



Connecticut Health Insurance Exchange Human Resources Committee Regular Meeting

Human Resources Committee

Thursday, May 11, 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 February 9, 2023 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 reported on employee ethnicity adding that staff demographics continue to evolve, and that half of the workforce describe themselves as Black or Hispanic. 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. Mr. Jurgen noted that some employees are recruited from the call center.

Mr. Jurgen provided a brief synopsis of the generational makeup of the workforce. It continues to evolve slightly with the number of Baby Boomers in the organization decreasing, now representing 16 percent of the workforce. Mr. Jurgen emphasized that the Millennials are the biggest demographic in the office representing 42.6 percent of all employees. The number of Millennials and Generation Z employees continues to increase.

Mr. Jurgen provided an overview of payroll types, with 71.3 percent of employees being exempt salaried employees while 28.7 percent are non-exempt hourly employees. The workforce gender make-up consists of 59.6 percent female and 40.4 percent male.

V. Benefits

Employee benefits currently offered or contemplated for possible incorporation in the future were outlined. In order to maintain a quality workforce, the organization needed to take some additional steps to assist the employees with the current economic situation.

AHCT prides itself on offering a very high-quality fringe benefits package. A brief discussion ensued around the retirement account options currently available for the employees. Information on other benefits, such as the possible increase in the employer contribution to the health insurance premium costs was also discussed.

James Michel, Chief Executive Officer, pointed out that AHCT tries to keep a balanced and level culture and environment. By contemplating the increase in the employer health insurance contributions, the organization wants to assist its employees since AHCT is not able to provide them with substantial raises due to the existing financial constraints. Other fringe benefit options were briefly discussed.

VI. Intern Program

Mr. Jurgen provided the Committee with an overview of the proposed Intern Program. Over the years, interns have provided the organization with valuable service while gaining professional experience. The internship experience can be strengthened by creating a more beneficial program for both sides by employing interns to assist in multiple departments.

Mr. Jurgen outlined program proposals that would go into effect during in the summer of 2024. The Committee and the Senior Leadership Team (SLT) members exchanged ideas about the possible recruitment process for the internship program.

It was also noted that as the upgraded program is developed, it will be brought back to this Committee for further discussion and input. The internships are paid opportunities for participants. Chair Thomas McNeil stated that it would be a great opportunity for the interns to collaborate with one another.

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 10:34 a.m.