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**APPROVED MINUTES OF THE  
NEVADA PUBLIC AGENCY INSURANCE POOL AND  
PUBLIC AGENCY COMPENSATION TRUST  
HUMAN RESOURCES  
OVERSIGHT COMMITTEE MEETING**

**Date: December 5, 2014                      Time: 10:30 a.m.**  
**Place: POOL/PACT Offices**  
**201 S. Roop Street**  
**Carson City, NV 89701**

**1. Oversight Committee Roll Call**

Members participating in person: Chairman Curtis Calder; José Delfin. Members participating by phone: Bill Deist; Ben Sharit; Robert Quick; Cindy Hixenbaugh; Danelle Shamrell. Not participating: Emily Carter, Geof Stark; Alan Reeder; Pat Whitten. PRI Staff: Jeanne Greene; Sharon Gesick.

**2. Item: Public comment**

None

**3. For Possible Action: Approval of Minutes of Meeting September 19, 2014**

Bill Deist made a motion to approve the Minutes of September 19, 2014. Cindy Hixenbaugh seconded the motion. Motion was carried.

**4. For Possible Action: Report on Current Activities**

**a. 14/15 Strategic Plan to date**

Jeanne Greene reviewed the 14/15 Strategic Plan.

**New Trainings** – Three trainings are completed: *You Can't do THAT at Work! Anti-harassment Training (Part I and Part II)*; and *Taking Control of Conflict*. Three are in process: *Dealing with theirate Customer*; *Mediation*, and *Ethics in the Workplace*. Jeanne stated that *Diversity Awareness* was moved to next fiscal year.

**Updated Trainings** – *Bullying in the Workplace* is complete; *Workplace Violence Awareness* and *Advanced EMS* will be revised shortly.

**Regional Trainings** – 13 trainings were scheduled. Six are completed: *Advanced HR Representative*, *EMS* (presented two times), *So You Think You Want to be a Supervisor*, *Employee from Hell*, and *Advanced EMS*; *Bullying in the Workplace* was cancelled due to low attendance. *EMS*, *Advanced EMS*, and *HR Rep* are scheduled in the second half of this year. Erickson, Thorpe, & Swainston presented six sessions of *Conducting Internal Investigations*; one more session is scheduled in Pahrump for January.



**HR Briefings** – Three new briefings are being developed: *Strategic Planning* is completed; *Unemployment Process* and *Bring Your Own Device* will be completed the second half of this year. There are 18 HR Briefings to be reviewed or updated. Four are complete. There are two additional briefings completed since the report was sent out to the Oversight Committee.

**Member Survey** – Jeanne stated this survey has been completed, but will be discussed later as a separate agenda item.

**Research New Methods of Delivering HR Trainings/Briefings** – Jeanne stated the new communication service is updated; therefore, POOL/PACT HR is moving forward and researching new methods of delivering trainings/briefings via skype or some other type of web-based service.

**Post Members Pay Plan/Scale on Website.** Jeanne stated this is Christine Vido's project. Christine has been contacting members to see if they are updating their pay scales. POOL/PACT HR will either put up a link on the website or scan the pay scales to be available to members online.

**Review and Update Sample Forms** – Jeanne and Sharon Gesick will be reviewing the forms within the next month.

**Update Collective Bargaining Database** – The database has been updated with everything that POOL/PACT HR has so far. Jeanne stated there are some unions in negotiations which will be followed up on a monthly basis to see if they have reached an agreement, then uploaded to the POOL/PACT HR online database.

**Review and Update Sample Job Descriptions** – Updating job descriptions is an ongoing project.

**Statewide Webinars** –The most recent webinar *Leadership (for Supervisors and Managers)* was completed December 3, with 52 participants. Recording of this webinar will be available in the next week for individuals who could not listen in.

**Sample Personnel Policy Annual Update** – Policies will be updated at end of this fiscal year. Any changes made during the legislative session will be incorporated.

**Issue Alerts as Needed** – There was only one Alert: *FMLA Update – Same Sex Marriages*.

**Trainings** – 94 trainings are completed; average evaluation course content was 4.6; average instructor evaluation was 4.8. John Bates completed three FRISK trainings, primarily for the school districts. Jeanne stated that John recently presented two more FRISK trainings since this report.

**HR Briefings** – 22 have been completed with 572 participants. Jeanne stated usually the briefings are on a one-on-one or two basis, but sometimes large groups of employees; e.g. the EAP HR Briefing represents a high number of participants.

**Policy Development** – Four members completed this year.



**Phase I HR Compliance Assessment Program** – Jeanne reiterated in the last Oversight Committee meeting, she suggested organizations that have not completed Phase I within three years have to start the program over. Therefore, in reviewing the FY 10/11 on-site assessments, Elko County School District, Town of Pahrump, Mineral County School District, and Esmeralda County School District will be removed and will have to go through the program again. The assessments scheduled this year include East Fork Swimming Pool District and CC Communications. Incline Village GID has just completed their on-site assessment. Eight more Phase I assessments have been identified, but still need to be scheduled.

**Phase II HR Compliance Assessment Program** – City of Carlin has gone through a change in their city manager; therefore, is on back burner. Lyon County, Mt. Grant General Hospital, and City of Fernley continue to work on their assessments. There are nine Phase II assessments scheduled for this year. Humboldt County is complete and has been provided a report. POOL/PACT HR has not yet met with Humboldt County to review the report, but Bill Deist wants to wait until a new administrator is appointed. On-site assessments for Gerlach GID, Storey County, and Town of Tonopah are complete, but reports have not been completed.

Additional Comment: After reviewing the 14/15 Strategic Plan, Jeanne stated she feels very good about the progress that all action items for this year should be completed by the end of June. She also mentioned that POOL/PACT HR will be tracking legislation and will provide status pertinent to Human Resources. Curtis Calder agreed that the 14/15 Strategic Plan looks good.

**b. Employment Opportunity Listing Website**

This report indicates there have been 6,017 hits so far this year on the recruitment site and appears to be consistent year-to-year. Jeanne pointed out that the Cowboy territory is the most popular page on the website.

**5. For Possible Action: Report on Other Activities**

**a. Report on Employment Related Claims** – Jeanne stated this report is as of the end of October. 13 employment-related claims were filed. She also stated that considering this report covers only 5 months, this is very good and if this trend continues, it will be significantly lower than the last 2 years.

**b. HR Seminar Evaluation** – The HR Seminar was held October 2 – 3, 2014. The average evaluation for all speakers was 3+ out of 5. Jeanne stated that on Day 2, Gerry Preciado was rated very high. He has agreed to be keynote speaker next year—free of charge. Jeanne also stated POOL/PACT HR already has the agenda in place for next year and that all speakers are confirmed. Next year’s seminar is scheduled for September 24 – 25, 2015, at the Atlantis in Reno.

**c. Member Survey** – Jeanne reviewed the member survey that was sent out as approved at the last meeting. The survey was sent to the HR person or chief operating officer of each organization. Jeanne pointed out the section “Value of current services” had 17 services listed with a rating scale of 1 – 4; majority were at 3 or higher, with one rated at high 2.



Based upon results, Jeanne feels POOL/PACT HR should continue with current services provided to members.

Jeanne stated that one of the questions on the survey was to list additional services not currently provided. The responses included: 1) POOL/PACT HR's assistance in unemployment claims, 2) create a database of pre-approved vendors for various HR services, and 3) conduct investigations when a third party is needed. Jeanne stated POOL/PACT HR has a database for investigative services at a reduced cost for POOL/PACT; this can be expanded to include organizations that have done class & comp studies for our members. She also stated that due to a conflict of interest, it is not appropriate for POOL/PACT HR to handle unemployment claims or investigations, especially where POOL/PACT attorneys are involved.

Quality of current services provided was rated with high 3s. Additional comments to this question included some members stating they are not aware of some of the services POOL/PACT HR provides. Jeanne stated this will be addressed during service plans next spring.

Accessibility of web-based services was rated high, with the exception of e-learning. Jeanne stated this service has gone through a conversion and the survey was taken while the changes were still taking place. José Delfin commented the new program is good so far.

Members were asked to rate the POOL/PACT HR staff. Jeanne stated she was pleased to see the average was 3.9 out of 4.

Jeanne stated it appears that POOL/PACT HR is providing training topics needed by members. She commented that the analysis of the survey shows POOL/PACT HR is on target.

Curtis Calder asked if surveys in the past are similar. Jeanne stated they are different year-to-year and cannot be compared, but are generally same topics. Curtis stated the results have been consistent and that POOL/PACT HR is heading in the right direction.

- d. Eureka County Service Status Report** – Jeanne stated that she and Neal Freitas split time in providing services for Eureka County. They rotate every other month for two days. She stated the types of issues they deal with are not taking a great deal of time, and both she and Neal are able to keep up with their current load with other members' needs. Jeanne asked Danelle Shamrell if she has seen a change and Danelle replied she has never had a problem getting a response from POOL/PACT HR. Curtis asked Jeanne if she has heard anything from Eureka on what they plan on doing. She stated they are waiting until after newly elected officials take office to see if they want to continue the contract.

#### **6. For Possible Action: 15/16 Strategic Plan**

Jeanne reviewed the following items in the 15/16 Strategic Plan which needs to be approved by the Oversight Committee before it is presented at the next Executive Board meeting.

**Develop Two New Instructor-led Courses Annually** – Jeanne stated the *HR Rep Certificate Program* was initially developed in 2004. It has been updated, but because of changes in law and the upcoming legislation, this course will be rewritten. The drug and alcohol program,



which has not been updated in four years, will also be rewritten and include the medical marijuana issue.

**Update and Revise Three Instructor-led Training Courses Annually** – The courses to be revised have not been determined yet, pending legislation.

**Offer Six Regional Trainings** – *EMS Certificate Program, Advanced EMS, and HR Rep Certificate Program* all have scheduled dates; other regional trainings will be added throughout the year.

**Provide Regional Training Workshops Utilizing Outside Resources** - Jerry Lindsay from the State Archives and Records office has agreed to provide records retention training covering the new retention schedules. Charlie Cockerill will provide Advanced Negotiations. Both trainings will be in six or seven locations around the state.

**Develop Three New Briefings** – Regular Rate of Pay, FMLA: Military Exigency Leave, and FMLA: Military Caregiver Leave are scheduled to be developed.

**Review/Update Ten Briefings Annually** – 29 briefings are scheduled to be updated.

**Statewide Webinars** –Topics for upcoming webinars have been identified: *Respectful Communication in the Workplace, Diversity, Emotional Intelligence, Motivating Your Staff and Improving Morale.*

Jeanne stated the following items are ongoing:

- Post Member Pay Plan/Scale on Website
- Review and Update Collective Bargaining Database
- Sample Personnel Policy Annual Update
- Coaching and Problem Solving
- Alerts
- Statistics for trainings, briefings & policy development

**Phase I HR Compliance Assessment Program 15/16** – Members who have not participated in Phase I of the assessment program have been identified for possible interest.

**Phase II HR Compliance Assessment Program** – Members who have completed Phase I and are in consideration for Phase II have been identified.

Curtis Calder asked for motion to approve the 15/16 Strategic Plan. Bill Deist made a motion, seconded by José Delfin. Motion carried.

#### **7. For Possible Action: HR Scholarship Application Approval.**

Two applications were reviewed: Daphne Hooper, Assistant City Manager, City of Fernley, is requesting \$525 for the application and test fee for her SPHR; Jeanne stated she will be studying on her own. Shannon McKnight, Administrative Specialist III, City of Fernley, works with Daphne is requesting \$1,485 for her PHR: \$350 for the application/test fee, \$185 for SHRM Membership, and \$950 to attend course to prepare for exam. Curtis asked Jeanne if the Oversight Committee has approved payment for courses in the past; Jeanne said yes. Curtis commented that these



scholarships have been beneficial and really improve the quality of knowledge-base, and stated it is the Oversight Committee's mission to reduce the employment-related claims.

Robert Quick made the motion to approve both HR Scholarship applications. Ben Sharit seconded. Motion carried.

**8. For Possible Action: HR Assessment Grant Application Approval**

Jeanne stated that Churchill County School District completed their Phase I HR Assessment. Lori Norcutt & Janel Buchan are requesting \$500 to attend a seminar on employment law.

Ben Sharit made the motion to approve the grant application. Robert Quick seconded the motion. Motion carried.

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

Next meeting scheduled for March 20, 2015, 10:30 a.m., in Carson City.

**10. Item: Public Comment**

Bill Deist commented that this is his last Oversight Committee meeting and thanked everyone for the opportunity to serve on the committee. He also told Jeanne that it was great to work with a great bunch of people. Committee members thanked Bill for his service on the committee and wished him the best.

José Delfin asked the committee if anyone had information on the new PERS call-back regulations, as they are having difficulty with this issue. Curtis Calder stated the City of Elko may have a matrix and will send over to José if available.

**11. For Possible Action: Adjournment**

Curtis Calder called the meeting adjourned at 11:20 a.m.