



## OMBUDSMEN, ADVOCATES, AND PUBLIC INFORMATION OFFICERS

### **Office of Ombudsman of Consumer Affairs for Minorities Office of the Director**

#### **Department of Business and Industry**

Miriam Lira-Hickerson, Ombudsman

Telephone: (702) 486-4575

Website: [http://business.nv.gov/Consumer/Ombudsman/Ombudsman\\_of\\_Consumer\\_Affairs\\_for\\_Minorities/](http://business.nv.gov/Consumer/Ombudsman/Ombudsman_of_Consumer_Affairs_for_Minorities/)

Statutory Authority: NRS 232.845

### **Office of the State Long-Term Care Ombudsman Aging and Disability Services Division**

#### **Department of Health and Human Services**

Jennifer Williams-Woods, Ombudsman

Telephone: (775) 687-4210

Website: <http://adsd.nv.gov/Programs/Seniors/LTCOmbudsman/LTCOmbudsProg/>

Statutory Authority: NRS 427A.125

### **Office of the Ombudsman for Owners in Common-Interest Communities and Condominium Hotels Real Estate Division**

#### **Department of Business and Industry**

Charvez Foger, Ombudsman

Telephone: (702) 486-4480 or

(877) 829-9907 (toll-free)

Website: [http://red.nv.gov/Content/CIC/Office\\_of\\_the\\_Ombudsman/](http://red.nv.gov/Content/CIC/Office_of_the_Ombudsman/)

Statutory Authority: NRS 116.625

### **Ombudsman for Residential Pools and Spas State Contractors' Board**

Ron Simon, Ombudsman

Telephone: (702) 486-1100, Ext. 1177 (Southern Nevada)

(775) 688-1141, Ext. 1177 (Northern Nevada)

Website: <http://www.nscb.nv.gov/>

Statutory Authority: NRS 624.105

### **Office of Ombudsman for Victims of Domestic Violence Office of the Attorney General**

Nicole O'Banion, Ombudsman

Telephone: (775) 684-1201

Statewide Domestic Violence Hotline: (800) 500-1556 (toll-free)

Website: [http://ag.nv.gov/Hot\\_Topics/Victims/DV\\_Ombudsman/](http://ag.nv.gov/Hot_Topics/Victims/DV_Ombudsman/)

Statutory Authority: NRS 228.440

**Office of Advocate for Missing or Exploited Children (Children's Advocate)  
Nevada Missing Children Clearinghouse and Crime Prevention Unit  
Office of the Attorney General**

Alissa Engler, Senior Deputy Attorney General, Children's Advocate  
Telephone: (702) 486-5531  
Website: [http://ag.nv.gov/Hot\\_Topics/Citizen/CA/childadvocate\\_Home/](http://ag.nv.gov/Hot_Topics/Citizen/CA/childadvocate_Home/)  
Statutory Authority: NRS 432.157

**Bureau of Consumer Protection (Consumer's Advocate)  
Office of the Attorney General**

Ernest Figueroa, Bureau Chief, Consumer's Advocate  
Telephone: (775) 684-1197  
Hotline: (702) 486-3132  
Website: [http://ag.nv.gov/About/Consumer\\_Protection/Bureau\\_of\\_Consumer\\_Protection/](http://ag.nv.gov/About/Consumer_Protection/Bureau_of_Consumer_Protection/)  
Statutory Authority: NRS 228.310

**Division of Consumer Complaint Resolution  
Public Utilities Commission of Nevada**

Peter Kostas, Manager  
Telephone: (775) 684-6118  
Website: [http://puc.nv.gov/Contact/Consumer\\_Division/](http://puc.nv.gov/Contact/Consumer_Division/)  
Statutory Authority: NRS 703.172

**Office for Consumer Health Assistance and Bureau for Hospital Patients  
Department of Health and Human Services**

Carrie Embree, Governor's Consumer Health Advocate  
Telephone: (702) 486-3587 or  
(888) 333-1597 (toll-free)  
Website: <http://dhhs.nv.gov/Programs/CHA/>  
Statutory Authority: NRS 223.550 and 223.575

## PUBLIC INFORMATION OFFICERS

State Agency	Name	Telephone Number
Administration, Department of	Mary Woods	(775) 684-0202
Agriculture, Department of	Rebecca Allured Jessica Fagundes	(775) 353-3603 (775) 353-3628
Attorney General, Office of the	Monica Moazez	(702) 486-0657
Business and Industry, Department of	Teri Williams	(702) 486-0407
Conservation and Natural Resources, State Department of	Samantha Thompson	(775) 684-2704
Contractors' Board, State	Jennifer Lewis Scott Smith	(702) 486-1111 (702) 486-1165
Corrections, Department of	Brooke Santana	(775) 887-3309
Desert Research Institute	Tracy Bower	(702) 862-5404
Education, Department of	Greg Bortolin	(775) 687-9201
Employment, Training and Rehabilitation, Department of	Rosa Mendez	(702) 486-7991
Energy, Office of (Office of the Governor)	Scott Kelley	(775) 687-1850 Ext. 7307
Environmental Protection, Division of (State Department of Conservation and Natural Resources)	JoAnn Kittrell	(775) 684-2712
Health and Human Services, Department of	Chrystal C. Main	(775) 684-4024
Highway Patrol, Nevada (Department of Public Safety) Elko  Las Vegas  Reno	Natalie Hernandez Jim Stewart Jason Buratczuk Chelsea Stuenkel Dan Gordon	(775) 753-1111 (775) 753-1255 (702) 432-5055 (702) 432-5277 (775) 687-9600
Insurance, Division of (Department of Business and Industry)	Yeraldin Deavila	(775) 687-0772
Motor Vehicles, Department of	Kevin R. Malone Alex Smith	(702) 486-1311 (775) 684-4779
Public and Behavioral Health, Division of (Department of Health and Human Services)	Martha Framsted	(775) 684-3211
Public Employees' Benefits Program	Krystle Borgman	(775) 684-7020
Public Safety, Department of	Kim Yoko Smith	(775) 309-9144
Public Utilities Commission of Nevada	Peter Kostas	(775) 684-6118
Secretary of State	Jennifer A. Russell	(775) 684-5793
Taxation, Department of	Stephanie Klapstein	(775) 684-2000
Tourism and Cultural Affairs, Department of	Bethany Drysdale Chris Moran	(775) 687-0632 (775) 687-0647
Traffic Safety, Office of (Department of Public Safety)	Andrew Bennett	(702) 432-5126
Transportation, Department of Carson City  Las Vegas	Meg Ragonese Jamie Bichelman Tony Illia Adrienne Packer	(775) 888-7777 (775) 888-7350 (702) 385-6509 (702) 385-6504
Veterans Services, Department of	Terri Lewis	(775) 688-1653

## PUBLIC INFORMATION OFFICERS

State Agency	Name	Telephone Number
Wildlife, Department of General  Boating Education and Law Enforcement Eastern Region Southern Region	Ashley Sanchez Beth Kenna Aaron Meier Joe Doucette Doug Nielsen	(775) 688-1558 (775) 688-1998 (775) 688-1548 (775) 777-2305 (702) 486-5127, Ext. 3500

Updated: February 2019