

MERIT AWARD BOARD

“Good Government, Great Employees”

209 E. Musser Street, Room 101
Carson City, Nevada 89701-4204

Brian Sandoval
Governor



MERIT AWARD BOARD
August 30, 2017 – 1:30 PM

Blasdel Building
209 E. Musser Street
1st floor, Room 105 Carson City, NV 89701

And

Grant Sawyer State Building
555 East Washington Avenue
Room 1400
Las Vegas, Nevada 89101

The sites will be connected by videoconference. The public is invited to attend at either location.

MINUTES OF MEETING

Merit Award Board

Members

Present:

Rosa Mendez - Chairperson and Representative, Governor's Office
Melanie Young – Representative, Governor's Finance Office, Budget Division
Harry Schiffman – Representative, American Federation of State, County and Municipal Employees (AFSCME)
Neil Lake – Representative, American Federation of State, County and Municipal Employees (AFSCME), UNLV
Rachel Baker – Representative, Department of Administration, Division of Human Resource Management

I. CALL TO ORDER –

Chairperson Rosa Mendez: Called the meeting to order. Guests present included, Jennifer Frischmann, Chief of Long-Term Services and Supports with Nevada Medicaid, and, Adrienne Navarro, Program Specialist with Long-Term Services and Supports with Nevada Medicaid.

II. ADOPTION OF MINUTES FOR JUNE 29, 2017– FOR POSSIBLE ACTION

Chairperson Mendez asked if there were to be any changes to be made to the June 29, 2017 minutes. There were none.

MOTION: Moved for approval of adoption of minutes for June 19, 2017 Meeting.
BY: Chairperson Mendez
SECOND: Harry Schiffman
VOTE: The vote was unanimous in favor of the motion.

III. EMPLOYEE SUGGESTIONS — FOR POSSIBLE ACTION

- A. Joy Gonzalez**
- B. Marcel Brown, Palisa Sturgis and Bonnie Dalton**
- C. Toby Lansing**
- D. Adel Lansing**
- E. Stephanie Salleroli**
- F. Linda Marantette**
- G. Alissa Lucke**
- H. Cassandra Shelton**
- I. Alma Johnson (update only)**
- J. Haaland McIntire (update only)**
- K. Brandi Johnson (update only)**
- L. Erich Drakeley (update only)**

A. Joy Gonzalez

Chairperson Mendez stated that the suggestion was related to selling Department of Motor Vehicle (DMV) Handbooks to the public through kiosks. The agency's first response indicated that it would need to refer to a couple of milestones that needed to be met for possible implementation; including a possible request for information, statutory prevention and other reasons, including additional costs. A more recent response from DMV said that the agency did conduct an additional review and research and the Department determined that the basic calculations did not take into consideration additional expenses that would be incurred by the vendor for the

handbooks. In addition, the DMV also cited, the Department did not currently have any kind of statutory authority to charge a fee for handbooks, and that there would have to be legislative changes made to the law. Therefore, the agency would not be approving the suggestion for award and would not be implementing the suggestion.

MOTION: Reject suggestion based on agency response.
BY: Neil Lake
SECOND: Harry Schiffman
VOTE: The vote was unanimous in favor of the motion.

B. Marcel Brown, Palisa Sturgis and Bonnie Dalton

Chairperson Mendez stated the suggestion was related to requiring Medicaid recipients to have a level of care between 0 and 5 to seek community placement or home based care, rather than placement in a nursing facility. The suggestion indicated that the savings could total an average of \$24,500 per month. The Medicaid Division had already entertained this suggestion in 2015, and had since moved forward with changes. The division made it a priority to move individuals from an institutional setting into a community setting which was discussed in Legislature this past February. Therefore, based on the work that was already underway and addressed by the agency for the Level Of Care (LOC) programs, the agency was not implementing the suggestion and was not recommending the award.

Ms. Frischmann noted that the agency was not in support of the changes thus far. She further commented, the LOC tool is used for multiple programs, both the nursing facility as well as the home community based waiver programs. An individual might have already met the level of care, however, nursing facilities are not used as an option for housing opportunities. She further stated, they were under a maintenance of effort with the Federal Government, with the Affordable Care Act, and were unable to make any changes. Additionally, they did start looking at it back in 2015 with their fiscal agent and resurrected it back in 2016 to make more stringent. The division's focus and function was on transitioning people back out into the community.

Chairperson Mendez asked if the federal funding somehow denoted the level of the care and inquired how the agency was addressing the situation, to which Ms. Frischmann answered, the Focus Program, which was the Facility Outreach Community Integration Services, had been around since about 2008, and it was not separately funded at that time. She noted that a grant was received in 2011, which was called the "Money Follows the Person", which helped people assist in transitioning. She explained it was used to pay a person's first and last month's rent, and to purchase some home items for those in transition. That grant expires in 2019.

Chairperson Mendez asked for clarification that the refocus was not a result of the suggestion. Ms. Frischmann replied that it was not and confirmed it was already being done.

MOTION: Reject the suggestion based on the Agency's previous consideration.
BY: Melanie Young
SECOND: Harry Schiffman
VOTE: The vote was unanimous in favor of the motion.

C. Toby Lansing

Chairperson Mendez stated the suggestion was related to improvements to the Nevada International Fuel Tax Agreement (NV-IFTA) Tax Return System Form. The agency response indicated that the IFTA forms have been reviewed since November of 2016, and they are moving to an online finance system which will provide help buttons to assist the customer with specific filing questions. It was also noted there was no way to measure whether the additional instructions being placed readily on the form, rather than the instruction page where they are available to the customer, would actually reduce some of the general filing questions. The agency also stated that the nature of suggestion does fall under the employee's classification and responsibility and or duties.

MOTION: The Board reject this suggestion for Mr. Lansing based on that Agency response.
BY: Chairperson Mendez
SECOND: Neil Lake
VOTE: The vote was unanimous in favor of the motion.

D. Adel Lansing

Chairperson Mendez stated the suggestion was related to being able to schedule appointments for motor carrier clients that are set for other areas within the DMV. The response from the agency indicated the department had already made changes to staffing positions around the DMV Offices to address the locations that have busier or more carrier activities, and that these particular reduced wait times at the District Facilities did not negatively impact other slower offices. Continuing, she indicated the agency had solicited a Request For Information, (RFI) for a new queuing vendor in order to look into a new system that would accommodated motor carrier customers and provide the same services offered to the general public. The agency had previously explored the possibility of implementing an appointment schedule, but due to the limited motor carrier resources at each specific location, found

it to be detrimental at some locations and not at others. General customers suffered additional wait times because only one person would be allocated to handle motor carrier issues. The agency stated for the reasons cited, they did not support the suggestion and would not be implementing it.

MOTION: Reject the suggestion based on the agency's response.
BY: Neil Lake
SECOND: Harry Schiffman
VOTE: The vote was unanimous in favor of the motion.

E. Stephanie Salleroli

Chairman Mendez stated this suggestion was from an employee with the Colorado River Commission Accounting Division. The suggestion requested consideration of the Central Payroll Office, completing new-hire paperwork in lieu of an agency HR office. The suggestion proposed that by doing so, errors would be removed and accuracy and completeness of the required documents would be ensured. The agency response indicated that the segregation of duties was one of the important keys of an Internal Control Plan, which was required by the State when processing sensitive information. By having Central Payroll assume the duties of completing new-hire enrollment paperwork and forms, previously established internal controls would be violated and fraud-risk to the State would be increased. The suggestion is being rejected and is not recommended by the agency for implementation.

MOTION: Reject suggestion due to the Agency not implementing the suggestion.
BY: Melanie Young
SECOND: Harry Schiffman
VOTE: The vote was unanimous in favor of the motion.

F. Linda Marantette

Chairperson Mendez stated the suggestion was from an employee with the Department of Health and Human Services, Division of Public and Behavioral Health (DHHS PBH) which related to the changing the process for Travel Expense Reimbursement Claim Form, and Mileage Attachments and/or Forms. The agency response included acknowledgement of the employee's initiative to improve the process and its resources. However, the suggestion had been considered previously and, as a result, the process was currently electronic and fewer paper documents were copied for the request. The agency would also be changing the reimbursement part of the process to another automated process in the future which would further reduce clutter and copies. The agency had indicated that the employee did participate in the travel process, and was a witness to the use of paper, time, and ink, when completing

the reimbursement claims. The Agency felt this was part of the employee's classification or responsibilities and denied the suggestion for an award.

Neil Lake asked if the idea had been proposed to this Board or was it considered previously by the agency. Chairperson Mendez believed it was the agency that had considered it, and steps to have an automated process were being taken by the agency.

MOTION: Reject suggestion based on the input from the agency.
BY: Neil Lake
SECOND: Harry Schiffman
VOTE: The vote was unanimous in favor of the motion.

G. Alissa Lucke

Chairperson Mendez stated the suggestion from an employee at DHHS, Division of Child and Family Services (DCFS) related to the Wraparound Process and Model which ensured that families had access for case management through casework staff. The agency acknowledged there was misunderstanding and confusion within staff regarding their roles and claimed staff recently received refresher training. The response clarified that the Wraparound Facilitators would continue to bill Targeted Case Management according to current policy. Billing for Targeted Case Management was already maximized in this program and, therefore, the suggestion would increase the need for general funding and not be a cost savings. For this reason, the suggestion was being rejected. Ms. Frischmann commented that the sister agency billed Medicaid for Targeted Case Management. She explained that Targeted Case Management was basically an individual linking the family up with continued services and providing resources for them, and they Medicaid was billed.

MOTION: Suggestion be rejected based on response from agency.
BY: Melanie Young
SECOND: Neil Lake
VOTE: The vote was unanimous in favor of the motion.

H. Cassandra Shelton

Chairperson Mendez stated the suggestion from an employee with the Treasurer's Office, Cash Management Division, regarded improving the Bank Statement Procedure process by creating a better tool and/or form for agencies to claim their ACH-Wires. The supported the suggestion and implemented it on July 1, 2017. It was estimated to save \$3,712.81 in hard costs (paper, ink, etc.); and \$14,898.30 in full-time employee hours in overtime, comp time, or additional time to perform the task.

Chairperson Mendez noted the totals were only for the Treasurer's Office and would be considerably more if applied statewide. She stated the Board would need to consider the suggestion for an award as well as discuss whether they would look at the suggestion for the Treasurer's Office only. Melanie Young stated the suggestion was not clear. She pointed to the current process which involved three different positions, and one of them was the employee's position. She suggested that the agency needed to clarify if the suggestion was part of the employee's job responsibilities and provide documentation. Ms. Young commented that implementing the suggestion and trying to recognize savings on a state-wide basis would be nearly impossible to quantify. She suggested the suggestion and associated savings should be applicable to the Treasurers side only to which Chairperson Mendez agreed.

Mr. Lake commented that it didn't appear the suggestion was part of Ms. Shelton's clear and specific job responsibilities. Chairperson Mendez stated the representative who wrote the letter should provide clarification on the responsibilities of the employee as it related to the process.

MOTION: Table the suggestion until clarification to the questions raised are answered.
BY: Harry Schiffman
SECOND: Chairperson Mendez
VOTE: The vote was unanimous in favor of the motion.

H. Alma Johnson (update only)

Chairperson Mendez stated the suggestion received from the Department of Business and Industry (B & I), Division of Workers' Compensation, regarded the ceasing of ordering and using preprinted letterhead for each of the divisions within the department and using one template. The agency's initial response was that the department had around 14 different divisions and would need to follow-up with each one on the feasibility. In response to a follow-up with the agency, Terry Reynolds, Deputy Director, indicated some of the Divisions within the agency are Boards. The Boards were appointed and driven by policy concerning their own letterhead and would make their own determination on what was used. Mr. Reynolds indicated the suggestion could not be implemented Agency-wide due to restrictions and/or prohibitions, and could not implemented the suggestion within the department. In response to a question posed by Ms. Young, Chairperson Mendez referred to an email from Mr. Reynolds dated August 29, 2017 where it was reiterated that several of the agencies have Governor appointed Boards and Commissions that have their own authority under statute. Chairperson Mendez confirmed the use of an online method since 2013.

MOTION: Suggestion be rejected based on response from agency.

BY: Melanie Young
SECOND: Neil Lake
VOTE: The vote was unanimous in favor of the motion.

I. Haaland McIntire (update only)

Chairperson Mendez reminded the Board about the suggestion and stated the Treasurer's Office had already approved the suggestion which would result in an estimated cost savings of \$11,784. Because the agency needed to complete an agency-wide system upgrade, and because the cost savings could not be realized until the close of Fiscal Year (FY) 2018, the Board decided to table until more information became available.

MOTION: Table suggestion until the end of State FY '18, when the agency can provide the Board with a realized savings, to be able to award.
BY: Melanie Young
SECOND: Harry Schiffman
VOTE: The vote was unanimous in favor of the motion

J. Brandi Johnson (update only)

Chairperson Mendez reminded the Board that the suggestion regarded State General Fund expenditures for the Division of Child and Family Services, Child Welfare case management services, by billing Medicaid for TCM services for them currently provided by Child Welfare Workers. The agency had previously indicated additional time was needed to review and research the suggestion. The latest response from Deborah Harris stated that the agency would not be implementing due to other revenue maximization efforts already being conducted for the agency. Ms. Young stated that at a previous meeting when both the agency and Ms. Johnson made presentations, the agency indicated that they were submitting the budget enhancement request in their budget to implement Targeted Case Management, and they were already implementing it. She expressed concern that with the lack of agency information concerning other revenue maximizations efforts are and felt the Board needed to investigate further and seek clarification.

MOTION: To inquire further from the Agency to determine if they have implemented Targeted Case Management for the DCFS Child Welfare Cases that are related to Brandi Johnson's suggestion.
BY: Melanie Young
SECOND: Harry Schiffman
VOTE: The vote was unanimous in favor of the motion.

K. Erich Drakeley (update only)

Chairperson Mendez stated that an updated response from the agency had determined it would cost the DMV about \$19,000 in upgrades and provisions to the automated system. It was noted that with an estimated cost-savings of \$74,818 minus the cost of the upgrade, a savings of \$55,818 would result. The agency would not be able to allocate the necessary resources to complete the upgrades to the system until January of 2018, with an estimated implementation date of March of 2018.

MOTION: Table the suggestion until implementation from the agency.
BY: Neil Lake
SECOND: Harry Schiffman
VOTE: The vote was unanimous in favor of the motion.

IV. GENERAL BUSINESS

A. Board Correspondence

- 1. Employee Suggestion Form**
- 2. Agency Review Form**
- 3. IFC Annual Report**

B. Meeting Date

1. Related to the Employee Suggestion Form, Chairperson Mendez stated the only change that was made was in regards to the inclusion of clarification from the employee on whether their suggestion was already previously discussed, or if it was part of certification and/or training, or educational program that already existed within the State.

MOTION: To approve the revised Suggestion Form.
BY: Melanie Young
SECOND: Harry Schiffman
VOTE: The vote was unanimous in favor of the motion.

2. Chairperson Mendez moved on to Agency Response Form and discussed the changes made. Ms. Young asked if the form would be fillable to which Chairperson Mendez: responded that she could look into making it so. She suggested tabling the discussion for further investigation and research into Senate Bill (SB) 284 to ensure compliance.

MOTION: Table the form pending receipt of additional information with regard to statute regarding digital submittal forms by agencies.
BY: Chairperson Mendez
SECOND: Neil Lake
VOTE: The vote was unanimous in favor of the motion.

3. Chairperson Mendez moved on to the IFC Annual Report, and stated that updates would need to be made to the Report to reflect the activity at the meeting.

MOTION: Accept the IFC Annual Report with corrections to reflect meeting activity.
BY: Neil Lake
SECOND: Harry Schiffman
VOTE: The vote was unanimous in favor of the motion.

- B. Chairperson Mendez reminded the Board that it was recommended at the last legislative session to attend regularly scheduled meetings. The Board had previously agreed that the second or third Thursday of the month appeared to be the best date.

- V. **PUBLIC COMMENT & DISCUSSION** – (Note: No vote or action may be taken upon a matter raised during public comment until the matter itself has been specifically included on an agenda as an item upon which action may be taken. Comments will be limited to five minutes per person and persons making comment will be asked to begin by stating their names for the record.)

Chairperson Mendez: Asked if there was any public comment and there was none.

VI. ADJOURNMENT

MOTION: Moved that the Merit Award Board meeting be adjourned.
BY: Chairperson Mendez
SECOND: Neil Lake
VOTE: The vote was unanimous in favor of the motion.