

MFIP - ES POLICY

DATE ISSUED April 10th, 2017

SUBJECT 48 Month Recharge Service Delivery Policy and Procedure

PURPOSE To clarify an increased emphasis on participant exit planning.

The purpose of the 48th month recharge service delivery is to learn from the participant what would be the most effective use of their limited time remaining on MFIP. This recharge of the service delivery will reflect an increased sense of urgency and start a “count-down” for the next 12 months, so that the participant leaves on, or before their 60 month with the skills, tools, resources, and support they need to provide for their family without MFIP assistance.

BACKGROUND A review of 48-60 month cases was completed, and it was found that the number one most used activity across all agencies was “Employment.” On average, 64% of participants 48-60 months had work hours recorded in Maxis, and of those, the average hours worked per month were 55 hours. This review has informed the increased need to “recharge” and work with participants approaching their 48th month of MFIP in an intentional, comprehensive and outcomes-focused way that capitalizes on their employment to increase their income to a self-sustaining wage. Through implementation of this 48th month policy, employed and underemployed, and unemployed participants may be supported to increase their monthly earning capacity in preparation for when their MFIP ends.

POLICY GUIDELINES A fundamental shift has occurred from one of “preparing for an extension” to preparing to exit MFIP with family stability and self-sustaining income.

Each agency will have a dedicated (or more than one) counselor implementing this policy. This exit planning is to be conducted at the 48th month mark and the plan is to be implemented over the duration of time remaining up to the 60-month mark.

During the 48th month meetings, the 48+ Counselor should actively engage the participant in goal-setting their exit plan, where the participant envisions their life 12 months from now with their desired outcome, then take a thorough examination of their current situation, and subsequently sets bench mark goals and weekly goals that will support their overall desired outcome.

This systematic focus is on increased engagement, education, employment, and employment retention (including increased earned income). The focus will be on supporting participants in increasing their income through increased work hours, increased salary, and/or career advancement. This nudge with support, encouragement, and resources from the counselor is designed to come along-side the client as they build on their strengths to cross over the barrier of assistance-

dependent/limited employment. Some of the ways that this is supported is through accessing short-term training programs, coaching participants toward career advancement, utilizing internal and external opportunities, and finally, exploring other family sustaining employment options that the participant finds rewarding.

PROCEDURE

1. Data specialist notifies current counselor and 48+ Counselor each month of participants currently in 48th month of MFIP.

Tracking cases in WF1.

Data Specialist will

- a. Open the Service Model of “Pre-Extension” for any active cases or any subsequent referrals received from the referral queue or transfers from another agency that fit the following pre-extension criteria
 - A participant with 48 or more TANF months and is assigned to an Assisted Services Agency
 - A 2nd parent attached to a 48 months or more case, regardless of their number of months
 - b. Transfer currently enrolled WF1 records that are 48 months or greater to the 48+ Counselor. If the case is a 2-parent case, both records should transfer to the 48+ Counselor.
 - c. Assign new referrals that are 48 months or greater to the 48+ Counselor at the time of enrollment. If the case is a 2-parent case, both records should be assigned to the 48+ Counselor.
2. 48+ Counselor and current counselor meet during participant’s 48th month to discuss the efforts that were already made, future plans, and other relevant exit planning information related to the case.
 3. 48+ Counselor contacts participant in 48th month to set up appointment to meet. Objectives of first meeting include: 1) build relationship, 2) determine participant’s employment interests, strengths and motivation (use 48 Month Supplemental Interview form) 3) develop outline for next 12-months 4) create target goals to reach 12-month goal (use GAP)

The focus of the 48 month caseload includes

- a. **Emphasize Urgency.** The 12-month timeline will be underscored through working backwards from a 12-month timeline to approach goals in the format of: 1) where do I want to be? 2) where am I now? and 3) what will it take to get there (supports, effort)?
- b. **4 Es.** (Engagement, Education, Employment and Employment Retention) as a medium to self-sufficiency
 - Engagement- Short meetings will be conducted weekly or biweekly to keep the momentum going and allow for frequent, focused, short-coaching sessions
 - Education/Training – Emphasis is on short-term training that will be completed at least 3 months prior to the participant’s 60th month of MFIP
 - Employment – Increased utilization of career specialist services to promote work at a self-sufficiency level

- Employment Retention – Focused attention on participants who are working to ensure that they have the necessary supports to take the next step in increasing their income whether it be by increasing hours, increasing salary, or career advancement within or outside of their current employer
- c. **Case Consults.** In addition to completing the 48-Month Supplemental Interview Form (replaces 48-Month Checklist), case consultation will be completed with Supervisor and the previous employment counselor as needed.
- d. **Refer.** Increased utilization of appropriate referrals to:
 - NdCad- should be offered to all families with children of African Descent as a mandatory referral
 - Career Placement/Specialist- each participant should be referred for placement if job searching or career laddering as a mandatory referral
 - Vocational assessments- utilize for more information regarding participant’s work strengths and limitations
 - Mental health services (counseling, ARMHS, etc.)
 - Physical health services
 - Child services
- e. **Key Required Characteristics of 48+ Counselor.**
 - Focus and belief in the 4Es as instrumental in successful exit off of MFIP
 - Completion of Motivational Interviewing Training
 - Completion of Coaching Training
 - Demonstrated proficiency utilizing the My Bridge of Strength (MBS) and the Goal Action Plan (GAP)
 - Strong general MFIP knowledge
 - Knowledgeable in area community resources
 - Training, education or understanding of vocational rehabilitation principles
 - Training and understanding of racial equity and culturally specific services

TIMELINE

FEBRUARY-MARCH	Agencies Identify 48+ Counselor
APRIL 10th	Training- Extension Counselors, 48 Month Recharge Counselors, Supervisors, Planners
APRIL 10th – 14th	Receive transfer list/start transfers
APRIL 17th -21st	Full implementation of service enhancement

EFFECTIVE DATE April 1, 2017 - Kate Probert Fagundes, DWP/MFIP/SNAP ES Division Manager

CONTACT PERSON Your Agency’s Lead Planner