

# MFIP-ES POLICY

(WS2012-6)

**Date Issued:** October 1, 2012

**From:** Kate Probert Fagundes - MFIP/DWP Employment Services Division Manager

**Subject:** Policy regarding emailing and texting to MFIP-Employment Services (ES) participants

**Pertaining to:** Contracted Ramsey County MFIP-ES Providers and County-Operated Programs

**Background:** Workforce Solutions (WFS) is responding to ES need for a uniform process of communicating with participants via emailing and texting.

**Purpose:** To notify all contracted and internal Ramsey County MFIP-ES staff of the WFS policy they must follow when communicating with participants via email or texting.

**Guidelines:**

Before communicating with a participant via email or text, MFIP-ES staff **MUST** do the following:

- Obtain a signed *Authorization to Communicate Through E-mail and Texting* form from the participant.
- Verbally review the entire form and explain to the participant that the participant's signature authorizes you to email or text only the types of information specified in the Authorization.
- Place the signed Authorization in the participant's file and give the participant a copy.

After the above steps are completed, the MFIP-ES staff may share information **ONLY** about the following with participants via email or texting:

- Job leads
- Job fairs
- Upcoming trainings and events
- Upcoming focus groups
- Marketing and advertising materials related to employment and job training opportunities

**Note:** Never email or text any information that may identify the case or individual, e.g., MAXIS data, case number, social security number.

**Required Action:** All contracted Ramsey County MFIP ES and internal teams will communicate this information to their respective MFIP-ES staff.

**Effective Date:** October 1, 2012

**Contact Person:** Your Agency's Lead Planner

## Authorization to Communicate Through E-mail and Texting

Name:	Social Security number:
Email address:	
Text-Message number:	

I authorize (Agency Name) \_\_\_\_\_ and its staff to communicate with me through the above e-mail address or Texting number regarding MFIP-ES services it is providing to me but only to provide the following information:

- Job leads
- Job fairs
- Upcoming trainings and events
- Upcoming focus groups
- Marketing and advertising materials related to employment and job training opportunities

I understand that private data about me may be transmitted via e-mail or texting. I accept the risk that the data may be accessed by someone other than me.

This authorization remains in effect until I notify (Agency Name) \_\_\_\_\_ in writing that the authorization is revoked. This authorization may be revoked by me at any time.

I further agree that (Agency Name) \_\_\_\_\_ is not liable for any damages or losses I may incur as a result of interception by a third party of an e-mail or text-message sent by (Agency Name) \_\_\_\_\_ pursuant to this authorization.

*This authorization is not valid unless signed and dated below.*

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Your signature

Date

Phone

Return this signed completed form immediately to the agency representative who requested it.