

**IDAHO HEALTH INSURANCE EXCHANGE
DBA YOUR HEALTH IDAHO**

**PERSONNEL COMMITTEE
MINUTES**

MONDAY, AUGUST 29, 2016

1. COMMITTEE MEMBERS PRESENT

- Ms. Margaret Henbest, Chair
- Mr. Scott Kreiling
- Ms. Karen Vauk
- Mr. Kevin Settles
- Director Dick Armstrong

2. OTHERS PRESENT

- Mr. Pat Kelly, Your Health Idaho
- Ms. Alanee DeRouen, Your Health Idaho
- Ms. Cheryl Fulton, Your Health Idaho
- Ms. Tresa Ball, HR Precision (via teleconference)
- Mr. Steve Berenter, Hawley-Troxell

3. CALL TO ORDER

Following proper notice in accordance with Idaho Code §74-204, the Personnel Committee of the Idaho Health Insurance Exchange (Exchange) was called to order by Ms. Henbest, Chair of the Committee (Chair), at 4:00 p.m., Monday, August 29, 2016, 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 website and at the meeting location.

4. ROLL CALL

The Chair took roll call and determined that Mr. Kreiling, Ms. Vauk, Mr. Settles and Director Armstrong were present, resulting in a quorum.

5. APPROVAL OF PRIOR MEETING MINUTES

Motion: Mr. Settles moved to approve the minutes from the June 13, 2016, meeting as presented.

Second: Ms. Vauk.

The motion carried.

6. REVIEW OF AGENDA

There were no changes made to the agenda.

7. PERSONNEL COMMITTEE ROADMAP REVIEW

Chairman Henbest reviewed the roadmap and said the Committee is currently scheduled for three meetings per year in August, March and June and circle around the charges of the Committee. Pending any policy changes that may need to be approved, a meeting can be added before the end of the year if needed.

8. ORGANIZATIONAL STRUCTURE AND HIRING UPDATE

Mr. Kelly introduced Ms. Alanee DeRouen, YHI's new HR Generalist, who has been here since July helping with the onboarding of new hires. Since the last meeting, and when the Board approved the integration of the call center, YHI has seen a number of changes organizationally. The plan is to be fully staffed by the end of November, which aligns with the increases in call volumes. A direct hire headcount of about 60 people is anticipated, with the bulk of those being in the Customer Support Center (CSC). Those will be augmented with about 20 seasonal representatives, bringing the total customer support staff, or people on the phones, to about 40. YHI's first group of hires for the CSC came on board with an 8/1/16 effective date. Training of that initial group of customer advocates and support team members is just wrapping up and remains on track for a September 1 go-live date. YHI's next group of new hires will start on Tuesday, September 6, and Ms. DeRouen will continue onboarding in groups every three weeks to optimize training class size and learning opportunities. YHI will be fully staffed, both direct hire and seasonal, by end of November to align with call volume increases. Staffing needs will be monitored and adjusted as actual data is available and analyzed. Mr. Kelly said there is an org chart in the appendix for viewing. Also with the September 6 on-boarding group, YHI will bring on additional headcount to support the appeals and reconciliation work ahead.

9. GALLUP Q12 ENGAGEMENT SURVEY RESULTS & NEXT STEPS

Mr. Kelly reminded the Committee members that when the survey was discussed at the last meeting, it was decided to implement the survey, develop a workgroup to help YHI work through improvements from survey results, and then circle back at the end of the fiscal year to re-survey. The criteria for participating in the survey was that an employee must have been onboard for at least 90 days prior to the release of the survey to participate. Mr. Kelly reviewed the results of the first employee engagement survey which resulted in a total aggregate score of 4.0, which is pretty solid for a first attempt.

Mr. Kelly said as a result of the survey, the two key areas that will be worked on include question #6 - There is someone at work who encourages my development and, question #7 - At work, my opinions seem to count. Action items from the workgroup are expected within four to

six weeks. Once the first phase of actionable items is underway, the work group will work on two additional key areas, using similar process and timing.

Chair Henbest reminded the Committee that this was the outcome of a pretty strong recommendation from this Committee. Mr. Kreiling asked what the frequency will be, and Mr. Kelly said it will be once a year to allow time to address some of the actionable items.

10. EMPLOYEE HANDBOOK

Mr. Kelly reviewed the changes in the handbook that were effective on August 1, 2016, in conjunction with the support center hiring, and pending approval of this Committee. Key policy updates include the addition of a 90-day introductory period of employment, clarification on attendance, workplace attire, clarification on use of PTO, enhanced Privacy and Security policies, and the addition of FMLA due to the number of FTEs expected in the future. There was some additional discussion on clarifications regarding use of cell phones in the CSC and the introductory period policy.

Motion: Mr. Kreiling moved that the Personnel Committee recommend to the Board the changes to the Employee Handbook as presented today.

Second: Mr. Settles.

The motion carried.

11. BENEFITS UPDATE

Mr. Kelly said employee participation in health benefits was assumed to increase from 51% in FY16 to 75% in FY17, which was included in the budget. Final participation rates are still being determined as YHI's open enrollment closed last Friday. Once those numbers become available, budget outcomes will be finalized in relation to benefits.

Mr. Kelly said medical benefit pricing changed from age band cost structure to a composite rate, driving an average increase of approximately 20% overall. This is about 8% higher than what was budgeted and the reason participation rate becomes so important in determining where it actually falls in relation to budgeted numbers. The closest comparable plan would have increased costs by over 40%. There were minor increases in dental, vision and disability coverages.

YHI is also considering low cost but meaningful offerings for employees such as mass transit monthly passes offered at a reduced rate, with YHI covering half of the pass (total estimated monthly cost under \$200). This being a result of YHI's downtown location, the parking lot at the building being full, and the cost of parking downtown being expensive. This mass transit discount is all done through payroll and has been very well received. YHI is also looking at other ways to assist employees like discount programs with local businesses, gym membership and other benefits at no incremental cost to YHI and in line with YHI's upcoming health and wellness program.

12. COMMITTEE EFFECTIVENESS SURVEY

The Chair reminded the Committee members that the Committee Charter requires an annual self-assessment of the Committee. The Governance Committee has provided the following sample questions as suggested discussion points to enable Committees to assess their effectiveness.

Do Committee meetings (frequency and length) as well as actions align appropriately with its defined charter? Committee members agreed that the number and frequency of meetings and the flexibility of the Committee members to meet should they need to, is adequate.

Do Committee meetings have written agendas and materials related to significant decisions, and are materials provided to Committee members in advance? The Committee members said yes.

What improvements to the effectiveness of this Committee occurred over the last year? Mr. Settles mentioned the employee survey.

What suggestions for improvement should this Committee consider? Mr. Kreiling said where the Committee is currently at is good, but with the integration of the call center, that could change due to the level of work needed to manage the increased number of people. Ms. Vauk asked if there is anything else the Committee can do to help Mr. Kelly with the increased size and workload. Mr. Kelly responded that with the workgroup formed to work on areas of improvement that resulted from the engagement survey, that may be an area to look at Committee members help and guidance. The Committee agreed that they would all be happy to assist as needed.

13. NEXT MEETING

The Chair said the next meeting is scheduled for March 2017.

14. ADJOURN

There being no further business before the Committee, the Chair adjourned the meeting at 4:45 p.m.

Signed and respectfully submitted,



Margaret Henbest, Committee Chair