**W-2 Contractors’ Meeting** **Location:** MS Teams

**Date:** January 25, 2023

**Time:** 10:30am – 12:00pm

Invitees

Mac Strawder (DCF)  Neb Macura (DCF) - note taker

Tony Dziedzic (FSC)  Jennifer Marks (FSC)  Danielle Kuhn (FSC)

Brian Wolfe (FSC)  Sarah Kaminski (Equus)  Steve Reinhold (Equus)

Kanwen Shao (Equus)  Christian Blaisdell (WRI)  Jody Conner (WRI)

Amanda Reiter (UMOS)  Gina Brown (WCI)  Shannon Franek (WCI)

Vang Lee (AWWI)  Carlyle Outten (AWWI)  David Frechette (UMOS)

Nicole Hagen (Ross)  Reno Wright (Ross)  Parker Rios (UMOS)

Sandra Salazar-Lozano (UMOS)  Jodi Prout (UMOS)  Kim Wilson (AWWI)

Dallas Hawkins (UMOS)  Rachel Zietlow (Maximus)  Elizabeth Perdomo (Maximus)

Autumn Morgan (Maximus)  Randy Endsley (Maximus)  Sally Schrader (WRI)

Patricia Nolen (AWWI)  Adenike Joyner (AWWI)  Stacey Eggen (FSC)

Representatives from Department of Children and Families, Division of Family and Economic Security: Administrator’s Office, Bureau of Analytics and Research, Bureau of Child Support, Bureau of Refugee Programs, and Bureau of Working Families, Division of Management Services: Bureau of Regional Operations; and Partner Training Team were also in attendance.

**Please share the meeting minutes with your staff and access the** [DCF website](https://dcf.wisconsin.gov/w2/partners/toolbox/contractorsmeeting) **for agendas and meeting minutes for previous W-2 Contractors’ Meetings.**

Call in option:

Microsoft Teams Meeting

**(608) 571-2209, 120 701 188#**

Agenda Items

1. WELCOME & INTRODUCTIONS **Owner**: Mac Strawder

**Time Allotted:** 5 minutes

Details: Roll Call

Discussion:

* Mac took roll call.
* Mac announced two last-minute changes to the agenda.
  + Jes Moss’ presentation on Monitoring 2.0 and W-2 Agency Performance Assessment has been postponed to the next meeting on Wednesday, February 22, 2023, because she is unable to attend today’s meeting.
  + Dave Turk will provide a brief update on training.

1. DCF STAFF UPDATES **Owner**: Patara Horn

**Time Allotted:** 5 minutes

Details: Update and/or discussion

Discussion:

* Tracy Gulock joined the Bureau of Refugee Programs as the Ukrainian Refugee Coordinator on Tuesday, January 17, 2023.
* Barb Schachern joined the Bureau of Working Families (BWF), Contract Administration Section (CAS) as a Contracts Specialist-Advanced on Monday, December 5, 2022.
  + Barb will oversee the Community Services Block Grant (CSBG) and smaller contracts.
* Anna Sainsbury started her new role as the BWF Strategic Initiative Coordinator on Monday, January 3, 2023.
  + Anna has been with BWF for the past four years, overseeing the CSBG contract as a Contracts Specialist-Advanced in CAS.
  + Before joining DCF, Anna spent 12 years in the private sector and owned a paralegal consulting company.
  + Anna will be the project lead for W-2 Program Evaluation Project and the connecting point for all BWF programs and projects.

1. W-2 PROGRAM EVALUATION PROJECT **Owner**: Patara Horn

**Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

* See presentation below.



* Tony Dziedzic asked if the Social Finance Team will contact the agencies to gather information.
  + Patara stated that the Social Finance Team will arrange interviews with agency staff.

1. DFES STRATEGIC INITIATIVE PARTICIPANT FACING TOOLS **Owner**: Joe Nartowicz

**Time Allotted:** 15 minutes

Details: update and/or discussion

Discussion:

* A demo of participant-facing tools was provided in 2022.
  + Jane Kahl, TANF Automation Section IS Business Automation Specialist, sought feedback from attendees after the demo.
* The workgroup has been reviewing ideas such as a statewide sign-on, an artificial intelligence (AI) chatbot, an app similar to the MyChart medical app, and e-signatures.
* The workgroup received input from the following:
  + The Department of Workforce Development provided information about their recently implemented AI chatbot.
  + Autumn Morgan and Neng Thor from Maximus provided information regarding participant focus groups.
* The workgroup is working on a survey for Financial and Employment Planners (FEPs) and agency frontline staff.
  + The survey will take 5-10 minutes to complete.
  + The group will meet during the week of January 30, 2023, to finalize the survey.
  + The goal is to send the survey via email in mid-February 2023, with a turnaround time of 10 days.
  + Agencies will be asked to compile their survey responses.

1. WISCONSIN WORKS AND WORK PROGRAMS (WP) RP REPORTS UPDATE **Owner**: Maggie Renno

**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* RP reports are critical in the management of the Work Participation Rate.
* The project is currently with the Bureau of Analytics and Research (BAR) Information Technology (IT) partners, who are constructing the warehouse for the reports.
* Testing will occur in May 2023, and then the reports will be built.
* A lot of dependencies needed to happen after Wisconsin Work Programs (WWP) Release 2 in 2021.
* Before the work on the RP reports, federal reporting work needed to be done, and it went over schedule due to staff turnover and because it was more complex than anticipated.
* BAR has put as many IT staff on the project as possible while maintaining day-to-day operations.
* Other work produced by the BAR is not taking away from RP reports.
* Maggie offered to provide an update on the project at a subsequent W-2 Contractors’ Meeting.
* Gina Brown asked for details regarding the project timeline.
  + Maggie stated that the goal is to have the reports ready in summer 2023.

1. OPERATIONS MEMOS **Owners**: Audrey Evert, Ginger Seery,

and Abby Harrison

**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* See presentation below.



1. PARTNER TRAINING TEAM UPDATES **Owner**: Dave Turk

**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* Dave received all agency annual training reports on time.
  + Dave will follow up individually with agencies if there are issues.
* Dave discussed an ongoing issue during online classes – attendees are pulled away because a manager or supervisor needs to talk to them, or they need to work with clients during times scheduled for training.
  + It is important for attendees to devote their full attention to the training.
  + If attendees miss too much time in class, they will be removed and need to start over in the class.
  + Agencies are asked to minimize disruptions for staff while participating in online classes.
* Enough slots are available for all agency staff to complete the training deadlines.
  + Some individuals are registering for classes and not taking them.
  + Some attendees are not completing the pre-requisite work required for a particular class.
  + Agencies are asked to make class attendance a priority and ensure staff are completing any necessary pre-requisite work.
* A four-day online domestic violence class had a significant emotional impact on some attendees.
  + Some attendees have issues attending the class while sitting in a cubicle setting with no privacy.
  + Agencies are encouraged to provide staff with a more private environment to participate in this class.
* Tony Dziedzic asked if Dave and/or the class trainers contact agencies immediately and directly if their staff are being pulled away from classes at an unacceptable rate.
  + Dave stated that PTT follows up with the agencies as needed.

1. AGENCY UPDATES **Owner**: W-2 Agencies

**Time Allotted:** 30 minutes

Details: Updates

Discussion:

* America Works of Wisconsin Inc (AWWI)
  + Clients are slowly coming into the office for face-to-face meetings.
  + AWWI did a client focus group and clients are happy to be back in the office.
  + AWWI noted an increased level of cooperation during formal assessments in the office and in participants’ homes.
  + AWWI plans for all W-2 Transition participants to go through formal assessments.
* Equus Workforce Solutions (Equus) – Written notes provided by Kanwen Shao
  + Equus W-2 Project Ratios: Subsidized Caseload (SC), Unsubsidized Caseload (UC), Total Caseload (TC)Data Source: Monday, November 28, 2022 EQUUS W-2 Caseload Report
    - W-2 Project (Tuesday, December 27, 2022): 688 total cases, (-5 cases, -.7% caseload decrease): SC: 379 cases (+16 cases, +4.4% SC increase), UC: 309 cases (-21 cases, -6.4% UC decrease)
    - W-2 Project (Monday, November 28, 2022): 693 total cases: SC: 363 cases, UC: 330 cases
    - W-2 Project (Tuesday, December 27, 2022): SC – 25:1 (379/15), UC – 21:1 (309/15), TC – 46:1
  + Approved # Job Access Loans: 174 as of December 2022: Direct and effective W-2 financial supportive service that keeps people working.
    - # Ongoing Cases: 69
    - % Ongoing Cases: 39.7%
    - # Community Cases: 105
    - % Ongoing Cases: 60.3%
  + Approved $ JALs: $249,960 as of Wednesday, December 7, 2022
    - Average JAL check amount: $1437
    - #, % JAL cases receiving the maximum $1600 payment: 130, 74.7%
  + As of Friday, December 30, 2022: EQUUS W-2 and FSET collaboration resulted in approx. 55 co-enrolled cases across shared regions. Approximately 8.0% = (55 / 688) of the EQUUS W-2 caseload is co-enrolled with the EQUUS FSET program. Resource leveraging with GED / HSED classes, job skill training, vocational college classes, transportation and other supportive services.
  + YWCA/Dress for Success (DFS) online Work Experience (WEX) activities
    - 76 program participants: W-2 client capacity and utilization remain at high levels during December 2022. DFS Online WEX enrollment and participation are at near capacity levels.
      * Utilization rates across entire EQUUS W-2 service regions.
      * Racine (40 clients, 52.6%)
      * Kenosha + Balance (36 clients, 47.4%)
  + EQUUS Online Job Club (December 2022 365 shared drive data reports)
    - 28 active participants: Employable W-2 clients (CMJ, recently separated CMF/CMF+, higher functioning CSJ)
    - 4: Online Job Club participants gaining employment in December 2022
* Forward Service Corporation (FSC)
  + FSC continues to focus on services that provide success for clients, including:
    - A successful enrollment process;
    - Comprehensive assessment; and
    - Engagement strategies.
  + The philosophy is that the first job a client obtains through FSC is the best job.
* Maximus
  + Maximus held a job fair in January 2023 with 48 attendees.
  + Maximus held a job club workshop in January 2023 and 12 participants graduated.
  + Maximus will hold a job fair on Thursday, February 9, 2023, at Summit Place in West Allis.
    - Over 40 employers and community providers are expected to participate.
  + Maximus will hold a vocation training site at their office on Friday, February 10, 2023.
  + Maximus will be partnering with FSET and WIOA.
  + Maximus is fully staffed with FEPs – the newest hires will start within the next two weeks.
* Ross Innovative Employment Solutions (Ross)
  + On Tuesday, January 24, 2023, Ross met with a representative from the University of Wisconsin-Madison to discuss entrepreneurship opportunities for W-2 participants.
  + Ross will hold the first in-person job fair of the year on Wednesday, January 25, 2023, 10:00am to 2:00pm, with nine employers in attendance.
  + Ross will hold the first in-person training fair of the year on Wednesday, February 1, 2023, 1:00pm to 3:00pm.
  + Ross will meet with the National Alliance on Mental Illness (NAMI) on Tuesday, January 31, 2023, to discuss how to provide mental health services to W-2 participants.
  + Ross will hold a wellness fair on Thursday, February 23, 2023, 10:00am to 12:00pm, in which NAMI will participate.
* United Migrant Opportunity Services (UMOS)
  + UMOS had two in-person employer on-sites in December 2022.
  + UMOS is planning a training and education enrollment fair in February 2023.
  + Staffing updates:
    - Three FEPs started in December 2022 and are in training.
    - Five FEPs started in January 2023.
    - Two Quality Assurance staff also started.
    - UMOS is short of three staff to be fully staffed.
* Workforce Connections Inc (WCI)
  + During the week of January 16, 2023, WCI brought in an independent trainer for motivational interviewing for new staff.
  + Caseload is stable, and WCI has been focusing on co-enrollment with FSET and W-2.
  + WCI is focusing on incentives for CMF and CMF+ clients to maintain employment.
  + WCI noted an increase in the refugee population and individuals with significant barriers who need additional support services.
* Workforce Resource Inc (WRI)
  + During January 2023, WRI noted an increase in W-2 applicants, particularly individuals with barriers to employment.
  + Job club participation has increased.
  + WRI noted an increase in work experience site participation.
  + WRI is looking to pay out incentives for achieving employment and GED/HSED goals.

1. WALK-ONS **Owner**: All

**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* Patara referred to a [press release](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDMsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMjUuNzAzNTg0MDEiLCJ1cmwiOiJodHRwczovL2NvbnRlbnQuZ292ZGVsaXZlcnkuY29tL2FjY291bnRzL1dJR09WL2J1bGxldGlucy8zNDRiN2Y4In0.y43nnvy3NVJF86ubxvvZccCQh4tzj86yGWitx3pvS0M/s/731535364/br/153370906448-l) from the Governor’s office regarding a newly announced plan to bolster child care in Wisconsin.
  + DCF will receive increased funding for child care programs.
  + Patara encouraged the agencies to think about how the W-2 program can support child care programs.

1. CLOSING **Owner**: Mac Strawder

**Time Allotted:** 5 minutes

Details: Walk-ons and/or discussion if needed.

Discussion:

* Please submit agenda items via e-mail to Mac Strawder [macarthur2.strawder@wisconsin.gov](mailto:macarthur2.strawder@wisconsin.gov).
* Please include Topic, Presenter, and Duration for planning purposes.
  + Please provide Mac with presentation documents prior to the meeting.

Next Meeting:

Wednesday, February 22, 2023

10:30am – 12:00pm

Microsoft Teams