



**Nevada Public Agency Insurance Pool  
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**MINUTES OF THE  
NEVADA PUBLIC AGENCY INSURANCE POOL AND  
PUBLIC AGENCY COMPENSATION TRUST  
HUMAN RESOURCES  
OVERSIGHT COMMITTEE MEETING**

**Date: December 9, 2009                      Time: 10:30 a.m.  
Place: 201 S. Roop, Conference Room 201 A-B (2<sup>nd</sup> floor)  
Carson City**

**1. Oversight Committee Roll Call:**

Members participating: Chairman Curtis Calder; Bill Deist; Geof Stark; Ben Sharit; Steve Englert; Ann Murdoch; Lisa Granahan; Pat Whitten; Bob Davidson and Ben Zunino. Not present: Jose Delfin. PRI staff: Jeanne Greene, Donna Greenhut.

**2. Action Item:            Approval of Minutes of Meeting September 9, 2009**

Bill Deist made a motion to approve the minutes of September 9, 2009, as amended. Geof Stark seconded the motion. Motion was carried. Jeanne Greene offered a point of clarification from September 9, minutes; to correct the spelling of Geof Stark's name. Bob Davidson did not vote as he was not present at the September 9 meeting.

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

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

- **09/10 Strategic Plan** (July 1, 2009, through June 30, 2010)

Workers Compensation and Interaction with ADA & FMLA – Jeanne explained that this is a new class under development with assistance from Alternative Service Concepts (ASC) our workers' compensation carrier. The class is 75% complete, and we hope to provide it to members on a regional basis by March 1, 2010. This class will be presented as a case study with group exercises.

Jeanne informed the members that the strategic plan indicated PRI was to deliver 2 regional trainings annually; however, due to demand and changes in legislation this item has been expanded to deliver 10 regional training courses rather than 2. EMS – Session 3 to be delivered in Elko 12/9/09 by John Bates. In Storey County all five sessions of EMS have been completed. EMS will be delivered in Douglas County beginning in January. Registration for Douglas County is full, with Mesquite scheduled in February and Carson City in March. Geof Stark asked for clarification, the original strategic plan stated completion dates of June 30, 2010. Jeanne explained that the date on the strategic plan was simply an estimate of when all five sessions would be completed. Once dates are confirmed, registration information will be sent out, and report will be updated.



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Workplace Violence, will be offered in Winnemucca January 27. This regional training to be provided with Willis Pooling and a commander from the University of Nevada, Reno.

On-line training courses slightly delayed, due to software platform changes for on-line training.

*Personnel Management Perspective Newsletter* – December online version sent out; Jeanne asked the members for feedback, and asked if it was easy to use. Steve Englert reported that he liked the links that took members directly to articles. Pat Whitten reported he may not have received his, and asked how the distribution was determined. Jeanne explained that recipients were determined by a survey that was sent several months ago. Jeanne mentioned that most of the members wanted the newsletter to go to the HR representative and then they would distribute it within their organizations. Pat Whitten responded he would like it delivered in that manner. Jeanne offered if there is someone else in the agency that would like the newsletter, simply let us know.

Jeanne discussed the plan to develop three new Briefings this year, and stated an additional Briefing; Employee Furloughs has been included due to the economic conditions that continue. The Briefing is available on the website, please notify your consultant if you wish to have this Briefing presented.

Jeanne stated that Alerts have been issued as listed, and an additional Alert was issued after the agenda was sent out: Genetic Information Nondiscrimination Act (GINA), effective November 20, Alert was posted on November 19.

Jeanne stated Bulletins are posted on website every two weeks with links to the Bulletins from the newsletter.

Jeanne noted that POOL/PACT HR anticipated updating 10 Briefings this year. With the amount of legislative changes, we are currently up to 18 Briefings that will be updated.

Jeanne indicated a new training delivery system to be introduced will be state-wide webinars. The first webinar is scheduled for December 15, in partnership with Horizon Health on “How to use the EAP Program.” Currently 49 individuals are signed up for the webinar. We will record the webinar and post the link on our website.

Jeanne reviewed the number of trainings that were scheduled for 09/10: 386 trainings are scheduled; 30 have been completed, 1290 participants-the reason the numbers are high is because of Sexual Misconduct for schools (up to 300 people per class). Average evaluation scores for trainings is 4.5 out of a possible 5. Policy adoption, we are a little behind; 36 scheduled, only 2 completed. Policies continue to be a difficult process to get put into place and before the respective approval board. We continue to work with members on policies.

Jeanne stated that we anticipated developing a hands-on succession planning program and added that we may want to delay this program as members may not be hiring right now because of the



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economy and are looking at reductions in force or furloughs rather than succession planning. She asked for direction. Geof Stark asked how long the delay would be and mentioned that the County has had recent discussion due to some challenges with department heads getting near retirement as well as their next in command being eligible for retirement. Jeanne stated we could proceed if there was an interest. Ben Sharit expressed similar concerns. Curtis would like to see the succession planning stay in place for the fiscal year.

Jeanne reminded the committee that sample policies are updated on a quarterly basis, those listed as 50% are on track and will be posted the 1<sup>st</sup> of January.

Jeanne continued with the HR Compliance Assessment program, updates – Mt. Grant Hospital, report has been submitted. Tahoe Douglas Fire District, report submitted. John Bates and Shani Dues will be traveling to Humboldt County December 16 for onsite assessment. Pat Whitten asked where to find forms for HR Compliance Assessment program. Donna offered to walk him through the process on the website following the meeting.

- **Employment Opportunity Listing Website** November reporting figures only up through 19<sup>th</sup> of November. Numbers are consistent with previous usage. Donna offered to send an update for any interested committee members.

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

**HR Problem Solving Report** these are the incidents that are dealt with that are out of the ordinary for the previous quarter.

**FY 09/10 Report on Employment Related Claims** Jeanne reported the number of claims is very high for this time of year, so far 20 claims for the first four months. Last year there were 30 for the total of 12 months. EEOC reported that this is a national trend, and that claims went up 28% in 2008, statistics are not available for 2009 yet. Some experts estimate that it will exceed 30%. PRI will focus on this issue during the upcoming strategic planning by identifying claims, and assessing how we can better help members proactively address issues. Jeanne mentioned there is no validity to some of the claims, but it still takes resources to defend the member. Pat Whitten stated that Donna Squires (ASC) has been very proactive over the past few years to put the clients in a defensible position in regards to claims. Curtis asked out of the 20 claims, have the employers had harassment training. Jeanne responded one school district did not have training this year due to changes in administration, but we will be going out in January, and they had attended harassment training the year before. Jeanne added many of the hostile work environment claims are against higher level employees and board members. Bill Deist asked if any of the claims were investigated internally or by outside investigator, or if the employees filing claims are cautioned about retaliation even though there may be no merit to the claims. Jeanne indicated that some claims were investigated internally while others were investigated by an outside individual. She agreed that retaliation claims are more of the high dollar amounts being settled. Curtis stated that if we are providing the training, sometimes claims are unavoidable but the training is certainly helpful.



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5. **Action Item: HR Compliance Assessment Program**

**Determination of eligibility of members who do not participate in NPAIP.** Jeanne stated four members have participated in the assessment to date. One member was Mt. Grant Hospital, which brought forth the issue of them not being a POOL member. The purpose of the HR Assessment program is to reduce liability claims. Some hospitals use Nevada Association of Employers for their HR services. Jeanne is concerned about conflicting direction to clients and asked for direction from committee. Curtis stated the intent of program when CHRM was established, was to provide services to those paying premiums into the POOL, and did not feel that they should receive services they aren't paying for. PACT only provides workers' comp. Ann Murdoch stated there is a load on workers' comp to access the POOL services. Pat Whitten agreed with Curtis, and services should focus on the POOL clients first. Jeanne stated that we offer services to everyone regardless of membership, and wants direction specifically on the HR Assessment program. So far Mt. Grant is the only non-POOL member to receive an assessment. Curtis recommended meeting with Wayne Carlson to see if non-POOL members are paying for services, and then make a determination. Bill Deist motioned to table to next meeting, Pat Whitten seconded motion. This item was tabled to next meeting. Ben Zunino asked if there was an attachment for this item, Jeanne responded that there was not an attachment.

**Discussion and guidance on force of HR Assessment recommendations.** Jeanne discussed the HR Assessment using the assessment with Lyon County as a model for discussion. The final report made a number of recommendations, but Steve brought up the question of what level of force does POOL/PACT HR use to get members to comply with recommendation, what if corrections are not made, will it effect their premiums. Pat Whitten cautioned that we look for cooperation early on rather than use a threatening tactic. Curtis stated it is modeled after the loss control process, and some recommendations may have budgetary consequences. Pat Whitten recommended reporting findings further up the chain than only the HR Department. Jeanne explained the six step approach; onsite assessment, initial written report, conference call to discuss recommendations, and develop time frames, follow up confirmation, six month follow up to check on progress, and grant application. Jeanne to check with Wayne Carlson to see how recommendations for Loss Control Excellence Program are handled. Bill Deist motioned to table to next meeting, Ben Sharit seconded motion. Motion carried.

6. **Action Item: Direction to PRI on Issues to Consider in Strategic Plan for Next 3 Years**

Jeanne stated Pooling Resources Inc. staff would review and update the strategic plan at a meeting on Friday, December 11, 2009. Jeanne asked for feedback to take to meeting. Curtis commented in the event we are behind on programs due to time constraints, to narrow focus to do a few things well, rather than a number of things mediocre. Bill Deist agreed, concentrate on core services. Pat Whitten recommended that we consider the best programs, such as EMS, and commented that we sold out in Storey County, ratings are very good, tremendous demand and need for the program, continue to focus on that. Lisa Granahan and Ben Sharit agreed. Jeanne reiterated the primary programs; training, sample policies, problem solving, briefings, bulletins, newsletters. Jeanne asked if there is something else we should be doing or if there is something we are currently doing that does not serve a purpose. Geof Stark stated that with all the legislative changes that are occurring, that those things will keep us busy. Modifying training and policies, especially with the health care bills will cause a



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lot of changes. Curtis stated that we are doing really well, and everything we are doing is important. Focus on training, if less priority items fall off, it's ok; focusing on core fundamentals is more important. Ben Sharit commented recent EMS training for a few staff members, they have a huge need for the rest of the organization to attend. HR Assessment was a great service to help them identify shortcomings. These two items will take a lot of time, and knowing that POOL/PACT HR is watching the legislative items is helpful. Curtis final remarks, budget cuts will force agencies to make cuts, in that process people realize the tremendous value of the POOL/PACT HR training.

Jeanne mentioned Becky Bruch and Ann Alexander (contract attorneys) are developing a training class on investigations that will be ready in February, and we hope to offer it in the spring on a regional basis.

**7. Action Item: Schedule Next Regular Meeting for POOL/PACT Oversight Committee**

The next Oversight Committee meeting is scheduled for Wednesday, March 10<sup>th</sup>, 2010 at 10:30.

**8. Public Comment**

Pat Whitten commented that in 30 years in private sector, 20 years in major corporate sector, and 12 years in public sector he has never had a program like EMS. Bill and Shani were incredible in their delivery, and many attendees were impressed, and he is happy that everyone in his organization is on the same page. Pat stated examples; last chance agreements, Bermuda triangle. Hopes to see a refresher course developed at some point.

Curtis stated 2010 will be when POOL/PACT has semi-annual retreat in Eureka in fall. This would provide the opportunity for OSC to attend retreat. Curtis encouraged committee members to attend, and hold a session as POOL/PACT HR. It would be an opportunity to have a less structured environment. Pat Whitten asked about the PRIMA conference as an alternative. Curtis responded that PRIMA is for PACT only. Curtis stated that the POOL retreats are valuable and POOL/PACT HR has been a discussion item, so it might be a good opportunity to be proactive and use services of facilitator.

**9. Action Item: Adjournment**

The meeting was adjourned at 11:50 a.m.