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**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: 10:30 a.m.**

**Date: October 25, 2005**

**1. Oversight Committee Roll Call:**

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

**2. Action Item: Approval of minutes of Committee Meeting on July 20, 2005**

There was a motion to approve and a second. The motion passed unanimously.

**3. Action Item: CHRM status report**

Larry gave the committee a report for the first three months of the fiscal year. He said there was a lot of interaction with the governing boards and internally. He said schools and counties were using the CHRM services regularly. Larry said the current objective was about 2,700 service hours for the calendar quarter and that 3,340 hours of services provided was ahead of the goal. He said the participation for the HR Assistant training was strong and anticipated possible make-up courses or offering the full series again in the future.

Curtis asked what the 702 hours of training encompassed. Larry said the number of hours reflected both the development of training and delivery. He said most of the training courses were being developed and reorganized. He said the hours also increased as a part of the development of new training.

Geof asked what was meant by no deliverable. Larry said that was used when something was being done internally and did not apply to any other deliverable topic.

Larry gave the committee a document with brief summaries of critical incident management between July of 2004 and September of 2005. Mitch said the report was created because of the request from the committee for more details of how CHRM services were preventing critical incidents. He said the report contained examples of various critical incidents and how they were resolved for the agency. The committee expressed support for the report. Curtis requested the report be continued and be a part of the quarterly reports.

There was a motion and a second to accept the CHRM status report. The motion was passed unanimously.

**4. Action Item: Summary from HR Symposium**

Larry gave three documents to the committee detailing the various topics discussed at the HR Symposium on October 6, 2005. He said the feedback from the participants was generally positive

with one exception. He said he was pleased to see that the person providing negative feedback provided useful information. He said most would like to see a follow-up on the symposium and said some of that follow-up would take place at the POOL/PACT Retreat in November. He said the changing demographics in the workforce and succession planning were among the most noted problems. He said the two most mentioned solutions to the issues addressed at the symposium related to changes in benefits and training.

Curtis said the symposium discussed issues often overlooked within HR. He said the issue of demographic change within the workforce could not be ignored. Mitch said that knowledge retention was critical to changes in the workforce. He said knowledge needed to be captured before department heads retired. He said organizations would have to think of creative ways to engage in a mentoring program in which retired personnel could be brought back to teach younger workers their skills and knowledge.

Larry said benefits were mentioned but other ideas such as flexible schedules were also discussed. Dee asked if there was a way to capture technical knowledge when people retired. Curtis said a turnover file could be effective where personnel would list their duties step by step and keep that information on file for future employees. He said much of the technical information could be placed within a database for future use as well.

Dee said an important aspect to consider was that organizations might not want certain retired employees to come back to work. Curtis agreed and said some employees who were retiring and were not performing at desired levels might negatively influence younger employees.

Wayne said one of the suggestions at the symposium was to video or audio record upcoming retirees and their daily work routine in order to capture their knowledge.

Larry asked Dee how she funded the mentoring program for Boulder City. Dee said people would go through supervisor training courses and be paid 20% above their normal wage through the duration of training. She said once the training was complete the people would return to their normal positions of employment. Curtis said that some employees who have extensive knowledge might feel that their job would be secure if they did not share the knowledge. He said those workers would create a real critical incident if they left and so it was important to deal with the valuable employees who are not willing to share their knowledge.

Larry asked what the committee wanted to do in regard to implementing the ideas brought forth during the meeting. Dee asked if the training and services offered by CHRM had reduced the number of claims by agencies. Wayne said there had been positive results but the data was skewed due to the growth of POOL. Wayne said training brought forth new claims but that was due to awareness of issues.

Larry said there was a great demand from agencies for more training. He asked if there were any options available for alternative training methods. Dee said that six (6) hour training sessions were too long for most agencies. She said training times needed to be shortened and refresher courses given at later dates. Ben said an option would be video conferencing the courses to allow those employees who were required to travel long distances to participate without the travel time. Larry said he only knew of Nye County having adequate facilities for video conferencing. Nancy said Battle Mountain has similar facilities. Dee said Boulder City had access to various training courses via computer software and said some training could be given by the agencies themselves rather than the typical training. Larry asked if this was organized by the League of Cities. Dee said the software program was organized by the National League of Cities. Curtis said he had experience with software

training dealing with safety issues. He said the training could be done every week or two in order to keep refreshing the main themes and ideas. Dee said training was important but there needed to be innovative ways to deliver the training.

Larry said establishing relationships with the agencies was important. Dee said relationships were critical. She said the committee members all maintained good relationships with the consultants but asked whether this was true of the smaller agencies or not. Larry said occasionally some agencies who have been out of contact for a while come back in and get re-established. Ben said the majority of learning during the training came through the interaction between the consultants and the employees and supervisors. He said an option might be to record the training and allow the supervisor to watch the recorded training if a problem arose. Larry said the training was designed to be interactive and a tape might not provide the proper interaction. Ben said a recorded training for the employees who were unable to attend would be a preferable option than nothing. Wayne said a recorded training that captured the actual interaction and dialogue of the course would be preferable to a commercially recorded tape.

Larry asked if there were any ideas in regard to recruiting. Geof asked what issues regarding recruiting were brought up during the symposium. Larry said the recruiting issue dealt with not being able to find qualified people. Wayne said the issue involved the changing demographics and how there would be a gap of over 10 million jobs being unable to be filled due to retirees and the difficulty filling those open jobs. He said the challenge would be to do the same work with fewer people. Dee said selling the quality of life, benefits, and the city were critical to getting talent to move to the open jobs. Wayne said a problem existed that some cities would be unable to sell the same quality of life as Boulder City and thus, gaps in employment would continue to exist.

Ben said a major issue was jobs being transferred overseas. Dee said an idea would be to examine what other cities were doing throughout America to be successful in maintaining employment.

Curtis said agencies were going to have to work to adapt to the issues discussed during the meeting. He said the agencies might need to lobby at a higher level to make the state legislature aware of the issues that will be faced in the future. Dee said it was critical for the POOL/PACT Board to hear the issues Curtis had brought up. She asked Wayne if the option of pooling health insurance had been discussed before. Wayne said it had been discussed in 1999 but there were so many dynamics that pooling fell apart. Curtis said the state often did not have to comply with the stringent requirements placed upon the cities and counties. He said CHRМ might be the logical starting point to make some changes.

Ben asked how many counties were represented through CHRМ. Wayne said 15 rural counties, 14 rural cities, 15 rural school districts, 8 rural hospitals and many small towns and agencies. Ben suggested that an insurance plan be created where agencies could elect to be a part of it or not. He said the greater the number of participants, the less the insurance might cost.

No action was taken on this item.

**5. Action Item: Discussion and preparation of recommendations to the POOL/PACT Board regarding the scope and level of CHRМ services**

Curtis asked how many people would be attending the POOL/PACT Retreat. Wayne said approximately 40 people were scheduled to attend.

Wayne asked if the committee had any suggestions for topics of discussion for the POOL/PACT Board at the retreat. He said he had an idea that the training approach could change. He said the

consultant contact was to be maintained and stronger lobbying was necessary at the state legislature. He asked if there were any other topics. Dee said the current level of CHRM services were at the proper level now. Geof asked if there were any agencies dissatisfied with CHRM services and if their opinions were being noted. Curtis said the only issue he had any word on was the long training sessions. Larry said he was aware that some agencies needed a “booster shot” of policies that would benefit their organizations. He said the implementing of policies and procedures for the smaller organizations was a priority.

Wayne said that recruitment and retention had not been part of the CHRM services but advice and guidance was given to agencies. Larry said labor negotiations had traditionally been outside of CHRM services, but recently contract administration had started to be absorbed into the CHRM services. Larry said job descriptions and classification studies did not fall under CHRM services. He said a strategic decision had been made to stop investigations of CHRM agencies. Dee said blanket job descriptions would be a helpful service of CHRM. Larry said CHRM could be helpful for oral board questions. He suggested that tests could be designed for public works positions or similar jobs for the CHRM agencies.

Curtis asked if there had ever been a consideration of CHRM collaborating with IPMA and offering membership into IPMA as part of the CHRM membership. He said this would allow access to IPMA benefits.

Wayne asked if there were any CHRM services that needed to be reduced or eliminated. Dee said there were no services that needed to be reduced. Nancy and Geof agreed. Geof was concerned with the agencies not utilizing all of the CHRM services and what their concerns would be. Larry said he had a sense that some of the smaller agencies would benefit from an assessment of how their HR programs were working. He said this would apply to the agencies employing between 15 and 100 people. Nancy suggested that some of the oversight committee members taking charge of the assessment option and getting the agencies comfortable with what CHRM has to offer. Richard said the state was going to be auditing the school districts and he said he would feel more comfortable if there was an assessment of the HR program prior to the state’s audit. Wayne asked if the audit was financial or whether it concerned procedures and operations. Richard said it was an operational audit. Curtis said the assessment idea was a good one. Larry said a consultant sitting down in person with the HR representative of an agency would be the most beneficial way to administer the assessment.

Larry asked if there should be a single provider utilized by CHRM members as a CHRM service in order to conduct background checks for new employees. Dee said agencies without a great deal of resources might see that service as beneficial. Curtis said there were a number of positive aspects of background checks being part of CHRM services, but said if there was no personal involvement by the entities, the responsibility aspect gets lost. Dee said the state was starting to require agencies to stop using local police departments as a resource for background checks. She said if that was going to be the case, then background checks as a CHRM service would be necessary for the smaller entities in the state. Curtis said if what Dee said was correct, then the background check would become absolutely necessary.

Dee made a motion for the chairman of the oversight committee to present the ideas discussed at the meeting to the POOL/PACT Board at the POOL/PACT Retreat. The motion was seconded. The motion carried unanimously.

**6. Action Item: Public comment**

There was no public comment.

**7. Action Item: Adjournment**

The meeting was adjourned at 12:00 p.m.