

**Date Revised:** May 8, 2024

**To:** Ramsey County MFIP Employment Services Providers

**From:** Workforce Solutions Integrated Planning Manager

**Subject:** Case Transfer between MFIP Employment Services Agencies

**Purpose:** Provides guidance for agency-to-agency case transfers

**BACKGROUND:**

**A. General Guidelines**

Effective communication and consistent provision of services to MFIP families are paramount in case transfers. There may be times when transferring a case to another ES provider is appropriate in order to best serve the participant. Usually, the participant is the one that initiates a transfer request. In some instances, it is appropriate for the ES provider to initiate a discussion with the participant about the option to transfer their case.

If a transfer request does not fall into the categories below, before initiating a conversation about transferring the case, the supervisor must first contact the agency assigned planner to discuss the situation, review what actions have been taken, and decide if a transfer to another agency would support better outcomes for the individual.

It is critical for Supervisors/Managers to carefully evaluate transfer requests prior to approval. Ensure participants are receiving quality services and the support they need from their Counselor. Confirm that they understand the range of service delivery options available, and that the request for transfer is not based on miscommunication or misunderstanding.

In most cases, but not all, an agreement between agencies and transferring participants must be reached before a transfer begins. Agencies must work directly with each other to transfer individual cases from one provider to another. All tracking, communication and WF1 transferring is the shared responsibility of the sending and receiving agencies.

**B. Agreement**

1. The supervisors or authorized staff of both the sending and receiving agencies and the participant must agree to the case being transferred.
2. Two parent household cases should be transferred together. Both parents must agree to the case being transferred.
3. Counselor must work with participant to resolve any concerns and conflicts and discuss the reason for transfer. Unresolved conflicts should be first handled internally by conducting a conciliation meeting with the supervisor. (see [19.48.3 Conciliation Conference \(state.mn.us\)](#)) Alternatives such

as switching counselors should be explored to resolve the conflict to avoid transfer.

4. Do not transfer a case when the participant has received a Notice of Intent to Sanction (NOITS) or while the participant is in sanction unless there are compelling circumstances.  
(ex: participant is abusive or threatening). These actions must be resolved prior to a case transfer being approved.

**C. Participant Initiated Request** - A participant may request a transfer due to:

1. Location - participant moved and the new provider is more accessible from where the individual lives. If a participant requests a case transfer due to location, be sure that they know the full range of service delivery options available to them through their current ES provider before proceeding.
2. Domestic Violence - participant has concerns about personal and family safety.
3. Culturally Specific Service Needs – when a participant prefers to work with culturally specific service agencies (AIFC, YW Works).
4. The participant is working closely with another provider to access additional programs or training opportunities and is requesting to receive MFIP employment services from the same agency.
5. Others: Case by case situation. Consult with Agency Lead Planner

**Note:** Agencies should not initiate a case transfer only because participant has limited English skills. Agencies must accommodate participant's language needs in house by providing an interpreter.

**D. Systems Driven Transfer** - A transfer may be made *without participant's consent* in certain situations

1. A request made by Legal Aid.
2. Participant is abusive toward staff: follow agency workplace violence protocol. The agency is expected to have procedures to de-escalate these situations. If the situation becomes dangerous or threatening, the case may be transferred to WFS. Clearly Indicate in the case transfer form that the case is being transferred to WFS due to this reason.
3. Young parents who do not work with Public Health (under age 25, including 18 and 19-year-old, who choose the work option) will be transferred to WFS Young Adult Program.
4. Participants in transitional housing collaboration agencies may be transferred to WFS for services, "except for families who are with AIFC." Once known, initiate transfer between agencies.
5. High month cases. Transfers should not occur after a participant's 55th month of eligibility without compelling circumstances. A case must be approved for an extension before a transfer can happen.
6. A need to balance caseloads among providers as a method to optimize participant services.

**PROCEDURES:****E. Sending Agency – Authorized Staff**

1. Participant requests transfer or system identifies the necessity to transfer case.
2. Authorized staff at sending agency contacts authorized staff at receiving agency to discuss the possible case transfer with both members in agreement to the transfer.
3. Counselor completes the [Case Transfer Form](#) and loads into EDS.
4. Counselor updates Workforce One: Ensure documents are all loaded in EDS. Case note and state reason for transfer, current activity, support services, and record participant tracking hours up to the case transfer date in WF1. It is expected that an Employment Plan is current/updated in WF1.
5. Authorized staff transfers the WF1 record to the authorized staff at receiving agency.
6. Authorized staff notifies assigned Agency Lead Planner and authorized staff at receiving agency of the pending transfer.
7. Counselor notifies the Financial Work and Childcare Worker of the transfer using the Status Update Form in Workforce One.
8. Counselor notifies the participant by mail of the case transfer.
9. Counselor shares activity documentation(s) to receiving agency (e.g., job logs, school attendance) if counselor receives information after the case transfers.

**F. Receiving Agency – Authorized Staff:**

1. Authorized staff receives transfer email and assigns the WF1 record to Counselor.
2. Authorized staff sends email to sending agency authorized staff and assigned Agency Lead Planner to notify the receipt and completion of transfer file.
3. Counselor contacts participant for engagement and services.

**Note:** Data Sharing- Within the constraints of HIPAA and other privacy laws, copies of psychological assessments, and/or relevant assessments and medical and chemical dependency records cannot be shared between the old and new agency without a current release of information form signed by the participant.

**Contact:** Agency Lead Planner