

# Agenda and Minutes

## W-2 Contractors' Meeting

**Location:** MS Teams

**Date:** August 31, 2022

**Time:** 10:30 a.m. – 12:00 p.m.

### Invitees

- |                                                                             |                                                                   |                                                          |
|-----------------------------------------------------------------------------|-------------------------------------------------------------------|----------------------------------------------------------|
| <input checked="" type="checkbox"/> Mac Strawder (DCF)                      | <input checked="" type="checkbox"/> Neb Macura (DCF) - note taker |                                                          |
| <input checked="" type="checkbox"/> Tony Dziedzic (FSC)                     | <input type="checkbox"/> Jennifer Marks (FSC)                     | <input 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 checked="" type="checkbox"/> Kanwen Shao (Equus Workforce Solutions) | <input checked="" type="checkbox"/> Christian Blaisdell (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 type="checkbox"/> Carlyle Outten (AWWI)                    | <input type="checkbox"/> David Frechette (UMOS)          |
| <input checked="" type="checkbox"/> Nicole Hagen (Ross)                     | <input checked="" type="checkbox"/> Reno Wright (Ross)            | <input checked="" type="checkbox"/> Parker Rios (UMOS)   |
| <input checked="" type="checkbox"/> Sandra Salazar-Lozano (UMOS)            | <input checked="" type="checkbox"/> Jodi Prout (UMOS)             | <input checked="" type="checkbox"/> Amanda Reiter (UMOS) |
| <input checked="" type="checkbox"/> Dallas Hawkins (UMOS)                   | <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)       | <input checked="" type="checkbox"/> Sally Schrader (WCI) |
| <input type="checkbox"/> John Doudna (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, Bureau of Regional Operations, Bureau of Working Families, and Partner Training Team were also in attendance.

**Please share the meeting minutes with your staff and access the [DCF website](#) 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:** Mac Strawder

**Time Allotted:** 5 minutes

Details: Roll Call

Discussion:

- Mac conducted roll call.

#### 2. DCF STAFF UPDATES

**Owner:** Patara Horn

**Time Allotted:** 5 minutes

Details: Update and/or discussion

Discussion:

- Patara introduced three new staff members in the Bureau of Analytics and Research (BAR).

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- Kaetlyn Jacobs is an Information Systems Business Automation (ISBA) Specialist who will be working primarily with the Child Support program.
- Carly Holmes is a Research Analyst who will be working with the Child Support program.
- Jacob Griffith is a Research Analyst who will be working with the TANF program.

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## 3. INTRODUCTION OF BUREAU OF REGIONAL OPERATIONS DIRECTOR

**Owner:** Roxanne Sperber  
**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

- Sarah Kate Johnson started the role as the Bureau of Regional Operations (BRO) director on Monday, August 29, 2022.
- Kate's 20-year career with the State of Wisconsin has included supporting program operations with counties, tribes, advocacy agencies, families and youth across multiple programs serving children and families.
- Kate most recently served as a Section Manager in the Department of Health Services.
- Kate's education and training include a Masters in Social Work from the UW Madison, undergraduate degree from the University of Notre Dame, and training in Servant Leadership.
- BRO will be arranging introductions with Kate and the Balance of State agencies.

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## 4. BUREAU OF ANALYTICS AND RESEARCH REQUEST PROCESS UPDATES

**Owner:** Maggie Renno  
**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

- BAR is initiating a new process for report, research, and information requests.
- Requests will be submitted through a webform located on the DCF public website.
  - Users are urged to bookmark the form.
- Additional communication will be sent via the BAR listserv on Wednesday, August 31, 2022.
- Effective Thursday, September 1, 2022, the new request form will be located here:  
<https://lists.wi.gov/t/1805989/4355958/13166/3/>

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## 5. DCF WORK PROGRAMS CONFERENCE UPDATES

**Owner:** Abigail Harrison  
**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

- The conference is titled "A World of Opportunities."
- The conference is taking place on Tuesday, October 25, and Wednesday, October 26, 2022.
- Agencies have received registration information via email.
- In-person registration closes at noon on Friday, September 16, 2022.
- For questions, contact [abigail.harrison@wisconsin.gov](mailto:abigail.harrison@wisconsin.gov) or [audrey.evert@wisconsin.gov](mailto:audrey.evert@wisconsin.gov).

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## 6. CHILD SUPPORT LIAISON STATEWIDE MEETING

**Owner:** Mac Strawder  
**Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

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- The meeting was held in Middleton, WI, on Tuesday, August 30, 2022.
  - Attendees discussed best practices, challenges, and coordinating with Child Support Agencies.
  - The main presenter was Sharmain Harris (<https://sharmainharris.com/>), who runs a fatherhood program.
    - Mr. Harris distributed copies of his book titled *Working With Dads*.
  - Connie Chesnik, DFES Division Administrator, stated that Child Support Liaisons (CSLs) noticed large differences in procedures among agencies.
  - Vang Lee pointed out that the overall idea is that everything we do is for the benefit of the children.
  - Autumn Morgan stated it was beneficial to hear how other agencies run the CSL program and have the opportunity to connect with other CSLs.
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## 7. EDUCATION NAVIGATORS UPDATES

**Owner:** Lauren Frederick

**Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

- Survey results indicated a preference for separate monthly networking meetings for Adult and Youth Navigators.
  - The first networking meetings were held Monday, August 22, 2022.
  - It was specified that money can be used to serve middle school students if money is left over after covering high school students.
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## 8. DCF W-2 AGENCY SITE VISITS

**Owner:** Patara Horn

**Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

- The BWF Management Team visited the FSC headquarters in Madison on Wednesday, August 10, 2022.
  - The team visited MAXIMUS and UMOS in Milwaukee on Thursday, August 11, 2022.
  - Patara appreciated seeing where the agency staff works and how they interact with clients.
  - Patara is hoping to have agency visits twice a year beginning in 2023.
    - Calendar holds will be sent soon for Spring 2023 visits.
  - Upcoming agency visits include:
    - EQUUS in Waukesha on Monday, September 12, 2022;
    - AWWI and Ross in Milwaukee on Thursday, September 15, 2022;
    - WCI in La Crosse on Wednesday, September 28, 2022; and
    - WRI in Menomonie on Thursday, September 29, 2022.
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## 9. AGENCY UPDATES

**Owner:** W-2 Agencies

**Time Allotted:** 30 minutes

Details: Updates

Discussion:

- WRI
    - The Adult Education Navigator is leaving WRI but will continue working part-time until a replacement is hired.
    - The Youth Education Navigator held a virtual meeting with participants on Tuesday, August 30, 2022.
      - Attendees were provided with a \$20 Kwik Trip card as an incentive for attendance.
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- A new Financial and Employment Planner (FEP) in Dunn County recently completed New Worker Training.
- WRI filled FEP positions in the St. Croix and Chippewa County offices.
- Carolyn Frogness, Quality Assurance (QA) Manager, retired on Friday, August 19, 2022, but will continue working part-time until new staff are trained.
- Renee Vavra is the new QA lead.
- The CSL program is going strong with 260 referrals.
- WCI
  - As announced during the July 2022 W-2 Contractors' Meeting, WCI is hosting a virtual event in September that will focus on diversity.
  - WCI staff completed seed training on diversity in August.
  - WCI has seen an Influx in CSL referrals.
  - The Education Navigator is up and running.
  - WCI is actively recruiting to fill open positions.
  - WCI has seen Increase in caseload, particularly non-English-speaking and refugee cases.
- UMOS
  - UMOS held successful drive-through job fairs in partnership with Ross and the Department of Workforce Development.
  - UMOS held an in-person education fair hosted by the Education Navigator, with the main focus on getting people engaged in GED programs.
  - UMOS participated in the annual Mexican Fiesta festival with an outreach resource table.
  - UMOS was interviewed by the Mexican Consulate about W-2 services.
  - UMOS will participate in a Mexican independence festival with an outreach resource table.
  - UMOS will participate in a tailgate party at an upcoming Milwaukee Brewers game.
  - UMOS is continuing interviews for FEP positions.
- Ross
  - Several staff are out with COVID.
  - Ross is trying to replace the Youth Education Navigator and GED Instructor.
  - Ross is fully staffed with FEPs but trying to hire another one.
  - Ross is looking for additional customer service staff.
  - Ross hosted an Education Navigator meeting with Milwaukee agencies on Wednesday, August 10, 2022.
  - Ross participated in a drive-through job fair with other agencies on Thursday, August 18, 2022.
  - Ross will hold another job fair on Thursday, September 1, 2022, in conjunction with a back-to-school drive.
  - Ross is participating in a community resource fair on Wednesday, August 31, 2022.
- MAXIMUS
  - Four new FEPs started on Monday, August 29, 2022.
  - MAXIMUS is fully staffed but planning on overstaffing.
  - A new FEP supervisor will start on Tuesday, September 6, 2022.
  - MAXIMUS is holding a community resource and job fair on Thursday, September 8, 2022.
- FSC
  - FSC management enjoyed the DCF staff site visit.
  - FSC is fully staffed.
  - The Education Navigators are preparing for upcoming school year.
  - FSC is involved in local resource fairs and back-to-school events.

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- EQUUS (written notes provided by Kanwen Shao)
  - EQUUS W-2 Project Ratios: Subsidized Caseload (SC), Unsubsidized Caseload (UC), Total Caseload (TC) Data Source: Monday 8/29/22 EQUUS W-2 Caseload Report (compared to (Monday 6/27/22):
    - W-2 Project (Monday 8/29/22): 689 total cases, (+7 case, +1.0% caseload increase):
    - SC: 384 cases (-21 cases, -5.2% SC decrease), UC: 305 cases (+28 cases, +10.1% UC increase)
    - AUG EEs as of FRI 8/19/22: 60, estimate 75 – 80 EEs for AUG 2022
  - W-2 Staffing
    - Remaining Youth Education Navigator positions filled in AUG 2022
    - 1 FEP position posted in each county (Racine, Kenosha, Balance Counties)
    - Caseload ratio approx. 46:1
    - W-2 Leadership Team (Supervisors and Leads) remains fully intact
    - Emphasis remains on retention efforts, employee health / wellness, and ongoing QCM training
      - Identifying and effectively addressing challenge areas / adopting best practices through audits and caseload reviews
      - AUG 2022 audits drive SEP 2022 training topics
  - W-2 Outcomes
    - 2 AUG educational claims
    - 9 YTD educational claims
    - 1 AUG vocational claims (Associates Degree)
    - 10 YTD vocational claims
    - 60 AUG EEs as of FRI 8/19/22
  - EQUUS W-2 and FSET program collaboration resulted in approx. 49 co-enrolled cases across shared regions. Approximately 7.1% = (49 / 689) 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
  - YWCA / Dress for Success (DFS) online WEX activities
    - **89** program participants: W-2 client capacity and utilization remain at high levels during JULY 2022. DFS Online WEX enrollment and participation are at near capacity levels.
    - Utilization rates across entire EQUUS W-2 service regions.
    - Racine (53 clients, 59.6%)
    - Kenosha + Balance (36 clients, 40.4%)
    - 5: W-2 participants gained employment
    - 2: W-2 participants verified starting first HSED class
- AWWI
  - AWWI is continuing to look for more case managers to lower case ratio from 80:1 to 60:1-70:1.
  - AWWI is providing school supplies individually to clients, both school-age children and adults going back to school.
  - The Adult Education Navigator reached out to 300 clients and convinced 50 to sign up for education.
    - 30 clients enrolled.

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## 10. CLOSING

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

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

### Discussion:

- The next meeting is scheduled for Wednesday, November 30, 2022.
  - The September 2022 meeting is canceled due to agency site visits with WCI and WRI.
  - The October 2022 meeting is canceled due to the DCF Work Programs Conference.
- Jody Conner asked if the 740A report is ready.
  - Pete Shay stated that it is not ready yet, and that preparing it is taking longer than expected.

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- Marianne Rosen, DFES Policy Initiatives Advisor, stated that DFES will hear next week whether it is the recipient of the Safe Access for Victims' Economic Security Grant.
  - Tom Targos from the Bureau of Refugee Programs stated that individuals from Ukraine are arriving in Wisconsin, and many are eligible for W-2 and Refugee Cash Assistance.
    - For more information, see [Operations Memo BRP 22-05/BWF 22-17](#).
  - 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.
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## Next Meeting:

Wednesday, November 30, 2022  
10:30AM – 12:00PM  
Microsoft Teams