

Update: ETF Strategic Plan



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Agenda

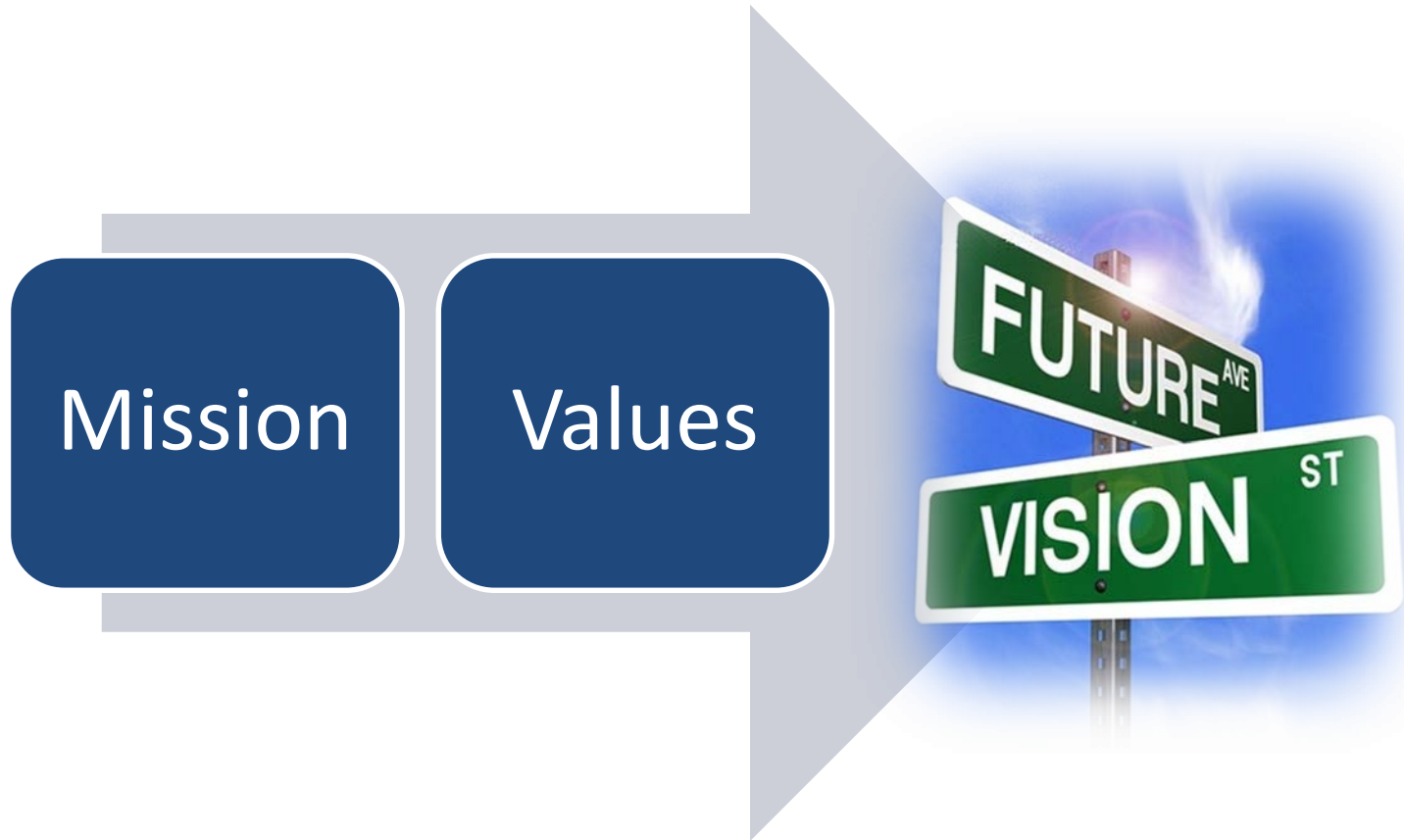
1. Overview of Strategic Plan
2. Highlights of Accomplishments
3. Alignment with CEM Benchmarks
4. What's Ahead: FY 2017
5. Top Priorities



Our Vision

We will be a leader among public employee benefit systems by focusing on the well-being of our members through financial stewardship, high-quality and valued services, innovative solutions, and customer engagement.

2015-2019 Strategic Plan



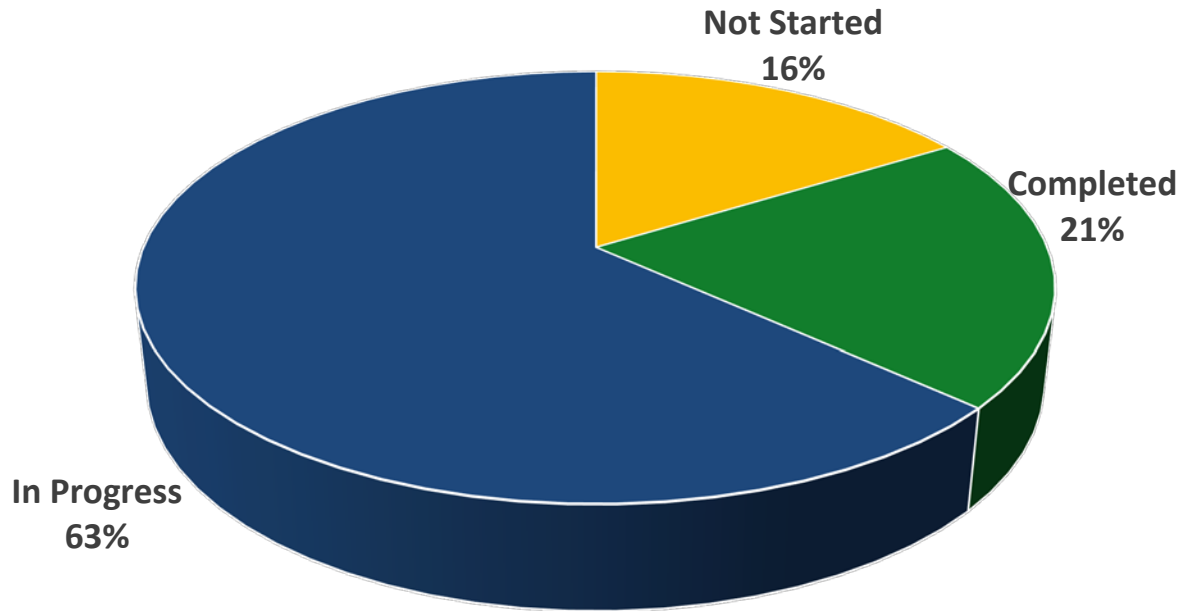
4 Strategic Focus Areas



Strategic Plan Structure



Strategic Initiatives Status



■ Not Started ■ Completed ■ In Progress



Financial Stewardship: Accomplishments

- Goal 1 > Initiative:
IRS-Approved Tax Withholding Form
- Goal 2 > Initiative:
Chapter 40 Workgroup



Quality and Value: Accomplishments

- Goal 3 > Initiative:
Remote Readiness Assessment
- Goal 4 > Initiative:
Customer Service Scorecard



Innovative Solutions: Accomplishments

- Goal 5 > Initiative:
Knowledge Management
- Goal 6 > Initiative:
Annual Processing in the BAS/myETF



Customer Engagement: Accomplishments

- Goal 7 > Initiative:
EMPOWER Campaign
- Goal 8 > Initiative:
ETF Engagement Survey

Alignment with CEM Benchmarks

- Website
- Call Center
- 1-on-1 Counseling
- Disaster Recovery





Financial Stewardship: Highlights FY 2017

- Goal 1 > Initiative:
Implement GASB 74 Accounting Standards
- Goal 2 > Initiative:
Robert Wood Johnson Grant “Buying for Value”



Quality and Value: FY 2017 Highlights

- Goal 3 > Initiative:
**Address CliftonLarsonAllen
Recommendations**
- Goal 3 > Initiative:
Fraud Detection and Prevention



Innovative Solutions: Highlights FY 2017

- Goal 5 > Objective:
Develop Security Strategy
- Goal 5 > Objective:
**Increase Member Accessibility to
Counseling Services**
 - Initiative:
Virtual Individual Appointments Pilot



Customer Engagement: Highlights FY 2017

- Goal 7 > Initiative:
Financial and Retirement Educational Awareness
- Goal 8 > Initiative:
Leadership Academy Pilot
- Goal 8 > Initiative:
Work From Home Pilot

Top Priorities FY 2017

1. BAS/myETF Rollout 2 – Go live Q1 2018
2. Vendor procurements for the Group Health Insurance Program
3. STAR system – health benefits administration for state employees



Questions



Thank You