

## ahCT Cliff Notes – Operations

This is a basic summary of ahCT outreach activities during OE3 as observed in the field; and interactions that happened with HE.

### October 2015

- HE selected as an Outreach Vendor; and included in its proposal that it was a CT certified MBE/SBE at that point in time.
- HE was called on Thu morning by ahCT personnel and requested to cover 4 of 5 CEP sites and asked to guarantee coverage by licensed agents by the following Mon, Nov 2.

### November 2015

- HE covered all 4 CEP sites by 9 am Mon Nov 2, as requested. HE CEO visited all 4 CEP sites that day; and found that none of the 4 CEP sites was prepared to have any HE staff onsite; and one site was actually closed, Stamford. All 4 CEP sites had issues on the 1<sup>st</sup> day.
  - o It quickly became obvious that ahCT personnel “hated” having to support CEP sites.
  - o For OE3, CEP site foot traffic was dismal, maybe 12 people/week, with No Advertising.
- By mid-Nov, HE CEO started receiving requests to remove staff from CEP sites based solely on the demands of the CEP staff site manager, [REDACTED]. The requests were made by [REDACTED] directly via cell phone calls to HE CEO. The reasons were basically “they don’t fit in.”
  - o Over time, HE realized it was not that staff did not fit in; but that staff was not liked by the site manager. The number one complaint was that staff “did not know their place.”
  - o HE staff was told to NOT speak with anyone, not talk to clients, sit in their space, mind their own business, and understand that if they spoke to ahCT personnel without permission that they would be removed immediately. HE staff was not welcome!
  - o The majority of the complaints centered around our ethnic staff and our staff of color. HE CEO coached staff on how to build relationships in a hostile environment.
  - o HE also received multiple requests, from [REDACTED] thru [REDACTED] to remove male Muslim staff, for religious reasons, in Dec, from a CHC CEP site, even though site was very welcoming.
- In Nov, the foot traffic at CEP sites was minimal, not even 15 people per week, as some clients visited multiple times due to IT issues with their accounts, and were recounted.
- CEP sites, were inappropriate for enrollment activates! Other than Norwich, the sites lacked privacy, lacked parking and lacked reasonable access. One site, Waterbury, was incredibly difficult to find, to the point Waterbury people started going to New Britain as it was easier. At this point, around Thanksgiving, HE opened its own Waterbury site to support its own outreach activities, regularly exceeding the dismal foot traffic in the Waterbury CEP site.
- ahCT requested additional support in New Britain, specifically, a Spanish speaking agent. HE started having 2 Spanish speaking staff rotate through the NB site.
- Late Nov, HE began its outreach activities in the Bridgeport School District on an almost daily basis that lasted through the end of April 2016.
  - o ahCT personnel were invited to participate in HE outreach events; and had absolutely no interest in support outreach that was not their own.

December 2015

- HE ran its own enrollment event at Waterbury's City Hall, and ahCT refused to advertise the event, held on a Sat, even though there was no cost to ahCT, and no ahCT personnel requested.
  - o ahCT had its own event that same day, in New Britain, and when brokers no-showed, HE pulled 2 staff/agents from our own event and sent them to support ahCT in NB.
- As in Nov, HE continued to receive calls to remove HE staff from sites, because they were not liked, they did not know their place, and for religious reasons.
- *In mid-Dec, HE CEO stated to [REDACTED] to tell [REDACTED] enough-is-enough, submit written requests to remove staff with the reasoning (which is ahCT's actual legally approved policy), or HE will immediately remove all HE staff from all sites.*
  - o One of our NB Spanish speaking staff no longer became welcome in the NB site, for what HE CEO concludes were religious reasons.
- In NB, ahCT staff started preselecting walk-ins that were Husky eligible and directing them to HE staff first, because they felt the other brokers needed to make commission and HE staff was hourly; and did not complain about Husky clients. This issue was addressed multiple times.
- December 15, last date to enroll for Jan 1, other than for special reasons.
  - o ahCT personnel CLOSED the New Britain site an hour after all the news media left the site, after announcing they'd be open until midnight. The doors were locked, shades pulled and lights turned off. The people inside were helped and the ahCT personnel ran out the back door under cover of night, around 7:30 pm. HE staff had to be escorted to car due to fear of assault. There were dozens of people outside the storefront banging on the door and asking for help!!! They got nothing, other than a posted note that said to call the call center for help.
- On Dec 17, HE CEO was notified by an HE staff member that was in NB on 12/15 that her client, enrolled late that day, that returned to submit her documents, was no longer assigned to her. When HE staff looked into the situation, she was told by ahCT personnel that the client now belonged to a Lead Broker and that the reassignment had been done through the Worker Portal. The Lead Broker is not located in New Britain. This was the first of many similar issues...
- *On Dec 17, HE CEO notified ahCT personnel that Lead Brokers were misusing Worker Portal access to steal clients from other brokers, specifically for commission purposes!!!*
  - o HE CEO notified ahCT personnel that, based on discussions with many other agents in CT; and other personnel contacts, that the problem significant and rampant in CT!!!
- On Dec 19, [REDACTED] investigated the incident in New Britain, which made no sense. Yet, the work environment changed; and [REDACTED] announced on Jan 31 that an Investigation had been conducted and only 31 such cases were found, in New Britain. What about elsewhere?
- After HE CEO laid down ground rules, HE immediately became an unwelcome partner; and HE was not asked to participate in any events, with one exception, an event in Tolland at the beginning of Jan, where they wanted one specific staff member, just not the one that was available at the time. Therefore, to HE's best guess, they had the event without enough Spanish speaking agents at the event.

January 2016

- At this point in time, ahCT stopped asking HE for any further support, merely allowing us to staff the CEP sites; and maintain just one person, that they liked, in New Britain on a part-time basis.
- HE continued its community outreach efforts and expanded its own advertising campaigns, only to have those clients removed from HE book-of-business too.
  - o As noted earlier, (████) announced on Jan 31 that they only found 31 cases of brokers taking over other brokers accounts, in New Britain, where ahCT managed brokers!
- It was obvious that post-OE3, HE was no longer going to be a welcome partner; however, HE did not expect the issues that followed OE3, even after keeping staff on thru Feb, before laying them off, to make sure clients open items were addressed with ahCT.

#### Ongoing and Post OE3 Items

- The Lead Broker Program was an unmitigated disaster from a Privacy and marketplace perspective. Almost 100 independent salespeople, off-site salespeople, were given Worker Portal (admin) access with no oversight to every single person's account! The Lead Broker program allowed the LBs to steal all other brokers accounts, aided and abetted by ahCT personnel, even after ahCT personal were notified of the abuses. The LB program was simply a method to cover up for previously allowing brokers, that were paid salaries to work in the call center, to also assign themselves to clients for commission purposes during OE1 and OE2.
  - o *2016-2017 Lead Broker RFP: The ahCT staff have blatantly violated all RFP bid process rules, privately answering questions, and retroactively posting Q&A with new dates, after the fact to cover up the fact they've pre-awarded the contracts.*
- HE was stripped of our client accounts, even after taking tango'ing them several times to be the AOR/BOR. The accounts were either moved to LBs or just stripped away by ahCT personnel.
- The ahCT CEO has refused multiple requests for meetings, for months; and his personnel that have met with HE, have refused to take any action.
- ahCT knew HE had laid off experienced staff; but never contacted HE when they were recruiting new outreach/enrollment staff. One would think our former staff would be good candidates.
- ahCT does not update any Broker information on its web site. Most listed brokers do not even help people with ahCT business. It's horrendous broker and broker-portal mismanagement.

#### Note for OE4

All CEP sites should be central sites, only the CHC in Norwich was a reasonable site last year. The CHC sites around the state would be the best CEP sites, even if staff had to rotate weekly through multiple locations. The East Hartford, Stamford and Waterbury sites were not at all welcoming for assistance for people. They were hard to reach, had no or limited parking, and/or no privacy.

If you actually want CEP sites to work; you may want to advertise them! All of OE3 advertising went into "storm", meaning bad weather related advertising; and it was a complete waste of money! It was the mildest winter on record, and the only storms came at the end of Jan.