

Draft

MINUTES

December 7, 2022

Executive Committee

Employee Trust Funds Board
State of Wisconsin



Location:

Department of Employee Trust Funds
This meeting was held via teleconference.

COMMITTEE MEMBERS PRESENT:

William Ford, Chair
Steve Wilding, Secretary

COMMITTEE MEMBERS ABSENT:

John David, Vice Chair

PARTICIPATING EMPLOYEE TRUST FUNDS (ETF) STAFF:

Office of the Secretary:

John Voelker, Secretary
Shirley Eckes, Deputy Secretary

Pam Henning, Assistant Deputy
Secretary

OTHERS PRESENT:

ETF Office of the Secretary:
Cheryllynn Wilkins

Mr. Ford, Executive Committee (Committee) Chair, called the meeting to order at 3:30 p.m.

CONSIDERATION OF MINUTES OF PREVIOUS MEETING

Motion: Mr. Ford moved to accept the open and closed session minutes of the September 21, 2022, Executive Committee meeting, as submitted by the Board Liaison. Mr. Wilding seconded the motion, which passed unanimously on a voice vote.

Board	Mtg Date	Item #
EXC	03.23.23	1

GOVERNANCE MATTERS

Board Agenda Review

Mr. Voelker reviewed the Joint Meeting (JM) and ETF Board agendas. Some of the highlights included the following:

- WisEye will streamline the JM and ETF Board meetings;
- Laura Patterson will present a format update on Board policies that will require action from all three Boards;
- A presentation focusing on the Wisconsin Retirement System active members' point of view including data trends;
- Ethics training by David Buerger of the Ethics Commission;
- An annual update from Dave Schalow and Secretary Voelker as TR and WR representatives on the State of Wisconsin Investment Board (SWIB);
- Tarna Hunter will review ETF's 2023-2025 Biennial Budget request;
- A presentation on the Insurance Administration System (IAS) project;
- Pam Henning will provide the quarterly update of ETF's organization north star metrics; and
- An annual ETF Information Security Management update in closed session.

OBJECTIVES AND ACCOMPLISHMENTS

Department Quarterly Progress Report

Ms. Eckes discussed the Quarterly Accomplishments Report (Ref. EXC | 12.07.22 | 4A) and provided insight on ETF's progress meeting transformation journey challenges while performing necessary day-to-day work. She highlighted the following accomplishments:

- Investment in the employer customer experience and being proactive in administering benefits by keeping employers trained, modernizing our systems, and using data and business intelligence tools to pre-identify potential errors faster than in current state to ensure better employer compliance.
- Regarding the WEA Trust departure from the state group health insurance program: ETF did relatively well through It's Your Choice (IYC), despite the average speed of answer that increased from 1:47 last year to 10:17 minutes this year. More staff were reassigned to assist the Call Center, but demand exceeded our phonline capability.
- To provide more self-service to members, ETF added a kiosk to its lobby and expanded its Box software capability for more secure transactions by members.
- Process improvement — A demonstration of ETF's data management dashboard was presented at the September ETF Board meeting, and we continue to expand its capability to our accounting and information security functional areas. This provides key data graphically displayed for our staff to help monitor operational activity and readily flag areas of focus.

- Talented and agile workforce — Promoted an internal manager to provide succession and knowledge transfer within our Benefit Services Bureau and reviewed restructuring as part of a retirement pending that will impact business oversight for modernization.
- Technology and security —
 - Contracted for a new service to identify deaths sooner, not only for operational efficiencies and cost savings but also to better serve survivors and beneficiaries.
 - Upgraded our call center system to enhance member feedback and added a “whispering” service that allows experienced staff to provide the call center specialist with the necessary help and information to answer the more complicated member questions on the spot.
 - Standardized our application test plans for continuity of technical testing across all system implementations to ensure delivery of stable and secure software.
 - Continued to enhance our security, evidenced by:
 - a recommendation for a member identity proofing service;
 - improvements in our email and account security controls by practicing security breach simulations for staff to practice their skills and processes; and
 - closely monitoring health plans’ security controls.
- Partnering with the Department of Administration (DOA) as a key large employer on Insurance Administration System (IAS) resources; reached out to 900 employers to communicate on the IAS implementation schedule and deadlines as part of ETF’s new employer engagement framework.

PERSONNEL MATTERS

Human Resources Report

Ms. Henning provided an update on current vacancies and recent new hires. She provided status updates on ongoing initiatives for the agency’s Equity and Inclusion Plan, including the mentoring program and stay interviews. Ms. Henning also mentioned learning and development trainings, such as the rollout of six data literacy videos and the value of sick leave video for ETF employees. She also acknowledged the winners of the ETF Excellence Award for one permanent employee and one contractor and mentioned the final results on donations for the statewide Partners in Giving campaign.

ADJOURNMENT

Motion: Mr. Wilding moved to adjourn the meeting. Mr. Ford seconded the motion, which passed unanimously on a voice vote.

The Committee adjourned at 4:36 p.m.

Date Approved: _____

Signed: _____

Steven Wilding, Secretary
Executive Committee