

WF1

Making the Workforce One (WF1) Connect App Work for You

About the WF1 case management system

- The WF1 Connect app is integrated into the WF1 case management system. To read and respond to messages, staff must log into WF1.
- WF1 has a One Customer design, meaning that all employment program information about a customer is attached to their WF1 case file.
- Staff are able to view appropriate portions of their customer's WF1 case files, including up-to-date information about their customer's activities and services.
- Access to WF1 allows financial and childcare staff to view employment services information as well as stay connected to the customer via the app.



How WF1 and the WF1 Connect app work together

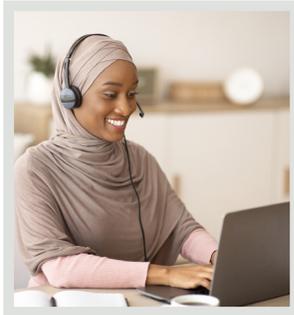
- WF1's notification system, if enabled by their agency, alerts messaged staff when a customer sends a message or document, so that staff don't need to check WF1 to see if they have messages waiting.
- Customers can send messages to multiple assigned staff, allowing that group of staff to receive the same information at the same time, easily re-direct requests to other staff, or collaborate to resolve a customer's needs.
- Staff can copy messages to case notes for added context.
- Staff can easily store documents in WF1's electronic document system, or in their own system.
- For those not familiar with WF1, accessing it for messages and documents will require incremental change and learning.

Messaging tasks in WF1

- When a customer sends a message, a message alert appears on a messaged staff member's WF1 dashboard.
- The upper left corner of the WF1 dashboard shows unread messages. To view and respond to a message, select the link.
- When viewing a message, the customer's name, their record ID, and their MAXIS case number will be displayed.
- Staff members can take the following actions once a message is selected:
 - Read, reply, or create a new conversation
 - Download a document
 - Send a document
 - Send a reminder (tickler) to do something on the case, if desired
 - Close the message thread after resolution, or
 - Remove oneself from the conversation, if appropriate.
- WF1 retains WF1 Connect messages in the case file for as long as the program's retention policy allows.



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Additional productivity features

- Staff can mark a message with high priority and assign a due date.
- Staff can send messages to multiple customers simultaneously via mass messaging.
- WF1 has many search and sorting options to make it easier to find messages.
- WF1 includes reports for staff to determine how many mobile users are connected to them via the app, and when a customer last used the app.



State of Minnesota benefits and services programs using the WF1 Connect app

Adult (State Grants and WIOA*)

Adult Career Pathways (ACP)

Child Care Assistance Program (CCAP) with an attached MFIP/DWP case

Custom Programs

Dislocated Worker Program (DW: State, DW Grants, WIOA*)

Displaced Homemaker

Diversionsary Work Program (DWP)

Heading Home (HH)

Migrant and Seasonal Farmworker (MSFW)

Minnesota Family Investment Program (MFIP)

MNRAE (Minnesota Registered Apprenticeship Expansion at Depart. Of Labor and Industry)

RETAIN

State Services for the Blind (SSB)

Senior Services (SSB SSU)

SSB Workforce Development (SSB WDU)

Supplemental Nutrition Assistance Program Employment and Training (SNAP ET)

Trade Adjustment Assistance (TAA)

Veterans and Homeless Veterans Programs (Vets and Vets-H)

Vocational Rehabilitation Services (VRS)

Youth Programs (MN, Youth at Work, TANF Youth and WIOA*)

*Workforce Innovation and Opportunity Act