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

**Date:** Wednesday, April 26, 2023

**Time:** 10:30am – 12:00pm

Invitees

Anna Sainsbury (DCF)  Neb Macura (DCF) - note taker

Tony Dziedzic (FSC)  Jennifer Marks (FSC)  Stacey Eggen (FSC)

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

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

Sally Schrader (WRI)  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)  NaTasha Chevalier (UMOS)

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

Autumn Morgan (Maximus Inc)  Randy Endsley (Maximus Inc)

Representatives from Department of Children and Families (DCF), Division of Family and Economic Security (DFES): Administrator’s Office, Bureau of Analytics and Research (BAR), Bureau of Refugee Programs, and Bureau of Working Families (BWF), 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**: Anna Sainsbury

**Time Allotted:** 5 minutes

Details: Roll Call

Discussion:

* Anna conducted roll call.

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

**Time Allotted:** 5 minutes

Details: Update and/or discussion

Discussion:

* Ceri Jenkins is the new DFES Deputy Administrator. She has been in the role for two months. She started her career in state government as a W-2 Policy Analyst.
* Rob O’Connell joined BAR on Monday, April 10, 2023, as the Data and Analytics Section Manager. He was previously a part of the Department of Health Services Covid Response Team and has also worked at Epic.
* Michael (Mick) Chase will join BWF in Lauren Frederick’s former position.
* Patara acknowledged BWF employees Neb Macura and Debbie Rabin for Administrative Professionals Day.

1. THE POWER OF CONNECTION **Owner**: Jane Penner-Hoppe

**Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

* The Power of Connection is a website aimed at educating new parents about early childhood development.
* It was created by the Wisconsin Alliance for Infant Mental Health with a grant from DCF.
* It can be accessed at <https://the-power-of-connection.org/>.

1. BENEFIT CLIFF CALCULATOR DEMO **Owner**: Adam Bozich

**Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

* The Career Ladder Identifier and Financial Forecaster (CLIFF) is an online resource used for helping individuals calculate potential changes to their household budget based on changes to their wages and benefit eligibility.
* CLIFF is provided by the Federal Reserve Bank of Atlanta and can be accessed at <https://www.atlantafed.org/economic-mobility-and-resilience/advancing-careers-for-low-income-families/cliff-tool>.
* Tony Dziedzic asked if there is a benefit cliff tool that DCF recommends specific for W-2 programs, or if agencies can choose one that they feel is best for their clients.

1. QUARTERLY AGENCY PERFORMANCE MEETINGS – Q1 2023 **Owner**: Patara Horn

**Time Allotted:** 15 minutes

Details: update and/or discussion

Discussion:

* Patara reviewed the Quarter One (Q1) 2023 monitoring results. See PDF below.



* In Q1 2023, BWF will issue 13 Corrective Action Plans, all to Milwaukee agencies.
* Six agencies will receive warning letters, covering 20 performance metrics.
* BWF has offered Technical Assistance and will continue to do so, but the agencies have the final responsibility to improve performance scores.

1. EMERGENCY PAYMENTS DISCUSSION **Owner**: Abby Harrison and

Brianna Chaffee

**Time Allotted:** 40 minutes

Details: update and/or discussion

Discussion:

* Less than 1% of the W-2 caseload statewide is receiving emergency payments.
* AWWI has been focusing on emergency payments since September 2022. All applicants are offered a questionnaire to determine the payment amount, up to $1,000. If a payment is denied, it is usually because the applicant did not provide sufficient information to determine the need for an emergency payment.
* Equus is underutilizing emergency payments due to internal discussion on how they should be messaged to the applicants. The agency would like to discuss with DCF to ensure their parameters are appropriate.
* FSC is aware of appropriate situations for providing emergency payments. The agency offers a life area survey and budgeting assistance to help identify the need for payments.
  + FSC reported the following barriers:
    - The biggest barrier is timing and the inability to receive an emergency payment after receiving a W-2 payment.
    - The policy excludes working or work-ready clients.
    - Clients need time to provide proof of need for emergency payments.
* Maximus has streamlined its internal process to streamline issuance of emergency payments. Info about emergency payments is included in training for new Financial and Employment Planners (FEPs).
* Ross ramped up efforts since November 2022 and has presented the option to apply for emergency payment at every intake. Information is also provided at the front desk. The number of requests is lower than expected but the agency has seen an increase. Most of the recent requests are for housing. Challenges include limited timeframe and the fact that the first W-2 payment is a partial payment that does not cover all expenses.
* UMOS shifted to using more supportive services.
* WCI offers emergency payment information during intake sessions. The agency asks for detail to determine the need and dollar amount. Sometimes they are coded as supportive services.
* WRI starts screening at intake appointments and asks customers what their immediate needs are. Since October 2022, the agency has issued a maximum of $750 per W-2 episode. In December 2022, the agency offered $300 incentive payments, and saw a reduction in emergency payments as a result.
* TANF Policy Section Manager Tonya Kristiansen pointed out that emergency payment policy does not require:
  + Applicants to provide verification; or
  + Exhaustion of all other resources before an emergency payment is issued.
* Brianna asked the agencies about budget issues.
  + WCI reported that the budget is a concern but does not affect the number of emergency payments issued.

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

**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* TANF Automation Section IS Business Automation Specialist Ginger Seery stated that the Fact Finding screen will be modernized and asked if any agency staff are using Fact Finding reports. Ginger requested feedback via email at [ginger.seery@wisconsin.gov](mailto:ginger.seery@wisconsin.gov).

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

**Time Allotted:** N/A (see note below)

Details: Due to time constraints, W-2 agencies were asked to submit written updates in lieu of a verbal report-out.

* Workforce Resource Inc (WRI)



* United Migrant Opportunity Services (UMOS)



* Forward Service Corporation (FSC)



1. CLOSING **Owner**: Anna Sainsbury

**Time Allotted:** 5 minutes

Details: Discussion if needed.

Discussion:

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

Next Meeting:

Wednesday, May 31, 2023

10:30am – 12:00pm

Microsoft Teams