



Connecticut Health Insurance Exchange Human Resources Committee Regular Meeting

Human Resources Committee

Thursday, February 9, 2023

Remote Meeting

Members Present:

Thomas McNeill (Chair); Theodore Doolittle; Steven Hernandez

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 May 12, 2022 Human Resources Committee Regular Meeting Minutes. Motion was made by Theodore Doolittle and was seconded by Steven Hernandez. Roll Call vote was ordered. **Motion passed unanimously.**

III. Public Comment

No public comment was submitted.

IV. Staffing Update

Glenn Jurgen, Director of Human Resources, provided the Staffing Update. Mr. Jurgen provided information on employee ethnicity at Access Health CT (AHCT) and added that staff demographics continue to evolve. The workforce is demographically very diverse and educated, and many employees speak two or more languages. Workforce diversity also adds robustness to the company culture. Workforce diversity mirrors AHCT's customer base which is also very diverse.

Mr. Jurgen provided a brief synopsis of the generational makeup of the workforce with Millennials representing the largest group with 43 percent of all employees, which reflects a slight increase of 1.5 percent when compared with data from May of 2022. The

generational make up continues to slightly evolve with the number of baby boomers in the organization decreasing, now representing 16.1 percent of the workforce. The number of both Millennials and Generation Z employees continues to increase.

Mr. Jurgen provided a high-level overview of generational styles in the workforce between members of various generational groups. Generational differences exist within the workforce and the Senior Management Team (SLT) addresses them appropriately.

James Michel, Chief Executive Officer, indicated that AHCT is working on a Five-to-Ten-Year Strategy which includes recognizing the generational styles in both its workforce as well as the AHCT customer-base. Chair Thomas McNeill inquired how many languages are available for customer service. Mr. Jurgen stated that this information will be researched and information will be provided to the Committee. Brief discussion ensued and Susan Rich-Bye, Director of Legal and Governmental Affairs, stated that the call center, in addition to having bilingual representatives, has a language line with the availability to communicate with consumers in over 100 languages. Ms. Rich-Bye added that the Exchange's website has a language option where consumers can choose from a variety of languages with information on how they can obtain assistance in a variety of languages.

Steven Hernandez inquired as to whether there is a different human resource training and onboarding strategy as different generational styles emerge. Mr. Jurgen responded that this strategy came up organically with the younger members of the staff providing ideas on how to successfully adjust the ways in which employees can communicate with each other. Mr. Jurgen stated that AHCT does its best to adopt and adjust to the new evolving styles. Mr. Jurgen emphasized that work culture within the organization is very collaborative with open lines of communication.

Additional information was provided on staffing statistics, including the gender and pay types. Mr. Jurgen pointed out that that 59.1 percent of the Exchange's employees are females while 40.9 percent are males. For pay types, 68.8 percent of all employees are salaried employees while the remaining 31.2 percent are hourly employees.

V. Internal Staff Advancement

Glenn Jurgen provided information on internal staff advancement. AHCT has less than 100 employees therefore internal advancement opportunities can be somewhat limited. The size of the agency can be both a positive, which provides a familial approach, and a bit of a negative, which can limit the internal advancement opportunities. Over the course of one year, there were 16 employee promotions to new positions, which for the size of the organization is notable. Retention of employees with institutional knowledge is very important.

Chair Thomas McNeill inquired about employee training opportunities outside of the Agency. Mr. Jurgen briefly described the tuition reimbursement program as well as the State of Connecticut in-service training network which many employees utilize. Other

educational opportunities may be offered to the employees in the future. Theodore Doolittle inquired whether some AHCT employees or any of the vendors that AHCT works with are unionized. Mr. Jurgen stated that AHCT employees are not unionized.

VI. Best Companies to Work for in Connecticut

Glenn Jurgen stated that for a fourth year in a row, AHCT has been named one of the Best Places to Work in Connecticut. The process includes employee survey responses and how these responses are weighted in the selection process. The survey is employee-driven and is anonymous as well. Positive survey responses included the communication and culture of AHCT, relationships with managers, diversity and inclusion as well as employee benefits and work life balance.

Some private companies may be offering additional benefits to their employees, but as a quasi-public agency there are certain constraints that apply to AHCT. Mr. Doolittle commented that some of the benefits that AHCT offers its employees are the result of the work of the state employee unions. Mr. Michel emphasized that the employees appreciate the healthcare benefits offered to them and briefly described the AHCT retirement plan that is also offered as a part of the benefit package.

VII. Adjournment

Chair Thomas McNeill requested a motion to adjourn. Motion was made by Theodore Doolittle and was seconded by Steven Hernandez. Roll call vote was ordered. **Motion passed unanimously.** Meeting adjourned at 10:40 a.m.