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**Minutes of the  
Nevada Public Agency Insurance Pool and  
Public Agency Compensation Trust Human Resources  
Oversight Committee Meeting**

**Time: 10:35 a.m.**

**Date: June 11, 2008**

**1. Oversight Committee Roll Call:**

Members participating: Acting Chairperson Bill Deist, Nancy Medford, Ann Murdoch, Marilou Walling, Geof Stark, Ben Zunino, Guy LeFever, and Dee Zambetti. Not present: Curtis Calder, Richard Stokes, and Mike Brown. Consultant staff present: Mitch Brust and Shani Dues. Guests: Gus Hill, Cindy Wiley, Dave Fraser, and Wes Henderson.

**2. Item: Bill Deist Appointed Vice-Chair**

Mitch stated that Bill Deist had been appointed Vice-Chair for the Oversight Committee and conducted meeting in place for Curtis Calder. Mitch advised Oversight Committee members that Richard Stokes and Mike Brown have both resigned their positions from the Oversight Committee (OSC). Mitch stated that there will be two replacements by next meeting.

**3. Action Item: Approval of Minutes of Meeting March 5, 2008**

Marilou Walling made a motion to approve the minutes of the March 5, 2008, meeting. The motion was seconded by Nancy Medford. The motion carried.

**4. Item: Discussion of HR Legislation Tracking with guest speakers David Fraser, NV League of Cities and Municipalities and Wes Henderson from NACO**

Mitch reminded Oversight Committee members this item was discussed at the last meeting to track bills that effect HR issues within Nevada jurisdictions. A sample handout of the 2007 HR Legislation Tracking report was presented to the Oversight Committee members. It is POOL/PACT HR's intention to continue providing this service. Mitch stated he and Jeff Fontaine (NACO) discussed the possibility of all four organizations {POOL/PACT HR - Mitch, POOL/PACT - Wayne, Nevada League of Cities and Municipalities - Dave Fraser, and NACO - Jeff Fontain} have a meeting once the BDRs come out to identify the bills to be tracked that might have an impact on any one of the jurisdictions. The plan would include continuous tracking of the HR bills on their status and progress through the legislative session.

Dave Fraser agreed all four organizations working together as a team is a great idea. Dave stated he is always in contact with Wayne regarding workers comp issues and with Jeff regarding all other issues that affect local government. Dave emphasized this would be a great first step and helpful to know which issues POOL/PACT HR are tracking. He stated that the NV League of Cities usually tracks over half the bills that run through the legislature, so having some identified by this committee would be very beneficial. He stated they have a Local Governments Issue Teams that meets once a week and invited Mitch and Wayne to attend.

Dee Zambetti recommended the direction to track the bills would be at the front end of the session; therefore, allowing sufficient time to alert lobbyist and ability to monitor the bills closely. She suggested being proactive would be advantageous.

Dave pointed out that when the BDR list comes out the descriptions are not always accurate or clear. It is not unusual once the bill actually comes out to discover that the bill is something entirely different. This is true on the opposite end; titles are not at best descriptive enough to give you a clear picture. At worst they are deceiving and ambiguous. So bills that were not a concern at first get amended due to poor descriptions if not constantly monitored/tracked.

Dee stated the importance of working with this committee at the beginning of the session is based on past experience of amended bills/laws that come into effect and the financial impact on the local governments.

Wes commented that NACO also has weekly meetings on the bills in session or coming through the process and he invites Mitch and Wayne to attend. He stated that the more individuals available to monitor and/or track the better communication for those entities affected by bills/laws being implemented.

Dave commented that near the end of the session things happen very quickly and this is an issue being dealt with all the time. Bills being amended or passing both houses in a short amount of time. Dee stated while this may be true, if it requires testimony at least the Oversight Committee members might be aware of the bill with opportunity to comment.

Mitch suggested that the four organizations get together at the beginning once the BDRs come out. Take advantage of the opportunity to sit in on the weekly meetings, and become involved at the front-end, as suggested by Dee, once bills identified and get the lobbyists involved where needed.

Bill Deist stated that there is a responsibility for the members to contact NV League of Cities, NACO, or POOL/PACT HR if there is an issue or bill identified or a concern with a bill. It is a great opportunity to get questions answered and find out what is going on.

Wes suggested the first meeting should be held when the bills are prefiled, which is sometime in December instead of waiting when the session begins in February.

Dave commented that communication sent out to their members several times a day requesting feedback was overwhelming for the members and difficult to get timely comments. Dave considered their suggestions and now is more selective which actually helps the members in deciphering which emails are urgent and need comments in a timely manner. With POOL/PACT HR involved this will assist with identifying and prioritizing the HR bills.

Dee informed members that the Boulder City clerk will field each bill to the appropriate subject person and have comments back to her within five business days reporting whether there is impact or include comments on the impact.

Mitch stated that it appears there needs to be coordination so that members are not bombarded with the legislative bills and seeking input from different organizations. Dave and Wes agreed and suggested putting into place a type of "clearinghouse" system for the members.

Dave felt strongly that this would assist in bringing forward expert testimony when needed. Wes stated that NACO has heard from legislators that there is more impact when elected officials testify.

**5. Item: Updated on HR Services Survey (presented by guest speaker, Gus Hill at 11:30)**

Gus Hill, UNR Professor, summarized his discussion during a prior meeting with Mitch on designing a "services" survey. Gus pointed out that he will be utilizing "Survey Monkey" software for the POOL/PACT HR survey. The design of the survey will outline the program activities to include critical services and the future direction for POOL/PACT HR. Gus will work with Mitch and designated staff on the language to be used. He stated there will be a maximum of 40 key-type questions. The survey will include the selected response of "least agree" up to "strongly agree" plus a listing of 4-5 options for the

future direction of POOL/PACT HR questions. A draft survey will be sent to a few identified key representatives as a “pilot” on or around September.

Gus stated that an email message will be sent to all recipients approximately 5-7 days before announcing the actual survey which will include instructions. The official email will have a link for the recipients to click on which will open up the survey. The design plan is for the survey to be user-friendly, easy access, and take no longer than 10-15 minutes to complete.

There will be at least two friendly reminders sent to those that do not complete the survey within the timeline.

A few weeks later the data will be compiled and forwarded to Mitch and/or others as designated. More specific data analysis could be available if required.

The timeline for the draft is between July 15 – August 15<sup>th</sup>, and committee members are encouraged to send comments and/or suggestions after reviewing the draft as soon as possible.

Dee asked what type of topics will be covered on the survey. Mitch answered that he is interested in getting results on the timeliness of services, level of service, and what services and/or trainings that we do not currently offer that we should; including the different methods of learning. Mitch also advised that if the committee would like other areas to be considered on the survey to contact Gus or Mitch directly.

Dee stated that the results of the survey will be valuable to the Executive Board. Mitch agreed and also mentioned that this will be crucial information for this committee in regards to the fiscal year 2009-2010 plan for the Scope of Services.

Dee asked if there is a back-up plan for those organizations that will not be able to receive the survey on-line. Mitch referred the question to Shani, who stated we believe all entities will be able to receive and/or view the survey. The only problem is the mass emailing issue with the school districts. Gus answered that we would be able to work around that issue by direct contact, home email address, or even faxing the survey. It was suggested that a pre-survey announcement from the Oversight Committee, sent by POOL/PACT HR office, be sent to all participating members to announce the survey and verify email addresses prior to sending out the actual survey.

Guy asked if the survey would have a scale that would display completion status as members work through the survey. Gus stated the survey would offer the ability of viewing the status of completion, plus instructions, what to do if they start the survey and unable to complete.

Dee suggested a reminder prompt be sent within five days of the deadline. Gus stated that he will include that feature. Gus commented that the best part of making the survey successful is communicating the instructions and deadlines ahead of time so the members are ready and set time aside.

Gus Hills’ information will be set to all Oversight Committee members for suggestions, comments, or concerns on the preparation of survey.

- 6. Item:                    **Report on Current Activities****
- 6a.    **FY07-08 Service Plan Summary****
  - 6b.    **Workshops – Focus Group Sessions****
  - 6c.    **Video Conference –****
  - 6d.    **Teleconferences Update****
  - 6e.    **HR E-learning Update****
  - 6f.    **SafeSchools Update****
  - 6g.    **Personnel Policies****
  - 6h.    **Job Opportunity Website Update****

Mitch noted that some of the items are “year-to-date” while other items being reported were the most recent quarter. Mitch stated that the Essential Management Skills Certificate Program ended up with

a final count of 247 graduates from 44 entities. POOL/PACT HR did offer make-up sessions for those individuals identified as missing one or more sessions. Mitch noted that there was a list of graduates in the April Newsletter listed by jurisdiction and there will be a list of the most recent graduates in the June newsletter.

Services Summary included the Service Plans for the FY2007-2008 which indicates that of 108 clients, 89 had service plans prepared (82%). These include trainings, HR briefings, and policy updates, for a total of 453 types of services, with 404 completed as of 6/1/2008; leaving 49 “services” to complete or moved to next fiscal year. There will be an “End of Year” report that identifies all activity sent to all committee members and each organization’s HR contacts around mid-July.

Additional services to report included HR Alerts and bi-weekly HR Bulletins posted on the POOL/PACT HR webpage.

Bill asked of the 18% entities that did not have service plans, was this due to either they are real small or no interest? Mitch answered that the majority are small entities.

Mitch reported on the two following workshops:

- **7 Questions for Disciplining/Terminating Employees** presented by Dana Cotham was held in Carson City. Due to large volume of interest POOL/PACT HR offered 2 sessions. There were a total of 60 participants with 15 different entities. The ratings were high and well received.
- **Workplace Violence Awareness & Prevention for Managers and Supervisors** – regional training was offered in two different locations; Elko and Carson City. This was a unique offering due to the fact POOL/PACT HR collaborated with Willis Pooling and law enforcement from UNR. There were a total of 63 participants from over 25 different entities.

The future video conference identified as, **Protecting Children from Educator Sexual Misconduct deals with sexual misconduct** has been postponed, for October 8, 2008, and being offered at two different times and is approximately 2 hours in length. This offering will also be in collaboration with representatives from United Educators, Bob Baird; and attorney, Tom Beko.

Mitch commented that at the suggestion of several members, teleconferences are reserved for hot topics, instead of offering them every other month. At this time no new teleconference information to report.

Mitch commented on the following HR e-learning stats from November 1, 2007, to May 23, 2008.

| <u>Course</u>                              | <u>Completed</u>      |
|--|-----------------------|
| <i>Drug &amp; Alcohol in the Workplace</i> | 263                   |
| <i>Unlawful Harassment</i>                 | 349                   |
| <i>Workplace Violence</i>                  | 114                   |
| <b>TOTALS:</b>                             | <i>725 employees.</i> |

He stated that the e-learning are well received by many different organizations. The major reasons include the subject content is important, it is easy to navigate, and it is convenient, meaning employees do not need to travel to take the trainings. Mitch stressed that HR e-learning courses will continue to be developed by POOL/PACT HR.

The next item Mitch discussed was the SafeSchools’ e-learning courses. He stated there are approximately 6,800 employees in the school districts. Out of 15 districts the following **8** are currently very active: Carson City; Churchill County; Douglas County; Elko County; Lincoln

County; Lyon County; Mineral County; and Nye County. The following 3 districts are now in contact with SafeSchools and enrolling their employees: Storey County; Humboldt County; and Esmeralda County.

There are a combined total of 65 courses available under SafeSchools; 11 are specifically HR and another 11 are closely-related HR courses. At this time, 3,566 employees have completed at least one or more courses. Mitch pointed out this is over half of the employees in less than a year that have participated in the program. Over 8,260 courses have been completed. Mitch indicated the average cost is about \$2.50 per employee and they can take one or all 65 courses. Mitch will follow-up with the Oversight Committee members in December when renewal of SafeSchools will be due.

Mitch reported POOL/PACT HR systematically updates the boiler plate personnel policies. To date, POOL/PACT HR has updated and/or revised 26 sections this fiscal year in the General policies and 24 in the School policies.

He followed with a quick update on the Job Opportunity Website which included visitor stats for March (76); April (191); and May (183). June is already over at 80 and counting. Mitch commented that POOL/PACT HR consultants are distributing a handout that clients can display advertising this new service.

Mitch stated the HR Problem Solving Report is presented to the OSC quarterly, by category, type of activity, and separated by incident. This is a great learning tool and opportunity to view what other entities are also experiencing.

Marilou stated she presents this report to her department heads for their review and the opportunity for them to learn. Bill informed OSC that John Bates did a presentation to Humboldt County Management Team utilizing this report which was well received.

The Claims Report, which identifies claims from the period of July 1, 2007, to April 30, 2008, identified 19 HR related complaints made or claims filed. Mitch stated he is anticipating a lower number by the end of this fiscal year than what was reported end of fiscal year 2006. Mitch reported out of the 19 claims, 16 are arising from counties and schools. The types of claims are broken down as follows: 10 in discrimination (compared to 14 last year) which include sexual harassment, gender, hostile work environment, sexual orientation, ADA, Age, Race, and national origin. There is one in retaliation; 1 in sexual misconduct; 1 in pay dispute and 6 in wrongful terminations. The type of incidents that POOL/PACT HR pays special attention to is sexual misconduct; noting there is one this year compared to six last year.

The other point Mitch mentioned is POOL/PACT HR was involved in 12 of the 19 claims compared to last year POOL/PACT HR was only involved in 5 of the 27 claims. Mitch stated that this is encouraging and entities are contacting POOL/PACT HR early in the process for assistance.

Guy LeFever asked if the numbers include an actual paper-copy claim or is it due to involvement through the POOL/PACT HR office.

Mitch answered that the report covers three types – 1) EEOC claims; 2) lawsuit filed, and 3) those that are identified as potential claim. The majority are actual filings.

Guy asked how the contacts are captured at the POOL/PACT HR office that results in a resolution to an issue. Mitch answered that as of this date, POOL/PACT HR staff reports on every significant

engagement with clients. POOL/PACT HR has close to 90 of these contacts that could have resulted in a claim. All significant incidents are tracked with those that have a lesson to be learned summarized for the OSC.

**8. Item:                    Schedule Next Regular Meeting for CHRM Oversight Committee Meeting**

The next Oversight Committee meeting is scheduled for September 24, 2008, at 10:30 am.

**9. Item:                    Public Comment**

None.

**10. Action Item:    Adjournment**

The meeting was adjourned at 11:40 a.m.