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

**Date:** July 31, 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:

* Jane Kahl is the new TANF Automation Section Manager as of Monday, July 29, 2024.
  + She started her DCF career as Policy Analyst, and most recently was an IS Business Automation Specialist working on CWW and ACCESS.
  + BWF will be soon hiring for a replacement for Jane’s previous position – an announcement will be posted on Wisc.jobs.

1. WISCONSIN WAYFINDER PRESENTATION **Owner**: Emily Brach and

Alison Lourash

**Time Allotted:** 25 minutes

Details: update and/or discussion

Discussion:

* See the PowerPoint presentation below.



* Brian Covey asked if services are available in languages other than English, Spanish, and Hmong.
  + Yes, translation services are available.
* Jashema Wallace asked if the program works with tribal governments.
  + Yes, the program works with tribal health centers and family services.
* Patara asked if Wayfinder can add links to DCF services on their website.
  + The website is intended to have a narrow scope, but Children’s Resource Centers have information about DCF programs.

1. SYSTEM UPDATES **Owner**: Rob Schampers

**Time Allotted:** 5 minutes

Details: update and/or discussion

Discussion:

* The Genesys Cloud platform is going live on Friday, August 02, 2024.
  + Verifications not yet sent should be sent to Rob Schampers [Robert.schampers@wisconsin.gov](mailto:Robert.schampers@wisconsin.gov).
  + Rob is also available for consultation via phone and email.
  + A Desk Aid is available in the Partner Training Team (PTT) Learning Center.

1. FAMILY STABILIZATION PAYMENTS DISCUSSION **Owner**: Patara Horn

**Time Allotted:** 30 minutes

Details: update and/or discussion

Discussion:

* BWF issued a policy clarification on Wednesday, May 1, 2024.
* Formerly known as Emergency Payments, the Family Stabilization Payments are intended to provide financial assistance between enrollment and the first W-2 payment.
* The payments are a tool, not an application to approve or deny.
* The payments are meant to be one-time, short-term, and flexible with no cap.
* Research shows that increased cash assistance improves child welfare.
* Family Stabilization Payments can be used to augment other programs, such as Job Access Loans (JALs).
* Brian Covey asked what “not an application to approve or deny” means.
  + Patara stated that if the participants have a need, they should receive the payment.
  + Agencies should update their Standard Operating Procedures (SOPs) to determine needs.
  + See the PDF below for examples of emergency needs that may be provided through Family Stabilization Payments:



* Brian Covey stated that it seems like the payments punched a hole in the agencies’ budgets as DCF did not push these payments before.
  + Patara stated that if an agency has a projection that the payments will deplete their budget, they need to submit the numbers to her because she has not yet seen any such information.
* Tony Dziedzic stated that participants are coming in with large requests for a Family Stabilization Payment without showing interest in the W-2 program.
  + Patara stated that agencies should discuss needs with participants.
  + Linda Richardson stated that participants need to be eligible and apply for W-2 to receive a Family Stabilization Payment. Agencies need to do an informal assessment.
* Brian Covey stated that the memo did not specify “mix and match.”
  + Patara stated that these payments have always been “mix and match.”
* John Doudna stated the following:
  + Agencies need to clearly and accurately describe what an emergency payment is.
  + Payments are determined as part of the informal assessment.
  + DCF is aware of the budget issues. 76% of all Family Stabilization Payments have been fully reimbursed. The payments can be used to offset variance.
  + For SOPs, agencies need to ensure that determination of need is done fairly and equitably.
* Kaye Hartmann stated that individuals are coming in with requests and becoming upset when they do not meet what they feel as their need. How should agencies respond to complaints?
  + Patara stated that agencies should explain the program requirements and refer applicants to other resources. If participants still have concerns, agencies should elevate to the W-2 Customer Service Line.
  + Jashema Wallace stated that this is an opportunity for agencies to reiterate that W-2 is a program with strict guidelines, requirements, and time limits.
* Brian Covey asked what the due date is for updating SOPs.
  + John Doudna stated that agencies are encouraged to complete them ASAP.
* Brianna Chaffee stated that while policy does not require verification, agencies can ask participants to itemize their requests.
* Jennifer Marks asked what agencies should do if the requested amount does not match information in CWW.
  + Brianna stated that agencies should ask participants for additional information, which may not necessarily involve requesting verification.
* Jody Conner asked where the Chapin Hall research can be found.
  + See the PDFs below.



* + Additional information can be found here: <https://www.chapinhall.org/project/a-key-connection-economic-stability-and-family-well-being/>
* Carlyle Outten stated that it would be helpful to incorporate financial literacy into the process as many individuals do not know how to handle the money they receive from the agency.
  + Linda Richardson stated that financial literacy is a requirement for JALs (see JAL Manual 17.4.3).
  + Jashema Wallace asked if financial literacy can be included in the Employability Plan.
    - Patara stated yes.
  + Marianne Hirsch stated that the Allstate “Purple Purse” online course is a potential resource.
  + Lori Wiebold wrote, “Families who qualify for W-2 are living well below the economic resources they need.  Research shows economic supports given to vulnerable families help to stabilize their situation--it will not bring them out of poverty.  Ultimately, these families need more than financial literacy and a one-time payment to assist them moving out of poverty.”

1. AGENCY UPDATES

Skipped due to time constraints.

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

**Time Allotted:** 3 minutes

Details: update and/or discussion

Discussion:

* Carlyle Outten expressed concern about the drastic increase in costs associated with agency training partners. Are other agencies concerned?
  + Nicole Hagen, Autumn Morgan, and Jennifer Marks stated that their respective agencies’ training providers have not changed their costs.
* Nicole Hagen asked if there are any updates on the Request for Proposals.
  + Patara stated that DCF will make an announcement soon.
* Brian Covey expressed thanks for sharing the Wisconsin Wayfinder information.

1. CLOSING **Owner**: Anna Sainsbury

**Time Allotted:** 2 minutes

Details: Discussion if needed.

Discussion:

* 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, August 28, 2024

10:30am – 12:00pm

Microsoft Teams