamlined system exists with between the Behavioral Health Commission and BESW in regard to grievances.
- 1.2.2 Create workgroup to create satisfaction survey.
- 1.2.3 Execute online satisfaction surveys as part of the licensing process.
- 1.2.4 Establish baseline satisfaction rating from licensees.
- 1.2.5 Workgroup to review satisfaction rating results and make recommendations to the board.

Operations

Critical Issue: BESW operations need to be more streamlined, modernized, efficient, and user friendly.

Goal 2.A. By 2021 BESW will have online licensing and renewals.

Lead

Staff Member: Sandy Lowery

Goal 2.B. By 2023 BESW will have transferred all appropriate documents from paper to digital formats.

Lead

Staff Member: Sandy Lowery

Strategy 2.1: Work through and archive all paper files as appropriate.

Action

2.1.1 Identify records that can archived or destroyed based on the State of Nevada record retention policy.

2.1.2 Archive records eligible as allowed by the record retention policy.

2.1.3 Destroy records eligible as allowed by the record retention policy.

Strategy 2.2: Move to computer-based systems as the baseline for documentation for BESW operations.

Action

2.2.1 Digitize any document that does not need to be maintained as paper as determined by the record retention policy.

Strategy 2.3: Implement technological solutions to promote data gathering, retention, and sharing.

Action

2.3.1 Beta test new online licensing records system.

2.3.2 Ensure accuracy of the online licensing records system.

2.3.3 Implement the online licensing records system.

Goal 3. By 2022 BESW will have all policies and procedures in place.

Lead

Board Member: Vikki Erickson

Staff Member: Karen Barsell

Strategy 3.1: Implement a solution-oriented customer service approach throughout the office.

Action

3.1.1 Engage and encourage staff in identifying solutions.

3.1.2 Train and support staff in principles of solution-oriented customer service.

Strategy 3.2: Ensure up to date, accurate policies and procedures.

Action

3.2.1 Evaluate policies and procedures to address compensation and performance of board staff.

3.2.2 Review and revise human resource policies and procedures.

3.2.3 Review and revise financial policies and procedures.

3.2.4 Review and revise programmatic policies and procedures (CEUs, applications, renewals, internships, etc.)

Strategy 3.3: Develop policies and procedures for management of data.

Action

3.3.1 Develop policies and procedures.

3.3.2 Train staff on procedures.

3.3.3 Update policies as needed.

Strategy 3.4: Implement Board and staff training.

Action

3.4.1 Define and complete Board training as required by AB457.

3.4.2 Identify and schedule other trainings for the Board.

3.4.3 Contact the Department of Human Resource Management to identify training opportunities for the staff.

3.4.4 Identify and schedule training for the staff annually based on requirements and needs.

Disciplinary Function of the Board

Critical Issue: BESW will ensure appropriate, timely processing of complaints against licensees.

Goal 4.A. By 2020 BESW will process new complaints against licensees per NRS and NAC.

Lead

Staff Member: Karen Barsell

Goal 4.B. By 2019 BESW will clear 75% of backlogged disciplinary cases prior to January 1, 2018.

Lead

Staff Member: Karen Barsell

Strategy 4.1: Ensure understanding in making the threshold determination for when an investigation will go forward.

Action

4.1.1 Work with the Office of the Attorney General to determine the process to dismiss disciplinary cases as appropriate.

Strategy 4.2: Ensure internal compliance with existing NRS and NAC related to disciplinary action.

Action

4.2.1 Determine resources needed to ensure internal compliance.

4.2.2 Secure resources to execute internal compliance.

4.2.3 Implement internal compliance practices.

Strategy 4.3: Evaluate NRS and NAC for changes to improve the disciplinary process.

Action

4.3.1 Work with the Office of the Attorney General to evaluate existing law and policies related to discipline and the ability to adopt a disciplinary statute of limitations.

4.3.2 Identify NAC changes needed related to the process to dismiss disciplinary cases as appropriate.

4.3.3 Research best practices for disciplinary action in other states.

4.3.4 Evaluate NRS and NAC to determine whether changes to requirements of DAG review are required for case dismissals.

Financial Positioning

Critical Issue: BESW needs to strengthen accounting practices and ensure financial sustainability.

Goal 5.A. By 2019 BESW will convert to an accrual-based accounting system.

Goal 5.B. By 2023 BESW will have 5 months of operating funds in reserve.

Finance Committee consisting of Board Members: Monique Harris and Susan Nielsen

Strategy 5.1: Set up an accrual-based system for accounting.

Action

5.1.1 Work with current auditor to transition existing accounting system to accrual-based system.

5.1.2 Generate quarterly cash flow reports to demonstrate accountability to internal and external stakeholders.

5.1.3 Transfer data from Quicken to QuickBooks to support accrual-based system of accounting.

5.1.4 Draft policies and procedures to reflect accrual-based accounting practices.

Strategy 5.2: Strengthen financial position of BESW.

Action

5.2.1 Evaluate opportunities for efficiencies in financial management and tracking.

- 5.2.2 Evaluate potential fee increases for licensing and renewal.
- 5.2.3 Evaluate other areas for potential fees (CEUs, changing internship sites, administrative.)
- 5.2.4 Implement collection practices for recovering costs for attorney and investigation expenses.
- 5.2.5 Review in-kind agreements and formalize if necessary.

Strategy 5.3: Ensure systems are in place for fiscal accountability.

Action

- 5.3.1 Establish finance/audit work group.
- 5.3.2 Utilize recommendations from finance/audit work group to manage risk.
- 5.3.3 Analyze opportunities to strengthen the financial position of BESW.

Erickson asked for a motion for approval of the Strategic Plan for 2018 – 2019.

Ussher moved for approval of the Strategic Plan for 2018 – 2019, seconded by Maplethorpe. Passed unanimously.

At this time, **Erickson** re-introduced item 3C (For Possible Action) Review, Discussion and Possible Approval Review, Discussion and for Possible Action, Provision of Business Credit Cards for Executive Director and Deputy Executive Director (Credit Card to be Used for Expenses e.g. Approved Travel, Meeting Expenses, Online Purchases) with \$5000 limit. **Erickson** added that as the Strategic Plan for 2018 – 2019 is now approved, there are goals within this plan (specifically in 3.2.3 Review and revise financial policies and procedures; also, 5.3. Ensure systems are in place for fiscal accountability) that relate to this item.

Erickson asked for a motion for business credit cards for both the Executive Director and Deputy Director with limits of \$5000 each (total of \$10,000).

Harris made a motion to approve business credit cards for the Executive Director and Deputy Director with a \$5000 limit (each). As BESW financial procedures are developed as part of the Strategic Plan for 2018 – 2019, this item may be agendized for modification in the future. Seconded by Ussher. Unanimously approved.

Erickson moved forward item 3E Executive Director's Report and asked **Lowery** to fill in. **Lowery** updated the Board on the upcoming audit to be conducted by Coulson. Also that

Coulson will assist with the transition of BESW financials to an accrual system as well as transfer information from Quicken to Quickbooks. Next, we now have a signed contract with Albertson Consulting Company and have completed the first phase of moving to online renewals. The Capitol Partners contract is now signed for a lobbyist. Additionally, we have received furniture through a donation from Charles Schwab Brokerage and through State of Nevada purchasing and are in process of refreshing the office. We have identified that the BESW office will be closed on September 7th for furniture moving. **Nielsen** commented that the cost of moving furniture is quite economical; BESW has not received the invoices as yet. **Lowery** asked if the Board had anything to add in the area of Strategic Planning Discussion and Future Agenda Items. Hearing no additions, **Lowery** let the Board know that the September Board meeting will have a full agenda.

Erickson then asked for Public Comment. Hearing none, she moved to last agenda item (For Possible Action) Adjournment. A short discussion with **Ott** ensued re: Roberts Rules of Order. At this time, **Erickson** stated that the meeting was adjourned. Adjournment took place at 2:07 p.m.

Meeting Minutes Respectfully Submitted,
Karen Barsell, LISW, Executive Director