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**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: 10:41 a.m.

Date: May 23, 2007

1. Oversight Committee Roll Call:

Members participating: Chairperson Curtis Calder, Nancy Medford, Ann Murdoch, Linda Bingaman, Guy LeFever, Geof Stark, Richard Stokes, Dee Zambetti, Ben Zunino, and Wayne Carlson.
Consultant staff present: Mitch Brust.

2. Action Item: Approval of Minutes of Meeting February 21, 2007

Nancy Medford made a motion to approve the minutes of the February 21, 2007 meeting. The motion was seconded by Geof Stark. The motion carried.

3. Action Item: Clear Direction Program

Mitch Brust explained that the Essential Management Skills training could be supplemented by the Clear Direction Program and would allow those who had gone through the Essential Management Skills courses to apply practical management skills in their respective organizations. He said the initial assessment would be able to identify strengths and weaknesses in various areas such as communications and identifying employees' needs. Mitch said Clear Direction Program was designed for current and future managers to develop their skills. He said the original intent of the Clear Direction program was as an employment tool as it would determine how an applicant would fit within an organization. Mitch said the exercises, which are taken over a period of time, were designed as a management development tool. He explained that both the profile and the exercises of the Clear Direction Program cost just under \$300. He said that an idea might be to have those participants who go through the entire Essential Management Skills series, and are interested in the Clear Direction Program, to have the \$300 fee paid for by their organization in the beginning. He said that if the participant completed the entire Clear Direction Program, then POOL/PACT Human Resources could then reimburse the organization the \$300 for the program. Mitch said he could look into whether or not the Clear Direction program could be made available to the committee members in order for them to evaluate whether it would be a good option to look into. He asked if the committee wanted to take action then or wanted to take the materials first to get a better idea of the program.

Curtis Calder said it would be better if the committee had the opportunity to go through the material of the Clear Direction Program before deciding. He also asked if POOL/PACT HR had the money to pay for all of the participants of the Essential Management Skills training if they so desired to go through the Clear Direction Program. Mitch said that he estimated approximately 100 participants would go through the Clear Direction Program. He said he understood that would still be \$30,000 in costs, but he said POOL/PACT HR looked to be between 10% and 20% under budget for Fiscal Year 2006-2007. Curtis asked the other committee members how they felt about the idea.

Nancy said she thought it was a good concept as long as the money was there to reimburse the organizations. Ben Zunino agreed and said that the program was a great idea and that anything that could help the organizations develop in different areas should be supported. Geof Stark said it would be a good idea to try out the material first before making any commitment. Dee Zambetti agreed and said that if the committee members were able to try out the material first, they would have a better idea of what the Clear Direction Program was about and could better inform people who might take the courses for the organization.

Mitch said he wanted the Clear Direction Program to be available to those participants who complete the entire Essential management Skills Certificate Program. He said that would demonstrate motivation to improve on the part of the participant. Nancy and Dee said that was a good idea. Curtis asked if organizations could go directly through the vendor if they had specific people they wanted to utilize the Clear Direction Program but were not enrolled in the Essential Management Skills courses. Mitch said that was something that possibly could be worked out. Mitch said that the program might be particularly helpful during the hiring process.

Richard Stokes asked what the turnaround time was for the Clear Direction Program profile to be sent back to the user. Mitch said that it took approximately 20 minutes to fill out the required questions and afterward, the more than 60-page report would be sent within one hour. Curtis said the City of Elko utilized a personality assessment tool in the hiring process and said that anything that adds another level of understanding regarding an applicant is beneficial for the organization. Curtis said that it would be good for the committee to go through the program and meet to discuss it at a later date in order to have a better understanding of it.

Guy LeFever asked what would happen if more than 100 participants were going to take the Clear Direction Program and how that would affect the budget. He also asked if the reimbursement idea was intended to be a long-term commitment. Mitch said that POOL/PACT HR could absorb the costs for the first group of participants, even if the number of participants rose to 300. Mitch added that if it were at 300 participants, it would be money well spent as the program required a lot of communication between supervisors and employees.

Curtis said the committee would like to go through the profile assessment and the 13 lessons of the program before making a decision and asked if Mitch needed an action to be taken on the Clear Direction Program. Mitch said he did not need action to be taken at that time.

4. Action Item: Report on Current Activities

4a. Service Offerings

Workshops – Focus Group Sessions

- HR Strategic Partner Workshop – Mar 20, 2007
- Video Conference (NRS 391) – Mar 27, 2007

Teleconferences Update

- June 5th – Legal Issues Regarding Performance Evals – Dana Cotham, Esq.

Training Update

- New Trainings
- E-learning Update
- Safe Schools Marketing

Legislative Update

Newsletters and Alerts Update

Mitch said the HR Strategic Partner Workshop was well attended and well received by those who attended it. Regarding the video conference, Mitch said it was presented to all of the school districts and concerned the disciplinary process with school employees. He said it was given during the

morning and the afternoon on March 27, 2007 in order for school administrators to have the opportunity to attend when it was most convenient for them. On the assessment given to the participants, Mitch said that over 90% of the responses were positive and they said it was a good way to convey information to the schools without having school personnel leave their respective districts. Mitch said POOL/PACT HR was considering doing another video conference in the fall of 2007. He said there was some difficulty in offering the videoconference option to all organizations due to the lack of facilities and equipment, but POOL/PACT HR was working on a way to provide the videoconference option to all organizations. Richard said that the technology allowed the videoconference to be sent to classrooms and meeting rooms, and general improvement districts, hospitals, or anyone else who wanted to attend the videoconference might be able to work with the schools to provide space for that. He said schools were looking for ways to utilize the technology. Nancy said a similar thing was allowed at Battle Mountain General Hospital for those that needed to utilize videoconferencing equipment. Ben said that the University Extension Services also provided similar use options.

Mitch said that Dana Cotham, Esq. would be coming up from Las Vegas on June 5, 2007 for a teleconference on legal issues regarding performance evaluations. He said she was not charging a fee for her presentation and only needed to be reimbursed for the travel costs.

Regarding E-Learning, Mitch said that it was a very popular option for organizations and as of that meeting POOL/PACT HR had over 500 participants registered for the E-Learning courses on unlawful harassment and the impact of drugs and alcohol in the workplace. Mitch said SafeSchools was an option that was available to the school districts and it offered online courses in HR-related subjects and had also added safety related courses as well.

Mitch said that of the legislation that POOL/PACT HR was tracking, 7 bills had been passed by both houses and 1 bill had been sent to the Governor's office for approval. Dee asked if the information on those bills could be emailed to the committee. Mitch said the information would be sent to the committee.

Mitch told the committee that the newsletters and alerts were up on the website and that a newsletter was going to be sent out in June.

Curtis asked if any of the legislation being tracked dealt with group health insurance. Mitch said yes there was legislation concerning group health insurance. He said there was a bill that was related to AB286 from 2003, and the new bill would require employers to cover their retirees under the organization's health plan, similar to AB286's requirement regarding the Public Employees' Benefits Program.

5. Item: Scope of FY07-08 CHRM DRAFT Services – handout

Mitch gave the committee a handout regarding the proposed scope of services for fiscal year 2007-2008. He said that service plans were underway in May and June where the consultants were meeting with the CHRM and HR representatives as well as key administrators to develop the service plans for the following fiscal year.

Mitch said that the review and revision of comprehensive sample policies was an ongoing process. He said there were a total of 16 policies each year being revised and that 2 new policies were being introduced as well, on bullying in the workplace and dating within the workplace. The two new policies were currently undergoing a legal review and once finalized, Mitch said, an email would be sent to the organizations about how the new policies might fit within existing policies and procedures.

Regarding the implementation and adoption of policies and procedures, Mitch said there were still some clients that did not have policies and procedures. He said POOL/PACT HR currently was reviewing or developing policies and procedures for 30 client organizations. He said that policies and procedures were very important when issues arise between employers and employees as the policies can ensure that clients are taking the correct action in regard to the issue.

Mitch then explained the proposed training to be revised or developed. The first course to be revised was Workplace Violence Awareness. He said the course was going to be given in November but would also be added to the website as an E-Learning course in January. He said that new courses to be developed for the new fiscal year were courses on documentation and its importance, and performance management core principles. Mitch said that the final three Essential Management Skills courses were being developed for the fall. For the last item, Mitch explained that there would be some workshops given to the schools and larger organizations later in the year regarding harassment and sexual misconduct as that was where claims activity was occurring. He emphasized that while the workshops were designed for the schools and larger organizations, it was open to all entities if they wanted to attend.

Mitch said that the HR Round Tables would continue during the next fiscal year. He said that the Round Table was a good way for current HR issues to be discussed in detail among different HR professionals from different types of entities.

Mitch said that HR Briefings were a good tool for management to get together to discuss a specific HR topic in a short period of time and allowed them to bring up other topics if they needed to do so. He said there were currently 26 HR Briefings completed and 5 to 10 more briefings would be added each fiscal year.

In regard to teleconferences, Mitch said that POOL/PACT HR would be getting away from a definitive total of 6 per year because a teleconference should only be held if necessary and when there is enough general interest in a specific issue. Mitch said the number had therefore been changed to between 3 and 6 per year depending on the interest and need for a teleconference.

Mitch said the website was a good resource that was always being added to with new content and material. He said it was also the place for the E-Learning courses as well. Mitch said that there were currently 64 job descriptions on the website and that the goal was to have 200 job descriptions posted by the end of fiscal year 2007-2008.

Regarding coaching and problem-solving, Mitch said that it was an ongoing effort on the part of the POOL/PACT HR consultant staff to assist clients during serious issues. He said that it was important for clients to contact POOL/PACT HR as soon as possible if an issue is occurring in order to minimize the potential for a claim to be made. He said the consultants can help clients if the clients ask for the help.

Curtis said he had reviewed the proposed services for the next fiscal year and they looked appropriate to him.

Richard made a motion to approve the proposed scope of services for POOL/PACT HR for fiscal year 2007-2008. Linda Bingaman seconded the motion. The motion carried.

6. Action Item: Centralized Job Listing – *handout (fax)*

Mitch gave the committee a handout that detailed a proposed centralized job listing service for the website. He said there was some interest posed at the last oversight meeting regarding POOL/PACT

HR hosting a centralized job listing service. He said rather than listing every organization's jobs, POOL/PACT HR would provide the links to each organization's website so interested people could see the jobs at those locations. He said that HR personnel would post the jobs on the organization website as usual and take them down as well. Mitch said that the value of utilizing the organization website was that interested job seekers would be able to see information regarding the local area of the organization as well.

Dee asked if the listing on the POOL/PACT HR website would link directly to the organization website. Mitch said it would and said that it would be titled in such a way that it would be easy to find via websites such as Google. He said it would also be helpful to post information regarding the centralized job listing service in various trade journals in order to attract specific applicants. Mitch said it would be easier to provide the links directly to the organization website rather than trying to host everything as it would be difficult to administer on the POOL/PACT HR side. Mitch said that for the listing service to work properly, clients must be willing to post jobs on their own website regularly and keep it updated.

Richard asked if the service was up and running on the website at that time. Mitch said it was not operating yet.

Mitch asked how the committee felt about the proposed idea for the job listing service. Curtis said he thought it was a good idea and that it would be an inexpensive option to implement as it did not force clients to change their websites. Dee said she liked the idea on the handout of the map of Nevada being the area where the links would be contained. Curtis agreed and said it would be a good resource for people outside of the state of Nevada who might be considering moving to the state in order to get a job and may not know where the cities and counties are located.

Geof asked if the Nevada map would have city names on it as well as the counties. Mitch said he thought it would have city names as well. Ben said that it might be helpful to have Las Vegas and Reno listed as well in order to show their location relative to the other cities within the state.

Nancy made a motion to pursue to the centralized job listing service as proposed. Ben seconded the motion. The motion carried.

7. Action Item: Discuss possible name change of "CHRM"

Mitch asked if there was any desire to change the name of CHRM to something else. Dee said that the name should be changed to POOL/PACT HR. Curtis agreed and said it would be good to stay consistent with the name. Dee said she did not know if the Oversight Committee or the POOL/PACT Board made the decision to change the name. Wayne Carlson said that because the original name was decided by the Board it would probably have to be a Board decision based upon the recommendation of the Oversight Committee. Wayne said that the Executive Committee had the power in between Board meetings to adopt any name changes and he could take any recommendation to the Executive Committee.

Ben made a motion to change the name of CHRM to POOL/PACT HR. Dee seconded the motion. The motion carried.

8. Action Item: Report on Other Activities

- 8a. Report on HR Issues – Preventions and Solutions –*handout***
- 8b. Report on Employment Related Claims –*handout (fax)***
- 8c. Report on Budget – *handout (fax)***

Mitch gave the committee a handout regarding HR issues and how POOL/PACT HR assisted the organizations in solving the issues. Mitch said he and Curtis had presented a packet of similar issues at the Board meeting and broke it into two presentations. He said the more serious issues were presented formally to the Board and then the Board broke into groups and were given the facts of the other issues and the groups worked to propose solutions to those issues.

Dee asked how the Board received the HR issues handout. Mitch said the Board seemed to prefer it to just numbers and statistics and seemed to gain a better appreciation of what POOL/PACT HR accomplishes with coaching and problem solving among the client organizations.

Mitch showed the committee a handout of the number of HR-related claims filed during fiscal year 2006-2007. He said there were a total of 17 HR-related claims filed with 6 concerning discrimination, 7 that dealt with harassment, 3 with wrongful termination, and 1 with retaliation. Regarding which types of organizations the claims were coming from, Mitch said 8 of the claims were from schools, 5 were from counties, 3 from cities, and 1 from a special district. Mitch said he was concerned with the amount of activity coming from schools recently. He said the claims were very serious and were troubling. Mitch said that would be a focus of the service plans as consultants visited the schools. He said the emphasis would be on instructor led harassment courses for the school districts as well as the online harassment course.

Mitch said that of the 17 claims previously mentioned, POOL/PACT HR was aware of only 3 of them. He said if POOL/PACT HR was aware of the issues, the problems might not be eliminated, but they could possibly be mitigated. Mitch said that of the three claims POOL/PACT HR was involved in, one was resolved with all claims dropped; one was resolved with no litigation and a small settlement; and the third was resolved with a small settlement and an agreement that the claimant not seek reemployment with the organization again. Mitch said that while POOL/PACT HR might not be 100% successful in all 17 claims, it would be able to minimize many of the issues being raised if they were involved from the beginning.

Geof said that while three claims were reported to POOL/PACT HR, it was a credit to POOL/PACT HR for the volume of issues that are never made into claims because the issues have been resolved with the help of POOL/PACT HR. Dee agreed with Geof.

Curtis asked if the school districts that were having issues were the same school districts over time or were they different school districts. Mitch said they were the same school districts for the most part. Mitch said there were three school districts in particular that were having more activity than would be desired. He said one of the school districts needs a lot of HR attention while another district needed more administrative review. Dee asked if POOL/PACT HR was working with the higher-level administrators in those school districts. Mitch said POOL/PACT HR was working with the administration personnel to resolve the issues. He said that coupled with the training emphasis, he would like to meet with the superintendents and higher officials of the school district in order to make them aware of the seriousness of the issues.

Curtis asked Wayne where the line was for an organization that continuously was in trouble and was creating greater risk for the insurance pool. He said that the time might not be now, but if the same two school districts do not get in line, would the insurance pool want to continue insuring them.

Wayne said that removing an organization from Pool would require a full Board decision and a supermajority vote. Wayne said it would be a very serious issue to do that and while the Board has considered the notion in the past, it has never come down to an actual vote before. Wayne said that when evaluating the cost of an organization's share of the renewal fees, he would consider the claims history and offer an adjustment to a troublesome organization's cost as an incentive to get things in order. Curtis said that Wayne's methods seemed appropriate in regard to correcting an organization's behavior. Curtis also told Mitch to inform his staff to be aware of the issues in troubled organizations and ensure they are improving rather than getting worse.

Mitch provided the committee with a copy of the budget for POOL/PACT HR. He said that POOL/PACT HR would probably be 10% to 15% under budget for fiscal year 2006-2007. Curtis said it was good to be under budget unless understaffing was the reason for being under budget. Curtis asked if that was the case for POOL/PACT HR. Mitch said that while staff was still light, the work was getting done. He said that he was considering bringing in someone to do some contract work on an hourly basis to help consultants get caught up while one consultant was on leave. Other than that, Mitch said everything regarding staff was working well.

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

The next CHRM Oversight Committee meeting was scheduled for September 12, 2007 at 10:00 a.m.

10. Item: Public Comment

There was no public comment.

9. Action Item: Adjournment

The meeting was adjourned at 11:47 a.m.