RAMSEY COUNTY
Workforce Solutions

RAMSEY COUNTY DWP/MFIP POLICY MEMO (WS2015-05)

DATE ISSUED: March 25, 2009 and September 21, 2012

DATE UPDATED June 1, 2015

TO: **Ramsey County DWP/MFIP Employment Services Providers**

FROM: **Kate Probert Fagundes – MFIP/DWP Employment Services Division Manager**

SUBJECT: Revisions to Case Transfer Policy between MFIP-Employment Services (MFIP-ES) Agencies

PURPOSE: This memo provides guidelines for the revised responsibility in agency-to-agency case transfers. 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**

In instances of transferring individual cases from one agency to another, the agencies work directly together. WFS MIS is no longer directly involved in these transfers. 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 begun.

A. Agreements

The supervisors or authorized staff of both the sending and receiving agencies and the participant must agree to the case being transferred.

Two parent household cases should be transferred together. Both parents must agree to the case being transferred.

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).

Counselors must work with participants requesting a transfer 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.

B. <u>Participant Initiated Request</u>

A participant may request a transfer due to:

- Location - participant moved and the new provider is more accessible from where s/he lives.

- Domestic Violence - participant has concerns about personal and family safety. Counselors should initiate the transfer immediately.

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

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

C. System Driven Transfers

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

- A Legal Aid request.
- 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 packet that the case is being transferred to Workforce Solutions because the participant is considered dangerous or threatening.

- Young parents who do not work with Public Health (Under age 22, including 18 and 19 year olds who choose the work option) will be transferred to HIRED.

- High month cases. Interagency transfers will not occur after a participant's 55^{th} month of eligibility without compelling circumstances. A case must be approved for an extension before a transfer to Extension Services. (Refer to Extension Request Procedure).

- In a domestic violence situation *<u>that will create a safety issue for the participant</u>*, only one case will transfer.

- A business need to balance caseloads among providers as a method to optimize client Services.

PROCEDURES: ***Sending Agency - Employment Counselor:***

1. Participant requests transfer or system identifies the necessity to transfer a

participant.
2. Supervisor at Agency 1 contacts the Supervisor at Agency 2 to discuss the possible case transfer.
3. Both program Supervisors agree to the transfer.
4. Agency 1 Counselor makes a transfer file. The original case file will remain with the sending provider and a copy of the transfer form should be placed in the file.
5. Agency 1 Counselor completes the MFIP Participant Case Transfer Form and make copies of the case file paperwork (as detailed on the transfer form). Clearly indicate if the case is being transferred to Workforce Solutions because a participant is considered dangerous or threatening.
6. Agency 1 Counselor updates WF1: case notes, 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.
7. Agency 1 Data Specialist transfers the WF1 record to the receiving agency/Location and Data Specialist.
8. Agency 1 Data Specialist sends email notification to WFS Planner and Agency 2 Data Specialist of the pending transfer.
9. Agency 1 Data Specialist places the transfer file in an envelope addressed to Agency 2 Data Specialist. Places the transfer packet (completed MFIP Participant Case Transfer Form and copies of the file paperwork to Agency 2).
10. Agency 1 Data Specialist notifies the Financial Work and Childcare Worker of the transfer, using the electronic version of the Status Update Form.
11. Agency 1 Counselor notifies the participant by mail, of the case transfer.
12. Agency 1 Counselor forwards activity documentation to receiving agency (e.g., job logs, school attendance) if counselor receives after sending the transfer file.

Receiving Agency - Data Specialist or Assigned Staff:

1. Agency 2 Data Specialist receives transfer file.
2. Agency 2 Data Specialist transfers the WF1 record to appropriate Counselor.
3. Agency 2 Data Specialist sends email to Agency 1 Data Specialist and WFS Planner to notify of receipt of transfer file and to inform that transfer was completed.
4. Agency 2 Counselor creates case file.
5. Client is contacted.

D. 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: June 1, 2015

WFS Contact: Your Agency’s Lead Planner