

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

**PERSONNEL COMMITTEE
MINUTES
SEPTEMBER 5, 2014**

1. COMMITTEE MEMBERS PRESENT

- Ms. Margaret Henbest, Chair
- Mr. Dave Self, Vice Chair
- Ms. Zelda Geyer-Sylvia
- Ms. Karen Vauk

2. OTHERS PRESENT

- Mr. Pat Kelly, Your Health Idaho
- Ms. Delfina Krakau, Gallatin Public Affairs
- Ms. Tresa Ball, HR Precision

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. Henbest, Chair of the Committee (Chair), at 8:04 am, Friday, September 5, 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, Ms. Geyer-Sylvia and Ms. Vauk were present, resulting in a quorum.

Director Armstrong was absent.

5. APPROVE PRIOR MEETING MINUTES

There were no prior meeting minutes to approve.

6. REVIEW OF AGENDA

There were no changes to the agenda.

7. COMMITTEE ROADMAP REVIEW

The goal of the upcoming month is to have the employee handbook and policies review completed. The Chair suggested pushing out the current October deadline one more month due

to time constraints on YHI staff. Mr. Kelly suggested aiming for an October due date with the option to push out the deadline until November if needed.

8. COMMITTEE EFFECTIVENESS SURVEY

(a) *Does the Board have active Committees composed of a small, effective number of members to handle responsibilities of key functional areas?* Yes.

(b) *Are Committee appointments and rotations handled effectively and at appropriate intervals?* The Committee doesn't know yet. Ms. Vauk questioned the term "rotations." Ms. Ball suggested a better word would be "changes" versus "rotations."

(c) *Does this Committee have a well-defined Charter in place?* Mr. Self is comfortable with the Charter for this Committee.

(d) *Does this Committee's meetings and actions align appropriately with its defined Charter?* The Chair mentioned that it wasn't clear in the Charter what the Committee's role is to increase number of staff. She recommends some clarity in the Charter surrounding workforce planning as it is more operational in nature, and the Committee's role is primarily a governance role. She mentioned that the process of committee involvement when adding new staff makes it complicated, and it isn't the proper role of the Committee to evaluate this type of operational decision.

(e) *Do the frequency and length of the Committee meetings meet the needs of YHI?* The Chair mentioned that the Committee currently meets monthly. Ms. Geyer-Sylvia suggests meeting quarterly and for a longer period of time. Ms. Vauk also suggested that the meetings be more predictable with regards to the content and key agenda items to be discussed as well as the dates the meetings are to be held. The Chair is comfortable with quarterly Personnel Committee meetings. She will take a look at the Board calendar and come up with a suggested schedule for 2015.

(f) *Do Committee meetings have written agendas and materials related to significant decisions that are provided to Committee members in advance?* Mr. Self feels that the materials to be discussed during the Committee and Board meetings arrive too late. He suggests that the materials for both Committee and Board meetings be delivered a minimum of one week (7 days) in advance. Ms. Vauk mentioned that it may be straining on the YHI staff to organize all materials when there are so many meetings. Reducing the number of meetings to a quarterly structure may help with the timeliness of materials received. Mr. Kelly mentioned that the current structure for getting materials sent to the Committees and the Board is no less than 48 hours. He will inform the YHI staff that the Committee would like to move toward a 7-day deadline ahead of the meeting to have the materials delivered. Ms. Geyer-Sylvia suggested looking into an electronic Board Book to organize all materials. The Committee agreed that this would be a good idea.

(g) *Are Committee meetings conducted effectively and with efficacious allocation of time and resources?* Mr. Self believes that some meetings have been inefficient and tend to run over-time. Many members want to discuss each aspect of the Board meetings and this makes the meetings lengthy. Ms. Geyer-Sylvia feels that the Board members don't use the Committees effectively and that the shorter, monthly Committee meetings don't allow for members to do the leg-work in

preparation for the Board meeting. Mr. Self mentioned that the Board needs to trust their Committee members to make decisions and recommendations versus re-presenting all materials and decision-making processes at each Board meeting. There needs to be a more defined role of the Committees and role of the Board. Mr. Self feels that staff can be more concise and less repetitive in the materials presented at the Board once it has been vetted through the proper Committees. The only time that brand new material should be presented at the full Board meeting is in the case of an extreme emergency. He urged that Board members should come prepared with questions to the meeting after having reviewed all of the Board materials, or take a proactive stance in finding answers to questions ahead of time. Mr. Kelly mentioned that the YHI staff has already begun considering this and that the presentations will be more targeted and concise and that the Board materials will be delivered a week in advance. Ms. Ball reminded that if Board members have not yet submitted their Board Effectiveness Survey, they should also include these suggestions in the comment section in order to capture the feedback.

(h) *What suggestions for improvement should this Committee consider?* The Chair summed up the suggestions for improvement that the Board and Committee materials need to be sent out a week in advance, the Committee meetings should be held quarterly and that the Board trust the decisions and recommendations of the Committees. Ms. Geyer-Sylvia also mentioned that Committees should focus on their responsibilities and not stray to other topics.

9. FY15 STRATEGIC GOALS/VARIABLE PAY PLAN

The Chair mentioned that the Finance Committee asked that the plan for tying goals to variable pay be vetted through the Personnel Committee for presentation to the Board. Mr. Kelly mentioned that the goals are staff-wide, but that each goal is position-specific. There are six Board-approved YHI staff strategic goals, and three shared goals with DHW that was acknowledged by the Board. Team members' specific goals are weighted depending on their area of responsibility. The minimum weighting for each goal for each employee is 5% to ensure that all team members are held accountable for the overall YHI performance. The target payout for meeting each specific strategic goal is 80%. Payouts may be lower or higher (not to exceed 100%) based on performance. Progress against these goals will be tracked no less than quarterly and reported to the Board. The reporting to the Board will not include details of each employee, rather the overall goal-achievement of the YHI staff as a whole. Ms. Geyer-Sylvia and Mr. Self are not comfortable with the percentages placed on each goal, as well as each employee needing to weigh in on each goal. Ms. Vauk and Mr. Self suggested that all team members have a goal in each of the three top strategic goals, but that not every team member will be responsible for obtaining all six of the goals. The Chair suggests that the proposed approach scale back on the number of goals assigned to each employee, except possibly for the senior members, ensure the benchmarks are specific and targeted for each employee, and the weight toward achievement is reviewed to ensure accuracy towards the YHI overall goal.

The top strategic goals discussed are Low-Cost Promise, Retention and Enrollment and Consumer Connector Engagement. The more challenging goal is Online User Experience as the staff cannot control the technology platform and the ease of use. Mr. Kelly will review and re-work these goals, and the Committee will present the adjustments at the October Board meeting.

10. NEXT MEETING

The next Committee meeting was not scheduled.

11. ADJOURN

There being no further business before the Committee, the Chair adjourned the meeting at 9:52 AM.

Signed and respectfully submitted,

A handwritten signature in cursive script, appearing to read "Margaret Henbest", is written over a horizontal line.

Ms. Margaret Henbest, Committee Chair