



**Idaho Health Insurance Exchange
DBA Your Health Idaho**

**Governance Committee Meeting Minutes
Monday, August 31, 2026**

Committee Members Present

- Mr. Hyatt Erstad, Vice Chair
- Dr. Karen Cabell (via videoconference)
- Ms. Nora Carpenter (via videoconference)

Others Present

- Mr. Pat Kelly, Your Health Idaho
- Mr. Kevin Reddish, Your Health Idaho
- Ms. Kelly Fletcher, Your Health Idaho
- Ms. Cathy Crites, Your Health Idaho
- Ms. Nichol Lapierre, Your Health Idaho
- Mr. Bobby Vernon, Your Health Idaho

1. Call to Order

Following proper notice in accordance with Idaho Code Section 74-204, the Governance Committee meeting of the Idaho Health Insurance Exchange (Exchange) was called to order by Mr. Erstad (Vice Chair) at 11:00 a.m., Monday, August 31, 2026, at the offices of Your Health Idaho. In accordance with Idaho Code Section 74-203 (1), the meeting was open to the public and streamed in video conference format via Microsoft Teams. Members of the public were encouraged to access the virtual meeting via a link that was included in the notice of meeting posted on the Exchange Board's website, social media platforms, and at the meeting location.

2. Roll Call

Vice Chair Erstad called roll and determined Dr. Cabell, and Ms. Carpenter were present, resulting in a quorum. Chair Hart, Director Cameron, and Senator Ruchti were absent.

3. Prior Meeting Minutes

Vice Chair Erstad asked if there were any changes to the minutes from the prior meeting and there were none.

Motion: Ms. Carpenter moved to approve the Governance Committee meeting minutes from June 3, 2026, as presented today. **Second:** Dr. Cabell. **The motion carried.**

4. Review Agenda

Vice Chair Erstad reviewed the agenda; no changes were made.

5. Review Roadmap

Vice Chair Erstad reviewed the roadmap; no changes were made.

6. Team Member Engagement

Ms. Fletcher presented an update on ways Your Health Idaho (YHI) encourages engagement with team members, including leadership book discussions and training from the Idaho Human Rights Commission. Work on accountability and coaching continues in the first half of Fiscal Year 2027 (FY27). The committee discussed the employee Net Promoter Score (eNPS) survey, with an average score June-August of 70.

YHI Talent team staffing efforts include adding more targeted recruiting sources and on the spot job offers for Customer Advocates.

Another way the team promotes team member engagement is through the annual Team Member Appreciation Week held in August. It consists of five days of activities, including dress-up days, contests, treats, prizes, superlatives, cornhole, and ends with an early closure and carnival at the end of the week.

7. Annual Committee Self-Evaluation

Ms. Fletcher reviewed the annual committee self-evaluation and survey results. The outcome of the survey indicates committee members feel overall that the work the committee is doing is efficient and effective.

8. Committee Charter Review

The committee charters are reviewed annually by the YHI team and legal counsel. There are no recommended changes at this time.

9. Board and Committee Tenure

Tenure of board officers, committee chairs, and committee members is reviewed quarterly. There are no upcoming changes to officers or committee chairs at this time. One open board seat remains.

10. Annual Board of Directors Training Content

Chair Erstad stated Mr. Stoddard will be presenting the annual board training at the December board meeting. Some areas of focus include Open Meetings laws, conflicts of interest, board and committee roles and responsibilities, and privacy and security.

11. Next Meeting

The next committee meeting will be held at the end of November or beginning of December. Ms. Sparks will reach out to committee members regarding availability.

12. Adjourn

There being no further business before the committee, the Chair adjourned the meeting at 11:21 a.m.

Signed and respectfully submitted,

Hyatt Erstad, Committee Vice-Chair