



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
June-August 2023

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 June through August 2023. 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

- Completed key project milestones as scheduled to support implementation of the 2023 Wisconsin Act 4, Jailers Law for an effective date of January 1, 2024. Milestones achieved include:
 - A webpage for employers and members affected by the new law, which includes resources such as frequently asked questions and answers.
 - Business requirements for implementation of the law.

Member

- Published power of attorney and guardianship information for members on the ETF website for added clarification on topics often confusing for members.
- Sustained retirement services during unusually high backlog growth and shortage of resources. This was accomplished by extending overtime hours to employees and hiring an experienced half-time LTE. The extended 697.5 overtime hours enabled the processing of 3,830 additional tasks, which included processing an additional 222 death benefits, 714 separation applications, and 276 retirement applications. This additional work ensured that all completed applications were included in the first available payroll, and none had to be held over to a subsequent payroll month.

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 functions and processes involved in the daily stuffing and mailing of retirement packets by consolidating this responsibility within the Supply and Mail Services business area. The process requires a significant understanding of the associated process of creating the benefit estimate to ensure mailings are done

Pamela L Henning

Reviewed and approved by Pam Henning, Assistant Deputy Secretary
 Electronically Signed 09/01/2023

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correctly. The more complicated death and disability estimates continue to be mailed by Member Services with the hope that future process improvements will make this shift possible. The streamlining of this process has freed up resources in the Member Services Bureau to focus on other member tasks, such as preparing retirement estimates for members.

- Developed a dashboard with employee locations, cell towers, and public utilities to help ensure ETF's critical business operations can continue during Continuity of Operations (COOP) events.

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.)

- Hired an experienced internal staff as the new Insurance Administration System (IAS) product owner to work closely with stakeholders across ETF and external partners. The IAS product owner is focused on operational readiness for when the system goes live, helps to ensure IAS technology solutions meet ETF business requirements and customer experience needs while supporting an aligned agency vision and strategy throughout the entire product lifecycle.
- Released the third online data literacy training series that covers additional statistics topics, which will help agency staff use data more effectively and drive more data-driven decision making.
- Trained business subject matter experts on testing procedures and best practices to provide extra quality assurance support and alleviate bottlenecks for the Jailer's Law project.
- Participated in the Hill Farms Diversity Celebration for the first time. ETF had a booth highlighting the Inclusion, Diversity, Equity, and Advancement (IDEA) Committee's new members.

Performance Evaluation and Goal Setting

- Completed the first year of the Employee Performance Management System, achieving 100% adoption of the new system.
- Based on feedback and a review of the processes from the 2022-23 performance evaluation cycle, the goal setting task was extended from 45 days to 63 days for the 2023-2024 cycle. This task ended on time with 100% completion.
- Hired a new Workforce Development Specialist to coordinate the performance management program which includes software product ownership, data management, and employee educational development.

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.

Insurance Administration System (IAS)

- Completed the discovery phase for the IAS Retirees and Inactive Member stakeholder group. The topics examined included eligibility, enrollment, and payroll integration for those customers with ETF-administered insurance coverage who are receiving an annuity or are not actively employed by a Wisconsin Retirement System employer.
- Kicked off the final Employer phase of the IAS project with discovery sessions for DOA and STAR, Non-STAR Agencies, and University of Wisconsin Hospitals and Clinics. Topics covered throughout discovery include eligibility, enrollment, and payroll. Teams also began preparations for what testing will look like for these employers.
- Presented two ETF staff demonstrations of the IAS application to more than 320 staff members.
- Kicked off the Member and Employer Portal Project, which will design the path and create the necessary integrations that stakeholders use to enter the application.
- Completed the first release of the Employer Transaction Application for IAS that allows employers to submit employee records to facilitate member insurance enrollment in BenefitPlace. This application is being used in a testing phase with several smaller employers.
- Completed the Web Platform Testing with the Department of Administration, Division of Enterprise Technology to ensure our new application hosting platform is ready for our legacy web applications and the new IAS applications.
- Kicked off an in-house billing application project as a risk-mitigation contingency if BenefitFocus billing solution is not ready within ETF's overall IAS timeline.

Information Security

- Completed negotiations with the vendor to implement an identity proofing tool to confirm that a member is who they say they are when using the future IAS and other ETF online tools. The agreement is under final review.
- To improve security and reduce vulnerability exposure of our commercial software, ETF's application patch management system was migrated to the cloud. This will enable a more dynamic and timely deployment of patches to ETF's laptop computers, whether they are on or off ETF's virtual private network (VPN). This also reduced our DET server and storage costs.
- Updated ETF's third-party risk assessment process for reviewing Service Organization Control assessments (SOC2), reducing review time and providing concise, thorough and consumable assessment of third-party information security controls.
- Led a proactive response to a worldwide vulnerability, which included coordinating vendor communications with ETF program managers asking for their controls and mitigations.
- Updated and deployed changes to ETF systems that will facilitate ETF customer service to members impacted by a vendor privacy breach.

- Completed an evaluation and proof of concept to support replacing ETF's existing monitoring and alerting tool for our key business systems. This resulted in a cost savings of \$27,000 and a cost avoidance of \$53,000 for additional licensing in FY2024.

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

- Wisconsin Deferred Compensation Program (WDC): Effective August 1, 2023, the share class of one of the plan's investment options, Fidelity Contra Fund, changed resulting in lowered cost (expense ratio) from 35 basis points (bps) to 33 bps to approximately 29,500 WDC participants who utilize Contra Fund.
- Researched and developed an implementation plan to comply with SECURE Act 2.0 under ETF's WRS and WDC programs, including proposing administrative code changes and Plan Document updates.

Staff will be at the Committee meeting to answer any questions.