

DRAFT

# MINUTES

March 21, 2019

## Budget and Operations Committee

Employee Trust Funds Board  
State of Wisconsin



### Location:

Hill Farms State Office Building – Room N113  
4822 Madison Yards Way, Madison, WI 53705

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### COMMITTEE MEMBERS PRESENT:

Mary Von Ruden, Chair  
Roberta Rasmus, Secretary

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### COMMITTEE MEMBERS ABSENT:

David Wiltgen, Vice Chair

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### PARTICIPATING EMPLOYEE TRUST FUNDS (ETF) STAFF:

Office of the Secretary:

John Voelker, Deputy Secretary  
Tarna Hunter, Legislative Liaison

Division of Retirement Services:

Matt Stohr, Administrator

Office of Enterprise Initiatives:

Michelle Baxter, Director

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Ms. Von Ruden, Chair, called the Budget and Operations Committee (Committee) to order at 8:05 a.m.

### ANNOUNCEMENTS

Mr. Stohr mentioned board member changes that will also be covered at the Joint Meeting.

### CONSIDERATION OF MINUTES OF PREVIOUS MEETING

***MOTION: Ms. Von Ruden moved to accept the minutes of the September 20, 2018, Budget and Operations Committee meeting, as submitted by the Board Liaison. Ms. Rasmus seconded the motion, which passed unanimously on a voice vote.***

| Board | Mtg Date | Item # |
|-------|----------|--------|
| BUD   | 9.19.19  | 1      |

## ELECTION OF OFFICERS

***MOTION: Ms. Rasmus nominated Ms. Von Ruden as Chair, Mr. Wiltgen as Vice Chair and Ms. Rasmus as Secretary. Ms. Von Ruden seconded the motion which passed without objection on a voice vote.***

## BUDGET AND OPERATIONS UPDATE

### Operations Update

Mr. Stohr provided an operations update. The discussion included the call volume and the quick response time, which is largely due to being fully staffed in the call center. Also discussed was the high demand for one-on-one appointments. Ms. Rasmus suggested board metrics be modified to show that ETF is providing more appointments by identifying virtual and one-on-one numbers to acknowledge that ETF efforts to keep up with the demands of its members. Staff will make the change to future board metric reports.

### Project Updates

Ms. Baxter provided an update on

- 1) the website redesign project which is on schedule with a soft launch in June 2019;
- 2) appointment scheduling process improvements and scheduling software;
- 3) business process management; and
- 4) Medicare split contracts and other projects.

### 2019-2021 State Budget Request

Ms. Hunter distributed a handout (Ref. ETF | 3.21.19 | 6B) on ETF's 2019-2021 state budget request. The handout included an update on bills as well. Ms. Hunter walked the Committee through how the budget and these bills would impact ETF. Discussion occurred.

## ADJOURNMENT

***MOTION: Ms. Rasmus moved to adjourn the meeting. Ms. Von Ruden seconded the motion, which passed unanimously on a voice vote.***

The Committee adjourned at 8:55 a.m.

Date Approved: \_\_\_\_\_

Signed: \_\_\_\_\_

Roberta Rasmus, Secretary  
Budget and Operations Committee