



**APPROVED MINUTES OF THE
NEVADA PUBLIC AGENCY INSURANCE POOL AND
PUBLIC AGENCY COMPENSATION TRUST
HUMAN RESOURCES
OVERSIGHT COMMITTEE MEETING
Date: December 4, 2020 Time: 10:00 a.m.
Place: Virtual Meeting via Zoom**

1. Oversight Committee Roll Call

Members participating via Zoom: Chairman Curtis Calder; Scott Baker; Jose Delfin; Abel Del Real-Nava; Cindy Hixenbaugh; Dawn Huckaby; Robert Quick; Austin Osborne; Danelle Shamrell. Member(s) not participating: Dee Carey; Geof Stark. Pooling Resources, Inc. (PRI) Staff participating via Zoom: Stacy Norbeck; Jeff Coulam; Sandra Schooler. Risk Management Staff participating via Zoom: Wayne Carlson; Alan Kalt; Mike Rebaleati; Marshall Smith.

2. Item: Public comment

Chairman Curtis Calder opened public comment and hearing none, closed the public comment period.

3. For Possible Action: Approval of Minutes of Meeting September 11, 2020

On motion and second to approve the Minutes of September 11, 2020, the motion carried.

4. For Possible Action: Report on Current Activities

a. 20/21 Strategic Plan to date

Stacy Norbeck reviewed the 20/21 Strategic Plan as follows:

New Trainings and Revisions — Three new online courses to be developed this year: two *Essential Management Skills in the Public Sector (EMS) Online Modules* (not yet started) and a new *Ethics in the Workplace*. Twelve courses have either been revised or are being revised for Zoom so far this year: *Customer Service in the Public Sector*, *EMS Sessions 1-4*, *Advanced Human Resources Representative (AHRR) Days 1-2*, and *Human Resources Representative (HRR) Sessions 1-5*.

Regional Trainings — 12 regional trainings are scheduled. *Families First Coronavirus Response Act (FFCRA) for Schools* webinar has been conducted. *EMS* is scheduled five times; two have been taught via Zoom, one is scheduled for January via Zoom, one is scheduled for March in Carson City, and one is scheduled for Elko in June. The March training may be moved from in-person to Zoom. *HRR* is scheduled for February 3 - March 4, 2021, via Zoom. *AHRR* was taught in November via Zoom. *Influential Leadership* is scheduled two times, one via Zoom in December, and one in June in Carson City. *So, You Want to be a Supervisor?* is scheduled one time in April in Carson City.

Regional Training Workshops Utilizing Outside Resources — Ann Alexander conducted one session of the *Title IX Policy Webinar* on August 7, 2020.

New Briefings — Four new briefings have been completed this year, *Catastrophic Leave Sharing Program*, *DOT Drug & Alcohol Clearinghouse*, *Employee Assistance Program (EAP) for Employees (Kepro)*, and *Employee Assistance Program (EAP) for Managers and Supervisors (Kepro)*.

Updated Briefings — 27 briefings will be updated this year; three have been completed and a fourth is in process.

HR Briefing Videos — TBD

Webinars — Two sessions of the EAP Overview (Kepro Orientation) have been completed. Four additional EAP webinars are scheduled; one has been completed. *POOL/PACT 101 for Governing Board Members* is scheduled for January 5, 2021.

Legislative Tracking and Summary Report — The 32nd (2020) Legislative Special Session was tracked, and a summary report produced. The 81st (2021) Legislative Session will be tracked beginning the first quarter of 2021.

Post Member Pay Plan/Scale on Website — These are being added as received.

Sample Personnel Policy Annual Update — Personnel policies will be reviewed and revised, including any legislative updates. The policies will include Part 3 of the three-year plan to refine the manual including sections 7-12 (benefits, travel expenses, employee separation, performance management, disciplinary action, and dispute resolution).

Alerts — Five alerts have been issued to date.

Trainings — As of November 20, 2020, 22 trainings have been conducted with 364 participants with 4.58 course content average; 4.80 instructor evaluation average. 13 members are interested in FRISK; no classes have been conducted. No HR Briefings have been conducted.

Phase I Assessments — There are eight interested members this FY; two are reassessments and three are in process. There are 15 rollovers left to complete from previous years and three completed so far this FY.

Phase II Assessments — There are four interested members this FY and seven rollovers from previous years.

Curtis asked how many COVID-19 related calls are being received by members. He also asked if other entities are contacting POOL/PACT HR regarding COVID-19 management issues with regard to quarantining, testing, returning to work, interpretation of the directives, and meeting protocols. Stacy reported 15% of POOL/PACT HR's calls are COVID-19 related; it is one of the top three contacts currently. She said her assigned members are usually calling about Emergency Paid Sick Leave or Emergency Family and Medical Leave Act issues. Jeff agreed; he also reported he gets questions on what to do when someone tests positive for COVID-19 and he walks them through the Frequently Asked Questions on our website.

Jose Delfin asked Stacy if she had further insight on whether COVID-19 leave will be extended beyond the end of 2020. Stacy reported she has been tracking it daily and the current status is a \$908 billion bipartisan bill that is being discussed this week. An Alert will be sent out once more is known.

Curtis said entities in his area struggle with the inconsistencies in the interpretation of the (governor's) directives. He is concerned that not all entities have the same legal resources to assist with interpretation. He asked if POOL/PACT HR had any desire to provide guidance or is that something the insurance pool side would get involved with going forward. Stacy said we have received questions regarding the directive,

however, she did not think that is where the focus is for POOL/PACT HR. She asked if that is an aspect the Committee would like them to pursue since POOL/PACT HR takes direction from the OSC. Wayne responded via chat that the State COVID-19 coordinator should interpret the State's guidelines. Stacy said the insurance pool put out a bulletin that addressed the directives. Curtis stated that it would be helpful for the insurance pool to send out another bulletin reiterating what the insurance pool's position is on the directives and the compliance with those going forward. Mike Rebaleati said the information on the flyer will be updated and reissued.

b. Report on Employment-Related Claims

As of October 31, 2020, there were eight claims, seven of which are open. Four are EEO (two ADA, one sexual harassment, one religious discrimination regarding a facemask which is closed, one wrongful termination, and one ethics). Of the eight, two are from a county, four are from schools, and two are from special districts.

5. For Possible Action: General Manager Report

Stacy reported POOL/PACT HR staff is currently teleworking full-time due to the governor's request on November 10, 2020, and the directive issued November 22, 2020. She said staff is not restricted from working in the office, but if they do choose to do so, she is limiting it to two people in the office at one time. Facemasks are required at all times in the office when around other people regardless of physical distance.

a. Member Contact Tracking

Stacy reported we continue to track our member contacts. Through the end of October 2020, there were 800 contacts. The top categories include Other Contacts (program planning, service plans, assessments, checking in, and training) at 36%; FFCRA at 15%; Personnel Administration (policies, job descriptions, record keeping) at 12%.

b. 2020 Conference Recap Presentation

Stacy reported the Virtual HR Conference was held on October 20-21, 2020, with 89 participants registered, not including staff. She stated the attendance was the highest in the last four years and may have been partially due to the virtual aspect which enabled participants to attend from more rural areas. She said we also saw more representation from all parts of the state. All speakers were rated on a 5-star scale (1 being poor and 5 being excellent) with the average speaker rating being 4.53. She reported that planning is underway for next year's conference and we are hopeful it will be in-person at the Atlantis in either October or the first week of November. She stated we are also considering a hybrid model for the conference.

Curtis said he liked the idea of a hybrid. He said the people who otherwise would not participate due to travel expense would be more likely to attend. Chief Baker and Austin Osborne both agreed with Curtis' comments.

Stacy reported since roundtables were the second most highly rated aspect of the conference and have been throughout the years, a pilot program of a virtual quarterly roundtable by entity type will begin tentatively in the first quarter of 2021. John Bates will be leading that effort and more information will be forthcoming.

Stacy said the latest quarterly newsletter included articles on Leadership Tips to Help Your Team Members Succeed; New Division of Industrial Relations Forms; Strategies for Supporting Employees During the

Pandemic, Striving for “Withitness,” and Dear POOL/PACT HR. We also listed and congratulated our newly certified scholarship recipients and our most recent Phase I Assessment completions.

6. For Possible Action: Employee Assistance Program (EAP) Update

Stacy reviewed the quarterly Kepro EAP report. She stated the utilization rate was 2.4% (individuals accessing services) and the overall rate is 3.7% which accounts for all services (an individual may have received multiple services). She said she is quite sure the overall rate is the one Resources for Living (RFL) used, noting the RFL 2019 report showed a 2.8% overall utilization, and the first quarter (January-March) of this year was 2.1%. Next, she reported the Kepro report provides utilization by institution with more than 100 employees where RFL provided utilization by entity type. She said this is a very useful tool because it enables us to reach out directly to each member. The report also included Utilization Highlights and Legal/Financial Complications. The demographic information indicates most calls were from employees; 42% got their information from HR and 90% self-referred to the EAP. Twenty-four hours of training is in the contract and four of those hours have been used so far. Four EAP webinars have been scheduled. Two critical incidents occurred. Website Utilization recorded 2500 hits.

Curtis said he liked the report and the way it was broken down. He asked if they have been able to bolster their rural provider network. Stacy said she would look into it and would reach out to Kepro for more information.

7. For Possible Action: Biannual Survey

Jeff Coulam, Senior HR Business Partner and Training Manager with POOL/PACT HR, reported the highlights of the biannual survey results. He reported the survey was sent to 258 HR contacts on October 26, 2020, and three additional reminders were sent. Thirty-eight individuals responded which is a 14.73 response rate. Of those, a majority were from special districts, several from school districts, and some public safety, counties, and cities and towns; and most were from organizations that had 50 or more employees. Jeff said the majority were HR representatives, and some executive directors, department heads, and an individual in finance. The respondents rated our current services at 3.42 out of 4.0 which is between Pretty Good and Awesome on the rating scale used. The Phase I and Phase II Assessments rated the highest at 3.9 out of 4.0. The onsite trainings rated the lowest at 3.2 out of 4.0, which is still above the Pretty Good range. He reviewed several comments worth noting. The respondents rated the accessibility of web-based services at 3.75 out of 4.0 which is between Can Access but Difficult to Find and It’s So Easy. The website and virtual classes were rated the highest at 3.9 out of 4.0. The eLearning training courses were rated 3.4 which is between Can Access but Difficult to Find and It’s So Easy Rating. Several comments regarding web-based services worth noting were reviewed. The respondents rated training topics at 3.81 out of 4.0, which is between the categories of Somewhat Important and Very Important. Effective Management Skills, Legal Compliance, Employee Relations, and Leadership Skills rated the highest at 3.9 out of 4.0. FRISK Documentation Model was rated at 3.4 which is between Somewhat Important and Very Important. Comments were positive. Respondents rated POOL/PACT HR Staff at 3.9 out of 4.0 which is between Pretty Good and They’re Awesome.

Jeff reported respondents rated how they felt about our services during the pandemic at 4.65 out of 5.0, which is between Pretty Much and Absolutely. Staff Makes My Needs a Priority was rated 4.8 out of 5.0 and Virtual Trainings was rated 4.5 out of 5.0. Respondents were also asked to list any additional services they would like to see in the future from POOL/PACT HR. Their suggestions included possibly twice a year

providing a roundtable session; a training on Succession Planning; more virtual learning events after the pandemic; and possibly a class on Compensation. Additional comments included a suggestion to offer more courses or refresh the leadership courses to include updated guidelines for information. Another participant suggested looking at lowering premiums if they are not using certain services.

In closing, Jeff stated the survey is conducted every two years with the next one scheduled for Fall 2022.

Curtis said the survey results seemed to be a representative sample of the members that use the services. He stated the value that POOL/PACT HR brings to the insurance pool is tremendous and that the money spent on POOL/PACT HR has paid for itself time and time again by preventing problems from occurring. He said he did not see a need to look for creative cost saving measures at the POOL/PACT HR level because he thinks they are already there. He said it has been a challenging year and to receive such good survey results in the current environment is impressive.

8. For Possible Action: Future OSC Open Seats

Stacy reported that both Danelle Shamrell (Nye County) and Chief Scott Baker (Tahoe Douglas Fire Protection District) are retiring. Danelle highly recommended Elona Goldner as her replacement on the Committee. Danelle said Elona is qualified and will bring a fresh mindset to the OSC. Stacy said she has worked with Elona a number of times throughout the years and thinks she will make a good addition. Chief Baker recommended his replacement, Scott Lindgren from Cal Fire, the El Dorado Unit, who will start on December 14, 2020. Chief Baker said Scott will bring a fresh perspective along with knowledge of both California and Nevada needs. Curtis said he would concur with those recommendations and accept a motion to have both of those individuals, Elona Goldner and Scott Lindgren, in those seats as soon as they are officially vacated.

A motion and second was made to approve the appointment of Elona Goldner and Scott Lindgren to the Oversight Committee. Motion carried.

Curtis and Stacy thanked Danelle and Scott for their service.

9. For Possible Action: HR Scholarship Application Approval

Stacy reported that Aspen Wilkins, the new HR Director at Grover C. Dils Medical Center, is requesting \$685 for her aPHR; Bonnie Jungen at Nevada Rural Housing Authority is requesting \$749 for her aPHR; Brenda Slusser, the new HR Director at Nye County School District is requesting \$1,070 for her SHRM-SCP; and Sherri Ranstrom-Wood at Nevada Rural Housing is requesting \$1,490 for her PHR. Stacy said she had no reservations about any of the four receiving the requested scholarships.

Curtis said he was open to a motion to approve all four at the requested amounts. A motion and second was made to approve all four scholarship applications. Motion carried.

10. For Possible Action: HR Assessment Grant Application Approval

Stacy reported Fernley Swimming Pool District (FSPD) finished the Phase I Assessment and is eligible for the organization excellence award of \$1000 and the individual excellence award of \$500. Patrick Daniel, FSPD Director, is requesting to use all the funds to obtain his personal certifications in public management and Certified Public Official (CPO). She said in the past we have approved the organizational grants to support the organization and HR, and not personal professional development. Curtis asked if the CPO class qualifies under the other exemption or for the other category on the scholarship. Stacy said in the past we have not provided scholarships for CPO, but members have access to the Education Grants through Risk Management.

Abel Del Real-Nava asked if that is something the organization would pay for since it is training related to one's position. He said he knows that in Humboldt County they are open to paying for some of those trainings for him because it was directly in line with the position and reduced risk for the county. Curtis stated he would be more comfortable giving the \$1000 to the organization to buy what they need rather than paying for an education program that is available through another source. Robert Quick said he agreed with Curtis. Stacy said she could notify Patrick to resubmit for the \$1000 organizational grant and provide him information on how to apply for the education grant.

Stacy suggested a motion to approve the individual grant. Curtis agreed that would be an appropriate motion. A motion and second was made to approve the individual grant application. Motion carried.

11. For Possible Action: Schedule Next Regular Meeting for POOL/PACT Human Resources Oversight Committee

Next Meeting is scheduled for Friday, March 5, 2021, at 10:00 a.m., via Zoom (Virtual Meeting) with the possibility of a hybrid version or in-person meeting.

12. Item: Public Comment

Chairman Calder opened public comment.

Chief Baker added an additional thank you to everyone. Curtis said it was a pleasure working with both Chief Baker and Danelle and enjoyed getting to know them. He wished them the best on their retirements.

13. For Possible Action: Adjournment

Chairman Calder called the meeting adjourned at 11:10 a.m.