

Hennepin County
Human Services Public Health Department
Minneapolis, MN

Doryan Clifton



HSPHD

*Human Services and
Public Health Department*

Diversionsary 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



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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



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DWP – Program Purpose

- Diversion From Traditional TANF cash assistance program (MFIP)
- Work-focused
- Meet employment goals quickly – short term and intensive



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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.



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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.



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Families not likely to benefit from DWP

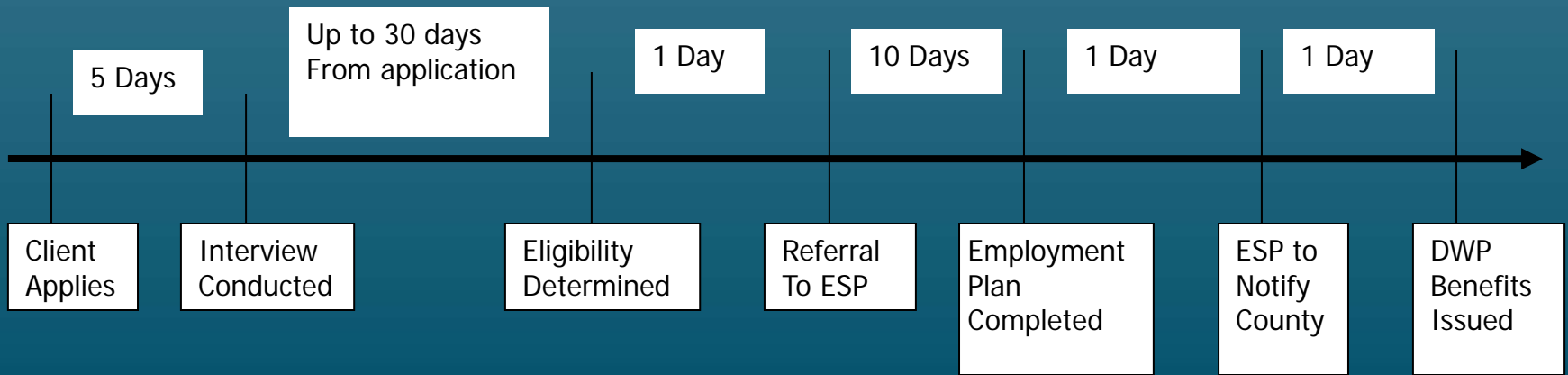
Some DWP jobseekers may be unlikely to benefit from the program, and their cases is converted to MFIP. Jobseekers are considered unlikely to benefit from DWP if:

- 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



Local Design

- Specialized Work Units
- Increased Service Integration
- Enhanced Technological Support
 - WorkForce 1
 - Lotus Notes - based notification system
 - ECF



Client Outcomes

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.

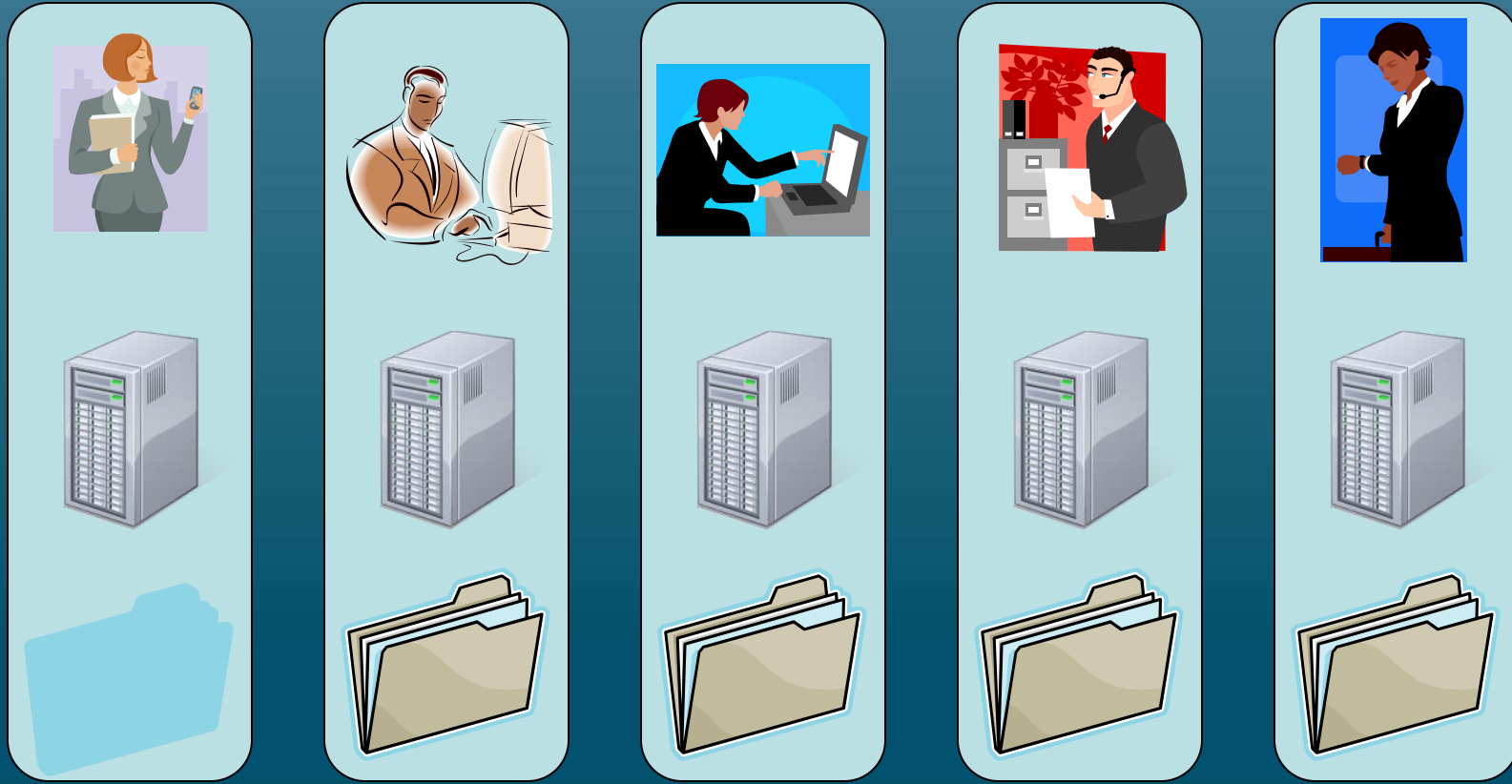


Brief Overview



Challenges

Families and individuals

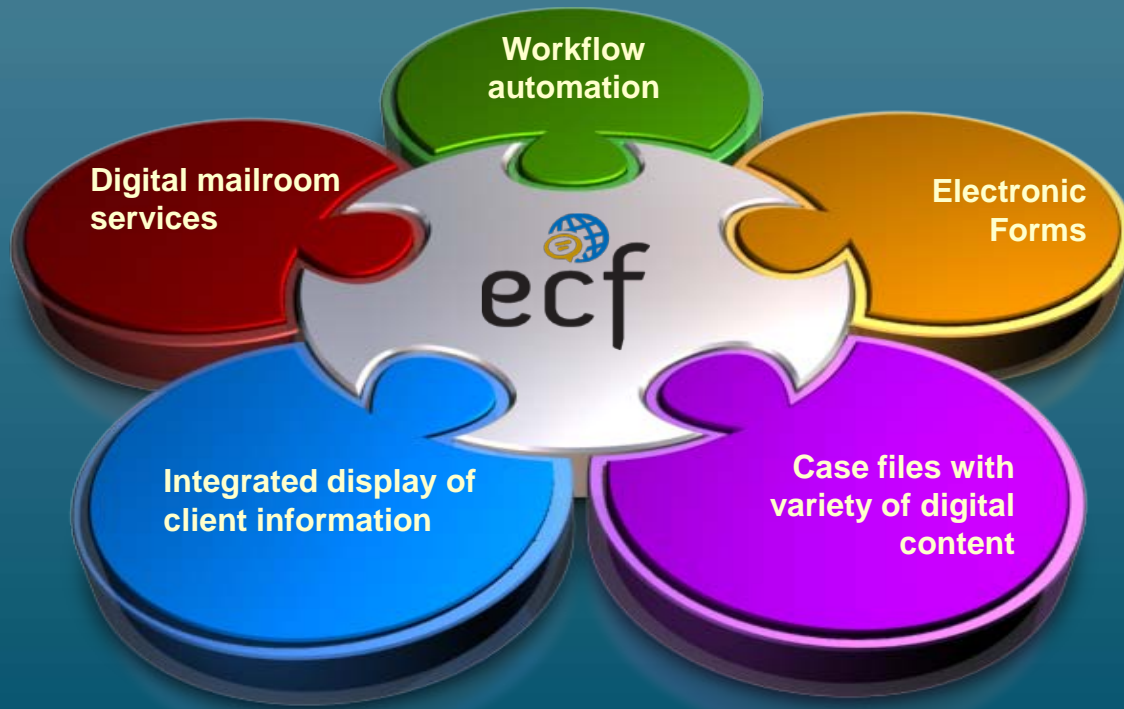


Case Workers

Systems

Files

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



Case file documents from Child Support, Children's Services, and Eligibility Supports
 eForms
 Workflow
 HSPHD staff info

Core Demographics i.e. Name, SSN, DOB
 Unique SMI number
 Cross-references to client IDs from other DHS systems: PMI#, MCI#, SWNDX#



Program type
 Coverage dates
 Waiver type
 Assigned Health Plan
 Address

Case numbers
 Case members
 Program status
 Assigned worker/team
 Address

Case numbers
 Case members
 Case status
 Assigned worker
 Address

Case (Workgroup) numbers
 Case members
 Case status
 Assigned worker
 Address



Person Folder For: **Andersen, Virginia**
[\(Get Notifications for this Person\)](#)
 SMI Number: 2822392

Signed in to STAGING as: Chris Lancrete


[Work Items](#)
[Case/Person Search](#)
[My Profile](#)
[Administration](#)
[? Help](#)
[Sign Out](#)
[Person Demographics](#)
[Cases](#)
[Person Documents](#)
[Person Work Items](#)
[Sent Documents](#)
[History](#)
[▼ Expand All](#)
[▶ Collapse All](#)

Gender: F

Date Of Birth: 06/14/1972

SSN: 477-77-1111 SSN Verification:

Race: Multiple Races

Age: 36

Alien ID:

▼ HEALTH COVERAGE

Health Care Program: **Medical Assistance**

Coverage Begin: **01/01/2008**

Coverage End:

▶ ADDITIONAL HEALTH CARE INFORMATION

▼ LANGUAGE

Needs Interpreter: N

Spoken Language: English

Written Language: English

▼ CITIZENSHIP

Date Of U.S. Entry:

▶ MARITAL/EDUCATION

▶ ALIAS INFORMATION

▼ OTHER IDENTIFIERS

PMI: 350

SSIS SWNDX: 99000000

MCI: 0014005497

HSIS Client ID: 95234VA

▼ ADDRESSES

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



Person Folder For: **Andersen, Virginia**
 (Get Notifications for this Person)
 SMI Number: 2822392

Signed in to STAGING as: Chris Lancrete



Work Items

Case/Person Search

My Profile

Administration

? Help

Sign Out

Person Demographics

Cases

Person Documents

Person Work Items

Sent Documents

History

Add Case Document
 Clear All
 Select All
 Expand All
 Collapse All

▼ Child Protection

	Program	Case ID	Status	Begin Date	End Date	Primary Worker	Worker Phone	Data Source
<input type="checkbox"/>	Child Protective Services	208824025	INACTIVE	05/01/2005	05/05/2005	Anderson Walter	999-123-0000	SSIS
<input type="checkbox"/>	Child Protective Services	208926022	INACTIVE	12/03/2007	12/03/2007	Baker William E	999-123-0000	SSIS
<input type="checkbox"/>	Child Protective Services	208926192	ACTIVE	12/03/2007		RAZE SANDY		SSIS
<input type="checkbox"/>	Child Protective Services	208926224	ACTIVE	12/17/2007		REICHEL BRYAN		SSIS

▼ Child Support

	Program	Case ID	Status	Begin Date	End Date	Primary Worker	Worker Phone	Data Source
<input type="checkbox"/>		001400549701	Open			Mary Stachel	612-348-2832	PRISM

▼ Financial Assistance

	Program	Case ID	Status	Begin Date	End Date	Primary Worker	Worker Phone	Data Source
<input type="checkbox"/>	Application	442185	Active			Chris Lancrete	612-919-7545	MAXIS
<input type="checkbox"/>	Med Assist	442185	Active	01/01/08	Current	Chris Lancrete	612-919-7545	MAXIS



Case Folder: 487386
 (Get Notifications for this Case)
 Source System: MAXIS

Signed in to STAGING as: Chris Lanorete



[Work Items](#)

[Case/Person Search](#)

[My Profile](#)

[Administration](#)

[? Help](#)

[Sign Out](#)

Previous Case: [487381](#) Previous Person: [Andersen, Virginia](#)

Case Details

Case Participants

Case Documents

Case Work Items

Sent Documents

History

File Edit Insert Act Filter

[Clear All](#)

Current Filter: 1 year

[Preferences](#)

		<u>Form Type</u>	<u>Title</u>	<u>Name</u>	<u>Received</u>	<u>Modified</u>	<u>Modified By</u>	<u>Being Edited By</u>
<input type="checkbox"/>		Pay Stubs Int93	Acme - March earnings	Andersen, Virginia A	04/09/2008	11/16/2009	WFS1848	
<input type="checkbox"/>		Status Update	Shared Case Plan	Andersen, Virginia A	10/13/2008	06/30/2009	WFS287	
<input type="checkbox"/>		Fed Tax Refund Notice To NCP DORD F0936	Court Order -Arrears	Andersen, Virginia A	02/01/2008	06/30/2009	WFS287	
<input type="checkbox"/>		School Verification	School Verification	Andersen, Virginia A	06/16/2009	06/30/2009	WFS287	
<input type="checkbox"/>		1503A Request	1503A Request	Andersen, Virginia A	04/16/2009	06/30/2009	WFS287	
<input type="checkbox"/>		W-2	W-2	Andersen, Virginia A	04/09/2008	06/30/2009	WFS287	
<input type="checkbox"/>		1503A Request	Letter from SSA	Daniels, Anna L	04/09/2008	06/30/2009	WFS287	
<input type="checkbox"/>		Address Verification	Address Verification DORD F0400	Andersen, Virginia A	02/04/2008	06/30/2009	WFS287	
<input type="checkbox"/>		Bank Statement Int160	Bank Statement Int160	Andersen, Virginia A	02/04/2008	06/30/2009	WFS287	
<input type="checkbox"/>		Assignment Referrals (Mncare, childCare, MFIP) Int6 OBSOLETE	Assignment Referrals (Mncare, childCare, MFIP) Int6 OBSOLETE	Andersen, Virginia A	02/04/2008	06/30/2009	WFS287	
<input type="checkbox"/>			Birth Certificate Int9	Birth Certificate Int9	Andersen, Virginia A	05/27/2009	06/30/2009	WFS287
<input type="checkbox"/>		Death Certificate Int151	Death Certificate Int151	Andersen, Virginia A	02/11/2009	06/30/2009	WFS287	
<input type="checkbox"/>		Broader Needs Assessment Summary	Initial BNA	Andersen, Virginia A	10/13/2008	06/30/2009	WFS287	
<input type="checkbox"/>		Recognition of Parentage DHS 3159	Recognition of Parentage DHS 3159	Daniels, Anna L	09/23/2008	06/30/2009	WFS287	

Thank You!

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