



POOL/PACT Human Resources (HR)
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**APPROVED MINUTES OF THE
NEVADA PUBLIC AGENCY INSURANCE POOL AND
PUBLIC AGENCY COMPENSATION TRUST
HUMAN RESOURCES
OVERSIGHT COMMITTEE MEETING**

Date: September 20, 2019 Time: 10:00 a.m.
Place: 201 S. Roop Street
Library Room – POOL/PACT Offices
Carson City, NV 89701

1. Oversight Committee Roll Call

Members participating in person: Chairman Curtis Calder; Scott Baker; Austin Osborne; Geof Stark. Members participating by phone: Dawn Huckaby; Robert Quick; Danelle Shamrell. Members not participating: Dee Carey; Jose Delfin; Abel del Real-Nava. PRI Staff: John Bates; Stacy Norbeck; Sandy Schooler.

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 June 7, 2019

On motion and second to approve the Minutes of June 7, 2019, the motion carried.

4. For Possible Action: Report on Current Activities

a. 18/19 Strategic Plan Final

Stacy Norbeck reviewed the 18/19 Strategic Plan as follows:

New Trainings — Two new classes to be developed this year are complete: a performance management course and *So, You Want to be a Supervisor? Workplace Violence* e-Learning course was released June 12, 2019.

Revisions — The *Advanced Essential Management Skills* revision, *Customer Service*, and *Bullying in the Workplace* are complete.

Regional Trainings — 11 of 12 regional trainings are complete. The AEMS training scheduled for Elko was canceled due to low enrollment.

Workshops Utilizing Outside Resources —Erickson, Thorpe and Swainston conducted three of four sessions of *ADA: Interactive Process/Service Emotional Support Animals*. Boulder City was canceled due to low enrollment, and a webinar was held on December 6, 2018, to reach more members. Temple Fletcher conducted one *Peer Support Team (PST) Awareness* webinar. The *Emotional Wellness* workshops scheduled in partnership with the Loss Control Committee were canceled due to lack of enrollment.

HR Webinars — All four scheduled HR webinars have been conducted.

EAP Webinars —All four scheduled Employee Assistance Program (EAP) webinars have been conducted.

New Briefings — All three new briefings have been completed this year.

Updated Briefings — 21 briefings have been updated this year.

Post Member Pay Plan/Scale on Website — 45 member pay scales have been added to the website: 13 cities and towns, 15 counties, 1 hospital, 13 schools, and 3 special districts.

Sample Personnel Policy Annual Update —The sample policies were released on June 28, 2019.

Alerts — Eight alerts have been issued to date.

Trainings — As of June 30, 2019, 147 trainings have been conducted with 3,664 participants, with 4.51 course content average; 4.8 instructor evaluation average. 12 FRISK classes have been conducted with 124 participants. 12 HR briefings have been conducted with 266 participants.

Member Survey — A bi-annual member survey was conducted in December 2018.

Phase I HR Compliance Assessment Program — There are 12 interested members this FY; two in process and two completed. There were 21 rollovers left to complete from previous years; seven have been completed this FY.

Phase II HR Compliance Assessment Program — There are four interested members this FY; one canceled, one completed, and two delayed because they need to finish Phase I. There were seven rollovers left to complete from previous years; two are nearly complete.

Legislative Tracking — Summary released on June 24, 2019.

b. 19/20 Strategic Plan to date

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

New Trainings — Three new classes will be developed this year: *Taking Care of Conflict* is 75% complete and *Customer Service* has been completed (both are eLearning courses), and *Influential Leadership*, an instructor-led class, has not started.

Revisions — Six training course revisions are complete.

Regional Trainings — 12 regional trainings are scheduled. Essential Management Skills in the Public Sector (EMS) is scheduled six times, two have been taught and a third is in process. The *Advanced Human Resources Representative (AHRR)* training scheduled for Carson City was canceled due to low enrollment and is being rescheduled for April 1-2, 2020.

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.

Webinars — Four Employee Assistance Program (EAP) webinars are scheduled; one has already been conducted. One *Negotiations, Overtime, and Legislation* webinar has been conducted via livestream.

New Briefings — Two new briefings have been completed this year.

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

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 — Two alerts have been issued to date.

Trainings — As of September 19, 2019, 29 trainings have been conducted with 776 participants, with 4.67 course content average; 4.8 instructor evaluation average. 12 members are interested in FRISK; 2 classes have been conducted with 20 participants. 9 HR briefings have been conducted with 360 participants.

Phase I HR Compliance Assessment Program — There are eight interested members this FY; three in process. There are 14 rollovers left to complete from previous years.

Phase II HR Compliance Assessment Program — There is one interested member this FY. There are six rollovers left to complete from previous years; two are nearly complete.

c. Report on Employment-Related Claims

As of September 13, 2019, we had six claims, all of which are open. Two are EEO (discrimination/harassment and retaliation), two EMRB (gender, age, disability), one wrongful term, one administrative matter including HIPPA, and one alleging due process violation in connection with employment. Of the six, one is from a county, one from a city, two are from schools, and two are from special districts.

5. For Possible Action: General Manager Report

a. HR Conference

Stacy reported on the upcoming HR Conference to be held October 17-18, 2019, at the Atlantis in Reno. At the time of the Oversight Committee (OSC) meeting, there were 67 persons registered and more are expected to register before the day of the conference. Last year there were 71 attendees confirmed. The website link was updated from poolpact.com/hrseminar to poolpact.com/hrconference. It reflects the conference schedule including meal descriptions, speaker bios and/or links, and evaluations. Handouts for the conference will also be available on the website.

b. New HR Briefing Videos

Stacy reported that last FY, Jeff Coulam completed five HR briefing videos including *Buddy to Boss*, *Communication Skills*, *Leadership Styles*, *Policy Implementation*, and *Adopting POOL/PACT HR Sample Personnel Policies*. This FY, he has completed *Time Management*, *Meeting Management*, *Ethics*, and *Job Descriptions*; they are available on the website and Torch. Stacy asked the committee if they would like the videos added to the Strategic Plan going forward. Curtis said it would be a good idea. Austin Osborne asked if the videos are on LMS and if so, are they set aside as HR briefings along with the title or would he have to drill in further. Stacy said she did not know but would ask Jeff Coulam or Mike Van Houten.

6. Training, Policies, and Commitment

a. Minimum Requirements for Compliance Training Policies

Stacy asked to discuss the possibility of requiring members to meet minimum standards in their compliance policies prior to POOL/PACT HR providing training. Stacy stated the compliance trainings (Harassment, Drugs and Alcohol, and Bullying) are taught to the policy. That is, the course is modified to match the member's policy requirements, but sometimes the policy is old and leaves out protected classes or focuses solely on sexual harassment, or in the case of drugs/alcohol, the policy is a paragraph. Stacy said in those cases, with permission from the contact, the business partners will teach to the POOL/PACT HR sample policy to ensure employees hear the correct, updated information, and receive matching handouts. This idea came up after a somewhat related conversation Stacy had with Wayne Carlson about a member who has not formally adopted policies. It was discussed that perhaps by withholding the training, the member would be motivated to adopt policies in a timely manner. Stacy stated that she and Jeff identified some minimum requirements that would not be based on the year updated, but whether the policy meets what has been identified as the minimum standard based on laws and Equal Employment Opportunity Commission (EEOC) guidance.

Curtis asked if they are not going to adopt minimum compliance policies why are they allowed to be insured through the insurance pool. Austin asked if older policies, that are up to date, would still be allowable. Stacy replied yes, if they are legally defensible policies. Robert Quick said the problem is the elected officials who want to comply with what they are supposed to be doing but if they cannot get the training, how do they know any better since the county is not approving policies. He said it is a double-edged sword.

Curtis asked if the pool would be inviting more liability by providing live trainings if the organization has an outdated policy. Stacy stated Becky Bruch and Ann Alexander had reached out to the pool in the past for training records regardless if the organization had a solid policy, so she thinks it would be defensible.

Curtis stated this would be a good discussion at the annual board meeting and that maybe Wayne or Alan can do some advocacy in advance of the meeting. Stacy asked Curtis if he would like Wayne to attend the December OSC meeting. Curtis said yes.

There was continued discussion between Curtis, Scott Baker, Stacy, Austin, Robert, and Geof Stark regarding audits and incentives/discounts. Stacy stated an audit could be done by going through members' policies to determine how many members are meeting minimum standards. She said it could be done proactively if that was the pleasure of the committee. Curtis stated it will probably not be time well spent since a new policy is currently being rolled out. He said the discussion can be tabled until the next meeting at which time Wayne can attend to discuss the practical realities from his perspective and do business as usual or adopt and implement something new between now and December to see how that works. Austin and Dawn Huckaby both agreed it was a good idea to invite Wayne to the next meeting before implementing anything new.

On motion to table the decision until which time Wayne can attend the next OSC meeting to have a full discussion, the motion carried.

b. Commitment Agreement – Example

Stacy stated that John Bates has a suggestion to help attain management commitment for employee-level trainings which includes the current all employee, Employer Relations courses such as the current Customer Service in the Public Sector training, Discovering Values and Creating Ground Rules Workshop, Ethics in the Workplace training, Miss Communication and Her Friend, Miss Understanding training, and the Taking Control of Conflict training. John then presented to the committee a program he put together for Humboldt County a number of years ago after they asked for Customer Service training. He stated if an organization wants behavioral change, it needs to start at the top. He said he brings in the management group first because they have a bigger job and responsibility, and they need to buy-in to the process. He then reviews the mission and vision statement and how to establish it within their organizations, as well as how to integrate it with their department heads. He stated that all the behavioral change expected of employees is based on leadership modeling the right behavior.

Scott asked what kind of action the committee is looking for on the agenda item. Stacy stated she is suggesting the use of John's template for ensuring management buy-in. Curtis said he could see sending out a notice to the county manager, city manager, or whoever is in charge, 30 days in advance of the crucial classes; i.e., customer service, compliance, and illegal harassment. Stacy stated the notice could be included with the training flyer announcement which is sent out four to six weeks prior to the training date. A discussion followed on whether to include the regional trainings in the 30-day notice emails. Curtis said if the organization requests the training, a letter should be sent out to them.

On motion to authorize the POOL/PACT HR staff to develop commitment agreements to be sent to top staff and HR directors for organizational trainings as soon as practical, the motion carried.

7. For Possible Action: HR Assessment Grant Application Approval

Carson Valley Swim Center: Shannon Harris. Completed Phase I Assessment. Requesting \$750 to purchase Lenovo ThinkCentre Computer for the shared office of three Aquatics Center supervisors.

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

8. For Possible Action: HR Scholarship Application Approval

Carson City School District: Ariel Hines. Requesting \$2,042 to obtain SPHR Certification including \$1,350 UNR Extended Studies, \$595 test fee, \$57.78 Study Guide, \$39.01 Flashcards.

On motion to approve the application, excluding the study guide and flashcards, for a total of \$1,945, the motion carried.

Humboldt County: Abel del Real-Nava. Requesting \$1,222 for CLRP (NPELRA) Certification.

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

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

Next Meeting is scheduled for December 6, 2019, at 10:00 a.m., in Carson City.

10. Item: Public Comment

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

11. For Possible Action: Adjournment

Chairman Calder called the meeting adjourned at 11:51 a.m.