



AGENDA AND NOTICE OF MEETING

STATE OF WISCONSIN EMPLOYEE TRUST FUNDS BOARD EXECUTIVE COMMITTEE

Thursday, March 19, 2009
7:30 a.m.

Holiday Inn Hotel and Suites
1109 Fourier Drive
Madison, Wisconsin

 Denotes action item

- 7:30 a.m.  1. Consideration of December 11, 2008, Personnel Evaluation Committee Meeting Minutes
2. Committee Agenda/Organizational Matters
-  3. Discussion and Consideration
- Proposal for Single Day Quarterly Board Meetings
4. Update on Department Objectives and Accomplishments
- Quarterly Progress Report, January – March 2009
 - Future Strategic Planning
 - 2009-2011 Biennial Budget
- *5. Personnel Matters
- Secretary's Evaluation Timetable
 - Sample of Managers' Survey
 - Quarterly Human Resources Report
6. Announcement of Action Taken on Business Deliberated on During Closed Session
- 8:30 a.m. 7. Adjournment

Times shown are estimates only.

* The Committee may be required to meet in closed session pursuant to the exemptions contained in Wis. Stat. § 19.85 (1) (c) for personnel matters.

If a closed session is held, the Committee will reconvene into open session for further action on these and subsequent agenda items.

The meeting location is handicap accessible. If you need other special accommodations due to a disability, please contact Cindy Gilles, Department of Employee Trust Funds, P.O. Box 7931, Madison, WI 53707-7931. Telephone: (608) 261-0736. Wisconsin Relay Service 7-1-1. E-mail: cindy.gilles@etf.state.wi.us



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CORRESPONDENCE MEMORANDUM

DATE: February 16, 2009
TO: Executive Committee: Marilyn Wigdahl, Wayne Koessler, and Bob Niendorf
FROM: Rhonda Dunn, Executive Assistant
SUBJECT: Executive Committee Agenda/Organizational Matters

This memo is for Executive Committee discussion.

Recommendation: Staff recommends that the Executive Committee (Committee) consider the agenda/organizational proposal outlined below.

On March 19, 2009, the Committee will hold its first meeting since it was established by the Employee Trust Funds (ETF) Board at the December 12, 2008, meeting. The Secretary's Office feels it would be helpful to recommend an agenda/organizational process that allows for full discussion of agenda items and also ensures the Committee's business is completed within the usual one-hour timeframe. We recognize there may be times when a longer meeting is required and can plan accordingly.

Per past practice, the consideration of the minutes from the previous meeting would be the first item on the agenda. Discussion of relevant ETF Board and Committee activities (Executive, Audit, and/or Budget and Operations) would be listed second to ensure important matters are discussed and addressed. Special items for the Committee's review and consideration would be third on the agenda along with appropriate memorandums, recommendations, and/or discussion. An update on ETF's objectives and accomplishments would follow as the fourth item, with the Secretary's Office highlighting a few significant items of interest and answering any questions. Number five would be personnel matters that may periodically require a closed session, so it would be the last item. Again, the Secretary's Office would point out items of particular interest on the Human Resources Report and respond to questions. At certain times, the Human Resources Director (Pam Henning) may attend and explain other personnel agenda items to the Committee. Examples include the Secretary's evaluation process, compensation decisions, and manager and/or staff survey results. As always, additional future written information would be provided on any existing or proposed agenda item at the Committee's request.

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To assist Committee members in visualizing this proposed agenda/organizational process, I have included a sample below:

1. Consideration of Minutes from Last Committee Meeting
2. Discussion of Relevant ETF Board and Committee Activities (Executive, Audit and Budget/Operations)
3. Items that Need Committee Discussion and/or Action (these would be specifically identified)
4. Update on ETF's Objectives and Accomplishments
5. Personnel Matters (could required a closed session)
 - Human Resources Report
 - Would specifically identify compensation decisions, Secretary's evaluation, manager/staff survey results, etc. when appropriate
6. Announcement of Action Taken During Closed Session
7. Adjournment

In conclusion, the Secretary's Office believes this proposed agenda/organizational proposal will ensure effective and efficient Committee meetings and make the best use of the Committee's valuable time.



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CORRESPONDENCE MEMORANDUM

DATE: March 19, 2009

TO: Executive Committee
Employee Trust Funds Board
Teachers Retirement Board
Wisconsin Retirement Board

FROM: Bob Conlin, Deputy Secretary
Steve Hurley, Director, Office of Policy, Privacy and Compliance

SUBJECT: Proposal to Hold All Board Meetings on One Day Each Quarter

This memo is for Executive Committee and Board discussion and action by the Employee Trust Funds (ETF) Board.

Recommendation: Staff recommends that the Boards consider holding future meetings on one day each quarter, rather than spread business out over two days.

The three Wisconsin Retirement System (WRS) Boards currently meet quarterly over two days (usually Thursday and Friday). Typically, all three Boards meet Thursday morning for a "Joint Informational" session where general information is shared with all members. Early Thursday afternoon, the Teachers Retirement and Wisconsin Retirement Boards convene, primarily to hear appeals, approve administrative rules, and to study and recommend to the ETF Board alternative administrative policies regarding benefits for teachers and non-teachers in the WRS. Recently, due to a low number of appeals, these meetings have been concluding by 2:00 p.m. On Friday morning, the ETF Board meets and generally concludes its business by about noon. In all, the Boards only meet for about seven to eight hours over two consecutive days.

Several Board members have asked ETF about the rationale for the current Board schedule and about the possibility of reducing it from two days to a single day. Historically, it appears that the primary reason that Board meetings span two days is due to the large number of appeals that the Boards were regularly asked to hear. Because the volume of appeals has gone down significantly in the last few years, the Boards have been able to conduct shorter meetings.

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Staff believes that with careful planning and disciplined adherence to agendas, it is possible to condense the two-day format into one day. Please see the attached sample Board agenda. There are significant advantages to completing all the meetings in one day:

- **Facilitates Information Flow to All Board Members.** One-day meetings would facilitate attendance at ETF Board meetings of Teacher and Wisconsin Retirement Board members. This also would make it easier for these members to monitor and stay abreast of ETF Board activities.
- **Efficiently Uses Board Members' Time.** One-day meetings would reduce the amount of time Board members need to be away from their jobs or other activities. In the long-term, this may make service on the Boards more palatable to a broader range of people.
- **Reduces Meeting-Related Expenditures.** One-day meetings would reduce overall costs for ETF by cutting expenditures for meeting space, meals and lodging for Board members. Preliminary estimates suggest a savings of at least \$700 per quarterly meeting (\$2,800 annually).
- **Efficiently Uses ETF Staff Time.** One-day meetings would significantly reduce the amount of ETF staff time spent out of the office. The board liaisons, who also serve as administrative assistants within the Department, spend the equivalent of two full days out of the office arranging board space and equipment, and coordinating business needs with the hotel staff. Additionally, Department executive and program staff who are responsible for attending Board meetings spend the better part of two days out of the office.

The only potential barrier to concluding the Boards' work in one day would be an increase in appeals. However, we believe that, absent an unexpected spike in appeals cases, we can accommodate the periodic appeals that we now have with *ad hoc* adjustments in the Board agendas. For example, we could shorten the Joint Informational portion of the meeting or make other adjustments to agendas so that the Boards have sufficient time to address the appeals. If appeals increase, we could schedule special meetings of the affected Boards just to hear the appeals. Finally, if appeals increase significantly, the Boards could go back to a two-day meeting format.

In conclusion, we believe that the advantages of going to a one-day meeting schedule outweigh the potential disadvantages and that those disadvantages can be addressed on an *ad hoc* basis.

Attachment

**EXAMPLE OF
1-DAY RETIREMENT BOARD
MEETING AGENDA**

7:30 a.m. – 9:15 a.m.	Executive Committee/Budget & Operations Committee/Audit Committee (1, or possibly 2, of the 3 meetings)
9:30 a.m. – 11:00 a.m.	Joint Informational Session
11:00 a.m. – 11:30 a.m.	Wisconsin Retirement Board
11:30 a.m. – 12:00 noon	Teachers Retirement Board
12:00 noon – 1:15 p.m.	Lunch
1:30 a.m. – 4:00 p.m.	Employee Trust Funds Board



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Employee Trust Funds (ETF) Board Quarterly Progress Report

Following is a listing of accomplishments that occurred between January and March 2009. These are linked to the objectives identified in the Department's strategic business plan.

GOVERNANCE

- Conducted a staff survey to collect feedback and ideas about how the Department can cost-effectively improve customer service.
- Reviewed responses to the Federal Tax Counsel Request for Proposal (RFP), which was issued last fall. ETF seeks to select an outside law firm to assist in addressing federal tax and compliance issues to ensure that Wisconsin Retirement System (WRS) benefit plans maintain the tax qualified status as defined by the Internal Revenue Service.
- Obtained Group Insurance Board approval for changes to the Minnesota Life Insurance Company administrative agreement and annual reporting requirements to comply with Governmental Accounting Standards Board (GASB) standards.
- Completed the contracting process for the health insurance satisfaction survey, a one year contract with two one-year renewal options possible.

SERVICE

- Implemented phase one of Health Insurance Eligibility, Validation and Payment (EVP) project, providing the Health Insurance Inquiry Application and the Health Insurance Coverage system to employers. These applications give employers additional tools to view health insurance enrollment data and update fields, increasing proficiency and payment accuracy.
- Implemented "welcome" calls for new employers joining ETF-administered benefit plans. The effort involves personal phone calls to employers to ensure proper materials, education and good customer service are provided at the outset.
- Implemented communications strategies designed to provide news and information on the effect of the turmoil in the investment markets on the WRS trust funds and benefits. Efforts centered on explaining how the WRS effective interest rates and annuity adjustments are derived from trust fund investment returns and involved the use of online videos, ETF's Internet site and information sharing with constituent groups and other stakeholders.
- Recorded several new online presentations for on-demand viewing: *Now That You're Retiring*; *Long-Term Disability Insurance*; *Annual Statement of Benefits*; *The Wisconsin Deferred Compensation Program — Ready to Retire?*; *The Wisconsin Deferred Compensation Program — Distribution Options*. Revised Updated a sixth presentation, *Additional Contributions* and also produced *Health Insurance Enrollment Inquiry Instructions*, a video for participating employers on using the EVP application.

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- Improved ETF's "Contact Us" Web portal, which participants and others use to send e-mail messages to the Department. Senders now receive an automated acknowledgement and their e-mails are routed to the appropriate work areas in a more timely fashion.
- Provided a consistent level of quality service to members despite heavy phone call and e-mail volumes. When compared to the same period last year, incoming calls for the last quarter were up by 6.2% and e-mails nearly tripled. In addition, the duration of phone calls increased 50% - - by more than two minutes - - due to lengthy discussions on the market and its effect on WRS accounts.
- Served more than 7,000 people in 2008 field presentations or information booths at benefit fairs.
- Developed implementation processes and procedures allowing retired public safety officers to deduct premiums from annuities and ETF to transmit the premiums to providers.
- Generated and distributed 152,000 retiree tax forms from the new Benefit Payments System (BPS).
- Implemented "on demand" print and reprint capability for original and corrected 1099-R forms sent to annuitants. This provides for more efficient use of staff resources and more timely service to our members.
- Completed the Microsoft Office 2007 migration from Office 97 and trained all employees on the new features. The upgrade provides for better communication with our third-party administrators, other stakeholders, and employees.
- Implemented mandatory direct deposit for all new annuities and started notifying annuitants receiving paper checks to convert payments to direct deposit.
- Created and distributed a new brochure promoting ETF's ombudsperson services.
- Updated and revised more than 75 ETF forms to provide more consistent and up-to-date information to our members.

BENEFITS

- Implemented a 90-day supply benefit for the prescription drug program that allows members to obtain a 90-day supply at one visit for certain prescriptions. Previously, members were limited to a 30-day supply at retail pharmacies.
- Completed work processes and tasks that led to the recommendation of 2008 effective rates.
- Completed the annual *Retired Lives* actuarial valuation and set the Core and Variable annuity adjustments.
- Published information, including forms and two brochures, to educate members about the new deduction program for retired public safety officers.
- Completed BPS beneficiary designation testing. This ensures the system generates acknowledgement notices, including revisions for the Statutory Standard Sequence designation.
- Facilitated Variable Participation System adjustments for participants requesting to change their Variable Fund cancellation option and/or requesting to rescind their previously-submitted Variable cancellation forms.

WORKFORCE

- Held management meetings discuss ETF-related news and information of interest to agency managers and the Leadership Team.
- Held the first in a series of educational sessions on various human resources-related topics for supervisors and managers, "Successful Recruitment and Interviewing."
- Piloted a project management session for managers and staff to highlight the methodology, roles and responsibilities, and communication efforts needed to address future business and information technology projects.
- Provided several training opportunities for information technology staff, including one on how to utilize a Java development tool and another that will help automate the deployment of new applications and play a role in disaster recovery.
- Combined the initial training program for new hires in the Call Center with procedural training for certain Member Services Bureau staff. This has created a more efficient use of resources, with new hires receiving broad program information in a consistent manner and from a single trainer.
- Provided additional BPS staff training on to make better use of the new software and temporarily reassigned some employees to assist with the annual reconciliation process.

MISCELLANEOUS

- Completed a contract extension with a third-party vendor for the production of the 2008 *Statement of Benefits*.
- Added security features to the BPS environment, including the creation and installation of trusted security certificates.
- Developed and submitted ETF's fiscal year 2010 Information Technology Annual Plan to the Department of Administration.
- Enhanced the Forms Inventory System to improve functionality and work processes for our business users.
- Converted to an electronic, internal routing process for updating forms, which reduced the review time from an average of 20 days to 7 days.



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CORRESPONDENCE MEMORANDUM

DATE: March 5, 2009

TO: Executive Committee
Employee Trust Funds (ETF) Board

FROM: Pam Henning, Administrator
Division of Management Services

SUBJECT: Proposed Steps/Timelines for the ETF Secretary's Evaluation Process and Managerial Survey

The Board is asked to review the two attachments and provide feedback in order to finalize the two documents.

Background

At the December 12, 2008, ETF Board (Board) meeting, the Board reviewed and approved a performance evaluation document to assist in evaluating the Secretary in June of each year. The Board also asked the Human Resources (HR) Director to prepare an evaluation timeline and managerial survey for review at the March 20, 2009, Board meeting. These two documents are attached for the Board's consideration.

The Board noted that the managerial survey results would be a helpful tool by providing additional information to consider as members evaluated the Secretary's performance. The proposed survey questions are aligned with the categories on the Secretary's evaluation form. The questions cover: management of operations; member/employer services; external relations; leadership; and staff development.

Because the Executive Committee and the Board have direct access to the Secretary on an ongoing basis, board relations questions were not included in the draft managerial survey.

Recommendation

The Department recommends that the survey be sent to ETF's division/deputy administrators, chief information officer, office directors, bureau directors, and general counsel (21 positions). The Department will continue to periodically conduct an all staff survey on a variety of topics and the results will be discussed with the Executive Committee, as they were with the former Performance Evaluation Committee.

I will be available at the Executive Committee and ETF Board meetings to discuss this memo and proposal as well as answer any questions.

Attachment: A. Proposed Steps/Timeline

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B. Proposed Managerial Survey

Attachment A

**Proposed Steps/Timelines
ETF Secretary Evaluation Process and Managerial Survey**

Note: Proposed dates are driven by the State's Non-Represented Employee Compensation Plan that outlines possible pay increases for covered positions.

Month	Steps	Responsibility
March	<p>Review managerial survey.</p> <p>Finalize survey with input from Board and distribute electronic survey to managers by 3/30.</p>	<p>Board</p> <p>HR Director</p>
April	<p>Compile managerial survey results and prepare summary for HR Director; review by 4/23.</p> <p>Distribute draft managerial survey report to Executive Committee for review/comments by 4/27.</p>	<p>Survey staff/HR Director</p> <p>HR Director/Executive Committee</p>
May	<p>Incorporate Executive Committee comments and finalize the managerial survey report by 5/8.</p> <p>Distribute final managerial survey report and Secretary performance evaluation template to Board by 5/11. Include Secretary's annual accomplishments and his/her response to overall performance expectations for the fiscal year.</p> <p>Return completed Secretary performance evaluation forms to HR Director by 5/22.</p> <p>Compile and summarize the Board's evaluation results and send results to the Executive Committee by 5/29 for review and comments.</p>	<p>HR Director/Executive Committee</p> <p>HR Director</p> <p>Board</p> <p>HR Director</p>
June	<p>Executive Committee meets or conducts a conference call to discuss results of the Board evaluations by 6/5.</p> <p>Distribute performance evaluation results to Executive Committee and Board prior to June Board meeting by mail or e-mail.</p> <p>Board conducts a performance evaluation review of the Secretary at the June meeting.</p>	<p>HR Director/Executive Committee</p> <p>HR Director</p> <p>Board</p>

Note: Highlighted steps involve the Board or Executive Committee.



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**EXECUTIVE COMMITTEE
QUARTERLY HUMAN RESOURCES REPORT
MARCH 2009**

This report highlights activities that have taken place since the December 2008 Employee Trust Funds (ETF) Board meeting. Initiatives that are ongoing in nature will be reported on at the June committee meeting.

KEY HIRES

- David Nispel (from 50% to 100%), Legal Counsel, Secretary's Office

KEY VACANCIES

Note: We currently have 15 vacancies in the Department. Of those, 4 positions were approved for recruitment by the Department of Administration and are in the hiring process. Two key vacancies in progress are shown in italics below along with 3 other key vacancies.

- Deputy Administrator (Pink vacancy), Retirement Services Division
- Executive Staff Assistant (McCarthy vacancy), Secretary's Office
- *Budget and Policy Supervisor (new position), Budget and Trust Finance Office*
- Applications Development Bureau Director (Forde vacancy), Management Services Division
- *Employer Administration Bureau Director (Woodward vacancy), Retirement Services Division*

AFFIRMATIVE ACTION (AA) STATISTICS

(The number in parentheses is the actual number of employees.)

<u>AA Group</u>	<u>Permanent</u>	<u>LTE</u>
Females	66.5% (137)	50.0% (4)
Minorities	9.7% (20)	25.0% (2)
Persons w/disabilities	12.6 % (26)	0.0% (0)

As of 12/31/08, we had 8 limited-term employees (LTEs) and 206 filled permanent classified positions.

2008-2011 AA/EQUAL EMPLOYMENT OPPORTUNITY (EEO) PLAN

- The AA Committee (AAC) welcomed new members (Steve Hurley, Nancy Ketterhagen and Janice Faust) in January. Dave Stella attended the meeting to talk about the Department's commitment to AA/EEO. Dave also thanked departing and continuing members and welcomed the new group.

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- Marlene Lamb, AA Officer, conducted training on the AA Plan for any interested staff in January.
- The AAC organized a bulletin board display honoring Martin Luther King, Jr. in January.
- Centro Hispano staff began offering free Spanish classes for interested staff two days a week during the lunch hour.
- The Office of Communications and the Librarian will jointly offer a summer internship through the state's TOPJob's AA internship program. Candidates will be interviewed and an intern will be selected in June.
- The AAC sponsored a presentation in February by Ray Allen on the "State of Black Madison." Mr. Allen is a state employee at the Department of Financial Institutions and also a publisher and editor of the *Madison Times*, a community minority newspaper.
- Books remaining from an ETF-sponsored book sale were donated to Lincoln School.
- ETF participates in the W-2 work experience program. ETF receives free help from W-2 clients and in turn they receive valuable work experience.
- Over 20 employees volunteer to deliver Meals on Wheels to area residents every Tuesday during their lunch hours.

EMPLOYEE RECOGNITION/APPRECIATION

- ETF welcomed Rhonda Dunn back to work in February after her successful surgery and recovery.
- The Social Committee sponsored a Super Bowl chili cook off for employees in February.
- Dave Stella, Bob Conlin and Pam Henning treated the Partners in Giving Campaign co-chairs to lunch to thank them for their hard work and success in the campaign.
- Excerpts of letters we receive complimenting staff are published in every issue of the *Trusty News*.

GROUP PRESENTATIONS BY EXECUTIVES/MANAGERS			
<u>Name</u>	<u>Group</u>	<u>Topic</u>	<u>Attendees</u>
Dave Stella	1. Wisconsin Education Association Council	1. How Current Market Conditions Affect the Wisconsin Retirement System (WRS)	1. 35
	2. Wisconsin Counties Association Board of Directors	2. How Current Market Conditions Affect the WRS	2. 30
	3. Annuitant Roundtable	3. Where Do We Go From Here?	3. 30
	4. Symposium with the Legislative Council	4. The Impact of the Current Economic Downturn on the WRS	4. 40
	5. State and Local Government Employer Associations	5. Effect of the 2008 Economic Downturn on WRS Employers	5. 15

GROUP PRESENTATIONS BY EXECUTIVES/MANAGERS (cont.)			
<u>Name</u>	<u>Group</u>	<u>Topic</u>	<u>Attendees</u>
Sari King	1. Green Valley Retired Educators	1. WRS Update	1. 28
	2. West Allis Retirees	2. WRS Update	2. 80
	3. Milwaukee Educators	3. WRS Update	3. 240
	4. Sheriff's Association	4. WRS Update	4. 50
	5. Wisconsin Annual State Training Conference	5. Webcasting: Meeting Customer Needs	5. 100
	6. Southeast Educators	6. WRS Update	6. 50
	7. UW-Milwaukee Retired	7. WRS Update	7. 50
	8. Kenosha Retired Educators	8. WRS Update	8. 25

PROFESSIONAL ORGANIZATIONS AND POSITIONS OF LEADERSHIP		
<u>Name</u>	<u>Position</u>	<u>Group</u>
Dave Stella	1. Executive Committee Member	1. National Council on Teachers Retirement
	2. Member and Board Secretary	2. State of Wisconsin Investment Board (SWIB)
	3. Member	3. SWIB Audit Committee
	4. Member	4. SWIB Strategic Planning and Corporate Governance Committee
	5. Member	5. Wisconsin Health Information Organization Board of Directors
	6. Member	6. E-Health Care Quality and Patient Safety Board
Rhonda Dunn	1. Member	1. Wisconsin Certified Public Manager Advisory Board
Pam Henning	1. Member	1. Management bargaining team that negotiates union contracts with the Wisconsin Professional Employees Council
	2. Past Chair	2. State Human Resources Management Council

MISCELLANEOUS

- Deb Roemer graduated from the Certified Public Manager's Program in December at a ceremony held at the State Capitol. Bob Conlin and several other managers and staff attended the ceremony.
- ETF contracted with a new Employee Assistance Program (EAP) vendor, Deer Oaks, to provide comprehensive services for our employees and their families. Two employee orientations were held in January.

- The Health and Safety Committee and EAP sponsored a blood drive in January. Twenty-two employees donated blood.
- The Health and Safety Committee finalized evacuation procedures for fire and tornado drills and distributed updated information to all employees.
- ETF surveyed all new employees within the last two years to solicit feedback on ETF's new employee orientation sessions. Over 60% responded, providing good suggestions for changes to the sessions.
- Human Resources staff and supervisors created a new Trust Funds Assistant objective inventory exam to better assess the knowledges and skills of candidates applying for positions at ETF.
- The Social Committee added one new member: Gene Janke.
- Several staff attended the annual training conference sponsored by the Department of Administration at the Alliant Center in Madison in February. Sari King and Kathryn Fields conducted break-out sessions on utilizing webcasting and meeting customer needs. Amanda Postel also facilitated a session entitled, *Teaching Methods "Learn and Share"* workshop.
- The Facility Manager updated and distributed to staff ETF's parking policies and procedures to ensure consistent application and compliance with the Department of Administration's guidelines and rules.
- The Weight Watchers at Work program began its third series since beginning in May 2008. Since inception of the program, employees have lost a total of 680 pounds.