

**IDAHO HEALTH INSURANCE EXCHANGE  
DBA YOUR HEALTH IDAHO  
PERSONNEL COMMITTEE  
MINUTES  
AUGUST 11, 2014**

**1. COMMITTEE MEMBERS PRESENT**

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

**2. OTHERS PRESENT**

- Mr. Pat Kelly, Your Health Idaho
- Ms. Cheryl Fulton, Your Health Idaho
- Ms. Tresa Ball, HR Precision
- Mr. Stephen Weeg, Board Chair
- 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 4:00 pm, Monday, August 11, 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 Ms. Vauk and Mr. Self (via teleconference) were present, resulting in a quorum.

Ms. Geyer-Sylvia and Director Armstrong arrived at 4:05 PM.

**5. MEETING MINUTES REVIEW: July 23, 2014**

Motion: Ms. Vauk moved to approve the minutes from the July 23, 2014 meeting.

Second: Mr. Self.

The motion carried.

**6. REVIEW OF AGENDA**

There were no changes to the agenda.

## **7. OPERATIONS POSITION REVIEW**

The Chair said that the Interim Executive Director should sign off on the Operations Director position. The Chair turned the discussion over to Mr. Kelly, YHI's Interim Executive Director.

### **(a) Operations Work Streams Intro**

Mr. Kelly reviewed the key work streams that are being considered for the Operations Organization today which include renewal and re-enrollment, the technology integration, agent & broker engagement, DHW operational integration, in-person assistor & Tribal engagement, carrier integration, FFM transition, policy, procedures & training, governance, YHI and team management, SHOP and deferred functionality. With the help of Accenture, between now and the end of September, the average effort is approximately 2 FTE's. From October to go-live effort is 1.5 FTE. And from go-live to the end of January is approximately 1.7 FTE. Accenture has requested some additional resources to help during this busy time.

Mr. Self asked Mr. Kelly if he could share which work streams are mission critical. Mr. Kelly said that it will vary at different times. For example, SHOP is a minor workflow now, but will be larger next year. FFM is busy now but will be eliminated in the future. Ms. Vauk asked how the Tribal engagement will be overlapping with Communications. Mr. Kelly said it is currently shared between the Operations Director and Communications Director. The team will look at how it can be handled primarily by Outreach & Education and reduce the amount of involvement by the Operations Director.

### **(b) Operations Director Key Skill Sets**

Mr. Kelly presented the key skill sets that are needed for the Operations Director position which include strong leadership capacity, the ability to drive operational decisions across multiple organizations, exceptional communications skills, relationship building skills, policy/regulations and legal aptitude, contract negotiation and compliance and management skills.

### **(c) Operations Work Streams**

Mr. Kelly touched on the Operations work streams and said that the first three work streams (renewal and re-enrollment, agent & broker engagement and in-person assistor & Tribal engagement) are all current and long-term initiatives, although the re-enrollment efforts will diminish. The FFM transition is a current initiative but the level of effort will diminish over time. The technology integration, DHW operational integration and the carrier integration are current initiatives but will diminish post 2014. However, deferred functionality will require a heavy lift in 2015. SHOP is a relative unknown but will likely be a significant lift in 2015. SHOP will be something the team (including Accenture) will need to work on.

The Committee discussed reporting, key initiatives and SHOP, how the skills to manage those initiatives fit into the Operations Director role and how they might be absorbed outside of that role.

Mr. Self left the meeting at 4:27 PM.

Mr. Kelly reviewed the last work streams and said the policy, procedures and training will have a heavier lift this year and will transfer into a maintenance phase in future years. Governance will get into a cadence where the work stream effort will be every other month or quarterly so the lift will not be too heavy. He said he does not see much change in the YHI and Team Management from year to year. Mr. Kelly reviewed the roles & responsibilities document, and said that the Operations Director skillset is relatively in line with the key areas this role will oversee and manage. He suggested turning this document into the position description, post it publicly and start looking for candidates. Once mid-November arrives, it will be difficult to find a candidate until January due to the Holidays.

Ms. Geyer-Sylvia likes the document and appreciates the work that went into it, but thinks that the reporting responsibility might be revisited and reassigned to another role. Ms. Vauk suggested that the most critical skills and competencies might not go hand in hand, but the ability to coordinate and provide oversight on these varied functions is important. The Committee agreed that the candidates should be engaged at this point.

#### **8. AD HOC EXECUTIVE DIRECTOR SEARCH COMMITTEE STATUS UPDATE**

Board Chair Weeg provided an update from the Search Committee. He said the Committee is working very actively in the search process for an Executive Director and has received several resumes so far. The sourcing and telephone screening steps are underway, and the further screening, scoring, and interviewing process will result in several candidates that will not continue forward. The Committee meets on Friday of this week to make a decision on whether the current candidate pool is viable or, if it is insufficient, make a recommendation to launch a national search. It is anticipated that committee chairs may also be involved in the interviewing process in addition to the Search Committee members. The Search Committee will evaluate candidates and report to the Board on August 20, 2014 regarding the top candidates identified. On-site interviews will be scheduled in September or October.

#### **9. PERSONNEL COMMITTEE ROADMAP**

The Chair said Ms. Ball has performed the Organizational Assessment, will speak with the Board Chair and will provide the themes and trends to the Board. Regarding the annual self-evaluation of the Committee, the Committee will review its charter and discuss those activities and propose any necessary changes. This will happen in September.

#### **10. NEXT MEETING**

The next meeting will be held during the second week of September, perhaps around the 8<sup>th</sup>.

#### **11. ADJOURN**

The Chair adjourned the meeting at 4:52 PM.

Signed and respectfully submitted,



Margaret Henbest, Committee Chair