

MFIP ES POLICY MEMO

DATE ISSUED: June 8, 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

ROLES

1. Super Admin (Futures Institute staff)

- a. Role:
 - Give all pilot-project workers access to MFIP Connect.
 - Manage users for each county
 - 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
 - Remember that 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. County 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
- c. Explain the MFIP Connect app features and benefits to a prospective participant user
- d. Participant will decide and sign consent. The EC will fax the signed consent form to LaserFische
- e. Sends 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 (see page 5 of the MFIP Connect Web Admin Quick Reference Guide for details)
 - Add FW as secondary staff
- g. Assist the participant to download the app and create an account as needed

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

5. County Frontline Staff: FAS Workers

Ongoing

- Anticipate frequent document submission by participant
- Create messages and actions for the participants
- 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)
- 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. 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.

RESOURCES

1. Quick Reference Guide: The technical assistance manual for using the Application
2. Submit your questions regarding the app to: www.MFIPConnect.com
3. For further information or questions, including all policy questions, reach out to Bruce Casselton at 651-266-6056 or bruce.casselton@ramseycounty.us who will contact DHS if needed
4. Please CC your supervisor in any communication with Bruce Casselton

EFFECTIVE DATE: June 8, 2017

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