



2024-2025 County and Tribal Nation MFIP Biennial Service Agreement

January 1, 2024 - December 31, 2025

DHS-3863-ENG 7-23

Enter the county or tribal nation's unique ID number

62RAM966

*Required field

Contact Information

COUNTY/CONSORTIUM NAME

Ramsey

PLAN YEAR

2024-2025

* CONTACT PERSON

Ling Becker

* TITLE

Director of Workforce Solutions

* ADDRESS

121 7th Place E., Suite 2100

* CITY

Saint Paul

* STATE

MN

* ZIP CODE

55101

* PHONE NUMBER

651-266-6001

* EMAIL ADDRESS (where correspondence related to this form will be sent)

ling.becker@co.ramsey.mn.us

* CONFIRM EMAIL ADDRESS

ling.becker@co.ramsey.mn.us



Note: Please review Bulletin #23-11-02: 2024-2025 Minnesota Family Investment Program (MFIP) Biennial Service Agreement (BSA) Guidelines for more details before you complete this document.

County and Tribal Nation MFIP Biennial Service Agreement

A. Needs Statement

1. Identify challenges in financial assistance that are prohibiting you from properly serving MFIP/DWP families in your community.

Ramsey County continues to face several challenges in the Financial Assistance Services Department (FASD). One of the more pronounced challenges is attracting and retaining staff in the Financial Worker role. With the current labor market, the county is often at a competitive disadvantage when it comes to wages. When we do hire, the financial worker position continues to be an entry point to other positions within the county. Additionally, the continued high rate of turnovers in FASD is also attributed to the loss of seasoned workers who are retiring. With these constant staffing changes, it is hard to establish good working relationships between worker and client which creates a gap in clients understanding of their responsibility and their expectation of their worker. FASD continues to work with Human Resources to find qualified candidates who can step into these entry level positions when available. In addition, the department has deployed several innovative strategies including:

- Assessing and changing staffing to add more clerical staff to screen and assign new applications and answer calls, freeing up financial workers to process more applications.
- Addressing workload issues including an "all-hands-on deck" approach in which workers from all sections within the department take on some level of intake applications.
- Advocating for additional staff, including securing a waiver from the Minnesota Departments of Human Services that, for the first time, allows us to hire part-time financial workers from other counties to help us get through the backlog.
- Funding for modernization of systems through targeted research and a residents-informed process improvements and pursuing virtual assistance workstations at Service Centers that connect residents to our financial workers.

These changes aim to reduce wait times for county assistance and improve the department's commitment to Residents First. There is a new dashboard that tracks our progress towards this goal and provides accountability for the investments made to the community. To learn more, visit the dashboard at <https://data.ramseycounty.us/stories/s/Financial-Assistance-Services-Dashboard/nbjb-awzh>.

The impact from the pandemic and the current economic conditions have greatly impacted both the workforce and the workload in counties. Counties continue to experience staffing shortages and challenges while managing an increase in need from our communities. Hiring and training staff to do the work is impacted by the Department of Human Service's program training structure and limitations, including:

- Program training lacks the flexibility counties need when hiring employees. Counties must start new employees based on training dates set by the Department of Human Services (DHS). Training dates may not align with each county's needs. Trainings are offered on average one time per month based on a schedule set by DHS.
- Trainings are capped at 20 seats per class for all 87 counties and tribes. If a training is full, a county may need to delay hiring or may need to delay training newly hired staff.
- Counties can only reserve five of the 20 training seats for most program trainings. Additional seats may be requested but they are not a guarantee. Counties may not be able to fill all vacancies timely based on training limitations from the DHS.

In addition, technology continues to be a challenge in serving MFIP/DWP families. We've seen an increase in duplicate applications and paperwork since the launch of MN Benefits in 2021. This has shifted the workflow and the operation of moving clients' documents to the appropriate queue timely. Clients limited access to technology has also made it difficult for them to contact their worker and submit their paperwork timely. FASD systems and software lacks the updates and functionality required to perform optimal service in a virtual setting. FASD will continue to work with Information Services to better meet the department needs.

2. * Identify challenges in employment services that are prohibiting you from properly serving MFIP/DWP families in your community.

- The nature in which work and educational opportunities have evolved through the pandemic to become virtual or hybrid presents some challenges when it comes to ensuring that families have adequate digital literacy skills and access to technology to stay competitive and engaged. Virtual delivery of employment services will continue to be optimized and challenges may vary from provider to provider when it comes to cost, staff skills to learn new technology and ensuring that there continues to be in-person access to families who need it.
- Since COVID, the caseload size in Ramsey County has been unstable and unpredictable, going both up and down. While this will continue to be difficult to predict, we have only begun seeing some stabilization in the pattern this year and we appear to be settling at a relatively low caseload at below 3,000 families.
- With growing wages, people that are working have more income and are moving off of MFIP but despite this, inflation and the cost of living continues to outpace the median wage of available jobs; families transitioning to employment are faced with the benefits cliff which makes the cost of living rise even higher; the cash grant has lost value versus inflation and living costs so people that could be eligible may be choosing not to apply; these combined, results in caseloads with families that have some of the most significant challenges to securing employment. Additionally, the long-term issues of availability of childcare, reliable and accessible transportation, affordable housing, and accessing physical and mental health care are still impacting families. Being employed is simply not enough.
- Re-engaging with families since the end of covid waivers combined with the caseload size volatility and difficulty has proven to be challenging. Staff are exercising flexibility to the extent possible and make multiple attempts to connect with participants in a timely manner, but if there are delayed responses this contributes to increased delays in engaging with employment services. However, we are beginning to see a gradual return to some pre-pandemic numbers between July 2022 into 2023. The percent of participants working has remained consistent, there has been an improvement in the rate of employment plans and the rate of engagement either by working or other activities has slowly risen.
- Staff retention, well-being and work-life balance for employment services continues to be a challenge in a competitive job market.
- Ramsey County MFIP/DWP outcomes have shown persistent disparities between White participants and African American and American Indian participants particularly with the self-support index, number of families identified to receive Family Stabilization Services (FSS) and length of time on MFIP. Additionally, the rate of homelessness experienced at any given point in a year is particularly high for American Indian families at 1 in 7 and at 10% for African American and White participants.

3. * Identify the strengths in your community that you are most proud of that benefit MFIP/DWP families.

Ramsey County has a strong network of community-based organizations as well as internal county services and programs to support those most in need. WFS will strengthen existing relationships and foster new ones to better coordinate services in a way that works for families. Below are some of the initiatives and strengths that we are most proud of:

- FASD has good working relationships with several community partners, has financial workers embedded in the 3 service centers open to the public as well as some community organizations alongside employment services, and has a diverse staff that represents the community we serve.
- Ramsey County's strategic priorities align with our desired goals for reducing racial disparities and increasing meaningful efforts toward authentic community engagement.
- MFIP employment services has a culturally specific agency model, where services incorporate and build upon participant, family, community and cultural assets. We continue to work on strengthening this model through ongoing community engagement efforts with our MFIP participants and stakeholders.
- WFS works diligently on ensuring we are connecting all parts of the local workforce ecosystem. We have supported a localized job board and a training dashboard that is available to all partners. In addition, through our alignment as the administrative entity of our local Workforce Development Board, we ensure connections and referrals for support and services are made through the Careerforce location and our One Stop Operator efforts.
- Employment Services has been utilizing a motivation driven practice called Lifelong Learning Initiative for many years, we had to make some quick pivots to our system-wide implementation plans due to Covid but over the next biennium we will be working on a system-wide support and learning model for all of our service providers to ensure sustainability and relevance.

County and Tribal Nation MFIP Biennial Service Agreement

A. Needs Statement (continued)

4. What strengths and resources do you have available to address the needs of your participants?

Please **check all** the resources available to participants in your service area and check whether the resource is available within MFIP financial or employment services "in-house" or from a partner organization (County/Tribal Nation resources with developed connections to MFIP), and/or an external community resource or both. If you lack the resources in your service area, check the Resource Gaps column. Add any "other" resources that you consider necessary.

MFIP Resources	Partner Resources	Community Resources	Resource Gaps	
☐	☒	☒	☐	ABE/GED
☐	☐	☒	☐	Adult/elder services
☒	☒	☒	☐	Career planning
☒	☒	☒	☐	Childcare funds
☐	☐	☒	☐	Chemical health services
☒	☒	☒	☐	Computer lab access
☒	☒	☒	☐	Credit counseling/financial literacy
☐	☒	☒	☐	English Language Learner (ELL)
☐	☐	☒	☐	Food shelf
☒	☒	☒	☐	Housing assistance
☒	☒	☒	☐	Job club
☒	☒	☒	☐	Job development
☒	☒	☒	☐	Job placement
☒	☒	☒	☐	Job retention
☒	☒	☒	☐	Job search workshops
☒	☒	☒	☐	Mental health services
☐	☐	☐	☐	On-the-job training program
☒	☒	☒	☐	Post-secondary education planning
☐	☒	☒	☐	Re-entry support
☒	☒	☒	☐	Short-term training
☒	☐	☒	☐	Supported work / paid work experience
☒	☒	☒	☐	Transportation assistance (gas cards, bus cards)
☒	☒	☒	☐	Vehicle repair funds
☐	☐	☒	☐	Veteran Services Support
☒	☒	☒	☐	Volunteer opportunities
☒	☒	☒	☐	Youth program
☐	☐	☐	☐	Other

5. County/Tribal Nation Program Contact Information

Please name contacts for the following programs if different from the contact on the cover page. You only need to give a person's phone and email once.

* MFIP EMPLOYMENT SERVICES STAFF CONTACT NAME	* PHONE NUMBER	* EMAIL ADDRESS
Michelle Belitz	651-266-6054	Michelle.belitz@co.ramsey.mn.us
* DWP STAFF CONTACT NAME	PHONE NUMBER	EMAIL ADDRESS
Lisa Guetzkow	651-266-6006	Lisa.Guetzkow@co.ramsey.mn.us
* FINANCIAL ASSISTANCE SERVICES STAFF CONTACT NAME	PHONE NUMBER	EMAIL ADDRESS
Marisha Lindner	651-266-4604	marisha.lindner@co.ramsey.mn.us

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A. Needs Statement (continued)

6. Employment Services Provider(s) Information

MN Statute 256J.50, Subdivision 8: Each county, or group of counties working cooperatively, must make available to participants the choice of at least two employment and training service providers as defined under MN Statute 256J.49, Subdivision 4, except in counties contracting with workforce centers that use multiple employment and training services or that offer multiple services options under a collaborative effort and can document that participants have choice among employment and training services designed to meet specialized needs.

List your current employment services provider(s) and check the respective box to indicate which population served. If a Workforce Center is the only employment services provider, list the multiple employment and training services among which participants can choose. Section I of this form addresses provider choice.

NAME		ADDRESS	
Goodwill Easter Seals MN		553 Fairview Avenue North, Saint Paul, MN 55104	
CONTACT PERSON	PHONE NUMBER	EMAIL	
Andrew Freeberg	651-379-5874	Afreeberg@gesmn.org	
Population Served ☒ MFIP ES ☐ DWP ES ☒ FSS ☐ Teen Parents ☐ 200% FPG ☐ Other			

NAME		ADDRESS	
hired		800 Minnehaha Avenue E., Suite 200 St. Paul, MN 55106	
CONTACT PERSON	PHONE NUMBER	EMAIL	
John Klem	651-999-5670	John.klem@hired.org	
Population Served ☒ MFIP ES ☐ DWP ES ☒ FSS ☐ Teen Parents ☐ 200% FPG ☐ Other			

NAME		ADDRESS	
Hmong American Partnership		1075 Arcade Street, Saint Paul, MN 55106	
CONTACT PERSON	PHONE NUMBER	EMAIL	
Heather Kamia	651-495-1643	heatherk@hmong.org	
Population Served ☒ MFIP ES ☐ DWP ES ☒ FSS ☐ Teen Parents ☐ 200% FPG ☐ Other			

NAME		ADDRESS	
Ramsey County Public Health		90 Plato Blvd West, Suite 200, Saint Paul, MN 55107	
CONTACT PERSON	PHONE NUMBER	EMAIL	
Kathy Filbert		kathy.filbert@co.ramsey.mn.us	
Population Served ☐ MFIP ES ☐ DWP ES ☐ FSS ☒ Teen Parents ☐ 200% FPG ☐ Other			

NAME		ADDRESS	
Ramsey County Workforce Solutions		Metro Square, 121 Seventh Place E suite 2100, Saint Paul, MN 55101	
CONTACT PERSON	PHONE NUMBER	EMAIL	
Lisa Guetzkow	651-266-6006	Lisa.guetzkow@co.ramsey.mn.us	
Population Served ☒ MFIP ES ☒ DWP ES ☒ FSS ☐ Teen Parents ☒ 200% FPG ☐ Other			

NAME		ADDRESS	
YW Works		375 Selby Avenue, Saint Paul, MN 55102	
CONTACT PERSON	PHONE NUMBER	EMAIL	
Ivette Izea-Martinez	651-265-0681	iizeamartinez@ywcstpaul.org	
Population Served ☒ MFIP ES ☐ DWP ES ☒ FSS ☐ Teen Parents ☐ 200% FPG ☐ Other			

NAME		ADDRESS	
American Indian Family Center		579 Wells Street, Saint Paul, MN 55101	
CONTACT PERSON	PHONE NUMBER	EMAIL	
Kristin Kinney	651-793-3803	Kristin_kinney@aifc.net	
Population Served ☒ MFIP ES ☐ DWP ES ☒ FSS ☐ Teen Parents ☐ 200% FPG ☐ Other			

NAME		ADDRESS	
American Indian Family Center		579 Wells Street, Saint Paul, MN 55101	
CONTACT PERSON		PHONE NUMBER	EMAIL
Kristin Kinney		651-793-3803	Kristin_kinney@aifc.net
Population Served ☒ MFIP ES ☐ DWP ES ☒ FSS ☐ Teen Parents ☐ 200% FPG ☐ Other			
NAME		ADDRESS	
Aviso		1700 West Highway 36 Ste 500, Roseville, MN 55113	
CONTACT PERSON		PHONE NUMBER	EMAIL
Julie Kizlik		651-752-8630	Julie.kizlik@avivomn.org
Population Served ☒ MFIP ES ☐ DWP ES ☒ FSS ☐ Teen Parents ☐ 200% FPG ☐ Other			
NAME		ADDRESS	
Goodwill Easter Seals MN		553 Fairview Avenue North, Saint Paul, MN 55104	
CONTACT PERSON		PHONE NUMBER	EMAIL
Andrew Freeberg		651-379-5874	Afreeberg@gesmn.org
Population Served ☒ MFIP ES ☐ DWP ES ☒ FSS ☐ Teen Parents ☐ 200% FPG ☐ Other			
NAME		ADDRESS	
hired		800 Minnehaha Avenue E., Suite 200 St. Paul, MN 55106	
CONTACT PERSON		PHONE NUMBER	EMAIL
John Klem		651-999-5670	John.klem@hired.org
Population Served ☒ MFIP ES ☐ DWP ES ☒ FSS ☐ Teen Parents ☐ 200% FPG ☐ Other			
NAME		ADDRESS	
Hmong American Partnership		1075 Arcade Street, Saint Paul, MN 55106	
CONTACT PERSON		PHONE NUMBER	EMAIL
Heather Kamia		651-495-1643	heatherk@hmong.org
Population Served ☒ MFIP ES ☐ DWP ES ☒ FSS ☐ Teen Parents ☐ 200% FPG ☐ Other			
NAME		ADDRESS	
Ramsey County Public Health		90 Plato Blvd West, Suite 200, Saint Paul, MN 55107	
CONTACT PERSON		PHONE NUMBER	EMAIL
Kathy Filbert			kathy.filbert@co.ramsey.mn.us
Population Served ☐ MFIP ES ☐ DWP ES ☐ FSS ☒ Teen Parents ☐ 200% FPG ☐ Other			
NAME		ADDRESS	
Ramsey County Workforce Solutions		Metro Square, 121 Seventh Place E suite 2100, Saint Paul, MN 55101	
CONTACT PERSON		PHONE NUMBER	EMAIL
Lisa Guetzkow		651-266-6006	Lisa.guetzkow@co.ramsey.mn.us
Population Served ☒ MFIP ES ☒ DWP ES ☒ FSS ☐ Teen Parents ☒ 200% FPG ☐ Other			
NAME		ADDRESS	
YW Works		375 Selby Avenue, Saint Paul, MN 55102	
CONTACT PERSON		PHONE NUMBER	EMAIL
Ivette Izea-Martinez		651-265-0681	iizeamartinez@ywcastpaul.org
Population Served ☒ MFIP ES ☐ DWP ES ☒ FSS ☐ Teen Parents ☐ 200% FPG ☐ Other			

NAME		ADDRESS	
Avivo		1700 West Highway 36 Ste 500, Roseville, MN 55113	
CONTACT PERSON		PHONE NUMBER	EMAIL
Julie Kizlik		651-752-8630	Julie.kizlik@avivomn.org
Population Served			
☒ MFIP ES ☐ DWP ES ☒ FSS ☐ Teen Parents ☐ 200% FPG ☐ Other			

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B. Service Models

Minnesota Family Investment Program (MFIP) and the Diversionary Work Program (DWP)

1. *What strategies do you use for hard-to-engage participants? Check all that apply.

- ☐ Home visits
 ☐ Sanction outreach services
☒ Off-site meeting opportunities
 ☒ Incentives – specify:
☒ Virtual appointments
 ☒ Workforce One Connect app
☐ Other – specify:

2. *What types of job development do you do? Check all that apply.

- ☒ Sector job development
 ☒ Individual job development
☒ Other – specify:

3. * Do you have an ongoing job development partnership or sector based job development with community employers to help participants with employment?

- ☐ No
 ☒ Yes – check all activities employer provides:
☒ Interview opportunities
 ☒ Job skills training
 ☒ Job placement
 ☒ Job shadowing
☐ On-site job training
 ☒ Work experience
 ☒ Helps plan training programs
☐ Other – specify:

4. * Do you provide the following services to prepare participants for work?

- ☐ No
 ☒ Yes – check all that apply:
☒ Transportation
 ☒ Soft skills training
 ☒ Financial planning
 ☐ Mentoring
☐ Other – specify:

5. * Do you provide job retention services to employed participants while they are receiving MFIP?

- ☐ No
 ☒ Yes – check all that apply and answer the follow up question below:
☒ Available to assist with issues that develop on the job
 ☒ Financial planning
☒ Soft skills training
 ☐ Mentoring
 ☒ Transportation
☒ Personal contact with the employee
 HOW OFTEN?
☐ Other – specify:

If yes, how long do you provide job retention services?

- ☐ Less than 3 months
 ☐ 3-6 months
 ☒ 7-12 months
 ☐ More than one year

6. * Do you provide job advancement services to employed participants?

- ☐ No
 ☒ Yes – check all that apply:
☐ Career laddering
 ☒ Networking
 ☒ Coaching/mentoring
 ☒ Ongoing job search
 ☒ Education/training
☐ Other – specify:

7. * Do you utilize any career pathways programs or skill assessment and credentialing programs for your participants?

- ☐ No
 ☒ Yes – check all that apply:
☒ Pathways to Prosperity (P2P)
 ☐ Work Keys
 ☐ National Career Readiness Certificate (NCRC)
☒ Other – specify:

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B. Service Models (continued)**Family Stabilization Services (FSS)**

1. * Do you have qualified professionals available to assist with FSS cases in your service area who meet the licensure and accreditation requirements below?

☐ No ☒ Yes – check all that apply:

- | | | |
|---|--|--|
| ☒ Licensed physician | ☒ Physician assistant | ☒ Advanced practice registered nurse |
| ☒ Physical therapist | ☒ Occupational therapist | ☒ Licensed social worker |
| ☒ Licensed psychologist | ☐ Certified school psychologist | ☒ Mental health professional |
| ☐ Certified psychometrist | ☐ Other – specify: <input type="text"/> | |

2. * Do you make referrals for children of FSS participants?

☐ No ☒ Yes – check all that apply:

- | | | |
|---|--|--|
| ☒ Children's Mental Health Services | ☒ Public Health Nurse home visiting services | ☒ Child Wellness Check-ups |
| ☒ Women, Infants and Children Program (WIC) | ☐ Follow Along Program | |
| ☐ Other – specify: <input type="text"/> | | |

3. * Are any of these services for children offered to non-FSS families?

☐ No ☒ Yes

Services for families under 200% of Federal Poverty Guideline (FPG)

1. * Do you serve families not receiving MFIP/DWP that are under 200% of the Federal Poverty Guideline (FPG)?

☒ No ☐ Yes

DESCRIBE

2. * Do you provide services to families who have exited MFIP/DWP or families at risk of receiving MFIP or the Diversionary Work Program (DWP), but are under 200% of the Federal Poverty Guideline (FPG)?

☐ No ☒ Yes – check all the services that apply:

- | | | | |
|--|--|--|---|
| ☒ Child care | ☒ Job retention services | ☒ GED | ☒ ABE/ELL classes |
| ☒ Job postings | ☒ Computer lab access | ☒ Support services | ☒ Transportation/vehicle repair |
| ☐ Other – specify: <input type="text"/> | | | |

If yes, how long do you provide these services?

☐ Up to 3 months ☐ 6 months ☐ 12 months ☒ Other – specify:

3. * Do you provide services to Non-Custodial Parents (NCPs) that are under 200% of the Federal Poverty Guideline (FPG)?

☐ No ☒ Yes

Describe below, including how many NCPs you are currently serving:

4. * Describe the process you have in place to verify income below 200% FPG for participants that are not on MFIP or DWP.

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B. Service Models (continued)

Minnesota Family Investment Program (MFIP) Services for Teen Parents

1. * Are there specialized workers who work primarily with teens?

☐ No ☒ Yes – check all that apply for each age group:

**Minors
(under age 18)**



**Age
18/19**



Financial worker

Employment service worker

Social worker

Public health nurse

Child care worker

Child protection worker

Other job role – specify:

2. * Is there a single point of contact for teens, that is, one staff with primary responsibility for keeping in contact with the teen, working with the teen, and making connections to other services? Respond for each age group separately. If yes for an age group, check the one position that serves this function within that age group.

☐ No ☒ Yes

Minors (under age 18)

☐ Financial worker

☐ Employment service worker

☐ Social worker (Social Services)

☒ Public health nurse

☐ Child care worker

☐ Child protection worker

☐ Other job role

Age 18/19

☐ Financial worker

☐ Employment service worker

☐ Social worker (Social Services)

☒ Public health nurse

☐ Child care worker

☐ Child protection worker

☐ Other job role

3. * Does your County/Tribal Nation have an active partnership with the local public health agency to get teen parents enrolled and engaged in public health nurse home visiting services? *Check one for each age group.*

Minors (under age 18)

☒ Yes, mandatory

☐ Yes, voluntary

☐ No

Age 18/19

☒ Yes, mandatory

☐ Yes, voluntary

☐ No

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C. Addressing Equity

1. * Describe how you are ensuring your services are inclusive and accessible for all.

Ramsey County Service Centers offer assistance with a wide range of county programs and services. In-person assistance from a county navigator and counselors are available at three county building locations and seven community partner locations. The 3 service centers are also open for participants to drop in and get questions answered and drop off documents. Staff also meet residents at their choice of location for service delivery.

2. * How are you working to advance equity in service delivery in your county/Tribal Nation?

Examples include:

- MFIP includes culturally specific partnerships, services incorporate and build upon participant, family, community and cultural assets.
- Significant co-investments of American Rescue Plan Act funds with the City of St Paul investing in young adult employment.
- Investing funds to increase to support employers to become more inclusive workplaces.
- Working with cultural communities to create and adopt a county-wide community definition of culturally specific services.

3. * Do you provide equity and diversity training for workers?

- ☐ No
☐ Yes, voluntary
☒ Yes, mandatory

4. * Do you have culturally specific employment services for different racial/ethnic groups?

- ☐ No ☒ Yes – check all that apply:

- ☒ African American ☐ African immigrant ☒ American Indian ☐ Asian American
☐ Asian immigrant ☒ Hispanic/Latino ☐ Newly arrived immigrant
☐ Other – specify:

County and Tribal Nation MFIP Biennial Service Agreement**D. Collaboration and Communication with Others****Workforce One**

1. * How many Financial Workers have access to Workforce One?

2. * How many Child Care assistance workers have access to Workforce One?

3. * How many support staff have access to Workforce One?

Workforce One Connect App

1. * Does your county/Tribal Nation have the Workforce One Connect app available to participants?



No – explain:



Yes – indicate which of the following groups are utilizing the app features in Workforce One:



Employment services



Financial workers



Child care workers



Other – specify:

MAXIS

1. * How many employment services staff have MAXIS access?

2. * How many managers/supervisors have MAXIS access?

3. * Describe the process your service area uses to identify and resolve discrepancies between MAXIS and WF1 data in areas such as Family Stabilization Services coding, employment/hours, sanction status, etc.

Ramsey County MFIP employment services performance measures are data driven; the quality and integrity of that data is a priority. Ramsey County's strategy for data management incorporates access to the State of Minnesota's MAXIS Inquiry and Workforce One and the team of provider Data Specialists, WFS MIS, CHS FAS Management and Supervisors, and CHS Evaluators.

Ramsey County Workforce Solutions provides data and requires provider agencies to analyze and use data to ensure that outcomes are achieved and process improvements made. Providers are required to dedicate staffing resources to a Data Specialist role to help the provider most effectively produce results through data use. The Data Specialist is in a key role to help staff members achieve and/or exceed the performance measures and indicators. The Data Specialist works with their agency supervisors and staff through an active process focusing and intervening on the key components of each measure in order to achieve the highest performance.

The primary responsibility of the Data Specialist is the collection, use, management and interpretation of participant performance data, as well as guidance and instruction for staff and management. Familiarity and high-end use of Workforce One, Electronic Document Management System, and Maxis Inquiry are required. Helping others develop incremental skills and move toward high-end user status in Workforce One is within the role of the Data Specialist.

Example of data reports includes start and end dates of case notes, employment plans, sanctions, activities, etc. Counselors will review the reports and make corrections in WF1 or follow up with participants for any needed services, which may be expired such as an Employment Plan. Counselors communicate with financial workers through status update form when there is a change in address, activity or FSS status. Within the month, counselors will check WF1 and/or Maxis. If there has not been a change in maxis, counselors will follow up with financial workers to ensure coding is changed to reflect the current status of the participant.

County and Tribal Nation MFIP Biennial Service Agreement**D. Collaboration and Communication with Others** (continued)**Child Care Assistance Program**

1. *What strategies does your agency use that involve MFIP and/or Employment Services staff to support timely and consistent receipt of child care assistance through the Child Care Assistance Program? *Check all that apply.*

- ☒ Shared electronic document management system
- ☒ Regular case consultation meetings
- ☒ Workers with dual MFIP and CCAP role
- ☐ Workers with dual Employment Services and CCAP role
- ☒ Specific CCAP workers process MFIP child care cases
- ☒ MFIP and/or Employment Services workers receive training related to CCAP
- ☒ Communication with CCAP worker via phone, email or fax
- ☒ Use of agency-developed forms or documents
- ☒ MFIP and/or Employment Services workers assist families with completing CCAP paperwork (for example, the CCAP application)
- ☒ MFIP and/or Employment Services workers have MEC2 Inquiry access
- ☐ Other – specify:

2. *What barriers prevent timeliness?

Examples of barriers preventing timeliness include:

- Participants turning in paperwork late or incomplete.
- Participants not providing timely updates on changes such as their address.
- Participants changing their provider frequently and not giving proper notice.
- Understaff-Staff retention

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E. Emergency Services

1. * Does your County/Tribal Nation provide emergency or crisis services from your Consolidated Fund?
- ☐ No ☒ Yes
2. * Submit a copy of your Emergency Assistance policy as an attachment.

Describe any major changes you've made to this policy below.

no major changes

County and Tribal Nation MFIP Biennial Service Agreement**F. Measures****Performance Measures**

Performance-based funding is determined by a service area's annualized Self-Support Index value. Review the information and report links in this section to see the effect of performance on funding and reporting, based on [MN Statute 256J.626, Subdivision 7](#).

Each year a bonus to a service area's Consolidated Fund allocation will be based on its performance on the Self-Support Index in the previous April to March year.

The three-year Self-Support Index (S-SI): This measure starts with all adults receiving MFIP or DWP cash assistance in a quarter and tracks what percentage of them, three years later, are no longer receiving family cash assistance or are working an average of 30 hours a week if still receiving cash assistance. Those who left MFIP after reaching 60 counted months and those who left due to 100 percent sanction are only counted as a success if they worked an average of 30 hours per week in their last month of eligibility or if they began receiving Supplemental Security Income (SSI) after family cash assistance ended. To provide fair comparisons across service areas, DHS calculates a "Range of Expected Performance" for the S-SI that is based on local caseload characteristics and economic conditions. The service area's Self-Support Index value is whether the service area was above, within, or below its expected Range.

The S-SI and Range are annualized for the four quarters in the April through March year ending in the reporting year before the funding year. See the annualized report on the MFIP Reports page on the DHS website for 2023: [Minnesota Family Investment Program 2023 Annualized Self-Support Index \(state.mn.us\)](#). A service area with an annualized S-SI "above" its customized Range of Expected Performance for 2023 will receive a 2.5 percent bonus added to its Consolidated Fund allocation for calendar year 2024.

[Minnesota Family Investment Program 2023 Annualized Self-Support Index \(PDF\)](#)

If your service area is receiving a bonus, congratulations! Please share a success strategy here:

N/A

If your service area performed "above" or "within," you can go to Section G.

If your service area performed "below" for two consecutive years, you will have to **negotiate a multi-year improvement plan** with DHS. If no improvement is shown by the end of the multi-year plan, the next year's allocation must be decreased by 2.5 percent, to remain in effect until the service area performs within or above its Range of Expected Performance.

County and Tribal Nation MFIP Biennial Service Agreement

F. Measures (continued)

Racial/Ethnic Disparities

A racial/ethnic disparity is defined as a one-year Self Support Index that is five or more percentage points lower for a non-white racial/ethnic group than for the white group of MFIP/DWP-eligible adults in the County/Tribal Nation or consortium. The report "Annualized MFIP Performance Measures by Racial/Ethnic or Immigrant Group and by County, County Consortium, and Tribal Provider" is now available at <https://public.tableau.com/app/profile/tyler.borgmann/viz/AnnualizedS-SISuccessRatebyRacialEthnicorImmigrantGroup/SSISuccessRateDashboard-intro>

To view your agency's measurement, click on the "S-SI Success Rate by Agency" button. This will bring you to the statewide data for 2022. From the first drop down you can select your county, county consortium or Tribal Nation. If you note any groups that are below the line (indicated by a green bar) your county, county consortium or Tribal Nation will answer the next question below:

What strategies and action steps for each of the groups below the disparities reference line do you plan to implement for the coming biennium to reduce these disparities?

Ramsey County MFIP/DWP outcomes have shown persistent disparities between White participants and African American and American Indian participants. The current MFIP/DWP direct service system further developed strategies that worked over the previous five years to include new or enhanced services, including:

- Extended families remaining at the same service provider. Extended families in Ramsey County are disproportionately represented by communities experiencing racial disparities and this change allows families experiencing disparate outcomes to remain at their chosen provider.
- Teen parents are served directly by Public Health nurses to ensure both mother and child are healthy and focused on achieving a high school diploma or GED.
- Young adult parents (ages 18 to 24) are served by the county in a specialized unit to better coordinate and connect with other youth services, including access to Public Health nurses, WIOA Youth programming, early child care and education, and connections to CARES and ARPA funded programming and technology.
- Families Achieving Success Today (FAST) is a full-family, multi-disciplinary program that has demonstrated improved engagement, education achievement, employment hours and earnings. FAST expanded its capacity to serve up to 360 FSS families.
- Partners for Equity efforts- Ramsey County WFS contracts with three culturally specific community-based organizations to deliver comprehensive, strength-based, and culturally specific family stability services to African-American, American Indian and Hispanic families receiving MFIP.

WFS will continue contracting with Partners for Equity, current partners and services provided are:
Network for the development of Children of African Descent (NdCAD)

- Provide full-family services to strengthen family well-being through cultural resiliency and literacy skills.
- Parents develop a self-determinizing plan and complete a cultural training series, Parent Power, as a cohort.
- Eligible children complete a literacy program, (Sankofa) proven to increase reading levels, often by several levels.

American Indian Family Center (AIFC)

- Provide employment services, trainings and cultural opportunities from one to all American Indian MFIP families choosing the Center
- Available social services and children's services co-located with MFIP employment services.

Comunidades Latinas Unidas En Servicio (CLUES)

- Provide a series of dynamic workshops engaging families about increasing personal power to achieve individual and family goals.
- Engage and empower through career and financial trainings.

Cultural Consulting: Ramsey County values the communities we serve and the richness of consultation in a cultural context to better serve our families and residents in our employment and education programs. Through lending input and guidance, consultants are integral to our services and will be connected and engaged with communities experiencing racial disparities. Consultants will assist WFS with a number of interventions such as training case consultations policy and procedure review coordination of community efforts and events and community conversations.

Data Leadership Sponsored Workgroups: One workgroup is focusing on how data is understood and can be utilized within teams to identify potential areas for improvement while the other is focused on learning more about racial disparities in MFIP to create awareness and generate ideas to improve usability and outcomes. This has been a great opportunity to have a cross-representation of staff working toward a common goal of ensuring we are leveraging our data to inform programs. The Data Leadership Team is charged with ensuring the department is leveraging qualitative and quantitative data to inform decision making, address workforce inequities and advance accountability with the county to consistently exceed the expectations of our residents and stakeholders.

Community Engagement: WFS engaged a number of community-based organizations to identify gaps and needs in the community for traditional programming and for new resources in the county. WFS used input from community partners to develop services targeting populations with historic racial and ethnic disparities. These efforts ultimately paved the way for WFS to partner with more than 80 community-based organizations serving primarily residents representing communities with disparities. New partners continue to emerge assisting WFS in communicating program information with the community and providing additional referral services to program participants. WFS continues to build its network in the community, increasing its capacity to engage communities, especially those experiencing disparate outcomes.

WFS has representation in the St Paul Indians in Action learning cohort which is comprised of 10 county leaders and 10 members of the American Indian community. The cohort meets regularly to develop countywide principles for all of Ramsey County's work that impacts the American Indian Community; it will give us an opportunity to re-evaluate, improve and modify our service delivery efforts.

County and Tribal Nation MFIP Biennial Service Agreement

G. Program Monitoring and Compliance

1. *What procedures do you have in place to ensure that program funds are being used appropriately as directed in law? *Check all that apply.*

- ☒ Budget control procedures for approving expenditures
- ☒ Cash management procedures for ensuring program income is used for permitted activities
- ☒ Internal policies around use of funds (i.e. participant support services)
- ☒ Other – specify:

2. *What procedures do you have in place to ensure program policies are followed and applied accurately? *Check all that apply.*

- ☒ Case consultation
- ☒ Sample case review by supervisors
- ☒ Sample case review by lead worker/mentor
- ☐ Sample case reviews by peers
- ☒ Other – specify:

3. Effective August 1st, 2023, counties and Tribal Nations are no longer required to administer random drug tests to MFIP participants who are convicted drug felons but may do so at the county or Tribal Nation's option. If applicable, what procedures/policies do you have in place for administering random drug tests to MFIP participants who are convicted drug felons as allowed by [MN Statute 256J.26, Subdivision 1](#)? **Select one.**

- ☐ Written policy within the MFIP unit
- ☐ Coordination with Corrections
- ☐ Currently establishing new policy/procedure(s)
- ☒ Other – specify:

Submit a copy of your written policy as an attachment.

County and Tribal Nation MFIP Biennial Service Agreement

H. Administrative Cap Waiver

Minnesota Family Investment Program (MFIP) allows counties to request a waiver of the MFIP administrative cap (currently at 7.5%) for providing supported employment, uncompensated work, or a community work experience program for a major segment of the county's MFIP population. Counties that are operating such a program may request up to 15% administrative costs per [MN Statute 256J.626, Subdivision 2](#).

If your County/Tribal Nation is interested in applying for the waiver for the coming biennium, please complete the following four questions.

1. Describe the activity(s) you will provide.

Ramsey County will provide a supported work experience program that is designed to assist MFIP participants experiencing challenges in obtaining or maintaining public or private sector unsubsidized competitive employment. Participants engaged in the program will be placed in a subsidized work experience that will provide participants with work activities to develop new skills and enhance current skills, while providing an opportunity to gain work experience in a supportive work environment that builds confidence and gives participants an opportunity to explore other career options. Upon completion, participants will have acquired new skills, enhanced current skills, improve their soft-skills and be prepared for competitive public and private sector unsubsidized employment.

During the biennium, this program will place emphasis on family stability and the following strategic priorities:

- Reduce racial employment disparities
- Leverage strategic, purposeful partnerships
- Integrate the 4E success indicators – engagement, education, employment and employment retention into program
- Strengthen the WFS full family approach and family well-being measurement
- Leverage career pathway opportunities
- Increase WIOA and TANF program collaborations
- Increase staff skill development
- Pursue evaluation and continuous process improvement

2. Explain the reasons for the increased administrative cost.

Ramsey County Workforce Solutions expects to exceed the 7.5% administrative cost cap. Additional administrative expenses will be incurred due to:

- 1) Use of consolidated fund dollars to continue the county-wide supported work experiences, targeting services for young parents and participants of African and American Indian descent.
- 2) Coordination and combination of unpaid work and paid work experiences and activities to maximize participant's employability.
- 3) Funds will be used to cover the cost of the planners and evaluators to conduct evaluation and reporting for supported work experience project along with costs to cover allocated accounting, grant administration, and program executive management personnel.
- 4) Supporting the provision of MIS and program technical guidance for the supported work experience, universal monitoring of program implementation, and ensure compliance with State and Federal rules and regulations related to the program.
- 5) Ramsey County continues to increase collaborative initiatives and programs between WIOA and MFIP/TANF internal departments, colleges, Workforce Innovation Board and employers, thus increasing administrative expenses.

3. Describe the target population and number of people expected to be served.

Contingent on funding, Ramsey County plans to implement a supported work program for up to 100 MFIP participants with a specific focus on young parents, African American, American Indian and Latino participants. Work experiences will be paid prevailing wage and may be up to 200 hours. The goal is to partner supported work experience placements with career exploration and education that will lead participant to secure better employment.

4. Describe how the unpaid work experience is designed to impart skills and what steps are taken to help participants move from unpaid work to paid work.

Unpaid work experience may be an option if the participant agrees to participate and/or the unpaid work experience meets following criteria:

- The participant has been unable to obtain or maintain paid employment in the competitive labor market and there are NO paid work experience programs available.
- The unpaid work experience provides specific skills or experience that cannot be obtained through other work activity options where the participant lives.
- The skills or experience result in higher wages than the participant would have been able to earn without the unpaid work experience.

Once the experience is completed, participants will get support for seeking unsubsidized work. All MFIP employment providers in Ramsey County have staff that function in roles that make connections with employers to secure placement of the participant into paid jobs and some have functioning employer advisory boards to provide advice and guidance to job development efforts.

If your County/Tribal Nation is providing unpaid work experience activities for MFIP participants and you don't already have an Injury Protection Plan (IPP) in place, please click on [eDocs](#) to fill out the IPP form. Email the completed form to: Jonathan.Hausman@state.mn.us.

County and Tribal Nation MFIP Biennial Service Agreement**I. Provider Choice**

MFIP provisions require counties to provide a choice of at least two employment service providers available to participants unless a workforce center is being utilized ([MN Statute 256J.50, Subdivision 8](#)). Counties may request an exception if meeting this requirement results in a financial hardship ([MN Statute 256J.50, Subdivision 9](#)).

Does your County/Tribal Nation:

- ☒ Have at least two employment and training services providers. Go to Section J.
- ☐ Have a CareerForce center that provides multiple employment and training services, offers multiple services options under a collaborative effort and can document that participants have choice among employment and training services designed to meet specialized needs. Go to Section J.
- ☐ Intend to submit a financial hardship request.

County and Tribal Nation MFIP Biennial Service Agreement

I. Provider Choice *(continued)*

Financial Hardship Request

A financial hardship is defined as a county's inability to provide the minimum level of service for all programs if a disproportionate amount of the MFIP consolidated fund must be used to cover the costs of purchasing employment services from two providers or the cost of contracting with a workforce center.

To request approval of a financial hardship exception from the choice of provider requirement, please provide the following information.

1. If the County/Tribal Nation had a choice of providers in calendar year 2023, describe:
 - factors that have changed which indicate a financial hardship,
 - why the hardship is expected to continue, and
 - the magnitude of the hardship, which makes limiting delivery of employment services the best financial option for the County/Tribal Nation.

2000 characters remaining

2. Summarize options explored by the county, including use of other partners in a workforce center or other community agencies, such as a Community Action Program or a technical college. The summary should also include:
 - major factors which prevent the County/Tribal Nation from utilizing these options and include a cost analysis of each option considered; and
 - the process used to determine the cost of other options (RFP or other County/Tribal Nation process).

2000 characters remaining

3. If the County/Tribal Nation proposes to directly deliver MFIP employment services, provide a budget and staffing plan that clearly indicates consolidated funds will not be used to supplant County/Tribal Nation funds. The description should include information about what steps will be taken to ensure that staff have the experience and skills to deliver employment services.

2000 characters remaining

Financial Hardship requests will be reviewed by the Department of Human Services (DHS) and the Department of Employment and Economic (DEED) leadership. DHS and DEED will also look at the amount budgeted by the County/Tribal Nation for employment and training during calendar year 2023 and use this amount as a guide to determine whether the amount budgeted by the County/Tribal Nation for calendar year 2024 is reasonable.

If a financial hardship is approved, DHS and DEED will closely monitor County/Tribal Nation programs to ensure outcomes are achieved and services are being delivered consistent with state law. For additional information or if you have questions, please email Pamela McCauley at Pamela.McCauley@state.mn.us.

County and Tribal Nation MFIP Biennial Service Agreement

J. Budget

Click on the link below to review your service area's 2024 MFIP allocation and Federal Funding Sources:

[MFIP Consolidated Fund \(PDF\)](#)

In the budget table below, indicate the amount and percentage for each item listed for the budget line items for calendar years 2024-2025. Also note:

- Refer to the 2024-25 Minnesota Family Investment Program (MFIP) Biennial Service Agreement (BSA) Guidelines Bulletin section, "Allowable Services under MFIP Consolidated Fund."
- Total percent must equal 100.
- Income maintenance administration is reasonable in comparison to the whole budget.
- Ensure the Emergency Assistance/Crisis Services plan is included if funds are allocated.
- All services must be an allowable expenditure under the MFIP Consolidated Fund.
- Allocation amounts must be spent by the end of calendar year, remaining amounts does not roll over into the following year.
- Medical expenditures are NOT allowable.
- Email Arina Preston at Arina.Preston@state.mn.us, if you need assistance or have questions with the budget section.
-

2024 Budget

Budgeted Amount	Percent	Line Items
1,093,965.00	5.90%	Employment Services (DWP)
9,775,685.00	52.69%	Employment Services (MFIP)
2,758,612.00	14.87%	Emergency Services/Crisis Fund
1,948,174.00	10.50%	Administration (cap at 7.5% or up to 15% with an approved administrative cap waiver)
2,807,598.00	15.13%	Income Maintenance Administration
50,000.00	0.27%	Incentives (Include the total amount of funds budgeted for participant incentives but don't include support services here)
120,000.00	0.65%	Under 200% Services
	0.00%	Capital Expenditures
	0.00%	Other:
\$18,554,034.00	100.00%	Total

2025 Budget

Budgeted Amount	Percent	Line Items
1,093,965.00	5.90%	Employment Services (DWP)
9,775,685.00	52.69%	Employment Services (MFIP)
2,758,612.00	14.87%	Emergency Services/Crisis Fund
1,948,174.00	10.50%	Administration (cap at 7.5% or up to 15% with an approved administrative cap waiver)
2,807,598.00	15.13%	Income Maintenance Administration
50,000.00	0.27%	Incentives (Include the total amount of funds budgeted for participant incentives but don't include support services here)
120,000.00	0.65%	Under 200% Services
	0.00%	Capital Expenditures
	0.00%	Other:
\$18,554,034.00	100.00%	Total

County and Tribal Nation MFIP Biennial Service Agreement

K. Certifications and Assurances

Public Input

* Prior to submission, did the County/Tribal Nation solicit public input for at least 30 days on the contents of the agreement?

No

Yes

Was public input received?

No

Yes

If received but not used, please explain.

4000 characters remaining

<https://edocs.dhs.state.mn.us/lfserver/Secure/DHS-3863-ENG>

22/24

County and Tribal Nation MFIP Biennial Service Agreement

K. Certifications and Assurances

Assurances

It is understood and agreed by the County/Tribal Nation board that funds granted pursuant to this service agreement will be expended for the purposes outlined in [Minnesota Statutes, section 256J](#); that the commissioner of the Minnesota Department of Human Services (hereafter department) has the authority to review and monitor compliance with the service agreement, that documentation of compliance will be available for audit; that the County/Tribal Nation make reasonable efforts to comply with all MFIP requirements, including efforts to identify and apply for available state and federal funding for services within the limits of available funding; and that the County/Tribal Nation agrees to operate MFIP in accordance with state law and federal law and guidance from the department.

Counties and Tribal Nations may use the funds for any allowable expenditures under subdivision 2, including case management outlined in [Minnesota Statutes, section 256J](#).

This allocation is funded with 8% state funds and 92% federal TANF funds and paid quarterly.

Federal funds. Payments are to be made from federal funds. If at any time such funds become unavailable, this CONTRACT shall be terminated immediately upon written notice of such fact by STATE to County/Tribal Nation. In the event of such termination, County/Tribal Nation shall be entitled to payment, determined on a pro rata basis, for services satisfactorily performed. An amendment must be executed any time any of the data elements listed in 2 CFR 200.332 and this clause, including the Assistance Listing number, are changed, such as additional funds from the same federal award or additional funds from a different federal award. STATE has determined that County/Tribal Nation is a "contractor" and not a "subrecipient" pursuant to 2 C.F.R section 200.331.

Pass-through requirements. County/Tribal Nation acknowledges that, if it is a subrecipient of federal funds under this CONTRACT, County/Tribal Nation may be subject to certain compliance obligations. County/Tribal Nation can view a table of these obligations in [the Health and Human Services Grants Policy Statement](#), [1] Exhibit 3 on page II-3, in addition to specific public policy requirements related to the federal funds here. To the degree federal funds are used in this contract, STATE and County/Tribal Nation agree to comply with all pass-through requirements, including each Party's auditing requirements as stated in 2 C.F.R. § 200.332 (Requirements for pass-through entities) and [2 C.F.R. §§ 200.501-521 \(Subpart F – Audit Requirements\)](#). [2]

1. **County/Tribal Nation:**

Ramsey

(Must match the name associated with the Unique Entity Identifier.)

2. **County/Tribal Nation Unique Entity Identifier (EUI):**

62RAM966

Effective April 4, 2022, the Unique Entity Identifier is the 12 character alphanumeric identifier established and assigned at SAM.gov to uniquely identify business entities and must match County/Tribal Nation name.

3. **Federal Award Identification Number (FAIN):** 2201MNTANF and 2301MNTANF4. **Federal Award Date:** October 1, 2022 (projected) (The date of the award to the MN Dept. of Human Services.)5. **Period of Performance:** January 1, 2024 – December 31, 20256. **Budget period start and end date:** January 1, 2024 – December 31, 20257. ***Amount of federal funds:**

A. Total Amount Awarded to DHS for this project: \$103,290,000 (projected)

B. Total Amount Awarded by DHS for this project to County/Tribal Nation named above: \$

18,554,034.00

8. **Federal Award Project description:** Temporary Assistance for Needy Families (TANF)9. **Name:**

A. Federal Awarding Agency: Administration for Children and Families

B. MN Dept. of Human Services (DHS)

C. Contact information of DHS's awarding official: Jovon Perry, Jovon.perry@state.mn.us

10. ***Assistance Listings Number & Name** (formerly known as CFDA No.):

Payments are to be made from federal funds obtained by STATE through Catalog of Federal Domestic Assistance (CFDA) No.:

NUMBER: 93.558

NAME: Temporary Assistance for Needy Families (TANF)

Total amount made available at time of disbursement: \$

100,290,000.00

11. *** Is this federal award related to research and development?** ☒ No ☐ Yes12. **Indirect Cost Rate for this federal award is:** up to 15% (including if the de minimis rate is charged)

County and Tribal Nation MFIP Biennial Service Agreement**Service Agreement Certification**

- ☐ Checking this box certifies that this 2024 - 2025 MFIP Biennial Service Agreement has been prepared as required and approved by the County/Tribal Nation board(s) under the provisions of Minnesota Statutes, section 256J. In the box below, state the name of the chair of the County/Tribal Nation board of commissioners or authorized designee, their mailing address and the name of the county.

*** DATE OF CERTIFICATION***** NAME (CHAIR OR DESIGNEE)***** COUNTY/TRIBE***** MAILING ADDRESS***** CITY***** STATE***** ZIP CODE**

If your county/tribal agency is unable to complete your BSA by October 15th, 2023, you will need to request an extension by emailing Jonathan.Hausman@state.mn.us. Please provide additional information about why you were not able to complete this form.

Save or Submit

To save your work, click the 'Save Form for Later' button. Your information will be saved, and you may finish the form later.

To submit your information to DHS, click the 'Submit Final Form' button.