



STATE OF WISCONSIN  
Department of Employee Trust Funds  
David A. Stella  
SECRETARY

801 W Badger Road  
PO Box 7931  
Madison WI 53707-7931

1-877-533-5020 (toll free)  
Fax (608) 267-4549  
<http://etf.wi.gov>

**EXECUTIVE COMMITTEE  
QUARTERLY ACCOMPLISHMENT REPORT  
DECEMBER 2009**

This report highlights Department of Employee Trust Funds (ETF) accomplishments that occurred from October through December 2009. These accomplishments are linked to the objectives identified in ETF's strategic business plan.

**GOVERNANCE**

- Conducted a department-wide risk assessment in preparation of the Audit Plan.
- Developed and began implementing the Department's 2009-2011 Audit Plan. The Audit Plan includes 14 audits, annual reviews, projects and consulting activities.
- Completed an audit of the Retirement Calculation System with detailed action plans to address findings.

**SERVICE**

- Extended Contact Management Section business hours during the *It's Your Choice* health insurance enrollment period in order to increase customer access to specialists during this traditionally busy time.
- Developed four online video presentations for new retirement board member orientation. The presentations will reduce board members' training time commitment and allow them to revisit the presentations at their convenience.
- Created a detailed menu on the Department's Internet site to help Wisconsin Retirement System (WRS) members find information about projected Core Fund annuity adjustments and effective rates for next year.
- Completed more than 14,600 business transactions over the three-month period. This total includes completing more than 5,000 beneficiary designations, responding to over 3,400 calls or e-mails from employers and processing more than 700 domestic partner affidavits.
- Implemented a project to improve the reporting process for direct deposit transactions that are deposited in financial institutions outside of the United States.
- Conducted additional group retirement sessions to provide more member access during the peak October to November period.
- Completed eight fall public WRS presentations. A total of 913 people attended the presentations, averaging 114 individuals per session.

Reviewed and approved by Matt Stohr, Office of Legislative Affairs,  
Communications and Quality Assurance.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Board	Mtg Date	Item #
EXC	12/2/09	3A

- Provided presentations at meetings of various retirement organizations, such as the Wisconsin Retired Educators Association. At the presentations, surveyed WRS retirees to gauge their opinion on the overall performance of the Department. Survey results will be shared with all boards once the information is tabulated.
- Replaced an outdated telephone switch and interactive voice response system for the Contact Management Section, simplifying how calls are routed to specialists. The improved system provides callers with more automated options, which enhances responsiveness, access and quality of service.
- Completed inception for Phase 4 of the Health Insurance Electronic Enrollment, Payment and Validation Project (EVP). Business requirement development continues for the implementation. Phase 4 focuses on providing members with a web-based system for enrollment, eliminating the manual paper processes now required.

## **BENEFITS**

- Revised the Wisconsin Deferred Compensation (WDC) Program's *Plan and Trust Document* to reflect changes required to implement the domestic partnership provisions of 2009 Wisconsin Act 28.
- Completed the planning and implementation phases of administering new benefit eligibility provisions for domestic partners and dependent adult children. Created related forms, documents and supplementary materials, such as a frequently asked question document, for both the domestic partners provision and the dependent adult child provision.
- Launched a new web-based system to administer the addition of WRS benefits for domestic partners. This effort included designing, building and testing all internal processing and workflow steps, member notification, and business requirements for the new system.
- Reviewed and processed more than 400 domestic partnership affidavits.
- Concluded the request for proposal process for selecting independent auditors for third-party administrator contracts, including the self-insured health plans, pharmacy benefit manager, Employee Reimbursement Accounts (ERA) program, and the life insurance program.
- Concluded the annual *It's Your Choice* enrollment period for health insurance benefits, the open enrollment period for a new vision care program, and the open enrollment period for the Employee Reimbursement Accounts Program.
- Developed seven new inquiry screens that will allow staff to investigate and address issues related to the Medicare Part D Retiree Drug Subsidy program.
- Completed construction phases six through eight of the Lump Sum Payment System (LSPS). LSPS will automatically calculate and issue payments for the majority of lump sum benefit types, including separations, additional contributions, lump sum retirement benefits, annuitant deaths, non-annuitant death benefits (including special deaths), and issuing supplemental benefits. It is currently on target to complete system construction, with acceptance testing set to begin 2010.

## **WORKFORCE**

- Conducted staff training for Qualified Domestic Relations Order account divisions, the implementation of new legislation, and changes in 2010 health insurance benefits and the annual *It's Your Choice* enrollment period.
- Implemented an automated worksheet for annuitant death benefits, an improvement that significantly reduces potential for errors and increases efficiency.
- Provided training to ETF applications development programmers in order to increase knowledge and skills and more efficiently manage development projects.

## **MISCELLANEOUS**

- Reviewed data on the Wisconsin WDC Program's contributions and investment performance to assess changes to participant fees.
- Updated the WDC Program's Stable Value Fund agreement with Galliard Capital Management, the third-party administrator of the fund.
- Launched the Department's Workplace Wellness Workgroup, which will develop and promote worksite wellness activities designed to establish a healthy workforce and environment for all staff.
- Published the Department's Comprehensive Annual Financial Report for 2007.
- Completed a telephone line audit between internal and external vendors to ensure ETF's phone lines effectively support the Department's communications for both internal and external customers and to reduce costs.
- Conducted a pandemic exercise with key managers to prepare the Department in the event of shortages of staff due to illness or other natural disasters. Placed appropriate space designation signage and cleaning supplies throughout the facility and ordered face masks for safety precautions for staff and visitors.
- Created a supply inventory database to better monitor and order supplies.
- Archived and eliminated obsolete computer programs to free up disk space and improve efficiency and response time.
- Processed approximately 5,000 Dual-Choice annuitant and active employee health insurance applications.