# Staff Detail

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| **Agency** |   |
| **Date** |   |
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| **Position** | **Staff Name** | **Hire Date**  | **FTE in MFIP Contract** | **Direct Supervisor** | **Primary Location**  | **Currently managing a caseload?** | **Has current access to:** |
| **WF1** | **ECF** | **MEC2** | **MAXIS** |
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| **Describe how your agency prevents staff turnover from negatively impacting program participants.** |
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| **Summarize the key functions performed by any staff who provide specialized direct services in addition to primary case managers.** |
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# Agency Policy and Procedure

Provide a copy of your agency’s policy and procedure on the following topics. Documents should include the date they were written as well as your agency’s name and logo. Written policy and procedures may be updated as needed but should always remain readily available to program staff to ensure standard service to Hennepin County residents. Agency procedures must correspond with State and County policy.

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| **Overview Packet*** Provide a single file containing all documents given to participants during the Employment Services Overview.
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| **New Participant Enrollment** * Staff roles around referral queue management, enrollment, intake, and overview processes
* Timeline expectations around first attempts to contact, overview invitations, follow up steps after unsuccessful contact.
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| **Self-Employment Business Plans*** Which agency staff are designated to approve business plans.
* Which agency staff are designated to complete progress reviews.
* Process for conducting business plan and progress reviews (timelines, expectations, involvement of participant etc.)
* What resources are provided to participants to support business plan development (if different from those listed in DHS ES Manual 10.12)
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| **Support Services** * The process for approving participant requests, standard approval amounts by request type, and who is authorized to approve different categories of support.
* The process for completing a payment according to the agency’s accounting procedures. (For example, check requests, authorization to use credit cards, use of stored value cards, etc.)
* Any additional documentation requirements beyond those listed in this policy.
* Guidelines for issuance amounts of bus and gas cards.
* The process for mailing support services according to Hennepin County policy.
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| **Incentives** * Specifically defined milestones/accomplishments/behavioral benchmarks that make a participant eligible to receive an incentive.
* The amount to be given for achieving each of the steps.
* Documentation and tracking requirements.
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