



Nevada Public Agency Insurance Pool
Public Agency Compensation Trust
201 S. Roop Street, Suite 102
Carson City, NV 89701-4779
Toll Free Phone (877) 883-7665
Telephone (775) 885-7475
Facsimile (775) 883-7398

**Minutes of the
Nevada Public Agency Insurance Pool and
Public Agency Compensation Trust Human Resources
Oversight Committee Meeting
Time: 10:35 a.m.
Date: December 12, 2007**

1. Oversight Committee Roll Call:

Members participating: Chairperson Curtis Calder, Bill Deist, Nancy Medford, Marilou Walling, Guy LeFever, Richard Stokes, Mike Brown, and Dee Zambetti. Consultant staff present: Mitch Brust and Jonathan Sherwood.

2. Action Item: Approval of Minutes of Meeting September 12, 2007

Marilou Walling made a motion to approve the minutes of the September 12, 2007, meeting. The motion was seconded by Nancy Medford. The motion carried.

3. Action Item: Clear Direction Program

Mitch Brust stated that the committee had the opportunity to receive and complete the Clear Direction Program e-lessons since the last meeting. He said that if POOL/PACT Human Resources was going to proceed with the Clear Direction Program, the committee would need to make a decision because the fifth and final session of the Essential Management Skills (EMS) course will be completed in early January – February of 2008.

Mitch suggested that some elements should be discussed before a decision could be made. He said that organizations would need to designate a person, such as a county manager or HR manager to oversee the program and participants. He said the person overseeing the program would also need to participate as well. For the person designated to oversee the participants, the Clear Direction Manager's Manual is available and it will help with the step-by-step process of the program. The manual even includes a guide on meeting with the participants and questions to follow-up with participants.

Mitch said each client would set up an account with Clear Direction and pay approximately \$300 per employee enrolled to take the course. The organization will pay that amount up front and be directly billed. POOL/PACT Human Resources would reimburse the organization once the participant has completed the program. Organizations and POOL/PACT Human Resources would have the ability to track the employees' progress.

Mitch asked the committee if the Clear Direction Program should be restricted to those who have graduated from the EMS program or if it should be open to any employee. He said that enrollment should be limited to no more than 100 in the first year. He said this would limit POOL/PACT Human Resources to a bill not to exceed \$30,000. He said another option would be a "pilot" program with an employer that would enroll five people. Mitch said that the employees would complete the program and report back to us after 6 months.

Mitch was concerned that the momentum might be lost with those graduating from EMS if a pilot program was the selected option. Dee Zambetti said that momentum would not be lost if a pilot program was offered. She said the Clear Direction Program was time consuming and required a commitment; even though they only commit to 6 trainings in over 13 months. She said she was not sure POOL/PACT Human Resources should dive into the program without experience and feedback.

Curtis Calder agreed with Mitch's concern regarding momentum. He said the City of Elko had a couple of people enrolled in the Essential Management Skills program. He stated that he would be willing to pay the initial costs for those he believed would continue with the Clear Direction program. Curtis said he would not want to open it up to everyone due the time required to complete it.

Marilou said that the Clear Direction Program would benefit those with the momentum from the EMS courses the most. Dee said she would like more feedback before making the commitment.

Curtis said another option was to ask for volunteers that have completed the EMS course. He said he would ask those that wanted to pursue the Clear Direction to take it. Bill Deist stated he would follow Curtis' lead. Bill said it was a busy time of year for his employees and even he was challenged with keeping up with the lessons and quizzes.

Dee questioned if POOL/PACT Human Resources was able to take all EMS graduates in the first year. Mitch stated that it was possible because the program is offered all on-line. He said because the program was on-line and that the organization had a vested interest to be reimbursed the \$300 cost, the program would be a great development tool for employers. Mitch suggested that organizations must make a commitment to ensure completion of the program, and that it would not be wise to make it available to employees without oversight from manager involvement.

Dee said that if the program were strictly a volunteer offer, organizations would need time to get the information to those that are interested. Mitch agreed this was fine. The financial impact would not occur until fiscal year '08-'09 because the program would not begin until early February or March due to the six month gap between start and finish of the program. Mitch recommended that organizations start with a small number (approximately 5-10) of employees.

Dee stated that she would like to start with her department heads then push it down to the EMS participants. Mitch said that was a good idea because the department heads would be able to oversee the program when offered to their employees. Dee agreed and said the department heads could provide feedback and input on who they would like to participate in the program. Mitch stated that information could be made available to let clients know of the conditions and the potential reimbursement.

Mitch recalled that Dee suggested in the previous meeting the program be available to those that have not participated in the EMS program. Mitch said it is not critical to go through the EMS program, but it is helpful. Dee stated that she had asked because she had new supervisors that had come from the private sector and had only begun mid-way through the EMS program. She said they should still have the opportunity to go through the Clear Direction Program, and then enroll in the next EMS program.

Dee asked if Mitch needed direction today. Mitch replied yes. Dee asked if it was possible to have a couple of weeks to solicit interest in the program and respond by email. Mitch said that would work. He said that once EMS is completed, POOL/PACT Human Resources will be sending out letters to CEOs informing him/her that EMS has been completed and POOL/PACT Human Resources will be making this program available. Dee asked if there was some kind of introductory brochure or PowerPoint that could

be used to market the program. Mitch stated that the handout each committee member received (the Clear Direction Management Development Program Overview) is available to handout. He also said that he would send the Manager's Manual to the committee members. He said the manual explains step-by-step and week-by-week how to manage the participation in the Clear Direction Program.

Curtis asked if Mitch needed information after organizations gauged the level of interest including what employees would take the program, how many employees, and the name of the manager overseeing the program.

Mitch said that if a reimbursement was going to be offered, POOL/PACT Human Resources would need to know which manager is going to oversee the program and which employees will be enrolled. Employees enrolled in the program would have 8 months to complete it. He said an agreement would also need to be made between POOL/PACT Human Resources and the employer which states that if the program was completed in 8 months then the employer would be reimbursed for the cost of enrolling the employees who complete the Clear Direction Program.

Dee asked if an employee left the organization during the program, would the organization then be out the \$300 enrollment cost. Mitch replied yes, to be reimbursed the participant must complete the entire program.

Richard Stokes asked if enrollment in the Clear Direction Program would be on a first-come-first-serve basis. Mitch said yes. Richard asked if there would be a restriction that this would be offered only to employees that participated in the EMS program. Richard said if that was the case, then his organization would not have employees that would be able to participate. Mitch asked how the committee felt about non-EMS graduates enrolling in the Clear Direction Program. Marilou said that EMS participants should have the first choice, but others should be allowed to enroll. Curtis asked how many expected graduates from the EMS program that would be available to participate in the Clear Direction Program. Mitch said there were approximately 225 graduates expected.

Dee asked if organizations were able to choose whether EMS graduates or others could enroll in the Clear Direction Program. Mitch said it should be the organization's decision on who enrolls. Curtis stated that because some organizations had a higher number of participants than others, a certain number of slots for department heads should be left open for enrollment. He said that entities could have a certain number of enrollment slots and then the maximum of 100 enrolled employees could be met through this.

Mitch said that POOL/PACT Human Resources would be doing some planning to review the approximately 80 employees that had only completed 2 or 3 sessions of the EMS program. He said make-up sessions for those employees would be on a regional basis. He said need would dictate where the regional training would be offered. Dee said she was concerned about keeping EMS graduates motivated until their turn to take the Clear Direction Program came up.

Mitch said he would be delighted if enrollment in the Clear Direction Program exceeded 100 but did not anticipate that actual enrollment would come close to that number. Mitch said he had mentioned the program in some of his trainings, trying to get a feel for interest in the program, but said there was not an extremely high interest expressed, probably due to time constraints. He said that if enrollment was kept to a limited number, which is what will be suggested to the employers, of no more than 5-10 participants for the first time it is offered, would help keep the numbers down which would make the program more manageable and affordable.

Curtis suggested that someone from POOL/PACT HR that was familiar with the names of the enrollees for EMS could inform the participating organizations' contact of the number of graduates and how many enrollment slots for the Clear Direction Program are available. He said this would allow the contact at each organization to fill the slots. Curtis said if there were unused enrollment slots from certain organizations, those available slots could go to organizations that have more interested participants.

Mitch said he was not comfortable with giving organizations a specific allotment. He said he preferred identifying the number of potential EMS graduates for each organization and recommending a small number of those employees for the first run of the Clear Direction Program. Several committee members did agree with Mitch's suggestion of the wording "not to exceed."

Guy LeFever asked Mitch if the Clear Direction Program was going to begin in February when everyone was finished with EMS. He asked if there was a plan to provide EMS in 2008. Guy asked that if EMS was offered in 2008, and if the Clear Direction Program was offered at the same time, could interested employees participate in both concurrently. Guy also asked if the Clear Direction Program could be offered again in mid- to late-2008.

Mitch said he did not want to create a liability within one fiscal year that commits POOL/PACT Human Resources to more than \$30,000. He said that make-up sessions for EMS would be offered first, allowing those that needed to catch up the opportunity to do so. He said the make-up sessions would be given in a shorter time frame, allowing the participants to maintain momentum throughout the series. Mitch stated that the sessions would be every two weeks and host agencies will be determined by those needing to complete sessions.

Mitch stated that POOL/PACT Human Resources would not send the request of how many employees to enroll in Clear Direction until Session 5 of EMS was closer. He said that everyone would have the same opportunity for enrollment. Dee said that the ideal situation would be to have the make-up class schedule available the last session of EMS, because participants would have the information available and could, at that point, commit to complete EMS.

Curtis agreed that it was a good idea to wait until the first part of February after potential graduates have been identified. He said that once this was known, a letter could be sent to both the CEO and HR contacts of each organization. Curtis said that those contacts could then coordinate with the names and numbers of those who would participate in the Clear Direction Program.

Dee said it would be a good idea for the instructors of the final EMS session to spend the last few minutes of the class to introduce the Clear Direction Program. Mitch agreed this would be a good idea.

Marilou made the motion to proceed with the Clear Direction Program, limit participation to 100, and start the interest inquiry after the first of the year in 2008. The motion was seconded by Bill Deist. The motion carried.

- 4. Item: Report on Current Activities**
4a. Service Offerings
FY07-08 Service Plan Summary
Workshops – Focus Group Sessions

- HR Strategic Partner Workshop – Oct 23, 2007 – How to Manage Change to Achieve Results

Video Conference –

- Sexual Misconduct – Spring 2008

Teleconferences Update

Training Update

- E-learning Update
- SafeSchools Marketing
- Essential Management Skills

HR Briefings

Newsletters and Alerts Update

Personnel Policies – revised

4b. Employment Opportunity Listing Website – (handout)

Mitch explained that service offerings were going well, with 375 trainings scheduled for FY07-08 and 130 had been completed and 18 were cancelled. Thirty HR Briefings had been scheduled for development and 14 had been completed. There were 39 policies scheduled to be revised and 6 had been completed. The entities with 10 or more employees without a service plan were Carson Tahoe Hospital, the City of Fallon, Carson City, Gardnerville, the City of Mesquite, and Moapa Valley Water District. The remaining entities with 10 or more employees did have service plans in place.

Mitch said that POOL/PACT Human Resources presented a workshop on October 23, 2007, titled “How to Manage Change to Achieve Results,” which was presented by Patrick Ibarra, who has presented several other workshops for POOL/PACT Human Resources in the past. He said the workshop was well attended with 23 participants. He said the workshop was given to address issues specific to the larger entities. Mitch said the response to the workshop was positive.

Mitch said POOL/PACT Human Resources was currently scheduling training in the spring of 2008 with the topic most likely being sexual misconduct with schools since the issue continues to be a problem.

Mitch said the most recent alerts posted on the website were the summary of the 2007 Legislation and SB544. He said that most of the client interest was with SB544 and POOL/PACT Human Resources would soon be issuing a white paper that will address the steps on refilling a critical labor shortage position with a retired employee.

Mitch told the committee that the e-learning versions of Unlawful Harassment and the Impact of Drugs and Alcohol were available on the website. He said a Learning Management System (LMS) had been implemented to track data regarding the e-learning courses on the website. He said that the system was still not fully operational and getting actual numbers was still unavailable at the time. Mitch said the numbers obtained prior to the LMS being implemented were accurate. He said those numbers were 25 client organizations enrolled, and a total of 1360 employees signed up for courses. He reminded the committee that those did not include SafeSchools and that the numbers were solely for the courses on the POOL/PACT Human Resources e-learning site. Mitch said that a new “Workplace Violence” for employees’ e-learning course was being developed for the first of the year.

Mitch then gave the committee an update on SafeSchools. He said it was a program that POOL/PACT Human Resources directly implemented because it is difficult for schools to attend the

stand-up training typically offered. He reminded the committee that SafeSchools was started in late August of 2007.

Mitch said that 7 school districts were participating in SafeSchools at the moment. He told the committee that a school district could load their employees' names into the system and assign a timeframe for the employees to complete assigned courses. Mitch presented the following information:

- Carson – all staff {951} uploaded; 15 courses assigned; 2,635 courses completed.
- Churchill – all staff {571} uploaded; 21 courses assigned; 101 completed.
- Elko – all staff {1,059} uploaded; 14 courses assigned; 667 completed
- Lincoln – all staff uploaded; 2 courses assigned; 503 completed {combined both courses are at 50% completion}.
- Lyon – all staff {1,489} uploaded; 1 course assigned with 92 completed.
- Mineral – all staff {119} uploaded; 17 courses assigned; 175 completed.
- Nye – all staff {824} uploaded; 28 courses assigned; 1,339 completed. (This district was not participating in many of our trainings in the past).
- Douglas – demo is scheduled in near future.

Mitch said that in terms of totals, there were 5,182 employees enrolled which is approximately 83% of the school district employees as there are approximately 6,280 total school employees.

- Approximately 2,200 employees accessed the courses;
- The employees have completed 17,703 courses assigned
- 4,800 courses completed (recognizing that one employee can complete more than one course).
- Courses available: 10 HR courses and 68 other courses including topics such as risk management.

Mitch added that for schools, the SafeSchools program has been well received and the enrollment and completion numbers are increasing. He said that although only seven of the 15 schools districts were actively engaged in SafeSchools, the numbers are impressive. Mitch said the initial contract was for 2,000 participants with the belief that this would be the maximum number for the first year. He said the cost of the current contract is \$5,000, which is \$2.50 per participant. He told the committee that the next proposal, which is for 5,000 participants, is proposed to cost \$12,500. Mitch asked Richard Stokes to comment on the program and share his thoughts and the feedback from directors and employees who had utilized SafeSchools.

Richard stated that it does meet the critical need of getting all employees together. He said the school district was on a strict negotiated agreement contract which places limits on going outside of the contract. Richard said that SafeSchools is exactly what the school district needed. He said the school district tries to follow Brian Taylor's (from SafeSchools) directions in what has been successful in other school districts. He said that the end of the first semester was approaching and with that would be the first round of asking employees to complete their training. Richard said that some of the employees had come to the end of the required timeframe and were asking what would happen if the trainings are not complete. He said that is one area not worked out yet. Richard said most, however, have been professional and have appreciated the SafeSchools offering. He said that employees recognize the fact that the workplace is changing and there are things that are available for them to learn. Richard explained that school districts are accountable for academic training and that there is recognition of the accountability for issues like sexual misconduct and even blood born pathogens.

He said that training on those issues is something school districts were never able to do on a consistent basis every year, even though it was required. He said the SafeSchools offerings were fifteen minute refreshers, and were quick.

Richard said the school district is probably looking at whether there is some kind of financial opportunity or something that might come into play because of the ongoing expected training. He said that because of the small time commitment if an employee decided that they cannot or do not want to do the training on the job site, even though they are built that way, the employee can complete the training at home. He said most of the employees are happy with the SafeSchools program. Richard said the school district had encountered some feedback in regard to what happens if the training is not completed, the training does not apply to the employee, or if trainings were arbitrarily assigned. He said the school district continues to support the employees and works with them on those issues.

Richard stated that he liked the format of SafeSchools and it was easy to follow. He explained that it kept track of all of the records and that part was great. He said the school district has one person that also does their automated sub-finder process and this person has a natural tie-in with training records, so she was maintaining this system as well. Richard stated his appreciation for POOL/PACT HR in locating this program for school districts to utilize and is sold on the SafeSchools program. Richard said it meets their need extremely well. He said the school district continued to work out the institutional details to make it work. Richard said that so far, SafeSchools has received a good response from all participating with his district.

Mitch stated that the credentials of the individuals involved in creating the SafeSchools programs were impressive. He said the courses are fun and relatively easy to take and provide information quickly. Mitch explained that the SafeSchools contract was for \$5,000 and was going to slightly more than double. Mitch said that unless the committee stated that they did not want to spend the money, they needed to realize that for \$12,500 he was not sure the same effect could be achieved. He reminded the committee that the same type of impact could not be expected on the same number of participants. He said it was approximately \$2.50 per participant, but if that amount was divided by the number of courses it would come to approximately \$1.00 per course with the numbers who participated to date.

Marilou asked if Storey County Schools has taken an interest in the SafeSchools program. Mitch said Storey County Schools had expressed interest but they currently had other issues that had hindered them from actively participating at this time. He said he expected them to participate after the first of the year in addition to other school districts. Mitch said Elko County Schools, for example, had wanted to test the program first, and offered the Blood Borne Pathogen course to their employees, which had already been completed.

Mitch explained that the school administration controls the assignment of the courses to the employees. He also said that SafeSchools continues to add more courses to the program.

Curtis said this was a “no brainer decision.” He said the cost and the impact of SafeSchools speaks volumes. Curtis said it would be nice if this type of program was available for all entities in the insurance pool. He said some of the SafeSchools courses would probably work generally, but they were more directly related to schools. Mitch agreed that the courses were primarily designed for schools and were geared for the school environment. Mitch said that POOL/PACT HR was working on putting up more general HR courses on the POOL/PACT HR webpage and POOL/PACT was

working to put more risk control-related courses on its webpage as well. In regard to SafeSchools, Mitch said he was working with Brian Taylor to get the best cost available.

Richard stated that if the decision was between approving the budget of \$30,000 for Clear Direction or approving the expenditure of \$12,500 for SafeSchools, he would vote for the SafeSchools program. He said that the SafeSchool program would have a greater impact on his employees and he was seeing the true effect of the program.

Curtis said that reviewing the budget presented in the packet, it appeared that POOL/PACT Human Resources had more than enough funds to make both Clear Direction and SafeSchools happen. Curtis encouraged POOL/PACT HR to proceed and if, during the next year, there was a greater demand, to then do more. He said that due to the price per student, this deal could not be achieved elsewhere. Mitch said he would proceed.

Mitch said that EMS program had 343 individuals initially registered. He said after the completion of Session 3, 225 individuals were projected to graduate, approximately 65% of the initial registrants. He said that POOL/PACT Human Resources was discussing where to hold make-up sessions and whether to make the whole program available again. Mitch said there was interest for both make-up sessions and running the program again for new participants. He said a closer assessment would be made after the data was reviewed of where sessions will be needed.

Mitch said the next item for discussion was HR Briefings. He reminded the committee that the HR Briefings were on the POOL/PACT Human Resources website and were also available as a 45-minute session where a consultant would come and interact with the organization's key people. He said that since the meeting in September, POOL/PACT Human Resources had completed the briefings on "COBRA," "How to Conduct an Administrative Inquiry," and "Employee, Contract Employee, or Independent Contractor." He said the I-9 Forms Briefing, which discusses the changes with the I-9 process and forms would be available soon. Mitch also said the Core Management Skills Briefing, would be available in late spring. He informed the committee that POOL/PACT Human Resources was working on the performance management system and related forms. Mitch said that POOL/PACT Human Resources had received input from entities requesting a new job related evaluation form. Mitch said the existing form worked, but was too lengthy. He added that the Performance Evaluation Forms Briefing would also be available in late spring of 2008. He said that there would also be an HR Briefing on Employing Retirees in Difficult to Recruit Positions, coming in the spring of 2008.

Bill asked if there was a relation between the I-9 briefing and the recent court decision regarding undocumented workers. Mitch said that there was some relation as the federal government was pushing to track undocumented workers, but the court ordered a stop to that process. Mitch said that while the mandatory process has been put on hold, there had been changes to the I-9 process that POOL/PACT Human Resources.

Mitch said that since the last meeting on September 12th, 2008, there had been seven alerts issued that were issued to the clients. Those alerts were the New Minimum Wage Poster Notice; New Regulations on Age Discrimination; National Drug Free Work Week; National Disability Employee Month; Bills in October; SB544; and Revised 1-9.

In regard to revised or new boilerplate policies, Mitch said that work was completed on a revision to the Employment Disabilities section; Fair Employment Practices section, Workplace Violence

section, and Use of Tobacco section. He said the current recommended policy on Confidential Information basically identifies all the information in the HR arena that is confidential. He said that the second part of the policy identifies who in the organization should have access to that information. Mitch said that due a large number of questions regarding confidential information and the public right to access that information, especially concerning personnel files, POOL/PACT Human Resources has sought a legal opinion on the issue and was still awaiting the response.

Dee said the information on confidential records would be the one of the best pieces of information that came from POOL/PACT HR. She said the prior regulation stated that it had to be adopted by the governing body, is this still true.

Mitch stated, yes. He said because there was a question on whether or not that statutory requirement needed to be a Nevada statute or if it could be a local government ordinance. He said the previous court decisions had stated that ordinances did not allow an organization do to this and that it had to be a state statute. He said that POOL/PACT Human Resources believed that when the Nevada Legislature drafted this bill and excluded a natural person, it gives entities the right, based on the fact that employees are natural people, to exclude this. He said this was the thrust of the question, for a legal opinion.

Dee stated the press would pound this issue into the ground. Mitch agreed, but stated that he wanted something with a legal basis that says POOL/PACT Human Resources was on good footing to proceed.

Dee said there was public pressure to the governing bodies when the press came around and wanted all of the information. She said organizations have been able to hold them off thus far, but if there was an AG opinion that would be great.

Curtis commented that with the City of Elko experience, if POOL/PACT Human Resources were going toward the Attorney General opinion, the Elko City Attorney could draft his opinion and write a letter to the Attorney General. He said the AG could then look at the City Attorney's research first rather than starting from scratch.

Mitch stated that POOL/PACT Human Resources was not able to ask for an opinion for the AG's office, and that it had to be one of the client organizations. Mitch said that because of this, POOL/PACT Human Resources would wait to receive the legal analysis and would be made available to the City of Elko.

Mitch said the next item was the employment opportunity website. A demonstration of the website was given to the committee. Along with the demonstration, a brief description of the content and how the website would assist in recruiting potential applicants to public entities in Nevada was explained to the committee. The website contained listings for counties, schools, towns/cities, hospitals, and special districts throughout the state. Mitch said that an email was sent to organizations requesting permission for their links with the deadline being December 17, 2007. He said it was still in the development stage, but there were currently 25 links active.

Michael Brown stated that it was a fantastic website. He asked if there was a way to do a query based on type of position so that people viewing the website would not have to go to each individual organization website. He said it would require a master list that identified all available public positions, similar to Jobs Available, listed by a certain type of category. He said the option would be

useful not only to new individuals that might be looking to relocate to Nevada, but also help current public service employees relocate if they wanted. Michael said this would promote a working together attitude instead of stealing each other's employees.

Mitch stated there was an initial debate of whether to list the jobs by occupation, for example law enforcement, teacher, or fire. He said while listing by occupation may be possible, doing so posed some difficulties because lost in the shuffle would be all of the other types of jobs not easily categorized.

Michael also commented that it would be great to have a true, real-time listing of current positions based on current pay plans and contractual information for every community within the state. Dee said that would be good but she did not want to get into another Larry Beller and Associates salary survey issue with information from unmarketable areas as the information from the south was not used in the north. She said it would be great if the individual websites listed it, but perhaps was not necessary on the POOL/PACT website itself.

Marilou said she was excited about the website. She said she currently used Career Builder for job announcements and that she received over 40 applications for a recently vacant position. She was looking forward to being able to utilize this website.

Mitch commented on the fact that JM Studios was working on verbiage and ability for our website to be one of the top sites that pop-up in a Google search.

- 5. Item: Report on Other Activities**
- 5a. Report on HR Issues – Preventions and Solutions – (handout)**
 - 5b. Report on Employment Related Claims – (handout- FAXED)**
 - 5c. Report on Budget (handout – FAXED)**
 - 5d. Oversight Committee Members - (handout)**

Mitch reviewed the lessons learned examples from the Preventions and Solutions handout and said there would be more examples to report over the next quarter due to the fact that there had been more activity.

Mitch explained the report on Employment Related Claims and said the report demonstrated that in FY06-07 there were 29 claims and 20 are still open with nine closed. He said that in FY07-08 there were 6 claims thus far. Mitch said that POOL/PACT Human Resources was looking for trends, whether it was making a difference, and if the claims data were good indicators of what difference POOL/PACT Human Resources might be making relative to HR claims.

Mitch informed the committee that the most encouraging piece of information is that in FY06-07 there were a large number of incidents that POOL/PACT Human Resources was not involved in. He said that has changed. For those claims in FY07-08, POOL/PACT Human Resources was involved in every one of them. He said that POOL/PACT Human Resources knew early on in order to help mitigate or even stop the claim, the point emphasized to the Board earlier in the year.

Curtis asked if there was one employer or two employers that have multiple complaints. Mitch stated that for FY06-07 there were a couple of employers that have three claims. Mitch said it would be interesting to see in FY07-08 if those were the same. He said this would help POOL/PACT Human Resources identify if there was a need to pay more attention to a specific client. Mitch said that while issues happen to every employer at some point, if those issues continued to happen in the second year and they were the

same types of claims, then POOL/PACT Human Resources would need to focus on that employer. Mitch said most of the claims were still discrimination, retaliation, and sexual misconduct issues.

Curtis asked from Mitch's perspective if it appeared that those employers were taking the complaints seriously, and if there was fault on the employer, were they making adjustments. He asked if the employers were waiting for the litigations to play out.

Mitch gave the example of a school district that was hit with two serious sexual misconduct claims in early August. He said the school district called POOL/PACT Human Resources asking for help and in a two-day period POOL/PACT Human Resources had trained over 1,000 employees on preventing sexual misconduct. He said this was an entity that realized it had a problem, brought it POOL/PACT Human Resources' attention and action was taken to help them. Mitch said this was becoming characteristic of more of the clients who are not only getting POOL/PACT Human Resources involved early, but when there is a potential claim consultants could come out and do a one-one, small group, or a full-blown training.

Curtis stated that for the committee, controlling the liability was what it was all about. He was concerned if the same employer was driving the liability for the entire group. He said that if POOL/PACT Human Resources was an insurance carrier those are facts that would be viewed carefully on a year to year basis.

Mitch stated that when he previously shared the FY06-07 claims, he had identified the jurisdictions and the number of claims and said that information would be shared again at the end of this year. He said he was interested in seeing if it was the same entities with claims and identifying if POOL/PACT Human Resources and the clients were paying attention.

Mitch discussed the report on the budget which covered the first quarter and reflects figures through September. Mitch said the year to date total expenses was \$205,743 and last year the figure was \$201,588. He said POOL/PACT Human Resources was under budget by almost \$80,000 in the first quarter. Mitch explained that it appeared as though POOL/PACT Human Resources would have a savings again by end of the year.

Curtis asked if POOL/PACT HR remained fully staffed.

Mitch said yes, POOL/PACT Human Resources was fully staffed. He said that POOL/PACT Human Resources had a very good group and was very fortunate.

Marilou congratulated POOL/PACT Human Resources on maintaining the same staff.

Mitch introduced the new Oversight Committee member, Michael Brown from Douglas County.

Curtis was wondering how the transition has gelled over the last year and assumed that everyone was relatively happy based on the fact that there had been no turnover.

Mitch said the transition period was challenging, but the staff was motivated. He said POOL/PACT Human Resources was having a full staff meeting on December 13, 2007, to focus on our services for the next year. He said the staff was pleased with the direction in which POOL/PACT Human Resources was headed. He said the staff was a good team and got along well with each other.

Marilou said there was a comfort level whenever she calls in. She said she gets an answer to her question even if her consultant is not available at the time.

Bill reiterated Marilou's thoughts and said he was pleased with the service he gets when he calls.

Curtis asked if Mitch wanted more oversight from the committee. Curtis said he was comfortable with the current level of oversight, but said he was willing to provide more if Mitch thought he needed more guidance. Mitch stated that POOL/PACT Human Resources would come to the committee in March, prior to the April Board meeting with some suggested changes and services for the next fiscal year. Mitch said there would be a need for support, guidance, and/or comments especially with the Job Board, the Clear Direction Program, and the SafeSchools program. Curtis said that things were going well from his perspective and for POOL/PACT Human Resources to keep doing what they were doing.

Michael complimented Mitch and POOL/PACT HR in assisting with Douglas County with strategic planning with the board. .

Dee stated that POOL/PACT HR is a valuable resource and could not do it without POOL/PACT HR.

6. Item: Schedule Next Regular Meeting for CHRM Oversight Committee Meeting

The next Oversight Committee meeting was scheduled for March 5, 2008, at 10:30 am.

7. Item: Public Comment

None.

8. Action Item: Adjournment

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