7.0 ORGANIZATION AND HUMAN RESOURCES

Blueprint Application
November, 2012

7.1 Organizational structure and staffing resources to perform Exchange activities

Description

The MN Health Insurance Exchange has identified a phased approach for hiring both permanent hire positions and temporary consulting/contracting positions. A list of job positions and corresponding descriptions has been identified as well as the targeted hiring date and the detailed steps in the job description, approval, posting, interviewing, and selection process. The timing to make the target hire date is set by pre-determined time frames for each step in the process. This enables identification of the start time to increase the odds of having the targeted resource start on the target hire date.

Initial hiring consisted of Sr. Management and leader positions and leader positions for the consultant roles. The second phase of hiring positions is securing the key resources to set up the Exchange and develop the needed technology and operational solutions. This phase of hiring includes both full time hires and consultants during the development stage. IT Infrastructure resources are being identified and filled in coordination Minnesota Information Technology Services (Mn.IT).

To assist in the identification, posting and hiring effort, two temporary HR resources were secured. These two resources work with the MN HIX Managers to detail the job descriptions, post, interview and hire the candidates. The hiring is done in waves. The hiring is for both full time staff and consultants. The last few phases of the hiring are centered on staffing up the Exchange to the full capacity required to support the daily operations.

In order to bring on consulting resources in a timely manner, the Exchange is utilizing two similar processes for IT resources and operational development resources. For technology-related professional/technical services, i.e. temporary staff augmentation, the Exchange is utilizing the Accelerated Staff Augmentation Program (ASAP-IT). For operational development, the Exchange is utilizing Master Contracts through the Minnesota Management and Budget, Management Analyst Division to access private consulting resources for with specific areas of expertise. Both of these programs allow state agencies to solicit proposals from pre-screened and qualified vendors for specific and short term staffing needs. Agencies are then allowed to enter into contracts with selected vendors after evaluating responses to project criteria requests.

Documentation

Document	Description
Organizational Chart	Chart of roles and reporting structure for MN Health Insurance Exchange permanent employees
Hiring Strategy/ Schedule	Planning chart for hiring MN Health Exchange permanent hire positions and temporary consultant/contractor resources. This includes the role, the target date for hire and an estimated timeline for starting the position writing to onboarding date.
Position Descriptions	List of Exchange permanent employees and a short description of each role