



Connecticut Health Insurance Exchange Human Resources Committee Special Meeting

Human Resources Committee

Tuesday, January 7, 2020
Upward Hartford, Ambition Room
20 Church Street, Hartford
Meeting Minutes

Members Present:

Thomas McNeill; Paul Philpott; Steven Hernandez; Adam Prizio on behalf Theodore Doolittle, Office of the Healthcare Advocate

Members Absent:

Victoria Veltri

Other Participants:

AHCT Staff: James Michel; Glenn Jurgen; Susan Rich-Bye

I. Call to Order

The Meeting of the Human Resources Committee was called to order at 10:09 a.m.

II. Voting-In Presiding Officer

A motion was requested to appoint Thomas McNeill to act as a presiding officer at the January 7, 2020 meeting in absence of the Chair. Motion was made by Paul Philpott and seconded by Steven Hernandez. **Motion passed unanimously.**

III. Voting-In Committee Chair

A motion was requested to appoint Thomas McNeill as the Chair of the Access Health CT Human Resources Committee. Motion was made by Paul Philpott and seconded by Steven Hernandez. **Motion passed unanimously.**

IV. Review and Approval of Minutes

Chair Thomas McNeill requested a motion to approve the March 6, 2019 Human Resources Committee Meeting Minutes. Motion was made by Paul Philpott and seconded by Steven Hernandez. **Motion passed unanimously.**

V. Demographics

Glenn Jurgen, Access Heath CT (AHCT) Director of Human Resources, provided the Committee with the current demographics of the organization's staff. Mr. Jurgen indicated that AHCT has a very diverse working environment where a generational mixture exists. This includes Millennials, Generation X and Baby Boomers. In addition, 63.2 percent of the employees are paid salary while the remaining 36.8 percent get compensated hourly. Most of the employees are women. Mr. Jurgen stressed employees in the customer service department are exceptionally professional in their daily duties. James Michel, Chief Executive Officer, emphasized that they are mostly recruits from the call center. They are very dedicated and are very knowledgeable on how to approach challenging situations with customers.

Mr. Jurgen added that AHCT has budgeted 3 percent for the medical insurance premium increase. However, medical premiums have increased by 9 percent. This increase will be voted on by the Board of Directors at the January meeting. Mr. Jurgen pointed out that more employees are participating in the 457B retirement plan.

VI. Job Benchmarking

Mr. Jurgen indicated that AHCT assessed all the jobs in the organization and benched against the averages. Adjustments were made as needed, especially on the customer service side. Mr. Michel stressed that AHCT is addressing women, men and race disparities. Mr. Jurgen added that the approach that was undertaken will probably be revisited in two or three years.

VII. Culture and Values

Mr. Jurgen described initiatives that were introduced within the organization in the past two years. The internal Values Committee organizes Quarterly Values Champion events. Employees are nominated by their fellow co-workers and an awards celebration follows. It is a very inclusive process. Mr. Jurgen added that work anniversaries and employee birthdays are celebrated. It is done with the purpose of bringing people together. Cultural heritage celebrations are also recognized. Welcome breakfast for new employees is also part of the welcoming process. Mr. Michel added that AHCT organizes a Holiday gathering for its employees after work. It is very-well attended.

VIII. Employee Surveys

Mr. Jurgen stated that AHCT employees participated in the Hartford Business Journal Great Places to Work in Connecticut survey. The response rate was 71 percent. A communication survey was undertaken in the summer. The response rate was 98 percent. The results are currently being implemented. Mr. Jurgen added that All Team Meetings are being held once a month. Monitor moments where the entire company gathers to listen to the important messages from the leadership is also part of the more personal approach process.

IX. HR Technology Updates

Mr. Jurgen provided the Committee with information about the HR Technology updates which include but are not limited to the Paylocity system and other elements associated with it. Discussion ensued around various options, which include storing and accessing information from one centralized location.

X. Current Labor Market

Mr. Jurgen noted that the current labor market is very competitive with low unemployment rates. AHCT is trying to employ and retain valuable employees. The fringe benefits as well as the overall mission of the organization are part of the recruitment message. Mr. Michel stated that currently, AHCT is recruiting for the Information Technology (IT) Director and the Finance Director positions. Currently, the IT Department is being run by a very talented person who was willing to take on this role in the interim. Mr. McNeill inquired about the issue of succession planning. Mr. Michel noted that it is an issue that AHCT is aware of and is actively addressing, particularly in the area of Plan Management. Mr. Michel added that it will be discussed at the next Human Resources Committee meeting.

XI. Adjournment

Chair Thomas McNeill requested a motion to adjourn. Motion was made by Steven Hernandez and seconded by Paul Philpott. **Meeting adjourned at 11:21 a.m.**