



## MEMORANDUM

TO: Board Chair and Members of the ABC Board      DATE: August 14, 2018

FROM: Sarah Oates, Program Coordinator      RE: Licensing & Education Report

### **Staff Updates and Workloads**

The licensing unit still has one vacant position – the Records & Licensing Supervisor position was reposted on Workplace Alaska on July 27, and the recruitment closes tomorrow, August 15.

Examiners Carrie Craig and Mikal Milton have been doing an excellent job keeping up with the hefty alcohol licensing workload while Campbell Anderson continues to process permit applications. Meanwhile, Jacqlene Drulis has continued to process new applications while taking on additional marijuana licensing duties, TJ Zielinski has been responsible for marijuana renewal applications, and Jane Sawyer continues to juggle everything related to marijuana licensing.

### **Alcohol License Renewal Applications**

We are coming up on another alcohol license renewal season, which means that licensees should prepare to receive paper applications – at the current mailing address on file – around October. Over the last few renewal cycles, approximately half (~500) of the renewal applications were received by AMCO staff during the last week of December and first week of January, creating an enormous, challenging workload for the licensing team, and leading to confusion and misunderstanding of licensees regarding the statuses of renewal applications. I strongly encourage licensees – in the best interests of all – that licensees submit their renewal applications as soon as possible, in order to provide examiners adequate time to review applications and licensees adequate time to submit any necessary corrections.

Any licensee who provides a contact email address should monitor that email inbox and junk folder, in case an incomplete letter is sent by a licensing examiner that requests corrections to the application. A licensee will be required to submit all corrections to complete an application by the deadline provided in an incomplete letter, in order to avoid potential late penalties or license expiration for failure to renew in a timely manner.



### **Education and Outreach**

Local Government Specialist Jed Smith and I have continued our work on a short- and long-term training and education plan. For the short-term, we are planning to provide training opportunities in a few locations around the state later this fall, and possibly upload instructional materials to our website, regarding the license renewal application process. The goal is to provide clear expectations of licensees and AMCO staff, and to reduce confusion about renewal processes and timelines.

Some of you may have noticed that our office has begun using the AMCO Alcohol email to send out notices to all interested parties about important news and events (eg: notice of this meeting was emailed to subscribers on August 3; notice of a proposed regulation change was emailed to subscribers on July 27). Any persons interested in receiving notices and important news from this office, or wishing to unsubscribe, may do so by visiting the following link: <http://list.state.ak.us/mailman/listinfo/amco.alcohol>

Over the next couple of months, we will continue to expand our outreach and education to stakeholder groups, production and updating of instructions and guidance materials, and strategizing to improve communication with stakeholders and the public.

### **2018 Licensing & Education Statistics as of August 1, 2018**

Alcohol licensing emails received/sent:	35,950
Alcohol event permit applications:	821
Alcohol new/transfer applications:	227
Alcohol renewal applications:	968
Marijuana licensing emails received/sent:	23,984
Marijuana new/transfer applications:	141
Marijuana renewal applications:	198
Local government/education emails:	12,291