

# 2008-09 MFIP/CCSA Biennial Service Agreement

## Family Stabilization Services Addendum

### Contact Information

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### 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)?

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**A...Current MFIP/DWP Cases currently open with Employment Service only:**

Prior to February 2008:

Case reviews will be conducted on all current MFIP/DWP cases to determine eligibility for FSS. The review will be conducted jointly between Financial Workers and Job Counselors/Service Provider Staff.

Within 30 days of the MFIP customer being assigned to FSS, the Job Counselor will meet with the FSS Customer to begin the Assessment process (using Attachment B).

\*\*\*\*\*During the initial assessment process, updated documentation to continue in the FSS program will be obtained. Customers will sign releases so that the documentation of eligibility for FSS can be confirmed. Documentation of eligibility for FSS must be no older than 3 months.

\*\*\*\*\*Release of information requests will be completed so the Job Counselors can obtain information from partner/appropriate agencies, including County Social Workers, to obtain appropriate information for the development of the FSS Plan. Interagency staff meetings will be conducted to assure the plan is comprehensive and incorporates and addresses all areas of need.

\*\*\*\*\*The Employability Measurement System will be used, by the ES Provider Staff, during the assessment stage. The tool assesses 11 areas in a customer's life that impact their employability options. The 11 areas include: Child Behavior, Dependent Care, Education, Financial, Health, Housing, Legal, Personal Skills, Safe Living Environment, Social Support and Transportation.

Within 30 days of the initial meeting with the FSS customer, the Job Counselor will meet with the FSS customer and finalize the FSS plan.

Once the plan is developed, the Job Counselor and the FSS customer will meet at a minimum monthly, but it is anticipated that their will probably be 2-3 meetings/month (meeting will either be in-person or by phone contact). The FSS customer is responsible for providing documentation for any activities written in the plan that require supporting verification.

The FSS plan is a viewed as a living document and will be updated as needed in an effort to increase family stability.

The Job Counselors will be responsible to assure that appropriate support services are available to the FSS customer for activities identified in the FSS plan that require such support.

**B.....All MFIP cases not currently working with Employment Services:**

Case reviews will be held on all current MFIP cases not currently working with Employment Services. The review will be conducted jointly between County Financial Workers and Job Counselors/Service Provider Staff.

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\*\*\*\*\*Release of information requests will be completed so the Job Counselors can obtain information from partner/appropriate agencies, including County Social Workers, to obtain appropriate information for the development of the FSS Plan. Interagency staff meetings will be conducted to assure the plan is comprehensive and incorporates and addresses all areas of need.

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The Job Counselors will be responsible to assure that appropriate support services are available to the FSS customer for activities identified in the FSS plan that require such support.

### **C. Communication:**

Communication between County Financial Workers and Job Counselors/ES Service Provider, (or FSS case managers), is critical to providing the appropriate services for the FSS customer. FSS clients will be included in the monthly MFIP/DWP coordination meetings conducted in the county. This will insure continued communication between financial workers and job counselors regarding FSS cases.

The job counselor will be responsible for maintaining communication with all partners on a regular basis to assure that issues facing the FSS customer are addressed. This may include communication with county social services, chemical dependency counselors, SS advocates, Rehabilitation Counselors, Mental Health Workers, and other agencies appropriate to the FS case.

### **D. Plan review and modification:**

The job counselor will review the plan and modify it, in any of the following circumstances:

1. Lack of satisfactory progress in achieving the goals identified in the plan.
2. The participant has lost unsubsidized or subsidized employment.
3. A family member has failed or is unable to comply with plan requirements.
4. Services, supports or activities required by the plan are unavailable.
5. Changes to the plan are needed to promote the well-being of the children.
6. The participant and case manager determine that the plan is no longer appropriate for any other reason.

### **E. Case Management Services**

The Employment Services provider will use the following Case Management model for the FSS customers:

- \*a systematic approach to assessing the needs of the participant
- \*providing assistance, identifying resources, developing solutions
- \*developing and reinforcing participant skills
- \*evaluating and monitoring performance
- \*coordinating referrals and services; and
- \*monitoring progress

**At a minimum the Employment Services provider will provide these case management services:**

1. Be involved in the identification and referral process (as outlined earlier) to FSS.
2. Complete an assessment of the strengths, barriers, and special circumstances that impact, or may impact, progress towards the goal of the FSS plan (using the Employability Measurement).
3. Identify services, supports, education, training and accommodations needed to address barriers and enable the caregiver(s) to meet personal and family obligations.
4. Develop an FSS plan that addresses long-term self-sufficiency and an employment goal when applicable; include activities and hours of participation as appropriate. Assist families in accessing the identified services and supports when necessary.
5. Monitor progress

6. Set a schedule for periodic review of the FSS plan (at least every 6 months), and modify the plan as appropriate.
7. Make personal contact (including phone) with the participant at least once a month.
8. Initiate sanctions when appropriate.

**F. The Employment Service provider will also follow DHS Bulletin #07-11-07 for all other program rules and regulations, involved in 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?

Job Counselors, from the Employment Services Provider (SW MN PIC), will function as case managers. Due to limited funds the Job Counselors will have a mixed caseload.

(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.

Initially, the determination will be done jointly by the Job Counselor and the Financial Worker in a case review.

New applicants for MFIP/DWP will be screened by the financial worker initially, providing documentation is present at the time of eligibility determination for cash programs. Financial Worker will refer the customer and will make note of possible eligibility for FSS at the time of referral. It will then be the Job Counselors responsibility to work with the customer to get the proper documentation to make them eligible for FSS.

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

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