

2014-2015 County MFIP Biennial Service Agreement

January 1, 2014 – December 31, 2015



Minnesota Department of **Human Services**

Type of Biennial Service Agreement

Individual county agreement

Multi-county agreement

County name: Chisago County

Lead county name:

List county partner's names:

Biennial Service Agreement Contact Information

Contact person:	Elizabeth M. Dodge
Title:	Social Services Director
Address:	313 N. Main St. Center city. MN 55012
Telephone:	651-213-5664
Email address:	lmdodge@co.chisago.mn.us

Note: Prior to the completion of this document, please review **Bulletin** for more details.

A. Needs Statement

1. What is the single biggest challenge you are facing in financial assistance services besides funding?

Program complexity is challenging. The population served has many challenges which plays out in case processing deadlines.

2. What is the single biggest challenge you are facing in employment services besides funding?

Communication between Employment Services and Financial Workers is always a work in progress. In addition, engagement timelines can be difficult to meet without penalty.

As stated above, participant challenges in the areas of mental health and chemical dependency are primary to their inability to strive for independence from public assistance programs. Often, participants with chemical/mental health barriers are able to participate with Employment Services less than 20 hours/week, or no more than half-time. In July of 2013, Chisago's MFIP population with ES eligible participants was as follows:

- FSS - 26%
- * Hard to Employ / Mental Health - 2 Participants
 - * Pending Social Security - 9 Participants
 - * Needed in the Home - 1 Participants
 - * Family Violence Waiver - 5 Participants
 - * Ill or Incapacitated - 4 Participants
 - * Learning Disability - 0 Participant
 - * Special Medical Criteria – 1 Participant

Baby Exempt - 16%, 14 Participants

No Cash Grant - 7%, 6 Participants

State Funded - 21%, 18 Participants

WPR Included - 45%, 38 Participants (includes 4 WB)

Recognizing a number of the No Cash and State Funded participants are able to obtain and/or maintain employment or FSS eligible, the actual number of participants in the WPR is about 45% of the ES eligible MFIP population. Therefore, MFIP as a work program is able to engage fewer than 50% of participants in substantial, gainful employment that leads to independence from public assistance. This is a significant challenge indeed. To compound matters, Job Counselors are faced with attempting to address concerns beyond the scope of their roles, nor are they comfortable guiding participants' decision-making in these arenas.

3. What strengths and resources do you have available to address the need of your participants? *Please check all the resources available to you and check whether the resource is in-house or a community resource or both. If you lack the resources, then check the Resource Gaps column.*

	<u>In-house</u> <u>Resources</u>	<u>Community</u> <u>Resources</u>	<u>Resource</u> <u>Gaps</u>
ABE/GED	<input type="checkbox"/>	x	<input type="checkbox"/>
Adult/elder services	<input type="checkbox"/>	x	<input type="checkbox"/>

Career planning	<input type="checkbox"/>	<input type="checkbox"/>	X
Childcare funds	X	<input type="checkbox"/>	<input type="checkbox"/>
Chemical health services	X	X	<input type="checkbox"/>
Computer lab access	<input type="checkbox"/>	X	<input type="checkbox"/>
Credit counseling/financial literacy	<input type="checkbox"/>	X	<input type="checkbox"/>
Culturally appropriate services	<input type="checkbox"/>	X	<input type="checkbox"/>
English Language Learner (ELL)	X	X	<input type="checkbox"/>
Food shelf	<input type="checkbox"/>	X	<input type="checkbox"/>
Housing assistance	X	X	<input type="checkbox"/>
Job club	X	<input type="checkbox"/>	<input type="checkbox"/>
Job development	<input type="checkbox"/>	X	X
Job placement	<input type="checkbox"/>	X	X
Job retention	<input type="checkbox"/>	<input type="checkbox"/>	X
Job search workshops	X	X	<input type="checkbox"/>
Mental health services	X	X	X
On-the- job training programs	X	<input type="checkbox"/>	X
Post-secondary education planning	<input type="checkbox"/>	<input type="checkbox"/>	X
Short-term training	<input type="checkbox"/>	X	<input type="checkbox"/>
Supported work/ paid work experience	X	<input type="checkbox"/>	X
Transportation assistance (gas cards, bus cards)	X	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle repair funds	<input type="checkbox"/>	<input type="checkbox"/>	X
Volunteer opportunities	<input type="checkbox"/>	X	X
Youth programs	<input type="checkbox"/>	X	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. County Program Contact Information

If you have multiple contacts, please list one in each area, otherwise, list one and indicate that the contact is for multiple program areas.

Name of MFIP staff contact	Todd McMurray, Financial Assistance Supervisor II (contact for multiple programs)
Contact phone	651-213-5637
Contact email address	tjmcmur@co.chisago.mn.us

Name of DWP staff contact	
Contact phone	
Contact email address	

Name of FSS staff contact	
Contact phone	
Contact email address	

Name of Teen Parent staff contact	
Contact phone	
Contact email address	

Name of staff contact serving 200% FPG families	
Contact phone	
Contact email address	

5. Employment Services Provider(s) Information

List your current employment services provider(s) and check the respective box to indicate which population served.

Name and Address	Contact Person	Phone	Population Served?				
			MFIP ES	DWP ES	FSS	Teen Parents	200% FPG
Pine Technical College	Connie Odendahl		x	x	x	x	x

B. Service Models

Minnesota Family Investment Program (MFIP) and the Diversionary Work Program (DWP)

1. Do you have culturally specific employment service provider(s) for different racial/ethnic groups?

No Yes, **check all that apply.**

- | | |
|---|--|
| <input type="checkbox"/> African American | <input type="checkbox"/> African immigrant |
| <input type="checkbox"/> American Indian | <input type="checkbox"/> Asian American |
| <input type="checkbox"/> Asian immigrant | <input type="checkbox"/> Hispanic/ Latino |
| <input type="checkbox"/> Other, please specify in the text box below. | |

2. What strategies do you use for hard-to-engage participants? **Check all that apply.**

- | | |
|--|--|
| <input checked="" type="checkbox"/> Home visits | <input checked="" type="checkbox"/> Sanction outreach services |
| <input checked="" type="checkbox"/> Off-site meeting opportunities | <input type="checkbox"/> Incentives, please specify: _____ |
| <input checked="" type="checkbox"/> Other, please specify in the text box below. | |

Coordination with Parent Support Outreach, referrals to PSOP for MFIP families with young children in order to address outreach efforts.

3. What types of job development do you do? **Check all that apply.**

- | | |
|--|--|
| <input checked="" type="checkbox"/> Sector job development | <input checked="" type="checkbox"/> Individual job development |
|--|--|

4. Do you have an ongoing job development partnership or sector base with community employers to help participants with employment?

No Yes, **check all activities employer provides.**

- | | |
|---|---|
| <input type="checkbox"/> Interview opportunities | <input type="checkbox"/> Job skills training |
| <input checked="" type="checkbox"/> Job placement | <input type="checkbox"/> Job shadowing |
| <input type="checkbox"/> On-site job training | <input checked="" type="checkbox"/> Work experience |
| <input type="checkbox"/> Other, please specify in the text box below. | |

5. How do you develop and sustain an employer network?

Pine Technical College/Employment & Training Center also has strong partnerships that enhance our organizational capacity to develop and sustain meaningful connections with regional employers:

- PTC has been the lead entity for the last 12 years in a successful regional economic development consortium – GPS 45:93. The consortium brings together cities, counties, state agencies and private business from all across East Central Minnesota. Its mission is high-wage job creation through attracting technology-based companies to the area or through assisting existing business in expansion. The group has been awarded two Minnesota DEED grants for regional planning and action under the Framework for Integrated Regional Strategies (FIRST) grant program.
- PTC convened seven years ago a Manufacturing Alliance for East Central Minnesota and Western Wisconsin with partners from the private sector and with other relevant entities. The group has conducted a number of initiatives aimed at improving the quality and quantity of the manufacturing workforce in the region. In 2009 the consortium applied for and received \$2M U.S. Department of Labor Community Based Job Training grant. In 2011, as a partner in a Trade Adjustment Assistance Community College Career Training Grant collaborative proposal, was awarded \$3.4M of the total \$13.3M grant aimed at designing a regional advanced manufacturing retraining initiative.
- The College convened a Healthcare Alliance five years ago for the same region to address the workforce needs of that sector. All the hospitals and many of the long-term care facilities in the region have banded together with PTC to conduct a number of projects to address those needs. PTC received funding from the Minnesota Department of Health, from HealthForce MN, and from the Initiative Foundation to address the regional coordination of clinical placements and awareness-raising events for K-12 students. These positioned the Alliance to apply for and receive a three-year \$4.2M grant from the U.S. Department of Labor to advance its cause in 2010 and \$1.7M in 2011.
- PTC partners with other MnSCU institutions and private industry through its participation as a charter member in two of the Centers of Excellence – HealthForce and 360 Degrees.
- PTC was the original convener 16 years ago and still is an active player in the East Central Minnesota Workforce partnership, a regional alliance of education and industry aimed at addressing general workforce issues.
- PTC is the telecommunications hub and provider of postsecondary coursework for the East Central Minnesota Educational Cable Cooperative (ECMECC). This regional network supplies 13 school districts with broadband Internet access and with interactive television connectivity. The College hosts the network infrastructure and teaches over the system to students in the high schools.
- PTC was a lead partner in the development and installation of the Pine City Fiber Optic Backbone, connecting government, education, and private industry in the community to broadband telecommunications.
- PTC/ETC has cultivated a community employer network developed to facilitate Supported Work services and Paid Wage Experience contracts which promotes establishing new employer relationships. Participant options are expanded by arranging for area experts to deliver information in their field of expertise at Job & Life Skills. Job Counselors establish relationships with employers who drop by the office impromptu to inquire about Employment Services.
- PTC/ETC networking and relationships are maintained through phone, email, sending “Thank You” cards, and, offering contacts to call on Employment Services with questions or request assistance as we partner to deliver services in and to the community.

6. How are job leads generated and shared?

Job leads are addressed through a multi-pronged approach. Each Job Counselor searches specific quality websites that aggregate employment opportunities, such as Indeed.com, Careers.state.mn.us or Minnesotaworks.net. Some employers are inclined to contact ES directly, predominately staffing agencies seeking to fill multiple positions for a variety of businesses/sectors. Jobs leads given to Employment Services (ES) specifically by employers are marketed to the most qualified candidates, based on employer minimum qualifications for each position opening.

ES specifically highlights (hometown source) local newspaper job openings in their main reception area, shares at Job Skills Workshops, and posts in the Computer Lab area. Minnesota Works and other self-register websites are strongly encouraged to the job seeker, as part of their independent job search activity. ES provides a substantial listing of suggested job search sites, encouraging job seekers to further explore the online world of job search. Based on a participant's demonstration of skill level (both work and soft skills), ES will encourage exploring a specific employer.

7. Do you provide job retention services to employed participants while they are receiving MFIP?

No Yes, **check all that apply.**

Available to assist with issues that develop on the job

Financial planning

Mentoring

Personal contact with the employee and how often: Strive for weekly

Other, please specify in the text box below.

Soft skills training

Transportation

How long do you provide job retention services?

Less than 3 months

12 months

6 months

Other: for those that fall within the 200% FPG guidelines

8. Do you provide job advancement services to employed participants?

No Yes, **check all that apply.**

Career laddering

Coaching/mentoring

Education/training

Networking

Ongoing job search

Other, please specify in the text box below.

9. Do you utilize any career pathways programs or skill assessment and credentialing programs for your participants?

No Yes, **check all that apply.**

FastTRAC

National Career Readiness Certificate (NCRC)

Work Keys

Other: _____

Family Stabilization Services (FSS)

1. Do you have non-MFIP professionals involved with FSS cases?

No Yes, **check all that apply.**

Adult Mental Health professional

Adult Rehabilitation Mental Health

Services (ARMHS) worker

Chemical Health professional

Children's Mental Health professional

Psychologist

Public Health Nurse

Social Worker

Vocational Rehabilitation worker

Other, please specify in the text box below.

2. What types of services do you provide to increase the participation level of FSS participants?

Complete a multidisciplinary case review on a regular basis. Coordinate with PSOP agency on common cases as well as internal social service staff.

WPR Monthly Numbers meetings are conducted each month in collaboration with County Eligibility Workers. Each MFIP-ES participant is reviewed individually, including FSS eligible participants. As a team, we ensure there is a current medical opinion form when required and the codes in MAXIS are in the current footer month with current information. There may be discussion with local physicians for clarification and status.

Each FSS status is given attention regarding participant ability to participate with ES, MAXIS, and ES/WF1. Coding is clarified and updated as necessary. Follow up arrangements are made to notify participants and assist with needed verifications. Local tools have been developed as an aid to tracking FSS status such as Social Security application status, release of medical opinion and child <12 months exemption.

Each FSS participant must complete and turn in activity logs each month documenting a minimum of 3 hours a month of activity. The activities are based on their Employment Plan with Employment Services, written in cooperation with the participant and based on FSS documentation. The Employment Plan components are intended to help the participant / family achieve the greatest possible degree of economic self-sufficiency and family well-being. To the extent possible, FSS participants are assisted to become job ready and return to the MFIP-ES track for a Universal Participant (UP).

3. Do you make referrals for children of FSS participants?

Children's Mental Health Services

Public Health Nurse home visiting services

Child Wellness Check-ups

Women, Infants and Children Program (WIC)

Other, please specify in the text box below.

4. How do you help ensure that disabled children in an FSS family receive necessary services?

The role of employment services is to assist in identifying community-based and public resources in order to stabilize the family with the final aim to propel a participant toward job readiness.

Job Counselors assist with making appropriate referrals: applying for social security, applying for county based children's services, information on Pacer, researching what the school district can offer, scheduling medical and mental health appointments. In addition, agency specific referrals such as The Courage Center, Central Minnesota Jobs and Training (CMJTS) youth programs, Autism of MN, Vocational Rehab Services (IVRS) for high school juniors and seniors, local and Twin Cities area resources are offered and discussed.

Services for families no longer on MFIP/DWP but are under 200% of Federal Poverty Guideline

1. Do you provide services to families who are not receiving DWP or MFIP assistance but are under 200% of the Federal Poverty Guideline (FPG)?

No

Yes, **check all the services that apply.**

- ABE/ELL Classes
- Child care
- Computer Lab Access
- GED
- Job postings

- Job retention services
- Referral to other programs
- Support Services
- Training/ Job Skills Classes
- Other, please specify in the text box below.

Minnesota Family Investment Program (MFIP) Services for Teen Parents

1. Is there a single point of contact (staff with primary responsibility for keeping in contact with the teen, working with the teen, and making connections to other services) or a specialized worker who works primarily with some or all teens in your county?

xNo

Yes, check all that apply.

	<u>Minors</u> <u>(under age 18)</u>	<u>Age 18/19</u>
Financial worker	<input type="checkbox"/>	<input type="checkbox"/>
Employment service worker	<input type="checkbox"/>	<input type="checkbox"/>
Social worker	<input type="checkbox"/>	<input type="checkbox"/>
Public health nurse	<input type="checkbox"/>	<input type="checkbox"/>
Child care worker	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>

2. Are public health nurse home visiting services available for MFIP teens? **Check one** for each age group.

Minors
(under age 18)

Age 18/19

- Yes, mandatory
- Yes, voluntary
- No

- Yes, mandatory
- Yes, voluntary
- No

3. Do public health nurses without a formal MFIP role coordinate with MFIP services?

No

Yes, how? Please specify in the text box below.

Services with MFIP are integrated with Public Health through co location of services and integrated teaming of cases.

4. Living arrangements for minor teen parents are approved by (**check one**):

- Employment service worker
- Social worker

- Child protection worker
- Other, please specify in the text box below.

Public Health Nursing

5. What follow-up information is collected on living arrangements for minors after approval? What triggers an action to intervene in living arrangements that have previously been approved? Who keeps these records?

A minor parent plan is provided and coordinated with the Public Health Nurse in Family Health Unit.

6. High school attendance of minor MFIP parents and some 18/19 year old MFIP parents must be tracked. Which of these types of school information can you get from the school district(s) attended by MFIP teen parents in your county?

	<u>School/ district routinely supplies</u>	<u>School/ district will supply upon request</u>	<u>Not available from the school/ district</u>
School attendance log	<input type="checkbox"/>	x	<input type="checkbox"/>
Grade in school	<input type="checkbox"/>	x	<input type="checkbox"/>
Individualized Education Plan (IEP)	<input type="checkbox"/>	x	<input type="checkbox"/>
Credits required for graduation	<input type="checkbox"/>	x	<input type="checkbox"/>
Credits completed and grades	<input type="checkbox"/>	x	<input type="checkbox"/>
State graduation test results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On track to graduate on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anticipated date of graduation	<input type="checkbox"/>	x	<input type="checkbox"/>
Date of high school graduation	<input type="checkbox"/>	x	<input type="checkbox"/>

7. Do you permit on-line high school classes and/or GED classes in place of school attendance?

Minors
(under age 18)

Age 18/19

X No

Yes

No

X Yes

8. Are parents or guardians of minor teen parents required to attend any MFIP appointments?

X No

Yes

9. In the transition from the minor to the 18/19 MFIP service, teens: **Check all that apply.**

- Are referred to employment services (ES) at reaching age 18
- x Continue a previously established relationship with an ES worker
- Receive formal post-secondary education planning
- Other, describe in the text box below

10. Describe a promising practice in your county for preparing teen parents to become independent.

11. What strategy(ies) will your county use in the next two years to improve the teen graduation rate?

C. Performance Measures; Racial/ethnic Disparities

1. (a) Performance-based funding is determined by a county's annualized performance measures. Review the material in this section to determine if your county has earned performance-based funding or if a performance improvement plan is required.

Definitions

The three-year Self-Support Index (S-SI): This measure tracks whether eligible adults are working an average of 30 or more hours per week or no longer receiving family cash assistance during the quarter three years from a baseline quarter. Adults who left MFIP after reaching 60 counted months and those who left due to 100 percent sanction are only counted as a success if they worked an average of 30 hours per week in their last month of eligibility or began receiving Supplemental Security Income after family cash assistance ended. The range of expected performance is estimated for each county based on caseload characteristics and economic conditions. The S-SI is either above, within, or below the expected range.

The TANF Work Participation Rate (WPR): This measure identifies the percentage of federal TANF participants that were fully engaged in employment or employment-related activities per federal work activity requirements. The target is 50 percent.

Annualized values of the **S-SI** for 2013 are reported on CountyLink. [INSERT LINK]

- **If your county's annualized S-SI was below the expected range, complete the S-SI section of the MFIP Performance Improvement Plan.**

Annualized values of the **WPR** for 2013 are also reported on CountyLink. [INSERT LINK]

- **If your county's annual WPR has "No" in the "Eligible for 2014 Performance-Based Funds" column, complete the WPR section of the MFIP Performance Improvement Plan.**

(b) If you need to complete the [link]

Save this file, complete it off-line, and send it to Mayjoua.ly@state.mn.us

If your county's S-SI was above or within the expected range, describe your S-SI success strategies.

Education is the most powerful tool to achieve individual participant success and in turn, a quality S-SI outcome. At Pine Technical College, "Our mission is to provide superior education and social services that enhance the communities we serve." As an institution of higher learning we strive to be a vibrant, comprehensive college and community resource for quality education and services that improve lives and empower learners in all stages of life. To reach our mission and vision, Pine Technical College staff firmly believes knowledge improves lives; thus, the College is committed to the following values:

- Respect the dignity and worth of each individual;
- Honor the needs of those we serve;
- Maintain integrity in all endeavors;
- Provide quality education and services;
- Respond to change;
- Share our passion for learning and service.

High School / GED completion is the single largest contribution ES participants can make to the regional WorkForce development, with about 30% of ES participants with less than a 12th grade education. GED classes are offered in all PTC/ETC counties, 2 counties actually on-site. With a positive GED experience, many participants are willing to pursue additional post-secondary education choices.

PTC/ETC has a long standing commitment to post-secondary education, primarily in the areas of short-term training through a Customized Training model and up to one-year programs that are credit based. With the encouragement and support of DHS, we are moving forward to approve additional post-secondary programs, supporting additional access for two-year programs of study.

The Self- Support Index is a difficult measure to manage due to the S-SI results being three years forward from initial program enrollment. Months of DWP and beginning months of MFIP are used to aggressively reduce employment barriers. An addition to ongoing ES services this year includes a Work Readiness Certification; a customized training certification that can be transferred to a college transcript as 1 credit.

Once a family is stabilized in areas as MH/CD, housing/utilities, transportation and childcare, employment is the next step. For those participants who enter the world of work from MFIP/DWP, often the position is part-time with an entry level wage. The goal for each participant becomes a career, not just a job. Wage subsidy placements are available to those participants without current work history or wanting to try employment from an FSS status. This opportunity provides the participant a chance to balance work and family life, developing a work routine that opens the door for expansion into additional areas as education and unsubsidized employment.

In the summer of 2012, Pine Technical College Employment and Training Center was awarded an MJSP grant with scholarships for welding and Certified Nursing Assistant programs. The MJSP short term training seats are about 50% filled with MFIP/DWP participants. Before being accepted for a scholarship, attitude and aptitude assessments are completed to ensure the student is likely to be successful in the specific industry.

Since 2009, PTC has received \$10.8 million in Federal grant funds to significantly enhance and expand its programs in manufacturing and allied health. All of these programs have strong entry level short-term stackable or latticed credentials leading to livable wage jobs.

2. A **racial/ethnic disparity** is defined as a one-year S-SI or WPR that is five or more percentage points lower for a non-white racial/ethnic group than for the white group of MFIP/DWP-eligible adults in the county. Counties that have such a performance gap on either measure in *both* the most recent quarter reported (January to March 2013) and the average of the four quarters ending in March 2013 are listed on CountyLink [INSERT LINK], along with data on these differences. (If your county has a disparity but data are missing for quarters with cell size too small to report, you can contact erika.martin@state.mn.us to get the unpublished counts and percentage gaps.)

If your county is not in the list, skip the following questions and proceed to the next question below on Other Measures.

- (a) What strategies and action steps for each of the groups with disparities do you plan for the coming biennium to reduce these disparities? **Check all that apply.**

	<u>African American</u>	<u>American Indian</u>
• Assisting in expungement of criminal records	<input type="checkbox"/>	<input type="checkbox"/>
• Contracting with culturally specific consultants	<input type="checkbox"/>	<input type="checkbox"/>
• Developing relationships and employment opportunities with specific employers	<input type="checkbox"/>	<input type="checkbox"/>
• Engaging community partners	<input type="checkbox"/>	<input type="checkbox"/>
• Establishing county wide workgroup or consortium	<input type="checkbox"/>	<input type="checkbox"/>
• Offering specific training efforts linked to high demand occupations	<input type="checkbox"/>	<input type="checkbox"/>

- Providing cultural competency training for staff
- Providing education and training and job placement targeted to fathers, including non-custodial
- Providing mentoring
- Providing subsidized work
- Providing targeted basic skills training and GED completion efforts
- Other: _____

(b) What guidance, support, or resources would you need from the Department of Human Services and/or another source?

No racial / ethnic defined disparities

Other Measures

All counties must answer the next question on other measures and proceed as directed:

3. Does your county use any measures in addition to those provided by the Department of Human Services (in the Management Indicators Report)? [INSERT LINK]

- No Yes

If No, skip to question 1(c) of this section.

(a). What other measures does your county use?

Wage subsidy placements are available to assist participants in acclimating to employment and balancing with family life. This activity frequently opens doors within the participant's perspective to additional activities, moving toward independence from public assistance.

Work Readiness Certification is another tool to build participant self-esteem and marketability to the employer. By ensuring the participant has knowledge of all areas within the Creative Job Search Guide, a comfort level is established to seek employment.

Random file reviews, Supervisor initiated, check required components of WF1 entry, requiring Employability Measures (EM) scores of 1-2 are addressed in the Employment Plan (EP), EPs are current and EP components match open activities. Each caseload participates in this review process 1-4 times per year.

Currently support service expenses are entered to WF1 as an encumbrance. A reconciliation process is in place to audit the payment of each encumbrance, accuracy of coding related to eligible program and WF1 entry in Services and Case Notes. Fuel card issuance along with purchasing card expenses are subject to this same internal procedure.

(b). How do you collect and track data?

Wage subsidy placements are tracked as to spending. Each placement is evaluated to assess the skills and experience gained by the participant. At the end of the year a review will be completed to understand individual client outcomes to help improve activity performance in the future.

Work Readiness Certification eligibility is monitored by the assigned Job Counselor. Each approved certification requires Supervisor authorization before issuance through PTC Customized Training.

Job Counselors follow-up with participants to include the certification on their resume.

Random file reviews, although cumbersome, are a necessary component to program performance (10 MFIP, 5 DWP). The cases for review are selected randomly by the Supervisor. Either Supervisor or Job Counselor will complete the review. The Supervisor is responsible for follow-up to ensure data integrity. Reviewed components will likely change in 2014 to include a varied set of program requirements.

Support Service reconciliation has proven to be valued by all staff. As a department, ETC is able to efficiently address un-cashed warrants with reissuance when needed. Part of the monthly invoicing process to the county contains a participant specific spreadsheet of enrollments, terms, and support service expenditures. A spreadsheet converts the invoice data to track expenditures by Job Counselor and participant for the program year, at a glance.

Informal feedback from participants guide ETC as a department to develop training and workshops, evaluate present practice, and seek out needed resources. Peer-peer consultations identify areas of ambiguity within policy and procedures. Points of concern or misunderstanding are routed through appropriate channels; WF1 / ES mentor, PolicyQuest, Supervisor research and staff meeting review to clarify. This level of self-examination and vigorous discussion is healthy for the department and program.

(c). How do you use these measures to manage your program?

At the appropriate point, management at the ESP or County level will pursue the development of a needed resource. At times, an ESP department procedure gap is recognized and developed. When an alteration to existing practice is viewed to be a best practice, a group solution is established.

Questions brought to the WF1/ES mentor group or ESMNet State Supervisor group gather the knowledge of an excellent consortium of peers, ending with a functional response, correct within program policy.

Informal feedback is part of everyday program delivery. With the staff meeting reports, adjustments of current practice is done on an as needed basis.

(d). What additional types of measures would you find helpful if the Department of Human Services or others were able to provide them?

1) Employability Measure evaluation based on individual participant EM progressive scores, along with aggregate specifics per county that facilitates program delivery planning.

2) Employment Plan details as date and type of EP, number and type of open components, are EM 1-2 scores addressed, etc....

D. Program Monitoring/Compliance

1. What procedures do you have in place to ensure that program funds are being used appropriately as directed in law? **Check all that apply.**

Budget control procedures for approving expenditures

Cash management procedures for ensuring program income is used for permitted activities

Internal policies around used of funds, i.e. participant support services

Other, please specify in the text box below.

2. What procedures do you have in place to ensure program policies are followed and applied accurately? **Check all that apply.**

Case consultation

Sample case review by workers

Other, please specify in the text box below.

Sample case review by supervisors

3. Do you contract part of your services to another entity(s)?

No

Yes

If yes, what oversight do you have in place for monitoring your provider(s) to ensure that they follow program policy and apply policy accurately? **Check all that apply.**

Annual review

6 month review

Performance by contracted provider used in selecting and/or paying providers.

Other, please specify in the text box below.

Monthly meetings between Eligibility Workers and ES Staff.

4. What procedures do you have in place to ensure fiscal policies are followed and applied accurately? **Check all that apply.**

Annual fiscal review

Monthly/quarterly review of provider's invoices

Other, please specify in the text box below.

MnSCU Audit every 3 years

5. What procedures/policies do you have in place for administering random drug tests of convicted drug felons on MFIP as required by Minnesota Statutes, section 256J.26, subdivision 1? **Check one.**

Written policy within the MFIP unit

Coordination with Corrections

Currently establishing new policy/procedure(s)

Other

If you have a policy in place on random drug test, please submit a copy to Larry Hosch at Larry.Hosch@state.mn.us

E. Collaboration and Communication with Others

1. Do you provide MAXIS Access for selected employment services staff?

No

Yes

2. Describe the process your county will use to resolve possible discrepancies (Family Stabilization Services coding, employment/hours, sanction status, etc.) in MAXIS and WF1 data identified by employment services staff.

Each month a full day is allowed and a meeting is conducted with Eligibility Workers and Job Counselors in attendance along with ES Associate Director. MFIP participants / cases are reviewed one at a time with

consideration of data continuity and integrity. The review includes areas as ES status code with related MAXIS STAT panels, WF1 activity hours, employment details, school attendance and sanction status. Administrative Reviews are also conducted at this meeting, gathering input from all in attendance; 48 / 54 / 60 TANF months and 100% sanctions.

This process was in place prior to ES MAXIS access. With the availability of MAXIS, many of the questions are able to be resolved prior to the meeting. ES functions in a case management system and it will take time to become comfortable with an eligibility system such as MAXIS.

MAXIS access offers great potential for continuity of service to individual participants.

3. If your county has chosen not to allow access to MAXIS for employment services, how will you ensure that employment counselor questions are responded to in a timely manner?

F. Technical Assistance

1. What technical assistance and or training will you need in the next biennium?

- 1) Motivational Interviewing, especially to improve participant outlook regarding employment and program compliance, working with difficult people, and de-escalating behaviors
- 2) Developing Quality Employment Plans with a scope of service sufficient to meet compliance and reporting expectations
- 3) Chemical Dependency and Mental Health Guidance related to ES
- 4) Medical provider education to support employment rather than exclude from employment efforts
- 4) Teen parent strategies, training and discussion with Q&A
- 5) Team Building
- 6) Detailed WF1 Re-Write training

G. Emergency Services

1. Does your county provide emergency or crisis services from your Consolidated Fund?

No x Yes, **please complete the questions below.**

2. Do you have a Tribal Nation in your county boundaries?

x No Yes, how do you consult with tribes?

- | | |
|---|---|
| <input type="checkbox"/> By face-to-face meeting | <input type="checkbox"/> By phone |
| <input type="checkbox"/> By sharing a copy of the policies | <input type="checkbox"/> No consultation or sharing of policy |
| <input type="checkbox"/> Do not have Tribal Nation in the county boundaries | <input type="checkbox"/> N/A |
| <input type="checkbox"/> Other, please specify in the text box below. | |

3. What application are you using for emergency services or crisis services? **Check all that apply.**

- Combined Application Form (CAF) County created form
 Other, please specify in the text box below.

4. What eligibility criteria do you apply? **Check all that apply.**

- Family with minor child Pregnant woman
 Noncustodial parent of a minor child receiving assistance Priority given to MFIP/DWP/FSS families and families at risk of receiving MFIP or DWP
 30 days State residency
 Other, please list them in the box below.

5. What income limit do you apply to families applying for emergency or crisis services? **Check one.**

- 200% FPG 175% FPG
 150% FPG 125% FPG
 Other, please list them in the box below.

6. What emergency assistance do you provide for the family? **Check all that apply.**

- Damage deposit or utility deposit Mortgage payments
 Rent assistance Utility payments – i.e. water, gas, electricity
 Other, please specify in the text box below.

7. What types of verifications do you require? **Check all that apply.**

- Applicant identity
 Child's ages and relationship to the applicant or verification of the applicant's pregnancy
 Citizenship or immigration status
 30 days State residency
 Description of the crisis and the cost of elevating the crisis (i.e. eviction notice, utilities disconnect)
 Income of all household unit members
 All assets of the household unit member available to resolve the crisis
 Other, please list them in the box below.

8. What is the maximum amount of assistance any family may receive to resolve their emergency? **Check one.**

- Up to the MFIP transitional cash standards Up to \$1000
 Up to the amount needed to resolve the crisis Up to \$1500
 Other, please specify in the text box below Up to \$2000

Four times the MFIP transitional cash standard

management, such as outreach and recruitment, pre-worksite training, testing and assessment, as well as other interventions in order to develop and execute a Supported Work placement including paid work experience.

Job Development-using best practice, Employment Counselors will be required to conduct job development activities, beginning with initial market analysis and contacts with employers and job seekers, and concluding with post-placement follow-up and employment retention for a minimum of 4 new employers per month.

3. Describe the target population and number of people expected to be served.

Based upon the strategies described above an estimate of 150 total clients are expected to be served:

A. Universal Participants would be the target population for the Work Readiness Certification modules (65%).

B. The online O & O will be used with all participants, but may be particularly useful as a tool to re-engage or reinforce compliance (100%).

C. For participants not acquiring employment timely, the Supported Work approach will be used to augment their work history and gaining skills and currency necessary for the employment market (50%).

D. Job development benefits all participants (indirectly or directly 100%).

Addendum for Unpaid Work Experience Activities

If your county is providing unpaid work experience activities for MFIP participants and you don't already have an addendum in place, please click on the link below to fill out the form. This form can also be used to make changes to your current addendum.

[Link]

Email the completed form to: dhs.dwp-mfip@state.mn.us

Choice of Provider

Each county, or group of counties working cooperatively, shall make available to participants the choice of at least two employment and training service providers as defined under Minnesota Statutes, section 256J.49, subdivision 4, except in counties utilizing workforce centers that use multiple employment and training services, offer multiple services options under a collaborative effort and can document that participants have choice among employment and training services designed to meet specialized needs.

Does your county utilize (select one):

Has at least two employment and training services providers

X A workforce center that provides multiple employment and training services, offers multiple services options under a collaborative effort and can document that participants have choice among employment and training services designed to meet specialized needs.

County is submitting a financial hardship request (see below).

Financial Hardship Request

FINANCIAL HARDSHIP - Exception to Choice of Employment Service Providers Requirement

MFIP provisions require counties to make a choice of at least two employment service providers available to participants unless a workforce center is being utilized (Minnesota Statutes, section 256J.50, subdivision 8). Counties may request an exception if meeting this requirement results in a financial hardship (Minnesota Statutes, section 256J.50, subdivision 9).

A financial hardship is defined as a county's inability to provide the minimum level of service for all programs if a disproportionate amount of the MFIP consolidated fund must be used to cover the costs of purchasing employment services from two providers or the cost of contracting with a workforce center.

To request approval of a financial hardship exception from the choice of provider requirement, please provide the following information.

1. If the county had a choice of providers in calendar year 2013, describe:
 - factors that have changed which indicate a financial hardship;
 - why the hardship is expected to persist in the near future; and
 - the magnitude of the hardship, which makes limiting delivery of employment services the best financial option for the county.

2. Summarize options explored by the county, including use of other partners in a workforce center or other community agencies, such as a Community Action Program or a technical college. The summary should also include:
 - major factors which prevent the county from utilizing these options and include a cost analysis of each option considered; and
 - the process used to determine the cost of other options (RFP or other county process).

3. If the county proposes to directly deliver MFIP employment services, provide a budget and staffing plan that clearly indicates consolidated funds will not be used to supplant county funds.

The Department of Human Services (DHS) and the Department of Employment and Economic (DEED) will also review the amount budgeted by the county for employment and training during calendar year 2013 and use this amount as a guide to determine whether the amount budgeted by the county for calendar year 2014 is reasonable.

If a financial hardship is approved, DHS and DEED will closely monitor county programs to ensure outcomes are achieved and services are being delivered consistent with state law.

I. Budget

Click on the link below to review the 2014 MFIP allocations:

[INSERT LINK]

In the budget table, indicate the amount and percentage for each item listed for the budget line items for calendar years 2014-2015. Also note:

- Total percent must equal 100.
- MFIP administration is capped at 7.5 percent unless the county is applying for an administrative cap waiver. To apply for the administrative cap waiver, respond to the questions on Section H. Under Administrative Cap Waiver.
- If “other” is used, briefly state or describe the line item.

COUNTY:

2014 Budget Line Items	Budgeted Amount	Percent
Employment Services (DWP)	\$82,674	21.6%
Employment Services (MFIP)	\$189,775	49.6%
Emergency Services/Crisis Fund	\$75,158	19.7%
Administration (cap at 7.5% for county and 15% for tribe)	\$34,841	9.1%
Income Maintenance Administration	0	0
Other 1:	0	0
Other 2:	0	0
Total:	\$382,449	

2015 Budget Line Items	Budgeted Amount	Percent
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Income Maintenance Administration	0	0
Other 1:	0	0
Other 2:	0	0
Total:	\$382,449	

Certifications and Assurances

PUBLIC INPUT

Prior to submission, did the county solicit public input for at least 30 days on the contents of the agreement?

No x Yes

Was public input received? x No Yes

If received but not used, please explain.

ASSURANCES

It is understood and agreed by the county board that funds granted pursuant to this service agreement will be expended for the purposes outlined in Minnesota Statutes, section 256J; that the commissioner of the Minnesota Department of Human Services (hereafter department) has the authority to review and monitor compliance with the service agreement, that documentation of compliance will be available for audit; that the county shall make reasonable efforts to comply with all MFIP requirements, including efforts to identify and apply for available state and federal funding for services within the limits of available funding; and that the county agrees to operate MFIP in accordance with state law and federal law and guidance from the department.

Federal Funding Sources

The catalog of Federal Domestic Assistance (CDFA) Number is 93.558 – Temporary Assistance for Needy Families (TANF)

The Award number for the period of January 1, 2014 – December 31- 2014 is 2014G996115.

SERVICE AGREEMENT CERTIFICATION

Checking this box certifies that this 2014-2015 MFIP Biennial Service Agreement has been prepared as required and approved by the county board(s) under the provisions of Minnesota Statutes, section 256J. In the box below, state the name of the chair of the county board of commissioners or authorized designee, their mailing address and the name of the county.

Name (chair or designee)	Mailing address	County
Ben Montzka	313 N. Main Street Center City, MN 55102	Chisago County

DATE OF CERTIFICATION

12/31/2013