

NEVADA FUNERAL & CEMETERY SERVICES  
BOARD

PMB 186

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MINUTES

May 6, 2014

9:00 AM

401 South Carson Street  
Carson City, Nevada 89701  
Room 3137

Video Conference  
555 East Washington Street  
Las Vegas, Nevada 89101  
Room 4412E

PLEASE NOTE: The Board reserves the right to: (1) take agenda items out of order to accommodate persons appearing before the Board or to aid the efficiency or effectiveness of the meeting; (2) combine items for consideration of the public body; (3) pull or remove items from the agenda at any time. The Board may convene in closed session to consider the character, alleged misconduct, professional competence, or physical or mental health of a person. *See* NRS 241.030. Prior to commencement and conclusion of a contested case or a quasi-judicial proceeding that may affect the due process rights of an individual the Board may refuse to consider public comment. *See* NRS 233B.126.

Public Comment is welcomed by the Board, and at the discretion of the Chair may be limited to three minutes per person. The Chair may allow

additional time to be given a speaker as time allows and in his/her sole discretion.

1. Call meeting to order- Meeting was called to order by Chairperson Fazzino

2. Roll call to determine the presence of a quorum- Present: Chairperson Dr. Wayne Fazzino, Secretary Todd Noecker, Treasurer Lorretta Gauzzini, Lisa Franqui, Wendy Simons, Bart Burton and Deputy Attorney General Sarah Bradley

3. Public Comment (Discussion Only)-None Heard

Note: no vote may be taken upon a matter raised under this item of the Agenda until the matter itself has been specifically included on an agenda as an item upon which action may be taken. (NRS 241.020) Comments based on viewpoint are welcome.

4. Discussion and possible action on the approval/additions/corrections of the minutes of February 18, 2014. Mr. Noecker moved to approve Mr. Burton and Ms. Simons 2<sup>nd</sup> MOTION CARRIED

5. Discussion and possible action on the interviewing and hiring of the Executive Director including location of office and benefits  
The following applicants will be interviewed in the order they appear on this agenda: Lena Frias

Guy Childers

Brian Scroggins

Kent Lauer

Jennifer Kandt

It was determined that the candidate would be chosen today and the office would be wherever the candidate is located. Director Shaffer stated that there was a telephone call suggesting that the Board have the office in the south because that is where most of the activity is. Ms. Bradley DAG recommends to have an employee status based on Chapter 232. The Treasurer will write the employee paychecks. It was determined that the salary range would be \$50,000 to \$60,000 and would depend on the qualifications of the candidate. The Board would pay benefits. Ms. Bradley said you could go with state package of benefits or you can choose what benefits you would like to pay. The Board agreed to discuss benefits with the chosen candidates. The Board will rank the top three candidates so if the first candidate wants benefits that the Board is not willing to pay they will

move on to the next candidate. Ms. Bradley said the benefit discussion would be a public discussion and a matter of public record. Treasurer Gauzzini informed the Board that the current director makes \$4500.00 per month and receives \$500.00 toward her insurance and gets paid half of her income tax each year instead of retirement. At this time John Lawrence owner of Autumn Funerals and Cremations and a licensed Funeral Director and Embalmer came forward and was allowed by Chairperson Fazzino to make Public Comment. Mr. Lawrence would like the Board to consider doing a census of what the employees in funeral homes make and make any employees of the Board salary in accordance. It was discussed that the salary was posted and that candidates might not have applied if the salary was different. Executive Director stated that legal counsel at one point said she was making way too little compared to other Executive Directors in the state and the Board brought the ED salary up to the then lowest paid ED. DAG Bradley said that the Boards with more licensees get paid well above that and some of the smaller Board Executive Directors make less. Ms. Franqui feels that helping grieving families through the process is a specialty and is beyond the scope of licensing. These skills are needed in this position. Mr. Noecker stated that the \$50,000 to \$60,000 is tied to a new budget and not tied to the amount of licensees and time involved and will be split possibly between multiple investigators so the time of the ED will drop. DAG Bradley stated that the office needs to be open forty hours a week. She said the Board could hire an Executive Assistant that works four hours a week and the Director could work four hours a week. Chairperson Fazzino brought to the attention of the Board that some Executive Directors work for more than one Board. Ms. Gauzzini mentioned that the last candidate, Jennifer Kandt, works for she thinks three different Boards. DAG Bradley said some Boards share an office but they each have a forty hour work week.

Interviews began at 10:18

LENA FRIAS- DAG Bradley said Mr. Childers could stay because it is a public meeting but as a courtesy could be excused. Mr. Childers opted to leave the room while Ms. Frias was interviewed. Mr. Noecker inquired about Ms. Frias employment history. Ms. Frias explained her last employments and her duties and responsibilities in her positions within the State of Nevada for the last three years. Her moves within the state were lateral moves within the health division. Ms. Franqui wanted to know if Ms. Frias has had experience with death and loss and multicultural sensitivity when it comes to death and loss because there is a need for expertise in this

area as it relates to the Funeral Board and the complaint process. Ms. Frias has experience on a personal level as she has suffered the loss of most of her extended family. Ms. Frias has also taken classes in cultural sensitivity. Ms. Dermody asked what made Ms. Frias apply for the job. Ms. Frias would like to blend her skill sets so she can share her strengths in both fiscal and revenue sides. Ms. Gauzzini wanted to know her level of experience with Boards. Ms. Frias was a Board Secretary in California with a Board of six for a home owners association. Chairperson Fazzino wanted to know what her public interaction background was because the Executive Director is on the phone the majority of the day. Ms. Frias said that customer service is important to her and she is a “people person” and has worked on committees. Ms. Simons wanted to know if Ms. Frias could handle a one woman office. Ms. Frias said she started a mortgage lending branch for a California company opening a branch in Nevada. She had complete autonomy. She is a doer. Ms. Simons wanted to know where she saw herself in three years. Ms. Frias would collect revenues and show benchmarks and improvements in finances. Mr. Burton stated that she showed fiscal knowledge but that is not the most important part of the job. He is concerned that if she were selected would it be for the long term. He feels it is important for her to develop relationships with the people in our state. She said she would go into this position fully committed. She would be looking for longevity. Ms. Simons asked if the candidate has any questions for the Board. Ms. Frias question to each Board member was what they would like to see happen with the Board. Each member stated what direction that they would like to see the Board take going forward. Ms. Frias excused herself after her turn.

GUY CHILDERS- Ms. Simons asked if he could handle a one man shop and asked how he sees the Board in three years. Mr. Childers looks for how things can be done better. Looks at cause and effect and works through to-do lists. He would work well individually. Every agency that he has worked for has prospered and he leaves organizations better off then if he is not there. He would focus on how to make the licensing process more streamlined. He wants the Board to feel they can depend on him and his abilities. Chairperson Fazzino asked Mr. Childers what his public interaction background and how would he handle complaints. Mr. Childers handles complaints against the people under him. He handles them quickly. He looks at all sides and works on a positive level and works with the employees to see how things can be done better. Ms. Gauzzini asked why he chose to work with this Board. She stated that this is a very sensitive field.

She wanted to know how Mr. Childers would be able to deal with grieving families. Mr. Childers explained that his Dad was a navy chaplain. He learned to treat people with sensitivity from his Dad. He served as a Deacon in two churches. His job was to perform hospital visits. He learned it was better to listen than to talk. Ms. Dermody asked if Mr. Childers had experiences working with a Board and how would he have an effective relationship with the Board. He currently works for the Dept. of Taxation. He serves alongside Board delegates. He is diplomatic and works well with others and gets done what needs to be done. He tries to understand what is being asked of him and tries to get it done. Mr. Noecker wanted to know how many years experience Mr. Childers had in accounts payable. Mr. Childers stated that he had twelve to fifteen years in accounting, budget prep and administration and five years with budgeting for the state. He has fifteen years audit experience. He schedules meetings with his team and does training. Mr. Noecker asked about his familiarity with the open meeting law. He stated that the Dept. of Taxation had a problem with this issue a few years ago so he is very familiar with the open meeting law. Ms. Franqui asked Mr. Childers to relay a story about dealing with a grieving family. He said that years ago he had to deal with the death of his Father-in-law. He had to be steadfast and be there for his family. He had to be there emotionally for his family. His question to his grieving family was "how can I help?" Mr. Burton asked Mr. Childers where he saw his greatest strength in this position and his greatest weakness. Mr. Childers said his greatest strength is accounting and auditing and his greatest weakness is dealing with others. He tends to help employees to see what he has not done to help them. The first thing he asks is what can he do to help. Mr. Fazzino asked if Mr. Childers would like to work in the south since he lives in the south. Mr. Childers said yes. Ms. Franqui asked if Mr. Childers had any questions for the Board. He wanted to know if the salary would be increasing down the road because of the scope of the work. Chairperson Fazzino said that has not been discussed at this time and would be working within the range that was posted. Mr. Noecker mentioned that the Board will be hiring investigators and that will decrease the work load. Ms. Gauzzini wanted to know what his motivation was to apply for a job that was less money than he was making. He said he likes to be challenged and he sees this position as a challenge and he thought his background would fit. He said it is not always about the money. Ms. Simons asked about the website and if he could keep up with updates and postings. He stated that he has not dealt directly with postings but does work with deadlines. He said compliance is important and in his current job he works with deadlines and

penalties. The Taxation Dept. teaches others about what has to be done and how. He works with deadlines and disclosures. He said you have to deal with public opinion and therefore things must be done in a timely manner.

There was a break at 11:28

Meeting resumed at 11:44 without Ms. Bradley DAG

MR. BRIAN SCROGGINS- Ms. Franqui asked Mr. Scroggins how he would advocate for families. He said his last job was to intervene in wrongful termination. He was a Bishop in the LDS church for five years. He counseled families in this capacity. His counseling extended to grieving families, marriage, addiction and he conducted funerals. Mr. Burton asked why he wanted this job. Mr. Scroggins said he owned his own company for twenty years and is fortunate to have money. For him this job is not about the money but about public service. He has served on Boards and commissions and is looking to make a difference. He is outreach oriented. He has traveled the entire state in his last job to foster good relationships with the people he served. Mr. Noecker questioned his experience in accounts payable. Mr. Scroggins stated that he had staff to do that but he was familiar with Quickbooks. Mr. Noecker asked about budget prep. Mr. Scroggins stated that he has gotten two budgets through the Legislature. He has twenty years of scheduling and planning experience. He knows the open meeting law and the importance of compliance. He has gotten bills through the legislature and has experience with hearings. Ms. Simons explained that this position is a “one man shop” which requires multitasking. Would he be able to work under those conditions and where does he see the job going forward for the next three years. He served on the Employer Relations Board and filled in as Executive Director when that person was gone. He would like to make sure that the Board stays on firm financial footing. He would like to do inspections and investigations. He feels that would help with his understanding of the funeral industry. He likes challenge and growth. Chairperson Fazzino wanted to know how many funerals has he been involved in in his capacity as Bishop. He said about a dozen. He counsels families after death and has handled hundreds of these cases. Chairperson Fazzino wanted to know how he would handle complaints. He would view them case by case. He would ask a little about the situation and listen intently. He is a certified mediator and would like to build good relationships with funeral homes. Ms. Gauzzini asked what experience he has with websites. He said he worked with Doit and had to post items on the web. He did the minutes and saw that they were posted and had them do it.

Ms. Dermody asked what his greatest strengths and weaknesses are according to the job description. His strength is his interpersonal skills meeting groups and one on relationships by traveling the state. His weakness is impatience when improvements take too long within the state structure. Ms. Simons wants to know how he works with data bases keeping accuracy which would shorten his ability to go to meet and greet and would he be comfortable with that. He said he is here to work for the Board. He has a Master's degree and has the ability to analyze data and work within spreadsheets. He wants to see a strong administrative base and feels that the Board should hire staff to do office tasks. He would like to see that the Board has a presence in our state. Mr. Scroggins questions for the Board were what is the budget and what the Boards vision is for the next three years.

Executive Director Shaffer reported that she received a phone call from Dan Roberts pertaining to item #9 on this agenda. He asked if he is taken out of order as he needs to leave town. The Board will take this item after candidate interviews and before item #8.

MR. KENT LAUER- Ms. Dermody wanted to know why he wanted this job. He said he is aware that we face a challenge with the legislature and he loves that kind of challenge. He has faced this type of situation before and the agency improved. He is comfortable with the funeral industry. Ms. Gauzzini wanted to know if he has ever been involved with the funeral industry. It is a very sensitive industry and how would he handle complaints when they come in. He said we are there to serve the general public and therefore complaints are to be handled seriously. He would first encourage the individual to speak with the facility directly to see if they can resolve it at that level. He sees that the Board as two priorities serving the public and policing the industry. He would prefer to move to Northern Nevada if he received the job. Chairperson Fazzino wanted to know how Mr. Lauer would handle complaints. Mr. Lauer said he would gather information, make sure they were legitimate and that most could be handled informally. He feels accountability is the key to this position. Ms. Simons asked how he could compare his last Executive Director position with this new position. He said the Board members are the decision makers and he keeps the Board updated weekly. He would represent the Board at the Legislature. He feels that the job comes down to accountability. Ms. Simons questioned whether he had to build a budget. He said he had to build a budget every year. He feels financial record keeping should be outsourced to prepare monthly financial statements. Mr. Noecker wanted to know how he has kept up his

skills since he left his position in 2005. He keeps up with Nevada and is aware that his is an important hire for the Board and would love to put this Board on solid footing. He wants to produce positive reports to the Legislature regarding AB494. Ms. Franqui explained grief and advocacy and how would he facilitate handling the emotional needs of the families. He said if there is a complaint you have to listen. Pay attention to what someone is saying. He would be a listener first. Mr. Burton wants to know what the Executive Director's role would be to satisfy the Legislature and the needs of the citizens. Mr. Lauer says the lines of communication have to be open at all times. The public deserves transparency at all times and through all forms of communication. The website needs to be up to date. Mr. Burton asked if he was comfortable placing items on the website. He said yes. He knows what needs to be on a good website. Ms. Gauzzini said that the position is a forty hour work week with just one person and was he comfortable with that. He said there would be times when the Executive Director would be out of the office and that there should be clerical support for the rest. Ms. Simons asked if Mr. Lauer if he was comfortable using Excel, data bases and financial record keeping. He stated that he does not have any accounting background. He would rely on the expertise of others. At this time Mr. Lauer asked the Board where the Board would like to head in the next three years particularly financially. Ms. Gauzzini wants to make sure a budget is done. She also asked Mr. Lauer to submit his bill to the Board for his last trip.

The Board took a break at 12:51 PM

The meeting resumed at 1:00PM

MS. JENNIFER KANDT- Mr. Burton asked what piqued her interest in this job. Ms. Kandt said she like working with Boards. Ms. Franqui asked how Ms. Kandt would treat grieving families. She said the VINE project involves notifying victims of violent crimes and that complaints for the Committee on Domestic Violence often come from victims, so she understands people in crisis situations. Mr. Noecker asked if she no longer has the position with VINE. She said she still holds the position. She said she would give her notice for both positions and only work for the Board. Mr. Noecker asked if she can post minutes. She posts minutes and agendas in her other jobs. Mr. Noecker asked if Ms. Kandt is familiar with PEBS. She is not because she is not eligible as an independent contractor. Ms. Dermody asked what experience Ms. Kandt has with Quickbooks etc. Ms. Kandt does not have experience with Quickbooks but is a grant writer, and



was initially hired as a grant accountant to handle the budget aspects of a very large grant to implement VINE. Ms. Dermody asked if Ms. Kandt could be a “one man show”. Ms. Kandt does that now in her current positions. Ms. Gauzzini asked if Ms. Kandt could work a forty hour work week and how much notice would Ms. Kandt need to give to her current contracts. She said she will work a forty hour week and would like to give a thirty day notice because she has a Board meeting scheduled for March 29, 2014 for the Attorney General’s office. She would like to fulfill her commitment. Chairperson Fazzino would like to know how she will deal with complaints. She stated that she works with people who are victims and can handle complaints with sensitivity. Ms. Simons questioned Ms. Kandt’s budget experience and public presentation skills. She handled all financial aspects of various grants funding the VINE project. She reviewed expenditures, tracked expenditures, and monitored all expenses. Ms. Kandt’s questions for the Board are is there a list of licensees for each of the various entities that are licensed or permitted as the website only contains a listing of funeral directors? Will we use GL Suites? Do we require continuing education? The Board explained that they are working toward continuing education requirements but have been focusing on hiring the Executive Director. Ms. Kandt wanted to know if discipline reports are done? They are done online on the government website. Ms. Kandt had many other questions regarding statutes and their implementation so that she has a clear understanding of the Board’s functioning. There was consultation on Ms. Kandt’s questions. Ms. Kandt wanted to know if the office could be located in Reno.

Interviews ended at 1:32PM

At this time DAG Bradley recommended disclosures be made regarding applicants. Chairperson Fazzino stated that he has no relationship to Ms. Kandt and only met her once and will not be biased. Ms. Simons worked with Ms. Frias and does not feel that she will be biased in the decision making process. At this time the Board consulted and took a vote for the first choice candidate. Ms. Kandt was chosen unanimously. The second choice would be Brian Scroggins and the third choice would be Guy Childers. Chairperson Fazzino moved to accept Jennifer Kandt as the first candidate Ms. Gauzzini 2<sup>nd</sup> MOTION CARRIED If Ms. Kandt is not comfortable with the salary and benefits offered Mr. Scroggins will be offered the position. DAG Bradley said the Board should determine a cap for salary and benefits. Ms. Simons moved to establish a rate of \$60,000

inclusive of benefits. And the individual would be an employee of the Board with eleven paid holidays, two weeks sick leave and three weeks vacation after six months. The Executive Director will work two thousand eighty hours. And will have a ninety day performance review and a second review in six months. There will be no retirement paid and no insurance offered. This is based on a conversation the DAG Bradley had with Ms. Kandt as reported by Ms. Simons. Mr. Burton 2<sup>nd</sup> MOTION CARRIED  
DAG Bradley will send the official offer letter to Ms. Kandt.

Mr. Noecker moved to have the current Director Diane Shaffer stay with the Board for two months. Ms. Shaffer agreed to stay for that time period. Ms. Simons 2<sup>nd</sup> MOTION CARRIED.

6. Discussion and possible action on the current Executive Director status and the status of Board office equipment- This item was heard before item #5 was completed due to the timing of the interviews. Chairperson Fazzino asked if Executive Director Shaffer would be willing to stay on to train the new person if one is chosen today. Ms. Shaffer wanted to know what that would look like to the Board. She said she is willing. If the new person did not have an office would the office stay in her home? How would that work? We would have to go through building and grounds to approve of the office but maybe not if we co-locate the office. Ms. Bradley may know of a couple of co-locations. Building and grounds could take about thirty days to approve a location. Building and grounds usually require something formal in the minutes approving the location. Ms. Gauzzini moved for Chairperson Fazzino to have the authority to approve a location in the North and Mr. Burton can approve a location in the South depending on the location of the candidate chosen without having another meeting. Ms. Dermody 2<sup>nd</sup> MOTION CARRIED Chairperson Fazzino asked how much stuff the office has. Ms. Shaffer stated that there is a new retention schedule that will be effective on May 14, 2014. That new schedule will allow for the purging of old licensee files after three years of being unlicensed. She said what is there can fit in a small UHaul. Ms. Shaffer reported that the Board owns a 2006 desktop computer that is slow but works, a small printer, a large laser printer that Bunkers mortuary donated that works. There is enough there to start an office. Ms. Shaffer recommends software like Adobe and better software for other tasks. Ms. Simons wanted to know about Ms. Shaffer's personal computer which has the licensing software. Ms. Shaffer has stated that the software has not transferred to newer operating systems. Ms.

Shaffer didn't know what an old computer was worth. She recommended that the Board consider one of the licensing software companies to make the office more efficient and to free up more time for the Executive Director as well as to make licensing a smoother process for the licensees. Ms. Shaffer will put that on the list of things to consider. Ms. Franqui suggested Apple for a good computer with safe backup systems. Ms. Bradley suggested that the Board's data is on a personal computer and the Board should not want that data out there and not in their possession. Ms. Shaffer agrees and has no intention of not turning the computer over to the Board. Ms. Dermody asked Ms. Shaffer to come up with a price for the next meeting. Ms. Shaffer agreed.

7. Discussion and possible action to grant a Funeral Director license to Perry James Heard Jr. Board may go into closed session pursuant to NRS 241.030(1) Mr. Heard denied a closed session. Ms. Gauzzini questioned charges against Mr. Heard. Mr. Heard is present and said the charges were regarding a domestic dispute by his ex-wife and they have since divorced. He stated that he has now been granted full legal custody of his minor child and had the order from the State of Arkansas. The Board would like to request a letter of good standing from the Florida Board since Mr. Heard's license has expired in Florida. Mr. Burton moved to grant Mr. Heard his Funeral Director license today and request that he furnish a letter of good standing from Florida within thirty days or he would have to come before the Board again. Ms. Gauzzini 2<sup>nd</sup> MOTION CARRIED

At this time the Board took a break at 10:11AM

Meeting opened again at 10:18AM and item number 5 was continued

8. Discussion and possible action on granting a Funeral Director license to Melissa Jo Ravenelle and to tie her license to Affordable Cremation and Burial Service located at 2457 N. Decatur Blvd. Las Vegas, NV- Mr. Burton recused himself as he works in the same facility as Ms. Ravenelle. Ms. Shaffer stipulated that all fees were paid and background check is complete. Mr. Noecker moved to grant a Funeral Director license to Melissa Jo Ravenelle and to tie her license to Affordable Cremation and Burial Service located at 2457 N. Detcatat Blvd. Las Vegas, Nevada- Ms. Gauzzini 2<sup>nd</sup> MOTION CARRIED

9. Discussion and possible action to grant an Establishment License to Janus Nevada Inc. DBA Sonoma Funeral Home located at 47 West First Street Winnemucca, Nevada 89445 and to tie Jamie McIntosh's Funeral Director license number 230 to the establishment. This is the former Albertsons Funeral Home Ms. Simons moved to postpone this item until contracts are closed, the facility can be inspected and the applicants come before the Board. Ms. Gauzzini 2<sup>nd</sup> MOTION CARRIED with Mr. Burton recusing himself because he works for the SCI Corporation. Ms. Shaffer will request that a company representative come before the Board at the next meeting.

10. Board Member comments (Discussion Only) Mr. Noecker reported that the Board is required to send quarterly reports to the Sunset Sub-Committee. Todd sent the report to Carol Stonefield on January 2. They are presenting his report at the meeting this morning so we are in compliance. Mr. Noecker will send out another report as soon as the new Executive Director accepts the position.

Ms. Simons wanted to thank everybody for being wonderful to work with over the last few months and that this Board has stepped off a slippery slope and this Board is going to be a phenomenal Board going forward Chairperson Fazzino said there will be an agenda item on the next meeting regarding the current Executive Director and back pay and some other issues. He requested that the Board members get any agenda items to Ms. Shaffer for the next meeting.

It was determined that DAG Long would follow up with DAG Bradley regarding the offer letter.

There was further clarification on item #9 as to ownership and that Janus already owns Mountain Vista Chapel in Ely where Jamie McIntosh is an employee. Nicole Romero is the designated Funeral Director at Mountain Vista Chapel and not Ms. McIntosh.

11. Treasurer's report (Discussion Only)

1. Status of Board Funds- There is over \$100,000 in the bank

2. Status of ten dollar regulatory fee- to date Regulatory fee has netted \$44,925 from January 5.

Treasurer Gauzzini is concerned that the checks take two to three weeks to deposit. Ms. Gauzzini wanted to know if the mail could come to her or do they have to go to the Executive Director. DAG Long said the best practice is for the checks to go to the Executive Director. Ms. Gauzzini said she has an auditor set up to go to work on June 1, 2014. She wanted to know if she needs approval from the Board. Ms. Shaffer explained the procedure and

that the Board would need to approve the auditor. This would need to be an agenda item. Ms. Dermody wanted to know if all fees were current. Ms. Shaffer stated that there are several not current. She has one funeral home that has never paid. They have never responded to phone calls. Ms. Shaffer is going to personally check on whether they are open or not. Ms. Simons asked if there was a protocol for checking to see if a funeral home is in business. Ms. Shaffer explained that in the past a Board member did the inspections per the statutes. The inspector will do these inquiries when hired. Ms. Gauzzini suggested that maybe Mr. Scroggins would be a good candidate for inspector. Chairperson Fazzino suggested that we discuss the Inspector/ Investigator position at our next meeting. The Board will do a job description at that time. Ms. Gauzzini would like to send out a letter to funeral homes explaining what she needs so her record keeping could be more accurate. This will be particularly important for licensing times. DAG Long does not recommend Ms. Gauzzini call them. Ms. Dermody asked if Diane could get with Lorretta to see who needs to be contacted regarding what checks belong to what facility.

## 12. Executive Director's report (Discussion Only)

1. Status of the Board – the Board is present and have hired a new Executive Director if she accepts. Ms. Simons reported that Ms. Kandt was pleased with the offer and is awaiting the offer letter. Ms. Shaffer reported that there are glitches with the NV.Gov site. We cannot log in to post and they are looking into it. They posted the agenda for us. Ms. Shaffer reported that EITS works perfectly and explained how the system works. Ms. Shaffer recommended that the Board consider setting agendas in a timely manner. So there is ample time for posting on the web and at the posting places.

2. Report on complaints- three written complaints have been received since the last meeting and seven verbal reports that have been resolved.

## 13. Attorney General's report (Discussion Only)-

DAG Long reported that there are a few complaints in her office that are being investigated by Ms. Long and Mr. Burton. She explained that a complaint is going forward and seems to be moving toward a settlement agreement. She informed the Board that they have one vote which would be to approve the settlement agreement or if the Board does not approve the agreement Mr. Burton and DAG Long can go back to tweak the agreement or to go to a full hearing. For a

settlement agreement the Board would only receive the facts that are in the agreement. A full hearing brings out all facts in the case. The nature of the complaint will be in the settlement agreement. It also includes the action, violation, and the proposed disciplinary action. Ms. Simons wants to know if there is a matrix explaining things so the Board does not make a misstep. DAG Long can say that during this process the DAG and Investigator thoroughly investigate every aspect of the complaint. They find out the motivation and all details of what has happened before they come up with a settlement agreement.

14. Public comment (Discussion Only)- None Heard

Note: no vote may be taken upon a matter raised under this item of the Agenda until the matter itself has been specifically included on an agenda as an item upon which action may be taken. (NRS 241.020) Comments based on viewpoint are welcome

15. Next meeting information- Next meeting is scheduled for June 12, 2014 at Carson City at 9:00AM All Members will be in Carson City.

16. Adjournment- Meeting adjourned at 3:00PM

Minutes recorded by Diane Shaffer