



**APPROVED MINUTES OF THE
POOLING RESOURCES, INC
OVERSIGHT COMMITTEE MEETING
Date: March 4, 2022 Time: 10:00 a.m.
Place: Virtual Meeting via Zoom and In Person**

1. Oversight Committee (OSC) Roll Call

Members participating in person: Chairman Curtis Calder; Members participating via Zoom: Abel del Real-Nava; Erin Feore; Elona Goldner; Cindy Hixenbaugh; Scott Lindgren; Austin Osborne; Robert Quick; Geof Stark. Member(s) not participating: Jose Delfin; Dawn Huckaby. Pooling Resources, Inc. (PRI) Staff participating via Zoom: Lessly Monroy; Stacy Norbeck; Sandra Schooler. Called to order at 10:00 a.m.

2. Item: Public Comment

Chairman Curtis Calder opened public comment.

Curtis closed the public comment period.

3. For Possible Action: Approval of Minutes of Meeting December 20, 2021

On motion and second to approve the minutes of December 20, 2021, the motion carried.

4. For Possible Action: Report on Current Activities

a. 21/22 Strategic Plan to date

Stacy Norbeck, POOL/PACT HR General Manager, reviewed the 21/22 Strategic Plan as follows:

New Trainings — Five new classes scheduled to be developed this year: One online *Essential Management Skills in the Public Sector (EMS)* module is on hold (to be discussed along with the 22/23 Strategic Plan), *Creating an Inclusive Work Environment (CIWE)* is 100% complete, *Managing Conflict Through Shared Values and Teamwork* is 100% complete, *Addressing Inappropriate Conduct in a School Environment (Title IX/Misconduct) eLearning* is 100% complete, and *CIWE eLearning* is 100% complete.

Revisions — Five courses have been revised so far this year. *Safe and Sober Workplace* and *Effective Recruitment* are in process.

Regional Trainings — Eleven regional trainings are scheduled this year: *EMS* is scheduled five times, two are complete; *Advanced Human Resources Representative (AHRR)* was scheduled for November 17-18, 2021, but was rescheduled due to low enrollment for May; *Human Resources Representative (HRR)* is 100% complete; *Influential Leadership (IL)* is 100% complete; *Advanced Essential Management Skills in the Public Sector (AEMS)* is scheduled for April 2022; *So You Want to be a Supervisor? (SYWTBAS)* is scheduled for May 19, 2022; and *FRISK* has been added for May 17, 2022.

Regional Training Workshops Utilizing Outside Resources — Five sessions have been presented with one more currently scheduled (*HR Bridging the Gap Series with Becky Bruch: NRS 289 Deconstructed, Part II*, scheduled for March 8, 2022).

2021 HR Leadership Conference — The annual leadership conference was conducted in-person and live-streamed on October 21-22, 2021, with a preconference session on October 20, 2021.

New Briefings — One new briefing, *Remote Working*, is 50% complete.

Updated Briefings — 41 HR briefings will be updated this year: 21 are complete and five are in process. The remainder will be done by the end of the fiscal year.

HR Briefing Videos — To be determined.

Webinars — Ten webinars are scheduled; seven have been conducted. Eight are Employee Assistance Program (EAP) sessions with four first-responder specific. One HR webinar, *OSHA ETS – What POOL/PACT Members Need to Know*, was held on December 15, 2021. One *Kepro EAP Orientation/Round Table* is scheduled for April 28, 2022.

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 two sample policies to comply with the Federal OSHA Emergency Temporary Standard (ETS) mandate were developed and available for membership. The OSHA Centers for Medicare & Medicaid Services (CMS) policy will be covered later in the meeting.

Alerts — Four alerts have been issued to date.

Notices — Seven notices have been issued.

Trainings — As of February 17, 2022, 85 trainings have been conducted with 1369 participants, with 4.47 course content average; and 4.8 instructor evaluation average. Six HR Briefings have been conducted with 65 total participants. No FRISK conducted to date; one session scheduled for May 17, 2022.

Phase I HR Compliance Assessment Program — There are seven interested members this FY; three are in process. There are 11 rollovers from previous years; one of which is complete (Sun Valley General Improvement District).

Phase II HR Compliance Assessment Program — There are two interested members this FY; one has been conducted (Nevada Tahoe Conservation District). There are seven rollovers from previous years; three of which are complete (Eureka County, Humboldt County and Lincoln County School District).

Curtis asked about attendance at in-person trainings conducted to date this year. Stacy indicated that while there have been no in-person regional trainings, those done specifically for individual members have been well attended.

b. Member Contact Tracking

Stacy reported 1,275 total contacts as of January 31, 2022. The top categories not including General Contact and Program Planning/Services were Employee Relations/Fair Employment Practices (e.g., Title VII, ADA) at 17%; Personnel Administration (e.g., policies, job descriptions, records) at 17%; COVID-19 and Leave Plans at 14% each.

c. Report on Employment Related Claims

As of January 31, 2022, there were 15 claims, 13 of which are open. Of the 15 claims, seven are Equal Employment Opportunity (EEO) related including three Americans with Disabilities Act (ADA); two Age Discrimination Act (ADEA); one record request; one bullying; three administrative investigations; four retaliations; one drug test; and one Workers' Compensation Return to Work. Of the 15, seven are from a county, three from a city/town, two from a school, and three from a special district.

d. HR Problem-Solving Reports

Stacy presented the HR Problem-Solving Report reflecting unique member issues addressed in the last quarter and invited any questions. Curtis asked if it is okay for OSC members to share these within their organizations. Stacy recollected it was part of the conversation at the December 2021 meeting. She reminded the OSC that the reports are written generically in a way that protects the identities of the organizations. Curtis said the real value is in being able to share it with his managers as well as human resources. Scott Lindgren, Elona Goldner, and Austin Osborne agreed. No action needed.

5. For Possible Action: Approval of FY 22/23 Strategic Plan

Stacy reviewed the 22/23 Strategic Plan as follows:

New Trainings — Develop two new Online Management Modules (TBD). It was decided at the PRI Strategic Planning session that eLearning modules for *EMS* will not be developed because it may take away the opportunity to provide the training in person and virtually, and the current learning management system may not be able to track attendance of different formats. Instead, modules will be created based on the topics covered in *SYWTBAS*.

Curtis and Scott liked the idea. Scott stated the training quality and participants' focus is better in person.

Note: Meeting was interrupted by hacker. Stacy requested that PRI support staff set up a Zoom waiting room for the June OSC meeting.

Geof Stark agreed in-person training is effective and encourages participation. Elona shared their organization recently did a hybrid manager training and found having people in person seemed to better engage those on Zoom as well.

Update and revise three courses annually — Three courses will be revised. *HRR* is scheduled to be reformatted. *Harassment* and *Safe and Sober eLearning* courses are scheduled for revision.

Regional Trainings — Twelve regional trainings will be scheduled: *EMS* - five times (three in person and two virtual); *AHRR* (in person) - one time; *AEMS* - two times (in person); *HRR* - one time (in person); *IL* - one time (in person); *SYWTBAS* - one time (tentatively virtual); and *Dear HR* - one time (tentatively virtual).

Regional Training Workshops Utilizing Outside Resources — *HR Bridging the Gap Series with Becky Bruch* is scheduled to continue, and a *Preconference Session* is scheduled separate from the Conference. Additional workshops to be determined.

2022 HR Leadership Conference — The annual leadership conference is scheduled for October 13-14, 2022, with the preconference session scheduled for October 12, 2022. (More to be covered in the General Manager's Update)

New Briefings — One new briefing, *Documentation*, is scheduled. Others to be determined.

Updated Briefings — 34 HR briefings are scheduled to be updated.

HR Briefing Videos — To be determined.

Webinars — To be determined. Under consideration: Employee Assistance Program (EAP) for all employees, EAP for first responders, and EAP for schools. A survey was sent out to members requesting input on which webinars they would like to see offered.

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 the end of the fiscal year.

Alerts — As needed.

Notices — As needed.

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

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

Additional Services — Quarterly Virtual Round Tables will continue to be offered as long as there are members in attendance.

HR Excellence Program — Stacy reported PRI would like to create a program that is going to identify and recognize POOL/PACT members who utilize POOL/PACT HR services to build and maintain their HR program. It would be similar in concept to the Loss Control Excellence Program in that a survey would be completed with very specific criteria. Upon submission, a thorough, comprehensive review of the self-assessment would be conducted and, if needed, supporting documentation requested. If a member meets the criteria, they would be recognized at the HR Conference with a plaque and possibly a cash award.

Stacy proposed the program would ensure the member's personnel policies include all the legally-compliant policies, and confirm policies and job descriptions have been reviewed and/or updated within the last two years; at least one of their HR representatives has a nationally-recognized HR certification; employees have

completed certificate trainings from POOL/PACT HR; staff has attended one or more POOL/PACT HR annual conferences in the last two years; staff has attended virtual round table sessions; member utilizes POOL/PACT eLearning system or have a similar one in place; employees attend compliance trainings within the first 30 days of employment and every two years; member actively promotes the EAP program; salary schedules have been shared on POOL/PACT's website; service plans are created annually; and the member has participated in an HR assessment. Stacy suggested the member also submit a testimonial on how POOL/PACT HR has assisted them in their organization to become an excellent organization.

Curtis asked if this would replace HR Assessments or would it be another level above HR Assessments. Stacy responded that it would be separate but assessments can be included as one of the criteria.

Curtis recalled Risk Management had a gold, silver, and bronze award sometime in the past that required the risk assessment team go through all of the member's safety policies, including trainings and other requirements, before given an award. Stacy was unfamiliar with the different levels, but states they have a comprehensive survey which reviews best practices; this HR program would include best practices and utilization of services.

Robert Quick said it is an excellent idea to have this program. It would encourage entities to come in compliance with a lot of things they may not be in compliance with now, to make sure they are updated, and to give them a goal to work towards. Erin Feore agreed.

The cash award was discussed. It was decided no cash award would be provided.

Components of the program were discussed including having levels. Robert cautioned to not do more than two award levels, because that would dilute the program.

On motion and second to approve next year's strategic plan inclusive of developing an HR Excellence Program. Motion carries.

6. For Possible Action: General Manager Report

Open OSC Seat — Stacy reported that Jose Delfin left Carson City School District. Curtis asked if it must be filled by someone from a school district. Stacy responded that the bylaws state to have representation but do not specify type of entity or position. Curtis expressed he would prefer a school representative since there is so much liability in the insurance pool on the school district side. Stacy said her understanding was the school district did not yet know if they would be replacing that position. Curtis suggested to wait and if they do replace Jose, offer it to his replacement. If that individual is not interested, other school districts can be considered. Robert, Geof, and Austin agreed.

OSHA ETS Update— Stacy reported on January 13, 2022, SCOTUS halted enforcement of the Federal OSHA's ETS; January 19, 2022, Nevada OSHA released updated COVID-19 Guidance for Nevada businesses; January 25, 2022, the Biden administration announced the withdrawal of the OSHA ETS but made it clear they withdrew the temporary standards, but the ETS did and does serve as their notice-and-comment period for their permanent standard. On February 10, 2022, Governor Sisolak issued Emergency Directive 052 which rescinded the mask mandate statewide effective immediately. On February 14, 2022, Nevada OSHA issued new guidance for employers. On February 25, 2022, the CDC changed their face mask recommendations.

CMS — Unlike ETS, SCOTUS allowed the CMS to continue. The CMS requires healthcare facilities at the Medicare and Medicaid programs to have mandatory vaccinations. By request of a member, a sample policy was developed, but was not pursued as a legally reviewed policy was attained from member hospitals. Geof appreciated Stacy's help with that since it is new for them as they are headed toward a public health district. Cindy Hixenbaugh offered Pershing General Hospital's assistance to Geof if needed. Cindy said it was her understanding that all the rural hospitals are now in compliance with the mandate.

FRISK — Stacy reported FRISK training has been provided by POOL/PACT HR for more than a decade. It is a costly program to provide, and the return on investment is relatively low as there are only a handful of members who apply the FRISK program after training. After many internal discussions, it was agreed to discontinue FRISK because existing POOL/PACT HR training is similar, and the FRISK contract is restrictive requiring use of their PowerPoint with no ability to modify it. Stacy reached out to Steve Andelson, the attorney who developed the program, and found out they are offering virtual classes. She also spoke with Keesha Clark, Mr. Andelson's assistant, and discussed the possibility of providing their "Master's Series" certificate program (three parts) virtually as a Trainings Utilizing Outside Resources, but Keesha has not replied back to her. Alternatively, members could potentially use one of POOL/PACT's education grants to attend training offered by Mr. Andelson's firm. Stacy asked for direction from the Committee. Curtis said his FRISK materials are packed away and never referenced. He asked about the cost; Stacy said the books are \$34 each. Geof noted Churchill County uses it fairly extensively and many employees have taken it; quite a few were referring back to their books, but as time has gone on they do not necessarily go back to them. Robert shared that Lander County Sheriff's Office uses the FRISK model exclusively, and he would not be opposed to POOL/PACT HR moving away from it but would like to see the ability for agencies who are still using it to send their staff to it using the education grants. Austin agreed with having the education grants available to cover the cost. Erin mentioned all her supervisory staff went through FRISK training; she anticipated their administrative staff utilizing the FRISK program more, but they do not.

On motion and second to discontinue FRISK as of July 1, 2022, with members able to apply for grant funding through POOL/PACT; motion carried.

EMS Update — Stacy stated that at the last Committee meeting it was decided to require cameras to be on during virtual trainings. As such, the Attendance Policy was updated and changed to a Participation and Attendance Policy which states, in part, *"participants are expected to have their own workstation with a functioning camera that remains on during the entirety of each training session, have access to a microphone to engage in group activities, and participate in all activities. Failure to meet these expectations may disqualify participants from receiving a certificate of completion/attendance and continuing education units (CEUs). The technology and workstation requirements do not apply to entity-specific policy compliance trainings."*

The changes also include, *"POOL/PACT Risk Management Grants may be available to defray costs of webcams and/or microphones for member-owned equipment for staff unable to attend this training due to budget constraints."*

On motion and second to adopt the policy as drafted; motion carried.

HR Conference — Stacy stated the HR Conference is scheduled for October 12-14. Topics for the Preconference session, scheduled for October 12, 2022, are still being selected. Sessions for the full

conference include: Jeffrey Benjamin presenting "From Surviving to Thriving: A Proven System for Self-Motivation" as the keynote; Cheri Hill presenting on "Upskilling/Reskilling Employees/Resources to fill Talent Gaps"; Alison Gaulden presenting "Take the Cry out of CRISIS"; Round table groups by entity type; and Round Table groups by topic (EAP, workers' comp, PACT, Donna Squires). The remaining sessions will include Employment Law presented by attorney(ies), a general HR topic, and something fun at the end of the day on Friday, possibly Stump the Attorney. She said Ashley Creel is working on getting those sessions filled, and an update will be given at the next meeting.

Quarterly Newsletter — HR Perspective

Stacy reviewed the articles in the quarterly newsletter that was published in February 2022: *POOL/PACT Updates Virtual Attendance & Participation Policy*, *EAP Update, Ready to get an HR Certification?*, *POOL/PACT HR Can Help!*, *The Power of the POOL: An HR Perspective*, *Dear POOL/PACT HR*, and *Upcoming HR Events*.

7. For Possible Action: Employee Assistance Plan (EAP)

Stacy reviewed the quarterly Kepro EAP report. She stated the Individual Utilization Rate was 1.6% for Quarter 2 (October-December) which is lower than Kepro's 4-Session Model average of 3.9%. Management Cases increased from 0 to 8 with half being drug and alcohol abuse. Members with the highest utilization were Storey County at 5.6% and Lyon County School District at 5.3%. The top three assessed problems were *Emotional Wellbeing*, *Work Life*, and *Relationships* which were the same as Quarter 1 of last year. For Utilization Highlights, there were 52 EAP cases and 8 Management Consultations. For Legal Consultation, Family Law – Divorce/Separation, Elder Law – Probate and Estates, and Family Law – Custody were the most utilized topics. There were 1213 pages viewed on the website using POOL/PACT's login. One webinar was held. Lander County had one Critical Response (CISM) with 14 attendees.

Stacy asked Lessly Monroy, POOL/PACT HR Business Partner assigned to work with the EAP, to give an update. Lessly stated more employees are accessing online services as indicated by the overall utilization rate. In order to assist employees in attaining virtual counseling sessions, Kepro is adding emphasis in their script describing the availability of teletherapy and telehealth providers. A webinar will be conducted by Alexandra Rosa from Kepro on April 28, 2022, to provide an overview of EAP services and answer questions. A survey was sent to members for input on FY 22/23 EAP webinars; there are 33 respondents to date. Kepro is open to and researching additional providers recommended by members.

Curtis stated no action would be needed on this item.

8. For Possible Action: HR Assessment Grant Application Approval

There were no grant applications submitted for this quarter.

9. For Possible Action: HR Scholarship Application Approval

Stacy reported Abel del Real-Nava, Assistant County Manager/HR Director, Humboldt County, is requesting \$2298.74 (academy & travel) for the CLRP Certification. Stacy stated POOL/PACT has not traditionally covered travel expenses and asked for the committee's input. Abel clarified there are three online academies, but a required elective is onsite at the annual conference in Austin. In order for him to finish the program, he needs the elective and that is why he included it as part of his application. Curtis stated that

since it is part of the program then it should be rolled into the scholarship, but also acknowledged it is unique since many of the programs do not require travel. He would be okay with it being included with the understanding that it is considered on a case-by-case basis and that it has to be required as part of the certification. Geof asked if there is a dollar limit on the scholarships. Stacy said there is a \$3,000 per fiscal year per entity. The cap was implemented in case a member had multiple employees apply for scholarships in the same fiscal year (average scholarship is \$1,500). Humboldt County is below that cap and Abel is the only HR person at the county currently. Curtis said he is comfortable approving it and asked for the committee's input. Geof said the education grants could be used but due to the specificity of it towards HR certification and being a requirement of the program, he is comfortable approving it. On motion and second to approve the application in the amount of \$2,298.74 as discussed, with Abel abstaining, the motion carried.

Stacy reported Cheri Bickham, Deputy Clerk Treasurer, Esmeralda County, is requesting \$1,024 for the aPHR, including \$100 application fee, \$300 exam fee, \$349 online class, \$45 practice exam, and \$275 study material (print and online edition). The total is \$1,069 if the practice exam is included. Stacy said the scholarship has not covered practice exams in the past, but it may be something the committee wants to consider. Curtis was comfortable with the \$1,024 since practice exams have not been covered in the past. Abel agreed and added the study materials usually include at least one practice exam. On motion and second to approve the application for \$1,024 as discussed, without including the practice test, the motion carried.

Stacy reported Diana Garcia, HR Generalist I, Nye County, is requesting \$2,920 for the SHRM-CP including the \$300 Application/exam fee, \$229 SHRM membership, \$1,495 3-day in-person class, and \$895 self-study class. Stacy told Diana she did not think the scholarship had covered two different classes for an individual in the past. Abel said the self-study is very in-depth and includes the books, an online learning module, practice review questions, mock quizzes for each section, and a practice exam at the end of it. Geof did not think it had been the past practice to pay for both classes and would support one or the other. Stacy had asked Diana what her preference would be if she had to just choose one; Diana preferred the 3-day in-person class. Elona said she would be abstaining from voting on this and stated that POOL/PACT HR paid for both classes for her when she applied for the scholarship. On motion and second to approve the application for \$2,024 as discussed, with Elona abstaining, the motion carried.

Stacy summarized, in the future, the scholarship will pay for travel if the certification requires in-person attendance, and will cover the cost for one prep class, whether in person, virtual, or another teaching method.

Scott asked whether funds were available for scholarships; Stacy indicated they were.

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

Next meeting is scheduled for June 3, 2022, at 10 a.m. via Zoom and in-person (Carson City).

11. Public Comment

Chairman Curtis Calder opened public comment. Curtis closed the public comment period.

12. For Possible Action: Adjournment

Meeting adjourned at 11:46 a.m.