**W-2 Contractors’ Meeting** **Location:** MS Teams

**Date:** December 11, 2024

**Time:** 10:30am – 12:00pm

Invitees

FSC  Equus  WRI  WCI  AWWI  UMOS  Ross  Maximus Inc

**Please share the meeting minutes with your staff and access the** [DCF website](https://dcf.wisconsin.gov/w2/partners/toolbox/contractorsmeeting) **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**: Anna Sainsbury

**Time Allotted:** 5 minutes

Details: Roll Call

Discussion:

* Anna took attendance.

1. DCF STAFF UPDATES **Owner**: Patara Horn

**Time Allotted:** 5 minutes

Details: Update and/or discussion

Discussion:

* Makiesha (Kiesha) Kaatz is the new Financial Contract Specialist in the Bureau of Working Families (BWF) Contract Administration Section (CAS) as of November 18, 2024.
  + She previously worked on contracts for child and adult protective services in Oneida County.
  + She will be working on fiscal monitoring for BWF programs.

1. CHILD CARE OPERATIONS MEMO 24-28 **Owner**: Marcie Stebbeds

**Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

* See the PowerPoint presentation below.



* Shannon Franek asked: Does the W-2 placement matter?
  + No, the copayment type applies to all open W-2 cases.

1. EMERGENCY ASSISTANCE (EA) OVERPAYMENTS **Owners**: Audrey Proaño and

Rob Schampers

**Time Allotted:** 10 minutes

Details: update and/or discussion

Discussion:

* [BWF Operations Memo 24-18](https://dcf.wisconsin.gov/files/w2/ops-memos/pdf/24-18.pdf) was published on October 31, 2024.
* There is a distinction between client errors, Intentional Program Violations (IPVs), and administrative errors.
  + Client Errors and IPVs are recovered through the Public Assistance Collection Section (PACS).
  + Administrative errors are processed by CAS as contract offsets.
* If there is an overpayment, W-2 agency workers must send an email to either PACS or CAS.
* Notices are sent manually using new DCF forms, which are linked in the memo.
* The dispute resolution process is separate from Fact Finding.
* Policy questions can be submitted via the [BWF Policy Question SharePoint](https://share.dcf.wisconsin.gov/bwfpolicy).
* A new training video is available from the Partner Training Team.
* EA overpayments are processed in SharePoint.
  + Each W-2 region has its own SharePoint site.
  + While the SharePoint sites are not connected to BRITS, the workflow will be similar.
  + Jody Conner asked: Is the SharePoint site linked to other SharePoints used by W-2 agencies?
    - No, it is separate.
  + SharePoint questions can be sent to Rob Schampers [robert.schampers@wisconsin.gov](mailto:robert.schampers@wisconsin.gov).

1. WWP USER ACCESS FORM REVISIONS **Owner**: Danise Doudna

**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* An email sent on November 13, 2024, notified users of revisions to the [*Wisconsin Works (WWP) User Access Request* form (DCF-F-5212-E)](https://dcf.wisconsin.gov/files/forms/doc/5212.docx), including:
  + Removal of the request to delete a user;
  + Production access requests split by W-2 region; and
  + Clarification of the User Acceptance Testing (UAT) User Assignment section.
* Questions can be sent to [DCFMBDFESDataSteward@wisconsin.gov](mailto:DCFMBDFESDataSteward@wisconsin.gov).
* The form may be revised again in February 2025.

1. SYSTEM UPDATES **Owners**: Jane Kahl and

Rob Schampers

**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* System update notifications currently stored in SharePoint will be moved to a new page on the DCF website in February 2025.
* Changes in the upcoming WWP release include:
  + Adding a Supportive Services page;
  + Adding functionality to the PIN Comments page to document contacts with participants;
  + Audit trail showing access;
  + New warning message when assigned activities exceed 45 hours per week; and
  + Security changes to identify by geographic areas.
* Beginning in 2025, W-2 cases will be able to be transferred statewide. BWF is looking at necessary changes in CWW. Additional communication will be provided to W-2 agencies.
* Job Access Loans (JALs) and W-2 overpayment claims have been moved to BRITS as of December 8, 2024.
  + Five overpayment claims have been created so far.
  + JAL creation is paused due to technical issues.
  + Questions and concerns can be sent to:
    - BWF Work Programs Help Desk [BWFWorkProgramsHD@wisconsin.gov](mailto:BWFWorkProgramsHD@wisconsin.gov); or
    - Rob Schampers [robert.schampers@wisconsin.gov](mailto:robert.schampers@wisconsin.gov).
  + Thanks to Erin and Jenny at FSC for help with testing.

1. W-2 MANUAL TECHNICAL REVIEW PROJECT UPDATE **Owner**: Abby Tessmann

**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* See the PowerPoint presentation below.



* Lindsay Brabender asked: Is there a link to the Bureau of Refugee Programs (BRP) Policy Manual?
  + There is no link in the W-2 Manual, but the BRP Policy Manual is available on the [DCF website](https://dcf.wisconsin.gov/files/refugee/pdf/brp-policymanual.pdf).

1. AGENCY UPDATES **Owner**: W-2 Agencies

**Time Allotted:** 35 minutes

Details: Updates

Discussion:

* Workforce Resource Inc (WRI)
  + Christian Blaisdell resigned from WRI, effective November 25, 2024. Richard Price is the acting CEO until further notice.
  + The caseload is steady at 200 customers per month.
  + WRI continues to hold job fairs in Eau Claire and Rice Lake.
  + WRI partnered with Royal Credit Union to provide online financial literacy courses. 43 customers completed the courses so far. Customers earn a $400 incentive for completing.
  + WRI issued 46 family stabilization payments since June 2024, averaging $1,300. They are used mostly for housing, utility costs, vehicle costs, and debts.
  + WRI currently has 10 W-2 refugee cases, including 8 co-enrolled with World Relief and 2 privately sponsored families from Ukraine.
  + WRI has 21 Refugee Cash Assistance cases, including 11 from Somalia, 1 each from Colombia and Nicaragua, and 8 from the Democratic Republic of the Congo. All are co-enrolled with World Relief.
  + Two new Financial and Employment Planners (FEPs) recently completed training.
  + WRI reached its goal of 240 validated Performance Outcome Payment (POP) claims for 2024.
* Workforce Connections Inc (WCI)
  + WCI is focusing on outreach and education, resulting in a caseload increase.
  + JAL and EA applications have increased.
  + The Child Support Liaison (CSL) had 32 referrals in November 2024.
  + The Education Navigator Program provided winter clothing and school supplies to students and their families.
  + WCI will hold its holiday all-staff meeting on December 12, 2024.
  + WCI is currently recruiting for Education Navigator and Peer Planner positions.
* UMOS
  + UMOS recently held its biannual interfaith luncheon.
  + The Mexican Consulate held a presentation regarding upcoming immigration changes.
  + UMOS participated in the Milwaukee Area Technical College (MATC) president’s roundtable discussion regarding strategic planning.
  + UMOS will hold the annual Breakfast With Santa event on December 14, 2024.
  + UMOS was awarded a refugee career pathways grant from the Office of Refugee Resettlement to help individuals transfer professional credentials from their home country.
* Ross Innovative Employment Solutions (Ross)
  + Ross held its December job fair, in which 32 employers participated.
  + Ross hosted the 9th District small business summit, which had good attendance despite inclement weather.
* Maximus Inc.
  + The current W-2 caseload is 776, with a steady increase during the past few months.
  + Maximus processed 391 EA applications in November 2024.
  + Maximus currently has 12 active FEPs. Five are in New Worker Training and will move on to peer shadowing before being assigned new cases. The caseload to FEP ratio is 70:1.
  + The Education Navigators and program outreach staff provided information about W-2 at SurvivorsFest 2024, an event focusing on cultural healing and civic engagement.
  + Maximus was a vendor at the 2024 Milwaukee Fatherhood Summit. The agency’s CSL also participated.
  + MATC held an on-site information session to inform W-2 participants about available programs and financial assistance for Milwaukee County residents.
  + Maximus held a job fair at Concordia 27 with the Milwaukee Center for Independence. The event had 400 attendees, including 200 W- participants.
  + The Youth Education Navigator will hold a class on building credit and other financial topics on December 23, 2024, at Employ Milwaukee.
  + Maximus is working with partners to provide an online financial literacy program for adults, which will be open to W-2 participants and Maximus staff.
  + Maximus will hold a virtual job fair on December 19, 2024, focusing on the healthcare field.
* Forward Service Corporation (FSC)
  + As part of the continuous quality improvement project, FSC used data collected at World Café events to create projects for staff to provide better services to clients.
  + FSC is rolling out Program Spotlight Days, inviting constituents and community partners to provide information on programs. Current and former program participants will share their experiences.
  + FSC piloted call center training to create a flexible learning option for clients. The asynchronous training can be completed without a specific order, adapting to client needs. Five clients participated in the pilot and all completed the training successfully.
  + FSC is almost fully staffed.
* Equus Workforce Solutions (Equus)
  + Equus is working with local partners for holiday events.
  + Equus is working on outreach to technical colleges to increase awareness of W-2 among students.
  + Current and new partnerships include:
    - Recuro Health for mental health services; and
    - Inside Track for training and professional development.
  + Equus is offering FEP certification training through an online training platform.
  + Job club is bringing in speakers from local banks to provide information on money management and financial empowerment in response to interest from participants.
  + November was a very high month for family stabilization payments.
  + Equus has a high number of JAL and EA applications.
* America Works of Wisconsin Inc (AWWI)
  + AWWI held a youth financial literacy workshop on November 2, 2024.
  + The Housing Coordinator has worked with 36 clients since November and helped 6 obtain housing.

1. WALK-ONS **Owner**: All

**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* Patara stated that 2025 contracts are coming soon.

1. 2025 MEETINGS AND CLOSING **Owner**: Anna Sainsbury

**Time Allotted:** 5 minutes

Details: Discussion if needed.

Discussion:

* The W-2 Contractors’ Meetings will continue on Teams in 2025. They will be held on the last Wednesday of the month in January through October, and the third Wednesday in November and December. Outlook calendar invitations will be sent shortly.
* Please submit agenda items via e-mail to Anna Sainsbury [anna.sainsbury@wisconsin.gov](mailto:anna.sainsbury@wisconsin.gov).
* Please include Topic, Presenter, and Duration for planning purposes.
  + Please provide Anna with presentation documents prior to the meeting.

Next Meeting:

Wednesday, January 29, 2025

10:30am – 12:00pm

Microsoft Teams