



**NEVADA LEGISLATURE
LEGISLATIVE COMMITTEE ON SENIOR CITIZENS,
VETERANS AND ADULTS WITH SPECIAL NEEDS**

(Nevada Revised Statutes [NRS] 218E.750)

SUMMARY MINUTES AND ACTION REPORT

The first meeting of the Nevada Legislature's Committee on Senior Citizens, Veterans and Adults With Special Needs (NRS 218E.750) was held on Wednesday, January 11, 2012, at 9 a.m. in Room 4412 of the Grant Sawyer State Office Building, 555 East Washington Avenue, Las Vegas, Nevada. The meeting was videoconferenced to Room 3138 of the Legislative Building, 401 South Carson Street, Carson City, Nevada. A copy of this set of "Summary Minutes and Action Report," including the "Meeting Notice and Agenda" ([Exhibit A](#)) and other substantive exhibits, is available on the Nevada Legislature's website at <http://www.leg.state.nv.us/interim/76th2011/committee/>. In addition, copies of the audio record may be purchased through the Legislative Counsel Bureau's (LCB's) Publications Office (e-mail: publications@lcb.state.nv.us; telephone: 775/684-6835).

COMMITTEE MEMBERS PRESENT IN LAS VEGAS:

Senator Shirley A. Breeden, Chair
Assemblywoman Teresa Benitez-Thompson, Vice Chair
Senator Joseph P. (Joe) Hardy, M.D.
Senator Mark A. Manendo
Assemblyman Elliot T. Anderson

COMMITTEE MEMBERS PRESENT IN CARSON CITY:

Assemblyman Peter Livermore

LEGISLATIVE COUNSEL BUREAU STAFF PRESENT:

Kirsten L. Coulombe, Senior Research Analyst, Research Division
Heidi Chlarson, Principal Deputy Legislative Counsel, Legal Division
Sally Trotter, Assistant Supervisor of Secretarial Services, Research Division

OPENING REMARKS

- Senator Shirley A. Breeden, Chair, welcomed members, presenters, and the public to the first meeting of the Legislative Committee on Senior Citizens, Veterans and Adults With Special Needs. Chair Breeden explained how Committee business would be conducted and reviewed changes made to the public comment process. She shared her history as a legislator and her interests in the Committee and asked members for introductions.

PUBLIC COMMENT

- Chair Breeden called for public comment; however, no testimony was presented.

OVERVIEW OF COMMITTEE STRUCTURE AND RESPONSIBILITIES

- Kirsten L. Coulombe, Senior Research Analyst, Research Division, LCB, provided an overview of the Committee's responsibilities. She outlined its duties, topic areas, the number of bill draft requests (BDRs) allotted, and future meeting dates ([Exhibit B](#)). Ms. Coulombe pointed out that during the 2009-2010 Interim, the Committee had forwarded ten BDRs that were introduced during the 2011 Legislative Session. (See [Exhibit B-1](#)).

PRESENTATION OF LCB, AUDIT DIVISION FINDINGS FOR 2011 CONCERNING AGING AND DISABILITY SERVICES DIVISION (ADSD), DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS), AUDIT REPORT LA12-04 AND OFFICE OF VETERANS' SERVICES, AUDIT REPORT LA12-03

- Paul V. Townsend, CPA, Legislative Auditor, Audit Division, LCB, testified regarding the importance of agency audits, specifically performance measures. He commented that performance measures define goals and track an agency's efforts to ensure accountability. Mr. Townsend referenced Assembly Bill 248 (Chapter 137, *Statutes of Nevada 2011*), which he noted further emphasizes the need for performance-based budgeting by State agencies. He introduced Jane Bailey, Audit Supervisor, and Stephany Gibbs, Deputy Legislative Auditor.
- Stephany Gibbs, CPA, CGFM, Deputy Legislative Auditor, Audit Division, LCB, provided a detailed overview of Legislative Audit Report LA12-04, concerning the ADSD, DHHS ([Exhibit C](#)). She reported on the ADSD's expenditures, revenues, and responsibilities. Ms. Gibbs commented that the audit focused on five performance measures. She stated that two of the performance measures were misleading and inaccurate and as a result, the cost savings were overstated by \$5.0 million and \$1.7 million for Fiscal Year (FY) 2010. Ms. Gibbs pointed out three recommendations that were made to improve program performance measures. She called attention to the

audit methodology report, the response from the ADSD, and the ADSD's agreement to the three recommendations made in the Report.

In response to Chair Breeden's question regarding audit recommendations, Mr. Townsend outlined the statutory process that is followed to ensure that recommendations are implemented.

- Mr. Townsend introduced Rocky Cooper, Audit Supervisor, and Shawn Heusser, Deputy Legislative Auditor, who conducted the audit concerning the Office of Veterans' Services, LA12-03. He stated that the audit of the Office of Veterans' Services focused on the collection of revenues at the Veterans' Home in Boulder City (Nevada) to ensure the fiscal stability and accountability of the trust accounts.
- Shawn Heusser, Deputy Legislative Auditor, Audit Division, LCB, reviewed Audit Report LA12-03, Office of Veterans' Services ([Exhibit C-1](#)). He pointed out the expenditures and revenues in FY 2010. Mr. Heusser outlined the scope of the audit and explained the audit objectives. He called attention to findings regarding problems with timely and accurate billing, improper recording of revenues, and billing and collection problems that stem from lack of policies and procedures to guide in accounting activities. Mr. Heusser commented that the Office of Veterans' Services has accepted all of the findings and has submitted to the Legislative Auditor a corrective action plan that appears to meet the intent of the audit recommendations.

Responding to Assemblyman Anderson's inquiry, Mr. Heusser explained the Audit Division's follow-up process concerning audit recommendations.

PRESENTATION RELATING TO GOVERNING BODIES SERVING SENIOR CITIZENS AND VETERANS

Nevada Silver Haired Legislative Forum (NSHLF)

- Herbert E. Randall, Ed.D., Forum President, NSHLF, provided a Microsoft PowerPoint presentation titled "Nevada Silver Haired Legislative Forum, Seniors Recommending Legislation." His presentation provided an overview of the NSHLF's creation, purpose, powers, and member qualifications. Dr. Randall reviewed the process to recommend legislation and discussed Senate Bill 245 (Chapter 184, *Statutes of Nevada 2011*), which created the Statewide Alert System for the Safe Return of Missing Endangered Older Persons and became effective on January 1, 2012. He voiced his support for working with the Committee to create legislation that will benefit seniors. (See [Exhibit D](#), [Exhibit D-1](#), and [Exhibit D-2](#).)

Nevada Commission on Aging

- Sally Ramm, Elder Rights Attorney, ADSD, DHHS, supplied a membership list and a copy of the statute that created the Nevada Commission on Aging (NRS 427A.032). She discussed the Commission members' qualifications, powers, and duties. Ms. Ramm testified that S.B. 421 (Chapter 471, *Statutes of Nevada*) from the 2011 Session required the Commission to submit to the Director of the DHHS, a report that includes recommendations regarding the elderly community's needs and priorities. She noted that the Strategic Plan Accountability Committee (SPAC) is now under the auspices of the Nevada Commission on Aging. (See [Exhibit E](#), [Exhibit E-1](#), and [Exhibit E-2](#).)

UPDATE AND STATUS REPORT OF PROGRAMS FOR SENIOR CITIZENS

(As directed by Chair Breeden, this agenda item was taken out of order.)

Status of the Statewide Alert System for the Safe Return of Missing Endangered Older Persons, Senate Bill 245 (Chapter 184, Statutes of Nevada 2011)

- Lieutenant Roger Vind, Nevada Highway Patrol (NHP), Department of Public Safety (DPS), testified on the Nevada Silver Alert System. He reviewed the history of the System and outlined the criteria and steps used to activate an alert. Lieutenant Vind commented that efforts are being made by some states to create a national alert system. He mentioned AlertID and its success in locating missing persons. He explained that AlertID is an organization that sends automatic messages regarding Amber alerts, crimes, and missing persons. (See [Exhibit F](#) and [Exhibit F-1](#).)

In response to Assemblyman Livermore's question regarding jurisdiction for notification of missing seniors on federal lands, Lieutenant Vind stated that federal law enforcement systems would receive BOLO (be on the lookout) notifications, but currently are not included in the Silver Alert System notification.

- Assemblyman Livermore requested that federal authority be addressed in the DPS's "Standard Operating Procedure" regarding the System ([Exhibit F-1](#)) since a large portion of land in Nevada belongs to the federal government.

Responding to Chair Breeden's request for statistics regarding the success of the Silver Alert System, Lieutenant Vind responded that the information he had was from other states. He commented that a representative from the Las Vegas Metropolitan

Police Department reported that in one month in Las Vegas Valley between 800 to 1,200 missing persons calls are received. Lieutenant Vind stated that he was unable to determine how many of those calls involved people over the age of 60. In conclusion, he discussed the inability of the NHP to initiate alerts for persons who do not meet the criteria of S.B. 245.

PRESENTATION RELATING TO GOVERNING BODIES SERVING SENIOR CITIZENS AND VETERANS

Nevada Veterans' Services Commission

(As directed by Chair Breeden, this agenda item was taken out of order.)

- Carole Turner, Deputy Executive Director, Office of Veterans' Services, provided a brief overview of the Nevada Veterans' Services Commission. She discussed NRS 417.150, which creates the Commission and provides for the number of members; appointment, removal, and terms of members; and filling of vacancies. ([Exhibit G](#)).
- Chair Breeden recognized Senator Manendo and Assemblyman Anderson, who serve on the Commission. She asked Ms. Turner if the Commission would provide recommendations to the Committee.
- Ms. Turner stated that the Commission meets four times per year, and a meeting is scheduled in March 2012. She commented that legislative priorities would be reviewed at that time and the Commission would provide recommendations to the Committee.

In response to Vice Chair Benitez-Thompson's comment regarding the corrective action plan to the Audit Report, LA12-03, Ms. Turner noted that the corrections are processes that the Commission's financial office implemented to ensure timely procedures. She commented on the delays the Commission encounters when dealing with federal and local entities.

- Vice Chair Benitez-Thompson mentioned the hardship that delays in disbursements of funds cause to residents in care facilities.

Discussion ensued between Chair Breeden and Ms. Turner regarding the checks and balances system and other processes in place at the Nevada State Veterans' Home that address the oversight procedures to implement the corrective action plan.

UPDATE AND STATUS REPORT OF PROGRAMS FOR SENIOR CITIZENS

Update on the Strategic Plan for Senior Services Year Eight

(At the request of Chair Breeden, this agenda item was taken out of order.)

- Connie McMullen, Chairperson, Strategic Plan Accountability Committee, highlighted the findings of the “Strategic Plan for Senior Services Year Eight” ([Exhibit H](#) and [Exhibit H-1](#)). She testified regarding recommendations from Governor Brian Sandoval’s Sunset Task Force (Executive Order 2011-09) that recommended eliminating the SPAC and creating a subcommittee within the Nevada’s Commission on Aging to continue the work of SPAC. She noted that the complete report is available online at the Aging and Disability Services Division’s website (www.nvaging.net). Ms. McMullen discussed services and resources available for seniors. She stated that the SPAC advocated for the continuation of adult day care; Medicaid optional services; personal care; increased funding and provider rates; and reduced “bed rates” in nursing homes. Ms. McMullen shared that the SPAC members will continue to follow the implementation of changes resulting from the Patient Protection and Affordable Care Act and the development of health insurance exchanges. She summarized the issues considered by the SPAC during the 2011 Session of the Nevada Legislature, which included:
 - Priorities in funding;
 - Institutionalization versus home-based care;
 - Community-based services;
 - Increasing State efficiency between agencies;
 - Assisted living facilities and nursing home facilities;
 - Cost of services and increasing population;
 - Transportation;
 - Affordable housing; and
 - Health care access and costs.

Ms. McMullen commented that the funding for certain programs was slated for elimination in the 2011 Session; however, it was retained or enhanced for certain programs that assist seniors to live independently and allow individuals on Medicaid to continue to receive personal home care. She commented on the increase in Nevada’s senior population between the 2000 Census and 2010 Census, and the burden that increase creates on the service capacity throughout the State. Concluding, Ms. McMullen discussed the development of a community-based waiver that provides for a wide array of services to frail, elderly persons and pointed out bills that the SPAC supported in the 2011 Session.

Responding to Assemblyman Anderson's comment regarding an overlap in agencies and the need for agencies to collaborate and develop common goals, Ms. McMullen explained the differences between the State government agencies, NSHLF, the Nevada Commission on Aging, and the SPAC. She also described the SPAC's efforts to cooperate with those entities.

Discussion ensued between Vice Chair Benitez-Thompson and Ms. McMullen regarding streamlining the waiver process using the "one stop shop." Vice Chair Benitez-Thompson described problems with determining appropriate waivers for clients. Ms. McMullen noted that clients can obtain services at the Aging and Disability Resource Centers (ADRCs) located in northern and southern Nevada. She explained that ADRC clients could receive "one stop" services that include assistance with the application process and tracking the services provided. Ms. McMullen stated the application process is web-based and is available at public locations. She shared that State and local agencies and the ADRC are working towards a streamline process and resource sharing.

In response to Chair Breeden's inquiry regarding the amount of wait-time after applying for a service, Ms. McMullen responded that it varies but agencies strive for a goal of 30 days.

Update on the Program of All-Inclusive Care for the Elderly (PACE)

- Sally Ramm, Elder Rights Attorney, ADSD, DHHS, provided an overview of the Program of All-Inclusive Care for the Elderly. She referenced Assembly Bill 263 (Chapter 294, *Statutes of Nevada*) of the 2009 Legislative Session, which authorized the Aging Services Division (since renamed the Aging and Disability Services Division) to establish PACE. The ADSD is required to submit to the Director of LCB for transmittal to the Legislature or the Legislative Committee on Health Care (NRS 439B.200), semiannual reports about the progress of establishing PACE. Ms. Ramm explained that PACE is a Medicare program that provides community-based care and services to older adults and people with disabilities who otherwise would receive care in a nursing home. She described the requirements, payment and funding sources, and obstacles to establishing a PACE program in Nevada. Ms. Ramm stated that the ADSD is committed to keeping the PACE project a viable option until it is implemented in Nevada or determined to be unfeasible. (See [Exhibit I](#), [Exhibit I-1](#), and [Exhibit I-2](#).)

OVERVIEW OF THE U.S. VETERANS AFFAIRS' STAND DOWN PROGRAM

- Gregory F. Abernathy, MSW, LSW, Healthcare for Homeless Veterans Coordinator, United States Department of Veterans Affairs, defined the term "Stand Down," and provided a history and the mission of the Stand Down, which is available to military veterans who face homelessness. He stated that the goal of the Stand Down program is

to eliminate homelessness among veterans. Mr. Abernathy commented that homelessness is addressed by increasing housing services to the homeless veteran population. He noted that the new Veterans Administration (VA) Hospital in North Las Vegas, slated to open later this year or in early 2013, will address veterans' medical and mental health needs. Mr. Abernathy described some of the organizations that participate in the Las Vegas Stand Down program and mentioned events scheduled for 2012 in southern Nevada. He provided brochures with additional information on services available to homeless veterans. (See [Exhibit J](#), [Exhibit J-1](#), [Exhibit J-2](#), and [Exhibit J-3](#).)

In response to Mr. Anderson's query regarding any assistance the State could provide, Mr. Abernathy noted problems veterans have in obtaining identification at the Department of Motor Vehicles (DMV). He suggested the DMV provide forms and assist veterans by billing the VA for identification costs for their homeless clients.

Discussion ensued between Mr. Abernathy and Committee members regarding the next Stand Down in Las Vegas scheduled for March 21 through March 23, 2012. Mr. Abernathy provided the location and explained the protocol for attendance at the Stand Down.

- Chair Breeden shared that during the last legislative session she met with representatives from the DMV to discuss the issue of identification for veterans. She stated that the Committee would work to provide solutions to this issue.

Responding to Senator Manendo's inquiry, Mr. Abernathy stated that transportation to medical appointments is also problematic and frequently an issue for veterans. He suggested working with the city transit systems to provide reduced-fare or free passes for veterans.

- Chair Breeden read an article provided by staff from the *Las Vegas Review-Journal* ([Exhibit K](#)) regarding a grant to fund veterans' transportation services in southern Nevada. She stated that the Regional Transportation Commission of Southern Nevada (RTC) received a \$1 million federal grant that will establish a centralized call center and coordinate the transportation of veterans to medical appointments. She mentioned that the Committee's staff would ask Tracy Bower, Director of Government Affairs, RTC, to provide details to the members.
- Assemblyman Livermore commented that some medical facilities in northern Nevada arrange for transportation of veterans to medical appointments.

PUBLIC COMMENT

- Bruce Arkell, Nevada Senior Advocates, advised that about two years ago, the Nevada Senior Corps Association had created a committee that included the Bureau of Health

Care Quality and Compliance, Health Division, DHHS, and other State agencies to review personal care agencies' regulations. He commented on the apparent overlap and lack of information sharing between agencies. Mr. Arkell offered to provide more information in a presentation to the Committee at a future meeting. He invited legislators to attend meetings hosted by the Association that provide education regarding personal care services.

- Chair Breeden commented that she and Vice Chair Benitez-Thompson had previously attended meetings and they were very enlightening.
- Laura Coger, Program Manager, Consumer Direct Personal Care, thanked the Committee members for their interest in seniors, veterans, and adults with special needs. She expressed her support to providing a voice for this population.
- Jeffrey B. Klein, President and Chief Executive Officer, Nevada Senior Services, Inc., testified about the rapid increase of seniors in the State and commented that Nevada has the fastest growing senior population in the U.S. He reported on the lack of resources and the challenges that his organization faces. Mr. Klein commented on the "disconnect" between federal, state, and local regulations. He brought attention to the recent increase in Social Security benefits that would cause many seniors to become ineligible for Medicaid services. Mr. Klein noted that it is important to find solutions so that seniors can continue to receive these services.

Responding to Assemblyman Anderson, Mr. Klein explained that even a small increase in Social Security benefits would disqualify many seniors from receiving Medicaid services and mentioned the impact of this change.

- Senator Manendo requested that a representative from the VA Hospital be scheduled on the next meeting agenda.
- Assemblyman Anderson asked for further discussion by the Committee at a future meeting regarding DMV services to veterans, the cost benefit of providing online services, and establishing a veterans court in Clark County. He proposed that language in the *Nevada Administrative Code* (NAC) be clarified to align with the *United States Code* (U.S.C.) so that all veterans can be eligible for federal benefits. Mr. Anderson mentioned problems that Filipino World War II veterans have obtaining services and suggested that the Committee submit a letter of support to the VA on their behalf.
- Chair Breeden requested that Assemblyman Anderson provide material to the Committee regarding the issue he mentioned concerning the NAC and the U.S.C.

ADJOURNMENT

There being no further business to come before the Committee, the meeting was adjourned at 11:55 a.m.

Respectfully submitted,

Sally Trotter
Assistant Supervisor of Secretarial Services

Kirsten L. Coulombe
Senior Research Analyst

APPROVED BY:

Senator Shirley A. Breeden, Chair

Date: _____

LIST OF EXHIBITS

[Exhibit A](#) is the “Meeting Notice and Agenda” provided by Kirsten L. Coulombe, Senior Research Analyst, Research Division, Legislative Counsel Bureau (LCB).

[Exhibit B](#) is a document titled “Legislative Committee on Senior Citizens, Veterans and Adults With Special Needs, *Nevada Revised Statutes* 218E.750, 2011-2012 Interim,” presented by Kirsten L. Coulombe, Senior Research Analyst, Research Division, LCB.

[Exhibit B-1](#) is a table titled “Committee on Senior Citizens, Veterans and Adults With Special Needs (NRS 218E.750), 2011 Session Bill Draft Requests.”

[Exhibit C](#) is Legislative Audit LA12-04 titled “State of Nevada, Audit Report, Department of Health and Human Services, Aging and Disability Services Division, 2011,” submitted by the Legislative Auditor, Audit Division, LCB.

[Exhibit C-1](#) is Legislative Audit LA12-03 titled “State of Nevada, Audit Report, Office of Veterans’ Services, 2011,” prepared by the Legislative Auditor, Audit Division, LCB.

[Exhibit D](#) is a Microsoft PowerPoint presentation titled “Nevada Silver Haired Legislative Forum, Seniors Recommending Legislation,” provided by Herbert E. Randall, Ed.D., Forum President, Nevada Silver Haired Legislative Forum (NSHLF).

[Exhibit D-1](#) is a brochure containing information about the NSHLF, submitted by Herbert E. Randall, Ed.D., Forum President, NSHLF.

[Exhibit D-2](#) is a report dated November 2010, titled “Nevada Silver Haired Legislative Forum, *Nevada Revised Statutes* 427A.320 through 427A.400, Summary Report to the Legislative Commission and the Governor,” offered by Herbert E. Randall, Ed.D., Forum President, NSHLF.

[Exhibit E](#) is the written testimony of Sally Ramm, Elder Rights Attorney, Aging and Disability Services Division (ADSD), Department of Health and Human Services (DHHS).

[Exhibit E-1](#) is a copy of *Nevada Revised Statutes* 427A.032 through NRS 427A.038, provided by Sally Ramm, Elder Rights Attorney, ADSD, DHHS.

[Exhibit E-2](#) is a document titled “Membership Lists for Commission on Aging & Subcommittees,” submitted by Sally Ramm, Elder Rights Attorney, ADSD, DHHS.

[Exhibit F](#) is a document titled “Nevada Silver Alert System Program Information and Criteria,” offered by Lieutenant Roger Vind, Nevada Highway Patrol, Department of Public Safety (DPS).

[Exhibit F-1](#) is a document titled “Nevada Department of Public Safety, Highway Patrol Division, Standard Operating Procedure, Northern Command,” provided by Lieutenant Roger Vind, Nevada Highway Patrol, DPS.

[Exhibit G](#) is a document titled “Legislative Committee on Senior Citizens, Veterans and Adults With Special Needs, Nevada Veterans’ Services Commission,” dated July [*sic*] 11, 2012, submitted by Carole Turner, Deputy Executive Director, Office of Veterans Services.

[Exhibit H](#) is written testimony titled “Legislative Committee on Senior Citizens, Veterans and Adults With Special Needs,” dated January 11, 2012, 9 a.m., provided by Connie McMullen, Chairperson, Strategic Plan Accountability Committee (SPAC), Reno.

[Exhibit H-1](#) is a memorandum dated August 10, 2011, to Mike Willden, Director, Department of Health and Human Services, from Carol Sala, Administrator, Aging and Disability Services Division, regarding Strategic Plan for Senior Services Year Eight Plan Status, with attached report, submitted by Connie McMullen, Chair, SPAC, Reno.

[Exhibit I](#) is the written testimony offered by Sally Ramm, Elder Rights Attorney, ADSD, DHHS.

[Exhibit I-1](#) is a copy of Assembly Bill 263 (Chapter 294, *Statutes of Nevada 2009*), provided by Sally Ramm, Elder Rights Attorney, ADSD, DHHS.

[Exhibit I-2](#) is a letter dated April 1, 2010, to Lorne J. Malkiewich, Director, LCB, from Carol A. Sala, Administrator, ADSD, regarding Program All-Inclusive Care for the Elderly (PACE) submitted by Sally Ramm, Elder Rights Attorney, ADSD, DHHS.

[Exhibit J](#) is a document titled “Agenda for Presentation,” presented by Gregory F. Abernathy, Healthcare for Homeless Veterans Coordinator, United States Department of Veterans Affairs, Las Vegas.

[Exhibit J-1](#) is a pamphlet titled “Services for Homeless Veterans” provided by Gregory F. Abernathy, Healthcare for Homeless Veterans Coordinator, U.S. Department of Veterans Affairs, Las Vegas.

[Exhibit J-2](#) is a pamphlet titled “HUD-VASH Housing Choice Section 8 Vouchers,” offered by Gregory F. Abernathy, Healthcare for Homeless Veterans Coordinator, U.S. Department of Veterans Affairs, Las Vegas.

[Exhibit J-3](#) is a pamphlet titled “Outreach Services for Homeless Veterans,” submitted by Gregory F. Abernathy, Healthcare for Homeless Veterans Coordinator, U.S. Department of Veterans Affairs, Las Vegas.

[Exhibit K](#) is an article from the *Las Vegas Review-Journal*, dated November 10, 2011, titled “Grant to fund veterans transportation services,” by Steve Tetreault, Stephens Washington Bureau, provided by Kirsten L. Coulombe, Senior Research Analyst, Research Division, LCB.

This set of “Summary Minutes and Action Report” is supplied as an informational service. Exhibits in electronic format may not be complete. Copies of the complete exhibits, other materials distributed at the meeting, and the audio record are on file in the Research Library of the Legislative Counsel Bureau, Carson City, Nevada. You may contact the Library online at www.leg.state.nv.us/lcb/research/library/feedbackmail.cfm or telephone: 775/684-6827.