

# Agenda and Minutes

## W-2 Contractors' Meeting

**Location:** MS Teams

**Date:** December 8, 2021

**Time:** 10:30 a.m. – 12:00 p.m.

### Invitees

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|---|---|---|
| <input checked="" type="checkbox"/> Mac Strawder (DCF)                      | <input checked="" type="checkbox"/> Minette Knotts (DCF) - note taker |   |
| <input checked="" type="checkbox"/> Tony Dzedzic (FSC)                      | <input checked="" 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 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 type="checkbox"/> Shannon Franek (WCI)         |
| <input checked="" type="checkbox"/> Vang Lee (AWWI)                         | <input checked="" type="checkbox"/> Carlyle Outten (AWWI)             | <input 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 checked="" 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 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 Refugee Programs, Bureau of Working Families, and Partner Training Team were also in attendance.

### Conference Line

Skype Meeting

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

### Agenda Items

#### 1. WELCOME & INTRODUCTIONS / STAFF UPDATES

**Owner:** Patara Horn

**Time Allotted:** 5 minutes

Details: roll call

Discussion:

- Richard Traner's last day with the Milwaukee Operations Section within the Bureau of Working Families was Friday, November 26, 2021.
- Janice Peters is retiring and her last day "in the office" will be Friday, December 17, 2021
  - Thanks for 18 years of service to DFES!

#### 2. UPDATE ON FINANCIAL ABUSE AWARENESS INITIATIVE INFOGRAPHIC FOR W-2 AGENCIES

**Owner:** Marianne Rosen

**Time Allotted:** 5 minutes

Details:

- Update and/or discussion

Discussion:

- The DFES Domestic Violence (DV) Task Force recognized the need to raise awareness on financial abuse.
- Financial abuse affects 99% of all DV survivors.
- As the LIFE program rolls out, sometimes there can be confusion on meeting people's needs.

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- The infographic, once finalized, will be shared with W-2 agencies and financial institutions across the state. The goal is to release the final version by the end of 2021.
  - Plan to develop financial abuse awareness trainings.
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## 3. BWF SOCIAL MEDIA OUTREACH PROCESS

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

Details: update and/or discussion

Discussion:

- BWF created an email box ([DCFDfESBWFMediaSubmissions@wisconsin.gov](mailto:DCFDfESBWFMediaSubmissions@wisconsin.gov)) to collect monthly content from agencies. Social media submissions should be submitted by the third Friday of each month to the BWF Media Submissions mailbox.
- Submission content is open ended and can vary.
- Agencies do not have to create posts, DCF is welcome to do it for you just need the content sent to email inbox.
- The slide shared during the presentation can be found below:



BWF Social Media  
Info Slide.pdf

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## 4. PROPOSED ADMIN RULES CHANGES

**Owner:** Morgan Olmsted  
**Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

- Three proposed admin rule changes currently working on.
    - DCF (DCF 101, 120). [CR 21-090](#). Asset restrictions for Wisconsin Works and Emergency Assistance (EA).
    - DCF (DCF 101). [CR 21-091](#). Technical changes to update Wisconsin Works rules.
    - DCF (DCF 102). [CR 21-092](#). Wisconsin Works filing a good cause claim for noncooperation with child support
  - If you have any questions on admin rules and effects on agency operations, please send to Audrey Evert ([audrey.evert@wisconsin.gov](mailto:audrey.evert@wisconsin.gov)) and Morgan Olmsted ([morgan.olmsted@wisconsin.gov](mailto:morgan.olmsted@wisconsin.gov)).
  - The presentation shared during the meeting can be found below:
    -  Presentation Shared during the meeting can be found below: Changes\_contractors |
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## 5. 2022 W-2 CONTRACT UPDATE

**Owner:** Linda Richardson  
Brianna Chaffee  
Lauren Frederick  
**Time Allotted:** 30 minutes

Details: update and/or discussion

Discussion:

- LIFE Program Amendment
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- Brianna Chaffee provided an update that the LIFE Program amendment is in route for signature. DCF will be adjusting allocations based on applications which is similar to Job Access Loan (JAL) funding.
- The amendment is only for the life of the program up to the 9 months or until benefit funding runs out.
- As of this morning, Wednesday, December 8, 2021, 1,266 individuals are enrolled with projected benefits of 4.4 million. Projected to run out of funding by January and February 2022. However, if daily enrollments continue to climb then it may be sooner.
- DCF is meeting to create a communication plan as program comes to an end. DCF will share as soon as it is completed.
- Doing well with alternate address (agencies/shelters). A handful of people are doubled up and based on RFA comments those people appear to have been in shelter together. Agencies were reminded to encourage applicants to apply for EA to assist with housing.
- Some data about how applicants have heard about the LIFE program:
  - DV Shelter/Agency - 169
  - Friend/Family - 179
  - Community Agency - 60
  - W-2 Agency - 95
  - Other - 49
    - Other includes 211, FSET, Facebook, DVR, housing programs, employers, someone on the bus stop, and school.
- POP and Incentive Changes
  - New claims - HW, JR6
    - DCF separated the HW from JA for 2022.
    - A high wage claim needs to meet the requirements of the JA, but they do not need to be submitted for the same employment/at the same time.
    - JR6 months will follow the guidelines of JR3, however a participant must hold employment for 180 days and meet the hour requirement of 660 hours or 5220 wages earned.
    - For POP Claims - JR6 will be a new claim type this year so you will see JR change to JR3 in WWP early to support this change.
  - Reminder to have all things pending be agency approved instead of submitted by December 31, 2021.
  - Reminder to have all participant's cut over from Mainframe into WWP by December 26, 2021.
  - Tony asked if the 6-month job retention is for jobs that already started this year as of July 1, 2021, and end on June 30, 2022.
    - Linda stated that it is by the claim period begin date starting within first 180 days or prior employment begin date which could go back as far as July 1, 2021. Can earn claim effective date starting January 1, 2021.
- Fiscal Items
  - Reminder that management fee can be no more than 10% and agencies cannot have variant either at the end of December.
  - Monitoring to ensure that expenses reported offset earnings. Last fiscal update was emailed December 1, 2021. This requirement will remain in the 2022 contract renewal.
    - For education navigators:
      - The AM was published December 7, 2021.
      - DCF would like agencies to get positions posted ASAP.
      - Some agencies may find that the funding for the FTE positions may not cover the expenses. As with other cost reimbursement lines, if expenses exceed the allocation DCF will move the overage to a report only line to count against the variance. If agencies find that they have extra funds, that can be used for things like support staff that assist navigators or a supervisor's expenses.
      - For the youth funding, agencies must use the FTE's they requested but youth funding is fluid between the two-line codes (admin and supportive services).

## 6. AGENCY UPDATES

**Owner:** W-2 Agencies  
**Time Allotted:** 15 minutes

Details: Feedback on the LIFE Program from W-2 agencies.

### Discussion:

- AWWI
  - Overwhelmed with LIFE program and phone lines are stacked. The agency is receiving complaints from applicants not receiving call backs.
  - LIFE program funding will run out and applicants are stressed they will not receive the funds before it runs out.
  - There is also concern the program will run out of funding due to fraudulent requests and that those who will need it will not receive.
  - Individuals would rather apply for LIFE than W-2.
  - Vang mentioned AWWI has a dedicated phone number for LIFE program and 185 applicants have called to inquire about the program. AWWI has scheduled 174 of them and enrolled 79 as of December 9, 2021, which takes a lot of staff time to do this.
- Equus
  - As of November 15, 2021, Equus had 313 enrolled in the LIFE program averaging enrolling 20 a day. 80% of total is community referrals/workforce partners and 20% has been ongoing case load.
  - Sarah shared that the office is seeing foot traffic and influx of applications causing concern that those applying are not in a DV situation.
  - If individuals are not getting in the door or over the door with Milwaukee agencies, they are coming to Equus.
  - Equus created their own report containing which area has most referrals to support them. Nice to see where the agency can help the most on a daily basis. Tracker has pending and denials.
  - The agency is working on contacting individuals by order of inquiry received.
- FSC
  - Tony mentioned as of last week, 140 applications were received, and the agency is getting close to 100 enrolled and a significant number in progress.
  - The agency has had almost 900 different contacts with referrals on website, emails, phone calls and a lot of volume in particular because participants know of end date.
  - Applicants in Milwaukee are contacting FSC and the agency is trying to respond to increase of volume of inquiries. Call center staff and team have taken this on.
  - FSC is using ZenDesk software to track referrals, enrollments, denials, and daily follow up on cases that are pending and following up on contacts. 90% enrollment success during application appointment.
- MAXIMUS
  - Since the LIFE program rolled out walk-in traffic has almost tripled.
  - Experiencing same issues as other agencies.
  - Received 670 applications and enrolled 204 people as of November 27, 2021, and working on applications from week of November 29, 2021.
  - As other agencies have shared it is overwhelming to staff and when individuals apply for program the agency makes contact within 24-48 hours and work hard for initial contact to be met within two days.
  - Miscommunication out in the community is happening and clarify this to applicants around the LIFE program.
  - Neng added that participants onsite are submitting LIFE applications for those that are not. They are calling individuals that could be friends/family and completing the application on their behalf.
- Ross
  - As other agencies stated staff are overwhelmed and customer service staff have increased to four to process cases. Would prefer a referral process next time something similar is rolled out.

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- The agency had 311 people contact the agency and reached out to almost 200 people approving 100 cases and still have many that need to be contacted.
- Walk-ins increased and some applicants are aggressive when coming in to apply having heard by word of mouth and Facebook. Past week seen significant increase.
- Concerned with keeping up with volume and staff staying late and concerned with number showing on DCF end is not the actual number due to not being able to process everyone Nicole shared.
- U MOS
  - U MOS has 282 applicants to be processed and received 167 voicemails from dedicated line for LIFE program for new applications to process or people to interview to see if qualify for program.
  - Have three dedicated staff for the phones.
  - Echoed every agency how this program has caused challenges and is overwhelming. Do not feel agencies are getting to those who really need this program and would like a referral process.
- WCI
  - Gina shared that WCI set aside time for the LIFE program rollout and assigned certain staff to accept applications.
  - Numbers have been larger than anticipated and have 100 calls interested in applying, 8-10 pending documentation, and few denials.
  - Applications are processed almost the same day applicants apply and interview.
  - Have had people in agency come in from other areas. Have internal tracking system and agree with agencies that if opportunity in the future to have availability of these funds to not be impossible for those who need it.
- WRI
  - WRI is scheduling applicants within 5 days or sooner.
  - The agency spread out the LIFE applications among FEP staff and may take away from some of their duties.
  - As of December 8, 2021, WRI scheduled appointments with 98 individuals. From statistics sent on December 6, 2021, WRI approved 64 of them, denied two.
  - Majority of applicants are being referred by DV agencies and services with a relatively small number within W-2 staff members.
  - Overall, handling influx without a great deal of difficulty. Staff noted difficult situations but hearing a lot of thankful aide from applicants and has been positive rather than negative experience at agency.
  - Have tracking with spreadsheet.
    - Gina agreed with Jody that WCI has seen more positives than negatives, and thus far, not seeing angry or frustrated customers, but very grateful customers who are genuine in needing this support.
- Mac recapped the common themes among agencies including:
  - Staffing situation
  - Unintended consequences
  - Lower applications for W-2
  - Stress and secondary trauma for applicants and W-2 staff being pulled from standard duties
  - Miscommunication
  - Overwhelming phone call and voicemails
  - Not getting to those with actual DV issues
  - Stress funding will run out before getting through inquiries and applicants

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## 7. AFGHAN WORKFORCE DEVELOPMENT INITIATIVE

**Owner:** Tom Targos  
**Time Allotted:** 10 minutes

Details: updates

Discussion:

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- In response to request from employers about hiring Afghans that arrive in Wisconsin, the Afghan Workforce Development Initiative is being put together by BRP in collaboration with BWF and BRO.
- First meeting with key players including the four W-2 agencies that serve refugees to work on communicating a response and ensure individuals understand the number of afghans resettling in WI and more about hiring refugees.
- A meeting is scheduled for December 9, 2021, to discuss with employers and provide updates.
- Please note that agencies need to sign up separately to receive Bureau of Refugee Programs memos using the link <https://dcf.wisconsin.gov/refugee/providers/policy/memos/sign-up>.
- The one pager Tom Targos shared during his agenda topic is found below:



Afghan Evacuee  
Resettlement in Wi - E



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## 8. REPORTS & WAREHOUSE STATUS

**Owner:** Pete Shay  
**Time Allotted:** 5 minutes

### Details:

- updates

### Discussion:

- DCF does not have WPR reports that work after WWP cutover date, but it is in progress. Loaded new website into WPR with data and performing data validations. Loading another month on December 8, 2021, and will spend this week validating.
- Due to process of UAT, reports, and bug fixes, do not see WPR reports out in January. Understand this causes issues for agencies.
- Designing new RP universe after WPR. Given calculations, no firm timeline when reports will be ready.
- POP reports and other reports are in final UAT and DCF created a folder that agencies can review for UAT. If interested in being a reviewer or tester, please notify Arlynn Valemburn at [arlynn.valemburn@wisconsin.gov](mailto:arlynn.valemburn@wisconsin.gov) or Pete Shay at [Peter.Shay@wisconsin.gov](mailto:Peter.Shay@wisconsin.gov).

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## 9. CLOSING

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

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

### Discussion:

- Please submit agenda items to Minette Knotts and Mac Strawder.
- Please include Topic, Presenter, and Duration for planning purposes.
  - Please provide Minette with presentation documents prior to the meeting.

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## Next Meeting:

Wednesday, January 26, 2022  
10:30AM-12:00PM  
Skype