

## Ramsey County Employment Services

**DATE ISSUED:** November 17, 2021

**TO:** FAS/Childcare, WFS and Contracted Employment Services Partners

**FROM:** Workforce Solutions Managers

**SUBJECT:** WF1 Connect Guidance

**PURPOSE:** To provide guidance on the WF1 Connect process and outline staff roles and responsibilities

**BACKGROUND:** WF1 Connect App (App) is a mobile Application developed by DEED, in coordination with DHS. The App is a communication tool for participants to stay connected to benefits and services. The participant can message their assigned workers, receive, and submit documents, and access local resources through the App via cell phone or tablet. The App is available for use in over 20 different programs supported by Workforce One Case Management System (WF1). Counselors, Financial workers, and Childcare workers have access to receive and deliver messages directly in WF1 system only. WF1 Connect was soft launched in May 2021 with selected providers. Workforce Solutions soft launched the App with the WFS Dislocated Worker and Adult Program in June 2021. Ramsey County financial workers/childcare workers and Ramsey County contracted ES providers (MFIP, SNAP E&T, DWP, Dislocated Worker/WIOA youth/adult) will officially launch in January 2022.

**GENERAL:** It is expected for counselors/financial workers/childcare workers to introduce and offer WF1 Connect services to participants. Participants have the option of opting in or out of WF1 Connect. Staff can share WF1 Connect information with participants through various methods: email, phone calls, mailing information to participants, during orientation/intake, 1-1 meeting with participants, etc. The [WF1 User Guide](#) on how to use WF1 Connect in WF1 and assist participants to enroll in the App are available on the next page under WF1 Connect Resources section.

FAS and ES will have their own designated staff to provide customer support to resolve any questions/concerns staff or participants may have regarding WF1 Connect. Each Employment Services have 1-2 designated Train the Trainer staff. These individuals are Trainers who will provide WF1 connect support for their agency programs in WF1 and be responsible to train their agency frontline staff.

### **IMPLEMENTATION TIMELINE:**

#### **October 2021**

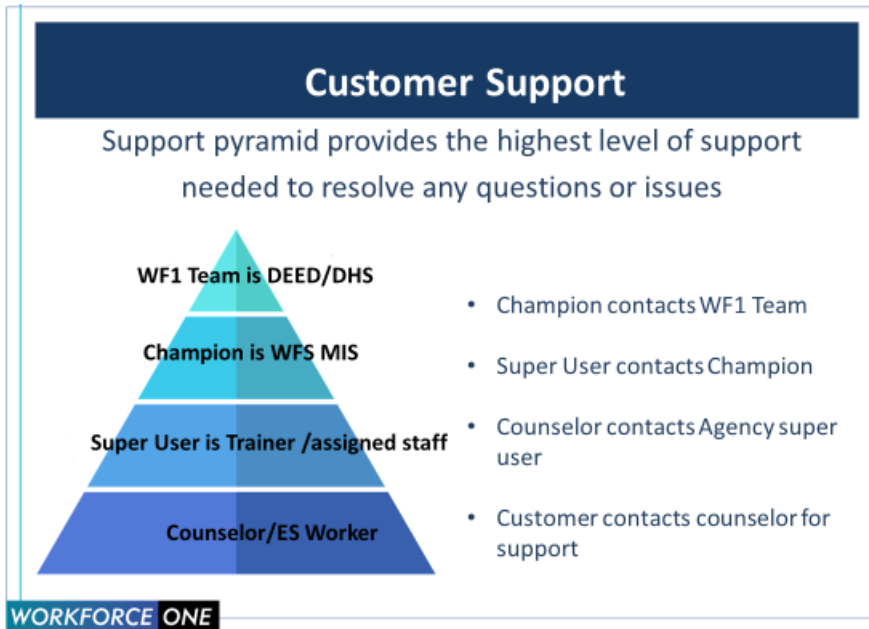
1. Managers/Supervisors/Train the Trainers attended DEED/DHS WF1 Connect Webinars
2. Managers/Supervisors/Train the Trainers attended DHS Get Ready Sessions
3. Designated Agency Staff attended Train the Trainer Session for FAS/Childcare
4. Designated Agency Staff attended Train the Trainer Session for Employment Services
5. Agencies submit Questions regarding WF1 prior to November WF1 Overview

#### **November 2021 & December 2021**

1. WFS provides WF1 Connect Overview on Nov 17 & 19
2. FAS/Childcare Training mid-November- mid-December for MFIP Financial Workers/Childcare only
3. Agency meet internally and develop training plan. Training should be for all staff who utilizes WF1
4. ES agencies frontline staff training begins mid-late November and complete by end of December

**January 10, 2022** – Launch WF1 Connect - Ramsey County contracted ES providers, MFIP FAS/Childcare

The WF1 Connect App will be supported by four different groups of staff forming a pyramid.



#### Tips and Trouble Shooting

1. Verify the WF1 Connect Mobile User is active.
2. Verify the status of the case and the case assignment.
3. Verify what version of the WF1 Connect App is being used.
4. Verify that the person is using a phone for the device.

#### A. **WF1 Team:** DEED/DHS

1. Support and assist Champion users by recreating the issue, determine if it is a bug and log it to be worked on by a developer.
2. Train the Trainers (Champion Users or Super Users).
3. Ensure marketing materials and resources are available.

#### B. **Champion Users:** WFS MIS Team

1. Create Ramsey county WF1 Connect User guide.
2. Assist and providers support to Super Users to resolve questions or concerns.
3. Main point of contact to connect with WF1 Team.

#### C. **Super Users:** Designated Agency Assigned Staff/Trainers

1. Provide support and assist staff to resolve questions or concerns.
2. Approve or deny resources added in WF1 by staff.
3. Provide support and training to agency after Train the Trainer training.
4. Consult with Champion user for questions for concerns regarding App.

#### D. **Users:** Frontline Financial Workers/Childcare Workers

FAS/Childcare will have their own internal customer support process similar to ES.

1. Introduce the WF1 App to the participant at initial orientation/intake and inform participant to enroll with assigned ES agency if interest.
2. Recommend resources. The supervisors are the resource gatekeepers. When a worker finds a new resource to add to the list, bring it to the attention of the supervisor.
3. Consult with FAS Champion user for questions or concerns regarding App.
4. Communicate with participants and send/receive documents through WF1 Connect.

**E. Users:** Frontline Staff/Employment Counselors

1. Explain the WF1 Connect App features and benefits to a prospective participant user.
2. Participant will decide to opt in or out of WF1 Connect App.
3. Activate/Add participant to WF1 Connect and assist the participant to download the App.
4. Case note and select in WF1 if participant opts in or out of the App.
5. Communicate with participants and receive documents through WF1 Connect.
6. Save all documents received in the participant file (EDS/Laserfiche).
7. Recommend resources to be added to WF1 Connect. Each agency should have a process for staff to submit resources to their supervisor for review and approval.
8. Terminate participant account, once participant decides to no longer use the App.
9. If participant exits a program, App will deactivate completely 45 days after there are no more program sequences open in the WF1.
10. WF1 Connect does not replace case management practices.
11. Consult with Agency Trainer/Assigned staff for questions or concerns regarding App.  
\* Refer to [WF1 User Guide](#) for instructions to add participant to WF1 and other features.

**E. Users:** Participants

1. Direct messaging to communicate with counselor/assigned staff WF1 programs, childcare worker and financial worker and access resources.
2. Submit photos of signed job logs and other signed/supporting documentations.
3. Inform counselor if they have any questions or concerns regarding WF1 Connect.
4. Inform counselor if they decide to terminate WF1 Connect before their program exit

**F. WF1 Connect Resources:** Staff should refer to materials below for further details on how to use WF1 Connect in WF1 and share information with participants.

**For Staff**

1. [Ramsey County WFS – WF1 Connect Overview PowerPoint](#)
2. [Ramsey County WF1 User Guide – WF1 Connect](#)
3. [WF1 Connect – Staff How to Use WF1 Connect Guide](#)
4. [WF1 Connect – Staff What to Know about the App](#)
5. [Video: Introduction to WF1 Connect](#)
6. [FAS/Childcare Training Video](#)
7. [ES Training Video](#)
8. WF1 Connect Get Ready Guide- [DHS website](#)
9. WF1 Stagger Rollout – [DHS website](#)
10. WF1 Connect Reports - [WF1 Case Management System](#)
11. WF1 Connect Guides - [WF1 Case Management System](#)

**For Participants**

1. [WF1 Connect App – Client How to Use WF1 Connect Guide](#)
2. [WF1 Connect App – Client Information Flyer](#)
3. [Video – How to Use WF1 Connect App](#)

\* flyers and videos are available in English, Spanish, Hmong and Somali on DEED and DHS website

**H. Additional Resources:**

1. [DEED Website](#): WF1 Connect Information for providers and participants. Additional information on getting help with WF1.
2. [DHS Website](#): WF1 Connect Information for providers and participants. Additional guides for staff and how to get involved.
3. DHS and DEED host monthly WF1 Connect Learning Network meetings from 1:00pm-2:30 pm on the third Thursday of each month via WebEx. If you would like to participate in the Learning Network, email Ma Yang at [ma.yang@state.mn.us](mailto:ma.yang@state.mn.us).
4. DEED hosts monthly WF1 Sprint Meetings to provide an overview of the work completed in WF1 system. Topics include enhancements and updates to WF1 system and WF1 Connect. If you would like to participate in the Sprint meetings, e-mail Becca Johnson at [Becca.Johnson@state.mn.us](mailto:Becca.Johnson@state.mn.us).
5. WF1 Spring Meetings are also recorded, and the latest recording can be viewed at <https://www.mnworkforceone.com/>.

**CONTACT for App Customer Support:** MIS Contact at [ws-mis-helpdesk@co.ramsey.mn.us](mailto:ws-mis-helpdesk@co.ramsey.mn.us)

**CONTACT for other questions:** Agency Lead Planner