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

**Date:** June 29, 2022

**Time:** 10:30 a.m. – 12:00 p.m.

Invitees

Mac Strawder (DCF)  Neb Macura (DCF) - note taker

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

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

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

Carolyn Frogness (WRI)  Gina Brown (WCI)  Shannon Franek (WCI)

Vang Lee (AWWI)  Carlyle Outten (AWWI)  Latasha Dula (Ross)

Nicole Hagen (Ross)  Reno Wright (Ross)  Parker Rios (UMOS)

Sandra Salazar-Lozano (UMOS)  Jodi Prout (UMOS)  NaTasha Chevalier (UMOS)

Amanda Reiter (UMOS)  Rachel Zietlow (MAXIMUS)  Neng Thor (MAXIMUS)

Autumn Morgan (MAXIMUS)  Randy Endsley (MAXIMUS)  Erica Coles (AWWI)

Petrina Johnson (UMOS)

Representatives from the Department of Children and Families, Division of Family and Economic Security, Bureau of Analytics and Research, Bureau of Child Support, Bureau of Refugee Programs, Bureau of Working Families, and Partner Training Team were in attendance.

Call in option:

Microsoft Teams Meeting

**(608) 571-2209, 120 701 188#**

**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.**

Agenda Items

1. WELCOME & INTRODUCTIONS **Owner**: Mac Strawder

**Time Allotted:** 5 minutes

Details: Roll Call

Discussion:

* Mac conducted roll call.
* Staff from the DCF Bureau of Regional Operations are not in attendance due to another commitment.

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

**Time Allotted:** 5 minutes

Details: Update

Discussion: Patara introduced the following new staff:

* Aly Gmeinder – Contracts-Specialist Advanced, BWF Contract Administration Section – Started Monday, June 20, 2022.
* Malalai Salehi – Afghan Refugee Coordinator, Bureau of Refugee Programs.

1. Statewide Agency Site Visits **Owner**: Mac Strawder

**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* See PDF below.



* The plan is to meet with all statewide W-2 agencies August 2022.
* Mac Strawder will reach out to the Milwaukee W-2 agencies to solicit agenda topics, dates, times, and list of attendees. Feel free to reach out to Mac via e-mail if there are any questions. E-mail below.
* Kelly Bueschel will reach out to the Balance of State agencies to solicit agenda topics, dates, times, and list of attendees. Feel free to reach out to Kelly if there are any questions at [kelly2.bueschel@wisconsin.gov](mailto:kelly2.bueschel@wisconsin.gov).

1. Likely Bureau of Working Families State Fiscal Year 2023 SLA Items **Owner**: Laura O’Flanagan

**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* See spreadsheet below.



* For more information, contact [laura.oflanagan@wisconsin.gov](mailto:laura.oflanagan@wisconsin.gov).

1. 2022 Work Programs Conference **Owner**: Audrey Evert

**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* See PDF below.



1. Operations Memo Updates **Owner**: Audrey Evert

**Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

* The following Operations Memos are scheduled for release July 2022 with Rules effective August 1, 2022:
  + Updates to DCF 102: Child Support Cooperation for Wisconsin Works
  + Technical Revisions to DCF 101: Wisconsin Works
  + Updates to DCF 101 and 120: Asset Restrictions on Eligibility for Wisconsin Works and Emergency Assistance
* See PDF below.



1. Decline in Emergency Assistance Applications **Owner**: Audrey Proaño

**Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

* The Bureau of Analytics and Research is comparing Emergency Assistance (EA) application numbers from 2022 and 2019.
  + The numbers show a decrease in applications and increase in denials.
* Agency feedback:
  + Erica Coles, AWWI – Clients are gravitating toward programs that provide more money for housing and energy than EA does.
  + Jody Conner, WRI – Customers are going to Community Action Agencies for rental assistance.
  + Gina Brown, WCI – Gina reported the following:
    - WCI has not seen a decline in EA applications, other than an expected seasonal decrease in April.
    - Many clients are seeing large increases in rent.
    - WCI has seen a significant increase in denials due to lack of required documentation or inability to complete the application process within the allotted time when a client applies in ACCESS.
    - Homeless applicants are unable to find permanent housing within the allotted time.
  + Latasha Dula, Ross – Latasha reported the following:
    - Landlords are unwilling to stop the eviction process against tenants who owe large amounts.
    - Some families are choosing doubled-up housing to stay in better neighborhoods.
  + Petrina Johnson, UMOS – Landlords often do not respond to requests for information.
  + Autumn Morgan, MAXIMUS – Autumn reported the following:
    - MAXIMUS has seen an increase in applications through ACCESS and walk-ins.
    - Some landlords are taking tenants to court instead of waiting for tenants to receive assistance.
  + Tony Dziedzic, FSC – Tony reported the following:
    - Landlords are more likely to evict tenants now than at the beginning of the pandemic.
    - Having a child aged 5 or younger is no longer a qualifying reason for applying.
    - EA payment amounts have not kept up with the increase in housing prices.
* Marianne Rosen, DFES Policy Initiatives Advisor, stated that applicants in a domestic violence (DV) situation can encounter additional challenges when applying.
  + An individual in a DV situation may not be able to answer the phone when an agency calls to follow up on an application submitted in ACCESS.
    - Marianne recommends looking for alternate ways to contact these applicants.
  + Marianne also recommends looking at ways to identify and prioritize EA applicants in a DV situation.
  + A recent study shows that individuals in shelters take longer to find housing than EA allows.
* Ginger Seery from the TANF Automation Section asked the following question during the meeting, “Are the ACCESS applicants who are denied for lack of timely verification reapplying?”
  + Jody Conner and Gina Brown stated that some of these applicants do reapply.
  + Petrina Johnson stated that some individuals apply for EA before receiving an eviction notice, but they are not eligible until they receive the notice. Petrina wanted to know if there is a possibility to provide resources to prevent evictions.
* Agencies can provide additional feedback to [audrey.proano@wisconsin.gov](mailto:audrey.proano@wisconsin.gov).

1. W-2 Agency KIDS Access **Owner**: Brian McReavy

**Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

* See PowerPoint below.



* The plan is for the agencies to meet and reach a consensus on whether or not the outliers need to be included in a Custom User Profile.
* Please follow up with Mac Strawder via e-mail if there are any questions at the e-mail below.

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

**Time Allotted:** 30 minutes

Details: Updates

Discussion:

* AWWI
  + Since the last W-2 Contractors’ Meeting, AWWI hired one Financial and Employment Planner (FEP) and one Adult Education Navigator.
  + AWWI recently installed a self-check-in kiosk where customers can specify a reason for their office visit.
* EQUUS (written notes provided by Kanwen Shao)
  + Staffing:
    - No staff departures during MAY / JUNE 2022
    - 4 W-2 positions currently open and sourced: (1 Kenosha Case Manager, 1 Racine Case Manager, 1 Business Services Consultant , 1 Youth Education Navigator)
    - Staff retention and ongoing training remain critical elements ensuring consistent, quality W-2 services administration (vacant caseloads, loss of subject matter / technical experts, substantial resources allocated for new staff hiring / training)
    - W-2 Leadership Team (SUPS + LEADS) remain fully intact (highly collaborative, innovative problem solvers, supportive leaders, drive performance outcomes, and quality service delivery)
  + Operations
    - Solid MAY 2022 internal W-2 Project QA CFD audit scores (CWW, ECF) + CMT scores
      * CWW: 92.00%
      * ECF: 95:67%
      * CMT average score = 86.23%
    - 318 entered employments as of 5/31/22
    - 1 JUNE educational claims, 4 YTD HSED educational claims
    - 1 JUNE vocational claims, 7 YTD vocational claims
    - EQUUS W-2 and FSET collaboration resulted in approx. 52 co-enrolled cases across shared regions. Approximately 6.5% = (52 / 698) 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.
    - EQUUS W-2 Employment unit staff members participated in multiple employment hiring and community events during JUNE 2022. Primary objectives include W-2 program community outreach, locating employment and job skill training opportunities for EQUUS W-2 clients, developing potential WEX and TEMP sites.
    - YWCA / Dress for Success online WEX: 96 active participants: W-2 client capacity and utilization remain at high levels during JUNE 2022. DFS Online WEX enrollment and participation are at near capacity levels.
    - EQUUS Online Job Club: 33 active participants: Employable W-2 clients (CMJ, recently separated CMF / CM+, higher functioning CSJ)
    - In person WEX site(s) is currently open in Racine, Kenosha / Waukesha WEX sites projected for JULY 2022
* FSC
  + The staffing situation is stable.
    - Some internal staff have been promoted.
  + FSC is focusing on job skills and vocational training for clients.
    - FSC is looking to receive WIG and WIA funding.
    - Manufacturing, hospitality, and retail training will be offered.
* MAXIMUS
  + Two W-2 management positions are open.
    - Interviews are anticipated in the next two weeks.
  + A new Child Support Liaison started last week and is going through training.
  + MAXIMUS is looking to gradually resume in-person services.
    - An on-site job fair will be held in two weeks.
    - Face-to-face meetings with FEPs will resume when COVID protocols are established.
* Ross
  + Ross is seeking to fill two FEP positions.
  + 50% of staff are on a hybrid schedule (working two days remotely).
  + The week of June 27, 2022 is Customer Appreciation Week.
    - Customers are completing a customer appreciation survey.
    - A large outdoor event will be held on-site Thursday, June 30, 2022, from 10:00am-3:00pm.
* UMOS
  + A second Education Navigator has been hired.
  + Two FEPs start July 1, 20221.
  + One FEP resigned.
  + UMOS will continue to interview for more FEPs.
  + UMOS has a new Employment Services Manager.
  + UMOS is working on the upcoming annual back-to-school event.
* WCI
  + WCI is recruiting to fill two FEPs.
  + Two staff are on medical leave.
  + WCI is working with Dr. Marcus Lewis on diversity training.
  + The annual September event will be held on September 8, 2022, in the morning.
  + WCI is working through FSET to make video promotional materials.
* WRI
  + The St. Croix office is restricted to appointments only due to recent safety concerns.
    - The office may resume normal operations after the July 4 holiday.
  + WRI is recruiting FEPs.

1. CLOSING **Owner**: Mac Strawder

**Time Allotted:** 5 minutes

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

Discussion:

* Dave Turk from the Partner Training Team (PTT) followed up on the issue of staff engaging in non-training tasks during trainings.
  + PTT is aware of a recent situation in which staff attended training while servicing customers in single-person offices.
  + If attendees miss too much material, they will be unable to pass the training.
  + For questions or concerns regarding this topic, contact [david.turk@wisconsin.gov](mailto:david.turk@wisconsin.gov).
* Mac Strawder reminded agency attendees that they can provide staffing updates to their Regional Coordinators/Administrators at any time.
* 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.

Next Meeting:

Wednesday, July 27, 2022

10:30am – 12:00pm

Microsoft Teams