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EXECUTIVE COMMITTEE
ACCOMPLISHMENTS REPORT
December 2016 - February 2017

This quarterly report highlights significant Department of Employee Trust Funds operational accomplishments – daily business activities, successes and milestones – achieved from December 2016 through February 2017. All accomplishments relate to the four focus areas of the 2015-2019 strategic plan.

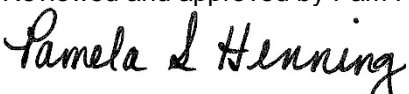
FINANCIAL STEWARDSHIP (maintaining compliance; administering program benefits for members and employers)

- All 1,523 WRS participating employers are on track to be balanced for 2016 in less time and with 36% fewer staff than in 2015. Please refer to the chart below for progress as of February 22 of each year.

Year	2016	2015	2014	2013
Number of Staff Reconciling	7	11	12	12
Total Employers in WRS	1523	1512	1508	1509
Employers Submitted	1521	1506	1507	1508
Employers Balanced*	1266	1130	1261	1231

*There are approximately 50 STAR agencies that are not included in the “Balanced” total for 2016 currently. These agencies have historically been mostly balanced at this point in time. We should see the balanced number of employers jump by 50 very soon.

- Retirement finals are at the lowest numbers in years. A “retirement final” is when ETF takes the final report from the employee’s employer and puts the finishing touches on the employee’s retirement annuity amount. There are only 2,769 finals pending and those from December 2016 are currently in process.
- Approximately 600 Investment in Contract (IIC) balance letters were sent out. An IIC balance letter is sent to the member (or estate) to let them know that the IIC (tax-exempt portion of their benefit) was not fully recovered through benefit payments made and lets them know that this could reduce their tax liability.

Reviewed and approved by Pam Henning, Assistant Deputy Secretary

 Electronically Signed 3/10/17

Board	Mtg Date	Item #
EXC	3.22.17	4A

QUALITY AND VALUE (incorporating documentation, testing, risk management; expanding metric-based decision-making)

- ETF took significant steps to further reduce the risk or impact of a cyber security breach resulting in the release of employer, member or staff personal information. Examples of recent efforts include:
 - Purchased \$10M cyber insurance policy covering expenses attributed to a breach and provides advanced technical and legal assistance.
 - Updated ETF's standard contract language requiring more extensive security controls from vendors.
 - Created a new team to focus on all aspects of information security and risk management, the Bureau of Information Security Management headed by a Chief Information Security Officer. Recruitment for this position has begun.
 - Completed the ETFIR file share migration.
- The Group Insurance Board selected Truven Health Analytics, a subsidiary of IBM Watson Health, to develop and administer a data warehouse and business intelligence tool for the Group Health Insurance Program. The new data warehouse and business intelligence tool will support ETF staff analytical capabilities to support data-driven decision-making, one of ETF's strategic goals. By combining eligibility data, medical, dental, pharmacy and dental claims and wellness data into one data warehouse and reporting tool, staff will be able to measure and evaluate health plan performance, identify high quality providers, identify high cost conditions and opportunities for improvement, as well as perform financial reconciliations and analysis. Currently, these activities are either not done, only done to a limited extent or done by external consultants.
- The Group Insurance Board approved a new self-insured/regional program structure for the Group Health Insurance Program, starting in 2018. The Board decided to change from the current fully-insured program structure after a year of review, analysis and consideration of different options to achieve the goals of: quality care, maintain benefit levels, ensure provider access, and contain program costs. The Board will award three-year contracts to six vendors across the state, based on a competitive process after final approval by the Joint Committee on Finance. As a result of this decision, program participants can anticipate improved quality and value, improved provider access, and improved customer service.

CUSTOMER ENGAGEMENT (educating and communicating with customers to meet their needs; enhancing employee skills, collaboration, productivity)

- Developed and rolled out a second eLearning on the health insurance program's proposed self-insured and regional structure and how this change might affect members. Within a week's time period, the eLearning had 3,940 views. Other outreach efforts to increase member awareness about self-insurance included an

ETF interview on Wisconsin Public Television and a presentation for the University of Wisconsin-Madison Retirement Association.

- Redesigned the employer section on the ETF website to improve navigation and access to employer manuals for WRS programs and benefits, timely news from ETF, frequently asked questions regarding benefits administration and reporting, employer training, and more.
- Conducted an It's Your Choice 2017 open enrollment lessons learned meeting with ETF frontline staff, the Department of Administration, University of Wisconsin, and other employers to identify ways to improve ETF website navigation and member resources for health benefits. Feedback will be used for future web enhancements.
- Implemented a new "quick service" to replace walk-in service at the reception desk. Members will now see a fully trained specialist at the front desk where they may drop off forms and ask questions.
- Increased the number of retirement appointment slots by more than 1,300/annually by adding new staff to the appointment schedule and having some staff take on additional appointments. These changes reduced the wait time to get an appointment.
- One of the most productive outreach periods was completed in the fall, with staff visiting 45 cities across the state, providing 55 small group retirement sessions and serving 529 members; conducting 19 employee benefits seminars reaching 2,035 members; and staffing booths at 47 WRS benefits fairs.
- Began offering virtual appointments; 22 were conducted in the last quarter of 2016.