



Connecticut Health Insurance Exchange Human Resources Committee Special Meeting

Human Resources Committee
Thursday, May 8, 2025
Remote Meeting

Members Present:

Thomas McNeill (Chair); Kathleen Holt; Paul Philpott; Dina Berlyn; Steven Hernandez

Other Participants:

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

Calculus of Talent LLC: Joyce Petrella

I. Call to Order

The Meeting of the Human Resources Committee was called to order at 9:00 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 December 5, 2024, Human Resources Committee Regular Meeting Minutes. Motion was made by Paul Philpott and was seconded by Thomas McNeill. Roll Call vote was ordered. Kathleen Holt and Dina Berlyn abstained. **Motion passed.**

IV. Staffing Update

Glenn Jurgen, Director of Human Resources, provided the Staffing Update. Mr. Jurgen provided statistical data on the ethnicity of the employees. Mr. Jurgen stated that Access Health CT (AHCT) continues to have a very diverse workforce. Employees speak a variety of languages and dialects.

Mr. Jurgen noted that 50 percent of the AHCT staff identify themselves as White, 26 percent as Hispanic, 16.7 percent as Black, 4.2 percent as Asian, 2.1 percent as Two or More Races and 1 percent as Other.

Mr. Jurgen continued his review of staff demographics with information about the generational breakdown of the Exchange's staff. The percentage of Baby Boomers (born between 1945 and 1964) and Generation X (born between 1965 and 1980) staff members continues to slightly shrink within the organization. There are more Millennial staff members (born between 1981 and 1994) and Generation Z (born between 1995 and 2010) entering the workforce.

Steven Hernandez joined at 9:09 a.m.

Mr. Jurgen discussed observable differences between members of Generation Z and other demographic groups. Additional information regarding the gender as well as the pay type for staff was provided.

All of AHCT's workforce is employed on a full-time basis and hourly staff members, which constitute a 30.2 percent of the workforce, are assigned to the customer-resolution teams and some are in the administrative roles. Brief discussion followed on the fringe benefits for the staff.

V. Intern Program

Mr. Jurgen provided information on the Intern Program that AHCT is instituting. On June 4, a number of interns will start working at AHCT. Mr. Jurgen described the Group Onboarding Process at AHCT. Each Department will have its own intern.

In addition, all the interns will be working on a group project.. These students will experience a bit more than a traditional internship; part of it will include touring the Legislative Office Building and Connecticut State Capitol. At the end of their time with AHCT, they will be required to present their project to the Senior Leadership Team (SLT).

The internship will last from mid-June to August. James Michel, Chief Executive Officer (CEO), discussed the reasons for the Intern Program and pointed out that it will be beneficial for both sides.

Paul Philpott inquired whether the interns will be compensated. Mr. Jurgen noted that all the interns will be paid; they will be required to work anywhere between 25 and 40 hours a week depending on the departmental needs.

Brief discussion followed on the value of the Internship Program, the competitiveness to be selected and the positive nature of collaborating within the office with the staff as well as other interns.

VI. Change Management

Mr. Jurgen introduced Joyce Petrella, Managing Partner at Calculus of Talent, LLC. who provided the Committee with information on AHCT's Change Management initiative. A brief summary of Calculus of Talent's expertise was provided . Discussion followed on the definition of change management. Examples of projects currently underway at AHCT

that require Change Management input were explained. Internal Change Management was also discussed.

VII. 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 Kathleen Holt. 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 Kathleen Holt. Roll call vote was ordered. **Motion passed unanimously.**

VIII. Adjournment

Chair Thomas McNeill requested a motion to adjourn. Motion was made by Paul Philpott and was seconded by Kathleen Holt. Roll call vote was ordered. **Motion passed unanimously.** Meeting adjourned at 10:05 a.m.