



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

Wisconsin Department
of Employee Trust Funds
PO Box 7931
Madison WI 53707-7931
1-877-533-5020 (toll free)
Fax 608-267-4549
etf.wi.gov

EXECUTIVE COMMITTEE
ACCOMPLISHMENTS REPORT
September 2022 – November 2022

This quarterly report highlights the Department of Employee Trust Funds highest-value strategic and operational accomplishments — including daily business activities, process improvements, successes and milestones — achieved from September 2022 through November 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

- Initiated an Employer Compliance Review process to ensure that Wisconsin Retirement System (WRS) participating employers are correctly applying the eligibility evaluation criteria, rehired annuitant rules, and WRS reporting guidelines that are defined in state statute, ETF administrative code, and/or ETF's WRS Administration Manual. Our systems only contain data reported *after* these have been applied by participating employers and do not have many mechanisms in place to discern whether they've been applied correctly. Employer Compliance Reviews are expected to be completed by the end of 2022.

Member

- The Wisconsin Deferred Compensation Program (WDC) added the Vanguard Target Retirement Trust Plus 2065 to the investment lineup and added the Vanguard Target Retirement Trust Plus “ten” series to the lineup (2020, 2030, 2040, 2050, and 2060) to give WDC participants more investment options and to help them better prepare for retirement.
- The WDC changed the share class for the Dodge and Cox Income investment option, which reduces fees for the plan participants who use the fund.

Pamela L Henning

Reviewed and approved by Pamela Henning, Assistant Deputy Secretary
Electronically Signed 11/28/22

Board	Mtg Date	Item #
EXC	12.08.22	4A

- Experienced a 21% increase in member calls during the IYC open enrollment period compared to the same period last year, 16,563 to 19,994. The average speed of answer during this period increased from 1:47 minutes to 10:17 minutes and the average talk time went up from 6:35 minutes to 7:50 minutes. This doesn't meet our standards for average speed of answer but Call Center staff received high quality service scores (99% approval rating) despite the significant spike in calls brought about by WEA Trust exiting the health insurance program.
- Increased in-person individual member appointments from eight per day to 12 per day. The wait time for these appointments reduced from 10 weeks to eight weeks. Although far longer than desired, the reduction is significant.
- Installed a new self-service kiosk in the Member Services lobby where members who have scheduled appointments may now check-in for their appointments. Those coming in for quick service will still see the benefits specialist at the Member Service Center for assistance.
- Processed a 195% increase in documents submitted electronically through ETF's Box application during the four-week IYC open enrollment period as compared to the same four-week period last year (2,942 and 996, respectively). This increase indicates members are taking advantage of the additional Box application for submitting documents Internally researching how documents exchanged via the Box application may automatically be uploaded into our Enterprise Content Management (ECM) application to avoid additional ETF staff intervention.
- Successfully processed all mail and completed all imaging efforts as a result of the annual IYC open enrollment period. With the WEA Trust departure, the number of documents needing to be imaged increased by more than 350% compared to a typical year, and the volume of incoming mail to be processed increased by 66% compared to the same four-week period last year.
- Completed the process of removing WEA Trust as an insurance carrier from ETF's systems and implemented subsequent plan and carrier changes required for IYC and the 2023 plan year.
- Improved web materials on [state sick leave credits](#) by creating a landing page with cards to quickly reach related content. This includes content across linked pages and updating the content of previously recorded videos/e-learnings.
- Reduced processing time for retiree workflows from 13 days to 11 days.
- Processed 4,952 jobs focused on the retiree population in On-Base during the It's Your Choice (IYC) open enrollment period compared to 1,788 jobs in the prior quarter.

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 dashboards for accounts receivables (A/R) to help track A/R movement by program and identify where to focus activities. This automation creates efficiencies for staff, allowing them to spend more time analyzing data.
- Developed dashboards to track operational metrics related to information security, application development, and other changes that are enabling the business areas to make operational improvements.

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.)

- Launched two security trainings for ETF staff as well as a Digital Defender security recognition program during the Cybersecurity Awareness month of October. The Digital Defender program recognizes business unit stories of staff being security-minded or risk-aware, and the program recognized its first recipient.
- Trained three security operations staff that are serving at the state/enterprise level on cyber response teams. Through this experience, ETF staff are gaining knowledge and expertise to be used to strengthen security controls at ETF.
- Developed and released “The Value of Sick Leave” video for ETF employees, which explains the accumulated sick leave program.
- Established a multi-year contract to provide an online library to serve as a repository of online trainings for ETF employees. Staff participation in training opportunities has increased this year because of the L&D Team’s marketing. New business and wellness topics will be highlighted monthly during the first year of the online library service.
- Benefit Services Bureau (BSB) completed the recruitment of a deputy director. Along with other duties, this new position will coordinate the effort to align BSB processes and skill sets to meet future requirements under a modernized pension administration system.

MODERN, SECURE AND RESILIENT INFORMATION TECHNOLOGIES (developing and deploying customer-focused solutions; integrating systems and processes for seamless, timely and secure stakeholder experiences). This includes ECM, IAS, data management, and information security.

- Recommended the Identity Proofing Project that will evaluate, select, and implement an identity proofing service, which is a necessary component for providing proper security for the self-service portals being developed by ETF's Modernization efforts.
- Implemented a new death audit service to provide constant monitoring of all retirees and named survivors for any report of a death, along with a weekly report of validated dates of death. This is a significant improvement with an estimated savings of \$12.2 million in the first year by switching to this new service.
- Created and updated application test plans for several major ETF systems, improving our ability to deliver stable and secure software applications.
- Completed infrastructure improvements and identified areas that will greatly improve our security posture including email and privileged account security controls.
- Conducted two exercises, including an incident response exercise in a cyber range (simulated virtual agency network) allowing ETF to exercise skills in identifying anomalies, investigating computer viruses including malware, running through roles and responsibilities, network/system recovery, and identify potential improvements.
- Developed workable solutions introducing multifactor authentication for privileged accounts, greatly increasing operational security.
- Successfully completed SOC2 Reviews for the ETF health plans. Health plans were given until 2023 to be compliant with SOC2 requirements.
- Installed the most recent 15.0 Centurion CARES Call Center system update with functionality that offers outbound surveys, whisper coaching, and the ability to send quality assurance calls to the specialists within the CARES system for training and feedback purposes.

OTHER NOTEWORTHY ACCOMPLISHMENTS: this includes Insurance Program, Administration, Compliance, and Policies.

Compliance

- Issued financial reports for the WRS, Retiree Life Insurance, and Supplemental Health Insurance Conversion Credit programs as of and for the year ended December 31, 2021. The reports include the program's financial statements, related notes, and unqualified ("clean") audit opinions.
- Issued Employer Schedules for the WRS, Retiree Life Insurance, and Supplemental Health Insurance Conversion Credit programs as of and for the year ended December 31, 2021. These schedules are provided to employers to

assist them in meeting their financial reporting requirements in accordance with Governmental Accounting Standards Board principles.

Insurance Administration System (IAS)

- Completed the initial eligibility and payroll discovery sessions for the University of Wisconsin phase of the IAS project. This phase of the project is ahead of schedule, with strong partnerships in place from all project teams.
- Contacted local employers impacted by the IAS about the project, timelines, and what to expect in Quarter 1 of calendar year 2023 for the start of the local project phase. 91% of local employers completed a project intake form gathering key information that will inform our local employer configuration.

Administration

- Submitted ETF's 2023-25 biennial budget request to the Department of Administration on September 29, after being endorsed by the ETF Board at its September 22 meeting. The period covered by the budget request is July 1, 2023 – June 30, 2025.

Insurance Program

- Completed the 2023 IYC Rate Setting project on time and as promised. This is an annual operational project to gather data from Health Plans, conduct actuarial analysis with Segal, model different rates and reserve options, meet with Health Plans to negotiate rates, present rate and reserve options to the Group Insurance Board (GIB) for consideration and action, implement GIB approved rates, update ETF systems to support the new rates, and include new rates in Open Enrollment materials, website pages, and training offerings. The exit of WEA Trust, particularly for the Access/SMP and Medicare Plus offerings, made rate setting this year a much more complex and involved process. At the GIB's November meeting, the GIB formally recognized the effort and accomplishments of ETF staff. The Secretary relayed this message to all staff.