IDAHO HEALTH INSURANCE EXCHANGE
DBA YOUR HEALTH IDAHO

YOUR HEALTH IDAHO BOARD
MINUTES
FRIDAY, JUNE 17, 2016

1. BOARD MEMBERS PRESENT

- Mr. Stephen Weeg, Chair
- Mr. Scott Kreiling, Vice Chair (via teleconference)
- Mr. Hyatt Erstad, Secretary
- Mr. Tom Shores
- Mr. Fernando Veloz
- Dr. John Livingston
- Ms. Karen Vauk (via teleconference)
- Ms. Margaret Henbest (via teleconference)
- Ms. Janice Fulkerson
- Ms. Charlene Maher (via teleconference)
- Senator Jim Rice
- Director Dean Cameron
- Director Dick Armstrong

2. OTHERS PRESENT

- Mr. Pat Kelly, Your Health Idaho
- Ms. Jody Olson, Your Health Idaho
- Ms. Dana Packer, Your Health Idaho
- Mr. Layne Bell, Your Health Idaho
- Ms. Karla Haun, Your Health Idaho
- Ms. Cheryl Fulton, Your Health Idaho
- Ms. Tresa Ball, HR Precision
- Mr. Mike Stoddard, Hawley Troxell
- Mr. David Papiez, Hawley Troxell

3. CALL TO ORDER

Following proper notice in accordance with Idaho Code §74-204, the Board of Directors meeting of the Idaho Health Insurance Exchange (Exchange) was called to order by Mr. Stephen Weeg (Chair), at 9:02 a.m., Friday, June 17, 2016, at the offices of Hawley Troxell Ennis & Hawley, 877 W Main Street, Suite 1000, Boise, Idaho. In accordance with Idaho Code §74-203 (1), the meeting was held in an open public forum and was streamed in audio format. Members of the public could access the audio stream by dialing into a telephone number that was included in the notice of meeting posted on the Exchange Board's Web site and at the meeting location.

4. ROLL CALL

Mr. Erstad called roll and determined that The Chair, Mr. Kreiling (via teleconference), Mr. Shores, Ms. Maher (via teleconference), Mr. Veloz, Dr. Livingston, Ms. Vauk (via teleconference), Ms. Henbest, Ms. Fulkerson, Senator Rice, Director Cameron, and Director Armstrong were present, resulting in a quorum.

Mr. Agenbroad, Mr. Settles, Ms. Sweigart, Mr. Edgington, Representative Packer, and Representative Rusche were absent.

The Chair reminded the Board that there would be a Board meeting held next Friday, June 24, as scheduled and covering the usual topics. He said today's focus, after discussions in both Finance and Governance Committees, will be on the immediate need for decisions related to improving the customer experience. One thing YHI discovered through this last 1095-A process is that the broker and consumer experience was sub-optimal, and we need to fix that. There are ways we can accomplish this while meeting our mission of maximizing control with minimal cost to the consumer, but also providing excellence in customer service. There are critical decisions to be made, both short term and long term, in terms of how we function, thrive and survive as an organization. There are no formal recommendations to the board at this point, but today, we will look at the options. The status quo is not sufficient, so this is important and will require your close attention.

Ms. Fulkerson asked for clarification on whether the Finance or Governance Committee had any recommendation to make today in the form of a motion. Chair Weeg said there are no recommendations at this time.

5. PUBLIC COMMENT PERIOD

There were no public comments.

6. REVIEW OF AGENDA

Chair Weeg reviewed the agenda, which will focus primarily on the options in front of us and added that there will be plenty of time for discussion.

7. CONSUMER EXPERIENCE RECOMMENDATION

Mr. Kelly thanked the Board for coming in this morning and discussing the consumer experience and how we can significantly and sustainably improve it. While the majority of consumers have had a seamless experience, there are too many that have not. We have had 1095 challenges, enrollment questions, multiple accounts per households, and a few other consumer issues that have manifested themselves in a poor consumer experience. As Chairman Weeg mentioned, the status quo is not delivering the experience that our consumers deserve, and when we talk about consumers, we are talking about consumers who have enrolled in the exchange, agents, brokers, and our carrier community.

Mr. Kelly said there are really four criteria we focused on to determine the best proposal.

First, and foremost, is the *customer experience*. We use the broadest possible meaning for customer, including agents, brokers, and our carriers. We talk about this a great deal at YHI and with our partners at DHW and we have matured enough as an organization to better understand our strengths and weaknesses and where we need improvements. *Accountability* was another key criterion for YHI. As we reviewed options, we looked at ensuring that accountability and responsibility are aligned to ensure the best outcome for our customers. We looked at *core competencies* and examined organizational skill sets and balanced those with potential learning curves. And last, but not least, what options are *fiscally conservative* and in keeping with our sustainability model and low cost promise.

Mr. Kelly said we've studied options and have settled on YHI integration of the customer support call center functions as the best path moving forward. DHW will provide technology to enable YHI visibility into APTC's. Consumers will speak with YHI for most questions, and transfer or consult with DHW for APTC's, as appropriate. YHI will augment staffing levels and office space. There would be impacts to the budget, and start-up costs will be covered partially with grant funding.

Mr. Kelly said it is important to note that there will be no changes to key areas and YHI continues to direct GetInsured on technology enhancements and to collaborate with DHW. 1095 production and questions remain with YHI, as does the carrier reconciliation process.

The recommendation fits the consumer experience criteria because vertical integration is vital to that consumer experience. It allows for a more seamless consumer experience while limiting disruptions. It provides YHI with the ability to flex call center hours and adjust resources around key metrics such as abandonment, average time to answer and first call resolution. It will provide accessible data in real time on the consumer experience allowing for actionable results. Our consumer surveys show the YHI service line successfully resolving consumer concerns. And finally, YHI leadership has experience running traditional call centers. You will also see next Friday that this aligns well with our long term goal of providing a flawless consumer experience.

It's important to both organizations that the accountability and responsibility lie with the same entity. This model limits change and disruption to the appeals process and to privacy and security, ensuring Idahoans data is secure. We foresee tighter integration between call tracking and training and this provides for the appeals process to stay linked with policy.

Mr. Kelly said we also looked at exercising core competencies. The exchange is familiar and comfortable with the unique structure and reach of the ACA, while DHW runs a distinguished organization adept at a broad range of eligibility issues for their assistance programs. We know our success to date would not have happened without the strong support of DHW. It is our understanding that most of the calls currently handled by DHW concern enrollment, which is an issue that remains with the exchange under our proposal.

We understand this recommendation is on an accelerated timeframe and that this is a big lift. YHI has already begun work on a detailed project plan, and if the Board approves this recommendation, we will begin executing on that plan as early as this afternoon.

At a high level, there are key milestones on the slides to come, that need to be reached. As well as key dates for the three primary work streams; processes, places, and people.

We are already making progress in documenting procedures, which is needed regardless of the board's decision. We have already hired a technical writer who will have a procedures manual fully vetted by July 25.

Processes are important to the success of this transition, including the processes necessary to work with DHW, as well as the infrastructure that is unique to call centers. We are targeting the first of August to have the necessary infrastructure in place.

If the Board approves this proposal today, one of the first steps is to identify the right space to house a call center. Our goal would be to have a lease agreement in place by the first full week of July, which would allow us to design and equip the office for our first onboarding wave on August 1st.

Concurrently, we need to document specific job descriptions and establish a recruitment plan. Once procedures and people are in place, we begin a 4-week training program for new employees. This process would begin immediately, upon Board approval. In fact, call center positions and job descriptions have already been defined, and can be posted as early as this afternoon.

We propose hiring in phases, bringing leadership positions on first, then a small group of customer support representatives by August 1. Four weeks of training will have the first phase of new hires ready by September 1. We would hope to onboard every 2-3 weeks until our staffing model is complete. We would work with DHW to begin taking calls sooner as the resourcing plan and procedures allow.

Mr. Shores said this is a pretty aggressive plan, and in past there have been small hiccups that push us back. He expressed his concern that it will affect our level of service come open enrollment.

Mr. Kelly said the first and most critical step would be the space. We have looked at space within our building and it is available and sufficient to house call center team members. The beauty of it is that it would enable us to deploy more quickly, and mitigate the need to negotiate an entire lease.

Mr. Veloz said we have a business associates agreement currently and he wondered how this will impact our current agreement with DHW. Mr. Kelly said the current MOU with DHW expires July 31, 2016. If the Board approves today, we would extend the term and adjust the dollars following the meeting today.

Senator Rice asked would this affect appeals and limit the confusion between who handles what issues. Mr. Kelly said the short answer is yes. DHW would still handle the APTC determination, however, all other calls would come through YHI, which would result in a more seamless experience for the consumer, with visibility into the APTC and the enrollment concurrently.

Mr. Stoddard asked if the hiring would include direct and temporary hires. Mr. Kelly said yes, management of the call center would be through direct hires and for the customer support representatives, we would have a mixture of direct hires, temporary positions and seasonal positions. In discussions with Ms. Ball, it was determined this model would provide us with the opportunity to attract the best talent, and remain fiscally conservative, while providing us with the flexibility to adjust to call volumes as they change over time.

Ms. Fulkerson asked if the roles within the call center would vary. Mr. Kelly said there would be management and customer service representatives. These CSR's would have visibility into APTC as well as enrollment knowledge. We would maintain our escalation group that currently exists at YHI and they would handle overflow, as well as their primary mission of being the escalation team for more complex cases.

Director Armstrong added that 10% of the traffic last open enrollment was for APTC eligibility question and 90% for enrollment/insurance. APTC eligibility issues would be resolved in real time while the consumer is on the phone with the YHI call center.

Dr. Livingston is concerned about the documents procedures process. Do these need to be vetted by CMS or DHW or anyone else that may cause a delay. Mr. Kelly said we have no requirement to get approval from CMS, but because of our strong relationship with them, we will share the documents with them. We anticipate a review process internally and with stakeholders, including DHW. We do see we would want to have an internal workgroup as well as an external stakeholder workgroup to really get solid feedback.

Mr. Kreiling asked about using a consultant for documenting procedures and providing the framework for the call center.

Mr. Kelly said we have brought on a contractor resource this past Tuesday and we will monitor the progress weekly. If we need to bring on an additional resource, we will. We do have folks within the leadership team and management team that have experience in both running and establishing a call center.

Director Armstrong said to clarify, Mr. Kelly and I have had discussions on procedures and how to create a very effective process that includes stakeholders. Clearly we are currently on a fast-track, but on an ongoing basis, we need to vet those procedures with everyone.

Mr. Stoddard asked if this was similar to the process in creating the carrier handbook. Mr. Kelly said with the carrier agreements and handbooks we work close with the DOI. With the policy manual we worked with a larger group that includes carriers, DOI, and DHW, and it is currently in place today. We certainly want that broad input to ensure we are covering everything. The procedure manual would be shared in that larger group as well.

Director Cameron applauded the efforts to improve the consumer experience. One of the issues last year was that at times, the consumer felt like no one was taking ownership of their particular problem, which compounded their problem. From your perspective, will there be a better track of ownership for this and how hiring temporary seasonal employees will affect this.

Mr. Kelly said yes, YHI will own it all the way through to resolution. We will have the ability to track first call resolution and how to better direct those resources. As for seasonal workers, the CSR teams will include two different groups; a voice group that works on the phone and a written group that works on emails and tickets. These teams will then work together. We will hire seasonal workers for both areas and be able to flex our workforce depending on our needs/volumes.

Director Cameron asked what the overall cost might be and if that will mean a change in the assessment fee. He then said the current system was not working and the options considered were moving responsibilities of the call center to DHW or to YHI. To what extent was the current arrangement reviewed and worked on to see if it could work as it might have been a lower cost option than the two considered.

Mr. Kelly said when we looked at these options, sustainability and low cost were at the forefront of those discussion. Both options will have a cost associated with them. In terms of long term sustainability, it is premature to say what the overall cost will be. However, the effect on the assessment fee will keep it well below the cost of the Federal Marketplace. There are components that will go into that which are not known today, but will be known at a future date. We have been working with DHW since January to improve the current process. DHW is a very mature organization and YHI is a start-up. We looked at what the best option for the consumer is and it is clear that we need to consolidate one way or the other. When we looked at the two options from an operational and financial view as well as from the consumer's view, we came to a conclusion that the YHI option (as opposed to the DHW option) is the best option on all fronts.

Mr. Kreiling added that YHI was formed in an effort to keep the cost down and to provide a better consumer experience for Idahoan's. But YHI won't be sustainable if it doesn't provide a good consumer experience.

Senator Rice said with what we know right now, will there be a change to the assessment fee in order to do this? Mr. Kelly said it is a bit early to answer that question as new rates have not yet been released and the elements of the formula will change substantially between now and March. The best way to think about this is for every 0.1% point of assessment fee, it is worth $400,000 in revenues based on our current enrollment and plan costs.

Mr. Shores added that there are a couple of agent related items that will help this. One is specializing the agent training so that more agents can attend and the other is that most of the agents are using emails more than phone calls which allows for a better paper trail and better options and email and ticket tracking options. That process will help reduce overall costs.

Director Armstrong said if we were to maintain the bifurcated system we have, it would have required additional resources at YHI anyhow. What is being proposed will move accountability to one place, resulting in a better customer experience. With the split model, there would have been an increase in costs anyways.

Mr. Erstad said the calls come in currently to DHW, if the issue is not APTC related, a ticket is created and then has to be put in the que for resolution. Will this change help mitigate and significantly reduce the number of tickets?

Mr. Kelly said yes, that is the goal.

Ms. Packer added that in that same model it will provide us with a more complete picture of the consumer's story as all history will be centralized.

Ms. Fulkerson said hold time and ticket volumes are currently higher than we would like to see. Do we have benchmarks that show this will improve under this new model?

Mr. Kelly said the next step in the analysis is to articulate our staffing plan which will affect those call times and other related scenarios. The short answer is not yet, but we will as we move forward. Part of future analysis would be how to adjust that baseline and how do we predict the seasonal increases we see during open enrollment.

Ms. Fulkerson said during the last OE, the call center was closed in the afternoon. With the new staffing model, would that change the staffing plan under this scenario. Mr. Kelly said we understand that was an unacceptable consumer experience, and we will not only model it based on historical hours, but also call volumes outside of the standard work hours. The short answer is we will model our staffing plan beyond the current call center hours and will adjust that as needed. That is one of the benefits of doing this as it gives us real time flexibility to adjust to call volumes.

Director Cameron said that is a strong suit in the proposal. Under the YHI model, do you see the volume of tickets increasing or decreasing and how will you adjust to the demand of resolving those tickets.

Mr. Kelly said what he is hearing are two questions, how will YHI address the volumes and will the volumes change. There are two things you will see. The first are change requests made to GetInsured. We are evaluating the underlying data structure through validations for inbound 834 transactions to ensure it is sound. The second part is tickets are going to happen, it is part of what we do. We are removing the latency issue and we will also be able to track it all the way through from call, ticket creation and resolution.

Ms. Packer added that currently over half of tickets come from the call center because DHW is not able to resolve it on the first call. With the new structure we anticipate the resolution of the issue before a ticket is created, which will affect ticket volumes positively as well as provide us insight into metrics.

Chair Weeg said while we want to ensure we meet the low cost promise, let's not under resource over the next 60 days because we don't have time to waste. Secondly, the risk register should be watched closely over the next 90 days particularly as we ramp up in staffing. With that, the next step is the budget.

8. FY17 BUDGET

Mr. Kelly reviewed the budget and shared the FY17 operating budget and anticipated start-up costs. He said the first column is the approved FY17 budget from the March meeting. Following that we had some changes in business insurance as well as some adjustments in staffing in order to handle the carrier reconciliations which are depicted in the second column and is called the rebudget. The third column is centric to the discussion today and we have looked at each individual budget line item and have accounted for staffing, office expenses, additional utilities which include proper bandwidth and space, and workforce management software. The DHW Eligibility Shared Services agreement will be reduced by $750K due to the shift in call center resources from DHW to YHI. Office space is based on current cost of office space. Overall, the increase in the budget for this proposal will be just over $1M.

Establishment activities will be covered by grant dollars including all of the things that go into setting the consumer support center up (hardware, software, furniture and fixtures, etc.) and are estimated to be around $326K. Mr. Reddish has made significant improvements to the provisioning of desktop software from hours to just under 30 minutes, which is an example of our current processes being streamlined, and allows us to hit this tight timeline.

Mr. Shores asked about additional costs for security systems. Mr. Kelly said yes, one of the benefits of having the co-location is the reduction in cost associated with many things, including the security of Idahoan's information.

Ms. Fulkerson asked if this proposed budget accounts for expansion into the new space and the cost of construction or improvements. Mr. Kelly said the space we are looking at is primarily built out, so any changes will likely be minimal. We also have a contingency in that budget to account for things like this.

Mr. Veloz asked if the language line cost is an annual cost. Mr. Kelly said that is an ongoing operating cost and we would need to negotiate that. There are two options: the first is if YHI uses DHW's language line and the second option would be if YHI went direct with a vendor. Typically, the language line costs are on a per call basis with some sort of minimal threshold for fees. We will update those numbers once we have negotiated a deal. In follow up, Mr. Veloz asked if it is possible to get any of those first year utilities covered by grant funds vs. an operating expense. Mr. Kelly said we would certainly investigate if either of those could be considered establishment activities, but it would be difficult to justify an ongoing operating expense or an expansion of an existing expense as an establishment expense.

Mr. Shores asked if that is an increase over what we already have for the language line. Mr. Kelly said the current cost is included in the cost allocation from DHW.

Mr. Veloz asked what the salary and wages incremental amount is in the projections. Mr. Kelly said the headcount included in the proposed budget is 27, which includes 7 management and 20 support representatives. Mr. Veloz asked if those would be phased in or hired all at once. Mr. Kelly said the first wave of hires would be for the management positions and the initial group of CSR's followed up by a second phase of CSR's.

Ms. Fulkerson asked about the 7 global headcounts and if they would also be responding to calls. Mr. Kelly said everyone at YHI is a working manager so yes. It is important to note that we will have a dedicated trainer for the call center to address turnover as well as ongoing quality assurance training. Ms. Fulkerson asked if that is a chair currently held at YHI. Mr. Kelly said no, we have a trainer for agents and brokers that also works on the policy and procedures manual, but that is different from this position.

Ms. Henbest asked about other positions and the need to have a robust ability to do analytics at the service desk level. Mr. Kelly said there will be a dedicated analyst within the call center team. Ms. Henbest asked that we make sure we don't understaff this year.

Mr. Erstad asked what the total headcount would be once the integration is complete. Mr. Kelly said the total employee count will be approximately 55.

Mr. Veloz asked about the abandonment rate, which was 18% last year and rather high, how will this customer headcount affect that rate and the consumer experience. Mr. Kelly said we have detailed call data from DHW, including time of day in half hour increments. When we model forward our staffing requirements, we will model based on assumptions for average time to answer and average call time. Those two elements would then be modeled relevant to what an acceptable abandonment rate is. We would look to call center metrics to benchmark those and certainly the 18% call abandonment rate was not acceptable, so we would model those metrics and adjust the staffing accordingly.

Mr. Kelly summarized the grant funds and said the current balance at the end of May was $15.7M. We expect about $4.6M to be spent during the remainder of this fiscal year. We have a couple of groups of expenditures over the next year. One is the establishment activities associated with the new call center and some associated operating expenses. The other area is around our Design, Development and Implementation spend (DDI). We have $2M budgeted for work with DHW, current and future CR's with Get Insured, carrier invoicing and consumer opt outs. Those development activities total $8.8M so the total spend around our grant dollars for this year and next would be about $14.2M leaving an unused balance of about $234,000 of our original grant total of $104M. Those grant funds do expire on December 21 and we have a 90-day grace period to draw those funds.

Mr. Kelly said moving on to the proposed project budget, and as a refresher, we have two budgets that we manage. One is the Operational budget that we just talked about and the second is the project budget and establishment activities. One of the items in the project budget that hasn't changed for the revised project budget is the replacement cost of computers and furniture. The current approved budget is $7.1M. With the changes discussed this morning, the total development budget would be $9.1M and adding the replacement cost of furniture and computers would bump it to roughly $9.2M.

9. PROCUREMENT PROCESS

Mr. Kelly asked how do we get this all done and remain within our procurement policy requirements? Because our current procurement policy states that expenditures in excess of $15-thousand dollars require an RFP, we are seeking the ability to get up to speed quickly in the following four primary areas: furniture and necessary fixtures; IT infrastructure, from cabling to telephone headsets; a language line; and software and licensing.

Therefore, we are asking the board to authorize an exception to the procurement policy for the items stated, as long as YHI receives at least three competitive bids per item. While we mentioned the need for additional office space, that falls outside the procurement policy.

Dr. Livingston asked about going around the procurement policy and wanted to ensure this would only be a one-time thing and that we would go back to our standard RFP process for future needs. Mr. Kelly said yes, we have no interest in changing the current policy and are simply asking the Board for a one-time exception for the items discussed this morning.

Ms. Fulkerson said she has a bit of anxiety about this decision and how it might affect the consumer experience and do we have a plan B. The Chair said that is why the risk register, that was discussed earlier, would be put in place.

Mr. Kelly added that not only will we execute on things immediately, but we will develop the risk register and it is a very helpful tool that we have used over the years. Director Armstrong and Mr. Kelly are committed to make this work.

10. MOTIONS

(a) Consumer Experience Motion

Motion: Mr. Veloz moved that the Board approve, subject to the subsequent approval of the amended Fiscal Year 2017 Operating Expense and Development and CAPEX budgets, the transition of call center services from the Idaho Department of Health and Welfare ("DHW") to Your Health Idaho as presented today and that the Eligibility Services for the Advanced Payment Tax Credit continue to be provided by DHW.

Second: Dr. Livingston.

Senator Rice commented that he thinks this is the right thing to do. One of the difficulties is in predicting what costs will be, is when no one has ever done this before. Given this cost, if we need to make some adjustments on the Assessment Fee to make it work, it will be within an acceptable range. There are some items that will be higher risk to the solvency of the exchange that will be discussed next year in the legislature. If Medicaid is expanded to the level that the ACA demands, it will have serious consequences.

Mr. Erstad echoed that and having been on the appeals committee, hope that this will not only improve on the consumer experience but help to mitigate some of these issues that consumers have gotten caught up in.

The motion carried.

(b) FY17 Operations Budget Motion

Motion: Ms. Fulkerson moved that the Board approve the Fiscal Year 2017 Amended Operating Budget expense at a not-to-exceed amount of $10,139,264 as presented today.

Second: Mr. Veloz.

Mr. Shores said looking at the current numbers, if we don't change the fee, we would need an additional 20,000 to 25,000 consumers in the system.

Mr. Erstad said if we don't hit those numbers, what is the fallback. The Chair said it is the Assessment Fee.

Dr. Livingston asked if this will impact our reserves. Mr. Kelly said we currently have about $7M in cash reserves and we will run the deficit into those reserves over the next 12-18 months. Our minimum cash reserve is $5 and we will remain over that even with the increase.

The motion carried.

(c) FY17 Project Budget Motion

Motion: Mr. Veloz moved that the Board approve the Fiscal Year 2017 Amended Development and CAPEX Budget at a not-to-exceed amount of $9,185,984 as presented today.

Second: Dr. Livingston.

The motion carried.

(d) Procurement (Office Space) Motion

Motion: Mr. Shores moved that the Board authorize the Executive Director to procure office space and execute a lease for up to five years with the Fiscal Year 2017 costs consistent with the Amended Fiscal Year 2017 Operating Expense Budget and subsequent years rent at similar market rates.

Second: Ms. Fulkerson.

The motion carried.

(e) Procurement (Software and Telephony) Motion

Motion: Mr. Veloz said recognizing the time constraints present to the Board at this meeting, I move that the Board, as an exception to YHI's procurement policy, authorize the Executive Director to make purchases for certain software and telephony under a sole-sourced procurement process consistent with the presentation made to the Board and the amended Fiscal Year 2017 budget.

Second: Mr. Shores.

The motion carried.

(f) Procurement (IT Support) Motion

Motion: Mr. Shores moved that the Board, consistent with the scope of the RFP for the IT Support Services issued on October 3, 2014, approve adding a new Statement of Work, in an amount not to exceed $150,000 in equipment as presented to the Board at this meeting, to the existing IT Support Services agreement with Flextechs, which amount is approved in the amended Fiscal Year 2017 budget; and that the Executive Director would be authorized to negotiate and execute such Statement of Work.

Second: Dr. Livingston.

The motion carried.

(g) Procurement (Furniture and Other Services) Motion

Motion: Dr. Livingston said recognizing the time constraints present to the Board at this meeting, I move that the Board, as an exception to YHI's procurement policy, authorize the Executive

Director to enter into contracts as he shall deem appropriate for the furniture, and other services as described to the Board necessary to establish the call center, provided that for contracts in excess of $15K, the Executive Director shall obtain at least three bids, if possible, or otherwise determine that a sole source exception is appropriate.

Second: Mr. Erstad.

The motion carried.

(h) Procurement (Temporary Agencies) Motion

Motion: Mr. Erstad moved that recognizing the time constraints presented to the Board at this meeting and to the extent staffing needs are not met by direct hires, move that the Board, as an exception to the procurement policy, authorize the Executive Director to engage with temporary agencies to fill temporary and seasonal positions at YHI; expenditures under such engagements are included in the Fiscal Year 2017 amended budget and all other approval processes remain in place.

Second: Mr. Veloz.

The motion carried.

11. NEXT MEETING

The Chair said next week our regular Board meeting will be held next Friday morning, June 24, and will include the risk register and progress to date.

12. ADJOURN

There being no further business before the Board, the Chair adjourned the meeting at 10:41 a.m.

Signed and respectfully submitted,

Stephen Weeg, Chairman of the Board