



**APPROVED MINUTES OF THE
POOLING RESOURCES, INC
OVERSIGHT COMMITTEE MEETING
Date: December 8, 2023 Time: 9:30 a.m.
Place: Virtual Meeting via Zoom and In Person**

1. Oversight Committee (OSC) Roll Call

Member(s) participating in person: Chair Geof Stark; Shannon Harris; Scott Lindgren. Member(s) participating via Zoom: Austin Osborne; Robert Quick; Dan Sadler; Susie Shurtz. Member(s) not participating: Erin Feore; Dawn Huckaby; Lourdes Martin; Jonalee Roberts. Pooling Resources, Inc. (PRI) Staff participating in person: Jeff Coulam; Ashley Creel; Stacy Norbeck. Staff participating via Zoom: Lessly Monroy; Sandra Schooler. Called to order at 9:34 a.m.

2. Item: Public Comment

Chair Geof Stark opened public comment. Geof closed the public comment period.

3. For Possible Action: Approval of Minutes of Meeting September 8, 2023

Stacy Norbeck, General Manager, POOL/PACT HR (PPHR) noted Item 5 to be revised to read “One HR Briefing has been conducted with 12 participants.” On motion and second to approve the minutes of September 8, 2023, as amended, the motion carried.

4. For Possible Action: Report on Activities

a. 23/24 Strategic Plan to date

Stacy reviewed the 23/24 Strategic Plan as follows:

New Trainings — Four new classes are being developed this year: *Difficult Conversations* class (replaces in-person Investigations Workshop as a result of the Training Needs Assessment Workgroup findings, discussed later) is 5% complete. *Online Management Module 7: Corrective Action*, *Online Management Module 8: Legal Issues*, and *Online Management Module 9: Summary* are 100% complete. This program is currently being piloted and will be released in Absorb in January 2024.

Revisions — Reformatting *Human Resources Representative (HRR)* Sessions 1-5 is being postponed due to software issues and instead the entire program will be revamped in FY 24/25. *Addressing Inappropriate Conduct in a School Environment* and *Influential Leadership (IL)* are 100% complete. *Document, Discipline, and Due Process (DDD)* is 90% complete. *Essential Management Skills (EMS): Session 1 – The Foundation of Effective Management* is 75 % complete. *Ethics in the Workplace* and *You Can’t Do THAT at Work! Anti-Harassment Training* are 50% complete and *Taking Control of Conflict (TCC)* will soon be in process. In addition, *Advanced Essential Management Skills (AEMS)*, and *Dear HR: Toughest Supervisor Challenges* are 75% complete but have not been listed on the strategic plan to date.

Regional Trainings — Fourteen regional trainings are scheduled this year: *EMS* is scheduled five times (two complete, one in process, and two more scheduled); *TCC* (Virtual) is 100% complete; *DDD* (Virtual) is scheduled for January 2024; *HRR* is scheduled for February 2024, in Carson City; *Advanced Human Resources Representative* is scheduled for March 2024, in Carson City; *AEMS* originally scheduled for November 2023 was rescheduled due to low enrollment for April 2024, in Carson City; it is also being held April 2024, in Ely; *IL* is scheduled for April 2024, in Carson City; *Dealing with the Difficult Employee* (Virtual) is scheduled for May 2024; and *So, You Want to be a Supervisor?* (Virtual) is scheduled for May 2024.

Regional Workshops or State-Wide Virtual Workshops Utilizing Outside Resources — *Mental Health Recognize and Respond – A Session for Managers* (EAP) originally scheduled in person for September 2023 at Regional Transportation Commission of Washoe County (RTC) was changed to webinar on November 8, 2023, due to lack of an in-person instructor being identified by Acentra Health EAP. A date for the *Title IX* workshop with Ann Alexander will be determined once the new regulations are released.

2023 HR Leadership Conference — The main conference was held October 19-20, 2023, and the preconference on October 18, 2023, in the afternoon. A more in-depth update to follow later on the agenda.

New Briefings — Three new briefings will be developed this year: *Discipline* and *Documentation* (listed on the strategic plan as one briefing but has since been determined will be two separate briefings) are at 50%, and *Open Meeting Law Recruitments* will be complete by the end of the fiscal year.

Review/Update Existing Briefings — Thirty-seven HR Briefings will be reviewed and completed by the end of the fiscal year. Seven are in process or complete.

HR Briefing Videos — *Reporting Requirements (Addressing Inappropriate Conduct in a School Environment)* was developed and released on August 31, 2023.

Webinars — Five webinars are currently scheduled this year; two are complete.

Virtual Round Tables — Four round tables were held in July. The next sessions are scheduled in January 2024.

Post Member Pay Plan/Scale on Website — These are posted as received. Some members have multiple pay scales. All contract and pay tables from 2021 and earlier have been removed per direction from the last OSC meeting. Currently, 12 cities/towns, 10 counties, 2 hospitals, 13 schools, and 10 special districts are posted.

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: *Revised Form I-9, Employment Eligibility Verification, 8-1-23;* and *Proposed Exempt Salary Rule 9/15/23.*

Trainings — As of November 28, 2023, 51 trainings have been conducted with 949 participants, with 4.65 course content average and 4.8 instructor evaluation average. Two HR Briefings have been conducted with 20 participants. The four Quarterly Virtual HR Roundtables held had 37 participants.

Phase I HR Compliance Assessment Program — There are six members in process and 12 rollovers from previous years, three of which are complete (Pershing County, Douglas County School District, and City of Wells). One has been removed due to inactivity (Storey County School District).

Phase II HR Compliance Assessment Program — There is one member in process (East Fork Swimming Pool District), and no rollovers from previous years.

Discussion followed on whether action is needed on the noted Strategic Plan changes. It was agreed the strategic plan is a working document and would like PRI to be flexible and adaptable as needed without OSC approval.

b. Member Contact Tracking

Stacy reported 1143 total contacts this fiscal year as of November 30, 2023. The bulk of the contacts were spent in General Contact at 25% and Program Planning/Service Plans at 24%. The top categories not including General Contact and Program Planning/Services were Employee Relations/Fair Employment Practices (e.g., Title VII, ADA) at 20%; Compensation and Classification at 12%; Personnel Administration (e.g., policies, job descriptions, personnel files) at 12%; Hiring at 10%; and Leave Plans at 10%.

c. Report on Employment-Related Claims

As of October 31, 2023, for FY 23/24, there were 11 claims, all of which are open. Claims may have multiple charges. Of the 11 claims, two are gender/sex orientation discrimination; three administrative investigation; one breach of contract; two ADA, two retaliation; one USERA complaint; one hostile work environment; and one age. Of the 11 claims, three are from counties; one from cities/towns; three from school districts; and four from special districts.

d. HR Problem-Solving Reports

Stacy presented the 2nd Quarter 23/24 HR Problem-Solving Reports reflecting unique member issues addressed in the last quarter.

5. For Possible Action: General Manager Report

PRI Personnel Policies — Stacy reported PRI's internal personnel policies are different than the sample policies provided to members as PPHR sample personal policies are public-sector focused, and PRI is a private, non-profit organization. However, as a few non-profits have joined the pools in recent years, PPHR developed a comparison chart for the nonprofits to utilize in order to adopt PPHR's sample policies. This chart was reviewed by staff, specifically Ashley Creel, PPHR Senior Business Partner, and legal counsel, and presented to the OSC at the September 8, 2023, meeting. Since then, it was decided to adopt the PPHR sample policies as PRI's internal personnel policies so that PRI could lead by example and provide PRI staff with the additional benefit of learning what nonprofit members would have to do when adopting PPHR sample policies. To date, PRI personnel policies have been updated utilizing PPHR sample policies, proofed by PRI support staff, and reviewed by legal counsel. The updates are currently being reviewed by PRI staff for input. Once this review is complete, the policies will go to PRI's Board of Directors for approval.

Resource Library Merge — Stacy indicated the HR and risk management library merge is complete. The next step is to restrict access to certain HR documents so that website access will not have to be monitored as closely. Restricted documents will generally be those created by PPHR staff unless information is generic or can be found in a general web search.

HR Leadership Conference — Stacy reported the 2024 HR Leadership Conference will probably be at the Atlantis pending further communication. Geof indicated communication seems to be a challenge each year. Ashley stated the sales department is challenging to work with and hopes to have a contract done by the end of the month so the “Save the Date” can be sent in early January. Scott Lindgren and Shannon Harris suggested the Tahoe Blue Event Center. Discussion ensued regarding possible options for the conference.

Quarterly Newsletter — Stacy reviewed the articles in the quarterly newsletter that was published on November 20, 2023: *A Closer Look at Phase I HR Compliance Assessment Series: Part 2 “Job Descriptions,” Why Document Employment Actions, Baby on Board: Dos and Don’ts for Accommodating Pregnant and Postpartum Employees, Training Spotlight: New eLearning Series Pilot Program!, The Role of HR in Supporting Mental Health Well-Being at Work, Dear POOL/PACT HR, Kepro is now Acentra Health Employee Assistance Program (EAP), and Unlock the Power of Knowledge this Spring with our Regional HR Trainings.*

6. For Possible Action: Training Needs Assessment Workgroup Update

Jeff Coulam, Senior HR Business Partner and Training Manager, PPHR, presented a recap from the workgroup that was formed this summer to identify and evaluate training topics and content that PPHR can develop to further enable members to build strong foundations for effective human resources practices within their organizations. Currently, there are 12 participants from ten member organizations represented including Kingsbury General Improvement District, Lincoln County, Lyon County School District, Mineral County School District, Nevada Rural Housing Authority, Nevada Volunteers, Southern Nevada Health District, Tahoe Douglas Fire Protection District, Town of Round Mountain, and Walker Basin Conservancy. Since July, the workgroup has met once a month to discuss member needs and address questions that would typically be asked when conducting a training needs assessment.

After addressing those questions, the workgroup asked frontline supervisors at their own organizations what issues they are seeing on a day-to-day basis where training would be helpful. Four main topics were identified:

- Having difficult conversations while still maintaining good working relationships;
- Documentation, specifically when and how to implement it;
- Time management; and
- Stress management.

Jeff also received feedback at the PPHR conference from Kate Warner, Tahoe Douglas Fire Protection District. Kate was in favor of PPHR pursuing a difficult conversations class and allowing it to supersede the Investigations Workshop scheduled for this fiscal year. She said training supervisors how to confidently have difficult conversations from day one may eliminate the need for having investigations. Jeff shared Kate’s ideas with the group, and they agreed with pursuing the difficult conversations topic. PPHR discussed it internally and agreed to prioritize this topic over the Investigations Workshop that was originally planned;

the topic was then added to the current strategic plan (reviewed earlier in the meeting). A preliminary outline has been created and a training guide is in progress. The workgroup will be meeting as needed going forward to discuss the content of the guide. The course will include a case study and activities, as well as role playing. The training will be approximately three hours long and is expected to roll out to members by mid-spring. The Investigations Workshop is still being pursued but may not be completed this fiscal year.

Geof was in favor of having trainings designed specifically for members' needs. Shannon expressed appreciation of how PPHR truly listens to the workgroups and what the members are facing and needing. Jeff would like to continue the workgroup going forward. Shannon asked if PPHR would be open to having workgroup members from different levels within an organization. Jeff said that while the workgroup started with primary HR contacts, he would welcome new perspectives.

7. For Possible Action: HR Conference Recap

Ashley provided a review of the 2023 HR Leadership Conference which took place October 18-20, 2023. The Risk Management Preconference was held on Wednesday, October 18, 2023, with 63 members registered and 14 non-members.

The main conference sessions on Thursday and Friday had 108 total participants, including 93 members. Compared year-to-year, there was a 30% increase since 2018. The actual daily check-in was 48 for the preconference, 85 for Day 1 of the main conference, and 74 for Day 2 of the main conference. Actual headcount for the Preconference was 55 and Day 1 headcounts ranged from 73 (Round Tables by Entity Type) to 93 (FLSA Wage and Hour Issues). Round Tables by Entity Type for Day 1: Special Districts had 20; School Districts 16; Counties 14; Public Safety 13; Cities/Towns 8; and Hospitals 2. Headcounts for Day 2 ranged from 53 (Kahoot & Raffle) to 82 (Stump the Attorney).

Evaluation ratings for Day 1 sessions: Diaz Dixon was the highest rated, followed by Round Tables by Entity Type, Karyn Jensen, Brett Sutton, Walter Zeron, and Renee Mayne (labor relations). Evaluation ratings for Day 2 sessions: Becky Bruch (Legislative Updates) and Monique Akanbi were highest rated followed by Stump the Attorney and Renee Mayne (mediation). All session ratings out of 5 were over 4 for both days.

Ashley briefly reviewed some of the daily comment trends which indicated attendees wanted Stump the Attorney and Round Table sessions to be longer. Some nonprofit attendees commented that the Public Employees' Retirement System (PERS) session did not apply to them and suggested a concurrent session be offered in the future. Geof commented that a staff member found the PERS session to be very helpful. A brief discussion followed on the possibility of having concurrent sessions for the next conference. There were many general, positive comments as well. Evaluation Ratings for food and beverage, facilities, and check in were generally high. Ashley surveyed participants on swag bags and based on the positive response, plan to offer them again next year. Most participants indicated the evaluations showed the main priorities for attending the conference was for learning, networking, and continuing education credits. Almost all participants said their main priority for attending the event was fulfilled with a handful saying it was somewhat fulfilled. Notable comments and suggestions about the conference and for future topics were reviewed.

Members were also surveyed about possible conference locations other than Reno. The average ratings per location were (5 being yes and 1 being no way): Las Vegas 2.96; South Lake Tahoe or Incline Village 4.24; Elko 2.75; Winnemucca 2.69; and Ely 2.38.

Based on the survey results, if another location is considered, it would be in the South Lake Tahoe/Incline Village area. Ashley added that logistically, rural locations would require staff to travel and transport all the conference materials and may also make it more difficult to get speakers due to travel costs. Geof agreed the lake would be the best alternative since it is closest to Reno. Shannon commented that the conference still receives high ratings at the Atlantis which means it is working well as a location. Scott suggested the new Tahoe Blue Event Center is a very nice venue and a great option to consider in the future. He has a contact at the center and will forward it to Ashley for further research.

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

Stacy reviewed the first quarter Kepro EAP report. The total number of POOL/PACT members covered was 14,931 with 56 Individual Cases, 2 Management Consultations, 21 training participants in the webinars, 249 Unique Web Logins, and 328 Total Overall Lives Touched. The individual utilization rate was 1.6% and the overall rate was 8.8% for the first quarter. Legal was the highest utilized work life service. Eighty-one percent of cases opened in the first quarter were new cases, while 57.1% of employees felt their presenting issues had an impact on their job performance. Highest quarterly utilizations were from Storey County at 11.2%, Mount Grant General Hospital at 8.9%, North Lake Tahoe Fire Protection District at 8%, and Pershing General Hospital at 4.8%. The top assessed problems for the first quarter at intake were work life, emotional wellbeing, and relationships. Ninety-seven percent of calls were by employees, 50% got information from HR, 27% from a poster, 19% referred by employer, and 95% were self-referred. Kepro provided 13.5 hours of training hours annually, reaching 280 employees. Two Critical Incident Response (CIR) hours were used for the quarter with 21 participants. There were 602 web hits on the website with 249 unique web logins and a 1.67% usage rate.

Stacy provided other updates including:

- Kepro is rebranding to Acentra Health; all the contact information is the same.
- The Utilization Report contains additional information.
- Contract training hours have been allotted for PPHR members to utilize within their organizations. So far training hours have been used for:
 - *Mental Health: Recognize and Respond – A Session for Managers* live webinar conducted on November 8, 2023, for the Regional Transportation Commission of Washoe County (RTC).
 - Attendance by Acentra Health representatives at three membership events:
 - Carson City – Health Fair on October 12, 2023.
 - HR Leadership Conference Orientation and Reception on October 18-19, 2023.
 - Boulder City – Health Fair on October 25, 2023.

Positive feedback was received after these events demonstrating the effectiveness of utilizing the contract training hours in this fashion. Two more fairs are scheduled next year at Southern Nevada Health District on January 24, 2024, and Mount Grant General Hospital on April 18, 2024.

Geof asked how the Critical Incident Stress Debriefing was received as there have been issues in the past. Jeff said it was very well received by the employees. A next-day visit was requested by the member and the

EAP was able to meet that request. Lessly Monroy, PPHR Business Partner, said they have not had issues with critical incident stress debriefings.

9. For Possible Action: HR Scholarship Application Approval

Stacy reported Annette Cooper, HR Manager at Churchill County School District is requesting \$2454.36 (class and exam fee \$1149.50, travel \$1304.86) for a CLRP certification. On motion and second to approve the scholarship application for \$2454.36 as presented, the motion carried.

10. For Possible Action: HR Assessment Grant Application Approval

Stacy reported Samantha Nance, City Clerk/Finance Director for City of Wells, submitted a Phase I Assessment Grant Application requesting \$500 for the Organizational Excellence Award Grant which will enable staff to purchase a new desk including file drawers, and \$250 for the Individual Excellence Award Grant to go to Samantha. On motion to approve the application as presented, the motion carried.

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

Next meeting is scheduled for Friday, March 15, 2024, at 9:30 a.m. via Zoom and in person (Carson City).

12. Item: Public Comment

Chair Geof Stark opened public comment. Geof closed the public comment period.

13. For Possible Action: Adjournment

The meeting was adjourned at 10:56 a.m.