

WF1 Connect Overview

November 2021

Agenda

- Welcome/Introduction
- What is WF1 Connect App
- Benefits
- Talking Points
- Experience
- Customer Support Roles
- Tools Available
- Rollout Timeline
- Q & A

What is WF1 Connect App

1. Mobile messaging app for customers developed by the State of Minnesota (DHS/DEED)
2. The app will improve communication allowing for an easy and convenient way for assigned staff and customers to send and receive important case information and documents, avoiding loss of services to customers.
3. For use of 20 plus programs in WF1 System (ex: Vocational rehab, MFIP, SNAPET, DWP, WIOA, Dislocated Worker, other DEED programs)

What is WF1 Connect App

The app will allow customers to:

1. Communicate with their assigned financial assistance, employment services, and childcare workers
2. Securely submit and receive required documents to their workers
3. Access a directory of local resources.

The app will allow staff to:

1. Receive and respond to messages in the WF1 case management system
2. Download documents and upload them into WF1's electronic document storage or other county and tribal electronic systems
3. Copy message content to case notes

Benefits

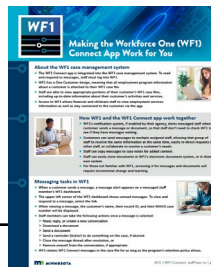
Counselor Benefits	Customer Benefits
<ol style="list-style-type: none"> 1. The WF1 Connect app is integrated into the WF1 case management system. Making it easy to identify, read and respond to messages received from customers 2. Enhanced data privacy/security 3. Counselors can send mass messages to multiple customers *Example: Resources, Events, Trainings, etc. 4. Easily store documents in WF1's electronic document system (EDS) 	<ol style="list-style-type: none"> 1. Easier to communicate with all their WF1 assigned staff (FAS/Childcare/ES) 2. Enhanced Data privacy/security 3. Easily email, submit and receive documents to assigned staff *Customers can take a photo of their document(s) to submit and send to assigned staff(s) 4. Easier to find information about local resources <p>*WF1 Connect does not allow for fillable documents at this time.</p>

Talking Points

Talking Points to Counselor/Staff	Talking Points to Customer
<p>Provide information/flyers resources and share benefits of WF1 Connect</p> <ol style="list-style-type: none">1. Fewer customer calls and in person visits2. Reduce risk of losing physical mail3. Easily Case note and saved to WF14. Easily save all documents in EDS5. Mass message to customers6. Connect and receive information from customers quicker7. Data privacy/security8. Encourage customers to try WF1 Connect App	<p>Present mobile app and share benefits of App.</p> <ol style="list-style-type: none">1. WF1 Connect is preferred communication2. Accessible, easy to use on mobile phone/tablet3. Simplifies customer access to services4. Use App whenever, wherever they are5. Take pictures of documents and email submit documents6. Reduce face to face, phone calls, walk-in7. Data privacy/security

Experience

Counselor/Staff Experience	Customer Experience
<ol style="list-style-type: none"> 1. Available for use through Internet Access – WF1 web-based case management system only 2. Email Notification will be sent to your work email to notify that you have new WF1 Connect messages in WF1 3. Enroll/Activate customer in WF1 4. Flyers and User guides, background color is blue 	<ol style="list-style-type: none"> 1. Free App to Download – Workforce One Connect – iPhone, iPad, Android, tablets 2. Data rates to use the app may apply, depending on data plans 3. Accessible for customers using assistive technology 4. Flyers and User guides background color is green 5. Flyers & Videos are available in English, Spanish, Hmong, Somali



WF1 Connect Staff Demo



Introduction to WF1 Connect

<https://www.youtube.com/watch?app=desktop&v=izwECjEmChA>

WF1 Connect Customer Demo



How to Use WF1 Connect App

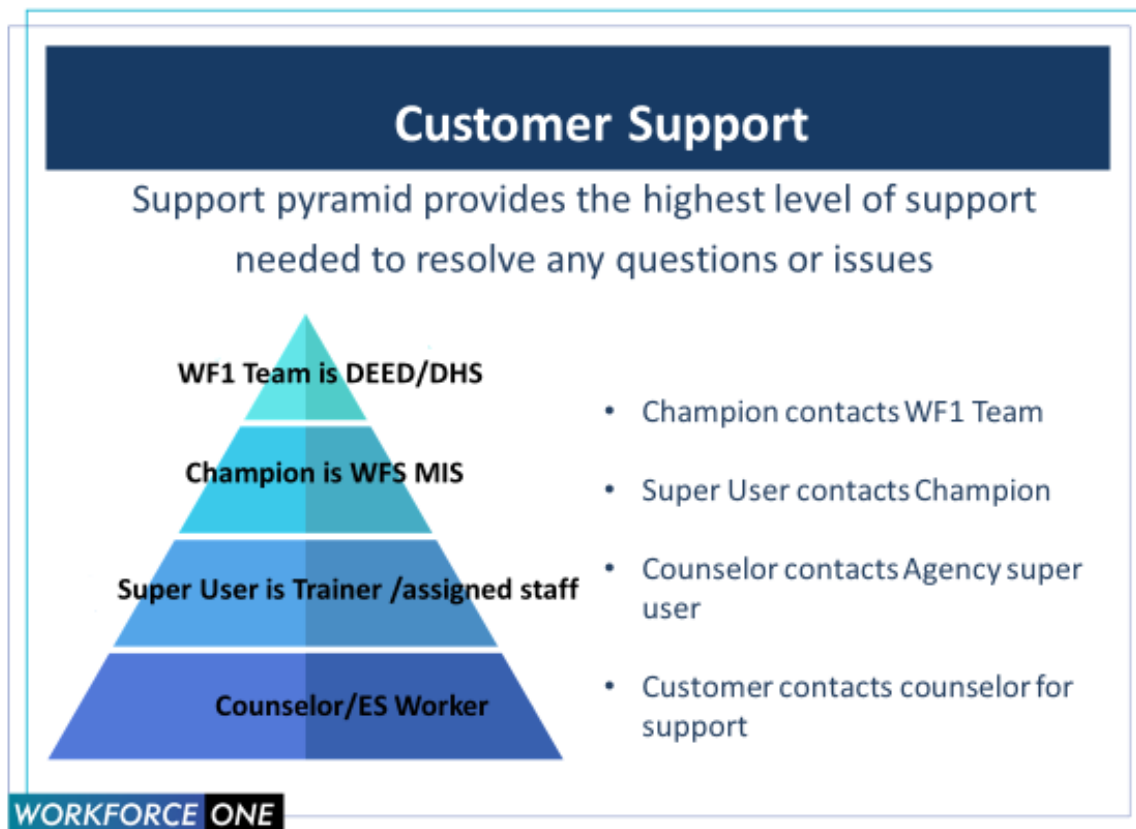
<https://www.youtube.com/watch?app=desktop&v=DykoyJagq3c>

Expectations

1. It is expected for Counselors/Staff using Workforce One to introduce and offer WF1 Connect services to customers (*Orientation, 1-1 meeting, Employment Plan review/update, etc.*)
2. Customers have the option of either opting in or out of WF1 Connect. (*Case note and indicate in WF1 if customer opt in or out.*)
3. Counselors are responsible to activate/add customers in WF1 Connect
4. Counselors are expected to incorporate WF1 Connect into daily case management practices

**Please encourage customers who opt in to regularly use the WF1 Connect app.*

WF1 Customer Support Role



MINNESOTA DEPARTMENT OF EMPLOYMENT AND ECONOMIC DEVELOPMENT • MINNESOTA DEPARTMENT OF HUMAN SERVICES • MINNESOTA IT SERVICES

 MINNESOTA

Champion MIS contact : ws-mis-helpdesk@co.ramsey.mn.us

Role of Agency Assigned Staff/Trainers

1. Provide WF1 Connect support and training to the staff at their agency
2. Approve or deny resources added in WF1 by counselors. For consistency, each agency should have a designated staff to enter resources in WF1
3. Provide support and assist counselors to resolve questions or concerns when counselor is not able to resolve for customer
4. Consult with Champion user for questions or concerns regarding App that cannot be resolved at agency level.

*refer to [WF1 Connect Guidance](#) for more details of roles and responsibilities of staff/counselors/fw/cc

Tools/Resources for Staff

1. [Ramsey County WF1 Connect App Guidance](#)
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

Information for customers

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



Additional Resources

1. [DEED Website](#): Information for providers and customers. WF1 Connect flyers for staff and customers are on the DEED website. DEED also has customer information flyer and how to guide available in English, Spanish, Hmong and Somali.
2. [DHS Website](#): WF1 Connect flyers for staff and customers are also on DHS website, additional guides for staff and how to get involved

*Sandbox on DHS website also

DHS/DEED Learning Network

1. DHS and DEED host monthly learning network meetings **1-2:30 p.m. on the third Thursday** of each month via WebEx.

Topics: updates on the project, reports by attendees on successes and challenges on rollout and implementation of WF1 Connect, opportunity to address any questions with DHS and DEED project staff.

E-mail ma.yang@state.mn.us to be added to the monthly learning network meetings.

Implementation Phase 5 Rollout Recap

October 2021

1. Managers/Supervisors/Train the Trainers and selected staff attended DEED/DHS WF1 Connect Webinars
2. Managers/Supervisors/Train the Trainers and selected staff 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

Ramsey County WF1 Connect Rollout

November 2021 and December 2021

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

Ramsey County WF1 Connect Launch

Anticipated January 10, 2022

1. Launch of WF1 Connect to all WFS contracted ES providers and RC MFIP FAS/Childcare
2. Ramsey County will contact DEED and DHS on launch
3. RC anticipated support sessions for Q & A
 - End of January
 - End of February
 - End of March

Other Updates

A new online application MNbenefits launched statewide on November 1, 2021. MNbenefits replaced ApplyMN as the online application for food, cash, emergency, housing, Tribal TANF and childcare assistance benefits.

MNbenefits offers:

1. Used on smartphone, computer, other mobile device
2. No account registration or passwords are required
3. Supports document uploading: include necessary verifications with applications, or submit them later
4. customers can apply through Mnbenefits, application available on eDocs and as paper documents.
5. ApplyMN will remain available until early 2022

Questions, Comments, Concerns?





*A county of excellence working with
you to enhance our quality of life.*

Thank You