



State of Nevada DEPARTMENT OF BUSINESS AND INDUSTRY

Office of Nevada Boards, Commissions, and Councils Standards

December 16, 2025

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Office of Nevada Boards, Commissions, and Councils Standards

All photos, charts and graphs were created by B&I staff

Opening Statement

Mission & Role of the Office

Office of Nevada Boards, Commissions, and Councils Standards – Our Mission

As Deputy Director, my primary goal is for this Office to serve as a **resource** for Nevada’s Boards and Commissions and for the public they serve.

Under **NRS 232.8413 and 232.8415**, this Office was created to provide statewide consistency, guidance, and support.

My role is to help Boards navigate this new structure, strengthen compliance, and ensure they have the tools, training, and assistance needed to operate confidently and effectively. We also support the public by helping connect constituents with Boards, facilitating responses to concerns, and ensuring transparency and accountability.

This Office exists to help build a stronger, more sustainable future for Nevada’s Title 54 system.

Support Provided to Boards

How the Office Has Supported Boards Statewide

- **Risk Management:** Helped Boards enroll in workers' compensation under **NRS 331.187**, improving compliance and reducing liability.
- **State Purchasing Support:** Partnered with State Purchasing to resolve contract denials; coordinated **two dedicated training sessions in September** for EDs and staff on procurement, solicitation waivers, NRS 333 requirements, and contract routing.
- **Cybersecurity Response:** Coordinated with GTO and Emergency Management during the statewide cyberattack to restore websites, email, licensing portals, and ensure meeting notices could still be legally posted.
- **Regulation Development:** Worked directly with EDs and GCs through working group; revised timelines to allow Board participation; collaborated with LCB; incorporated Board feedback in a transparent, inclusive process.
- **Overall Impact:** Supporting Boards through challenges while building statewide standards for the first time.

Governor's Office Complaints & Constituent Support

Facilitating Constituent Concerns & Board Responsiveness

Time:

May 1, 2025 to Present (December 1, 2025)

Quantity:

58 entries comprising:

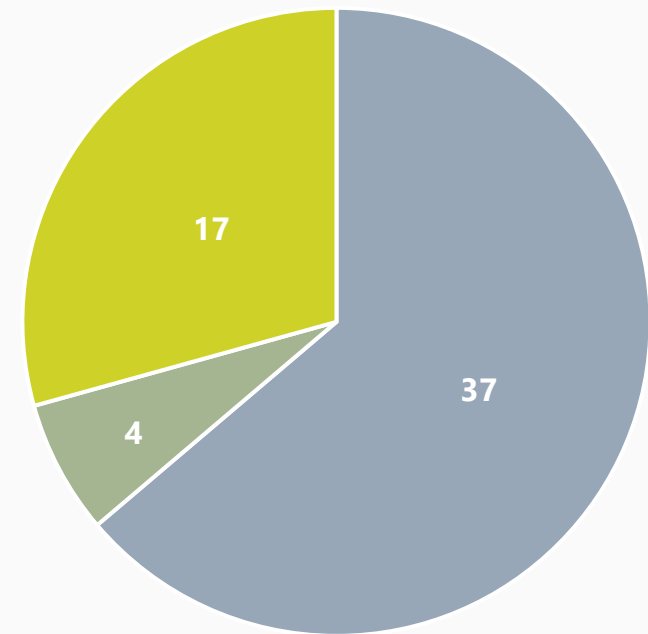
Title 54 Boards (37), Non-Title 54 Boards (4), and Business & Industry Divisions (17)

Duration:

We categorized the complaints into two distinct groups based on duration from opening to closing. Complaints closed in less than 7 days are called 'Complaints' while complaints that are either still open or greater than 7 days are called 'Investigations'. Days are counted from opening to closing with a positive whole number of 1 or more.

There are a total of 39 Complaints with a total of 76 Complaint Days and 19 Investigations with a total of 544 Investigation Days

Constituent Complaints Tracked



■ Title 54 ■ Non-Title 54 ■ Business & Industry

Governor's Office Complaints & Constituent Support

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Breakdown:

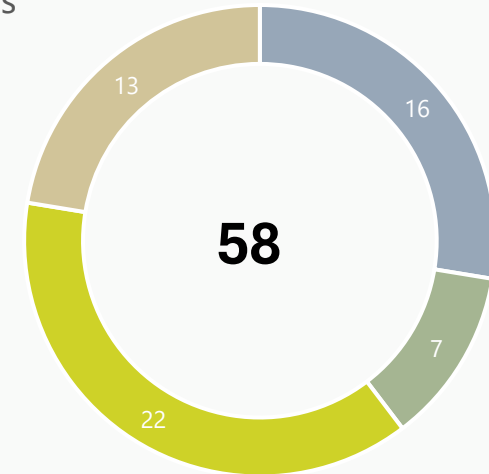
Title 54 Boards had 37 total complaints tracked. This is split at 26 Complaints with 44 Complaint Days and 10 Investigations with 348 Investigation Days.

Non-Title 54 Boards had 4 total complaints tracked; 3 Complaints with 9 Complaint Days and 1 Investigation with 14 Investigation Days
 Business & Industry had 17 total complaints tracked; 10 Complaints with 23 Complaint Days and 7 Investigations with 182 Investigation Days.

Complaint Types:

We categorized the 58 tracked complaints into one of four common complaint types

Complaint Types



Issue w Specific Business and/or Licensee	16
Issue w Policy, Regulation, or Enforcement Action	7
Issue w Customer Service	22
Issue w Admin Process	13
	58

Governor's Office Complaints & Constituent Support

Facilitating Constituent Concerns & Board Responsiveness

Complaint Type by Board Group

	Title 54	Non-Title 54	Business & Industry
Issue w Specific Business and/or Licensee	5	2	9
Issue w Policy, Regulation, or Enforcement Action	2	0	5
Issue w Customer Service	19	0	3
Issue w Admin Process	11	2	0
	37	4	17

Heat Map – Highlights “Issues with Customer Service” as most significant

Title 54	Non-Title 54	Business & Industry
5	2	9
2	0	5
19	0	3
11	2	0
37	4	17

Complaints by Type and Duration

	Complaints	Complaint Days	Investigations	Investigation Days
Title 54	26	44	11	348
Non-Title 54	3	9	1	14
Business & Industry	10	23	7	182
	39	76	19	544

High-Level Compliance Issues Identified

Examples of Compliance Issues Requiring Office Support

- Audit noncompliance or delays creates financial risk (NRS 218G.400)
- Inconsistent complaint handling and investigation timelines
- **Alcohol, Drug & Gambling Counselors Board:**
 - Out of compliance with **NRS 218G.400** (audit submission requirement)
 - Governor issued directive; Board held corrective meeting; audit now submitted
- **Barbers' Health & Sanitation Board:**
 - Compensation and classification issues under **NRS 643.030 & 643.050**
 - Contracting and procurement noncompliance under **NRS 333**
 - Lease and internal control deficiencies
- These examples show where statewide oversight improves consistency and legal compliance

Most Boards want assistance and engage openly; a few remain hesitant but are improving with support

Regulation Process

Where We Started, Where We Are, Where We're Going

Office Regulation Development

Where We Started:

- SB 431 required statewide standards for Boards
- Formed working groups with Executive Directors and some of the Boards General Counsel
- Met with our DAG our drafts
- Sent to Legislative Commission and currently work with draft team

Where We Are Now:

- First workshop held November 25
- Public comments under review
- Preparing revisions with LCB
- Planning for a second workshop prior to the formal hearing

Where We Are Going:

- Finalize regulations with continued Board input
- Have a public hearing
- Submit regulations to the Legislative Commission
- Begin statewide implementation and training
- Establish consistency, transparency, and operational alignment across all Title 54 Boards

This process is collaborative, inclusive, and essential for the future framework of Nevada's regulatory system.

Management Analyst II

Critical Support for Statewide Operations

Why the Management Analyst II Position Is Essential

- Position was **approved for funding in FY27** during the Special Session
- **Candidate selection is pending HR processing**, with anticipated onboarding in January, 2026.
- Provides statewide operational capacity needed for monitoring, data collection, reporting, and administrative functions under **SB 431**.
- **Manages all quarterly and annual submissions** from Boards, including complaint data, investigation timelines, licensing activity, financial summaries, reconciliations, and legislative tracking.
- **Supports financial oversight and internal control duties**, including procurement review and monitoring corrective actions required under **NRS 218G.400, NRS 331.110, and NRS 333.705**.
- **Ensures regulation implementation and statewide standardization**, including training tracking, transparency compliance, and website reviews.
- **Provides direct support to Boards** with constituent inquiries, purchasing and contracting questions, IT coordination, and preparation for legislative activities.
- **Without this position, the Office cannot sustain or enforce the statewide standards** needed across all Title 54 Boards.

Why This Office Matters for the Future of Title 54 Boards

The Path Forward – Supporting the Future of Nevada’s Boards

- Boards need guidance navigating statutory requirements
- Many Boards have extremely limited staffing and resources
- Central support helps prevent compliance issues & audit risks
- Training, standardization, and oversight strengthen board operations
- The Office ensures consistency, transparency, and accountability statewide
- **Our role is to help Boards succeed, not to hinder them**

Closing Message

Our intention is to build a system where Boards feel supported, not overwhelmed.

We are here to help them

- navigate statutory requirements
- strengthen their operations
- and ensure they have the tools they need to serve Nevada's professionals and the public.

The Office is essential to the future stability and success of our Title 54 system.



QUESTIONS?