



**APPROVED MINUTES OF THE
NEVADA PUBLIC AGENCY INSURANCE POOL AND
PUBLIC AGENCY COMPENSATION TRUST
HUMAN RESOURCES
OVERSIGHT COMMITTEE MEETING
Date: March 5, 2021 Time: 10:00 a.m.
Place: Virtual Meeting via Zoom**

1. Oversight Committee (OSC) Roll Call

Members participating via Zoom: Chairman Curtis Calder; Abel Del Real-Nava; Jose Delfin; Erin Feore; Elona Goldner; Dawn Huckaby; Scott Lindgren; Austin Osborne; Robert Quick; Geof Stark. Member(s) not participating: Cindy Hixenbaugh. Pooling Resources, Inc. (PRI) Staff participating via Zoom: Stacy Norbeck; Jeff Coulam; Neal Freitas; Sandra Schooler. Risk Management Staff participating via Zoom: Wayne Carlson; Marshall Smith.

2. Item: Public comment

Chairman Curtis Calder opened public comment. Jeff Coulam, Senior HR Business Partner and Training Manager for POOL/PACT HR, said that today is Employee Appreciation Day, and he took the opportunity to voice appreciation for our staff, especially our support staff, Sharon Gesick, Dora Moya, and Sandy Schooler, who work tirelessly behind the scenes. Curtis said as board members they appreciate the entire staff at POOL/PACT HR for keeping things moving forward during the pandemic. He knows it has been a real challenge with working from home and delivering remote trainings. He also expressed appreciation for everyone at POOL/PACT in general but POOL/PACT HR specifically.

Curtis closed the public comment period.

3. For Possible Action: Approval of Minutes of Meeting December 4, 2020

On motion and second to approve the Minutes of December 4, 2020, the motion carried.

4. Open OSC Seat

Stacy Norbeck announced Dee Carey left Incline Village General Improvement District (IVGID) back in January to take a private-sector position closer to home. Dee recommended Erin Feore, Acting Interim HR Director, as her replacement. Stacy asked if the OSC would consider an interim employee on the committee. Curtis asked Erin if she is applying for the full-time HR manager position at IVGID. Erin said she is vetting out the position; it is her intention to make IVGID her forever "home." Curtis asked Erin what the time frame was for filling the position. Erin said she anticipates in the next two to three months there will be a finite decision. Curtis asked for the board's recommendations regarding appointing Erin in an interim capacity.

After discussion, a motion and second was made to approve the appointment of Erin Feore to the open seat on the OSC, the motion carried.

5. For Possible Action: Report on Current Activities

a. 2021 Strategic Plan to date

Stacy reviewed the 20/21 Strategic Plan as follows:

New Trainings — Three new classes to be developed this year: Two online *Essential Management Skills in the Public Sector* (EMS) modules as online eLearning versions are not yet started, and *Ethics in the Workplace* (rewrite of original course) is at 50%. Stacy reported that Jeff has revised 14 classes; most of which are full day. She is hopeful that one of the *EMS* online modules will be done this year.

Revisions — 14 classes have been revised.

Regional Trainings — 11 regional trainings are scheduled. *EMS* is scheduled five times, three have been taught and one to two more are scheduled. *Advanced Human Resources Representative (AHRR)* was scheduled one time and is complete. *Influential Leadership (IL)* is scheduled two times, one has been taught and one is scheduled for June 2-3, 2021, via Zoom. *Human Resources Representative (HRR)* was scheduled one time and is complete. *Advanced Essential Management Skills in the Public Sector (AEMS)* is scheduled for April 7-8 and 14-15, 2021. *So You Want to be a Supervisor? (SYWTBAS)* is scheduled for April 28-29, 2021.

Regional Training Workshops Utilizing Outside Resources — Ann Alexander conducted a webinar on Title IX policy compliance for schools on August 7, 2020.

2020 HR Leadership Conference — The annual leadership conference was held virtually October 21-22, 2020.

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

Updated Briefings — 29 briefings will be updated this year: seven completed and three in process. The remainder will be completed by the end of FY 20/21.

HR Briefing Videos — TBD

Webinars — Five Employee Assistance Program (EAP) webinars are scheduled; three have been conducted. Two HR webinars, Families First Coronavirus Response Act (FFCRA) 101 for Schools and POOL/PACT 101, have been conducted.

Legislative Tracking — The 32nd Special Legislative Session was tracked, and a summary report was completed on August 14, 2020. Tracking for the 81st Legislative Session is in progress.

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

Sample Personnel Policy Update — Updates will be completed and out to members by the end of June 2021. Currently on Part 2 of our three-year plan: Sections 7-12 will be reviewed this year, including benefits, travel expenses, employee separation, performance management, disciplinary action, and dispute resolution. The usual review, revisions, and legislative revisions will also be completed.

Alerts — Seven alerts have been issued to date, the most recent being the *Stimulus Bill Does NOT Mandate Continuation of EPSL and EFMLA (12/8/20)* and *2021 HR-Related Legislation Tracking (2/1/21)*.

Trainings — As of March 2, 2021, 43 trainings have been conducted with 728 participants, with 4.61 course content average; 4.8 instructor evaluation average. 12 members are interested in FRISK; one class has been conducted with six participants. One HR Briefing has been conducted with 14 participants.

Phase I HR Compliance Assessment Program — There are eight interested members this FY; two are reassessments, three are in process, and one is complete. There are 15 rollovers from previous years; five completed this year.

Phase II HR Compliance Assessment Program — There are four interested members this FY (Eureka County, Lander County, Lyon County School District, and Walker Basin); one is in process (Eureka County) at 50%. There are seven rollovers from previous years (Nye County and Town of Pahrump are nearly complete).

Robert Quick asked what the response has been to the online trainings. Stacy said there has been an increase in enrollment numbers since online classes can accommodate more participants. POOL/PACT HR has made a big effort to ensure the online trainings are interactive so participation can be solicited. Stacy said a member recently commented that she enjoyed the Zoom classes and felt her staff was participating more via Zoom than they would in person due to the comfort level; that is, they may type in chat rather than speak up in front of a group.

b. Report on Employment Related Claims

As of January 31, 2021, there were 13 claims, 11 of which are open. Nine are EEO (four ADA, one race, one discrimination in hiring, one dissemination/retaliation, and one sexual harassment (closed)), one religious discrimination regarding face mask (closed), one wrongful termination, two open meeting law violations, and one ethics complaint. Of the 13, three are from a county, two from a city, six are from schools, and two are from special districts.

c. Member Usage Report

Stacy stated this report was originally requested by Pat Whitten to be provided on an annual basis to the OSC. She reported it tracks member organizations and number of employees, last date policies updated and whether they are using POOL/PACT HR sample policies, assessment status, FRISK adoption, last date held facilitator-led harassment and drug/alcohol trainings including the number of participants, number of *EMS* and *HRR* graduates since inception, and the number of claims in the past three years with their associated costs.

She summarized the findings as follows: 61% of members are using POOL/PACT HR sample policies. In addition, 76 members have had Phase I Assessments, 52 (68%) of those have completed or are in process; 24 (32%) were removed due to inactivity; 87 total assessments conducted over time including 13 reassessments. 25 members have had Phase II Assessments, 22 (91%) have completed or are in process, 2 removed due to inactivity, 1 reassessment. 36 members have adopted FRISK; 3,352 participants attended harassment trainings; and (not on report) 6,398 have taken harassment and 2,465 have taken misconduct trainings through our online portal (since July 1, 2018). 1,655 have taken the drugs and alcohol training and

3,495 have taken the online version the last three fiscal years. 1,510 have completed *EMS* and 237 have completed *HRR* (plus 22 grads from March 17, 2021).

The total number of claims since 2018 was 86. Total indemnity costs were \$435,500 and defense costs were \$844,327.62.

Curtis asked if there have been policy items that have come up due to the pandemic that might prompt us to change some of the template policies, specifically the working from home remotely issue. Stacy said a teleworking policy was created.

Curtis asked whether the policy regarding being able to communicate the content of the investigation with other employees had been revised. Stacy stated the policy was updated by removing any statement about requesting or requiring. Stacy said she will give Becky Bruch the sample policy for review. Geof said they are doing the same thing with their policies and are separating everything that has to do with investigations into a separate chapter altogether. He said they also worked with Becky and it was helpful.

Curtis asked if the members of the committee still find the Member Usage Report helpful stating it is a lot of work for Stacy and her staff to put it together. Stacy said it is quite labor intensive and said in place of the Member Usage report, the OSC could be provided the separate reports that are already being maintained along with the Training Value Report summary.

Austin said he believes it is a good barometer of where everything is currently but does understand the amount of labor required for staff to put it together. He said he likes where the OSC is going with trimming it down a bit.

Curtis said it is great information but thinks the OSC may have reached the point of diminishing returns and are putting a lot of effort into an exercise that is only giving us an additional amount of information. He said knowing that time and resources are valuable, he would be in favor of not doing this report in the future and maybe replacing with a report that is not as intensive.

On motion and second to approve discontinuing the Member Usage Report and replacing with a report or reports that can be easily assembled, the motion carried.

6. For Possible Action: General Manager Report

Stacy reported staff is still mainly working from home but going into the office for periods of time. All staff have office phones in their homes and support staff is able to transfer calls to homes just as in the office. She was hopeful the office will be the main location by the end of summer. Curtis asked Stacy if her staff is wanting vaccines. Stacy said she has not asked each employee. She thinks the majority would like to receive it, but POOL/PACT HR is not mandating it.

a. Pandemic Response

The latest Stimulus Bill, the American Rescue Plan Act, passed the House last Saturday along party lines, 219-212, and advanced to the Senate on Thursday. The goal is to have it signed by President Biden by March 14, 2021, before the current unemployment benefit ends. The minimum wage increase to \$15 was removed from the bill, but does include \$160 billion for vaccines, \$350 billion for state and local governments, \$10

billion for critical infrastructure including broadband, \$130 billion for schools, increases unemployment benefit to \$400 (currently \$300), and it provides health care coverage to laid off workers. It does not mandate, as far as she can tell, continuation of the FFCRA Leave. It seems that it will be the same as December 2020 (offering tax credits to employers who elect to continue it), but it does not look like it is going to be mandated as it was in March 2020. An Alert will be sent out when and if it impacts members.

b. Member Contact Tracking

Stacy reported they continue to track member contacts. Through the end of January 2021, there were 1,283 total contacts. The top three categories include Other Contacts (program planning, service plans, assessments, checking in, and training) at 36%; FFCRA at 13%; and Employer Relations/Fair Employment Practices (e.g., Title VII, ADA) at 14%.

c. 2021 Legislative Tracking

Stacy reviewed the HR-related Assembly and Senate bills being tracked as of March 1, 2021. A summary spreadsheet with links to each bill was included in the packet for reference. She reported POOL/PACT HR staff was currently tracking 44 bills. The report is updated and posted to the POOL/PACT HR website each week.

Austin asked what bill referred to public records. Stacy said it was AB 39. Geoff and Dawn expressed concerns about the bill that makes confidential certain notes and internal correspondence that is back and forth between people (not memos, but personal notes).

Geof asked about clarification on AB 183 regarding open meetings. He understood it to be referring to negotiations but wanted to know if they were referring to any meeting between an employer and an employee. Stacy looked at the bill and noted they did strike out all references to negotiations.

Robert said he really appreciated Stacy and her staff for bringing together the legislative reports. Curtis agreed.

d. Virtual Essential Management Skills Pre/Post Test Results

Stacy said they have conducted pre- and post-tests since inception of *EMS* in 2006 to ensure participants were learning. She said the difference between the pre- and post-test scores was visibly lower for the virtual sessions conducted in full this year than the previous years' in-person sessions. In September, the average increase in learning was 8.56% compared to two fiscal years prior where the average increase was 19.28% (ranging from 11.15% to 26.11% increase). She wanted to ensure that the smaller increase was statistically significant as compared to the prior years, so she contracted with Monica Miller, PhD, JD who works for the University of Nevada, Reno as a full professor of both social psychology and criminal justice, to conduct an analysis. Dr. Miller concluded the test scores for all three years was statistically significant at a 95% confidence level which means there is a 5% or less chance that it was based on chance. She reported the change for the two classes so far this year, which is a very small sample size, was smaller than the two previous years, but they were still statistically the same. Even so, the conclusion is the group is still learning.

POOL/PACT HR has implemented changes to attempt to increase learning in the virtual format, including:

- Participants were asked to turn their cameras on during the January sessions; about 1/3 of the participants did.
- Language was included in the registration email for the upcoming March session, stating, “Virtual environments can be susceptible to distractions. We request that all participants limit distractions on their end in order to participate in the program and get the most out of it as possible.”

Stacy said they had considered a pass/fail post-test only design, but that change has not been implemented.

Robert said he attended *EMS* for a refresher. He said it is really difficult to make it to Carson City for training and wondered if POOL/PACT HR had ever asked if more people are able to attend the Zoom. Stacy answered more are and have attended the Zoom trainings. She does not believe they will have hybrid Zoom regionals but will still offer it live. Robert said it is very helpful for his people to be able to attend virtually because of the distance. Jeff agreed with Stacy and said they are looking at offering both online for those who cannot travel and in-person regionals for those who can so they can better meet the needs of our membership. Curtis said he agrees with Robert. He noted that there were more participants at the virtual Leadership Conference than at the in-person conferences. Curtis said POOL/PACT HR should feel good that, despite the pandemic learning environment this past year, our efforts are still having a positive effect.

e. Employee Assistance Program Utilization

Stacy reviewed the quarterly Kepro EAP report. She stated the individual utilization rate was 1.8% which was down from 2.4% the first quarter; the year-to-date was 2.1%. The overall utilization rate which accounts for individuals who may have access to multiple services was 2.7% for the quarter and 3.2% year-to-date. The report also lists utilization by entities who have at least 100 employees; Boulder City was the highest at 10.6% for the quarter. There were no new critical incidents this quarter. There were 1,687 pages viewed on their website using POOL/PACT’s login. For the total year, they have recorded over 4,192 total views. The utilization report contains more detailed information about the services.

Geof said he appreciated having the breakdown by entity. Curtis asked if Kepro had been successful in signing up more Licensed Clinical Social Workers (LCSW) in the rural areas and getting a better provider list as they have gotten more exposure to the state contract. Stacy reached out to them after the last OSC meeting, and she said they were doing it as they come across them. Wayne said he had not heard from Kepro regarding the renewal with the State so he will have to follow-up.

7. For Possible Action: Discussion of Potential Updates to Scope of Services

Stacy referred the committee to the handout containing the recommended changes to the Scope of Services. She said it currently pertains specifically to onsite trainings and needs to address that many are now offered virtually. Curtis said the proposed changes make sense and provide the flexibility POOL/PACT HR will need going forward. Both Geof and Erin agreed.

On motion and second to approve the recommended changes, the motion carried.

8. For Possible Action: Approval of 21/22 Strategic Plan

Stacy Norbeck reviewed the 21/22 Strategic Plan as follows:

New Courses — Develop two new facilitator-led courses including *EMS* Online Modules with topics to be determined and a *Diversity and Inclusion* training.

Update and revise three courses annually — Update and revise *Title IX/Misconduct*, and *Safe and Sober* trainings. Trainings will also be updated with legislative changes.

Regional Trainings — Nine regional trainings scheduled including three *EMS*, two *AEMS*, one *AHRR*, one *HRR*, one *SYWTBAS*, and one *IL* are scheduled to be taught throughout the fiscal year.

Regional Training Workshops Utilizing Outside Resources — Offer an Investigations training.

2021 HR Leadership Conference — Will be offered as a hybrid version. October 21-22, 2021, at the Atlantis in Reno.

New Briefings — Topics to be determined.

Updated Briefings — 16 currently on 21/22 Strategic Plan to be updated. Some updates may be prompted by legislation changes.

Webinars — Topics to be determined.

Post Member Pay Plan/Scale on Website — Added as received.

Sample Personnel Policy Update — Reviewed/Revised by end of fiscal year.

Alerts — As needed.

Assessments and FRISK — Interested members to be determined.

On motion and second to approve the 21/22 Strategic Plan, motion carried.

9. For Possible Action: Discussion of Assessment Completion Guidelines

Stacy stated when an assessment report is complete, the member has the opportunity to accept or reject the recommendations. The completion of the recommendations they accept are then tracked. The question is, at what point is the assessment complete? If the member HR contact makes the policy changes, but the board is slow to adopt them, is that enough for it to be considered complete, or is the board adoption the requirement? Neal Freitas, Senior Business Partner with POOL/PACT HR, explained the assessment process indicating he felt the HR contact should receive credit.

A discussion of allowing the HR contact to attain the individual grant when the work is complete, and the organizational grant be contingent upon board approval ensued.

A motion and second was made to separate the grants as discussed, motion carried.

Neal thanked the committee.

10. For Possible Action: HR Scholarship Application Approval

Humboldt County: Abel del Real-Nava. Requesting \$1,225 for SHRM-SCP (\$375 test/application fee and \$859 for SHRM learning system).

On motion to approve application as presented, the motion carried.

11. For Possible Action: HR Assessment Grant Application Approval

Nevada Tahoe Conservation District: Dana Olson. Completed reassessment for Phase I. Eligible for \$500 organization grant and \$250 individual grant. Requesting \$500 towards a second monitor for the HR computer, document totes, and a new printer for scanning documents.

On motion to approve application as presented, the motion carried.

East Fork Swimming Pool District: Shannon Harris. Completed reassessment for Phase I. Eligible for \$500 and \$250. Requesting \$500 towards a laptop for training and eLearning.

On motion to approve application as presented, the motion carried.

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

Next meeting is scheduled for June 25, 2021, via Zoom and possibly in-person (Carson City).

13. Item: Public Comment

Stacy asked if Elona Goldner and Scott Lindgren would like to introduce themselves. Scott introduced himself and said the meeting was very informative and hopes to meet everyone in person at the next meeting. He is new to Tahoe Douglas Fire Protection District; he came from Cal Fire in California and has a vast experience with these topics but more from the California side which is quite a bit different in some areas. Elona said her last five years have been in public sector with Nye County and she is looking forward to her work with the OSC. She said she has offices in both Pahrump and Tonopah, with most of her time spent in Pahrump. Curtis encouraged them both to reach out to Stacy if they have any questions.

14. For Possible Action: Adjournment

Meeting adjourned at 12:00 p.m.