



Connecticut Health Insurance Exchange Human Resources Committee Regular Meeting

Human Resources Committee
Thursday, February 8, 2024
Remote Meeting

Members Present:

Thomas McNeill (Chair); Sean King; Steven Hernandez

Other Participants:

AHCT Staff: James Michel; Glenn Jurgen; Susan Rich-Bye; Holly Zwick; Marcin Olechowski

I. Call to Order

The Meeting of the Human Resources Committee was called to order at 10:12 a.m. Roll call for attendance was taken.

II. Public Comment

No public comment was submitted.

III. Review and Approval of Minutes

Chair Thomas McNeill requested a motion to approve the May 11, 2023 Human Resources Committee Regular Meeting Minutes. Motion was made by Steven Hernandez was seconded by Sean King. Roll Call vote was ordered. **Motion passed unanimously.**

IV. Staffing Update

Glenn Jurgen, Director of Human Resources, provided the Staffing Update. Mr. Jurgen reported on employee ethnicity adding that staff demographics continue to evolve. The workforce is demographically very diverse and educated, and many employees speak multiple languages. Workforce diversity also adds robustness to the company culture. Mr. Jurgen emphasized the success of the recruitment process.

The generational makeup of the workforce continues to evolve slightly with the number of Baby Boomers in the organization decreasing, now representing 14 percent of the workforce. Mr. Jurgen emphasized that the Millennials are the biggest demographic in the organization representing 41.4 percent of all employees. The number of Generation Z employees continues to increase, currently amounting to 9.1 percent of the workforce.

Mr. Jurgen provided an overview of payroll types, with 68.7 percent of employees being exempt salaried employees while 31.3 percent are non-exempt hourly employees. The workforce gender make-up consists of 58.6 percent female and 41.4 percent male. A brief discussion ensued around the historical gender make up of the organization.

V. Recruiting Update

Mr. Jurgen summarized the recruiting process and provided a synopsis of the statistical data pertaining to it. AHCT has less than 100 employees and during calendar year 2023, there were 15 job postings and 11 external hires. Mr. Jurgen emphasized that 20 employees were promoted within the Exchange.

In a company such as AHCT, the opportunities for promotion are limited, however, due to the number of former employees seeking to further their professional development elsewhere, advancement opportunities became available. Other statistical data was reviewed, such as the number of interviews conducted, job posting visits as well as the number of individuals who applied for positions within the company.

VI. Policy Updates and Awards

Mr. Jurgen provided the Committee with an overview of the policy updates as well as the awards that the organization has received. Policy updates include the creation of the Wellness Fund Program and a casual dress code among others.

Mr. Jurgen informed the Committee that AHCT was again recognized as one of the “Best Companies to Work for in Connecticut” in 2023 by the *Hartford Business Journal*. Brief discussion ensued around the work from home policy and employee-related activities at AHCT.

Awards received included two Stevie Awards with People Focused CEO of the Year and Chief Human Resources Officer of the Year, and discussion followed regarding the significance of AHCT being an awardee by the Stevie Awards for Great Employers.

VII. Training and Development

Mr. Jurgen discussed the leadership training events undertaken. The Senior Leadership Team (SLT) had an off-site training with a Leadership Coach. This approach will continue with the emphasis on strategic focus. A Leadership Training for emerging leaders is planned.

Staff development initiatives include sessions with Mintz and Hoke for the 10 Clicks or Less project. The Individual Coverage Health Reimbursement Arrangement (ICHRA) project will also involve staff members.

Mr. Jurgen emphasized that keeping AHCT staff engaged is very significant in terms of retaining employees since the unemployment rate in Connecticut remains low. He briefly described other ways of keeping the employees engaged with AHCT. Sean King commended the efforts of AHCT to keep employees engaged.

VIII. Adjournment

Chair Thomas McNeill requested a motion to adjourn. Motion was made by Sean King and was seconded by Steven Hernandez. Roll call vote was ordered. **Motion passed unanimously.** Meeting adjourned at 10:41 a.m.