

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.

	2019	2020	2021
GOAL 1: BESW will achieve a 75% satisfaction rating from licensees (by 2023)	3 Satisfaction Questions (Tallied by Capitol Partners) = 89%, 77%, 84%		Determine Next Steps
Strategy 1.1.: Conduct stakeholder engagement sessions with all constituencies regarding changes to BESW and 2019 Legislative Sessions	Re: NAC Change – Held 2 Public Workshops, 1 Public Hearing as well as Business and Licensee Surveys	Updated Website re: Changes	Determine Appropriate Strategy for 2021 Legislative Session
Strategy 1.2: Implement systems to create an effective feedback loop about complaints and satisfaction	Interested? Please Call Karen at 775-688-2555		Develop and Implement Data Gathering System in 2021

OPERATIONS

BESW operations streamlined, efficient, and user friendly.



	2019	2020	2021
Goal 2 A: BESW will have online licensing and renewals (by 2021)	Licensing Renewals Online - February 2019		Licensing Applications Will Be Online in 2021
Goal 2 B: BESW will have transferred all appropriate documents from paper to digital formats (by 2023)	Executive Director, Legal Secretary II Attended State of Nevada Digital Retention Course in 2019		Deputy Director and Other Staff to Attend Nevada Digital Retention Course in 2021
Strategy 2.1: Work through and archive all paper files as appropriate	Executive Director Attended State Archives Workshop by 2019		Deputy Director and Other Staff to Attend State Archives Workshop in 2021

OPERATIONS (Continued)



BESW operations streamlined, efficient, and user friendly.

	2019	2020	2021
Strategy 2.2: Move to computer-based systems as the baseline for documentation for BESW operations	Installed Big Picture Software Platform in 2019 along with Online Renewals Module	Added and Testing Application Module in 2020	Applications and Disciplinary Modules Online in 2021
Strategy 2.3: Implement technological solutions to promote data gathering, retention, and sharing	Enhanced Renewal Module for Data Gathering Opportunities		Ongoing: Determine Enhancements Needed to Promote Data Gathering
Goal 3: BESW will have all policies and procedures in place (by 2022)	Began to Gather Policies and Procedures from Similar Entities	Began to work with Administrative Collaborative	Review and Implement Relevant Policies and Procedures Gathered at Administrative Collaborative

OPERATIONS (Continued)



BESW operations streamlined, efficient, and user friendly.

	2019	2020	2021
Strategy 3.1: Implement a solution-oriented customer service approach throughout the office	Engage And Encourage Staff To Identify Solutions	Build Staff Skills in Customer Service	Create a Plan to Positively Transform the Customer Experience
Strategy 3.2: Ensure up to date, accurate policies and procedures	Gather Policies and Procedures from Related Boards	Review Policies and Procedures Against BESW Policies and Procedures	Update and Distribute BESW Policies and Procedures as Appropriate
Strategy 3.3: Develop policies and procedures for management of data	Continue to Work in Concert with State of Nevada to Gather and Disseminate Required Data		Develop Written Data Policies and Procedures that Conform to State of Nevada Requirements
Strategy 3.4: Implement Board and staff training	Board Training Complete; ED Trained 2018, 2019	New Board Members Trained Online	Staff to Complete Online Training as Appropriate

DISCIPLINARY FUNCTION OF THE BOARD



BESW will ensure appropriate, timely processing of complaints against licensee(s).

	2019	2020	2021
Goal 4 A: BESW will process new complaints against licensees per NRS and NAC (by 2020)	Worked with DAG to Review 641B; Developed a Board Approved Priority Process for Clearing Cases	Review 641B with New DAG and Update Per Advice	TBD
Goal 4 B: BESW will clear 75% of backlogged disciplinary cases prior to Jan. 1, 2018	27 Cases (42%) Were Cleared of 62 Backlogged Cases	Cleared 75% of Pre-2018 Cases by June 30 2020	TBD
Strategy 4.1: Ensure understanding in making threshold determination for when an investigation will go forward	Compliance Unit is Verifying Cases as per Clarification of 641B NRS and NAC Combined		Revise Goals

DISCIPLINARY FUNCTION (CONTINUED)



BESW will ensure appropriate, timely processing of complaints against licensee(s).

	2019	2020	2021
Strategy 4.2: Ensure internal compliance with existing NRS and NAC related to disciplinary action	Worked with DAG to Review 641B	Review 641B with New DAG	Continue to Ensure Compliance
Strategy 4.3: Evaluate NRS and NAC for changes to improve the disciplinary process	Introduced 641B NAC Changes in 2019 and Guided These Through Administrative Rulemaking Process		

FINANCIAL POSITIONING



BESW needs to strengthen accounting practices and ensure financial sustainability.

	2019	2020	2021
Goal 5 A: By 2019 BESW will convert to an accrual-base accounting system	Staff Worked with Executive Branch and Legislative Counsel Bureau Auditors to Learn About Cash/ Accrual Based Accounting System and Financial Presentation	Revise Goal	
Goal 5 B: By 2023 BESW will have 5 months of operating funds in reserve	Financial Projections Indicate that BESW May Be Able to Achieve Goal Based 5 Months of Operating Costs by 2023		Continue to Monitor Progress
Strategy 5.1: Set up an accrual-based system for accounting	Board Moved to a Hybrid System (Cash/ Accruals)	Revise Goal	
Strategy 5.2: Strengthen financial position of BESW	Introduced Legislation for Fee Increases and 641B NAC Changes; Guided NAC Changes Through Admin. Rulemaking Process	Implement Fee Increases	Monitor Progress
Strategy 5.3: Ensure systems are in place for fiscal accountability	BESW utilized temp bookkeeper in 2019 to assist with fiscal accountability.		Contract with Book-keeper