

***WF1 Connect App***

# Agenda

1. What is WF1 Connect
2. Customer Benefits
3. Staff Benefits
4. WF1 Connect Demo
5. Staff Expectations
6. Customer Support Chart
7. Resources

## What is WF1 Connect

1. WF1 Connect is a Mobile messaging app for customers developed by the State of Minnesota (DHS/DEED) to make it easier for customers stay connected to benefits and services
2. For use of 20 plus programs in WF1 System (ex: Vocational rehab, MFIP, SNAPET, DWP, WIOA, Dislocated Worker, other DEED programs)
3. Ramsey County Employment Services and FAS/Childcare launch - January 10, 2022



## WF1 Connect App Basics for Customers

1. Free to download (search - Workforce One Connect)
2. Works only on iPhone, iPad, and Android-based mobile phones and tablets (not computers)
3. Data rates to use the app may apply, depending on mobile data plans
4. Does not take up much space - only a quarter of the space facebook app requires
5. Accessible for customers using assistive technology



## Customer Benefits

1. Easy to use on mobile phone/tablet
2. Messaging is safe and secure - data privacy/security
3. Simplify customer access to services
4. Easy to identify and communicate with their WF1 assigned staff (financial, childcare, and employment services staff)
5. Submit and receive documents - take a photo of their document(s) to submit and send to assigned WF1 staff
6. Find information about local resources
7. Reduce face to face, phone calls, walk in
8. Use App whenever, wherever they are
9. Save travel time and cost of mail

# Customer Guides by DEED



**WF1** How to use the WF1 Connect App

Staying connected helps prevent an interruption of your benefits and services. The WF1 Connect app puts help right in your pocket!

- Use the app any time, day or night—when it's convenient for you!
- The app is free to download and easy-to-use.
- The app is accessible, if you are using assistive technology.
- Works on iPhone, iPad, and Android-based smart phones and tablets.
- Directly message your counselors and workers at the same time!
- Send and receive messages about your benefits and services.
- Take a photo of a document and send it in a message—no more documents lost in the mail!
- Find help in your community for food, housing, childcare, and more.
- Data rates to use the app may apply, depending on your mobile data plan.

**It's easy to use the WF1 Connect app!**  
Ask your counselor or worker to set up and activate your account. You'll need to provide your email address. Download the app from your app store. Search for the app using the words: WF1 Connect  
Log in and open the app. You will notice four icons across the bottom of the home screen:

Messages Resources Contacts Settings

**Messages**

- Select the  Message icon to send a message.
- Select the  Pencil icon to enter a message subject and write your message.
- Select the names of the counselors and workers that you want to send your message to, then select OK.
- Select the  Plus sign to attach a photo of your document. You can select a photo that's already on your phone, or you can take a photo. The camera on your phone or tablet will be activated so that you can take a photo of your document, if needed. After you've taken the photo, you can review it to confirm that it's OK, then the photo will attach to your message.
- Select the  Up arrow to send your message.
- Open the app later to review responses to your message.

**MINNESOTA** 4/21 | WF1 Connect: How to Use the WF1 Connect App | p.1

WF1 Connect App Client User Guide



**WF1** WF1 Connect App

I've got the power to easily stay connected to my State benefits and services using the WF1 Connect app!

**Why the WF1 Connect app was developed**  
The State of Minnesota developed the app to help you stay connected to your benefits and services. Staying connected is powerful, and using the app makes it easy.

**Things you can do with the WF1 Connect app**

- Directly message your counselors and workers at the same time!
- Take a photo of a document and send it in a message.
- Find help in your community for food, housing, childcare, and more.

**WF1 Connect app basics**

- It's free to download.
- It's easy-to-use.
- It works on iPhone, iPad, and Android-based mobile phones and tablets.
- It's accessible, if you are using assistive technology.
- Data rates to use the app may apply, depending on your mobile data plan.

**Why you'll love it!**

- Use it anytime day or night when it's convenient for you!
- No driving or taking the bus to deliver documents.
- No more documents lost in the mail!
- Fewer phone calls and in-person visits.

**How it can change your life**

- It's much easier to stay connected.
- Staying connected helps prevent an interruption of your benefits and services.
- Immediately find local resources when you need them.
- The WF1 Connect app puts help right in your pocket!

**Download the WF1 Connect app today!**

**MINNESOTA** 4/21 | WF1 Connect: Customer One-Pager | p.1

WF1 Connect App – Client Information Flyer

**Guide for Using the Connect Mobile App**

**Initial Setup**

You'll need an Apple or Android smart phone to use the app, along with an email account. Talk to your Employment counselor about getting access to the app. You'll receive an email invitation asking you to go to the Apple App Store if you're using an iPhone or the Google Play store if you're using an Android phone.



1. Download the app.
2. Find the emailed invitation to WF1 Connect, including the temporary password.

**After you have the app on your phone**



1. Start up the app by touching the icon.
2. To use the app, you must accept the terms and conditions.
3. Enter your email address and the temporary password you received. Select the Sign In button.
4. You will be redirected to a new page where you can create your own password. This password must be at least eight characters long, have at least one uppercase letter, one lowercase letter, one number, and one special character.
5. After you enter your password and reenter it, you must select three challenge questions for security purposes. Your answers will enable the system to identify you if you forget your password.
6. Now you are ready to sign in to the app. Select the Sign In button.
7. At the bottom of the screen, you can select Messages, Resources, Contact, or Settings

**Messages**

1. The first screen you'll see is Messages. Here is where you'll see conversations (a conversation is a string of messages) between you and the staff working with you. You can also create a message by selecting the pencil icon. 
2. You can send and receive documents in messages. To attach a document, select the attach document icon.  You can attach a file, select an existing image, or take a picture.

Client Guide for Using the Connect Mobile App

**Note:** Customer flyers background color is green – available in English, Hmong, Spanish, Somali on DHS and DEED website

# WF1 Connect Video for Customer



## How to Use WF1 Connect App

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

**Note:** Video is available in English, Spanish, Hmong and Somali on DHS and DEED website

## Staff Benefits

1. WF1 Connect is integrated into the WF1 system, access through WF1 web-based only
2. Email notification sent to work email to notify of new WF1 connect messages
3. Safe and Secure - data privacy/security
4. Send mass messages to multiple customers  
-example: job fairs, training opportunities, etc.
5. Easily store documents in WF1's electronic document system (EDS)
6. Easy to Case note and save to WF1
7. Fewer customer calls and in person visits
8. Reduce risk of losing physical mail



# Staff Guides by DEED



[WF1 Connect – Staff How to Use WF1 Connect Guide](#)

[WF1 Connect – Staff What to Know about the App](#)

**Note:** Flyers and User guides for staff, background color is blue. Available on [DHS](#) and [DEED](#) website

# WF1 Connect Video for Staff



Introduction to WF1 Connect




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



**RULE OF THREE**

WRITTEN & DRAWN BY  
KELLY FERDINANDO ©2007-2008

## Designed to Work with Workforce One

- 1) Message alerts appear on your WF1 dashboard when new messages are received
- 2) The upper left corner of the WF1 dashboard displays unread messages. 
- 3) Copy messages into case notes 
- 4) Easily store documents in WF1's electronic document system (EDS) 
- 5) WF1 retains WF1 Connect messages in the case file according to each program's retention policy

## Laserfiche

WFS staff who use Laserfiche to store documents will need to download and save the document on the computer

Save and upload the document to the Laserfiche

## WF1 Connect Staff Demo

1. Enrollment into WF1 Connect
  2. Messaging
  3. Save message as a case note
  4. Upload documents sent by participants to WF1 EDS
  5. Mass Messaging
- Using WF1 Connect on Workforce One – Counselor View
    - You Tube [https://www.youtube.com/watch?v=JDgDtNLxv\\_0](https://www.youtube.com/watch?v=JDgDtNLxv_0)

## WF1 Connect Customer Demo



WF1 Connect App Customer View

[https://youtu.be/JDgDtNLxv\\_0?t=2322](https://youtu.be/JDgDtNLxv_0?t=2322)

Video begins at 38:40

## Staff Expectations

1. Financial Workers/Childcare Workers are expected to introduce the WF1 App to the customer and inform customer to enroll with assigned ES agency if interest.
2. Counselors/Staff using Workforce One are required to share flyer/information and explain the WF1 Connect App features and benefits WF1 Connect to customers (orientation, 1-1 meeting, employment plan review/update, etc.)
3. Customer decides to opt in or out of WF1 Connect (Please encourage users to opt in, case note and indicate in WF1 if customer opt in or out.)
4. Counselors are responsible to activate/add customers in WF1 Connect and assist with download of APP



## Staff Expectations

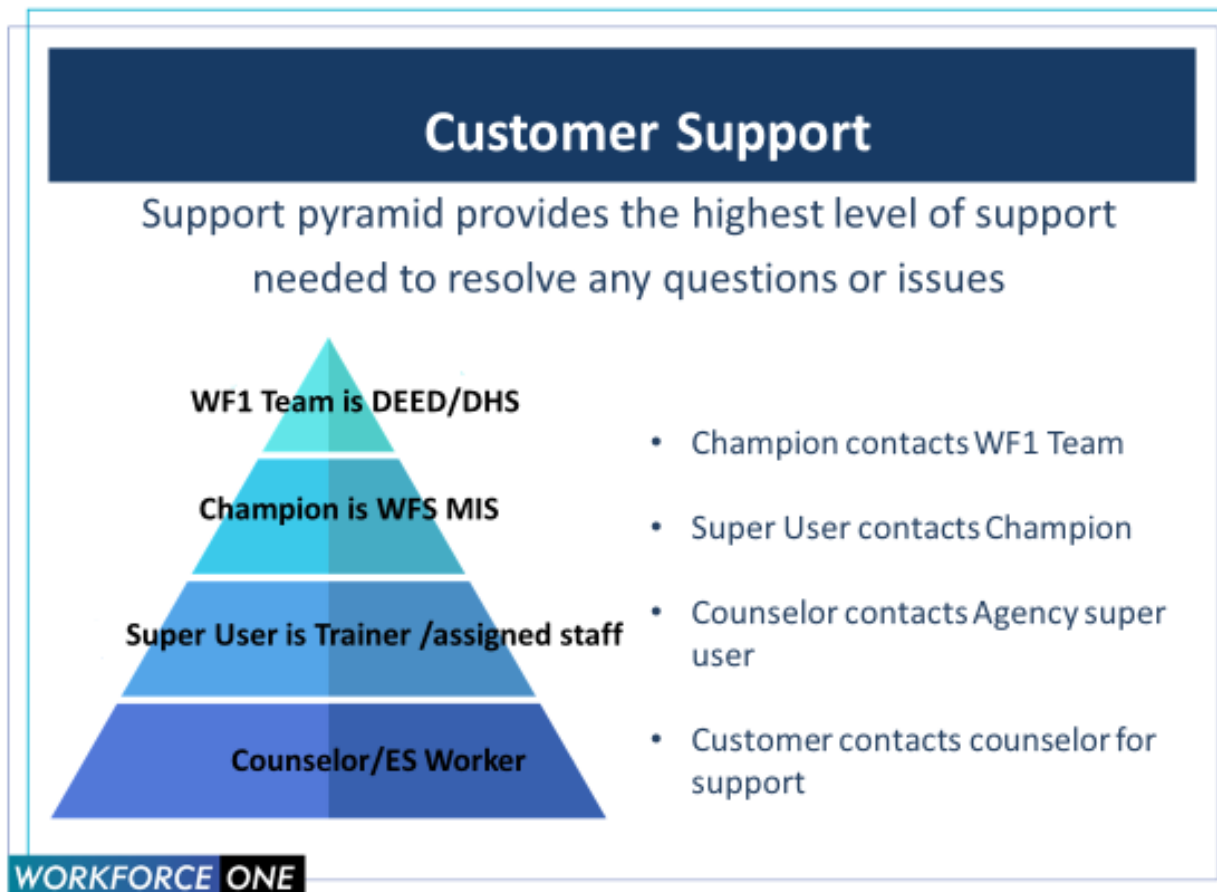
5. Communicate, send/receive documents through WF1 Connect
6. Save all documents received in the case file (EDS/Laserfiche)
7. Recommend resources to be added to WF1 Connect (Internal WFS process to be determined)
8. Terminate account if customer decides to no longer use APP
9. Incorporate WF1 Connect into daily case management practices
10. Provide support for customers for questions regarding APP
11. Consult with Agency Trainer for questions or concerns regarding App

\*Refer to [WF1 User Guide](#) to activate customer to WF1 Connect and other features

\*Refer to [WF1 Connect Guidance](#) for roles and responsibilities

*\*Please encourage customers who opt in to regularly use the WF1 Connect app.  
App will deactivate after 45 days if not in use*

# WF1 Connect Roles and Responsibilities



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



Champion MIS contact : [ws-mis-helpdesk@co.ramsey.mn.us](mailto:ws-mis-helpdesk@co.ramsey.mn.us)

## Other Updates

MNbenefits – new online application launched Nov 1, 2021

Mnbenefits replaced ApplyMN

online application for food, cash, emergency, housing, tribal TANF, and childcare assistance benefits.

### **MNbenefits offers:**

1. Used on smartphone, computer, other mobile device
2. Supports document uploading: include necessary verifications with applications, or submit them later
3. Customers can apply through Mnbenefits, application available on eDocs and as paper documents.
4. ApplyMN will remain available until early 2022



## **Staff Resources**

### **WF1 User Guide - WF1 Connect**

- Step by step guide/instructions how to use WF1 Connect in WF1 case management system

### **WF1 Connect App Guidance**

- Roles and responsibilities and links to all WF1 Connect resources

### **DHS Website**

- Information, Materials, Resources for provider and customer, FAQ

### **DEED Website**

- Information, materials and resources for provider and customer

# Questions, Comments, Concerns?





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

Thank You

Linda Baker