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EXECUTIVE COMMITTEE
ACCOMPLISHMENTS REPORT
December 2019 – February 2020

This quarterly report highlights significant Department of Employee Trust Funds **operational** accomplishments – daily business activities, process improvements, successes and milestones – achieved from December 2019 through February 2020. All accomplishments relate to the four goals in our current strategic plan.

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

- Improved etf.wi.gov functionality based on user metrics and feedback, which includes:
 - adding keyword tags to program and benefit landing pages to improve search engine results
 - a new sortable, table view of educational events
 - listed top-used forms and publications for quick access; and
 - presentation of results for the Benefits Available to Me page.
- Launched a new Career Benefits for State Employees section on etf.wi.gov. This tool will assist employers with marketing the benefits of state government employment.
- Received Group Insurance Board (GIB) approval to issue a Request for Proposal (RFP) to administer the Income Continuation Insurance program beginning on January 1, 2022. The RFP will be issued in June 2020.
- Transitioned the Health Savings Account (HSA) management successfully from TASC to Connect Your Care.
- Hosted the first annual Well Wisconsin Award Ceremony and Kick-off event at the Capitol. The event was well attended by health and wellness leaders from both State and Local employers, advocates for wellness, and commercial partners who assist in ETF’s Wellness program.
- Collaborated with various internal areas of ETF, employers and vendors on the policy and implementation activities to roll out 2019 Wisconsin Act 19 (the Fallen Officers bill).

Reviewed and approved by Pamela Henning, Assistant Deputy Secretary

Pamela L Henning

Electronically Signed 3/9/20

| Board | Mtg Date | Item # |
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| EXC | 3.25.20 | 4A |

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

- Approved an internal Research Policy to clarify the required safeguards and circumstances in which the Department may share data with an outside entity for purposes of research or other research-related activity.
- Approved an internal Data De-identification Policy that describes the approaches to be used in the Department to de-identify data when necessary. The policy assists employees by providing a common definition of de-identification and describes who in the Department can officially certify a dataset as de-identified, as well as the methods available for performing de-identification.
- Approved various updates to the ETF-Issued Device Policy, including changes in procedures for obtaining devices, password security requirements and updates to better assist staff in promptly reporting theft or loss of devices.
- Launched a new Procurement section on etf.wi.gov, allowing users to filter information by fiscal year, item number, procurement type, and keywords. This is also a process improvement because Procurement staff can eliminate handoffs and make timely updates by using the website's content management system.
- Automated the creation of security incident tickets generated from our monitoring tools, allowing for the collection of better notifications and metrics for security incident response.
- Leveraged the implementation of the CARES call center system to decommission vulnerable software components and reduce ETF information security risks.
- Implemented a customer satisfaction questionnaire that is now sent automatically when ETF Helpdesk tickets are closed. To date, we have received 172 responses and have learned that more than 88% rated our overall quality as 'Very High'.
- Developed an IT Service Management Dashboard to review internal IT service performance.
- Completed an experience study by Disability actuaries for the Income Continuation Insurance (ICI) program, spanning 2015-2019, to update Milliman's annual valuation assumptions for Social Security income (SSI) offsets, claim termination rates, and the impact of those revisions to estimated program liabilities. Estimated SSI offsets were similar to the results of the previous study, however, claim termination rates were higher than expected in the first year likely owing to the program's short-term component. These new assumptions will be incorporated into the annual ICI program valuations.
- Distributed the Life Insurance RFP to possible vendors with a response deadline set for end of May 2020.

- Co-developed model pharmacy contract and presented to the National Academy of Health Policy (NASHP).
- Completed strategy sessions to compile group insurance program-related project proposals for the next 3-5 years to the Group Insurance Board.
- Completed It's Your Choice Health Insurance 2020 Rate Setting project and documented Lessons Learned.
- Completed the ALEX 2019 Update project and documented Lessons Learned.
- Completed the Wipfli Audit of ERA/HSA and Life Insurance Audit with no significant findings.

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

- Launched a new “Careers at ETF” section on etf.wi.gov and the ETF profile page on LinkedIn, both designed to support recruitment efforts. The new web pages highlight employee benefits and our workplace culture that supports engagement, growth, and recognition.
- Completed the recruitment for a new disability policy analyst in the Disability Programs Section, which will focus on developing policies and procedures to enhance analytics and participate in agency modernization efforts as they apply to the disability programs section.
- Filled key positions in IT and Information Security, including a Team Lead, Technical Architect, and contractors to focus on ETF’s Information Security Management Program.
- Delivered a workshop on the Agile development methodology and key processes, to better position ETF for future modernization efforts. This was attended by key ETF staff involved in managing and executing ETF’s modernization projects.
- Published three articles to the ETF Community website promoting security awareness:
 - Microsoft Has a Problem: It Doesn’t Like to Clean... Windows
 - ETF Shares Security Practices with Other Wisconsin State Agencies
 - How a Password Safe Can Help Secure Your Computer Interactions

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

- Developed and deployed the initial version of the integration architecture needed to seamlessly support a best-of-breed approach to modernization. The first system using it is Q-Flow, for member appointment scheduling. This integration will ensure members can make the appropriate appointment based on their account data.
- Completed the Information Risk Management Program (IRMP) vendor engagement. The IRMP will provide ETF with a systematic approach to safeguard ETF information assets through consistent and continuous mitigation of risk. Near-term activities will focus on operationalizing the foundational artifacts (policies, processes, methodologies) established as part of this engagement and integrating the program into current agency structures.
- Completed a project to evaluate and harden the software firewalls on ETF workstations and laptops. The project resulted in improved protection against malware, ransomware and other threats to employee devices. Network hardware firewalls were also reviewed to ensure that we are only allowing authorized access to our systems.
- Executed a contract with Naviant, Inc., to launch the Electronic Content Management (ECM) project that will replace the myETF benefit administration system.
- Added the UW Area Deprivation Index (ADI) as a data source to the Data, Analytics and Insights (DAISI) warehouse. This will allow the Data Analytics team to cross reference claims data with ADI scores to find correlations between medical utilization and social determinants of health. Data collected by utilizing this new resource will help shape future health policies.