STATE OF WISCONSIN
Department of Employee Trust Funds
Robert J. Conlin
SECRETARY

Wisconsin Department
of Employee Trust Funds
PO Box 7931
Madison WI 53707-7931
1-877-533-5020 (toll free)
Fax 608-267-4549
etf.wi.gov

EXECUTIVE COMMITTEE ACCOMPLISHMENTS REPORT
March 2019 – May 2019

This quarterly report highlights significant Department of Employee Trust Funds **operational** accomplishments – daily business activities, process improvements, successes and milestones – achieved from March 2019 through May 2019. 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)

- Completed the Request For Proposals process to select a Certified Public Accounting firm to audit the Wisconsin Deferred Compensation's financial statements reports. The contract was awarded to Wipfli.

- Completed annual processing tasks, including annual reconciliation, interest crediting, variable transfers and the creation and delivery of more than 400,000 WRS Annual Statement of Benefits.

- Completed an audit consultation of ETF's contract administration processes and procedures, resulting in opportunities to enhance and improve business practices.

- Working with ETF's consulting actuary, prepared the 2018 valuation of retired lives which leads to determining the annuity adjustments for the Core and Variable Trust Funds.

- Collaborated with the DOA/DET to complete transition of the BAS/myETF infrastructure into shared services and resized the environments for regular production support. This allowed for reduced costs and simplified system management and maintenance.

- Implemented an IT security policy to eliminate the connection of unauthorized USB devices to ETF computers.

- Created a draft management plan and plan overview documents based on LAB audit findings. This involved a project kick-off meeting with key representatives from across ETF and conducting meetings with audit finding owners.

Reviewed and approved by Pamela Henning, Assistant Deputy Secretary
Pamela L Henning Electronically Signed 6/10/19

Board	Mtg Date	Item #
EXC	6.20.19	4A

- Completed reviewing more than 10,000 electronic files associated with enrollments in the Income Continuation Insurance (ICI) Program for local government employers. This is an important step in preparation for an ICI database.

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

- Developed implementation plans and made improvement recommendations for four Business Process Management pilot projects in these areas: human resources, retirement estimates, death benefits processes, and address standardization. Through these projects, staff will enhance skills and shift the organizational culture related to business process management.

- Established a new project intake process to manage project resources through an enterprise Project Portfolio Committee focused on strategic goals.

- Completed vendor selection and received approval to implement the ETF Information Risk Management Program (IRMP). The program will provide ETF a systematic approach to safeguard the information assets of the Trust through consistent and continuous mitigation of risk.

- Completed the third “ETF 20” information security subproject in March – inventory of software assets. Substantial progress was also logged on two additional subprojects, Data Inventory and System Baseline Configuration. ETF 20 is a remediation project aimed at ETF’s assessment of the industry standard Center for Internet Security (CSC) top 20 security controls.

- Identified and documented more than 70 Office of Strategic Health Plan business processes in order to align with ETF’s enterprise business documentation efforts.

- Implemented an Emergency Mobile Phone Plan by distributing cell phones to all Call Center staff and SWAT team members. The cell phones will allow Call Center staff to take calls in the office or at home during certain types of service outages, enhancing the agency’s COOP preparedness.

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

- Completed final sprints and plans to release ETF’s new website in June. All content rewrites are complete, content migration is underway, and a series of transition management activities to prepare staff and stakeholders for the new site has been scheduled. Also completed the go-live schedule and post-launch support plan with the vendor.

- Selected ACF Technologies as the vendor to provide ETF with an enterprise software appointment scheduling solution and began implementation of the new software, called Qflow.

- Approved the CARES Automatic Call Distribution (ACD) system, which provides the base functionality for replacing the existing ACD system, which will no longer be supported by DOA.

- Developed a process to update beneficiary designations on closed accounts where the member later returned to WRS employment. The process mitigates the risk of a benefit being paid in error, communicates to the members their options for changing designations, and updates the Primary Beneficiary Designations Section of the annual WRS Statement of Benefits to reflect Standard Sequence as the designation until such time the member submits a new designation.

- Launched two new internal workgroups that will provide project management and business process and analysis leadership by leveraging uniform processes, tools, standards, guidelines, and templates across all projects and initiatives. The workgroups are the Project Management Center of Excellence and the Business Process and Analysis Center of Excellence.

- Completed two pilot projects to further develop Business Intelligence efforts within the agency. The first project focused on identifying member call trends and identifying opportunities to reduce repeat calls. The second project identified groups of members for targeted education and outreach, including new hires, newly vested, having reached minimum retirement age, and geographic area (for in-person group meetings).

- Developed a new methodology for seeking input from leadership on the priority of ETF information security projects. The methodology includes comparative risk mitigation potential and level of effort data for each project to enable more informed decision making.

- Completed the 2018 Health Benefits Annual Report. The first of its kind, this report will serve as a baseline for annual reports to come. The report highlights key statistics and outcomes for 2018 and highlights goals by program area for the next year or so.

- Created new Board Dashboard and Dashboard Highlights, which will be used to, among other things, better inform the Group Insurance Board about key metrics and managing program costs.

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

- Selected a vendor to assess potential IT audit areas. The vendor's recommendations have since been vetted and will be presented to the ETF Audit Committee in June.

- Completed multiple health and wellness related activities, including:
    - Roll out of the StayWell wellness portal/resources to about 3,700 Wisconsin Retirement System eligible employees of state agencies who were not enrolled in health insurance.
    - Hosted/sponsored large health screening events for retirees and local employees (and supplemented state/UW employer events), in which a total of 678 people participated.
    - Presented a breakout session, “Communication and Continuous Improvement: The State of Wisconsin’s Benefits Story” at the Wisconsin Health Literacy Summit.
    - Rolled out the Value Based Insurance Design (VBID) pilot program, *It’s Your Health Diabetes*. A total of 334 members have engaged with StayWell’s diabetes disease management program and are receiving reduced pharmacy copays for their anti-diabetics.

- Hired 12 employees in the Member Services Bureau: Three contractors to focus on benefit estimates, four contractors to staff the front desk, one permanent FTE to do deskwork and support duties, and four permanent FTEs to conduct one-on-one appointments and complete benefit estimates. These are positions with fewer, more focused duties.

- Revised a Member Services Bureau training procedure so that a newly hired person may be independently performing key duties, such as meeting for one-on-one appointments in as little as 12 months. This is a reduction of 6 to 12 months.

- Completed annual reconciliation on March 4, the earliest completion date in at least six years. Annual reconciliation was completed by six dedicated case managers, down from nine last year, and the fewest in more than five years.

- The Internal Training Workgroup and staff in the Member Services Bureau completed 194 training hours by attending a series of workshops on Public Speaking and Presentation Skills with Virtual Facilitation. This training will enhance the skills of our trainers and presenters to deliver quality training to our internal staff, members and employers.

- Learning & Development created the Addressing Guidelines eLearning for the Supply & Mail Services Section (SAMS). This eLearning will be used to train specific staff in areas where addresses are entered into ETF systems and those that send mail on a regular basis. The training includes a brief overview of SAMS, guidelines for sending mail, and how to properly format an address to meet United States Postal Service standards. This will be assigned to staff by the end of the month.