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EXECUTIVE COMMITTEE
ACCOMPLISHMENTS REPORT
June 2019 – August 2019

This quarterly report highlights significant Department of Employee Trust Funds accomplishments – daily business activities, process improvements, successes and milestones – achieved from June 2019 through August 2019.

EFFORTLESS CUSTOMER EXPERIENCE (increasing employer competency for managing benefits; increasing member personalization for managing their benefits)

- Successfully launched the new ETF website in June. Enhancements include: mobile-friendly design, intuitive navigation to complete an action, upgraded search filters, information about the ETF-administered benefits offered by any Wisconsin Retirement System (WRS) employer, educational events and health plans by location, improved accessibility and the ability to share content via email and social media. The new site has been nominated for a website design industry award.
- Introduced the ETF Modernization Roadmap to all staff, a multi-year effort to implement:
 - a new imaging system to improve content management
 - plans for integrating ETF data to multiple systems
 - an insurance administration system
 - a pension administration system
- Implemented the process to update beneficiary designations on “closed” accounts, which involved reviewing more than 1,000 member accounts, notifying rehired members to inform them of changes, providing blank beneficiary designations for member changes and updating systems accordingly.
- Presented training on the Accumulated Sick Leave Conversion Credit Program to more than 40 state payroll and benefits specialists, policy staff and managers.
- Modified and simplified the USERRA process, which relates to military service. As a result, all ETF case managers are fully trained to assist their employers on this topic.
- Researched and identified active employee members that did not have a home address on file with ETF. As a result, 100% of all such members now have updated address information in our system.

Reviewed and approved by Pamela Henning, Assistant Deputy Secretary

Pamela L Henning

Electronically Signed 8/29/19

Board	Mtg Date	Item #
EXC	9.18.19	4A

- Developed and presented a “Healthcare When You Need It Fast” education session that covered fast care services, from nurse lines to emergency room care. The session will be developed into a turn-key toolkit for participating group health insurance employers.
- Completed health insurance rate negotiations for 2020, with the overall reported rate increase (4% on average) lower than the market average of 6%.
- Completed the contract extension with The Hartford for the administration of the ICI program through 2021. This extension will preserve the administrative cost savings that resulted from the closure of the Long-Term Disability Insurance (LTDI) program in 2018 and provide continuity of benefit administration while the disability program redesign effort continues.
- Completed the implementation of a backup telecom solution for ETF call center outages. This solution and the surrounding processes were in place and ready to handle an outage that occurred in July, when two area power substations lost power, interrupting phone services. ETF call center managers reported that the switchover was handled smoothly.

PERFORMANCE MEASUREMENT AND PROCESS MANAGEMENT (expanding metric-based decision-making to optimize key capabilities; expanding business process management to improve operations and support innovation)

- Implemented a new measurement in ETF’s Benefit Payment System that provides statistics on annuity corrections. This largely manual process now provides monthly reports on the number of annuity corrections performed. The report also provides itemized information on corrections to include the reason for the correction, the account type, recipient type and provides summary totals for annuity correction reasons.
- Completed the implementation of ETF’s Continuity of Operations (COOP) Work from Home strategy, leveraging the agency’s Work from Home policy to enable more than 100 COOP-Assigned staff to quickly resume essential business services by working from home in the event of a facility disruption. This effort involved coordination across the agency to ensure staff have the technology they need to perform their remote work.
- Implemented changes in our IT systems and processes to reflect the new WRS economic and demographic assumptions as recommended by Gabriel, Roeder, Smith & Company, ETF's consulting actuary and approved by the ETF Board.

TALENTED AND AGILE WORKFORCE (attracting, integrating and advancing top talent; advancing employee development through meaningful performance management approaches)

- Completed an enterprise-wide Train-the-Trainer series, attended by 19 of ETF's trainers and subject matter experts, as part of a new program focusing on design and development of training called "Back to the Basics." The Train-the-Trainer Program is an important step for ETF to grow our training program and increase our training maturity level.
- Completed six weeks of foundational training for 10 new hires in the Member Services Bureau.
- Filled two application development supervisor vacancies with candidates skilled in strategy development, quality management, cloud adoption, agile development, architecture design, document management, security and much more. This continues to strengthen ETF's ability to deliver modern information technologies.

MODERN, SECURE AND RESILIENT INFORMATION TECHNOLOGIES (developing and deploying customer-focused solutions; integrating systems and processes for seamless, timely and secure stakeholder experiences)

- Completed testing on phase one of the Medicare Split Contracts project, which will give retirees with health insurance more options for the 2020 IYC open enrollment and beyond.
- Completed a multi-divisional collaboration to develop business and system requirements, testing, and staff training in preparation of the August 28 launch of the CARES Automatic Call Distribution (ACD) system. This new system will provide the base functionality for replacing the existing ACD system, which will no longer be supported by the Department of Administration. Some of the new functionality includes:
 - Call-back option: During peak call periods, members on hold may choose to receive a call back while maintaining their place in line.
 - Callers may enter either their ETF Member ID or Social Security number to automatically validate their identity, allowing them to spend more time on the topic of their call.
 - Callers will hear the estimated time they will spend in queue
 - Ease in updating surveys to capture feedback from members and employers, so ETF may continue to improve our services.
- Implemented enhancements to the ALEX Benefit Counselor product provided by Jellyvision, to include supplemental benefit information, as well as improvements to functionality recommended by employers and members.

- Completed two information security subprojects – the Data Inventory project and the System Baseline Configuration project – both part of our ETF 20 program. Both efforts will now move from the implementation to the operational phase. ETF 20 is an umbrella program with several remediation projects focused on the industry standard Center for Internet Security (CSC) top 20 security controls.
- Contracted with AT&T to implement the foundational components of the ETF Information Risk Management Program (IRMP). The program will provide a systematic approach to safeguard ETF's information assets through consistent and continuous mitigation of risk. Vendor engagement is expected to be completed in early December 2019.
- Launched the implementation of a modern appointment scheduling software project.