

DRAFT

MINUTES

September 20, 2023

Executive Committee

Employee Trust Funds Board
State of Wisconsin



Location:

This meeting was held via teleconference.
3:31 p.m. – 4:19 p.m.

COMMITTEE MEMBERS PRESENT:

William Ford, Chair
Steve Wilding, Vice Chair
Chris Heller, Secretary

PARTICIPATING EMPLOYEE TRUST FUNDS (ETF) STAFF:

Office of the Secretary:

John Voelker, Secretary
Shirley Eckes, Deputy Secretary
Pam Henning, Assistant Deputy Secretary
Kimberly Schnurr, Board Liaison

OTHERS PRESENT:

Division of Retirement Services:

Matt Stohr

Office of the Secretary:

Kathryn Young

Bureau of Information Technology

Services:

Tory Stietz, Barry Tucker

Mr. Ford, Chair, called the Executive Committee (Committee) meeting to order at 3:31 p.m.

ANNOUNCEMENTS

Mr. Voelker announced that Cheryllynn Wilkins, the Department of Employee Trust Funds' (ETF's) Board Liaison to the Retirement Boards, has retired. The recruitment is underway to replace this position.

CONSIDERATION OF OPEN AND CLOSED MINUTES OF JUNE 21, 2023, MEETING

MOTION: Mr. Wilding moved to approve the open and closed minutes of the June 21, 2023, meeting as submitted by the Board Liaison. Mr. Heller seconded the motion, which passed unanimously on a voice vote.

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GOVERNANCE MATTERS

Board Agenda Review

Mr. Voelker reviewed the agendas for the Joint Meeting of the Retirement Boards, the Teachers Retirement (TR) Board, the Wisconsin Retirement (WR) Board, and the ETF Board.

The Joint Meeting includes the following educational topics and presentations:

- NASRA-National Pension Trends.
- Fiduciary Duties: Practical Recommendations for the Boards.
- Administrative Rule Review.
- Legislative Update.

The TR, WR, and ETF Boards will consider approval of administrative rule changes presented during the Joint Meeting. The WR Board will also be reviewing appointments to the ETF Board.

Other agenda items for the ETF Board include the following presentations:

- Insurance Administration System (IAS) Demonstration and Update.
- ETF's Strategic Plan Annual Update.
- 2023–25 State Biennial Budget Recap.
- Secretary's Report.
- Strategic Partner for the Pension Administration System (PAS).

The ETF Board agenda also includes written reports, such as the:

- Disability Programs and Quarterly Statistics Update: April–June 2023.
- ETF Organizational North Star Metrics Report.
- Procurement, Contract, and Program Appropriation Charging Updates
- Legal Case Update.
- It's Your Choice Health Insurance Enrollment Dates and Program Changes for 2024.
- Board Correspondence.

ETF Organizational North Star Metrics

Ms. Henning discussed the ETF Organizational North Star Metrics Report. She provided an overview of its purpose and usage at the Budget and Operations Committee, as well as for the ETF Board. Starting at the December meeting, the ETF Organizational North Star Metrics Report will have a verbal update provided at the Budget and Operations Committee meeting but will be included as a written report only with no formal verbal report provided during the ETF Board meeting.

DISCUSSION AND CONSIDERATION

Executive Committee Charter Review

Mr. Voelker referred the Committee to the Executive Committee Charter Review memo and current Executive Committee Charter (Ref. EXC | 09.20.23 | 4A). ETF staff did not have any proposed changes to the Charter. Mr. Voelker reviewed the charter with the Committee. No changes were made.

MOTION: Mr. Heller moved to approve the attached Executive Committee Charter and submit it to the ETF Board for approval as recommended by ETF. Mr. Wilding seconded the motion, which passed unanimously on a voice vote.

OBJECTIVES AND ACCOMPLISHMENTS

Department Quarterly Progress Report

Ms. Eckes discussed the Department Quarterly Progress Report (Ref. EXC | 09.20.23 | 5A) and provided insight on ETF's progress meeting transformation journey challenges while performing necessary day-to-day work.

One of the accomplishments under the Effortless Customer Experience goal Ms. Eckes highlighted was that the agency had sustained customer services despite an unusually high backlog and a shortage of resources. There are critical activities due in the fourth quarter, but ETF is optimistic of meeting this demand because at least half of ETF's vacancies are expected to be filled within the next four weeks.

As part of ETF's Performance Measurement and Process Management goal, the stuffing and mailing of retirement packets has been streamlined and consolidated to the Supply and Mail Services business area, which freed up resources in the Member Services Bureau to focus on other member tasks like preparing retirement estimates for members.

Ms. Eckes highlighted several accomplishments ETF has made towards the Talented and Agile Workforce goal. A third online data literacy training series has been released that covers additional statistics topics, which will help ETF staff use data more effectively and drive more data-driven decision making. A new workforce development specialist has been hired to coordinate the performance management program, which includes software product ownership, data management, and employee educational development. Additionally, an IAS product owner was hired to ensure IAS technology solutions meet ETF business requirements and customer experience needs and support an aligned agency vision and strategy throughout the product lifecycle.

IAS and information security accomplishments continued to bring ETF closer to the Modern, Secure, and Resilient Information Technologies goal. Ms. Eckes noted that

some risks have been identified for IAS related to billing, integration, and reporting. However, heightened risks and the creation of mitigation strategies are common at this stage of the project. ETF was actively working on risk-mitigation contingencies. In response to the elevated risks related to billing, integration, and reporting, ETF kicked off an in-house billing application project in case the BenefitFocus billing solution was not ready within ETF's overall IAS timeline. Ms. Eckes also noted one accomplishment to ensure strong information security capabilities. Implementation is underway with an identity proofing vendor. The tool provides a means to confirm that a member is who they say they are.

PERSONNEL MATTERS

Human Resources Report

Ms. Henning provided an update on current vacancies and recent new hires that was included as part of the Quarterly Human Resources Report (Ref. EXC | 09.20.23 | 6A). She mentioned that ETF's Equity and Inclusion Plan would be submitted to the Division of Personnel Management by the end of the month. She also highlighted that two Enterprise Management Development Academy staff members will be graduating on October 2, one staff person was selected as part of the next 20-month cohort for the Certified Public Management program, and two ETF staff members and one contractor were recognized as ETF's Excellence Award winners at the Town Hall on September 19.

ADJOURNMENT

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

The Committee adjourned at 4:19 p.m.

Date Approved: _____

Signed: _____

Chris Heller, Secretary
Executive Committee