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**LAURA RICH**  
Executive Officer

**AGENDA ITEM**

- Action Item
- Information Only

**Date:** March 31, 2020

**Item Number:** XI

**Title:** Executive Officer Report

**SUMMARY**

This report will provide the Board, participants, public, and other stakeholders information on the overall activities of PEBP.

**REPORT**

**COVID-19 RELATED WORKFORCE AND STAFFING CHANGES**

On March 14<sup>th</sup>, Governor Sisolak held a press briefing which outlined a series of directives related to our state executive branch workforce. He announced that all state offices would be making every attempt to wind down in-person public services and would transition to online and over-the-phone services. Additionally, the Governor issued a hiring freeze effective immediately. With the exception of certain identified positions, executive branch positions (both classified and unclassified) will not be filled until further notice.

Recognizing that each agency faces its own unique challenges, the Governor's Office also issued additional guidance to executive branch agencies and delegated the authority to each agency heads to decide what works best for their organization. In response, PEBP took the following measures to ensure the health of our employees while continuing to be able to meet the critical functions of the agency:

- Instituted work from home for many employees
- Granted Administrative leave to employees determined to be high risk or those experiencing hardship due to school closures
- Cancelled all in-person meetings, training and travel

- Employees that cannot perform their duties remotely have been assigned rotating days to perform their essential job functions. No more than 6 staff are present on any given day and workstations and other surfaces are disinfected daily. The reduced on-site staffing accomplishes practical social distancing strategies while still ensuring essential agency functions are being carried out.
- Changes to call center:
  - Eliminated walk-ins
  - Reduced staffing from 10 call center staff to 2-3. Rotating staff and granting admin leave to those employees not scheduled to work.
  - Call greeting encourages members to send in questions and requests through their member portal account. Assigned call center staff working remotely from home are easily able to respond to member communication.

The hiring freeze will have a significant affect on PEBP. Currently, we have 6 of the 34 positions at PEBP vacant; three in the call center (including a front desk receptionist), an Admin Assistant in eligibility, a Management Analyst in operations and a Health Program Officer in Quality Control. Luckily, the Operations Officer and IT Professional positions were filled prior to the hiring freeze going into effect.

PEBP is also in the process of reassessing Open Enrollment meetings that are held every year prior to open enrollment. This year, it is very likely that these meetings will be held via webinar. Retiree meetings and other in-person trainings have also been cancelled and will be transitioned to webinars as well.

#### TRANSITION TO PAPERLESS

On March 2<sup>nd</sup>, PEBP launched a new Agency Representative portal. This portal allows agency HR representatives to submit their employee information electronically to PEBP by logging on to an online portal. In the past, agencies have had to submit original barcoded forms to PEBP by mail, so this process is not only expected to be more efficient for the agency HR representatives, but it also reduces the workload on PEBP staff and decreases the amount of time it takes for new hires to get access to their own PEBP account.

#### CONCLUSION

PEBP will certainly be facing some unprecedented challenges in the wake of the COVID-19 crisis. There are many unknowns in these early stages but PEBP will be carefully monitoring the effects to the program and to the State.