# RAMSEY COUNTY

## *WF1 Connect App*

# Agenda

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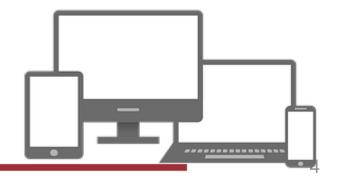6. Customer Support Chart
7. Resources

# 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

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# **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 Connect App
Client User Guide



WF1 Connect App –
Client Information Flyer



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

**Work Smarter, Not Harder**

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# **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

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# **WF1 Connect Customer Demo**



WF1 Connect App Customer View

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
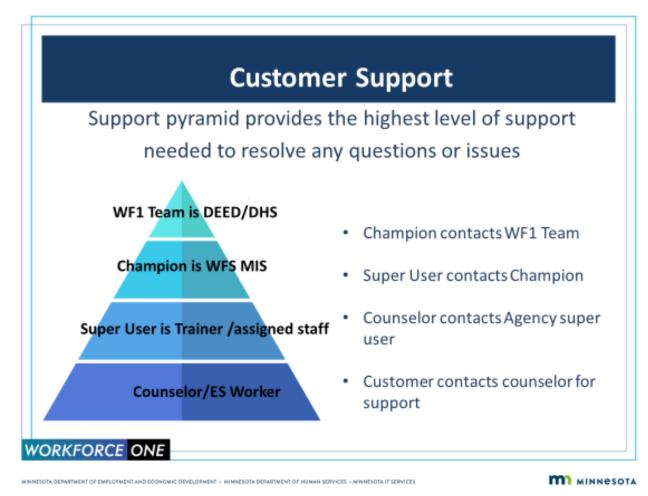
# **Staff Expectations**

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



## Customer Support

Support pyramid provides the highest level of support needed to resolve any questions or issues

**WF1 Team is DEED/DHS**

**Champion is WFS MIS**

**Super User is Trainer /assigned staff**

**Counselor/ES Worker**

- Champion contacts WF1 Team
- Super User contacts Champion
- Counselor contacts Agency super user
- Customer contacts counselor for support

WORKFORCE ONE

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

# 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

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# Questions, Comments, Concerns?

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

# Thank You

Linda Baker