



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

**Date: March 4, 2009 Time: 10:35 a.m.
Place: 201 S. Roop, Conference Room 201 A-B (2nd floor)
Carson City**

1. Oversight Committee Roll Call:

Members participating: Curtis Calder, Chairman; Bill Deist; Ann Murdoch; Marilou Walling; Bob Davidson; Lisa Granahan; Ben Sharit; Steve Englert; and Ben Zunino. Not present: Geof Stark; Jose Delfin; and Guy LeFever. Consultant staff and guests: Mitch Brust; Wayne Carlson; Jeanne Greene; Donna Greenhut; and Shani Dues.

2. Action Item: Approval of Minutes of Meeting January 21, 2009

Marilou Walling made the motion to approve the minutes of January 21, 2009, as presented. Ben Sherit seconded the motion. Motion was carried.

3. Action Item: Review and Approval of Materials for POOL/PACT Annual Board Meeting

(NOTE: Six handouts were delivered to all committee members via email: 1) Mission and Value Statement & Charter Directive with Oversight Committee Members; 2) Strategic Plan 2009-2012; 3) FY09-10 Scope of Services {draft}; 4) Summary of FY08-09 Services; 5) Report of Employment Related Claims; and 6) Employment Opportunity Listing Website.)

Mitch began discussion on the major objectives identified in the following order:

- **Mission & Values** – Reviewed with no changes or comments from Oversight Committee (OSC) members.
- **Strategic Plan** for fiscal years 2009-2012 and included detailed discussion of the following identified areas of action:

Development of two instructor led courses: Lessons learned bring clients together to discuss actual life experiences, what happened, actions, sequence of events, results. Also, four mandatory online training courses for new employees will be emphasized for the clients. The four courses are bullying, unlawful harassment, drugs and alcohol, and workplace violence. Encourage clients to participate to avoid claims.



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Enhance and market online training: One-on-one demonstration for clients that are not utilizing online training. Online training is the direction that POOL/PACT HR is headed due to easy access and the budget constraints clients are now facing. Churchill County will pilot this program.

Development of three new Briefings: Briefings are 30 – 45 minute mini-training sessions for key personnel on a particular topic.

Alerts: Will increase due to new federal and state legislation expected this year.

Lisa Granahan asked for a clarification on Briefings. Mitch answered that Briefings are one-on-one sessions with directors or department heads to explain key elements that should be part of the HR program. Handouts and materials are provided to help guide department heads in proper procedures on key issues.

- **FY 09/10 Scope of Services:** This plan is developed every year from the Strategic Plan which includes specific activities for each year. This handout is for the fiscal year 2009-2010.

Semi-annual Regional Training, POOL/PACT HR is moving toward regional trainings for a variety of reasons: The state of the economy, travel costs, and better attendance. Regional training will also provide networking opportunities and allow clients to share their experiences. Clients will see more regional meetings and trainings next year and two years following.

Improve Use of Technology Enhancement Would impact web pages from the POOL/PACT HR site.

Develop and Revise Training Courses development of a new course titled Lessons Learned is being considered. This course will be structured using real life situations and human resource events to illustrate fact patterns; what went well, what did not go well, what could have been done differently, and the outcome. Lessons Learned may be delivered as a regional training to reach several clients simultaneously, and assist clients minimize travel costs. This type of training also offers opportunities to share experiences that are industry related.

HR Practices Assessments: Pilot program in FY 2009/10, approximately 25% of clients' to review their key policies and trainings. Written plan of assessment in 09/10 with suggested corrective action will be provided to clients. Future assessments targeted for FY 2010/11.

Customer Service Class: This class is structured on the theory that positive and productive employees will generate fewer human resource incidents. Clients will be encouraged to consider this program for next service plan.

Boiler Plate Policy Changes and Job Descriptions: Stresses the importance of keeping HR policies updated to reflect current laws and regulations. Updating job descriptions, ensuring that



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job descriptions include essential functions and accommodations that should be made to reflect requirements of ADA.

Webinars: Workshops that will be delivered via the web by a consultant, using a PowerPoint presentation to view, follow along, and interact for question and answer session with the consultant.

“Like Client”: Seminars or workshops for clients who have similar interests and share common issues that are unique to their industry (school districts, special districts, etc.).

- **Summary of FY 08-09 Services**

Mid-term Report: Discussion on overview of trainings and information dissemination through the past year which included recent training development and new website changes as a result of the POOL/PACT HR survey.

- **Summary of Critical Incidents:** No handout and no discussion on this item.
- **Report on Employment Related Claims:** A one-page handout to be presented to the board which includes 12 incidents so far this fiscal year. Retaliation, wrongful termination, and discrimination are the highest number of claims. POOL/PACT HR’s goal is to provide training on proper methods to handle employee relation issues to reduce the number of claims.
- **Employment Opportunity Website.** Traffic on website is increasing with unique visitors noticeably increasing, possibly due to the economy.

Mitch discussed the “Executive Summary” report from the HR Satisfaction Survey, which the OSC received in their December packet. This report discusses how effective POOL/PACT HR is in the HR arena. Mitch suggested the OSC consider including a summary in the board packet.

Bill Deist motioned to approve the materials for submittal including the executive summary at the annual board meeting. Bob Davidson seconded the motion. The motion was carried.

4. **Item: Report on Activities**

(NOTE: Five handouts were delivered to all committee members via email: 1) EEOC/NERC workshop flyer; 2) UE Learning Within Boundaries flyer; 3) HR E-Learning update; 4) SafeSchools update; and 5) Personnel Policies.)

- **Workshops – Focus Group Sessions**

EMS Certificate Program in FY 07/08 had 247 graduates of program. This is a five full day session for supervisors and administrators. It was planned to skip this fiscal year, but demand from clients warranted offering it in FY 08/09. A total of 85 enrolled in the Boulder City, Mesquite, and Douglas County areas;



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most of whom will graduate. The Human Resources Assistant program will be offered again as early as this fiscal year. This certificate program includes seven full day sessions for HR specialists.

Lisa Granahan commented that EMS was very well received in Douglas County. She has had positive feedback from employees with comments that the program is extremely helpful. Certificates of completion will be distributed at the Douglas County board meeting tomorrow evening. Lisa recommends this program to new managers.

EEOC/NERC workshop attendance was good.

Learning within Boundaries is scheduled for March 10th in Carson and March 12th in Elko. This program earns participants ½ credit, Mitch asked attendees if they would encourage school districts in their jurisdiction to participate. Ben Zunino mentioned that the 2nd and 4th Tuesdays are difficult for school districts to attend because of board meetings. Mitch noted this information for future planning.

HR E-learning Update July – February indicates that 557 people have completed classes from 28 different organizations. POOL/PACT HR will encourage more participation in the future.

SafeSchools A handout reflecting this year’s participation was distributed.

Personnel policies Staff updates the POOL/PACT HR boilerplate personnel policies on a regular basis. Changes are made to reflect current laws, regulations and practices.

HR Problems Solving Reports are being reviewed and considered for content: Incidents will be presented in the semi annual regional information meetings.

5. Action Item: Next Meeting for POOL/PACT Human Resources Oversight Committee

The next regular Oversight Committee meeting is scheduled for June 10, 2009, at 10:30 a.m. The location will be the POOL/PACT second floor conference room in Carson City.

6. Action Item: Public Comment

Mitch announced that his plan to leave as General Manager stands at the end of March and Jeanne Greene will take over as General Manager. Due to the workload, however, Mitch will remain on staff in a part-time capacity to assist with the transition. Mitch thanked all the members for all their support through the years. Bill Deist thanked Mitch for his help through the years, and said their organization wouldn’t have made it through some difficult times without Mitch’s guidance.

Marilou expressed similar thanks that Mitch has turned this organization around.

7. Action Item: Adjournment

The meeting was adjourned at 11:15 a.m.