

Date Revised: July 3, 2024

To: Ramsey County DWP/MFIP-ES Staff

From: Workforce Solutions Integrated Planning Manager

Subject: Private Records on Workforce One

Purpose: To provide guidance and ensure that all DWP/MFIP staff have a clear understanding of their role and expectations regarding WF1 access group for records marked as private.

BACKGROUND:

With the launch of the Workforce One Rewrite (WF1) on September 2014, a security rule was implemented regarding private records or privileged cases. Privacy rules in WF1 define which information in a person's record can be viewed based on umbrella rules as well as whether the person's record is private or not.

There are different user access levels and the capability to secure a person's detailed information is governed by an indicator in the assigned staff's user profile. Privacy settings for a person's entire record are only available to the currently assigned staff, supervisors, and monitors.

When a case is flagged as privileged on MAXIS, a privacy status update transaction will be sent to WF1 via the MAXIS interface. Once a privacy indicator is set on a person's record, only the assigned staff will be able to access detailed information such as the person's activities, contact and demographic information, assessments, employment plans and case notes. Detailed information on private records can also be viewed by those with the appropriate privileges such as supervisors and data specialists.

Users who do not have the appropriate privileges can only see basic information in a report such as name, birth date and "identifying" numbers (WF1 Record ID, last 4 digits of SSN, MAXIS Case, and PMI), program name and current case status.

GUIDELINES:

1. The access to the record will be granted only to the agency data specialist, employment counselor and an employment's counselor direct supervisor. The data specialist at each agency is required to assign the case regardless of the agency current procedures. This is an exception to the current rules that must be followed.
2. Once a private record has been assigned to the agency, the data specialist should check MAXIS to confirm the case is flagged as a privilege record. If the record is private in WF1 but not privilege in MAXIS, the data specialist should submit a ticket to the [WF1 Help Desk](#) to take the privacy off the record in WF1.
3. In circumstances where a participant is referred to another worker for additional services, the employment counselor will remain the only person who has access to the case. Other workers servicing case will need to email the primary counselor information/case note in order to be entered into WF1. The employment counselor has to notify other service providers about the situation and follow up to ensure that information is given to them.
4. The assigned employment counselor is responsible for the case management and WF1 data entry of the private records.

5. Due to confidentiality, only the supervisor and data specialist can access the participant's private record in the absence of the assigned counselor.
6. Participants with private records should be given the accommodations and supports necessary regardless of whether the assigned staff is available or not. Every effort to accommodate a family and provide services should be made and support services should be provided regardless of whether the assigned staff or supervisor available or not.
7. All documents should be stored in WF1 EDS. Otherwise, if there is a hard case file, only Supervisors, Data Specialist, and assigned staff will have access to the files. Private case files are confidential and should be kept locked at all times.