



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: March 18, 2011 Time: 10:30 a.m.  
Place: POOL/PACT Building  
201 S. Roop, Library (2<sup>nd</sup> floor)  
Carson City**

**1. Oversight Committee Roll Call:**

Members participating: Chairman Curtis Calder; Ann Murdoch; Darcy Worms; Pat Whitten; Jose Delfin; Steve Englert; Bill Deist; Geof Stark; and Ben Sharit. Not Present: Ben Zunino PRI staff: Jeanne Greene and Christine Vido.

**2. Action Item: Approval of Minutes of Meeting December 3, 2010.**

Bill Deist made a motion to approve the minutes of December 3, 2010, as presented. Darcy Worms seconded the motion. Motion was carried.

**3. Item: Report on Current Activities**

Jeanne Greene began discussion on the activities identified in the following order:

- **10/11 Strategic Plan** (July 1, 2010, through June 30, 2011)

**New Instructor-Led Courses** – Two new courses are being developed this year; Achieving a Harassment-Free Workplace and Preventing Sexual Misconduct and Unlawful Harassment in Schools. These courses were delayed earlier in the year to focus on adding the new GINA language into the current trainings, briefings, and forms.

**Regional Training Courses** – Two were going to be offered this year. Due to a high demand 14 have been offered. Of these courses seven are the EMS program; four are complete, two are in progress, and one will begin March 30<sup>th</sup>. Each course has about 30 participants. There is still a waiting list of individuals and more courses will be offered in the fall. Other regional trainings given this year include A Perfect Storm in Pahrump, two sessions of Workplace Violence Awareness in Boulder City in conjunction with Willis Pooling, and Internal Investigations in Tonopah and Ely presented by POOL Attorneys Becky Bruch and Ann Alexander. The Good, The Bad, and The Ugly will be presented at POOL/PACT in Carson City on April 21.

**POWER Presentation** – POOL/PACT HR took over this class from Larry Beller when he moved out of state. This course was offered to NV League of Cities and NACO per their request.



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**Mandatory Online Training Courses for New Employees** – Continues to be offered to all members.

**Level 3 Surveys** – Used for certificate programs such as EMS and HR Rep as well as Customer Service. Two to three months after employees have completed the training, the survey is sent out. Employees are asked if they have been able to implement and utilize the information they received in the training sessions. The survey information will be used to update and modify the trainings in the future.

**New E-Learning Courses** – These have not been started yet. The instructor-led training is created first and then the e-learning is developed.

**Newsletters** – Based upon the action taken at the last Oversight Committee Meeting, POOL/PACT HR is no longer doing a separate newsletter. Articles are being incorporated into the overall POOL/PACT newsletter.

**New HR Briefings** - Three new briefings were developed this year.

**Alerts** – There have been no alerts issued since March 1, 2011.

**Webinar** – Working with Different Personalities will be presented in conjunction with Horizon Health on March 31, 2011.

**Bi-Weekly Bulletins** – Based upon the action taken at the last Oversight Committee Meeting, this information is now incorporated with the newsletter.

**HR Briefings** – Ten were planned to be updated this year. 15 have been updated with one other pending. Some of the updates were based upon changes to federal law regarding the new GINA law. The ADA briefing changes are on hold waiting for EEOC to issue their regulations.

**Roundtable Meetings** – There have been no meetings held this year. They are typically held on the afternoon of the Oversight Committee Meeting and since the meetings would be on Friday afternoons, there has been a lack of interest from the participants. Jeanne indicated that a survey would be conducted to find out if there is still interest in these meetings and in what format they should be conducted.

**FAQ Section on Website** – The plan for a link on POOL/PACT website is on hold at this time because it is going to be incorporated into the overall POOL/PACT communications plan.

**Enhancing Client Tracking System** – Jeanne advised that this is an internal system for POOL/PACT HR's use. It does not impact member services. It will be moved over into next year.



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**Statistics – Trainings** – Almost 2,500 people have gone through an instructor-led training course. Evaluation average is 4.6 out of 5. **E-learning** – Almost 7,500 employees are enrolled. Jeanne clarified that this number could include one employee enrolled into 5 different trainings. Of this total, 3,800 have completed the online training. **HR Briefings** – 78 scheduled; half have been completed. **Policy Development** – 34 scheduled; 8 are completed. Jeanne mentioned that it is a difficult undertaking to get policies approved. Carlin and West Wendover are expected to adopt their new policies before the next meeting.

**New Client Service Programs** – There have not been any requests for Succession Planning at this time. The other service, Recruitment and Hiring Coaching is being utilized by Esmeralda County School District for their Superintendent search. POOL/PACT HR has assisted with the advertising and application screening process. The board will be making a decision on who to interview in open meeting on April 12.

**Revised Sample Job Descriptions** – About 225 job descriptions were updated to ensure that they were compliant with ADA language.

**Personnel Policy Review** – Presently, the personnel policies are reviewed on a quarterly basis. Jeanne proposes to review all policies on an annual basis moving forward. Members are finding it difficult each quarter to update the policies, have them approved by their boards, distribute updates to the employees, and receive signed acknowledgement forms back. Jeanne is hopeful that making the policy updates once a year will alleviate some of the burden of these updates. Jeanne stated that this is a proposal that she will bring forth at the next meeting when the new strategic plan is presented. **Revised Vehicle Operators Drug and Alcohol Policy** – Updated for compliance with new Federal CDL requirements. **Small Organization Policy** – Developed for members with less than 50 employees.

**HR Compliance Assessment Program** – Humboldt County completed all recommendations and has received their grant award. Storey County has completed all of their recommendations. Jeanne anticipates that Storey County will complete their grant application in time for the committee's approval at the next meeting. West Wendover and Carlin are presenting their new policies and job descriptions to their boards shortly so they may be considered complete before the next meeting. The rest of the organizations still have a few items to complete.

Curtis Calder stated that POOL/PACT HR definitely looks like they are still on track.

- **Employment Opportunity Listing Website** – Report shows numbers of those accessing the Nevada Rural Jobs website. Geof Stark had asked for a year-to-year comparison which was provided for this meeting. Jeanne stated that the statistics are pretty consistent. Darcy asked what a unique visitor was as listed on the report. Jeanne answered that a unique visitor is how many individual people went to the website. The number of visits captures multiple views of the webpage by a visitor.



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4. **Item: Report on Other Activities**

- **HR Problem-Solving Reports** – This is for the 2nd quarter of FY10/11. These are stories that are being shared that are unique, required additional resources, or time to assist the members. There were no questions on the report.
- **FY 10/11 Report on Employment Related Claims** – Jeanne commented that the claims listed for 2011 represent eight months of the year and it is significantly lower than the previous year. Jeanne pointed out that with regard to the claims, it does not mean that someone has taken legal action against the members but if legal action is anticipated, POOL/PACT HR will notify Donna Squires at ASC and a claim may be opened in preparation.
- **Legislation Tracking** – Jeanne advised the committee that many bills have been introduced since the report was distributed. There has been a big rush due to the Monday deadline for introduction of individual legislator bills. There are many bills for schools and regarding collective bargaining. Jeanne pointed out a specific bill not listed, AB266. Jeanne explained that this would have a significant impact to HR. It provides additional rights to employees who have been dismissed, demoted, or suspended. It allows them to go to an impartial hearing officer. The bill is written around state practices. All of the state’s hearing officers are attorneys paid on an hourly basis which would cause financial impact to the organization. It does not clarify if it is only applicable to a continuing or permanent employee. Curtis Calder commented that there are OSHA bills out that would impact everyone with safety programs. Jeanne stated that POOL/PACT HR is not tracking the OSHA related bills but Wayne Carlson was. Jeanne also mentioned that Wayne Carlson has a lobbyist named Randy Waterman and advised that if there are any specific issues that our members would like brought forth Wayne could be contacted. Curtis also asked that if POOL/PACT HR came across a bill that would have a significant impact to the members, send out an email to OSC members. Jeanne said that an email would be sent but POOL/PACT HR was prohibited from lobbying due to being a non-profit organization. Jeanne pointed out another bill which would make it illegal to discriminate against a person based on their gender identity. A similar bill that contained the criminal aspects of gender identity discrimination did pass out of committee on a party line vote. Jeanne believed that if the criminal aspects pass, it would give credence to the employment aspect.

5. **Action Item: OSC Presentation at April POOL/PACT Board Meeting**

Jeanne explained that she made a presentation to the Executive Committee this month by going over the strategic plan. It will be the same for the joint meeting in April. Jeanne asked if anyone else wanted to assist. Curtis Calder indicated that he would help out. Jeanne also stated that the Executive Committee wanted to recognize the members who have completed the HR Assessment. Curtis suggested certificates or plaques. Jeanne said that the members recognized would be Lyon County, Humboldt County, Storey County; and possibly Carlin and West Wendover if their policies and job descriptions are approved by their respective boards. Pat Whitten commented that the strategic plan has good information in it and it is easy to follow. It would be appropriate to present to the board in the same format. Jeanne asked if the presentation was too much information. Both Curtis and Pat agreed that it was not too much and it was easy to follow. Curtis offered to give an overall summary



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of what POOL/PACT HR does. Curtis said that many of the board members may not be familiar with the organization because they are not in the HR department. Pat stated that the board is numbers oriented and suggested if there was a way to tie the claims into the service provided it may help the board appreciate the organization. Jeanne explained that a brochure has been created that explains the services that POOL/PACT HR provides and includes pie charts for each organization that shows the focus for each member (policy issues, discrimination issues, discipline, etc.). Jose Delfin asked how far back the information has been compiled. Jeanne responded that the information has been collected for the last three years. Curtis mentioned that an issue that has arisen many times was that some organizations have the same recurring types of claims. Curtis said an interesting statistic would be to see if there is information to support the claims decreasing vs. the types of training that was received. Darcy suggested that the information would be good to have when it is time for service plans to create trainings targeted toward the organizations weaknesses. Pat Whitten mentioned “financial incentive/financial punishment.” He said that POOL/PACT HR has 35 organizations leaning toward adopting new policies but only eight have completed. He does not understand why all 35 have not finished. Pat suggested that perhaps in the future there is discussion about what happens to members who adopt new policies, such as reduced rates, and to members who choose not to, such as increased rates. Pat Whitten made the motion to approve Curtis and Jeanne developing and making the presentation. Ben Sharit seconded the motion. Motion was carried.

**6. Action Item: 2012/2013 Strategic Plan**

Jeanne explained to the committee that POOL/PACT HR employees will be working together as a group to create a draft strategic plan. Jeanne requested the board review and approval of a survey that would be distributed to all HR contacts and organization CEO's this afternoon. The purpose of the survey is for members to rank the HR services – what is most important. Curtis Calder made the motion to approve the survey as presented. Geof Stark seconded the motion. Motion was carried. Jeanne also asked the committee if there were any suggestions that she could take back to the staff for consideration during the strategic plan meeting. One item discussed at the Executive Committee meeting was an Advanced EMS course. Curtis suggested trying to break up the EMS program into different levels – each spanning two, three, or more days considering budget constraints and the inability for some employees to travel. Darcy Worms suggested more video conference based training would be beneficial. Jeanne stated that one reason that video conference based training was not endorsed previously was due to the amount of group exercises included in the trainings. Jose Delfin said that there are some programs available for this type of training. He said that it can become pricey because it would require each location to have the same software. Jeanne responded that it would be researched further. Pat Whitten asked if there was a way for POOL/PACT to offer a consultant for contract negotiations. Pat said that like the Succession Planning program, it could be a new service offered. Jeanne mentioned that she knows the service was not offered anymore, but she did not know why. Jeanne stated that she would discuss this issue further with Wayne. Curtis mentioned that the POOL retreat was coming up in the fall and Wayne usually has training time set aside. Curtis suggested that POOL/PACT HR might want to do a training during that retreat. It would be a great opportunity to show board members what POOL/PACT HR does. Jeanne advised that POOL/PACT HR is doing a presentation on “Litigation Landmines” at the April 28<sup>th</sup> meeting.



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7. **Action Item: HR Assessment Grant Application Approval**

Jeanne advised that no new applications were received for the committees review. Jeanne anticipates that several applications would be received prior to the next meeting.

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

Curtis stated that this next meeting will still need to be on a Friday due to his prior obligations. After the June meeting, Curtis will be available on other days. It was agreed that the next meeting would be Friday, June 17, 2011, at 10:30 a.m. in Carson City.

8. **Action Item: Public Comment**

Curtis advised that Bob Davidson has resigned from the committee. Douglas Law, the Chief of Police from Mesquite has been asked to join however Jeanne has not had a response from him at this time. Jeanne mentioned that plaques have been made for Bob Davidson and Lisa Granahan, thanking them for their services to the committee.

9. **Action Item: Adjournment**

Curtis Calder called the meeting adjourned at 11:35 a.m.