

***Policy & Operations Committee Minutes***  
***January 23, 2022***  
***4:00 PM – 6:00 PM***

**Board Members Present:** Mara Baer, Patrick Gordon, and Allison Neswood

**Staff Present:** Justin Brandon, Ilana Rivera, Lisa Sevier, Alan Schmitz, and Nina Schwartz

**I. Welcome & Introductions**

Allison Neswood called the meeting to order at 4:01 p.m., welcoming everyone in attendance.

**II. Legislative Session**

The Committee reviewed an update on the current Legislative Session. The presentation highlighted redistricting, Senate and House Leadership members, Joint Budget Committee members, statewide and congressional elections, an overview of week one of the Legislative session, and important upcoming dates.

**III. Open Enrollment Service Center Summary**

Staff presented an overview of the service center & customer service operations for Open Enrollment 10 (OE10). The presentation displayed information via graphs of calls handled versus service levels for November and December.

**IV. Public Comment**

Public comment given by Daniela Gosselova

Meeting adjourned at 4:30 p.m.

Respectfully Submitted,

Allison Neswood  
Committee Chair