Workforce One
MN Subsidized and Transitional Employment Demonstration (MSTED)

MFIP participants that meet the program eligibility requirements may be referred to the MSTED program. Admission to the program will be decided through a lottery and those selected will be assigned randomly. The MSTED staff will notify the MFIP Employment Counselor of assigned MSTED agency and staff name after random selection is completed.

The following activities with sub types will be used for MSTED:
- Local Flag (MSTED)
- Job Skills Training Directly Related to Employment (MSTED)
- Job Search (MSTED)
- Employed Full-Time (100)
- Employed Full-Time (50)
- Employed Full-Time (0)
- Employed Part-Time (100)
- Employed Part-Time (50)
- Employed Part-Time (0)
- Paid Work Experience (MSTED)

This training guide indicates the WF1 process that the MFIP Employment Counselor and the MSTED Staff will follow.

Searching for a Person Page 1
Person at a Glance Page 2
Activity Summary Page 3
MFIP Employment Counselors Pages 4 – 8
MSTED Staff Pages 9 -17
Re-Referrals to MSTED Page 18
HIPAA Compliance Page 19
SEARCHING FOR A PERSON

Once logged into WF1, your Dashboard will appear. All participants assigned to you will appear under Current Caseload. You may also search for the participant.

Look for the participant’s name under Current Caseload. Click on the name to enter the record.

Otherwise, you may click Search, and then Person.

Search by the participant’s Last & First name. Note: If the exact spelling is unknown, the Last Name and First Name fields allow a single wildcard search by using an asterisk (*). Searching a Last Name with John* will return all customers with a last name that begins with John (e.g. John, Johnson, etc).

The participant’s MAXIS case number may be entered as a search criteria without other information.

Click Run Search after entering search criteria. When person is found, click on the appropriate person’s name.

NOTE: You will never use the Add New Person button.
PERSON AT-A-GLANCE

This page provides an overview of a person’s entire WF1 record, allowing users to quickly view contact information and basic program data on one page.

Highlighted below are the tabs that will be used for the MSTED program.

Activity – to add (open) and end (close) activities.
Case Assignment – to add and end staff assignments.
Service Model – to add and end MSTED service model.
Add Case Note – to add case notes.
Support Service – to add support services.
ACTIVITY – Summary

This page provides an overview of open and closed activities for each program sequence in the person’s record.

MFIP Employment Counselors continue to page 4 to add activities.

MSTED staff continue to page 9 to add activities.

The Activity Summary page allows activities to be added, edited and copied, depending on your privileges.

Click Add MFIP Activity to add an activity.

NOTE:
The Copy link may be used to replicate an existing activity. The items copied to the new activity are:

- Activity Type
- Activity Sub Type
- Employer Info section

NOTE: the Funding Stream does NOT copy to the new activity.
**ACTIVITY – Add (MFIP Employment Counselor)**

The MFIP Employment Counselor will open the Local Flag (MSTED) activity with the MSTED Funding Stream, as indicated below, for ALL participants referred to MSTED.

A case note should be entered at the Add Case Note tab – see page 7.

Enter the following information for the Local Flag activity.

- **Assign to Staff** – the Current Primary staff’s name will appear.
- **Activity Type** - select Local Flag from the drop down box.
- **Start Date** = Date referred to MSTED (Date must be 11/03/2014 or greater)
- **Funding Stream** = MSTED
- **Activity Sub Type** = MSTED
- **Do Not** enter a Case Note here. See page 7 for details on adding case notes.

Remember to Save.
**ACTIVITY – Edit: Close Activity (MFIP Employment Counselor)**

MSTED staff will notify the MFIP Employment Counselor whether or not the participant attended the MSTED orientation.

The **MFIP Employment Counselor** will close the Local Flag (MSTED) activity as NOT SUCCESSFUL if the participant fails to attend up to 2 orientations for MSTED. **Add a Case Note - See page 7.**

If the participant is interested in MSTED again after failing to attend orientation twice, the **MFIP Employment Counselor** will need to restart the referral process and a new Local Flag (MSTED) activity will need to be opened as instructed on page 4.

The **MFIP Employment Counselor** will close the Local Flag (MSTED) activity as SUCCESSFUL if the participant completes the orientation for MSTED. **Add a Case Note - See page 7.**

Scroll down to the **Close Activity** section.

- **End Date** = date info received from MSTED staff
- **Completion Results** = **Not Successful** for participants that failed to attend the MSTED orientation. **Successful** for participants that complete the MSTED orientation.
- **Child Care Provided & Transportation Provided** = Yes or No
- Remember to **Save.**

Click **Edit** to close the activity.
ADD CASE ASSIGNMENT (MFIP Employment Counselor)

MSTED staff notifies the MFIP Employment Counselor that the participant has **successfully** completed orientation, necessary paperwork and has agreed to informed consent. At this time the **MFIP Employment Counselor** will add a Case Assignment of **Secondary Staff** for MSTED staff. This will allow MSTED staff to enter MSTED work activities and case notes into WF1.

**NOTE:** There may be **only two** MSTED staff assigned as Secondary staff.

**Click Add** to assign the participant to MSTED staff as a **Secondary Staff**.

**Agency = Goodwill/Easter Seals**
**Location = University Ave**
**OR**
**Agency = HIRED**
**Location = Griggs Midway**
**Staff = the name of the MSTED staff**
**Start Date = date notified by MSTED staff**
ADD CASE NOTE (MFIP Employment Counselor)

The MFIP Employment Counselor will add case notes pertaining to MSTED using the Subject of MSTED, as shown below.

An asterisk (*) indicates a required field. If any required fields are missing, WF1 will issue an error message highlighting what you must complete before you can save.

- **Staff Associated** defaults to “Myself”.
- **Program** = MFIP
- **Category** = Information & Referral
- **Contact Method** is optional.
- **Status** = Closed
- **Subject** = MSTED

Enter case note details here. Remember to SAVE.

**Note Viewable By:** This indicates the level at which case note details are viewable.

- “All Staff in Servicing Agency” – this is the DEFAULT level and should be used when entering case notes.
  - Case notes are viewable to any WF1 user **within the agency of the assigned staff**.
CASE NOTE SEARCH (MFIP Employment Counselor)

This page allows users to search for case notes within a person’s record. It is important to use MSTED for the Subject Line and in the case note to allow case notes to be found when searching.

Options for Within Program Service Dates selection include the start and end dates associated with each program/sequence combination. If one of these date ranges is selected, the Within Funding Stream Service Dates may not be used.
**ACTIVITY – Add (MSTED staff)**

The **MSTED staff** will open the appropriate activity type* for participants. Whenever an activity is opened, a case note should be entered at the Case Note tab – see page 13.

**NOTE:** The **MFIP Employment Counselor** must have added the MSTED staff as a secondary staff. If this step is not done, the MSTED staff will not be able to add activities to the record and will need to contact the MFIP Employment Counselor to add the MSTED staff as a secondary staff.

*Activity Types (with Sub Type) are:
- **Job Skills Training Directly Related to Employment (MSTED)** = Pre-placement activity
- **Job Search (MSTED)** = Job search at MSTED Provider
- **Employed Full-Time (100)** = 40 hrs/wk of 100% subsidized employment up to 8 weeks
- **Employed Full-Time (50)** = 40 hrs/wk of 50% subsidized employment up to 8 weeks
- **Employed Full-Time (0)** = Working Full-time for MSTED jobsite after subsidy is completed
- **Employed Part-Time (100)** = <40 hrs/wk of 100% subsidized employment up to 8 weeks
- **Employed Part-Time (50)** = <40 hrs/wk of 50% subsidized employment up to 8 weeks
- **Employed Full-Time (0)** = Working Part-time for MSTED jobsite after subsidy is completed
- **Paid Work Experience (MSTED)** = up to 8 weeks of subsidized employment
**ACTIVITY – Add continued (MSTED staff)**

The MSTED staff will enter the required information, as indicated below, for MSTED participants. 

**NOTE:** All activities entered in WF1 by MSTED staff must have the Funding Stream of MSTED.

- **Start Date** = enter **Date activity started**  
  (Date must be 11/03/2014 or greater)

- **Funding Stream** = select MSTED

- **Activity Sub Type** = enter **appropriate sub type** as noted on page 9

  - *MSTED* for Job Skills Training Directly Related to Employment, Job Search & Paid Work Experience
  - *100* for Employed Full-Time & Employed Part-Time
  - *50* for Employed Full-Time & Employed Part-Time after subsidy is completed
  - *0* for Employed Full-Time & Employed Part-Time after subsidy is completed

The following **Employment Info** is required for work activities:

- **Employer Name** = enter Company Name
- **Hourly Wage** = enter amount being paid hourly
- **Occupational Title Code** – search for the O*NET code by clicking the search button

**Do Not** enter a Case Note here. See page 14 for details on adding case notes.

Remember to **Save**.
**ACTIVITY – Edit: Close Activity** *(MSTED staff)*

The MSTED staff will close the MSTED pre-placement activity once completed and the MSTED work activities prior to, or at the time of, reaching 8 weeks of work (per activity). A case note should be entered at the Add Case Note tab – see page 14.

Scroll down to the **Close Activity** section.

• **End Date** = enter date work activity ended
• **Completion Results** = select **Not Successful** or **Successful**
• **Child Care Provided & Transportation Provided** = select **No**
• Remember to **Save**.
**SERVICE MODEL (MSTED staff)**

*MSTED staff* will open the appropriate Service Model for participants.

- The *MSTED Control* Service Model will always start and end on the *same* date.
- The *MSTED Treatment* Service Model will most likely start and end on different dates.

Shown below is an example of *MSTED Treatment* Service Model, with a blank End Date. The End Date will need to be entered once participation ends.

Click **Add Service Model**

The page below will open.

Service Model = **MSTED Control** or **MSTED Treatment**

Start Date = Date assigned to Control or Treatment

End Date for MSTED Control = Same date as start date – the end date should be entered when the start date is entered

End Date for MSTED Treatment = Date participation ends

Click **End** to enter the End Date.
SUPPORT SERVICE (MSTED staff)

Participants assigned to the Control group will receive a $100 gift card and will return to regular MFIP employment services. MSTED Staff will add the $100 gift card as a Support Service for Control participants and then enter a final case note, end the Service Model and end their secondary staff assignment to the record.

**Staff Assigned** = select your name

**Support Service** = select Other Services

**Service Date** = date gift card given

**Actual Amount** = enter 100.00

**Funding Stream** = select MSTED

**Additional Description** = enter $100 gift card

Do Not add as case note. See page 14 for adding case notes.

Remember to **Save**.
ADD CASE NOTE (MSTED staff)

The MSTED Staff will add case notes pertaining to MSTED using the **Subject of MSTED**, as shown below. Remember to follow the HIPAA Compliance for Case Notes, found on page 19.

**Note Viewable By:** This indicates the level at which case note details are viewable.
- "All Staff in Servicing Agency" – this is the DEFAULT level and should be used when entering case notes.
  - Case notes are viewable to any WF1 user within the agency of the assigned staff.

A final case note should be entered when participation with MSTED has ended. The following should be used for the exit case note:
- **Category** = Closure/Exit
- **Subject** = MSTED (list the exit reason*)
  *
  *Reasons are found on the WF1 Quick Reference of MSTED Program Exit Process

An asterisk (*) indicates a required field. If any required fields are missing, WF1 will issue an error message highlighting what you must complete before you can save.

- **Staff Associated** defaults to “Myself”.
- **Program** = MFIP
- **Category** = Information & Referral
- **Contact Method** is optional.
- **Status** = Closed
- **Subject** = MSTED

Enter case note details here. Remember to **SAVE**.
# CASE NOTE QUICK (MSTED staff)

This page provides a summary of the last five case notes created for the person with the most recent Event Date first. Program and security permissions determine what a user can view.

### General
- Contact
- MN Works Resume
- Demographics

### Cases
- Program/New App
- Eligibility/Enrollment
- Activity
- Exit
- Case Assignment

### Case Note
- Add Case Note
- Case Note Quick
- Case Note Search

### History
- Audit

The panel header will display the Event Date along with the Subject text where the user has chosen to enter free-form text. If no Subject text has been entered, the first 75 characters of the note text will display.

Whether a case note is viewable is determined by whether the case note was set to "All Staff in Servicing Agency" by the creator, as stated on page 14. Case notes created at another Servicing Agency will not be viewable.

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**Example Case Note:**

<table>
<thead>
<tr>
<th>Event Date</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/28/2015</td>
<td>MFIP Information and Referral. Participant is working 40 hrs/wk at 100% subsidy.</td>
</tr>
<tr>
<td>01/23/2014</td>
<td>MFIP Information and Referral. MSTED eligibility confirmed, lottery process explained and participant agrees to attend orientation.</td>
</tr>
</tbody>
</table>

**Staff Assigned:**
- 01/28/2015: MSTED Staff's name
- 01/23/2014: Laurie J Doheny
CASE NOTE SEARCH (MSTED staff)

This page allows users to search for case notes within a person’s record. It is important to use MSTED for the Subject Line and in the case note to allow case notes to be found when searching.

Options for Within Program Service Dates selection include the start and end dates associated with each program/sequence combination. If one of these date ranges is selected, the "Within Funding Stream Service Dates" may not be used.
END CASE ASSIGNMENT (MSTED staff)

The MSTED staff will end their secondary case assignment to the participant’s record when one of the following occurs:

- Participant is exiting MFIP and the MFIP Employment Counselor makes request.  
  EXCEPTION: There may be instances when participants’ MFIP closes, yet they are still in the treatment group; do not end your case assignment. Case notes should still be entered in the WF1 record; however, activities will not be allowed since the record has been exited.

- Participant has completed the MSTED program and all MSTED activities are closed; i.e. 90-days after follow-up.

- End Date has been entered for the MSTED Service Model

- Control participant’s gift card has been entered as a Support Service (see page 13)

NOTE: Be sure that the participant’s record is up-to-date with Case Notes, Activities and Service Model before ending your assignment to the record.

Click End

End Date = the date that the participant is no longer active with MSTED. Remember to Save.
RE-REFERRALS TO MSTED (MFIP Employment Counselor and MSTED staff)

There could be two types of re-referrals to MSTED:

- **Exited MFIP Participants that have re-enrolled in MFIP**

  There may be a scenario where a participant exits MFIP. When this happens, all activities are closed, including any MSTED activity.

  If the person returns to MFIP, a new MFIP sequence will be opened and the participant may be referred to MSTED again, as long as they haven’t used all their weeks of subsidized work.

  The **MFIP Employment Counselor** will open and close a new **Local Flag** (MSTED) activity (shown on page 4) under the new MFIP sequence indicating re-referral to MSTED, and continue to follow the same steps outlined in this training guide.

  The **MSTED staff** will notify the MFIP Employment Counselor of Secondary Staff assignment. Once the MSTED staff is assigned as Secondary staff, he/she will open the appropriate activity (shown on page 9) under the new MFIP sequence and continue to follow the same steps outlined in this training guide.

- **MSTED participants that were not connected to either subsidized opportunity, but remain open on MFIP**

  There may be a scenario where a participant did not begin subsidized employment after being assigned to MSTED Treatment and their participation has ended; thus all MSTED activities and the MSTED Service Model were closed. When this happens, the participant has the opportunity to reconnect with MSTED later.

  The **MFIP Employment Counselor** will communicate to the MSTED staff the participant’s interest in reconnecting with MSTED. Once reconnection approved, the **MFIP Employment Counselor** will follow the step on page 6 to reassign the MSTED staff as Secondary Staff to the participant’s record. The **MFIP Employment Counselor** will also enter Case Notes as outlined on page 8.

  The **MSTED staff** (once assigned as Secondary staff) will open the appropriate activity under the same MFIP sequence and continue to follow the same steps outlined in this training guide beginning on page 9.
Date: May 7, 2010

To: Employment Services Providers
Tribal Employment Services Providers
County Directors

From: Jane Delage, MIPF Program Manager, DHS Transition to Economic Stability Div.
Jim Korkki, Director of Adult Services, DEED Workforce Development Division

Subject: HIPAA Compliance for case notes and employability measure

This memo is in response to employment service providers’ request for clarification on what can be case noted or entered into the Employability Measure as it pertains to mental health, chemical health and physical health disclosures to maintain federal law and HIPAA compliance.

The Health Insurance Portability and Accountability Act of 1996 (HIPAA), established the HIPAA Privacy Rule in December of 2000. The HIPAA Privacy Rule is a federal rule designed to protect individuals' medical records and other Personal Health Information.

In the course of business, an employment service provider receives, discloses and utilizes participants' Protected Health Information for a variety of reasons. Counties should establish measures to ensure that health information is not accessible to anyone other than authorized personnel. Workforce One security provisions are sufficient to meet criteria for an electronic record. Staff working within the “welfare system” which includes employment services providers under contract with the county and tribal employment services providers under contract with the Department of Human Services must maintain privacy, confidentiality and integrity with regard to Protected Health Information as required by state and federal laws, rules and regulations and professional ethics. Confidential information includes oral, written, and electronic information.

Case notes and comments in the Employability Measure regarding documented medical conditions require extra caution due to HIPAA regulations. Only the “minimum necessary” information should be included and this should rarely include an actual diagnosis. The documentation in WF1 case notes or in the comments of the Employability Measure should be more generic, e.g. “medical condition present, see case file,” or “medical condition present that restricts activities, see case file,” or “mental health issues present, see case file.” These references alert subsequent Job Counselors to investigate when planning later participation activities and developing employment plans.

When a participant discloses a medical, mental or chemical health condition but they do not have documentation to support the claim, information can be written on the Employability Measure or in a case note e.g. “participant stated she is feeling depressed, assisted participant in making an appointment for an assessment.”
The Employment Services Rights, Responsibilities and Consent form (DHS-3172) informs a participant that information is shared across the “welfare system” when appropriate. The “welfare system” includes Job Counselors, Financial Workers and Child Care Workers.

The Employment Services Rights, Responsibilities and Consent form (DHS-3172) was recently updated to ensure all federal law protecting chemical health data and HIPAA concerns are addressed (see link to eDocs below).

Participants must sign the new Employment Services Rights Responsibilities and Consent form at their next scheduled appointment. Please share this information with your staff.

https://edocs.dhs.state.mn.us/eDocs/Public/DHS-3172-ENG

Please contact Danielle Krass in at Danielle.krass@state.mn.us or 651-269-7545 if you have any questions regarding this memo.