

## MFIP – ES POLICY

**DATE REVISED:** March 18, 2020  
**TO:** Ramsey County MFIP Employment Services Providers  
**FROM:** Workforce Solutions Manager  
**SUBJECT:** Extension Services Procedure

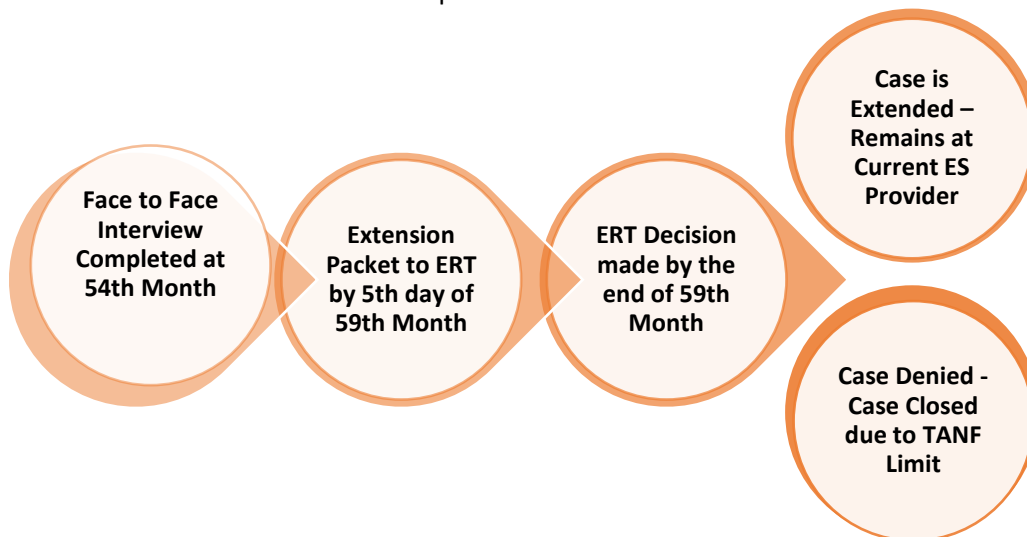
**PURPOSE:**

This Ramsey County Workforce Solutions policy outlines the full procedure for extension packet development, extension review, extension redetermination and communicating decisions regarding extension beyond the 60-month MFIP time limit. This policy replaces the previous version dated April 7, 2017.

**POLICY AND GUIDELINES:**

Any Participant who requests an extension will work with their Employment Counselor to complete an Extension Request Packet. Employment Counselors are responsible for walking Participant through the process and assisting in the gathering of documentation for the extension request review. Documentation required for an extension request is the same type of information currently required for FSS qualification. Vendor agencies will provide employment services to Participant regardless of MFIP Month (both pre and post 60 months).

**PROCESS:** The Extension Process Review process



**PROCEDURES:** The steps involved in creating an Extension Request Packet

**A. FACE TO FACE MEETING**

1. WFS MIS creates and distributes the Data Specialist Report (spreadsheet) weekly to agency Data Specialists.

2. The Agency Data Specialist produces and distributes the list to Counselors of all cases at 54 months to facilitate the Counselor's scheduling of a meeting to complete the Face-To-Face meeting.
3. Upon receiving the 54-month list, the Counselor schedules a Face To Face meeting with the Participant.
4. The Counselor enters a WF1 case note to reflect that the Face To Face meeting is scheduled or attempts to schedule the meeting have been undertaken.
5. Once the Face To Face meeting has been completed, or if the Participant did not schedule or attend the meeting, the Counselor enters a WF1 case note to reflect the status of the Face To Face meeting.

#### **B. EXTENSION REQUEST PROCESS**

6. WFS MIS creates and distributes the Data Specialist Report (spreadsheet) weekly to Agency Data Specialists.
7. The Agency Data Specialist produces and distributes the list to Counselors of all cases at 58 months to facilitate the Counselor's scheduling of a meeting to complete the Extension Review Request if the Participant so wishes.
8. Upon receiving the 58-month list, the Counselor schedules a meeting with the Participant to discuss and complete the Extension Review Packet.
9. The Counselor completes and submits the Extension Review Packet to the Agency's Designated Staff who then forwards information to the Extension Review Team (ERT)

[WFS-ERT@ramseycounty.us](mailto:WFS-ERT@ramseycounty.us)

Note: The case will stay active with Agency at this point, do not transfer or exit the case in WF1.

10. The Extension Review Packet includes:
  - a. Extension Decision Form (with top half completed)
  - b. Signed Release of Information Form
  - c. Face To Face Extension Interview Form
  - d. All unexpired documents supporting the extension category requested by the Participant.
  - e. Any documents showing non-compliance, such as NOITS or Status Updates within the previous 12 months.
11. The Agency Designated Staff opens the WF1 Local Flag Activity with Sub-Type **toERT** to assist in tracking cases with pending extension decisions.
12. Agency Designated Staff enters WF1 case note defining contents provided to ERT (EXS Decision Form, Face to Face Interview, MOF, OFP, etc.). Case note details include:
  - a. Category – Eligibility
  - b. Contact Method – Email
  - c. Contact Type – Does Not Involve Person Contact
  - d. Subject – Extension Review Packet to ERT

#### **C. EXTENSION PACKET REVIEW PROCESS AND DECISION**

13. ERT sends a "reply to all" email (see Step 9) to the Agency Designated Staff confirming the receipt of the Extension packet.
14. ERT reviews each case and determines EXS eligibility by the end of the 59<sup>th</sup> month.
15. ERT sends "reply to all" email (see Step 9) with completed Extension Decision Form to notify, the Agency Counselor and the Agency Designated Staff of the decision (cc Financial Worker –

Extension Decision Form is the Status Update for FAS).

**D. 60 MONTH ACTION – EXTENSION DENIAL**

16. When cases are denied an extension, the agency counselor closes the Participant file at the end of the 60<sup>th</sup> month, using “60 months not extended” as the outcome.
17. Close Local Flag Activity “toERT”.
18. Vendor Agency case notes the extension decision in the participants WF1 record. Case note details include:
  - a. Category – Eligibility
  - b. Contact Method – Email
  - c. Contact Type – Does Not Involve Person Contact
  - d. Subject – Extension Review Denied1) Example of denial case note: Extension decision received from Extension Review Team. Extension denied on xx/xx/xxxx. Participant has not provided documentation to support a hardship extension. Case referred to counselor to monitor MFIP closure. Extension decision from indexed into WF1 EDS.
19. Extension Decision Form is indexed into WF1 EDS:
  - a. Documentation Type – MFIP Program Specific
  - b. Document Name – Extension Decision Form
  - c. Include document received date.
20. ERT holds the extension packet for 6 months, in the event of an appeal; ERT destroys the extension packet after 6 months if no (successful) appeal.

**E. 60 MONTH ACTION – EXTENSION APPROVED**

21. Assigned vendor agencies continue providing employment services to participants with approved extension. Extended cases are no longer transferred to Workforce Solutions.
22. Vendor Agency closes Local Flag “to ERT” activity.
23. Vendor Agency opens the Local Flag activity with the correct Extension Decision activity subtype, this activity must include the determined extension end date as provided on the Extension Decision Form. All extension subtypes are coded as ER# (Extension Review) and must include the upcoming review date as listed on the Extension Determination Form.
24. Vendor Agency case notes the extension decision in the participants WF1 record. Case note details include:
  - a. Category – Eligibility
  - b. Contact Method – Email
  - c. Contact Type – Does Not Involve Person Contact
  - d. Subject – Extension Review Approved1) Example of approval case note: Extension review received from Extension Review Team. Extension granted on xx/xx/xxxx for # months: Hard to Employ – MI (12). Documentation indexed into EDS. Local flag updated.
25. Vendor Agency enters Extension Determination Form and supporting documentation into EDS. Extension Determination is indexed in EDS under:
  - a. Documentation Type – MFIP Program Specific
  - b. Document Name – Extension Decision Form
  - c. Include document received and expiration date.

**F. POST 60 MONTH ACTION – EXTENSION REDETERMINATION**

26. WFS MIS creates and distributes the Data Specialist Report (spreadsheet) weekly to agency Data Specialists. This report includes the Extension Review report.
27. The Agency Data Specialist produces and distributes an Extension Due Report for Counselors to identify cases requiring extension redetermination 60 days prior to extension end date.
28. Upon receiving the extension redetermination list, Designated Staff:
  - a. Mails extension review letter to Participant allowing at minimum 30 days for Participant to submit necessary extension documentation.
  - b. Schedules a meeting with the Participant to discuss and complete the Extension Review Packet.
29. Follow steps 9 – 25

**G. MONITORING ELIGIBLE EXTENSIONS**

30. WFS MIS creates and distributes the Data Specialist Report (spreadsheet) weekly to agency Data Specialists. This report includes the Extension Review report. This report can be filtered to display overdue extensions. This is done by filtering the estimated end date to show all extensions due prior to the current calendar month.
31. The Agency Data Specialist produces and distributes the extension clean-up list to Counselors of all cases who have exceeded extension eligibility.
32. Upon receiving the extension clean-up list, the Counselor:
  - a. Verifies mailing of the extension review letter and that the participant had a minimum of 30 days to submit necessary extension documentation.
  - b. Verifies receipt of required extension eligibility documentation
33. If eligibility documentation has been received, send to ERT (steps 9-15, 21-25)
34. If participant does not submit eligibility documentation prior to final eligibility month, send Extension Decision Form to [WFS-ERT@ramseycounty.us](mailto:WFS-ERT@ramseycounty.us) indicating no supporting documentation. Refer to steps 9-20.

**H. SUPPORTING DOCUMENTS & RESOURCES**

All documents are on the Ramsey County [DWP, MFIP & SNAP Provider Resources Webpage](#)

35. Face To Face Extension Interview Form
36. Extension Decision Form
37. Request for Medical Information Form(s)
38. EXS Quick Reference for LF and Case Notes
39. Extension Training PowerPoint

**EFFECTIVE DATE:** March 18, 2020

**CONTACT PERSON:** Assigned Agency Planner