

DRAFT

# MINUTES

September 16, 2020

## Budget and Operations Committee

Employee Trust Funds Board  
State of Wisconsin



### Location:

Department of Employee Trust Funds  
This meeting was held via teleconference.

### COMMITTEE MEMBERS PRESENT:

Roberta Rasmus, Chair  
Chris Heller, Vice Chair  
Steve Wilding, Secretary

### 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

### OTHERS PRESENT:

ETF Division of Management Services:  
Patrick Hughes, Kadi Mbanefo  
Other Guests: 5 people connected via telephone

ETF Office of the Secretary:  
Pam Henning, Cheryllynn Wilkins,  
Kathryn Young

Ms. Rasmus, Chair, called the Budget and Operations Committee (Committee) to order at 8:00 a.m.

### CONSIDERATION OF MINUTES OF PREVIOUS MEETING

***MOTION: Mr. Heller moved to accept the minutes of the June 17, 2020, Budget and Operations Committee meeting, as submitted by the Board Liaison. Mr. Wilding seconded the motion, which passed unanimously on a voice vote.***

Board	Mtg Date	Item #
BUD	12.09.20	1

## **ANNOUNCEMENTS**

Mr. Stohr reviewed the committee and board meeting schedules and how the ETF Secretary recruitment will be an agenda item at the ETF Board meeting. He discussed ETF leadership's decision to not renew the CEM Benchmarking contract. He said the decision to not renew the contract with CEM was because ETF's score has stayed the same from year to year and will continue to do so until ETF is able to provide more online access for members. He also stated that ETF has been pleased with CEM and may participate again in the future.

## **COMMITTEE CHARTER REVIEW:**

***MOTION: Mr. Wilding moved to approve the Budget and Operations Committee Charter as presented and recommend no changes to the ETF Board for approval. Mr. Heller seconded the motion, which passed on a voice vote.***

## **BUDGET AND OPERATIONS UPDATE**

### Operations Update

Mr. Stohr provided the following operational updates: the appointment scheduling software recently made available to members on the ETF website is live. This is the first of many steps toward providing members online resources. He also discussed overall customer service levels at ETF, highlighting the reduction in wait times for retirement information — which dropped from 19 days (second quarter of 2019) to four days (same quarter in 2020). This improvement is a result of process improvements, in addition to greater staff availability in the wake of suspended outreach activities caused by the pandemic.

### Project Updates

Ms. Baxter provided an update on various technology modernization projects, including:

- The electronic content management system, which is part of a larger effort, the master data management system because ETF currently has disparate data in its various IT systems that don't communicate with each other;
- The Insurance Administration System.

She stated that current plans have the insurance administration system starting in 2021. She also reviewed some project successes since the last meeting, including using Box software to securely send board documents. The Committee members said Box is easy to use.

### Legislative Update

Ms. Hunter walked through the budget memo (Ref. BUD | 9.16.20 | 6A). The memo covers ETF's 2021-2023 biennial budget request that will be sent to the Governor and Department of Administration upon approval by the ETF Board. The Committee members support the proposal. Discussion occurred.

**ADJOURNMENT**

***MOTION: Mr. Heller moved to adjourn the meeting. Mr. Wilding seconded the motion, which passed unanimously on a voice vote.***

The Committee adjourned at 9:08 a.m.

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

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

Steve Wilding, Secretary  
Budget and Operations Committee