



Connecticut Health Insurance Exchange Human Resources Committee Regular Meeting

Human Resources Committee

Thursday, May 12, 2022

Remote Meeting

Members Present:

Thomas McNeill (Chair); Theodore Doolittle; Victoria Veltri

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 10:00 a.m. Roll call for attendance was taken.

II. Review and Approval of Minutes

Chair Thomas McNeill requested a motion to approve the September 9, 2021 Human Resources Committee Regular Meeting Minutes. Motion was made by Theodore Doolittle and was seconded by Victoria Veltri. Roll Call vote was ordered. **Motion passed unanimously.**

Chair Thomas McNeill requested a motion to approve the September 30, 2021 Human Resources Committee Special Meeting Minutes. Motion was made by Theodore Doolittle and was seconded by Victoria Veltri. Roll call vote was ordered. **Motion passed unanimously.**

Chair Thomas McNeill requested a motion to amend the Agenda: to remove the “Post-Pandemic Back to Work Strategy” and to add “Recruiting” and “Best Companies to Work for in Connecticut”. Motion was made by Theodore Doolittle and was seconded by Victoria Veltri. Roll call vote was ordered. **Motion passed unanimously.**

III. Staffing Update

Glenn Jurgen, Director of Human Resources, provided the Staffing Update. Mr. Jurgen provided information on employee ethnicity at Access Health CT (AHCT). Mr. Jurgen stated that the workforce is demographically very diverse and educated, and many employees speak two or more languages. Mr. Jurgen praised this approach and stated that AHCT's customer base is also very diverse.

Mr. Jurgen provided a brief synopsis of the generational makeup of the workforce with Millennials representing the biggest group with 41.5% of all employees. James Michel, Chief Executive Officer, added that the group which is experiencing the biggest drop are the Baby Boomers. Mr. Jurgen went on to inform the Committee that 55.3% of the workforce are females and 68.1% are salaried employees. Mr. Michel noted that having salaried employees stabilizes the budget. Mr. Michel noted that over three years ago, a study was done to examine the compensation conditions of the workforce. Mr. Michel noted that the results of the study indicated a considerable gap in compensation between male and female employees, with the latter group being having lower compensation. Necessary adjustments have been made. Brief discussion ensued around career opportunities for employees within the organization as well as staffing during the busiest times of the year.

Mr. Jurgen provided statistical information on the stability of employment at AHCT. Mr. Jurgen stated that the employee turnover stands at 5.5 % this Calendar Year, the growth rate is 4.4% while the average length of employment is almost 5 years.

Mr. Jurgen reminded the Committee that the company culture plays a crucial role in maintaining a positive atmosphere. Mr. Jurgen noted that the current hybrid model of working is functioning properly, and some employees requested to have occasional meetings with the entire workforce. Mr. Jurgen added that the pandemic situation is monitored closely and pointed out that AHCT is planning an all-employee gathering in early June.

IV. Recruiting

Mr. Jurgen provided an update on recruitment. The update included detailed information on the number of hires, average time to fill the vacancies and the overall number of candidates for all openings. Mr. Michel added that AHCT invested in technology in order to enhance the employee selection process. Mr. Michel also enumerated challenges in today's highly competitive career market. Mr. Jurgen noted that since January 1, there were 129 candidates for all openings. Mr. Jurgen praised the hiring managers for facilitating the process of a smooth and effective screening and hiring process and added that efficiencies are achieved due to technology enhancements. Mr. Jurgen, responding to an inquiry from Mr. McNeill, described the interviewing process.

V. Best Companies to Work for in Connecticut

Mr. Jurgen announced that AHCT, for the third year in the row, has been recognized as one of the Best Places to Work in Connecticut by the Hartford Business Journal and New

Haven Biz at a ceremony that was held in Farmington on March 24, 2022. Mr. Jurgen stated that AHCT was ranked 14 out of small/medium companies and the Exchange was the only quasi-public state agency in the rankings. Mr. Jurgen reviewed the evaluation criteria used in the selection process.

Chair Thomas McNeill praised AHCT for achieving this distinguished award three years in the row. Mr. Michel added that it reflects on the entire organization and pointed out the Senior Leadership Team (SLT) for creating a friendly, value-based, tolerant, transparent and effective work environment. Mr. Jurgen, responding to Mr. Theodore Doolittle's inquiry, stated that the company tracks the disability status among the employees by going through the Americans with Disabilities Act (ADA) process of discovery.

VI. Adjournment

Chair Thomas McNeil requested a motion to adjourn. Motion was made by Theodore Doolittle and was seconded by Victoria Veltri. Roll call vote was ordered. **Motion passed unanimously.** Meeting adjourned at 10:37 a.m.