

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

**PERSONNEL COMMITTEE  
MINUTES  
MONDAY, SEPTEMBER 14, 2015**

**1. COMMITTEE MEMBERS PRESENT**

- Ms. Margaret Henbest, Chair
- Ms. Karen Vauk
- Mr. Scott Kreiling (via teleconference)

**2. OTHERS PRESENT**

- Mr. Pat Kelly, Your Health Idaho
- Ms. Tresa Ball, HR Precision (via teleconference)
- Mr. Steve Berenter, Hawley-Troxell
- Ms. Sherri Boyce, Your Health Idaho

**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 8:05 a.m., Monday, September 14, 2015, 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 Ms. Vauk and Mr. Kreiling were present, resulting in a quorum.

Mr. Settles, Ms. Geyer-Sylvia, and Director Armstrong were absent.

**5. APPROVAL OF PRIOR MEETING MINUTES**

Motion: Ms. Vauk moved to approve the minutes from the July 9, 2015 meeting as presented.

Second: Mr. Kreiling.

The motion carried.

## **6. REVIEW OF AGENDA**

There were no changes to the agenda.

## **7. PERSONNEL COMMITTEE ROADMAP REVIEW**

Chairman Henbest questioned if the Committee should look at policy or handbook changes in December or if it would make more sense to move that out beyond open enrollment. Mr. Kelly responded that most of the drivers in the policy changes revolve around open enrollment. He suggested that it would be better to move personnel policy and handbook changes beyond the open enrollment period. Mr. Kelly will move the reviews and updates to July on the Roadmap. Mr. Kelly says that barring any other things that may come up there will not be another Personnel Committee meeting until March of 2016.

## **8. EMPLOYEE HANDBOOK UPDATES**

Mr. Kelly said when YHI looked into its call center hours for the upcoming open enrollment, it was noted that employee holidays needed to be re-evaluated. Your Health Idaho recognizes 8 paid holidays per year for full-time employees or employees who work 30 or more hours per week. For this year YHI considered creating a floating holiday choice for employees to take Civil Rights Day in January or the day after Thanksgiving in November. From an operational standpoint it would make the most sense to have this flexibility. It provides flexibility for those that need to work in the call center, support application processing, and handle consumer escalation tickets. If the employee already took Civil Rights day this calendar year and then also takes the day after Thanksgiving then it would give some employees an extra holiday day for this year. It's an administrative piece of work to reconcile those and not provide significant benefit. Mr. Kelly said his recommendation to the Committee would be approve the floating holiday without any reconciliation.

Ms. Vauk had a question if this would leave the call center at 50 percent staffed. Is that okay on those days or do you need to be fully staffed? Mr. Kelly said the team envisions the call center staff working either one or the other. YHI would have additional support from the IT infrastructure and other operations as needed on those days. The team would try its best to balance who is in the office on each of those floating holidays in order to best support the call center. Mr. Kelly said his sense is that most of the staff would take the day after Thanksgiving off and then be on board for Civil Rights Day. There will be a different workload in January and so the flexibility in holidays will work quite well.

Motion: Mr. Kreiling moved that the Personnel Committee recommend to the Board that the updates to the Employee Handbook, as presented today, be approved.

Second: Ms. Vauk.

The motion carried.

## **9. PROFESSIONAL DEVELOPMENT POLICY**

Mr. Kelly says YHI has a number of different areas where it is implementing new programs around employee engagement. One of those is the Spot Incentive Program and YHI is nearing the end of the first quarter for that one. The second was Professional Development. There are a number of roles where people may seek out additional training, professional certifications, and other workshops and conferences to help with their professional development. This policy is designed to address all of those areas and more specifically training and certifications as they apply to their current role at YHI. YHI believes that there should be tenure associated to those employees receiving reimbursement and that tenure is six months. The training or certification should be germane to their role and responsibility. There may be some flexibility if it appears the role is growing or expanding to where YHI would see that training as related to a future responsibility as opposed to current. We also felt that there should be an opportunity for “clawback”. If someone were to complete the certification or training and then immediately leave YHI, the organization has the ability to get some of those costs back. The “clawback” is based on the number of months post training certification completion based on the amount for certification. For six months, if it’s under \$1,000, a year would be between \$1,000 and \$3,000 and under two years for \$3,000 plus dollars. That gives the most expensive certifications a longer period of time before the “clawback” is exhausted. It does protect YHI from paying for certification and then have the team member leave for a new job, but it also serves as engagement so that they know that their career development is paramount to YHI. All these costs need to be within the approved budget and these costs are currently set aside. One key element is that the employee does pay for their certification and training in advance and then YHI reimburses them upon successful completion.

Ms. Vauk said she is a strong proponent of this and thinks it is great to include this kind of benefit for employees to encourage retention. She asked if the reimbursement of costs after certification could be a barrier for some employees as it would require them to front that money and then maybe the certification takes a year. Mr. Kelly said that \$3,000 dollars upfront could be a concern for some employees. There is some latitude in the policy in that the requests all have to be approved by the Executive Director, so in the event where there is a strong case to be made for certification, especially in the case of IT and Security, as those certifications can take a long time and be very expensive. That flexibility would help to mitigate that concern.

Ms. Vauk also expressed concern that these training needs will need to be budgeted in advance. There will be need to look forward to put enough funds in the budget, otherwise it could lead to “first come, first served” and that could lead to some tension or assumptions of favoritism within the organization. Mr. Kelly said that most of the IT training was already contained in the budget so their training is already budgeted for this financial year. We do have a small amount of contingency within the benefits budget. It’s very small but it would be enough to fund training for employees outside of the IT group. There are a few other areas of the budget where there

might be some favorability and YHI could decide to use some of those funds in this area. Certainly each group would have planning in their budget for this category in the coming years. Ms. Vauk asked if YHI made some distinction in the budget between training and development in order to look at what's required to do this job versus something this individual wants to do to better themselves for the future. Mr. Kelly says that distinction is not made for this year but will be made for next year.

Mr. Berenter noted that this policy should be included in the Handbook so that standard phrasing ensuring this not being perceived as an employment contract is already in place. Ms. Ball also suggested this should not be a stand-alone policy but should be contained in the Handbook. Mr. Kelly said the policy could be changed to look like a Handbook policy and be contained in the Employee Handbook.

Motion: Ms. Vauk moved that the Personnel Committee recommend to the Board the adoption of the Professional Development policy as amended to have it included into the employee handbook as presented today.

Second: Mr. Kreiling.

The motion carried.

## **10. COMMITTEE SELF EVALUATION**

The Chair posed the four questions in the guidelines provided by the Governance Committee. The first question asked was if the Committee meetings (frequency and length) as well as actions, align appropriately with the defined charter. Mr. Kreiling said the Committee does meet frequently enough and there is still flexibility if there is an issue that the Executive Director needs to bring forward. Based on where the Committee is at and the maturity of the organization, meetings are appropriate and frequent enough. Ms. Vauk agreed with Mr. Kreiling's comments and added that the Committee is now reducing to three meetings per year. The Committee has identified the key areas of focus and responsibility and those are falling into those three meetings.

The Chair posed the second question as to whether or not the meetings have written agendas and materials related to significant decisions, and are materials provided to Committee members in advance. She said last year that was a significant issue because there was so much going on and that was a concern for the Committee to get things in a timely manner. Ms. Vauk and the Chair agreed that this year has been great and there have been no concerns.

The Chair posed the third question relating to what improvements to effectiveness of this Committee have occurred over the last year. Mr. Kreiling said the role of the Executive Director, Pat Kelly, and the amount of things he brings forward shows thoughtfulness and the way in which things are going has helped the Committee as well. Ms. Vauk stated that it may be a fact

of time, but it does seem as if the Committee's role is more clarified. Chairman Henbest agreed that the Committee has better figured out how to be a resource for Mr. Kelly and has found its feet compared with a year ago.

The Chair asked the final question of the Board to determine if there were any suggestions for improvement going forward. Mr. Kreiling and Ms. Vauk agreed that the Committee is doing well and is moving forward.

#### **11. NEXT MEETING**

The Chair said the next meeting will be in late February or early March. Mr. Kelly stated that if a need arose, the Committee could hold a meeting in December. If there are not a lot of items, the meetings could be reduced to two meetings in 2016.

#### **12. ADJOURN**

There being no further business before the Committee, the Chair adjourned the meeting 8:32 am.

Signed and respectfully submitted,

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

Margaret Henbest, Committee Chair