



EMPLOYER BULLETIN

Employer Communication Center
(608) 264-7900

Vol. 23. No. 8
May 10, 2006

Department of Employee Trust Funds to Relocate Downtown Milwaukee Office to Waukesha

Please share the following important announcement with your employees. You may also want to post this on employee bulletin boards or use the content as the basis for other types of employee communications.

In order to improve participant access to member services, the Department of Employee Trust Funds (ETF) will relocate its downtown Milwaukee office to Waukesha later this summer. For many years, state law required ETF to maintain an office in Milwaukee. This requirement was a remnant of the mergers of several retirement systems, including the Milwaukee Teachers Retirement Fund, into the Wisconsin Retirement System (WRS) in 1982. However, in light of the projected growth in the number of WRS members who will be eligible for retirement, ETF has been examining ways to consolidate customer service functions and improve efficiencies in order to meet the increasing demand for services.

After careful analysis, ETF determined that its current Milwaukee location in the downtown State Office Building is not ideally suited for effectively and efficiently serving members' needs. The facility lacks affordable, nearby parking and poses challenges for many of ETF's elderly and disabled customers. Provisions of the 2005-2007 Biennial Budget, enacted last summer, offered ETF the opportunity to find a more suitable site in the greater Milwaukee area.

The new office will be located in the Waukesha State Office Building at 141 Northwest Barstow Street. The facility has ample customer parking and more handicapped accessibility features, and will allow ETF to make more efficient use of staff resources and office space. The new space will allow ETF to serve more than twice the number of members it was able to serve in the Milwaukee office. Specifically, ETF will be able to offer more retirement counseling appointments and will introduce small group retirement counseling sessions to the area. Small group sessions are not available at the Milwaukee office due to space constraints, but are very popular and well attended at the Madison office.

Walk-in appointments will not be available at the Waukesha office. However, ETF will continue to offer this service at the Madison office.

Moving to the Waukesha location is one strategy in a long-term plan to address the needs of ETF customers in the Milwaukee area, while allowing the Department to realistically explore providing expanded services in other areas of Wisconsin.

The move to Waukesha is planned for July 10, 2006. The telephone number will remain the same; it is (414) 227-4294.

