



POOL/PACT Human Resources (HR)
201 S. Roop Street, Suite 103
Carson City, NV 89701-4790
Telephone: (775) 887-2240
Toll Free: (866) 773-0433
Facsimile: (775) 887-2581

**APPROVED MINUTES OF THE
NEVADA PUBLIC AGENCY INSURANCE POOL AND
PUBLIC AGENCY COMPENSATION TRUST
HUMAN RESOURCES
OVERSIGHT COMMITTEE MEETING**

Date: December 8, 2017 Time: 10:30 a.m.
Place: 201 S. Roop Street
Upstairs Training Room – POOL/PACT Offices
Carson City, NV 89701

1. Oversight Committee Roll Call

Members participating in person: Chairman Curtis Calder; Pat Whitten. Members participating by phone: Abel Del Real-Nava; Cindy Hixenbaugh; Robert Quick; Tim Logan; Dee Carey. Members not participating: Scott Baker; Danelle Shamrell; Geof Stark; Jose Delfin. PRI Staff: Stacy Norbeck; Erica Amatore. Risk Management Staff: Mike Rebaleati; Wayne Carlson; Marshall Smith.

2. Item: Public comment:

No public comment.

3. For Possible Action: Approval of Minutes of Meeting September 15, 2017

Cindy Hixenbaugh made a motion to approve the Minutes of September 15, 2017, as presented. Robert Quick seconded the motion. Motion was carried.

4. For Possible Action: Report on Current Activities

a. 17/18 Strategic Plan to date

Stacy reviewed the 17/18 Strategic Plan as follows:

New Trainings — All four Essential Management courses are completed or in process.

Revisions — 21 of 24 revisions of trainings are completed or in process.

Regional Trainings — Five of six regional trainings are completed for the fall, one was cancelled due to low enrollment, and five are scheduled for the spring.

Workshops Utilizing Outside Resources — *Negotiations* was taught four times by Charlie Cockerill and Jordan Walsh. *Boundaries* was taught twice by Ann Alexander and Becky Bruch.

New Briefings — Four new HR Briefings are completed or in process; one more to complete.

Updated Briefings — 15 of 33 HR Briefings are completed or in process. The remaining 18 will be completed by June 29, 2018.

Statewide Webinars — One of four has been completed; next one scheduled for 12/13/17.

Post Member Pay Plan/Scale on website — 50% complete.

Sample Personnel Policy Annual Update — Will be complete by June 29, 2018.

Alerts — Two alerts have been issued.

Trainings — 113 trainings were conducted with over 3,500 participants. 4.5 course content evaluation average; and 4.8 instructor evaluation average. There were 21 *FRISK* courses taught.

Phase I HR Compliance Assessment Program — 10 tentative; two in process; 30 left to complete from previous years.

Phase II HR Compliance Assessment Program — Three out of five are in process; four left to complete from previous years.

b. Report on Employment-Related Claims

Stacy stated we have nine claims so far; same as December 2016.

Abel Del Real-Nava asked if there is anything we can do to prevent claims from happening.

Curtis Calder asked if there were any trends with the claims.

Stacy stated the claims were mostly EEO-related; there could be more sexual harassment claims coming forward with all the media exposure. She suggested members make the harassment course mandatory.

5. For Possible Action: HR Seminar Evaluation

Stacy stated there were about 70 participants who attended the HR Seminar in September. The overall rating on the evaluations was a 4.67 out of 5 stars. Top three presentations were Gerry Preciado's *Leading Your Team into the Roaring 2020s*, Ann Alexander's *Transgender Issues in Education and Employment*, and the *Jeopardy/Stump the Attorney* session.

The next HR Seminar is scheduled for September 13 and 14, 2018, at the Atlantis.

Curtis stated he could only attend the second day of the 2017 seminar and he enjoyed the presentations.

Stacy stated she will be stepping back from the seminar and Jeff Coulam and Christine Vido will be taking over the duties of planning the seminar.

Dee Carey stated she had to miss the seminar, but wanted to know if there were handouts available.

Stacy stated there was a website this year and all the handouts are available. The website is www.poolpact.com/hrseminar.

Robert Quick mentioned having the handouts electronically was very convenient.

6. For Possible Action: General Manager Report

Stacy stated she met with members in White Pine County, Ely, Grover C. Dils, Caliente, Lincoln County School District, Lincoln County, Eureka County, and Eureka County School District with Neal Freitas. Last May she met with Pahrump Library, Nye County School District, Beatty Water, Amargosa Valley Library District, Esmeralda County, Esmeralda County School District, and Nye County. She is planning on making her way towards the I-80 corridor in the next few months.

7. For Possible Action: Approval of 18/19 Strategic Plan

Stacy reviewed the 18/19 Strategic Plan.

New Instructor-led courses – *Customer Service and Performance Management*.

Revisions — *Bullying in the Workplace and Advanced Essential Management Skills*.

Regional Trainings — *EMS; AEMS; HR Rep; Advanced HR Rep; The Good, The Bad, and The Ugly; and So You Think You Want to be a Supervisor* will be scheduled throughout the fiscal year.

Workshops Utilizing Outside Resources — Stacy stated we are considering holding sessions on medical and recreational marijuana and possibly combining it with the new Nevada Pregnant Workers' Fairness Act; we are also considering holding sessions on Investigations.

Robert asked if any statutory differences for police and fire personnel with marijuana use could be addressed.

Curtis asked if there is a need to update the harassment class with all the current sexual harassment claims becoming apparent.

Stacy stated that we update the harassment and other classes with legislative changes as needed.

New Briefings — *Buddy to Boss, Domestic Violence, and Nevada Pregnant Workers' Fairness Act*.

Statewide Webinars — *Social Media Etiquette, Change Mastery, Communication Skills, and Brain Health*.

Sample Personnel Policy Annual Update – Stacy stated the normal updates will be available by June of 2018; however, she would like to propose an idea to the Oversight Committee regarding the current personnel policies and completely rewriting them. The policies have been around for years, the large is more than 100 pages long, and the format in which they were created makes it difficult to make changes or updates. Stacy stated we could have a new sample personnel

policy ready for adoption by June 2019. Stacy asked if it would be easier to do it as a whole or make the changes in pieces over time. Stacy asked if a survey would be beneficial to ask the members their thoughts on new, revised personnel policies.

Pat Whitten stated that his agency probably could not process this change all at once. He suggested a three-year plan to revise the personnel policies.

Robert suggested going to an electronic format for personnel policies. He stated it would be easier for members to make changes and update their policies. He asked if this has ever been considered.

Stacy stated this has not been considered before.

Robert stated that he currently uses a program that allows him to update policies electronically and his employees can acknowledge when they have received the update. He stated this is effective for his organization and, if this option was available, his organization would be more inclined to switch back to using POOL/PACT's sample personnel policies.

Stacy stated that our eLearning platform is a program called *Torch Enterprise* and it allows for stored documents. Stacy stated that Marshall Smith and Mike Rebaleati would know more about this and asked them to comment.

Marshall stated Mike Van Houten is currently working on transferring information from the previous *Torch* system to the new *Torch Enterprise* system which will have more functionality.

Stacy asked if Robert was referring to the electronic policies being web-based or in Microsoft Word like they are now.

Robert mentioned Word would work for now, but in the future, web-based policy output would be more beneficial.

Curtis stated his organization has a lot of time invested in their policies because they have customized the policies to fit the needs of their entity. He stated they have already dealt with the formatting issues and had their attorneys look them over. He stated they would probably not be an organization that would be quick to want to make this change.

Stacy stated this would be a time-consuming project on our end to make the changes to these policies, so if the committee doesn't feel it is a good use of our time, then we wouldn't pursue it.

Robert stated we should talk about this more and have a clearer vision of what the process would look like so members could decide if it would be beneficial or not.

Abel Del Real-Nava agreed with Robert on waiting. He stated he is all for electronic policies.

Robert stated he would be available at any time to discuss the program his entity currently uses and see if it would be an option to consider.

Wayne Carlson stated one strategy they have used with law enforcement is focusing on the top 10-12 critical tasks and those would be revised first and the rest could be divided up over a three-year time span.

Stacy stated that we go through all our policies yearly; however, if there are policies that are more critical, those would get updated immediately. Stacy also stated there have been a lot of hands in these policies over the years and overall rewrite of the policies would make them clearer and more concise.

Curtis stated we should maintain what we are using now and, as a long-term project, consider creating electronic policies. The members could then have the option to use the old format or the new version which would be web-accessible.

Stacy agreed with Curtis, but mentioned it would be a lot of work to maintain the policies in two different formats.

Dee Carey stated that she would love to see an online version of policies, however, she wants to know if you can still print them off and have a paper version.

Robert stated yes, you can still print and have a paper copy of the policies.

Stacy stated we have research to do and will review our options.

Curtis stated he moves to have PRI research the options and the cost of a conversion program.

Stacy stated PRI would do this research and bring the information back to the next Oversight Committee Meeting in March.

FRISK — The City of Yerington is identified so far for FRISK and others will be identified during service plans.

Phase I HR Compliance Assessment Program — Stacy stated Phase I assessments will be identified during service plans.

Phase II HR Compliance Assessment Program — Three have been identified: Churchill County, East Fork Swimming Pool, and Lander County Sheriff's Office.

New Services — Stacy mentioned we are considering conducting quarterly webinars for our members that may include HR Briefings. Stacy also mentioned we would like to offer liability training to board members so they would understand their role in dealing with employee-type issues, as well as getting POOL/PACT HR in front of the board members so they can understand

the services provided to their management. The board members are the final decision makers on insurance policies and may not fully understand what POOL/PACT HR provides. Stacy stated she will bring board member training back to the March Oversight Meeting with more thoughts on how it would look.

Robert made a motion to approve the 18/19 Strategic Plan as presented. Dee seconded the motion. Motion was carried.

8. For Possible Action: Report on EAP

a. EAP Contract

After the March meeting, a four-question survey was conducted with select members regarding their experience with our EAP. The questions included employee access, management referrals, critical incidence response, and any other comments the member wanted to note. The responses were taken to Kim Johnson, our EAP account representative. Kim was able to offer tele video counseling, single-case agreements, placement assistance, and telephonic counseling with an Aetna counselor.

For this meeting, Christine Vido conducted a follow-up survey with the same four questions and we received responses from 11 of the 14 members. There was some good feedback and some negative feedback. Stacy mentioned with the recent Las Vegas shooting, unfortunately Curtis Calder and Danelle Shamrell both had negative experiences with the critical response part of the EAP. Curtis, Danelle, Stacy, and three representatives from the EAP had a conference call following these experiences and concluded that a checklist would be created by EAP to assist employers in the future to set up critical incident response.

Stacy mentioned she discussed this issue with Wayne and he did some research on the effectiveness of EAP programs.

Wayne stated he reviewed some articles and found the usage rate of EAPs is around 8% where our usage rate is around 3%. He found some tactics listed to increase utilization as follows: customize the delivery based on employee preferences, deploy a professional health assistant or coach within the employer, consider financial incentive for recruit support from senior leaders, increase EAP awareness with proven tactics, position managers as advocates, etc. Wayne asked if our EAP is fundamentally effective and why or why not. He also asked if we even need the EAP. He stated it costs about \$150,000 per year and it extends to about 12,000 members.

Pat stated the cost of the EAP is a small investment for his entity of about 150 employees. He is in favor of keeping the EAP.

Curtis stated his thoughts on the EAP and found we are just buying a list of providers; the same list your insurance will provide. He has been let down by the EAP services twice now with regards to critical incidence. He stated this is embarrassing to the county and to the insurance pool and Elko County is looking to self-fund this component now rather than depending on the EAP. After the discussion with the EAP, Curtis found it clear that the EAP wasn't going to send

anyone to help with the Las Vegas shooting in Elko, even if he offered to pay them. He stated he got the “run-around” and they didn’t seem to want to help. If Curtis is going to have to pay for these types of services, he wants to pay for someone closer to their community who is more eager to help and is more qualified. Curtis asked if \$150,000 is worth it for the entire insurance pool. Curtis stated the EAP is beneficial for day-to-day, mundane issues, but not worthy for the critical incident needs.

Stacy added the current usage of the EAP is at 3.3% which is up from 2.8% last year. According to the usage report Kim generated for us, most of the face-to-face counseling sessions are relatively local; the top three counties were Lyon, Churchill, and Douglas; Elko also had 10% of the usage.

Pat asked if we got rid of the EAP, how would management referrals be impacted; for example, on a last chance agreement. Management referrals are extremely helpful.

Stacy noted that she has thought about this herself. She doesn’t know the answer at this time.

Mike stated that he would like to see the EAP program stay and see the services improve even if we must switch carriers. He stated the EAP needs to be restructured so it can better benefit our members. He stated we need to research our options and find an EAP program that will work because it is important for our members to have the benefit when they need it.

Curtis stated if the EAP services are not improved, he would never recommend the EAP again to an employee as he cannot trust their assistance due to his last two negative experiences.

Mike stated that he understands what Curtis is saying and he completely agrees. He stated the triage part of a critical incident is the most important and we need to improve this part of the EAP so that members can get the best referral necessary to their individual incident.

Curtis agreed and stated that not only does the triage need improvement, the EAP needs to send the appropriate people out to the employees instead of requiring the employees to travel for the assistance; hence, understanding that Nevada is a rural state and very spread out.

Tim stated he would hate to see the EAP go as they do offer it to all their employees; however, they have never had to use it in a critical incident situation.

Curtis concluded that he is in support of an EAP program, however, the current one may not be the right provider. We have a contract with this EAP until 2020 so he doesn’t feel we need to change right away, but would like to see the POOL look further into the critical incident component and find better service implemented to Nevada.

Mike stated that he is going to research different options available through the State of Nevada and the universities.

Stacy asked if we find a different solution for the critical incident component, could we negotiate the contract with Resources to Living and receive a reduced rate if we don't use the services through them.

Curtis stated if we have another solution by the next time the Oversight Committee meets in March, we could try to negotiate with the EAP and advise them we are using a different company for the critical incident portion and discuss a possible discount.

Pat made a motion to move this EAP discussion to the next Oversight Committee Meeting in March. Curtis seconded the motion. Motion carried.

9. For Possible Action: HR Assessment Grant Application Approval

Curtis stated there was one application.

- 1) Nye County School District: Completed Phase I Assessment. Requesting \$499.90 for classification folders to be used for new employee personnel files. Tim Logan made a motion to approve as presented. Dee seconded. Motion was carried.

10. For Possible Action: HR Scholarship Application Approval

Curtis stated there were two applications.

- 1) Nevada Rural Housing Authority: Stacey Sept. Requesting \$1,395.00 to obtain her SHRM-CP certificate.
- 2) Grover C Dils Medical Center: Heidi Whimple. Requesting \$740.00 to obtain her aPHR certificate.

Pat made a motion to approve both scholarship applications as presented. Cindy seconded. Motion was carried.

11. For Possible Action: Schedule Next Regular Meeting for POOL/PACT Human Resources Oversight Committee

Next meeting is scheduled for March 9, 2018, at 10:30 a.m., in Carson City.

12. Item: Public Comment

No public comment.

13. For Possible Action: Adjournment

Curtis called the meeting adjourned at 12:27 p.m.