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EXECUTIVE COMMITTEE
ACCOMPLISHMENTS REPORT
December 2021 – February 2022

This quarterly report highlights significant Department of Employee Trust Funds **operational** accomplishments – daily business activities, process improvements, successes and milestones – achieved from December 2021 through February 2022. 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)

Employer

- Surveyed local employers to gauge their interest in attending an ETF Update for Local Employers. More than 85% of respondents indicated they would attend a quarterly session. The top three items of interest are benefit changes being considered, life insurance, and health insurance. The first ETF Update for Local Employers is expected in the second quarter of 2022.
- Partnered with WebMD to create ready-to-implement well-being activity toolkits and other resources, making it easier for employer wellness champions to implement employee well-being activities. This effort helped to increase the number of employer-sponsored activities from 738 in 2020 to 6,742 in 2021.
- The number of employers attending or viewing pre-reconciliation and annual reconciliation webinars in preparation for the yearly annual reconciliation process increased by 30%, from 481 in 2020-2021, to 625 in 2021-2022. The goal is that earlier employer education will minimize reconciliation errors.

Member

- Increased one-on-one appointment capacity by more than 30% -- 200 appointments -- over a 6-week span, due to unusually high member demand.
- Launched the BOX software for members for same-day requests, such as account balances for loans, servicing 135 member requests since early January.

Reviewed and approved by Pamela Henning, Assistant Deputy Secretary

Electronically Signed XX/XX/22

Board	Mtg Date	Item #
EXC	3.23.22	4A

- Launched a pilot effort to improve members' experiences with submitting online forms, initially focusing on the Disability Retirement Estimate Request. If the pilot is successful, ETF can expand this new approach to other forms for member self-service and use the new form to develop security measures for future Insurance Administration System users.
- Successfully merged the accounts receivable invoice with the Accounts Receivable Underpaid Health Insurance Premiums letter (ET-8521A) mailed, reducing the amount of follow up calls from members questioning the invoice.
- Improved the response time for member health insurance deduction requests through the routing of an open workflow job in OnBase. This process provides consistent information and can be scheduled on a reoccurring monthly basis for member convenience.
- Interpreted, developed, and implemented a policy change within five days of the federal government's COVID-19 at-home test kit coverage determination, including member education. In addition, collaborated with health plan vendors and the pharmacy benefits manager to ensure proper coverage.
- As a result of the Group Insurance Board's decision to add health coaching as a health check activity in Well Wisconsin, participation almost doubled in 2021 compared to 2020.

Employers and Members

- The Wisconsin Deferred Compensation Board issued an intent to award the WDC's recordkeeping contract to Empower Retirement. This is the result of RFP ETJ0061, issued in April 2021.
- The Wisconsin Deferred Compensation application for both iPhone and Android was released. As of the end of December 2021, more than 5,400 iOS (Apple) users and 1,800 Android users had downloaded the app.
- Implemented a process improvement that reduced the dollar amount of Flexible Spending Account (FSA) unsubstantiated claims by 70% (from \$1,023,989.28 to \$302,159.08) and reduced the number of members impacted by this process from 5,393 to 1,641. Providing advanced communication and educational materials to participants on the Five-Step FSA Unsubstantiated Recovery Process were key to this 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)

- Streamlined the External Training request and approval process to improve consistency with training and staff development decisions and identified additional opportunities for improvement in the ETF training process.
- Updated and improved select ETF's benefit transactions and quality check processes and fully documented related procedures. These process improvements documented subject matter expert knowledge from a team member who was retiring, allowing staff to perform the processes effectively and efficiently in a sustainable manner.
- Through software automation, enhanced the process to analyze data used in WRS and Sick Leave program funding actuarial valuations.

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 pilot defining functional job competencies for IT, information security, and data management. This work creates the playbook and templates that will be used by the other 14 job families throughout calendar year 2022.
- Identified a professional Business Analysis certificate program for 18 ETF employees to attend and collaborated with DOA and other agencies to create an enterprise opportunity for this training, providing cost savings and a collaborative training opportunity for ETF staff.
- Launched two new custom web pages within the Learning Management System, LaDR (Learning and Development Resources) including:
 - Onboarding Page for all new staff (employees and contractors) to create a modern intuitive experience for their orientation and training when starting their journey at ETF.
 - Cornerstone Content Anytime, an online course library providing professional development opportunities for staff.

- All ETF staff completed the following mandatory DOA trainings on schedule, ensuring they are well-informed and compliant in their responsibilities:
 - Security Awareness
 - Wisconsin Public Records
 - ETF Respectful Workplace
 - Health and Safety for Returning to Work

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

Enterprise Content Management

- Transitioned the Enterprise Content Management (ECM) system from a project team to operations' teams. ECM provides customer records and case management, enabling business users across the department and Third-Party Administrators to import their own content. Benefit Specialists can now access content in the ECM directly from other applications while interacting with a customer, and powerful reporting tools such as visual interactive dashboards present ECM information in real time. These features help staff to provide an improved customer experience to members and employers.

Insurance Administration System

- Using information obtained from more than 70 discovery sessions in collaboration with the Insurance Administration vendor, Benefitfocus, to understand ETF-specific processes that inform the technical build of the platform.
- In collaboration with Benefitfocus, presented a high-level overview of the new Insurance Administration System to the largest three employers: the University of Wisconsin (UW), the Wisconsin Department of Administration (DOA), and the University of Wisconsin Hospitals and Clinics (UWHC). Follow-up meetings involved more detailed information with the UW and DOA. Future meetings will be set up with UWHC.

Data Management

- The Master Data Management (MDM) project shift focus to support the Insurance Administration System project.
- Launched a release of member information in the new data warehouse for data analysis to help ETF understand how it can better serve its customers.

Information Security

- Organized and completed individual meetings with ETF's contracted health plans to ensure their compliance with ETF's Systems and Organization Controls (SOC) data security (Type 2) requirements.
- Implemented a tool to reduce the need for administrative-level accounts on ETF personal computers and applications, mitigating the harm malware and other security threats could have on ETF's IT assets and data. In addition, the team is preparing to roll-out a secure password manager to ETF staff.
- Implemented a solution to monitor ETF applications and systems that provides performance metrics and maintains optimal performance to mitigate or eliminate any negative impact to members and system users.
- Implemented a new automated process to deploy applications, saving time for other high priority tasks.
- In response to a recent critical vulnerability impacting systems across the world, ETF remediated and managed systems to ensure security.
- Completed the final phase of instituting a vulnerability management program essential to ETF's mission to safeguard the integrity of the trust funds.
- Completed the necessary elements to renew the ETF cyber liability insurance renewal.
- Developed IT security policies recommended by the Legislative Audit Bureau in a previous audit.

OTHER NOTEWORTHY ACCOMPLISHMENTS

Benefit Administration

- Successfully completed the annual salary adjustment for 994 Duty Disability accounts. Sec. 40.65 (6) Wis. Stats. provides for annual salary adjustments to duty disability based on the previous year's salary index or core annuity adjustment amount depending on the recipient.
- Successfully completed the annual supplemental contribution benefit calculations for eligible Long-Term Disability Insurance Program (LTDI) participants. Approximately 1,512 LTDI accounts received a supplemental contribution. ETF 50.52 (2) requires the program to annually contribute 7% of a recipient's final average salary to an eligible LTDI recipient's WRS retirement account.

- Processed nearly \$10.5 million in employee-paid WRS additional contributions for 621 members in December 2021 alone. This caps off a year in which more than 1,100 employee-paid additional contributions totaling more than \$14 million.
- Commenced a project to ensure compliance with new methods for withholding federal and state taxes from WRS benefit payments. This will require significant changes to internal systems and documents as well as necessitate member education and communications.
- Approved the following formal written policies:
 - ETF Continuity of Operations Plan (COOP) Policy
 - Information Security Incident Management Policy
 - Information Security Aspects of Business Continuity Management (COOP) Policy
 - System Acquisition, Development and Maintenance Policy.
- ETF received a [2021 Governor's Financial Literacy Award](#) for its pilot financial wellness program, Wisconsin Strong: Your Financial Security™. ETF partnered with the Wisconsin Department of Financial Institutions to receive one-year grant funding for vendor services. The program provided targeted and online education, resources, and tools to help members maximize their WRS benefits, grow their financial knowledge, and achieve personal financial goals. More than 18,000 WRS members and their families participated in the program in 2021, which concluded at the end of February 2022.