EMPLOYMENT AND ECONOMIC DEVELOPMENT

Recent Workforce One Updates Impacting DW/AD Exit Procedures

Due to guidance received from the Department of Labor (DOL), the Adult and Dislocated Worker programs in Workforce One (WF1) are going through changes related to how counselors remove participants from their active caseloads.

Specific reason for this urgent update: The DOL informed states that exiting a participant is not to be performed by counselors. Instead, case managers need to capture the date their participants are no longer in need of services, and they are transitioning into follow-up services. After 90 days, the case management system (WF1) must automatically exit the case.

"Employed, Pending Exit" and "Pending Exit, Other"
1. In Minnesota, counselors use the "Employed, Pending Exit" and "Pending Exit, Other" activities in WF1 to capture the last date the participant received a service.
2. These activities countdown the 90-day waiting period based on the date of last service before a program exit can be determined.

Previous "Employed, Pending Exit" and "Pending Exit, Other" Procedure was to 1. close all open activities. 2. Open the appropriate pending exit activity. 3. Enter all details within the activity. 4. Save the activity. 5. Click on the Exit tab within the side panel of the case record. 6. Enter all exit details. 7. Save exit as pending. 8. Case note.

Most common complaints / issues with this procedure.
1. Too many steps to follow.
2. Too many steps to remember.
3. Created many data entry errors.
   a. if something was not entered completely or it was entered incorrectly, the case would not automatically close after 90-days, which resulted in cases sitting in limbo.
   b. Additional services were provided to participants after the pending exit's start date without updating the new last date of service, which resulted in cases not automatically exiting.
   c. All cases needing corrections required human interaction to process the exit instead of the case management system automatically processing the exit.

NEW "Employed, Pending Exit" and "Pending Exit, Other" Procedure
1. Close all open activities.
2. Open the appropriate pending exit activity.
   a. Use the last date of service as the activity's start date.
   b. Enter all known details regarding the reason the participant is no longer in need of services.
   c. Save activity.
3. Case note sample "Participant is no longer in need of services. Informed participant we are transitioning to follow-up services".

After implementing this enhancement, we found errors requiring some cleanup due to the noted issues with the previous procedure.

Data Cleanup Requirement on old "Employed, Pending Exit" and "Pending Exit, Other" Activities

DEED's Grantee	Total Activities Needing Corrections	Adult Program	Dislocated Worker Program
AEOA (19)	5	0	5
Anoka County (12)	22	3	19
Avivo (35)	2	0	2
CMJTS (5)	12	4	8
Dakota/Scott (14)	19	0	19
Duluth (4)	1	1	0
Henn/Carver (9)	34	16	18
HIRED (44)	5	0	5
Jewish Family (43)	9	0	9
Lakes Prairies (179)	3	0	3
METP (10)	11	2	9
National Able (174)	1	0	1
NEMOJT (3)	6	4	2
Ramsey County (15)	1	1	0
SBETC (17)	21	5	16
Washington County (16)	1	0	1
TOTAL	153	36	117

<u>Local area management teams will be receiving a list of WF1 IDs for their organizations.</u>

That communication will provide the reason why the system is unable to automatically exit the case and instructions on how to correct each case listed.

Should you have additional questions or concerns, please reach out to DWFAPrograms.DEED@state.mn.us for assistance.

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