



VRS Community Partners + VRS Staff Forum

February 7, 2023

VRS Community Partners + VRS Staff Forum

Housekeeping

- Welcome to the VRS Community Partners + VRS Staff Forum.
- **ASL Interpreters** are designated as “co-hosts”, so they appear at the top of your participant list. If you need ability to “multi-pin” please email Sara.Sundeen@state.mn.us or Janeen.Oien@state.mn.us.
- **Closed Captioning** is available. A livestream is linked in the chat.
- **Your name:** please change the name that Zoom displays to your first and last name. An easy way to rename is: 1) go to the participant list and find your name, 2) hover over your name, 3) select “more,” 4) select “rename.”
- **Questions and Comments:** Please submit feedback, questions, comments via Microsoft Form: [Q&A form](#)
- **Technical Issues:** If you have technical issues, please contact Sara.Sundeen@state.mn.us or Janeen.Oien@state.mn.us.
- **Recording:** The session will be recorded and posted to the VRS website along with the agenda, presentation, and transcript.

Agenda

- **Welcome:** Kim Babine, VRS Director of Community Partnerships
- **Workforce One (WF1) Partner Access Project:** Jess Outhwaite & Janeen Oien, Community Partnerships Program Specialists
- **Q&A:** Janeen Oien, Community Partnerships Program Specialist
- **Wrap Up:** Kim Babine

Workforce One Partner Access Project

- In 2023, VRS staff and VRS Community Partners will transition to using VRS's case management system - Workforce One (WF1) - to transmit documents with confidential data that would otherwise be transmitted via email.
- To do so, VRS Community Partners will be assigned limited access to Workforce One.
- The transition to using WF1 is referred to as the ***“WF1 Partner Access Project.”***
 - *Project Team:* Laura Cheney, Janeen Oien, Jess Outhwaite
 - *Project SLT Sponsors:* Carrie Marsh, Kim Babine
 - *Project ELT Sponsor:* Michelle Basham

Why is this change being made?

- The WF1 Partner Access Project is necessary to protect the confidential data of the individuals we serve.
- Currently, an individual's personal, private, and confidential data is shared between VRS staff and VRS Community Partners via email.
- Email is vulnerable to hacking and data breaches. This project was initiated in response to several data breaches of confidential individual data due to hacking a state employee email.
- Access will increase privacy and security on other regular email correspondence as both Community Partner staff and VRS staff will all have access to WF1 case record numbers and can use case record numbers to reference an individual instead of names or initials.

WF1 Partner Access Pilot

This pilot has been in place over the past 15 months in the Rochester and Monticello VRS offices.

- Cindy Soderquist, VR Tech Sr, Monticello
- Jacqueline Olson, VR Tech Sr, Rochester
- Heather Grummons, VR Tech Sr, Rochester
- Lori Thorpe, Rehabilitation Area Manager, Monticello

Information to be Shared within WF1

From Community Partners to VRS

- Invoices
- Reports
- Supplemental documentation of services as necessary

From VRS to Community Partners

- Referrals
- Authorizations
- Releases of information
- Other pertinent data that would assist the individual in reaching their employment goals

Affected Parties: Roles/Responsibilities

- **Individuals served** – data from VR services is now secured, no significant change in services provided.
- **VR Community Partnership Specialists** -- create and deliver training for VRS staff and Community Partner staff, provide technical assistance to VRS staff and Community Partner staff, collect feedback, troubleshoot reporting and invoicing issues, serve as mentors and support.
- **Data Team/FOS** – help create and provide trainings and desk aids on new business practices for both VRS staff and partners, work closely with all groups on making changes to WF1 based on feedback, create guidelines around managing CP access. Serve as TA/support to VRS staff with questions, mentor team and partners.
- **Community Partners** – communicate clearly and often to VRS about WF1 access assignment needs. Communicate needs for support and training. Submit invoices and reports into WF1 and adhere to WF1 uploading standards. Obtain referral information and other pertinent data for participants within WF1.
- **RAMs** – provide support, pull in TA from CP team and FOSes, liaison and support to partners.
- **Counselors/Reps/Techs/OAS** – develop system for notification that reports and invoices are available, communicate as a team/develop workflow for each step of approving documents, ensure WF1 documentation is updated, and correct items are available for partner staff, assign partner staff prior to referral, offer responses and support to partners with questions or refer them to appropriate source.
- **DEED WF1 Team** – responsive to making changes to WF1 based on feedback, give information on processes to assist in creating trainings.

Current Business Processes

- VRS Staff email documents such as referral information, authorizations, and releases of information to Community Partner staff.
- Community Partner staff email invoices and reports to a shared email at each local office.
- VRS Staff process the invoices and reports from the shared email inbox.

New Business Processes

- Community Partner staff will communicate with VRS (Janeen Oien, Jess Outhwaite, and Laura Cheney) which staff need WF1 access and login credentials assigned.
- Local VRS staff will assign Community Partner staff to each relevant case file. (This may include placement professional, referral coordinator, office/billing staff, etc.)
- Local VRS staff will share relevant documents such as referral information, authorizations, and releases of information with the Community Partner staff within WF1.
- Community Partners will receive documents such as referral information, authorizations, and releases of information to Community Partner staff.
- Community Partners will transmit documents such as invoices and reports within WF1.
- Local VRS staff will receive documents such as invoices, reports, and other supplemental documentation of services from Community Partner staff within WF1.

Implementation Rollout

- VRS Offices and Community Partners will be “onboarded” and will implement the new process in 5 “onboarding groups” throughout 2023.
- The rollout schedule detailing which VRS offices and Community Partners will be onboarded in which month is still being finalized. We anticipate the first 4 groups will include VR Offices and Community Partners in Greater Minnesota, with VRS Offices and Community Partners in the metro area the fifth and final onboarding group.
- VRS field offices and affected Community Partners will be notified via email when it is time for their region to be trained and gain Partner Access to WF1.
- Training and support will be provided to both VRS staff and Community Partner staff prior to and throughout onboarding.
- If a Community Partner serves multiple VRS field offices, they can expect to be trained once the first office they serve is impacted.

Opportunities to learn more

- This information will be communicated via email to VRS Staff and Community Partners in the coming days.
- For Community Partners, the March 1 Community Partner Conversations meeting will be focused on answering questions about WF1 Access. You can [register](#) here.
- Feel free to contact any of the members of the WF1 Partner Access team (Laura.Cheney@state.mn.us, Janeen.Oien@state.mn.us, and/or Jessica.Outhwaite@state.mn.us) or any of the Community Partnership Program Specialists for further information.

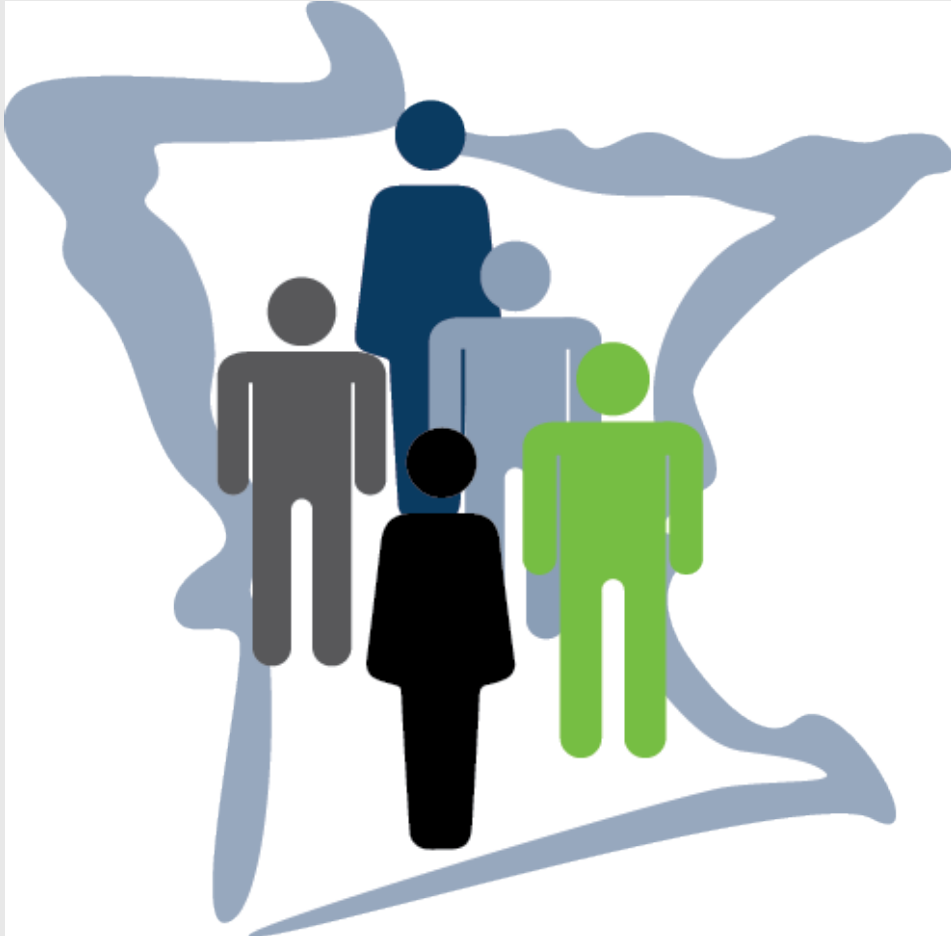
Discussion – Questions and Answers

Please submit questions and comments using the Microsoft Form linked in the chat and listed below.

[MS Form for Q&A](#)



Thank You!



We'd love to hear your feedback on our VRS Community Partner + VRS Staff Forums.

Please provide your thoughts in the Microsoft Form below. The forum feedback questions are at the end of the form.

[MS Form for Q&A and Forum Feedback](#)

Funding Notice

The VR program receives 78.7 percent of its funding through a grant from the U.S. Department of Education. For federal fiscal year 2022, the total amount of grant funds is \$44,081,347. The required state match for these funds is \$11,930,529 (21.3 percent). The state of Minnesota has appropriated \$14.3 million to exceed the matching requirement.