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EXECUTIVE COMMITTEE
ACCOMPLISHMENTS REPORT
SEPTEMBER 2015

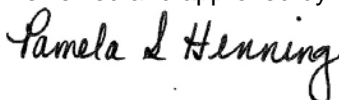
This report highlights significant Department of Employee Trust Funds accomplishments achieved from May to August 2015. These accomplishments are linked to the objectives identified in ETF’s strategic business plan.

OFFER SELF-SERVICE TOOLS FOR MEMBERS AND EMPLOYERS

- Completed many important milestones that solidify the foundations of a successful Benefits Administration System (BAS) Project. These include:
 - Officially branding the new BAS as “myETF.” myETF will be used for all online member and employer customer service functions, which will be rolled out over the next several years.
 - Continuing to design, test, and train staff and document all aspects of Rollout 1 and Rollout 2. ETF continues to involve as many staff as possible in the project. To date, approximately 150 staff have been involved as subject matter experts, testers, trainers, developers, data experts, and more.
- Implementing an XML interface to the legacy MyETF Benefits system for the University of Wisconsin. This will allow automated transfers of employee insurance benefit changes.

EXPAND OUTREACH TO MEMBERS AND EMPLOYERS

- Continued to develop and deliver programming and communications for EMPOWER, a year-long educational campaign to increase awareness of and improve retirement security among female public employees. These include:
 - two popular lunch and learn seminars/workshops (“Investments 101 for Women” and “Caregiving and Its Effect on Women”);
 - a breakout session at the University of Wisconsin-Madison’s annual symposium for women leaders;
 - weekly stakeholder communications, including emails and Twitter messages; and
 - monthly team meetings with agency Affirmative Action partners.
- Offered members a full slate of opportunities to learn about their WRS benefits, including:
 - 25 group appointments in the Madison office, reaching 200 members
 - 54 group retirement appointments throughout the state, reaching 564 members
 - 9 public WRS presentations throughout the state, reaching 674 members
 - 52 webinars on 12 topics reaching 2,279 people
 - 18 private presentations throughout the state, reaching 829 members
- Began the second round of reviews under the employer compliance program, which is designed to work one-on-one with certain employers to ensure data submitted for

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 Electronically Signed 9/15/15

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their WRS eligible employees is accurate, timely, and compliant with state laws. Six employers are currently under review.

- Redesigned It's Your Choice printed materials and website for 2016, allowing for customized communication to employees, retirees and continuants about their group health insurance benefits. This included identifying the different points of enrollment throughout the year, eliminating cumbersome printed materials, and expanding web resources.

STRENGTHEN INTERNAL WORKFORCE TRAINING

- Began Benefits Administration System Rollout 1 training for ETF staff and staff of two third-party administrators (TPA), Aetna and Minnesota Life. Training statistics:
 - Total number of courses held: 15 (6 End User, 9 Admin/Power User)
 - Total number of classroom sessions completed: 36
 - Classroom hours completed: 104.50
 - Total number of training attendees
 - ETF staff: 375
 - TPA staff: 31
- All staff completed DISC assessments to learn about their personal styles (behaviors, motivations, communication styles, etc.). The agency then hosted employee workshops to learn more about DISC and how to communicate and work with individuals of various styles.
- Published new employee orientation e-learning modules to be used to enhance new employee orientation programming and activities.
- Began a monthly series of "welcome" meetings between the Executive Team and groups of new employees as a way to offer a more informal introduction to ETF.
- Implemented an instant messaging software for staff in the call center. This communication tool allows supervisors and lead workers to simultaneously respond to multiple inquiries from staff who need assistance, and to push short messages/information out quickly to staff.

OTHER ACCOMPLISHMENTS

- Implemented guest wireless network service for ETF staff and visitors.
- Successfully migrated to the state's enterprise e-mail system.
- Updated and submitted ETF's building program requirements to the Department of Administration for inclusion in the overall new Hill Farms building program. The State Building Commission approved the new building proposal in August. Design and construction are scheduled to begin as early as November once legislative approval is granted.