



STATE OF WISCONSIN
Department of Employee Trust Funds
 A. John Voelker
 SECRETARY

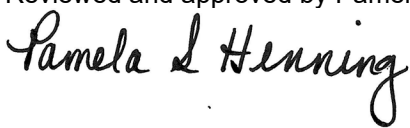
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EXECUTIVE COMMITTEE
ACCOMPLISHMENTS REPORT
March 2021 – May 2021

This quarterly report highlights significant Department of Employee Trust Funds **operational** accomplishments — daily business activities, process improvements, successes, and milestones — achieved from March 2021 through May 2021. 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)

- Successfully created a new calendar in Q-flow and re-opened appointments for individual and small group in-person appointments. Starting May 25, members will be able to schedule small group sessions to begin on July 12 with individual appointments beginning July 19. With limited on-site availability at this time, members are encouraged to take advantage of virtual appointments.
- Approved a number of formal policies and policy updates, including a Contractor/Consultant Policy and Social Media Policy, as well as the following security policies: Information Classification; Asset Management; Cloud Service Provider; and Access Control.
- Launched the discovery and design phase of a project to develop an Online Disability Retirement Estimate form to replace a paper form that members currently complete and submit for disability retirement. The online form will link to our public website improving the customer experience and serve as an interim service prior to the implementation of a new Pension Administration System (PAS) system. Additionally, the form will serve as the foundation for future form requests due to its dynamic design.
- Issued a Request for Proposal (RFP) for administration of the Wisconsin Deferred Compensation (WDC) Program, with a deadline of May 21, 2021 for submissions.
- Implemented the inclusion of the Wisconsin Retirement System (WRS) pension estimate data for active, vested WDC participants on the WDC website, improving their ability to determine if they are financially on track to retire.
- Completed the WDC’s Annual Financial Statements as of December 31, 2020.

Reviewed and approved by Pamela Henning, Assistant Deputy Secretary

 Electronically Signed 6/1/21

Board	Mtg Date	Item #
EXC	6.16.21	4A

- Completed annual Duty Disability program ingest to update offset information for claimants.
- Closed calendar year-end 2020, which included reconciling employer accounts, calculating the WRS effective interest rate, and applying interest to members accounts.
- Working with ETF's consulting actuary, prepared the 2020 valuation of retired lives, which determines the annuity adjustments for the Core and Variable Retirement Funds, and prepared the 2020 valuation of active lives which calculates the 2022 WRS contribution rates.
- Completed the annual Wisconsin Deferred Compensation Program financial report for the year ending December 31, 2020, receiving an unqualified or "clean" opinion.
- Completed year-end 2020 tax reporting for WRS annuitants.
- Completed an effort to improve employer materials, focusing on new local employers with the goal of helping them to access timely information when needed.
- Improved the processes and materials used to onboard new employers that are considering participating in the Wisconsin Public Employer Group Health Insurance Plan. Rewrote the materials to make the process clearer and developed an employer checklist. A 10-minute informational video was created to accompany the materials.
- Completed CY 2020 employer reconciliation on schedule. We saw an increase of 14% more employers self-balancing over our previous high year (2018) and we saw a 9% decrease in earnings moved to balance accounts over our previous low year (2018). This can be attributed to training, in-house queries, compliance reviews, and assisting employers through our case management approach.
- Completed and published a first quarter update to State and Local group health insurance manuals to provide timely and accurate information to employers and staff.
- Analyzed and implemented employer guidance and forms for the American Rescue Plan (ARP) Act COBRA subsidy.

- The Well Wisconsin program is seeing very high engagement in 2021 compared to the years prior, driven by current strategic efforts. Some statistics from January through mid-May of each of the three years prior follow:

	2021	2020	2019
Incentive Earners	13,406	4,886	11,081
Health assessment	25,044	18,361	22,726
Health screening/check	19,660	6,605	15,075
Well Wisconsin Radio session	8,257	1,866	NA
Employer Sponsored Activity	2,012	141	NA

- Hosted the first ETF Update for Employers meeting, a new quarterly engagement with employers from all state agencies to provide updates about ETF efforts affecting members and employer workload. More than 70 attendees were provided information about COBRA provisions in the Federal Rescue Plan Act, changes to Flexible Spending Account (FSA) and Dependent Day Care programs, Supplemental plans and new retirees, High Deductive Health Plans and turning 65, 2022 employer key dates, virtual open enrollment activities, and WI Strong-ETF's Financial Wellness program. The next ETF update is scheduled for June 15.
- Led a state-wide enterprise effort to implement a modern Enterprise External Identity Management solution to replace the current antiquated solution. This solution is used by members to securely verify their identity prior to logging into ETF applications. The Department of Administration (DOA) leaned heavily on ETF experts through the product selection, contract negotiation, and a signed purchase order.

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

- Commenced a triennial audit of the ICI program administrator's claims processes for the period 2018-2020.
- Completed the actuarial valuation of the state and local Income Continuation Insurance programs (ICI). The valuations assisted the Group Insurance Board with its decision to lower state ICI premiums by 50% and continue with the premium holiday for the local ICI program.
- Hosted a Local Employer Advisory Group to discuss the strengths and weaknesses of the Wisconsin Public Employers (WPE) Group Health Insurance Program (GHIP) compared to the commercial market, to identify methods to improve it. We learned that employers appreciate ETF's services, believe the GHIP provides good value for the benefits offered, and suggested services they would like to see in the future. This

feedback is being evaluated to determine if, and how soon, these suggestions could be implemented.

- Shared the results of the survey of Medicare enrolled members in the State and WPE GHIP with the Group Insurance Board and will use the results to improve services to retirees and as we write a future RFP.
- Launched the Data Literacy Project to improve staff understanding and use of ETF data in decision-making through a comprehensive curriculum for all ETF staff and managers.

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.)

- Completed a 15-week mentorship program for 12 UW-Madison students who focused their practicum on health policy spanning five projects: Dental Insurance Underutilization, Inappropriate ER Utilization (1. New Parents, 2. Upper Respiratory Symptoms, 3. Headaches/Migraines), and COVID-19 Vaccination Hesitancy.
- Completed and achieved acceptance from UW-Madison's Internal Review Board (IRB) for a collaborative research project with a research team at UW focusing its research on health care utilization differences among High Deductible Health Plan (HDHP) members in comparison to non-HDHP members. Research will begin over the summer.
- Received approval from DOA to expand the enterprise Learning Management System to include performance management modules. This will advance our Strategic Goal 3 initiative to implement a new agency-wide competency-based performance management system.
- Conducted an ETF-Train-the-Trainer Back to Basics workshop for new trainers and subject matter experts to teach the CORE Basics and Guiding Principles of Training. CORE stands for C=Course Materials; O = Objectives (Learning); R = Reasonable Accommodations; E = Evaluations. We also held an Advanced Train-the-Trainer session on Visual Presence and Microsoft Teams (the technology being used by ETF to perform remote work since the pandemic began).
- Successfully recruited and hired a trust fund specialist in the Member Call Center Section.
- Promoted two internal candidates into positions of increased responsibility in the Member Services Bureau, retaining valuable knowledge for improving customer experience outcomes.

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

- Completed scoring the Proof of Concepts of two insurance administration system vendors with highest ratings following evaluation of their bids. After a thorough review of capabilities, the team provided a final report to the Strategic Council.
- Completed the contract amendment with IBM for the Benefits Mentor software. Implementation of the services is underway and on target for It's Your Choice (IYC) 2022 benefit enrollment.
- Implemented a suite of automated quality assurance tests for integrations between the new Enterprise Content Management (ECM) system and other ETF systems. These automated tests help ETF keep data quality and integrity high in an efficient manner.
- Implemented a new process for ETF staff to report a potential phishing email with a single click of a button. Phishing emails are the primary method for delivering ransomware to a user's computer.
- Conducted the Leadership Incident Response Tabletop exercise that involved a simulated data security incident at ETF. This exercise helped to confirm leadership roles, responsibilities, responses, and decision-making processes.
- Conducted a Continuity of Operations functional exercise to ensure continuity of essential Records Management services, in collaboration with back-up staff, to validate contingency procedures.
- Completed formalized training to provide the skills and tools necessary to lead threat hunting efforts without the assistance of outside consultants.
- Completed several process improvements and implemented them as a way to ensure better access control of ETF applications. This improvement paves the way for more consistent, regular reviews, and adjustments as appropriate.
- The ECM project realized several accomplishments this quarter:
 - The vendor, Naviant, demonstrated the ETF OnBase solution for the project team, providing a comprehensive review of the efforts to date.
 - Quality assurance testing wrapped up in May, optimizing the system for upcoming user acceptance testing.
 - The team remotely set up and ran tests of the OnBase scanning software using ETF scanners.
 - Met with third-party administrators who will use OnBase on ETF's behalf to introduce them to the project. Both organizations expressed enthusiasm to

participate in the change to OnBase.

- Kicked off a project to improve the security of member bank account information in compliance with new guidelines from the National Automated Clearing House (NACHA) Association (the organization that manages the development, administration, and governance of the ACH Network, including direct deposits and direct payments).
- Successfully completed interest crediting, variable transfers, and closing out the 2020 processing year. This led to the ability to complete the project to deliver the Annual Statement of Benefits to active and inactive members.
- Moved into the implementation phase of a project that will increase security around administrative privileges to ETF systems and provide staff with a secure place to maintain their IT system passwords.
- Completed the setup of ETF's new internal-facing SharePoint environment, with the first 11 sites available in this environment in May 2021. Migration of the existing sites to the new environment will continue into November 2021.
- Configured and tested the master data management tool to ensure ETF data is trustworthy and consistent across all IT systems. A soft launch is scheduled for early June to prepare data for integration with OnBase (the tool for the ECM project).
- Launched project to implement the GitHub DevOps code repository tool, which will allow ETF to store and manage code, documents, and other IT development information. This tool supports modernization by positioning ETF to quickly develop and test IT system changes.
- In collaboration with the State of Wisconsin Division of Enterprise Technology, implemented pilot of multi-factor authentication (MFA) in front of ETF Microsoft (Office) 365 accounts. This is a critical security measure to reduce the risk of a phishing-related breach of our Microsoft environment.
- The Enterprise Survey Inventory and Improvements project developed a recommendation to purchase an enterprise survey platform to administer surveys across all ETF business areas to ensure consistency in the process and data elements, and to integrate with the Master Data Management solution for demographic information. The team has moved on to Phase 2 of this project to demo and implement a survey process solution.