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DWP/MFIP Employment Services Division Mgr

TO: Ramsey County DWP/MFIP-ES Staff

SUBJECT: Private Records on Workforce One Rewrite

PURPOSE: To provide guidance and ensure that all DWP/MFIP staff have a clear understanding of their role and expectations regarding the recent changes in WF1 access group for records marked as privates.

BACKGROUND: With the launch of the Workforce One Rewrite on September 2014, a new security rule was implemented regarding private records or privileged cases. Privacy rules in WF1 define which information in a person record can be viewed based on umbrella rules (see detailed policy on WF1) as well as whether the person's record is private or not.

There are different user access levels and the capability to secure a person's detailed information is governed by an indicator in the assigned staff's user profile. Privacy settings for a person's entire record are only available to the currently assigned staff, supervisors, and monitors.

When a case is flagged as privileged on MAXIS, a privacy status update transaction will be sent to WF1 via the MAXIS interface. Once a privacy indicator is set on a person's record, only the assigned staff will be able to access detailed information such as the person's activities, contact and demographic information, assessments, employment plans and case notes. Detailed information on private records can also be viewed by those with the appropriate privileges such as supervisors and Data Specialists.

Users who do not have the appropriate privileges can only see basic information in a report such as name, birth date and "identifying" numbers (WF1 Record ID, last 4 digits of SSN, MAXIS Case, and PMI), program name and current case status.

GUIDELINES:

- The access to the record will be granted only to the agency data specialist, employment counselor and an employment's counselor direct supervisor. Data Specialist at each agency is required to assign the case regardless of the agency current procedures. This is an exception to the current rules that must be followed.
- Once a private record has been assigned to the agency, the Data Specialist should check MAXIS to confirm the case is flagged as a privilege record. If the record is private in WF1 but not privilege in MAXIS please contact WFS MIS for assistance in correcting the interface error.
- In circumstances where a participant is referred to another worker for additional services, the Employment Counselor will remain the only person who has access to

the case. Other workers servicing case will need to be emailing primary counselor information/case note in order to be entered into WF1. Employment Counselor has to notify other service providers about the situation and follow up to ensure that information is given to them.

- The assigned Employment Counselor is responsible for the case management and WF1 data entry of the private records.
- Due to confidentiality, only the Supervisor and Data Specialist can access the participant's private record in the absence of the assigned counselor.
- Participants with private records should be given the accommodations and supports necessary regardless of whether the assigned staff is available or not. Every effort to accommodate a family and provide services should be made and support services should be provided regardless of whether the assigned staff or supervisor available or not.
- Only Supervisors, Data Specialist, and assigned staff will have access to hard case files. Private case files for Workforce Solutions will no longer be maintained in the Laserfiche system. A hard case file should be created with documentation that is one year or less old, the Laserfiche record should be burned onto a CD and stored in the hard case file, and the record will then be deleted off the Laserfiche system. Private case files are confidential and should be kept locked at all times.
- The WFS Extension Services Case Aide will not be able to transfer private records from vendor agencies to WFS. The WFS Extension Services Case Aide will notify the Data Specialist on a specific date that they need to transfer the record. The Data Specialist will be responsible for the transfer of private records to WFS using the Case Transfer Policy guidelines.

EFFECTIVE

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WFS CONTACT:

Your Agency Planner