

***Board Meeting Minutes***  
**Connect for Health Colorado**  
***September 10, 2018***  
***8:30 AM – 11:30 AM***

**Board Members Present:** Claire Brockbank, Kyle Brown, Mike Conway, Adela Flores-Brennan, Annie Lee, Tom Massey, Jay Norris, Sharon O’Hara, Marc Reece and Nathan Wilkes

**Board Members Joining via Phone:** Steve ErkenBrack (Steve joined in person at approximately 10:30 am)

**Board Members Absent:** None

**Staff Present:** Nyle Boyd, Brian Braun, Luke Clarke, Kelly Davies, Claudia Farnham-Wittner, Kelly Guthner, Kate Harris, Caren Henderson, Kevin Patterson, Jackie Sanderson, Lisa Sevier and Ezra Watland

Approximately 2 guests attended the meeting in-person and the conference line was available for people to join by phone.

**I. Call to Order**

- Board Chair Adela Flores-Brennan, called the meeting to order at 8:30 am and welcomed those in attendance, both in-person and on the phone.
- Ms. Flores-Brennan introduced the new board member Annie Lee. Ms. Lee is the Executive Director of Community Health and Medicaid Strategies for the Children’s Hospital Colorado.

**II. Executive Session**

Ms. Flores-Brennan entertained a motion to move into Executive Session to discuss matters concerning a personnel matter. A vote was called for and passed with unanimous approval.

The Executive Session is permitted pursuant to CRS §24-6-402(4)(e) & (c) and 24-6-402(4)(f).

The board returned from Executive Session at 10:07 am.

**III. Business Agenda**

- The minutes from the July 9<sup>th</sup>, board meeting, July 31<sup>st</sup>, August 28<sup>th</sup>, September 4<sup>th</sup> Executive Committee meetings and the July 27<sup>th</sup> Compensation Committee meeting were voted on and approved.
- There were no changes to the agenda.
- Disclosure of conflicts of interest: none.

**IV. Board Report**

Executive Session Report Out

The board has completed its executive (Chief Executive Officer and C-suite members) compensation analysis with HrQ. This served as the basis of a compensation philosophy for the organization and help inform executives' salary range. It has been determined that the organization is within range of the 50<sup>th</sup> percentile for comparable positions.

Ms. Flores-Brennan called for a motion to approve the organization's compensation philosophy.

Ms. Brockbank moved to adopt the compensation philosophy as drafted with one amendment to reflect the target bonus amount to be 10% of the base salary.

Ms. O'Hara seconded the motion.

Ms. Flores-Brennan called for further discussion on the motion. There was no further discussion.

Ms. Flores-Brennan called for public comment. There was no public comment.

Ms. Flores-Brennan called the motion to a vote. The motion was unanimously approved as follows:

**Yes:** Claire Brockbank, Steve ErkenBrack, Adela Flores-Brennan, Jay Norris, Sharon O'Hara, Marc Reece and Nathan Wilkes.

**No:** None

**Abstain:** Annie Lee

The adopted compensation philosophy, subject to a language change which the board will make when finalizing the document, will be made public.

The annual evaluation for the CEO has been completed for fiscal year (FY) 2018 and it has been determined that Kevin Patterson's performance has been more than satisfactory.

Marc Reece made a motion to increase Mr. Patterson's salary 3.075% for a total of \$247,930.42, with the opportunity to make a 10% target bonus. The salary increase is to be retroactive to July 1, 2018.

Ms. Brockbank seconded the motion.

Ms. Flores-Brennan called for further discussion on the motion. There was no further discussion.

Ms. Flores-Brennan called for public comment. There was no public comment.

Ms. Flores-Brennan called the motion to a vote. The motion was unanimously approved as follows:

**Yes:** Claire Brockbank, Steve ErkenBrack, Adela Flores-Brennan, Jay Norris, Sharon O'Hara, Marc Reece and Nathan Wilkes.

**No:** None

**Abstain:** Annie Lee

Mr. Patterson's FY 2019 goals will be evaluated and completed by the Executive Committee.

#### Board Advisory Group

The Executive Committee appointed Krystin Beadling, Financial Counselor to the UHealth Yampa Valley Medical Center in Steamboat Springs, to join the Board Advisory Group.

There are open positions for the Board Advisory Group, recruitment for the positions will begin next month.

### **V. CEO Report**

#### Open Enrollment Readiness

Staff reviewed the organization's readiness for Open Enrollment 6:

- All development on new functionality has been completed
- Focus is on testing the system

#### Customer Service Center

A pilot has been created to allow assisters in the Medical Assistance (MA) Site access to work directly with customers and brokers. This will allow the assisters the ability to assist customers, specifically those households with mixed-eligibility, more quickly and efficiently. By allowing in-bound calls to connect directly with people who have access to the Colorado Benefits Management System (CBMS). The board requested ongoing follow up on the metrics for evaluating the pilot.

#### Staff Evaluation Process

The tools and processes used for staff evaluation were reviewed with the Board. Staff evaluations are conducted along the same cadence as the fiscal year, with all annual evaluations being completed in July.

Staff goals are tied directly to the organization's goals and strategic plan to ensure matching outcomes and competencies for both the staff and Connect for Health Colorado.

#### Strategic Plan

Current activities for Connect for Health Colorado's strategic plan were reviewed and include:

- Customer service improvements
- Technology changes and improvements
- Human resource changes and improvements
- Community enhancements
- Small business outreach and solution development
- Updating the sustainability plan
- Marketing & communications efforts

- Roadmap & new business opportunities

## **VI. Finance & Operations Committee Report**

### Media Buy Contract Procurement

Staff requested approval to proceed with the procurement not to exceed \$1,109,300 for the Open Enrollment 6 media buy for both English and Spanish paid media from Emico Media and Evolution Communications.

The funds for the requested procurement were previously approved in the FY 2019 marketing budget. The motion for approval was recommended through the Finance and Operations Committee.

Ms. Flores-Brennan called for further discussion on the motion. There was no further discussion.

Ms. Flores-Brennan called for public comment. There was no public comment.

Ms. Flores-Brennan called the motion to a vote. The motion was unanimously approved as follows:

**Yes:** Claire Brockbank, Steve ErkenBrack, Adela Flores-Brennan, Annie Lee, Jay Norris, Sharon O'Hara, Marc Reece and Nathan Wilkes.

**No:** None

**Abstain:** None

Marc Reece was appointed to join the Finance and Operations Committee.

## **VII. Policy Committee**

The Policy Committee is working individually with the Division of Insurance on Meaningful Difference.

The Board Advisory Group confirmed its standing operating procedures during its last meeting.

## **VIII. Public Comment**

There was no public comment.

Meeting adjourned at 11:25 am.

Respectfully submitted,

Adela Flores-Brennan  
Board Chair

### **Next Meeting**

October 8, 2018 from 8:30 am – 12:00 pm