

Agenda and Minutes

W-2 Contractors' Meeting

Location: MS Teams

Date: April 27, 2022

Time: 10:30 a.m. – 12:00 p.m.

Attendees

- | | | |
|---|---|--|
| <input checked="" type="checkbox"/> Mac Strawder (DCF) | <input checked="" type="checkbox"/> Neb Macura (DCF) - note taker | |
| <input checked="" type="checkbox"/> Tony Dzedzic (FSC) | <input checked="" type="checkbox"/> Jennifer Marks (FSC) | <input checked="" type="checkbox"/> NaTasha Chevalier (UMOS) |
| <input checked="" type="checkbox"/> Brian Wolfe (FSC) | <input checked="" type="checkbox"/> Sarah Kaminski (Equus WS) | <input checked="" type="checkbox"/> Elida Elizondo (SSA) |
| <input checked="" type="checkbox"/> Kanwen Shao (Equus Workforce Solutions) | <input checked="" type="checkbox"/> Jody Conner (WRI) | |
| <input checked="" type="checkbox"/> Amanda Reiter (UMOS) | <input checked="" type="checkbox"/> Gina Brown (WCI) | |
| <input checked="" type="checkbox"/> Vang Lee (AWWI) | <input checked="" type="checkbox"/> Shannon Franek (WCI) | |
| <input checked="" type="checkbox"/> Nicole Hagen (Ross) | <input checked="" type="checkbox"/> Reno Wright (Ross) | |
| <input checked="" type="checkbox"/> Sandra Salazar-Lozano (UMOS) | <input checked="" type="checkbox"/> David Frechette (UMOS) | |
| <input checked="" type="checkbox"/> Dallas Hawkins (UMOS) | <input checked="" type="checkbox"/> John Doudna (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 Refugee Programs, Bureau of Regional Operations, Bureau of Working Families, and Partner Training Team were also in attendance.

Call in option:

Microsoft Teams Meeting

(608) 571-2209, 120 701 188#

Agenda Items

1. WELCOME & INTRODUCTIONS / DCF STAFF UPDATES

Owner: Mac Strawder

Time Allotted: 10 minutes

Details: Roll Call

- Mac conducted roll call in this order: WRI, WCI, UMOS, Ross, MAXIMUS, FSC, EQUUS, AWWI

Discussion: DCF Staff Updates

- Mac reported the following updates for the Department of Children and Families:
- Bureau of Analytics and Research – Danise Doudna, ISBA Consultant/Admin began new position Monday, April 11, 2022: BAR filled their ISBA Consultant/Admin position internally. This position serves as Data Steward and Security Subject Matter Expert (SME) for both the Bureau of Working Families and the Bureau of Refugee Programs. Prior to this promotion, Danise, was a part of the Data Analytics and Reporting Team. Danise previously worked as ISBA Specialist (first with BWF, then BAR) since November 2019. She previously held positions in BWF as a Human Services Area Coordinator, and prior to that worked for one of BWF's contracted agencies, MAXIMUS, as an Operations Supervisor. Danise has a tremendous depth of knowledge related to DFES-leveraged applications, processes, and programs, and is generous with her expertise in all things security and data stewardship. Congratulations Danise!
- Contract Administration Section – Nestor Camacho, Contract Specialist (Adjudicator) – first day of work Monday, April 11, 2022: Nestor previously worked in a contract position adjudicating performance outcome claims for the last three years through Hiring and Staff Services. Nestor brings his POP experience and familiarity with the W-2 agencies to this new position!

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- Milwaukee Operations Section – Virginia Theo, Human Services Area Coordinator – first day of work Monday, April 11, 2022: Virginia “Gina” Theo joined the Milwaukee Operations Section as the new Human Services Area Coordinator. Gina previously worked as a Senior Auditor with the Division of Early Care and Education (DECE) in the Bureau of Child Care Subsidy Administration. Gina has experience with regulatory compliance with state and federal requirements, program administration, and auditing. Welcome Gina to the Bureau of Working Families in the Division of Family and Economic Security (DFES).
 - Contract Administration Section – Xong Wisneski, began Monday, April 25, 2022, as a Contract Specialist (Adjudicator).
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2. PEOPLE FACING BARRIERS INITIATIVE

Owner: Elida Elizondo
Time Allotted: 20 minutes

Details: Update and/or discussion

Discussion:

- The People Facing Barriers Initiative is aimed at individuals who are unable to access Social Security due to the COVID-19 pandemic.
- During the pandemic, in-person appointments for Social Security were available only for dire situations (lack of food, shelter, utilities).
- Supplemental Security Income (SSI) is a supplemental program for individuals who are disabled or age 65+, and have low income and resources.
- SSI applications declined during the pandemic.
- In February 2021, the Social Security Administration (SSA) started outreach with community-based organizations providing direct services to establish partnerships and take SSI applications.
- Partners can help SSA by sending referrals, sending leads/protective filings, or taking SSI applications.
- The Protective Filing Tool is a new online tool to start the SSI application process and protect the filing date.
- Agencies that commit to taking SSI applications will be provided with a two-hour training and all necessary supplemental materials.
- Agencies will also be connected to a Vulnerable Populations Liaison who can be reached directly by phone and secure email.
- SSA offices are open to walk-in traffic, but customers are encouraged to use online or phone services whenever possible.
- Contact information: Social Security Administration, Public Affairs Specialist, Elida Elizondo
Elida.Elizondo@ssa.gov
310 W Wisconsin Ave Suite 220
Milwaukee, WI 53203
866-504-5014 ext: 35026
- See PowerPoint presentation below for reference:



People Facing
Barrier Initiative Slide

3. WORK PARTICIPATION RATE (WPR) AND WEBI REPORTS

Owner: Pete Shay
Time Allotted: 15 minutes

Details: update and/or discussion

Discussion:

- Last fixes are going into the system on April 27, 2022.

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- Data will be available as follows: for January – on April 28; for February – on April 29; for March – on May 2.
- Some cases are showing up in the wrong agency.
 - These are participants who moved between agencies during the participation period.
- Some participants are seeing excessively high participation hours.
- An upcoming Webl upgrade will result in interface and navigation changes.
- The timeline is below:

Date	Activity
5/18/2022	BI will release updated Webl screenshots and some high level documentation.
6/16/2022 11:00AM-12:00PM	SAVE THE DATE: Webl Upgrade Preview (over Zoom), registration information to follow
6/21/2022 11:30AM-12:30PM	SAVE THE DATE:(2 nd date, same info) Webl Upgrade Preview over Zoom, registration information to follow
06/30-07/08/2022	Webl Publishing Freeze – DWD will be taking the snapshot of Webl production folders for the migration. Anything created/added to production after 06/30/2022 MAY NOT be transferred to the new production environment. Please refrain from making any changes to production or publishing new reports during this window.
7/9/2022	Targeted Deployment Day from DWD

- DWD would like all Webl users to review their personal folders and delete any unneeded reports by June 30, 2022.

4. DEMO OF W-2 AND EA MANUAL UPDATE

Owner: Abby Harrison

Time Allotted: 10 minutes

Details: update and/or discussion

Discussion:

- In the Wisconsin Works (W-2) Manual, the Last Updated and Policy Effective footnote was removed from all sections.
- History footnotes containing hyperlinks were added to all sections to direct readers to the corresponding previous release versions stored on the [PDF Versions](#) page.
- The W-2 Manual has been updated as specified in this document: [W-2 Manual Release 22-04](#).
- See [W-2 Manual](#) to view the updated W-2 Manual sections.
- In the Emergency Assistance (EA) Manual, the Last Updated and Policy Effective footnote was removed from all sections.
- History footnotes containing hyperlinks were added to all sections to direct readers to corresponding previous release versions stored on the [PDF Versions](#) page.
- The EA Manual has been updated as specified in this document: [cover sheet for EA Manual Release 22-03](#).
- See [EA Manual](#) to view the updated EA Manual sections.

5. RCA AND RMA ELIGIBILITY EXPANDED TO 12 MONTHS

Owner: Sierra Hartman

Time Allotted: 5 minutes

Details: update and/or discussion

Discussion:

- Refugee Cash Assistance and Refugee Medical Assistance eligibility has been expanded to 12 months for all populations whose eligibility date is October 1, 2021, or later.

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- Contact information: Tom Targos at tom.targos@wisconsin.gov and Sierra Hartman at sierra.hartman@wisconsin.gov with any questions that arise.
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6. HOW TO ESTABLISH START DATE FOR AFGHAN PAROLEES

Owner: Sierra Hartman
Time Allotted: 5 minutes

Details: update and/or discussion

Discussion:

- The start date for benefits is the date the participant enters the community where they are settled.
 - W-2 agencies should contact the resettlement agency to see if they have a start date.
 - If the resettlement agency does not have the information, W-2 agencies should ask participants for evidence of a start date (e.g., bus/plane ticket to the community where they are settled).
 - If neither of the above options is available, contact the DCF Bureau of Refugee Programs.
 - Contact information: Tom Targos at tom.targos@wisconsin.gov and Sierra Hartman at sierra.hartman@wisconsin.gov with any questions that arise.
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7. PARTNER TRAINING TEAM UPDATES

Owner: Dave Turk
Time Allotted: 5 minutes

Details: update and/or discussion

Discussion:

- Some trainees in the Practical Applications in CWW class are having difficulty completing the pre-requisites on time.
 - As a result, some trainees had to be turned away, resulting in unused spaces in the class.
 - Some trainees are engaging in non-class-related tasks during trainings.
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8. AGENCY UPDATES

Owner: W-2 Agencies
Time Allotted: 15 minutes

Details: Updates

Discussion:

- WRI
 - WRI is starting to fill some vacancies through internal hires.
 - Some applicants are not returning contacts or not showing up for scheduled interviews.
 - WRI has considered using staffing agencies, but is not doing so at this time.
 - Another option for attracting new staff is allowing work from home.
 - All WRI offices are open to customers.
 - WCI
 - WCI hired one person during week of April 18, 2022.
 - WCI is using targeted outreach in local colleges.
 - Staff are working in hybrid mode (3 days in office, 2 days remotely).
 - WCI is beginning to review personnel policies and looking at ways to incentivize current staff.
 - UMOS
 - Two workers recently completed New Worker Training, including an intern from MATC.
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- UMOS is attending job fairs as an employer.
- UMOS hired a talent acquisition specialist to assist with staffing.
- Ross
 - Ross recently hired an Adult Education Navigator who was a no-show on the first day.
 - Staff are working in hybrid mode (3 days in office, 2 days remotely).
 - All Quality Assurance (QA) and Financial and Employment Planners (FEPs) attended the SSI training during the week of April 18, 2022.
- MAXIMUS
 - MAXIMUS is recruiting for W-2 operations positions.
 - Some staff are working remotely.
 - MAXIMUS will be hosting a mental health workshop for refugees on Wednesday, May 4, 2022.
- FSC
 - Recently, FSC has had more turnover than usual, mostly in FEP and direct supervisor positions.
 - Some vacancies have been filled internally.
 - Some FEPs have concerns about the balance between helping people and following policies/documenting data.
 - FSC is working to raise pay for all employees.
- EQUUS (written notes provided by Kanwen Shao)
 - Is in the process of filling multiple vacancies during a 2.8% unemployment rate in SE WI.
 - We were fortunate to have minimal turnover during the past 12-15 months, but recent internal promotions opened up some entry level positions + additional recent departures / separations have made filling vacant positions an escalated priority item. The W-2 Leadership team (SUPS and LEADS) remain intact at this time.
 - Qualified applicants are not plentiful, but we are doing our best to fill open positions with staff members that have the best chance of success within our system.
 - Current staff referrals have been helpful bringing in an informed candidate that has an idea about the job duties and W-2 Project
 - EQUUS W-2 recently adopted a hybrid, performance-based work from home policy. (Individual, local office, and W-2 Project level performance)
 - SE WI continues to experience a robust employment environment leading to continued gains for employers W-2 clients. Hiring conditions and job opportunities remain strong for both entry level and skilled positions throughout the six county ResCare W-2 service area (Racine, Kenosha, Walworth, Waukesha, Ozaukee, Washington).
 - RCA cases have expanded substantially during Q1 2022. It has been gratifying as workforce professionals doing our part assisting this population establish themselves in the United States with prompt, accurate RCA payments and W-2 services.
 - EQUUS W-2 and FSET program coordination resulted in 77 co-enrolled cases across regions for the week ending 4/22/22. Approximately 10.4% = (77 / 741) 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.
 - Quality case management scores continue to improve internally through ongoing, coordinated training efforts between or QA and (Intake and Ongoing FEP + ECF + EA teams).
 - QA Specialists, FEP Supervisor, FEP Lead complete 1:1 or small group training on topics identified through QA audits. Training aids, cheat sheets, written SOPs are used in conjunction with the training. Follow up actions are dependent on future month QA audits or if staff member still wants the support.
 - Remove the stigma of having challenging individual audit scores.
 - Strive to offer tangible technical, systems, and workflow support.

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- Overall goal is guiding each staff member reach full professional capacity, problems solve across units, and move forward as a team.
- AWWI
 - AWWI started a career facilitator group.
 - Four FEPs started during the week of April 18, 2022.
 - Another FEP will start on April 28, 2022.
 - Staff are working in hybrid mode (3 days in office, 2 days remotely).
- Resources for W-2 agencies related to staff retention and recruitment:
 - APHSA Webinar “Turnover...Turnaround: Creative Solutions for Child Welfare Agencies to Overcome Social Worker Turnover and Build the Capacity They Need”
 - NCAP 2022 Management & Leadership Training Conference notes “The Realities of COVID-19 and How do we Transition”
 - Administration of Children and Families, Office of Head Start graphic “Planning for a Cross-Functional and Dynamic Workforce Graphic”



APHSA



NCAP 2021



Webinar_Turnover TConference_The Re: Graphic.jpeg

9. 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.
- Please include Topic, Presenter, and Duration for planning purposes.
 - Please provide Mac with presentation documents prior to the meeting.

Next Meeting:

Wednesday, May 25, 2022
10:30AM-12:00PM
Microsoft Teams