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EXECUTIVE COMMITTEE
QUARTERLY ACCOMPLISHMENT REPORT
MARCH 2010

This report highlights Department of Employee Trust Funds (ETF) accomplishments that occurred from January through March 2010. These accomplishments are linked to the objectives identified in ETF's existing strategic business plan. The June 2010 report will link future accomplishments to the strategic priorities and tactics included in the new 2010-2015 ETF Strategic Plan.

GOVERNANCE

- Secured supplemental funding and additional positions from the Legislature's Joint Committee on Finance at its December 2009 Section 13.10 meeting for critical customer service functions and compliance with the Internal Revenue Code. As a result, the Department has been implementing the various projects that were highlighted in the request and approved by the Committee.
- Prepared and submitted ETF's fiscal year 2011 Information Technology Strategic Plan to the Department of Administration.
- Completed an audit of the Department's *Pandemic Plan* with detailed Plans of Action to address any findings.
- Completed the review of outstanding Plans of Action included in audit reports prior to 2009.
- Worked with legislative leaders and stakeholders to amend legislation to ensure that changes adopted as part of the federal Economic Growth and Tax Relief Reconciliation Act of 2001 do not sunset in Wisconsin. If allowed to sunset, the provision would directly affect Wisconsin Deferred Compensation (WDC) account holders who defer more than $8,500 to their accounts.
- Approved a five-year administrative services contract extension with Great-West Retirement Services, the Department's third party administrator of the Wisconsin Deferred Compensation (WDC) Program.
- Developed a comprehensive proposal for an employer training strategy. The proposal includes outreach goals and program benchmarks for evaluating the success of the program.

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

Signature ______________________ Date ____________

Board	Mtg Date	Item #
EXC	3.18.10	3A

SERVICE

- Assigned an ETF member identification number (ID) to all members who did not already have one. By ensuring that all members have an ID number, the Department takes another step toward reducing its reliance on sensitive personal information such as Social Security numbers. Also modified the *Statement of Benefits* to replace the members' Social Security number and date of birth with the ID number.
- Continued the revision process for numerous publications and forms to reflect recent law changes, including the domestic partner and "dependent to age 27" provisions included in 2009 Wisconsin Act 28.
- Carried out various strategies to communicate with members and employers about important benefits-related news and information, including year-end investment returns and projected and finalized effective rates and annuity adjustments. The effort involved the use of announcements and frequent updates to the Department's Internet site.
- Changed the method of publishing the *Trust Fund News* for inactive members by switching to an abbreviated, two-page insert into the *Statement of Benefits* mailing. This substantial change provided members with all Department- and WRS-related news and information in one cost-efficient mailing. Postage savings alone were more than $23,000.
- Completed myETF Benefits Inquiry applications within the Health Insurance Electronic Enrollment, Payment and Validation Project (EVP), creating processes for members to view personal demographic information and health insurance enrollment data online.
- Created and implemented written instructions and training materials relating to the implementation of EVP for all participating health insurance employers using "Articulate" software. Ensured that materials presented are uniform and consistent with Department standards.
- Centralized the Department's appointment line within the existing Call Center to provide better customer service to members who want to make an appointment with ETF. The centralized service distributes the requests among more agents; therefore mitigating the amount of busy signals received by members.
- Implemented a new e-mail and messaging system to better position the Department for future growth and enable better security for external access.
- Purchased and installed software to run ETF address databases through U.S. Postal Service software to find move updates for members and employers. This address verification process ensures accurate mailing addresses and reduces other mailing errors and related expenses.
- Made the annual employer-employee reconciliation reports available to employers via ETF's Online Network for Employers (ONE) web site. This change replaces a paper report that was costly to print, sort and mail, with an electronic report that is easily downloaded from ETF's ONE web site by employers and saved for later data analysis.

- Created a new Accelerated Payments calculator to help members understand the financial implications of choosing the Accelerated Payments options.
- Imaged the graduate assistant benefit applications to provide for more efficient staff access of documents and disaster recovery.
- Created a process to extract and consolidate life insurance data from ETF's databases in order to streamline the process and improve the accuracy of data sent to both Minnesota Life Insurance and to state employers. This improvement decreases the workload and the need for manual reviews by the employers.
- Completed annual reconciliation, the two-month process of comparing monthly and calendar year records for all WRS active employees. Annual reconciliation ensures that employees receive an accurate and complete *Statement of Benefits* in April each year.

BENEFITS
- Completed implementation of new PIN numbers (for online account access) for all WDC participants.
- Completed business requirements for the implementation of Phase 4 of the EVP project. Phase 4 will focus on providing members with a web-based system for enrollment, eliminating the manual paper processes now required.

WORKFORCE
- Completed Risk Management Supervisory training to provide the Health and Safety Officer with the knowledge, skills and resources necessary to manage the Department's health and safety needs of employees.

MISCELLANEOUS
- Secured additional hardware to support the Department's effort to provide secure online member access.
- Presented general Department- and WRS-related news and information at meetings with constituent and state and local employee groups. Total number of attendees was approximately 300.
- Procured and negotiated contractual services through an official sealed bid process for the development, maintenance, and support for the Benefit Payment System (BPS).
- Planned releases of software upgrades for BPS through March for increased and/or improved functionality.
- Coordinated with DOA information technology staff to ensure a smooth transition to the Lump Sum Payment System planned for implementation in March.
- Procured and negotiated a contract for an analysis and recommended practices for the security implementation of the health insurance EVP project.
- Continued to archive and eliminate obsolete computer programs to free up disk space and improve efficiency and response time.

- Created a separate Forms Inventory System and removed supply-related data to improve system efficiencies.
- Completed and submitted the Department's annual property asset acquisitions and disposals to the DOA Bureau of State Risk Management to ensure ETF has accurate property and liability coverage while controlling unnecessary costs.
- Redesigned the Information Technology (IT) staff paging service to immediately notify on call staff in the event that IT systems were not functioning properly.
- Approved an enhancement to the Schwab window, which will allow participants to direct their money directly to Schwab instead of first deferring it to another choice in the WDC Core lineup.
- Reviewed more than 25 WDC financial emergency hardship applications.