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

 **Date:** May 29, 2024

 **Time:** 10:30am – 12:00pm

Invitees

[x]  FSC [x]  Equus [x]  WRI [x]  WCI [ ]  AWWI [x]  UMOS [x]  Ross [x]  Maximus Inc

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

 **Time Allotted:** 5 minutes

Details: Update and/or discussion

Discussion:

* Ty Schanhofer is the summer intern in the TANF Policy Station. He started on Monday, May 20, 2024, and will be with BWF though the end of August. He will be helping with updates to the W-2 Manual.
* New staff from the Bureau of Refugee Programs introduced themselves.
1. W-2 PARTICIPATION AGREEMENT UPDATE **Owner**: Morgan Olmsted

 **Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

* See the revised W-2 Participation Agreement form below.



* The revised form will be published to the DCF Forms Repository on Thursday, May 30, 2024.
* There are no policy changes associated with this revision.
* The form was significantly reformatted and the language was simplified for readability.
* The content was reordered to place the most important information at the beginning.
* Notable additions include:
	+ Introduction at the top of the form.
	+ Checkboxes to encourage participants to read the form.
	+ Bold text to highlight important information.
	+ Section on what participants can expect from agencies.
	+ W-2 Customer Service Line phone number and link to W-2 complaint form.
* Shannon Franek asked how important it is for participants to check all boxes.
	+ Morgan stated that it is not crucial as the boxes are primarily a tool to ensure that participants are reading the form.
1. PROCESS FOR FAMILY STABILIZATION PAYMENTS **Owner**: John Doudna

 **Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

* [BWF Operations Memo 24-10](https://dcf.wisconsin.gov/files/w2/ops-memos/pdf/24-10.pdf) provides information about family stabilization payments.
* The Family Stabilization Payment Request form must be completely filled out and uploaded into the Electronic Case File (ECF).
* Payments over $3K need approval from John. Requests for approval must be submitted via email to dcfdfesbwfcontracts@wisconsin.gov.
	+ Include the Family Stabilization Payment Request form and a summary of how the funds will be used.
	+ Use encryption and/or remove personally identifiable information as much as possible.

1. SYSTEM UPDATES **Owner**: Heidi Hammes

 **Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* Genesys access for the new platform will be coming to the agencies in the next two weeks. Agency contacts will receive multiple emails with instructions, starting Wednesday, May 29, 2024.
* CWW is being enhanced to generate the Notice of Assignment form and Child Support Cooperation and Good Cause publication in the Deloitte release scheduled for June 22, 2024. A Help Desk email will be sent and CWW process help text will be updated.
* BRITS Phase II implementation is scheduled for Quarter Four 2024.
1. AGENCY UPDATES **Owner**: W-2 Agencies

 **Time Allotted:** 40 minutes

Details: Updates

Discussion:

* Workforce Connections Inc. (WCI)
	+ W-2 and Emergency Assistance (EA) applications are up. WCI is focusing on processing them on time.
	+ WCI is reviewing policies and procedures regarding current operations and possible changes.
	+ The Education Navigators are providing services for the end of the school year.
	+ WCI staff recently attended a Child Support Liaison presentation and refugee training.
* Equus
	+ EA and W-2 applications are up.
	+ Equus is working with local workforce boards to address layoffs in its service area.
	+ Equus created a new internal survey asking different questions about what participants need from the agency.
	+ The Education Navigators are starting to plan summer events.
* UMOS
	+ UMOS hosted a successful Cinco de Mayo event on Saturday, May 4, 2024, in collaboration with El Conquistador. The event was attended by community partner organizations and vendors.
	+ 18 participants received their GEDs.
	+ The Youth Education Navigator will host an event for high school graduates on Thursday, May 30, 2024, focusing on financial literacy and preparing for college.
	+ UMOS will hold its annual back to school event in August.
	+ UMOS will hold a human trafficking forum for partner organizations on Wednesday, June 26, 2024. More information can be found on the UMOS Facebook page.
	+ UMOS will hold a career fair on Friday, May 31, 2024.
	+ Staffing – Kaye Hartmann is the Interim W-2 Director. Jodi Prout is the new Quality Assurance Director.
* Workforce Resource Inc. (WRI) – written notes provided by Jody Conner
	+ Recently added two new staff members. Refilled our Youth Education Navigator (Lisa Hansen) effective June 10th with a person with an education/instructional background. We filled a new Job Developer position for our norther counties (WDA 7-Karli Knauss) with an individual coming from private sector HR. Rest of the staff has been stable through the current quarter.
	+ Caseload continues to drop. Twenty-three percent reduction over the past 12 months. We credit the continued available or entry level jobs with wages well above the legal minimum. We will hit our employment related POP claim goals for the first five months. We are viewing this as an opportunity to spend more time and effort with our customers.
	+ The grant we have used to integrate T-SBIRT (Trauma Screening, Brief Intervention, and Referral to Treatment) into W-2 will end this coming October. We are discussing how to maintain that screening and referral effort going forward. Upcoming trainings will expand to the entire W-2 staff EMPath (Economic Mobility Pathways) and the Bridge to Self-Sufficiency approach to customer services and customer coaching to improve partnership between the case manager and the participants.
	+ Job fairs held at River Prairie Center in Altoona receiving a lot of attention. Most recent on May 22 saw twenty-two employers from retail to hospitality to manufacturing to medical with sixty job seekers. Next set there on June 26th. Also job fairs at EC job center May 14 and Rice Lake Job Center May 15. In Rice Lake we had nine job searchers and eight employers, the month before it was twenty job seekers and eight employers. We have been doing these monthly since the start of the year and it is clear employers and job seekers are becoming weary of the back-to-back job fairs so we may break over the summer.
	+ The number of refugees served has remained stable the past few months. We have 6 RCA cases at the present time. Four of the cases are from the Congo, one is Somalia, and one is from Venezuela. For W2 cases, we have 3, 2-parent cases from the Congo and two single-parent household. All of these originate from the Congo and are co-served with World Relief. We have single-parent household from Ukraine that is currently going through the intake process.
	+ We have six customers attending GED/HSED FastTracks in the first two weeks of June 2024. Five attending the virtual option. One attending in person option. So far in 2024, 9 individuals have obtained their GED/HSED - 8 of them completed in 6 months or less!
* Forward Service Corporation (FSC)
	+ FSC held an all-staff meeting in April in Stevens Point. Staff heard from several speakers on Diversity, Equity, and Inclusion (DEI) topics.
	+ The W-2 caseload is up over last year but has been steady during past 3-4 months.
	+ FSC has seen a significant increase in the number of EA applications, with a 45% increase over the last 12 months, and a 70% increase during the past three months. FSC is hiring additional staff to keep up with the volume.
	+ FSC is observing case managers as they implement TTS into their case management flow.
* Ross
	+ Ross has seen an increase in W-2 and Job Access Loan (JAL) applications.
	+ 3 participants completed their GED/HSED from Milwaukee Area Technical College (MATC).
	+ MATC provided information on the promise program to help low-income families pay for school.
	+ Ross held a wellness event on Saturday, May 25, 2024.
	+ Ross will hold a back to school event on Friday, August 02, 2024.
	+ Ross will hold a job fair on Thursday, June 27, 2024. The agency will send out a flyer in advance.
* Maximus
	+ Maximus held the following recent events:
		- Wednesday, May 8, 2024 – Blooming Into Success resource fair. The event was attended by 71 parents and children.
		- Wednesday, May 15 – Virtual job fair using a new, more interactive platform.
	+ Upcoming events include:
		- Wednesday, May 29 – On-site job fair.
		- Sunday, June 9 – Participation in the Milwaukee Pride Parade as part of continued DEI initiatives.
		- Wednesday, June 12 – Virtual job fair.
		- Wednesday, June 19 – Juneteenth celebration.
		- Thursday, June 27 – Vocational training fair.
	+ Maximus has seen an increase in W-2 and JAL applications. The agency is working to streamline internal processes.
	+ Four Financial and Employment Planners recently started New Worker Training (NWT), and one more will start during the week of June 3. After they complete NWT, the agency will be fully staffed.
1. WALK-ONS **Owner**: All

 **Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

* No walk-ons.
1. CLOSING **Owner**: Anna Sainsbury

 **Time Allotted:** 5 minutes

Details: Discussion if needed.

Discussion:

* Please submit agenda items via e-mail to Anna Sainsbury 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, June 26, 2024

10:30am – 12:00pm

Microsoft Teams