

Executive Director's Report

Date: September 19, 2024
To: Group Insurance Commission
From: Matthew Veno, Executive Director
Subject: Executive Director's Report

Purpose: The purpose of this memo is to provide Commissioners with the monthly Executive Director's report in writing. Questions and comments from Commissioners on the content of this memo are welcome during this portion of the agenda.

HUMAN RESOURCES

Staffing Updates

Samantha Noel joined the GIC in July and is working in the Operations Department Retirement unit reporting to Sandra Bryan. Samantha brings a strong background in customer service in the healthcare industry and elsewhere, and joins us from Atrius Health. She earned a Bachelor of Science degree and a Masters of Healthcare Administration degree from Framingham State University.

Jang Soo Lee joined the GIC in July and is working as a Healthcare Analytics Intern in the GIC Data Analytics group, reporting to Lauren Makishima. Jang Soo recently began his second year in the master's program at the Harvard University Chan School of Public Health. He will continue his internship on a part-time basis through May 2025.

HR Program updates

I am very pleased to announce that the cross-functional team of GIC and A&F IT employees who worked on the GIC New Hire Reduction Waiting Period (RWP) team has been awarded the Commonwealth's Manuel Carballo Governor's Award for Excellence in Public Service award for 2024. The Carballo award, which was established in memory of Manuel Carballo, who served as Secretary of Health and Human Services, is one of the highest awards for Commonwealth employees and teams and will be presented to the team by Governor Healey on October 17. The Carballo award is presented annually to employees, or groups of employees, who demonstrate exemplary leadership, innovation, dedication, and creativity. The RWP team was recognized for their exceptional teamwork on a complex and highly visible project that required cross-agency updates to systems, processes, communications, and more, in order to develop new programs to reduce the time that newly hired employees need to wait for coverage in the Commonwealth's benefit programs. This team met that challenge with a comprehensive solution that was developed and implemented on schedule. Their work contributed substantially to maintaining the Commonwealth's status as a first-rate employer and will benefit employees and agencies across the Commonwealth.

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I am also pleased to announce that Karen Ryan, supervisor of the GIC's Public Information Unit, was awarded the 2024 Commonwealth Certificate of Achievement Award to recognize the tremendous work she does in supervising her team and in supporting GIC members and Coordinators who need information about GIC programs and benefits. Karen has an extensive knowledge of GIC benefits and is a great resource for other GIC employees as well as our members. Please join me in congratulating Karen on her selection to receive the Commonwealth Certificate.

The GIC Compressed Summer Workweek program ended before Labor Day and again proved very popular, with 70% of GIC employees participating. The program provided employees with the option to work their full number of weekly hours over less than five full weekdays between the July 4 and Labor Day holidays so that they could have more time for personal activities during the summer months. Managers worked with employees in their units to ensure that schedules provided adequate coverage in all units.

LEGISLATIVE & MUNICIPAL

Legislative

The formal legislative session came to a close on July 31st without any of the major healthcare bills making it to the Governor's desk. Apart from any supplemental budgets, we anticipate that the Legislature will be fairly quiet in its informal sessions until the beginning of a new session in January. As always, we will monitor any activity and keep you informed of any updates.

Municipal

As is normal for this time of year, we received nine data requests from municipalities as they evaluate their options for the next fiscal year. We have also fielded several inquiries from municipalities interested in learning more about the GIC and how to join. Any municipalities wishing to join or leave the GIC must do so by the December 1st deadline and staff will report any changes to the Commission at the December Board meeting.