

# Biennial Service Agreement 2026 - 2027 Survey

Welcome to the 2026 – 2027 Tribal Nation and County MFIP Biennial Service Agreement Survey! We are excited to be utilizing Qualtrics software to administer the BSA this year. This survey is required to receive consolidated funds for the Minnesota Family Investment Program (MFIP). This required survey will gather information from Tribal Nations, counties and consortia across the state about the services and strategies intended to meet program measures with the goal of increasing economic stability of low-income families on MFIP.

## Your participation in the survey

- We anticipate this survey will take a significant amount of time to complete, please plan accordingly.
- Your responses to this survey will need to be posted and shared for 30 days prior to submission on October 15, 2025.
- Your participation in this survey is required for the MFIP program.
- You can see your progress via the progress bar at the top of the screen. Do not skip questions, and for questions without an answer, please indicate "N/A".

## How survey information will be used

State staff from the MFIP program will use information collected to help gather information about the program strengths and service delivery gaps. This is a comprehensive assessment of current efforts will help provide insights into what type of assistance is needed. Results will help provide information that will help support the development of new strategies to better serve participants who are utilizing MFIP supports. Responses will also help to inform ongoing efforts to continually improve the MFIP program so that it works better for children, youth and families in Minnesota.

We know that as public service professionals and leaders, you are incredibly busy, and we are so grateful for your time in completing this survey. Thank you for all you do for Minnesota children, families, and communities.

## To navigate this survey

- If you are using a mouse or touch screen, click the "Next page" and "Back" buttons at the bottom of your screen to advance or go back a page.
- If you are using keyboard shortcuts or assistive technology, use the tab key to navigate to an object, arrow keys to navigate within an object (or response options), and space bar to select an item.
- Preview Results: Once you approach the end of the survey, you can preview your results and download a PDF document. This document is what is shared during the 30-day public comment timeframe.
- After the 30 day public comment period is complete, you will then log back in through the link provided in the original email and at the end of the survey, please be sure to click or select the "Submit" button at the bottom of your screen to record your responses due by October 15, 2025.

## Contact Information - Please fill in and complete each field for this section.

Tribal Nation Name / County / Consortium	Ramsey County
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Please review [Bulletin # 25-11-02](#) for more details before you complete this survey.

You can also access the Bulletin through this link: [https://www.dhs.state.mn.us/main/idcplg?IdcService=GET\\_FILE&Rendition=Primary&RevisionSelectionMethod=LatestReleased&allowInterrupt=1&dDocName=mr072357&noSaveAs=1&utm\\_medium=email&utm\\_source=govdelivery](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_FILE&Rendition=Primary&RevisionSelectionMethod=LatestReleased&allowInterrupt=1&dDocName=mr072357&noSaveAs=1&utm_medium=email&utm_source=govdelivery)

Identify challenges in **financial assistance** that are prohibiting you from properly serving Minnesota Family Investment Program (MFIP) families in your community.

Ramsey County continues to face several challenges in the Financial Assistance Services Department (FASD). One of the more pronounced challenges is attracting and retaining staff in the Eligibility Specialist (formerly Financial Worker) role. The eligibility specialist position continues to be an entry point to other positions within the county. Additionally, the continued high rate of turnovers in FASD is also attributed to the loss of seasoned workers who are retiring. With these constant staffing changes, it is hard to establish good working relationships between staff and client which creates a gap in clients understanding of their responsibility and their expectation of their worker. FASD continues to work with Human Resources to find qualified candidates who can step into these entry level positions when available. In January 2025, Ramsey County took major steps to address these needs by instituting new compensation and classification structures, along with approval of new labor contracts for staff in FASD. In addition, the department, through a new County focused "All Hands on Deck" short-term initiative, has deployed several innovative strategies including ☐ Assessing and changing staffing to add more clerical staff to screen and assign new applications and answer calls, freeing up financial workers to process more applications. ☐ Funding for modernization of systems through targeted research and a residents-informed process improvements and pursuing virtual assistance workstations at Service Centers that connect residents to our financial workers. ☐ Focus on better serving residents through Enhanced Customer Service Training for all staff, and technology improvements such as Speech View, voicemail-to-text and our email to case file automation. These changes aim to reduce wait times for county assistance and improve the department's commitment to Residents First. Additionally, a publicly available dashboard tracks our progress towards this goal and provides accountability for the investments made to the community. To learn more, visit the dashboard at <https://data.ramseycounty.us/stories/s/Financial-Assistance-Services-Dashboard/nbjb-awzh>. Like many other counties, FASD continue to experience staffing shortages and challenges while managing an increase in need from our communities. Hiring and training staff to do the work is impacted by the Department of Human Service's program training structure and limitations, including:

- Program training lacks the flexibility counties need when hiring employees. Counties must start new employees based on training dates set by the Department of Human Services (DHS). Training dates may not align with each county's needs. Trainings are offered on average one time per month based on a schedule set by DHS.
- Trainings are capped at 20 seats per class for all 87 counties and tribes. If a training is full, a county may need to delay hiring or may need to delay training newly hired staff.
- Counties can only reserve five of the 20 training seats for most program trainings. Additional seats may be requested but they are not a guarantee. Counties may not be able to fill all vacancies timely based on training limitations from the DHS.

In addition, technology continues to be a challenge in serving MFIP families. There is an increase in duplicate applications and paperwork since the launch of MN Benefits in 2021. This has shifted the workflow and the operation of moving clients' documents to the appropriate queue timely. Clients limited access to technology has also made it difficult for them to contact their worker and submit their paperwork timely. FASD systems and software lacks the updates and functionality required to perform optimal service in a virtual setting. FASD will continue to work with Information Services to better meet the department needs.

Identify challenges in **employment services** that are prohibiting you from properly serving MFIP families in your community.

Challenges in employment services include the following:

- Increasing engagement with families continues to be a challenge. Employment services utilize various methods including phone calls, text, emails, letters, and the WF1 Connect app. Counselors utilize their Motivational Interviewing techniques and other supportive strategies to increase engagement levels, which works well for those whose motivation level is high, but for those who struggle with trust and accountability, it can be a frustrating and challenging process.
- The MFIP grant amounts are stretched even further and often do not go far enough due to inflation, the rising cost of rent, food, gas, and basic needs items; this creates added stressors to families making it challenging to focus on employment plans, education goals and wellness plans.
- Counselors are needing to spend more time assisting and directing families to resources that may be able to help with those needs.
- Staff retention, well-being and work-life balance for employment services continues to be a challenge in a competitive job market.
- Transportation, language barriers and technology continue to be a challenge for newly arrived participants. Learning to navigate systems, new and resources can be difficult for many of newly arrival participants because they are new to their environment/house/community, and they are not sure how to access transportation and use technology.
- Not having access to wage detail from the state remains a challenge as not having it makes it challenging for our evaluators and teams to be able to accurately report and track trends related to employment levels while families are on MFIP and to evaluate employment trends in income and retention post-exit from MFIP.

Identify resources in your community that benefit MFIP families.

Resources that benefit MFIP families include the following:

- Ramsey County has a strong network of community-based organizations and partners who are committed to serving low-income families. These include housing, food support, employment and other basic needs providers, advocates and foundations. Ramsey County is committed to authentic engagement and partnership with these organizations, that includes regular, reciprocal communication and updates.
- An example of these partnerships is Ramsey County's collaboration with the American Indian Mobility Hub, a collective of programs and organizations. Through this partnership, FASD assigns a dedicated financial worker to work one day per week in-person at the Department of Indian Work. This arrangement helps all families served by the Hub, including American Indian families who may feel more comfortable receiving support in a trusted community setting. This allows for access to services in a culturally responsive environment while building a consistent relationship with one staff member to support their needs.
- Ramsey County implemented a one-stop, automated referral system that recommends county programs and benefits for which families may be eligible and connects them to resources.
- Ramsey County Workforce Solutions offers every other month family violence training topics and resources to support employment counselors in their work with families experiencing family violence
- Ramsey County provides training and resources to increase awareness of early childcare and education programming so counselors can holistically support parents of young children on their path to economic prosperity and meaningful careers.
- Ramsey County has presented housing resources available in the community to ES providers to share with families and has invested \$18.4 million to support 29 affordable housing projects. The funding will help create, preserve and subsidize more than 1,400 housing units through 29 affordable housing projects.
- A pilot project from Saint Paul – Ramsey County Public Health placing public health nurses and community health workers on-site at community centers and libraries to help individuals with health information, screenings, referrals and scheduling appointments at Frogtown community center, Maplewood and Rice street library.

Identify resources that are **not available in your community** that would benefit MFIP families.

Resources not available that would benefit MFIP families include the following:

- Like many communities, families with low incomes in Ramsey County face barriers to meeting basic needs due to the rising cost of living. These barriers include limited access to culturally appropriate foods, affordable housing, accessible transportation and high-quality childcare. Ramsey County is committed to addressing all these specific areas, through a variety of initiatives and partnerships including the Food Security Strategic Plan, the Economic Competitiveness and Inclusion Plan, Transportation Improvement Plan and the Childcare Academy.
- Families shared that, with the rise in cost of living, an increase in MFIP benefit amounts would be among the most beneficial for them.
- There are limited support services and resources for men returning to community after incarceration, including those with felony records. MFIP benefit amounts would offer support that promote successful reintegration, reduce recidivism, and strengthen families.
- The shortage of affordable housing continues to persist. Families and staff agree that stable housing is essential for stability and upward mobility.

### MFIP Employment Services Supervisor Contact

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### DWP Supervisor Contact

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## Financial Assistance Services Supervisor Contact

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## Minnesota Family Investment Program (MFIP) and Diversionary Work Program (DWP)

What strategies do you use for hard-to-engage participants? **Check all that apply.**

- ☒ Home visits
- ☒ Off-site meeting opportunities
- ☒ Virtual Appointments
- ☒ Workforce One Connect App
- ☐ Sanction outreach services
- ☒ Incentives, please specify:

- ☐ Other, please specify in the text box below

What type of job development do you do? **Check all that apply.**

- ☒ Sector job development
- ☒ Individual job development
- ☒ Other, please specify in the text box below.

Do you have an ongoing job development partnership or sector base with community employers to help participants with employment?

*For example, some of these activities could include, but are not limited to:* Interview opportunities, job skills training, job placement, job shadowing, on-site job training, work experience, helping to plan training programs, other.

- ☐ No
- ☒ Yes

Please check all activities community employers provide to help participants with employment.

- ☒ Interview opportunities
- ☒ Job skills training
- ☒ Job placement
- ☒ Job shadowing
- ☐ On-site job training
- ☒ Work experience
- ☒ Helps plan training programs
- ☒ Other, please specify in the text box below

Public Pathways Program

Do you provide the following services to prepare participants for work?

*For example, some of these services could include, but are not limited to:* Transportation, soft skills training, financial planning, mentoring, other.

- ☐ No
- ☒ Yes

When it comes to the services provided to help prepare participants for work, please **check all activities that are provided.**

- ☒ Transportation
- ☒ Soft Skills Training
- ☒ Financial Planning
- ☐ Mentoring
- ☒ Other, please specify in text box below

Job search workshops, career service centers

Do you provide job retention services for employed participants?

*For example, some of these service could include, but are not limited to:* Assist with issues that develop on the job, transportation, financial planning, soft skill training, mentoring, personal contact with employee and how often, other.

- ☐ No
- ☒ Yes

When it comes to job retention services for employed participants, please **check all that apply.**

- ☒ Available to assist with issues that develop on the job
- ☒ Transportation
- ☒ Financial planning
- ☒ Soft skills training
- ☐ Mentoring
- ☒ Personal contact with the employee and how often:

mininum monthly

- ☐ Other, please specify in the text box below



How long do you provide job retention services?

- ☐ Up to 3 months
- ☐ 6 months
- ☒ **12 months**
- ☐ Other (please specify)

Do you provide job advancement services to employed participants?

*For example, some of these services could include, but are not limited to: career laddering, coaching / mentoring, education / training, networking, ongoing job search, other*

- ☐ No
- ☒ **Yes**

When it comes to job advancement services for employed participants, please **check all that apply**.

- ☐ Career laddering
- ☐ Coaching/mentoring
- ☐ Education/training
- ☐ Networking
- ☐ Ongoing job search
- ☒ **Other**

Do you utilize any career pathways programs or skill assessment and credentialing programs for your participants?

*For example, some of these programs include, but are not limited to: Pathways to Prosperity, Work Keys, National Career Readiness Certificate*

- ☐ No
- ☒ **Yes**

When it comes to the programs that you utilize for career pathway, skills assessment, or credentialing, please **check all that apply**.

- ☐ Pathways to Prosperity (P2P)
- ☐ Work Keys
- ☐ National Career Readiness Certificate (NCRC)
- ☒ Other

community based training provider, customized education and training opportunities, my next move, adult education

## Family Stabilization Services (FSS)

Do you have qualified professionals available to assist with FSS cases in your service area who meet the licensure and accreditation requirements?

*For example, qualified professionals could include, but are not limited to: licensed physician, physician assistant, advanced practice registered nurse, physical therapist, occupational therapist, licensed social worker, licensed psychologist, certified school psychologist, mental health professional, certified psychometrist, other)?*

- ☐ No
- ☒ Yes

When it comes to having qualified professionals available to assist with FSS cases in your area who meet the licensure and accreditation requirements, please **check all that apply**.

- ☒ Licensed physician
- ☒ Advanced practice registered nurse
- ☒ Occupational therapist
- ☒ Licensed psychologist
- ☒ Mental health professional
- ☒ Physician assistant
- ☒ Physical therapist
- ☒ Licensed social worker
- ☒ Certified school psychologist
- ☒ Certified psychometrist
- ☐ Other

Do you make referrals for children of FSS participants?

*For example, some referrals for children of FSS participants could include, but are not limited to:*

Children's Mental Health Services, Child Wellness Check-ups, Follow Along Program, Public Nurse home visiting services, Women, Infants, and Children program (WIC), other?

- ☐ No  
☒ Yes

When it comes to making referrals for children of FSS participants, please **check all that apply**.

- ☒ Children's Mental Health Services  
☒ Child Wellness Check-ups  
☐ Follow Along Program  
☒ Public Health Nurse home visiting services  
☒ Women, Infants and Children Program (WIC)  
☐ Other

Are any of these services for children offered to non-FSS families?

- ☐ No  
☒ Yes

## Services for families under 200% of Federal Poverty Guideline (FPG)

Do you provide services to families who have exited MFIP/DWP or families at risk of receiving MFIP or the Diversionary Work Program (DWP), but are under 200% of the Federal Poverty Guideline (FPG)?

*For example, this could include, but is not limited to:* child care, GED, job posting, support services, job retention services, Adult Basic Education (ABE) / English Language Learning (ELL) classes, computer lab access, transportation / vehicle repair, other.

- ☐ No  
☒ Yes

For families who you serve that are under 200% of Federal Poverty Guidelines, that have either exited MFIP/DWP or at risk of receiving MFIP or DWP, please **check all services that apply** for these families.

- ☒ Child care
- ☒ GED
- ☒ Job postings
- ☐ Support services
- ☒ Job retention services
- ☒ ABE/ELL classes
- ☒ Computer lab classes
- ☐ Transportation/vehicle repair
- ☒ Other

emergency assistance

How long do you provide these services?

- ☐ Up to 3 months
- ☐ 6 months
- ☐ 12 months
- ☒ Other (please specify)

varies by need and local policies

Do you provide services to Non-Custodial Parents (NCPs) that are under 200% of the Federal Poverty Guideline (FPG)?

*For example, this could include, but is not limited to:* child care, GED, job posting, support services, job retention services, ABE / ELL classes, computer lab access, transportation / vehicle repair, other.

- ☐ No
- ☒ Yes

Please check all services that apply.

- ☐ Child care
- ☐ GED
- ☒ **Job postings**
- ☐ Support services
- ☒ **Job retention services**
- ☐ ABE/ELL classes
- ☒ **Computer lab access**
- ☐ Transportation/vehicle repair
- ☐ Other

How long do you provide these services?

- ☐ Up to 3 months
- ☒ **6 months**
- ☐ 12 months
- ☐ Other (please specify)

How many NCPs are you are currently serving?

Describe the process you have in place to verify income below 200% FPG for families that are not on MFIP or DWP.

# Minnesota Family Investment Program (MFIP) Services for Teen Parents

Are there specialized workers who work primarily with teen parents?

- ☐ No
- ☒ Yes

Please indicate the specialized workers for each age group, **check all that apply** for each age group.

	Minors (Under age 18)	Age 18 / 19	Not Applicable (N/A)
Financial Worker	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Employment Services Worker	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Social Worker	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Public Health Nurse	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Child Care Worker	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Child Protection Worker	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other job role (please specify) <div></div>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

When it comes to **Teen parents who are considered minors (participants who are under age 18)**, please indicate if there a single point of contact for teen parents, that is, one staff with primary responsibility for keeping in contact with the teen, working with the teen, and making connections to other services?

Responses are for staff positions whose primary responsibility is for working with Teen Parents who are **considered minors (under age 18)**, if yes, check the one position / position(s) that serves this function for this specific age group of MFIP Teen Parents.

	YES, for Minors (under age 18)	NO, not for Minors (under age 18)	Not Applicable (N/A)
Financial worker	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Employment Services Worker	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Social Worker (Social Services)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Public Health Nurse	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Child Care Worker	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Child Protection Worker	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other job role <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

When it comes to **Teen Parents who are age 18 - 19**, please indicate if there a single point of contact for teen parents, that is, one staff with primary responsibility for keeping in contact with the teen, working with the teen, and making connections to other services?

Responses are for staff positions whose primary responsibility is for working with Teen Parents who are **age 18 - 19**, if yes, check the one position / position(s) that serves this function for this specific age group of MFIP Teen Parents.

	YES, for ages 18 - 19	NO, not for ages 18 - 19	Not Applicable (N/A)
Financial worker	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Employment Services Worker	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Worker (Social Services)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Public Health Nurse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care Worker	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Child Protection Worker	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other job role <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Does your Tribal Nation / County have an active partnership with local public health agency to get teen parents enrolled and engaged in public health nurse home visiting services? Please **select one option for each age group**.

	Yes, mandatory	Yes, voluntary	No
Minors (under age 18)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Age 18 / 19	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Describe how you are ensuring your services are ***inclusive*** for all.

Ramsey County is committed to providing inclusive services for all residents. The county provides in person services at three physical locations, on the phone and via web inquiry form. At in person Service Centers, all attempts are made to ensure that there are navigators, and other staff, who speak languages other than English, to ensure that the services can be delivered to residents in the language they are most comfortable in. Hiring multilingual staff in this space was an intentional decision and new position titles were created to ensure that staff were hired who spoke the languages of many residents, including Spanish, Somali, Hmong and Karen. This is also the case when residents call the phone line, which now includes a pilot artificial intelligence agent who can provide services in Spanish. If residents come to a Service Center or call the phone lines and a live staff isn't available staff have access to the Language Line interpretation service. Additionally, Ramsey County is currently launching a new website that will make finding information on the website more access to residents whose primary language is not English. Ramsey County's MFIP providers have counselors who speaks multiple languages and can communicate more effectively one on one with families. MFIP providers also offer translation and interpretation services for those who need it when the language is not available onsite. All MFIP Employment Counselors utilizes motivational interviewing techniques are to engage with families and create individualized employment plans. Our providers also build relationships and partner with community agencies for resources and programs that address family needs.

Describe how you are ensuring your services are ***accessible*** for all.

Ramsey County is committed to making our services accessible to every resident. This includes ADA compliant facilities, screen reader-friendly online forms (or alternative formats), and/or in-person assistance. Residents can access County services through an online form, that navigators receive and follow up in the method requested or on the phone. Ramsey County is currently working to update these two methods of communication to ensure ADA accessibility and offer alternative formats or staff support upon request. Ramsey County offers services to residents in a variety of formats, including in person, by phone or online services. The County has three in person Service Centers, strategically located in Saint Paul, Maplewood and Roseville. All these locations are transit accessible. Two offer free parking, and the County provides parking vouchers for ramp parking at the Saint Paul location. These sites are handicap accessible and offer both staff support and technology (computers, printers, scanning) for residents to utilize to complete forms, search for jobs, etc. In addition to these three locations, Ramsey County also provides in person navigation and some financial assistance services at a variety of community partners on a regular basis. This includes the Karen Organization of Minnesota, Hubbs Center for Lifelong Learning, Neighborhood House, Wilder Foundation and community Action Partnership of Ramsey and Washington Counties. Ramsey County also has six MFIP employment services providers throughout Ramsey County, in which participants can be served at their choice of location and utilizes a variety of communication tools to engage and meet with families (in person, virtual, phone, email).



How are you working to *advance equity in service delivery* in your Tribal Nation / County?

Ramsey County is committed to advancing racial and health equity and strengthening community voice in decision making. Ramsey County recognizes the disparities within the MFIP program and acknowledge the historical circumstances that contributed to them. In response, Ramsey County is working to remove barriers to access, partner with culturally specific organizations, and design services that are responsive to the needs of all families. Examples include: • The Elder Mentor Program, which engages American Indian and African American community leaders to provide training and development for staff. This program brings culturally informed perspectives into the workplace and strengthens understanding among new and long-time staff. • MFIP includes culturally specific partnerships, and services are designed to incorporate and build upon assets of participants, families, communities and cultures. • Investing funds through our Workforce Innovation Board (WIB) to increase support for employers to create more inclusive and equitable workplaces. • Improving the disaggregation of data to better understand gaps and trends, inform strategies for improvement, and create stronger system alignment. • Collaborating with cultural communities to develop and adopt a county-wide definition of culturally specific services

Do you provide trainings to prepare your staff to work effectively with people from various backgrounds and perspectives?

☐ Yes, mandatory. If yes, provide the title of the training and how often it is provided.

☒ Yes, voluntary. If yes, provide the title of the training and how often it is offered.

Includes Mandatory & Voluntary trainings: • Racial Equity in Action, Customer Service Training, Inclusive Workplace Training required for Ramsey County staff. • Ramsey County WFS offers presentations about how to work effectively with different cultures that are represented in MFIP; some of which are: Karen, Hmong, African American, LGBT, Somali, American Indian, etc. Made available on a needed basis. • Ramsey County WFS also makes available culturally responsive webinar recordings to employment services providers. Made available on an as needed basis. • The Ramsey County Diversity, Inclusion & Organizational Development unit offers a foundational racial equity workshop for all county staff called Racial Equity in Action and will be rolling out a course called "WITH the People" to all county staff over the next biennium. • Many employment service employees are certified in Global Career Development Facilitation GCDF. • Ramsey County requires all new employment service staff to complete a beginner's and intermediate Motivational Interviewing course. • All our contracted employment service providers have mandatory training courses of their own.

☐ No. If no, please explain:

Do you have culturally specific employment services for different racial / ethnic groups?

- ☐ No
- ☒ Yes, please describe.

Ramsey County has six community-based MFIP employment service providers. One of the providers delivers culturally specific employment services to American Indian families and one delivers culturally specific employment services to African American families. The remaining community providers, along with WFS serves all families.

## Workforce One Connect App

Does your Tribal Nation / County have the Workforce One Connect app available to participants?

- ☐ No, please explain

- ☒ Yes

Since you indicated "yes" in making Workforce One Connect app available to participants, please indicate which of the following groups are utilizing the app features in Workforce One:

- ☒ Employment Services
- ☒ Financial Workers
- ☒ Childcare Workers
- ☐ Other (please specify)

Do you limit the number of employment services staff that have MAXIS access?

**Note:** MN Department of Children, Youth, and Families does not limit the number of employment services staff that can have MAXIS access.

- ☒ No
- ☐ Yes, please explain

Describe the process your service area uses to identify and resolve discrepancies between MAXIS and Workforce One data in areas such as Family Stabilization Services coding, employment / hours, sanction status, etc.

Ramsey County's strategy for data management incorporates access to the State of Minnesota's MAXIS Inquiry and Workforce One. To support data quality and assurances, Ramsey County's employment service providers have Data Specialists and Ramsey County has Management Analysts who partner closely with Financial Assistance Services leadership and evaluators. Ramsey County Workforce Solutions provides regular data reports and requires employment service providers to analyze and use these reports to ensure that outcomes are achieved and process improvements made. The primary responsibility of the Data Specialist is the collection, use, management and interpretation of participant performance data, as well as to provide guidance and instruction for staff and management. Example of data reports include case note reviews, employment plan completion, sanctions, activities, family stabilization services and extension categories, participation hours, etc. Counselors are expected to review the reports and make corrections in WF1 or follow up with participants for any needed services and with FAS eligibility workers to correct discrepancies. Counselors communicate with financial workers through the status update form when there is a change in address, activity or FSS status.

# Child Care Assistance Program

What strategies does your agency use that involve MFIP and / or Employment Services staff to support timely and consistent receipt of child care assistance through the Child Care Assistance Program? **Select all that apply.**

- ☒ **Shared electronic document management system**
- ☒ **Regular case consultation meetings**
- ☐ Workers with dual MFIP and CCAP role
- ☐ Workers with dual Employment Services and CCAP role
- ☒ **Specific CCAP workers process MFIP child care cases**
- ☐ MFIP and / or Employment Service workers receive training related to CCAP
- ☒ **Communications with CCAP worker via phone, email or fax**
- ☒ **Use of agency-developed forms or documents**
- ☒ **MFIP and / or Employment Services workers assist families with completing CCAP paperwork (for example: the CCAP application)**
- ☒ **MFIP and / or Employment Services workers have MEC2 Inquiry access**
- ☐ Other, please specify

What barriers prevent timeliness?

There are a number of barriers that may prevent timeliness in processing Child Care Assistance Programs. These includes residents turning in application or other paperwork (such as change of address or other changes) with incomplete information or late, or changing providers frequently without giving proper notice regarding the changes.

Does your Tribal Nation / County provide emergency shelter or crisis services from your Consolidated Fund?

- ☐ No
- ☒ Yes

Submit a copy of your Emergency Assistance policy as an attachment if any changes have been made since the last BSA. Also, please describe any major changes you have made to this policy down below.

Drop files or click here to upload

Please review [Bulletin # 25-11-02](#) for more details before you complete this section. You can also access the Bulletin from this link: [https://www.dhs.state.mn.us/main/idcplg?IdcService=GET\\_FILE&Rendition=Primary&RevisionSelectionMethod=LatestReleased&allowInterrupt=1&dDocName=mr072357&noSaveAs=1&utm\\_medium=email&utm\\_source=govdelivery](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_FILE&Rendition=Primary&RevisionSelectionMethod=LatestReleased&allowInterrupt=1&dDocName=mr072357&noSaveAs=1&utm_medium=email&utm_source=govdelivery)

If your service area is receiving a bonus, please share successful strategies of engagement:

n/a

What strategies and action steps for each of the groups below the disparities reference line do you plan to implement for the coming biennium to reduce these disparities.

Ramsey County MFIP/DWP outcomes have shown persistent disparities between White participants and African American and American Indian participants. The Ramsey County MFIP/DWP direct service system has the following disparity reduction strategies to enhance services:

- Ramsey County contracts with community-based providers through a competitive request for proposal RFP process every 5 years. Through this process, providers are asked to demonstrate their ability to deliver comprehensive employment services to the diverse and multicultural participants that are on MFIP.
- Through the RFP process providers have the option to apply to serve a segment of the population that they have unique knowledge, skills and abilities to deliver quality services to.
- Ramsey County utilizes the DHS racial disparity reports to request providers that can deliver culturally specific programming focused on the whole family.
- Ramsey County utilizes evaluation specialists to closely monitor outcomes, evaluate the delivery of services, conduct evaluation of participant, counselor and leadership experiences to co-create solutions for improved programming and outcomes.
- The data tells us that extended families are disproportionately from American Indian and African American populations. Extended families remain at their provider of choice in Ramsey County to ensure there is a continuity of service delivery throughout their time on MFIP.
- The data also tells us that the most common extension categories are mental health and having a child with a disability or with a Severe Emotional Disturbance SED diagnosis. For this reason, Ramsey County contracts for a full-family and multi-disciplinary approach utilizing the Individual Placement Support IPS model which emphasizes and prioritizes a rapid attachment to employment and connection to the resources and services needed to address their MH and SED needs.
- Ramsey County values the diversity of the communities we serve and work with cultural consultants that lend their input and guidance to improved programming.
- Ramsey County also has a motivation driven coaching model called Lifelong Learning Initiative that is rooted in Motivational Interview MI. MI can be an effective approach when working with a multi-cultural population and providers can consider implementing cultural adaptations and acknowledgements.

What procedures are in place to ensure that program funds are being used appropriately as directed by law? **Check all that apply.**

- ☒ Budget control procedures for approving expenditures
- ☒ Cash management procedures for ensuring program income is used for permitted activities
- ☒ Internal policies around use of funds (i.e., participant support services)
- ☒ Other, please specify in the text box below

Annual fiscal and program monitoring of subrecipients

What procedures are in place to ensure program policies are followed and applied accurately? **Check all that apply.**

- ☒ Case consultation
- ☒ Sample case review by supervisors
- ☒ Sample case review by lead worker / mentor
- ☐ Sample case reviews by peers
- ☒ Others, please specify in the text box below

Annual case review by planners

**If your Tribal Nation / County is interested in applying for the waiver for the upcoming biennium, please complete the following questions.**

Describe the activity(s) you will provide.

Ramsey County will provide a subsidized work experience program that is designed to assist MFIP participants experiencing challenges in obtaining or retaining public or private sector unsubsidized competitive employment. Participants engaged in the program will be placed in a subsidized work experience that will provide them with work activities to develop new skills and enhance current skills, while providing an opportunity to gain work experience in a supportive work environment that builds confidence and gives participants an opportunity to explore career options. Upon completion, participants will have acquired new skills, enhanced current skills, improved their soft-skills and be prepared for competitive public and private sector unsubsidized employment. During the biennium, this program will place emphasis on family stability and the following strategic priorities: • Reduce racial employment disparities • Leverage strategic, purposeful partnerships • Enhance engagement, education, employment and employment retention • Strengthen the WFS full family approach and family well-being • Leverage career pathway opportunities in public and private sectors • Increase WIOA and TANF program collaborations • Pursue continuous process improvement

Explain the reasons for the increased administrative cost.

Ramsey County Workforce Solutions expects to exceed the 7.5% administrative cost cap. Additional administrative expenses will be incurred due to:

- Use of consolidated fund dollars to support the county-wide subsidized work experiences, targeting services for young parents and participants of African American and American Indian descent.
- Coordination and combination of MFIP allowable activities and subsidized work experiences to maximize participant's employability.
- Funds will be used to cover the cost of the program planning and reporting for supported work experience project along with costs to cover allocated accounting, grant administration, and management personnel.
- Supporting the provision of management analysts and program technical guidance for the supported work experience, universal monitoring of program implementation, and ensure compliance with State and Federal rules and regulations related to the program.
- Ramsey County continues to increase collaborative initiatives and programs between WIOA and MFIP/TANF internal departments, colleges, Workforce Innovation Board and employers, thus increasing administrative expenses.

Describe the target population and number of people expected to be served.

Contingent on funding, Ramsey County plans to implement a supported work program for up to 100 MFIP participants with a specific focus on young parents, African American, and American Indian participants. Work experiences will be paid prevailing wage and may be up to 200 hours. The goal is to pair work experience placements with career exploration and education that will lead participants to secure better employment.

Describe how the unpaid work experience is designed to impart skills and what steps are taken to help participants move from unpaid work to paid work.

Unpaid work experience may be an option if the participant agrees to participate and/or the unpaid work experience meets following criteria:

- The participant has been unable to obtain or maintain paid employment in the competitive labor market and there are NO paid work experience programs available.
- The unpaid work experience provides specific skills or experience that cannot be obtained through other work activity options where the participant lives.
- The skills or experience result in higher wages than the participant would have been able to earn without the unpaid work experience.

Once the experience is completed, participants will get support for seeking unsubsidized work. All MFIP employment providers in Ramsey County have staff that function in roles that make connections with employers to secure placement of the participant into paid jobs and some have functioning employer advisory boards to provide advice and guidance to job development efforts.

If your County/Tribal Nation is providing unpaid work experience activities for MFIP participants and you don't already have an Injury Protection Plan (IPP) in place, please click on eDocs to fill out the IPP form. Email the completed form to: [Jonathan.Hausman@state.mn.us](mailto:Jonathan.Hausman@state.mn.us)

The following section will be collecting information on your current employment service providers. Please select one the following options and answer the following questions.

- ☒ **We have multiple Employment Service Providers we work with.**
- ☐ We have a Workforce Center that is our only Employment Service Provider.

## Current Employment Service Providers

In this section, you will have an opportunity to list all of your current employment services provider(s). As you enter their information, you will receive a follow-up question that will ask which populations this provider serves. Please indicate which respective population is served with each employment services provider. These questions will repeat for multiple entries if you have multiple employment service providers to include.

The list will be used to verify current providers available in Workforce One.

**Helpful Tip:** It may be easier to complete this section by compiling the list of information needed for this section *before* you enter the information into this BSA survey. We will need the ES provider name, address, contact person, phone number and email for each ES provider. In addition, a follow-up question will ask about which populations the provider serves (for example: MFIP ES, DWP ES, FSS, Teen Parents, 200% FPG, \*Other).

ES Provider Name	American Indian Family Center
Address	579 Wells Street, Saint Paul, MN 55101
Contact Person	Kristin Kinney
Phone Number	651-793-3803
Email	kirstin_kinney@aifc.net



Please check the respective box to indicate which population is served by American Indian Family Center

- ☒ MFIP ES
- ☐ DWP ES
- ☒ FSS
- ☐ Teen Parents
- ☐ 200% FPG
- ☐ Other

Please check the respective box to indicate if you have additional providers to add.

- ☐ I have entered all of the current Employment Service providers we work with.
- ☒ I have additional Employment Service providers to I need add.

List your current employment services provider(s). On the following question please check the respective box to indicate which population served. The list will be used to verify current providers available in Workforce One.

ES Provider Name	<input type="text" value="Avivo"/>
Address	<input type="text" value="1700 West Highway 36 Ste 500, Roseville, MN 55113"/>
Contact Person	<input type="text" value="Julie Kizlik"/>
Phone Number	<input type="text" value="651-752-8630"/>
Email	<input type="text" value="Julie.kizlik@avivomn.org"/>

Please check the respective box to indicate which population is served by Avivo

- ☒ MFIP ES
- ☐ DWP ES
- ☒ FSS
- ☐ Teen Parents
- ☐ 200% FPG
- ☐ Other

Please check the respective box to indicate if you have additional providers to add.

- ☐ I have entered all of the current Employment Service providers we work with.
- ☒ I have additional Employment Service providers to I need add.

List your current employment services provider(s). On the following question please check the respective box to indicate which population served. The list will be used to verify current providers available in Workforce One.

ES Provider Name	<input type="text" value="Goodwil Easer Seals of MN"/>
Address	<input type="text" value="553 Fairview Avenue North, Saint Paul, MN 55104"/>
Contact Person	<input type="text" value="Andrew Freeberg"/>
Phone Number	<input type="text" value="651-379-5874"/>
Email	<input type="text" value="Afreeberg@gesmn.org"/>

Please check the respective box to indicate which population is served by Goodwil Easer Seals of MN

- ☒ MFIP ES
- ☐ DWP ES
- ☒ FSS
- ☐ Teen Parents
- ☐ 200% FPG
- ☐ Other

Please check the respective box to indicate if you have additional providers to add.

- ☒ **I have entered all of the current Employment Service providers we work with.**
- ☐ I have additional Employment Service providers to I need add.

Does your Tribal Nation / County (select one):

- ☒ **Have at least two employment and training service providers.**  
Have a CareerForce center that provides multiple employment and training services, offers multiple services options under a collaborative effort, and can document that participants have choice among employment and training services designed to meet specialized needs.
- ☐ Intend to submit a financial hardship request. See following question.

# Budget

## Budget

In the budget table below, indicate the amount and percentage for each item listed for the budget line items for calendar years 2026 – 2027.

### Also note:

- Refer to the 2026-27 Minnesota Family Investment Program (MFIP) Biennial Service Agreement (BSA) Guidelines Bulletin section, “Allowable Services under MFIP Consolidated Fund.”
- Total percent must equal 100.
- Income maintenance administration is reasonable in comparison to the whole budget.
- Ensure the Emergency Assistance/Crisis Services plan is included if funds are allocated.
- All services must be an allowable expenditure under the MFIP Consolidated Fund
- Allocation amounts must be spent by the end of calendar year, remaining amounts does not roll over into the following year
- Medical expenditures are NOT allowable.

**Helpful Tip:** Write down the total budgeted amounts for 2026 and 2027, this information will be asked for in a later section in the BSA. You will want to have the total budget amounts for 2026 and 2027 when you get to that section.

2026 Budget Line Items: Please ensure that the percent total does NOT exceed 100%

	Budgeted Amount	Percent
Employment Services (DWP)	\$275,694.00	1.49%
Employment Services (MFIP)	\$10,582,070.00	57.09%
Emergency Services / Crisis Fund	\$2,752,619.00	14.85%
Administration (cap at 7.5% or up to 15% with an approved administrative cap waiver)	\$1,946,076.00	10.50%
Income Maintenance Administration	\$2,807,598.00	15.15%
Incentives (include the total amount of funds budgeted for participant incentives but don't include support services here)	\$50,000.00	0.27%
Under 200% Services	\$120,000.00	0.65%
Capital Expenditures	\$0.00	0.00%
Other	\$0.00	0.00%
<b>Total</b>	<b>\$18,534,057.00</b>	<b>100.00%</b>

2027 Budget Line Items: Please ensure that the percent total does NOT exceed 100%

	Budgeted Amount	Percent
Employment Services (DWP)	\$0.00	0.00%
Employment Services (MFIP)	\$11,027,764.00	59.50%
Emergency Services / Crisis Fund	\$2,580,108.00	13.92%
Administration (cap at 7.5% or up to 15% with an approved administrative cap waiver)	\$1,976,076.00	10.66%
Income Maintenance Administration	\$2,780,109.00	15.00%
Incentives (include the total amount of funds budgeted for participant incentives but don't include support services here)	\$50,000.00	0.27%
Under 200% Services	\$120,000.00	0.65%
Capital Expenditures	\$0.00	0.00%
Other	\$0.00	0
<b>Total</b>	<b>\$18,534,057.00</b>	<b>100.00%</b>

## Certifications and Assurances

### Public Input

Prior to submission, did the Tribal Nation / County solicit public input for at least 30 days on the contents of the agreement?

x	Yes, public input was gathered for at least 30 days regarding the contents of this agreement.
	No, public input was <i>not</i> gathered for at least 30 days regarding the contents of this agreement.

Was public input received?

	Yes, public input was received and used.
	Yes, public input was received but <i>not</i> used.
	No public input was received.

(\*If "Yes, public input was received but not used" is selected, then the following question pops up)

If public input was received, but not used, please explain

Text fill in
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## Assurances

It is understood and agreed by the \${q://QID15/ChoiceTextEntryValue/2} board that funds granted pursuant to this service agreement will be expended for the purposes outlined in [Minnesota Statutes, section 142G](#); that the commissioner of the Minnesota Department of Children, Youth, and Families (hereafter department) has the authority to review and monitor compliance with the service agreement, that documentation of compliance will be available for audit; that the Tribal Nation/County make reasonable efforts to comply with all MFIP requirements, including efforts to identify and apply for available state and federal funding for services within the limits of available funding; and that the Tribal Nation/County agrees to operate MFIP in accordance with state law and federal law and guidance from the department.

Tribal Nations and Counties may use the funds for any allowable expenditures under [Minnesota Statute, 142G.76.2](#), including case management outlined in [Minnesota Statutes, section 142G](#).

This allocation is funded with 8% state funds and 92% federal TANF funds and paid quarterly.

**Federal funds.** Payments are to be made from federal funds. If at any time such funds become unavailable, this CONTRACT shall be terminated immediately upon written notice of such fact by STATE to Tribal Nation/County. In the event of such termination, Tribal Nation/County shall be entitled to payment, determined on a pro rata basis, for services satisfactorily performed. An amendment must be executed any time any of the data elements listed in 2 CFR 200.332 and this clause, including the Assistance Listing number, are changed, such as additional funds from the same federal award or additional funds from a different federal award. STATE has determined that Tribal Nation/County is a “contractor” and not a “subrecipient” pursuant to 2 C.F.R section 200.331.

**Pass-through requirements.** Tribal Nation/County acknowledges that, if it is a subrecipient of federal funds under this CONTRACT, Tribal Nation/County may be subject to certain compliance obligations. Tribal Nation/County can view a table of these obligations in the [Health and Human Services Grants Policy Statement](#), [1] Exhibit 3 on page II-3, in addition to specific public policy requirements related to the federal funds here. To the degree federal funds are used in this contract, STATE and Tribal Nation/County agree to comply with all pass-through requirements, including each Party’s auditing requirements as stated in 2 C.F.R. § 200.332 (Requirements for pass-through entities) and [2 C.F.R. §§ 200.501-521 \(Subpart F – Audit Requirements\)](#). [2]

**Tribal Nation / County Name (Must match the name associated with the Unique Entity Identifier)**

Ramsey County

**Tribal Nation / County Unique Entity Identifier (UEI):** Effective April 4, 2022, the Unique Entity Identifier is the 12 character alphanumeric identifier established and assigned at [SAM.gov](#) to uniquely identify business entities and must match Tribal Nation / County name.

62RAM966

**Federal Award Identification Number (FAIN):** 2601MNTANF and 2701MNTANF

**Federal Award Date:** October 1, 2025 (projected) (The date of the award to the MN Dept. of Children, Youth, and Families.)

**Period of Performance (please use words and numbers, for example: May 23, 2025)**

Start Date	January 1, 2026
End Date	December 31, 2027

**Budget period start and end date:** January 1, 2026 – December 31, 2027

**Amount of federal funds:**

A. Total Amount Awarded to DCYF for this project: \$103,290,000 (projected)

B. Total Amount Awarded by DCYF for this project to Tribal Nation / County named above:

\$18,534,057
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**Federal Award Project description:** Temporary Assistance for Needy Families (TANF)

**Name**

Federal Awarding Agency: Administration for Children and Families

MN Dept. of Children, Youth, and Families (DCYF)

Contact information of DHS's awarding official: Jovon Perry, [Jovon.perry@state.mn.us](mailto:Jovon.perry@state.mn.us).

**Assistance Listings Number & Name (formerly known as CFDA No.):** Payments are to be made from federal funds obtained by STATE through Catalog of Federal Domestic Assistance (CFDA) No.:

Number	93.558
Title	Temporary Assistance for Needy Families (TANF)
Total amount made available at time of disbursement	100,290,000

**Is this federal award related to research and development?**

x	No
	Yes

**Indirect Cost Rate for this federal award is:** up to 15% (including if the de minimis rate is charged)

## SERVICE AGREEMENT CERTIFICATION

X	Checking this box certifies that this 2026 – 2027 MFIP Biennial Service Agreement has been prepared as required and approved by the Tribal Nation / County board(s) under the provisions of Minnesota Statutes, section 142G
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State the name of the chair of the Tribal Nation / County board of commissioners or authorized designee, their mailing address and the name of the Tribal Nation / County.

Name (chair or designee)	Catrice O’Neal
Mailing Address	Metro Square, 121 7th Place E., Suite 2100, Saint Paul, MN 55101
Tribal Nation / County	Ramsey County

If your Tribal Nation / County agency is unable to complete your BSA by October 15th, 2025, you will need to request an extension by emailing [Jonathan.Hausman@state.mn.us](mailto:Jonathan.Hausman@state.mn.us). Please provide additional information about why you were not able to complete this form.

**DATE OF CERTIFICATION (please use words and numbers, for example: September 23, 2025) (fill in)**

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