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EXECUTIVE COMMITTEE ACCOMPLISHMENTS REPORT June 2017- August 2017

This quarterly report highlights significant Department of Employee Trust Funds **operational** accomplishments – daily business activities, successes and milestones – achieved from June 2017 through August 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)

- Received Governor's Office approval on administrative code changes to Chapter ETF 50 for the Long-Term Disability Program (LTDI). The proposed rule will streamline the disability programs, making them easier for employers and members to understand and administer. The LTDI rule was delivered to the Legislature for the next step in the Administrative Rules approval process.
- Signed a contract with PageFreezer for website and social media archiving to improve the internal archiving process and continue meeting public records compliance. As the agency moves more printed content to web pages, increases customer engagement online and expands social media, this will be a helpful business tool for the Office of Communications.
- Began electronic routing of statement of identity forms used for determining beneficiaries under standard sequence, which reduced routing of paper mail in the Member Services Bureau by 25%.
- Paid off the principal and interest balance of the FY14 and FY15 master lease financing for the Benefits Administration System, saving ETF more than $500,000 in future year FY18-24 interest payments.
- Successfully negotiated rates with 10 health insurers for 2018 coverage under the proposed budget amount. The coverage affects approximately 250,000 state and local employees, annuitants and their dependents.
- Negotiated a one-year contract with Navitus, the state's pharmacy benefits manager. Estimated savings over the current contract are approximately $16 million.

Reviewed and approved by Pam Henning, Assistant Deputy Secretary
Pamela L Henning Electronically Signed 9/11/17

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

- Executed more than 1,900 tests since May in preparation of Rollout 2 end-to-end testing of entire processes this fall. Early testing focused on basic functionality.

- Completed the second of four scheduled rounds of information security fixes in response to a security-related AT&T (third party) audit of myETF as part of the BAS project. These fixes included enhanced application, database and network security and will better protect member personal data from both internal and external access.

- Purchased and implemented a contract management software tool that allows ETF to enhance tracking and monitoring of vendor contractual obligations, performance standards and other metric-based contractual terms for ETF's large insurance and service contracts (worth approximately $1.5 billion annually).

- Enhanced all vendor contracts by adding language to improve data collection and vendor performance monitoring and added uniform cybersecurity language in all contract renewals.

INNOVATIVE SOLUTIONS (BAS; broader efforts to integrate systems, increasing security and flexibility)

- Completed Active Directory migration to the Department of Administration data center as part of the final stages of the ETF Infrastructure Re-hosting project.

- Completed the conversion of our internal blog, *ETF Community*, from Moveable Type to SharePoint as a part of the network server file migration to the state Department of Enterprise Technology. This change significantly improves staff access to and use of this important internal communications channel.

- Launched the first meeting of the Customer Interaction Council and prioritized forms development for myETF Rollout 2. This council of business area subject matter experts is focused on centralizing and synergizing the development and management of customer communications. The CIC will have oversight for program brochures, template letters, print forms, and eForms that generate or affect myETF transactions, workflows and business processes.

- Significantly increased the security of ETF's computer systems by installing a multifactor authentication system, which requires the use of a security device and PIN to log into all ETF-owned and managed devices.

- Completed the deployment of the Microsoft Office 365 software to all ETF staff, allowing ETF's email system to be hosted at Microsoft's cloud-based data center.

- Developed and implemented Operation Clean Sweep (OCS) to improve annual cleaning, recycling, and archiving efforts and to prepare for ETF's move to the new Hill Farms facility.

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

- Created and published a new monthly e-newsletter, *myETF Messenger*. This newsletter is designed to consolidate the important employer communications as they prepare to use myETF in January 2018.

- Completed a BAS Employer Training webinar series, reaching more than 800 employers through live and recorded presentations. In addition, the team kicked off its in-person training offerings, which will be held in 15 Wisconsin locations, on myETF Employer Online Services training.

- Surveyed all ETF staff, asking questions to help the agency identify improvements to work environment, training programs and professional development opportunities. The Engagement survey had an 87% response rate. In general, staff wanted an expansion of the Work from Home program, a desire for better pay options, more communication, collaboration, accountability and autonomy between division/offices and staff/supervisors, and more opportunities for contractors to become permanent employees. ETF managers will continue to review the results of the survey to incorporate changes as appropriate.

- Completed nine group DISC sessions for various business units. DISC is a personal assessment tool to improve work productivity, teamwork and communication.

- Conducted 69 group retirement sessions visiting 31 cities and serving 656 members across the state; conducted 8 public WRS presentations, reaching 1,108 members; 4 private presentations, reaching 315 members; and an additional 94 members through virtual appointments. Staff also conducted 57 webinars, reaching 1,818 people and covered booths at 4 WRS benefit fairs serving 567 people.

- Offered ETF staff a Respectful Workplace training which centers on the topic of harassment in the workplace. 92% of staff attended this training.

- Met with the ETF Employers Advisory Council to provide: 1) an update on myETF progress including communications, available training, required processes to report employee data, data set procedures and payment due dates; and 2) conduct a myETF demonstration that showed a day in the life of an employer payroll processor and myETF payment processing. The session also offered council members an opportunity to ask questions.

- Finalized the EMPOWER Campaign pilot. The UW Madison Center for Financial Security conducted a research study of the education campaign and presented the paper at the Retirement Research Consortium in Washington, D.C. in August.

- Designed new wall art for the reception area at the agency's Badger Road building. The wall art includes a picture and testimonial from a WRS member and Wisconsin state map showing the economic impact of pension payments by county. This is a part of the ongoing campaign to increase awareness about why the WRS is strong for Wisconsin.