



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: September 19, 2014 Time: 10:30 a.m.
Place: Humboldt County Courthouse
50 W. 5th Street
Winnemucca, NV 89445

1. Oversight Committee Roll Call

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

2. Public comment: None

3. For Possible Action: Approval of Minutes of Meeting June 20, 2014

Bill Deist made a motion to approve the minutes of June 20, 2014. Cindy Hixenbaugh seconded the motion. Motion was carried.

4. For Possible Action: Report on Current Activities

a. 13/14 Final Strategic Plan

Jeanne reviewed the final 13/14 Strategic Plan.

New Trainings – Developed two instructor-led trainings: *Advanced Human Resources Representative* and *Employee from Hell*.

Updated Trainings – Updated and revised 22 trainings incorporating new legal decisions and laws at the federal and state level.

Regional Trainings – Offered more than six regional trainings; *Essential Management Skills Certificate Program* (three times); *Workplace Violence* (one time); *Employee from Hell* (four times); *So You Think You Want to be a Supervisor* (one time); *Advanced Essential Management Skills* (one time); and the *Human Resources Representative* (one time). *The Good, The Bad, and The Ugly: Lessons Learned* and the *Advanced EMS Certificate Program* were cancelled due to lack of registration. *Advanced HRR* scheduled for Carson City and *Advanced EMS* scheduled for Elko were



moved to the current fiscal year. Ann Alexander of Erickson, Thorpe & Swainston provided *Investigation Techniques for Bullying Complaints* to Nye County School District in July. *Student Interaction* scheduled for Douglas County School District was withdrawn.

Researching New Methods of Delivering HR Trainings/Briefings – Jeanne stated new internet service is to be installed before providing trainings/briefings through Skype or other web-based services.

Post Members Pay Plan/Scale on Website – Jeanne stated member pay scales are posted on the POOL/PACT website and are available to members doing salary surveys.

Review and Update Sample Forms – Jeanne stated forms are being updated.

Sample Personnel Policy Annual Update – Jeanne stated the sample personnel policies will be reviewed and updated again at end of the year.

Create a Database of Collective Bargaining Concessions – Jeanne stated we are continually updating as new agreements are ratified. Curtis Calder asked how POOL/PACT HR knows when a new agreement is updated. Jeanne stated POOL/PACT HR has a tracking system for when contracts expire. We contact organizations at that time to get updated contracts.

Alerts – Jeanne stated several Alerts were completed. Alerts are sent out to members as soon as possible, typically when law changes or court decisions change interpretation of the law.

Trainings – 133 trainings were completed; average evaluation course content was 4.6; average instructor evaluation was 4.8. FRISK was presented 17 times, with 237 participants. Elearning – approximately 12,000 enrolled, with 4,752 completed. HR Briefings – 26 completed. Jeanne stated that HR Briefings are being presented to larger groups. As an example, she presented EAP HR Briefing for 100 participants.

Policy Development – Ten members have updated or completed policies this year.

New Briefings – Jeanne stated we developed four new briefings last year. *Bring Your Own Device* was moved to current fiscal year.

Webinars – Four webinars were presented by Horizon Health, and publicized on the POOL/PACT HR website.

HR Compliance Assessment Phase I – Seven members have completed Phase I. Jeanne stated that POOL/PACT HR has discussed the members that are not proceeding with the program. She would like to make a recommendation that if the member(s) have not completed their assessment within



three years, they need to start over again. After three years, information gathered from onsite study may no longer be accurate.

HR Compliance Assessment Phase II – Two members have completed Phase II: Nevada Rural Housing Authority and West Wendover. Three members were reviewed last year and are all moving forward. Curtis Calder needed a clarification regarding City of West Wendover referenced earlier. Jeanne stated they completed their assessment very quickly—two months after recommendation was made.

b. 14/15 Strategic Plan to Date

New Trainings – Seven new instructor-led trainings are scheduled for development. *Taking Control of Conflict* will be piloted at Lyon County School District. Four trainings are close to completion; the other two have not been started.

Updated Trainings – Jeanne stated that in addition to *Bullying in the Workplace* and *Workplace Violence Awareness*, more will need updates after Legislation—depending on laws that may change.

Regional Trainings – Thirteen are scheduled; two completed. *Bullying in the Workplace* was cancelled due to only three sign-ups. *EMS Sessions 1 and 2* were completed in Elko; the last two sessions 3 and 4 are scheduled in October. *Advanced HRR* was piloted in Carson City. Jeanne stated that quite a few Oversight Committee members attended the two-day workshop.

Regional Trainings Utilizing Outside Resources – *Conducting Internal Investigations* provided by Erickson, Thorpe & Swainston attorneys was presented in Elko, Hawthorne, and Carson City; three more are scheduled in Winnemucca, Eureka, and Pahrump.

New HR Briefings – Jeanne stated that three are scheduled, but have not started yet.

Review/Update HR Briefings – Eighteen are scheduled; three are complete.

Member Survey – Jeanne stated this item will be discussed later in the agenda as Item 5b.

Research New Methods of Delivering HR Trainings/Briefings – Jeanne stated this is a continuation from last year.

Update Member Pay Plan/Scale on Website – Continuation of updating Pay Plan on website is ongoing.

Review and Update Sample Forms – Continuation of updating sample forms is ongoing.

Update Collective Bargaining Database – Continuation of review of organizations agreements to make sure the most recent agreement is uploaded is ongoing.



Review and Update Sample Job Descriptions – Continuation of review and updating sample job descriptions is ongoing.

Webinars – Four are scheduled with Horizon Health; one was completed.

Sample Personnel Policy Annual Update – Sample policies will be updated and released by July 1, 2015.

Alerts – Jeanne stated there were no significant laws issued; therefore, no alerts have been sent so far this year.

Trainings – 47 completed, average course content evaluation was 4.8, average instructor evaluation was 4.8; one FRISK was completed in Eureka. **Elearning** – Jeanne stated Elearning numbers are not available as we are unable to pull numbers from the new system at this time. **HR Briefings** – 10 completed.

HR Compliance Assessment Phase I – Jeanne pointed out several assessments are outstanding and if the Oversight Committee is in agreement, the assessments over three years will be required to start again. Jeanne stated there are 10 organizations that have indicated an interest in the HR Compliance Assessment program this year. An assessment was conducted with Incline Village GID so far.

HR Compliance Assessment Phase II – Jeanne stated that Humboldt County participated in Phase II. The on-site assessment was completed this month; however, the report has not been completed. There are four other assessments scheduled.

FRISK – Per Pat Whitten’s request, Jeanne stated we have broken out the FRISK program separately. This year, one training has been completed for Eureka County School District.

c. Employment Opportunity Listing Website

Jeanne stated the number of visits for this website is going up. 418 is the highest since this website was established, with the Cowboy district being viewed the most times.

5. For Possible Action: Report on Other Activities

a. Report on Employment Related Claims

Jeanne stated this report was prepared at the beginning of September. Six HR claims were filed.

b. Draft Member Survey

Jeanne reviewed the draft member survey stating POOL/PACT HR likes to send out a survey every two years to ensure we are on the right track in providing services our members need, if our quality



is acceptable, and also find out what services provided did not benefit members. Jeanne stated the survey will go out next week, if no changes, before the POOL/PACT retreat. She also stated the results of this survey will be used for next year's strategic plan. Overall, the Oversight Committee agreed the survey looks good and to go forward.

c. Member Usage Report

Jeanne stated this report is a result from an issue Pat Whitten brought up at the last Oversight Committee meeting concerning members that aren't using POOL/PACT HR's services, but still have the benefit of POOL's insurance. Jeanne stated this is a summary of services provided to members and is a first attempt to gather the most important services that are most beneficial to our members in reducing employment liability claims. Pat Whitten stated the coalition of the data is very helpful, and is a concept that needs to be taken to the POOL/PACT Executive Committee. He also suggested taking a look at the losses we have historically incurred with those organizations. Curtis Calder stated this report will be a topic of discussion at the upcoming retreat and will be a starting point for this issue. He stated this report may make other members aware moving forward with a "hammer clause" discussed at the previous board meeting. Curtis asked Jeanne to share this report with Wayne Carlson (if not already) in advance of the retreat so he can do an analysis with regard to the losses versus members that haven't participated in the services provided.

d. Eureka County Service Status Report

Jeanne stated this is a very brief report. She stated it has not taken a lot of POOL/PACT HR's resources. Eureka County is paying \$2,500 a month for 40 hours of services; both she and Neal Freitas have not gone over the 40 hours in the first couple of months and have taken turns for no more than a day and ½ once a month to visit with Eureka County. Curtis asked if there were any other requests from other organizations for this type of service. Jeanne stated that only Eureka County at this time. They have also received FRISK training as an extension of their contract. Jeanne stated this is a one-year contract, which expires 6/30/15, unless renewed. However, the Oversight Committee will have some input in the spring on renewing the contract. Jose Delfin asked if Eureka County has a transition plan between POOL/PACT HR and someone else handling on their end at this time, or are they looking at POOL/PACT HR only. Jeanne stated they have had two different HR managers in the past that haven't worked out and the County doesn't feel they need a full-time manager at this time. However, it's difficult to recruit someone who has the skill set for only a part-time basis. Jeanne stated this service may last for more than a year, but the Oversight Committee will have say on whether it is continued or not. Curtis Calder stated this report is sufficient and asked that Jeanne give updated status at the next meeting.

e. Nevada Rural Housing Authority Recognition Program

Jeanne stated this was requested by Pat Whitten. Nevada Rural Housing Authority received a \$750 grant to implement a program after they completed Phase II of the HR Assessment program. Pat Whitten stated his appreciation for this information and that it is a very good model.



6. For Possible Action: HR Scholarship Application Approval

Wendy Lang of Douglas County is requesting \$475 to pursue her SPHR. Jeanne stated this program has been successful; three other members have passed and received their certificates. She stated there was one scholarship application approved for Mike Smith of Elko County School District. However, Mike stated he doesn't have the time to pursue at this time and will reimburse the total amount given him. Curtis Calder stated that given the success to this program in general, this is a reasonable request. Cindy Hixenbaugh made a motion to approve this application; Bill Deist seconded; motion carries.

7. For Possible Action: HR Assessment Grant Application Approval

Rob Shirley with Beatty Water and Sanitation District is requesting this grant application for travel expenses of \$500 to attend the POOL/PACT HR Seminar in October. Jeanne stated he will submit receipts and stated the mileage is 662 miles at IRS rate for a total of \$370, two nights at the hotel at \$80 for an approximate total of \$530 in total, and is only requesting \$500. Cindy Hixenbaugh made a motion to approve this application, Ben Sharit seconded; motion carries.

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

Next meeting scheduled for December 5, 2014, in Carson City.

9. Item: Public Comment

None

10. For Possible Action: Adjournment

Curtis Calder called the meeting adjourned at 11:10.