

MFIP Policy

DATE Revised: February 21, 2019

DATE Issued: November 13, 2018, February 7, 2019

SUBJECT: EDS Implementation

PURPOSE: EDS guidance for MFIP Providers for the implementation of Electronic Document Storage (EDS) in Workforce One to upload and store MFIP case file documents.

BACKGROUND:

Effective June 2017, the State of Minnesota launched Workforce One (WF1) Electronic Document Storage (EDS) which allows users to upload, search, and view case file documents. This update to WF1 allow users to work with WF1 as they have in the past while incorporating supporting documentation into the system. Previously this documentation was stored in a paper file or other document management system. The EDS functionality in WF1 allows users, with appropriate privileges, the ability to add, view, edit, comment on, and/or delete EDS documents.

A. BENEFITS OF EDS:

- Allows for the immediate shared and retrieval of documents
- Provides secured document storage for confidential and sensitive information
- Ensures the documents are preserved and do not get lost or damaged
- Gets rid of paper files. No more worrying about storage space issues!
- MFIP files are centrally stored in EDS WF1
- Documents are accessible by all parties who are monitoring and/or providing services to enrolled/co-enrolled MFIP participants
- Ease of case transfer from one agency to another. No need to transfer paper files

B. SUPPORT FROM RAMSEY COUNTY:

- Provide EDS train the trainer with data specialists and site supervisors
- Provide guidance and support through individualized and/or group training as needed
- Distribution of the WF1 EDS user guide
- Answer questions and field EDS concerns
- Provide assistance through our Work Experience program. Work Experience individuals can assist with file conversion, scanning preparation and document scanning at Agency site (Upon Agency Request)
- Training will be provided prior to work experience participants first day at Agency site. Agency will provide supervision and individualized scanning instructions as scanning equipment differs at each site

POLICY/GUIDELINES:**A. TIMELINE:**

November 2018: EDS Training Guide and Policy Completion

November 2018: EDS Training for MFIP Providers

December 2018: Begin EDS Conversion – Staff Training

January 2019: EDS conversion at all MFIP sites

March 1, 2019: Fully EDS Operational

B. NEW CASES:

Beginning January 2, 2019, all new MFIP cases will store file documentation in EDS. File monitors will not request or review paper files for those participants who enroll in MFIP on or after January 2, 2019. EDS files each document through assigned Document Type and Document Name. As defined in the WF1 EDS Configuration Summary. If agencies have agency specific forms and would like those forms to have a specialized document name, users are able to type in the preferred document name under User Defined Document Name. User Defined Document Name showcases the preferred document name directly under the preloaded WF1 assigned document name.

C. EXISTING CASES:

Conversion to WF1 EDS for all documents dated January 2, 2019 onward. Any documentation that supports current ES activities must be uploaded into EDS no later than March 1, 2019. These documents include but are not limited to current/most recent: Employment Plan, Employment Verification, School Verification, Medical Opinion Form, Child Care Transmittal, Referral for upcoming support(s) and FSS/Extension checklist(s).

D. EXTENSION REQUEST:

Extension Requests are to follow the current Extension Request Procedure as indicated on the Ramsey County ES Provider Page.

Extension Review Packets are due to the Extension Services Employment Supervisor on the 5th day of the 59th month. The Extension Review Packet includes: Extension Decision Form (with top half completed), Signed Release of Information Form, Face to Face Extension Interview Form, all unexpired documents supporting the extension category requested by the participant, and any documents showing non-compliance (NOITS, Status Updates) within the previous 12 Months.

E. PAPER CASE FILE CLOSURE/RETENTION:

Paper files containing documentation up to 12/31/2018 must be retained onsite. Upon case closure, close the record on WF1 and pull the corresponding file with the closed case. Closure of paper files are to follow the current existing case file retention policy; 3 years onsite and 7 years off site.

F. REOPENED MFIP CASES:

When a case is closed and reopens under a different sequence, a new EDS file is created under the current MFIP sequence. If documentation in former MFIP sequence on EDS is still current (example: Employment Verification, Medical Opinion Form, etc.) these documents can be copied into the new sequence by:

1. Open the participants EDS Document Summary on WF1.
2. Locate the desired document to be copied to the new MFIP sequence.
3. Select “copy” on the right-hand side of your screen under Action.
4. Choose appropriate Target Program sequence, EDS Document Type and Document Name.
5. Select “copy” to complete the copy process

*A summary of why this document was copied can be included prior to completing this process. (example: MFIP Seq 2 open 11/5/2018. EVF dated 9/25/2018 was copied to verify current employment status).

G. EQUIPMENT SCANNER ROUTE OPTIONS:

Document scanning and routing will differ between each agency due to scanner type and capacity. However, all documents are individually uploaded into WF1 EDS as defined in the provided WF1 EDS user guide. Scanner route options include:

Scan to Email:

1. Direct scanner to send electronic document image to counselor email.
2. Counselor opens email to save attachment/document to computer (documents must be saved to your computer prior to uploading to EDS).
 - It is recommended to create a new folder or on your Desktop titled EDS to store and locate scanned documents
3. Save document with the participants name and a brief description for ease in locating correct document. (Document Name example: Employment Plan, John Doe)
4. Open case record on WF1
5. Locate EDS on left side menu – Select Add Document
6. Select current Program Sequence
7. Choose EDS Document Type from list of options
8. Select file to be uploaded. Locate scanned document by choosing “Browse” and navigate to saved document (example: Desktop – EDS - Employment Plan, John Doe - Open)
9. Document will now appear next to “Select a File” on WF1 EDS.
10. Select Next and follow directions provided by EDS user guide.

Scan to Desktop:

1. Direct scanner to send document image to desktop.
2. Save document to computer. It is recommended to create a new folder or on your Desktop titled EDS to store and locate scanned documents
3. Follow steps 3 – 10 as listed above.

H. Documents to Include in Initial EDS CONVERSION:

Most Recent:

- Rights and Responsibilities (Reviewed and signed annually)
- Signed Notice of Privacy Practices (Reviewed annually. If not signed, case notes need to inform that Notice of Privacy Practices was discussed and issued to participant)
- Authorization to Communicate
- (MFIP App Authorization)
- Release of Information (current)
- FSS Eligibility Screening Form
- Medical Opinion Form(s) and/or supporting FSS documentation
- Employment Plan Signature Page
- Child Care Transmittal
- Current GAP/My Pathway (supporting Employment Plan)
- FSS Sanction Checklist (If counselor is in the process of completing or requesting 2019 sanction)
- Documentation that supports FV Waiver (OFP, sworn statement, police report)
- School Schedule/study schedule
- Employment Verification Form

Note: Agency Specific Forms – Agency specific forms completed prior to the 2019 EDS conversion can remain in the participants existing file folder. (Agency discretion)

I. JOB SEARCH LOGS:

For auditing purposes, Job Search Logs and corresponding verification are to be scanned individually to ensure that monitors are able to find all documents with ease. Job Search Logs are to be entered into EDS for any job search dated January 2, 2019 onward. Do not group and scan multiple logs into EDS. Document date in EDS reflects the date received.

J. SOCIAL SERVICE ACTIVITY LOGS:

If a participant submits multiple activity logs for the same month and/or related verification of activity, these logs/documents can be scanned in bulk. Document date in EDS reflects the date received.

K. RESOURCES:

1. **WFS EDS User guide:** This user guide details step by step instructions to assist EDS users in the process of uploading and indexing MFIP – ES documentation into EDS. This user guide was developed specifically for Ramsey County MFIP.
2. **EDS User guide:** This user guide covers how to use the Electronic Document Storage (EDS) functionality in WF1. It explains how to upload documents, add comments and tags, and move or copy them with the proper privileges.

3. **MFIP to EDS Configuration Summary:** This document aligns Ramsey County MFIP and DHS MFIP forms to EDS Document Types and Names while also providing specific User Defined Document Names for consistency of EDS document storage.
4. **EDS Configuration Summary:** Located in WF1 under Resources which is found on the top menu. This page will allow you to view all of the EDS Document Types, Document Names, and Tags for your program(s).

L. FREQUENTLY ASKED QUESTIONS:

1. **Expectations/How Often:** It is recommended that each site develop a scanning schedule to ensure that each counselor is allowing time to scan and upload documentation at least one to two times per week. Documents are to be scanned into EDS within 10 business days of receipt.
2. **Time Management:** Length of time per document entered into EDS depends on each agency's scanner, chosen scanning route option and individual user. With this considered, EDS users are finding that it takes up to 3 - 5 minutes to upload and store a document into EDS.
3. **Original Document Retention:** Original documentation is retained for 90 days after entry into EDS. After 90 days, documentation can be shredded.
4. **Document Date:** All documents in EDS are to reflect the date the document was received.
5. **Transportation Assistance/Support Services:** Documentation defining the type of assistance received (gas card, bus card, gift card) and the participants signature (verifying receipt) is to be indexed into EDS within 10 days of issue date. Do not group multiple support service documents.
6. **Financial/Child Care Documents:** Do not index documents into EDS that are not ES documents. If counselors are faxing Child Care Applications, Household Report Forms, Request for MFIP Case Closure, Request for Child Under One Exemption, Paystubs, etc., it is recommended that counselors case note the document faxed (including date/time fax was sent) and keep faxed documents in the same area as indexed EDS documents (hold for 90 days). Counselors are encouraged to set WF1 ticklers to verify in MAXIS/MEC2 that faxed document(s) were received and processed by Financial/Child Care.
7. **48+ Documents:** Index under MFIP – Assessments – Document Name: Assessment – User Defined Document Name: 48+ Interview/Face to Face Extension Checklist
8. **Goal Planning Forms:** Index under Assessment and user define document at GAP, Goal Planning, etc.