RAMSEY COUNTY
Workforce Solutions

MFIP - ES POLICY

Date Issued: June 8, 2017

DATE Revised: August 23, 2017

SUBJECT: MFIP Connect Application (App) Pilot

PURPOSE: MFIP Connect, a smartphone app, has been developed to provide MFIP participants with a more streamlined way to self-manage case-related activities and to communicate with his or her financial or employment services worker. The purpose of this memo is to outline the procedures to be used during the pilot phase of the implementation of the app as well as outlining roles and steps for the rollout.

PROCEDURES

1. MIS generates the data specialist report generated to HIRED weekly, includes current HIRED MFIP participants, assigned counselors and financial workers names.
2. Data Specialist sort the list and distribute to counselors on the 1st week and 3rd week of every month to follow up with participants who are assigned to designated MFIP Connect App pilot FAS Workers
3. Data specialist will also cc list to: FAS supervisor and Planner
4. FAS supervisor shares list with designated FAS Workers
5. Counselors follow up with participants to enroll in MFIP Connect App, by following process outline in Counselor role below

ROLES for MFIP APP

1. Super Admin (Futures Institute staff)

a. Give all pilot-project workers access to MFIP Connect.
b. Manage users for each county
c. Can change the county they are viewing in the Web Admin

2. County Admin: HIRED Supervisors and Managers

a. Manage users and group information for their county
b. Creates participant cases within the app
c. Creates messages and actions for participants
d. Creates resource categories and resources
e. The admin panel can be accessed through https://admin.mfipconnect.com
   - Make sure you (count admin) have your own account and password

3. County Admin: FAS

a. Manage users and group information for their county
b. Creates participant cases within the app
c. Creates messages and actions for participants
d. Creates resource categories and resources
e. In order for important messages and information collected in the MFIP Connect app to become part of the case record, the worker must add a case note in MAXIS (county admin)

1. Remember that the admin panel can be accessed through https://admin.mfipconnect.com
2. Make sure you (county admin) have your own account and password

4. Frontline Staff: Employment Counselors (HIRED)

Initially

a. EC create their own account on the MFIP App
b. Check participant case record to verify that participant is assigned one of the MFIP Connect FAS workers. If they are, proceed to next steps

Assigned

c. Explain the MFIP Connect app features and benefits to a prospective participant user.
d. Participant will decide and sign consent form. The EC will fax the signed consent form to LaserFische at 651.266.3930
e. Send an email to FAS worker informing FAS worker that participant is using the MFIP Connect app
f. Within the computer version of the app, https://admin.MFIPconnect.com , EC clicks on the "Create New Participant" option to create the new participant. Then enter required fields *(for details: see page 5 of the MFIP Connect Admin Quick Reference Guide)*
    - EC also assign designated FW as primary financial
g. Assist the participant to download the app and create an account as needed
h. Open in WorkForce One, activity Local Flag, with subtype (MOBAP), following Mobile App Pilot instructions.
i. Case notes if applicable to the pilot and its usage will be entered with "MOBAP" on the subject line.
j. Terminate participant account, once participant exits MFIP or decides to no longer use the MFIP App.
k. Update FAS Worker once account has been terminated

Not Assigned

In the event that there is an error on the list and the counselor finds out that the participant is not assigned to one of the MFIP Connect FAS Workers, request FAS supervisor to reassign case to MFIP Connect FAS Worker

Ongoing

a. Create messages and actions for the participants
b. Recommend resources. The county admin (supervisors) are the resource gatekeepers. When a counselor finds a new resource to add to the list, bring it to the attention of the county admin (supervisor)
c. In order for important messages and information collected in the MFIP Connect app to become part of the case record, the EC must add a case note in Workforce One
d. All documents received through the app must be placed into participant file
e. MFIP Connect app does not replace case management practices

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5. County Frontline Staff: FAS Workers

Ongoing

a. Anticipate frequent document submission by participant
b. Create messages and actions for the participants
c. Recommend resources. The county admin (supervisors) are the resource gatekeepers. When a financial worker finds a new resource to add to the list, bring it to the attention of the county admin (supervisor)
d. In order for important messages and information collected in the MFIP Connect app to become part of the case record, the FAS worker must add a case note in MAXIS

6. Participant:

a. Direct messaging to communicate with counselor and financial worker and access resources and tools available in the MFIP Connect App.
b. Participant can submit photos of signed job logs and other signed documents. These are accepted as if submitted in person or via fax. Every time a participant sends a document, they will need to accept the terms of submitting the information to the worker
c. Inform counselor when they decide to terminate the MFIP Connect

MFIP CONNECT RESOURCES: ***click on each link to retrieve document***

1. Authorization to Communicate through MFIP App for participant to sign
2. MFIP Connect – Admin Quick Reference Guide: technical assistance manual for using the application
3. MFIP Connect – Summary for Staff: Introducing MFIP Connect to staff
4. MFIP Connect – Summary for Participants: Introducing MFIP Connect to participants
5. MFIP Connect Participant Brochure: brochure to share with MFIP participants
6. MFIP Connect Staff Training from April 2017
7. MFIP Connect – What we learned from workshops: captures feedbacks, learnings and changes, and answers to policy questions from staff
8. WF1 User Guide –MOBAP: Instructions for Counselors to code participants enrolled in APP
9. Submit your questions regarding the app to: http://www.mfipconnect.com/
10. For further information or questions, including all policy questions: Bruce Casselton at 651-266-6056 or bruce.casselton@ramseycounty.us who will contact DHS if needed
11. Please CC your supervisor in any communication with Bruce Casselton

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