



STATE OF CONNECTICUT
LIEUTENANT GOVERNOR NANCY WYMAN

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

Thursday, June 15, 2017
**Legislative Office Building, Room 1D
Meeting Minutes**

Members Present :

Robert Tessier (Chair); Victoria Veltri; Maura Carley

Members Absent: Robert Scalettar, M.D.

Other Participants:

James Wadleigh; Melinda Brayton

I. Call to Order and Introductions

The Special Meeting of the Human Resources Subcommittee was called to order at 11:01 a.m.

II. Review and Approval of Minutes

Robert Tessier requested a motion to approve the December 2, 2016 Regular Meeting Minutes. Motion was made by Victoria Veltri and seconded by Maura Carley. ***Motion passed unanimously.***

III. Staff Overview

Staff Statistics

Melinda Brayton, Director, Human Resources, summarized Access Health CT (AHCT) staff characteristics. Currently, the organization has 73 full-time regular employees. Over the last few months, nine full-time positions were eliminated. Ms. Brayton explained that as the organization matured, some positions were deemed unnecessary. AHCT also employs durational personnel to work on customer issue backlogs. Robert Tessier inquired about existing customer backlogs. Ms. Brayton explained that the number of backlogs is being addressed successfully. Mr. Tessier inquired whether the diversity within the organizations increased. Ms. Brayton stated that it is relatively steady. A few years ago, AHCT employed close to 150 people. Ms. Brayton added that all of the remaining federal grants have been utilized.

Planning for the Future

In addition, technological advancements provided the organization with more efficiency. In regards to the staffing levels, some individuals had taken on new or additional responsibilities. Mr. Tessier inquired about the status of the storefronts, since they will not be utilized during the upcoming Open Enrollment (OE). James Wadleigh responded that the cost to the organization to staff two storefronts is about \$2 million a year. AHCT has decided to use that investment year round for outreach efforts. Mr. Wadleigh added that it is not the aim, by closing the storefronts, to create a perception that AHCT is discontinuing its operations.

Training and educational assistance

Ms. Brayton indicated that the organization offers training and educational assistance adding that the State of Connecticut mandates that some classes need to be completed by AHCT's employees. Mr. Tessier inquired if AHCT utilizes the state learning centers. Ms. Brayton responded that community colleges are used by the organization as part of the State In-Service Training. Ms. Brayton added that AHCT also offers tuition assistance for both undergraduate and graduate courses.

IV. 2018 HR Strategy

Ms. Brayton enumerated various workforce challenges that the organization is facing going into the future. Ms. Brayton indicated that those challenges consist of recruiting employees with the skills need by AHCT in new roles going forward, as well as organizing internal departments to be more efficient. Mr. Tessier inquired about possible scenarios that are being considered. Ms. Brayton indicated that possible outsourcing of some services currently performed by AHCT staff is under consideration.

V. Employee Open Enrollment

Ms. Brayton summarized medical insurance options available to AHCT's employees. Employee insurance premium contributions are increasing starting in July. Ms. Brayton added that more changes to the medical coverage might take place in the near future given continuing negotiations around the Connecticut state budget. Ms. Brayton added that AHCT pays the major share of medical premium costs for its employees. Employees are not aware of the total cost to the company of their medical coverage. This information will be forthcoming in a Total Compensation letter to each employee.

Performance Reviews

Ms. Brayton indicated that the Human Resources Department is currently working on the employees' annual reviews. No decision has been made pertaining to the potential merit pay increases at this point. Nationally, the average merit pay increase is about 2.5%. Mr. Tessier encouraged communicating the merit pay increase decision to the committee. Ms. Brayton responded that this decision would be conveyed to the committee.

VI. Executive Session

At 11:40 a.m. Robert Tessier requested a motion to move to Executive Session to discuss matters exempt from disclosure under C.G.S. Section -200(6)(A). Motion was made by Victoria Veltri and seconded by Maura Carley. ***Motion passed unanimously.***

At 12:45 p.m. Robert Tessier requested a motion to come out of the Executive Session. Motion was made by Victoria Veltri and seconded by Maura Carley. ***Motion passed unanimously.***

VII. Adjournment

Robert Tessier requested a motion to adjourn. Motion was made by Victoria Veltri and seconded by Maura Carley. ***Motion passed unanimously.*** Meeting adjourned at 12:46 p.m.