



**POOL/PACT Human Resources (HR)**  
201 S. Roop Street, Suite 103  
Carson City, NV 89701-4790  
Telephone: (775) 887-2240  
Toll Free: (866) 773-0433  
Facsimile: (775) 887-2581

---

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

**Date: March 9, 2018      Time: 10:30 a.m.  
Place: 201 S. Roop Street  
Upstairs Training Room – POOL/PACT Offices  
Carson City, NV 89701**

**1. Oversight Committee Roll Call**

Members participating in person: Chairman Curtis Calder. Members participating by phone: Abel Del Real-Nava; Cindy Hixenbaugh; Robert Quick; Tim Logan; Dee Carey; Geof Stark; Pat Whitten; Scott Baker. Members not participating: Danelle Shamrell; Jose Delfin. PRI Staff: Stacy Norbeck; Eric Milavsky; Neal Freitas; John Bates; Erica Amatore. Risk Management Staff: Wayne Carlson; Alan Kalt.

**2. Item: Public comment:**

No public comment.

**3. For Possible Action: Approval of Minutes of Meeting December 8, 2017**

Abel Del Real-Nava made a motion to approve the Minutes of December 8, 2017, as presented. Robert Quick seconded the motion. Motion was carried.

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

**a. 17/18 Strategic Plan to date**

Stacy reviewed the 17/18 Strategic Plan as follows:

**New Trainings** — All four Essential Management courses are completed. Workplace Violence is currently being developed as an eLearning course.

**Revisions** — 19 of 23 training revisions are completed.

**Regional Trainings** — Eight of 15 regional trainings are complete.

**Workshops Utilizing Outside Resources** — *Negotiations* was taught four times by Charlie Cockerill and Jordan Walsh. *Boundaries* was taught twice by Ann Alexander and Becky Bruch.

*PERS Audit* training is pending for Elko, however Stacy stated she had not received any response from PERS.

**New Briefings** — Six of seven new HR Briefings are completed.

**Updated Briefings** — 21 of 33 HR Briefings are updated or in process. The remaining 12 will be completed by June 29, 2018.

**Statewide Webinars** — Two of four have been completed; next one scheduled for 3/14/18.

**Post Member Pay Plan/Scale on website** — 70% complete.

**Sample Personnel Policy Annual Update** — Will be complete by June 29, 2018.

**Alerts** — Six alerts have been issued.

**Trainings** — 152 trainings were conducted with over 4,000 participants. 4.5 course content evaluation average; and 4.8 instructor evaluation average. 17 out of 21 *FRISK* courses have been delivered.

**HR Briefings** — nine sessions with 231 participants.

**Phase I HR Compliance Assessment Program** — 10 tentative, five of which are in process; 27 left to complete from previous years.

**Phase II HR Compliance Assessment Program** — Three out of five are in process; three left to complete from previous years.

#### **b. Report on Employment-Related Claims**

Stacy stated there are 12 claims; 11 of which are open. Eight of the 12 claims are EEO related; one is for special needs students; one is for drug and alcohol testing; and two are for disciplinary actions.

#### **c. Member Usage Report**

Stacy stated this report was originally requested by Pat Whitten to be provided on an annual basis to the Oversight Committee. The report shows organizations who have updated policies, trainings attended, number of participants, and number of claims and their associated costs. Stacy mentioned there was a column added to show which members have policies in place; 92 have policies and 57% of which are using POOL/PACT HR sample policies; 33 do not have policies.

### **5. For Possible Action: General Manager Report**

Stacy stated service plans will begin in May. Training value worksheets will be provided to each member again. Two new members are joining in July: Mineral County Housing Authority and Walker Basin Conservancy. Wayne is also working with Nevada Association of Conservation Districts to join. The HR Seminar is scheduled for September 13 and 14 at the

Atlantis in Reno; registration for the seminar will open next month. SHRM has asked POOL/PACT HR to present a breakout session at their state conference on November 2, 2018.

## **6. For Possible Action: Online Policy Software**

Eric Milavsky stated he has been researching different options for a personnel policy management system to be online for members to access. He stated there are three tiers to consider; first tier being POOL/PACT HR who creates model policies and makes annual revisions; second tier is the senior leadership within each organization who receives the model policies and tailors them to fit their organization's needs; third tier is disseminating all policies to employees and volunteers at each organization and having them sign and review. Eric reviewed his thoughts about whether or not there was a private vendor who could assist in bringing the policies entirely online. Eric interviewed five different vendors and narrowed it down to two that he felt had the most robust platforms; Compliance Bridge and Navex Global. The downside to both vendors was the costs; both of which have a \$5,000 installation fee and an annual fee of around \$20,000 to \$30,000. Eric mentioned an alternative to using one of the mentioned vendors is to utilize the online learning management system, Torch, which already exists for the members. Mike Van Houten, Torch Administrator, mentioned to Eric that online policy management could be done using the Torch platform and would have no additional cost to the members. Eric concluded that the best option would probably be using Torch. There will be formatting changes to policies to make it easier for members to make changes and updates, as well as, changes to content to make the policies more precise and shorter in length.

Stacy added Torch has the capability to create online policies; Mike will create acknowledgement forms for the employees at each organization.

There was discussion about Torch and its capabilities between Stacy, Wayne, and Curtis.

Robert Quick mentioned the platform that his entity uses for policies and agreed with Stacy that using Word makes the formatting much easier.

Curtis asked Stacy if any action needed to be taken by the committee for this item. Stacy noted she wanted approval from the committee to use POOL/PACT HR resources/time to format and condense the policies. This process wouldn't be done all at once; more like a 3-year plan.

Curtis stated a 3-year plan sounds ideal and asked for a motion to approve.

Robert Quick made a motion to approve the use of resources needed from POOL/PACT HR staff to format and condense personnel policies in a 3-year plan, as presented. Pat Whitten seconded the motion. Motion was carried.

## **7. For Possible Action: Board Member Training**

Eric stated POOL/PACT HR offers a wide variety of trainings to our members, however, he noticed the trainings weren't directed towards the governing bodies of the members. Eric proposed a training which would help the governing bodies, who may not have employment law backgrounds, understand the concepts that their entities deal with in HR, as well as, strengthening the dialogue between the governing bodies and their entity. This training would also help the governing bodies understand their role under the various employment laws and assuring compliance is followed. Eric stated this training would most likely be offered semi-

annually and regionally. This training was approved with UNR Extended Studies and there would be CPO credits available for completion of this course. The content of the training may include due process, discipline, discrimination and retaliation, and employees with disabilities.

Wayne Carlson stated in his experience of offering government body trainings, he addresses two main topics: open meeting laws and “stay out of HR” if you are a governing board member. Wayne stated this type of training would be a great tool for board members so they can understand why it is important to know their role.

There was discussion between Wayne, Eric, Curtis, and Stacy about how and why this training would be beneficial.

Curtis stated the training should be limited to a four-hour training versus a full day to ensure board members would be interested in showing up.

There was further discussion between Curtis, Stacy, Wayne, Eric, Cindy, and Robert about the potential benefits of presenting this training to governing board members.

## **8. For Possible Action: Employee Assistance Program (EAP)**

### **a. Utilization report**

Stacy stated the EAP provided a utilization report from 2017. The report showed an increase in usage from 2.8% the previous year up to 3.4% in 2017. The usage rate has increased; therefore, the price has also increased for the EAP services. There were 204 face-to-face counseling referrals, 34 legal referrals, and 146 general consultations. The impact of services shows 63.6% of cases are resolved using the EAP services.

Curtis asked if the Las Vegas shooting was calculated in the 2017 report. Stacy stated it was included and there were two critical incident claims filed in the fourth quarter of 2017 due to the shooting.

### **b. Critical incidence response alternatives**

Stacy stated John Bates and Neal Freitas researched other outside resources for critical incidence response options.

John Bates stated it was difficult to find an alternative to the EAP for critical incidence response, especially in rural Nevada. John spoke with an EAP program called ComPsych; this program works with Washoe County, Clark County, and the Cities of Reno and Sparks.

John discussed the different programs that ComPsych sets up nationwide for critical incident issues.

John stated health insurance plans, such as Prominence Health, may include an EAP program. There may be other members that have EAP program access as well through their own insurance plans and could access those resources.

John and Neal tried to find a network that could assist rural Nevada in critical incidents. Unfortunately, John stated a network to serve rural Nevada was hard to find, but there may be other options that can be researched through ComPsych or another outside program.

Neal discussed the possibility of using Torch as a resource for the EAP program to send out webinars and other correspondence that may be relevant to the needs of a critical incident.

Stacy presented a draft memo about critical incident response through the EAP and other alternatives. Curtis explained his concerns about not getting qualified people for critical incidents sent to Elko when and if something occurs; in the past he was sent people who were not qualified in the field of critical incidents.

There was further discussion with John, Stacy, Curtis, and Wayne about the different alternatives we could research and the services they may provide for our members.

### **c. Peer counseling**

Chief Scott Baker stated that he and Stacy attended a regional meeting in Reno about peer support resources. Scott provided a handout with resources in our area for peer support. Scott made it clear that peer support groups do not replace EAP programs, but enhance the support people can receive. He proposed the idea of having peer support training available for all members; he is passionate about people having the support they need.

Stacy stated all entities could benefit from peer support training and we could consider setting up our members with the group she and Scott met with so they can have access when needed for a critical incident. Stacy mentioned that POOL/PACT HR could possibly sponsor the trainings and/or offer the training regionally and/or at POOL/PACT offices.

Wayne asked what the cost of this training would be. Scott stated there would be a fee through International Critical Incident Stress Foundation (ICISF), but the resources through a radio station called K-Love are sponsored through the station itself and there is no charge. Scott stated on the ICISF website, the costs are noted for the different programs.

Curtis stated that he will get with Scott and Stacy to come up with a plan and discuss this further at the next OSC meeting in June.

Stacy mentioned she will ask Kim, our EAP representative, to come to the next OSC meeting in June to discuss the critical incident portion of the EAP program.

## **9. For Possible Action: HR Assessment Grant Application Approval**

Curtis stated there were two grant applications.

- 1) Carson Valley Swim Center: Completed Phase I Assessment. Requesting \$500.00 for a laptop to be used for HR professional administrative duties and HR functions.

- 2) City of Fernley: Completed Phase II Assessment. Requesting \$700.00 to be used for membership fees for employees, trainings, and an online HR library. Dee Carey made a motion to approve the grants as presented. Geof Stark seconded. Motion was carried.

**10. For Possible Action: HR Scholarship Application Approval**

Curtis stated there was one application.

- 1) Douglas County: Whitney Lehr, HR Coordinator. Requesting money to obtain her aPHR certificate.

Stacy noted that she received this application this morning and didn't have all the information pertaining to the amount needed for the class and supplies needed. In the past, scholarships have been given for members to obtain their certificate and it was around \$1,500 for the class, supplies, and testing fees.

Tim Logan made a motion to approve the scholarship application as presented. Dee Carey seconded. Motion was carried.

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

Next meeting is scheduled for June 1, 2018, at 10:30 a.m., in Carson City.

**12. Item: Public Comment**

No public comment.

**13. For Possible Action: Adjournment**

Curtis called the meeting adjourned at 12:06 p.m.