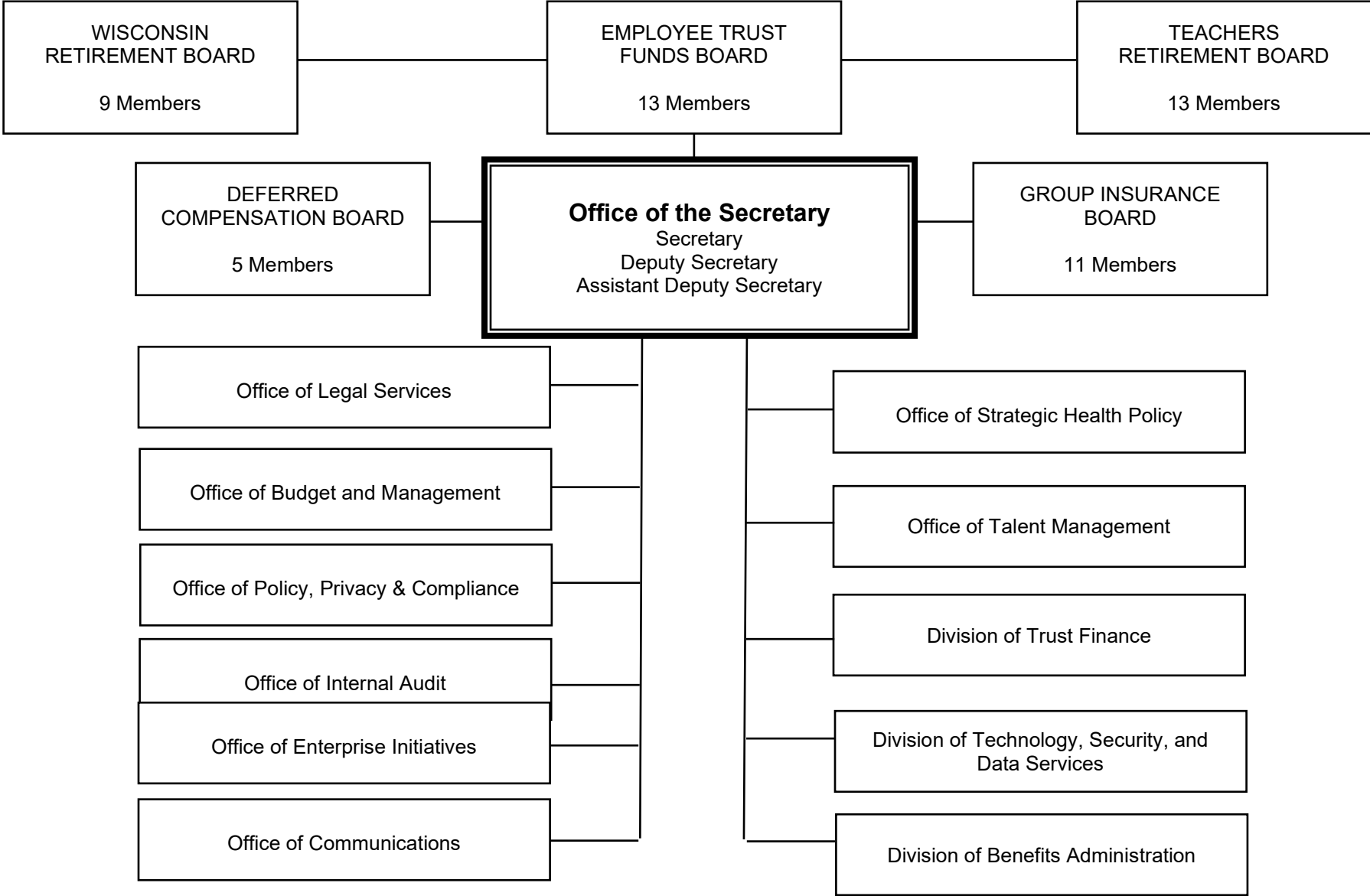


DEPARTMENT OF EMPLOYEE TRUST FUNDS

FUNCTIONAL ORGANIZATIONAL CHART  
January 2025



DEPARTMENT OF EMPLOYEE TRUST FUNDS

**Office of the Secretary**

John Voelker, Secretary  
 Diana Felsmann, Deputy Secretary  
 Pam Henning, Assistant Deputy Secretary

- Governance
- Strategic Direction
- Organization Development
- General Oversight

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 TALENT MANAGEMENT**  
Travis Dillon, Director

- Employee Assistance Program
- Diversity, Equity & Inclusion
- Disability Accommodations
- Employee Relations
- Internal Policy Development and Monitoring
- Change Management
- Employee Health and Wellness

**STAFFING AND PAYROLL SERVICES**

- Recruitment & Selection
- Payroll and Benefits
- Classification and Compensation

**LEARNING AND DEVELOPMENT**

- Learning & Development

## DEPARTMENT OF EMPLOYEE TRUST FUNDS

### OFFICE OF BUDGET & MANAGEMENT

Tarna Hunter, 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

### 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

### AGENCY SERVICES

- Inbound and outbound mail services and distribution
- Supply and forms inventory
- Forms scanning
- 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

**DEPARTMENT OF EMPLOYEE TRUST FUNDS**

**OFFICE OF LEGAL SERVICES**  
Peter Rank, General Counsel

- 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

- 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

- 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  
Jill Jorstad, Deputy Director

- 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

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

**OFFICE OF STRATEGIC HEALTH POLICY**  
Renee Walk, Director

- 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**

**DIVISION ADMINISTRATOR/  
CHIEF TRUST FINANCE OFFICER**  
Cindy Klimke-Armatoski

**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 Annual Comprehensive 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**  
Gail Hinz  
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 TECHNOLOGY, SECURITY & DATA SERVICES

**DIVISION ADMINISTRATOR**  
Kevin Acker

**DATA MANAGEMENT BUREAU**  
Cindy Gramann  
Bureau Director/Chief Data Officer

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

**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

**BUREAU OF INFORMATION TECHNOLOGY SERVICES**  
Adam Simcock  
Bureau Director/Chief Information Officer

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

**DEVELOPMENT, DBA, & MIDDLEWARE SECTION**

- Technical architecture support
- DevOps Architecture Support
- Application server support and installation
- Web Server support and installation
- Application Deployment Support
- Server administration support
- Evaluate new technology services
- COBOL and Batch Development Support
- Data and Database Support Services
- Database Server Support
- Data Modeling Services
- Production and operational support services
- Evaluate new technology services

**DEVELOPMENT & QUALITY MANAGEMENT SECTION**

- Quality assurance and testing
- Re-engineering projects, support, and solutions
- Technical change management
- Life cycle analyses for custom-developed systems
- Software development process (i.e. SDLC)
- Enterprise Application/Systems Design
- Java Integration and Support
- Application Integration Architecture, Development and Support
- Feasibility studies and design analysis
- Technical architectural support
- Software technical design architecture standards
- Production and operational support services
- Custom applications development and support
- UX analysis, design, and assessment
- Accessibility and 508 compliance monitoring and assessments
- Evaluate new technology services

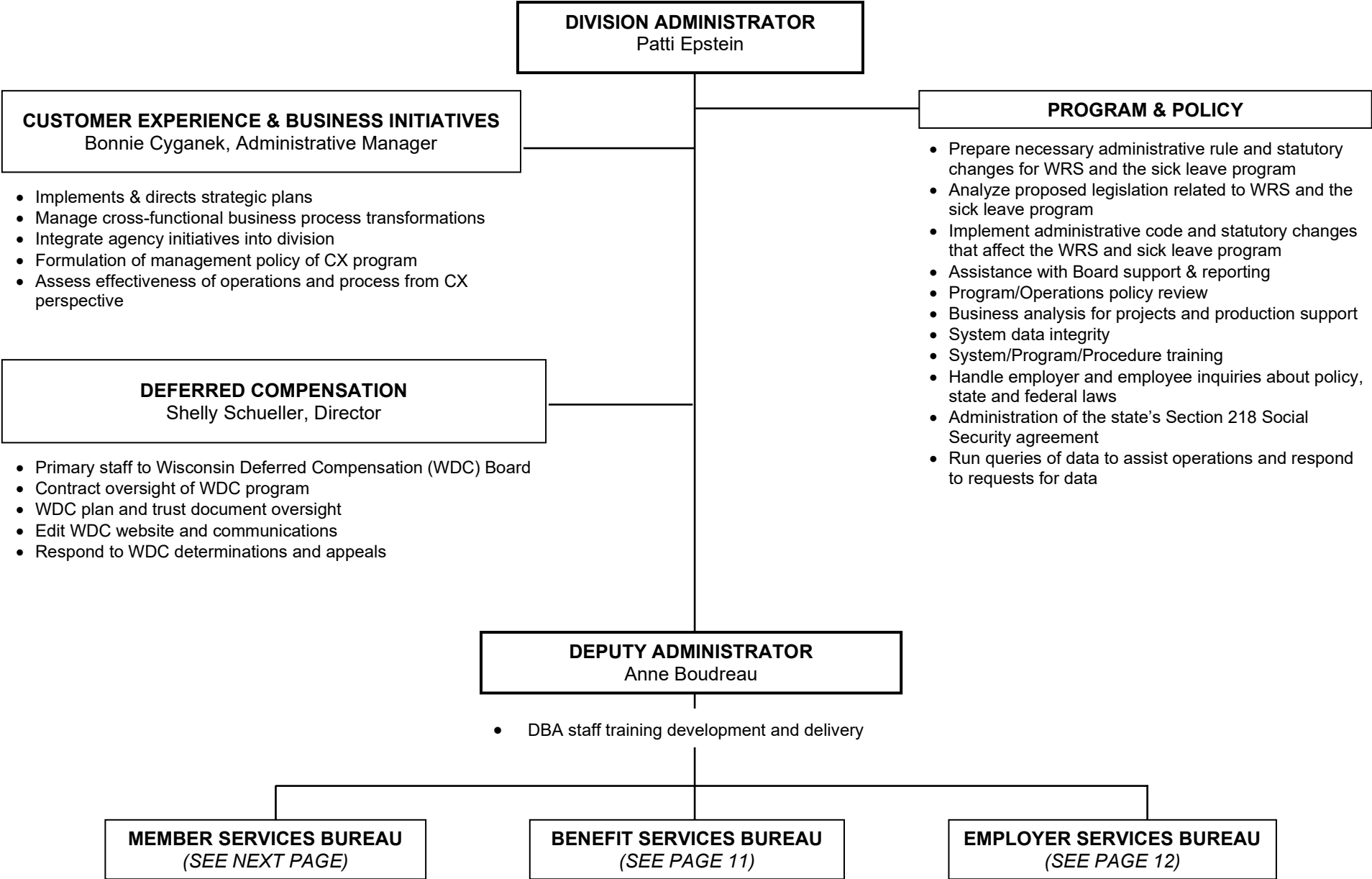
**IT SOLUTIONS CENTER SECTION**

- IT property asset management
- Server administration
- "Help Desk" support for all department applications
- Brokerage/liaison for DET services
- IT hardware and software procurement
- Telecommunications management
- User security and access management
- LAN, WAN, and infrastructure support and installation
- Windows Server administration
- Device imaging, configuration, and management
- Network security systems configuration
- SharePoint Administration
- Technology integration and training



**DEPARTMENT OF EMPLOYEE TRUST FUNDS**

**DIVISION OF BENEFITS ADMINISTRATION**



**DEPARTMENT OF EMPLOYEE TRUST FUNDS**

**DIVISION OF BENEFITS ADMINISTRATION (continued)**

**MEMBER SERVICES BUREAU**  
Roger Fletcher  
Bureau Director

- One-on-one member meetings
- Develop and conduct online and in-person group 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
- Oversight of virtual appointments and presentations
- Answer member phone calls and provide Call Center support
- MSB Reporting & Statistical Analysis

**RETIREMENT PLANNING & OUTREACH**

- Oversight of virtual appointments
- Public & private outreach presentations
- Oversight of Benefit fairs

**RETIREMENT PLANNING SECTION 1**

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

**RETIREMENT PLANNING SECTION 2**

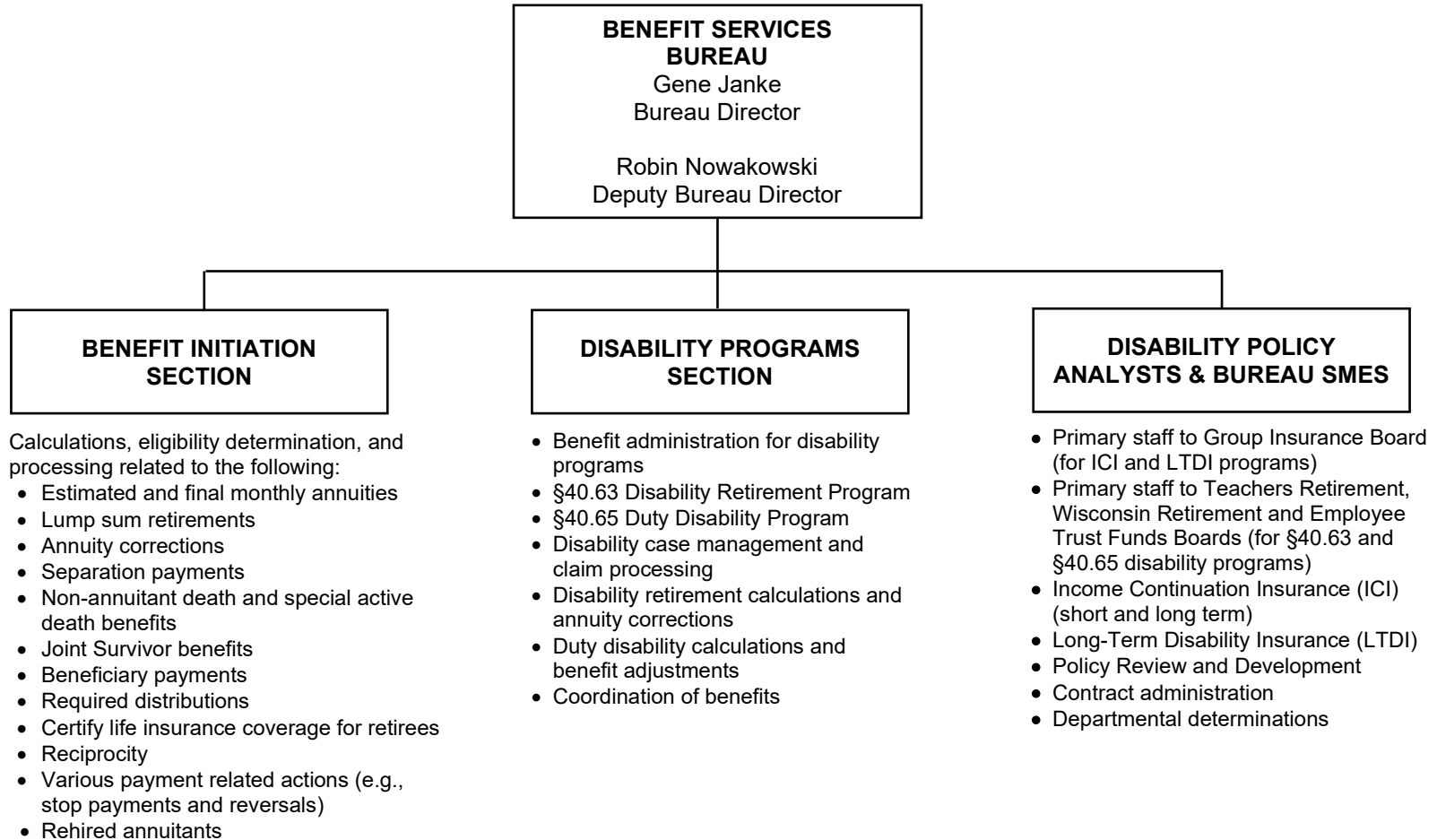
- Death review- Use Berwyn to ID death of inactive & lost contact members
- Abandoned accounts
- Visitor check-in
- Quick service

**MEMBER CALL CENTER, SECTION 1 & 2**

- Explanation of WRS, insurance and other benefits
- Provision of account-specific information
- Assistance with benefit application process
- Responses to member calls and e-mail inquiries
- Appointment booking
- Process member beneficiary designations
- Process retiree address and ACH changes

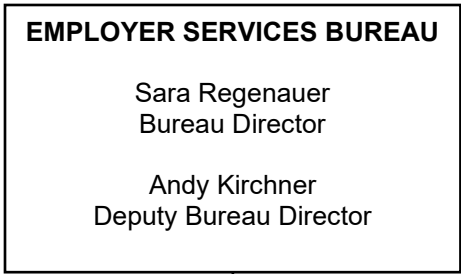
**DEPARTMENT OF EMPLOYEE TRUST FUNDS**

**DIVISION OF BENEFITS ADMINISTRATION (continued)**

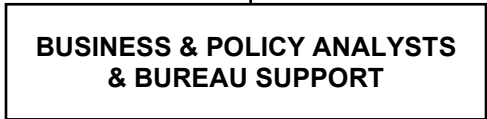


**DEPARTMENT OF EMPLOYEE TRUST FUNDS**

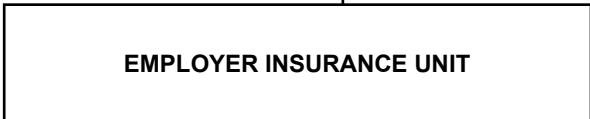
**DIVISION OF BENEFITS ADMINISTRATION (continued)**



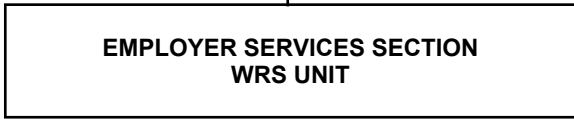
- Employer Training and Outreach
- Employer administration manuals & forms



- Projects
- Employer compliance
- Data Integrity
- Operational support
- Research and report system issues, enhancements, or requirements
- Full file comparison (FFC)



- Employer communication center for insurance questions
- Health insurance applications and eligibility issues
- Maintenance of sick leave conversion credit accounts
- Annuitant & continuant health insurance administration
- Maintaining BPS insurance deductions and reconciliation
- Retiree Medicare enrollment requirements
- Employer invoicing: health insurance
- New employer processing: health and life insurance; ICI
- *It's Your Choice* Coordination



- Employer communication center for WRS questions
- Employer ETF email updates
- WRS annual earnings reconciliation
- Employer invoicing: WRS
- New employer processing: WRS
- myETF Benefits System Administration (business side)