

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

# OPERATIONS

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



	2019	2020	2021
<b>Goal 2 A: BESW will have online licensing and renewals (by 2021)</b>	Renewals Were Online - February 2019	Continue ...	Licensing Applications Will Be Online by 2021
<b>Goal 2 B: BESW will have transferred all appropriate documents from paper to digital formats (by 2023)</b>	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 2020	Create Staff Plan to Transfer All Appropriate Documents from Paper to Digital Formats (By 2023)
<b>Strategy 2.1: Work through and archive all paper files as appropriate</b>	Executive Director Attended State Archives Workshop by 2019	Deputy Director and Other Staff to Attend State Archives Workshop in 2020	Remaining Staff to Attend State Archives Workshop in 2021

# OPERATIONS (Continued)



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

	2019	2020	2021
<b>Strategy 2.2: Move to computer-based systems as the baseline for documentation for BESW operations</b>	Installed Big Picture Software Platform in 2019	Plan to Add Modules to Big Picture Software Platform in 2020	Add Applications and Disciplinary Modules in 2021
<b>Strategy 2.3: Implement technological solutions to promote data gathering, retention, and sharing</b>	Enhanced Renewal Module for Data Gathering Opportunities in 2019	As Part of Plan (Above) Determine Enhancements Needed to Promote Data Gathering	As Modules are Added, Continue to Pursue Technological Solutions
<b>Goal 3: BESW will have all policies and procedures in place (by 2022)</b>	Began to Gather Policies and Procedures from Similar Entities	Reach Out to Business and Industry to Review Their Policies and Procedures	Implement Policies and Procedures that are in Alignment with Legislative Direction for Boards and Commissions

# OPERATIONS (Continued)



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

	<b>2019</b>	<b>2020</b>	<b>2021</b>
<b>Strategy 3.1: Implement a solution-oriented customer service approach throughout the office</b>	<b>Engage And Encourage Staff To Identify Solutions</b>	<b>Build Staff Skills in Customer Service</b>	<b>Create a Plan to Positively Transform the Customer Experience</b>
<b>Strategy 3.2: Ensure up to date, accurate policies and procedures</b>	<b>Gather, Review Current Policies and Procedures</b>	<b>Make Current Policies and Procedures Available to All Concerned</b>	<b>Based on Potential 2021 Alignment with Business and Industry, Align Current Policies and Procedures with B&amp;I Policies and Procedures</b>
<b>Strategy 3.3: Develop policies and procedures for management of data</b>	<b>Continue to Work in Concert with State of Nevada to Gather and Disseminate Required Data</b>	<b>Develop Written Data Policies and Procedures that Conform to State of Nevada Requirements</b>	<b>Determine if BESW Data Policies and Procedures are in Alignment with Business and Industry Oversight</b>
<b>Strategy 3.4: Implement Board and staff training</b>	<b>Board Training Complete; ED Trained 2018, 2019</b>	<b>Board Training To Be Online in 2020</b>	<b>Staff to Complete Online Training as Appropriate</b>

# DISCIPLINARY FUNCTION OF THE BOARD



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

	<b>2019</b>	<b>2020</b>	<b>2021</b>
<b>Goal 4 A: BESW will process new complaints against licensees per NRS and NAC (by 2020)</b>	Worked with DAG to Review 641B; Developed a Board Approved Priority Process for Clearing Cases	Review 641B with New DAG and Evaluate Need for Changes; Director to Attend ASWB Conference on Regulatory Research	Based on 2020 ASWB Conference Sessions, Consider Improvements to BESW Processes
<b>Goal 4 B: BESW will clear 75% of backlogged disciplinary cases prior to Jan. 1, 2018 (by 2019)</b>	27 Cases (42%) Were Cleared of 62 Backlogged Cases	Clear 100% of Pre-2018 Cases by Dec. 31, 2020; Revise Goals	TBD
<b>Strategy 4.1: Ensure understanding in making threshold determination for when an investigation will go forward</b>	Compliance Unit is Verifying Cases as per Clarification of 641B NRS and NAC Combined	Continue to Verify Cases as Per 641B; Revise Goals	TBD

# DISCIPLINARY FUNCTION (CONTINUED)



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

	<b>2019</b>	<b>2020</b>	<b>2021</b>
<b>Strategy 4.2: Ensure internal compliance with existing NRS and NAC related to disciplinary action</b>	Worked with DAG to Review 641B	Review 641B with New DAG	Continue to Ensure Compliance
<b>Strategy 4.3: Evaluate NRS and NAC for changes to improve the disciplinary process</b>	Introduced 641B NAC Changes in 2019 and Guided These Through Administrative Rulemaking Process	Make Recommendations for 641B NRS, NAC Changes in 2020	As Appropriate, Introduce 641B NRS, NAC Changes in 2021 Legislative Session

# FINANCIAL POSITIONING



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

	2019	2020	2021
<b>Goal 5 A: By 2019 BESW will convert to an accrual-base accounting system</b>	Staff Worked with Executive Branch and Legislative Counsel Bureau Auditors to Convert to a Cash/ Accrual Based Accounting System and Financial Presentation	Revise Goal	TBD
<b>Goal 5 B: By 2023 BESW will have 5 months of operating funds in reserve</b>	Financial Projections Now Indicate that BESW Will Be Able to Achieve Goal Based 5 Months of \$40K of Operating Costs for a Total of \$200K	Board to Determine How to Fund Reserves to Achieve Goal	Continue to Monitor Progress
<b>Strategy 5.1: Set up an accrual-based system for accounting</b>	The Board Moved to a Hybrid System (Cash/ Accruals) Based System	Revise Goal	TBD
<b>Strategy 5.2: Strengthen financial position of BESW</b>	Introduced Legislation for Fee Increases and 641B NAC Changes; Guided NAC Changes Through Admin. Rulemaking Process	Implement Fee Increases	Monitor Progress
<b>Strategy 5.3: Ensure systems are in place for fiscal accountability</b>	BESW hired temp bookkeeper in 2019 to assist with fiscal accountability.	Will contract with Bookkeeper for 2020.	TBD