



Connecticut Health Insurance Exchange Human Resources Committee Special Meeting

Human Resources Committee
Wednesday, February 11, 2026
Remote Meeting

Members Present:

Thomas McNeill (Chair); Kathleen Holt; Dina Berlyn

Other Participants:

AHCT Staff: James Michel; Jeanna Walsh; 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 September 11, 2025, Human Resources Committee Regular Meeting Minutes. Motion was made by Kathleen Holt and was seconded by Thomas McNeill. Roll Call vote was ordered. **Motion passed unanimously.**

IV. Staffing Update

Glenn Jurgen, Director of Human Resources, provided the Staffing Update.

Mr. Jurgen presented updated workforce demographics, noting stable gender and pay distributions, with slightly over half of employees being female and approximately 70% in salaried roles. Hourly positions, primarily in customer support, operations, and administrative functions, continue to serve as a pipeline for advancement. Generational trends reflect a decline in Baby Boomers and Generation X, with Millennials comprising the largest segment and Generation Z increasing. More than half of employees identify as non-White, emphasizing that the organization's diversity enhances cultural competency, language capabilities, and overall workplace inclusion.

V. HR Activities

Mr. Jurgen provided information on various activities within the HR Department.

AHCT was named one of the Hartford Business Journal's "Best Places to Work in Connecticut" for the seventh consecutive year, based largely on confidential employee survey feedback. Information was provided on the change management efforts related to the Ten Clicks enrollment system project, including partnership with Calculus of Talent, ongoing town halls, leadership communications, change champions, and an internal change management team to support employee readiness.

The summer internship program will relaunch following a successful prior cycle, and employee wellness remains a priority. In partnership with UConn Health's Employee Assistance Program, AHCT hosted a well-received in-person session focused on mental health and stress management, with additional sessions planned.

James Michel, CEO, discussed the impact of national events and rising economic pressures on employees, including stress related to immigration enforcement activities and increased costs of living. It was noted that many employees live paycheck to paycheck, and even modest increases in expenses can significantly affect household budgets. HR is exploring strategies to support affordability, including benefit cost-sharing approaches and financial wellness resources. A brief discussion followed regarding employee support and retention.

Mr. Michel also highlighted ongoing investments in engagement, training, and professional development, as well as efforts to bring previously outsourced work in-house to reduce costs, improve quality, and strengthen alignment with the organization's mission. Recruitment remains strong, with high applicant interest in open positions.

VI. Adjournment

Chair Thomas McNeill requested a motion to adjourn. Motion was made by Kathleen Holt and was seconded by Thomas McNeill. Roll call vote was ordered. **Motion passed unanimously.** Meeting adjourned at 10:31 a.m.