

DWP/MFIP/SNAP MEMO

DATE July 28, 2017

TO Ramsey County DWP/MFIP Employment Services Managers and Supervisors

FROM MFIP/DWP/SNAP Employment Services Division Manager

SUBJECT New Staff Orientation/Training Guide

The Ninety Day ES Training Guide for new employment counselors was designed to ensure that each new ES staff member hired across the system has basic understanding of Ramsey County Workforce Solutions vision, mission and our overall 2014 program redesign.

Developed by a team of individuals from ES agencies in Ramsey County, the material is based on the practices of those, and other agencies.

Agencies may use this material as a refresher for existing staff.

It is expected that the training for new staff be completed within 90 days. At the end of that period, or sooner if determined by the Supervisor, the new employee will complete the self-assessment column. These results, and discussion with Supervisor, will determine whether counselor needs additional training.

The [Ninety Day ES Training Guide](#) is divided into three sections:

Workforces Solutions Course on-line modules (are available at bottom of Training page on Provider webpage) cover the 90 Day Orientation Guide; Fit if Ramsey County Vision and Goals; Change in Mindset; Participant Centered Guided Self-Determination; Bridging Dreams to Goals; The 4 Es; Case Management; and Operational Definitions. Modules to be added in near future include: Self-Support Index; Performance Outcome Measures (Report Card and Indicators); Credentials and Certificates; Coaching and Motivational Interviewing; Sanctions; and HomeVisits.

Agency Provided Overview of MFIP Employment Services content includes, but is not limited to: Employee Overview of MFIP ES; MFIP Program Entry; Assessment; Counselor Core Competencies; Accountability; Closing and Transferring Cases; FSS; Employment Services 48-60 Transition; Family Safety; Resources/Referrals; Transportation Assistance; Child Care Assistance; File Auditing; Performance Measures; Other Agency Procedures; and Implementation of Operational Definitions.

Department of Human Services Training (developed and delivered by MN DHS) includes, but is not limited to: Employability Measures A and Employability Measures B; Family Stabilization Services; Case Notes; HIPAA; Mandated Reporting; ES MFIP 3-Day Training; Motivational Interviewing; Sanction Training; Workforce 1 Training; Child Care; MAXIS; and Self-Support Index Video

Agencies, please review and adjust your training materials to include these topics. WFS modules are available in the Training tab of the ES Provider web-page. These videos are viewed best on a PC.

If you have questions about this, please contact your agency's Planner.