

Agenda and Minutes

W-2 Contractors' Meeting

Location: Skype

Date: July 28, 2021

Time: 10:30 a.m. – 12:00 p.m.

Invitees

- | | | |
|---|---|---|
| <input checked="" type="checkbox"/> Mac Strawder (DCF) | <input checked="" type="checkbox"/> Minette Knotts (DCF) - note taker | |
| <input checked="" type="checkbox"/> Tony Dziejczak (FSC) | <input checked="" type="checkbox"/> Jennifer Marks (FSC) | <input checked="" type="checkbox"/> Stacey Eggen (FSC) |
| <input type="checkbox"/> Brian Wolfe (FSC) | <input checked="" type="checkbox"/> Sarah Kaminski (Equus WS) | <input type="checkbox"/> Steve Reinhold (Equus WS) |
| <input checked="" type="checkbox"/> Kanwen Shao (Equus Workforce Solutions) | <input type="checkbox"/> Deb Leslie (WRI) | <input checked="" type="checkbox"/> Jody Conner (WRI) |
| <input type="checkbox"/> Carolyn Frogness (WRI) | <input checked="" type="checkbox"/> Gina Brown (WCI) | <input checked="" type="checkbox"/> Shannon Franek (WCI) |
| <input checked="" type="checkbox"/> Vang Lee (AWWI) | <input checked="" type="checkbox"/> Carlyle Outten (AWWI) | <input checked="" type="checkbox"/> Latoya Stewart (AWWI) |
| <input checked="" type="checkbox"/> Nicole Hagen (Ross) | <input checked="" type="checkbox"/> Reno Wright (Ross) | <input type="checkbox"/> Parker Rios (UMOS) |
| <input checked="" type="checkbox"/> Sandra Salazar-Lozano (UMOS) | <input checked="" type="checkbox"/> Jodi Prout (UMOS) | <input type="checkbox"/> NaTasha Chevalier (UMOS) |
| <input type="checkbox"/> Dallas Hawkins (UMOS) | <input type="checkbox"/> Xiong Lor (MAXIMUS) | <input type="checkbox"/> Rachel Zietlow (MAXIMUS) |
| <input checked="" type="checkbox"/> Neng Thor (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 Child Support, Bureau of Refugee Programs, and Bureau of Working Families were also in attendance.

Conference Line

Skype Meeting

Join by phone: (608) 316-9000, 51884694#

Agenda Items

1. WELCOME & INTRODUCTIONS

Owner: Mac Strawder

Time Allotted: 5 minutes

Details: roll call

Discussion:

- Mac led roll call.

2. EA PROGRAM REMINDER

Owner: Maureen Purcell

Time Allotted: 5 minutes

Details: reminder

Discussion:

- Please refer to the attachment below that was also sent as a help desk email on July 15, 2021.



EA Reminder_
Application Processing

- This is a reminder about calculating the five-day processing timeline for Emergency Assistance (EA)

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applications, in particular for those applications submitted through ACCESS after 4:30 p.m. on a working day or on a non-working day.

- If an EA application is submitted via ACCESS after 4:30 p.m. or on a non-working day, the application date will be the next working day. It is important to remember that day one of the five-day processing timeline is the next working day. (EA Policy Manual 1.3.1 Application Processing Timeframe).
 - EXAMPLE 1
 - Thursday, July 15, 2021: EA Application submitted at 6:00 p.m. via ACCESS
 - Friday, July 16: Application date
 - Monday, July 19: Day 1
 - Friday, July 23: Day 5 (timeframe ends at close of business on day 5)
 - EXAMPLE 2
 - Friday, August 13, 2021: EA Application submitted at 2:00 p.m. via ACCESS
 - Friday, August 13: Application date
 - Monday, August 16: Day 1
 - Friday, August 20: Day 5 (timeframe ends at close of business on day 5)
 - For EA policy questions, please use the [BWF Policy Question SharePoint](#).
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3. WWP INFORMAL ASSESSMENT FUNCTIONALITY

Owner: Heidi Hammes

Time Allotted: 5 minutes

Details: Clarification on who at agencies can access data on the informal assessment barrier in WWP and update on W-2 cutover.

Discussion:

- DCF security has been receiving inquiries from agencies about accessing some of the confidential pages of the informal assessment in WWP.
 - This is not a security access issue, all information on the participant barrier page on driver flow is accessible only to the assigned FEP and supervisor, other individuals at an agency are unable to view the page.
 - W-2 cutover is affecting W-2 participants who were disenrolled and re-enrolled during this last participation period of June 16-July 15, 2021.
 - Notified the agencies that this is an issue, Heidi is following up with agencies that have three cases affected by this issue.
 - Longer term fix will be released in July to ensure this issue does not happen in future months.
 - Encourage anyone that has questions around plan for this or further information and guidance to please reach out to Heidi Hammes at Heidi.Hammes@wisconsin.gov.
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4. STATUS AND SCHEDULE OF OUTSTANDING WEBI REPORTS

Owner: Pete Shay

Time Allotted: 15 minutes

Details: update and/or discussion

Discussion:

- With the new WWP release in June 2021, for a number of reasons, BAR and IT did not have time to integrate new activities, data, and POP data into warehouses and reports.
 - Top priority is getting reports modified to send to finance to ensure money continues to flow. Second, is getting monthly data to the federal government to continue flow of money.
 - Starting UAT on WPR data this week with goal of implementing final WPR load at the end of September 2021. RP 740 TANF reports, 740A, and 740Q reports will come after this.
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- Pete expressed that this is an accelerated timeline and could get pushed back. All resources are working as fast as possible to complete these tasks.
- Back to monthly reporting until new POP warehouse is up. Start looking at UAT for new POP data mark in mid-September 2021. Not designed to integrate WWP data and need that design prior to UAT data. Hope to deploy mid-October.
- There will be several months without RP reports for participants that cutover or start fresh with WWP. Reports still work but only for participants with activities in the mainframe. Any report that shows, EP, POP, or activity data have same issues until overhaul all reports in the warehouses.
- Rough period of several months for reports showing old data.
- Pete added that there are no reports for those who have been cutover. Need to make reports out of new WWP data and integrate old and new data sets.
- Pete is getting a group together to discuss report issues and needs to formalize discussions on a regular basis to get agency needs met faster.
 - Janice asked if this is old data or incomplete data.
 - Pete stated that as people get cutover to new system, the new data will not show on the old reports. Old reports such as RP reports will show old data for participants not yet cutover.
 - Jody asked if this means that the majority of reports are inaccurate, including 740A and TANF740.
 - Pete confirmed that until a new version of reports is available, the reports will not be accurate.
 - Vang asked if there is a timeline when reports will be up as AWWI is implementing things internally and are using this report to gauge if successful or not.
 - Pete estimates a tentative timeline latest would be December 2021.
 - MAXIMUS asked if cash flow will be affected to agencies.
 - Pete stated that the cash flow will not be impacted as far as data coming from DCF. Some workarounds are in place until reports are finalized.

5. PERFORMANCE OUTCOME PAYMENTS & INCENTIVES

Owner: Brianna Chaffee
Lauren Frederick

Time Allotted: 30 minutes

Details: update and/or discussion

Discussion:

- Lauren recently sent out questions to agencies for feedback on performance outcome payments and incentives. Agencies provided a verbal high-level summary of recommendations provided and what each agencies priority is to be updated in the 2022 contract.
- Five questions were asked by the agencies:
 - Please provide feedback regarding POP claims (likes, dislikes, challenges, recommended changes).
 - Please provide feedback regarding Incentive Payments (likes, dislikes, challenges, recommended changes).
 - What other new POP or Incentive payments would you like to see?
 - With the change of the new 48-month rule going into effect in November 2021, is there any POP or incentive that you would like considered for working with this population?
 - Equity and Inclusion is a major focus for DCF right now. Please provide your agency's feedback on what your focus is on the topic. Is there an incentive that you would be interested in, in relation to work on this topic?
- Agency recommendations
 - Ross
 - Reno suggested extending the 90-day verification limit to 120 days. Additional time is needed as participants do not report employment as timely as the agency would like.

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- Education Attainment – Offer an enrollment and attainment incentive. Offer incentive for course/test/grade level gains
- Vocational Training Completion- Extend 90-day verification limit to 120 days
- WPR- do a per person payment for anyone over 40% OR additional incentive for those who meet higher than 40%
- Suggested offering incentive for increasing grade levels on TABE.
- Fine with non-custodial and customer service as is.
- Staff suggested an additional payment for working with participants who are employed on a long-term basis. For example, a payment at 6 months, 9 months and/or 12 months for those who remained employed with no more than a 14-day gap.
- For the 48-month rule, consider increase pay for this population.
- There is an equity and inclusion committee at each location within Ross' organization and has a representative that focuses on a certain group each month to provide educational information and resources to staff and customers on a monthly basis.
- Suggest incentive for each person with a minority or woman owned business.
- MAXIMUS
 - Neng shared that for Job Attainment (JA), Job Retention (JR), Long-term Job Attainment (LT), to remove caps for attaining.
 - Recommend including a total gross threshold to high wage.
 - Use recent JA wage average to adjust the high wage number.
 - POP incentive payments – number of days it takes to attain employment. Ex: incentive for someone who obtains employment within 75 days of enrollment.
 - Incentive for moving participants within 40-48 months into an employment before the 48 months ends.
 - For equity and inclusion, MAXIMUS focuses on common language. Suggest incentive for agencies creating a Diversity Equity and Inclusion (DEI) curriculum/plan to align with current W-2 activities.
- AWWI
 - Vang suggested having a way if someone starts a job or gets promoted have an opportunity to capture this data.
 - In line with everything those have said so far.
- WRI
 - Jody suggested having SSI claim be returned as this was something the agency enjoyed.
 - Staff started using the new WWP system for claims and getting better data on this. No recommended changes at this time.
 - In line with everything those have said so far.
- WCI
 - Continue POP claims as outlined.
 - Suggests having a Webl report to see which claims were approved or not for Non-Custodial Parent (NCP) incentive.
 - Internal workgroup that is working specifically on DEI within WCI's organization and services.
- Equus
 - Kanwen shared response details:
 - Eliminate 7-day rule from CMC placements and CMF requirements.
 - For a return to employment from a maternity leave to be claim eligible the participant must return on or before the 7th day after a CMC placement has ended and be placed in a CMF the day the participant is confirmed to have returned.
 - However, there are instances in which participants have returned after the 7th day due to various reasons which forces the employment to be ineligible for claims even if the case was managed properly.
 - There are also instances in which the participant has returned to their previous employer but are not ready to return to full time work and therefore may not be

- eligible for a CMF placement which would cause the return to be ineligible for claims even if they returned on or before the 7th day after the CMC placement.
- Allow return from maternity leaves to be eligible for claims even if it is a two-parent household.
 - Currently, two-parent households in which the primary parent goes on maternity leave will nullify their potential return from being claim eligible due to them now being the least eligible for placement since they are on leave which also disqualifies them from being placed in a CMC placement as they are no longer the most eligible parent for placement.
 - Allow non-CMC (caretaker of a newborn) returns to be claim eligible.
 - Currently, only return from maternity leaves may be claim eligible upon their return to previous employment.
 - However, there are many participants who have applied for W-2 assistance who are expecting to return to previous employment from a non-maternity leave.
 - Reintroduce Partial Job Attainment (PJ) claims.
 - There are working participants who are employed but do not reach JA requirements at their initial 31 days or even with a CPBD.
 - Reintroducing a partial job attainment (PJ) claim will allow contractors to be able to process claims from such employments.
 - HW (Note: the workgroup already plans on addressing the issue of separating HW from JA) – Enable High Wage claims to be processed manually.
 - Currently, HW claims will only automatically process with a JA claim that also meets the HW rate.
 - There are instances where a JA was process with employment that was not HW eligible, but the participant may obtain new employment elsewhere that may be HW eligible based on the pay rate. However, we will not be able to process the HW since the JA was already processed with the prior employment and the same claim type
 - Educational Attainments and Vocational Training Completions would be simpler if they are categorized as part of the traditional claims (JA, JR, LT, HW)
 - For example, the case manager obtains the necessary documents (GED, vocational certificate, etc.), and forwards the information to the claims specialist
 - The claims specialist reviews and determines if it meets the incentive criteria.
 - The claims specialist will process the claim in the WWP POP screen like any other claim.
 - Prefer this process, instead of the current process of waiting for a case manager to close out the component with a V (which automatically generates the claim).
 - Eliminate 7-day rule from CMC placements and CMF requirements.
 - In order for a return to employment from a maternity leave to be claim eligible the participant must return on or before the 7th day after a CMC placement has ended and be placed in a CMF the day the participant is confirmed to have returned.
 - However, there are instances in which participants have returned after the 7th day due to various reasons which forces the employment to be ineligible for claims even if the case was managed properly.
 - There are also instances in which the participant has returned to their previous employer but are not ready to return to full time work and therefore may not be eligible for a CMF placement which would cause the return to be ineligible for claims even if they returned on or before the 7th day after the CMC placement.
 - Allow return from maternity leaves to be eligible for claims even if it is a two-parent household.
 - Currently, two-parent households in which the primary parent goes on maternity leave will nullify their potential return from being claim eligible due to them now being the

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- least eligible for placement since they are on leave which also disqualifies them from being placed in a CMC placement as they are no longer the most eligible parent for placement.
- Allow non-CMC returns to be claim eligible.
 - Currently, only return from maternity leaves may be claim eligible upon their return to previous employment.
 - However, there are many participants who have applied for W-2 assistance who are expecting to return back to previous employment from a non-maternity leave.
- Reintroduce PJ claims.
 - There are working participants who are employed but do not reach JA requirements at their initial 31 days or even with a CPBD.
 - Reintroducing a partial job attainment (PJ) claim will allow contractors to be able to process claims from such employments.
- HW (Note: the workgroup already plans on addressing the issue of separating HW from JA) – Enable HW claims to be processed manually.
 - Currently, HW claims will only automatically process with a JA claim that also meets the HW rate.
 - There are instances where a JA was process with employment that was not HW eligible, but the participant may obtain new employment elsewhere that may be HW eligible based on the pay rate. However, we will not be able to process the HW since the JA was already processed with the prior employment and the same claim type cannot be processed within 12 months of one another.
- Educational Attainments and Vocational Training Completions would be simpler if they are categorized as part of the traditional claims (JA, JR, LT, HW)
 - For example, the case manager obtains the necessary documents (GED, vocational certificate, etc.), and forwards the information to the claims specialist.
 - The claims specialist reviews and determines if it meets the incentive criteria
 - The claims specialist will process the claim in the Wisconsin Work Programs (WWP) POP screen like any other claim.
 - Prefer this process, instead of the current process of waiting for a case manager to close out the component with a V (which automatically generates the claim).
- Introduce an incentive/new claim type for participants who have maintained employment for 6 months and/or for one year.
 - There are participants who remain employed for 6 months, one year or greater.
 - If they are still placed within our agency, we should be able obtain an incentive/new claim type similar to a JR claim.
- The EQUUS W-2 Project serves all clients equally and fairly. All Equus W-2 staff undergo annual training that reinforces the importance of equal service regardless of race, color, religion, sex (including pregnancy, transgender status, and sexual orientation), national origin, age (40 or older), disability or genetic information.
- FSC
 - Tony mentioned for JA and JR, lowering the timeframe to get another claim from 12 to 6 months. Some clients are getting other jobs that fit them better because they are already in a job or had a job. Reducing long term participants clock requirement to 18 or 20 months to align to new 48-month rule.
 - High wage – Decreasing this to make more sense.
 - Incentive payments for educational attainment and an incentive from passing GED tests and attaining the GED. Vocational training completion reduce to once a year for those that stay longer in W-2 and attend additional longer trainings.
- UMOs
 - Jodi mentioned the agency's feedback is not much different than what has already been shared.

- The agency likes WWP overall.
- Open NCP so anyone can be eligible for doing work. It is difficult to recruit people and those interested often are not eligible.

6. WORKFORCE DEVELOPMENT ARPA INITIATIVES

Owner: Bruce Palzkill
Time Allotted: 10 minutes

Details: update and/or discussion

Discussion:

- Bruce provided a link to the Workforce Development ARPA Initiatives <https://dwd.wisconsin.gov/workforce-solutions/>
- Three programs that Governor announced totally 130 million investment in workforce initiatives. Early indications that there is significant interest in this grant.
 - Workforce Innovation Grant – \$100 million
 - The Workforce Innovation Grant Program will fund leading-edge, long-term solutions to the workforce challenges the state faces in the wake of COVID-19.
 - Apply for up to \$10 million for region to get grant.
 - Flexible but will come with specific guidelines and rubric. Grant guidelines are anticipated to be out in August.
 - Expectation that whoever is applicant (nonprofit entity only) need to include letters of commitments and support for others in region to prove as a collaborative effort.
 - Worker Connection Program – \$10 million
 - The Worker Connection Program provides support for individuals attempting to reengage in the workforce and expand their opportunities in the post-pandemic economy.
 - Pilot demonstration project in two areas of WI.
 - Two pilot areas not finalized yet but are likely to be in Milwaukee and in Fox Valley or Bay Area.
 - Worker Advancement Initiative - \$20 million
 - The Worker Advancement Initiative offers subsidized employment and skills training opportunities with local employers.
 - Flexible grant program to 11 workforce boards. Work with populations who would benefit to flexible grant program.
 - Focusing on a variety of groups including NCP, long term unemployed, disability, etc.
 - Ensuring people are going through this initiative with a path to self-sufficiency.
- Hope W-2 agencies will coordinate with workforce boards and want local collaboration.

7. SYSTEMS SUBCOMMITTEE MEETINGS UPDATE

Owner: Ginger Seery
Time Allotted: 5 minutes

Details: update and/or discussion

Discussion:

- Because 78% of survey respondents don't want the meetings to continue and only one of the eight W-2 agencies want it to continue, DCF will discontinue these meetings.
- To keep everyone informed of system changes, DCF will provide regular system updates at the W-2 Contractors' meetings and will continue to include agencies in system project workgroups.
- Additionally, Danise Doudna will continue to schedule ad hoc meetings to provide BRITS updates and Pete Shay will start a meeting series for Webl stakeholders.
- Thank you for those who participated in the survey and responded to the follow up meeting.

8. TIME LIMIT UPDATE

Owner: Morgan Olmsted
Time Allotted: 10 minutes

Details: update and/or discussion

Discussion:

- Transition Plan (detailed summary document below)



- 48 Month Summary for OPS-Contractors
- Implementation will happen over a 10-month transition period starting November 1, 2021, in which administrators' rule will go into effect August 31, 2022. Unless can get an extension, will not be eligible.
- Prior to and after November 1, 2021, date may be subject for 60-month rule. Those apply and reapply on or after November 1, 2021, will be subject to new 48-time month immediately.
- In October 2021, an Operations Memo will be sent with modified criteria.
- Beginning in December 2021, ongoing participants that have used 42 or 54 months as of Nov 1, 2021, should meet to discuss lifetime limit extensions.
- Starting September 1, 2022, ongoing cases will close if over 48-months.
- One-time mailing (attachment below)



- W-2 Time Limit Mailing August 2021 I
- Sending to participants August 6, 2021, via mail which explains change and clarifications.

9. CLOSING

Owner: Mac Strawder
Time Allotted: 5 minutes

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

Discussion:

- Please provide attachments and other documents presented during the meeting to Minette to include with meeting minutes.
- Please submit agenda items to Minette Knotts and Mac Strawder.
 - Please provide Minette with presentation documents prior to the meeting.

Next Meeting:

Wednesday, August 25, 2021
10:30AM-12:00PM
Skype