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

**Date:** July 27, 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)  Amanda Reiter 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)  Neng Thor (MAXIMUS)

Autumn Morgan (MAXIMUS)  Randy Endsley (MAXIMUS)  David Frechette (UMOS)

Representatives from 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 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 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.

1. EMERGENCY ASSISTANCE FEEDBACK, FOLLOW-UP, AND NEXT STEPS **Owner**: Patara Horn

**Time Allotted:** 10 minutes

Details: Update

Discussion:

* Patara thanked the agencies for feedback provided.
* The Bureau of Working Families is looking into changes to make program requirements less proscriptive.
  + Potential policy changes include:
    - Extending the timeframe for finding permanent housing;
    - Extending the timeframe to determine eligibility; and
    - Increasing the assistance amount.
  + System changes are tentatively scheduled for June 2023 and include:
    - Transferring information from ACCESS directly into Wisconsin Work Programs (WWP); and
    - Scheduling appointments in ACCESS.

1. Safe Access for Victims’ Economic Security Grant **Owner**: Marianne Rosen

**Time Allotted:** 15 minutes

Details: update and/or discussion

Discussion:

* The Safe Access for Victims’ Economic Security (SAVES) Grant is offered by the federal Office for Child Support Enforcement to increase safe access to child support.
* If DCF receives the grant, the program will be called Wisconsin Network for Safety (WINS).
* 80% of domestic violence (DV) murders occur 3 to 12 months after an individual leaves an abusive situation.
* The presence of children or a pregnancy exacerbates DV.
  + DV is the number one cause of maternal and child death during pregnancy.
* Access to safe housing is the most unmet need of DV survivors.
* For questions, contact [marianne.rosen@wisconsin.gov](mailto:marianne.rosen@wisconsin.gov)
* See PowerPoint below:



1. Education Navigators Updates **Owner**: Mac Strawder

**Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

* Mac provided updates on behalf of BWF Contract Administration Section Contract Manager, Lauren Frederick
* Action items: Agency staff are required to submit reports for the Child Support Liaisons as well as Education Navigators, if not already completed.
* For questions, contact [lauren.frederick@wisconsin.gov](mailto:lauren.frederick@wisconsin.gov)
* See PDF below:



1. LIFE Program Updates **Owner**: Brianna Chaffee

**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* As of June 28, 2022, DCF met the number of applications planned.
* DCF reallocated overage of agency administrative costs to serve an additional 30 individuals.
  + The individuals will receive weekly checks to meet the imposed spending deadline.
* Wisconsin will be eligible to receive additional funding if all current funding is spent.
* For more info, contact [BriannaB.Chaffee.@wisconsin.gov](mailto:BriannaB.Chaffee.@wisconsin.gov).

1. Bi-Monthly BITS Releases **Owner**: Laura O’Flanagan

**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* Starting in February 2023, automation changes will be released on a regular bi-monthly basis.
* For more information, contact [laura.oflanagan@wisconsin.gov](mailto:laura.oflanagan@wisconsin.gov).

1. Policy Clarifications **Owner**: Adam Bozich

**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* A [Help Desk email](https://dcf.wisconsin.gov/files/w2/help-desk/emails/072722-vendor-and-protective-payment-policy-clarification.pdf) will be sent on Wednesday, July 27, 2022, to clarify vendor and protective payment policy.
* The email will also be posted to the [BWF Work Programs Help Desk webpage](https://dcf.wisconsin.gov/w2/partners/toolbox/helpdesk).

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

**Time Allotted:** 30 minutes

Details: Updates

Discussion:

* WRI
  + Carolyn Frogness, Quality Assurance (QA) Manager, is retiring in August 2022.
  + A new Operations Coordinator position has been created.
  + WRI is seeking to fill a Financial and Employment Planner (FEP) position in St. Croix County.
    - The previous FEP transitioned into a QA role.
  + A new FEP started in Dunn County.
  + WRI is organizing a back-to-school drive to provide school supplies to participant families.
  + Mac Strawder congratulated Carolyn Frogness on her retirement.
* WCI
  + WCI is seeking to fill three vacant FEP positions.
  + WCI has seen an increase in W-2 caseload.

WCI is attending community events to raise visibility of the W-2 program.

* + WCI is working on a school supply support project for participant families.
  + A virtual event on Thursday, September 8, 2022, will focus on diversity.
  + The Coulee Region Job Fair will be an in-person event in La Crosse on Thursday, September 22, 2022.
* UMOS
  + UMOS is seeking to filling four vacant FEP positions.
  + UMOS has experienced long wait times in getting system access for new staff, resulting in delays to starting New Worker Training.
  + Lisa Montoto-Pallen was promoted to a different role.
  + The UMOS back-to-school event was a success.
* Ross
  + Two Customer Service positions are vacant.
  + The Youth Education Navigator became vacant after the staff member in that role asked to transition back into a FEP role.
  + Ross is seeking to fill two new FEP positions.
  + One offer for a GED Instructor position is pending.
  + Ross held a drive-through job fair on Thursday, July 14, 2022.
    - Another drive-through job fair will occur on Thursday, August 18, 2022.
  + A back-to-school drive is scheduled for Wednesday, August 24, 2022.
* MAXIMUS
  + Two FEP positions are vacant due to staff resignations.
  + MAXIMUS is seeking to increase community outreach efforts.
  + MAXIMUS is focusing on additional efforts to provide support for the reentry population.
  + Bi-weekly vocational training fairs will start on Thursday, August 11, 2022.
* FSC
  + FSC is currently in a stable staffing pattern.
  + FSC is working on a caseload analysis.
  + FSC is adding enhanced job entry and job retention incentives for program clients.
* EQUUS (written notes provided by Kanwen Shao)
  + W-2 Deputy Director Sarah Kaminski emailed KIDS Outlier Reply (Brian McReavy, Mac Strawder) on Wednesday, July 27, 2022.
    - Primarily utilized by W-2 Child Support Liaison (CSL) for non-custodial parent (NCP) client data
  + EQUUS W-2 Project Ratios: Subsidized Caseload (SC), Unsubsidized Caseload (UC), Total Caseload (TC) Data Source: Monday, June 27, 2022 EQUUS W-2 Caseload Report
    - W-2 Project (Monday, June 27, 2022): 682 total cases, (**+1 case, +.1% caseload increase**): SC: 405 cases **(-5 cases, -1.2% SC decrease)**, UC: 277 cases **(+6 cases, +2.2% UC increase)**
  + W-2 Project (Monday, June 27, 2022):
    - Subsidized Cases – 27:1 (405/15)
    - Unsubsidized Cases – 18:1 (277/15)
    - Total Cases – 45:1
  + W-2 Staffing
    - Final Youth Education Navigator interviews to be completed by Friday, July 29, 2022
    - Nearly fully staffed across all six counties, waiting for results of background checks/drug screens for final two open position employment offers
    - No staff departures since April 2022
* W-2 Outcomes
  + 3 JULY educational claims
  + 7 YTD educational claims
  + 3 JULY vocational claims
  + 10 YTD vocational claims
  + 42 JULY 2022 entered employments (EEs) as of Friday, July 22, 2022, estimate 57 – 60 EEs for JULY 2022
  + EQUUS W-2 and FSET program collaboration resulted in approx. 49 co-enrolled cases across shared regions. Approximately 7.2% = (49 / 682) of the EQUUS W-2 caseload is co-enrolled with the EQUUS FSET program. Resource leveraging with GED/HSED classes, job skills training, vocational college classes, transportation and other supportive services
    - YWCA/Dress for Success (DFS) online work experience (WEX) activities
    - **90** program 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.
    - Utilization rates across entire EQUUS W-2 service regions.
      * Racine (59 clients, 65.6%)
      * Kenosha + Balance (31 clients, 34.4%)
    - 5: W-2 participants gained employment
    - 2: W-2 participants completed HSED classes
    - 2: W-2 participants verified starting first HSED class
    - 31: W-2 participants completed YW Strive Cohort 7, recognized on Friday, June 24, 2022 graduation ceremony
    - EQUUS W-2 Project Ratios: Subsidized Caseload (SC), Unsubsidized Caseload (UC), Total Caseload (TC) Data Source: Monday, June 27, 2022 EQUUS W-2 Caseload Report
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      * W-2 Project (Monday, May 31, 2022): 681 total cases: SC: 410 cases, UC: 271 cases
* AWWI
  + AWWI hired Youth and Adult Education Navigators.
  + One FEP resigned during the week of July 25, 2022.
  + AWWI has experienced challenges with finding suitable FEP candidates.
  + AWWI is experiencing long wait times for system access for new staff, resulting in delays to starting New Worker Training.
  + In June 2022, AWWI averaged 26 appointments per day, with a 57% show rate.
  + In June 2022, AWWI helped 28 candidates apply for positions, and 17 of those candidates received job offers.
* Mac summarized the positive feedback from the agency attendees as follows:
* Back to school fairs
* Career fairs
* Marketing, community outreach efforts, and partnerships
* Incentives for participants
* Mac summarized the not-so-positive feedback from the agency attendees as follows:
  + The negative impact of COVID-19 on operations
  + Staffing issues/hiring challenges
  + Significant delays with getting access for new staff
  + Per the Chat:
    - WRI – Jody Conner reported it has been taking two weeks to get systems access and CARES IDs to start PTT curriculum for new FEPs.
    - WCI – Gina Brown reported that they have had issues waiting for access as well with new staff members.
    - FSC – Stacey Eggen reported that it is running about three weeks for their new employees to gain access.
      * DCF BRO – Section Manager, Kimberly Edwards, stated that FSC reported access issues.
* Mac stated the following:
* Continue to share resources and collaborative initiatives with community partners and other W-2 agencies
* Positive reporting on local news outlets for the event at Ross is wonderful news, especially when negativity is mainly reported
* Data and Outcomes are welcome at this meeting
* Continue to track caseload trends
  + Lower caseload-to-FEP ratios should lead to better customer service and improved case management outcomes
    - Mac Strawder stated that he would like to see this reflected in monitoring results.

1. CLOSING **Owner**: Mac Strawder

**Time Allotted:** 5 minutes

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

Discussion:

* Tonya Kristiansen, TANF Policy Section Manager, stated that agencies received an email requesting an estimated number of staff planning to attend the 2022 DCF Work Programs Conference in person.
  + Agencies are asked to reply by Thursday, August 4, 2022.
* Mac informed agency attendees of upcoming DCF site visits that will take place in August and September.
* Mac Strawder provided another reminder to agency attendees that they can provide staffing updates to their Regional Coordinators/Administrators at any time.
* Agenda items should be submitted via e-mail to [macarthur2.strawder@wisconsin.gov](mailto:macarthur2.strawder@wisconsin.gov).
* Please include **Topic, Presenter, and Duration** for planning purposes.
  + Please provide Mac Strawder with presentation documents prior to the meeting.

Next Meeting:

Wednesday, August 31, 2022

10:30am – 12:00pm

Microsoft Teams