

# Agenda and Minutes

## W-2 Contractors' Meeting

**Location:** MS Teams

**Date:** May 25, 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 Dziedzic (FSC)                     | <input checked="" type="checkbox"/> Jennifer Marks (FSC)          | <input type="checkbox"/> NaTasha Chevalier (UMOS)          |
| <input checked="" type="checkbox"/> Brian Wolfe (FSC)                       | <input checked="" type="checkbox"/> Sarah Kaminski (Equus WS)     | <input checked="" type="checkbox"/> Amanda Reiter (UMOS)   |
| <input checked="" type="checkbox"/> Kanwen Shao (Equus Workforce Solutions) | <input checked="" type="checkbox"/> Jody Conner (WRI)             | <input checked="" type="checkbox"/> Jodi Prout (UMOS)      |
| <input checked="" type="checkbox"/> Carlyle Outten (AWWI)                   | <input checked="" type="checkbox"/> Gina Brown (WCI)              | <input checked="" type="checkbox"/> Carolyn Frogness (WRI) |
| <input checked="" type="checkbox"/> Vang Lee (AWWI)                         | <input checked="" type="checkbox"/> Shannon Franek (WCI)          | <input checked="" type="checkbox"/> Stacey Eggen (FSC)     |
| <input checked="" type="checkbox"/> Nicole Hagen (Ross)                     | <input checked="" type="checkbox"/> Reno Wright (Ross)            | <input checked="" type="checkbox"/> Neng Thor (MAXIMUS)    |
| <input checked="" type="checkbox"/> Sandra Salazar-Lozano (UMOS)            | <input checked="" type="checkbox"/> David Frechette (UMOS)        | <input type="checkbox"/> Parker Rios (UMOS)                |
| <input checked="" type="checkbox"/> Dallas Hawkins (UMOS)                   | <input 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#**

Please access the [DCF website](#) for agendas and meeting minutes for the W-2 Contractors' Meetings.

### Agenda Items

#### 1. WELCOME & INTRODUCTIONS

**Owner:** Mac Strawder

**Time Allotted:** 5 minutes

Details: Roll Call

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

Discussion: Acknowledgement of State staff and attendance from agency staff.

#### 2. DCF STAFF UPDATES

**Owner:** Patara Horn

**Time Allotted:** 5 minutes

Details: Updates

Discussion: Patara introduced the following staff:

Contract Administration Section:

Xong Wisneski – Contract Specialist – Adjudicator

I am pleased to welcome Xong Wisneski to our Contract Administration Team. Xong will be working alongside Nestor as an Adjudication Specialist. Xong will be connected to the Green Bay State Office Building but will primarily be working remotely. Xong started this Monday April 25th.

# Agenda and Minutes

Xong attended the University of Green Bay with a degree in Psychology and has a Business Management degree from the Northeast Technical College. Xong worked for Oneida Nation as a Child Support Case Manager and also has experience as an Education Specialist in the Green Bay School District. Her experience includes advocating for Native youth and families in the school district connecting them to supports and resources and assisting in closing the achievement gap within the district. She coordinated with the school systems, local programs, and the families within the district to ensure student success.

Xong is very active in the Green Bay Hmong community, and within the Oneida Nation where her husband is a member. She is also involved in the many activities her children participate. She is passionate about cooking and exploring foods from all cultures, which makes her a favored spot for holidays and cookouts!

Please join me in welcoming Xong to DCF!

TANF Policy Section:

Sam Russell – Summer intern – Started Monday, May 23, 2022.

### 3. WEBI UPGRADES

**Owner:** Pete Shay  
**Time Allotted:** 5 minutes

Details: Update and Discussion

Discussion:

- The upcoming WebI upgrade will result in interface and navigation changes.
- DCF will be providing two one-hour sessions for a preview demo for the WebI user interface changes.
- This training will be solely focused on getting users accustomed to the differences between the current version and the new version of the user interface.
- This training is best suited for individuals already familiar with WebI and how to navigate around it.
- For users that are completely new to using WebI, the updated WebI training will be released at the end of July and will be more comprehensive in how to navigate and use the tool.
- You can register for one of the two WebI Preview Demos by clicking on this link: <https://www.surveymonkey.com/r/dcfwebipreview>
- Registration for the WebI Preview demos will close on **Friday, June 10<sup>th</sup>**.
- All users who are registered will receive an email link to a Zoom call.
- Significant dates:

Date	Activity
5/18/2022	BI will release updated WebI screenshots and some high level documentation.
6/10/2022	Registration ends
6/16/2022 11:00AM-12:00PM	SAVE THE DATE: WebI Upgrade Preview (over Zoom), registration information to follow
6/21/2022 11:30AM-12:30PM	SAVE THE DATE: (2 <sup>nd</sup> date, same info) WebI Upgrade Preview over Zoom, registration information to follow.
6/30/2022	DWD would like all WebI users to review their personal folders and delete any unneeded reports by Thursday, June 30, 2022.
06/30-7/8/2022	WebI Publishing Freeze – DWD will be taking the snapshot of WebI 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

# Agenda and Minutes

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## 4. CHILD SUPPORT LIAISON UPDATES

**Owner:** Tonja Thompson  
**Time Allotted:** 10 minutes

Details: Update and/or Discussion

Discussion:

- Thank you to the agencies for cooperating with site visits.
  - The purpose of the visits was to determine how the Child Support Liaison (CSL) role is structured.
  - A statewide CSL meeting was held Tuesday, May 17, 2022.
    - CSLs inquired about the possibility of adding a section for success stories in CSPR.
    - The Department of Workforce Development did a presentation on WIOA.
  - The next in-person CSL meeting will be in August 2022 in the Madison area.
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## 5. EDUCATION NAVIGATOR UPDATES

**Owner:** Lauren Frederick  
**Time Allotted:** 10 minutes

Details: Update and/or Discussion

Discussion:

- The first statewide Education Navigator meeting was held Tuesday, April 5, 2022.
    - The Department of Public Instruction (DPI) did a presentation about ways to obtain a GED or HSED.
    - Expectations regarding reporting requirements were reviewed.
    - A recording of the meeting is posted on the PTT Learning Center.
  - DCF has a directory of Education Navigators.
    - Agencies are asked to inform DCF of Education Navigator staffing changes to ensure the directory is kept up to date.
  - The planning committee is working out details for the second quarter meeting tentatively scheduled for mid-July based on availability of guest speakers.
    - Agencies are asked to submit agenda topics to Lauren via e-mail [lauren.frederick@wisconsin.gov](mailto:lauren.frederick@wisconsin.gov).
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## 6. OPERATIONS MEMOS UPDATES

**Owner:** Morgan Olmsted  
**Time Allotted:** 10 minutes

Details: Update and/or Discussion

Discussion:

- Operations Memo [22-09](#) was published on Monday, May 23, 2022, and obsoletes Operations Memo 18-11.
  - The memo clarifies policy regarding when a case should be closed due to noncooperation with Child Support.
- A memo regarding COVID-19 policy updates is scheduled to be published on Thursday, May 26, 2022.
  - Effective Friday, July 1, 2022, the following policies will be reinstated:
    - Job Skills Training activity assignment;
    - Technical college work activity assignment;
    - 20% payment reduction;
    - Requirement for drug testing of drug felons;
    - Requirement to complete a substance abuse screening;
    - Subsidized employment wages only for participants currently in subsidized work, and only for actual hours worked; and
    - TMJ/TJ lifetime limit of 1,040 hours worked.
  - The [BWF Work Programs Policy and Automation Adjustments document](#) will be updated upon the publication of the memo.

# Agenda and Minutes

## 7. AGENCY UPDATES

**Owner:** W-2 Agencies  
**Time Allotted:** 40 minutes

Details: Update and/or Discussion

### Discussion:

- Workforce Resource, Inc. (WRI)
  - WRI is close to being fully staffed.
    - A new FEP started in St. Croix County.
    - Recruitments for two vacant positions will be temporarily put on hold due to challenges with attracting qualified candidates.
  - WRI is operating in pre-COVID normals.
  - In several offices, staff are encouraged to work remotely due to space concerns.
  - The Youth Education Navigator is working with 26 individuals, including 14 Learnfare cases.
- Workforce Connections, Inc. (WCI)
  - Recruitment for one vacant position will be temporarily put on hold.
  - Two staff are on extended leave.
  - Applications for vacant positions have been few and far between.
  - Staff are working in the office three days per week.
  - Customers have the option of meeting with staff in person or remotely.
  - A new Education Navigator will start on June 6, 2022.
- United Migrant Opportunity Services, Inc. (UMOS)
  - One current FEP was promoted to a supervisor position.
  - One FEP resigned.
  - One FEP was supposed to start during the week of May 30, 2022, but withdrew due to moving out of state.
  - UMOS staff are working in the office full-time.
  - Two Education Navigators were scheduled to start recently.
    - Youth Navigator failed to show on the first day.
    - Adult Navigator has completed training.
- Ross Innovative Employment Solutions (Ross)
  - Ross is fully staffed with FEPs, but still hiring to ensure ample staffing.
    - One FEP is scheduled to start on Wednesday, May 25, 2022, and another during the week of May 30, 2022.
  - A new Education Navigator is scheduled to start during the week of May 30, 2022.
  - The current Youth Education Navigator is working with seven students.
  - 50% of staff are in the office full-time, and the other staff are working from home three days per week.
  - A drive-through job fair and COVID vaccine drive are scheduled on Wednesday, June 1, 2022.
  - Ross will be represented at the Victims of Milwaukee Violence program in June.
  - Customer Appreciation Week is scheduled for the last week of June.
- MAXIMUS Inc. (MAXIMUS)
  - An Education Navigator and several internal training coordinator positions are vacant.
  - Three FEPs completed New Worker Training.
  - MAXIMUS has lifted all on-site COVID restrictions.
  - On-site child care is resumed.
  - The phone system has been upgraded to improve the customer experience.
  - Education Navigators are currently working with 13 adults and 2 youth.
- Forward Service Corporation (FSC)
  - FSC recently filled a number of vacancies.
  - FSC recently completed a compensation review, resulting in significant salary increases and adjustments.

# Agenda and Minutes

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- The internal call center is exploring Zendesk software to improve the customer experience.
- In-office customer kiosks are being reinstated.
- 6 Adult and 2 Youth Education Navigators are working with over 60 clients at different levels of engagement.
- Loaner laptops for adult education and training are at full capacity.
- EQUUS Workforce Solutions (EQUUS written notes provided by Kanwen Shao)
  - Staffing:
    - Multiple line staff positions open due to promotions, unit transfers, and separations
    - The W-2 Leadership Team (Supervisors and Leads) remains fully intact
    - Qualified applicants are less readily available
    - Filling vacant positions is a priority item
    - Multiple employment offers have been declined during the past two months (have not experienced this employment offer decline frequency before)
    - Retaining and training staff remains a foundational W-2 project strategy (technical and supervisor support, competitive remuneration, flexible work schedule, collaborative work environment)
  - Operations:
    - April 2022 internal QA CFD and CMT reviews remain solid
    - 95.33%: CWW
    - 94.00%: ECF
    - 87.19%: CMT
    - Identify top case management challenges at the local and project levels. Written summaries completed monthly and reviewed with the local FEP SUP / FEP LEADS. Complete small unit + project level trainings, create desk aids, QA Specialists / FEP SUPS / FEP LEADS are available for 1:1 assistance
    - In person WEX sites starting June 2022: Dress for Success
    - 266: EEs through April 30, 2022
    - Retaining Online Job Club and Online WEX sessions as a regular program offering
    - Approximately 10.4% = (77 / 741) of the EQUUS W-2 caseload is co-enrolled with the EQUUS FSET program
    - Adopted a hybrid work model based on individual and project level performance + coverage levels (3 days office, 2 days home)
  - Education Navigators:
    - Currently in final sub-contract negotiation with ABE / GED / HSED services vendor that operates in SE WI (adult, youth) starting in June 2022
    - Internal staff are completing duties during the interim
    - Successful outcomes: 3 educational claims (GED, HSED) through April 30, 2022
- America Works of Wisconsin, Inc. (AWWI)
  - Three new staff have started since the last meeting.
  - Two new staff are scheduled to start during the week of May 30, 2022.
  - Many vacancies are due to the creation of new positions.
  - Staff are working on a hybrid model.
  - A new Youth Education Navigator was recently hired.
  - A new Adult Education Navigator is scheduled to start on May 31, 2022.

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## 8. CLOSING

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

Details: Updates

Discussion:

- Details: Walk-ons and or Discussion, if applicable.

# Agenda and Minutes

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- 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.
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## Next Meeting:

Wednesday, June 29, 2022  
10:30AM-12:00PM  
Microsoft Teams