



**Nevada Public Agency Insurance Pool  
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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 3, 2008                      Time: 10:35 a.m.  
Place: 3695 Desatoya Drive (NRHA Building – 1<sup>st</sup> floor)  
Carson City, NV**

**1. Oversight Committee Roll Call:**

Members participating: Curtis Calder, Chairman; Geof Stark; Bill Deist; Steve Englert, Ann Murdoch; Marilou Walling; Lisa Granahan; Ben Zunino, Ben Sherit (for Guy LeFever) and Bob Davidson. Not present: Jose Delfin; and Guy LeFever. Consultant staff and guests: Mitch Brust; Wayne Carlson, Gus Hill (presenter), Brian Taylor (presenter); Stacy Norbeck; and Shani Dues.

**2. Action Item:                      Approval of Minutes of Meeting September 24, 2008**

Marilou Walling made the motion to approve the minutes of September 24, 2008. Ben Zunino seconded the motion. Motion was carried.

**3. Action Item:                      HR Services Survey Results presented by Gus Hill {PowerPoint presentation}**

Gus Hill delivered a PowerPoint presentation, to the Oversight Committee members, which included a brief history and description of the survey process from inception to summarizing the results being discussed today. Gus reviewed the construction and content validity of the survey, the process for method of delivery electronically to selected members, the response rate, and the analyses of the final data.

Gus commented three handouts depicting the results from the 57 respondents were delivered to Oversight Committee members. The handouts are identified as: 1) NV POOL/PACT HR Satisfaction Needs Survey Results Overview; 2) Results by Entity Type Across Each Service Section of the Survey – Service Sections 1-6; and 3) Summary of Comments by Sections. Gus does not anticipate any significant changes and is confident the final analysis will be very similar to the draft reports being reviewed today.

Mitch stated overall the responses reflected a 92% favorable rating. Mitch reviewed the following sections and identified each area of interest where POOL/PACT HR will be either able to enhance an area of service or create new areas of opportunity. The following sections identified with comments were:

- Section 1 – Human Resources Support Services – This area received an overall favorable rating of 94%.
- Section 2 – Training – Received an overall 91% favorable response; however, in the area of on-line courses there were 9 respondents that marked “Neither Agree or Disagree.” Mitch interpreted those individuals are not accessing the on-line courses. This identified a need for



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POOL/PACT HR to market this method of training in both the FY09-10 service plan and the strategic plan.

- Section 3 – Quality of Service – Comments were very **position change to positive** and received an overall favorable rating of 92%. One area identified as an opportunity for POOL/PACT HR was the absence in the number of teleconferences offered. Mitch reminded the Oversight Committee members that a decision was made last year not to conduct or host teleconference for the sake of having a teleconference. It was discussed to host teleconferences when a topic or subject matter warranted the need. Mitch identified the teleconference and workshop being hosted on December 16<sup>th</sup> with guest speakers Dora Lane and Anthony Hall (both attorneys with Holland & Hart in Reno) reviewing the latest updates to the ADAAA and FMLA. Mitch stated he was unsure if the low rating regarding teleconferences was due to respondents disliking teleconferences or requesting more teleconferences. This will be reviewed further.

Mitch commented the second area of concern was not collecting enough feedback on other services other than trainings. He stated that this might possibly be another area of opportunity for POOL/PACT HR to consider.

- Section 4 – Timeliness & Section 5 – Accessibility – Both sections received favorable ratings over 96%; which Mitch commented he was pleased to see due that POOL/PACT HR focuses on timeliness and accessibility to the members. Mitch addressed one area, identified as “Ease of accessibility is a trademark” that did not receive a high rating, offers the opportunity to promote or display this trademark.
- Section 6 – Communications & Technology – Mitch indicated this section was identified as the section with the greatest opportunity for POOL/PACT HR to enhance or improve. This section received an overall favorable rating of 84% and though this is a positive rating, it is not as highly rated as the other sections. Mitch reviewed some of the comments which addressed the lack of ease and accessibility to the HR web pages, documents, and other related items. Also identified were more e-learning, webinars, and video conferencing. Mitch concluded that those are all areas of opportunity.

Mitch mentioned the “new look” to the POOL/PACT web page and encouraged the Oversight Committee members to view if they have not done so already. He stated that Ann Wiswell, with Wayne’s office, had refreshed and improved the web page after receiving feedback from members. The accessibility to get to POOL/PACT HR is now much easier as it is listed as a tab right across the homepage and with one click directs you to the HR web sites.

- Section 7 – Future Needs – Mitch commented the two priorities revealed from this section were 1) additional human resources support; and 2) specific training. He viewed in regards to the “additional human resources support” is keep doing what we are doing. The area of specific training addressed the request for more specific supervisory training and web-based training. Mitch revealed the request for customer service training will be met due a new course will be available this spring. A workshop for dealing with claims will be presented in February in collaboration with the Nevada Equal Rights Commission (NERC) and the Equal Employment Opportunity Commission (EEOC).



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The last section to determine interest in regional recruitment received a mixed review. Mitch stated due to the response it is possible that a pilot program would be considered in the next fiscal year.

Finalizing the summary of the survey, Mitch stated these reports have only been revealed to the Oversight Committee. Once some of the minor rounding errors have been corrected, Mitch suggested the summary be sent to the original list of members that received the survey regardless if they responded.

Mitch requested for the Oversight Committee members to bring forward any questions or comments before the final version is completed.

Curtis asked if a chart or graph could be incorporated depicting the graphical areas results. Gus stated that this could be done.

Ben asked if an Executive Summary with a pie chart could be created. It was agreed that this could be accomplished. Ben offered his services with assisting in this task. Mitch agreed and stated that a draft would be presented to Ben prior to finalizing.

Motion presented to approve the survey with direction to staff to finalize results and distribute to all members.

Ben motioned and Marilou seconded; none opposed; motion was carried.

4. **Item:**
- Report on Current Activities**
  - 4a. HR Services Report**
  - Regional Trainings/Workshops**
  - Teleconferences Update**
  - 4b. HR E-learning Update**
  - 4c. SafeSchools' Update presented by Brian Taylor**
  - 4d. Job Opportunity Website Update**

Mitch referred Oversight Committee members to review the handout 4a "HR Services Report" which includes all current services to date. He announced that a new Alert, not mentioned on the handout, will be sent out regarding the decrease in mileage reimbursement from the IRS. The December newsletter will be distributed by the end of the week.

Regarding workshops, Mitch commented that POOL/PACT HR continues to host the HR Round Table meetings which involve the larger entities. The school workshop has been finalized and is scheduled for March 10, 2009, in Carson City and March 12, 2009, in Elko. A flyer with more information will be sent out first part of January. Mitch stated he is researching on **attaining change to obtaining** CEUs for this particular workshop for participants. Ben offered assistance with gathering information for applying for the CEUs. Mitch reminded Oversight Committee members that on December 16<sup>th</sup> POOL/PACT HR will be hosting a combined workshop and teleconference with guest speakers on the ADAAA and FMLA updates.

Mitch stated that the POOL/PACT HR e-learning handout item 4b identifies the number of participants completing courses to date. Mitch commented from inception, 33 clients have enrolled and over 1,273 employees have completed one or more courses.



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Mitch introduced Brian Taylor to present information pertaining to SafeSchools, item 4c. Brian reviewed the history and driving force behind the concept of SafeSchools. For the newer Oversight Committee members, he stated that SafeSchools is an online training and tracking system specifically designed for school districts. There are approximately 100 courses available which fall under categories of Human Resources, Environmental, School Safety & Behavioral, Transportation, etc., which are created by 35 different subject-specific experts and authors. SafeSchools currently serves about 1,500 school districts nationally. Brian stated that there is continuous revision to current courses and creation of new courses focusing on the safety and compliance for school districts.

Brian revealed that more of our school districts are now active with Pershing, Storey, and Esmeralda completing the implementation stage. He demonstrated the on-line group dashboard which shows each district their statistics on group completion and assignments. Brian mentioned that in collaboration with POOL/PACT HR consultants, there is an effort to assist each district with understanding their data, assist with compliance and safety, and providing accessible training to school employees.

Brian stated the focus for his staff is to simplify the district administrator's task of managing safety training and compliance.

Curtis asked if the group dashboard had the capability of comparing each school within each district. Brian answered yes, if the district had arranged their data in that specific type of format, but it could also be possible behind the scenes for his staff to provide.

Ben asked if there are courses available in Spanish. Brian answered that there are specific courses available in Spanish mainly under the Environmental topic. It is the goal for SafeSchools to continue to enhance and offer more of their courses in Spanish. Brian also mentioned that it is a goal to for the SafeSchools tracking system to be able to identify employees that are of non-English speaking/reading so the system would automatically assign Spanish version courses by default.

Bob Davidson asked if there was a way to view the recent usage of a specific school district, for example Humboldt County schools. Brian stated yes and Mitch would assist Bob to view the data. Mitch commented that Humboldt County schools this year assigned 2,234 courses and has completed 2,142 to date.

Mitch referred to item 4d, the Job Opportunity Website handout which demonstrates a continuous increase of visitors since inception.

Lisa asked for more information regarding the Job Opportunity Website. Mitch gave a brief overview of the purpose and intent for the website as a basic "one-stop" recruitment tool for potential applicants seeking employment in rural Nevada.



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5. **Item:**                    **Report on Other Activities**
- 5a. **HR Problem Solving Reports (1<sup>st</sup> Quarter)**
  - 5b. **HR Claims Report**
  - 5c. **End of FY07-08 Budget**
  - 5d. **Future Planning**

Mitch reported item 5a; “HR Problem Solving Report” listed incidents that have occurred in the first quarter. For the newer Oversight Committee members, he commented that in April we combine the “lessons learned” and present to the full board.

Curtis stated he appreciated the opportunity to review the actual issues and process of resolution. Mitch stated that POOL/PACT HR is reviewing this tool more closely to determine how to utilize them more in a “lessons learned” capacity for our clients.

Lisa commented that though it appears effort has been made to remove names and entity identification, she is wondering if additional **save-guards** **change to safeguards** should be applied to the confidentiality of the stories to ensure anonymity of organizations.

Wayne replied that possibly relate incidents to particular policies/trends.

Mitch reviewed item 5b, “Claims Report” handout which identifies differences between FY06-07 and FY07-08 including the number of claims where POOL/PACT HR was involved. In FY08, there are currently five claims and POOL/PACT HR is involved in four of the claims. Mitch reviewed the different types of entities with claims for each fiscal year and the consistent trend of claims in the harassment area throughout the last few fiscal years. This information influences the planning for future training needs.

The next item 5c, “End of Year Budget” handout demonstrates the final end of year budget for fiscal year 2008. Mitch stated he wanted to share this information with the Oversight Committee members.

Mitch stated under item 5d, “Future Planning”, there are two items he needs to address. The first is POOL/PACT HR has been requested to complete a strategic plan for 2009-2012 focusing on the human resources area with input from the Oversight Committee members. The second item is completing our Scope of Services for 2009. The main concern is the strategic plan needs to be completed and returned to Wayne by end of January. Mitch asked if a sub-committee would meet in mid-January with a selected group of POOL/PACT HR staff members to put together a strategic plan. This draft would then be presented to all of the Oversight Committee members during a special meeting held on January 21, 2009.

Bill, Curtis, Geof, and Ben agreed to form the sub-committee representing the Oversight Committee.

Mitch announced that POOL/PACT HR will be holding their staff retreat planning meeting December 18-19, 2008, and will prepare a model strategic plan to present to the sub-committee prior to the January 16<sup>th</sup> sub-committee meeting in Winnemucca. The goal will be to present the draft and finalize on January 21, 2009, with the full Oversight Committee members and present to Wayne as requested prior to end of January.



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The FY2009-2010 Scope of Services will also be prepared and ready to submit to the Board in April

6. **Action Item: Next Meeting for POOL/PACT HR Oversight Committee Meeting**

The next regular Oversight Committee meeting is scheduled for March 4, 2009, at 10:30 a.m. The location will be the POOL/PACT second floor conference room in Carson City.

7. **Action Item: Public Comment**

None.

8. **Action Item: Adjournment**

The meeting was adjourned at 11:50 a.m.