



## Connecticut Health Insurance Exchange Human Resources Committee Regular Meeting

Human Resources Committee  
Thursday, May 9, 2024  
Remote Meeting

### **Members Present:**

Thomas McNeill (Chair); Sean King; Paul Philpott

### **Other Participants:**

AHCT Staff: James Michel; Glenn Jurgen; Susan Rich-Bye; Holly Zwick; Jeanna Walsh; Marcin Olechowski

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

The Meeting of the Human Resources Committee was called to order at 10:02 a.m. Roll call for attendance was taken.

#### **II. Public Comment**

No public comment was submitted.

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

Chair Thomas McNeill requested a motion to approve the February 8, 2024, Human Resources Committee Regular Meeting Minutes. Motion was made by Paul Philpott and was seconded by Sean King. Roll Call vote was ordered. **Motion passed unanimously.**

#### **IV. Leadership Development**

Glenn Jurgen, Director of Human Resources, provided information on Leadership Development. As a part of AHCT's leadership development efforts, a Leadership Excellence at Access Health Program (LEAHP) was created.

Currently, eight participants actively take part in those sessions. Those participants are in either leadership or supervisory roles at AHCT. Focus areas of those sessions include leadership presence, situational leadership, communication and feedback as well as strategic thinking.

The three main areas of LEAHP consist of group sessions, real-world application, and individual coaching. Those activities are very interactive - they foster collaboration and learning. In group sessions, participants develop new leadership behaviors, with real-

world applications, and apply newly acquired leadership skills in practical setting. During individual coaching sessions, participants receive tailored guidance and support.

Mr. Jurgen indicated that these sessions help those participants achieve their potential either within the agency or sometime in the future in a different organization.

## **V. Change Management for 10 Clicks**

Mr. Jurgen provided information on the Ten Clicks or Less initiative. It is a very ambitious plan to enhance the customer experience by making the enrollment process less cumbersome and limit the number of steps that have to be taken before enrollment is completed.

The current enrollment system is over a decade old and with recent technological advancements, AHCT has decided to take steps that would hopefully alleviate some of the concerns that customers as well as those who assist them have. It is a major initiative with the ultimate goal continuing to fulfill the Exchange's Mission of decreasing the number of uninsured and reducing healthcare disparities.

AHCT's is currently looking for an external vendor to assist with the Change Management process. Mr. Jurgen provided a general overview of the change management process.

Brief discussion ensued around the enrollment enhancement initiative, which also includes the call center and the Exchange staff handling some of the more challenging customer issues; self-service will become more prominent as an option.

More detailed information about operational matters was provided which may include cost-saving measures, but it will not involve reduction in employment within AHCT.

## **VI. Executive Session**

Chair Thomas McNeill requested a motion to go into Executive Session to discuss personnel matters exempt from disclosure under C.G.S. §1-200(6)(A). Motion was made by Paul Philpott and was seconded by Sean King. Roll call vote was ordered. **Motion passed unanimously.**

Chair Thomas McNeill requested a motion to come out of the Executive Session. Motion was made by Paul Philpott and was seconded by Sean King. Roll call vote was ordered. **Motion passed unanimously.**

## **VII. Adjournment**

Chair Thomas McNeill requested a motion to adjourn. Motion was made by Paul Philpott and was seconded by Sean King. Roll call vote was ordered. **Motion passed unanimously.** Meeting adjourned at 11:09 a.m.