Hennepin County
Human Services Public Health Department
Minneapolis, MN

Doryan Clifton
Diversionary Work Program

- Minnesota Department of Human Services
  - Developed DWP Based on Legislative Action.
  - Allowed County Flexibility in Program Design.

- Hennepin County Human Services and Public Health Department
  - Designed and implemented DWP in July 2004
Hennepin County

• Largest County in Minnesota
  – Approximately 1/3 of State Caseload
  – Diverse clientele

• County Administered
  – County Administers Income Maintenance
  – Hennepin Contracts Out Most Employment Services
DWP – Program Purpose

• Diversion From Traditional TANF cash assistance program (MFIP)

• Work-focused

• Meet employment goals quickly – short term and intensive
The Program Components

• Families can participate in DWP for only four months in a 12-month period
• The four months of eligibility are consecutive
• The months do not count toward the 60-month lifetime limit
Work-first focus
All adults in a family are considered jobseekers and will focus on getting immediate employment

- Before families receive any benefits, jobseeker must develop an employment plan with a job counselor.
- The employment plan is highly work-focused.
- Counselors will help job seekers identify and address their employment skills, strengths and barriers.
- If a jobseeker does not comply with employment services or child support enforcement efforts, the family will be disqualified (100% sanction).
- Disqualified families can return to DWP only after complying with all program requirements.
**Job Supports**

Families may receive cash benefits based on need. They will also get needed services, such as child care and transportation, to move quickly to work.

- The amount of cash benefit is limited and is based on the number of people in the family, housing and utility costs and countable income; housing and utility costs will be paid to the vendor.
- Job seekers may be eligible for other supports, such as Food Support, child care and health care.
- Once a jobseeker begins working, active DWP cash benefits remain unchanged during the four-month DWP period.
Exceptions

Some families are excluded from DWP. The law includes these exceptions to the program:

- Families with a parent who received MFIP in the past 12 months
- Families with a parent who received DWP in the past 12 months
- Child only cases
- A minor parent without a high school diploma or GED
- An 18- or 19-year-old teen parent without a high school diploma or GED who chooses the education plan option
- A single-parent family with a child under 12 months of age.
Families not likely to benefit from DWP

Some DWP jobseekers may be unlikely to benefit from the program, and their cases is converted to MFIP. Jobseekers are considered unlikely to benefit from DWP if:

- A qualified professional has determined that they are unable to obtain or retain employment due to an illness, injury or incapacity that is expected to last at least 30 days.
- They are required in the home to care for an ill, injured or incapacitated family member, relative in the home or foster child for more than 30 days.
- A qualified professional has determined that they must be in the home to care for a child meeting special medical criteria.
- They have applied for Supplemental Security Income or Retirement Social Security Disability Income.
- Families with a caregiver age 60 or older.
- Families with a non-citizen who has been in the US 12 months or less.
Business Partners of the Diversionary Work Program

• Partners
  – Child Support
  – Child Care
  – Employment Services
  – Income Maintenance

• Challenge: Mandated timelines
Timeline

- Client Applies: 5 Days
- Interview Conducted: Up to 30 days From application
- Eligibility Determined: 1 Day
- Referral To ESP: 10 Days
- Employment Plan Completed: 1 Day
- ESP to Notify County: 1 Day
- DWP Benefits Issued: 1 Day

5 Days

Client Applies

Interview Conducted

Eligibility Determined

Referral To ESP

Employment Plan Completed

ESP to Notify County

DWP Benefits Issued

Hennepin

Human Services and Public Health Department
Local Design

• Specialized Work Units

• Increased Service Integration

• Enhanced Technological Support
  – WorkForce 1
  – Lotus Notes - based notification system
  – ECF
AFTER FOUR MONTHS:

- 27.2% of DWP recipients are INELIGIBLE for continued cash assistance due to their INCOME.
- 42.5% of DWP clients do not go onto MFIP in the month following the end of DWP.
Brief Overview
Challenges

Families and individuals

Case Workers

Systems

Files

Hennepin

Human Services and Public Health Department
ECF is...

- An Enterprise Content Management (ECM) system
  - Files
  - Forms
  - Process

- A shared platform for integrating services across HSPHD
ECF Information Structure as of May 2010

ECF manages client documents and links to live data from multiple sources.

Note: users only have access to information they have been authorized to see by owners of the information sources.
Gender: F  
Date Of Birth: 06/14/1972  
SSN: 477-77-1111  
Race: Multiple Races  
Age: 36  
Alien ID: 

Health Care Program: Medical Assistance  
Coverage Begin: 01/01/2008  
Coverage End: 

Needs Interpreter: N  
Spoken Language: English  
Written Language: English  

CITIZENSHIP  
Date Of U.S. Entry: 

MARITAL/EDUCATION  
ALIAS INFORMATION  
OTHER IDENTIFIERS  
PMI: 350  
MCI: 0014005497  
SSIS SWNDX: 99000000  
HSIS Client ID: 96234VA 

Address | Type | Effective Date | County | Home Phone | Other Phone | Source System 
--- | --- | --- | --- | --- | --- | --- 
RR 1 Sprit, MN 56999 | Mailing | 12/08/2005 | 60 | | | SSIS 
2194 Golden Valley Rd Golden Valley, MN 55491 | Resi&Mail | 01/24/2008 | Hennepin | | | MAXIS
### Child Protection

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Thank You!

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