

DRAFT

# MINUTES

December 11, 2019

## Executive Committee

Employee Trust Funds Board  
State of Wisconsin



## Location:

Department of Employee Trust Funds  
Hill Farms State Office Building – Room N102  
4822 Madison Yards Way, Madison, WI 53705

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## COMMITTEE MEMBERS PRESENT:

Wayne Koessler, Chair (via  
teleconference)

John David, Vice Chair  
Robert Niendorf, Secretary

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## PARTICIPATING EMPLOYEE TRUST FUNDS (ETF) STAFF:

Office of the Secretary:

Bob Conlin, Secretary

John Voelker, Deputy Secretary

Pam Henning, Assistant Deputy Secretary

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Wayne Koessler, Chair, Executive Committee (Committee), called the meeting to order at 3:32 p.m.

## CONSIDERATION OF MINUTES OF PREVIOUS MEETING

***Motion: Mr. David moved to accept the open session minutes of the September 18, 2019, Executive Committee meeting, as submitted by the Board Liaison. Mr. Niendorf seconded the motion, which passed unanimously on a voice vote.***

## GOVERNANCE MATTERS

### Board Agenda Review

The Committee reviewed the agendas of the December 12, 2019, Joint Meeting of the Retirement Boards (JM) and the ETF Board. At the JM, presentations will include staff presentations on board structure options by Laura Patterson; administrative rules training by Dan Hayes in preparation of administrative rules changes requiring approval on the Long-Term Disability Insurance Program and various technical Chapter 40 changes;

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operational updates by Anne Boudreau on retirement application processing and customer service; a legislative update by Tarna Hunter; and an update from Mark Lamkins on usage of ETF's new website.

The ETF Board agenda includes committee reports; a presentation by Cindy Klimke on the Comprehensive Annual Financial Report (CAFR) highlights; a request for approval of the two clearinghouse rules; further discussion with Ms. Patterson on the board structure; an overview and discussion by Pam Henning on board governance consultant services; and the agency operational metrics review by John Voelker. Greg Beach, ETF's Chief Information Security Officer, will present on ETF's Information Technology and Security Management Program.

Regarding Future Items for Discussion, Secretary Conlin reminded the Committee that the March meetings have Board Officer elections.

#### Structure of Retirement Boards

Mr. Conlin discussed the presentation for the JM, ETF, TR and WR board meetings by Laura Patterson that provides an overview of the options available to the boards. Mr. Conlin emphasized the importance of asking questions and receiving feedback from the boards on next steps. (Ref. JM | 12.12.19 | 3A).

#### Board Governance Consultant Options

Ms. Henning discussed the information in the memo (Ref. ETF | 12.12.19 | 4D) on costs and vendors.

## **OBJECTIVES AND ACCOMPLISHMENTS**

#### Department Quarterly Progress Report

Mr. Voelker discussed the Quarterly Accomplishments Report (Ref. EXC | 12.11.19 | 4A), highlighting:

- *It's Your Choice* enrollment period had a 7.3% increase in call volume with 55% reduction in abandoned calls. Call Center specialists were able to reduce their speed of answer to 2.30 seconds this year compared to 6.36 seconds in 2018. This customer service improvement is a result of the additional training and being at full capacity in the Call Center.
- An important update completed to the automated payment process to reduce fraud and enhance security by sending a letter to any member who requests a change to their ACH (automated clearing house) check routing. Also added another step in the audit process by having two staff double check any ACH update to ensure the routing numbers are correct.
- Redesigned the retirement estimate process to reduce time of request to distribution and enable staff to produce estimates while working from home thereby reducing paper/printing costs, adding efficiencies in the process, reducing labor costs, and increasing accuracy.
- Completed the initial planning phase for the Enterprise Content Management project to replace the legacy imaging and workflow system. This is the first step in the

modernization efforts estimated to start in January 2020. The next step is to send out a Request for Proposal (RFP) to solicit bids to procure services from a vendor for the insurance administration system.

- Completed a continuity of operations (COOP) exercise to test an alternate site activation scenario. This demonstrated the core capability to perform scanning and PC Imaging processes at ETF's alternate site location in the event of a significant disruption to the Hill Farms State Office Building. ETF now houses over 50 laptops and 20 cell phones for immediate use at the alternate site.

## PERSONNEL MATTERS

### Human Resources Report

Ms. Henning reviewed and responded to questions from the Committee regarding the Quarterly Human Resources Activities Report (Ref. EXC | 12.11.19 | 5A), highlighting current vacancies and recruitment efforts. She also shared that two employee Excellence Award winners, Monica Vertz and Racheal Rolli, will be announced at the Joint Meeting.

## FUTURE ITEMS FOR DISCUSSION

A report to the ETF Board on privacy reporting on any incidences.

## ADJOURNMENT

***Motion: Mr. Niendorf moved to adjourn the meeting. Mr. David seconded the motion, which passed unanimously on a voice vote.***

**The Committee adjourned at 4:29 p.m.**

Date Approved: \_\_\_\_\_

Signed: \_\_\_\_\_

Robert Niendorf, Secretary  
Executive Committee