



**APPROVED MINUTES OF THE  
POOLING RESOURCES, INC  
OVERSIGHT COMMITTEE MEETING  
Date: December 9, 2022                      Time: 10:00 a.m.  
Place: Virtual Meeting via Zoom and In Person**

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

Members participating in person: Chair Curtis Calder; Geof Stark. Members participating via Zoom: Abel Del Real-Nava; Erin Feore; Dawn Huckaby; Scott Lindgren; Austin Osborne; Robert Quick; Jonalee Roberts. Member(s) not participating: Lourdes Martin. Pooling Resources, Inc. (PRI) Staff participating in person: Stacy Norbeck. Staff participating via Zoom: Jeff Coulam; Ashley Creel; Neal Freitas; Sandra Schooler. Guest(s) participating in person: Shannon Harris. Guest(s) participating virtually: Susie Shurtz. Called to order at 10:00 a.m.

**2. Item: Public Comment**

Chairman Curtis Calder opened public comment. Curtis closed the public comment period.

**3. For Possible Action: Approval of Minutes of Meeting September 9, 2022**

On motion and second to approve the minutes of September 9, 2022, the motion carried.

**4. For Possible Action: Report on Activities**

**a. 22/23 Strategic Plan to date**

Stacy reviewed the 22/23 Strategic Plan as follows:

**New Trainings** — Five new classes are scheduled to be developed this year: Both the *Online Management Module 1: Introduction to Supervising, Managing, and Leading in the Public Sector* and *Online Management Module 2: Buddy to Boss* are 100% complete (not 75% as indicated on the handout), *Harassment eLearning* is 95% complete, and a new *Safe and Sober eLearning* is in process. *Building Blocks to Effective Leadership*, a high-level overview of the core concepts of *Influential Leadership* is 100%.

**Revisions** — *Human Resources Representative (HRR)* Sessions 1-5 are being reformatted and updated as needed: Sessions 1, 2, and 3 are 75%, and Sessions 4 and 5 are 50%.

**Regional Trainings** — Fifteen regional trainings are scheduled this year: *Essential Management Skills in the Public Sector (EMS)* is scheduled five times, two are complete; *Advanced Essential Management Skills in the Public Sector (AEMS)* is scheduled two times, one is complete; *Dear HR (Virtual)* is complete; *HRR* is scheduled for February 2023; *Taking Control of Conflict* and *Techniques for Effective Recruitment* are scheduled for March 2023; *Document, Discipline, Due Process* and *Influential Leadership* are scheduled for April 2023; *Advanced Human Resources Representative (AHRR)* and *So You Want to be a Supervisor?* are scheduled for May 2023.

**Regional Workshops or State-wide Virtual Workshops Utilizing Outside Resources** — The preconference, *Risk Management Roundup*, was conducted at the POOL/PACT HR (PPHR) Conference on October 12, 2022. In talks with Joel Locke to present an interactive scenario-based investigation workshop.

**2022 HR Leadership Conference** — The annual leadership conference was conducted on October 13-14, 2022.

**New Briefings** — To be determined.

**Review/Update Existing Briefings** — Twenty-five HR briefings will be updated this year; five are complete.

**HR Briefing Videos** — One new HR Briefing video on adopting and implementing the new color-coded policies was completed on September 20, 2022.

**Webinars** — Twelve webinars are scheduled. Four are complete. Eleven are Employee Assistance Program (EAP) sessions. One HR webinar for new board members, *POOL/PACT 101*, is scheduled for January 5, 2023.

**Round Tables** — Five sessions completed in July 2022. Ten sessions completed at the PPHR Conference in October 2022. Three sessions, one each for schools, special districts, and cities/counties/towns are scheduled in January 2023; a public safety round table may also be scheduled.

**Post Member Pay Plan/Scale on Website** — These are being added as received.

**Sample Personnel Policy Update** — The sample policy manuals will be updated by the end of the fiscal year. Stacy noted the new Sample Color-Coded Policies were released on October 11, 2022. A new Sample COVID-19/Contagious Disease Policy was released on September 2, 2022.

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

**Alerts** — One Alert has been issued to date, *Release Time to Vote* (10/24/22).

**Notices** — One Notice has been issued to date, *Know Your Rights: Workplace Discrimination is Illegal Poster*, revised 10-20-22 (October 25, 2022).

**Trainings** — As of December 1, 2022, 49 trainings have been conducted with 995 participants, with 4.5 course content average and 4.8 instructor evaluation average. One HR Briefing has been conducted with 16 participants.

**Phase I HR Compliance Assessment Program** — There are 13 interested members this FY; seven are in process. There are eight rollovers from previous years; one is complete (Tahoe Transportation District).

**Phase II HR Compliance Assessment Program** — There are two interested members this FY (Carson City and Douglas County Lake Tahoe Sewer Authority) (Pershing County removed due to noncompletion of Phase I). There are three rollovers from previous years; two are complete (Nye County School District and City of Winnemucca).

## **b. Member Contact Tracking**

Stacy reported 1,072 total contacts this fiscal year as of November 30, 2022. The bulk of the contacts were spent in General Contact at 34% and Program Planning/Service Plans at 22%. The top categories not including General Contact and Program Planning/Services were Employee Relations/Fair Employment Practices (e.g., Title VII, ADA) at 28%; Personnel Administration (e.g., policies, job descriptions, personnel files) at 23%; Discipline at 10%; Leave Plans at 9%; and Hiring at 8%. To note, COVID-19 reduced to 1%.

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

As of November 30, 2022, for FY 22/23, there were 17 claims, 14 of which are open. Claims may have multiple charges. Of the 17 claims, one is defamation/slander; two bullying; four harassment/discrimination; one race; two age; one sex; one sexual orientation; five ADA; four retaliation; five wrongful termination/constructive discharge; three administrative related; and one investigation. Of the 17, four are from a county; six are from a city/town; six from a school; and one from a special district.

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

Stacy presented the HR Problem-Solving Reports reflecting unique member issues addressed in the last quarter and invited any questions.

No action required.

## **5. For Possible Action: General Manager Report**

**Loss Control Excellence Program (LCEP) Award** — Marshall Smith, NRP Risk Manager, reviewed the new, completely revamped Enterprise Risk Management Excellence Program (ERMEP) and acknowledged another award recipient, Shannon Harris, in attendance. PRI submitted their application in January 2022. Jarrod Hickman worked together with Stacy Norbeck and Lessly Monroy to complete it. A comprehensive internal audit was conducted to ensure all responses were appropriate, in place, and operational. They checked to ensure a best practices policy is in place, that all staff is trained to that policy, and the training is documented. In addition, Curtis Trujillo, Senior Human Resources Analyst/Risk Management from Incline Village General Improvement District, audited it. The award is for three years after which time the process can be repeated. Marshall appreciates what Stacy and PRI are doing with the ERMEP in that they are taking control of the HR section. Marshall presented the ERMEP award to Stacy Norbeck for demonstrated commitment to excellence on behalf of its employees and the public it serves. Curtis clarified that the ERMEP award program replaces the LCEP Award program.

**Website Updates** — Stacy reported website changes are underway to make a new way to restrict access to certain documents. The website developer is working on Phase I which includes combining both resource libraries on the website into one. Phase II will allow people to have access to the website, but only certain people will have access to the documents identified as restricted.

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

Jeff Coulam, PPHR Senior Business Partner and Training Manager, reported the highlights of the biannual survey results and referred members to the report in their packet. The survey was sent to 290 contacts on

September 16, 2022, and a reminder was sent on September 28, 2022. Members were also given an opportunity to complete the survey during the annual HR Leadership Conference on October 12-14, 2022. Sixty-six contacts responded which is a response rate of 22.78%. This was the highest response rate received in the last several years. In 2020, the response rate was 13.67%, and in 2018, the response rate was 21.13%. Contacts were asked to rate the quality and value of primary HR services, accessibility of web-based services, training topics, PPHR Staff, and to suggest any HR services they would like to see provided that are not already provided. The respondents rated current services at 3.6 out of 4.0 on the rating scale used. The Consultation with BP rated the highest at 3.9 out of 4.0. The onsite and virtual trainings, outside resource trainings, and virtual round tables rated the lowest at 3.4 out of 4.0. Jeff reviewed several comments worth noting under Quality of Services. The Value of Services section was new this year. HR Alerts & Notices rated the highest at 3.8 out of 4.0, and Virtual Round Tables rated 3.0 out of 4.0. Jeff noted that the virtual round tables started only last year. He reviewed several comments worth noting under Value of Services. Under Accessibility of Web-Based Services, the average rating was 3.5 out of 4.0, Website & Virtual Trainings was the highest at 3.6 out of 4.0, and eLearning had the lowest at 3.4 out of 4.0 (up from 3.2 in 2020). He reviewed comments worth noting under Accessibility of Web-Based Services. Under Training Topics, Compliance & Management Trainings rated 3.8 out of 4.0 and EMS, HRR, and all employee trainings rated 3.7 out of 4.0. Stacy noted that even though EMS, HRR, and all employee trainings rated the “lowest,” they still rated a 3.7 out of 4.0. Curtis noted those classes are probably the most highly attended. Ratings for Additional HR Services Not Currently Provided were employee engagement trainings at 3.4 out of 4.0, investigation workshop at 3.3 out of 4.0, and Webinar about overtime & regular rate at 3.0 out of 4.0. PPHR Staff rated highly in all areas, 3.9 to 4.0 out of 4.0. He noted all comments regarding the PPHR Staff were positive.

Of those who responded, a majority were from special districts, a good number from school districts and cities/towns, and some counties, public safety, and hospitals. Most were from organizations that had 50 or more employees.

Jeff said the majority were HR representatives, some executive directors and department heads, and individuals in finance.

Curtis noted the 22.87% response rate is more indicative that people are relatively satisfied and do not want to fill out the survey. He does not think too much should be read into it. He also believes the people receiving the survey now may not understand how far PRI has come since its inception. Geof said they are happy to have it, but they do not know what it was like when they did not have it, or it was not at the level it is now. Austin agreed and thanked Stacy for the high-quality program.

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

Ashley Creel, PPHR Senior Business Partner, provided a review of the 2022 HR Leadership Conference which took place October 12-14, 2022. The Risk Management preconference was held on Wednesday, October 12, 2022, with 53 attendees in person and 6 virtually. Session ratings out of 5.0 for the preconference were 4.66 for Tony Rucci (cybersecurity), 4.55 for Mike Van Houten (eLearning), 4.52 for Marshall Smith (safety plans), and Donna Squires, Margaret Malzahn (workers’ compensation), and Marshall Smith/Jarrold Hickman (LCE program) all received 4.41. Virtual participants had some difficulty hearing due to technical issues and some speakers not consistently using the microphone. All in-person participants rated the conference highly and found it informative and helpful.

The main conference sessions on Thursday and Friday had 98 total registrants. A virtual option was not offered in the main conference. At the event, Day 1 had 109 attendees including 85 members and 24 non-members, and Day 2 had 95 attendees including 81 members and 14 non-members. Compared year-to-year, it was above average for the past five years (between 70-80 people). Round tables by Entity Type for Day 1: Special Districts had 25; School Districts 20; Counties 18; Cities/Towns 15; and Public Safety 7. Round tables by Topic for Day 2: EAP 22; Employee Engagement 16; School Legal Topics 15; Workers' Comp 12; and eLearning 7. Curtis asked if the EAP number was related to how happy people are with the service. Shannon Harris was in the round table and said the majority of people in that session were very happy with Kepro. Austin said he thinks Storey County is the number one user of the EAP and has received numerous complaints the last two years. He does not know what is causing it, but maybe they are not using it correctly. Stacy said Lessly would contact him to discuss further. Session ratings out of 5.0 for Day 1: Jeffrey Benjamin was highest rated with a 4.85, Dora Lane and Jordan Walsh received a 4.78, Round Tables by Entity was third with a 4.56, the Recruiter Panel had 4.44, and Cheri Hill received a 4.41. For Day 2 session ratings: Round Tables by Topic was first with 4.71, Stump the Attorneys had 4.7, Homa Sayyar received third with a 4.44, and Alison Gaulden received 3.97. The overall conference rating for this year was a 4.84 which is the highest in the last five years. Ashley briefly reviewed some of the daily comment trends which indicated Day 1 was more engaging than Day 2. Nineteen participants said their main priority for attending the event was fulfilled. These were just the respondents who specifically commented yes, their objectives were met. Some respondents only described their priorities without specifying whether they were fulfilled, but no respondents stated specifically that their objectives were not met. Notable comments and suggestions for future topics were reviewed.

A discussion ensued about future possible topics including Relations and Public Employees Retirement System (PERS). Dawn said she loved the conference and said PRI did an excellent job.

Ashley stated next year's conference will be an in-person event held on October 18-20, 2023, at the Atlantis, pending a signed contract.

Curtis inquired if the Eureka retreat was still being held. Stacy was unaware of any conversation about an upcoming retreat, but said there will be a full-day POOL/PACT Overview on January 20, 2023, at the Atlantis in addition to the POOL/PACT 101 webinar on January 5, 2023. Stacy also stated the annual meeting will be in person this year, April 20-21, 2023. Curtis stated that is a good opportunity to engage elected officials who attend.

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

Stacy reviewed the quarterly and annual Kepro EAP reports. The total number of POOL/PACT members covered is 15,127; there were 50 Individual Cases, 1 Management Consultation, 51 total training participants in the webinars, 266 Unique Web Logins, and 368 Total Overall Lives Touched. Individual Utilization was 1.3% for the quarter, down from 1.6% the previous quarter. The Overall Utilization was 9.7%, up from 9.2% the previous quarter. Highest utilizations were from Storey County at 14%, Pershing General Hospital with 13.2%, and North Lake Tahoe Fire Protection District at 7.9%. Shannon asked if it is lower than last year. Stacy said it is low as compared by quarter. The top assessed problems for the first quarter at intake were emotional wellbeing, work life, and relationships. Emotional Wellbeing includes adjustment, anger management, grief/loss, eating disorders, mental health concerns, and stress. Work Life highlights were Legal Consultations (real estate and identity theft), Financial Consultations (credit cards), and

Convenience/Daily Living (apartment locators). User Information indicated 100% were employees, 28% got their information from posters, 26% from HR, and 14% from the intranet, and 96% were self-referred. Two training hours provided with 51 participants. For the quarter, there were 1422 pages viewed on their website using POOL/PACT's login. The utilization report contains more detailed information.

Stacy reported a request was received from a member for a Critical Incident Stress Debriefing (CISD). Because they were more than 50 miles from a town with a population of at least 40,000 people, Kepro indicated PPHR would be billed \$300 for travel outside of Kepro's 50-mile limit. POOL/PACT is working with Kepro to resolve this issue. In addition to this extra cost, Kepro has indicated the cost of promotional items is not part of the contract. It is quite costly to have Kepro print additional brochures and wallet cards. PPHR will be working closely with Kepro on next year's contract to make sure everything is addressed. In the meantime, Larry DeVincenzi is working on a design so that PPHR can print promotional items at a more cost-effective rate.

Stacy said Lessly will be reaching out to a contact at the State to see if they are having some of the same frustrations. Curtis asked if POOL/PACT is getting the same program as the State; Stacy confirmed. If the State changes providers, POOL/PACT will either go with the new provider or work out a different deal with Kepro.

## **9. For Possible Action: HR Assessment Workgroup Update**

Stacy reviewed that at the last meeting a workgroup was created to address how to proceed with assessments. The work group includes Robert Quick, Abel, Shannon Harris (East Fork Swimming Pool District), Kim Todd (Eureka County), Stacy, and Neal. They have been very dedicated to the process, meeting three times. Throughout the three meetings, an agreement between the entity and PPHR to clearly state expectations and timelines was created; terms were defined; components of each assessment were expanded (e.g., Phase I will now include key policies as determined by PPHR, not just employee relations policies); and eligibility, time frames, and grant award eligibility were clarified. At future meetings, the workgroup will consider weights for each section of the assessments and grant awards. Shannon added the definition of terms was included so anyone reading the document would understand what the requirements are regarding what is a partial completion versus full completion. She said understanding the terms and commitment involved will assist members in planning best time of year to begin the process. She clarified that sometimes a "good reason" for not completing a recommendation in the assessment is due to legal counsel advising against it based on a member's structure. She also clarified that the committee does not want to control everything and has placed it on PPHR as the experts in the field to use their discretion. She noted Stacy is receiving a lot of feedback and perspectives and is doing a great job making sense of it all and organizing it in written form. Robert agreed with Shannon. Abel thanked Stacy for coordinating the effort. Curtis asked if key policies as determined by HR would expand into possibly police department policy use or fire department policy use since so many departments have their own policy manuals and/or CBAs. Stacy said it has not yet been considered in the Phase I, but she noted it. Other OSC members said they appreciated the time and effort put into this workgroup. A discussion ensued regarding the positive benefits of completing the assessments. Stacy drew their attention to the Request Form at the end of the application where the member organization indicates what they are requesting which helps PPHR know they understand what will be required. No action needed.

## **10. For Possible Action: HR Recognition Program Workgroup Update and Clarification of Objectives**

Stacy reported this workgroup was approved during the September 9, 2022, meeting to create a human resources excellence program based on the old LCEP idea but would be based on best practices resulting from working with PPHR. Because of this focus, the name was changed to the HR Recognition Program (HHRP). The new work group includes Robert, Abel, Shani Dues (NRHA), Brooke Thompson (IHGID), Stacy, and Jeff. Marshall has also participated. The workgroup has met twice so far and will meet again on December 12, 2022. They are seeking clear direction on what to do with this program. At the first meeting, overlap with the LCEP (ERMEP) was discussed with Marshall. The LCEP looks at legal compliance and best practices while the HRRP intent is to consider legal compliance and best practices “because of PPHR.” It was decided that the HRRP survey could replace the HR portion of the ERMEP even with the “because of PPHR” focus. The workgroup then reviewed the draft HRRP and original LCEP surveys to confirm the topics and questions, identify weights for each question/topic to determine eligibility for recognition, and to determine levels of recognition. However, during this review, it became clear that it was difficult to overlap the two programs with the different focuses (legal compliance and best practices only versus “because of PPHR”). As such, Stacy asked for direction from the OSC suggesting to not move forward with the separate HR Recognition program, and focus solely on the HR section of the new ERMEP program. She suggested instead to expand the recognition portion of the annual conference, to possibly include recognizing members who sent staff to EMS, AEMS, HRR, and AHRR; top eLearning users, and HR Assessment completions, amongst others. She asked Robert and Abel to comment as members of the workgroup. Robert said Stacy covered everything well. He stated in the working group they were torn to the point of not knowing if the group wanted to move forward or put it to the side and use the existing methods already in place, or whether the program was creating more work for Stacy and her staff than what actually needs to be. Curtis offered it is a duplication of effort and probably not a good use of time. Geof agreed. Stacy stated she would like to keep the workgroup intact but shift the focus to creating the HR portion of the ERMEP. After discussion, it was agreed to shift the focus away from the “because of PPHR” but keep the workgroup intact to create the HR portion of the ERMEP. On motion and second to keep the workgroup intact but shift the focus away from “because of PPHR,” the motion carried.

## **11. For Possible Action: Review HR Scholarship Program and Revised Application**

Stacy stated that at the last OSC meeting the success rate of the HR Scholarship program was reviewed, including 25% of funds over the last decade have been lost for different reasons, and that a discussion had ensued on tightening some of the restrictions on the program. Stacy stated due to that discussion, she updated the HR Scholarship application to reflect changes to the length of employment requirement, adding a requirement that applicants must attend one of PPHR certificate programs, sending the funds to the organization rather than the scholarship recipient, and requiring the organization (not the scholarship recipient) to reimburse PPHR if the recipient does not complete their certification within the designated time frame. Stacy also reported Curtis had asked about possibly adding that reimbursement to the organization’s premium instead of having the organization reimburse PPHR, but Wayne said it was not feasible. Curtis questioned whether sending the check to the organization was best, because then the organization has to deposit the money and get money to the scholarship recipient. He is in favor of still giving the applicants the check with the understanding that should they fail to complete the program, the organization pays it back. Shannon asked if he would be open to asking what the organization would prefer. She would normally pay for her own certification process using a credit card as part of their own policies and education agreement, so

she would want the check sent to her organization because it would go to pay that credit card bill. Geof said he likes the new application. On motion and second to make the revisions and finalize the application for further use, the motion carried.

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

Stacy reported Mitzi Carter, HR Director at Storey County is requesting \$1249.72 (class \$999, membership \$156, textbook \$94.64) for her IPMA-CP. Mitzi has been with Storey County for two weeks and has about 25 years of experience as an HR Generalist. She originally requested \$1155, but Stacy noticed there is a required textbook that is currently \$94.64 on Amazon, making the requested amount \$1249.72. Discussion ensued regarding the short duration of the applicant's employment at Storey County. Austin believes the certification will be a benefit for the County. Curtis said since the new application form has not been finalized, it is not applicable here but the length of employment and experience is a consideration. A discussion ensued on whether Storey County would be willing to commit to reimbursing PPHR if Mitzi does not complete the certification. On motion and second to approve the scholarship application for \$1249.72 as a one-time exception under the old program and under the condition that Storey County will reimburse PPHR for \$1,249.72 if the applicant does not complete the program, the motion carried.

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

Stacy reported that Tahoe Transportation District completed their Phase I and is requesting a grant of \$1000 towards a FireKing Patriot 31-5/8" Deep Vertical 4-Drawer Legal Size file cabinet used for active personnel files to include the health insurance folder and the background information folder. In addition, DeDe Aspero is requesting a Phase I Individual Excellence Award Grant of \$500. On motion and second to approve the Phase I Organization Assessment Grant as submitted for \$1000, and the Individual Grant of \$500, the motion carried.

#### **14. For Possible Action: Appointment to Open Oversight Committee Seat**

Stacy reported since Curtis is retiring his position on the OSC Committee, he suggested Susie Shurtz as a possible choice to fill the open seat. Susie has served as the Human Resources Manager for the City of Elko since 2018. Previously, she worked for a mining support company in Elko for 9 years, where she served as the Director of Human Resources for 7 of those years. She was born and raised in Winnemucca and earned a Bachelor of Science degree in Health Sciences from the University of Nevada, Reno. Abel agreed she would be an excellent choice. On motion and second to approve Susie Shurtz as a new member on the OSC, the motion carried.

#### **15. For Possible Action: Election of Oversight Committee Chair**

Stacy said Curtis has served as committee chair since 2005. Geof has indicated interest and has served on the committee since 2004. Abel said Geof is an excellent choice. Curtis agreed. On motion and second to approve Geof Stark as the next OSC Committee chair. Motion carried.

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

Next meeting is scheduled for Friday, March 10, 2023, at 10 a.m. via Zoom and in person (Carson City).



**17. Item: Public Comment**

Stacy thanked Curtis for his long dedication to leadership and helping PPHR move from a small, unknown service to what they are now. She presented him with a plaque and a kudos card of appreciation.

**18. For Possible Action: Adjournment**

Meeting adjourned at 12:30 p.m.