



**APPROVED MINUTES OF THE
NEVADA PUBLIC AGENCY INSURANCE POOL AND
PUBLIC AGENCY COMPENSATION TRUST
HUMAN RESOURCES
OVERSIGHT COMMITTEE MEETING
Date: June 5, 2020 Time: 10:00 a.m.
Place: Virtual Meeting via Zoom**

1. Oversight Committee Roll Call

Members participating via Zoom: Chairman Curtis Calder; Scott Baker; Dee Carey; Jose Delfin; Abel del Real-Nava; Austin Osborne; Danelle Shamrell; Geof Stark. Members not participating: Dawn Huckaby; Cindy Hixenbaugh; Robert Quick. Pooling Resources, Inc. (PRI) Staff participating via Zoom: Stacy Norbeck; John Bates; Sandra Schooler. Risk Management Staff participating via Zoom: Wayne Carlson; Marshall Smith; Mike Rebaleati.

2. Item: Public comment

Chairman Curtis Calder opened public comment and hearing none, closed the public comment period.

3. For Possible Action: Approval of Minutes of Meeting March 6, 2020

On motion and second to approve the Minutes of March 6, 2020, the motion carried.

4. For Possible Action: Report on Current Activities

a. 19/20 Strategic Plan to date

Stacy Norbeck reviewed the 19/20 Strategic Plan as follows:

New Trainings — Four new classes were developed this year: *Taking Care of Conflict*, *Customer Service*, and *Performance Management* have been completed (all eLearning courses), and *Influential Leadership (IL)*, an instructor-led class, is at 90% complete.

Revisions — 14 training course revisions are complete. Six of these courses were revised for Zoom due to the pandemic: *Safe and Sober, Part I and Part II*; *You Can't Do That at Work (YCDTAW), Part I and Part II*; *So, You Want to be a Supervisor? (SYWTBAS)*; and *IL*.

Regional Trainings — 13 regional trainings were scheduled. *Essential Management Skills in the Public Sector (EMS)* was scheduled seven times, five have been taught (Pahrump, Hawthorne, Carson City, Elko, and Ely); sessions 1 and 2 have been taught in Carson City with sessions 3 and 4 postponed due to COVID; and the seventh training in Elko was also postponed. *Advanced Essential Management Skills in the Public Sector (AEMS)* was scheduled two times; one was taught in November and the session scheduled in April in Carson, was postponed due to COVID. *Human Resources Representative (HRR)* training was taught in February in Carson with 24 people in attendance. *Advanced Human Resources Representative (AHRR)* training was postponed due to COVID. *So, You Want to Be a Supervisor? (SYWTBAS)* was taught through Zoom on April

29, 2020, and April 30, 2020, as our very first class via Zoom and it went very well. A Zoom version of *IL* was held June 3 – 4, 2020, with approximately 21 participants.

Regional Training Workshops Utilizing Outside Resources — Two of three sessions of the *Negotiations/FLSA class* were completed; Boulder City was canceled due to low enrollment, and a webinar was live-streamed and recorded for the website.

New Briefings — Three new briefings were completed this year: *New Employee Orientation, Drugs and Alcohol in the Workplace, and Marijuana and the Workplace.*

Updated Briefings — 18 briefings were to be updated this year: 13 have already been completed; remaining five will be completed this fiscal year.

HR Briefing Videos — Four new HR briefing videos were completed this year: *Ethics, Job Descriptions, Meeting Management, and Time Management.* All are available on the website and on Torch.

Webinars — Four Employee Assistance Program (EAP) webinars were completed. Two HR webinars: *Negotiations, Overtime, and Legislation* and *Families First Coronavirus Response Act* were conducted.

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

Sample Personnel Policy Annual Update — Updates will be completed by the end of the FY 19/20. We released two new policies during the pandemic: the Emergency Family Leave policy and the Emergency Paid Sick Leave policy.

Alerts — Eleven alerts were issued to date.

Trainings — As of May 29, 2020, 109 trainings were conducted with 1,921 participants, with 4.59 course content average; 4.8 instructor evaluation average. 15 members were interested in FRISK; 8 classes were conducted with 117 participants. 12 HR briefings were conducted with 395 participants.

Phase I HR Compliance Assessment Program — There were 11 rollovers left to complete from previous years; two completed this FY and one removed due to inactivity for three years by mutual agreement. There were eight interested members this FY; three were reassessments and all eight are in process. Storey County was conducted last month and is 50% complete.

Phase II HR Compliance Assessment Program — There were six rollovers left to complete from previous years; three (Nye County, Town of Pahrump, and Humboldt County) are nearly complete. Lincoln County School District is currently in process. Curtis thanked Stacy for being creative and completing our services via technology. Stacy said it was going very well and will consider continuing to offer virtual trainings in the months ahead even if we get back to “normal.” Curtis said it will open some doors for those that cannot travel due to budgetary constraint at the local government level.

b. Report on Employment-Related Claims

As of May 26, 2020, we had 30 claims, 26 of which are open. Twelve are EEO (discrimination/harassment and retaliation), one EMRB (gender, age, disability), one wrongful term, six administrative matters, one alleging due process violation in connection with employment, one disparate treatment, one retaliation for efforts to unionize, one whistleblower, two regarding elected officials, and four others. Of the 30, seventeen are from a county, two from a city, five are from schools, and six are from special districts.

c. Master Training Value Report

Stacy stated that per our discussion at the last meeting, we listed the last three fiscal years in three separate columns, with the current FY to date as of March 18, 2020. She said this is a change from the past few years since we previously included regional courses/programs and assessments/scholarships since inception, with all other training showing three FYs. Going forward the whole report will be a three-year report.

Curtis thanked Stacy for quantifying the information into a report as there is value in tracking it. Stacy said individual reports are provided during our service plan meetings with individual members and sometimes the insurance agent has asked for them to provide to the board. Curtis suggested this type of story be told when Wayne and his staff are doing renewals due to it being included in the premium for the renewal and premiums are going up. He stated there is so much value with the services that are provided and POOL/PACT HR is one part of it. Stacy said there has been discussion with Nevada Risk Pooling, Inc. about adding to this report in the future for some of the services that are provided on their side as well. Curtis said it will make sense to get a big picture view of the quantifiable value they receive being a pool member. Scott said he appreciated the valuation; it really helps put it into perspective for the trustees.

5. For Possible Action: General Manager Report

a. PRI 5-year Grant

Stacy reported the 5-year grant has been approved.

b. Pandemic Response

Internally – Stacy reported that planning for the possibility of telework began the first week of March 2020. Telework was implemented beginning March 19, 2020, with employees reporting to the office one day per week. All in-person trainings were canceled at least three weeks prior to the event and travel by employees was restricted. During Phase I of the governor’s plan, no changes were made to internal office schedules, although masks were required in common areas. No travel and no in-person trainings or meetings were allowed during this phase. Currently, during Phase II of the plan, employees are allowed to return to the office two days per week and day trips are allowed for meetings. If the individual is comfortable traveling and there is no overnight stay, we might allow this on a case by case soon. We are currently not doing in-person training, but this might change as well. Masks are still required. She said these restrictions may change soon. Service plans are currently being arranged via Zoom or phone.

Membership – Stacy reported on COVID communication with member organizations. *What Employers Should Know about COVID-19* was sent March 13, 2020; *Families First COVID-19 Response Act Alert* was sent March 19, 2020, with an update on March 25, 2020. *Families First Coronavirus Response Act Q & A* was created on March 23, 2020, and updated March 24, 27, 30, and 31, and on April 3, 6, and May 8. Dee Carey said she and her team have used these a great deal as a resource; it is a lot easier than the Department of Labor. Stacy said we also sent out an Unemployment Benefit (UI) notice which was created on March 26, 2020, and updated on March 30 and April 3. Multiple emails have been sent out notifying members of changes, in addition to assisting members via phone.

Regional Trainings – Stacy reported that EMS 3 and 4 from March had to be postponed due to COVID so those trainings are being set up as Zoom trainings and we will try to schedule any full day class over two days in the mornings. She anticipates those being ready by July 2020. As for fall and spring, she is hopeful these trainings will be available in person. Marshall has created a Facilities Use Agreement (training room policy)

that will restrict the upstairs training room to 17 people with the six-foot physical distancing requirement. If we are able to hold these classes, they will be restricted to 16 participants and one facilitator (keeping in mind that it is our intent to develop EMS online in addition to Zoom versions of *EMS*, *HRR*, *SYWTBAS*, and *IL*). She said there would also be an internal discussion on whether to do the advanced classes virtually since they are more workshop oriented.

Member Trainings – Stacy reported that virtual trainings (Zoom webinars) were presented for *Bullying in the Workplace*, *Safe and Sober*, and *You Can't Do That at Work!* She said there have been some streaming issues with videos, but overall it has gone well. She believes the Zoom trainings are a valuable option that can continue even when things get back to normal. Curtis asked if any of the rural communities are having trouble with their broadband connections. Stacy said they did have some problems with a couple of individuals who had difficulty with a Zoom link. She did not know if the issue was on the member's end or POOL/PACT's. POOL/PACT's phones were down the same day which made it difficult for members to report technical problems. Curtis said they have had some technical problems in Elko with GoToMeeting. He thinks it is based on internet/broadband speeds in the area.

c. FY 20/21 Strategic Plan/Scope of Services

The ethics training that was supposed to be a revision will now be a new class. Again, EMS will be revised for Zoom. Stacy said she sent out the Scope of Services to point out that the Zoom trainings are not on the Scope but could be considered as online services. She wants to make sure that is okay with the committee. Curtis said this might be temporary, but when we change the plan maybe it can be updated.

d. Conference

Stacy reported the annual conference is scheduled for October 21-22, 2020. She said we currently have 27 registered which is the same number we had at this time last year. We are still planning to hold it, and she and Ashley Creel are looking at what options would be available if we are unable to hold the conference due to restrictions from the governor. She asked if those on the committee would still attend if we are able to hold it in October. Committee members voiced their intention to attend the conference in person if held. Stacy stated the backup plan if we are unable to hold the conference, would still have the majority of the presenters offer their trainings via Zoom over time. To date the presenters include Nick Kittle: Innovation in Government; Round table by entity; Becky Bruch: Case law updates (survey sent); SHRM representative, John Decoteau: Skills gaps; Brett Simmons: Servant leadership/resourceful leadership; Kandi Porter: Learning and Development and legal topics that are part of our presentation schedule.

e. Newsletter

Stacy reported on the topics covered by the quarterly newsletters. The May newsletter included the Introduction to the New EMS program, new EAP, advertising the new Performance Management eLearning class as well as Zoom trainings, and registration for the conference. In addition, there were three other articles: Tips to Stay Mentally and Physically Fit while Teleworking; Supervising in the New Normal Workplace; and Ask POOL/PACT HR double feature on the FFCRA.

f. Eureka

Stacy gave an update regarding a discussion at the last meeting about Eureka County's decision to contract for services with a company out of Elko and Winnemucca: Pray and Company. Their HR representative, Kim, and DA, Ted, had concerns about the contractor. Stacy collaborated with Wayne, Marshall, and Neal to write

a letter to their HR representative and DA which shared concerns including the contractor's lack of public-sector experience, contractor charging for some of the services that are already provided by POOL/PACT HR, and the contract itself. They are having their board meeting today and we believe they are moving forward with the contract. We are hopeful they discuss some of the concerns that we shared with their HR.

6. Employee Assistance Program (EAP)

Stacy reported the board approved terminating the contract with Resources for Living (RFL). RFL was notified on March 13, 2020, and Kepro signed a contract on April 25, 2020. She said we will be transitioning to Kepro as of July 1, 2020. Stacy said RFL has been very supportive to ensure a smooth transition. She reviewed the RFL 1st quarter report, the utilization was 2.1% compared to last year at 2.8%. The presenting issues showed a rise in marital issues from 10.8% to 12.7%. Members also showed an increase in severe distress from 30 to 50%. According to the COVID-19 dashboard report through May 18, 2020, there were 26 total counseling cases in April and May including 5 COVID-19 counseling cases, 8 relationship, 9 stress/distress, and 3 depressed mood. Stacy said she believes there will be more of these cases as COVID-19 continues to affect individuals. The Kepro contract from 7/1/20 – 6/30/21 includes: employee count 12,000 at \$0.66 pepm at a cost of \$99,040 per year (as compared to RFL at \$160,000); Critical Incidence Stress Disorder 12 hours (\$275 in excess); Onsite services 24 hours allocated (\$250 in excess). Stacy said there will be an internal training on June 10, 2020, and member trainings on June 29, 2020, and June 30, 2020 (total of four webinars offered at 10 am and 2 pm). A toll-free number will be available to members the last week of June. Stacy also reported that members currently receiving counseling services through RFL will have 90 days to finish their free sessions. John Bates stated Kepro has been cooperative and they are very eager to begin their contract with us. We are notifying our members to be ready for the Zoom meeting with Kepro who is excited to work with the POOL/PACT members. Wayne added if there are any providers that are not included in the provider directory to let Kepro know and they will consider any member seeking admission. Curtis asked if they have seen the providers list since we started this process out in the rurals and is it about the same. Wayne said we have not seen a current updated providers list, but we did advise Kepro to the areas where we saw some discrepancies where it was not covered. They said they are actively working to get providers in those areas and if there are specific ones to be added, to let them know. Curtis said he appreciates Wayne and John working on this, thinks we are moving in a great direction, and that we are going to see a big improvement in the level of service that is offered through Kepro. Geof asked if the EAP online training through Absorb is going to be modified or taken down for a while. Stacy asked John and Wayne if Kepro is having an orientation online. John said they will meet with Kepro on Wednesday and ask them at that time. He also reported that in addition to their website, Kepro has an app. Wayne said we are working with them to develop an HR alert to describe the change and all the documentation factors once they are able to publish the actual call-in number. No action needed. Stacy said she appreciates John and Wayne taking the lead, they have done a phenomenal job.

7. For Possible Action: HR Assessment Grant Application

Stacy stated no new applications had been submitted for approval by the board.

8. For Possible Action: HR Scholarship Application Approval

Stacy stated no new applications had been submitted for approval by the board.

9. Item: For Possible Action: Schedule Next Regular Meeting for POOL/PACT Human Resources Oversight Committee

Next Meeting is scheduled for September 11, 2020, at 10:00 a.m., in Carson City and via Zoom (Virtual Meeting).

10. Item: Public Comment

Chairman Calder opened public comment and hearing none, closed the public comment period.

11. For Possible Action: Adjournment

Chairman Calder called the meeting adjourned at 10:52 a.m.