

Finance & Operations Committee Minutes
May 24, 2021
9:30 AM – 11:30 AM

Board Members Present: Claire Brockbank, Annie Lee, Lorez Meinhold, and Dick Thompson

Staff Present: Justin Brandon, Brian Braun, Kelly Davies, David Hague, Kelly Guthner, Ashton Hall, Carolyn Pickton, Ilana Rivera, Arba Robinson, Alan Schmitz, Lisa Sevier, Monica VanBuskirk, and Ezra Watland

I. Welcome & Introductions

Lorez Meinhold called the meeting to order at 9:31 a.m., welcoming everyone in attendance. The April meeting minutes were reviewed and approved.

Changes to the agenda:

- The CGI procurement was combined with the preferred vendor contract
- A procurement approval request for the Assistance Network funding was added

II. Review Quarterly Audit Update

The Committee reviewed the quarterly audit update which highlighted details on ongoing and upcoming audits, internal audits, and a follow-up on previous audits.

III. Review Quarterly Complaints

Staff presented categorized customer complaints from January 2020 – April 2021. Significant findings include:

- Decrease in call volume/customer complaints
- Backlogs have been eliminated

IV. Enterprise Modernization Project Accomplishments

Staff discussed current accomplishments and implementations from the enterprise modernization project, initiated April 2019.

V. Preferred Vendor Contract

The Committee reviewed a procurement approval request to increase funding for the previous technology preferred vendor procurement by an additional \$10MM in order to cover anticipated use of the preferred vendors through the end of the fiscal year, June 30, 2022. No changes have been made to the scope or term of the preferred vendor procurement.

Staff requested the Finance and Operations Committee to recommend approval of the additional \$10MM procurement request to the full Board.

The Finance & Operations Committee approved the recommendation.

VI. Marketing Procurements

The Committee reviewed a procurement approval request for the purchase of additional post open enrollment media buys. The requested media buys include:

- \$350K with Emico on an English language add buy
- \$300k with Kernal on a mixed language (English and Spanish) ad buy targeted at people ages 18-64 statewide with a focus on the uninsured and those eligible but not insured

Staff requested the Finance and Operations Committee to recommend approval of the additional media buys to the full Board.

The Finance & Operations Committee approved the recommendation.

VII. Assistance Network Funding

Staff presented the Assistance Network funding allocation for fiscal year 2022. The presentation highlights the background of the Assistance Network, partners map, activities and community impact, funding timeline, and a proposed funding increase for marketing, events and other outreach for fiscal year 2022.

The Committee reviewed a procurement approval request to proceed with the contracting of the Assistance Network providers, with the ability to exceed \$250K for one or more of the current partners. Total funding is expected to be \$2.5MM.

Staff requested the Finance and Operations Committee to recommend approval of the funding increase.

The Finance & Operations Committee approved the recommendation.

VIII. Public Comment

Public comment given by Daniela Gosselova, Broker.

IX. Executive Session

Ms. Lorez Meinhold entertained a motion to move into executive session to discuss matters concerning personnel and/or contractual 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 Committee will not return after the executive session, the public portion of the meeting adjourned at 10:42 a.m.

Respectfully Submitted,

Lorez Meinhold
Committee Chair