



STATE OF CONNECTICUT
LIEUTENANT GOVERNOR NANCY WYMAN

**Connecticut Health Insurance Exchange
Human Resources Subcommittee Regular Meeting**

Human Resources Subcommittee

Thursday, December 1, 2016
Capitol Room 410
300 Capitol Avenue
Hartford, CT 06106
Meeting Minutes

Members Present:

Robert Tessier (Chair); Robert Scalettar, M.D.; Maura Carley; Victoria Veltri

Members on the phone:

Maura Carley

Other Participants:

James Wadleigh; Melinda Brayton

I. Call to Order

The Regular Meeting of the Human Resources Subcommittee was called to order at 1:10 p.m.

II. Review and Approval of Minutes

Robert Tessier requested a motion to approve the September 1, 2016 Human Resources Committee Regular Meeting Minutes. Motion was made by Victoria Veltri and seconded by Robert Scalettar. ***Motion passed unanimously.***

III. 2017 Meeting Schedule

Melinda Brayton, Director of Human Resources, summarized the proposed meeting schedule for 2017. Ms. Brayton indicated that the proposed meeting cadence follows AHCT's Strategy Committee Meeting dates on a quarterly basis. Meeting dates and times are subject to revision if necessary. The dates will be submitted to Office of the Secretary of the State and e-mailed to HR Committee members when finalized.

IV. Report on Performance Evaluations and Merit Increases

Ms. Brayton summarized the process of performance evaluation and merit increases. All eligible staff received merit increases on November 24th. The average increase was 2.95%. Mr. Tessier commended AHCT for instituting merit increases. Ms. Brayton indicated that all of the eligible staff received them and were retroactive to July 1st. Merit increases were reflected in employees' November 24th paychecks. Mr. Tessier inquired how many employees were eligible. Ms. Brayton stated that 67 employees received them. Dr. Scalettar asked about the general reaction to this decision. Ms. Brayton responded that employees were satisfied.

V. EEO-1 Annual Report

Ms. Brayton summarized the federally required EEO-1 Report. Ms. Brayton indicated that AHCT staff is very diverse. Many employees are bilingual. Mr. Tessier stated that he is very glad that AHCT's staff became more diverse over the last two years. Ms. Brayton added that Baby Boomers make up 27% of the workforce while Millennials compose 42% and Generation X, 31%.

VI. Creating AHCT Values

Ms. Brayton updated the Committee on creating organizational values within AHCT. One of the major elements put into place was the TinyPulse application that asks employees random questions about their place of employment. They can answer those questions anonymously. Answers are reviewed by the Human Resources staff. Answers from this application add an additional perspective on the culture of the organization. Changes may be instituted as a response to it. Developing new organizational values is an important element to both improving customer service and increasing employee morale.

Mr. Tessier asked when this process is completed if it will become an integral part of the employee handbook. Ms. Brayton confirmed. Adding a values component to the employee handbook is essential. Ms. Brayton noted that it will improve the organization's culture. Maura Carley added that AHCT is moving in a positive direction regarding diversity within the AHCT staff. Employees are intelligent and mission-driven. Ms. Carley added that these positive changes do not happen on their own. Ms. Carley added words of gratitude to AHCT's CEO, James Wadleigh and Ms. Brayton for their exceptional work in this area. Mr. Wadleigh commended Ms. Brayton for her exceptional leadership as the Human Resources Director. Mr. Wadleigh noted that over the last two years, AHCT matured as an organization. Mr. Tessier encouraged to keep other Board members informed about changes that occur on AHCT's organizational level. Ms. Brayton agreed. Dr. Scalettar added that culture produces good environment. Mr. Tessier added that it is an important part of the message to refer to AHCT as an organization. Ms. Brayton stated that AHCT has a good mix of employees with differing backgrounds.

VII. New HR Page on Revised AHCT website

Ms. Brayton stated that entire organization's website was upgraded to improve on both functionality and appearance. The Human Resources section of the redesigned site contains more useful information to potential AHCT job-seekers. The website redesign is not complete. Ms. Brayton added that it is very important to let others know what one can expect while working at AHCT. The redesigned website will also contain videos of interviews with AHCT staff. Victoria Veltri added that the organization and enrollment websites' integration serves its purpose well.

VIII. Senior Leadership Team Offsite Meeting

Ms. Brayton stated that the Senior Leadership Team (SLT) will be meeting offsite on December 19 to discuss matters that are related to the functioning of AHCT.

Ms. Brayton also summarized AHCT's staff feelings about the situation following recent elections and the need to review SLT's responsibilities. Ms. Brayton added that employees are worried what the future will bring. Ms. Brayton added that TinyPulse answers to a question which asks how happy employees are at work reveal some uneasiness and discomfort about recent developments in Washington. Over time, more answers from different questions will be generated. Ms. Veltri asked if those responses are anonymous. Ms. Brayton confirmed. A lot of suggestions are received through TinyPulse. Mr. Wadleigh added that Marketing and Operations Department worked tirelessly on redecorating AHCT offices. AHCT offices are branded with the mission, vision, logo, colors and numerous pictures of customers who were assisted by AHCT. Mr. Tessier commended their work.

Ms. Brayton added that AHCT is filled with talented managers. Mr. Wadleigh reminded that 42% of the staff structure are the Millennials. Mr. Tessier added that they are more likely to be mission-driven than others. Ms. Brayton expressed words of appreciation to the Committee members for their interest in the internal working of the organization. Mr. Tessier added his words of gratitude to Ms. Brayton and Mr. Wadleigh for their outstanding work.

IX. Adjournment

Robert Tessier requested a motion to adjourn. Motion was made by Robert Scalettar and seconded by Victoria Veltri. **Motion passed unanimously.** Meeting adjourned at 1:51 p.m.