## Welcome and Introductions

Anna started the meeting and all attendees introduced themselves. Representatives from all eight W-2 agencies were in attendance.

## DCF Staff Updates

Linda Richardson is now the Deputy Division Administrator for the Division of Family and Economic Security.

## Data Security

The W-2 Scope of Work, Section III. Infrastructure B. IT Systems Management/Telecom has been updated. We want to emphasize to our partners the importance of data security, confidentiality, and safeguarding DCF systems, information, and data. We are taking steps to ensure compliance to meet national standards on cybersecurity.

Everyone has an important role in prevention and identification on potential threats as well as maintaining the security and safety of state systems that store participant data and information.

As a reminder and part of the W-2 Contract in Appendix D: Data Sharing Agreement, Personally Identifiable Information (PII) and/or Confidential data and information:

1. Must not be stored in cloud tools such as Microsoft Teams/OneDrive;
2. Should not be emailed/forwarded/replied, unless protected (i.e., encrypted) and safeguarded at all times; and
3. May only be shared within Contractors and DCF for official DCF business purposes, or as required by law, or allowed by the Data Sharing Agreement.

If there are any questions or concerns, please email [DCFMBDFESDataSteward@wisconsin.gov](mailto:DCFMBDFESDataSteward@wisconsin.gov).

A question was asked regarding whether or not agencies will be receiving feedback on the [WAPA Security Compliance Self-Assessment](https://dcf.wisconsin.gov/files/forms/doc/5588.docx) that was completed in June. The Bureau of Analytics and Research has completed its review of all the documents and will be meeting in 2024 to review the feedback and to identify action items. More information will be provided at a later date.

## W-2 Manual Technical Review Project Updates

Program and Policy Analyst Abby Harrison did an on-screen demo of the recent updates to Chapter 3 of the W-2 manual. Notice was emailed out on Monday, October 23, 2023. Abby reviewed the changes that were made. Two key takeaways:

1. If anyone did not get the email announcing the updates, they need to go to the [BWF Information Updates sign-up page](https://dcf.wisconsin.gov/w2/partners/ops-memos) and request to be added to the distribution list. They can also contact Abby at [abigail.harrison@wisconsin.gov](mailto:abigail.harrison@wisconsin.gov) or anyone in the TANF Policy Section for assistance.
2. All of the updates were for organization, readability, and formatting, and will not have any policy or procedural changes.

Abby walked through the cover sheet and demonstrated what the changes were and how do identify them.

Future updates may have a bigger impact on where information is located in the manuals, so just keep an eye out for those updates to make sure that you are taking the time to go through and reorient yourself with where information is located in the manual.

If you have something linked to 3.1 and you have this hyperlink somewhere in your internal documents, you will have to update that. If you do find an issue or typo, please click on the “contact us” link and send us an email.

TANF Policy Section Manager Tonya Kristiansen shared that the next step we are working on behind the scenes is linking the statute and/or rule to each requirement. Please be patient while we update these chapters through June 2024.

Tonya also shared that Chapter 18, Refugee Cash & Medical Assistance, is on its way to be removed and turned into its own resource.

## Agency Performance—Q2 2023

Anna Sainsbury shared Q2 2023 agency performance scores, which are in the spreadsheet below.



## System Updates

TANF Automation Section Manager Laura O’Flanagan provided an overview of upcoming systems work.

## Agency Updates

Each agency provided a verbal update.

## W-2 Program Evaluation Updates

Linda delivered the following update on behalf of Division Administrator Connie Chesnik:

**Release of the Social Finance W-2 recommendations report to current W-2 contractors and the public prior to the release of the 2025 Request For Proposals (RFP):**

* The program is not meeting its potential to aid participants and their families. The program falls short in delivering consistent, effective support that meets participant family needs in preparing them for work. The participant experience map and case studies on TANF innovations in other states are key pieces we want to share.
* The full recommendations report and a letter from Connie can be found on our website at <https://dcf.wisconsin.gov/w2/partners/toolbox>.
* **All procurement-related questions** should be directed to [DCFProcurement@wisconsin.gov](mailto:DCFProcurement@wisconsin.gov) *once the RFP is posted.* No procurement-related questions can be addressed prior to posting.

## Walk-ons/discussion

Contract Manager Briana Chaffee provided an update on 2024 contracts.

Tonya Kristiansen noted that we currently have three administrative rules moving their way through the process for Emergency Assistance; one is a very technical change, one is for overpayments, and one is for increasing the five day approval to 10.

We were hoping for a June 2024 implementation, but it just got pushed to October 2024. Please start to think about what that means for all and if you think there might be some unintended consequences while we are in the planning stage.

## Adjourn

Anna thanked the attendees and wished them safe travels.

* The November meeting will be held via Microsoft Teams on Wednesday, November 29, 2023.
* Have an agenda item? Email Anna Sainsbury at [anna.sainsbury@wisconsin.gov](mailto:anna.sainsbury@wisconsin.gov) by Friday, November 10, 2023.