



**APPROVED MINUTES OF THE
POOLING RESOURCES, INC
OVERSIGHT COMMITTEE MEETING
Date: January 21, 2026 Time: 9:30 a.m.
Place: Virtual Meeting via Zoom**

1. Oversight Committee (OSC) Roll Call

Member(s) participating via Zoom: Chair Robert Quick; BillieJo Hogan; Scott Lindgren; Dan Sadler; Susie Shurtz; Brooke Thompson; Kim Todd. Member(s) not participating: Shannon Harris; Lourdes Martin; Joe Westerlund. Pooling Resources, Inc. (PRI) Staff participating via Zoom: Ashley Creel; Andrea Laughlin; Lessly Monroy; Stacy Norbeck; Sandra Schooler; Robin Womack. Guests participating via Zoom: Freya Cooper; Margaret Malzahn; Donna Squires. Called to order at 9:31 a.m.

2. Item: Public Comment

Chair Robert Quick opened public comment. Robert closed the public comment period.

3. For Possible Action: Approval of Minutes of Meeting September 26, 2025

On motion and second to approve the minutes of September 26, 2025, as presented, the motion carried.

4. For Possible Action: General Manager Report

New Hire — Stacy Norbeck, General Manager, POOL/PACT Human Resources (PPHR) introduced Robin Womack as the newest addition to the PPHR team. After a great deal of consideration, it was decided to separate the training manager's functions from the business partner role, to better meet members' needs. Thirty-eight applications were received, of which five were relatively qualified, two were interviewed, and ultimately, Robin was hired as the HR Learning and Development Manager. Robin's first project will be a complete revamp of the Human Resources Representative Certificate program. Ashley Creel, Senior HR Business Partner, PPHR, will continue as a senior business partner and in her role coordinating the annual HR conference.

Marketing/Attendance Team — Stacy provided an update on the Marketing/Attendance team previously formed with the goal of better marketing services and trainings thereby increasing attendance. The team continues to research the viability of using Microsoft Insights as a replacement for Constant Contact and is currently planning a test run with a fake event to test the functions. If all goes as planned, a real event will be tested in the next few months.

Quarterly Newsletter — Stacy reviewed the articles in the quarterly newsletter published on November 24, 2025: *Why Pooling Matters in HR, Building Trust in a Unionized Environment, Navigating Employee Conflict in*

Tight-Knit Rural Nevada Teams, Promoting Resilience in an Era of Rising Burnout, In Case You Missed It: 2025 HR Conference Recap, Managing the Managers Who Don't Want to Manage, Take Advantage of POOL/PACT HR's New EAP Assessment, and Don't Miss These Important HR Events.

5. For Possible Action: Report on Activities

a. 25/26 Strategic Plan to date

Stacy reviewed the 25/26 Strategic Plan as follows:

New Trainings — Three new classes are being developed this year: *Human Resources Representative (HRR) – Session One* and *HRR – Session Two*. The *Conducting Effective Workplace Investigations Workshop (CEWI)* is 100% complete.

Revisions — *Essential Management Skills (EMS) in the Public-Sector Certificate Program – Session Three* is 100% complete, and *Miss Communication and Her Friend, Miss Understanding* is 90% complete.

Regional Trainings — Sixteen regional trainings are scheduled this year: *EMS* is scheduled four times (three complete, and one more scheduled); *Advanced Essential Management Skills* is scheduled two times (one is complete and one more scheduled) (both in Carson City); *So, You Want to be a Supervisor (SYWTBAS) (Virtual)* is complete; *CEWI* is scheduled two times (one is complete and one more scheduled; both in Carson City); *HRR* is scheduled one time (Carson City); *Advanced Human Resources Representative* is scheduled one time (Carson City); *Performance Management Process (Virtual)* is scheduled one time; *Influential Leadership* is scheduled one time (Carson City); *Document, Discipline, Due Process* is scheduled one time (Carson City); and *Difficult Conversations* is scheduled two times (both in Carson City).

Regional Workshops or State-wide Virtual Workshops Utilizing Outside Resources — *A Public Records Requests* webinar (virtual) (Spring 2026) with Anthony Hall and Jonathan McGuire, is being considered.

2025 HR Leadership Conference — The main conference was held October 15-16, 2025, and the preconference on October 14, 2025, in the afternoon.

New Briefings — Five new briefings will be developed this year: *School FMLA*; *Garrity Rights*; *Joint Employment* (rolled over from FY 24/25) is at 50%; *Onboarding* (rolled over from FY 24/25) and *Commercial Driver's License (CDL)* are at 25%.

Review/Update Existing Briefings — Twenty-seven HR Briefings will be reviewed. Twelve are complete.

Webinars — Nine webinars are scheduled. One Legislative (complete); four EAP (two complete, two scheduled); and four HR Briefings (two complete, one scheduled and one to be decided).

Virtual Roundtables — To be held quarterly, except for the HR Conference roundtables. Twelve are scheduled (six complete).

Post Member Pay Plan/Scale on Website — These are posted on the website as received. Some members have multiple pay scales. Currently, there are 14 cities and towns, 10 counties, one hospital, 14 schools, and 14 special districts, which is unchanged from last quarter.

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

Coaching and Problem Solving — This is ongoing and adjusted based on the proportion of the fiscal year, which is currently 50%.

Alerts — Three Alerts have been issued to date: *2025 Approved HR-Related Special Session Legislation Summary 12-9-25*, *Presidential Executive Order Granting Federal Employees Time Off Does Not Apply to Local Government*, and *IRS Updates Standard Mileage Rate Effective 1-1-26*.

Notice – A notice that was determined to not rise to the level of an Alert was also sent out providing guidance on the new “No Tax on Overtime” rule.

Trainings — As of January 13, 2026, 54 trainings have been conducted with 1031 participants, with 4.64 course content average and 4.9 instructor evaluation average. Two HR Briefings have been conducted with 99 participants. The six quarterly Virtual HR roundtables held had 39 participants

Robert asked if PPHR would consider holding a Public Records Request webinar in addition to the onsite workshop scheduled for Spring 2026. Stacy said a webinar is a very good possibility. In addition, Robert suggested PPHR consider including version numbers or revision dates on trainings when promoting them. He has received feedback from staff asking if a training taken 10 years earlier has been updated and whether they need to take it again. From an administrative standpoint, he does not want someone to attend if that same material has not been updated as there is a cost associated with it.

Stacy concurred and asked Ashley and Robin for their input. Ashley agreed it is worth considering as there have been similar conversations with some members wanting to register for a class after taking it in the past. PPHR staff will look at how best to add verbiage to training announcements that will be helpful.

b. Member Contact Tracking YTD 7/1/25 – 12/31/25

Stacy reported 1120 total recorded contacts this fiscal year as of 12/31/25. The bulk of the contacts were spent on General Contact at 39% and Program Planning/Service Plans at 20%. The top categories, not including General Contact and Program Planning/Services, were Employee Relations/Fair Employment Practices (e.g., Title VII, ADA) at 22%; Personnel Administration (e.g., policies, job descriptions, personnel files) at 18%; Hiring at 12%; and Compensation and Classification at 11%.

c. HR Problem-Solving Reports

Stacy presented the 2nd Quarter 25/26 HR Problem-Solving Reports reflecting unique member issues addressed in the last quarter.

d. Report on Employment-Related Claims

As of December 31, 2025, for FY 25/26, there were 15 claims, all of which are open. Claims may have multiple charges. Of the 15 claims, one public record; five harassment/discrimination; three retaliation; one constructive discharge, one open meeting law recruitment; one FMLA; five administrative investigations with panel counsel assigned; and one comp time. Of the 15 claims, six are from counties; one from cities; one from school districts; six from special districts; and one from towns. In comparison, as of October 31, 2025, there were 11 claims, and as of January 31, 2026, there were 28 claims.

6. Claims Overview by Davies Claims Solutions

Donna Squires, Claims Manager over POOL claims, and Margaret Malzahn, Claims Manager over workers' compensation claims, from Davies Claims Solutions, presented a case study illustrating the overlap and resulting challenges between workers' compensation and employment liability claims. Kim Todd asked who

has the liability if an employee has a workers' compensation claim and leaves the organization. Margaret answered the workers' compensation claim continues even if the worker leaves work by their own choice, but, Temporary Total Disability is cut off because they have limited their income. However, if they have restrictions at the end of the claim that become permanent, the employer is still liable for a Vocational Rehabilitation Program. Stacy asked how the Subsequent Injury Fund (SIF) program which ended in September will impact members. Margaret replied employers cannot claim subsequent injury going forward but can still claim on the ones that have qualified. Loss of SIF has a big financial impact as hundreds of thousands of dollars are recouped for the PACT through the SIF and the old claims that have qualified. She acknowledged offsets for prior conditions are now harder, especially without medical records; records older than 7 years are often unavailable or destroyed. Even when prior issues are noted (e.g., MRI mentions prior surgery), without records, the hearing office may still assign full liability. While offsets are not gone, they are more difficult to substantiate. Historically, offsets can be larger (e.g., 50% on a \$100k-\$150k Permanent Partial Disability).

Robert and Stacy thanked Donna and Margaret for the informative presentation.

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

Stacy introduced Freya Cooper, Acentra Health, who reviewed the first quarter Acentra Health EAP report. Robert asked if the numbers include the number of people who view the webinar after it has been presented live. Lessly Monroy, Senior Business Partner, PPHR, confirmed and referred Robert to the "Training & CIR Activity" slide for those numbers.

Lessly provided other updates including:

- Website Updates:
 - PPHR's internal banner to be updated with link to new flyer with QR code
 - Acentra's website also updated to reflect this change
- EAP Workgroup Updates
 - Five members confirmed to participate in a utilization assessment, one completed
 - Checklist to be created to increase utilization
 - High utilizers will be contacted to better understand how they encourage utilization

Freya clarified that the overall utilization includes all EAP services accessed, while individualized utilizations are counseling sessions. She will follow up with Stacy regarding the AOD DOT versus the AOD non-DOT as it relates to having a CDL or not. Stacy thanked Freya for presenting the Q1 report and addressing questions.

8. For Possible Action: 2025 HR Conference Update

Ashley provided a review of the 2025 HR Leadership Conference which took place October 14-16, 2025, at the Tahoe Blue Event Center. The main conference sessions on Wednesday and Thursday, October 15-16, 2025, had 133 total in attendance including 129 members on Day One, and 103 members on Day Two.

Final attendance for roundtables included School Districts with 29, Special Districts with 26, Public Safety with 20, Counties with 17, and Cities/Towns with 12.

The preconference, “Overcoming AI Paralysis: Practical Solutions for Public Entities” was planned by risk management. Internal speakers included Marshall Smith and Jarrod Hickman and others invited from outside the organization. They also introduced “Tessie,” the new AI assistant on the POOL/PACT website. Speaker evaluation scores were on average above 4 (out of 5), and attendance was the highest ever for the preconference at 94 people.

In response to last year’s feedback, breakout sessions in the main session were held twice to give attendees more than one opportunity to attend. Attendance for Day One breakouts (first session/second session): Jonathan McGuire with 77/37, Peter Ronza with 26/57, and Mike Van Houten with 11/18. Day Two breakouts (first session/second session): Morgan Massey with 57/35, Rhonda Roberts with 16/38, and Anita Roach with 26/21.

Evaluation ratings for Day One General Sessions: Nick Kittle (Keynote) and (Unlocking Life 2.0) was the highest rated, followed by Rebecca Bruch (Documentation). Evaluation ratings for Day One Breakout Sessions: Jonathan McGuire (Off-Duty Employee Misconduct) was the highest rated, followed by Roundtables, Mike VanHouten (Absorb On-demand Learning), and Peter Ronza (Utilizing Critical Talent).

Evaluation ratings for Day Two General Sessions: Jeff Harry (Keynote) was the highest rated, followed by Panel Discussion (Innovators in Action). Evaluation Ratings for Day Two Breakout Sessions: Rhonda Roberts (Culture by Design) was the highest rated, followed by Morgan Massie (Leadership and Training), and Anita Roach (Systems Out of Sync).

Ashley briefly reviewed a few of the daily comment trends regarding the main reason for attending the event. Responses indicated networking to be an important priority, along with learning and education. Overall, attendees answered that expectation was met or somewhat met.

Evaluation Ratings for event check-in, food and beverage, and facilities at Tahoe Blue were relatively good overall; however, the Atlantis scored higher the previous year. She opined this was due to logistics being easier at the Atlantis (e.g., hotel rooms, parking). The overall conference rating was 4.52, down from 4.83 in 2024. Ashley attributed that to the issues experienced with the hotel. Brooke Thompson and Robert both agreed. Stacy gave members kudos for being undeterred from attending despite the inclement weather.

Ashley announced the next conference theme is “Human First: HR Beyond the Algorithm,” and will be held at the Atlantis on October 21-22, 2026. There will be a preconference on October 20, 2026. Ashley will be sending more information out this month to remind people to watch their inbox. She also put out a call for speakers; anyone interested can contact her. Kim thanked PPHR staff for all their hard work noting she particularly enjoyed the breakout sessions being offered twice and the quality of the keynote speakers. Robert appreciated PPHR staff trying another venue and agreed the Atlantis will be the venue for future conferences. Brooke concurred with both of their comments.

9. For Possible Action: Participant Limits per Member per Class

Stacy introduced a current issue PPHR is facing regarding property-only members taking a growing share of seats in popular trainings, which has pushed full members onto waitlists. She clarified there are five property and cyber-only members who are not in the POOL for employment liability and not part of PACT for those services: City of Sparks, Humboldt General Hospital, Mount Grant General Hospital, Battle Mountain (Lander

County) General Hospital, and Truckee Meadows Water Reclamation Facility (TMWRF). Some were historically connected to POOL/PACT in different ways (e.g., hospitals previously in PACT but left to utilize a different company for their workers' compensation coverage) while City of Sparks and TMWRF were viewed as recruiting opportunities. These entities do get limited HR resources (e.g., newsletters, policy updates, regional training announcements), but this does not include individual consultation support from PPHR staff. Stacy noted staff may still give limited assistance when these members call, in part, as a relationship-building/recruiting approach. She reported over the last five regional trainings, property-only participation averaged approximately 32.4% of seats (e.g., EMS (September) 21%, Virtual EMS (November/December) 27%, SYWTBAS (Virtual) 63%, Investigations (upcoming) 32%, and EMS (February) 20%). The reason seating is limited (and can't simply be expanded) is to ensure instructional quality (allow for discussion, activities, instructor feedback, manageability), not just room size.

Given the trend in registration, Stacy asked for discussion and direction on the possibility of limiting the number of participants that property-only members may register for per class, potentially setting a maximum percentage of the number of seats available. Discussion ensued. One option suggested by Brooke and Kim included capping seats for property-only members by percentage or fixed number with ideas ranging from 10 to 20 percent. Stacy indicated Wayne Carlson suggested 20%. Staggered access/inviting full members first, then opening remaining seats to property-only members was raised as a second option but would require system/configuration review and checking any promises made to those members. A third option raised by Ashley would make some sessions "all members" and some "full members only." Stacy liked that idea but noted possible issues such as some trainings are offered only once per year and are listed publicly on POOL/PACT's website calendar. Administrative and systems considerations were also discussed. Implementing caps on certain members would require more manual review by PPHR support staff rather than using a first-come-first-served registration. However, Stacy expressed hope that future implementation of Microsoft Insights will improve targeting/audience management and make registration controls easier.

Further discussion ensued. Concerns addressed included whether property-only entities are paying into HR services and how much compared to full members. Stacy said they do contribute indirectly through administrative portions of their premiums/coverage, but she could not quantify precisely. Robert and others raised fairness/liability concerns: property-only entities may be receiving benefits without full participation, and informal consultation could create perceived responsibility. Robert confirmed the waitlist impact is real especially for full members who need advance scheduling certainty.

Susie Shurtz asked for more information to ensure the committee makes a sound decision. Robert concurred. It was decided to hold off on a decision until the next meeting to give PPHR time to review the property-only agreements' promise regarding access/service. Robert asked that the item be added back to the next agenda for consideration.

10. For Possible Action: HR Scholarship Application Approval

Stacy updated the Committee about the application from Marc Walling, Director of Student & Staff Operations at Storey County School District. His application was tentatively approved on June 20, 2026, with the caveat that he finish and complete all the prerequisite requirements. He has since received his Certificate of Completion for EMS in December 2026 and completed and passed his SHRM-CP. A reimbursement payment has been submitted for the scholarship amount of \$1,810.

11. For Possible Action: HR Assessment Grant Application Approval

Stacy reported Dan Sadler, Chief Human Resources Officer at Carson City School District (CCSD), submitted a Phase I Assessment Grant Application requesting \$1000 for the Organizational Excellence Award Grant which will enable CCSD to purchase seven fireproof personnel filing cabinets. Dan also submitted for the \$500 Individual Excellence Award Grant. On motion and second to approve the applications for \$1500 as presented, the motion carried.

12. For Possible Action: OSC Quarterly Meeting Schedule Change for Approval

No action taken.

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

The next meeting is scheduled for Wednesday, April 21, 2026, at 9:30 a.m.

14. Item: Public Comment

Chair Robert Quick opened public comment. Robert closed the public comment period.

15. For Possible Action: Adjournment

On motion and second to adjourn the meeting at 11:25 a.m., the motion carried.