



**APPROVED MINUTES OF THE  
POOLING RESOURCES, INC  
OVERSIGHT COMMITTEE MEETING  
Date: June 21, 2024                      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 Robert Quick; Shannon Harris; Scott Lindgren. Member(s) participating via Zoom: Erin Feore; Dawn Huckaby; Daniel Sadler; Kim Todd. Member(s) not participating: Lourdes Martin; Austin Osbourne; Jonalee Roberts; Susie Shurtz. Pooling Resources, Inc. (PRI) Staff participating in person: Stacy Norbeck; Haydeé Acebo; Ashley Creel; Julie Hemann. Staff participating via Zoom: Lessly Monroy; Sean Moyle; Sandra Schooler. Called to order at 9:34 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 March 15, 2024**

On motion and second to approve the minutes of March 15, 2024, as presented, the motion carried.

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

**Staff Turnover and Hiring Updates** — Stacy Norbeck, General Manager, POOL/PACT HR (PPHR) reviewed recent employee turnover at PPHR. The employee hired in March 2024 did not work out. She reopened the position on April 10, 2024, for five weeks, received 73 resumes of which 10 were well-qualified and from which three first interviews (knowledge exam and interview questions) were held. Two applicants were called back to make 10-minute presentations and meet with staff. The two open positions were offered to Julie Hemann and Haydeé Acebo who both started on June 3, 2024. Julie and Haydeé were in attendance and introduced to the committee.

**Quarterly Newsletter** — Stacy reviewed the articles in the quarterly newsletter that was published on May 20, 2024: *Embracing Diversity, Equity, and Inclusion: A Path to Workplace Success in the Public Sector*, *Complying with State and Federal Pregnancy Laws, Are You Ready for the New FLSA Salary Threshold?*, *DEAR POOL/PACT HR*, and *Don't Miss These Important HR Events*.

**5. 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 is 70% complete. *Online Management Module 7: Corrective Action*, *Online Management Module 8: Legal Issues*, and *Online Management Module 9: Summary* are 100% complete and available in Absorb.

**Revisions** — *Addressing Inappropriate Conduct in a School Environment; Document, Discipline, and Due Process (DDD)*; *Essential Management Skills (EMS): Session 1 – The Foundation of Effective Management; Ethics in the Workplace; Influential Leadership (IL)*; and *You Can't Do THAT at Work! Anti-Harassment Training* are 100% complete. In addition, *Advanced Essential Management Skills (AEMS)*, *Dear HR: Toughest Supervisor Challenges*, and *Taking Control of Conflict* are 75% complete.

**Regional Trainings** — Fourteen regional trainings were conducted this year: five *EMS*; *TCC* (Virtual), *DDD* (Virtual), *Human Resources Representative (HRR)* (Carson City), *Advanced Human Resources Representative (AHRR)* (Carson City), *AEMS* (Ely), *IL* (Carson City), *Dealing with the Difficult Employee* (Virtual), *Performance Management Process* (Virtual), and *So, You Want to be a Supervisor? (SYWTBAS)* (Virtual). *AEMS* (Carson City) originally scheduled for November 2023 and rescheduled to April 2024 was canceled due to low enrollment.

**Regional Workshops or State-Wide Virtual Workshops Utilizing Outside Resources** — Regulations were released, effective August 1, 2024. A date for a *Title IX* workshop has been set for July 18, 2024. Ann Alexander is not available, and Ashley Creel, Training Manager and Senior Business Partner, PPHR, contacted Judy Prutzman, Director of Civil Rights Compliance, Department of Civil Rights Compliance, Washoe County School District who agreed to conduct a webinar with Sean Moyle.

**2023 HR Leadership Conference** — The main conference was held October 19 - 20, 2023, and the preconference on October 18, 2023, in the afternoon.

**New Briefings** — Three new briefings will be developed this year: *Discipline* is 100%, and *Documentation and Open Meeting Law Recruitments* are at 25%.

**Review/Update Existing Briefings** — Thirty-eight HR Briefings will be reviewed. Thirty-two are in process or complete and six will rollover to FY24/25.

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

**Webinars** — Five webinars scheduled and completed.

**Virtual Round Tables** — Thirteen round tables held to date with 112 total participants. Six in-person sessions were also held at the 2023 HR Conference. The next virtual sessions are scheduled in July 2024.

**Post Member Pay Plan/Scale on Website** — These are posted as received. Some members have multiple pay scales. One hospital and two schools were added since last quarter.

**Sample Personnel Policy Update** — Revisions to the Color-coded policies are at 90%, School policies at 50%, and CDL policies at 50%. 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 90% complete.

**Alerts** — Six Alerts have been issued to date: *Revised Form I-9, Employment Eligibility Verification, 8-1-23*; *DOL Issues Proposed Exempt Salary Rule 9/15/23*; *IRS Changed Standard Mileage Rate Effective 1/22/24*; *2024 Title IX Regulations Providing Protections Against Sex Discrimination Released 4-22-24*; *DOL Issues New*

*Final Overtime Rule: New Salary Threshold as of 7-1-24; and DOJ Issues Notice of Proposed Rulemaking to Reschedule Marijuana.*

**Trainings** — As of June 14, 2024, 93 trainings have been conducted with 1,826 participants, with 4.64 course content average and 4.9 instructor evaluation average. Five HR Briefings have been conducted with 72 participants. The 13 Quarterly Virtual HR round tables held had 112 participants.

**Phase I HR Compliance Assessment Program** — Six assessments were conducted this FY with five members in process and one complete; there are 12 rollovers from previous years, five of which are complete (Lincoln County, Pershing County, Douglas County School District, City of Wells, and Indian Hills GID). One has been removed due to inactivity (Storey County School District).

**Phase II HR Compliance Assessment Program** — East Fork Swimming Pool District is complete, and there are no rollovers from previous years.

#### **b. Member Contact Tracking**

Stacy reported 2,472 total recorded contacts this fiscal year as of May 31, 2024. The bulk of the contacts were spent in General Contact at 21% 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 18%; Compensation and Classification at 15%; Personnel Administration (e.g., policies, job descriptions, personnel files) at 14%; and Hiring at 11%.

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

As of May 31, 2024, for FY 23/24, there were 38 claims, 30 of which are open. Claims may have multiple charges. Of the 38 claims, six are gender/sex orientation discrimination; 10 administrative investigations; one breach of contract; seven ADA; 10 retaliation; one USERRA complaint; five hostile work environment; three age discrimination; eight wrongful termination/constructive discharge; three race; one disqualification from Workers' Compensation benefits due to resignation; one defamation; one religion; and one union. Of the 38 claims, 12 are from counties; six from cities/towns; nine from school districts; and 11 from special districts.

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

Stacy presented the 4<sup>th</sup> Quarter 23/24 HR Problem-Solving Reports reflecting unique member issues addressed in the last quarter.

### **6. For Possible Action: Employee Assistance Program (EAP) Quarterly Report and Renewal**

Stacy reviewed the third quarter Acentra EAP report. The total number of POOL/PACT members covered was 14,931 with 82 Individual Cases, eight Management Consultations, 150 training participants in the webinars, 553 Unique Web Logins, and 773 Total Overall Lives Touched. The individual utilization rate was 2.4% and the overall rate was 20.7% for the third quarter. Legal was the highest utilized work-life service at 56%. Nearly 76% of cases opened in the third quarter were new cases, while 62.5% of employees felt their presenting issues had an impact on their job performance. Highest quarterly utilizations were from Carson City at 9.9%, Lyon County at 7.7%, Southern Nevada Heath District at 7.3%, and Churchill County at 5.8%. Overall year-to-date utilizations were from Mount Grant General Hospital at 5.9%, Storey County at 5.6%, Lyon County at 4.7%, and Churchill County at 4.5%. Eighty-nine percent of cases were reported as being

resolved in the four-session model. The top assessed problems for the third quarter at intake were emotional well-being at 24%, work-life at 22%, and relationships at 18%. Ninety-two percent of calls were by employees, 35.6% got information from HR, 20% from a poster, 20% had previously seen information, and 15.6% from the intranet. Management Consultations included professional trauma, AOD Non-DOT, behavioral/appearance concerns, and workplace safety. One Critical Incident was held using 3 hours of service time with 34 attendees. Acentra provided 4 hours of training hours in the third quarter, reaching 169 individuals. Website Topics accessed were Mental Health at 15%, Legal at 10%, Financial at 8%, Legal Ready Docs at 8%, Relationships at 5%, and Seminars at 5%.

Stacy provided other updates including:

- Fourteen training hours utilized at wellness fairs
  - Carson City
  - Boulder City
  - Southern Nevada Health District
  - Mount Grant General Hospital
- Sending out recorded EAP webinars has proved to be very beneficial. For example:
  - The webinar held on February 15, 2024, (Work Smarter, Not Harder – Become a Time Management Master) had the following participants.
    - Live - 26
    - Recording - 75 participants
  - The webinar held on April 11, 2024, (Healthy Boundaries and Work-Life Balance) had the following participants.
    - Live - 68
    - Recording - 75
- An annual EAP training survey will be sent out to determine the webinars scheduled according to member feedback for FY24/25.
- Acentra is currently updating their website and developing an employee-use app.

## **7. For Possible Action: HR Leadership Conference Updates and Sponsorship Opportunities**

The main conference is scheduled for October 30 - 31, 2024, and the preconference on October 29, 2024, in the afternoon. Ashley reported the current registration is at 52 (46 members), and the balance is POOL/PACT staff. Most speakers have been confirmed and two are still to be finalized, possibly a Title IX school speaker and someone from the EAP presenting a mental health topic. The preconference agenda has not yet been finalized.

On Thursday, October 30, 2024, at the Main Conference there will be *No Excuses – Break Through Fear and Adversity to Play a Bigger Game in Business and Life* with David Atkins, Team Perseverance; *Round Tables by Entity Type*; *Never Fear! AI is Here! But is it a Superhero or a Supervillain?* with George McEwan, Utah's Department of Government Operations; *Ghouls No More: Transforming Workplace Bullying Behavior* with Mark Batson Baril, Resologics; *Responding to Requests for Employee-Related Public Records* with Scott Husbands; *Title IX updates for Schools*; *Embracing the Human Side of HR Training* with Jeff Coulam; *Legal Update* with Jonathan McGuire, Public Employees' Retirement System of Nevada; and Reception and Expo.

On Friday, October 31, 2024, there will be *The Formula to WIN (What's Important Now)* with Will Baggett, Emergent Executives; *Translating Respectful Intentions into Respectful Action: Transgender 101* with Pryce Scott; *Recognize and Respond (Employee Mental Health)* by EAP; *Accommodations for Pregnant and Lactating Workers* with Kimberly Cullen and Charity Felts; *Attack of the Self-Righteous Citizen: Handling First Amendment Auditors and Other Unruly Visitors* with Rebecca Bruch, Lemons, Grundy & Eisenberg; *Radical Care in the Workplace: The Art of Cultivating Accountability and Compassion in Leadership* with Christine Fonner, Roam Your Soul; and Grand Prize Raffle Drawing.

Shannon Harris loved the idea of having the breakout sessions. Ashley reported that she and Stacy toured Tahoe Blue as a possible location for next year's conference. She indicated there are logistical items like parking that may not be covered by Tahoe Blue. She still needs to make some cost comparisons (e.g., rooms, parking). Tahoe Blue said there will be a parking fee for attendees. Scott Lindgren said he may have some options for parking. Discussion ensued regarding parking options.

Ashley presented the idea of using sponsorship fees to offset conference expenses since costs have more than doubled since 2019 and asked for input. Scott asked what the cost normally is for the conference. Ashley stated in 2019 food/beverage was \$9000, and speakers were \$2800. In 2023, food/beverage was \$18,500 and speakers \$15,000. Food has gone up significantly. Most keynote speakers are charging \$7,000-10,000 while some are pro bono. This year she was able to negotiate the keynotes' rates to \$5,000 each. PPHR would like to consider sponsorships as a way to offset those costs, such as including companies that would be a benefit to our members (e.g., health care, insurance). Discussion ensued regarding the value to PPHR, members, and the sponsors. Kim Todd asked if we considered a conference fee. Stacy indicated the cost of the conference is included in the premiums they already pay as members. Discussion again ensued regarding potential sponsors. Ashley said the Expo would be revamped if sponsorship is implemented at the conference.

It was decided to postpone a motion until clear parameters are in place.

#### **8. For Possible Action: Member Facilitation of POOL/PACT HR Courses**

Stacy reported Curtis Trujillo, Incline Village General Improvement District (IVGID), asked if PPHR would consider allowing them to facilitate some of PPHR's classes, specifically EMS and SYWTBAS. He indicated they have an ongoing need for managerial training due to their seasonal operations (900 seasonal staff) and while they could create their own classes, he wanted to ask before time was invested in designing and developing new programs. Stacy told him the request would be presented at the next OSC meeting. Stacy also discussed it with staff which concluded it was not a good idea for the following reasons:

- If PPHR offered this to one member, it would need to be offered to all.
- PPHR would need to provide train-the-trainer sessions, potentially on a regular basis (annually, biennially) as new members want to get certified.
- PPHR would not have control over how the trainings are delivered. Quality and consistency of the training would be at risk.
- Facilitating training is a skill that not all members may have; training delivered by an inexperienced facilitator could be less effective.
- If the member delivers the training poorly, it could reflect badly on PPHR.

- PPHR would need to consider how to evaluate these trainings (if at all). Would members be required to return their class evaluations to us as part of quality control? How would PPHR address unsatisfactory scores?
- Members could potentially alter the slides or materials without approval.
- Members could potentially distribute the materials to others, unauthorized.
- There are copyright issues to consider. For instance, part of EMS includes the Litigation Landmines video – is PPHR allowed to distribute it to others in this way?
- Access to trainings and resources is a valued benefit of PPHR – allowing members to have training materials and deliver trainings diminishes the exclusivity and might make it easier for members to consider leaving POOL/PACT in the future.
- If a member does leave the pool, could PPHR require them to stop using PPHR training materials? How would this be enforced?
- Updates to training materials would need to be communicated to members, and PPHR may not be able to confirm if they actually use the updated materials.
- There could be liability concerns, for instance, if a member does not accurately communicate a legal requirement, or if they fail to update training materials after a legal change.
- It could result in fewer registrations for regional trainings since they could get the same training in-house.
- The Society for Human Resource Management (SHRM) and Human Resources Certification Institute (HRCI) credits would not apply.
- Current PPHR training policies (agenda handout) do not allow distribution of materials.

Shannon indicated apprehension about who would be doing the trainings and their qualifications. She asked why this is coming up for Curtis at this time since PPHR is available to do those trainings. Stacy indicated Curtis was concerned about the large employee population at IVGID (115 full-time and up to 900 seasonal) and the need for managerial and supervision trainings for new, returning and refreshing supervisors/managers. The issue is the timing of the training opportunities and frequency can be an issue as the District needs to offer this training at minimum four times a year, but preferably eight times a year. He stated the intent would not be to replace PPHR training, but rather offer in addition to PPHR training.

Erin Feore, IVGID, said Curtis had come to her with this as well. She told him her recommendation was for them to adjust their staff's availability. She does not think PPHR needs to reexamine as much as IVGID needs to find better ways of providing accessibility for their staff. Shannon thanked Stacy for taking time with staff to review Curtis' request. Erin said there are also nuances in the trainings that need to be protected.

Motion and second to deny the request to facilitate PPHR trainings, motion carries.

## **9. For Possible Action: HR Scholarship Report and Application Form Suggested Changes**

Stacy reported PPHR has been providing scholarships for nationally recognized HR certification since 2013. To her knowledge, an official report back to the OSC has never been done. As such, she prepared a report (agenda handout) of the last three fiscal years to date with findings from the scholarship program. The report reflects 24 scholarships awarded totaling nearly \$34,000. Fifteen of which successfully attained certifications, four are still working on them, and five left their organization prior to getting certified. In December of 2022, a provision was added that the employer must reimburse PRI if their employee did not stay employed for 12 months after receipt of the scholarship. As such, Storey County has reimbursed PRI, and Churchill County School District is in the process of doing so. Nineteen of the 24 have been certified, which is a successful outcome.

Stacy presented a few suggested changes to the program, specifically to the HR Scholarship application (agenda handout). She was recently asked if an employee who works less than full-time is eligible for the scholarship program. She was not aware if PRI has ever considered or provided a scholarship to someone working less than full-time. In addition, a question was brought up about whether a person must be in an HR-functioning role to meet the requirement of working for the employer for 12 months. As such, she added under scholarship eligibility on page two of the application, the words “in current, full-time HR position.”

In addition, she added “is demoted” for clarification under the reimbursement agreement section in case it was agreed that the person’s role should be HR-related; she also added verbiage to ensure it is clear the reimbursement agreement is effective regardless of whether the employee self terminates or is terminated by the employer. She further deleted the part of the reimbursement agreement that excluded the exam fees as she does not know the reasons why this portion of the scholarship was previously excluded and some of the prep courses now include exam fees making it difficult to determine the excludable amount.

Other additions were made on page five to request the supervisor’s email address and lines for the applicant to list the description of the funds requested. Stacy also added similar language under the Chief Operating Officer's signature regarding the reimbursement agreement to coincide with changes on page two.

Discussion ensued regarding whether an applicant must hold a current, full-time HR position and whether there needed to be selection criteria. Shannon agreed 12 months with the organization was important, but not necessarily 12 months in one role, and full-time is preferred, but the applicant could provide an explanation the committee could take into consideration if part-time. Shannon said the purpose of the scholarship is to get certified as an HR professional. She does not want to make it hard for someone to get a scholarship but does want to see they have a commitment to the organization. Robert agreed and added that a specific time requirement is needed in their role indicating they have the practical experience. Shannon preferred changing the wording to a minimum of 12-consecutive months with the organization and adding something along the lines of full-time is preferred but part-time will be considered. Robert suggested the verbiage regarding full- or part-time status be added to the selection criteria. After further discussion, it was decided to make the following changes/additions/deletions to the application:

- Delete change in first paragraph, page two
- Add bullet “Full- or part-time status” under selection criteria
- Itemize further the list on page four
- Do not add “is demoted” to signature block on last page
- All other changes to be implemented

On motion and second to approve scholarship application with changes as presented, motion carried.

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

Stacy reported Ashley Zaragoza-Jimenez, HR Administrative Assistant at Nevada Rural Housing Authority is requesting \$1099 (includes courses and test fees) for an aPHR certification. She has been in her HR position for 15 months. Ashley Creel clarified that the applicant is dedicated to the role and works directly with Shani Dues, the HR Director. On motion and second to approve the scholarship application for \$1099 as presented, the motion carried.

Stacy reported Cody Krenka, Director of Human Resources at Elko County School District (ECSD) is requesting \$1419 (includes SHRM membership, learning system, and test fees) for a SHRM-CP certification. He has been with ECSD for over 25 years and the Director of Human Resources for the last two years, however, he has not yet taken EMS or HRR which is part of the selection criteria. Dawn Huckaby said although Cody had not yet taken EMS, the certification plays right into his role as Director of Human Resources. Robert asked if the applicant would be willing to take EMS or HRR. Stacy affirmed and reminded the Committee that they had previously conditionally approved scholarship applications and that Cody's application could be tentatively approved pending completion of EMS and/or HRR. On motion and second to tentatively approve the scholarship application for \$1419 conditioned on completion of the EMS or HRR course, the motion carried.

**11. For Possible Action: HR Assessment Grant Application Approval**

No grant applications were submitted for approval.

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

Next meeting is scheduled for Friday, September 20, 2024, at 9:30 a.m. via Zoom and in person (Carson City).

**13. Item: Public Comment**

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

**14. For Possible Action: Adjournment**

The meeting was adjourned at 11:26 a.m.