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EXECUTIVE COMMITTEE ACCOMPLISHMENTS REPORT
September 2020 – November 2020

This quarterly report highlights significant Department of Employee Trust Funds (ETF) **operational** accomplishments – daily business activities, process improvements, successes and milestones – achieved from September 2020 through November 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)

- Issued Employer Schedules for the Wisconsin Retirement System (WRS) and Retiree Life Insurance plans as of and for the year ended December 31, 2019. These schedules are provided by ETF to employers to assist them in meeting their financial reporting requirements in accordance with Governmental Accounting Standards Board (GASB) principles.

- Issued the WRS and Retiree Life Insurance Financial Reports as of and for the year ended December 31, 2019. The reports include the program’s financial statements, related notes, and unqualified (“clean”) audit opinions.

- Created PDF fillable forms for ETF’s core benefit programs and communicated electronic signature policy to WRS employers.

- Implemented an authentication process for electronically signed PDF fillable Life Insurance applications for both employees and employers.

- Began collecting survey responses from members who contact our Retiree Health Insurance team via the ‘CenturionCARES’ phone system.

- Developed and offered live webinars for delivering It’s Your Choice (IYC) news and information to members and employers. The webinars were held in lieu of presentations via traditional benefit fairs and employer kickoff meetings, which were cancelled due to the COVID-19 pandemic. Early feedback from both members and employers indicate this new format was a success.

- Developed a report containing analysis of the most recent member engagement survey results and recommendations to improve the member experience.

Reviewed and approved by Pam Henning, Assistant Deputy Secretary
Pamela L Henning
Electronically Signed 11/24/20

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EXC	12.09.20	4A

- Implemented improvements to a post-telephone call member survey, deployed a new follow-up email survey, and analyzed results to improve the member experience.

- Modified three forms to obtain more income information and ultimately reduce the number of income tax returns that Duty Disability claimants need to provide to ETF.

- Successfully test-piloted pension estimate information for approximately 1,000 active Wisconsin Deferred Compensation Program (WDC) participants. Data revealed that participants were:
    - enthusiastic about having access to WRS, Social Security and WDC retirement data in one place to more accurately gauge their retirement readiness.
    - more engaged in reviewing their supplemental retirement savings accounts and making changes intended to help increase their future retirement income.

- Provided WDC Program participants more than 70 virtual benefit fair meetings, presentations and "office hour" events during the open enrollment period.

- Completed two annual WDC Program satisfaction surveys, one each for participants and employers.

- Awarded a $100,000 grant to ETF and the Wisconsin Department of Financial Institutions to establish a financial wellness program, "Wisconsin Strong," for Wisconsin public service employees, retirees, and their families. The one-year grant is funded by the Wells Fargo Foundation and will focus on lifelong savings needs. Materials will include proven financial fitness resources designed to support financial wellness, including a financial health assessment, saving for college, and retirement planning.

- In response to the COVID-19 pandemic, collaborated with the health and wellness vendor to offer alternative health check activities for participation in the Well Wisconsin program, and to provide for drive through influenza vaccine clinics for GHIP employers and members.

- Collaborated with the pharmacy benefits manager to ensure that Medicare patients who are treated as an out-patient or admitted in observation status to hospitals have their pharmaceutical costs reimbursed at the rate they were charged, minus any deductible that is required under the Medicare Part D benefit. This is a significant cost-saving improvement.

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

- Developed a continuity of operations (COOP) contingency plan for the possible scenario of essential on-site staff in the Supply and Mail Services and Records Management business units being unable to report to work due to the current pandemic.

- Hosted more than 150 ETF staff for a well-received National Cybersecurity Month presentation. The program was designed to increase staff awareness and engagement in security practices by sharing tips relevant to their personal lives, which will translate into higher interest and engagement in work-related security practices.

- Collaborated with the Division of Enterprise Technology and other state agencies to set a strategic direction for technology identity management for external customers, which for ETF includes members, employers and other entities. This effort will ensure that proper access to technology resources is provided in a consistent, secure way.

- Kicked off the Enterprise Survey Inventory and Improvements project to develop an infrastructure for external surveys conducted at ETF. The project will include a recommendation for survey and related data management implementation and establish an enterprise database repository for reporting and analytics synchronized across all departments.

- Completed the first annual reconciliation of the Long-Term Disability Insurance (LTDI) Access database with ETF's mainframe databases to ensure that the data remains consistent throughout. This reconciliation was an Office of Internal Audit recommendation and will occur every year while the LTDI program continues to pay benefits.

- Streamlined the process for sending Medicare information packets to retirement annuity applicants approaching age 65 by consolidating the ordering and mailing of the packets to applicants when they are added to payroll. This process previously involved multiple hand-offs between business units.

- Implemented the Business Process Management methodology for onboarding new WRS employers. The improvements include:
    - an organized transition to the new employers' case managers;
    - early access to the Previous Service and Benefit Inquiry (PSBI) application to determine employee eligibility; and
    - coordination with the WRS unit's employer trainer to better prepare new WRS agents for accurate and timely WRS reporting.

- Designed and administered a health insurance participant survey, “Medical Care When You Need it Fast.” More than 15,000 responses were collected. The survey was designed to measure participants’ understanding of urgent/emergency care options and at the same time establish a baseline for developing educational efforts that will ultimately lead to reducing avoidable emergency room usage.

- Developed a Wisconsin Public Employers (WPE) Advisory Council, comprised of a small group of local employers. This group will help to identify communication methods relevant to employers, and to gather input on future expectations of the WPE health insurance programs offered by ETF.

TALENTED AND AGILE WORKFORCE (attracting, integrating and advancing top talent; advancing employee development through meaningful performance management approaches; implementing recruitment and retention practices to support equity and inclusion.)

- Successfully completed contract negotiations with a vendor to develop a competencies framework and performance management system for ETF’s workforce.

- Submitted ETF’s Equity and Inclusion Plan (E&I Plan) to the Department of Administration/Division of Personnel Management/Bureau of Equity and Inclusion. The E&I Plan includes goals, strategies and action steps to be implemented at ETF over the next three years to build the culture, recruitment and retention practices that will make ETF an equitable and inclusive organization.

- Surveyed ETF supervisors about the new Future ETF Work Model initiative in order to plan for a combination of office and remote work that is adaptive and flexible.

- Promoted an internal candidate for the agency’s first Chief Data Officer and Director of the new Data Management Bureau.

- Promoted an internal candidate to fill the Call Center Trainer position.

- Recruited and hired a candidate to fill the Employer Services Section Insurance Benefits Trainer position, bringing a variety of skills from his military background, experience as a secondary level educator, and training background with one of our local health plans.

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

- Implemented a modern, secure, and more efficient way for active members to make additional contributions to their WRS accounts. Previously, members could only do so by sending a check or money order to ETF or through payroll deduction if their employer allowed. Now, members can electronically transfer funds from a financial institution to ETF through a US Bank site.

- Successfully implemented an appointment scheduling system, enabling members to view and book benefits counseling appointments online, 24/7. As of this writing, more than 40% of members are now using this online system, instead of making a telephone call to ETF. Based on the number of appointments scheduled using the new system in the first month of operation, ETF saved an estimated 15.74 hours of staff time. When ETF resumes in-person employer training, employers will also register for sessions online.

- Successfully completed the Insurance Administration System (IAS) Request for Proposal (RFP), resulting in a Notice of Intent to Award being offered to two vendors, who will each conduct insurance administration system proofs of concept in the beginning of 2021. In addition, ETF is building a library of information to share with the winning vendor to help communicate the IAS solution needs.

- Approved implementation of Mulesoft to enable different ETF technology systems and databases to communicate with each other while maintaining data integrity, data quality, and data security.

- Developed logic to move multiple types of document annotations from the legacy myETF to the new OnBase platform for the Enterprise Content Management (ECM) project. This will ensure both continuity of current workflow processing and the integrity of historical workflow data.

- Following a proof-of-concept exercise, procured multiple compatible solutions that will enable data integration across ETF's new and legacy applications. Each are critical to implementing a robust Data Management program that will help support ETF's modernization efforts.

- Completed the gathering and prioritizing of requirements for the DevOps Code Repository and Code Deployment project. Researched products and selected two for a proof-of-concept.

- Implemented new security measures on ETF's nightly batch environment and application hosting platform.

- Submitted ETF's FY 21-23 Biennial Budget to the Department of Administration on October 2. This was an agency-wide effort that included several resource requests and statutory language changes.

- Provided a successful, well-received working software demonstration for more than 180 ETF staff at the mid-point of the implementation phase for the ECM modernization project. The demonstration included an overview of the user interface, demonstrating searching for and annotating documents, and interacting with the case management system.

- Launched an Administrative Rights project to ensure that IT staff and privileged accounts have only the necessary rights to complete the responsibilities of their job functions. A privileged account is a user account that has more rights than ordinary users. The team will also examine and implement best practices related to administrative rights toward continual advancement of ETF's security strategies.

- Completed the Adaptive Security Technology project, which clearly defines the roles and responsibilities related to information security, with a focus on vendor solutions that will be used for ETF modernization efforts. The team also created security-related questions that will be used to standardize each procurement from a security perspective.

- Implemented the second phase of a modern IT service management tool, Ivanti. With this phase of the project's execution, ETF staff may directly submit tickets into the application and take advantage of the system's self-service functionality, which includes 24/7 access to knowledge base articles. In addition, the hand-offs between several ETF teams related to onboarding staff were automated.

- Kicked off a project to design and implement the ETF SharePoint Online environment, which will allow ETF to create internal-facing SharePoint sites for ETF business areas. These mobile-friendly sites will increase functionality and are less resource-intensive to maintain and update than the current SharePoint environment.

- Initiated a project to implement Azure Multi-Factor Authentication for Office365, which will enhance efforts to secure ETF staff email.

- Promoted a soft launch of Box on our website for members to securely send health insurance applications and related documents to ETF as an alternative to mailing via USPS or sending via fax.

- Developed and posted the IYC Landing page for ETF's website and the IYC Decision Guides.

- Developed a "Health Insights Explorer COVID-19 analytic dashboard," a self-service tool used by staff to gauge the direct impact of the COVID-19 impact on members' health, utilization, and plan costs.