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**APPROVED MINUTES OF THE
POOLING RESOURCES, INC
OVERSIGHT COMMITTEE MEETING
Date: March 15, 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 Geof Stark; Shannon Harris; Scott Lindgren. Member(s) participating via Zoom: Dawn Huckaby; Austin Osborne; Robert Quick; Jonalee Roberts; Susie Shurtz. Member(s) not participating: Erin Feore; Lourdes Martin; Dan Sadler. Pooling Resources, Inc. (PRI) Staff participating in person: Stacy Norbeck. Staff participating via Zoom: Lessly Monroy; Sandra Schooler. Called to order at 9:34 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 8, 2023

On motion and second to approve the minutes of December 8, 2023, 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. Jeff Coulam terminated in order to accept a position with Carson City as Director of Human Resources. Neal Freitas' employment was terminated on February 28, 2024. She posted a job announcement for three weeks, received 44 applications 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. Kaci Kerfeld was offered the open Business Partner position to start on Tuesday, March 19, 2024.

Quarterly Newsletter — Stacy reviewed the articles in the quarterly newsletter that was published on February 26, 2024: *Tips on How to Successfully Manage a First Amendment Audit, Suicide Prevention for Employers, A Closer Look at Compliance Assessment Series: Part 3 "Master Personnel Files," New eLearning Series Now Available, Play POOL/PACT Word Search and Win, 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 (replaces in-person Investigations Workshop as a result of the Training Needs Assessment Workgroup findings discussed

in the last OSC meeting) is 70% complete. Ashley Creel, newly promoted to PPHR's Training Manager and Senior Business Partner position, will be taking over the completion of this training. *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*, *Influential Leadership (IL)*, *Document, Discipline, and Due Process (DDD)*, *Essential Management Skills (EMS): Session 1 – The Foundation of Effective Management*, *Ethics in the Workplace* and *You Can't Do THAT at Work! Anti-Harassment Training* are 100% complete. *Taking Control of Conflict (TCC)* is 50% complete. In addition, *Advanced Essential Management Skills (AEMS)*, and *Dear HR: Toughest Supervisor Challenges* are 75% complete.

Regional Trainings — Fifteen regional trainings are scheduled this year: *EMS* is scheduled five times (four complete and one in process); *TCC* (Virtual), *DDD* (Virtual), *Human Resources Representative (HRR)* (Carson City), and *Advanced Human Resources Representative (AHRR)* (Carson City) are 100% complete; *AEMS* originally scheduled for November 2023 was rescheduled due to low enrollment for April 2024 in Carson City; it is also being held April 2024 in Ely; *IL* is scheduled for April 2024 in Carson City; *Dealing with the Difficult Employee* (Virtual) and *So, You Want to be a Supervisor? (SYWTBAS)* (Virtual) are each scheduled for May 2024.

Regional Workshops or State-Wide Virtual Workshops Utilizing Outside Resources — A date for a *Title IX* workshop with Ann Alexander will be determined once the new regulations are released. Stacy currently has a meeting scheduled with Joel Locke to discuss a *Negotiations* training this spring.

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* and *Documentation* (now two separate briefings) are at 25%, and *Open Meeting Law Recruitments* will be complete by the end of the fiscal year.

Review/Update Existing Briefings — Thirty-eight HR Briefings will be reviewed and planned to be completed by the end of the fiscal year. Twenty-three are in process or complete.

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

Webinars — Five webinars are currently scheduled this year; three are complete.

Virtual Round Tables — Nine round tables held to date with 79 total participants. Six in-person sessions were also held at the 2023 HR Conference. Public Safety round tables will not be included this quarter due to low attendance. The next sessions are scheduled in April 2024.

Post Member Pay Plan/Scale on Website — These are posted as received. Some members have multiple pay scales. There have been no changes since the 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 an ongoing process which is currently 75% complete.

Alerts — Three Alerts have been issued to date: *Revised Form I-9, Employment Eligibility Verification, 8-1-23; and Proposed Exempt Salary Rule 9/15/23, and IRS Changed Standard Mileage Rate Effective 1-1-24.*

Trainings — As of March 1, 2024, 74 trainings have been conducted with 1,398 participants, with 4.66 course content average and 4.9 instructor evaluation average. Three HR Briefings have been conducted with 23 participants. The nine Quarterly Virtual HR Round tables held had 79 participants.

Phase I HR Compliance Assessment Program — There are six members in process and 12 rollovers from previous years, four of which are complete (Lincoln County, Pershing County, Douglas County School District, and City of Wells). 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.

Shannon Harris noted the work represented in the Strategic Plan and thanked the PPHR team for all of their efforts.

b. Member Contact Tracking

Stacy reported 1,334 total contacts this fiscal year as of February 29, 2024. The bulk of the contacts were spent in General Contact at 21% and Program Planning/Service Plans at 25%. The top categories not including General Contact and Program Planning/Services were Employee Relations/Fair Employment Practices (e.g., Title VII, ADA) at 20%; Personnel Administration (e.g., policies, job descriptions, personnel files) at 13%; Compensation and Classification at 12%; Hiring at 12%; and Leave Plans at 8%.

c. Report on Employment-Related Claims

As of February 29, 2024, for FY 23/24, there were 28 claims, all but one are open. Claims may have multiple charges. Of the 28 claims, five are gender/sex orientation discrimination; eight administrative investigation; one breach of contract; six ADA, nine retaliation; one USERRA complaint; four hostile work environment; three age discrimination; five wrongful termination/constructive discharge; two race; one disqualification from Workers' Compensation benefits due to resignation; one defamation; and one religion. Of the 28 claims, ten are from counties; three from cities/towns; seven from school districts; and eight from special districts. Shannon and Geof noted the importance of having POOL/PACT to assist members through these issues.

d. HR Problem-Solving Reports

Stacy presented the 3rd Quarter 23/24 HR Problem-Solving Reports reflecting unique member issues addressed in the last quarter.

6. For Possible Action: Approval of FY 24/25 Strategic Plan and Mission Statement

a. FY 24/25 Strategic Plan

Stacy reviewed the 24/25 Strategic Plan as follows:

New Trainings — An *Investigations Workshop* (in person) and *HRR* (Session One) (revamp) will be developed.

Update and revise three courses annually — Three courses (TBD) will be updated and/or revised.

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

Regional Training Workshops Utilizing Outside Resources — *Negotiations* (in-person workshop) (date to be determined); *Title IX* with Ann Alexander (if new regulations do not pass in FY 23/24); and one additional workshop (date to be determined).

2024 HR Leadership Conference — The annual leadership conference is scheduled for October 30-31, 2024, with the preconference session (law enforcement related) scheduled for October 29, 2024. The Conference website is partially updated. A registration email will be sent to members in mid-April.

Stacy indicated there may be some concurrent sessions this year to give participants a choice to attend certain topics in smaller breakout sessions. Speakers currently booked include David Atkins “*No Excuses: Break Through your Fear and Adversity*”; Will Baggett “*The Formula to WIN (What’s Important Now)*”; Scott Husbands (attorney) “*Responding to Requests for Employee-related Public Records*”; Jeff Coulam (Carson City) “*Embracing the Human Side of HR Training*”; Jonathan McGuire (attorney) Legal topic TBD; Pryce Scott (HR Generalist at Northern Nevada Hopes) “*Transgender Inclusion*”; and Kim Cullen (Children’s Cabinet) “*Accommodating New Mothers with Lactation Rooms and Family Friendly Policies*.”

New Briefings — Four new briefings: Holiday Parties, Independent Contractor, Joint Employment, and NEO/Onboarding have been identified.

Updated Briefings — 25 HR briefings are scheduled to be updated.

HR Briefings Videos — To be determined.

Webinars — Employee Assistance Program (EAP) and HR Briefings to be determined. A third webinar has not yet been determined.

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

Legislative Tracking and Summary Report — Tracking will occur between February and June 2025. A report will be developed and released.

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, 2025.

Coaching and Problem Solving — This is an ongoing process.

Alerts — Will be issued as needed.

Phase I HR Compliance Assessment Program — Interested members to be determined during the service plan meetings and through the Enterprise Risk Management Excellence Program (ERMEP).

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

Geof asked how many of the assessments on the Strategic Plan are from ERMEP. Lessly Monroy, Business Partner, PPHR, stated that Boulder City, Carson City School District, North Lake Tahoe Fire Protection District, White Pine County, and White Pine County School District are related to ERMEP. Stacy noted PPHR is still in a transition period since some members were already in the program and were being evaluated individually to determine whether they would finish the old HR survey portion of the ERMEP or conduct a Phase I Assessment.

b. Mission Statement

Stacy reported that as part of PPHR’s annual Strategic Planning meeting held on January 23-24, 2024, POOL/PACT HR’s mission statement was reviewed. 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 and compliant foundations for effective Human Resources practices within their organizations.

We are committed to:

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

Shannon suggested a change to remove the “and” before the word “consistent.” Austin Osborne said it looked good.

On motion and second to approve 6a. FY 24/25 Strategic Plan and 6b. Mission Statement as presented with minor change of removing the word “and,” motion carried.

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

Stacy reviewed the second quarter Acentra EAP report. The total number of POOL/PACT members covered was 14,931 with 59 Individual Cases, 5 Management Consultations, 332 training participants in the webinars, 373 Unique Web Logins, and 769 Total Overall Lives Touched. The individual utilization rate was 1.7% and the overall rate was 20.6% for the second quarter. Legal was the highest utilized work life service. Seventy-six percent of cases opened in the second quarter were new cases, while 57.7% of employees felt their presenting issues had an impact on their job performance. Highest quarterly utilizations were from Churchill County and Mineral County School District at 7.8%, City of Elko at 6%, and Mount Grant General Hospital at 5.9%. Eighty-eight percent of cases were reported as being resolved in the four-session model. Shannon noted the numbers are interesting since utilization is low and yet PPHR’s Strategic Plan indicates it is doing a great job in providing resources. She offered that utilization may be low through the EAP because PPHR is doing such a good job as HR professionals providing education and resources. Lessly appreciated the comment. Austin said Storey County has ingrained EAP usage into its culture and even if only a few people utilize it and receive help, it is well worth it. Shannon said it is helpful to look at demographics (i.e., the younger staff at her location are less likely to utilize the EAP). The top assessed problems for the second quarter at intake were work life at 34%, emotional wellbeing at 24%, and relationships at 14%. Ninety-seven

percent of calls were by employees, 40% got information from HR, 20% from a poster, and 20% had previously seen information. Acentra provided 10 hours of training hours annually, reaching 332 employees.

Stacy provided other updates including:

- The State is renewing their contract as of July 1, 2024, and PPHR will be as well per Wayne Carlson.
- Contract training hours have been allotted for PPHR members to utilize within their organizations. The following is the result of the initiative:
 - Acentra Health conducted a services overview for Southern Nevada Health District on January 24, 2024, and Jeff Coulam, previous PPHR Training Manager and Business Partner provided a special EAP Services overview on January 30, 2024.
 - One additional member has scheduled a health fair for 2024:
 - Mount Grant General Hospital – Health Fair on April 18, 2024.

8. For Possible Action: HR Scholarship Application Approval

No scholarship applications were submitted for approval.

9. For Possible Action: HR Assessment Grant Application Approval

Stacy reported Brooke Thompson, Administrative Service Supervisor/Human Resources for Indian Hills General Improvement District, submitted a Phase I Assessment Grant Application requesting \$1000 for the Organizational Excellence Award Grant which will enable staff to purchase a new fireproof file cabinet for employee medical files, and \$500 for the Individual Excellence Award Grant to also go to Brooke. On motion to approve the application as presented, the motion carried.

Stacy reported Shannon Harris, Director for East Fork Swimming Pool District (Carson Valley Swim Center), submitted a Phase II Assessment Grant Application requesting \$625 for the Organization Excellence Award Grant which will be applied toward travel to and from the EMS training in Carson City for two employees as well as travel to the Association of Aquatic Professional Conference in Reno, Nevada for staff and board. In addition, an Individual Excellence Award Grant Application was submitted requesting \$250 to go to Sharon Thompson. On motion and second to approve the applications as submitted, with Shannon Harris abstaining, the motion carried.

10. For Possible Action: Appointment to Open Oversight Committee Seat

Stacy reminded the OSC that Geof is retiring from Churchill County and reviewed the parameters used when appointing new committee members. She had spoken with Geof earlier about some options that would align with the by-laws, and it was decided that a member from a county would be good. Kim Todd, Comptroller for Eureka County, was contacted and indicated her interest in serving on the committee. Kim said she has worked with many of those in attendance and looks forward to serving on the committee. Scott and Robert both agreed Kim was a great addition to the OSC. On motion and second to appoint Kim Todd to the open OSC seat, motion carried.

11. For Possible Action: Election of Oversight Committee Chair

Stacy presented Geof with a plaque and offered PPHR's appreciation for his 27 years of service to the Oversight Committee. After reviewing ideas with Geof, she reached out to Robert Quick about serving as OSC chair. Geof asked if there was anyone else interested in serving as chair. On motion and second to elect Robert Quick into the OSC Committee Chair position, the motion carried.

Geof thanked everyone for the opportunity to work with the OSC.

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

Next meeting is scheduled for Friday, June 21, 2024, at 9:30 a.m. via Zoom and in person (Carson City).

After discussion, it was decided a separate Save the Date Outlook invitation would be sent out now and a new Outlook invitation with handouts a week before the OSC meeting date.

13. Item: Public Comment

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

14. For Possible Action: Adjournment

The meeting was adjourned at 10:55 a.m.