



POOL/PACT Human Resources (HR)

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**APPROVED MINUTES OF THE
POOLING RESOURCES, INC
OVERSIGHT COMMITTEE MEETING
Date: June 3, 2022 Time: 10:00 a.m.
Place: Virtual Meeting via Zoom and In Person**

1. Oversight Committee (OSC) Roll Call

Members participating in person: *Chair Curtis Calder; Abel del Real-Nava; and Scott Lindgren*. Members participating via Zoom: *Elona Goldner; Cindy Hixenbaugh; Austin Osborne; and Robert Quick*. Member(s) not participating: *Erin Feore; Dawn Huckaby; and Geof Stark*. Pooling Resources, Inc. (PRI) Staff participating via Zoom: *Stacy Norbeck; Ashley Creel; Lessly Monroy; and Heather Evans*. Nevada Risk Pooling (NRP) Staff participating: *Alan Kalt*. Called to order at 10:08 a.m.

2. Item: Public Comment

Chair Curtis Calder opened public comment.

Curtis closed the public comment period.

3. For Possible Action: Approval of Minutes of Meeting March 4, 2022

On motion and second to approve the minutes of March 4, 2022, the motion carried.

4. For Possible Action: Report on Current Activities

a. 21/22 Strategic Plan to date

Stacy Norbeck, POOL/PACT HR General Manager, reviewed the 21/22 Strategic Plan as follows:

New Trainings — 5 new classes were scheduled to be developed this year: *Creating an Inclusive Work Environment (CIWE)* is 100% complete, *Managing Conflict Through Shared Values and Teamwork* is 100% complete, *Addressing Inappropriate Conduct in a School Environment (Title IX/Misconduct) eLearning* is 100% complete, and *CIWE eLearning* is 100% complete. The online *Essential Management Skills in the Public Sector (EMS)* module has been modified to be a *So, You Want to be a Supervisor? (SYWTBAS)* module and deferred to the FY 22/23 Strategic Plan.

Revisions — 7 courses have been revised so far this year.

Regional Trainings — All 11 regional trainings scheduled this year are 100% complete.

Regional Training Workshops Utilizing Outside Resources — 9 sessions have been presented with 1 more currently scheduled (*HR Bridging the Gap Series with Becky Bruch: NRS 289 Deconstructed, Part IV*, scheduled for June 28, 2022).

2021 HR Leadership Conference — The annual leadership conference was conducted in-person and live-streamed on October 21-22, 2021, with a preconference session on October 20, 2021.

New Briefings — 1 new briefing, *Remote Working*, is 100% complete.

Updated Briefings — 41 HR briefings will be updated this year: 39 are complete and two are in process and will be done by the end of the fiscal year.

HR Briefing Videos — 1 video, Service Plan Video 2022, was updated.

Webinars — All 10 webinars scheduled are 100% complete. 8 are Employee Assistance Program (EAP) sessions with 4 first-responder specific. 1 HR webinar, *OSHA ETS – What POOL/PACT Members Need to Know*, was held on December 15, 2021. 1 *Keipro EAP Orientation/Round Table* was held on April 28, 2022.

Round Tables — This is a newly added section. 15 virtual round tables by entity type were scheduled; 13 were conducted; 1 Cities & Towns and 1 Public Safety were cancelled due to low enrollment. A survey was sent to Public Safety members to identify interest and best days/times for future sessions. In addition, 3 sessions of the Workers' Comp 101 Round Table with Margaret Malzahn were conducted on May 25, May 26, and June 2, 2022. Abel del Real-Nava and Scott Lindgren each commented that the Workers' Comp round tables were great.

Post Member Pay Plan/Scale on Website — These are being added as received.

Sample Personnel Policy Update — Stacy stated the sample policy manuals are nearly complete and will be released by June 30, 2022. She also informed the Committee that one of the main revisions this FY is changing to gender neutral verbiage and avoiding using pronouns. These changes were made in part to comply with the June 2020 Supreme Court case where LGBTQ+ was included in the definition of sex under Title VII. Abel asked if there will be an Alert sent out with the new policies. Stacy shared it will be included in each Annual Summary of Updates released with the revised policies. Stacy also noted 3 other sample policies were developed this FY to comply with the Federal OSHA Emergency Temporary Standard (ETS) and the OSHA Centers for Medicare & Medicaid Services (CMS) mandate.

Coaching and Problem Solving — These are being done as they come in.

Alerts — 4 alerts have been issued to date.

Notices — 9 notices have been issued, one of which was last quarter titled *Minimum Wage Increase Not Applicable to Public Sector, 4/4/2022*.

Trainings — To date, 118 trainings have been conducted with 1944 participants, with 4.5 course content average; and 4.77 instructor evaluation average. 1 FRISK completed with 54 participants. 10 HR Briefings have been conducted with 114 total participants.

Phase I HR Compliance Assessment Program — There are 11 rollovers from previous years; 4 were removed due to inactivity; 3 are complete (Sun Valley General Improvement District, Smokey Valley Library District, and Storey County School District). There are 8 interested members this FY; 5 are in process and 2 declined.

Phase II HR Compliance Assessment Program — There are 7 rollovers from previous years; 3 of which are complete (Eureka County, Humboldt County, and Lincoln County School District). There are 2 interested members this FY; 1 has been conducted (Nevada Tahoe Conservation District).

Austin Osborne asked whether KnowBe4 Cyber training should be included in the Strategic Plan and wondered if his IT people reached out to get the correct information. Stacy shared that if they called, they would be directed to Mike Van Houten. She also shared that eLearning is not included in the Strategic Plan, but it can be done at the Committee's request. Austin said it was not necessary for the Strategic Plan.

b. Member Contact Tracking

Stacy provided two charts; the first included all contacts with a total of 1806 contacts from 7/1/21 through 4/30/22. The top categories, excluding General Contact and Program Planning/Services, were ER/Fair Employment Practices (e.g., Title VII, ADA) at 17%; Personnel Administration at 17%; and Hiring, COVID and Leave Plans at 10%. COVID has gone down a little bit since last quarter while Hiring went up.

c. Report on Employment Related Claims

As of 4/30/22 for FY 21/22, there were 25 claims, 19 of which are open. Claims may have multiple charges. Of the 25 claims, 9 are Title VII related including 4 Americans with Disabilities Act (ADA); 3 Age Discrimination in Employment Act (ADEA); 1 record request; 3 bullying; 6 administrative investigations; 4 retaliations; 1 drug test; 1 Workers' Compensation Return to Work; 1 ethics violation; 1 wrongful termination; and 1 union grievance. Of the 25, 11 are from counties; 5 from cities/towns; 3 from school districts; and 6 from special districts. Curtis shared that it looks to be on par compared to previous years.

d. HR Problem-Solving Reports

Stacy presented the HR Problem-Solving Report reflecting unique member issues addressed in the last quarter and invited any questions.

5. For Possible Action: General Manager Report

Chair Updates — Cash Minor has retired; the new POOL Chair is Josh Foli, POOL Vice Chair is Geof Stark, PACT Chair is still Paul Johnson, and PACT Vice Chair is Mike Giles. The PRI Board of Directors now includes Geof with Curtis as chair.

EMS Update — Based on the decisions made at the December OSC meeting regarding requiring cameras and participation, POOL/PACT HR updated the virtual training policy which states, in part, *"participants are expected to have their own workstation with a functioning camera that remains on during the entirety of each training session, have access to a microphone to engage in group activities, and participate in all activities. Failure to meet these expectations may disqualify participants from receiving a certificate of completion/attendance and continuing education units (CEUs). The technology and workstation requirements do not apply to entity-specific policy compliance trainings."*

The changes also include, *"POOL/PACT Risk Management Grants may be available to defray costs of webcams and/or microphones for member-owned equipment for staff unable to attend this training due to budget constraints."*

The new policy went into effect for the March EMS sessions. Most participants complied, but there was pushback from approximately 5-10% (1-2 attendees each session). A couple of attendees drove vehicles while in class (after mandating camera be on). A few did not have cameras. No Risk Management grants have been received to cover costs. Stacy indicated the current policy is permissive and POOL/PACT HR would like to keep policy as is, but staff does not want to police cameras. Abel asked if there was something in a questionnaire for everything needed when signing up. Stacy shared that when they register, they have to agree with POOL/PACT's HR Attendance and Participation Policy which list the expectations. Stacy also indicated they received some feedback from participants stating not to treat them like children. Scott asked if it would be an option to have supervisors pop on the Zoom to monitor their employees. Stacy said that there have been people who audit classes in the past, but it can be distracting. Abel suggested tying it to the requirements for SHRM/CEU's and their strict policies; Stacy stated that would require POOL/PACT staff to monitor and track. She indicated instead staff would like to start the classes off with a script encouraging cameras to be turned on to increase engagement and learning. She further stated there was a slight increase in pre-post test scores with the camera requirement (March saw 11.11% increase; December report states average was 9.89% across all virtual since 2020). Curtis noted the people driving during class is probably in violation of the cell phone policy and if that individual gets in a wreck, it could become a legal issue. He further stated they should not be participating in training if they are driving. Stacy stated participating from a workstation can be part of the script as well. Curtis agreed to keep the policy wording the same and stated there will never be 100% participation, but POOL/PACT staff should not have to police it. No action required.

Upcoming Trainings — Stacy reported a virtual session of EMS is scheduled in July. There are currently 14 people registered with a reminder to be sent out on the 22nd of this month. Stacy also stated that several members reported an interest in an advanced FRISK course on the course evaluation from the FRISK webinar; POOL/PACT HR will notify members they can apply for an education grant to attend advanced classes.

HR Conference — The next HR Conference will be on October 12-14, 2022, at the Atlantis as a hybrid event (in person and virtual) and the contract is signed. The Preconference session will be conducted by Risk Management on the 12th and currently has 16 registrants. The topics include Loss Control Excellence Program, claim management, cyber security, worker's compensation, workplace safety plans, and eLearning. The main Conference theme will be "From Surviving to Thriving," and there are currently 38 registered which is on par for this time of year. Thursday, October 13 will be from 8:00am – 4:30 pm with the Reception & Expo from 4:30pm – 6:00 pm, and Friday, October 14 will be from 8:00am – 4:00 pm. The topics will include goal setting, achievement, and motivation for leaders and their teams; employment law (likely ADA or FMLA related); Round Tables by Entity; workforce development and skill gaps; recruitment; crisis management and communication; Round tables by Topics, and an interactive legal session (likely, Stump the Attorney).

A discussion ensued for possible conference topics: Curtis suggested succession planning; Abel suggested case management for FMLA or ADA and follow-up on intermittent leave to maintain compliance; and Cindy Hixenbaugh suggested culture change or employee motivation and burnout. Curtis also suggested board governance training by Wayne and noted that there would not typically be elected officials at the conference; Abel commented that the NACO conference may be a better fit. Alan Kalt shared that Risk Management is thinking about doing a roadshow or a new member orientation and suggested there could be a POOL/PACT Risk Management services overview during the conference. Ashley Creel clarified that Risk Management would be doing a rapid-fire series of sessions as part of preconference.

Stacy stated the new HR Excellence Program will be announced at the conference.

FY 22/23 Policy Revisions— For the FY 22/23 policy updates, POOL/PACT HR would like to combine the three versions of the policy manuals (i.e., large, small, and super small) and color-code the policies by size. Currently, the super small policy is for employers with less than 15 employees and does not include Title VII, ADA, and FMLA; the small policies are for employers between 15 and 49 employees and includes Title VII and ADA, but not FMLA; and the large policies are for employers with more than 50 employees and have all topics. In addition, the small manuals only include policies deemed to be essential; all other policies are “discretionary” and can be added by the employer as desired but adding to the manual can cause formatting issues in Word; deleting is easier. Staff would like to move away from triplicating efforts and create one manual where members can delete what does not apply to them, rather than add. An example of the color-coding would-be policies that apply to all employers would be in black font; those that apply to large employers only, such as FMLA, would be in green font; the 15-49 smalls would be in blue, and the super small would be in red. Curtis and Robert each shared that it is a great idea.

Robert also requested POOL/PACT HR add a link to the detention/jail policies on the HR section of the website.

Quarterly Newsletter — HR Perspective

Stacy reviewed the articles in the quarterly newsletter that was published in May 2022: *New Trainings and Videos; Mental Health Awareness Month; Spring Is Here! (And So Are POOL/PACT HR Service Plan Meetings); Influential Leaders In the Workplaces; Dear POOL/PACT HR: Longevity Pay; and Upcoming HR Events: 2022 POOL/PACT HR Leadership Conference.*

Abel asked if POOL/PACT HR could add Title VI to eLearning to meet grant requirements and update the bullying video. Stacy noted that Mike Van Houten would be the one to contact.

6. Future OSC Open Seat

Jose Delfin is no longer with Carson City School District; Daniel Sadler, who is currently the principal of Carson Middle School, will be starting the HR Director role on July 1, 2022. Stacy and Lessly Monroy met with him on May 31, 2022, and he indicated interest in serving on the Oversight Committee.

Cindy is leaving Pershing General Hospital on July 1, 2022. Cindy would like to see hospital representation on the OSC but stated there is quite a bit of turnover in hospitals leadership roles. She suggested Jonalee (Roberts) or Hunter (Mitchell) from Mount Grant General Hospital since Lola (Montes) moved to the school district. Stacy indicated she also thought of Jonalee. Cindy expressed gratitude for POOL/PACT HR’s help over the years. Stacy and Curtis thanked Cindy for all the years of dedication and participation.

Abel asked if Humboldt General Hospital were members of POOL and Stacy affirmed; Abel stated he will reach out to them and see if there is interest.

The seat being left vacant by Cindy will be discussed at next quarter’s meeting. On motion and second to add Daniel Sadler to the Oversight Committee and fill the seat being left vacant by Jose, the motion carried.

7. For Possible Action: Employee Assistance Plan (EAP)

Stacy reported the individual utilization rate is 1.7% for the 3rd quarter which is lower than Kepro's 4-Session Model average of 4.4%. Lessly has been working closely with Kepro to help market the program. The highest utilization sites were North Lake Tahoe Fire at 7.8% and Storey County at 5.6% this last quarter. The top 3 assessed problems were Emotional Wellbeing, Work Life, and Relationships. Legal remains the highest utilized work life service. There were 62 EAP cases and 2 management consultations this quarter. The financial and legal consultation highlights showed the biggest issue this quarter was budget help with the YTD being budget help and credit counseling. The website usage had 1,893 hits this quarter and 4,659 for the year using POOL/PACT's login. The utilization report contains more detailed information. The EAP Overview and Q & A was held on April 28th, 2022. Alex Rosa, the Kepro representative, provided a thorough overview of the services available to the POOL/PACT members and a Q & A portion at the end. The session was recorded and is now available on Absorb. POOL/PACT HR is currently coordinating the webinars for the next fiscal year based on the highest-ranking webinars members expressed interest in. Curtis asked how Kepro's network for the rural counties is and if it is continuing to grow. Lessly commented that the providers list has not increased since last time she spoke with Alex, but if anyone has recommendation on providers, send them to Lessly and Alex will ask them to join the EAP network. POOL/PACT HR is also promoting virtual visits through telehealth for consultations. Curtis said the City of Elko has allocated \$3.4 million of American Rescue Plan monies towards behavioral health and to hire additional counselors and inpatient facilities. Once these programs are up and running in January 2023, Curtis will reach out to those providers to try to get them in contact with Kepro to get on their network. Lessly stated she will work with Alex to assist.

8. For Possible Action: HR Assessment Grant Application Approval

Stacy reported that Carson City completed their Phase I. Melanie Bruketta requested for an individual grant of \$500 to be split between Kristina Reyna and Megan McCarthy and an organizational grant of \$1000 to be used for employee engagement such as cakes and goodies on National Donut Day, National Juvenile Justice Day, and National Dispatch Day. Currently, Carson City HR is paying for these out of pocket and has no general fund money for such items. These events would boost morale and help employees talk about current issues. Stacy thought it was a great idea and OSC members agreed. On motion and second to approve the application in the amount of \$500 and \$1000 for Carson City as discussed, the motion carried.

Smoky Valley Library District Grant completed their Phase I. The Individual Grant for Andrea Madziarek of \$500 was already paid. They have requested an Organizational Grant for \$1000 to use towards various office supplies including file cabinets, privacy screen, file folders, pendaflex file folders, hanging folders, and general filing supplies. On motion and second to approve the Smokey Valley Library District organizational grant in the amount of \$1000 and ratification of the individual grant of \$500 grant as discussed, the motion carried.

Storey County completed a Phase I reassessment. They applied for an Individual Grant of \$250 for Brandie Lopez, HR Assistant, and an Organizational Grant of \$500 for a filing cabinet for sensitive labor relation files. Austin abstained. On motion and second to approve the Smokey Valley Library District application in the amount of \$500 grant and \$250 grant as discussed, the motion carried.

9. For Possible Action: HR Scholarship Application Approval

Brad Baeckel, the Public Works Director of Sun Valley General Improvement District, who has been there for 8½ years, requested a scholarship for the IPMA-CP. He previously applied and was approved contingent upon being able to register for the class, but he was unable to do so. He is reapplying and requesting \$1,322.93 which includes the class for \$999, membership for \$156, and the hard copy study guide for \$167.93. On motion and second to approve the application for \$1,322.93 as discussed, the motion carried.

Lori Phillips, the Yerington Bookkeeper who is also being trained for HR, has been there for 13 years (with a short gap). She requested a scholarship for IPMA-CP for \$1,399 to cover the non-membership cost of the class and study guides. She was notified POOL/PACT HR would cover the cost of membership if approved, so the requested amount is \$1,255 which includes the class for \$999, the membership \$156, and the soft copy study guide for \$100. On motion and second to approve the application for \$1,255 as discussed, the motion carried.

Jeff Meyers, the new HR assistant, has been with Pershing General Hospital for two months and has no HR experience. Stacy shared that she worked with him last week and that he seems capable. Cindy commented that Jeff is a local to Lovelock with all of his family and she does not see him leaving anytime soon. He is excited about HR and looked into aPHR himself. Jeff will also be taking EMS and HRR in the spring when the class is next offered. He has requested scholarship for aPHR for \$399 which includes the exam and the application fees. On motion and second to approve the application for \$399 as discussed, with Cindy abstaining, the motion carried.

Stacy shared that she recently re-evaluated the requirements for the HR certifications covered by the HR Scholarship program. Under HRCI, the offerings of aPHR, PHR, and SPHR have not changed. However, SHRM has lowered its minimum qualifications for the SHRM-CP to require no experience nor education. This could be a viable option for those individuals with no experience or education instead of the aPHR.

10. For Possible Action: Schedule Next Regular Meeting for POOL/PACT HR Oversight Committee

Next meeting is scheduled for September 9, 2022, at 10 a.m. via Zoom and in-person (Carson City).

11. Public Comment

Chair Curtis Calder opened public comment. Curtis closed the public comment period.

12. For Possible Action: Adjournment

Meeting adjourned at 11:33 a.m.