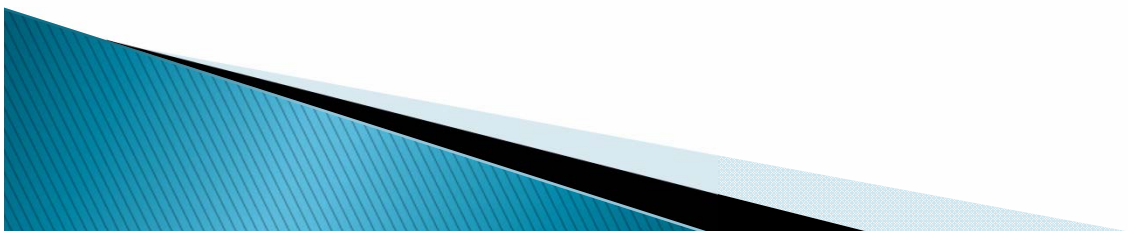


# Workforce Solutions MFIP and DWP Employment Plan (EP) Expectation Policy

Revised 11.8.2016

---





Hi. We are  
trying  
something...



...new. Hello



Aren't we  
clever?





This is our way to update you on a clarified expectation regarding employment plan choice and hours of activities.

And it is only going to take 31 slides to do it.



Over the last several months, counselors and their supervisors have asked for clarification regarding certain expectations.

The MFIP and DWP Employment (EP) Plan Expectation policy is one place to start.

WFS will be undertaking other policy review and clarification as we move ahead.



WFS scoured through the manual.

As you know, not all pertinent information is contained in one section.

The result is a five-and-a-half-page policy.

You can continue to use the Manual if you wish but consider this policy to be the Manual's Cliff notes for this subject.

In this presentation we'll focus on employment plan use and required hours.

You'll want to read the whole policy thoroughly, but here is the policy outline.



Let's go over the policy,  
starting with its purpose:

to provide clarity  
regarding how the DHS  
MFIP ES Manual  
employment plan  
expectations fit with  
the Workforce Solutions  
participant-driven goal  
setting philosophy.







The main point of the policy is to reinforce that you have three EP options to use with your participant.

Section 7.3.3 of the ES Manual identifies them as...





ONE

A “regular” EP for 87 or 130 hours a month (or for a 2 parent family, 55 hours a week);



TWO

A Reduced Hours for Good cause  
EP (for less than 130 or 87 hours);  
or



### THREE

An FSS EP for participants meeting FSS criteria (the number of hours are determined by client need and goals).



Writing a regular EP for 50 hours a month is not an option.

Use your judgment and a reduced hours plan. Or use the regular EP for the expected number of hours.



Section 7.15 of the ES Manual states that employment counselors have the discretion and should make a determination of the appropriate number of hours for each case.

It is expected that this discretion conform to the ES Manual hour requirements of each plan type.

Guidance for these three EP types can be found on pages 3, 4, and 5 of the policy.





We were a little worried about whether we were missing the mark regarding the correct use of EP types and hours. So we looked at a sampling of cases (about 150) in the system. We learned...



That it was not bad news.

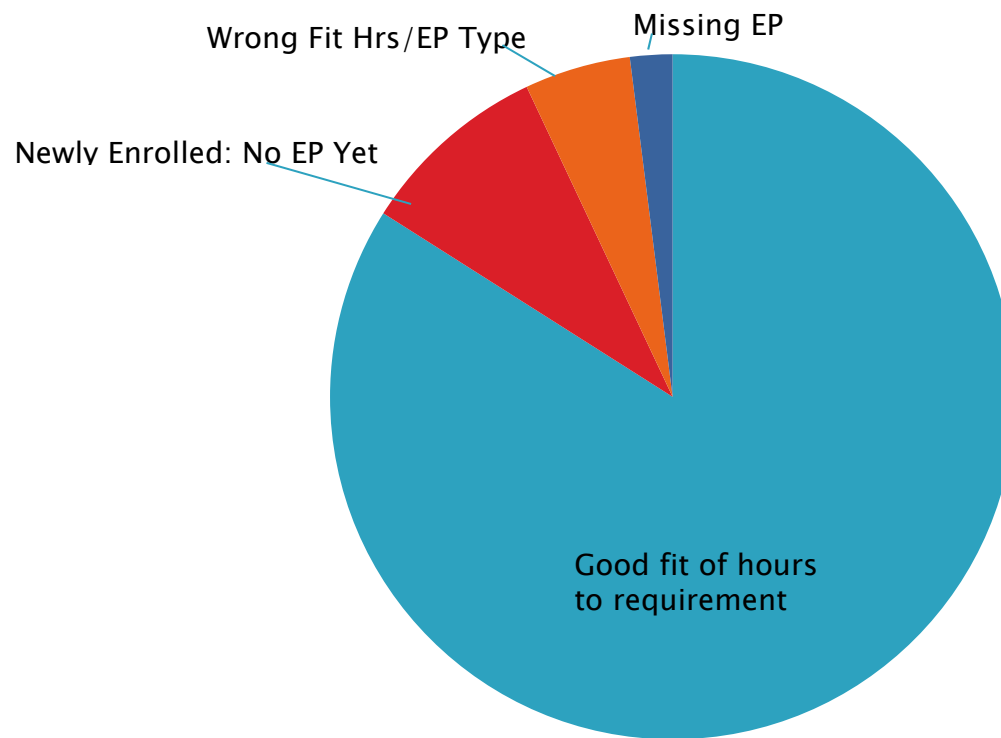


It appears that most cases fall within the expectation. This is pretty cool. We're told it is consistent with what DHS finds when they do case file reviews.

This is great and it can be greater.



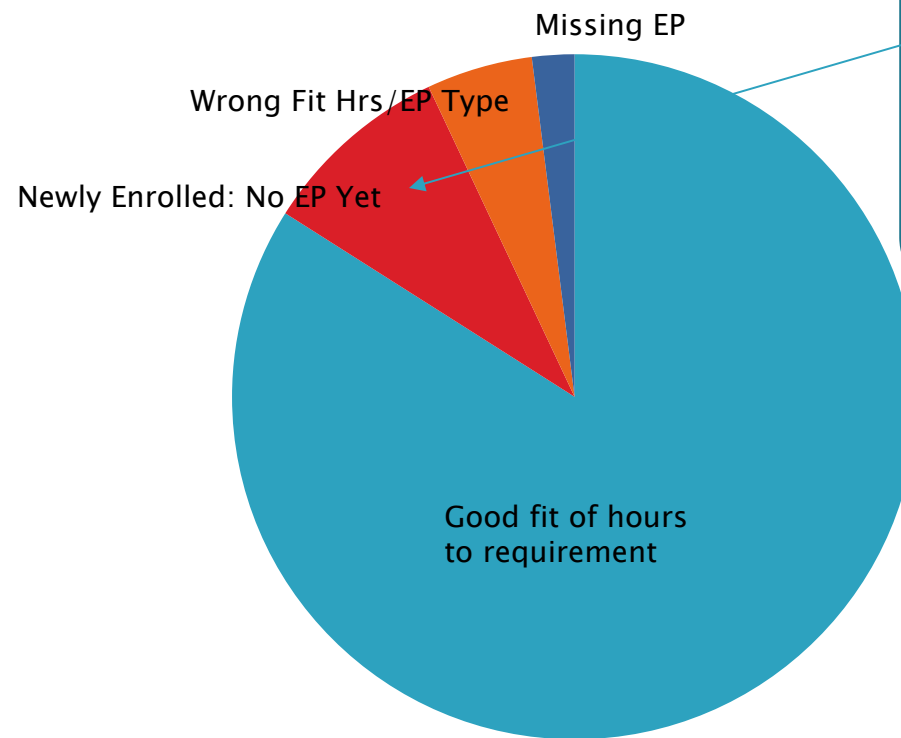
# Comparative Sample of EPs – Looking for Fit Hours to Type



About 87% met the expectations of a correct fit of EP type and expected hours. That is the big blue section



# Comparative Sample of EPs – Looking for Fit Hours to Type



The red wedge shows the cases recently enrolled and without an EP – that's okay and within policy. That is about 6 % of the sampled cases.



# Comparative Sample of EPs – Looking for Fit Hours to Type



About 5% had a low number of hours – below the expected level.

Newly Enrolled: No EP Yet

Missing EP

Wrong Fit Hrs/EP Type

Good fit of hours to requirement

These will be an area on which to focus. Work with the participants to increase the hours to be within the plan type.



# Comparative Sample of EPs – Looking for Fit Hours to Type



About 2% were missing an EP. Most of these had engagement attempt notes, NOITS or sanctions in place.

Newly Enrolled: No EP Yet

Missing EP

Wrong Fit Hrs/EP Type

Good fit of hours to requirement

A small number were missing and seemed to have been an oversight.

It is this sliver of the cases that can be corrected.

There are three things WFS expects to be addressed.

One, write all of your plans so that they meet the EP type hour requirements at the outset;

Two, reduce the incorrect hours to EP plan slice by correcting the hours or the plan type. Do this over time if necessary.

And....





Three, be sure everyone on your caseload has a plan.

The acceptable exception would be those participants who are newly enrolled or not engaged participants with whom you are trying engagement strategies, or have sent a NOITS or have initiated sanction.



So, for those cases that make up the incorrect hours to EP plan slice, what is the best way, in our new self-determination, 4E environment, to fix these EPs without returning to the old model?



## Coaching.

An approach founded in the belief that a participant's hours and effort are what they invest in themselves, what they invest in their hopes and dreams.



Spending time working on his or her goals is a participant's investment towards their desired future.

The counselor provides structure and guidance during this process.



If you have cases with incorrect hours, start to move them in the direction of being within policy. It will take your coaching skills. Don't force it, small steps if necessary. Bigger steps if possible.



Some of your participants will be ready to immediately meet the required hours of a regular plan; some will be challenged by it.

The employment counselor's role is to help them aim for it. Meet them where they are.

Each time you meet, explore an increase of their investment to reach their goal.

Through the use of MI and Coaching strategies and tools, it's expected that the participant's hours in a reduced hours plan would increase over time to mimic that of full-time employment.



If you have questions, or stories about your navigation of 4Es and requirements, or suggestion, please contact your Supervisor or your Agency's liaison Planner. We'd love to hear that and have that conversation.







Thank you for your attention.

Now, take the time to read through the policy



Aren't we still clever?



Hey, you-  
hoo!

Over here. Hey,  
over here!



Yeah, who you? Thanks for  
paying attention....