



STATE OF CONNECTICUT
LIEUTENANT GOVERNOR NANCY WYMAN

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

Human Resources Subcommittee

Thursday, June 2, 2016

Capitol Building, Room 410

Meeting Minutes

Members Present :

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

Members Absent: None

Other Participants:

James Wadleigh, Melinda Brayton

I. Call to Order and Introductions

The Meeting of the Human Resources Subcommittee was called to order at 1:00 p.m.

II. Review and Approval of Minutes

Robert Tessier requested a motion to approve the minutes from the March 3, 2016 Regular Meeting. Motion was made by Vicki Veltri and seconded by Robert Scalettar, M.D.. Maura Carley abstained. ***Motion passed.***

III. Roll Out of Merit-Based performance Policy and Performance Review

Melinda Brayton, Director, Human Resources summarized the merit based performance policy which has been rolled out. Employees have completed their self-evaluation and the evaluations are in their managers' hands. There was a lot of training for employees and managers to get everyone on the same page. There will be a review of all completed evaluations by Human Resources. Results will be given to the Chief Executive Officer. Managers are encouraged to meet with their staff on a quarterly and informal basis.

Discussion turned to the March 3, 2016 Regular Meeting minutes where it was stated that it is a requirement that managers meet on a quarterly basis. Mr. Tessier reminded the committee that the policy was changed to reflect that managers are encouraged to meet on a quarterly basis with their staff.

Ms. Brayton stated that “encourage” is the correct word and the discussions are quarterly. Following further discussion the second paragraph in Section III was amended as follows:

Mr. Tessier thanked the committee for the constructive meeting on February 22, 2016. The recommended changes to the draft policy improved the final document. The real emphasis is now on the performance feedback from managers to employees which should typically be taking place at least quarterly. Ms. Brayton stated that managers are already required to provide regular performance feedback to direct reports. Mr. Wadleigh added that performance reviews are a topic of discussion at managers’ meetings. Mr. Tessier asked about supervisory and manager training. Ms. Brayton replied that it is offered through the Connecticut Community Colleges. Ms. Veltri confirmed that State supervisors are required to take this training. Ms. Brayton stated that 14 managers went through the program last year and 6 are going through the program this year.

Robert Tessier requested a motion to approve the March 3, 2016 Regular Meeting minutes as amended. Motion was made by Vicki Veltri and seconded by Robert Scalettar M.D.. Maura Carley abstained. ***Motion passed.***

Ms. Brayton added that there will be a report to the Human Resources Subcommittee on the final pay for performance reviews.

IV. AHCT Realignment

Ms. Brayton provided a summary of the organization realignment. There have been conversations over the past two months regarding the realignment with staff focusing on customer service. In addition, the strategic plan became a part of the realignment. Any staff member who works on customer issues would be in one department.

James Wadleigh stated that the senior leadership team was evaluated looking at the team’s strengths. The lead senior leadership team now consists of six members reporting to him. Mr. Wadleigh summarized the changes which have been impactful and positive. Ms. Brayton added that the senior lead team phase was rolled out first followed by the customer service realignment.

Mr. Wadleigh provided clarification on the role of the Director, SHOP Operations & Sales. This position is responsible for answering questions for SHOP and individual but more so on small business. Most small business brokers also sell individual. The Broker Support positions provide responses to basically two types of calls: 1) calls from Brokers; and 2) Brokers looking for assistance regarding worker portal and system issues.

Mr. Tessier asked about the four positions under the SHOP Director position and if the strategy is to increase SHOP members. Mr. Wadleigh responded that some staff are meeting with small businesses in the community as well as working with the insureds and their employees on administrative aspects.

Dr. Scalettar inquired about the employee numbers referred to in the recently approved Finance budget compared to the Human Resources headcount and budget. Ms. Brayton replied that Finance calculates FTEs differently for budgeting purposes. Ms. Brayton added that

Finance estimates someone who is durational as one FTE while Human Resources counts it as a lesser FTE.

V. Human Resources 2016-17 Strategy

Ms. Brayton summarized the Human Resources 2016-18 Strategy. Items to be in alignment with the strategic plan include: Health and Wellness program; engagement; customer service training for all staff; continuation of the internship program; and, a new Careers landing page on the ct.gov/hix website. Human Resources would be used as a tool to engage staff in a better way.

VI. U.S. DOL Overtime Rules Change

Ms. Brayton provided a summary of the Department of Labor (DOL) changes to overtime rule. Fourteen employees fall within this new criteria. There is a duties test. This new rule will be brought to the staff shortly and the affected staff will be notified. This has been budgeted.

VII. Executive Session

At 2:15 p.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 Vicki Veltri and seconded by Robert Scalettar, M.D. ***Motion passed unanimously.***

VIII. Adjournment

Robert Tessier requested a motion to adjourn. Motion was made by Robert Scalettar, M.D. and seconded by Vicki Veltri. ***Motion passed unanimously.*** Meeting adjourned at 2:29 p.m.