MINUTES OF THE MEETING OF THE
ASSEMBLY COMMITTEE ON WAYS AND MEANS
AND
SENATE COMMITTEE ON FINANCE
SUBCOMMITTEES ON GENERAL GOVERNMENT

Eighty-Third Session
February 12, 2025

The joint meeting of the Assembly Committee on Ways and Means and Senate Committee on Finance Subcommittees on General Government was called to order by Chair Natha C. Anderson at 7:44 a.m. on Wednesday, February 12, 2025, in Room 2135 of the Legislative Building, 401 South Carson Street, Carson City, Nevada. The meeting was videoconferenced to Room 6 of the Nevada Legislature Hearing Rooms, 7120 Amigo Street, Las Vegas, Nevada. Copies of the minutes, including the Agenda [Exhibit A], the Attendance Roster [Exhibit B], and other substantive exhibits, are available and on file in the Research Library of the Legislative Counsel Bureau and on the Nevada Legislature's website at www.leg.state.nv.us/App/NELIS/REL/83rd2025. Link to Executive Budget.

ASSEMBLY SUBCOMMITTEE MEMBERS PRESENT:

Assemblymember Natha C. Anderson, Chair
Assemblymember Shea M. Backus, Vice Chair
Assemblymember Gregory S. Koenig
Assemblymember PK O'Neill
Assemblymember Selena Torres-Fossett
Assemblymember Howard Watts

SENATE SUBCOMMITTEE MEMBERS PRESENT:

Senator Dina Neal, Chair
Senator Angela D. Taylor
Senator Carrie Ann Buck

SUBCOMMITTEE MEMBERS ABSENT:

None

GUEST LEGISLATORS PRESENT:

None

STAFF MEMBERS PRESENT:

Cathy Crocket, Senate Chief Principal Deputy Fiscal Analyst

Brody Leiser, Assembly Chief Principal Deputy Fiscal Analyst
Dameon Meeks, Program Analyst
Joi Guthrie, Committee Manager
Natalia Jordan, Committee Manager
Sherry Quick, Committee Secretary
Lisa McAlister, Committee Assistant

OTHERS PRESENT:

Joy Grimmer, Director, Department of Administration
Dean A. Hardy, Senior Appeals Officer, Hearings and Appeals Division, Department of Administration
Bachera Washington, Administrator, Division of Human Resource Management, Department of Administration
Christina Duncan, Fleet Specialist II, Fleet Services Division, Department of Administration
Jack Robb, Chief Innovation Officer, Office of the Governor
Daniel Marlow, Administrator, Administrative Services Division, Department of Administration

Chair Anderson:
I would like to call the Assembly Committee on Ways and Means and Senate Committee on Finance, Subcommittee on General Government to order. [Roll was called.]

We only have one department that is presenting, but we have more than a few budgets that you are going to present today.

FINANCE & ADMINISTRATION
DEPARTMENT OF ADMINISTRATION
ADMINISTRATION - HEARINGS AND APPEALS DIVISION (101-1015)
BUDGET PAGE ADMIN-38

Joy Grimmer, Director, Department of Administration:
The Department of Administration currently has 414.8 full-time-equivalent [FTE] positions, and 16 FTE positions were added during the interim. The overall vacancy rate as of February 1 for our Department is 11.16 percent.

With me today we have Dean Hardy, Administrator, Hearings and Appeals Division, Las Vegas; Bachera Washington, Administrator of the Human Resource Management Division; and Daniel Marlow, Administrator of the Administrative Services Division. We also have additional staff in Las Vegas and here in Carson City if you have any other questions that we cannot answer. I will turn it over to Dean Hardy in Las Vegas.

Dean A. Hardy, Senior Appeals Officer, Hearings and Appeals Division, Department of Administration:
The Hearings and Appeals Division is charged with hearing all the contested industrial insurance issues. In other words, when someone is injured on the job, and if they have an issue with the administrator of their claim, that litigation goes to the Department of Administration. We are currently funded for 51 full-time employees and associated operating costs [page 2, Exhibit C].

We have an increase in funding for small equipment; relatively minor at $3,932 for each of the next two years. Secondly, we have an increase for our business productivity suites, which are across 11 courtrooms. We currently have eight appeals officers in Las Vegas, three appeals officers in Carson City, and each of those appeals officers has a productivity suite so they can conduct business through the courtroom. The funding for an appeals officer position was added during the interim legislative period. That is item number three and contained in decision unit Enhancement (E) 300. If there are no questions, we can proceed to the next slide.

Chair Anderson:
What we will do is go through the whole process and then we will do all the questions at the end.

Dean Hardy:
Sounds fair. We have a need for interpretive services in the courtroom as you might expect. We have different individuals coming in with different languages. That is a need for $12,000 over the course of the next several years [page 3]. Licenses for support network switches for the next year is zero, but the following year increases to $24,555. We have a court recording system, and that support and maintenance is a matter of about $5,500, and then computer hardware and software for the next year and thereafter is $16,284. That is the increase we asked for. I am happy to answer any questions.

Chair Anderson:
We do have a few questions. We will start off with Senator Neal.

Senator Neal:
How has the existing unclassified appeals officer position allowed the Division to address the existing and projected workload to manage complex appeals cases?

Dean Hardy:
The increased workload necessitated the addition of an appeals officer. That has allowed us to completely satisfy the statutory requirements of setting the initial cases in a timely fashion in accordance with the statutory mandates. There is currently no backlog. All initial settings are done within the statutory time frames and that was because of the additional appeals officer.

Senator Neal:
I am not actually tracking the response. You are saying that there is no backlog?

Dean Hardy:
That is correct, Senator. We have plenty of cases that are within the system, but there is no backlog. Cases that are heard at the first level hearing—hearing officer level—are usually heard and decided at the initial setting.

We currently have about 300 new cases filed per week in Las Vegas at the hearing officer level and about 100 cases filed in Carson City at the hearing officer level. Those cases are set at their initial setting within the statutory guidelines. They are heard and decided usually without continuing, without any changes in the initial setting.

The appeals officer cases are set for an initial setting within the statutory time frame, but they almost never go forward at that initial time frame. They are a much more complex setting—they require witness testimony, sometimes medical testimony, and sometimes independent medical examinations are necessary. The cases do not usually go at the appeals officer level during the initial setting and are reset for what is called a date and time certain after appearing on a stacked calendar. Sometimes they go; sometimes they do not. There are a lot of reasons why a case may sit in our tribunal for some time. Sometimes it is the issue of getting that medical testimony and coordinating it. Sometimes it is the issue of coordinating an independent medical examination to understand the issue of medical causation. Sometimes it is a matter of an attorney not being ready to go forward. We are always 100 percent within the statutory time frame that we are required to be. We are always prepared to go forward at the initial setting—at the appeals officer level—in addition to the hearing officer level. At the appeals officer level, we are prepared to go forward, but the case is not prepared to go forward, so the attorneys will take them off and set them for a time in the future.

Senator Neal:
From my notes, appeals in 2021 were 5,400, then there were 7,000 in 2022, and in 2023 there were 8,200 appeals. Based on what you just said, the medical, and the complexity, is what is driving that increase?

Dean Hardy:
I think there are multiple factors driving the increase and you will note from the dates that you just cited; that was post pandemic. After the pandemic recession subsided there was an increase in building and construction, especially in the Las Vegas and Reno areas. With an increase in construction and building, and the concomitant increases in the other support infrastructure, undeniably, you are going to have an increase in industrial injuries, and with an increase in industrial injuries you are going to see additional contested issues. I think that is part of the driver for those fiscal years. We have been able to maintain within the Department of Administration, Hearings and Appeals Division, what we are required to do

and that is to hear and decide cases. We feel very, very encouraged by the fact that we are always within the statutory time frame, and we are always ready and capable of hearing any contested issue in workers' compensation.

It is incumbent upon the attorneys who are representing the various parties to move the case. If they are not prepared to move the case, then there is not much we can do. If they tell the judge who is hearing the case, that we do not have a medical report, we do not have an independent evaluation scheduled we are waiting on, or a witness testimony is not available for that date—that is why there are cases that are sitting within our tribunal.

Senator Neal:
How many cases does each appeals officer handle?

Dean Hardy:
Right now, there are somewhere between 1,000 and 1,400 cases being handled by each appeals officer.

Assemblymember Backus:
I know when we sat here two years ago, the appeals officers were having a lot of backlog and one of the resolutions was—I think they were going to implement Artificial Intelligence (AI) to assist with writing decisions. Has that really helped with the backlog and getting those post-pandemic appeals resolved? I am curious how that ended up working out.

Dean Hardy:
There was an attempt at AI, and it was found that the best resolution we could have is the implementation of an electronic filing system. We are in that process currently—a process that started approximately 15 months ago—and we are very close to implementation. I can tell you that we meet with our outside vendor at least once, and mostly twice, per week. We have an internal group within Hearings and Appeals that meets once to twice a week. In addition to the meetings that we have with our outside vendor, we believe that the implementation of electronic filing is going to make the operation at Hearings and Appeals so much more efficient, and so much more responsive to all the stakeholders. It is going to lower costs for everyone across the board. It is going to make us much more efficient, and we found that the operation of our system electronically is going to exponentially increase our efficiency versus AI.

I am not a tech person in terms of AI. We have looked at it. It has been explained to me on a lot of different levels. We have an internal IT person, and we are looking at those things, but with the implementation of electronic filing, we think we are going to be light-years ahead of where we are. Unfortunately, we are one of the last tribunals in the United States to implement electronic filing. I am sorry to say that we are a little bit behind, but it is coming. I cannot tell you that it is eminent, but we are very close to launching electronic filing at Hearings and Appeals.

I will tell you that you will be speaking to some of the stakeholders through the legislative process and that might be one of the questions you can talk to the stakeholders about because they are all excited about the implementation of the electronic filing system.

Chair Anderson:
Are there any other questions? [There were none.]

Let us move on now to the Merit Award Board budget.

FINANCE & ADMINISTRATION
DEPARTMENT OF ADMINISTRATION
ADMINISTRATION - MERIT AWARD BOARD (101-1345)
BUDGET PAGE ADMIN-10

Bachera Washington, Administrator, Division of Human Resource Management, Department of Administration:
The Merit Award Board is a statutory authority under *Nevada Revised Statutes* (NRS) 284.030. At the beginning of 2024 I moved the responsibility for the Merit Award Board from one section of the Division of Human Resource Management to another—Consultation and Accountability. When they received the program, it had many unaddressed suggestions and no substantial activity for approximately one year. What they did was address the suggestion backlog and focused on following up with unresponsive agencies. A couple of other things they did was provide an updated suggestion form—they created a dedicated email address for submissions from staff—and the tracking was moved from paper files to electronic.

Joy Grimmer, Director, Department of Administration:
There are no decision units in this budget account currently. What you see on the slide [page 4, Exhibit C]—the funding—is the result of $25,000 for merit awards and $3,000 for administrative funding that was appropriated in Assembly Bill 239 of the 82nd Session. We are not currently aware of any legislation at this time that would make an appropriation this biennium. With that I will take any questions.

Assemblymember Backus:
I know that funding stemmed from the sunset committee review and thought it was important to keep the Merit Award Board going forward. My first question is, was the $3,000 to fund the Board sufficient over this last biennium? I understand there were reasons that they did not meet until February 9, 2025, but I just wanted to make sure whether that funding was appropriate originally.

Joy Grimmer:
Yes, it has been sufficient.

Assemblymember Backus:
There was only one meeting, and it was in the second biennium, right before this session; actually, a couple of days ago. If this program kept going, would that $3,000 be adequate for a biennium to keep the Board moving forward to consider those suggestions?

Joy Grimmer:
Yes, it would.

Assemblymember Backus:
Can you please provide a summary of the types of suggestions and recommendations that have been received and reviewed by the Merit Board this fiscal year, and indicate how the Board determines whether to issue an award or not?

Bachera Washington:
I would be happy to provide that information to you.

Assemblymember Backus:
I did not want to put you on the spot, but I appreciate that. I am just excited to see that we did have one award, the $750. It is nice to have those who are working within our state make good suggestions because they are on the ground.

My next question is, please indicate why no funding was recommended for the Merit Award program for the upcoming biennium other than the $750, and what the plan is to fund this program going forward.

Joy Grimmer:
I am not aware of any legislation currently that gives an appropriation to the Merit Board.

Assemblymember Backus:
I guess the question was why was there no recommendation in the budget to continue funding the Merit Award program?

Joy Grimmer:
As we built the budget, there were only so many decision units that could be ranked in General Fund appropriations. Because of that, this was not given an appropriation.

Assemblymember Backus:
Thank you. I appreciate that.

Chair Anderson:
If you could make sure to provide that report to all of us, or just send it to the Ways and Means secretary.

Let us move on to the Fleet Services budget account.

FINANCE & ADMINISTRATION
DEPARTMENT OF ADMINISTRATION
ADMINISTRATION - FLEET SERVICES (711-1354)
BUDGET PAGE ADMIN-27

Joy Grimmer, Director, Department of Administration:
Administrator Robbie Burgess is not with us today, unfortunately, so I will be presenting for the Fleet Services Division. The Fleet Services Division has 16 employees and operates a large, modern and environmentally friendly fleet that focuses on customer service, efficiency, and professionalism [page 10, Exhibit C].

The current fleet size is approximately 1,380 vehicles. There are three facilities; one in Carson City, one in Reno and one in Las Vegas. In fiscal year 2024, fleet service vehicles, including those rented from outside agencies, traveled more than 9.3 million miles, or 27 miles per day per vehicle. Short term rentals fulfilled by the division are over 4,590.

Decision unit Enhancement (E) 333 is for inmate payroll. The Division utilizes Department of Corrections inmates to supplement state personnel that are needed for vehicle and building maintenance. Decision unit E-334 asks for one fleet specialist in the Carson City facility to provide support to the Division and the Administrator. Decision unit E-335 adds one fleet services worker position in Las Vegas to provide additional support with vehicle rentals, repairs, and maintenance. These workers also drive the fleet bus to pick up customers from the airport and bring them back to the rental facility. There are 669 vehicles assigned to the Las Vegas Fleet Services Division. There is a large number of maintenance and repair work that has been outstanding that is driving the ask for this position. Decision unit E-336 would add 225 licenses for asset works for Fleet Services' enterprise asset management system [page 11]. This is used to track the vehicles and keep the maintenance on schedule. Decision unit E-712 funds the replacement of 173 agency owned vehicles and Decision unit E-722 is for the purchase of 90 new vehicles in fiscal year 2026. Both of those are a one-shot appropriation.

Assemblymember O'Neill:
I am not sure you can answer these since Mr. Burgess is not here, but on the vehicles we are purchasing, are any of them Electronic Vehicles (EVs) or are we still using Liquefied Petroleum (LP) gas vehicles down in Vegas?

Joy Grimmer:
The majority will be hybrid. We will have no full plug-in vehicles purchased this session.

Assemblymember O'Neill:
Are we still using the liquid flex fuel?

Joy Grimmer:
We have 435 in the fleet.

Assemblymember O'Neill:
Are all of them in Vegas? I have been told there may be problems in maintenance with them.

Christina Duncan, Fleet Specialist II, Fleet Services Division, Department of Administration:
Can you ask the question again?

Assemblymember O'Neill:
I have heard from a couple of state employees that they have had maintenance problems when they have used the liquid gas vehicles. They have had problems out in the street when they are using them and had to be towed back in. I was just curious if you have any studies on the difference between the maintenance of our regular gasoline vehicles versus the hybrids. I was also going to ask about the EVs, but we do not have any, correct?

Joy Grimmer:
We currently have 57 EVs. In the appropriation that we are asking for, we are not asking for anymore, but we have 57 in the current fleet.

Assemblymember O'Neill:
Do we know if there is any maintenance cost difference for the various vehicles in the fleet; the fuel that they are using, particularly the liquid gas?

Christina Duncan:
I am not aware of any differences between the two.

Assemblymember O'Neill:
How about in training for our personnel on maintenance?

Christina Duncan:
I will have to get back to you on that one.

Assemblymember Watts:
There was legislation passed last session to encourage the procurement of vehicles with the lowest life cycle cost—considering fuel costs, maintenance costs, insurance, et cetera, as well as any incentives that may be available. Not to put you on the spot right now, but I think there are some differentials in those costs. If you could, please follow up with this Subcommittee with some information on how you are evaluating vehicles with different fuel types, to figure out which options are the most appropriate.

I know that EVs are not the ideal application for every vehicle in the fleet, but it is a bit of a surprise to me that we are not acquiring any more given that they traditionally have lower operating and maintenance costs compared to other fuel vehicles. Not as much of a question but just a request for some additional information on how you are making those determinations about which vehicles to procure.

Joy Grimmer:
We will get that information and get back to you. I can add that the infrastructure that we have available at the state buildings is not sufficient to charge EVs. It is very expensive to implement, which is one reason, and it is hard for us to get them deployed quickly.

Senator Buck:
Could you discuss the anticipated benefits to the daily operations of the Fleet Service Division as well as the ability to serve state agency customers by adding this one new fleet specialist position.

Joy Grimmer:
You are asking about the one in Carson City, correct? It would support everyone in the Division. It would work a lot with the Administrator and the fleet specialist 2. It would also oversee the time-consuming tasks such as accident subrogation and recording the data for the vehicle telematics operations. We get a lot of good data on that and right now we do not have anyone who is able to fully analyze it.

Senator Buck:
Can you also discuss the challenges in keeping up with the vehicle maintenance services and the anticipated benefits of adding one new fleet service worker position in the Las Vegas office?

Joy Grimmer:
The repairs that are done internally are your normal maintenance—changing the oil—that type of thing. The things that are time consuming are getting the vehicles back and forth from the dealerships for warranty repair work. That requires someone to drop it off and go pick it up, which takes them out of the office for the day. When we say repairs, it is really that we need people to do the maintenance, but also take them to the dealership to get actual repairs done.

Assemblymember Torres-Fossett:
Building on that conversation around repairs and servicing those vehicles—understanding that it depends on the repairs that are necessary—on average how long is the vehicle out of service and therefore unavailable for the state agency to use when it is awaiting service or repairs within the Division? And how does the Division accommodate the state agency's needs while those vehicles are awaiting repairs or services?

Joy Grimmer:
We can get you the exact information, but we are estimating approximately a week. We do give them a loaner vehicle when we take theirs for maintenance.

Assemblymember Torres-Fossett:
How many vehicles are generally used for loaners or stored for loaners?

Joy Grimmer:
I will have to get back to you with that information.

Senator Neal:
How many inmates do you use in the fleet division?

Christina Duncan:
We are only requesting one in our Carson City office.

Senator Neal:
In the past how many have you used?

Christina Duncan:
One, in the Carson City office.

Senator Neal:
How much do they get paid?

Christina Duncan:
I am unsure.

Senator Neal:
When I asked, it is about $2.50 an hour. What kind of work do they do?

Christina Duncan:
They would be doing any maintenance on the buildings that we do not need the Buildings and Grounds for. They would be doing car washes and assisting in any repairs that our staff need.

Senator Neal:
Tell me what their status is in Nevada Department of Corrections (NDOC). Are they in a reentry program? Are they 18 months out, getting ready to be released? Do they get some kind of certificate? Is there work that they can do on the outside?

Joy Grimmer:
I am not aware of that. I do see what you are saying, and I do not believe we have a program like that, but it would be something to look into with NDOC.

Senator Neal:
It is of interest to me because I have had convict leasing for two sessions, and I am doing it again for the third session, which is using prisoners at a low wage of $2.50 to do work. I am wondering how many hours—what that translates into—because ultimately there is incentive, but I also know that when they get paid, that wage goes to room and board.

Joy Grimmer:
We will discuss this internally and we would be happy to further discuss this with you, if possible. At this point, we do not have a program for that.

Chair Anderson:
Please keep all of us on the Subcommittee aware of that. The Senator is the lead on this and has been working on it for many years; it is very problematic.

Are there any other questions? [There were none.] We will go to Agency HR Services.

FINANCE & ADMINISTRATION
DEPARTMENT OF ADMINISTRATION
ADMINISTRATION - HRM - AGENCY HR SERVICES (717-1360)
BUDGET PAGE ADMIN-64

Bachera Washington, Administrator, Division of Human Resource Management, Department of Administration:
The Agency Human Resource (HR) Services provides full HR support for over 51 departments and divisions with 300 or less employees across the state. Those services include recruitment, employee relations, new hire orientation, Human Resource Information System (HRIS), and any leave program. Right now, there are currently 18 FTE [full-time-equivalent] in that agency, 125 budget accounts, with over 3,000 employees that we service [page 13, Exhibit C].

We are requesting in decision unit Enhancement (E) 330 the ability to provide travel and training for the employees who work in the Carson City office as well as the Las Vegas office. In E-345 we are requesting to make the intermittent positions that we currently have into full-time, permanent positions.

FINANCE & ADMINISTRATION
DEPARTMENT OF ADMINISTRATION
ADMINISTRATION - HRM - HUMAN RESOURCE MANAGEMENT (717-1363)
BUDGET PAGE ADMIN-51

To provide some highlights for the Division of Human Resource Management [DHRM], our recruitment team has worked hard to bring the vacancy rate down in the year from 24 percent to 13.04 percent [page 15, Exhibit C]. We have conducted three hiring events, one in Carson City and two in Las Vegas, which resulted in on-the-spot hiring for 121 employees in Carson City and 106 in Las Vegas. Our next hiring event will be in Las Vegas on March 4 and 5 at the Las Vegas Convention Center.

As for labor relations, we are in current active negotiations for all 13 bargaining units. In addition, this year we have centralized our Equal Employment Opportunity (EEO) and Sex- or Gender-Based Harassment and Discrimination Unit and moved all existing EEO officers that are across the state into DHRM. This was to provide a neutral environment for employees to be able to share their concerns and enforce the laws that prohibit discrimination. We also created an EEO email box for employees to provide information in a confidential form.

With the addition of our EEO officers moving into DHRM, we have significantly reduced the time that it takes to investigate a complaint. When I first became a part of the team there were only two; an Administrator and one EEO officer. Since then, in combining all, we have a total of eight. Under the direction of Kimberly Smith, who is the Administrator, they have done a phenomenal job in reducing the backlog that we had with our investigations and bringing them current.

The payroll team for 2024 processed over 18,500 transactions. This does not include vendor payments or any of our required tax regulations. There was a need to hire a deputy administrator over payroll that has the accounting, auditing, and compliance experience that we needed. We also recently hired the state payroll manager—that position was vacant for a few years—and we are currently filling the remaining positions with experienced payroll and accounting employees.

The payroll team is essentially 100 percent new staff. They came on board with no written processes and procedures on how to manage a grandpa computer system. Our payroll fiscal team has worked tirelessly with the Office of Project Management team to ensure that our current system—Advantage 2—remains stable until we can integrate into the new system July 1. With that, I am requesting two additional accounting technicians to join the payroll fiscal team to help ensure compliance and provide auditing support and help support the large number of transactions that we see every pay period.

The Office of Employee Development will soon open nominations for Department employees to apply for class 22 of our Certified Public Manager Program. We are also reviewing our current mandatory supervisory classes and our supervisory academy, which today is not a mandatory academy. We are creating one mandatory supervisor academy program. The curriculum will focus on labor laws, understanding our Collective Bargaining Agreements, progressive discipline, as well as ensuring that our new supervisors—our new leaders for the state—have the foundation of supervisor leadership classes such as temperaments and emotional intelligence.

I am asking for one additional training officer for the Office of Employee Development. That person will not only assist with the Certified Public Manager Program but will also lead the supervisory academy. The Deputy Administrator over payroll is a current intermittent position. I have asked for permanent funding for that position as well [page 18, Exhibit C]. With that, I am happy to answer any questions.

Assemblymember Watts:
I would like to go back to the Agency HR Services, budget account, 1360. I see that we had these intermittent positions that we are proposing to make permanent—looks like across two different budget accounts. My understanding is those intermittent positions were created to support the Smart 21 project and then were transitioned when that was canceled and we moved into CORE.NV. Because of all the different moving pieces there, I am just trying to understand this a little bit better. Can you discuss how the impact of that change, and the implementation of the CORE.NV project, has had on the agency's ability to provide services to state agencies?

Bachera Washington:
From my understanding, those positions did come over from the Smart 21 team. Since that time, we have put them to work in Agency HR Services to provide enhanced customer service to our agencies and have more streamlined processes. Right now, those individuals, because of where they are now, does not necessarily pertain to those Agency HR Services employees. They are focused on providing customer service to our current department.

Assemblymember Watts:
Obviously, we are very excited about the potential of CORE.NV to create efficiencies across the state. I think because those positions were kind of repurposed, I am trying to understand the nexus, or if there is a nexus. Once the CORE.NV system is fully online, is that going to realize any efficiencies within Agency HR Services? Do you think that these positions will continue to be needed at that point?

Bachera Washington:
One hundred percent. The CORE.NV system coming live is completely different than what the current employee services provide. They do work with the Agency HR Services support and provide employee relations, Employment Status Maintenance Transaction processes,

new-hire orientation, and they talk to the candidates regarding offering positions. That is something outside of the CORE.NV project. We will still need those positions.

Assemblymember Watts:
My understanding is that this is an enhancement for this budget. Basically, it was determined that there was additional need to provide these services and you just happened to have some folks that were there—some positions that were there—and they got repurposed for that. Is that a fair representation?

Bachera Washington:
Yes.

Senator Taylor:
Before I ask questions, I do want to applaud the leadership training. I do not think we do enough of that. I applaud you for being forward thinking in that.

I want to piggyback on what my colleague said in terms of the new positions; I want to wrap my head around that a little bit. I am sure you know, the Governor's recommended budget talks about serving fewer agencies, and farming those out a little bit because of the lack of staff. If you have a reduction in the number of agencies that you are serving, will you still need three full-time positions?

Bachera Washington:
Yes. The only agency that I believe Agency HR Services will not be servicing is the Department of Business and Industry. However, with that, we did create this methodology that Agency HR Services will provide full cycle HR services to those departments and agencies with 300 or less employees. There are several departments that we currently do not have under our umbrella. They still use us for one way or another, but we will officially be moving them under our umbrella in July.

Senator Taylor:
The line of demarcation is 300, that is clear—you must draw a line somewhere. Can you tell me about the departments that have fewer than 300 and what you will be doing to support them versus those that are above 300 and what you will be doing to support them?

Bachera Washington:
I can provide you with a list of all the departments and divisions that we will be servicing with 300 employees or less. It will be full HR support; any employee relations. We will handle their leave program, new hire orientations, recruitment processes—everything that we provide services for currently for our current agencies, we will continue to provide to the new agencies.

Senator Taylor:
The departments with 300 or fewer though, you are going to do that differently. Did I understand that incorrectly?

Bachera Washington:
No, the threshold that we use for Agency HR Services to provide full HR services is 300 employees or less. We will provide a full HR service mechanism for all the departments that have 300 employees or less.

Senator Taylor:
I need to make this a little bit clearer. Would you do anything for the departments that have fewer than 300 employees?

Bachera Washington:
Three hundred employees or less will be under the Agency HR Services umbrella. Those departments that have 300 or more employees typically already have their own HR staff.

Senator Taylor:
I have it backwards, you are going to continue to serve the smaller ones because they do not have their own HR person.

Bachera Washington:
Yes.

Senator Taylor:
Are there any metrics that you are using for the staffing levels to make sure you provide appropriate services for those 300 or above? What are the metrics that you use? Do those metrics indicate that you do need three more full-time people?

Bachera Washington:
Using best practices from the Society of Human Resource Management, typically it is one HR for 100 employees. Right now, with the intermittent positions that we have, it is one HR to 300 employees. I do not think we need additional staff for Agency HRS. With the intermittent positions that we have, we have been able to provide a high level of service to those agencies and we will continue to do so with that level and that number of folks we have.

Chair Anderson:
I had the opportunity to serve on another subcommittee that Chair Watts and Chair Taylor had yesterday. It feels like a very similar conversation about employee movement. Is this part of the collective bargaining agreements that you are speaking about, or that you are currently in negotiations with, that you mentioned earlier? It just feels like there is a lot of movement going on, without the employees being aware of it. What is that process? Do they just get

assigned, or is this a stronger conversation, or is this something that is part of their collective bargaining rights, as they speak about it in their contracts?

Bachera Washington:
I am not quite sure I understand your question. My current intermittent HR personnel are not being moved around. They are in Agency HRS and they are performing those services.

Chair Anderson:
My question was very muddled, I totally understand that. It feels like with the CORE.NV project and how that moved around some people, and then also with the follow-up questions—it just feels like some people are being told—well, you are in this, now you are over here. Is that transfer process part of the collective bargaining discussions, or is this something done as a Department decision?

Bachera Washington:
I am aware that the Smart 21 HR folks were farmed out to other agencies, and we were lucky to get a handful of those positions. There is no process today—and moving forward—to move any employees to other agencies or other departments.

Chair Anderson:
I realize maybe we need to have this conversation offline, if we could possibly continue it. I am going to move on to Assemblymember O'Neill.

Assemblymember O'Neill:
I have got to compliment you on your work. Human resources is one of those love you, hate you agencies. I was a former state employee from basic entry all the way up to division chief. I understand the challenges that you have, and I really do mean it when I say thank you. It is your hiring practices, your training—you allow us to take and demand of us—that really set the standards for state employees. Because of that, I have hundreds of questions, but I will try to narrow them down. On the supervisor training, I know lots of times we have people working as a temporary supervisor in various positions. Are they required to take the supervisor training even though they are in a temporary position? Also, how long after a person gets promoted, either to a temporary or to a full-time supervisor, do they have to take that supervisor training?

Bachera Washington:
If it is a temporary assignment, that employee would not have to go through the supervisory academy. That would be considered working out of class and because it is a temporary assignment, there would not be the requirement to take those courses. As far as the implementation of the new mandatory supervisor academy; my team is ironing out that process right now to figure out how long to give a new supervisor to complete those classes.

Assemblymember O'Neill:
Offering to you a suggestion—I know at times, even from my own personal experience, I worked as a temporary supervisor for months on end because of our personnel shortage. Maybe you should consider that after so many months they do take that training or the academy as you call it. But I just want to thank you very much for doing that.

Chair Anderson:
I do appreciate that answer because I think the supervisory staff is so important and for them to have that training. I am going to move into a different area and that has to do with the payroll system. It sounds like there have been some delays in the past. We have had some individuals who have contacted one or two of us or some of our peers. Can you discuss the payroll system challenges that have caused delays in processing payroll and the anticipated benefit of adding two new technician positions, on the daily operations of the agency?

Bachera Washington:
As I stated before, my payroll team is 100 percent new. A lot of our systems and processes were not written down, and they have had a lot of trial by error to get things accomplished and they have done an amazing job. They have worked tirelessly over the weekends to ensure that we provide the service we are required to provide to the over 19,000 employees. There have been some delays when it comes to vendor payments—things of that nature—and I think Jack Robb can elaborate more on that.

Jack Robb, Chief Innovation Officer, Office of the Governor:
This is an item—in coupling with CORE.NV, the Department of Administration, HR, and constant coordination with the Treasurer's Office and Controller's Office—payroll is so dynamic when you have to put it all together. Advantage 2 has been in trouble for a while, which is why Smart 21 started and why we have put an accelerated timeline on CORE.NV to get up and running. We hold our breath with Advantage 2 every payroll, and we have had to hire back individuals because it is such an antiquated system. Current employees do not have the training to run that system. We have multiple employees who are employed in Office of Project Management currently and their whole job is to babysit Advantage 2 payroll to ensure that we get payroll out. After this cycle we have nine left to do out of that antiquated system.

With the transition to CORE.NV financial; even though a paycheck is a financial transaction, it still comes out of the HR system. We are reliant on Advantage 2 for that portion. When it came to migrating over to make the vendor payments, to Deferred Compensation, Public Employees' Retirement System, Public Employees' Benefits Program, insurance, and others, we had to work through that process because that comes out of the financial portion of CORE.NV. There was some transfer of data between those two and we had to iron some things out; they are ironed out and moving forward.

Little things like a three-paycheck month; January was a three-paycheck month. There are 26 pay cycles in a year—12 months—it does not add up to 24, it adds up to 26. It takes a lot of babysitting on three-paycheck months because health insurance does not come out on that third paycheck. The system would go out and try to pick up that health insurance. We had to continue to run the pay cycle multiple times and every time you run a pay cycle, it is 12-plus hours to download, to revert the file, and then run a new file. It is a time-consuming process and when you take that down nobody else can do anything in it. When you cannot do anything in it—with every pay cycle, there are people that change bank accounts, or you have new employees, or there is bank fraud on somebody's account, or something happens to a bank account, they become hand checks because they cannot be electronically sent over. When we take the system down, that delays our ability to get those hand checks out. We have changed that process to get the hand checks out without running it through the system and then in arrears, we run them through the system.

What we were finding the delay was—any time we run a pay cycle to make sure that everything is correct in the system so we can do a W-2 at the end of the year—that payroll must go 100 percent through the system. It was taking an extraordinary amount of time to get it through the system. It is imperative to make sure those employees get paid on time and we run it through the system in arrears. They get two checks; they must give one back because we have to make sure they have money in their hand. They get a second check that they must then sign back to the state, so we know it ran through the system right and that all the deductions are correct and then we can get them a W-2 out at the end of the year in a correct fashion. It is extremely complicated and then you put in the complexity that the Controller's Office has to press buttons at certain times, the Treasurer's Office has to press buttons at certain times—an antiquated system and changes it. It has been difficult.

Chair Anderson:
It looks like, at this time, there are positions that are being partially justified because of the changeover. Is there an anticipation that we will continue to need these positions with the new payroll system, especially with anticipation of what that is going to do? In the long run the hope is that we will not have to do that, but it seems that there is a possibility of the same issues possibly continuing.

Jack Robb:
Issues are going to continue until we go to the new system. Part of going to the new system is we are going to take employees to positive pay. Currently, we have a good number of employees who the system assumes worked 80 hours over a two-week period. The only time they submit a time sheet is if they have a sick leave day, vacation day, or a holiday—but the holidays are already built in—something out of the ordinary or overtime. We are going 100 percent to positive pay. When we roll out the new system, we want the increased accountability and oversight to ensure that employees are paid accurately, which means they are not underpaid or overpaid. It is imperative that we make sure we know who is getting paid what—you have shift differentials. There are all kinds of things that need to be reviewed

with the new bargain unit agreements that came out. Workload with the new system is not going down; there are a lot of things to review. I would say that the number of employees that we have requested is justified.

Assemblymember Backus:
I am trying to figure out where we are because we are saying the system is going to roll out July 1. However, we are at a point where there is interfacing going on between the old system and the new system to make sure we are recapturing all the data that Advantage 2 has into CORE.NV. Is the problem that the new system—CORE.NV—right now is trying to learn all these nuances and is not ready to go live until it is able to capture that information? For example, when you were saying the 26 pay periods versus a 24-pay period—is that what we are dealing with, or is it the interfacing that is creating a challenge, and that there is a lapse of information? I am trying to understand what the issue with CORE.NV is, and where we are going to be, because on July 1, we are not going to be sitting here. I am just trying to figure out what we need to do at this point.

Jack Robb:
There is not an issue with CORE.NV. When we went live with the financial system there was some delay in some payments like for the Voya payments for Deferred Compensation. We had to work out some things that have been rectified within the first couple of weeks. We discovered where the errors were and got them taken care of. We will continue to struggle with Advantage 2—there is no way to get Advantage 4 HR up sooner than June 30. We know how fragile the Advantage 2 HR system is; we would love to be off that system today, but it is an extensive build to make sure everything is right, that we have the right classifications, and pay cycles. The more I learn about it, the more complex it gets. I am amazed at the complexity and how these systems have to integrate. We cannot get Advantage 4 HR [CORE.NV] up any sooner. There is not a problem with it. This is a crunch time frame as it is; if it was up to our vendor, they would have another year, but they understand the dilemma we are facing and they are getting it done as soon as they can, and that is June 30 this year.

Assemblymember Backus:
I am not a technology savvy person, but I own a business. We have gone off different software on to new software—much smaller scale—and I am trying to figure it out. I know we are keeping Advantage 2 moving along to make sure our payrolls are happening. I assume that data is going to get exported as opposed to continuing to interface—we are going to export all that data off Advantage 2 into CORE.NV, then CORE.NV takes over 100 percent, and we are done with Advantage 2. Is CORE.NV going to take place of Advantage 2?

Jack Robb:
June 30, we turn it off; it goes away.

Senator Neal:
I want to go back to the comment where you said there is not really anything wrong with CORE.NV. Can you break that down? We had a whole presentation from the Controller recently and he was telling us everything that was going on.

Jack Robb:
When I say there is nothing wrong with CORE.NV, that means the system is working; we are paying bills out of the system. Any time you bring on a system as complex as CORE.NV, no matter how much you throw it through its paces in user acceptance testing, when you apply the real world to it, you are going to find holes and any rollout you have in a system this complicated, those holes will appear within the first two to six weeks of the system roll-out. It is imperative that you identify those; you correct them and move forward.

I can tell you when we shut off Advantage 2 HR June 30, we are going to test the heck out of it to make sure it is ready to go, and we will bring that thing live. But there is going to be something that no matter how much testing you do, you have not accounted for. There are real life scenarios, there are other humans using it, and when I have brought out other systems—this is something I have done in my prior career is bring systems live—you throw hundreds of thousands of users or keystrokes or something; no matter how much you test, you cannot anticipate what your end users sometimes will do. A lot of times it is the novice users that find a pipeline that you did not know existed in your base core build because your team is so intuitive on how this is supposed to work. You put a lot of users on something; they are going to find your weaknesses. Like I said that two-to-six-week time frame is crucial after the roll-out of a system to identify the problems, correct them, and get the system stable to move forward.

Assemblymember Watts:
I know that there has been a lot of transparency and reporting on the CORE.NV project, but it looks like the last reports on the project website are from November. I was wondering when we can expect to have the December reports or even the January reports available.

Jack Robb:
I apologize for not having those reports up. That is news to me. We will work on that this afternoon. I would have to say that our staff has been working a lot of times around the clock to make sure we get people paid, bills paid, all the other things. I think reports are a nice to have, not a need to have, and right now we have been concentrating on the need to haves.

Assemblymember Watts:
I appreciate that; we need our systems to be working, but I think the members on this side of the dais also need to have access to that information. I appreciate you working on that.

Jack Robb:
You will see it this afternoon.

Assemblymember Koenig:
Sticking with the CORE.NV theme here, I want to go back to the human resource component. Has the implementation increased the workload for your staff? If so, when do you anticipate the workload returning to normal?

Bachera Washington:
Yes, it has to a point. We have to remember that Advantage 2, being so old, has not had any updates to it and at times there have been Band-Aids put on it to fix this; not knowing what is going to fix this could break this in Advantage 2. My team has been working sometimes six-and-a-half days a week to ensure that employees are paid, our vendors are paid, and that their process is run without errors or issues, and if there are, they are working to get those fixed. It has created additional work for them, but I am hoping that once we get into CORE.NV in July, knowing that there is always going to be hiccups with a roll-out of a new system, the double work or the extra work will subside.

Assemblymember Koenig:
Once it is implemented, do you see operational efficiencies for human resources? Do you think it is going to be a benefit?

Bachera Washington:
Yes, absolutely.

Chair Anderson:
Do you think there will be a need for any additional permanent positions once CORE.NV is fully implemented?

Bachera Washington:
The additional technicians that I have requested should be the only additional positions that I am going to need.

Assemblymember Backus:
Can you please discuss the anticipated benefits of the Equal Employment Opportunity Centralization Initiative and the impact to those state agencies by organizing all equal employment opportunity officers (EEOO) positions under the Department of Administration, Division of Human Resource Management?

Bachera Washington, Administrator, Division of Human Resource Management, Department of Administration:
We have been able—with moving all the EEOO positions into Division of Human Resource Management (DHRM)—to streamline our investigations. We have certified every one of those EEOOs to be equal employment opportunity investigators to be in compliance with performing those type of investigations.

What we were finding with the EEOOs in the Department was that there was sometimes a lack of trust from the employees with those EEOOs because they were embedded in their Department HR [Human Resources]. Quite frankly, sometimes they were doing HR-related work and not solely focused on the equal employment opportunity (EEO) portion that they were supposed to be doing. There was a fear of retaliation; a lack of trust and confidence that those EEOOs that were in the Department were looking out for their best interests. By pulling them into DHRM, to the centralized human resources team and under the direction of the EEO Administrator, Kimberly Smith, we are not going to eliminate the fear of retaliation 100 percent, but we have created a safer environment for employees to feel comfortable to come outside of their department to have conversations. It may not rise to the level of a Title VII complaint, but the ability to be able to speak to someone and have that discussion and get those options and suggestions from someone who is not a part of their HR has been beneficial.

Assemblymember Backus:
There may not be any anticipated change in duties and responsibilities for those three EEOOs if the relocation into the Department of Administration's, DHRM, is approved, but with this new change, and these three EEOO positions that are being sought to transfer, do you anticipate the duties changing? When you were talking, you indicated that there is a perception that they were doing other work under the prior division. Will there be any changes in their duties and responsibilities?

Bachera Washington:
I will give the example of one—I will not name the agency—but we do have one EEOO currently who was with another agency who had not done one EEO investigation and did nothing related to what her job duty entailed and was doing HR support work. It is very hard to go to an EEO officer on those type of issues if they see this person intertwined in their HR processes. We have moved them to DHRM; they are only doing EEO investigations. They have worked with about six agencies to do cultural competency training. They spoke with the Office of the Military at their leadership. They are being so proactive in ensuring that our processes—we have policies being written up, we are creating training to go across the state to deal with any type of discrimination or to educate everyone regarding cultural competency or sexual harassment.

Senator Neal:
The example that you just gave to Assemblymember Backus about the person who did not do any EEO complaints; what agency was she in?

Bachera Washington:
The Department of Public Safety.

Senator Neal:
I have a different question—it is in the same vein because I know that one of the EEO persons that is being centralized came from Nevada Department of Transportation (NDOT). I have been in this building for a long time and there is always this historical issue because they had a civil rights officer that was assigned because of the disparity studies and different things that had been around since 2005, 2007. Then there was another in 2011 and then they tried to do another one in, I think in 2015. What was happening with the EEO person over at NDOT? I distinctly remember back in the day there used to be issues with the folks who were out in the field regarding sexual harassment.

Bachera Washington:
I am not aware of those issues or concerns in NDOT. I know that position is funded through Highway Funds, so we are ensuring that EEOO only deals with those EEO investigations for NDOT. I would have to get more information for you if you like on that.

Senator Neal:
No, it is fine. I am just wondering about the retaliatory environment, because you said that word a couple of times. When folks are afraid of presenting something because—if they are in HR, were there issues that it was not going to be confidential if they presented it? If they presented an issue to the EEO person who was nested in the HR department, how are we mitigating retaliation in general? That is low hanging fruit, but that is a consistent behavior and activity.

Bachera Washington:
I want to make sure I answer your question. One thing that we—in pulling them out of the agencies—is to, because again, we cannot eliminate it 100 percent. There is always going to be that fear of retaliation if they go to an HR person or go to the EEO person that is in-house, to speak to them about a concern that may not even be a Title VII concern. It is a concern that this is the person designated who I should be reaching out to—there is always that fear that my supervisor is going to find out, or this will be used against me in one way or the other. By bringing that to a centralized unit, we are not beholden to any agency. We are completely separate and independent, and we try to ensure that we provide those employees with a safe space where they can come to us and tell us what concerns or issues they are having, and we can provide them with information to seek guidance.

Chair Anderson:
Are there any other questions regarding either of these budgets? [There were none.] Let us move on to the last budget—Administrative Services.

FINANCE & ADMINISTRATION
DEPARTMENT OF ADMINISTRATION
ADMINISTRATION - ADMINISTRATIVE SERVICES (716-1371)
BUDGET PAGE ADMIN-13

Daniel Marlow, Administrator, Administrative Services Division, Department of Administration:
The Administrative Services Division (ASD), Department of Administration, provides centralized fiscal and administrative support for 34 different client agencies and the Capital Improvement Program. This totals, as of this month, 110 budget accounts and in the Governor's-recommended budget, a little over $2 billion of fiscal responsibility for ASD. We do this with a very dedicated 36 FTE [full-time-equivalent]—very small for the 12 percent of The Executive Budget that we support; this is over six main functional areas.

The Administrative Services Division is requesting three material decision unit Enhancements. The first is decision unit Enhancement (E) 331, which requests a new accountant technician 3 position. This position would serve as a lead accounting technician within the accounting section. The second decision unit is E-332, which requests a new management analyst 2 position within our budget section. This position would create additional support for client agencies within the budget section as well as provide a promotional pathway within that budget section as our existing other positions are management analyst 3's. I will note this gets us close to our goal, or along the path to our goal, in capacity, but not quite there. The last material decision unit is E-334, which requests two additional administrative assistant 4 positions. These positions would serve as pay clerks; presently, ASD only has one pay clerk to support—as of this morning—798 active employees, up to 904 positions. One of the main duties of this position is the sole liaison for employees for central payroll. They provide auditing and approving of time sheets, reviewing personnel actions, and complying, correcting, or adjusting documents. This enhancement would add necessary workload capacity which directly affects the pay and livelihood of employees supported by the ASD. I am here for any questions.

Assemblymember Torres-Fossett:
How would a new accountant technician position improve the oversight of the accounting section and ensure accounting and reporting requirements are completed in a timely manner?

Daniel Marlow:
This position would serve as a lead accountant technician. Currently, we have three accountant technician 2 positions. This would be an accountant technician 3 position to function in that lead duty. There are two main areas. The first would be the oversight of that accounting section; orchestrating the training, driving process improvement initiatives, and be the primary contact for client agencies. We see about 200 emails a day into that accounting email. Having that accounting technician 3 position would alleviate some of that capacity. The accounting technician 3 would be the main contact; then our existing

accounting technicians would be able to focus more on quality control and more of the production value in processing those transactions.

Senator Taylor:
This is tight budget time; we are always going to ask about new positions. I am going to ask about the management analyst position that you have requested. How would it improve the operations in the budget office?

Daniel Marlow:
One thing I will note with the budget analyst section—the 34 different agencies, 57 executive budgets—it is my team of 9 currently that build all those budgets. They are doing all that data entry. As I mentioned, we now have 110 budget accounts in total. We have a target of approximately eight hours per budget advisor—is what we call them—to be able to support our client agencies. They do not have the fiscal staff within their agency to have that guidance on processes; fiscal guidance. This would add that additional capacity; allow us to re-align some of those budget accounts and get that a little bit closer.

Currently, based on the assignments, on average the budget advisors are only able to spend about five hours per budget account. That is not much when you look at the overall Interim Finance Committee (IFC) work program, build questions during session, fiscal guidance, and budget monitoring. This provides that additional capacity based on that need. I will note our budget accounts have increased in number, but they have also become more complex. You see more IFC work program requests; we have a lot more categories, a lot more detail in the budget, a lot more grants, and all of that is driven through this budget section.

Assemblymember Watts:
Can you give a little bit of additional background on how the two new administrative assistant positions will assist with the payroll functions and improve the operation of the administrative section? Also, can you provide a little bit of context? We were just talking about the payroll positions in Human Resource Management; help me understand what, if any, connection there is between the payroll functions in administrative services and there.

Daniel Marlow:
As I mentioned, we have one official pay clerk in the Administrative Services Division to support these agencies. We have allocated my other administrative assistant 4, who is generally to provide support for the agency—we have dedicated most of her time to help fill this gap. We also have support from the Department of Administration Director's Office for additional capacity for the time sheets.

Part of the issue with the pay clerk, if you will, is very strict timelines for production versus the accounting section where invoices and vendor payments can pile up and we get a backlog. We only have the week to approve time sheets, and any corrections are to be submitted by the next week. There are very quick turnarounds for those, and that also

requires work from employees submitting their time sheet, supervisors approving the time sheet, and then the pay clerk is the last in the chain. It drags on throughout the week and we are at the mercy of when they are submitted or approved.

The additional positions would allow the other two positions that are providing support to return to their normal duties. The added capacity—the number of personnel transactions that are processed every year—have been increasing year to year. Every single one of those personnel transactions must be reviewed to determine if there is a result from this that we need to submit a correcting time sheet, special pay, or anything like that. That is the kind of information our pay clerks compile. They review all that information, submit that documentation to, in this case, mainly central payroll. Then they process the information off that, and that is not just ASD, that is the pay clerks throughout the state. We are phase one and then central payroll is phase two—reviewing and confirming that information and then doing those entries after the fact.

Assemblymember Watts:
That is very helpful clarification, which leads to my next follow up, which is similar to some questions that were asked in other budget accounts. Is there any sort of workload—caseload—of how many transactions a pay clerk should be handling so that we can get a sense of when we know we need to be looking at adding additional capacity and what the appropriate workload looks like for an individual pay clerk?

Daniel Marlow:
Approximately 250 or so employees per pay clerk is a good number. As Chief Innovation Officer Robb mentioned, all the employees moving to positive pay means more detail and more lines that we have to review, but 250 is our personal benchmark.

Assemblymember Watts:
Going back to our favorite topic—CORE.NV—do you see any potential changes in the workload or improvements once we fully implement the CORE.NV system?

Daniel Marlow:
Is that in relation to the pay clerk or ASD in general?

Assemblymember Watts:
In relation to the pay clerks.

Daniel Marlow:
We have not seen any aspect of the build right now where we are with the HR side of CORE.NV. We are not aware of any changes. I spent a lot of time prior to the state and private industry with lean process improvement. We are always looking at revamping our processes and removing waste in our systems. New systems generally help drive that change as well.

Assemblymember Watts:
This information is helpful to understand how many employees a pay clerk should be overseeing. We are trying to understand some of the . . . we know that the system just needs to be overhauled because it is on it is last legs. We are also hoping that it provides efficiencies and allows some of the work that is being done to be done quicker and more efficiently. That was the basis for the question; to understand, at this time, if you have any sense of if that is going to remain the case, or if potentially pay clerks could handle more employees once we transition all the systems over to the new CORE.NV; it sounds like it is to be determined at this point.

Daniel Marlow:
The pay clerk is kind of unique in that it is not just the system. Essentially any employee who has a question about how to do a time sheet, what are the regulations that I am allowed to use sick leave, or whatnot, or any question on their pay—it goes to the pay clerk. Then we relate that information to central payroll. The phone is ringing constantly with questions; things come up. I do not think the system improvements will improve the overall workload. It will change how that process and time sheets, or maybe how we process things are different, but we will still have that customer service aspect that is critical to the employees to provide at an efficient level.

Chair Anderson:
Are there any other questions or comments? [There were none.] We will close the budget hearing at this time, and we will go on to the last thing on our agenda, which is public comment. If you would like to provide public comment in Carson City or Las Vegas, please come up to the table. [There was no one.] Is there anyone on the phone line who would like to provide public comment? [There was no one.]

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We are adjourned [at 09:45 a.m.].

RESPECTFULLY SUBMITTED:

_____
Sherry Quick
Committee Secretary

APPROVED BY:

_____
Assemblymember Natha C. Anderson, Chair

DATE: _____

_____
Senator Dina Neal, Chair

DATE: _____

EXHIBITS

Bill	Exhibit	Witness / Agency	Description
	A		Agenda
	B		Attendance Roster
	C	Joy Grimmer, Department of Administration	Power Point dated February 12, 2025, titled "Department of Administration"