



**POOL/PACT Human Resources (HR)**

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**APPROVED MINUTES OF THE  
POOLING RESOURCES, INC  
OVERSIGHT COMMITTEE MEETING  
Date: June 9, 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; Austin Osborne. Member(s) participating via Zoom: Erin Feore; Dawn Huckaby; Lourdes Martin; Jonalee Roberts; Susie Shurtz. Member(s) not participating: Scott Lindgren; Robert Quick; Dan Sadler. Pooling Resources, Inc. (PRI) Staff participating in person: Ashley Creel; Sean Moyle; Stacy Norbeck. Staff participating via Zoom: Jeff Coulam; Neal Freitas; Lessly Monroy; Sandra Schooler. Guest(s) participating virtually: Wayne Carlson; Alan Kalt. Called to order at 9:32 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 March 10, 2023**

On motion and second to approve the minutes of March 10, 2023, the motion carried.

**4. Appointment to Open Oversight Committee Seat**

Stacy Norbeck, General Manager, POOL/PACT HR (PPHR), reported that Abel del Real-Nava left Humboldt County and is now at Mariposa County, California. He was not able to attend the meeting, but a plaque thanking him for his six years of service on the committee will be sent to him.

Stacy indicated that in the past, the OSC replaced an open seat with a like entity type, in this case a county, but she did an analysis of the current OSC representation and realized there are no small special districts represented. After discussing options with Geof, Shannon Harris, East Fork Swimming Pool District director, was invited to join the committee. Stacy reviewed her qualifications. Shannon said it would be her pleasure and honor to work with this group and be part of the OSC. Geof opened the floor for other nominations. Hearing none, on motion and second to appoint Shannon Harris to fill the open OSC seat, the motion carried.

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

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

Stacy reviewed the 22/23 Strategic Plan as follows:

**New Trainings** — Nine new classes are being developed this year: *Online Management Module 1: Introduction to Supervising, Managing, and Leading in the Public Sector, Online Management Module 2:*

*Buddy to Boss, Online Management Module 3: Leadership Styles, Online Management Module 4: Person-Based Leadership, Online Management Module 5: Communication Styles, and Online Management Module 6: Performance Management* are 90% complete and will be 100% upon release. *Harassment eLearning* is 100% complete, and a new *Safe and Sober eLearning* is 70% complete. *Building Blocks to Effective Leadership*, a high-level overview of the core concepts of *Influential Leadership (IL)* is 100% complete.

**Revisions** — *Human Resources Representative (HRR)* Sessions 1-5 are being reformatted and updated as needed and are 75% complete. Updates to *HRR* (in person) Sessions 1 and 4 are 100% complete.

**Regional Trainings** — All 18 regional trainings scheduled this year are complete.

**Regional Workshops or State-wide Virtual Workshops Utilizing Outside Resources** — The preconference, *Risk Management Roundup*, was conducted at the PPHR Conference on October 12, 2022. The interactive scenario-based *Internal Investigation Workshop Series* with Joel Locke scheduled for three 90-minutes sessions on April 11, April 18, and April 26, 2023, is complete.

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

**New Briefings** — None identified for FY.

**Review/Update Existing Briefings** — Twenty-five HR briefings will be updated this year; 18 are complete; the remainder are in process. They will be completed by the end of the Fiscal Year.

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

**Webinars** — All 12 webinars scheduled this year are complete.

**Round Tables** — Twelve virtual sessions by entity types completed. Ten sessions completed at the PPHR Conference in October 2022.

**Post Member Pay Plan/Scale on Website** — They were added as received.

**Sample Personnel Policy Update** — The annual updates for the Sample Color-Coded Policies, School District Policies, and CDL Policies are complete pending legislative changes and review by staff.

**Coaching and Problem Solving** — This is an ongoing process currently at 90% complete.

**Alerts** — Four Alerts have been issued to date, *Release Time to Vote* (10/24/22), *2023 HR-Related Legislation Tracking* (2/6/23), *IRS Changed Standard Mileage Rate Effective* (1-1-23), and *DOT Issues Final Rule on Oral Fluids Testing* (6/1/23). An additional Alert was issued today regarding the Juneteenth Holiday.

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

**Trainings** — As of June 1, 2023, 121 trainings have been conducted with 2231 participants, with 4.56 course content average and 4.8 instructor evaluation average. Five HR Briefings have been conducted with 57 participants.

**Phase I HR Compliance Assessment Program** — There are 13 interested members this FY; eight are in process; one is complete (City of Carlin). 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) but neither committed. Three rollovers from previous years are complete (Nye County School District, City of Winnemucca, and Nevada Tahoe Conservation District).

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

Stacy reported 2495 total contacts this fiscal year as of May 31, 2023. The bulk of the contacts were spent in General Contact at 34% and Program Planning/Service Plans at 23%. The top categories not including General Contact and Program Planning/Services were Employee Relations/Fair Employment Practices (e.g., Title VII, ADA) at 23%; Personnel Administration (e.g., policies, job descriptions, personnel files) at 22%; Discipline at 11%; Compensation and Classification at 9%; Leave Plans at 8%; and Hiring at 8%. To note, COVID-19 reduced to 1%.

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

As of May 31, 2023, for FY 22/23, there were 43 claims, 28 of which are open. Claims may have multiple charges. Of the 28 claims, one is defamation/slander; four bullying; twelve harassment/discrimination; three age; eight ADA; five retaliation; six wrongful termination/constructive discharge; eight administrative related; five investigation; one ethics, one wages, and one drug/alcohol. Of the 43, fourteen are from counties; ten from cities/towns; eight from school districts; and eleven from special districts. Geof noted that claims seem to be trending up a bit.

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

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

No action required.

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

**New Hire** — Stacy previously reported that Neal Freitas, Senior HR Business Partner, PPHR, tentatively plans on retiring next summer. She stated Neal is the school Subject Matter Expert (SME), and if he retires, there would be a large knowledge gap on the staff. Since the workload has increased in the last few months with BPs traveling and increased trainings, she decided to go ahead and fill the vacancy. Recruitment opened on Friday, February 24, 2023, and 31 applications were received. One application had the required K-12 public school experience (most applicants were not otherwise qualified). After the applications were reviewed and interviews conducted, the position was offered to Sean Moyle. Sean started on May 1, 2023. Stacy reviewed Sean's qualifications.

**Business Partner (BP) Assignments** — Stacy indicated since there are six BPs again, member assignments will be redistributed. Sean will take all schools except for the three that Neal still has in his region. Sean will also be assigned to the Town of Round Mountain, Churchill County, and the Town of Pahrump. Lessly Monroy, HR

Business Partner, PPHR, will be assigned Elko and West Wendover. Jeff Coulam, Training Manager and Senior HR Business Partner, PPHR, and Ashley Creel, Senior HR Business Partner, PPHR, will be switching Lyon with Esmeralda/Tonopah.

**Advanced Regional Registration Notices** — Stacy reported a change to the regional training notices because these trainings are filling up quickly, sometimes within the first couple of hours. As such, beginning with the next regional training members will be provided with seven-day advance notice that registration for the upcoming training (e.g., EMS) will open on a specific date. The link will be included but not live yet. The hope is this will bring the perception of increased fairness to the process.

Shannon asked if this is happening mainly with in-person trainings and questioned the capping of number of participants for a virtual training. Stacy clarified that the virtual trainings have been capped at 40, although they have been a little soft on that number as well. Staff is reviewing how much to increase the virtual training capacity taking into consideration the “no-show” rate. Currently, the no-show rate is about 20% for virtual and 10% for in person. The fact there is no charge may be a factor. The upcoming Legislation Webinar will not have a size limit. The reason for the size limit is to ensure classroom control (e.g., some of the trainings have breakout rooms which need to be a smaller size). Shannon thanked Stacy for the clarification and said it is almost a great problem to have because it shows what a great job PPHR is doing in providing those trainings. Geof asked if the new advance notice emails will give a time that registration will open. Stacy confirmed it will.

**POOL/PACT Leadership Conference** — The main conference is scheduled for October 19 – 20, 2023, and the preconference on October 18, 2023, in the afternoon. Current registration as of June 6, 2023, is at 57 (43 members and the balance POOL/PACT or Davies staff). A reminder registration email will be sent the beginning of July and BPs are reminding their members during Service Plan meetings.

On Wednesday, October 18, 2023, there will be a *Preconference Introduction* with Marshall Smith; *POOL/PACT Claims & Losses: Year in Review* with Jarrod Hickman; *Critical Cybersecurity Issues* with Tony Rucci; *Review of Risk Management eLearning Curricula* with Mike Van Houten; *Workers’ Compensation and General Liability* with Donna Squires; and *Introduction to POOL/PACT Business Partners: Who They Are and What They Do*. On Thursday, October 19, 2023, at the Main Conference there will be *Purpose Driven Leadership* with Diaz Dixon, Performance Driven Consulting; *Wage and Hour Issues for the Public Sector* with Brett Sutton, Sutton Hague Law Corporation; *Effective Labor Management Relations* with Reneé Mayne; *Round Tables by Entity Type*; *PERS Updates and Key Issues* with Walter Zeron, Public Employees’ Retirement System of Nevada; and Reception and Expo. On Friday, October 20, 2023, there will be *The Empathy Deficit* with Monique Akanbi, Society for Human Resources Management; *Workplace Mediation* with Reneé Mayne; *Stump the Attorney*; *Legislative Updates* with Rebecca Bruch, Lemons, Grundy & Eisenberg; and Group Trivia Game and Raffle Prizes.

**Quarterly Newsletter** — Stacy reviewed the articles in the quarterly newsletter that was published on May 22, 2023. It included the following articles: *Legislative Tracking: Keeping Up with the Latest HR-Related Bills*, *Just Take Those Old Records Off the Shelf*, *Establish HR Goals in 6 Easy Steps*, *Dear POOL/PACT HR: Hiring Minors*, *Welcome Sean Moyles to POOL/PACT HR*, and *Upcoming HR Events: July EMS and HR Conference*.

## **7. For Possible Action: 2023 HR-Related Legislative Tracking**

Stacy directed the committee's attention to the HR-related Assembly and Senate bills being tracked as of June 5, 2023. The report is updated and posted to the PPHR website each week. As soon as the last bill is signed, a summary report will be out to members. In addition, a webinar will be conducted on July 13, 2023, at 2 p.m. The registration went out for that webinar this morning.

Ashley Creel, Senior HR Business Partner, PPHR, reported on Assembly bills AB52, AB78, AB139, AB140, AB158, AB163, AB219, AB258, AB267, AB292, AB301, AB410, and AB437.

Austin Osborne asked if an Alert will go out for AB52. Ashley said it will be provided in the HR-Legislation Summary and if further clarification is needed, she can consider getting Wayne Carlson involved. Austin also had questions regarding AB219. Ashley encouraged him and the other members to register for the upcoming webinar that will cover these bills in further detail.

Jeff Coulam reported on non-school Senate bills including SB66, SB166, SB192, SB222, SB225, SB264, SB301, SB317, SB323, and SB441.

Neal Freitas said in the future, bills that Failed to Meet Deadlines, Bills No Longer Applicable, and Bills – No Further Consideration will be included in the Legislative Updates spreadsheet. It will show the true life of the bill. He reported on 20 school-related Assembly and Senate bills, including AB65, AB73, AB172, AB245, AB256, AB264, SB9, SB38, SB212, SB231, SB291, SB292, and SB308.

Geoff thanked them for the rigorous tracking of the legislative session. Stacy indicated a plan is in place to ensure all bills that become law are reviewed to ensure nothing was missed with Lessly reviewing every other Assembly bill and Sean reviewing every other Senate bill. This system has worked well in the past. The Legislative Summary will be going out in the next two weeks, and the Legislative Summary Webinar will also provide updates. Dawn Huckaby thanked Stacy for tracking the bills that might have been pushed into other bills. She asked if the webinar would be recorded for viewing at a later date. Stacy confirmed it would be recorded. Dawn thanked her for doing that and mentioned the PERS increase is a hefty one, from 29.75% to 33.50%.

## **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 15,098; there were 61 Individual Cases, 3 Management Consultations, 58 total training participants in the webinars, 298 Unique Web Logins, and 420 Total Overall Lives Touched. Individual Utilization was 1.7% for the quarter, up from 1.6% the previous quarter. Overall Utilization was 11.1% (annualized), up from 10.3% the previous quarter. The 11.1% includes web access and general inquiries, and it is the quarterly average multiplied by four quarters. Legal has remained the most utilized Work Life service. Seventy-eight (78.1%) percent of the cases opened this quarter were new cases. Sixty-three (63.6%) percent of employees felt their presenting issues had an impact on their job performance with 51.6% indicating moderate to significant impact. Last quarter, 73% felt their issue had an impact and 53% indicated moderate impact. Highest utilizations were from Storey County at 12.1%, Pershing General Hospital with 7.7%, and North Lake Tahoe Fire Protection District at 6.6%. Jonalee Roberts asked if the percentages are based on the entity's employees. Lessly said it is a percentage of the whole. Lessly will put Jonalee directly in contact with Alex Rosa, Senior Account Executive with Kepro to get answers to her entity-specific questions. The top assessed problems at intake were emotional wellbeing, work/life balance, and

relationships. User Information indicated 94% were employees, 31% received information from HR, 25% got their information from posters, 9% from a manager/supervisor, and 89% were self-referred. There are 24 hours of training provided through contract and the majority is used for webinars. There were 58 people who attended the webinars listed in the report. For the quarter, there were 822 pages viewed on their website using POOL/PACT's login. The utilization report contains more detailed information.

Other updates:

- Stacy indicated the contract with Kepro expires June 30, 2023, but has been renewed under the same terms.
- Kepro notified staff yesterday they have merged with CNSI and will be rebranding as Acentra Health.
- A PPHR email survey has gone out to members requesting input on webinars so that they can be scheduled for next fiscal year.
- Kepro has added an online request form for individuals who prefer finding services online rather than making a phone call.
- Kepro plans to have an app in place by the end of the fiscal year.
- Lessly shared positive feedback received from Tahoe Transportation District (TTD). TTD had to use Kepro on two separate occasions to refer an employee to a mandatory referral on anger management, and the employee was able to complete the program both times. The individual said the process was very smooth, and they were happy with the services. The employee was eventually terminated, not due to the EAP, but based on the employee's conduct.

Austin asked about Storey County law enforcement having difficulty finding providers locally in their provider's network. Lessly responded that Kepro is usually trying to help the individuals find providers that are covered by their insurance, but she was unsure what the disconnect was in that circumstance. She will follow up with Alex. Stacy clarified individuals have to provide a release before Kepro can work with them. Lessly reminded the OSC that if a member is aware of a provider in their area, they can provide PPHR with that information to pass along to Alex. Geof stated he had referred a provider and Kepro did reach out to them very quickly, but the provider did not want to be part of the network. However, Kepro did act quickly, and the matter was resolved within a week. Geof said utilization is still overall lower than he would like to see, but he is glad the contract is being kept.

#### **9. For Possible Action: HR Assessment Program/ERMEP Crossover Update**

Stacy reviewed from the previous meeting that PPHR's Phase I Assessment program best aligned with the goals of the Loss Control Committee's Enterprise Risk Management Excellence Program (ERMEP) which are to have items "in place and operational". After much discussion, it was determined that the Phase I Assessment closely matches their goals because the PH I Assessment provides an assessment and an audit of certain items. As such, the Internal Checklist handout and Agreement Form were updated to include all the components that the HR Assessment Program Work Group identified as well as the ones needed to meet the needs of ERMEP. In addition, it was noted that a member is only eligible for a PPHR grant if they request the assessment through PPHR; if they participate via ERMEP, they are eligible for the ERMEP program grant.

Shannon asked about legislation cycles and how they affect the policy-driven changes and the assessments. Stacy stated the HR Assessment Program Work Group determined that would be a consideration in how long members are given to complete an assessment.

Stacy summarized that the HR Section of the ERMEP program is one question, “Have you completed a Phase I HR Compliance Assessment in the past four years”? If yes, then once they complete the supplemental questionnaire, they will have completed the HR Section of ERMEP. If the answer is no, they would fill out and submit the Agreement Form and be placed in the Phase I Assessment queue.

Stacy said utilizing the Phase I for ERMEP creates two paths to attain a Phase I Assessment, so there will now be two staff members, Neal Freitas and Lessly Monroy, conducting Phase I HR Assessments.

Austin inquired about the first question pertaining to background checks. He asked if this needs to be after an in-person interview or a formal job offer. He thought it had to be after a conditional job offer was provided, not just after an interview. Stacy said it can be one or the other.

On motion and second to approve the three forms submitted to be used for the HR Assessments and ERMEP crossover, the motion carried.

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

Stacy reported Hunter Bolanos, HR Generalist at Mt. Grant General Hospital is requesting \$2005 (class \$1595, exam fee \$410) for her SHRM-CP. Jonalee said Hunter has exceeded all her expectations. On motion and second to approve the scholarship application for \$2005 as presented, the motion carried.

Stacy reported Jeffrey Meyers, HR Generalist at Pershing County General Hospital is requesting \$1395.32 (learning system \$985.32, exam fee \$410) for his SHRM-CP. On motion to approve the application as presented with the study guide, the motion carried.

Stacy reported Winifred Sanderson, HR Director at Esmeralda County School District is requesting \$1499 but did not include tax for the learning system so the total request is \$1564 (learning system \$920 class + \$65.32 tax = \$985.32, \$335 early exam fee, \$244 membership) for her SHRM-CP. On motion and second to approve the request for the application, the motion carried.

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

Stacy reported that Dana Olson, City Manager for the Nevada Tahoe Conservation District submitted a Phase II Assessment Grant Application requesting \$1250 for the Organizational Excellence Award Grant to purchase office equipment (three computer monitors \$639.33, two travel monitors \$310.28, one ergonomic keyboard \$57.05, and one standing desk (\$257.39) and \$500 for the Individual Excellence Award Grant. On motion to approve the application as presented, the motion carried.

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

Next meeting is scheduled for Friday, September 8, 2023, at 9:30 a.m. via Zoom and in person (Carson City).

#### **13. Item: Public Comment**

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

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

The meeting adjourned at 11:39 a.m.