

**IDAHO HEALTH INSURANCE EXCHANGE  
DBA YOUR HEALTH IDAHO  
PERSONNEL COMMITTEE  
MINUTES  
JULY 23, 2014**

**1. COMMITTEE MEMBERS PRESENT**

- Ms. Margaret Henbest, Chair
- Mr. Dave Self, Vice Chair
- Mr. Tom Shores
- Ms. Zelda Geyer-Sylvia
- Ms. Karen Vauk
- Director Dick Armstrong (via teleconference)

**2. OTHERS PRESENT**

- Ms. Amy Dowd, Your Health Idaho
- Ms. Cheryl Fulton, Your Health Idaho
- Ms. Tresa Ball, HR Precision
- Mr. Steve Berenter, Hawley Troxell
- Mr. Brody Aston, Lobby Idaho, LLC

**3. CALL TO ORDER**

Following proper notice in accordance with Idaho Code § 67-2343, the Personnel Committee meeting of the Idaho Health Insurance Exchange (Exchange) was called to order by Ms. Margaret Henbest, Chair of the Committee (Chair), at 7:35 AM, Wednesday, July 23, 2014, at the offices of Hawley Troxell Ennis & Hawley, 877 W Main Street, Suite 1000, Boise, Idaho. In accordance with Idaho Code § 41-6104(8), 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**

The Chair took roll call and determined that Mr. Self, Mr. Shores, Ms. Geyer-Sylvia, Ms. Vauk and Director Armstrong (via teleconference) were present, resulting in a quorum.

**5. MEETING MINUTES REVIEW: May 27, 2014 and July 1, 2014**

There was one minor grammatical change to the May 27 minutes and three minor grammatical changes to the July 1 minutes.

Motion: Mr. Shores moved to approve the minutes from the May 27 and July 1, 2014 meetings with the previously noted changes.

Second: Mr. Self.

The motion carried.

## **6. REVIEW OF AGENDA**

Ms. Dowd requested to move the roadmap discussion to the end of the meeting.

## **7. REVIEW EXECUTIVE DIRECTOR AND OPERATIONS LEADERSHIP JOB DESCRIPTIONS**

The Committee addressed two job descriptions for YHI. The Chair asked for comments.

### **(a) Executive Director Job Description**

Ms. Geyer-Sylvia suggested adding a bullet stating “Ability to interface with the Idaho Department of Health and Welfare and maintain an effective relationship with DHW. Secondly, there should be something about the “ability to operate in an environment where a significant portion of the functions are outsourced to either private or government agencies.”

Ms. Dowd noted that the document should read “the Board of Directors is a 19-seat Board.”

The Committee reached consensus in adding these suggestions to the job description. Ms. Ball will update the document.

### **(b) Operations Director Job Description**

There was much discussion about the job description and what might need to be included. The belief was that Mr. Gonzalez was hired for his particular skill set and some of his responsibilities may or may not fit best within the operations role, including some overlap in responsibilities with the O&E function. Ms. Dowd indicated this role doesn’t necessarily need to be a Director level; it could be a manager level role. She said for this size of organization an Executive Director, a Finance Director, a Communications Director, and an IT Director makes sense. Ms. Geyer-Sylvia believes that the new Executive Director should develop their team, and the Committee should step away from this. Ms. Dowd said that the Board approved a 6-month extension with Accenture to provide PMO oversight utilizing Brie Gershick. The Committee agreed to pull away from this for the time being.

## **8. ORGANIZATIONAL ASSESSMENT**

Mr. Self said there was a decision made by the Board that it’s a good time during the current transition to look at the organization and assess feedback from the staff as well as the Board. YHI is really evolving, and it is a good opportunity to see how the staff and Board view the organization. The Chair said that Ms. Ball was tasked with coming up with a plan for what that organizational assessment would look like, and she brought ideas to the Committee for discussion and review. Ms. Ball indicated that Chairman Weeg and Dr. Livingston touched base initially with each staff member after Ms. Dowd’s resignation. In addition, the Board requested feedback from both staff and Board to see what YHI can do better, what is working, what isn’t working, what level of satisfaction staff have, etc. It was also requested to include feedback from both the individuals who are separating and the individuals who are staying. The Board wants to reflect and see how the Board and YHI can improve. The Governance Committee is also working on a self-assessment of the effectiveness of the Board, and the goal here would be to not duplicate that.

Ms. Geyer-Sylvia expressed concern with confidentiality issues. She suggested that the Board go talk to Staff. Ms. Ball said that Dr. Livingston and Chairman Weeg did this initially but they wanted more detail and believe staff may be more forthcoming through an assessment from outside the board. After much discussion, it was recommended that the intent is to get feedback by sitting down one on one, asking open-ended questions, and compiling answers with a thematic view. Ms. Ball said the assessment summary can provide information helpful for moving forward. This is a time of change and opportunity. Ms. Fulton said that staff appreciates the support of the Board right now to help the remaining staff through this time of change. Director Armstrong agreed that the Board needs to be careful about how they go about this, but it's important to have the conversations so the staff knows the Board is sensitive to what is going on and that the Board will act in a timely and effective manner. Mr. Self suggested that the draft questions intended for obtaining board feedback be instead left in the hands of the Governance Committee and their upcoming self-assessment process. The Chair said Ms. Ball has enough guidance to rework the survey/assessment.

## **9. SEARCH/TRANSITION PLAN UPDATE**

The Chair said the search/transition plan is still underway. It is in motion, so there is nothing this committee needs to do at this point.

The Chair asked what would be the committee's suggestion for moving forward on the ED salary. Ms. Geyer-Sylvia said we have the exchange market data, but we need to break it down and look at it based on non-profits in Idaho. The Chair said there is no survey of non-profits in Idaho, and YHI is not a non-profit. Ms. Ball said no compensation was posted with this position. She noted that the job description needs to be finalized so that we can get it out.

Since Ms. Geyer-Sylvia was absent at the recent Board meeting, she asked why the Board decided not to hire a search firm. Mr. Self said that hiring a search firm is not off the table. The Board wanted to see what comes in from the initial posting and word-of-mouth efforts, and if no qualified candidates emerge, then the Board may decide to engage a national search firm. YHI will have an RFP prepared should the need to engage a search firm transpire.

Ms. Dowd said she is completing a transition packet today and she would be happy to share it with the Personnel Committee. Mr. Self would like a copy distributed before the meeting Friday.

## **10. NEXT MEETING**

The Committee agreed to meet again prior to the August Board meeting or in a few weeks. Ms. Fulton will send out a poll for a day and time.

## **11. ADJOURN**

The Chair adjourned the meeting at 8:56 AM.

Signed and respectfully submitted,



Margaret Henbest, Committee Chair