



**APPROVED MINUTES OF THE
POOLING RESOURCES, INC
OVERSIGHT COMMITTEE MEETING
Date: September 20, 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 Robert Quick; Erin Feore; Shannon Harris; Scott Lindgren; Brooke Thompson. Member(s) participating via Zoom: BillieJo Hogan; Lourdes Martin; Austin Osborne; Susie Shurtz; Kim Todd. Member(s) not participating: Daniel Sadler. Pooling Resources, Inc. (PRI) Staff participating in person: Stacy Norbeck; Ashley Creel. Staff participating via Zoom: Lessly Monroy; Sean Moyle; Sandra Schooler. Called to order at 9:38 a.m.

2. Item: Public Comment

Chair Robert Quick opened public comment. Robert closed the public comment period.

3. For Possible Action: Approval of Minutes of Meeting June 21, 2024

On motion and second to approve the minutes of June 21, 2024, as presented, the motion carried.

4. Consideration and Appointment of BillieJo Hogan and Brooke Thompson to Open Oversight Committee Seats

Stacy Norbeck, General Manager, POOL/PACT Human Resources (PPHR), reported three OSC seats are currently open. Dawn Huckaby was promoted to Assistant Superintendent at Lyon County School District and recommended her new Executive HR Director, BillieJo Hogan, to replace her on the OSC. In addition, Jonalee Roberts, Mount Grant General Hospital, is no longer eligible to serve because Mount Grant Hospital left PACT; however, they remain as POOL quasi-members. Also, Austin Osborne, who has served for many years, is stepping down due to other commitments. He will serve until a replacement is found. Stacy reviewed the OSC Seat Analysis that had been conducted to ensure the committee is balanced and representative of POOL/PACT's membership. The analysis considered the six regions represented in the state, the member types (i.e., cities/towns, counties, schools, special districts), member size, and organization roles of each current committee member to ensure a balanced mix. Given the biggest imbalance currently is in entity type and size, she invited Brooke Thompson, Administrative Services & HR Supervisor, Indian Hills General Improvement District, and Joe Westerlund, Town Manager, Town of Tonopah to join the committee, in addition to BillieJo. Stacy briefly reviewed the bios submitted by both BillieJo and Brooke.

On motion and second to appoint BillieJo Hogan and Brooke Thompson to the open Oversight Committee seats, the motion carried.

5. For Possible Action: General Manager Report

Staff Turnover and Hiring Updates — Stacy reviewed recent employee turnover at PPHR. Haydée Acebo, Business Partner, PPHR, hired in June 2024, resigned due to personal reasons. PPHR has done well with five business partners in the past so the position will not be reopened at this time. Stacy is evaluating PPHR's strengths and areas of opportunities in deciding how to best fill that position and is considering an HR Analyst role.

Marketing/Attendance Team — Stacy announced the creation of a new internal team including Jarrod Hickman, Risk Management Specialist, POOL/PACT Risk Management (PPRM); Mike Van Houten, eLearning Manager/Webmaster, PPRM; Julie Hemann, Business Partner, PPHR; Heather Evans, Administrative Assistant, PPHR; and herself. The team was formed to address marketing needs as well as training attendance issues. Regarding marketing: PPHR's email open rate for the past 30 days on Constant Contact was 48%, which is very good compared to the national open rate average which is 28.5% for nonprofits and 25-41% for government entities. Staff is cleaning up Constant Contact email lists to increase the open rate and decrease bounce rates, researching better ways to ensure emails are opened (e.g., subject lines, fonts, colors, images, Call-to-Action buttons) and looking into the possibility of utilizing Microsoft Insights rather than Constant Contact for marketing campaigns. Regarding training attendance issues: the team is researching SMS texting to send reminders for training to address no-show rates (13% in person, 20% virtual, 48% round tables), and rewarding attendance with a raffle prize is under consideration. Shannon Harris expressed appreciation for the reminders as she gets pulled away from her office often and reminders help her to be more intentional. Robert agreed that a reminder via text is better than an email for him as he receives 300+ emails every day. Erin Feore and Lourdes Martin both inquired if it would be possible for an email to be sent to a director or department head when one of their employees does not show for a training. Stacy confirmed with PPHR Support Staff that it is done for regional trainings that are multi-session but not necessarily all trainings. Robert agreed with the suggestion only if it is not a burden on PPHR staff. Stacy indicated the most important reason to cut back on no-shows is to allow enough time for an individual from the waitlist to be notified and confirm their attendance. Discussion ensued and Stacy indicated staff would consider contacting member entities as an option when an employee does not attend a training.

Biannual Survey — Stacy reported the survey is conducted every other year on even years in the fall. PRI's Scope of Services states, "conduct a biennial survey with members on services provided, quality of services, and potential needs." In the past, PPHR offered it as a satisfaction survey based on a rating scale. Internally, alternatives have been discussed. This year staff would like to focus on service improvement. In the proposed format, there would be less questions, and many would be open-ended. Stacy then reviewed sample questions.

Erin said the new, proposed format feels more personal as opposed to grading one through five. Stacy indicated the response rate in the last three surveys was 22.78% in 2022; 13.67% in 2020; and 21.13% in 2018. Research showed the average response rate for business-to-business satisfaction surveys is 5-33%, which indicates PPHR is on target but would like more useful feedback. Shannon liked the suggestions and wanted to know how the information would be used at the back end (e.g., conversations with BPs or service providers). Stacy indicated that the information will be used the same way the outcomes from the past surveys have been used and that PPHR takes definitive action on the information received in the survey. Discussion ensued clarifying the reasons behind the format change and the need for the information. Robert

indicated fewer responses may be received due to the fill-in nature of the proposed survey, however, the information will be more valuable. Stacy clarified the survey will be sent out to a targeted group from the HR Topics list before the conference, and they plan to encourage attendees to complete it during the conference using raffle tickets as an incentive. Sean Moyle, Business Partner, PPHR, suggested offering gift cards as further incentive. Further discussion ensued regarding ways to increase survey participation.

Quarterly Newsletter — Stacy reviewed the articles in the quarterly newsletter that was published on August 20, 2024: *Navigating the Rough Waters of an Election Year*, *Called to the Principal's Office: A Guide to Nevada's School-related Leave Laws*, *Creating Community and Building Positive Relationships in the Workplace*, *Dear POOL/PACT HR*, *New POOL/PACT HR Business Partner*, *POOL/PACT HR Word Scramble*, and *Don't Miss These Important HR Events*.

6. For Possible Action: Report on Activities

a. 24/25 Strategic Plan to date

Stacy reviewed the 24/25 Strategic Plan as follows:

New Trainings — Two new classes are being developed this year: *Difficult Conversations (DC)* (rollover) class is 90% complete with a pilot session held on August 28, 2024. The first regularly scheduled session will be held on November 14, 2024, along with *Document, Discipline, Due Process (DDD)*. *Human Resources Representative (HRR) - Session 1*, and *Investigations Workshop* are at 0%.

Revisions — *Addressing Inappropriate Conduct in a School Environment* and *HRR – Session 2* are 100% complete.

Regional Trainings — Fifteen regional trainings are scheduled this year: *Essential Management Skills in the Public Sector (EMS)* is scheduled five times (one complete, one in process, and three more scheduled); *DC* is scheduled three times (one pilot session complete and two more scheduled); *DDD* is scheduled one time with *DC* (Carson City); *Dear HR* is scheduled one time (Carson City); *HRR* is scheduled one time (Carson City); *Advanced Human Resources Representative (AHRR)* and *Advanced Essential Management Skills in the Public Sector (AEMS)* are each scheduled one time (Carson City); *IL* is scheduled one time (Carson City); and *So, You Want to be a Supervisor? (SYWTBAS)* (Virtual) is scheduled one time.

Regional Workshops or State-wide Virtual Workshops Utilizing Outside Resources — A *Title IX* workshop is 100% complete; as well as a possible Equal Employment Opportunity (EEOC)-related workshop.

2024 HR Leadership Conference — The main conference is scheduled for October 30 - 31, 2024, and the preconference for October 29, 2024, in the afternoon. Ashley Creel, Training Manager and Senior Business Partner, PPHR, reported the current registration is at 121 (99 members), with the balance being POOL/PACT staff and speakers. The preconference has 44 registered (28 members). She anticipates an increase in registration before the actual conference date. The website has been updated and can be found at poolpact.com/hrconference.

On Thursday, October 30, 2024, at the Main Conference there will be *No Excuses – Break Through Fear and Adversity to Play a Bigger Game in Business and Life* with David Atkins, Team Perseverance; *Round Tables by Entity Type*; *Never Fear! AI is Here! But is it a Superhero or a Supervillain?* with George McEwan, Utah's Department of Government Operations; *Ghouls No More: Transforming Workplace Bullying Behavior* with

Mark Batson Baril, Resologics; *Responding to Requests for Employee-related Public Records* with Scott Husbands, Nevada Office of the Attorney General; *Managing Education Due Process Claims for School Districts* with Michael Edwards and Stephanie Bedker, Freeman Mathis & Gary LLP; *Embracing the Human Side of HR Training* with Jeff Coulam, Carson City; *Adverse Actions and Social Media Harassment: The Courts are Moving the Goal Posts* with Jonathan McGuire, Simons Hall Johnston; and Reception and Expo. On Friday, October 31, 2024, there will be *The Formula to WIN (What's Important Now)* with Will Baggett, Emergent Executives; *Translating Respectful Intentions into Respectful Action: Transgender 101* with Pryce Scott, Northern Nevada HOPES; *Accommodations for Pregnant and Lactating Workers* with Kimberly Cullen, The Children's Cabinet, and Charity Felts, University of Nevada, Reno; *Recognize and Respond (Employee Mental Health)* with Ethan Opdahl, Specialty Health; *Attack of the Self-Righteous Citizen: Handling First Amendment Auditors and Other Unruly Visitors* with Rebecca Bruch, Lemons, Grundy & Eisenberg; *Radical Care in the Workplace: The Art of Cultivating Accountability and Compassion in Leadership* with Christine Perigen-Fonner, Roam Your Soul; and Group Trivia Game and Grand Prize Raffle Drawing.

PPHR reserved 30 rooms for the nights of October 29 and October 30, 2024. Ninety percent of the room block (27 of the 30 rooms) needs to be filled or PPHR pays for the difference. To date, 16 people are booked on Tuesday night and 17 on Wednesday night. Staff will be reaching out to those who originally showed interest but have not yet reserved a room. Currently, the link to book a room through the Atlantis is inoperable which requires attendees to call to book a room. The link is supposed to be fixed sometime in the future. Ashley clarified there is always an attrition rate which is 90% at the Atlantis, but she is confident the rooms will fill up. Two additional emails including a reminder to register will go out next week and an attendance confirmation including meal and session selection to go out October 9, 2024.

New Briefings — Six new briefings will be developed this year: *Progressive Discipline and Documentation Process* are at 50%, and *Open Meeting Law (OML) Recruitments* is at 25%.

Review/Update Existing Briefings — Eighteen HR Briefings will be reviewed. Two are in process.

Webinars — Five webinars scheduled; four EAP and *HR Briefing: Americans with Disabilities Act*.

Virtual Round Tables — To be held quarterly. Four round tables held to date with 29 total participants.

Legislative Updates — Begins in January and will be completed by end of June 2025.

Post Member Pay Plan/Scale on Website — These are posted as received. Some members have multiple pay scales.

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 25% complete.

Alerts — No Alerts have been issued to date.

Trainings — As of September 11, 2024, 17 trainings have been conducted with 345 participants, with 4.6 course content average and 4.7 instructor evaluation average. One HR Briefing has been conducted with nine participants. The four Quarterly Virtual HR round tables held had 29 participants.

Phase I HR Compliance Assessment Program — Thirteen rolled over from previous years, two of which are complete (Boulder City and White Pine County Tourism). Currently, there are seven new assessments scheduled with one dropping out. Ten of the assessments are through Enterprise Risk Management Excellence Program participation.

Phase II HR Compliance Assessment Program — Three new assessments including Lincoln County, Indian Hills General Improvement District, and Smoky Valley Library District. There are no rollovers from previous years.

b. Member Contact Tracking

Stacy reported 499 total recorded contacts this fiscal year as of August 31, 2024. The bulk of the contacts were spent in General Contact at 40% and Program Planning/Service Plans at 16%. The top categories not including General Contact and Program Planning/Services were Employee Relations/Fair Employment Practices (e.g., Title VII, ADA) at 23%; Personnel Administration (e.g., policies, job descriptions, personnel files) at 19%; Hiring at 15%, and Discipline at 13%.

c. Report on Employment-Related Claims

As of August 31, 2024, for FY 24/25, there were seven claims, all of which are open. Claims may have multiple charges. Of the seven claims, one is gender/sex orientation discrimination; two administrative investigations; two ADA; two retaliation; two hostile work environment; one age discrimination; two wrongful termination/constructive discharge, and one due process. Of the seven claims, four are from counties; two from cities; none from towns; one school district; and none from special districts.

In FY 23/24, there were 43 claims, 29 of which are open. Claims may have multiple charges. Of the 43 claims, seven were gender/sex orientation discrimination; 13 administrative investigations; one breach of contract; eight ADA; 10 retaliation; one USERRA complaint; five hostile work environment, three age discrimination; nine wrongful termination/constructive discharge; three race; one workers'-compensation related termination; one defamation; one religion; one union; and one political affiliation. Of the 43 claims, 12 are from counties; six cities; nine schools, and 11 special districts.

d. HR Problem-Solving Reports

Stacy presented the 1st Quarter 24/25 HR Problem-Solving Reports reflecting unique member issues addressed in the last quarter.

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

Stacy reviewed the quarterly and annual Acentra EAP report. The total number of POOL/PACT members covered quarterly was 14,961 with 70 Individual Cases, three Management Consultations, 275 training participants in the webinars, 387 Unique Web Logins, and 735 Total Overall Lives Touched. The total number of POOL/PACT members covered for the year was 14,939 with 267 Individual Cases, 18 Management Consultations, 872 Training Participants, 1,542 Unique Web Logins, and 2,699 Total Overall Lives Touched. Shannon asked if the difference in employee numbers was due to a particular change (e.g., number of Business Partners, organizations expanding). Lessly Monroy, Senior Business Partner, PPHR, clarified that the employee numbers reflect information gathered in large part from Service Plan meetings and those numbers are then communicated to Acentra for their report. Each month staff sends Acentra the contact numbers in the database. The Individual Utilization Rate for the year was 1.9% and Overall Utilization was 18.1%. The annualized rate was 2% individual and 19.7% overall for the fourth quarter. Legal was the highest utilized work-life service at 71%. Over 75% of cases opened in the fourth quarter were new cases, while 66.7% of employees felt their presenting issues had an impact on their job performance. Highest quarterly utilizations were from Southern Nevada Health District at 6.5%, Mount Grant Hospital at 5.9%, Storey County at 5.6%,

Carson City at 5%, and White Pine County and Pershing General Hospital at 4.8%. Overall year-to-date utilizations were from Mount Grant General Hospital at 5.9%, Storey County at 5.6%, Lyon County at 4.6%, Churchill County at 4.4%, and Carson City at 4.3%. Just over 90% percent of cases were reported as being resolved in the four-session model. The top assessed problems for the fourth quarter at intake were emotional well-being at 40% (annual 27%), work-life at 24% (annual 27%), and relationships at 17% (annual 17%). Ninety-two percent of calls were by employees (94% annual), 34.2% got information from HR (annual 39.3%), 19.2% from a poster (annual 19.6%), and 9.6% had previously seen information (annual 14.7%). Management Consultations included Workplace Trauma, AOD Non-DOT, Behavioral/Appearance Concerns, and Workplace Safety. Eight Critical Incidence Response (CIR) hours were used for the year with 60 attendees. Acentra provided 19 hours of training for FY 23/24, reaching 524 individuals in addition to 288 who viewed the recording. Website Topics accessed were Mental Health at 17% (annual 15%), Seminars at 7% (annual 6%), Relationships at 5% (annual 7%), Parenting at 5% (annual 2%), Legal at 3% (annual 9%), and Financial at 3% (annual 6%).

Stacy provided other updates including:

- Webinar topics have been finalized and scheduled for FY 24/25.
- Current schedule:
 - Wellness Fair - Lyon County School District – Completed on 8/30/24
 - Webinar – NEW! Mastering Your Money in Difficult Times – 9/18/24
 - Wellness Fair – Carson City – 9/24/24
 - Wellness Fair – Boulder City – 10/23/24
 - HR Conference – POOL/PACT HR – 10/30/24
 - Webinar – NEW! Giving and Receiving Feedback for Managers – 11/12/24
 - Webinar – Powerful Communication - Harnessing Effective Techniques to Enhance Your Style – 3/5/25
 - Webinar – Mindfulness to Concentrate and Pay Attention – 5/7/25
- Acentra is updating their website and developing an employee-use app they hope to introduce next year. They will also be offering additional podcasts. Austin reported they had an employee who had some legal issues and was told by the EAP to come back in a week. Lessly indicated she would be in contact with Austin to provide a form the employee can fill out and return to Alex at Acentra so the issue can be addressed as soon as possible.

8. For Possible Action: HR Compliance Assessment Application Form Suggested Changes

Stacy shared the HR Compliance Assessment Application Form and reviewed the suggested changes. She would like to change the titles of the Stages for both the Phase I and Phase II Assessments as indicated on the current form. Stage I was originally referred to as *Assessment Preparation*; she would like to change it to read, *Pre-Assessment Preparation and Analysis*. Stage II was originally referred to as *Assessment Visit*; she would like to change it to read, *Assessment Meeting*, which reflects the fact some meetings are not in person. These are minor changes. A major change is on the last page. As part of the Request Form, she explained it would be beneficial as someone scheduling the assessment, to have a list of informational items that will be needed at the assessment. She invited Lessly to be a part of putting the list together.

In addition, she would like to add an item that asks for the best time of year to hold the assessment for scheduling purposes.

On motion and second to approve the HR Compliance Assessment Application Form as presented, the motion carried.

9. For Possible Action: HR Scholarship Application Approval

Stacy reported Amy Elmer, Recorder/Auditor at Lincoln County is requesting \$1154 (prep class \$448, app/exam fee \$495, and bundle \$211) for her PHR certification. On motion and second to approve the scholarship application for \$1154 as presented, the motion carried.

10. For Possible Action: HR Assessment Grant Application Approval

Stacy reported Amy Elmer, Recorder/Auditor at Lincoln County, submitted a Phase I Re-Assessment Grant Application requesting \$500 for the Organizational Excellence Award Grant which will enable staff to purchase supplies to better display EAP materials and provide a more organized location for all HR-related trainings, and \$250 for the Individual Excellence Award Grant to go to Amy Elmer. On motion and second to approve the application as presented, the motion carried.

11. For Possible Action: Consideration and Appointment of Joe Westerlund to Open Oversight Committee Seat

Stacy presented Austin with a plaque for his service on the OSC. Austin expressed thanks to Stacy and her team for the HR support over the years. Stacy introduced Joe Westerlund (absent) by sharing his biography. On motion and second to approve the appointment of Joe Westerlund to the open Oversight Committee seat, motion carried.

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

Next meeting is scheduled for Friday, December 13, 2024, at 9:30 a.m. via Zoom and in person (Carson City).

13. Item: Public Comment

Chair Robert Quick opened public comment. Stacy again thanked Austin Osborne for his service over the years to PPHR. Robert thanked Stacy for her thorough analysis of OSC members by region which proved helpful in identifying potential new members. Robert closed the public comment period.

14. For Possible Action: Adjournment

The meeting was adjourned at 11:15 a.m.