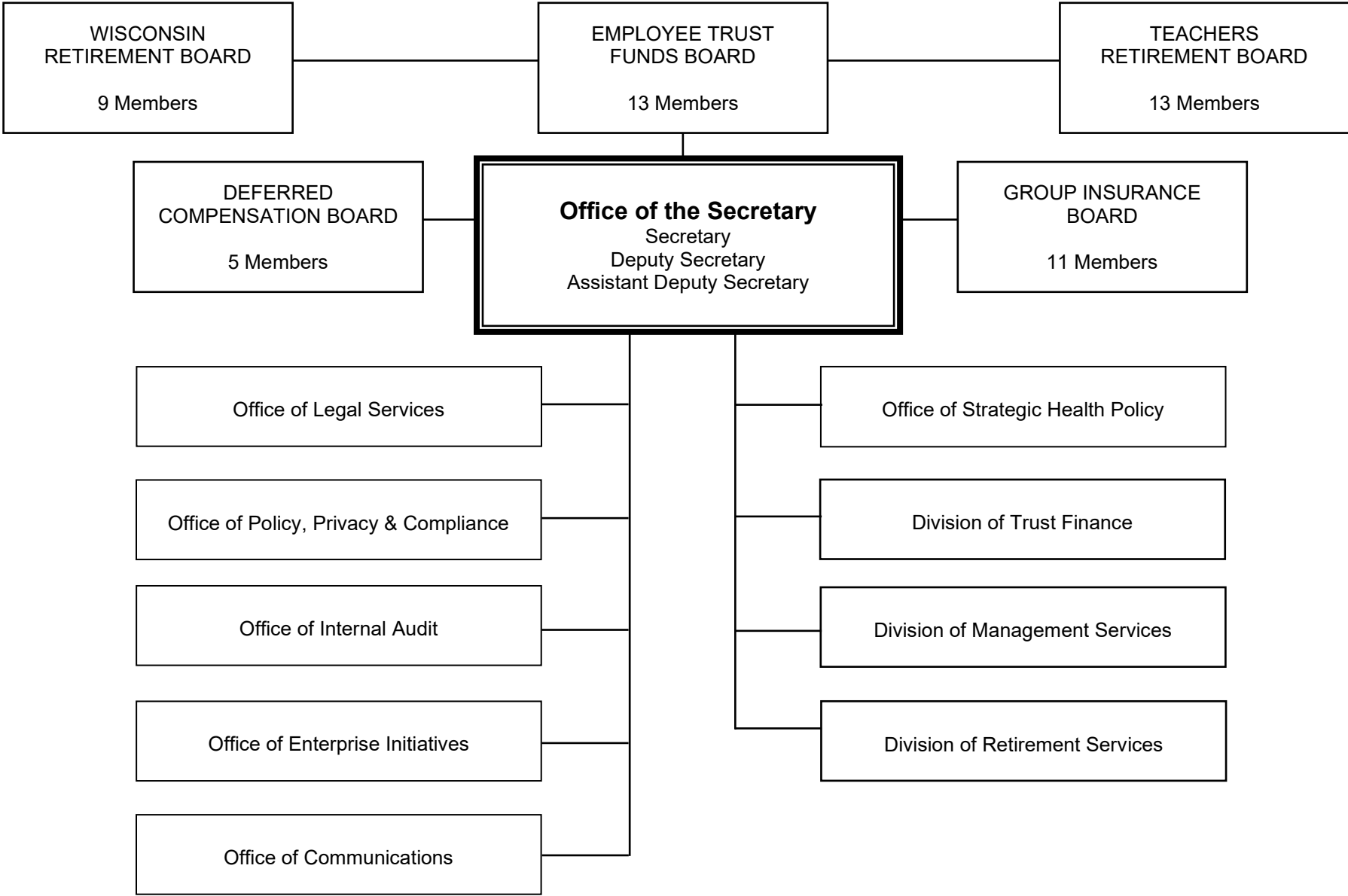


**DEPARTMENT OF EMPLOYEE TRUST FUNDS  
FUNCTIONAL ORGANIZATIONAL CHART  
January 2023**



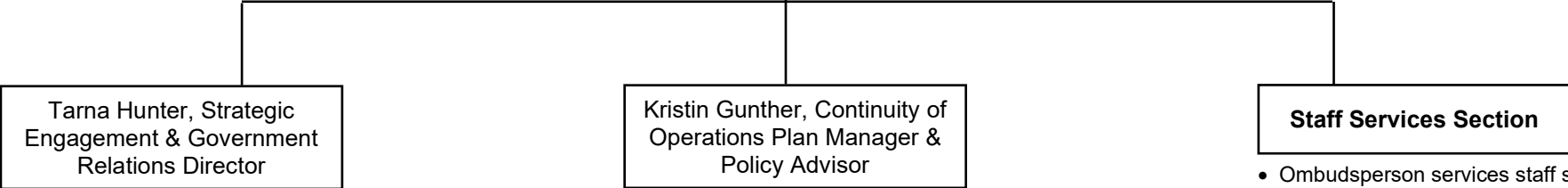
(Updated 01/05/2023)

**DEPARTMENT OF EMPLOYEE TRUST FUNDS**

**Office of the Secretary**

John Voelker, Secretary  
 Shirley Eckes, Deputy Secretary  
 Pam Henning, Assistant Deputy Secretary  
 (9.0 FTE, 9 Employees)

- Governance
- Strategic Direction
- Organization Development
- General Oversight



**Tarna Hunter, Strategic Engagement & Government Relations Director**

- Governmental Relations (State and Federal)
- Legislative Policy Analysis & Tracking
- Advisor to Secretary's Office and Boards on legislative issues
- Fiscal Estimate Development & Analysis
- Biennial Budget Coordination & Reporting
- Customer engagement strategies and education coordination

**Kristin Gunther, Continuity of Operations Plan Manager & Policy Advisor**

- Continuity of Operations (COOP) Plan/Pandemic Plan development and oversight
- Enterprise strategic planning coordination
- Team building
- Coaching and facilitation trainings
- Continuous organizational improvements and innovation

**Staff Services Section**

- Ombudsperson services staff serve as a resource and provide assistance to participants in an effort to resolve issues that involve WRS benefit programs and reduce the number of appeals
- Board Liaisons
- Board Elections
- Executive Staff Support
- Special Meeting/Event Planning

**DEPARTMENT OF EMPLOYEE TRUST FUNDS**

**OFFICE OF  
LEGAL SERVICES**

Diana Felsmann, General Counsel  
(5.0 FTE, 5 Employees)

- Legal services for Secretary's Office, ETF staff, and the boards
- Provide legal opinions and analysis
- Respond to legal inquiries from courts, participants, attorneys, legislators, and others
- Internal revenue code compliance
- Respond to public records requests and subpoenas
- Represent ETF in administrative appeals
- Draft legislation and administrative rules
- Monitor and analyze state and federal legislation and work with Legislative Liaison on issues affecting ETF and WRS participants
- Assist Director of Communications in responding to inquiries from media, WRS participants, legislators, and others
- Respond to Notice of Claims filed by citizens against the State
- Paralegal Assistance
- Appeals Coordination

**OFFICE OF  
POLICY, PRIVACY & COMPLIANCE**

Steve Hurley, Director  
(4.0 FTE, 4 Employees)

- Policy review and development
- Analysis of proposed legislation and policy
- Federal and State regulation & compliance
- HIPAA Compliance
- Privacy policy & training
- Assistant Agency Continuity Manager (COOP)

**OFFICE OF  
INTERNAL AUDIT**

Yikchau Sze, Director  
(4.0 FTE, 4 Employees)

- Staff to Audit Committee of ETF Board
- Provide risk-based and objective assurance, advice, and insight to enhance and protect ETF's values

**DEPARTMENT OF EMPLOYEE TRUST FUNDS**

**OFFICE OF  
ENTERPRISE INITIATIVES**

Michelle Baxter, Director

Stacy Parenteau, Deputy Director  
(14.0 FTE, 14 Employees)

- Enterprise Portfolio and Project Management
- Business Analysis
- Project Management (standards and templates)
- Transition/ Change Management
- Business Process Management
- Enterprise Architecture
- Centers of Excellence (Project Management and Business Process & Analysis)

**OFFICE OF  
COMMUNICATIONS**

Mark Lamkins, Director  
(4.0 FTE, 4 Employees)

- Internal and external communications
- ETF website, etf.wi.gov
- Publications and forms
- Videos and eLearning
- Graphics design and printing
- Social media
- Media/PR
- Writing, editing, and proofreading
- Employee intranet, FRED
- Employee blog, ETF Community

**OFFICE OF  
STRATEGIC HEALTH POLICY**

Eileen Mallow, Director

Brian Stamm, Deputy Director  
(15.0 FTE, 15 Employees)

- Primary staff to Group Insurance Board
- Staff to ETF Board (for ASLCC)
- It's Your Choice content
- Member and employer education on assigned programs
- Health Insurance, including pharmacy and dental coverage
- Medicare Advantage
- Life Insurance (State and Local, Spouse and Dependent)
- Supplemental (employee pays all) plans
- Flexible Spending Accounts (medical, dependent day care, parking, and transit)
- HSA accounts
- Contract administration for above programs
- Departmental Determinations
- Data Analytics
- Federal Health Policy
- Disease Management
- Wellness

**DEPARTMENT OF EMPLOYEE TRUST FUNDS  
DIVISION OF TRUST FINANCE**

Cindy Klimke-Armatoski  
**DIVISION ADMINISTRATOR/  
CHIEF TRUST FINANCE OFFICER**  
(24.0 FTE, 24 Employees)

**DEPUTY ADMINISTRATOR**  
Marie Ruetten

- Process all financial transactions for benefit plans including contributions, benefit payments, and third party administrator invoices
- Maintain WRS member accounts
- Generate the Comprehensive Annual Financial Report

**FINANCIAL COMPLIANCE  
BUREAU**  
Amelia Slaney  
Bureau Director

- Financial reporting
- Actuarial reporting and analysis
- Maintain Market Recognition Account
- Calculate WRS effective rate, annuity adjustments, and contribution rates
- Tax reporting

**INSURANCE PROGRAM  
ACCOUNTING**

- Financial reporting of insurance programs and deferred compensation
- Calculate program fees
- Process and account for insurance programs financial activity

**RETIREMENT ACCOUNTING  
BUREAU**  
Tanya Holcomb  
Bureau Director

- Collect WRS contributions
- Maintain WRS member and employer accounts
- Process WRS annuitant and lump sum benefit payments
- Manage accounts receivable and collections
- WRS annual processing activities

**DEPARTMENT OF EMPLOYEE TRUST FUNDS  
DIVISION OF MANAGEMENT SERVICES**

Steve Mueller  
**DIVISION  
ADMINISTRATOR**  
(57.5 FTE, 58 Employees)

**DEPUTY ADMINISTRATOR**  
Bonnie Cyganek

- Enterprise Content Management services
- Coordination of agency records at State Records Center
- Agency Records Officer

**HUMAN RESOURCES BUREAU**  
Lisa Dally  
Human Resources Director

- Payroll and benefits
- Training
- Employee Assistance Program
- Recruitment
- Affirmative Action/Equal Employment Opportunity
- Disability accommodations
- Classification and compensation
- Employee relations
- Internal policy development and monitoring
- Change management
- Health and Wellness coordination

**SUPPLIES, MAIL, & FACILITIES  
OPERATIONS**

- Copier management and services
- Inbound and outbound mail services and distribution
- Supply and forms inventory
- Benefits pre-packet assembly and order fulfillment
- Shredding and courier service vendor liaison
- Member address research and updating
- Tenant liaison with landlord
- Building safety
- Physical asset inventory
- Building access card management
- Microfiche historical file

**BUREAU OF BUDGET, CONTRACT  
ADMINISTRATION, & PROCUREMENT**  
(SEE NEXT PAGE)

**DATA MANAGEMENT BUREAU**  
Cindy Gramann  
Bureau Director

- Data quality
- Data governance
- Data Analytics
- Business Intelligence
- Data strategy
- Data architecture
- Master Data Management

**BUREAU OF INFORMATION SECURITY  
MANAGEMENT**  
(SEE NEXT PAGE)

**BUREAU OF INFORMATION  
TECHNOLOGY SERVICES**  
(SEE PAGE 8)

**DEPARTMENT OF EMPLOYEE TRUST FUNDS  
DIVISION OF MANAGEMENT SERVICES (continued)**

**BUREAU OF BUDGET, CONTRACT ADMINISTRATION, &  
PROCUREMENT**

Tim Steiner  
Bureau Director

- Biennial Budget
- Operating Budget
- Procurement
- Agency contract administration
- Process accounts payable invoices
- Process travel vouchers
- Coordinate P-cards
- Develop and assist in procurements

**BUREAU OF INFORMATION SECURITY MANAGEMENT**

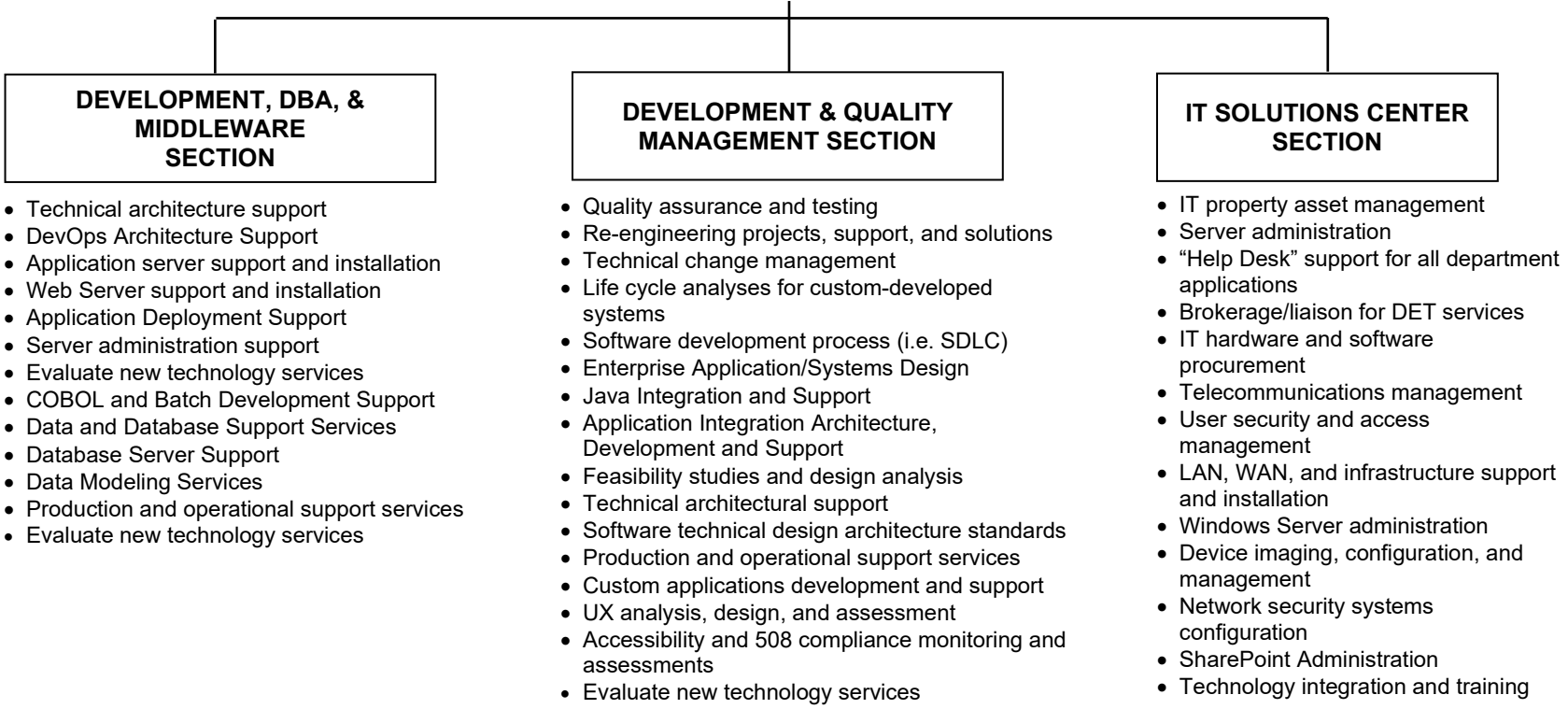
Dave Maradiaga  
Bureau Director/Chief Information Security Officer

- Information security strategy
- Security administration, consultation, and policy development
- Information security system administration
- Information security training
- Information security project/initiative oversight
- Security incident response planning
- IT disaster recovery and business continuity planning
- Information risk management program management

**DEPARTMENT OF EMPLOYEE TRUST FUNDS  
DIVISION OF MANAGEMENT SERVICES (continued)**

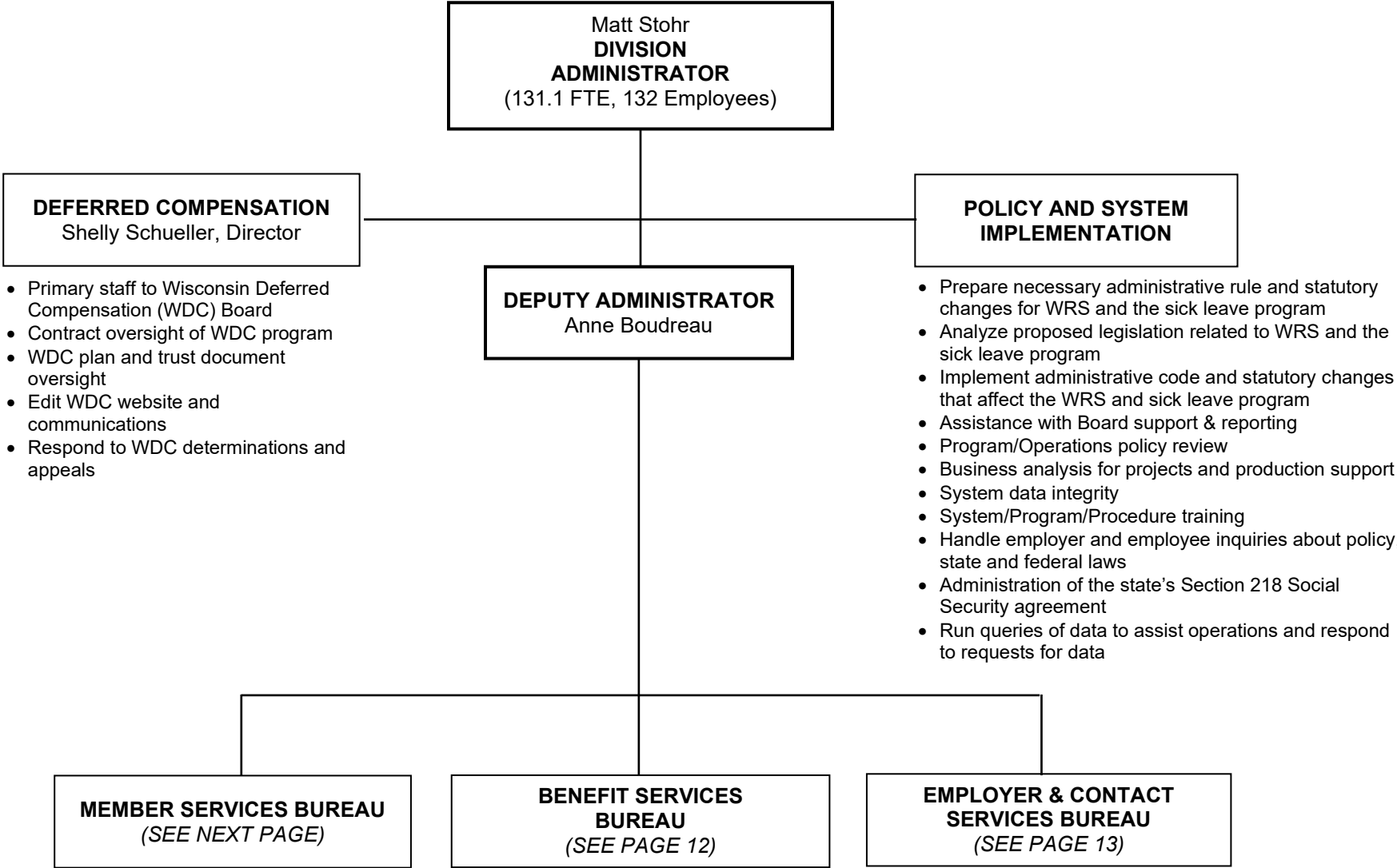
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| <p><b>BUREAU OF INFORMATION TECHNOLOGY SERVICES</b><br/>Dan McCarthy<br/>Bureau Director/Chief Information Officer</p> <p>Mark Robinson<br/>Deputy Bureau Director</p> |
|--|

- IT strategy
- IT plan implementation
- IT talent management & resource allocation
- IT capacity management
- IT project/initiative prioritization and support
- IT architecture





**DEPARTMENT OF EMPLOYEE TRUST FUNDS  
DIVISION OF RETIREMENT SERVICES**



**DEPARTMENT OF EMPLOYEE TRUST FUNDS  
DIVISION OF RETIREMENT SERVICES (continued)**

**MEMBER SERVICES  
BUREAU**

Roger Fletcher  
Bureau Director

- One-on-one member meetings
- Conducting group retirement sessions
- Detailed explanation of WRS benefits
- Provision of account-specific information
- Calculation of benefit estimates (retirement, disability, death, service purchase)
- Assistance with benefit application process
- Responses to calls, letters, and e-mail inquiries
- DRS staff training development and delivery
- Oversight of virtual appointments and presentations
- Developing and delivering member focused webinars
- Develop and conduct large group presentations online and in-person
- Answer member phone calls and provide additional Call Center support
- MSB Reporting & Statistical Analysis

**RETIREMENT PLANNING &  
OUTREACH SECTION 1**

- DRS staff training development and delivery
- Oversight of virtual appointments
- Public & private outreach presentations
- Oversight of Benefit fairs

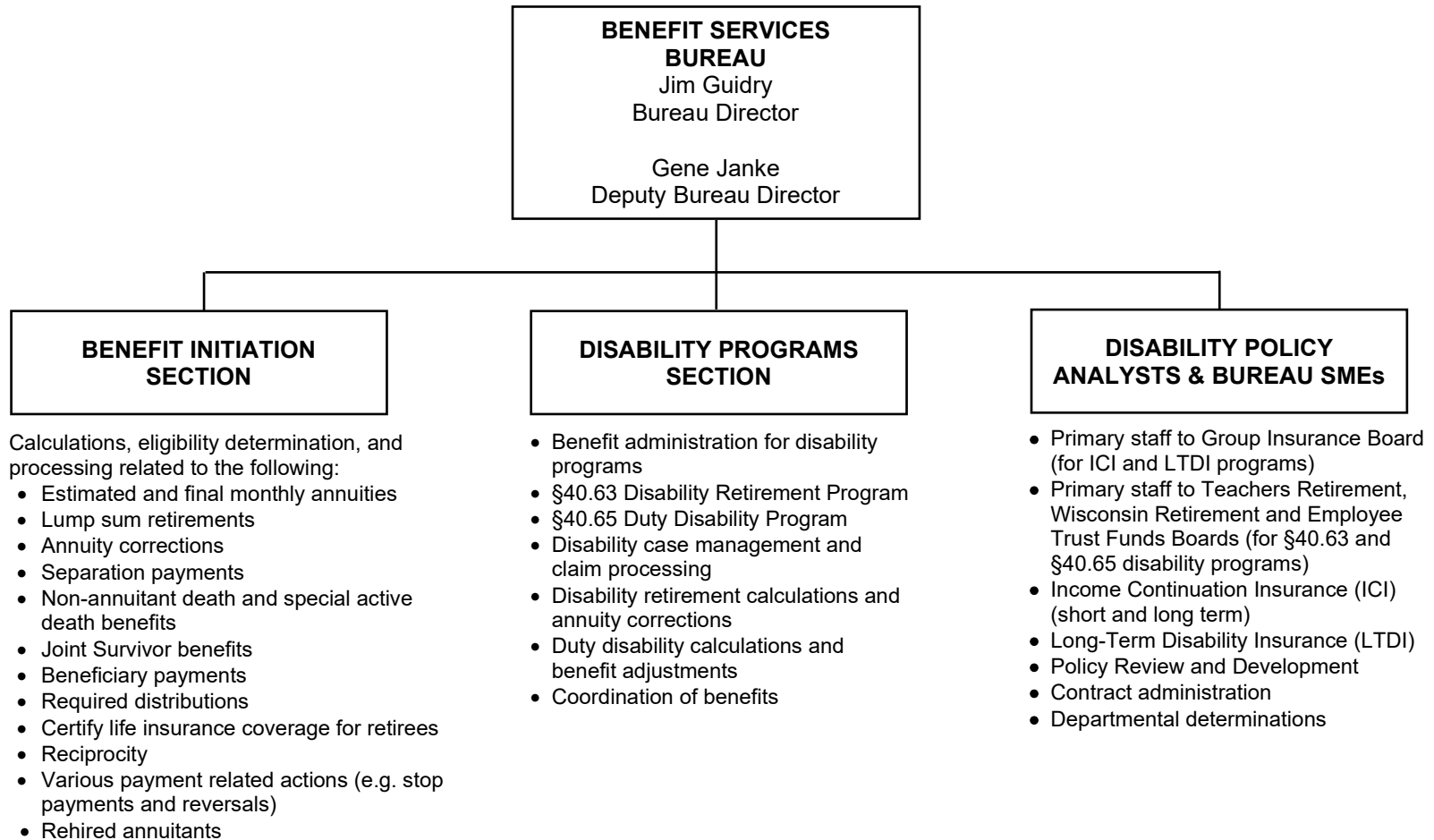
**RETIREMENT PLANNING &  
OUTREACH SECTION 2**

- Maintain content of forms and brochures
- Process daily mail from members
- Coordinate SWAT activities

**RETIREMENT PLANNING &  
OUTREACH SECTION 3**

- Death review- Use Berwyn to ID death of inactive & lost contact members
- Abandoned accounts
- Visitor check-in
- Quick service

**DEPARTMENT OF EMPLOYEE TRUST FUNDS  
DIVISION OF RETIREMENT SERVICES (continued)**



**DEPARTMENT OF EMPLOYEE TRUST FUNDS  
DIVISION OF RETIREMENT SERVICES (continued)**

