



Connecticut Health Insurance Exchange Human Resources Committee Special Meeting

Human Resources Committee
Thursday, September 11, 2025
Remote Meeting

Members Present:

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

Other Participants:

AHCT Staff: Holly Zwick; Susan Rich-Bye; Glenn Jurgen; 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. Public Comment

No public comment was submitted.

III. Review and Approval of Minutes

Chair Thomas McNeill requested a motion to approve the May 8, 2025, Human Resources Committee Special Meeting Minutes. Motion was made by Kathleen Holt and was seconded by Steven Hernandez. Roll Call vote was ordered. **Motion passed unanimously.**

IV. Staffing Update

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

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.

Mr. Jurgen discussed observable differences between members of Generation Z and other demographic groups and how it adds to the Company's culture. A brief discussion followed on the generational makeup of the agency and how it compares with other similar in size business entities.

Additional information regarding gender make-up and pay-type for staff was provided.

All of AHCT's workforce members are all employed on a full-time basis, with a mix of salaried and hourly staff, which constitute a 35.2 percent of the workforce. Hourly staff are members of the customer-resolution team, and some are in administrative roles. Almost 65 percent of the employees are salaried mostly due to the technical nature of their responsibilities.

V. Intern Program

Mr. Jurgen provided information on the Intern Program that recently concluded. It was a very successful and robust initiative. The program ran from June through August with nine interns from various universities. Access Health CT had an excellent response rate to all recruitment postings.

In addition to responsibilities within their own departments, the interns participated in a group project that included manual inventory tracking as well as software recommendations to manage inventory tracking in the future. The interns presented the results of their work to the senior leadership team.

Some of the interns communicated about their experience at AHCT with social media after the conclusion of the program and praised the program as a positive experience.

VI. Adjournment

Chair Thomas McNeill requested a motion to adjourn. Motion was made by Kathleen Holt and was seconded by Steven Hernandez. Roll call vote was ordered. **Motion passed unanimously.** Meeting adjourned at 10:23 a.m.