



POOL/PACT Human Resources (HR)

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**APPROVED MINUTES OF THE
POOLING RESOURCES, INC
OVERSIGHT COMMITTEE MEETING
Date: September 9, 2022 Time: 10:00 a.m.
Place: Virtual Meeting via Zoom and In Person**

1. Oversight Committee (OSC) Roll Call

Members participating in person: Daniel Sadler. Members participating via Zoom: Chair Curtis Calder; Abel del Real-Nava; Erin Feore; Dawn Huckaby; Austin Osborne; Robert Quick; Geof Stark; Lourdes Martin; Jonalee Roberts. Member(s) not participating: Scott Lindgren. Pooling Resources, Inc. (PRI) Staff participating in person: Stacy Norbeck; Ashley Creel. Staff participating via Zoom: Jeff Coulam; Neal Freitas; Lessly Monroy; Sandra Schooler. Called to order at 10:04 a.m.

2. Item: Public Comment

Chairman Curtis Calder opened public comment. Curtis announced the December 2022 OSC meeting would be his final meeting since he is officially retiring from the City of Elko effective January 31, 2023. He will also be stepping down from the Pooling Resources, Inc. (PRI) Board and has made a recommendation for that vacancy to Wayne.

Curtis closed the public comment period.

3. For Possible Action: Approval of Minutes of Meeting June 3, 2022

Stacy Norbeck, POOL/PACT HR General Manager, reported one instance of a misspelling of the word "Oversight"; Curtis noted the revision. On motion and second to approve the revised minutes of June 3, 2022, the motion carried.

4. For Possible Action: Appointment to Open Oversight Committee Seats

Stacy stated there were two open OSC seats. She indicated the OSC charter states the committee will include at least one representative from a county, a city, a hospital, a school district, and two HR Specialists from member agencies. One of the open seats belonged to Elona Goldner, Nye County (no longer part of the POOL or PACT), and one to Cindy Hixenbaugh, who is no longer at Pershing General Hospital.

a. One representative from a hospital

During the last meeting in June, Jonalee Roberts was recommended. Stacy introduced Jonalee who has been the HR Manager for Mt. Grant General Hospital (MGGH) for the past 16 years and is a huge supporter of POOL/PACT HR.

b. One representative from a county or city

Stacy stated the Committee has been heavily weighted with counties the last few years and recommended a city or town be considered. She also suggested to include representation from Southern Nevada. After conferring with Curtis, she reached out to Boulder City and spoke with Bryce Boldt who recommended HR

Manager Lourdes Martin. Lourdes has been with Boulder City since 2013, has a master's degree, a PHR, and is very interested in serving on the committee.

On motion and second to approve the appointment of Jonalee Roberts and Lourdes Martin to the OSC membership, the motion carried.

5. For Possible Action: Report on Activities

a. 22/23 Strategic Plan to date

Stacy reviewed the 22/23 Strategic Plan as follows:

New Trainings — Four new classes are scheduled to be developed this year: *Online Management Module 1: Introduction to Supervising, Managing and Leading in the Public Sector* is 50% complete, *Online Management Module 2: Buddy to Boss* is in process, *Harassment eLearning* is 90% complete, and a new *Safe and Sober eLearning* will soon be in process.

Revisions — *Human Resources Representative (HRR) Sessions 1-5* is being reformatted and updated as needed: Session 1 is 75% and Session 2 is 50%.

Regional Trainings — Twelve regional trainings are scheduled this year: *Essential Management Skills in the Public Sector (EMS)* is scheduled five times, one is complete; *Advanced Essential Management Skills in the Public Sector* is scheduled for November 2022, in Carson City and April 2023, in Elko; *Dear HR (Virtual)* is scheduled for December 2022; *HRR* is scheduled for February 2023; *Influential Leadership* is scheduled for April 2023; *Advanced Human Resources Representative* is scheduled for April 2023; and *So You Want to be a Supervisor?* is scheduled for May 2023.

Regional Workshops or State-wide Virtual Workshops Utilizing Outside Resources — The annual preconference, *Risk Management Roundup* is scheduled for October 12, 2022. Other workshops to be determined.

2022 HR Leadership Conference — The annual leadership conference will be conducted on October 13-14, 2022, with a preconference session on October 12, 2022.

New Briefings — To be determined.

Review/Update Existing Briefings — Twenty-five HR briefings will be updated this year; four are completed.

HR Briefing Videos — One new video on adopting and implementing the new color-coded policies is scheduled to be complete by October 1, 2022.

Webinars — Twelve webinars are scheduled. Eleven are Employee Assistance Program (EAP) sessions. One HR webinar, *POOL/PACT 101*, is scheduled for January 5, 2023. One EAP webinar, *Sustaining a Respectful Work Environment*, was rescheduled for September 14, 2022, due to technical difficulties.

Round tables — Five sessions completed in July 2022.

Post Member Pay Plan/Scale on Website — These are being added as received. Three cities/towns, one county, and one special district have been added to date.

Sample Personnel Policy Update — The sample policy manuals will be updated by the end of the fiscal year. Stacy noted the new Sample Color-Coded Policies will be out by October 2022. A new Sample COVID-19/Contagious Disease Policy was released this week, added to the website, and sent to members. Stacy thanked Austin Osborne for the suggestion.

Alerts — No alerts have been issued to date.

Notices — No notices have been issued to date.

Trainings — As of August 31, 2022, 20 trainings have been conducted with 346 participants, with 4.52 course content average; and 4.8 instructor evaluation average. No HR Briefings have been conducted to date.

Phase I HR Compliance Assessment Program — There are 12 interested members this FY; four are in process. There are seven rollovers from previous years.

Phase II HR Compliance Assessment Program — There are three interested members this FY (Carson City, Douglas County Lake Tahoe Sewer Authority, and Pershing County). There are three rollovers from previous years; one is complete (Nye County School District), and one is scheduled to be done by October 1, 2022 (City of Winnemucca).

b. Member Contact Tracking

Stacy reported 597 total contacts as of August 31, 2022. The bulk of the contacts were spent in General Contact at 37% and Program Planning/Service Plans at 21%. The top categories not including General Contact and Program Planning/Services were Employee Relations/Fair Employment Practices (e.g., Title VII, ADA) at 26%; Personnel Administration (e.g., policies, job descriptions, records) at 22%; Discipline at 9%. To note, COVID-19 reduced to 3%.

c. Report on Employment-Related Claims

As of August 31, 2022, for FY 21/22, there were four claims, four of which are open. Claims may have multiple charges. Of the four claims, one is defamation/slander; one bullying; one harassment/discrimination; one race; two retaliation; and two ADA. Of the four, one is from a city/town; two from a school; and one 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 remarked that the problem-solving reports continue to be very valuable to member organizations and thanked POOL/PACT HR staff for putting them together. No action required.

6. For Possible Action: General Manager Report

a. Virtual Essential Management Skills — Stacy reviewed the previous decision to recommend (rather than require) participants to use microphones and cameras to increase engagement and knowledge retention. A script was written by Ashley Creel, Senior HR Business Partner, and used at the beginning of each class to encourage participants to use cameras. Approximately 25% elected to not turn cameras on, and a few did not have microphones. As a result, the registration forms for regional trainings will now include a specific question about having a camera and a microphone. If a participant indicates they do not have one, they will be contacted about grant availability. However, POOL/PACT HR believes having a microphone should be a non-negotiable; and would like to implement a time frame such as 10 minutes for participants who do not have a microphone to call-in or be removed from class. Geof Stark said the virtual trainings are offered as a convenience to the member and should be required. A discussion ensued, and it was agreed a microphone is essential and needs to be a requirement for the virtual trainings, and that 15 minutes was a reasonable time frame to allow participants to connect prior to being removed from the class. No action needed.

b. Virtual Round Tables Minimum Participants — Stacy reported the Schools, Counties, and Special Districts round tables have been successful, but Cities/Towns and Public Safety have been less so. Of 15 active cities/towns, five people enrolled, but only one showed up for the July session. The April round table for that group had seven enrolled, and three showed up. This has been ongoing for Cities/Towns. The Public Safety round tables started out strong, but attendance has been down lately. The January round table had two attendees; April was canceled due to low registration. A survey was sent out to Public Safety members but received only four responses. It was decided to continue but require at least four different entities be represented in order to make it worthwhile. During the last session, four people attended, but it required a lot of outreach. She asked the Committee for input on whether Cities/Towns and Public Safety should continue as is or combine with other entity types. A discussion followed, and it was agreed it made sense to combine Cities/Towns with the County round tables. Robert Quick would like Public Safety to be combined with the Counties because more people will provide feedback. Geof agreed. Robert would like to keep the option of public-safety-specific round tables should their numbers go up in the future. Stacy suggested trying again in January before combining with counties.

On motion and second to combine cities/towns in with the counties for the virtual round tables, the motion carried.

c. Sample Color-coded Personnel Policy Update — Stacy reviewed the new color-coded policies which will be released in October for all size non-school members. Stacy explained that the policies are formatted so that the black font applies to all employers; employers with 50 or more employees would adopt policies in black, blue, and purple and eliminate verbiage in green and orange font; employers with 15 to 49 employees will include green and purple, and eliminate blue and orange; and employers with less than 15 will include green and orange, and eliminate blue and purple. She demonstrated using some examples from the color-coded policies. Stacy shared the email that will be sent out to members to introduce the new policy format, how to use it, and where to get assistance. An HR Briefing video link will also be included.

Abel del Real-Nava thanked Stacy for the new format as it centralizes everything, and agencies can choose what fits their needs. Robert mirrored Abel's comments, as did Dawn Huckaby, Austin, and Jonalee. Curtis asked if adding the color coding still creates formatting issues. Stacy indicated Support Staff is ensuring the

color coding is correct and the formatting works. Curtis said it sounds like a great change and will be helpful to the membership. Curtis asked if the policy would be less verbose. Stacy said that was part of the recently completed three-year review, and a review is conducted each year to make sure efforts are not duplicated. No action needed.

d. Annual HR Leadership Conference Format — The annual HR Leadership conference was planned as a hybrid event, but only 6 of the 79 registered virtually (4 of them are local); POOL/PACT HR would like to consider holding it in-person only, with no Zoom option. Ashley Creel reported the 2020 conference was virtual due to the pandemic and continued as hybrid last year as the pandemic was still an issue and members seemed to like having the option. This year's conference was planned to be hybrid, but registration is low for virtual. Ashley's main concerns are: not many people are registered for the virtual option; it takes time, effort, and equipment on staff's part; and whether the members attending virtually receive value (e.g., the keynote speaker feels his presentation is so interactive that virtual attendees will not receive the same value as in person). Curtis stated the hybrid format should not be offered unless the pandemic forces it. Abel, Dawn, Geof, Austin, and Erin Feore agreed. Daniel Sadler asked if it was advertised as hybrid. Stacy said it was advertised as "live streamed." Robert indicated he is registered for the live stream because he must attend another conference at the same time but agreed with the comments made and would attend in person if possible. Curtis said since this will have an impact on some people who have already registered and should be brought to a vote. On motion and second to remove hybrid format from conference, the motion carried.

e. August Newsletter — Stacy reviewed the articles in the quarterly newsletter that was published in August 2022: *Employee Engagement; Taking Steps to Avoid Those Unwelcome Surprises; Bring Your Own Device: Privacy Concerns; COVID-19 Prevention & Protocols; Dear POOL/PACT HR: Chronic Attendance Issues; Upcoming HR Event: HR Conference*; and an article in memory of John Bates (former POOL/PACT HR Senior Business Partner).

f. Employee Assistance Plan — Stacy reviewed the quarterly and annual Kepro EAP reports. Individual Utilization was 1.6% for the quarter, down from 1.7% the previous quarter. The Overall Utilization was 9.2%, down from 13.2% the previous quarter. The annual overall rate for the year was 1.6% individual and 11.1% overall. Nearly 85% were resolved within the EAP, meaning they did not need to refer them to an outside source. Highest utilizations were Storey County, Douglas Schools, and Lyon County Schools. The top assessed problems for the 4th quarter at intake were emotional wellbeing and relationships, while work life and occupational were tied for third. The top assessed problems for the year at intake were emotional wellbeing, work life, and relationships. There were five financial consultations and 35 legal consultations for the year. Ninety-eight percent of calls in the fourth quarter were by employees and 26% of the people who called got EAP information from HR. There was one Critical Incidence Response (CIR) last year that used two hours. For the quarter, there were 1337 pages viewed on their website using POOL/PACT's login and nearly 6000 for the year. The utilization report contains more detailed information.

Members were surveyed regarding what they would like to see for the EAP webinars in FY 22/23; the top webinars are listed on the Strategic Plan. Once conducted, they are made available on the website to members who were unable to attend on the scheduled date.

There are 91 counseling service providers available through Kepro to members throughout the state, an increase of one from last quarter.

Curtis asked Robert if someone was brought out in person to the CIR in Lander County or was it virtual. Robert said someone was sent out to them from Reno. Curtis said that was a positive that they sent someone out to the location.

Curtis inquired if percentages for POOL/PACT as a group are comparable to the participation levels for the state of Nevada. Lessly Monroy, POOL/PACT HR Business Partner, said she would look up that information and share it at the next OSC meeting. Geof said he appreciates Kepro sending out the monthly notices and reminders. Both he and Jonalee forward the emails to their staff. Robert agreed and said they have handed out Kepro information to several employees in the last few months and other than a management referral, cannot force an employee to call and get assistance. Dawn said they put it in any notice letter, support and disciplinary letters, and similar communications, so employees know the resources are there.

7. For Possible Action: Review HR Assessment Requirements

Stacy said reassessments may apply when the organization has either completed an assessment previously, received the full grant amount, and wants to do it again for various reasons or an organization never finished, and it was closed out. It was decided a few years ago that the reassessments for those who had completed and received a grant would be eligible for half a grant if completed a second time. The program has been in place for approximately 10 years, so it has been 10 years since some members last completed it. She wants to clarify at what point they should be eligible for a full grant again. Curtis asked if a time period is required after the assessment in order to do the reassessment. Stacy said there have not been strict rules on that. Curtis suggested eight years before receiving a full grant again due to four legislative cycles passing as there could be a lot of changes in that time period. He said the full amount is justified then but if something comes up during 0-8 years, then the partial grant would apply. Stacy asked whether the eight years would be from the time an assessment is conducted or finished. Curtis clarified the eight years would be from the time they receive their check. Daniel would like his organization to go through the process again since he is new to the HR role. Stacy clarified those who fail to complete the assessment and do a reassessment are still eligible for the full grant. Stacy asked whether there would be exceptions for organizations that have received a full grant and have new HR staff, and whether the grant amount should be based on the quality and quantity of recommendations accepted and completed.

Neal Freitas, POOL/PACT HR Senior Business Partner, said one purpose of the program is to complete a report with recommendations, review the report with the member at which time they can agree to complete the recommendation or state they will not complete it. There have been a few organizations who selected only to complete four or five of 10 recommendations, and once those were complete, they received a plaque and were eligible for the grant. Neal stated he would like to require the organization be held accountable to completing all of the recommendations before they receive an award. If they do not, they have the report to become more successful in their practices.

Curtis stated he was under the impression that to qualify for the certificate and the payment, they were to complete all of the recommendations. A discussion ensued regarding what should qualify an organization to receive a Phase I Assessment award. Robert had some concern with the topic and suggested putting

together a small working group to go through all the different aspects and then bring back their best ideas to present to the full committee. Curtis asked Stacy if she and Neal could meet with a couple of the OSC members. She requested a work group that is not necessarily committee members; Curtis agreed not to create another formal committee to address this one issue and would leave it up to her to speak with a representative who would have some good insight on the issue. Stacy said the Phase II Assessment could be included as part of the working group. Curtis suggested tabling the item until a working group can meet and revisit the item on the December agenda. On motion and second to table the discussion and revisit at the December meeting, the motion carried.

8. For Possible Action: Review HR Recognition Program Survey and Authorize Staff to Pilot Program

Stacy said the HR Recognition Program Survey was previously referred to as the HR Excellence Program but was changed because the goal of the program is to recognize members who not only have an excellent HR program but have that program because they are utilizing POOL/PACT HR. She stated staff identified survey components they thought were important in recognizing membership for their HR programs and suggested creating a work group to provide input on the components that were included, the scales that were selected, and how to weigh each section to determine if the member qualifies for recognition. Curtis saw no issue with a pilot program. On motion and second to approve staff to have a pilot program on this item, the motion carried.

9. For Possible Action: Review and Approve Biannual Member Satisfaction Survey

Stacy directed the Committee to the member satisfaction survey that Jeff Coulam, POOL/PACT HR Senior Business Partner & Training Manager, creates and sends to member organizations biannually. She said it had to be recreated due to changes in Constant Contact. It looks a bit different, but the basic components about quality of service, value of services, accessibility of web-based services, training topics were maintained. She stated the survey is also requesting suggestions on new training topics (e.g., overtime/regular rate webinar, investigation, employee engagement, recruitment). Stacy asked whether the committee has suggestions as well. Curtis asked if it is similar enough to compare to past survey results to track trends: Stacy confirmed. On motion and second to approve the Biannual Member Satisfaction Survey, the motion carried.

10. For Possible Action: Review HR Scholarships Program

Stacy provided updates and proposed changes to the HR Scholarship Program. Since its inception in 2013, the HR Scholarship Program has awarded 62 scholarships (including six OSC members) for a total of \$80,853 awarded; \$1917 was returned reducing the actual total amount provided to \$78,936. Ten of those scholarships are currently active. Of the 52 that have been closed out, 34 passed the exam and 3 did not. There were 15 that did not go further: Two of those individuals returned their funds while 13 of the original 52 did not. Two were removed, one left HR entirely, one is no longer a member, and 11 (of the 13) resigned their positions before taking the tests. A rule was implemented a couple of years ago that recipients had one year to complete the certification, or they would be required to return the funds. Curtis said the overall good the program provides far outweighs the negative. He said it is a great program and as an employer paying into the fund, they expect there will be little losses here and there. He appreciates Stacy bringing it to their attention and trying to keep the program tight, but he would be more concerned if the rate for those not passing was 50%. He feels that any major changes to the program as it is now would be counterproductive.

Robert agreed but did not see a downside to setting standards for length of employment, and/or they have to successfully complete some of the POOL/PACT HR trainings such as EMS or HRR. Geof agreed and also liked the requirement of one-year minimum employment. Lourdes shared that it was very important to obtain her certification and receiving the HR scholarship enabled her to do so. Jonalee said she was able to get her SPHR originally and now has an assistant who got her aPHR and plans to apply for further assistance to get her PHR or the SHRM equivalent. A discussion ensued regarding minimum employment time, POOL/PACT HR training requirements, and agreements with member entities vs. employers. Curtis, after hearing all of the comments, agreed and said a one-year employment minimum seems reasonable and wise. Abel suggested an exit survey to collect data on why an employee left prior to attaining the certification (e.g., Why did they fail? Did they find another job or were they fired?) to help better target the scholarship requirements. Curtis asked if repayment if the employee resigned would be enforceable. Jonalee said that MGGH has something similar to that for education assistance and sign-on bonuses which was reviewed by their lawyer; she feels confident they would be able to enforce it. Robert said they do a similar contract with officers they send to academies because of the cost involved in it. Curtis suggested since a supervisor needs to sign off and approve these scholarships, there can be a clause in there that states if the scholarship recipient leaves the employ of a POOL entity that the cost the insurance pool has incurred will be added to the next year's premium for that member. Robert was not sure if that specific clause was going to be viable, since in his case, he as a supervisor can sign off on an employee attending but the county is the one that is going to fund the insurance fees. Without them agreeing to it, he did not know if that can be enforced. He said that might hinder the ability to get people trained as well because the entity does not want to take that liability on. Abel suggested a hybrid of Robert's suggestions, wherein the liability is split, maybe by half. Robert was open to discussing any of those options. Curtis asked Stacy if she had any conversations with Wayne over the years on this subject. Stacy said she had not, and indicated the check is provided directly to the employee to their entity. She suggested sending the check to the employer. Austin said if the onus is switched from the employee to the entities submitting it for the employee, then it comes down to the entity being responsible for that employee. Curtis agreed and said he liked the minimum employment time, the requirement to complete some POOL/PACT HR training, and dealing with the employer vs. the employee directly. He suggested tabling the item, bring it back in December after vetting these ideas, and get a recommendation from Stacy after she has reviewed all the options and talked to Wayne. On motion and second to table the discussion, the motion carried.

(Erin left meeting at approximately 12:15 pm due to prior commitment.)

11. For Possible Action: HR Scholarship Application Approval

Stacy reported Annette Cooper, HR Manager at Churchill County School District (CCSD) is requesting \$1310 (class \$865, app/exam fee \$400, practice exam \$45 - not covered). Annette has been with CCSD 2.5 months, but there had not yet been a decision made on required length of employment. Lessly said Annette has taken on all aspects of HR and wants to learn everything necessary. She does not have a strong HR background but is definitely working hard to fill that void. She attended EMS and is waiting to sign up for HRR. Annette is asking for \$1310 which includes \$45 for the practice exam, which is not usually covered, so the request amount is for \$1265. On motion and second to approve the scholarship application for \$1265 without the practice exam, the motion carried.

(Abel left the meeting and said he will join via phone to vote. Stacy confirmed there was still a quorum.)

Stacy reported Amy Elmer, Recorder/Auditor at Lincoln County is requesting \$1256 for her IPMA-CP. She has been with Lincoln County for 18 years. On motion and second to approve the scholarship application as discussed for \$1256, the motion carried.

Stacy reported Kristina Reyna, HR Generalist at Carson City is requesting \$1713 for her SHRM-CP (includes test and application testing fee). She has been with Carson City for 2.5 years. Curtis asked if the scholarship normally covers the membership portion; Stacy confirmed. On motion and second to approve the scholarship application as discussed for \$1713, the motion carried.

Stacy reported Tina Schmidt, Assistant Manager at Stagecoach General Improvement District (SGID) is requesting \$799 for her aPHR (includes class and application fee). Tina has been with SGID for almost 11 years. Lessly said Tina is coordinating HR trainings and is the HR person even though they do not have a designated HR. She was also included in the verification of their new HR policies. On motion and second to approve the scholarship application as discussed for \$799, the motion carried.

12. For Possible Action: HR Assessment Grant Application Approval

Stacy reported that Nye County School District completed their Phase II and is requesting a grant of \$1250 for ordering swag and other items for their new employee orientation and teacher mentor program. They are only requesting the organizational grant and not an individual grant since so many individuals worked on it. On motion and second to approve the Phase II Assessment Grant as submitted for \$1250, the motion carried.

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

Next meeting is scheduled for Friday, December 9, 2022, at 10 a.m. via Zoom and in person (Carson City).

14. Item: Public Comment

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

15. For Possible Action: Adjournment

Meeting adjourned at 12:39 p.m.