

DRAFT

# MINUTES

December 14, 2023

## Budget and Operations Committee

Employee Trust Funds Board  
State of Wisconsin



### Location:

Hill Farms State Office Building – Room N112  
4822 Madison Yards Way, Madison, WI 53705  
8:00 a.m. – 8:47 a.m.

### COMMITTEE MEMBERS PRESENT:

Jen Fogel, Chair  
Chris Heller, Vice Chair  
Roberta Rasmus, Secretary

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

<b>Division of Retirement Services:</b> Matt Stohr, Administrator	<b>Office of the Secretary:</b> Shirley Eckes, Deputy Secretary
<b>Office of Enterprise Initiatives:</b> Michelle Baxter, Director	Pam Henning, Assistant Deputy Secretary
	<b>Office of Budget and Management:</b> Tarna Hunter, Director

### OTHERS PRESENT:

**Office of the Secretary:**  
Kathryn Young, Staff Services Supervisor

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

### ANNOUNCEMENTS

Mr. Stohr announced that there are several new board members and recent hires at ETF. He said he will cover each of those at the ETF Board meeting, but he highlighted Tarna Hunter’s promotion to the Director of the Office of Budget and Management. The Committee congratulated Ms. Hunter. Mr. Stohr also said Ms. Rasmus is retiring from the ETF Board and the Budget and Operations Committee. The Committee thanked Ms. Rasmus for her service and contributions to the Board and the Committee.

### CONSIDERATION OF OPEN MINUTES OF SEPTEMBER 21, 2023, MEETING

Board	Mtg Date	Item #
BUD	03.28.24	3

***MOTION: Rasmus moved to accept the minutes of the September 21, 2023, Budget and Operations Committee meeting, as submitted by the Board Liaison. Heller seconded the motion, which passed unanimously on a voice vote.***

## **OPERATIONS UPDATE**

Mr. Stohr pointed to the ETF Organizational North Star Metrics Report (Ref. ETF | 12.14.23 | 5F) that shows ETF is in a good spot operationally. The new positions obtained in the state budget have been implemented, and ETF has hired new staff in the Call Center and the Employer Services Bureau. This will help with the Insurance Administration System (IAS) project implementation in 2024, which will increase workload while staff learn the new IT system and get members used to it. For example, the Call Center average wait time for members to get to a benefit specialist in November was 1:36, which is below the three-minute standard and below the 2:41 average in November of 2022. Having reduced wait times for members allows operations staff to focus on the 2023 Wisconsin Act 4, 2023 Wisconsin Act 12, and IAS readiness.

## **LEGISLATIVE UPDATE**

Ms. Hunter provided an update regarding the legislative session and discussed the bills that impact ETF, which are listed in the memo (Ref. BUD | 12.14.23 | 4). She walked through 2023 Senate Bill 432 and its companion bill, 2023 Assembly Bill 437, which would allow the commissioner of insurance to appoint a deputy commissioner, chief legal counsel, or chief financial regulator in the Office of the Commissioner of Insurance (OCI) to serve as a member on the Wisconsin Retirement Board, rather than limiting the commissioner's designee to an experienced actuary in OCI. She also covered rehired annuitant and sick leave bills. The Committee discussed the bill that would discontinue sick leave accumulation for legislators and various return to work bills.

## **ETF MODERNIZATION PROJECTS UPDATE**

Ms. Baxter provided an overview of ETF's overall transformation journey (Ref. BUD | 12.14.23 | 5). Specifically, she discussed the status of IAS. The project is currently at risk of not being deployed in June 2024 as scheduled. The current risks include the complexity of the retiree portion of the project, the rate displays, and the lack of local employer data submissions and reporting. The Committee asked questions about the risks and the plan related to each.

There will be an initial project go-no-go decision at the end of January. The Committee discussed the request for a one-month extension for the current strategic partner who provides project oversight. The strategic partner has been involved in IAS, and it would help to keep the contract for the January go-no-go assessment.

The Data Management Program will close at the end of December and will be operationalized.

### **ETF ORGANIZATIONAL NORTH STAR METRCIS REPORT**

Ms. Henning reviewed the ETF Organizational North Star Metrics Report (Ref. ETF | 12.14.23 | 5F). The Department made progress on the three areas that were off track last quarter:

- 1) Customer service measures.
- 2) The number of future state processes that have been identified and documented as part of the IAS project.
- 3) The equity and inclusion plan tasks.

These three areas are now on schedule.

### **ADJOURNMENT**

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

The Committee adjourned at 8:47 a.m.

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

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

Budget and Operations Committee Secretary