

# Agenda and Minutes

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## W-2 Contractors' Meeting

**Location:** Skype

**Date:** February 24, 2021

**Time:** 10:30AM-12:00PM

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### Invitees

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| <input checked="" type="checkbox"/> Mac Strawder (DCF)                     | <input checked="" type="checkbox"/> Minette Knotts (DCF) – note taker |   |
| <input checked="" type="checkbox"/> Tony Dzedzic (FSC)                     | <input checked="" type="checkbox"/> Jennifer Marks (FSC)              | <input checked="" type="checkbox"/> Stacey Eggen (FSC)        |
| <input checked="" type="checkbox"/> Brian Wolfe (FSC)                      | <input checked="" type="checkbox"/> Sarah Kaminski (Equus WS)         | <input checked="" type="checkbox"/> Steve Reinhold (Equus WS) |
| <input checked="" type="checkbox"/> Kanwen Shao (Equus Workforce Services) | <input checked="" type="checkbox"/> Deb Leslie (WRI)                  | <input checked="" type="checkbox"/> Jody Conner (WRI)         |
| <input 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 checked="" type="checkbox"/> Sandra Salazar-Lozano (UMOS)           | <input checked="" type="checkbox"/> Jodi Prout (UMOS)                 | <input type="checkbox"/> NaTasha Chevalier (UMOS)             |
| <input checked="" type="checkbox"/> Dallas Hawkins (UMOS)                  | <input checked="" type="checkbox"/> Xiong Lor (MAXIMUS)               | <input checked="" type="checkbox"/> Rachel Zietlow (MAXIMUS)  |
| <input type="checkbox"/> Neng Thor (MAXIMUS)                               | <input checked="" type="checkbox"/> Autumn Morgan (MAXIMUS)           | <input checked="" 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 Child Support, Bureau of Refugee Programs, and Bureau of Working Families were also in attendance.

### Conference Line

Skype Meeting

**Join by phone: (608) 316-9000, 40843472#**

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### Agenda Items

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#### 1. WELCOME AND INTRODUCTIONS

**Owner:** Mac Strawder

**Time Allotted:** 5 minutes

Details: Roll call

- Mac led roll call.
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#### 2. GATHERING SESSIONS FOR ENHANCEMENTS TO WEBI REPORT

**Owner:** Pete Shay

**Time Allotted:** 10 minutes

Details:

- Status update

Discussion:

- The WebI report was developed to replace some functionality. First version has been out for a couple years and needs updated. Therefore, DCF would like to gather requirements from agencies.
  - For those of you that would like to attend these sessions, agencies need to send names of staff by end of day Wednesday, March 3, 2021, to Pete Shay at [Peter.Shay@wisconsin.gov](mailto:Peter.Shay@wisconsin.gov). Agencies may add additional staff, but Pete would like an initial list sent to start the sessions.
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#### 3. NEW POLICY QUESTION PROCESS

**Owner:** Morgan Pair

**Time Allotted:** 10 minutes

Details:

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- Morgan shared the new process for policy questions.

Discussion:

- As you email questions to the policy inbox, they are sent to policy section and everything goes through email. Now, DCF has built a SharePoint site as a more effective way to submit, answer, and track policy questions.
- The decision to do this was partly motivated by the fact that SharePoint can record/track all questions that have been asked and answered. You can also see the status of your question anytime.
- When arriving at the SharePoint site, click “ask a question”, a form pops up, and blue asterisks represent required fields, fill out form, which is modeled after current form that agencies submit to MOS. An email will be triggered to shared policy inbox and will assign question to staff to answer.
- DCF hopes this will be a more efficient process in terms of access, one to two people at each agency should have gained access already. The pilot project went very well and cut down response time.
- DCF is also instituting a standard response timeframe from policy section. Policy analysts have 10 working days to submit a response to the agency that submitted the question.
- New process will be announced in an Operations Memo coming out in early April 2021 and will include a desk aid for process flow when submitting questions.
  - Gina asked where the weblink will be listed.
    - Morgan stated that the updated Operations Memo will include a link to the SharePoint site SP and the link will also be available on the Help Desk site. DCF is still working on this but it will be somewhere agencies can easily access.
  - Jody asked if DCF is already using this SharePoint site.
    - Morgan shared that DCF ran through a pilot project, some of the participants are still using it, and the Operations Memo will mark the full rollout and transition from the old to new process.
  - Vang asked if it is possible for Morgan to email out all the SharePoint links.
    - Mac will consult with Morgan Pair on this question.
  - If any further questions, please email Morgan Pair at [morgan.pair@wisconsin.gov](mailto:morgan.pair@wisconsin.gov).

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4. CLARIFICATION ON UNEMPLOYMENT INSURANCE (UI) CLAIMS AND W-2 PAYMENTS **Owner:** Morgan Pair  
**Time Allotted:** 10 minutes

Details:

- Clarification and/or questions

Discussion:

- DCF Policy received a question on whether participants need to report W-2 payments as income or UI claims.
- To clarify for all agencies the answer on this Morgan stated that since this is about UI eligibility, not W-2, there is not a manual or memo reference. UI doesn't have a policy manual and the “reference” is an email exchange with someone from UI at Department of Workforce Development which stated W-2 payments are counted, and participants must report them when filing a claim.
- If any further questions, please feel free to email Morgan Pair at [morgan.pair@wisconsin.gov](mailto:morgan.pair@wisconsin.gov).

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5. WWP PHASE II TRAINING UPDATE **Owner:** Dave Turk  
**Time Allotted:** 10 minutes

Details:

- General update

Discussion:

- Registration is open for W-2 WWP Phase II, and 22 sessions are available.
- Setting the stage videos are a prerequisite for the class and will be released on March 1, 2021. Sometime before attending implementation training staff must watch these videos.

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- The Partner Training Team (PTT) does not want staff on waitlists, so staff will need to choose another available date. PTT also wants to ensure slots are available for everyone who needs it.
  - TMJ/TJ will be a separate training.
  - When someone registers, ensure schedule is clear to commit to all three days of training. You cannot attend one day and drop or make up a day of the training, they would need to register to retake training.
  - Reminder that W-2 New Worker Training (NWT) will be unavailable at close of business April 16, 2021 and will resume on May 17, 2021. Anyone currently in NWT will need to complete by April 16, 2021. If not, they will have to start NWT over.
    - Jody asked if It is too late to enroll in new process.
      - Dave suggested agencies discuss with Sally Hilsgen to complete NWT in a small window which would require small intervention to ensure new worker could complete in the limited timeframe.
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## 6. WPASS PHASE 3

**Owner:** Laura O'Flanagan  
Heidi Hammes

**Time Allotted:** 10 minutes

### Details:

- General update

### Discussion:

- The DCF WPASS workgroup is investing a lot of time into user testing for the Phase II so rollout of functionality so that it goes out smoothly.
  - DCF will be reaching out to agencies to request assistance with production testing.
  - In WPASS Phase 3 planning, several pieces of functionality will need to be reviewed again. Some of those pieces that were brought up during previous phases were O\*NET, time participant work history, and occupational codes with O\*NET functionality.
  - The DCF WPASS workgroup will ask for an up to date list of representatives for Phase 3 and will get invites out for April/May to discuss Phase 3 scope. If you have any ideas you have discussed with other agencies prior to meeting in April, please send to Heidi Hammes at [Heidi.Hammes@wisconsin.gov](mailto:Heidi.Hammes@wisconsin.gov).
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## 7. AGENCY DISCUSSION

**Owner:** Mac Strawder

**Time Allotted:** 35 minutes

### Details:

- General updates.

### Discussion:

- WRI
    - Jody shared that WRI is trying to make remote assignments for participants more robust. WRI created a success coach position which supplements FEPs by doing intensive follow up with participants to remind what they are assigned to, encourage to follow through, and ensure resources/tech abilities needed to complete.
    - Tablets are preloaded with curriculum, but participants do not have tech skills or have issues with bandwidths.
    - A FEP may not have 1.5 hours to work through tech issues participant has but a success coach does, and WRI created this position with that in mind.
  - WCI
    - Gina shared that one new worker completing NWT and will complete by PTT due date. Staff are signed up for upcoming training.
    - WCI is bringing in a trainer for staff as relates to case management process in April.
    - WCI purchased an online training system in October 2020, over 57 completions of different certification related to this by participants. The system assigns participants with certifications based on pieces connected to job search, skills, and specific topics participants are interested in.
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- With the new ACCESS system, participants are not as educated up front with the program vs. individual meetings about program up front.
- WCI is continuing virtual services.
- UAMOS
  - Sandra shared the one FEP completed NWT and another FEP is pending completion by March 5, 2021.
  - UAMOS staff are signed up for upcoming WWP training.
  - Recently opened participants coming into office to do career assessments and testing.
  - The first drive thru job fair is in March and Ross is busy preparing for this.
- Ross
  - Reno reported Ross is functioning with a third of staff in office and remainder working remotely.
  - Working with Community Services for building training with participants.
  - The agency is working to increase remote training and learning opportunities by working with Gale University, creating YouTube videos, and hiring additional instructors to teach more virtual learning with participants.
  - Ross has been hosting bi-weekly drive thru job fairs which are going well.
- MAXIMUS
  - Xiong shared that MAXIMUS implemented on site virtual face to face area. Any participant that comes to MAXIMUS can use Zoom account to discuss their case with their case worker.
  - MAXIMUS has a virtual employer spotlight weekly on Tuesdays and Thursdays.
- FSC
  - Tony shared that FSC is holding steady with staffing patterns and have a handful of staff that have started New Worker Training that will complete prior to PTT's deadline.
  - Continuing virtual appointments and focusing on FTE opportunities using Zoom and Microsoft Teams.
  - Caseload remains steady, seeing complications with access applications and are getting a lot of applications coming through that do not end in a person being eligible. This is due to those applying not knowing what they are applying for and checking off all boxes. Difficult to manage eligibility process volume, and FSC is working with call center team on this issue.
  - Focusing on internal job skills training venues, manufacturing, logistics, office professional call center trainings, and external trainings through tech colleges and partners.
  - FSC hired a number of floating FEPs which are trained and certified to float between areas that need filling such as placement, working with CMFs and CMF+, and helping work with newer FEPs that need assistance with their case load. Having a handful of floating FEPs helping out where needed has proven fruitful, and once better trained, will help FSC in the long run.
- Equus Workforce Services
  - Kanwen reported that Equus' caseload volume is at its highest during the past four years.
  - Employer sectors are opening up and are favorable for W-2 participants.
  - The agency has six case managers starting and estimate it will take them six full weeks to complete NWT.
  - Equus is working on a W-2 project to move the caseload audit tool long form starting March 2021. Initially had QA specialist evaluate cases to ensure everyone is consistent and have a good understanding before reintroducing to TDS team through project trainings and small unit meetings.
  - The agency is seeing modest attendance with online job club and work experience.
- America Works of Wisconsin (AWWI)
  - Vang reported two new staff are going through NWT.
  - AWWI's front desk associate is now a certified FEP and can answer basic questions participants may have. Since they are the first point of contact with participants, and with all staff working remotely, it became a challenge where participants were having a hard time gaining immediate assistance.
  - Certified trained FEPs are work remotely and those who are completing onboarding process work in the office.
  - AWWI is dedicating sessions for participants using Zoom to provide an overview on how to use tablets. The agency is working to order tablets to loan to participants for use of virtual job interview, calls, etc. AWWI converted their computer lab into a meeting lab. Each of the computers are setup with video camera, and telephone. When participants come in, they can utilize computer station and call worker using video function.
  - Below are a few things that AWWI Sales Representatives are doing during the pandemic to help applicants/participants find employment.

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- Host virtual employment events for specific employers.
- Connect participants with employers who are doing their own virtual and socially distanced job fairs.
  - One of the Sales Representatives is currently working with participants for an upcoming WFA Staffing socially distanced job fair recruiting for drivers, machine operators, assemblers, CNC, welders, and general laborers.
  - For the job fairs, everyone is required to wear a mask upon entering and sit at least 6 feet apart. They will be called for individual meeting/interview.
- Coordinate video interviews with employers. This is especially important for the participants who do not have the technology. The participants are able come on-site and use the virtual computer station for his/her video interview.
- Assist with online applications over the phone and submitting the applications directly to the employers (Sales Representative is completing the application with the participant on the phone).
- Coordinate on-site interviews with employers who are still doing on-site interviews after the initial virtual interview.

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## 8. WALK-ONS/CLOSING

**Owner:** Mac Strawder

**Time Allotted:** 5 minutes

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

### Discussion:

- Any contract questions agencies would like presented please email Linda Richardson, Mac Strawder, and Minette Knotts.
- During our March 31, 2021, meeting DCF will be covering the Governor's budget. If agencies have any questions you'd like to be addressed during the meeting, please notify Minette Knotts at [minette.knotts1@wisconsin.gov](mailto:minette.knotts1@wisconsin.gov) and Mac Strawder at [MacArthur2.Strawder@wisconsin.gov](mailto:MacArthur2.Strawder@wisconsin.gov).

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**Future Agenda Items:** Please submit agenda items to Minette Knotts and Mac Strawder.

### **Next Meeting:**

March 31, 2021

10:30 am – 12:00 pm

Skype