

MFIP ES POLICY

DATE REVISED: March 18, 2020

TO: Ramsey County MFIP Employment Services Providers

FROM: Workforce Solutions Manager

SUBJECT: Case Transfer between MFIP Employment Services Agencies

PURPOSE:

This memo provides guidelines for requesting agency-to-agency case transfers and replaces previous policy version dated June 1, 2015. Effective communication and consistent provision of services to MFIP families are paramount in case transfers. This policy should be read in conjunction with the Minnesota Department of Human Services (DHS) MFIP ES manual case transfer section 4.36.

BACKGROUND:

General Guidelines

Agencies must work directly with each other to transfer individual cases from one agency to another. All tracking, communication and WF1 transferring is the shared responsibility of the sending and receiving agencies. In most cases, but not all, agreement between agencies and transferring participants must be reached before transfer begins.

A. Agreement:

1. The supervisors or authorized staff of both the sending and receiving agencies and the participant must agree to the case being transferred.
2. Two parent household cases should be transferred together. Both parents must agree to the case being transferred.
3. Counselors must work with participants to resolve any concerns and conflicts and discuss the reason for transfer. Unresolved conflicts should be first handled internally by conducting a conciliation meeting with the supervisor. Alternatives such as switching counselors should be explored to resolve the conflict to avoid transfer.
4. Do not transfer a case when the participant has received a Notice of Intent to Sanction (NOITS) or while the participant is in sanction unless there are compelling circumstances (e.g. participant is abusive or threatening).

B. Participant Initiated Request:

A participant may request a transfer due to:

1. Location - participant moved and the new provider is more accessible from where the individual lives.
2. Domestic Violence - participant has concerns about personal and family safety. Counselors should initiate

the transfer immediately.

3. Culture Specific Service Needs – when a participant prefers to work with culturally specific service agencies (AIFC, YW Works).

**Note: Agencies should not initiate a case transfer only because participant has limited English skills. Agencies must accommodate participant's language needs in house by providing an interpreter.*

C. Systems Driven Transfer:

A transfer may be made without participant's consent in the following situations:

1. A request made by Legal Aid
2. Participant is abusive toward staff:
Counselors and supervisors should follow their agency work place violence protocol when dealing with participants who are abusive toward staff. The agency is expected to establish and follow procedures to de-escalate these situations onsite. If the situation becomes dangerous or threatening, the case may be transferred to Workforce Solutions Assisted Services-160 Kellogg office. Clearly indicate in the transfer form that the case is being transferred to Workforce Solutions because the participant is considered dangerous or threatening.
3. Young parents who do not work with Public Health (Under age 25, including 18 and 19-year-old, who choose the work option) will be transferred to Workforce Solutions Young Adult Program.
4. Participants in Transitional Housing Collaboration agencies will be transferred to Workforce Solution for services, "except for families who are with AIFC." Once known, initiate transfer between agencies.
5. High month cases. Interagency transfers will not occur after a participant's 55th month of eligibility without compelling circumstances. A case must be approved for an extension before a transfer can happen. **(Refer to Extension Procedure).**
6. In a domestic violence situation that will create a safety issue for the participant, only one case will transfer.
7. A need to balance caseloads among providers as a method to optimize participant services.

PROCEDURES:

D. Sending Agency – Authorized Staff:

1. Participant requests transfer or system identifies the necessity to transfer case.
2. Authorized staff at sending agency contacts authorized staff at receiving agency to discuss the possible case transfer with both members in agreement to the transfer.

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3. Counselor completes the **Participant Case Transfer Form** and load into EDS.
4. Counselor updates Workforce One: case note and state reason for transfer, current activity, client support services, delete ticklers, and record participant tracking hours up to the case transfer date in WF1. It is expected that an Employment Plan is current/updated in WF1.
5. Authorized staff transfers the WF1 record to the authorized staff at receiving agency.
6. Authorized staff notifies assigned Agency Lead Planner and authorized staff at receiving agency of the pending transfer.
7. Counselor notifies the Financial Work and Childcare Worker of the transfer using the Status Update Form in Workforce One.
8. Counselor notifies the participant by mail of the case transfer.
9. Counselor forwards activity documentation(s) to receiving agency (e.g., job logs, school attendance) if counselor receives information after the case transfers.

E. Receiving Agency – Authorized Staff:

1. Authorized staff receives transfer email and transfers the WF1 record to appropriate Counselor.
2. Authorized staff sends email to sending agency authorized staff and assigned Agency Lead Planner to notify the receipt and completion of transfer file.
3. Counselor contacts participant for engagement and services.

***NOTE:** Data Sharing- Within the constraints of HIPAA and other privacy laws, copies of psychological assessments, and/or relevant assessments and medical and chemical dependency records cannot be shared between the old and new agency without a current release of information form signed by the participant.

EFFECTIVE DATE: March 18, 2020

CONTACT PERSON: Assigned Agency Planner