

Public Presentations: Large group presentations are held each spring and fall at several locations throughout the state. During these standard two hour presentations, attendees receive an excellent overview of WRS benefits and have an opportunity to ask questions throughout the session. Attendance can at times reach 300 people per event. In the near future, we hope to offer two public presentations in each outreach district, which will increase the number of presentations from approximately 20 to almost 30 per year.

Private Presentations: WRS employers and some employer associations often ask Department staff to hand out WRS benefit information at benefit fairs or similar functions. Our goal is to increase employer access to our staff through these "private presentation" requests as a part of the Department's overall strategy to increase outreach and education. We accommodated 85 of these requests in 2009 and hope to expand to 130 in the coming years.

Telephone Inquiries: Members may call the Department's toll-free number (877/533-5020) to speak with a benefits specialist in our Contact Management section. Nearly 200,000 calls are received annually and, on average, 80% of calls are resolved on the initial contact.

E-mail: Members corresponding via e-mail is an increasingly popular means of obtaining information from the Department. Although e-mail contacts can be made directly to ETF staff, the vast majority of contacts are made via the Department's secure e-mail server. On average, members submit approximately 1,000 e-mails per month.

Telephone Message Center: The Department maintains an automated Telephone Message System (800/991-5540) that provides 75 pre-recorded messages on a wide variety of benefit-related topics. This system is available 24 hours a day, 7 days a week, and is helpful to those who do not have Internet access.

Written Correspondence: Members write to the Department with a variety of questions. Benefit specialists in the Division of Retirement Services and other areas of the Department prepare individualized written responses to these inquiries. The Department receives approximately 2,300 written inquiries on an annual basis.

Internet Site: The Department's Internet site (<http://etf.wi.gov/>) provides extensive benefit information and access to key forms and brochures. The site also has helpful calculators, videos, links to state statutes and state administrative rules, benefit summaries, program information, and much more. The ETF Internet site receives an average of over 230,000 hits per day, although that number includes hits from automated search engines. We assume about 3000 to 4000 of those daily hits are from legitimate visitors to our site.

Video Library: The Department's video library contains nearly 50 videos that educate members and employers about important benefit-related topics, including how to complete a retirement application, calculating retirement benefits online, WRS payment options, death benefits, and the annual *Statements of Benefits*. The member-oriented videos alone have been viewed almost 16,000 times since the beginning of this year.

Informational Brochures: The Department has extensive benefit information available in our booklets and brochures, nearly all of which are also available online. These materials are sent out upon request or included in the retirement and separation benefit packets, when appropriate.

WRS News (formerly Trust Fund News): This newsletter, a new joint publishing venture with the State of Wisconsin Investment Board, routinely includes information on current topics of interest to WRS members. The newsletter is published three times each year (January, May, and September) and feedback on the quality of this newsletter remains very positive.

WRS Annual Statements of Benefits: Until members retire, they receive an annual *Statement of Benefits* each spring showing their WRS account balances, creditable service, most recent annual earnings, projected retirement and/or separation benefit, and an informational insert that explains the data items included on the statement.

Staff will be available at the meeting to answer questions.