



**APPROVED MINUTES OF THE
NEVADA PUBLIC AGENCY INSURANCE POOL AND
PUBLIC AGENCY COMPENSATION TRUST
HUMAN RESOURCES
OVERSIGHT COMMITTEE MEETING
Date: March 6, 2020 Time: 10:00 a.m.
Place: 50 W. Fifth Street, Room 201
Committee Meeting Room
Winnemucca, NV 89445**

1. Oversight Committee Roll Call

Members participating in person: Chairman Curtis Calder; Scott Baker; Abel del Real-Nava. Members participating by phone: Dee Carey; Cindy Hixenbaugh; Austin Osborne; Robert Quick. Members not participating: Jose Delfin; Dawn Huckaby; Danelle Shamrell; Geof Stark. Pooling Resources, Inc. (PRI) Staff: Stacy Norbeck (in person); and Dora Moya (by phone). Risk Management Staff participating by phone: Wayne Carlson.

2. Item: Public comment

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

3. For Possible Action: Approval of Minutes of Meeting December 13, 2019

On motion and second to approve the Minutes of December 13, 2019, the motion carried.

4. For Possible Action: Report on Current Activities

a. 19/20 Strategic Plan to date

Stacy Norbeck reviewed the 19/20 Strategic Plan as follows:

New Trainings — Three new classes to be developed this year: *Taking Care of Conflict* and *Customer Service* have been completed (both are eLearning courses), and *Influential Leadership (IL)*, an instructor-led class, is at 75% complete.

Revisions — Six training course revisions are complete.

Regional Trainings — 12 regional trainings are scheduled. *Essential Management Skills in the Public Sector (EMS)* is scheduled seven times, five have been taught and two are scheduled in Carson City and Elko. *Advanced Essential Management Skills in the Public Sector (AEMS)* is scheduled two times, one has been taught and one is scheduled for April 14-15, 2020, in Carson. *Human Resources Representative (HRR)* training was taught on February 11-13 and 26-27, 2020, in Carson. *Advanced Human Resources Representative (AHRR)* training is scheduled one time for April 1-2, 2020, in Carson. *So, You Want to Be a Supervisor? (SYWTBAS)* is scheduled one time for April 29, 2020, in Carson. *IL* is scheduled one time in Carson on June 4, 2020.

Regional Training Workshops Utilizing Outside Resources —Attorneys Charlie Cockerill and Joel Locke, with Allison MacKenzie, Ltd., conducted two of three sessions of *Negotiations, Overtime, and Legislation*. Boulder City was canceled due to low enrollment, and a webinar was streamed live and recorded for the website to reach more members.

New Briefings — Three new briefings have been completed this year, *New Employee Orientation, Drugs and Alcohol in the Workplace, and Marijuana and the Workplace*.

Updated Briefings — 18 briefings will be updated this year; 13 have already been completed.

HR Briefing Videos — Four new briefing videos have been completed this year: *Ethics, Job Descriptions, Meeting Management, and Time Management*. All of these are available on the website and on Torch.

Webinars —Four Employee Assistance Program (EAP) webinars are scheduled; three have already been conducted. One HR webinar: *Negotiations, Overtime, and Legislation* was conducted via livestream.

Post Member Pay Plan/Scale on Website — These are being added as received.

Sample Personnel Policy Annual Update —Updates will be completed by the end of FY 2020. Currently on year two of a three-year plan. Sections 3-5 will be reviewed this year, including employment, classification, and compensation.

Alerts — Seven alerts have been issued to date, the most recent from NERC regarding the Ban-the-Box provisions. Updated forms regarding background checks and criminal history have been posted on the POOL/PACT website.

Trainings — As of February 28, 2020, 100 trainings have been conducted with 1,700 participants, with 4.58 course content average; 4.8 instructor evaluation average. 15 members are interested in FRISK; 8 classes have been conducted with 117 participants. 12 HR briefings have been conducted with 395 participants.

Phase I HR Compliance Assessment Program — There are seven interested members this FY; three are reassessments and five are in process. There are 11 rollovers left to complete from previous years; one completed this FY and one was removed due to inactivity for three years by mutual agreement.

Phase II HR Compliance Assessment Program — There is one interested member this FY (Lincoln County School District; onsite assessment was conducted on October 21, 2019). There are six rollovers left to complete from previous years; two (Nye County and Town of Pahrump) are nearly complete.

Stacy said it is her understanding that we are not giving grants to entities which have already completed an assessment and want to do it again. She said we have only conducted three assessments for two organizations who actually completed the original assessment. Every other reassessment was because the member did not complete the original assessment. She asked if we could revisit the idea of giving grants to members who complete a second assessment. Curtis asked if the Safety Program gave secondary grants in a similar fashion. Wayne said the Loss Control Program allows for an additional \$750. Curtis said in order to stay consistent with the Loss Control Program, he would not have a problem with reassessing and giving a secondary award. We would just need to come up with the dollar amount. Cindy asked if the entity might do a self-evaluation first before doing a reevaluation so as not to focus on things that are already complete. Stacy thinks that would apply to individuals who were with the organization the first time around, but for a new person the assessment is a great learning tool. Curtis said it would be fine since we do not have that many and there would not be a huge impact on the budget.

Motion made that three years after completion of Phase I being eligible for half the initial incentive at that point in time. Motion carried.

b. Report on Employment-Related Claims

As of January 31, 2020, we had 19 claims, 16 of which are open. Six are EEO (discrimination/harassment and retaliation), one EMRB (gender, age, disability), one wrongful term, two administrative matters, one alleging due process violation in connection with employment, one disparate treatment, one retaliation for efforts to unionize, one whistleblower, and two regarding elected officials. Of the 19, seven are from a county, two from a city, four are from schools, and six are from special districts.

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, their HR Compliance assessment status, whether they adopted FRISK, the last date they held harassment and drug and alcohol trainings including number of participants, number of EMS and HRR graduates since inception, and number of claims in the past three years and their associated costs. As of February 28, 2020, 93 (74%) have policies, 61% of which are using POOL/PACT HR sample policies; and 33 (27%) do not have policies. 75 members have had Phase I assessments; 52 (69%) have completed or are in the process of Phase I assessments; 23 (31%) have been removed; 82 Phase I assessments conducted include reassessments. 24 members had Phase II assessments; 33 (92%) have completed or are in the process of Phase II assessments; 2 (8%) have been removed; 36 adopted FRISK; 3,448 completed harassment/misconduct training; 1,749 completed drug/alcohol training; 1,472 completed EMS; and 237 completed HRR. Stacy noted the number of claims since 2017 include: cities: 7, towns: 1, counties: 34, school districts: 16, hospitals: 8, fire districts: 3, general improvement districts: 5, water and sewer: 0, and all others: 1.

Curtis asked about the level of difficulty in updating the report every year and whether or not the committee finds it useful. Discussion between Curtis, Abel, and Stacy followed regarding the original intent of the report. Stacy said there is value in visually capturing policy information, including aging of policies. Curtis stated he would value the report from Stacy's perspective because she can see who needs help and level of participation. Stacy said there is some duplication between the Member Usage Report and the Training Value reports that POOL/PACT HR has been creating for the past three FYs. She and Curtis discussed the option of merging the two reports.

5. For Possible Action: General Manager Report

a. HR Conference

Stacy reported the HR Conference will be held October 21-22, 2020, at the Atlantis in Reno. The Atlantis could only accommodate the conference on a Wednesday/Thursday which could be beneficial since it may encourage people to stay through the last day. She stated the current schedule on Wednesday includes Nick Kittle (Innovation in Government); round tables by entity; Rebecca Bruch (legal updates/survey sent out); Jon Decoteau (Society for Human Resource Management (SHRM) updates/skills gap); and a reception. The Thursday schedule will include Brett Simmons (Servant Leadership/Resourceful Leadership); Kandi Porter (Learning and Development); roundtables by topic; legal topics (TBD/survey was sent out); and an interactive session.

b. HRCI (Human Resources Certification Institute) and SHRM credits

Stacy reported that the application for pre-approved recertification credits has been approved and is going well. All certificate programs have been preapproved for credits.

c. EMS Registration

Stacy followed up on a discussion about EMS registration regarding participants in the classes who seemed to be taking the class just for POST credits, for example. We asked permission from the OSC to begin requiring that registrants be current managers or imminently to become managers.

A notice was added to the registration page that reads: Who Should Attend? Anyone who is currently in a management/supervisory role or will be promoted to a management/supervisory role within three months of completion of the program. Note: If not currently in or imminently going into a management/supervisory role, POOL/PACT HR's one-day training, "So, You Want to be a Supervisor?" may be a more appropriate class.

To date, only one person has been denied and that person did enroll in SYWTBAS. It is possible others may have started to register, but decided not to because of those questions and then may have enrolled in SYWTBAS. Stacy stated there are currently 22 individuals enrolled for that class in June.

d. Training Commitment Forms

Stacy reported, as previously discussed, that in the training confirmation email, we are now requesting that at least one member of the organization's senior leadership is present to convey the importance of the training. In addition, we have just recently added a reminder about our training recording policy due to an incident where a member recorded a training without first obtaining permission.

There were no questions or comments.

e. Newsletters

Stacy alerted the Committee that POOL/PACT HR is responsible for the February, May, August, and November newsletters. She also reviewed the topics in the February newsletter: Save the Date for the HR Conference; Something Good (an opportunity to share success stories, photos, videos, by March 31; a notice regarding the Minimum Wage Increase (does not apply to public sector); Latest Alerts; Workers' Compensation Forms Update; New HR Briefing: Marijuana in the Workplace; DOT provides Clarification on CBD Products; Correcting I-9's; New W-4; Ask POOL/PACT HR; When I Lead, Will They Follow?; and Succession Planning.

There were no questions for Stacy.

6. For Possible Action: Direction on Training Value Reports

Stacy asked for direction from the OSC regarding the number of fiscal years the Training Value Report will cover going forward. The report has traditionally included certificate programs and seminars, as well as HR assessments and scholarships since inceptions; and all other trainings for the past three fiscal years to date. She said the difference in the number of years represented in the data can be confusing. However, if we elected to change all data to go to back three fiscal years, it will significantly impact total savings (e.g., last three years have had approximately 300 EMS grads versus 1,310 total grads since inception as listed on last year's summary). There was discussion between Curtis and Stacy. Curtis said he did not think all the data would be needed, but he would like to see per agency, per diem, and the cost back to the pool. He said the

report provides good data but would be better if presented year to year rather than three years. He suggested discussing it with staff, decide how to proceed, and give an update at the next board meeting. It was decided there was no need to take action.

7. For Possible Action: Approval of Updated Training Attendance Policy

Stacy stated the original Attendance policy allowed participants to miss two hours of the certificate program; we would like to revise it to a one-hour to make the policy cleaner and easier to follow regarding make-up sessions. Curtis asked for any comment on the proposed changes to the policy. There being no comments, on motion to approve the change to the policy, motion carried.

8. For Possible Action: Approval of New Scope of Services FY20/21 – FY24/25

Curtis confirmed there is an item at the upcoming annual Board meeting, to approve a new five- year grant and that is why this item is on the agenda: to give our Committee an opportunity to weigh in on the Scope of Services for five years and make sure we are all on board before it goes to the full Board. Stacy stated that the current five-year grant ends this FY and the Scope of Services has been updated. She referred the committee to the new version located on the first two pages of the handout; the old version on the last two pages. She said the services were reorganized by staff into a more logical format. There were also four new items added that were not previously listed: 1) Training and Development: Research and implement methods and tools to enhance online training capabilities; 2) Training Delivery: Deliver on-site trainings to members as needed or requested via service plan; 3) Legislative Tracking: Track HR-related legislation related to POOL/PACT members during each Nevada legislative session and provide a comprehensive summary of Nevada HR-related legislation; and 4) Other Services: Provide HR Scholarships to assist members in attaining nationally recognized HR certifications as approved by the HR Oversight Committee; Work with certifying agencies to attain Continuing Education Credits.

Curtis stated that he thinks the Scope of Services is right on track with staying mission specific. He asked if this was the time to discuss providing interim HR services to members. He said there are instances from time to time when entities, who do not have an HR department, will reach out to POOL/PACT HR for assistance. He said some short-term emergencies turn into more of a long-term assignment which is not mission specific and that is why it is not included in the service plan. Abel said he agreed with Curtis.

Curtis entertained a motion on the new Scope of Services for presentation to the executive board and later the overall board of the insurance pool. On motion to present the new scope of services as stated, motion carried.

9. For Possible Action: Approval of FY20/21 Strategic Plan

Stacy reviewed the 20/21 Strategic Plan.

Develop two new courses —Stacy stated that with approval from the OSC, we would like our Training and Development focus to be on developing two modules towards creating an online EMS program. She said the reasoning behind this focus is the popularity of the EMS program, the ability to reach more managers, and the accessibility for participants to do makeups. She stated that staff would begin by preparing a couple modules of EMS next FY to baby step in the direction of creating the entire online EMS program. In order to roll out the official online EMS program, we would have to research and implement several items including how to track participation and whether or not there will be mandatory in-person sessions, mentors, or chatrooms. She said the first two modules would be the first step into moving towards that goal. In

addition, Adam Duffenbach is scheduled to attend an ISD course in May which will give POOL/PACT HR a total of two instructional designers on staff (three including Stacy). Dee asked if the online version would include the capability of searching for specific information within the training as she refers back to the EMS training materials on a regular basis. Stacy said she was not certain what the capabilities would be and would look into it. Curtis asked if the online version would be replacing the current live versions of EMS. Stacy confirmed the live version would remain in place.

Updates and revisions — *Ethics* and *EMS* (when creating the online courses) and one additional to be determined.

Regional Trainings — *EMS, AEMS, HRR, AHRR, SYWTBAS, and IL.*

Regional Training Workshops Utilizing Outside Resources — TBD.

New Briefings — TBD. We will be writing one on Catastrophic Leave.

Review/Update Ten Briefings Annually — See list of briefings on Strategic Plan FY 20/21.

HR Briefing Videos — TBD.

Webinars — See list of webinars on Strategic Plan FY 20/21.

On motion to approve the FY20/21 Strategic Plan as presented, motion carried.

10. For Possible Action: Employee Assistance Plan Option

Stacy stated that as previously discussed, our contract with Resources for Living (RFL) will expire on June 30, 2020, and we need to give notice by April 1, 2020. She said that John Bates and Wayne had been working with KEPRO, the state's EAP, to determine whether POOL/PACT HR could fall under an umbrella joiner agreement to represent all POOL/PACT member employees, or if individual members would need to contract independently. She referred to the handouts in the meeting packets including the RFL 2019 annual report which highlights the overall utilization rate last year was 2.8% which was down from 2.9% in 2018. Our current rate per employee per month (pepm) is \$1.06. The second handout is the EAP Service Review report that Wayne put together, and third, is the KEPRO proposal. She deferred to Wayne for further discussion with the OSC.

Wayne stated the state of Nevada negotiated a rate in 2019 of \$.66, so it is substantially less. We had two questions for them about contracting the group as a whole and continue with RFL or KEPRO. He said his understanding is the State contract is for the good of the state so he thinks that individual entities could request to be on the contract even though their preference would be to get the group as a whole. The rate for the individual entity should be exactly the same as for the State. Our thoughts were that we have a couple of choices; continue with RFL, join with the State contract, or third, leave it to the individual entities to build their own relationships with RFL or KEYPRO through the State contract or some of the entities may want to look at accessing the EAP's available through their health plans. There are pretty similar providers in each network, and Wayne said he imagines similar people in the group health network if they were to expand the EAP option there. He said he is looking for a motion from the committee to the Executive Committee for our meeting on March 11, 2020.

Stacy stated our options seem to be we could do an EAP as POOL/PACT as a whole, or have the entities go on their own.

Curtis said he has been involved in a lot of discussion and realizes that EAP or KEPRO are not ideal for everybody, but it is an easy way for everyone to get some coverage. His recommendation is that we go with KEPRO. Dee and Robert agreed with Curtis.

A motion was made to provide notice for recommending giving notice to terminate with RFL and work with KEPRO. Motion carried.

11. For Possible Action: HR Scholarship Application Approval

Grover C. Dils Medical Center: Heidi Whimple. Requesting \$1,795 for SHRM-CP Certification including prep course and test fee.

On motion to approve application as presented, the motion carried.

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

Next Meeting is scheduled for June 5, 2020, at 10:00 a.m., in Carson City.

13. Item: Public Comment

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

14. For Possible Action: Adjournment

Chairman Calder called the meeting adjourned at 11:38 a.m.