

# 2008-09 MFIP/CCSA Biennial Service Agreement

## Family Stabilization Services (FSS) Addendum

### Development of FSS Guidelines

On November 19, 2007, the department issued [Bulletin #07-11-07](#), “Implementing DWP/MFIP Family Stabilization Services (FSS)” with detailed information on the Legislative requirements and guidance for counties and tribes on the development of FSS.

### Requirements of the Service Agreement

In order to satisfy the requirements of the 2008-09 biennial service agreements, counties and tribes are required to review [Bulletin #07-11-07](#) and respond to all four questions below:

- (1) What strategies will the county/tribe pursue under Family Stabilization Services (FSS)?
- (2) What staff will be designated as the Case Managers for FSS participants? For example, will job counselors or social workers provide FSS services? Will staff be specialized or carrying mixed caseloads?
- (3) Identify strategies that will be used to ensure MAXIS is coded correctly; whether the participant is determined eligible for FSS by the job counselor or the financial worker.
- (4) Who is designated as the primary contact in the county/tribe regarding FSS?

Because this is a new approach to the provision of services and affects a significant segment of the MFIP population, the Department recommends that the addendum be made available for public comment. For practical purposes, the county or tribe may submit the addendum to the department at the same time that it is made available to the public. Any changes made as a result of the public comments may be submitted at the close of the comment period. No special board approval is required, rather it is expected that the development of FSS will be integrated with on-going board involvement.

### Completion and Submission

Counties and tribes are encouraged to use the Microsoft® Word document below to enter responses and submit to the department as an e-mail attachment **no later than December 31, 2007**. The department will review the responses and provide feedback to your county/tribe by January 31, 2008. Responses should be e-mailed to: [paul.ramcharit@state.mn.us](mailto:paul.ramcharit@state.mn.us).

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## Family Stabilization Services Addendum

### Contact Information

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Date of completion:	12/7/2007

### FSS Addendum Questions

(Provide responses in the boxes below. Answers to all four questions are required).

(1) What strategies will the county/tribe pursue under Family Stabilization Services (FSS)?

Washington County will pursue strategies with Family Stabilization Services (FSS) that will be meaningful and provide the most impact for positive customer outcomes in reaching economic self-sufficiency and family well-being.

Washington County has a strong history of being proactive in providing employment and training services as well as building community relationships. Over the past few years we have implemented various systems to advance service delivery systems in meeting customers' needs. These systems include specialized disability caseloads, specialized high months and extended caseloads, developing an Integrated Service Project (ISP) as well as specialized DWP and MFIP caseloads. We will be utilizing these exiting systems for the Family Stabilization Services as well as continue to work on improving service integration and building stronger community relations with Rehabilitations Services, Social Services, Outreach Services, Tubman Family Alliance, East Suburban Resources, Community Volunteer Services, Adult Basic Education Programs and Community Education.

We will utilize specialized Employment Counselors as FSS Case Managers that are experienced working with customers with disabilities. Additionally, we will utilize our specialized teams including ISP and STEP Team (specializing working with customers with high months, 54 or higher, teen parents and extended cases) in providing FSS services as well as our general MFIP and DWP Employment Counselors.

Washington County has utilized the Minnesota Department of Rehabilitation Services for MFIP and DWP case consultation and have set monthly meetings with a Rehabilitation Counselor for case consultation. Washington County FSS customers will benefit from this pre-existing service as well.

- **Continuance of Services:** FSS services will include a continuance of service providers including Case Managers. We will minimize transitions of service providers and keep customers connected with the same Employment Counselor / Case Manager when moving between service tracks in DWP and MFIP programs.
- **Assessments:** We will adapt a customer assessment tool from social work to provide more in depth assessments with customer needs as identified in the 07-11-07 Bulletin, attachment D

and later transition to utilize the Employability Measure when available. Our ISP project is already utilizing the Employability Measure and will continue to utilize it for FSS customers. Additional emphasis will be placed on early assessments including professional referrals for physical and mental health assessments as well as referrals to work with Outreach Services for possible Social Security Benefits.

- **Focus:** We will focus on identifying family strengths, identifying resources, connecting families with resources, developing meaningful, flexible FSS plans with short and long-term goals in overcoming barriers and assisting families towards economic self-sufficiency and family stabilization.
- **Case Reviews:** All the Family Stabilization Service cases will be reviewed by the Case Manager every six months for plan compliance, plan appropriateness, goal progressing and services received.
- **Case Consultation and Resources:** The Case Managers will utilize the counselors from the Department of Rehabilitation Services for case consultation and utilize existing relations with Rehabilitation Services, Social Services, Housing Resources, Tubman Family Alliance, East Suburban Resources, Community Education, HIS, Community Volunteer Services and Outreach Services Inc.

(2) What staff will be designated as the Case Managers for FSS participants? For example, will job counselors or social workers provide FSS services? Will staff be specialized or carrying mixed caseloads?

In Washington County the Employment Counselors will be designated as the FSS Case Managers.

- Two designated Case Managers will handle a majority of the FSS cases related to health and disability.
- All the Employment Counselors, ISP Team and STEP Team will provide some FSS services.
- We will have both specialized and mixed caseloads.

This will help to reduce the transitions for the customer between Employment Counselors and assist in building professional & productive working relations between customers and Employment Counselors. This will also allow us to utilize our existing specialized structure case management structure and modified it for the Family Stabilization Services.

(3) Identify strategies that will be used to ensure MAXIS is coded correctly; whether the participant is determined eligible for FSS by the job counselor or the financial worker.

The Major key factor for the coding accuracy will be the communication between Financial Workers and Employment Counselors.

- Initially, Financial Workers will review all the cases in MAXIS that are not meeting the participation rate for the MAXIS coding accuracy and ensure the correct coding is in place.
- Financial Workers will work together with FSS Case Managers and review the SIR reports for coding errors and for possible FSS cases and make the appropriate corrections and changes. This will be done in December 2007 and January 2008.
- Case Managers will also continue to utilize the Status Update form as a communication tool when entering customers in FSS service track or when exiting customers out of FSS service track.

- Case Managers will utilize the added features of the Workforce One in verifying the MAXIS coding and customer's service track.

In Washington County the Financial Workers and Employment Counselors are co-located and often work side by side with each other. The communication between these two professionals is frequent and easy. The supervisors will ensure the staff understands the importance of the correct MAXIS coding and communication between Financial Workers and Case Managers.

(4) Who is designated as the primary contact in the county/tribe regarding FSS?

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