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**APPROVED MINUTES OF THE  
POOLING RESOURCES, INC  
OVERSIGHT COMMITTEE MEETING  
Date: December 13, 2024                      Time: 9:30 a.m.  
Place: Virtual Meeting via Zoom**

**1. Oversight Committee (OSC) Roll Call**

Member(s) participating via Zoom: Interim Chair Shannon Harris; Erin Feore; Dan Sadler; Brooke Thompson; Kim Todd; Joe Westerlund. Member(s) not participating: Chair Robert Quick; BillieJo Hogan; Scott Lindgren; Lourdes Martin; Susie Shurtz. Pooling Resources, Inc. (PRI) Staff participating via Zoom: Stacy Norbeck; Ashley Creel; Lessly Monroy; Sean Moyle. Called to order at 9:30 a.m.

**2. Item: Public Comment**

Interim Chair Shannon Harris opened public comment. Shannon closed the public comment period.

**3. For Possible Action: Approval of Minutes of Meeting September 20, 2024**

On motion and second to approve the minutes of September 20, 2024, as presented, the motion carried.

**4. For Possible Action: General Manager Report**

**Staff Hiring Updates** — Stacy Norbeck, General Manager, POOL/PACT Human Resources (PPHR) reviewed recent employee turnover at PPHR. Julie Hemann resigned from her position as HR Business Partner (BP) in October due to major medical issues. Stacy immediately posted for an HR BP position and conducted some interviews but did not find an applicant that was a good fit. In addition, she posted and interviewed for an HR Analyst to assist the training manager with maintaining trainings; conducting and analyzing needs assessments; present trainings; track legislation; and serve as a backup HR BP. After conducting a search, a candidate was offered the job and will begin Monday morning pending the outcome of a background check.

Stacy expressed how amazing the PPHR staff has been during the changes in the past year and how fortunate she is to have such a wonderful team. She thanked Ashley, Lessly, Sean, Sandy, and Heather for their contributions.

**Marketing/Attendance Team** — Stacy previously announced the creation of a new internal team including Jarrod Hickman, Risk Management Specialist, POOL/PACT Risk Management (PPRM); Mike Van Houten, eLearning Manager/Webmaster, PPRM; Heather Evans, Administrative Assistant, PPHR; and herself. The team was formed to address marketing needs as well as training attendance issues. When training is offered in person, there are generally 10% who do not show; when offered virtually, the number is higher at 20%. In comparison to other agencies, the numbers are normal, but POOL/PACT wants to improve upon those

numbers. After meeting several times, the team identified Microsoft Dynamics 365 Insights Add-On as a powerful tool designed to enhance customer relationship management (CRM) and provide actionable intelligence by integrating marketing, data analytics, and AI with the Dynamics 365 Suite. It will enable POOL/PACT to gain deep insights into member behaviors, trends, and performance metrics, allowing for smarter decision-making and better member engagement. The combined customer data platform and real-time journey orchestration empower teams to uncover new insights and deliver personalized member experiences. Insights works with other Microsoft products including Dynamics, which serves currently as POOL/PACT's database. Dynamics does not communicate smoothly with Constant Contact which is currently utilized to send out training registration emails and related items. Microsoft Insights will reduce those communications issues by communicating directly with Dynamics. It is anticipated to reduce duplication of effort for staff and allow access to use the other tools included in the Microsoft Dynamics 365 Insights Add-On which is also cost savings.

Stacy stated although the current contract ends in May 2025, POOL/PACT will most likely begin using the Microsoft Dynamics 365 Insights Add-On prior to that date.

**Quarterly Newsletter** — Stacy reviewed the articles in the quarterly newsletter that was published on November 22, 2024: *Finding Qualified Candidates in the AI Era*, *Holding Public Employees Accountable for Attendance*, *ALERT: New Exempt Salary Levels Struck Down by Federal Court 11-15-24*, *Celebrating Connection and Learning at the 2024 Conference*, *POOL/PACT HR Mantra Cryptogram*, and *Save the Date*.

On motion and second to accept the General Manager Report, the motion carried.

## 5. For Possible Action: Report on Activities

### a. 24/25 Strategic Plan to date

Stacy reviewed the 24/25 Strategic Plan as follows:

**New Trainings** — Two new classes are being developed this year: *Difficult Conversations (DC)* (rollover) class is 100% complete with a pilot session held on August 28, 2024. The first regularly scheduled session was held on November 14, 2024, along with *Document, Discipline, Due Process (DDD)*. Excellent feedback was received with a Content Rating of 4.8 and Instructor Rating of 4.9. *Human Resources Representative (HRR) - Session 1* and *Investigations Workshop* are at 0%.

**Revisions** — *Addressing Inappropriate Conduct in a School Environment* is 100% complete and *HRR – Session 2* is 75% complete.

**Regional Trainings** — Fifteen regional trainings are scheduled this year: *Essential Management Skills in the Public Sector (EMS)* is scheduled five times (two complete, one in process, and two more scheduled); *DC* is scheduled three times (two complete and one more scheduled); *DDD* scheduled one time (Carson City) is complete; *Dear HR* is scheduled one time (Carson City); *HRR* is scheduled one time (Carson City); *Advanced Human Resources Representative* and *Advanced Essential Management Skills in the Public Sector* are each scheduled one time (Carson City); *IL* is scheduled one time (Carson City); and *So, You Want to be a Supervisor?* (Virtual) is scheduled one time.

**Regional Workshops or State-wide Virtual Workshops Utilizing Outside Resources** — A *Title IX* workshop is 100% complete; as well as a possible Equal Employment Opportunity (EEOC)-related workshop.

**2024 HR Leadership Conference** — Preconference and HR Leadership conference are 100% complete.

**New Briefings** — Six new briefings will be developed this year: *Progressive Discipline*, *Documentation Process*, and *Open Meeting Law (OML) Recruitments* are at 25%.

**Review/Update Existing Briefings** — Eighteen HR Briefings to be reviewed. Seven are complete.

**Webinars** — Seven webinars scheduled; four EAP (two complete), and three HR Briefing webinars including *HR Briefing: Americans with Disabilities Act (ADA)*, *HR Briefing: Family and Medical Leave Act (FMLA)*, and *HR Briefing: Performance Management* (two complete).

**Virtual Round Tables** — To be held quarterly. Four round tables were held to date with 29 total participants.

**Legislative Updates** — Begin in February and will be completed by end of June 2025.

**Post Member Pay Plan/Scale on Website** — These are posted on the website as received. Some members have multiple pay scales. There are no changes for this period.

**Sample Personnel Policy Update** — The sample policy manuals will be updated by the end of the fiscal year.

**Coaching and Problem Solving** — This is an ongoing process which is currently 50% complete.

**Alerts** — Two Alerts have been issued to date: *Release Time to Vote 10-16-24* and *New Exempt Salary Levels Struck Down by Federal District Court 11-15-24*.

**Biannual Survey** — The survey is 100% complete.

**Trainings** — As of December 6, 2024, 36 trainings have been conducted with 682 participants, with 4.7 course content average and 4.8 instructor evaluation average. Two HR Briefings have been conducted with 49 participants. The four quarterly Virtual HR round tables held had 29 participants. Stacy noted that the total briefing numbers will be adjusted to include numbers from the two HR Briefing webinars, ADA and FMLA. This adjustment will be reflected in the next Strategic Plan update.

**Phase I HR Compliance Assessment Program** — Thirteen rolled over from previous years, five of which are complete (City of Boulder City, City of Ely, Kingsbury General Improvement District, White Pine County, and White Pine County Tourism). Currently, there are seven new assessments scheduled with one canceling request. Ten of the assessments are part of the Enterprise Risk Management Excellence Program.

**Phase II HR Compliance Assessment Program** — Three new assessments including Lincoln County (postponed until spring), Indian Hills General Improvement District (in process), and Smoky Valley Library District (has not submitted request form). There are no rollovers from previous years.

#### **b. Member Contact Tracking YTD 7/1/24 – 11/30/24**

Stacy reported 1,013 total recorded contacts this fiscal year as of November 30, 2024. The bulk of the contacts were spent in General Contact at 39% and Program Planning/Service Plans at 15%. The top categories, not including General Contact and Program Planning/Services, were Employee Relations/Fair Employment Practices (e.g., Title VII, ADA) at 21%; Hiring at 16%; Personnel Administration (e.g., policies, job descriptions, personnel files) at 14%; and Compensation and Benefits at 13%.

### **c. Report on Employment-Related Claims**

As of October 31, 2024, for FY 24/25, there were 13 claims, 12 of which are open. Claims may have multiple charges. Of the 13 claims, three are gender/sex orientation discrimination; one age discrimination; two ADA; two hostile work environment; four administrative investigations; three retaliation; four wrongful termination/constructive discharge; one due process; one free speech; and one bullying. Of the thirteen claims, five are from counties; three from cities; none from towns; one school district; and four from special districts. In FY 23/24, there were 11 claims for the same period.

### **d. HR Problem-Solving Reports**

Stacy presented the 2nd Quarter 24/25 HR Problem-Solving Reports reflecting unique member issues addressed in the last quarter.

On motion and second to approve Items 5a – 5d Report on Activities, the motion carried.

## **6. For Possible Action: Annual HR Leadership Conference Recap**

Ashley Creel, Training Manager and Senior BP, PPHR, provided a review of the 2024 HR Leadership Conference which took place October 29–31, 2024. The Risk Management Preconference held on Tuesday, October 29, 2024, had 58 total in attendance including 41 members. The main conference sessions on Wednesday and Thursday, October 30–31, 2024, had 131 total in attendance including 105 members on Day One, and 110 total in attendance including 91 members on Day Two. Actual registration has increased steadily since 2018 with 110 registrants for the 2024 event being the highest to date.

PPHR support staff tracked headcount throughout the day as it helps in planning for future conferences. This year followed a predictable pattern starting out the day with high attendance, drifting down towards the afternoon, but still retained a high number. Day One began with close to 100 attendees in the morning, a bit less for lunch sessions, and then approximately 60 people at the end of day for the reception, which is an excellent turnout. Day Two began with close to 90 in attendance for morning sessions, a slight decline for afternoon, and close to 50 for the trivia and raffle at the end of the conference.

Round table attendance was evenly distributed with most groups having 17–18 people. Evaluation ratings for Day One general sessions: David Atkins (No Excuses) was the highest rated, followed by Round Tables by Entity Type, George McEwan (AI), and Mark Batson Baril (Bullying). Evaluation ratings for Day One Breakout Sessions: Stephanie Bedker (Educational Due Process) was the highest rated, followed by Jeff Coulam (HR Training), and Scott Husbands (Public Records). The actual attendance was highest for Jeff Coulam with 56, followed by Scott Husbands with 25, and Stephanie Bedker with 9. While Bedker's session had the highest rating, it had the smallest number of people attending, which most likely skewed the rating.

Evaluation ratings for Day Two general sessions: Christine Perigen-Fonner (Compassionate Leadership) was the highest rated, followed by Will Baggett (Formula to WIN), and Becky Bruch (First Amendment Audits). Evaluation Ratings for Day Two Breakout Sessions: Kim Cullen and Charity Felts (Pregnant Workers) was the highest rated, followed by Ethan Opdahl (Mental Health), and Pryce Scott (Transgender). The actual attendance was highest for Ethan Opdahl with 64, followed by Pryce Scott with 15, and Kim Cullen and Charity Felts with 7. Again, while Cullen and Felts' session had the highest rating, it had the smallest number of people attending. All session ratings were over 4 out of 5 for both days.

Ashley briefly reviewed some of the daily comment trends which indicated attendees appreciated the option of having breakout sessions. Shannon said the conference went really well, and she loved the breakout sessions. She was not concerned about the lopsided numbers because they would have leveled out more if it

was a larger conference with different topics at different times and different days, repeating themselves. If there is only one time slot for each topic then it may be heavy one way or the other, but it does not mean that the content was not critical and that the speakers were not effective. Erin Feore agreed and said feedback from her team indicated they loved the breakout sessions because they got to meet new people. One employee wished she could have attended two different topics, but they were being held at the same time.

Evaluation Ratings for event check-in, food and beverage, and facilities were all higher than last year's conference. Lunch each day was a buffet versus a plated lunch that may have affected the evaluation scores for food and beverage as there was positive feedback. Erin asked if this will be the last year at the Atlantis. Ashley said they have been favoring larger conferences that can give them more hotel rooms which PPHR cannot guarantee, in addition to limiting the dates available which is why the decision was made to go with Tahoe Blue Event Center for 2025 but does not preclude the conference from again being at the Atlantis. Kim Todd heard a lot of positive comments about the food and that attendees liked that there were more food choices.

The POOL/PACT Risk Management preconference evaluation process was different than PPHR's, but appeared to be highly rated with almost 5 out of 5 stars. Ashley shared a few comments from participants including: the overall content was seen as informative and thorough; some felt there was repetitiveness; Chief Campbell was engaging; use of real-world scenarios proved helpful; and a few of the attendees misunderstood what the content would be.

Comments from the main conference included both praise and constructive criticism. Attendees found the speakers to be interesting and engaging, the content relative to current issues, overall conference exceptional, and 2024 being the best conference so far. One attendee did not care for one of the keynote speakers, while another said the mic was too loud for another. In addition, there was a keynote speaker who brought a photographer who proved to be a distraction.

Shannon appreciated the honest comments. Ashley said the constructive feedback is good because it will be taken into account when planning for the next conference.

The buffet lunches were generally well received. Some would like a more robust breakfast which may be considered for the future if the cost is not prohibitive. At least one person missed the paper handouts, another suggested mixing up the tables on the second day to encourage everyone to meet new people, and another suggested giving out raffle prizes throughout the conference to accommodate those who need to leave before the end of the second day. Ashley said the lunch time raffles will probably be brought back next year. One person did not like being in a casino environment due to cigarette smoke, but that should not be an issue next year as it will be at a new venue. Someone mentioned that PPHR staff should be introduced on the stage on the first day during introductions. Erin liked that suggestion and thought it would be helpful.

Topic suggestions included more regarding FMLA, mental health and supportive leadership, and specific topics for breakouts on leadership for police and fire. Ashley encouraged the committee to send topic ideas to her throughout the year for consideration.

The top three self-reported main priorities of the conference named were learning, networking, and leadership development. One hundred percent said their priority was fulfilled.

Next year's conference will be held at the Tahoe Blue Event Center. PPHR will have rooms blocked at Bally's as they share the same parking lot. Special considerations will be made for parking as well as colder temperatures in hallways and the main floor due to the venue being set up during the fall hockey season. In

addition, there will be limited on-site services such as restaurants, so all food and beverage must be planned and catered in advance. PPHR will be pursuing sponsorships to help fund the event next year as well as expanding the expo to outside companies. Ashley thanked Shannon for providing ideas on sponsorship.

Shannon thanked Ashley for the informative recap. Ashley recognized everyone at PPHR for their willingness to jump in and assist where needed to make the conference a success. Stacy thanked the OSC for helping with the speaker introductions. Shannon noted she enjoyed participating in that way and the T-shirts were a fun addition.

## **7. For Possible Action: Biannual Member Survey Report**

Lessly Monroy, Senior BP, PPHR, reported the biannual survey results and referred members to the detailed report in their agenda packet. She thanked those individuals who helped pilot the program before it was implemented.

She highlighted the following results and conclusions:

High Satisfaction with professionalism, responsiveness, and tailored guidance:

- 95% reported general services met their needs
- 85% found consultation guidance sufficient to resolve the issue
- 74% reported no issues with training accessibility or format

High value of staff, described as:

- Indispensable resources
- Compliance fosterers
- Supporters of smaller agencies

Identified opportunities for improvement include:

- Ensure consistency during staff transitions
- Explore new offerings such as enhanced union assistance, annual wage surveys
- Expand eLearning resources

Lessly also shared a few of the additional comments provided with the majority praising PPHR staff for their responsiveness, knowledge, assistance, and professionalism. Stacy commended Lessly for spearheading the project and encouraged the committee to review the extensive report included in the agenda items. She noted a raffle would be held for a \$25 Amazon gift card for those who completed the survey. Lessly proceeded with the online raffle during the meeting, and Stephanie Keuhey from Mineral County School District was selected. Lessly will reach out to Stephanie to congratulate her. Shannon thanked Lessly for all her hard work on the report.

On motion and second to approve the biannual member survey report, the motion carried.

## **8. For Possible Action: Employee Assistance Program (EAP) Quarterly Report**

Stacy reviewed the first quarter Acentra Health EAP report and provided other updates including:

- Acentra is continuing the development of an employee-use app called TalkNow, which provides live access to counseling sessions with Acentra clinicians through the call center.
- Current schedule:

- Wellness Fair – Lyon County School District – Completed on 8/30/24
- Webinar – NEW! Mastering Your Money in Difficult Times – Completed on 9/18/24
- Wellness Fair – Carson City – Completed on 9/24/24
- Wellness Fair – Boulder City – Completed on 10/23/24
- HR Conference – POOL/PACT HR – Completed on 10/30/24
- Webinar – NEW! Giving and Receiving Feedback for Managers – Completed on 11/12/24
- Webinar – Powerful Communication - Harnessing Effective Techniques to Enhance Your Style – 3/5/25
- Webinar – Mindfulness to Concentrate and Pay Attention – 5/7/25

Lessly clarified that the webinar topics are chosen from an annual survey of the members. Shannon thanked Stacy and Lessly for their work on the report. On motion and second to approve the Employee Assistance Program quarterly report, the motion carried.

#### **9. For Possible Action: HR Scholarship Application Approval**

Stacy reported Kimberly Brontsema, HR Generalist at Churchill County is requesting \$925 (prep class \$750, association fee \$175) for her PSHRA-CP certification. On motion and second to approve the scholarship application for \$925 as presented, the motion carried.

#### **10. For Possible Action: HR Assessment Grant Application Approval**

Stacy reported Janette Trask, Treasurer and HR Director at City of Ely, submitted a Phase I Assessment Grant Application requesting \$1000 for the Organizational Excellence Award Grant which will enable two employees to attend the 2025 HR Conference, and \$500 for the Individual Excellence Award Grant to be used for HR education courses for Desiree Ramirez who is training to replace the current HR Director. On motion and second to approve the application for \$1500 as presented, the motion carried.

In addition, Stacy reported Judy Brewer, Administrative and HR Supervisor at Kingsbury General Improvement District submitted a Phase I Assessment Grant Application requesting \$1000 for the Organizational Excellence Award Grant to be used toward a team building exercise, and \$500 for the Individual Excellence Award Grant to go to Judy Brewer to be used towards taking staff out for a nice lunch. On motion and second to approve the application for \$1500 as presented, the motion carried.

#### **11. For Possible Action: Schedule Next Meeting for PRI Oversight Committee**

The next meeting is scheduled for Friday, March 7, 2025, at 9:30 a.m. via Zoom and in person (Carson City).

#### **12. Item: Public Comment**

Interim Chair Shannon Harris opened public comment. Shannon closed the public comment period.

#### **13. For Possible Action: Adjournment**

The meeting was adjourned at 11:19 a.m.