

# Worker Resources

**FOR EMPLOYMENT SERVICES COUNSELORS**



### DHS Public Website ([www.dhs.state.mn.us](http://www.dhs.state.mn.us))

The DHS Public Website is accessible to all Minnesota residents, provides information about public assistance programs, and has links to many community resources, contact information for county agencies and the various areas in DHS, training opportunities and access to forms, bulletins, and manuals.

### Employment Services Resources Website

In CountyLink, select **DHS Program Resources**, then **Employment Services**.

- What's New – “stay connected” email list
- Training and Support
- Reports
- Memos
- Bulletins
- Manuals, Guides & Handbooks



### DHS MFIP Policy and Performance Team E-Mail

Use the DHS MFIP Policy and Performance team e-mail ([dhs.dwp-mfip@state.mn.us](mailto:dhs.dwp-mfip@state.mn.us)) for questions about:

- Allocations and allowable expenditures,
- Training or requests to provide training.
- Performance measures or documentation/verification requirements,
- Processes (i.e. paperwork for an IPP claim), and
- Whether a question needs to be submitted through Policy Quest.

### Department of Employment and Economic Development (DEED)

([www.positivelyminnesota.com](http://www.positivelyminnesota.com)). See Programs and Services and Publications tabs.

### Job Accommodation Network ([www.askjan.org](http://www.askjan.org))

This website provides guidance on workplace accommodations and disability employment issues.

### **Federal Websites:** TANF Annual Report

<http://www.hhs.gov/recovery/programs/tanf/index.html>

Each State must submit a plan to the Secretary that outlines how it intends to conduct a program that provides cash aid to needy families with (or expecting) children and provides parents with job preparation, work, and support services. States may determine what benefit levels to set and what categories of families are eligible. States have the flexibility to design and operate a program that best matches their residents' needs and helps families gain and maintain self-sufficiency.

## **CountyLink** ([www.dhs.state.mn.us/](http://www.dhs.state.mn.us/))

CountyLink is a DHS Web site for county and tribal agencies to access assistance and resources for administering the programs.

- **Bulletins**

#12-11-02 DHS Reissues "Work Will Always Pay... With MFIP" Handout

- **eDocs**

- MFIP Self Screen DHS 3482
- MFIP Self Screen Scoring Form DHS 3482A
- Brief Screening Tool for Special Learning Needs DHS-3504
- MFIP Special Learning Needs Scoring Form DHS 3504A
- DWP MFIP Observation Checklist DHS-3483
- MN SSI Advocacy Program DHS 5889
- PMAP Contact Grid DHS 4484
- Rule 25 Referral Numbers DHS-5685



- **Policy Inquiries Tab**

- SIR – Child support questions
- HealthQuest – MA, GAMC, and MinnesotaCare policy questions
- PolicyQuest – Cash, Food, and Child Care questions
- Disability and Aging PolicyQuest – Disability and aging program policy questions

- **Manuals**

- Employment Services Manual (ES). The ES Manual explains the emphasis on MFIP work expectation, MFIP Employment Service Providers' responsibilities and transitioning off MFIP.
- Combined Manual. The Combined Manual helps answer policy-related questions for cash and food assistance programs.
- Health Care Programs Manual (HCPM). The HCPM provides the policy for determining health care eligibility.



- Adoption and guardianship
- Child and Teen Checkups Coordinators
- Child Care Assistance Program
- Child Protection/Welfare Support
- Child Support
- Civil Rights
- CW-TCM
- Financial Services
- DWP and MFIP**
- [ES Training/Provider Resources](#)
- [ES Manuals Home Page](#)
- [Employability Measure Resource](#)
- [SNAP](#)
- [Child Care Resources](#)
- Housing resources
- Licensing Lookup
- Managed health care programs
- North Star Care for Children
- MHCP provider website

> [DHS Program Resources](#) > [DWP and MFIP](#)

### DWP and MFIP Resources

Minnesota's economic support programs help families and individuals work toward economic stability. The Diversionary Work Program (DWP) is a four-month program that helps low-income Minnesota families find a job. When families first apply for cash assistance, most will participate in DWP. The Minnesota Family Investment Program (MFIP) is the state's primary program for helping low-income families with children move out of poverty through work.

#### What's New:

##### STATEMPS - Mbr Required At Home For Special Medical Criteria code

WS has issued an announcement regarding the use of the MAWS EMPS panel for Mbr Required At Home For Special Medical Criteria code (1- Home-Health/Waiver Service). Click [here](#) for the full announcement.

##### Temp assignments help clients get work experience

Ramsey County Workforce Solutions and Ramsey County Community Human Services are working together to help Minnesota Family Investment Program (MFIP) participants get work experience and build their resumes. The participants are being hired into transitional work assignments for a variety of county clerical positions, giving them an opportunity to build their work history.

Hiring MFIP participants has enabled Ramsey County to more smoothly handle hundreds of thousands of transactions in its lobby for the year, according to Martha Fischbach, the county's human services manager in the Financial Assistance Services Division. Michelle Beltz, Ramsey County's Workforce Solutions supervisor, said that most of the transitional work employees were hired in temporary positions. "This builds their resumes while helping them compete for additional temporary or permanent positions in the future," she said. Workforce Solutions helps individuals looking for work secure and retain jobs, or improve their job skills through work, training and development services. [Ramsey County Workforce Solutions](#) links employment, support and financial assistance services into an integrated service delivery system to help people survive and thrive.

Approximately 6,000 MFIP participants are served through the network of employment service providers in St. Paul and suburban Ramsey County at any given time. "Our MFIP services show recipients how to develop resumes, connect with prospective job referral networks, and receive additional support, such as interview clothing," said Juanita Krull, Transition to Economic Stability Division. "We also provide short-term training to MFIP recipients. We work with employment service providers to ensure smooth transitions to and from work for our MFIP transitional work recipients."

##### University of Minnesota Extension's SNAP Education (Simply Good Eating) Program

The University of Minnesota Extension has announced a restructuring plan and layoff for 40 percent of the SNAP-Ed staff across the state. This was a result of the cut in federal SNAP-Ed funding that took place in January 2013. Attached is a [letter from Karen Shiner, Associate Dean at the University of Minnesota Extension](#), that further explains the situation and provides a timeline for the restructuring plan. The University of Minnesota Extension remains committed to providing nutrition education programs to low-income individuals and the agencies that serve them. We continue to be committed to statewide coverage through a regional delivery model that has been used successfully with other Extension programs. We understand that this may be a difficult transition. Feel free to contact Ryan Johnson, DHS SNAP-Ed Liaison, at 651-431-3854 or [ryan.johnson1@state.mn.us](mailto:ryan.johnson1@state.mn.us) regarding this issue.

##### Mandated reporter training available

Workers in a number of professions, including health care, social services, psychological treatment, child care, education, corrections, law enforcement and clergy, are required to report suspected child maltreatment. To help mandated reporters better understand the law and reporting requirements, an [Interactive Informational Guide for Mandated Reporting](#) is available. This comprehensive training is organized in six modules: an overview of Minnesota's child protection system, the intersection of poverty and neglected and a discussion of racial disparities, the basics of mandated reporting, physical abuse, sexual abuse and neglect. The training is flexible, allowing users to navigate to any module at any time. Visually impaired users can obtain the same information in this [text-only document \(PDF\)](#).

For more details about reporting, refer to: [Reporting Child Abuse and Neglect: A Resource Guide for Mandated Reporters in English \(PDF\)](#) or the [DHS Child Protection Main Page](#).

#### Employment Services News

**STAY CONNECTED:** [Subscribe to receive monthly employment services e-mail updates.](#)

##### Upcoming Webinar Series: Strategies to Prepare TANF Recipients with Significant Barriers for Work

The Center on Budget and Policy Priorities is providing information on practices that states, counties or local programs can implement to improve their TANF work programs. This information will be shared through a series of webinars. The focus of this year's webinars will be: Strategies to Prepare TANF Recipients with Significant Barriers for Work. Click [here](#) for more information.

##### New Training Tool Available: Guide to Effective Documentation and Case Notes for Employment Services

The Effective Documentation and Case Notes for Employment Services Guide provides instructions for Employment Services Providers on how to document information in a manner appropriate with fiscal review audit requirements, as well as optimize documentation in case planning, assessments, and other employment services work functions. The Case Notes Guide is best when used in conjunction with the MFIP Work Activity Daily Supervision, Documentation and Verification Guide.

##### ES Mentor group for MFIP Employment Counselors

All front-line MFIP Employment Counselors are welcome to join the group with supervisor approval. For more information, please contact [Christine Smith@state.mn.us](mailto:Christine.Smith@state.mn.us) or call (651) 431-3962.

##### Employment Services Training and Provider Resources Information

[Click here for important ES training and Provider resources information.](#)

##### Helpful Links

[Non-Policy Inquiries about DWP or MFIP? Send your questions via email](#)

[TrainLink Web Site](#)

[Brief listings of Financial Worker Trainings Toolkit documents](#)

[Commonly Used DHS Forms for DWP/MFIP Programs](#)

[TANF Case File Documentation Review Resources](#)

[Bulletins](#)

[Memos](#)

[Reports](#)

##### Manuals

[Combined Manual](#)

[MFIP and DWP Employment Services Manual](#)

[Employability Measure & User's Guide](#)

[Child Care Assistance Program Policy Manual](#)

[Health Care Programs Manual](#)

[Subscribe to eDocs update notices](#)

[Search for a DHS form](#)

##### Terminology disclaimer

Terminology used to describe people with disabilities has changed over time. The Minnesota Department of Human Services ("Department") supports the use of "People First" language. Although outmoded and offensive terms might be found within documents on the Department's website, the Department does not endorse these terms.

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Adoption and guardianship  
 Child and Teen Checkups Coordinators  
 Child Care Assistance Program  
 Child Protection/Welfare Sup  
 Child Support  
 Civil Rights  
 CW-TCM  
 Disabilities  
 DWP and MFIP  
 • [ES Training/Provider Resources](#)  
 • [ES Manuals Home Page](#)  
 • [Employability Measure Resource](#)  
 SNAP  
 Health Care Resources  
 Housing resources  
 Licensing Lookup  
 Managed health care programs  
 NorthStar Care for Children  
 MHCP provider website

[> DHS Program Resources > DWP and MFIP](#)**MFIP Employment Services Training and Provider Resources Information****Employment Services Training Information:**

[MFIP ES Training Calendar for 2014 \(updated 2/5/14\)](#)  
[Income Maintenance - training information](#)  
[ES Training Request Form](#)  
[General Registration and Training Information](#)

**Mandated reporter training available**

Workers in a number of professions, including health care, social services, psychological treatment, child care, education, corrections, law enforcement and clergy, are required to report suspected child maltreatment. To help mandated reporters better understand the law and reporting requirements, [An Interactive Informational Guide for Mandated Reporting](#) is available. This comprehensive training is organized in six modules: an overview of Minnesota's child protection system, the intersection of poverty and neglect and a discussion of racial disparities, the basics of mandated reporting, physical abuse, sexual abuse and neglect. The training is flexible, allowing users to navigate to any module at any time.

For more details about reporting, refer to: [Reporting Child Abuse and Neglect: A Resource Guide for Mandated Reporters in English \(PDF\)](#) or the [DHS Child Protection Main Page](#)

**Employment Services Training Offerings:**

**New: [Guide to Effective Documentation and Case Notes for Employment Services](#)**

**MFIP Basics Series for Employment Services Providers Training**

MFIP Basics Series includes "background information" which is critical to a better understanding of many of ES issues and policies. Print out the Handout Packet, and review each of the 3 parts of the series - available in PDF format or YouTube video with closed captioning. Each video takes approximately 18-20 minutes. There may be some "glitches" with parts of the closed-captioning. You can turn on or turn off the closed-captioning by clicking on the CC option at the bottom of the screen. Here are the links:

[Handout Packet PDF](#)

PDF format: [Part 1 PDF](#), [Part 2 PDF](#), and [Part 3 PDF](#).

MFIP Basics Part 1 Video: <http://youtu.be/wPj2Pn8Yc>

MFIP Basics Part 2 Video: <http://youtu.be/ubOMP5eL4HCg>

MFIP Basics Part 3 Video: <http://youtu.be/8SZoH8aC7aE>

[ESS Webinar Content \(12/13/12\)](#)

[ESS Webinar Q & A \(updated 01/13\)](#)

**HIPAA Training Instructions**

HIPAA training is a requirement for the MAXIS-ES role, which is given to those who have completed the MAXIS Inquiry Training for ES providers. The MAXIS Inquiry Training for ES providers training is only for those who have been designated by their county or agency. A maximum of 2 employment services providers from each agency is allowed to have access to the MAXIS system.

**Employment Services Provider Resources:**

[Worker Resources for Employment Services Providers Handout](#)

[Tip Sheets](#)

[DWP/MFIP Online Resources](#)

[Minnesota's Work Participation Rate \(PDF\) \(updated 4/12\)](#)

[Job Readiness, Life Skills and Job Skills Directly Related to Employment Guidance](#)

[Motivational Interviewing Tips](#)

[DWP/MFIP Employment Services Online Resources](#)

[MFIP Work Activity Daily Supervision, Documentation and Verification Guide](#)

[Employment Services MFIP Activity Guide Tip Sheet](#)

**Helpful Links:**

[CountyLink](#)

[DHS Systems Information Resource \(SIR\)](#)

[TrainLink](#)

[Workforce One](#)

[Department of Employment and Economic Development \(DEED\)](#)

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# TrainLink Website

In CountyLink, select TrainLink.

- Learning Centers (center). See Income Maintenance and Employment Services section.
- Training News & Information (on left). Select "Income Maintenance" – see Web-Based Training and Training Toolkit.

Minnesota Department of Human Services  
CountyLink Home Page | DHS Home Page | Bulletin | A-Z Topics | Advanced Search | keyword

County Reports/Results | DHS Program Resources | DHS Systems & IT Updates | Fiscal Reporting & Accounting | Manuals | Policy Inquiries | **TrainLink**

Training News and Information  
• Adult Mental Health  
• Alcohol and Drug Abuse  
• Child Support  
• Children's Mental Health  
• Disability Services  
• Health Care  
• HIV/AIDS  
• Income Maintenance  
• SSI/SSD  
Help/TrainLink FAQ

» TrainLink » Training News and Information » Income Maintenance

### Training Toolkit

Welcome to the Training Toolkit. These resources are meant to be quick and easy tips/instructions for you to utilize in your daily work. It includes Workbooks, Guidebooks, and Self-Directed PowerPoint Presentations.

Sections of the **IPAM Series** is also included in this Toolkit.

#### APPLYMN Worker Process Guide

The [APPLYMN Worker Process Guide](#) provides information on how to access and process online applications and how to assist ApplyMN applicants.

#### Case Notes-Self-Directed Presentation

This presentation consists of a PowerPoint presentation in PDF format with note pages and an accompanying handout. The note pages can be accessed by clicking on the comment bubble in the upper left hand corner on each individual page. The intent of this presentation is that supervisors or lead workers will use it as a teaching tool for their staff. [Case Notes Self-Directed Presentation and Case Note Handout](#)

#### Commonly Used Acronyms

This is a list of acronyms commonly used by county financial workers and by the Department of Human Services (DHS).

#### Supplemental Nutrition Assistance Program (SNAP) Resources

The [Supplemental Nutrition Assistance Program Resources page](#) contains information in addition to what is listed below.

#### Food Support Anticipating Income Self-Directed Presentation and Handout

This presentation consists of a PowerPoint presentation with note pages. [Food Support Anticipating Income Presentation and Anticipating Income Handout](#)

#### Food Support FMed Deduction Self Directed Presentation

This presentation consists of a PowerPoint presentation in PDF format with note pages and an accompanying handout. The note pages can be accessed by clicking on the comment bubble in the upper left hand corner on each individual page. The intent of this presentation is that supervisors or lead workers will use it as a teaching tool for their staff. [FMed Self-Directed Presentation and FMed Handout](#)

#### Guidebook About Child Support and Food Support (FS) for County Eligibility Workers

The Guidebook about Child Support and Food Support (FS) for County Eligibility Workers provides guidance on how Child Support income is calculated for Food Support cases that are NOT Uncle Harry FS Cases.

#### Supplemental Nutrition Assistance Program (SNAP) Hot Topics

The first [SNAP Hot Topic Newsletter](#) is now published. The topic is [Case Notes](#). Watch for more hot topics in the future.

#### IPAM Series

##### CAF Workbook

The [Combined Application Form \(CAF\) \(DHS-5223\)](#) is the form on which people apply for multiple assistance programs including: cash, Food Support, Emergency Program, and Health Care. The purpose of this workbook is to familiarize you with the new Combined Application and Worker Interview Forms. The [Financial Workers Guide to the Combined Application Form](#), (also referred to as the CAF Workbook) is now available.

[Interviewing Tips and Techniques](#)  
[Worker Ethics](#)  
[Worker Resources](#)

##### MAXIS Claims Entry Guide

The [MAXIS Claims Entry Guide](#) is intended to be used as a tool for workers who enter claims in MAXIS. It covers claims entry, adding a person or case to a claim, and entering repayment agreements. This guide does not replace Claims and Collections classroom training. No MAXIS security is attached to the use of the guide.

##### MFIP Resources

The [MFIP/ENWP Resources page](#) contains information in addition to what is listed below.

##### MFIP Extensions - A Guide for Financial Workers

The [MFIP Extensions - A Guide for Financial Workers](#) provides financial workers with information about MFIP extension policy and procedures.

Describes the 60-month MFIP base limit  
Outlines the MFIP Transition Period  
Defines MFIP extension categories  
Describes MAXIS procedures for extensions  
Defines extension policy for two-parent families

##### MFIP Sanctions - A Guide for Financial Workers

The [MFIP Sanctions - A Guide for Financial Workers](#) includes pre and post 60-month sanction policy and procedure, cooperation requirements, mandatory vendoring and identifies DHS forms used in implementing MFIP sanctions.

#### Other Resources

##### Migrant and Seasonal Farmworker Guide

The [Migrant and Seasonal Farmworker Guide](#) is designed to assist in determining eligibility for migrant and seasonal farmworkers. The guide covers eligibility for cash and Food Support programs. Also included are various organizations from the Minnesota Migrant Services Consortium who submitted information regarding services they provide for migrant farmworkers in Minnesota and North Dakota.

##### MSA Workbook

The purpose of the [MSA Workbook](#) is to familiarize you with Minnesota Supplemental Aid (MSA) policy as well as MAXIS system entry for the MSA program. This workbook will provide information on MSA basis of eligibility, assistance standards, special needs, inform assistance, deeming and budgeting. It is recommended that while completing this workbook, you have someone available to answer questions and assist you as needed. Recommended pre-requisites to this Workbook are completion of the I-VAI Series and completion of the Food Support Classroom training.

##### Recommended Solutions for Web Based Training Issues

If you are having trouble accessing any of our web based trainings, please trouble shoot the problem before contacting us - using the steps included in the attached document, [Recommended Solutions for Web Training Issues](#).

##### Self-Employment Handbook

The [Self-Employment Handbook](#) for cash & Food Support is intended to help alleviate some of the issues and questions surrounding certification of self-employed households. This handbook also provides you with some tools that will be useful in the certification of self-employed households.

In addition to the handbook, worksheets for self-employment types have been created to assist you with your self-employment budgets:

- [SE HWG 1 Business Use of Home Worksheet](#)
- [SE HWG 2 Farming Worksheet](#)
- [SE HWG 3 Sales / Services Worksheet](#)
- [SE HWG 4 In Home Day Care Worksheet](#)
- [SE HWG 5 Rental Worksheet](#)
- [SE HWG 6 Hooper / Boarder Worksheet](#)
- [SE MAXIS BUB](#)

Use this handbook and the worksheets together with, not in place of, the Combined Manual (CM). Send direct questions about the information provided in this handbook to PolicyQuest.

##### Questions or Feedback?

Please contact Diana Lucca, Instructional Design Training Team (IDTT) Lead, with any questions or feedback:  
Phone: 651/431-4020  
FAX: 651/431-7520  
E-mail: [diana.lucca@state.mn.us](mailto:diana.lucca@state.mn.us)

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- Appendix G-3    DHS - SSI Advocates List
- Appendix G-4    Disability Criteria for SSI Benefits
- Appendix H      FSS Sanction Guidance

## Put ES Training tips on your computer desktop for easy reminders!

1. Create a folder on your computer to store the pictures for your desktop slide show. Remember where you have this folder and what it is named.
2. Go to the *Control Panel* on your computer.
3. Open the section on *Appearance and Personalization*.
4. Under *Personalization*, select *Change Desktop Background*.
5. Under *Picture Location*, click *Browse* and select the folder where you have saved the pictures.
6. Click "*Select All*" to the right of the *Browse* button to select all pictures.
7. Under *Picture Position*, select *Fit*.
8. Change the amount of time you want each picture to display before it moves to the next picture. I recommend 10 seconds.
9. Click *Save Changes* at the bottom.

To request ES Training Tips slideshow pictures, contact [susan.seidl@state.mn.us](mailto:susan.seidl@state.mn.us).

