

# Agenda and Minutes



## W-2 Contractors' Meeting

**Location:** Skype

**Date:** August 25, 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 Dzedzic (FSC)           | <input type="checkbox"/> Jennifer Marks (FSC)                         | <input checked="" type="checkbox"/> Stacey Eggen (FSC)       |
| <input checked="" type="checkbox"/> Brian Wolfe (FSC)            | <input checked="" type="checkbox"/> Sarah Kaminski (Equus WS)         | <input type="checkbox"/> Steve Reinhold (Equus WS)           |
| <input type="checkbox"/> Kanwen Shao (Equus Workforce Solutions) | <input type="checkbox"/> Deb Leslie (WRI)                             | <input checked="" type="checkbox"/> Jody Conner (WRI)        |
| <input checked="" 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 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 type="checkbox"/> Jodi Prout (UMOS)                            | <input checked="" type="checkbox"/> NaTasha Chevalier (UMOS) |
| <input type="checkbox"/> Dallas Hawkins (UMOS)                   | <input checked="" type="checkbox"/> Xiong Lor (MAXIMUS)               | <input type="checkbox"/> Rachel Zietlow (MAXIMUS)            |
| <input type="checkbox"/> Neng Thor (MAXIMUS)                     | <input checked="" type="checkbox"/> Autumn Morgan (MAXIMUS)           | <input 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 and reminded those on the call quite a few of the regular attendees are attending the Economic Mobility & Well-Being Conference virtually or in person at the Hyatt Regency Hotel and Conference Center downtown Milwaukee.
- Mac also introduced the following new staff at DCF:
  - Lori Wiebold, Research and Evaluation Section Manager joined the Bureau of Analytics and Research in July.
  - Rob Schampers, ISBA Spec joined BWF/TANF Automation Section in July.

#### 2. ADVANCED CHILD TAX CREDIT

**Owner:** Mac Strawder

**Time Allotted:** 5 minutes

Details:

- DCF is reaching out to agencies regarding the advanced child tax credits as your agencies have the potential to reach eligible families and make sure they are informed about the credits and how to access the payments.

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- Despite the amount of information available, it is a concern that some eligible families are not aware of their eligibility and/or how to access the payments. Generally, this is limited to families who have not filed tax returns in the last few years, families in which the children are being cared for by a relative not their parent and families in which one or both parents are undocumented.
- At the least, W-2 agencies should make sure that the families you serve are aware of the tax credits and if the parent needs help claiming the credit, then case managers should be able to direct them to resources in the community to assist them with the process.
- Mac asked each agency to respond the following questions:
  - How is the information being shared with applicants and ongoing participants?
  - Is agency staff equipped to discuss this information with applicants and participants? If so, how? Training?
  - Are your agencies aware of free services in your respective communities to assist eligible families claim the tax credits?

## Discussion:

- WRI
  - Regional Administrators sent out flyer from extension office on ACTC and are providing to new applicants and participants coming in for their appointments.
- WCI
  - Sharing information passed on to us.
  - Have a staff member through healthcare navigator grant and has information and training to tax credits as well.
- UMOS
  - Passing down flyers and ensure ongoing participants receive this information.
- Ross
  - Passing down information that is provided.
  - Flyers are available in customer service and business service area in Ross.
- MAXIMUS
  - Giving out flyers and made available to FEPs and in reception area.
- FSC
  - Using flyer offered to FSC.
  - In the past, received information from job service in particular in job centers related to tax credits. Some flyers are in job center as part of other marketing and informational materials.
- Equus
  - Flyer is helpful and UW connections are helpful to answer questions.
  - Sharing information received with participants.
  - Any questions that arise the agency has contacts to ask.
- AWWI
  - Share information and form sent on August 3, 2021.
  - Share with retention unit when talking to participants that are working.

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### 3. 2021 LAB SINGLE AUDIT PLANNING & TIMELINE

**Owner:** Jes Moss  
**Time Allotted:** 10 minutes

#### Details:

#### Discussion:

- Plan to pass TANF and child support programs as major programs for FY2021.
- Audit work will likely start in early December 2021 and end in late March 2022, which is a new timeline for DCF.
- Any changes will be provided as updates to agencies.
- A lot of Program & Integrity Monitoring are direct results to LAB audits. Encourage agency's QA staff to do everything around eligibility.

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- LAB is aware of all policy changes enacted due to pandemic and will adhere to policy changes.
    - Ex. Policy for verification is understood by LAB and will be taken into consideration.
  - Pay close attention to eligibility.
  - Any questions, please reach out to Jes Moss at [Jessica.Moss@wisconsin.gov](mailto:Jessica.Moss@wisconsin.gov).
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## 4. EVICTION MORATORIUM

**Owner:** Audrey Evert  
**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

- Federal Eviction Moratorium was announced August 31, 2021, and in effect through October 3, 2021.
- Please review the PowerPoint attachment below shared during the presentation.



Eviction PPT for  
Contractor's Meeting

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## 5. AGENCY UPDATES

**Owner:** All Agencies  
**Time Allotted:** 30 minutes

Details:

- Linda reminded agencies that program outreach and providing information on programs is different than marketing which would be a focus on the agency and not the program. Marketing your agency is not an allowable cost. Providing social media information on your program or flyer/poster, etc. is all allowable.
- Agencies were asked to answer the following questions:
  - What type of marketing and outreach is your agency doing to make the general public aware of your programs and services?
  - What are some of the challenges your agency is experiencing when using TEMP and other subsidized programs?
  - What information is your agency hearing about schools in your area? For example, are schools choosing to be hybrid, virtual, blended, or in-person schooling?
  - How is your agency handling school choices on remote vs. in-person in terms of engagement?

Discussion:

- WRI
  - WRI has a limited marketing program that mostly relies on contacts with partners and referring agencies.
  - Brochures and flyers are distributed at county offices, ADRC's, and even laundries.
  - WRI does not have a media campaign.
- WCI
  - This is an ongoing development for agency and are currently in process of developing new website.
  - Use social media frequently to outreach to participants. Agency also uses ListServes to share information and the Tribune will feature programs in articles monthly.
  - Staffing has changed and reminding community who we are and ensure receiving referrals back and forth.
  - Significant outreach with business partners and finding they are interested in direct hire and not TEMP. When setting up opportunities with participants, candidate will do application and not show up to interview which is frustrating to business partners.

- Most schools are returning to in person and offering limited hybrid or virtual learning. Virtual options are not supported by schools but instead are offering a virtual academy. There is much unrest with parents on how to return kids to school.
- U MOS
  - Use website and social media for outreach and marketing. Flyers and brochures to highlight programs and services available.
  - Continue job fairs, community events, and have a resource table at food drive for U MOS food pantry at Pick N Save.
  - Will have a resource table available at Summerfest for three days.
  - TEMP challenges are employers preferring direct hire vs TEMP contract at this time.
  - Some schools offering virtual and all schools will require masks and will follow CDC guidelines.
- Ross
  - Ross utilizes their YouTube page, share information with staff to share with participants, and continue to upload information. Ross also utilizes their website and Facebook to post flyers of events at Ross.
  - Collaboration with different community partners to get information out.
  - Provide job fairs and make presentations to employers.
  - Challenge getting participants to submit to program and employers are more interested in direct hiring. Some employers do not have best experience with employees in the program so prefer direct hire.
  - Most schools are in person but have virtual education certain days a week. Waiting to hear from parents to handle different situations regarding school.
  - Increased virtual activities for those needing to stay home for various reasons.
- MAXIMUS
  - Utilized the APSHA convection to provide information and continue with outreach.
  - Live chat feature – real time feedback from FEP and clerical staff to answer general program questions.
  - Efforts with community partners to provide up to date flyers on program and services.
  - Crush COVID-19 back to school event August 26, 2021, at MAXIMUS. Governor Evers will be there in attendance.
  - The agency continues efforts through marketing via messaging, campaigns, checking on participants, and community steering committee meetings.
  - Employers want to hire individuals directly.
  - Wauwatosa is offering blended program for virtual and in person schooling.
  - Uber and Lyft available for individuals enrolled in the FSET program.
  - Have virtual activities available for parents that need to do activities remotely to be home with children.
- FSC
  - Use different newsletters to program clients and partners.
  - Continually involved with communities and business service-related committees.
  - Working through continuum of care, use own steering committee meetings to conduct outreach efforts.
  - Use website and social media sites for program awareness and outreach.
  - Employers are desperate to hire and are avoiding incentives for now and prefer direct hire.
  - Workforce development board – funding focus on paid work experience opportunities and keeping an eye on this funding as a way for clients to get involved in transitional opportunities.
  - Clients are doing in person schooling with some virtual learning options available.
  - Continue job readiness, workshops, work experience, job search, etc. If for some reason children are doing remote schooling, balance participant plan to at home activities.
- Equus WS
  - Outreach – Conduct job fairs and maintain relationships with community newspapers and outlets to ensure information available to correct individuals.
  - Inviting employers and workforce partners to ESC meeting.

- Collaborations - Local offices discussing CDC placement, expectant mothers know what is offered. Local school counselors have information to share. Area homeless shelters to ensure participants and those in community homeless shelters know what we can offer to help with their situation. Also partnering with YWCA and Dressed for Success Program collaboration.
- Offered to partner with Gateway Technical College with job skills training.
- TEMP challenge finding employers paying more than \$12 an hour.
- All schools are doing in person learning. Not many have option for virtual it would be home school format in agency areas.
- Work with each participant as each situation changes.
- AWWI
  - In 2021, AWWI ran several marketing campaign ads with V100.7 FM to promote the non-resident parent program and W-2.
    - AWWI also partnered with 860 AM radio and Yolobe (APP) to shared AWWI services.
  - As for social media, AWWI has a Facebook account, and AWWI website. (Yolobe is a website/app/system designed to help youth get connected to resources. You can find out more by visiting our website at [www.yolobe.com](http://www.yolobe.com))
    - AWWI shared resources (tax credits and back-to-school fairs), upcoming job skills training opportunities; and recruitment/hiring events.
    - AWWI works closely with local community and faith-based organizations such as The City of Milwaukee (job fairs), Community Advocates, Wisconsin Community Services, Faith Temple Church, and City of Light Church.
    - AWWI networked with local programs The More You Know The More You Grow, Simple Steps, Milwaukee Fatherhood Initiative, Milwaukee Re-Entry Council, and local basketball leagues to promote.
  - AWWI utilized WEBI Case Management Report - W-2 Participant Contact Information to send texts. We are currently working on a YouTube channel to promote AWWI services, and shared success stories.
  - With the shortage of job seekers, companies opt for direct hires instead of TEMP. Companies are looking for employers.
  - Most of Milwaukee Public School are in-person with limited virtual option.
    - Fairview Elementary will be in-person with limited virtual slots as option.
    - Douglas Middle School (MPS) offered virtual; but it is currently full. Therefore, class will be in-person.
    - Riverside High School and Reagan High School are in-person.
    - Most charter and private schools have the option for virtual learning and in-person. there is an outbreak of five (5) or more, they may opt for virtual learning.
    - One private school is Shining Star Christian (K-8). Shining Start gives the parent the option to do in-person or virtual.
  - For in-person learning, assign activities as policy allows. For the remote learning, discussed with participants what activities they can do while assisting with their children remote learning.
    - One of the activities that we assigned is virtual PowerYou Job Motivation Workshop. Participants can do this while assisting their children's remote learning and/or in the evening.
  - Recently set-up a life skill with RISE Youth and Family Services.
    - The participant works with a RISE Family Coach two (2) to five (5) hours per week.
    - The RISE Family Coach takes a strength's approach and ensure that the participant is the driver of his/her vision.
    - Through a process that is collaborative, The RISE Family Coach assist with identifying and clarifying goals, coach the participant through identifying action steps and making decisions, support the participant progress and aspirations; and create space and opportunity that promotes growth and accountability.

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## 6. CLOSING

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

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

### Discussion:

- Mac mentioned the Two-generation approaches target low-income children and parents from the same household, combining parent and child interventions to interrupt the cycle of poverty.
- This whole-family wraparound approach combines intensive case management and supplemental supports and services for adults and for children.
- From infancy, children rely on their parents to learn about and cultivate the habits and skills that will ensure their health. ... Rather than isolate child care from parent care, a two-generation approach acknowledges their interdependency by addressing the needs of the family holistically.
- Mac asked the agencies to answer the following question: What are you doing in your program that is Two Gen approach?
  - AWWI
    - AWWI has a Two generational approach model that was implemented prior to pandemic.
    - Doing multi-generational programming in offices and partnering with independent agencies
    - AWWI was offering services during intake for those needing additional services. Would like to reopen this model these once things are reopened after pandemic.
  - Equus
    - This has been happening for quite some time organically. Offer supportive services for entire household.
    - Do a roundtable with families and any providers that want to attend with case manager in how to support the household. Not procedural but idea of roundtable to bring in anyone working with and how to further support family.
  - FSC
    - Talk about family and cycles and trends within family.
    - Care network of resources offer to family and others around you.
    - As far as formal, do not have anything but will discuss with leadership.
  - MAXIMUS
    - Service being provided during pandemic.
    - With the Bureau of Refugee Programs' Wilson Fish TANF Coordination Program (WFTCP), that format would help provide service to families. That process of Transition to Success would be a good tool to utilize to provide service to families.
    - No formal process at this time and will reach out to leadership.
  - Ross
    - Informally happens with discussions.
  - UMOs
    - Crossover with W-2 participants having children participate with after school work.
    - Also doing WFTCP for families and feel this is a good process to use.
  - WCI
    - Nothing formal at this time but agree happens organically and look for opportunities to provide wraparound services to family members and have coordinated effort.
    - Executive Director looking at holistic case management system and how to have family succeed and what we can offer depending on individuals' program.
  - WRI
    - No specific programming, organic and do assessment and needs of those in household, refer outside of agency for appropriate services.
    - Formal approach – nothing implemented yet.

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- 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.
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## Next Meeting:

Wednesday, September 29, 2021

10:30AM-12:00PM

Skype