



**CALL OF SPECIAL MEETING  
OF THE BEAUMONT-CHERRY VALLEY WATER DISTRICT  
PERSONNEL COMMITTEE**

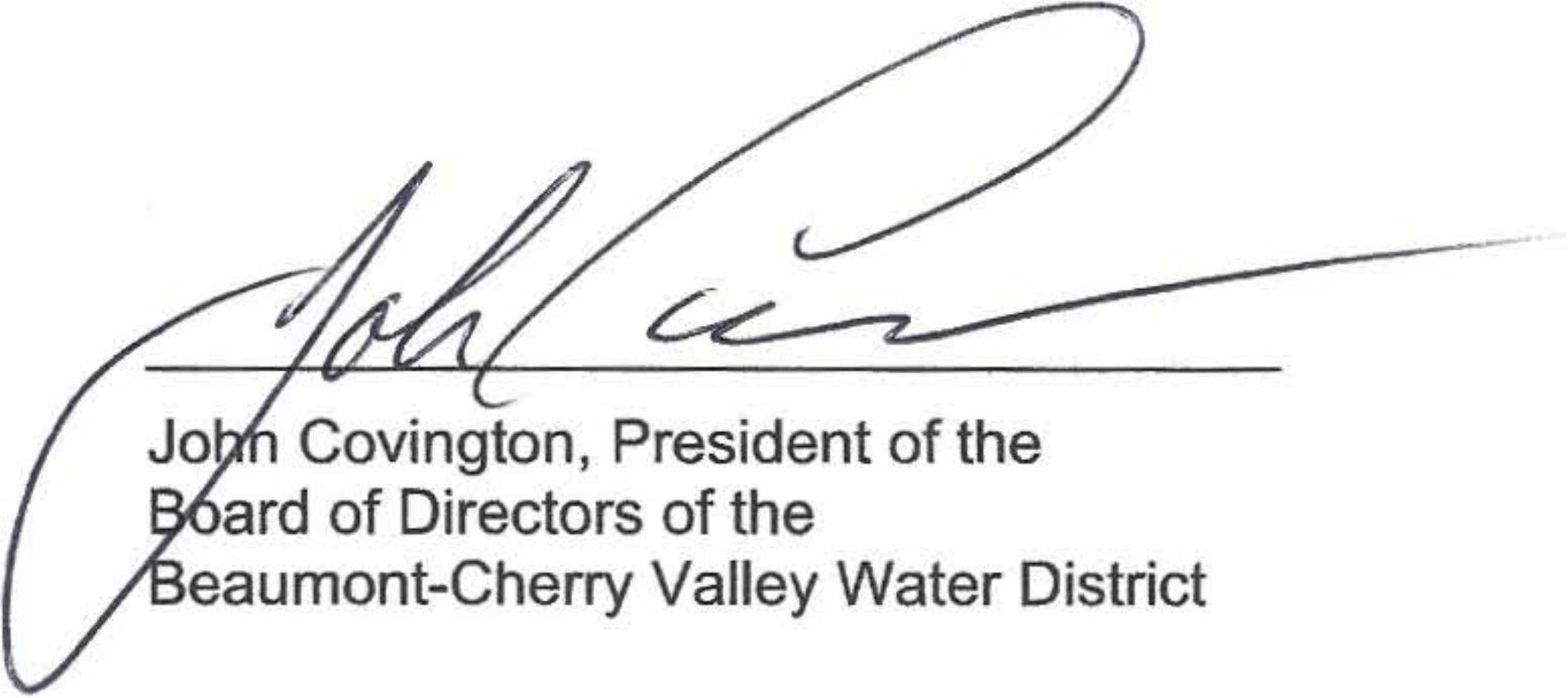
The undersigned, John Covington, President of the Beaumont-Cherry Valley Water District, hereby calls a Special Meeting of the Personnel Committee of the Board of Directors to be held

**Monday, March 30, 2020 at 5:30 p.m.**

Pursuant to California Government Code Section 54950 et. seq. and California Governor's Executive Orders N-29-20 and N-33-20

The agenda for said meeting will be posted no later than 5:29 p.m. on Sunday, March 29, 2020.

**Dated:** Thursday, March 26 2020

  
\_\_\_\_\_  
John Covington, President of the  
Board of Directors of the  
Beaumont-Cherry Valley Water District



## **SPECIAL MEETING NOTICE**

**Special Meeting of the  
Personnel Committee of the  
Board of Directors of the  
Beaumont-Cherry Valley Water District  
Monday, March 30, 2020 at 5:30 p.m.**

### **TELECONFERENCE NOTICE**

***This meeting is hereby noticed pursuant to  
California Government Code Section 54950 et. seq. and  
California Governor's Executive Order N-25-20  
The BCVWD Committee members will attend via teleconference  
To access the teleconference:  
Please dial 712-770-4010 and Enter Code 754421***

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NOTICE IS HEREBY GIVEN that a Special Meeting of the Personnel Committee of the Board of Directors of the Beaumont-Cherry Valley Water District has been scheduled for Monday, March 30, 2020 at 5:30 p.m.

This Special Meeting replaces the Regular Personnel Committee Meeting which was scheduled for March 23, 2020 and canceled.

The agenda for this meeting will be posted no later than 5:29 p.m. on Sunday, March 29, 2020.

Respectfully,

Yolanda Rodriguez  
Director of Finance & Administrative Services

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**BEAUMONT-CHERRY VALLEY WATER DISTRICT**  
560 Magnolia Avenue, Beaumont, CA 92223

**PERSONNEL COMMITTEE SPECIAL MEETING AGENDA**  
**Monday, March 30, 2020 - 5:30 p.m.**

**TELECONFERENCE NOTICE**

*This meeting is hereby noticed pursuant to  
California Government Code Section 54950 et. seq. and  
California Governor's Executive Orders N-29-20 and N-33-20  
The BCVWD Personnel Committee members will attend via  
teleconference*

*To access the teleconference:  
Please dial **712-770-4010** and Enter Code **754421***

*Meeting materials will be available on the BCVWD's website:  
<https://bcvwd.org/document-category/regular-board-agendas/>*

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**Call to Order: Chair Covington**

**Announcement of Teleconference Participation**

**Roll Call**

**Teleconference Verification**

**Public Comment**

**PUBLIC COMMENT:** At this time, any person may address the Personnel Committee on matters within its jurisdiction which are not on the agenda. However, any non-agenda matters that require action will be referred to staff for a report and possible action at a subsequent meeting. Please limit your comments to three minutes. Sharing or passing time to another speaker is not permitted.

- 1. Adjustments to the Agenda**
- 2. Acceptance of Personnel Committee Meeting minutes:**
  - a. January 27, 2020 (pages 3 - 6)

**ACTION ITEMS**

- 3. Update on action related to Employee Benefits (verbal update)**
- 4. Update and Direction related to Director Benefits (pages 7 – 11)**
  - a. Health coverage for Directors
  - b. Medical reimbursement program



5. **2019 Performance Evaluation Compliance Report** (page 12)
6. **Report from Human Resources Department** (pages 13 - 14)
7. **Action List for Future Meetings**
  - *Employee Association topics*
  - *Policy manual updates*
8. **Next Meeting Date: July 27, 2020**

*No meeting in May due to Memorial Day holiday unless Committee sets an alternative date.*

### **Adjournment**

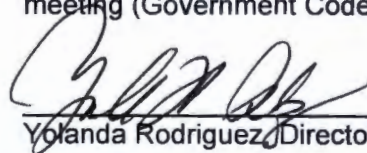
**AVAILABILITY OF AGENDA MATERIALS** - Agenda exhibits and other writings that are disclosable public records distributed to all or a majority of the members of the Beaumont-Cherry Valley Water District Board of Directors in connection with a matter subject to discussion or consideration at an open meeting of the Personnel Committee of the Board of Directors are available for public inspection in the District's office, at 560 Magnolia Avenue, Beaumont, California ("District Office"). If such writings are distributed to members of the Board less than 72 hours prior to the meeting, they will be available from the District Office at the same time as they are distributed to Committee Members, except that if such writings are distributed one hour prior to, or during the meeting, they will be made available on the District website: [www.bcvwd.org](http://www.bcvwd.org).

**REVISIONS TO THE AGENDA** - In accordance with §54954.2(a) of the Government Code (Brown Act), revisions to this Special Meeting Agenda may be made up to 24 hours before the Committee Meeting, if necessary, after mailings are completed. Interested persons wishing to receive a copy of the set Agenda may pick one up at the District's Main Office, located at 560 Magnolia Avenue, Beaumont, California, up to 24 hours prior to the Committee Meeting.

**REQUIREMENTS RE: DISABLED ACCESS** - In accordance with §54954.2(a), requests for a disability related modification or accommodation, including auxiliary aids or services, in order to attend or participate in a meeting, should be made to the District Office, at least 48 hours in advance of the meeting to ensure availability of the requested service or accommodation. The District Office may be contacted by telephone at (951) 845-9581, email at [info@bcvwd.org](mailto:info@bcvwd.org) or in writing at the Beaumont-Cherry Valley Water District, 560 Magnolia Avenue, Beaumont, California 92223.

### **CERTIFICATION OF POSTING SPECIAL MEETING**

I certify that on or before 5:29 p.m. March 29, 2020, a copy of the foregoing notice was posted near the regular meeting place of the Board of Directors of Beaumont-Cherry Valley Water District and to its website at least 24 hours in advance of the meeting (Government Code §54956(a)).



Yolanda Rodriguez, Director of Finance and Administration



**BEAUMONT-CHERRY VALLEY WATER DISTRICT AGENDA  
DRAFT MINUTES OF THE PERSONNEL COMMITTEE  
Monday, January 27, 2020 at 5:30 p.m.  
560 Magnolia Avenue, Beaumont, CA 92223**

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**CALL TO ORDER**

*Chair Covington called the meeting to order at 5:35 p.m. at 560 Magnolia Avenue, Beaumont, California.*

*Attendance*

<i>Directors present:</i>	<i>Ramirez, Covington</i>
<i>Directors absent:</i>	<i>None.</i>
<i>Staff present:</i>	<i>General Manager Dan Jagers; Director of Finance and Administrative Services Yolanda Rodriguez, Assistant Director of Operations James Bean, Human Resources Coordinator Sabrina Foley</i>
<i>BCVWD Employee Association reps:</i>	<i>Dustin Smith 6:10 p.m. - Julian Herrera arrived</i>

**PUBLIC INPUT:** *None.*

**ACTION ITEMS**

1. Adjustments to the Agenda: None.
2. Approval of the November 25, 2019 Meeting minutes

*The Committee accepted the minutes of the Personnel Committee meeting.*

**3. Update on action related to benefits**

- a. Update on Contract with Broker of Record for Health Benefits
- b. Employee Benefits
- c. Director Benefits
  - i. Health coverage for Directors

Human Resources Coordinator Sabrina Foley reported that the District has contracted with Keenan and Associates (Keenan) and they are now the District's Broker of Record. A census of employee data has been provided and Keenan is in the "shopping" phase, estimated to take three weeks. Keenan is also looking into options for director benefits. The goal is to have a special open enrollment (OE) for everyone at the end of March or beginning of April, and to resume regular OE in September or November every year for all vendors, for changes effective the following January. This year will be unusual with two OE periods, Foley noted.

In response to Director Ramirez, Ms. Foley confirmed that directors will be included. Mr. Jaggars noted that the Yucaipa Valley Water District also has agendized a discussion of director benefits.

Ms. Foley advised that the benefits being pursued by Keenan include: Health, dental, vision, life, AD&D, and short-term disability. She reminded attendees that the Employee Association had requested additional options for vision and dental, and that spurred this activity. In response to Chair Covington, Foley indicated she did not foresee the District leaving the CalPERS health program at this time.

In response to President Covington, General Manager Jaggars pointed out that dental and vision are employee-paid and outside the scope of the District's financial responsibility. Jaggars stated that the interest of the Personnel Committee includes the current health benefit program and available options.

ii. Medical reimbursement program

Mr. Jaggars noted that once health coverage options are understood, the medical reimbursement program can be investigated. This is an alternative to director health coverage, he explained. Director Ramirez indicated that if this is going to be too much of an expense of staff time, perhaps an allowance can be provided. Mr. Jaggars reminded that legal counsel had advised that cash-in-lieu of benefits was not an option.

Mr. Jaggars explained that the program offered by the San Geronio Pass Water Agency offers a set amount annually, and unused funds roll over to the next year.

**4. Director Per Diem Rate – Proposed Ordinance 2020-\_\_**

- a. Public Hearing Date recommended for March 11, 2020
- b. Effective Date June 1, 2020 (60 days after adoption)

Mr. Jaggars reminded that the per diem amount recommended by the Board was \$260. Director Ramirez noted this item was initiated by this Committee. There were no objections to the public hearing date.

**5. Summary of 2019 Topics Requested by Employee Association**

- a. Steel Toe and Shank Rubber Boots
- b. Uniform Shorts for Meter Reading Activities

Mr. Jaggars reported that the requested boots have been purchased and deployed to field staff.

The uniform shorts will require a policy change, Jaggars explained. He said management has no issue, but the policy is a Board-level action, and pointed to the Personnel Policies and Procedures Manual Part I.

**6. Update Regarding Part I - Personnel Policies and Procedures Manual**

General Manager Jagers noted there are significant revisions to the Manual needed in addition to the Uniforms section. The Human Resources Coordinator has been tasked with making the revisions to finish the project. The majority of the work is being done in-house, Jagers said. Once staff has prepared a clean draft, the human resources consultant, HR Dynamics, will be consulted for input, then the Personnel Committee will receive the draft. After Committee input, it will go to legal counsel for overview and comment. Some items may warrant a closed session for the Board to address, Jagers noted.

If the draft is lagging, the Uniforms section may come to the Committee independently at the March meeting, Jagers advised. Other Districts allow meter readers to wear shorts, he noted, and Covington indicated that BCVWD previously allowed it.

Chair Covington asked when the Manual was first produced; Mr. Jagers indicated it was 2009.

## **7. 2019 Summary of District Safety**

General Manager Jagers reminded the Committee that this was discussed at the last meeting, and many improvements have been made since.

Ms. Foley presented a general report including Worker's Compensation(WC), and OSHA inspections. There were no OSHA reportable incidents in 2019. Material Safety Data Sheets are maintained, personal protective equipment is being provided, and all mandated training is offered through an outside vendor, she reported. In comparison with other similarly sized districts, she continued, BCVWD's claim rate has declined and there are minimal incidents to record.

The ACWA/JPIA provided average costs of WC claims from 2017-19 and BCVWD's costs per claim are lower in comparison to others, Foley noted. Safety training is continuing, she added, and employees have weekly informal tailgate meetings. Professional development is also ongoing along with training through ACWA/JPIA.

In 2019, all employees completed first aid, AED and CPR certification, Foley reported. In addition, an Emergency Response Committee is being formed with employees from all departments to evaluate the Emergency Response Plan and keep it up to date.

All new employees received a special new safety-emergency response orientation separately from standard orientation, Foley said, and worksites maintain an employee roster to account for employees in the event of an emergency.

Assistant Director of Operations James Bean reported that he has been attending meetings of PassCom, the local San Geronio Pass area disaster preparedness organization for the last eight months. Discussions address what preparedness is being done, agency actions, and what could be done better, and it seems beneficial, Bean said.

Mr. Jagers remarked on use of the arrow board and high visibility cones.

## **8. Report on Employee Training Activities**

Human Resources Training for all staff was held at the end of 2019, Foley noted. It included professionalism and customer service. This year, she said, a leadership



academy for supervisory or management level employees is being considered, to continue to build employee engagement and standardize how policies are applied. She is also working with departments on some specialized training. Mr. Jagers added that Ms. Foley began a Lunch and Learn group twice a month.

Mr. Jagers opined that the District is adding programs of value and he is pleased with the direction.

## 9. Human Resources Department Report

Human Resources Coordinator Sabrina Foley presented her overall report for the period of November 21, 2019 through January 15, 2020.

There are 41 total full-time employees excluding Board members and five part time employees. One employee was promoted to Customer Service Representative II.

HR Dynamics recommended increased communication to employees regarding HR, Foley continued, and she described the new employee newsletter.

Chair Covington remarked on great strides being made, and said he is glad to see this coming to fruition.

## 10. Action List for Future Meetings

- *Employee Association topics (none added)*
- *Policy manual updates*
  - *Part I of Policy Manual*
- *Update on Broker of Record*

11. Next Meeting Date: *March 23, 2020 at 5:30 p.m.*

**ADJOURNMENT:** *6:18 p.m.*

Attest:

*DRAFT UNTIL APPROVED*

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John Covington, Chairman  
to the Personnel Committee of the Beaumont-Cherry Valley Water District





**Beaumont-Cherry Valley Water District  
Personnel Committee Meeting  
March 30, 2020**

**Item 4**

STAFF REPORT

**TO:** Board of Directors  
**FROM:** Sabrina Foley, Human Resources Coordinator  
**SUBJECT:** **Update and Request for Direction related to Director Benefits**

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**Staff Recommendation**

Provide direction to staff regarding further research and preparation regarding Director Benefits. Some suggested actions are:

1. Prepare an updated Resolution Fixing the District's Contribution for Elected Members for consideration by the Board of Directors; or
2. Prepare a new Benefits Resolution establishing the District's Contribution for Elected Members to Equal that of Staff; or
3. Direct staff to research separate policy options for director coverage, to be procured through a benefits broker; or
4. Take no action.

**Background**

At its meeting of October 9, 2019, the Board reviewed its per diem rates and noted that many other comparable districts offer health insurance coverage to their directors. Beaumont-Cherry Valley Water District (BCVWD) does not currently provide health benefit coverage to its active elected directors. The Board directed staff to investigate opportunities and associated costs of providing health insurance to elected directors.

Currently, BCVWD contracts for health insurance through CalPERS, which offers a variety of plans. CalPERS restricts eligibility for these plans to full time employees who meet the minimum requirements for CalPERS Pension membership. The Board directed staff to research additional options for providing benefits to Board Members.

Staff has determined that "Cash-in-Lieu" of benefit is not an option for elected officials, which was presented to the Board during the November 25, 2019 Personnel Committee Meeting. Additionally, staff determined that Board Members were not eligible for CalPERS Pension membership. The standard requirement of participation in the CalPERS Health Program is participation in the CalPERS Pension.

Staff has subsequently consulted with District vendors, including CalPERS, Keenan & Associates (Benefits Broker), and HR Dynamics (Consultant). CalPERS confirmed verbally that BCVWD has contracted with CalPERS to include Board Members as eligible employees for Health Program membership. However, Board Members are not eligible for membership in CalPERS Pension



membership. According to CalPERS, it is allowable for Board Members to enroll in the CalPERS Health Program, if the Board has Resolved to do so, and filed the Resolution with CalPERS.

BCVWD does have an adopted resolution that was filed with CalPERS via letter dated May 19, 1999. It leaves the option open for participation by Board members, should they “elect” as individuals to participate (Attachment 1). However, the resolution is outdated in terms of the amount the District pays. It specifies a dollar amount that is not in compliance with the minimum enrollment amount which is established by CalPERS each year (also known as the PEMHCA Minimum).

If Board Members would like to elect benefits through CalPERS, it is recommended to update the Resolution to state that the employer will pay the full cost of enrollment of the member and family members up to a maximum of the PEMHCA Minimum, rather than stating a specific dollar amount. The PEMHCA Minimum changes annually, and currently is \$139.00. If any Board members elected to participate in the CalPERS Health Program, with an updated Resolution to comply with CalPERS requirements, they would pay the difference of the cost, after the District’s contribution of \$139.00.

Alternately, the Board could adopt a new Benefits Resolution that defines what will be provided in the way of benefits to Board Members. For example, the District could pay up to 100% of the health premiums, so long as Board Members match the benefits offerings to an employee group, such as the employees governed by the Employee Association Memorandum of Understanding. This option could also allow the Board to elect benefits outside of the CalPERS Health Program, so long as they do not exceed the benefits provided to the matching employee group.

### **Fiscal Impact**

The Fiscal Impact will vary based on direction provided.

For CalPERS Health Program participation under an updated Resolution, the impact is estimated to be up to \$8,340 annually to meet the required PEMHCA Minimum. This estimate is based on the PEMHCA Minimum as established by CalPERS and will vary.

For CalPERS Health Program participation under a new Benefits Resolution, the impact is estimated to be up to \$126,854.40 annually, assuming a 100% District-paid benefit if insurance covered each Director’s family on the highest cost plan. This estimate is based on the current CalPERS plans and will vary.

### **Attachment(s)**

1. Resolution 1999-8, Resolution of the Board of Directors of the Beaumont-Cherry Valley Water District Electing to be Subject to the Public Employee’s Medical and Hospital Care Act Only with Respect to Elected Members of the District Fixing the District’s Contribution for Elected Members and the Employer’s Contribution for Annuitants at Different Amounts

Report prepared by Sabrina Foley, Human Resources Coordinator

# BEAUMONT-CHERRY VALLEY WATER DISTRICT

## DIRECTORS

*Gary McKenzie*

President

*Dave Andrews*

Vice President

*William Hurlbirt*

*David L. Sumner*

*Joseph Voigt*

P.O. Box 2037

560 Magnolia Avenue

Beaumont, California 92223-2258

Telephone 909-845-9581

Fax 909-845-0159

## OFFICERS

*Jo Ellen Seick*

Secretary of the Board

*Dave L. Sumner*

Treasurer

*J.C. Reichenberger*

Parsons Engineering Science

Engineer

*Jeffry Ferre*

General Counsel

May 19, 1999

Ms. Rosie Jimenez  
CalPERS  
Administrative/Contract Unit  
P. O. Box 942714  
Sacramento CA 94229-2714

Dear Ms. Jimenez:

Enclosed please find District Resolution 99-8 regarding health benefit coverage for the District's elected members. Although the resolution was adopted the present elected officials do not wish to participate at this time. Donna Beaumont suggested the District proceed with filing the resolution with CalPERS in order to afford coverage to elected members when they should choose to participate.

Thank you for your assistance throughout our decision-making process. Please feel free to contact me if you have any questions.

Sincerely,



Jo Ellen Seick  
Finance/Business Manager

Enclosure

**RESOLUTION 99-8**

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE  
BEAUMONT-CHERRY VALLEY WATER DISTRICT  
ELECTING TO BE SUBJECT TO THE PUBLIC EMPLOYEES'  
MEDICAL AND HOSPITAL CARE ACT ONLY WITH RESPECT TO  
ELECTED MEMBERS OF THE DISTRICT  
FIXING  
THE DISTRICT'S CONTRIBUTION FOR ELECTED MEMBERS  
AND THE EMPLOYER'S CONTRIBUTION FOR ANNUITANTS  
AT DIFFERENT AMOUNTS**

**WHEREAS, (1)** The Public Employees' Medical and Hospital Care Act provides that a contracting agency may elect, upon proper application, to participate under the Act with respect to its elected members of its Board of Directors ("Board Members"); and

**WHEREAS, (2)** Government Code Section 22754 (g) defines any Special District as a contracting agency; and

**WHEREAS, (3)** Government Code Section 22857 provides that a contracting agency may fix the amount of the employer's contribution for elected Board Members and the employer's contribution for retired elected Board Members and survivors at different amounts provided that the monthly contribution for retired elected Board Members and survivors shall be annually increased by an amount not less than 5 percent of the monthly contribution for elected Board Members, until such time as the amounts are equal; and

**WHEREAS, (4)** A Special District is hereby defined as a non-profit, self-governed public agency within the State of California, and comprised solely of public employees performing a governmental rather than proprietary function, and

**WHEREAS, (5)** Beaumont-Cherry Valley Water District hereinafter referred to as Special District is an entity meeting the above definition; and

**WHEREAS, (6)** The Special District desires to obtain for the members of the Board of Directors who are active and retired elected Board Members of the agency, the benefit of the Act and to accept the liabilities and obligations of an employer under the Act and Regulations; and

**WHEREAS, (7)** Government Code Section 53208.5(b) prohibits any elective member of a legislative body whose service first commences on and after January 1, 1995, from receiving health and welfare benefits greater than the most generous schedule of benefits being received by any category of non-safety employees; and

**WHEREAS, (8)** Government Code Section 53201(c) (2) prohibits a local agency that did not provide benefits to former elective members of a legislative body before January 1, 1994, from providing benefits after January 1, 1994, unless the members participate on a self-pay basis; and



**WHEREAS, (9) Government Code Section 53201(c)(1) provides that a legislative body that provided benefits to former elected Board Members shall not provide benefits to any person first elected to a term of office that begins on or after January 1, 1995, unless the members participate on a self-pay basis or was fully vested prior to January 1, 1995.**

**NOW THEREFORE BE IT RESOLVED,**

- (a) That the Special District elect, and it does hereby elect, to be subject to the provisions of the Act; and be it further resolved
- (b) That the employer's contribution for each elected Board Member shall be the amount necessary to pay the full cost of their enrollment, including the enrollment of their family members in a health benefits plan up to a maximum of \$16 per month; and be it further resolved
- (c) That the employer's contribution for each retired elected Board Member or survivor shall be the amount necessary to pay the cost of their enrollment, including the enrollment of their family members, in a health benefits plan up to a maximum of \$1 per month; and be it further resolved
- (d) That the employer's contribution for each retired elected Board Member or survivor shall be increased annually by 5% of the monthly contribution for elected Board Members, until such time as the contributions are equal;


And that the contributions for active and retired elected Board Members and survivors shall be in addition to those amounts contributed by the Special District for administrative fees and to the contingency Reserve Funds; and be it further resolved,

- (e) That the executive body appoint and direct, and does hereby appoint and direct, the Assistant Manager to file with the Board of Administration of the Public Employees' Retirement System a verified copy of this Resolution, and to perform on behalf of said Special District all functions required of it under the Act and Regulations of the Board of Administration; and be it further resolved
- (f) That coverage under the Act be effective on July 1, 1999.

**ADOPTED** at a Special meeting of the Board of Directors of the Beaumont-Cherry Valley Water District, at Beaumont, California, this 28<sup>th</sup> day of April 1999.


ATTEST:

  
Gary McKenzie, President

  
Jo Ellen Seick, Secretary of the Board

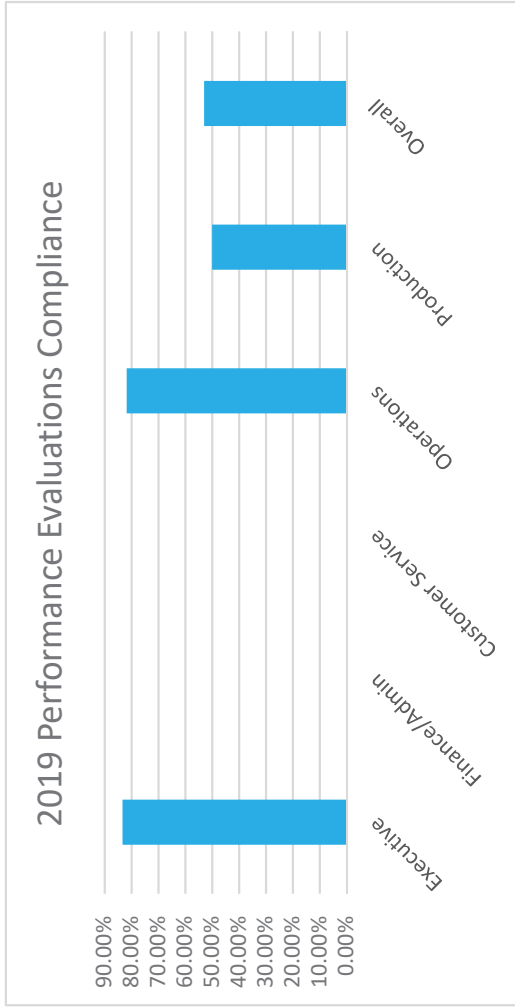
5-24-99

EFFECTIVE DATE: 7-1-99

APPROVED:   
PUBLIC AGENCY OF CALIFORNIA OR

BCVWD 2019 Performance Evaluations Compliance by Department

Department	Compliance
Executive	83.30%
Finance/Admin	0.00%
Customer Service	0.00%
Operations	81.81%
Production	50.00%
Overall	53.00%





**Beaumont-Cherry Valley Water District**  
Personnel Committee Meeting  
March 30, 2020

**Item 6**

HUMAN RESOURCES REPORT

**TO:** Board of Directors Personnel Committee  
**FROM:** Sabrina Foley, Human Resources Coordinator  
**SUBJECT:** Human Resources Department Report for the Period of January 16, 2020 – March 25, 2020

**Personnel**

Total Current Employees (Excluding Board Members)	37
Part Time	3
Interns	1
Separations (1/16/2020-3/25/2020)	4
Retiring Employees (1/16/2020-3/25/2020)	0

**New Hires**

There were no new hires during this period.

**Anniversaries\***

James Bean	Assistant Director of Operations	21 years
Dan Jagers	General Manager	8 years
Lorena Lopez	Accountant III	5 years
Jonathan Medina	Water Utility Person II	5 years
Cole Nyberg	Water Utility Person II	2 years

*\*Work Anniversaries for the purposes of this report are calculated from the most recent hire date and do not determine employment conditions or terms. This report does not include elected officials.*

**Promotions**

One employee was promoted effective 1/20/2020 from Water Utility Person I to Water Utility Person II.



## **Employee Communications**

Human Resources publishes a bi-weekly internal newsletter for employees, which is distributed via internal email and published to breakroom bulletin boards. The newsletter typically includes items such as employment announcements, information about CalPERS (Retirement and Health) programs, safety topics, and wellness tips.

Human Resources publishes a monthly calendar of events which includes holidays, recurring meeting dates, and employee birthdays for employees who elect to participate.

Human Resources distributed an internal memo regarding Open Enrollment for Ancillary Benefits.

Human Resources distributed an internal memo regarding COVID-19 Coronavirus.

Human Resources distributed an internal memo regarding the Families First Act.

## **Other**

Human Resources contributed to a Water Agency Salary and Benefits Survey hosted by the Hi-Desert Water District and conducted by Nyhart.

Human Resources conducted training for the Customer Service department in January 2020.

Human Resources conducted training for supervisors and managers in March 2020.

Prepared by Sabrina Foley, Human Resources Coordinator, March 26, 2020