

## DWP/MFIP ES - Operational Definition

**Effective Date:** March 1, 2017

**Operational Definition:** Mission, Vision, and Guiding Principles

Begun in 2014, Ramsey County Workforce Solutions MFIP/DWP Employment Services is in the midst of a strategic system shift away from a process outcomes based system to a family centered, self-determined-based-lifelong-learning informed system.

Fueled by the participant's choices, and grounded in the 4Es (engagement, education, employment and employment retention) success indicators, the employment counselor coaches the participant through this process. Ramsey County Employment Services helps the participant strengthen his or her essential skills, personal agency and self-determination, as well as choose and pursue the activities that matter most. This is a change from previous practice of assigning participants to those mandated activities that are work participation rate countable.

The Ramsey County Workforce Solutions MFIP/DWP Employment Services **mission** is to maximize resident economic self-sufficiency and family stabilization by:

1. Encouraging and unleashing power in all families to secure employment;
2. Guiding families to increase their income and move out of poverty;
3. Preventing long-term reliance on public assistance as a primary source of family income.

The Ramsey County Workforce Solutions MFIP/DWP Employment Services **vision** is to provide residents on public assistance opportunities for improved employment and family stabilization.

The Ramsey County Workforce Solutions MFIP/DWP Employment Services **guiding principles** are:

- recognition of the participant's right for personal agency, self-determination, and their identification of dreams, goals and plans for achievement;
- respect for cultural diversity and commitment to understand individualized cultural needs;
- strategy to include the whole family (multi-generational approach);
- use of coaching techniques/motivational interviewing to guide participants through process of naming individualized strengths and goals and use of tools and techniques such as SMART goal development to help participants stay the course;
- self-sufficiency goals, education, employment retention, and career advancement are discussed as core program values from orientation and all throughout the job training and job attainment cycle;
- expectation that all people regardless of barriers and physical and mental health challenges have strengths and are able to learn and earn; belief in each and every participant (and her/his family) and a commitment to invest time toward the relationship which leads to trust and a more solid partnership.

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