



**APPROVED MINUTES OF THE
POOLING RESOURCES, INC
OVERSIGHT COMMITTEE MEETING
Date: September 8, 2023 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; Austin Osborne. Member(s) participating via Zoom: Erin Feore; Dawn Huckaby; Scott Lindgren; Lourdes Martin; Robert Quick; Dan Sadler; Susie Shurtz. Member(s) not participating: Jonalee Roberts. Pooling Resources, Inc. (PRI) Staff participating in person: Stacy Norbeck. Staff participating via Zoom: Jeff Coulam; Lessly Monroy; Sandra Schooler. Called to order at 9:30 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 June 9, 2023

On motion and second to approve the minutes of June 9, 2023, the motion carried.

4. For Possible Action: Report on Activities

a. 23/24 Strategic Plan to date

Stacy Norbeck, General Manager, POOL/PACT HR (PPHR) reviewed the 23/24 Strategic Plan as follows:

New Trainings — Four new classes are being developed this year: *Online Management Module 7: Corrective Action* is 90% complete, *Online Management Module 8: Legal Issues* is 10% complete, and *Online Management Module 9: Summary* is 0% complete. Upon completion, the entire course will be released on Absorb. An in-person *Investigations Workshop* is in process.

Revisions — *Human Resources Representative (HRR)* Sessions 1-5 are being reformatted and are 75% complete. *Addressing Inappropriate Conduct in a School Environment (AICSE)* and *Influential Leadership (IL)* are 100% complete. *Ethics in the Workplace* and *Taking Control of Conflict (TCC)* will soon be in process.

Regional Trainings — Thirteen regional trainings are scheduled this year: *Essential Management Skills* is scheduled four times (one complete, one in process, and two more scheduled); *Advanced Human Resources Representative* is scheduled for March 2023, in Carson City; *Advanced Essential Management Skills* is scheduled for November 2023, in Carson City and April 2023, in Ely; *HRR* is scheduled for February 2023, in Carson City; *TCC (Virtual)* is scheduled for October 2023; *Document, Discipline, Due Process (Virtual)* is scheduled for January 2024; *IL* is scheduled for April 2024, in Carson City; *Dealing with the Difficult Employee (Virtual)* is scheduled for May 2024; and *So, You Want to be a Supervisor? (Virtual)* is scheduled for May 2024.

Regional Workshops or State-wide Virtual Workshops Utilizing Outside Resources — *Mental Health Recognize and Respond – A Session for Managers* (EAP) is scheduled for September 2023 at Regional Transportation Commission of Washoe County (RTC). A date for the *Title IX* workshop with Ann Alexander is to be determined.

2023 HR Leadership Conference — The main conference is scheduled for October 19 – 20, 2023, and the preconference on October 18, 2023, in the afternoon. Current registration as of September 5, 2023, is 104 total (includes 16 POOL/PACT or Davies staff).

On Wednesday, October 18, 2023, there will be a *Preconference Introduction* with Marshall Smith; *POOL/PACT Claims & Losses: Year in Review* with Jarrod Hickman; *Critical Cybersecurity Issues* with Tony Rucci; *Review of Risk Management eLearning Curricula* with Mike Van Houten; *Workers' Compensation and General Liability* with Donna Squires; and *Introduction to POOL/PACT Business Partners: Who They Are and What They Do*. On Thursday, October 19, 2023, at the Main Conference, there will be *Purpose Driven Leadership* with Diaz Dixon, Performance Driven Consulting; *Wage and Hour Issues for the Public Sector* with Brett Sutton, Sutton Hague Law Corporation; *Effective Labor Management Relations* with Renée Mayne; *Round Tables by Entity Type*; *PERS Updates and Key Issues* with Walter Zeron, Public Employees' Retirement System of Nevada; *Empowering Your Voice: Mastering the Art of Public Speaking* with Karyn Jensen, The Human Resource Connection; and Reception and Expo. On Friday, October 20, 2023, there will be *The Empathy Deficit* with Monique Akanbi, Society for Human Resources Management; *Meditation Skills for the Workplace* with Renée Mayne; *Stump the Attorney*; *Legislative Updates* with Rebecca Bruch, Lemons, Grundy & Eisenberg; and Group Trivia Game and Raffle Prizes.

New Briefings — Two new briefings will be developed this year: *Discipline and Documentation*, and *Open Meeting Law Recruitments*.

Review/Update Existing Briefings — Thirty-seven HR briefings will be reviewed and completed by the end of the fiscal year.

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; one is complete. The remaining training hours to be used for onsite and/or virtual mental health fairs, and more onsite trainings.

Round Tables — Four round tables were held in July. The next sessions will be held in person at the POOL/PACT Human Resources (PPHR) Conference in October 2023, and virtually in January 2024.

Post Member Pay Plan/Scale on Website — These are being added as received. Thirteen cities/towns, 13 counties, 3 hospitals, 14 schools, and 10 special districts have been added to date. Stacy indicated PPHR asks members to send salary schedules before posting. She asked the Committee for input on how long schedules should be retained on the website. After discussion, it was decided that schedules older than two years should be removed from the website. Motion and second to direct PPHR to remove any contract and pay tables from 2021 and earlier from the website. Motion carried.

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 — One Alert has been issued to date: *Revised Form I-9, Employment Eligibility Verification, 8-1-23*.

Trainings — As of August 29, 2023, 28 trainings have been conducted with 603 participants, with 4.65 course content average and 4.8 instructor evaluation average. One HR Briefing has been conducted with 12 participants.

Phase I HR Compliance Assessment Program — Due to the new assessment agreement process, only members who have signed the agreement are listed. Currently, there are three new assessments in process, and twelve rollovers from previous years, two of which are complete (Pershing County and Douglas County School District).

Phase II HR Compliance Assessment Program — There are no rollovers and none in progress.

Geof asked if the Mental Health EAP event at RTC is open to anyone to attend. Stacy confirmed it would be open once confirmation is received that a facilitator has been secured for the class. Lessly Monroy, HR Business Partner, PPHR, reported to date there are no new updates from Kepro regarding confirmation of a facilitator. If Kepro is unable to find a facilitator five days before the date, the class is planned to be held virtually. In the event this does not work out, there may be an opportunity for an in-person event at a different member location in the future.

b. Member Contact Tracking

Stacy reported 614 total contacts this fiscal year as of August 31, 2023. The bulk of the contacts were spent in General Contact at 43% and Program Planning/Service Plans at 21%. The top categories not including General Contact and Program Planning/Services were Leave Plans at 16%; Compensation and Classification at 15%; Employee Relations/Fair Employment Practices (e.g., Title VII, ADA) at 14%; Personnel Administration (e.g., policies, job descriptions, personnel files) at 12%; and Hiring at 12%.

c. Report on Employment-Related Claims

As of July 31, 2023, for FY 23/24, there were six claims, all of which are open. Claims may have multiple charges. Of the six claims, one is gender/sex orientation discrimination; two admin investigation; one breach of contract; one ADA, retaliation, sex harassment; and one USERA complaint. Of the six claims, three are from counties; none from cities/towns; one from school districts; and two from special districts.

d. HR Problem-Solving Reports

Stacy presented the HR Problem-Solving Reports reflecting unique member issues addressed in the last quarter and invited questions.

No action required.

5. For Possible Action: General Manager Report

a. Holding of Seats at Regional Trainings — Stacy reported that on occasion when a training registration is opened, staff receives a call asking if seats can be held for an employee who has not yet been hired. As such, staff has no name or contact information. Stacy explained that currently registration is first come, first served, and staff sends a “Save the Date” email one week prior to registration opening to alert membership of the date and time the registration will open. In addition, an online waitlist has recently been implemented so employees can add themselves once a class is full, rather than having to contact staff directly. If a seat becomes available, the next person on the waitlist is contacted. The waitlist has the added benefit of assisting PPHR in determining whether an additional session should be conducted. In the case of a member asking for a seat to be held for a yet-to-be-hired employee, the practice has been to add them to the waitlist. Stacy asked for the committee’s input on how staff should proceed: should staff hold seats for that member, put them next on the waitlist, or not hold seats. Discussion ensued. Shannon Harris opined PPHR should stay consistent with their first come, first served practice, and prefers adding them to a waitlist. Geof added if the name of a recent hire is known, it is acceptable to register them; however, saving seats for people who have not yet been hired is not acceptable. Austin agreed. Erin Feore asked if this has created conflict; Stacy indicated it is unknown because the waitlist is used to fill empty seats. Stacy also asked what should be done when a registered participant can no longer attend and asks to send a substitution: should the substitute be allowed to attend, or should the next person on the waitlist be contacted? More discussion ensued. On motion and second to continue a first come, first served policy for training registration, putting names on waitlist if a hold is requested, and not allowing substitutions if there is a waitlist, the motion carried.

b. Disposition of Individual Assessment Grants when an Employee Leaves a Member Entity

Stacy reported there are individual grant amounts for the person who completes the work on Phase I and Phase II Assessments. Rarely, but most recently, an individual who completed the Phase I Assessment for their member entity, left that entity and went to another member entity. She requested clarity on whether the \$500 grant amount follows the individual indicating had the individual stayed at that entity, they would have received the \$500. Geof, Austin, and Shannon each opined that the individual who did the work should receive the award. Stacy asked what would happen if the individual did not go to another member entity. Shannon, Geof, Austin and Lourdes Martin agreed if they completed the work, they deserve the money. On motion and second to allow an individual assessment grant to travel with the person who completed the work, the motion carried.

Public v. Private Policies Chart — Stacy reported in the last few years PPHR has obtained seven private, nonprofit members including PRI and Nevada Risk Pooling, Inc. As PPHR was created for the sole purpose of serving public-sector entities, much of the services and products provided by PPHR are public-sector oriented. However, since these private, nonprofits are members, PPHR will serve them to the best of their abilities. As such, in order to assist these members in adopting sample personnel policies, a comparison chart (shared by Stacy) was created listing the policies that do not apply to private entities as well as references to equivalent requirements for those entity types, when applicable. The chart was reviewed by legal counsel to ensure it was comprehensive and to verify the references listed for the private sector. The chart is now an option for private, nonprofit members to better adopt or utilize PPHR sample policies. Geof and Shannon agreed this will be good for both PPHR and the nonprofit members.

Quarterly Newsletter — Stacy reviewed the articles in the quarterly newsletter that was published on August 21, 2023. It included the following articles: *Establish HR Goals Part II: Critical HR Metrics for Employers*, *From Exit to Engagement: Conduct Stay Interview to Keep Your Star Employees*, *Tips to Address Workplace Conflict*, *A Closer Look at Compliance Assessment Series Part I: Personnel Policies*, *PPHR Crossword*, and *Training Spotlight*.

6. For Possible Action: Training Needs Assessment Workgroup Update

Jeff Coulam, Senior HR Business Partner and Training Manager, PPHR, presented his findings from the new workgroup. He stated training needs assessment is a term used to analyze and assess needs for trainings which looks for potential performance and behavioral gaps to determine if training will help close those gaps, and if so, analyze the data to determine what the training will look like, and what employees are doing or not doing now that is contributing to the problem. As PPHR does not get to see the day-to-day interactions with member employees, the workgroup was created to identify and evaluate training topics and content that PPHR can develop to further enable members to build strong foundations for effective human resources practices within their organization. Currently, there are 12 participants from ten member organizations represented including Kingsbury General Improvement District, Lincoln County, Lyon County School District, Mineral County School District, Nevada Rural Housing Authority, Nevada Volunteers, Southern Nevada Health District, Tahoe Douglas Fire Protection District, Town of Round Mountain, and Walker Basin Conservancy. Jeff said typically when conducting a training needs assessment, certain questions are addressed. So far, the group has addressed three questions and started on a fourth question, including:

- What are some issues that you see or have heard about in our organization that could be addressed through training?
- What specific problems from the identified issues would we be trying to solve through training?
- Who is specifically involved (not causing) with those problems?
- What would you like employees to do differently after they go through training for the identified issues/problems?

Additionally, the workgroup will address further questions, including:

- What would it look like if everyone was performing optimally?
- What are the words you would hear and the actions you would see if people were performing optimally?
- What is currently preventing employees from performing optimally now?
- How would we know if training is successful?
- What would training look like?
- Who is the target audience for the training?
- Are there any employees at your organization that are already doing a great job with the issue/problem that could be viewed as subject matter experts?

In the first meeting, the workgroup began to identify some of the issues and problems that can be addressed by training. The topics were divided by communication, supervisory training, and Family and Medical Leave Act and Workers' Compensation benefits education. They also covered who is involved in the issues and

what people can do differently. The workgroup will be meeting monthly and drilling down further to narrow down topics. Many of the workgroup members suggested shorter trainings that are easier to fit into a workday. Their next meeting is scheduled for September 12, 2023, when they will continue to explore what successful training will look like and identify what is currently preventing employees from performing optimally now. Geof expressed appreciation for all the work Jeff and the group put into this endeavor.

7. For Possible Action: Employee Assistance Program Quarterly Report

Stacy reviewed the quarterly and annual Kepro EAP reports. The total number of POOL/PACT members covered quarterly was 15,098 with 49 Individual Cases, 2 Management Consultations, 70 total training participants in the webinars, 262 Unique Web Logins, and 383 Total Overall Lives Touched. The total number of POOL/PACT members covered for the year was 15,105 with 213 Individual Cases, 13 Management Consultations, 290 Training Participants, 1,042 Unique Web Logins, and 1,558 Total Overall Lives Touched. The Individual Utilization Rate for the year was 1.5% and Overall Utilization was 10.3%. The annualized rate was 1.4% individual and 10.1% for the fourth quarter. Highest quarterly utilizations were from Storey County at 5.6% (10.5% annual), Pershing General Hospital at 9.5% (8.2% annual), Lincoln County Schools at 5.9% for the quarter, and North Lake Tahoe Fire Protection District at 0% for the quarter and 5% annually. The top assessed problems for the year at intake were emotional wellbeing, relationships, and work life. Ninety-two percent of calls were by employees, 37% (32% annually) got information from HR or from a poster, 90% were self-referred, and 10% were referred by employer. Kepro provided 13.5 hours of training hours annually, reaching 280 employees. Ten Critical Incident Response (CIR) hours were used for the year. For the quarter, there were 683 web hits, 262 unique web logins with a web usage of 1.74%. Annually, there were 2,596 web hits, 1,042 unique web logins with a web usage of 6.9%. The utilization report contains more detailed information.

Other updates:

- Stacy indicated the contract with Kepro has been renewed under the same terms.
- Outreach attempts to approximately 50 licensed therapists (provided by Storey County) have been made by Kepro. Lessly said it is up to the provider whether they will sign up.
- PPHR plans to hold the first in-person, member-specific EAP training on September 20, 2023, at RTC if Kepro is able to secure a facilitator. The topic is *Mental Health: Recognize and Respond – A Session for Managers*. This is a test event to measure the effectiveness of on-site EAP training for members.
- Kepro will participate in a health fair being held by Carson City on October 12, 2023.
- Kepro plans on attending the annual HR Conference.
- A number of quarterly trainings have been scheduled for FY 23-24.

Geof was glad to see some entities taking advantage of the EAP services. Churchill County's numbers are higher than in the past which means at least people are looking at the information. Lessly indicated the contact list PPHR sends to Kepro has been enhanced to ensure better distribution of the EAP information; that she meets monthly with Alex Rosa, Senior Account Executive with Kepro, and that Kepro is rebranding and will be Acentra going forward.

8. For Possible Action: HR Scholarship Application Approval

Stacy reported Kimberly Brontsema, HR Specialist at Churchill County is requesting \$2249 (class \$1595, exam fee \$410, membership \$244) for her SHRM-CP. On motion and second to approve the scholarship application for \$2249 as presented, the motion carried, with Geof abstaining.

9. For Possible Action: HR Assessment Grant Application Approval

Stacy reported that Teri Hurt, City Manager for Stagecoach General Improvement District submitted a Phase I Assessment Grant Application requesting \$1000 for the Organizational Excellence Award Grant which will enable staff to attend the HR Conference, purchase supplies and upgrade lap top computers, and purchase small gifts as recognition for staff efforts, and \$500 for the Individual Excellence Award Grant to go to Tina Schmidt. On motion to approve the application as presented, the motion carried.

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

Next meeting is scheduled for Friday, December 8, 2023, at 9:30 a.m. via Zoom and in person (Carson City).

11. Item: Public Comment

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

12. For Possible Action: Adjournment

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