



**APPROVED MINUTES OF THE
POOLING RESOURCES, INC
OVERSIGHT COMMITTEE MEETING
Date: March 10, 2023 Time: 10:00 a.m.
Place: Virtual Meeting via Zoom and In Person**

1. Oversight Committee (OSC) Roll Call

Members participating in person: Chair Geof Stark. Members participating via Zoom: Abel Del Real-Nava; Scott Lindgren; Lourdes Martin; Robert Quick; Jonalee Roberts; Dan Sadler; Susie Shurtz. Member(s) not participating: Erin Feore; Dawn Huckaby; Austin Osborne. Pooling Resources, Inc. (PRI) Staff participating in person: Stacy Norbeck; Sandra Schooler. Staff participating via Zoom: Jeff Coulam; Ashley Creel; Neal Freitas; Lessly Monroy. Guest(s) participating virtually: Shani Dues; Kim Todd. Called to order at 10:00 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 December 9, 2022

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

4. For Possible Action: Report on Activities

a. 22/23 Strategic Plan to date

Stacy Norbeck, General Manager, POOL/PACT HR (PPHR), reviewed the 22/23 Strategic Plan as follows:

New Trainings — Seven 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*, and *Online Management Module 4: Person-Based Leadership* are 90% complete, *Harassment eLearning* is 100% complete, and a new *Safe and Sober eLearning* is 50% 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 — Eighteen regional trainings are scheduled this year: *Essential Management Skills in the Public Sector (EMS)* is scheduled six times, three are complete; *Advanced Essential Management Skills in the Public Sector (AEMS)* is scheduled two times, one is complete; *Dear HR* is complete; *HRR* is complete; *Taking Control of Conflict (TCC)* and *Techniques for Effective Recruitment* are complete; *Document, Discipline, Due Process* is scheduled two times for April 2023; *IL* is scheduled one time for April 2023; and *Advanced Human Resources Representative (AHRR)*, *Customer Service in the Public Sector*, and *So You Want to be a Supervisor? (SYWTBAS)* 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 Conference on October 12, 2022. Joel Locke will present an interactive scenario-based *Internal Investigation Workshop Series* scheduled for three 90-minutes sessions on April 11, April 18, and April 26, 2023. These sessions were “sold out” within one hour and there is a wait list.

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; 12 are complete; two are in process.

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. Eight are complete. Eleven are Employee Assistance Program (EAP) sessions. One HR webinar for new board members, *POOL/PACT 101*, was presented on January 5, 2023.

Round Tables — Nine virtual sessions by entity types completed. Ten sessions completed at the PPHR Conference in October 2022. Next sessions are scheduled for April 2023.

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 75% complete.

Alerts — Two Alerts have been issued to date, *Release Time to Vote* (10/24/22) and *2023 HR-Related Legislation Tracking* (2/6/23).

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 March 3, 2023, 76 trainings have been conducted with 1435 participants, with 4.5 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 have committed. There are three rollovers from previous years; two are complete (Nye County School District and City of Winnemucca).

b. Member Contact Tracking

Stacy reported 1,722 total contacts this fiscal year as of February 28, 2023. 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 24%; 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 January 31, 2023, for FY 22/23, there were 24 claims, 17 of which are open. Claims may have multiple charges. Of the 17 claims, one is defamation/slander; two bullying; seven harassment/discrimination; one race; two age; one sex; one sexual orientation; seven ADA; four retaliation; seven wrongful termination/constructive discharge; six administrative related; and one investigation. Of the 24, six are from counties; eight from cities/towns; seven from school districts; and three from special districts.

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.

5. For Possible Action: Approval of FY 23/24 Strategic Plan

Stacy reviewed the 23/24 Strategic Plan as follows:

New Trainings — Two additional online management modules and an Investigations Workshop will be developed.

Update and revise three courses annually — *HRR* Sessions 1 – 5 are scheduled to be reformatted. *Addressing Inappropriate Conduct in a School Environment*, *Ethics in the Workplace*, and *TCC* are scheduled for revision.

Regional Trainings — Thirteen regional trainings to be scheduled: *EMS* - four times (three in person and one virtually); *AEMS* – two times (in person); *HRR* – one time (in person); *AHRR* – one time (in person); *IL* – one time (in person); *SYWTBAS* – one time (in person); *TCC* – one time (in person); and two classes to be determined after service plan meetings are concluded.

Regional Training Workshops Utilizing Outside Resources — *Title IX with Ann Alexander* will be scheduled once the new regulations are released.

2023 HR Leadership Conference — The annual leadership conference is scheduled for October 19-20, 2023, with the preconference session scheduled for October 18, 2023.

New Briefings — Two new briefings, *Documentation*, and *Open Meeting Law Recruitments* are scheduled. New Legislation-related briefings are to be determined.

Updated Briefings — 37 HR briefings are scheduled to be updated.

HR Briefing Videos — To be determined.

Webinars — One HR-related legislative summary is tentatively scheduled. Others to be determined.

Virtual Round Tables — To be held quarterly in addition to the HR Leadership Conference sessions.

Post Member Pay Plan/Scale on Website — These will be added as received.

Sample Personnel Policy Update — The sample policy manuals will be updated by June 30, 2024.

Coaching and Problem Solving — This is an ongoing process.

Alerts — As needed.

Phase I HR Compliance Assessment Program — Interested members to be determined during the service plan meetings.

Phase II HR Compliance Assessment Program — Interested members to be determined during the service plan meetings.

Stacy reported that as part of our annual Strategic Planning meeting POOL/PACT HR's mission statement was reviewed. After a lengthy discussion, it was decided to remove wording relating to reducing employment liability since it is not possible to measure something that did not happen, but the tools and resources provided, and the implementation and use of those tools can be. With the committee's approval, Stacy asked to change it to read:

"POOL/PACT Human Resources provides the resources and education for POOL/PACT members to build strong foundations for effective Human Resources practices within their organizations.

We are committed to:

- *Providing relevant, timely, accurate, and consistent guidance.*
- *Delivering high-value, high-quality services and training tailored to members' needs.*

Geof agreed with the change as it is measurable. Chief Lindgren agreed and supported the change. On motion and second to approve the mission statement as revised, the motion carried.

Geof asked if there were any comments or questions regarding the 23/24 Strategic Plan. Hearing none, he noted he liked that the Investigations Workshops will be offered. On motion and second to approve the SP 23/24, the motion carried.

6. For Possible Action: General Manager Report

a. Website Resource Library and Utilization

Stacy updated on the continuing merge of the HR Resource Library and the Risk Management Library into one library. Staff worked with Mike Van Houten to identify topics and types which have since been added to the risk management page. The next step is to move all the documents from the HR Resource library. Once they are moved, access to certain documents will be restricted. This will also give staff an opportunity to clean up documents and remove anything that is outdated.

In addition, Stacy worked with Mike to select a new web stat software called Matamo. This will allow staff to run reports on specific files to see when people are accessing documents such as policies, legislative updates, and briefings; this information can assist with strategic planning.

Geof agreed it is a good idea to restrict access to certain documents in the HR Resource Library and at the same time give access to trainings.

b. HRBP Recruitment — Stacy reported an HR Business Partner (BP) position has been open since August 2020. It has not been filled because there has not been the need to do so until recently due to the increase of in-person trainings as well as Neal Freitas, Senior HR Business Partner, PPHR, plans on retiring in July 2024. Stacy decided to begin the recruitment now rather than wait until early 2024 so that someone with school administration experience can be found. She opened recruitment on Friday, February 24, 2023, and has received 23 applications of which one has the required K-12 public school experience. The recruitment was posted on Indeed, LinkedIn, and the POOL/PACT website. She will be interviewing that applicant next week. If hired before the end of this fiscal year, the new employee will have plenty of time to get up and running. If Neal does indeed retire, the sixth BP position will be reevaluated at that time to determine if it is still needed.

c. Virtual Training Registration Changes — Stacy reported due to issues with participants accessing virtual trainings via a personalized Zoom link, registration is now being conducted through Constant Contact like in-person classes. Once registration is approved, an Outlook invitation with a generic link to the class is sent. This change has cleared up the problem but created a new issue: there have been a few instances of people logging into a training that were not registered. This issue was due to the link being shareable but has since been corrected. In addition, staff will utilize the waiting room in Zoom to ensure only registered participants are permitted into the class. As for the prior classes where non-registered people showed up, a private message was sent letting them know they would not be eligible for credit nor a certificate for the class.

Lourdes Martin asked about registering participants through Absorb. Jeff Coulam, Senior HR Business Partner, PPHR, said he looked into using Absorb previously but had complications with it and plans to investigate it again down the road. Lourdes said it would be great if they could track and update PPHR trainings through Absorb as the City of Boulder is now utilizing it and likes the way transcripts are generated.

Stacy also shared some unsolicited positive feedback from members including Abel Del Real-Nava, Jonalee Roberts, Dawn Huckaby, and others. Geof said PPHR is doing a fantastic job, and it is nice to get some pats on the back.

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 March 6, 2023. A summary spreadsheet with links to each bill was included in the packet for reference. The report is updated and posted to the PPHR website each week. Ashley Creel, Senior HR Business Partner, PPHR, reported on Assembly bills AB139, AB163, AB52, AB211, and AB219. Robert Quick said AB211 is a huge one for them because it has been really hard to recruit and retain good dispatchers. Jeff Coulam reported on five Senate bills including SB66, SB142, SB155, SB166, and SB225. Neal Freitas reported on 20 school-related Assembly and Senate bills, including AB65, AB73, AB81, AB187, AB269, SB38, SB64, SB65, SB151, and SB206.

Geof thanked Ashley, Jeff, and Neal for the updates.

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 53 Individual Cases, 7 Management Consultations, 111 total training participants in the webinars, 216 Unique Web Logins, and 387 Total Overall Lives Touched. Individual Utilization was 1.6% for the quarter, up from 1.3% the previous quarter. Overall Utilization was 10.3% (annualized), up from 9.7% the previous quarter. Geof confirmed that 1.6% is annualized for individual access as well. The 10.3% 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. Eighty-five percent of the cases opened this quarter were new cases as compared to 90% last quarter. Seventy-three percent of employees felt their presenting issues had an impact on their job performance with 63.5% 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 11%, Pershing General Hospital with 9%, and North Lake Tahoe Fire Protection District at 8%. The top assessed problems at intake were emotional wellbeing, relationships, work/life balance, anxiety, and occupational.

User Information indicated 93% were employees, 35% received information from HR, 27% got their information from posters, 10% from a manager/supervisor, and 85% were self-referred. There were eight hours used and 8 attendees for one Critical Incident Stress Debriefing (CISD) for Humboldt County from the first quarter. For the quarter, there were 1084 pages viewed on their website using POOL/PACT's login. The utilization report contains more detailed information.

Stacy reported Kepro will not be charging POOL/PACT \$300 to travel to a region 50 miles from a town with a population of at least 40,000 people for Critical Incident Stress Debriefings, as reported at the last meeting. Lessly Monroy, HR Business Partner, PPHR, worked closely with Alex Rosa, Senior Account Executive with Kepro, on that issue in addition to the cost of promotional items. Lessly was able to identify that neither of those expenses are in the contract so they will not charge for them.

Stacy reported POOL/PACT piggybacks off the State's EAP contract with Kepro and the State is out for RFP right now. The contract ends on June 30, 2023. If the State ends its relationship with Kepro, POOL/PACT will

have three options: go to whichever EAP the state contracts with, continue with Kepro on a separate contract, or reconsider having an EAP altogether. Stacy spoke with Alex about the renewal and stated her concerns about low utilization, and asked Alex for ideas to report back to the OSC on how the utilization number can be increased. Alex suggested Quarterly EAP Orientations/refreshers, Lunch-n-Learns or trainings, a new EAP Orientation recording that can be placed on our internal website, website education familiarizing employees with all their resources, and quarterly calls with key stakeholders within each agency to discuss ways to promote the EAP. Stacy inquired about the costs but has not yet heard back from Alex.

Based on that conversation with Alex, Lessly and Stacy, along with Wayne Carlson, Executive Director, POOL/PACT, discussed sending out a survey to members asking their thoughts on EAP utilization. Stacy sent out a two-question survey and received 34 responses. The number one response to select the reason they believe their staff does not access EAP benefits was stigma at 54% with confidentiality and bad experience following. The number one response to what could improve EAP utilization was "better access to provider" followed by "more follow up from the EAP."

Stacy stated she asked Lessly to look at alternatives available if EAP services were discontinued. Lessly presented the possible options for outside resources. Stacy thanked Lessly for her research.

Stacy reported POOL/PACT pays \$0.66 per employee per month for a monthly cost of \$9900, quarterly cost of \$30,000 and an annual cost of \$120,000. But with such low utilization, the actual cost per use is \$500 per case. Geof thanked her for all the work put into gathering the information. Geof asked what our utilization was with Resources for Living. Stacy said it was about the same. Stacy reached out to one of POOL/PACT's brokers and asked if members had an EAP through their health insurance. She learned many of them have it through life insurance. If the Board decided to discontinue contracting with an EAP, PPHR could instead provide a list of alternative resources to our members as is done for investigators. Stacy also expressed concern that an EAP having a bad reputation reflects poorly on POOL/PACT, even though PPHR has no control over what they are doing. Geof and Robert each expressed concerns about confidentiality as well as the additional work it will create if a list of resources was provided rather than contracting with an EAP. Robert also suggested POOL/PACT provide an EAP to only those entities who want it. Stacy thought that had been taken into consideration previously. Robert anticipated no participation by the employees if they have to do the footwork themselves. Abel said he sees Better Help advertisements everywhere on social media, thinks they have good brand recognition, and may be more attractive to certain age groups. He agrees with Robert that it could be cumbersome. A discussion ensued about the non-counseling services available through the EAP, waiting to see what the State decides to do, and the total costs of the EAP.

Stacy reiterated the options again are to continue Kepro on our own, piggyback on the State's contract, or to discontinue the EAP. Stacy asked for direction from the committee to provide a recommendation to the full board. Hearing no motion, Geof said to continue with the EAP as is.

9. For Possible Action: Update of HR Assessment Program Work Group Update and Approval of HR Assessment Program Agreement

Stacy asked to combine Items 9 and 10 because they now overlap. Geof obliged.

Stacy presented a quick review of the HR Assessment Program Work Group which includes Robert, Abel, Shannon Harris (East Fork Swimming Pool District), Kim Todd (Eureka County), Neal, and Stacy. The intent of this work group was to revamp the assessment program. After several meetings, a draft agreement and request form (which was previously provided to the Committee) was created. This document included an overview of the program along with definitions of terms, eligibility requirements, time frames, grant amount, etc. Stacy said it is a fantastic idea by the work group and a more strategic way to implement the program. The work group also created a weighted system for award grants based on recommendation completions.

Stacy then reviewed the Enterprise Risk Management Excellence Program (ERMEP) survey work group which includes Robert, Abel, Shani Dues (Nevada Rural Housing), Brooke Thompson (Indian Hills GID), and Jeff noting the original intent of this work group was to create an HR Excellence Recognition Program. The focus was changed due to Marshall asking if HR staff could review the HR section of ERMEP. As such, at the last OSC meeting Stacy requested the stand-alone HR Recognition Program be canceled, and the workgroup be refocused on creating the HR section for ERMEP. The OSC agreed. That survey is complete and being finalized by staff, and Shani agreed to pilot the program. In the meantime, it has come to light that this survey is broader than Risk Management wants for ERMEP, rather ERMEP is looking for a compliance assessment, not an “excellence” survey. As such, it was determined that the PPHR Compliance Assessment Phase I may better fill the gap. To do so, however, the Phase I assessment will need to be re-revamped to meet the goals of ERMEP. Stacy also stated the now defunct survey is a great tool and she would like to use it in some form, perhaps resurrecting the HR Excellence Recognition Program.

Geof appreciated the work groups for all the time put in on both of these programs and to Stacy for heading it up. He is on the Loss Control Committee and is familiar with the ERMEP program, and it is a correct assessment that they are looking for a compliance program. He stated what has been developed here is truly an excellence program, and he would like to see it brought back as the HR Excellence Recognition Program. He thinks it is necessary to acknowledge those members who are not just complying but are excelling, going above and beyond, and that is what the HR Excellence Recognition Program will do. The ERMEP will not do that because that is not its goal. He thinks it will be great to bring the HR Excellence Recognition back into play and at the same time he likes the work done on the HR Assessment and would want to integrate those changes as well. Stacy invited Robert, Abel, and Shani to add their experiences. Robert stated he could not give enough kudos to Stacy for all the work she put into these two work groups; she did a great job. He is very pleased with what was accomplished in both working groups and the documents produced. He is in agreement with looking again at the HR Excellence Recognition Program because what was developed will show the entities that are doing an excellent job at what they need to be doing. Stacy thanked Robert for the kudos. Robert also said there was concern during their work groups that the ERMEP is more of a Phase I program and how that would affect the HR side of that. Stacy thinks they are pretty close. She wrote an email to Marshall and copied the others involved about the proposals for using the Phase I to fill the gap. Basically, the ERMEP HR section would be one question, “Have you successfully completed a Phase I Assessment in the last two years?” If the answer is yes, then the member will complete a supplemental questionnaire until the Phase I program is updated. If the answer is no, then they will be directed back to PPHR. Marshall agreed to the idea as long as some key components were included in the Phase I. These components will expand the Phase I a little broader than it already is, but it is doable. In addition, two BPs will be assigned to the program (Neal and Lessly) as there will be two paths to access the

Phase I (either through PPHR or through ERMEP). Historically, only one BP has run the program to ensure consistency, but with the anticipated increase in requests, two BPs will be assigned. Stacy also suggested the members' grant eligibility would be dependent on the route they take to access the assessment (PPHR or ERMEP). Robert wants to make sure there will not be a huge impact on the HR side. Stacy said that impact will be lessened by using two BPs for the process. Stacy asked for a motion approving the agreement so this can be put in place and operational. She would also like a motion giving PPHR an opportunity to do something with the survey. On motion and second to approve the PPHR Compliance Assessment Agreement and move forward as discussed, the motion carried.

10. For Possible Action: Enterprise Risk Management Excellence Program – HR Section Survey Update

Stacy requested a motion to consider utilizing the survey that was created but will not be used for ERMEP. On motion and second to use the ERMEP questionnaire to further investigate utilization for other purposes, the motion carried.

11. For Possible Action: HR Scholarship Application Approval

Stacy reported Alana Mills, HR Generalist at Carson City is requesting \$1374 (class \$795, membership \$244, exam \$335) for her SHRM-CP. Stacy reported that Carson City has given notice to the POOL. (They are required to send out for RFP's every two years.) Geof said since Carson City was happy to return to the POOL, he did not want to hold up a scholarship and is in support of it. Abel agreed since they are currently members in good standing. Chief Lindgren was in agreement. On motion and second to approve the scholarship application for \$1374 as presented, the motion carried.

Stacy reported Desiree Ramirez, Assistant HR at the City of Ely is requesting \$1519.44 (class \$999, membership \$175, book \$245.44, study guide \$100) for her IPMA-CP. The study guide is not normally covered but that would be up to the committee. On motion to approve the application as presented with the study guide, the motion carried.

Stacy reported Joe Girdner, Executive Director of Human Resources at Douglas County School District is requesting \$1950 (\$1595 class, \$355 exam) for his SHRM-SCP. He did not submit the cost of the exam which is \$355 dollars and has not yet resubmitted his application with the exam amount. On motion and second to approve the request for the application plus the additional amount for the exam pending receipt of an updated application for the correct amount, the motion carried.

12. For Possible Action: HR Assessment Grant Application Approval

Stacy reported that Madison Aviles, City Manager for the City of Carlin submitted a Phase I Re-Assessment Grant Application requesting \$500 for the Organizational Excellence Award Grant to attend the HR Conference in October and \$250 for the Individual Excellence Award Grant. On motion to approve the application as presented and recommended by staff, the motion carried.

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

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

14. Item: Public Comment

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

15. For Possible Action: Adjournment

The meeting adjourned at 12:37 p.m.