



## Connecticut Health Insurance Exchange Human Resources Committee Regular Meeting

Human Resources Committee

Wednesday, December 9, 2020

Remote Meeting

### **Members Present:**

Thomas McNeill (Chair); Steven Hernandez; Theodore Doolittle

### **Members Absent:**

Victoria Veltri; Paul Philpott

### **Other Participants:**

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

#### **I. Call to Order**

The Meeting of the Human Resources Committee was called to order at 10:15 a.m. Roll call for attendance was taken.

#### **II. Review and Approval of Minutes**

Chair Thomas McNeill requested a motion to approve the June 10, 2020 Human Resources Committee Special Meeting Minutes. Motion was made by Steven Hernandez and seconded by Theodore Doolittle. Roll Call vote was ordered. **Motion passed unanimously.**

#### **III and IV. Technology Update and Staff Update**

Glenn Jurgen, Director of Human Resources, provided the Technology and Staff Updates. Mr. Jurgen enumerated enhancements to the payroll and human resources information system. Mr. Jurgen noted that the ethnic makeup of the workforce remains almost the same when compared to last year with one noticeable difference that has to do with the age of the employees. Mr. Jurgen stated that the average age of employees working at AHCT is becoming a bit younger.

Theodore Doolittle inquired about any possible salary differences between employees of various ethnic and racial backgrounds. Steven Hernandez echoed Mr. Doolittle's inquiry. Mr. Jurgen noted that this information will be provided at a later date. Mr. Jurgen indicated that the majority of the hourly workers are employed within the customer service department and added that it is a very diverse group with many being Spanish speakers with some members who are Caucasian and African Americans. James Michel,

Chief Executive Officer, added that most of them are women that come from the communities that AHCT serves. Discussion ensued around disparities and challenges that the organization first faced when it was established.

Thomas McNeill inquired whether the Family Leave Act deductions will apply to all of the AHCT employees. Mr. Jurgen stated that all of AHCT's employees will have to contribute a portion of their salary toward that program and AHCT is working with the payroll vendor to have it implemented in a timely manner.

#### **V. State of the Workforce**

Mr. Jurgen discussed the activities that the organization undertakes to keep employees fully engaged. They include All Team Teams Meetings (ATTMs) every Tuesday. Among many of those remote activities, AHCT pays close attention to the mental well-being of its employees. Mr. Michel added that domestic violence is on the increase, even in areas that have never experienced such negative occurrences. AHCT engaged a professional from the University of Connecticut Employee Assistance Program to present at an ATTM to explain the offerings in the program and availability to family members. Some employees are currently utilizing their services. Mr. Jurgen noted that AHCT encourages departmental directors to identify whether any changes to employee's behaviors are noticeable.

Mr. Jurgen noted that the AHCT's workforce has been very stable with a January through November 2020 turnover rate of only 2.1 percent. Mr. Jurgen added that one employee has been promoted to become the Associate Director of the Enterprise Project Management Office (EPMO). Mr. Jurgen informed the Committee that AHCT is one of the Best Places to Work in Connecticut Survey for 2019. The organization sent out a survey for 2020 as well and has received responses from 71 percent of employees. AHCT could not incentivize participation and survey results will be announced in December.

Mr. Doolittle inquired what equipment is used by the AHCT employees while working remotely. Mr. Jurgen noted that it is company-provided equipment.

#### **VI. Recruiting**

Mr. Jurgen described the technology process in the Paylocity system that was recently upgraded. It includes an enhanced candidate experience as well as making it easier for the hiring manager to utilize. The processes for recruiting and onboarding have been expanded. Mr. Jurgen explained the process in detail that includes the steps from an applicant completing a job application online to the offer letter being created. Mr. Michel pointed out that every new employee has a meeting with the CEO during her/his first month of employment. Mr. Michel added that AHCT reminds new hires about the Company's values and stressed that good attitude helps with retention.

Mr. McNeill inquired whether Federal Background Checks are used for candidates. Mr. Jurgen pointed out that it depends on the position. Discussion ensued around documents that a hired person obtains, which also includes ethics rules and guidelines. Mr. Michel added that certain restrictions on post-AHCT employment exists if one wants to be hired by certain vendors or participating carriers.

#### **VII. Adjournment**

**As Approved by the Human Resources Committee on May 13, 2021**

Chair Thomas McNeill requested a motion to adjourn. Motion was made by Steven Hernandez and seconded by Theodore Doolittle. Roll call vote was ordered. **Motion passed unanimously.** Meeting adjourned at 11:16 a.m.