

Financial Assistance and Childcare Q & A

1. Who is the best person to contact with financial or childcare issues?

ES Agencies are assigned a FAS liaison. ES should contact their FAS Liaison for questions and concerns regarding any childcare/financial issues. Please identify specific case by case situation. Agency Liaison is posted on the Provider Webpage.

Refer to: [FAS-ES Liaison Contacts Mar 2022](#)

2. Who is the best person to contact to walk through childcare with vendor staff?

WFS will work with Childcare to set up twice a year childcare session. In the meantime, please connect with your assigned agency liaison. Childcare guidance and transmittals are also posted on the provider website.

3. What do I do if an individual's demographics are not identified correctly in maxis? How can demographic information in relation to race be coded correctly? For example: a person identifies as African West Indian and not Arabic.

Please connect with the financial worker to update the maxis coding as necessary.

4. There seems to be a problem with Ramsey County staff having the same names when emailing a financial worker or childcare worker, how do agency know which is the correct email address to communicate with the correct worker? Staff are concerned with data privacy issues when sending information to the incorrect worker.

Please note there are instances with staff turnover, the data might not be as accurate.

However, majority of the time, the Ramsey County email is the firstname.lastname@co.ramsey.mn.us. The most accurate way to access this information is for counselor to look up the financial worker information in Maxis system. If staff is unsure or receives a bounce back email, please notify the agency FAS Liaison.

5. There appears to be a number of glitches with coding. Homeless, unemployable and SSI/RSDI cases appear to be coded incorrectly. Please provide guidance on this.

Please contact FAS liaison if the coding is incorrect. The liaison will work with the financial worker to get the information coded correctly.

6. What can be submitted through MNBenefits?

Counselors can submit documentation through the MNbenefits portal on behalf of the participant such as Household Reports, paystubs, other verifications. All other documentation that counselors used to email to FAS such as pay stubs, employment verification, childcare transmittals, status updates, sanction should also be submitted through <https://mnbenefits.mn.gov/>

7. What are the different ways a participant or counselor can submit documentation to the childcare and financial worker?

A. Priorities of Documentation submitted should be:

1. MN Benefits: <https://mnbenefits.mn.gov/> (for participant and providers)
2. FAS FAX Number: 651-266-3942 (for participant and providers)

3. WF1 Connect – if participant is enrolled
4. FAS email: FAS.Forms@co.ramsey.mn.us (participant use only)
5. Drop off documentations in a form drop box at sites throughout the county.
See [form drop-off & walk-in assistance sites](#).

B. For informational purposes:

5. Generic Childcare email: chs.fas.ccap@co.ramsey.mn.us (for counselor use for questions regarding childcare)
 6. EZInfo - 651-266-3800 (24/7 automated phone line that provides information about financial assistance programs in English, Español, Hmoob and Soomaali)
- 8. There is a delay in childcare processing, or childcare transmittals not getting processed, instances where participant lose their job because childcare is not in place. What is the general turnaround time and/or priority for childcare processing?**
General processing timeline line is 10 working days. If after 10 working days, check MEC2 for status and follow up with Childcare.

- 9. Participants are having challenges communication with FAS. Majority of the time, FAS does not call the participant back. What is the best way for a participant to reach a financial worker?**
Participants can call the financial worker and leave a voicemail. If they have WF1 connect, they can email the financial worker also. The financial worker will respond back within 48 hours.

- 10. What is the Emergency Assistance processing timeline? Participants are connecting with counselors to help resolve/follow up with FAS if their case has not been assigned an EA worker within 2 weeks.**
Processing timeline for emergency assistance is within 10 working days. Call the EZinfo for status at 651-266-3800. If you have not heard from EA, please follow up with the financial worker.

See below for how to apply:

[h-ttps://www.ramseycounty.us/residents/assistance-support/assistance/financial-assistance/emergency-assistance](https://www.ramseycounty.us/residents/assistance-support/assistance/financial-assistance/emergency-assistance)

- 11. There are participants who use the WF1 Connect to communicate with their financial workers. They have informed their Counselor about lack of response, what is the turnaround time for a worker to respond back to the participant?**
FAS supervisor will review to ensure FAS workers update their email in WF1 and follow up with FAS workers of unread mails. FAS workers should respond back to participants within 48 hours.

NOTE: If there is a back log in processing paperwork, Workforce Solutions will relay the message to all the ES providers.