

# Agenda and Minutes

## W-2 Contractors' Meeting

**Location:** MS Teams

**Date:** January 26, 2022

**Time:** 10:30 a.m. – 12:00 p.m.

### Invitees

- |   |   |  |
|---|---|--|
| <input checked="" type="checkbox"/> Mac Strawder (DCF)                      | <input checked="" type="checkbox"/> Minette Knotts (DCF) - note taker |  |
| <input checked="" type="checkbox"/> Tony Dziedzic (FSC)                     | <input checked="" type="checkbox"/> Jennifer Marks (FSC)              | <input checked="" type="checkbox"/> Stacey Eggen (FSC)   |
| <input type="checkbox"/> Brian Wolfe (FSC)                                  | <input checked="" type="checkbox"/> Sarah Kaminski (Equus WS)         | <input type="checkbox"/> Steve Reinhold (Equus WS)       |
| <input checked="" type="checkbox"/> Kanwen Shao (Equus Workforce Solutions) | <input type="checkbox"/> Christian Blaisdell (WRI)                    | <input checked="" type="checkbox"/> Jody Conner (WRI)    |
| <input checked="" type="checkbox"/> Carolyn Frogness (WRI)                  | <input checked="" type="checkbox"/> Gina Brown (WCI)                  | <input checked="" type="checkbox"/> Shannon Franek (WCI) |
| <input checked="" type="checkbox"/> Vang Lee (AWWI)                         | <input type="checkbox"/> Carlyle Outten (AWWI)                        | <input type="checkbox"/> Latoya Stewart (AWWI)           |
| <input checked="" type="checkbox"/> Nicole Hagen (Ross)                     | <input checked="" type="checkbox"/> Reno Wright (Ross)                | <input checked="" type="checkbox"/> Parker Rios (UMOS)   |
| <input type="checkbox"/> Sandra Salazar-Lozano (UMOS)                       | <input checked="" type="checkbox"/> Jodi Prout (UMOS)                 | <input type="checkbox"/> NaTasha Chevalier (UMOS)        |
| <input type="checkbox"/> Dallas Hawkins (UMOS)                              | <input type="checkbox"/> Xiong Lor (MAXIMUS)                          | <input type="checkbox"/> Rachel Zietlow (MAXIMUS)        |
| <input type="checkbox"/> Neng Thor (MAXIMUS)                                | <input checked="" type="checkbox"/> Autumn Morgan (MAXIMUS)           | <input type="checkbox"/> Randy Endsley (MAXIMUS)         |

Representatives from Department of Children and Families, Division of Family and Economic Security, Bureau of Analytics and Research, Bureau of Refugee Programs, Bureau of Working Families, and Partner Training Team were also in attendance.

### Conference Line

Skype Meeting

**Join by phone: (608) 316-9000, 51884694#**

### Agenda Items

#### 1. WELCOME & INTRODUCTIONS / STAFF UPDATES

**Owner:** Mac Strawder

**Time Allotted:** 10 minutes

Details: roll call

Discussion:

- Mac conducted roll call.
- There were no new staffing updates to report.

#### 2. OPERATIONS MEMOS UPDATES AND OPERATIONS MEMO SURVEY RESPONSE OVERVIEW

**Owner:** Audrey Evert

**Time Allotted:** 15 minutes

Details:

- Update and/or discussion

Discussion:

- Audrey shared the below PowerPoint presentation.



BWF Operations  
Memos (OM) PPT Cor

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# Agenda and Minutes

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- Operations Memos:
    - Job Access Loan and Technical Updates (Publish by end of January)
    - 2022 Federal Poverty Level Guidelines (Publish February 1)
    - Tax Credit OM on 2021 Tax Season (Publish mid-February)
  - Operations Memo Survey Response Overview
    - Survey was sent as part of the OM Streamline Workgroup to get agency feedback regarding the OM process and what they will do going forward.
    - A total of 69 responses were received across various departments in agencies.
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## 3. W-2 EDUCATION LIAISONS

**Owner:** Brianna Chaffee  
**Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

- Similar to Child Support Liaison (CSL) positions, DCF plans to hold quarterly meetings with the W-2 Education Liaisons.
    - As agencies hire for W-2 Education Liaisons, please email their contact information to Brianna Chaffee at [BriannaB.Chaffee@wisconsin.gov](mailto:BriannaB.Chaffee@wisconsin.gov).
  - For second allocation period, dates were incorrect in contract. For agencies that have already signed their contract, an amendment will be sent.
    - Gina asked if the W-2 Education Liaison positions will remain LTE or if will be ongoing in 2023.
    - Brianna mentioned the funding was additional and with this in mind slight changes are made each year and may continue if we see results with the new positions. DCF will make every effort to fund if it is a need. If agencies are unable to fund through contract renewals, education is listed on report only cost and if agency finds these positions valuable to clients, agencies can use positive incentive earnings to fund on agencies own.
  - Cooperative Educational Service Agency (CESA) of WI is another resource to collaborate for educational navigators or sub contract with. More information can be found here: <https://dpi.wi.gov/cesa>.
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## 4. AGENCY UPDATES

**Owner:** W-2 Agencies  
**Time Allotted:** 30 minutes

Details: updates

Discussion:

- AWWI
  - Staffing
    - Slowly bringing people back into office about three times a week. Have turnover related to office schedule and COVID-19.
    - When interviewing applicants, they express the want to work remotely.
    - Staff are fatigued especially in Milwaukee. With MPS going in person and virtual it impacts staff with children.
  - Continue to focus on implementing intergenerational model. Want to expand peers to peers.
  - In December, AWWI put on a play called I Want a Father for Christmas for two days and had a huge turnout and connected clients into programs and connected them to resources. There was representation from DCF both days.
- Equus
  - All Equus W-2 staff members returned to the office in a non-hybrid schedule on Monday January 10, 2022.
  - Staff retention has been solid with zero W-2 Project staff departures in the last six months.

# Agenda and Minutes

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- Credit to the strength of local unit leadership (Deputy Director Sarah Kaminski, Case Manager Supervisors and Team Leads, QA / EA Supervisor, Performance Claims Supervisor). Goal is to maintain stability, develop competency and next generation or Workforce Leaders.
- Multiple locations do not have the in-person option due to building restrictions online W-2 client offerings are robust.
- Online Job Club (more employable clients) + Dress for Success (higher barrier clients).
- Utilizing Linked In Learning video modules Increasing employer and community outreach efforts to develop more direct hire opportunities, re-establish physical WEX / TEMP sites for Q1 2022 Sourcing and recruiting education navigator positions
- FSC
  - Tony shared that COVID-19 status is status quo. Have a number of landscapes to work through (own office vs. office with partners vs. job center).
  - Not a lot of significant changes as offered hybrid schedules since beginning of pandemic.
  - Internal movement of staff for promotions.
  - Held virtual all staff for leadership to offer positive messages, where the agency is going, and discussed new positions in the company.
  - Interviewing for W-2 Educational Liaisons. Had a significant amount of interest.
  - Use current staff for the LIFE program and allocated their time which caused variance in W-2 budget. Wondering if there has been progress on this issue.
    - Brianna mentioned that DCF is continuing to monitor variances and Linda and Brianna are working on communication. More information to come.
- MAXIMUS
  - Autumn shared they are recruiting for W-2 Education Liaisons and hired two staff for youth navigator positions going through training and need to hire adult navigators.
  - Focusing on staff wellbeing and fatigue. Looking at workshop and trainings for needs staff have expressed.
  - Community resource fair coming up at Italian Community Center.
  - Staff work hybrid schedules 80% in office and offer hybrid schedule to offer staff well-being.
- Ross
  - Reno shared that Ross was awarded children's first contract that started this month.
  - Added 13 additional work sites since beginning of 2022.
  - Transitioned staff into office three days a week. Had to send majority of staff to work remotely as 3<sup>rd</sup> of staff contracted COVID-19 or were exposed. Go back to hybrid schedule soon.
  - Ross will be hosting the next drive thru job fair on March 1, 2022.
  - Staffing similar to MAXIMUS and AWWI experiencing high turnover.
  - Four new staff started this week, and a couple FEP and customer service positions are open.
  - Posted internally for youth and adult navigators with not much interest so will post externally.
- U MOS
  - Parker shared that the agency had some turnover that needed managing.
  - The agency had staff retirements and voluntary exits due to family situations.
  - As Milwaukee agencies have staffing issues, Parker offered to host a virtual call for Milwaukee partners to utilize MATC or local colleges to build pipelines for case management and open positions.
    - Parker will send an email with ideas to Milwaukee agency directors and schedule a 30-minute Zoom call.
    - Opportunity to partner with agencies to have collective intern possibly. Students out of associates degree wanting social work to utilize and build talent.
    - Vang shared that he has successfully contracted with UW-Whitewater, UW-Parkside, and UW-Milwaukee Social Worker Department. AWWI also works very close with Marquette.
    - Jennifer Marks shared that Human Service programs also require several different internships prior to graduation.
- WCI

# Agenda and Minutes

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- Staff in hybrid model since October 2021 and staffing remained stable. Staff appear to be more fatigue and stressed as is a tough time for people.
- Encourage staff to take leave and recharge.
- Holiday all staff was a positive event and did a food drive as well.
- Still recruiting for W-2 Educational Navigator.
- Finishing and finalizing last LIFE applications.
- Setup annual DVR meeting in February.
- Starting 8-part DEI training for 1.5-hour sessions once a month. Kicking off this week.
- NCP enrollments have increased.
- WRI
  - Jody shared that staff have been back in offices for months now and conduct majority of business on phone and virtual platforms but available for clients to come into office.
  - Staffing
    - There is not much turnover and will have additional staff to include promotions.
    - WRI adjusted starting wages this week and reposted open positions including educational navigator positions.
  - Few people working from home and looking at positions that work best in an office or virtually due to limited office space.
  - Reinvigorating community service sites.
  - Made changes in CSL program towards end of 2021 and have a dynamic person which increased applications for the quarter.

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## 5. CLOSING

**Owner:** Mac Strawder  
**Time Allotted:** 5 minutes

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

### Discussion:

- Please submit agenda items to Minette Knotts and Mac Strawder.
- Please include Topic, Presenter, and Duration for planning purposes.
  - Please provide Minette with presentation documents prior to the meeting.

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## Next Meeting:

Wednesday, February 23, 2022  
10:30AM-12:00PM  
Microsoft Teams