

Date Revised: September 1, 2024

To: Ramsey County ES Providers and Ramsey County FAS

From: WFS Integrated Planning Manager and FAS Managers/Supervisors

Subject: FAS and ES Communication Guidance

Purpose: Protocol and expectations for ES and FAS jointly serving and providing services to Ramsey County MFIP participants.

A. GENERAL GUIDELINES:

1. If ES or FAS suspects that the issue at hand may be political, or draw attention of the media, then the ES and FAS staff should immediately notify the ES and FAS managers. In all other instances adhering to the following guidelines for communicating with FAS staff.
2. When sending these follow-up emails, refrain from writing “first attempt,” or “second attempt” in the title line of the email.
3. Employment counselor case notes the communications with financial worker. Be specific and include the financial worker’s full name and the date of the interaction.
4. If an ES worker has any other questions or concerns regarding the case, they should talk to the FAS worker first. If the situation is not solved, the ES worker must notify an ES supervisor who in turn notifies a FAS supervisor and they must work together to resolve issue.
5. If this communication protocol is followed and ES is still experiencing problems, then notify the FAS and ES supervisors in the case that the issue may be personnel related.
6. If the ES and FAS supervisors identify the issue as a “system-wide” issue, then the ES Supervisor must notify their assigned planner who will then notify the ES manager and the FAS supervisor must notify the FAS manager.
7. ES should always follow Status Update coding tips, sanction, and appeals protocols - see ES Provider webpage under “Policies and Manuals.”
8. Remember to send specific details when communicating, don’t generalize.

Note: Each MFIP agency is assigned an FAS liaison contact, ES providers and assigned FAS liaison shall decide to meet quarterly or as necessary depending on the needs of both parties.

B. STATUS UPDATE PROCEDURES:

1. All documents including Status Updates and all participant documents must be sent through <https://mnbenefits.mn.gov/> or Fax – (651)266-3930.

Exception – cases that are marked **Private in WF1** should follow the procedure below:

- Counselor should check Maxis to determine if case is privileged.

a. If case is not privileged in Maxis– send documents as above.

- If the record is private in WF1 but not privilege in MAXIS, Counselor notifies the agency data specialist to submit a ticket to the WF1 Help Desk to take the privacy off the record in WF1.

b. If case is privileged

- Counselor e-mails Status Update and any participant documents directly to FW of record and CC: ES supervisor and FAS Liaison.

2. All status updates submitted to FAS must include a start date and end date (*end date must not exceed 12 months*). Status updates that do not have an end date will be sent back to EC to complete an end date. If a medical opinion form or medical documentation does not give a clear end date, staff must consult with a supervisor/manager and review other documentation on file to provide an end date to FAS. A new status update will need to be submitted to FAS once the participant's situation changes or prior to the expiration of the end date.

*Refer to [FAS coding tips for Employment Services](#) for more details.

3. ES must provide a Status Update (SU) to FAS before the 10th of the month for a sanction to be imposed the following month (*ex: provide SU by the 10th of April in order to have sanction in place for May benefits*).

4. If SU regarding sanction was sent, check the Workforce One (WF1) "tickler" and MAXIS Inquiry to see if action regarding requested sanction is listed. If there is nothing in WF1 ticklers or MAXIS Inquiry, then contact the FAS worker for information only after the 5th day of the month the sanction was to be imposed (*ex: if no evidence of action on the sanction listed in WF1 or MAXIS Inquiry then contact the FAS worker the 5th of May*).

5. Send one follow up e-mail to the FAS worker and allow for 2-3 days for an answer. Include the FAS Lead Worker in this initial follow up e-mail.

6. A second email to the FAS worker may be sent 4-10 business days following the initial email (*ex: do not send the follow-up, second email until the 10th of the month*). Include the FAS Liaison Supervisor in the follow up e-mail.

7. Sanction reminders:

a. Seventh sanction: If a case is closed for seven sanctions, FAS will need ES to create EP with the client and verify compliance before a case is re-opened.

b. Sixth sanction or less: If a case is closed for more than 30 days, if/when the case re-opens, it will be without a sanction. The previous sanction will have been removed by the financial worker. The employment counselor will not re-impose that previous sanction. The client has a new opportunity to comply with employment services. If the client again fails to cooperate, the EC will start the sanction process all over.

C. STATUS UPDATES FOR FSS CODING:

1. If SU is regarding FSS coding, please allow 30 days for the coding to be applied. If SU is sent by the end of the month, coding may be applied by the end of the following month (*ex: SU was sent April 15th, coding may be applied by the end of May*).

2. Please check WF1 ticklers to make sure coding is applied correctly. If you don't see information on WF1 or MAXIS Inquiry, please follow up with the assigned financial worker and include the ES Supervisor and FAS Liaison Supervisor in the e-mail communication.

Reminder: FSS coding requests, whether initial or follow-up, are to be directed to the assigned financial worker.