ETF Scorecard FY2023 Q4 (April 1-June 30, 2023)

GOAL	MEASUREMENT	NORTH STAR TARGET	CURRENT FISCAL YEAR TARGET	CURRENT PERIOD ACTUAL	PREVIOUS PERIOD ACTUAL	STATUS ✅ = On Target ⚠️ = At Risk ⛔ = Significantly off Track	NOTES Indicate dependencies on other metrics or initiatives, reporting frequency (i.e.: monthly, quarterly) along with any changes or issues impacting outcomes
Goal 1: Create an effortless customer experience.	Customer Experience Feedback Score - percent of members who indicate high satisfaction, low effort, and high willingness to recommend ETF services through customer service surveys Customer Experience Feedback = customer perspective/service rating	91.40%	86.4%	89.0%	87.0%	On Target	The Customer Experience Feedback score rose by 2 points from last quarter, due to increased performance scores for high touchpoint interactions. Since last quarter, the most significant performance increase was the ETF Website feedback score, in which respondents indicated the Website provides helpful, relevant and easy to understand information.
	Average Wait Time Service Level Agreement Score of identified transactions Average Wait Time Score = operations/ service delivery time	4 for all trxns	4 for HVHI trxns	3.7	3.7	On Target	The Wait Time score remains the same as last quarter, despite this being a busy quarter for ETF operations due to taxes for retirees, annual statements for active employees and more. However, consistent with past reports, the two performance indicators for which ETF has not met the standard wait times were: • the average speed of answer for member phone calls • the time it takes for a member to meet with a benefit specialist for a retirement appointment. Resource constraints continue to be the most significant obstacle for meeting the challenges of increasing call volume and timely appointment requests. Additional positions were approved for ETF in the final 2023-2025 state budget to help mitigate the resource issue.
	Customer experience Phase 1 roadmap milestones met	100%	100%	100%	60%	On Target	This measurement is completed, with the following Customer Experience (CX) milestones accomplished: Employee Experience component of the roadmap: • Voice of Trust Fund Specialist customer-facing employees on the topic of CX, generating nearly 80 improvement opportunities Customer Experience transition management and communications: • Published a Customer Experience SharePoint site providing access for all ETF employees to the artifacts and materials related to development and execution of the CX roadmap and developed the content for a CX video for the September 2023 all-staff town hall meeting. Future CX work will build on the foundational work reflected in this measurement.

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	Percent of Group Insurance Board-approved projects on schedule	100%	60%	73%	73%	Significantly Off Track	Work on the two remaining projects in this initiative has been put on hold due to prioritization of IAS and It's Your Choice annual open enrollment activities.
Goal 2: Implement outcomes-driven performance management and process management.	Percent of Enterprise Business Intelligence building blocks milestones met	100%	100%	100%	50%	On Target	This measurement is completed, with the final approval of Roadmap, data strategy and implementation plan. Ongoing work is being executed through existing strategic initiatives for the data warehouse, data literacy, data quality and data governance.
	Cumulative number of IAS future state processes that have been identified, optimized, and documented with appropriate performance measures and controls in place	100	30	14	6	Significantly Off Track	This measurement remains off track due to the limited resources, competing priorities and delays within the insurance administration system (IAS) implementation project. Documenting future state processes has been extended through 2024. This quarter, eight additional IAS Future State processes were documented: • Identity Proofing Support Call Process Option 1 – Escalation • IAS Support Call Process Option 2 – Escalation • Paper Insurance Application process – Actives • Paper Insurance Application process – Retirees • State – Medical Opt-out of Health Insurance • Transitioning to Retirement • Transitioning Survivor to Retiree and Inactive Sponsor • Transitioning 40.63 Disability Retirement to Retiree and Inactive Sponsor
Goal 3: Build a talented and agile workforce.	Percent of employees whose expected performance management task(s) are completed by the end of the quarter	100%	100%	94%	97%	On Target	This measurement is completed. ETF's final evaluation process ran from May 1, 2023-June 30, 2023. 94% of eligible employees completed the final evaluation task within the quarter, as compared to 97% completion rate for the mid-year evaluation in Q3. The target completion was June 30, 2023, and 100% completion was achieved on July 12, 2023.
	Percent of competency program tasks completed on schedule	100%	100%	100%	98%	On Target	This measurement is completed. A high-level summary of items completed this reporting period include: • Successful completion of the mid-year evaluation process. • Successful launch of the final evaluation process. • Finalized the approach for the 2023-2024 performance management process.

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	Percent of Equity and Inclusion program tasks scheduled to be completed within the quarter that are completed on schedule.	100%	100%	50%	30%	Significantly Off Track	The 2021-2023 Equity and Inclusion Project for Year 3 consists of 10 initiatives and many milestones. Of the 10 initiatives, two are shifting to the next plan/project. COMPLETED: • Activities related to helping staff with stress and anxiety management. • Held the first Staff Network Group meeting.

SHIFTING TO THE NEXT PLAN/PROJECT: • ETF Mentoring Program • Develop Partnerships with community organizations that can connect new talent with ETF opportunities (Employer Seminar)

The 50% complete is based on the tasks scheduled for this quarter and all of the tasks being completed on time. |
| Goal 4: Implement modern, secure, and resilient information technologies. | Percent of applications in the Invest quadrant of the Gartner TIME model ** | 60% | 29% | 28% | 28% | On Target | No new systems were added and no systems were retired, with 28% of ETF's systems modernized. |
| | Number of Key Risk Indicators that are within established risk thresholds | 8 of 9 | 6 of 9 | 7 of 9 | 9 of 9 | On Target | 7 of the 9 Key Risk Indicators were achieved including: • On-time response for 98% of incidents. • Remediating 90% of infrastructure vulnerabilities.

The two metrics goals that were not met for this quarter due to staff turnover include: • Conducting phishing training sessions. • Security awareness training for new staff. |

* New measurements being reported for this period.

** The Gartner T.I.M.E model (Tolerate, Invest, Migrate, Eliminate) is the tool used to evaluate and make decisions about ETF's application portfolio (the collection of IT systems used). Applications are evaluated for their ability to produce value at a reasonable cost, to eliminate low-value systems and increase investment in high-value systems. The higher the % of portfolio within the "Invest" quadrant (N. Star metric) indicates greater overall portfolio value meeting ETF's member and employer needs.

Legend

✅ **On target** - Work accomplished meets or exceeds this period's expectations and represents progress at a pace that will achieve the expected year-end results.

⚠️ **At risk** - Expected results for this period have not been met. Performance gaps are not significant enough to impact the expected year-end results.

⛔ **Significantly off track** - Expected results for this period have not been met. Year-end results will not be achieved without intervention.