



State of Nevada

The Board of Examiners for Marriage and Family Therapists and Clinical Professional Counselors

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Jake Wiskerchen., President
Roberta Vande Voort, Vice President
Suzanne Cram., Secretary/Treasurer
Erik Schoen, Member
Hal Taylor, J.D., Member
John Nixon, Ed.D, Member
Wendy Nason, M.A., Member
Marta Wilson, Member
Adrienne O'Neal, Member

APPROVED: 12/15/2017

STATE BOARD OF EXAMINERS FOR MARRIAGE & FAMILY THERAPISTS AND CLINICAL PROFESSIONAL COUNSELORS

NOTICE AND AGENDA OF BOARD MEETING

MEMBERS OF THE PUBLIC MAY ATTEND IN PERSON AT THE FOLLOWING LOCATION:

DATE & TIME	Friday – December 1, 2017 at 9:00 a.m.
LAS VEGAS LOCATION FOR PHYSICAL ATTENDANCE	Kayenta Legacy 9418 W. Lake Mead Blvd. Las Vegas, NV 89134 (Located directly behind Walgreens)
RENO LOCATION FOR PHYSICAL ATTENDANCE	Sierra Counseling Center 1855 Sullivan Lane, Suite 145 Sparks, NV 89431

- 1) Call to Order/roll call to determine the presence of a quorum.

Board meeting for the State of Nevada Board of Examiners for Marriage and Family Therapists and Clinical Professional Counselors is called to order by President Jake Wiskerchen at 9:11 am.

Board Members Present

Jake Wiskerchen, President
Roberta Vande Voort, Vice President
Suzanne Cram, Secretary/Treasurer
Erik Schoen, Member
Marta Wilson, Member
John Nixon, Member
Adrienne O'Neal, Member

Members Absent

Hal Taylor, Member
Wendy Nason, Member

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Public Members in the South

Heather Fallor
 Jeff Lespina
 Lee Roman
 Shella Sever
 Vondy Flecher
 Nela Lobdell

Public Members in the North

Crystalee Baorba Harvey
 Martin Ezam

2) Public Comments. (Discussion) No Comment and the Board moves onto agenda item number 3.

3) Approval of the 10/20/2017 meeting and 10/20/2017 public workshop minutes (For Possible Action)

President Wiskerchen asks to hold off on meeting minute approval to give the Board more time to review the 10/20/2017 minutes. Mr. Wiskerchen seeks a motion to approve the meeting minutes for 10/20/2017. Mr. Roberta Vande Voort and Mr. Suzanne Cram both abstain from the vote because they were not present for the 10/20/2017 meeting minutes. Mr. Schoen motions to approve the meeting minutes for 10/20/2017. Ms. Adrienne O’Neal seconds the motion to approve the minutes. Mr. Wiskerchen calls for a discussion on the approval. With no discussion, the minutes are voted on by the Board and the minutes are approved. Mr. Wiskerchen seeks a motion to approve the public workshop meeting minutes. Mr. Schoen motions to approve the public workshop minutes. Ms. Adrienne O’Neal seconds the motion of approval. The motion is then voted on by the Board and the meeting minutes are approved.

4) 4) Review/decision regarding the following licensees who have petitioned the Board to be Secondary Supervisors for Clinical Professional Counselor (CPC) Interns. (For Possible Action

Mr. Erik Schoen explains that the Board does not need to formally approve secondary supervisors. Mr. Wiskerchen explains that action does not need to be taken for this and does not need to be on the agenda.

Mr. Schoen says he would like to make things more efficient and says that the Board should pass on approving these licenses until there is more staff that can help to achieve this process. Mr. Wiskerchen decides to not act on this approval and asks to move to agenda item number five. Going forward secondary supervisors will not appear on the agenda.

<u>Supervision Applicant</u>	<u>License Date</u>
Steven Bonn-MFT	10/11/2013
Geradina Noricks	9/29/2014

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- 5) The following interns and/or supervisors inform the Board of a request to terminate the Primary internship supervision relationship. (For Possible Action)

Mr. Wiskerchen explains that three of the five listed have not named a supervisor which would then mean that those internships would dissolve completely. The preference is to vote on all of these terminations as a whole instead of voting on them one by one. Mr. Wiskerchen seeks a motion to terminate the primary internship supervisions of all five interns listed below. Ms. Roberta Vande Voort motions to approve the termination and Mr. John Nixon seconds the motion. The motion is then carried by a vote from the Board.

<u>Intern</u>	<u>Supervisor</u>	<u>New Supervisor</u>
Gemma Andaya (CPC- Intern)	Nelda Anselmo, MFT	Ronald Lawrence, MFT
Eric Hentnik (CPC-Intern)	Mark Whelchel, MFT	
Carolyn DeLeon (CPC-Intern)	Katherine Souza, MFT	
Kimball Lindquist (MFT-I)	Lee Geldmacher	Kristin Kakiuchi, MFT
Gary Alexander (CPC-Intern)	Elaine Nelson, MFT	

- 6) The following interns and/or supervisors inform the Board of a request to terminate the Secondary internship supervision relationship. (For Possible Action)

Mr. Wiskerchen asks for a motion to terminate secondary internship supervisions for both interns listed below. Mr. Schoen motions to approval the dissolution of these secondary internship supervisions. Ms. Suzanne Cram seconds Mr. Schoens motion. A discussion begins by Mr. Schoen asking to see if the interns can have another secondary supervisor on Board to ensure that there will always be a secondary and a primary supervisor. Mr. Wiskerchen calls for a vote on the motion and the motion is approved.

<u>Intern</u>	<u>Supervisor</u>
Todnee Boyd, (CPC-I)	Jesse Smith, MFT
Eric Hentnik (CPC-I)	Marcia Lee, MFT

- 7) Review/decision regarding the following applicants for new interns and internships for MFTs and CPCs. (For Possible Action)

Mr. Wiskerchen explains that Elizabeth Munoz Brueckmann was asked by the office to provide a second supervisor in order to be approved as a new intern yet she never gave the office this information. Mr. Wiskerchen states that she should then be pulled from the list that is being approved until there is further information of a second supervision. Mr. Wiskerchen seeks a motion to approve all other internships listed below. Ms. Roberta Vande Voort motions to approve all internships with the exception of Elizabeth Munoz Brueckmann. Mr. John Nixon seconds the motion for approval. Rosalie explains that if there is a conflict of interest with a Board member and someone that is being voted on, then the Board member must state the conflict for transparency. The rest of the Board

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agrees and Mr. Wiskerchen calls a vote for the approval of these new internships and the Board votes to approve them.

Reno

Tara Gonzalez (MFT-Intern) Primary-Denise Linaman, MFT *
Secondary-Valerie Zwysig-MFT*
(For Possible Action)

Marja Osgood (MFT-Intern) Primary-Laura McAuliffe-MFT*
Secondary-Don Huggins-MFT*
(For Possible Action)

Las Vegas

Jeffrey LaSpina (CPC-Intern) Primary-Colin Humphry, MFT*
Secondary-Mark Whelchel, MFT*
(For Possible Action)

Lynda Mari (CPC-Intern) Primary-David Beraducci*
Secondary-Rita Nesheiwat, MFT*
(For Possible Action)

Morgan Moumouris (CPC-Intern) Primary-Oscar Sida, CPC
Secondary-Ronald Lawrence, MFT*
(For Possible Action)

Sheilu Satyapriya (CPC-Intern) Primary-Karen Anderson, MFT*
Secondary- Renee Khan, MFT*
(For Possible Action), MFT*

Holly Shank (CPC-Intern) Primary-Kara Wattoo, MFT*
Secondary-Rita Nesheiwat, MFT*
(For Possible Action)

Chelsea Thompson (MFT-Intern) Primary-Isabelle Parker, MFT*
Secondary-Marj Castronova, MFT*
(For Possible Action)

Debbie Jackson (MFT-Intern) Primary-Ann Nichols, MFT*
Secondary-Cindy Hanks, MFT*
(For Possible Action)

Elizabeth Munoz Brueckmann (MFT-Intern) Primary-Nancy Hunterton, MFT*
Secondary-
(For Possible Action)

Terri Jackson (CPC-Intern) Primary-Omega Galliano-MFT*
Secondary-Katherine Wilkinson-MFT*
(For Possible Action)

Vondy Fletcher (MFT-Intern) Primary-Kathy Shovlin-*MFT

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	Secondary-Sharon Harris-MFT* (For Possible Action)
Vondy Fletcher (CPC-Intern)	Primary-Kathy Shovlin* Secondary-Sharon Harris-* (For Possible Action)
Sheilu Satyapriya (MFT-Intern)	Primary-Karen Anderson, MFT* Secondary- Renee Khan, MFT* (For Possible Action)
Stacey Gray (CPC-Intern)	Primary-Jane Heenan, MFT* Secondary-Sharon Harris, MFT* (For Possible Action)
Ann Marie Rossotti (CPC-Intern)	Primary-Ramona Beasley-MFT Secondary-Sherri Collier-MFT* (For Possible Action)

* - **Bd approved**

- 8) Review/decision regarding changes to primary supervisors for the following interns. (For Possible Action)

Mr. Schoen makes a motion to approve the changes regarding primary supervisors for Gemma Andaya and Kimball Lindquist. There is an exception for Christiane Wilson Dunlap while the Board is researching more information about what those changes are with the primary supervisor. Ms. Marta Wilson seconds Mr. Schoen's motion and the motion is approved with a vote from the Board. The Board waits for further notice on Christiane Wilson-Dunlap. Mr. Wiskerchen explains that Christiane Wilson-Dunlap dissolved her primary supervision agreement back in April so she will have to go back and reapply for her internship before making changes to her primary supervisor. This is a matter of record.

Gemma Andaya (MFT Intern)	Primary-Ronald Lawrence, MFT* (For Possible Action)
Kimball Lindquist (MFT-Intern)	Primary-Kristin Kakiuchi, MFT* (For Possible Action)
Christiane Wilson-Dunlap (MFT-Intern)	Primary-Elaine Nelson, MFT* (For Possible Action)

*-**Bd approved**

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- 9) Review/decision regarding changes and/or additions to secondary supervisors for the following interns. (For Possible Action)

Mr. Wiskerchen explains that one of the requests for changes to supervisors for the following interns includes one regarding a LCSW license. With this being said Mr. Wiskerchen asks for a motion to approve the list with the exception of Sarah Steelman until further information can be given to the Board on her LCSW license. Mr. Schoen motions to approve changes and or additions to secondary supervisors with the exception of Ms. Steelman. Mr. John Nixon seconds Mr. Schoen motion and the motion is carried and approved by the entire Board for everyone on the list except Sarah Steelman. Mr. Schoen explains that there are special circumstances for approval of LCSW supervision but there was nothing stating this in the agenda.

Gemma Andaya (CPC-Intern)	Secondary-Nelandra Anselmo, MFT*
	(For Possible Action)
A’Vauntae Biggs (MFT-Intern)	Secondary-Lori Inera, MFT*
	(For Possible Action)
Wilda Castro (MFT-Intern)	Secondary-Alicia Tucker, CPC*
	(For Possible Action)
Courtney Dandy Fralick (MFT-Intern)	Secondary-Francesca Marshall, MFT*
	(For Possible Action)
Cheryl Davis (MFT-Intern)	Secondary-Merlelynn Harris MFT*
	(For Possible Action)
Kimball Lindquist (MFT-Intern)	Secondary-Lee Geldmacher, MFT*
	(For Possible Action)
Enanu Mekonnen (MFT-Intern)	Secondary-Alicia Tucker, CPC*
	(For Possible Action)
Sarah Marie O’Herlihy (CPC-Intern)	Secondary-Jake Wiskerchen, MFT*
	(For Possible Action)
Sarah Steelman (MFT-Intern)	Secondary-Jennifer Mitzel, LCSW
	(For Possible Action)
Nicole Troiano (CPC-Intern)	Secondary-Kara Wattoo, MFT*
	(For Possible Action)
Mashara Yopez (Munns) (MFT-Intern)	Secondary-Dawnmarie Yohey, MFT*
	(For Possible Action)
Sheilu Satyapriya (CPC-Intern)	Secondary-Geneva Wallace-MFT*
	(#7 as MFT/CPC intern approval)
	(For Possible Action)
Sheilu Satyapriya (MFT-Intern)	Secondary-Geneva Wallace-MFT*
	(#7 as MFT/CPC intern approval)
	(For Possible Action)
Candice Yeaman (CPC-Intern)	Kelly Beach-MFT*
	(For Possible Action)

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10) The following Clinical Professional Counselor (CPC) Interns petitioned the Board for approval of an extension of their internship. (For Possible Action)

Mr. Wiskerchen explains that every intern on the list requesting extensions on their internships has been looked over and are eligible for those extensions. He explains that there are not requirements for extensions but a review of their paper work is always in order. Mr. Wiskerchen asks for a motion to approve these extensions. Ms. Roberta Vande Voorte explains that she has to abstain from the vote because she has a conflict with one of the interns. Ms. Rosalie explains that a Board member must abstain if there is a financial conflict between a member and an intern. Mr. Schoen withdraws his first motion to make a change to it. Mr. Schoen creates a new motion to improve the entire list with the exception of Luciana Jones and Courtney Dandy Fralick considering conflicts with certain Board members. Mr. John Nixon seconds the motion to approve the list and its exceptions. Mr. Wiskerchen calls for a vote of approval by the Board and it is carried by an unanimous vote. Mr. Wiskerchen asks for a motion to approve the extension of Courtney Dandy Fralick. Mr. Schoen motions to approve the extension of internship for Courtney Dandy Fralick and Mr. Nixon seconds the motion. Mr. Wiskerchen calls for a vote of approval noting the abstention by Marta, and the motion is carried. Mr. Schoen motions to approve the extension for Luciana Jones and Ms. Adrienne O’Neal seconds the motion. It is then called to a vote noting the abstention by Roberta, and approved by and unanimous vote made by the Board.

Karalyn D’Yegge	MFT-Intern	12-05-2014
Courtney Dandy Fralick	MFT-Intern	12-05-2014
Jeffrey Phillip Baker	CPC-Intern	12/05/2014
Luciana Jones	MFT-Intern	12/05/2014
Carly Shadid	MFT-Intern	12/23/2015
Jeffrey Phillip Baker	CPC-Intern	12/05/2014
Holly Davis	CPC-Intern	12/05/2014
Sarah Barr	CPC-Intern	12/05/2014
Rita Blankenship	MFT-Intern	12/05/2014

11) Review/decision regarding the following candidates for licensure as a Marriage and Family Therapist or Clinical Professional Counselor. (For Possible Action)

Mr. Wiskerchen explains that all of the listed interns have been reviewed and meet all the qualifications to become candidates for licensure as a Marriage and Family Therapist of Clinical Professional Counselor. Mr. Schoen explains that he is the supervisor for two of these interns and must abstain from the vote. Mr. John Nixon motions to approve the licensure for all the candidate listed below and Ms. Marta Wilson seconds the motion. Noting Mr. Schoens abstention, the motion is voted on and approval is carried with a unanimous vote.

Ebony Igeleke	MFT-Intern	(Passed Exam)	(For Possible Action)
Ashley Haidle	MFT-Intern	(Passed Exam)	(For Possible Action)

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Carly L Kramer	MFT-Intern	(Passed Exam)	(For Possible Action)
Crystal LeeBorba-Harvey	MFT-Intern	(Passed Exam)	(For Possible Action)
Karalyn D Yegge	MFT-Intern	(Passed exam)	(For Possible Action)
Leah Ramey-Adkinson	CPC-Intern	(Passed Exam)	(For Possible Action)
Stephanie Hank	MFT-Intern	(Passed Exam)	(For Possible Action)
Andrea Loeschner	CPC-Intern	(Passed Exam)	(For Possible Action)
Christina Jewel Hunter	MFT-Intern	(Passed Exam)	(For Possible Action)
Andrea Johnson	CPC-Intern	(Passed exam)	(For Possible Action)
Elizabeth Tamietti	MFT-Intern	(Passed Exam)	(For Possible Action)

- 12) The following have submitted plans to be approved by the Board for CPC-Interns and MFT-Interns to engage in private practice and **In-Home Therapy** at facilities without a Licensed Mental Health Professional on the site. (For Possible Action)

Mr. Wiskerchen seeks a motion to approve intern Mary Bennett’s ability to practice in home therapy under the advisement of Therapy Today Behavioral Health without a Licensed Mental Health Professional on site. Mr. Nixon motions to approve this intern’s In-Home Therapy practice and Ms. Suzanne Cram seconds the motion. The approval is carried in a vote and passed with a unanimous Board vote.

Site	Supervisee	Supervisor	Administration	Signatures	Consulted Policy
Therapy Today Behavioral Health	Mary Bennett	Lillian Norton, MFT*	Nicol K .Y.W. An	Yes, Yes, Yes	

- 13) Mr. Aniello Sorrentino, CPC-Intern, petitions the Board to approve her to take the national CPC exam pursuant to NAC 641A.095 (1). (For Possible Action)

Mr. Wiskerchen explains that this agenda item should be one that is approved by the office staff rather than being voted on by the Board. Mr. Wiskerchen explains that the Board will vote on it for right now but future approvals for taking the national exam will be determined in the office. Mr. Wiskerchen seeks a motion to approve Mr. Aniello Sorrentino to take the national CPC exam. Ms. Marta Wilson motions to approve Mr. Sorrention to take his exam. Ms. Suzanne Cram seconds the motion. Mr. Schoen explains that a tool that has been helpful for his CPC interns has been a preparatory website for the exam. He explains that every one of his interns that has utilized the website has passed the exam and he will give the information to Sherry. The motion is voted on by the Board and approved.

- 14) Ms. Nellana Lobdell is petitioning for the Board to grant her full licensure as a Clinical Professional Counselor. Ms Nellana Lobdell was granted 3, 068 hours at the 07/26/2017 Board meeting and only needed to take and pass the NCMHCE exam.

Test date: 11/09/2017: Result: Pass: (For Possible Action)

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Mr. Wiskerchen seeks a motion to approve Ms. Nellana Lobdell's full licensure as a Clinical Professional Counselor. Mr. Wiskerchen explains that all documentation has been looked over and is completed for her licensure. Ms. Suzanne Cram motions to approve Ms. Lodell's licensure. Mr. John Nixon seconds the motion. Mr. Wiskerchen calls for a discussion on the motion. The motion is carried with an unanimous vote by the Board.

- 15) Review/decision for the following candidates for licensure as a Marriage and Family Therapist (MFT) of Clinical Professional Counselor (CPC). Pursuant to NRS 641A.241 Expedited license by endorsement. (For Possible Action):

David Currie Jr.	MFT- Reciprocity	(For Possible Action)
Antonio Cruz	CPC-Reciprocity	(For Possible Action)
Heather Fowler	CPC-Reciprocity	(For Possible Action)

Mr. Wiskerchen seeks a motion to approve the licensure as a Marriage and Family Therapist or Clinical Professional Counselor for David Currie Jr, Antonino Cruz, and Heather Fowler. Mr. Adrienne O'Neal motions to approve the three candidates listed above. Mr. Schoen seconds the motion for approval. The motion is carried by an unanimous vote made by the Board.

- 16) Discussion/Possible Action of Legislative Update. (For Possible Action)

Mr. Wiskerchen explains that the commission has been charged with overseeing the Board. They want all of the Boards to report to them and to see the temperature of what is going on with the license processing. Mr. Wiskerchen explained to the commission that the Board will work to produce the information that is needed but the Board needs time to do so. The commission voted to require the Board to submit documentation of the proposed changes after LCB review. Mr. Wiskerchen explains that he has connected with the other Board directors and wants to communicate and connect with them to help create these changes. Mr. Wiskerchen explains that there was a lack of knowledge within the commission on how to process changes. He explains that there is not a lot of work going on in between the meetings. Mr. Wiskerchen shows his opinion on the topic when he states that it is disingenuous to have an entity that was built by the public and for the public that has an executive branch appointment and a legislative branch for creation and direction would retain through fee money and have a lobbyist lobby for its own interests. He explains that it's that it is a conflict of interest to have private moneys to be dedicated to a public entity to fight against itself. If the Board is operating on the whim of the legislature the legislature can tell them to do what it wants them to do because they operate on the wishes of the citizens. But the Board does not have any say in that which is very odious to the public. The Board takes orders from the public they do not give orders to them and the only person to override that would be the governor who determines who is out and who is in the Board. Mr. Wiskerchen explains that to retain a lobbyist is incredibly distasteful to everyone. Mr. Schoen explains that last year the Board was struggling finically and mad the decision not to retain a lobbyist because they didn't think they could bar the cause. Mr. Schoen explains that he took the role of this and attended the meetings to testify as a lobbyist would do in order to save the Board the money. Mr. Suzanne Cram

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asks Mr. Wiskerchen why the other Boards have a lobbyist if they are unaware why they have one. Mr. Schoen explains that the other Boards do it because they have a point of view on certain things so they retain a lobbyist to help manifest that point of view for regulatory change. Mr. John Nixon explains that their Board may have a conflict of interest by retaining a lobbyist that could potentially have a connection with the MFT association because they would not be able to advocate as strongly for CPC's. Mr. Schoen explains that Mr. Nixon has a good point and if the Board does want to look into retaining a lobbyist then they should consider that so there is no conflict of interest.

17) Review/discussion of hiring new lead staff/executive director. (For Possible Action)

Mr. Wiskerchen explains that they have enlisted the help of a recruiter to employ a temporary employee to help clean up and organize the office. Ms. Suzanne Cram explains that her and Ms. Roberta Vande Voort have found an individual with political and finance experience. She explains that the individual is interested in looking into all of the regulatory issues with a master's degree in business administration. Ms. Roberta Vande Voort explains that the individual gave them 5 references and she spoke to 4 of them. The references were very gracious and supportive of the individual. Mr. Wiskerchen explains to extend the official offer to the individual the Board can hire without taking an official Board vote on it. Mr. Wiskerchen explains that an interim situation would be a better way to start the process to see if that the individual can handle the official executive director position. Mr. Wiskerchen explains that they should just do a flat fee for the individual so that it can be determined how many months she would be there.

18) Discussion/Possible Action of remaining staff receiving raise due to the present office staff situation. (For Possible Action)

Mr. Wiskerchen explains that it might not be appropriate to give raises to staff in the middle of an audit. Ms. Vande Voort asks if it would be appropriate to get a loan for those raises when the time is necessary. She explains that if they had job descriptions they would be able to ask someone with an HR background what those raises should be. Mr. Marta Wilson explains that in light of this month there is a lot of emotional hardship on the position that Sherry has. Mr. Schoen explains that it would be appropriate for her to get a temporary raise until the new person overtakes the position. Ms. Vande Voort explains that because she had to extend her duties then the extension would be payment for those additional 5 duties until they are not completed any longer. Mr. Wiskerchen seeks a motion for a raise to the present office staff situation that will be temporary. Ms. Suzanne Cram explains that instead of raising her hourly pay, they should rather just put a \$500 addition per month while she is completing the duties. Mr. Schoen motions to give Sherry an additional \$125 a week while she is completing these extended duties. Mr. Wiskerchen explains that it will be a temporarily increase in her hourly rate of an additional \$3 an hour. Mr. John Nixon seconds the motion of approval for the raise. The motion to give Sherry a \$3/hr raise retroactive to October 26th and through the two weeks after hiring the new interim executive director, is voted on and the approval is passed by the Board.

19) Discussion of Board President Report. (Advisement)

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Mr. Wiskerchen explains that the Board needs to call ETIS which is the IT company that that the state uses. Jamie was the IT that worked with the Board and the office to be able to fix the computer issues that are going on. Mr. Wiskerchen has been in contact with state ID and state web but it has been a process to get someone out to the office to work on it. Mr. Wiskerchen explains that each member should get their own email, but they need to get state email addresses in order to do so. Mr. Wiskerchen explains that the Board website is in two parts and Mr. Wiskerchen has been talking to Bill about submitting a proposal to go full electronic on everything. Bill would like to completely start over on the website and have the entire site under Amazon's control so that everyone has access to it. Some of these ideas are user accounts for all the licenses, ACH payments so that it is easier to do online licenses renewal, applications for everything, and reviews. That way everything would be accessible to the public. All in all, everything would be paperless and completely through the website. Mr. John Nixon explains that the threat of bringing the application process to the web would cause a lot of anxiety to the licenses and public. Mr. Wiskerchen explains that if everything was paperless then they would be saving so much money paying office staff. Ms. Suzanne Cram explains that many people in the public are confused with what is on the website because a lot of it is not accurate.

Mr. Wiskerchen also explains that everything would be cloud based and backed up constantly. Mr. Wiskerchen moves onto his next report which is mail that was sitting in the Board's PO Box for too long and the mail was sent back to the senders which was not the Board's intention.

There was an audit on the Board because there is a pending investigation for criminal activity and the audit cannot be closed off until that investigation is closed. There was another audit made by the governs office but all the documentation has been received and is being processed to get it closed. Mr. Wiskerchen explains that there was a change from Wells Fargo and an online company called cyber source. ACH was pulling that money out of the account. The ACH that the Board was using was kicking back the payment to the recipients. Mr. Wiskerchen used the Wells Fargo account to gather the money rather than the ACH but as of December 1st the approval process is seamless and everything is being collected correctly.

Mr. Wiskerchen also explains that there will be new credit cards issued to the Board. The next report made by Mr. Wiskerchen is Board complaints. Mr. Wiskerchen has found two people to help with the process of Board complaints. Mr. Schoen states that a year ago there was a discussion of a consult being sent to all the Boards to see how they managed complaints. All the complaints were sent to the consultant and each were prioritized as a high medium and low urgency. They were sent to Mr. Hal because he believed he had the time to go through all of them but unfortunately was unable to do so. Mr. Schoen explains that half of the complaints were high urgency. These complaints were looked at in the meeting and Mr. Wiskerchen explains that they all need to be looked at by the Board. Mr. Wiskerchen explains that there will an update on those complaints in the next meeting and it will be added to the agenda to be discussed. Mr. Schoen explains that the only way for the Board to expedite the complaints would be to convene the Board to a special meeting so that it can be moved forward on the complaint but there is no other way to do so. Mr. Wiskerchen explains that this point would be good to explain to legislative to find money

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to pay someone that can work on these complaints and help process them. Mr. Wiskerchen explains that for the record the complaints do not go through him at all because he does not want access to them for the stake of the Board meetings that he produces. Mr. John Nixon states that there should be some accountability to the process so that there can be changes made for the sake of interns that are learning. Because if the complaints are not being looking at and actions are not taken then important aspects will not change. Ms. Marta explains that there is a portion of the website that allows complaints to be sent to the office and the public is wondering the amount of time the Board will take to get back to them. Mr. Schoen explains that once that complaint is filed then an investigation is created and a letter is supposed to be sent to the complainant that it has been received. It is then the investigator that decides which complaints are more important than others. Mr. Schoen explains that right now Sherry is the only one that is filing these complaints but they are working on creating a better process for receiving the complaints. To clarify everyone's concerns, Mr. Schoen explains the process and states the fact there cannot be a clear amount of time to get the process done but it would be in a timely fashion. Mr. Wiskerchen states that the Board has to assume that all concerns are a level 10 because we don't have the capacity to get to all of them at once. Mr. Wiskerchen explains that no matter what the Board decides they need to create a separate agenda item for this topic so that there can be a decision made on who and when will get these complaints done.

20) Discussion of Board Treasurers Report. (Advisement)

Ms. Suzanne Cram explains to the Board that there is \$21,817 in the checking account and \$31,000 in the money savings. Ms. Cram is going to put more money into the account with the money that is coming in with renewals.

21) Discussion of Board Staff Report. (Advisement)

Ms. Sherry, Board staff reports that she has nothing to report but a thank you for everyone for allowing the temporary raise and all the support of everyone else. Mr. Schoen explains that there is an insecurity that proper follow up will happen but really you just need to make one phone call and everything will start to process itself.

22) Items for future agendas. (Discussion)

Mr. Wiskerchen explains that there is a difference between virtual agenda posting and physical agenda posting. He proposes that all the agenda posting be virtual from now on. Rosalie explains that she needs to look more into that because the legal aspect has always been to have physical posting.

A. Review dates for next Board Meeting. (For Possible Action)

Mr. Wiskerchen explains that the next public workshop will be January 19th and February 16th.

B. Review dates for next intern interviews. (For Possible Action)

23) Public Comments. No action may be taken on 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 will be taken. (Discussion)

Nevada State Board of Examiners for
Marriage and Family Therapists and
Clinical Professional Counselors
Meeting Agenda – 08/18/17

No Public Comments

24) Adjournment. (For Possible Action)

Mr. Wiskerchen adjourns the meeting at 12:40pm

NOTE: Items may be taken out of order.

NOTE: Items may be combined for consideration

NOTE: Items may be pulled or removed from the agenda at any time.

NOTE: Public comment may be limited to five minutes per person at the discretion of the chairperson.

NOTE: Prior to the 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.

NOTE: All supporting documentation is available from Sherry Rodriguez, at the Board office located at 7324 West Cheyenne Suite #9, Las Vegas, NV 89129. Anyone desiring supporting documentation or additional information is invited to call the Board office at (702) 486-7388 or email at mftbd2@mftbd.nv.gov.

NOTE: Members of the public who are disabled and require accommodations at the meeting are requested to notify the Board office in writing at 7324 West Cheyenne Suite #9 Las Vegas, Nevada 89129, or by calling the Board office at 702-486-7388, prior to the date of the meeting.

This Agenda has been sent to all persons on the Board's mailing list of interested parties in this regard, posted on the Board's website at <http://marriage.nv.gov/>, the State's website at www.notice.nv.gov and posted at the following physical and web locations in the community on or before 9 a.m. on the third working day before the meeting:

Board of Examiners for MFTs and CPCs
7324 West Cheyenne Suite #9
Las Vegas, Nevada 89129

Sierra Counseling Center
1855 Sullivan Lane Ste 145
Sparks, NV, 89431

Kayenta Legacy
9418 W. Lake Mead Blvd.
Las Vegas, NV 89134

www.zephyrwellness.org/events