



STATE OF WISCONSIN
Department of Employee Trust Funds
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**EXECUTIVE COMMITTEE
ACCOMPLISHMENTS REPORT
June 2014**

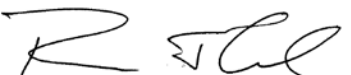
This report highlights significant Department of Employee Trust Funds (ETF) accomplishments that occurred from January to April in 2014. These accomplishments are linked to the objective identified in ETF's strategic business plan.

OFFER SELF-SERVICE TOOLS FOR MEMBERS AND EMPLOYERS

- Successfully negotiated a long-term contract with Vitech, one of the marketplace leading vendors for Benefits Administration Systems (BAS).
- Established ETF and vendor project teams – mostly dedicated resources – to ensure a cohesive, well-run project that will last for about four years. Staffing includes business and technology resources from both organizations.
- Completed the base technical infrastructure build for the BAS, which includes the procurement and installation of hardware and software required to run the BAS. Included in this effort was the creation of the required security and application access rights for the vendor and ETF development staff.
- Began requirements validation meetings covering more than three months to ensure the BAS vendor understands and correctly interprets thousands of ETF business and technical requirements.

EXPAND OUTREACH TO MEMBERS AND EMPLOYERS

- Completely revised the *WRS Administration Manual*, incorporating Wisconsin Acts 10, 32 and 20 changes and emphasizing the transition to online reporting procedures.
- Significantly increased the number of pre-reconciliation webinars to assist WRS employers in successfully completing the annual reconciliation process.
- Automated the calculation of creditable service for approximately 900 participating employees who have simultaneous employment in both Fiscal Year and Calendar Year employment categories. The automation eliminated significant manual processing time, which led to faster updates of their *Annual Statements of Benefits*.

Reviewed and approved by Robert J. Conlin, Secretary
 Electronically Signed 6/9/14

Board	Mtg Date	Item #
EXC	6.12.14	4A

STRENGTHEN INTERNAL WORKFORCE TRAINING

- Developed, tested and implemented a contingency plan for ETF Call Center phone lines to be prepared for power outages or other kinds of unanticipated service interruptions.
- Implemented a new learning management system, called Learning and Development Resource (LaDR). The system provides an integrated resource for tracking internal and external training programs attended by staff and an opportunity for staff to take online training courses provided by the product as well as those developed by ETF staff. LaDR will also be used to manage trainings for employers.
- Implemented a comprehensive cross-training plan in several key bureaus in preparation for the BAS implementation.
- Offered supervisors training on “workplace change” to help prepare them for changes that typically occur with the introduction of new technology, such as the BAS. Later, an additional session was offered to non-supervisors.
- Surveyed all staff to ask whether they are receiving the information they need and want about the Transformation, Integration, and Modernization (TIM) initiative and BAS project. The anonymous survey evaluated the effectiveness of internal communication channels, identified areas of interest and concern, and followed up on some issues raised in the change readiness assessment completed in 2012. Results will be shared with staff and used to improve future communications.
- Held a “town hall” meeting at the Alliant Center for all staff, at which Secretary Conlin discussed the successes and accomplishments of 2013 and the future expectations and goals for 2014.
- Upgraded all personal computers to Microsoft Office 13 and offered nine on-site training sessions for staff through Madison College. More than 150 employees attended the trainings.
- Created a workgroup made up of two disability specialists and three Call Center specialists, with the goal of better understanding each area’s roles and developing guidelines for the transfer of calls from the Call Center to the Disability Team.
- Published “branding guidelines” – a document providing content creators with clear, consistent guidelines for terminology, grammar, style, formatting and other standards for use in department communications.

- Offered two sessions on topics related to Moving Up, Down and Around at ETF to provide staff with tips on resume writing, interviewing and applying for advancement opportunities.
- Provided two sessions on testing computer applications for various levels of experience and two on home PC security tools.
- Launched a new internal blog and news source for staff. The blog, *ETF Community*, is a natural evolution in improving internal communications and fostering a collaborative work environment. It replaces the monthly employee newsletter, *Trusty News*. In the blog staff can find out what's happening agency wide, as well as exchange knowledge, share ideas, link to resources and recommend topics. Other features include staff profiles, search by key word, article archives and user metrics.

OTHER ACCOMPLISHMENTS

- Coordinated and conducted facility relocations and telecommunication changes for 58 staff in order to accommodate the new BAS project team at the Badger Road facility.
- Created testing, training and innovation spaces in two rooms at the Badger Road facility that support collaboration across work units in preparation for the development and implementation of the BAS.
- Completed ETF's Continuity of Operations Plan (COOP), a comprehensive document for recovering all of the agency's critical business functions, all internal and external dependencies and assigned recovery teams. Conducted training for Command Center staff and incited other state agencies, as ETF's plan is considered a model by the state's Continuity of Government Team.
- Conducted comprehensive strategic planning efforts within the Division of Insurance Services that cover program and policy changes such as a high deductible option with a health savings account and securing the services of a health benefits consultant.