



Nevada Public Agency Insurance Pool
Public Agency Compensation Trust
201 S. Roop Street, Suite 102
Carson City, NV 89701-4779
Toll Free Phone (877) 883-7665
Telephone (775) 885-7475
Facsimile (775) 883-7398

**Approved Minutes of the Oversight Committee Meeting of the
Cooperative for Human Resources Management of
Nevada Public Agency Insurance Pool and
Public Agency Compensation Trust
Time: 1:10 p.m.
Date: November 1, 2006**

1. Oversight Committee Roll Call:

Members participating: Chairperson Curtis Calder, Bill Deist, Nancy Medford, Marilou Walling, Geof Stark, Richard Stokes, Dee Zambetti, Ben Zunino, and Wayne Carlson. Consultant staff present: Mitch Brust.

2. Action Item: Approval of Minutes of Meeting March 8, 2006.

Marilou Walling made a motion to approve the minutes of the March 8, 2006 meeting. The motion was seconded by Ben Zunino. The motion carried.

3. Item: Report on Current Activities.

- **Staff Introductions**
- **FY06 Service Plan Update for the First Quarter**
- **Group Training Sessions**
- **Training Update**
- **Review of CHRM Focus Groups**

Mitch Brust gave a brief overview of the staff of Pooling Resources, Inc. and what each of the staff's roles were within the company.

Mitch issued a handout that included the details regarding the FY06 service plans. He said 81 of 92 clients had their service plans completed. He explained that there were 309 trainings scheduled for coming fiscal year, 30 HR briefings, and 28 client policy revisions. He said there were more service plans completed with the larger clients that would be presented in the next quarterly report.

Mitch explained that the larger clients had asked for training or information from new, outside sources. One way that CHRM addressed this was to conduct training for larger organizations. The first one, he explained, was the Schools Boundary training. The training was conducted by United Educators and the focus was on the issue of boundaries within the school setting. The major areas examined were privacy, access, and control. There was also a discussion on preventing sexual misconduct and molestation. Mitch said the participants came up with a list of ways to better protect schools and ensure that students have a safe environment. Mitch said that a second training program, on Succession Planning, was to be given on November 2, 2006. The guest speaker for that training was going to be Patrick Ybarra, who was going to explain the importance of succession planning. Mitch said these were just two areas that CHRM was working on to better serve some of the larger clients. Geof Stark asked how many participants had attended the Schools Boundary training and how many were estimated to attend the Succession Planning course. Mitch said that between 18 and 20 participants would be at the Succession Planning course and that 8 of the fifteen school districts

attended the Schools Boundary training. Mitch said that the results of the boundary training prepared by the participants were sent to all school districts whether they attended or not. Wayne Carlson explained that United Educators was the re-insurer for the first layer above POOL and they bring a lot of resources to the member school districts, such as the Boundary training. He said United Educators can help supplement CHRM and POOL/PACT for the school districts. Curtis Calder asked if the Succession Planning training was the same as a course given two years prior. Mitch said the training was new and was based upon the idea of examining the existing workforce and being able to plan five years ahead for future employment needs.

Mitch then explained the new training being developed for CHRM. He said the E-Learning courses were being developed because of the clients' desire to be able to train on their own timeframe rather than have a consultant come to conduct the same training. He said that the E-Learning on Drug Free Workplace and Preventing Unlawful Harassment courses would be done in-house. He said the Preventing Sexual Misconduct and Illegal Harassment for Schools was being developed by SafeSchools, which provides a number of other online course material for school districts. He said CHRM would provide a full demonstration of the E-Learning developed by SafeSchools to the school districts on November 29 and 30 of this year. Mitch said the advantages were that school district employees could do training on site at the schools and that the school districts can personalize their own training sites. He said the feedback thus far had been positive for the content.

Mitch said that several of the large clients had requested access to the training materials so they could train their employees. He explained that the process of how this could feasibly happen, went through a number of steps, and finally came down to having clients agreeing that no changes would be made to any materials bearing the name of Pooling Resources, Inc. or POOL/PACT Human Resources.

Mitch said he wanted to conduct a demonstration of the website, but due to not everyone being present and lack of internet access in the meeting room, he was unable to. He did provide a handout for all members illustrating some of the website features. He said content would be added regularly to the website and that CHRM members should check in often to see what had been added. He explained that the policies for the large and medium organizations were up on the website, as well as the policies for school districts. He said there would be alerts added on a regular basis and encouraged the Committee to check the website on a weekly basis. He said one of the goals was to have 100 job descriptions up by the end of the first year. Dee Zambetti asked if people had to get permission and a password from the staff of Pooling Resources, Inc. Mitch said that people only had to log onto the website and they had access to all areas. Geof said he had no problems getting onto the website. Bill Deist agreed that the website was easy to access. Curtis asked if the NACO Survey would be available on the website. Wayne explained that the NACO Survey was not a function of CHRM and that it was contracted through Larry Beller and Associates and said it would be available on the NACO website.

Mitch then explained the summary of the focus group for large organizations and schools. The summary illustrated some of the needs and desires of the large organizations and school districts from CHRM. Mitch said that CHRM can accomplish virtually every item listed on the summary. He said that one of the items, informing the governing board of what has been happening with CHRM services, would be accomplished by sending a letter every six months to the employer explaining the services used during that period. He also explained how CHRM had created a round table of approximately 15 members of the large organizations to discuss current hot topics in HR. He said that from these round table meetings, future training and alerts would be developed for use by all clients.

Mitch also addressed concerns over turnover and explained that there has been no turnover within the organization since Pooling Resources, Inc. took over the CHRM contract. He said he did not expect there to be any turnover any time soon. Mitch then gave a handout to the committee explaining the number of employment claims filed. Dee asked if CHRM was moving toward making HR a strategic business partner in an organization. Mitch said that in 2007, CHRM would have a workshop on the topic of making HR a strategic partner for an organization. Wayne said that the concept of HR as a strategic partner ties in to succession planning.

4. Action Item: Discussion of Scope of CHRM Services Beginning July 2006.

Mitch gave a handout to the committee listing the service CHRM would be offering for the coming year. He made a point to illustrate new services such as E-Learning and the round table meetings. Curtis asked if Mitch felt that the services listed were achievable or if they would stretch the staff too thin. Mitch said he did feel the services could be achieved by the end of the fiscal year. He asked the committee how important HR Briefings were as this was an area that concerned him. Bill Deist and Nancy Medford said the HR Briefings had been given to their organizations and had been very helpful. Geof asked if Mitch had already developed 20-30 HR Briefings or if that number was the goal to be available the first year. Mitch explained that the figure of 20-30 was the total number to be developed for the coming year. He said the HR Briefings would also be placed on the website for use as well. Curtis said he thought the HR Briefings sounded like a helpful item and suggested continuing to develop them. Curtis said CHRM needed to stay focused on the key areas and not be pulled in too many directions. He said that if Mitch felt the HR Briefings could be developed that he should give it a try. Nancy said that maybe CHRM could use the 10-12 already developed and slowly develop the remaining 15 as needed. Geof suggested the 10-12 finalized HR Briefings be placed on the website now. Mitch said that he would try to have the HR Briefings on the website by the end of the month.

There was a motion and a second to approve the CHRM scope of services. The motion carried.

5. Action Item: Review of current Mission/Vision Statement:

Mitch gave the committee a copy of the CHRM mission and vision statement. He asked the committee if they wanted to make any changes to the two statements or if they were fine as they were. Curtis said that the statements seemed fine, as long as Mitch's staff would not be spread too thin covering everything. Mitch said the statements were fine as long as everyone had a common understanding of the definitions of unique services to clients and that the staff would not focus an unreasonable amount of time into one specific client. He said that CHRM was working very hard to provide services to the school districts and large organizations that have been desired for a long time.

Curtis asked if any of Mitch's staff was working on separate labor negotiations or investigations as had been happening in the past. Mitch said that the staff and resources were dedicated to CHRM and CHRM clients and that there were no fee-for-service charges. Wayne said that the Executive Board had determined that Pooling Resources, Inc. would only focus on the scope of services set by the CHRM Oversight Committee and the mission and vision statement of CHRM. He said investigations and labor negotiations are not in the current scope of services and therefore, are not done by Mitch's staff. Curtis said that was a positive thing and would keep CHRM focused on the primary goals.

Geof asked if there was a place where the definitions of terms within the mission and vision statements could be kept so that someone who was not on the CHRM Oversight Committee could not call the statements into question at a later date. Richard Stokes suggested stating what CHRM is not. Ben Zunino said that was one way to approach the issue of definition. Curtis said that if service plans were the way to define what serving the unique needs of clients was, then perhaps that needed to be

written into the mission and vision statements as well. Bill agreed with Geof that the terms needed to be defined in order to prevent confusion on what CHRМ was about. Dee asked how old the mission and vision statements were. Mitch said he believed they were at least 8 years old. Dee said that perhaps it was time to revise the statements for the present.

Wayne said that a vision statement was typically a far-reaching view of the organization and that the mission statement was more focused on realistic issues and that connecting the two was where the difficulty typically lies. Dee suggested revising the vision statement and then working on the mission statement. Mitch asked if the revised versions ought to be the same length as the current ones. Dee said they should be roughly the same length. Curtis suggested tabling this item and between this meeting and the next meeting, have the members come up with any suggested changes. He said the issue could then be addressed at the next meeting with everyone's prepared thoughts.

There was a motion and a second to table item 5 until the next meeting. The motion carried.

6. Item: Report on Other Activities.

- **Report on HR Issues – Prevention and Solutions**
- **Report on employment related claims**
- **Report on budget**
- **Report on United Educators**
- **Oversight Committee Composition**

Mitch gave the committee a handout on the more serious HR issues being dealt with by CHRМ. He said it provided a better picture of what CHRМ was doing rather than numbers and percentages. Dee said the handout was excellent. Mitch said the handout did not detail everything, but included the more critical issues. Curtis concurred with Dee and said it helps the committee justify why CHRМ exists. Bill also agreed and said the handout was good. Nancy also agreed that the handout was helpful. Curtis asked if it was Mitch's intention to disseminate the handout down through the POOL. Mitch said that he needed guidance on whether the information should go up through the Executive Board. Dee said the information in the handout would send a clear message that CHRМ is necessary. Curtis said he felt that the information should go to the Executive and Total Boards and should probably be included for the meetings for spring 2007. He said that as long as the format did not reveal clients or names, the information should be fine. Dee agreed and said that clients should be labeled only as "entity."

Geof asked how often the reports would go to the boards. Mitch said the reports on HR issues would go as part of the annual reports. Geof asked if the reports would be too much information and asked if it would be overkill to provide one year's worth of incidents. Curtis said Mitch would have to use his best judgment and include relevant items that clearly illustrate what is happening rather than minor issues or repeating incidents. Mitch said he would look at the incidents and use his judgment as to what needed to be included.

Wayne asked if there was a desire to have a "lessons learned" on HR issues for the Executive Board. Curtis said he liked the idea and thought it was very helpful. He said it was helpful for HR managers to get together and discuss what has been happening in their organizations. He said sometimes similar issues were occurring but Mitch might not know because some organizations do not contact him. He said it would be beneficial for the HR managers, prior to the Board meeting, to meet together and address some of the issues within HR.

Dee suggested that Mitch put a disclaimer on the HR Issues handout stating that the solutions offered by the consultants are unique to that organization and should not be taken as policy.

Mitch explained the handout on employment related claims and stated that there were three HR related claims. The interesting thing, he said, was that two of the three claims were never addressed to the consultant staff before. He said those two issues should have been discussed with the staff by the organizations before they escalated into claims, and there may have been a chance to prevent those claims from occurring. He said he hoped that the organizations understand that they should contact CHRHM in order to reduce claims and liability.

Wayne said the data on the handout is from the claims system and that a new database was being created which may have more information than the present system. He explained that over the years, the number of HR related claims have been consistent with the costs of HR related claims. He said the data is still difficult to gauge because the school districts have so many employees. Dee asked if there was a way to measure CHRHM's impact on the claims. Wayne said the problem with HR claims was that the data was skewed because of the 3 year statute of limitations on HR claims. He said that some of the claims from 2006 may have been incidents that occurred in 2003 and so it was difficult to get a clear picture of current CHRHM impact. Curtis said it would be very difficult to statistically prove a correlation between CHRHM and claims reduction. He said having that data would be good, but he felt that the Executive Board was not anti-CHRHM and supported the CHRHM concept.

Mitch shared the budget for Pooling Resources, Inc. with the committee. Wayne said that in regard to capital outlay, the costs appear minimal because he decided to change over the computer systems with his management fee instead of the capital outlay money. Wayne explained that he used the Larry Beller proposal as the grant proposal and fixed the numbers with that in place. Curtis said the budget looked good.

Mitch said that Wayne had already discussed the issue of United Educators and he did not have much to add to that.

Mitch gave a handout to the committee regarding employee totals and representation for the CHRHM Oversight Committee. He said he wanted to make the information available to the committee members. He said some of the large organizations wanted to see greater representation on the committee. Mitch said that the purpose of the CHRHM Oversight Committee was to have managers provide direction for CHRHM. He said that currently, there were 5 managers, 4 personnel individuals, and 1 "other."

Curtis asked if there was a rotation for members on the committee as some were not very active in attending the meetings. Wayne said that it was the committee's decision as to how membership terms were determined. Curtis said that maybe the less active members did not want to be on the committee and that their places could be occupied by those who did want to attend. He said he wanted to have active members on the committee. Wayne said any term recommendations for the committee would be relayed to the two boards for approval. Dee suggested that if a member missed a determined number of meetings, they should be asked to leave the committee. Curtis agreed and said that was preferable to term limits.

7. Item: Items for the POOL/PACT Annual Meeting 2007.

Mitch asked if some figures, specific narratives on HR problems and more information on employment claims were the types of items he should present to the Board. Curtis said that was the kind of information that should be seen. Dee asked if the committee would be able to review what was being taken to the Board. Mitch said any information given to the Board would be reviewed by the CHRM Oversight Committee first. He said he would give some of the information to the committee at their next meeting. Curtis agreed and said that information would be reviewed then.

8. Item: Schedule Next Regular Meeting for CHRM Oversight Committee Meeting

The next CHRM Oversight Committee meeting was scheduled for February 21, 2007 at 9:00 a.m.

9. Item: Public Comment

There was no public comment.

9. Action Item: Adjournment

The meeting was adjourned at 2:32 p.m.