HENNEPIN COUNTY
MINNESOTA

MFIP Status Updates (9/21/2026)

Local Policy Update

This document contains important information that impacts the delivery of MFIP Employment Services in Hennepin County. Contracted Employment Services Providers (ESPs) are responsible for implementing changes to agency policy and procedure according to the information in this document, effective as of the date listed above.

Contact: Brandon Miller, Hennepin County MFIP Employment Services Coordinator
brandon.miller@hennepin.us

Tina Dudzinski, Hennepin County MFIP Employment Services Coordinator
Tina.dudzinski@hennepin.us

Communicating with Hennepin County

Hennepin County MFIP Employment Services Providers have a responsibility to communicate MFIP case information in a secure and timely manner with the appropriate Hennepin County team. The primary tool for communication with assigned county workers is ECF. ECF allows ESPs to upload critical information to be acted upon by the team and also serves as the eligibility case file. Failure to communicate critical case information can have negative impacts on residents, including case closures and overpayments. Because ESPs have an ongoing need to communicate with the Hennepin County teams, Hennepin County requires that all workers who develop employment plans obtain and maintain access to ECF within 90 days of hire. This document outlines the types of information that must be communicated and how to do so correctly.

PRIVATE CASES: Note that the ability to communicate via ECF is not available for private cases. On private cases where access to ECF is blocked, submit the MFIP/DWP Status Update communication to Hennepin County via fax (612-288-2981). Once this step is complete, email the appropriate Hennepin County contact (see chart on Page 2) to request that action be taken. This email should include only a Record ID or MAXIS number advising the assigned worker that a Status Update requiring action has been submitted for the case. The email should not include any private information regarding the participant or case. **Status Updates sent by email will not be accepted.**

TTL Email: hsph.es.team.ttl@hennepin.us
Sanction Experts Email: hsph.ews.sanctionexperts@hennepin.us

Use of DWP/MFIP Status Update Form (DHS-3165)

Official case related information between MFIP ESPs and Hennepin County teams should be documented using the DWP/MFIP Status Update Form. Outgoing Status Updates are required to be stored in the WF1 case file as well as uploaded to ECF.

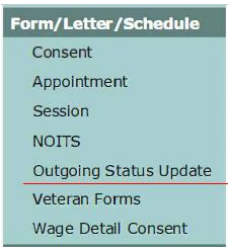
See the chart below for a list of MFIP case information required to be communicated to Hennepin County HSR teams. The chart also includes the correct recipient for each form type, how to find each recipient in ECF Worker Search, and whether a worker communication needs to be launched in ECF.

ECF Status Update Types and Required Worker Communication Destinations

	HSR Team	TTL Team	Sanction Experts	Child Care
Network ID:	ID Varies: Use the "Assigned Worker" if necessary.	WX7TTL	WX7FB7	Search by Name
State ID:	ID Varies: Use the "Assigned Worker" if necessary.	X127TTL	X127FB7	Search by Name
Worker Communication Required	No (automated)	Yes	Yes	Yes
Documents to send				
	Any change in household composition, including births, returns to and departures from the home of unit members, a unit member temporarily absent from the home, or a change in custody of a minor child.	Changes to Family Stabilization Services (FSS), including Family Violence Waiver eligibility status.	Requests to impose sanction.	Child Care Plans
	Any change in family status of a unit member (marriage, legal separation, divorce, death).	Recertifications of Family Stabilization Services	Requests to cure sanction.	Child Care Recertifications
	Any change in employment status and hours.	Initial requests for MFIP extensions.		Child Care verification documents
	Any change in address or residence (including returned mail/unknown residence status).	Ongoing extension approval or denial		Notification of case transfer
	Requests to begin, change, or end the Child Under 12 Months Old Exemption.	Notification of case transfer		
	See DHS Combined Manual 7.15 for a complete list.			

Generating Status Updates in WF1

Status Updates created by ESP staff must be stored in the Workforce One (WF1) case file. A Status Update can be generated by navigating to the left menu in the person file, in the Outgoing Status Update tab. Status Updates generated here will automatically save a copy in the file, but it is important to note that the creation of a Status Update in WF1 **does not** result in a notification to the county, making the following steps to add the Status Update to ECF especially important.



Status Update Create Date	Status Update Type	Program: Seq	Staff: Agency
09/12/2023	Name/Address/Phone	MFIP: 1	Assigned Staff Agency

Alternatively, if a Status Update form is generated outside of WF1, it must be uploaded to EDS (Document Type: Program Specific, Document name: DWP/MFIP Status Update Form (DHS-3165)).

Communicating with CCAP

When communicating changes about the CCAP case to the assigned Childcare Worker, ESP staff should use the Childcare Assistance Plan (CCA-MN Child Care Plan - HC12362A), rather than the Status Update Form. Follow the same steps outlined below to send a worker communication to the assigned Childcare Worker once the document is in ECF.

Adding Status Updates and Other Documents to ECF

After saving a copy of the Status Update in WF1, ESP staff must also add the Status Update to ECF so that Hennepin County staff can access it and take the appropriate action on the case. ESP staff can add Status Updates to ECF in two primary ways. For more information see the ECF Training video on the MFIP ESP Website.

- Create Form from Template in ECF: Create a duplicate copy of the Status Update on file in WF1 by retyping in the fields on the form. (When creating a duplicate, be sure that all the information on the Status Update identically matches the version in WF1.)
- Upload Content (Recommended): Export the copy of the Status Update from WF1. Then, upload the exported file into the ECF case file.

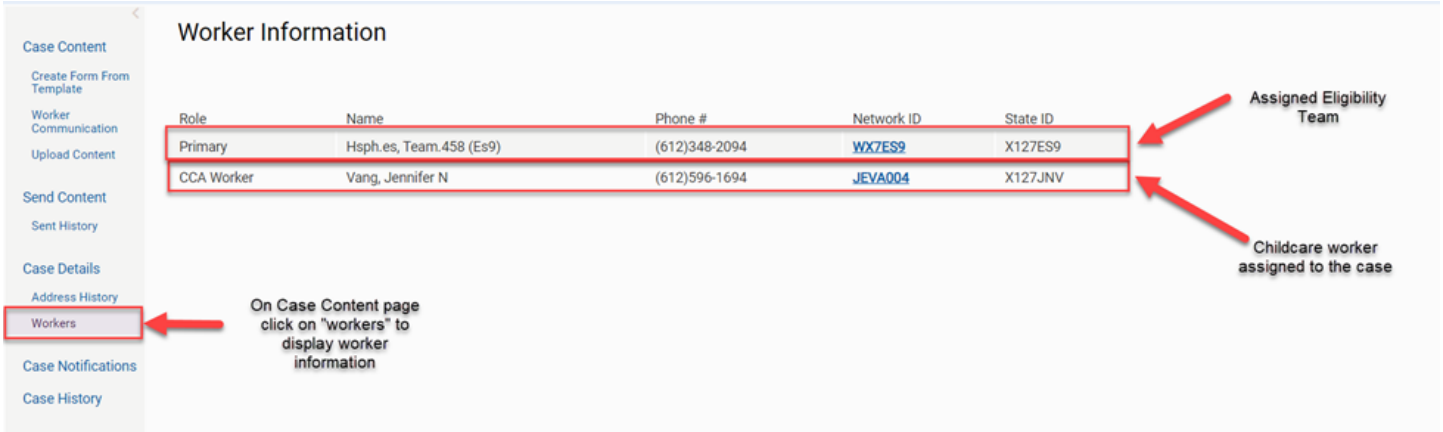
***Tip**: naming documents clearly and specifically will help ensure you find and upload the correct document.

ECF Upload Procedure

Hennepin County has created a separate procedure guide for uploading a document into ECF, as an external partner. Please see the document titled ECF Upload Through Citrix App Guide, for full instructions on how to complete a document upload into ECF.

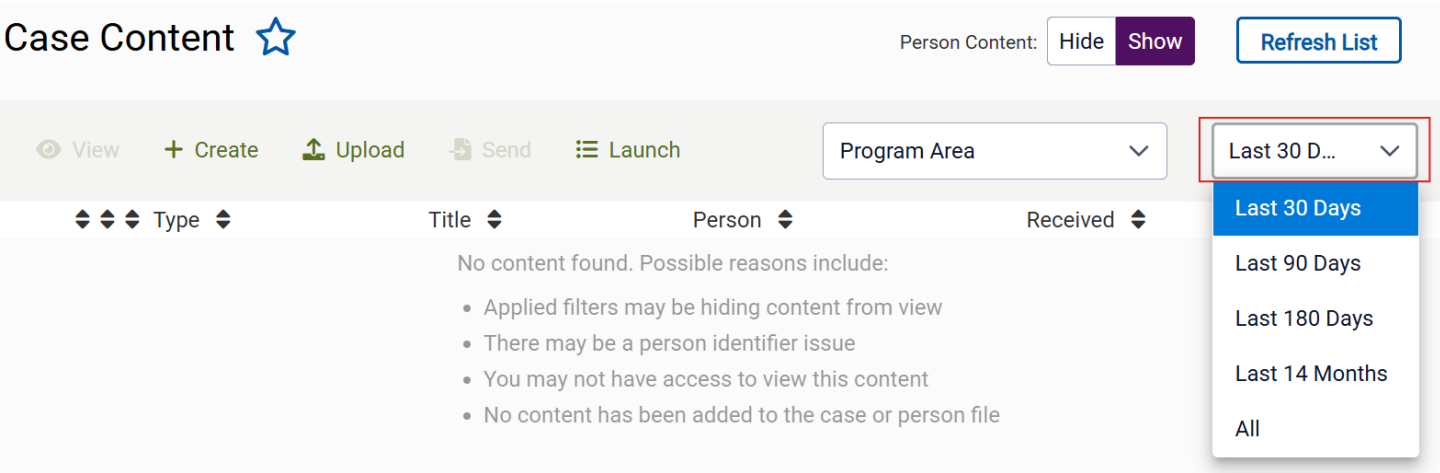
Viewing Assigned County Workers

You can view the case's assigned workers via the Workers tab in the left menu of the case:



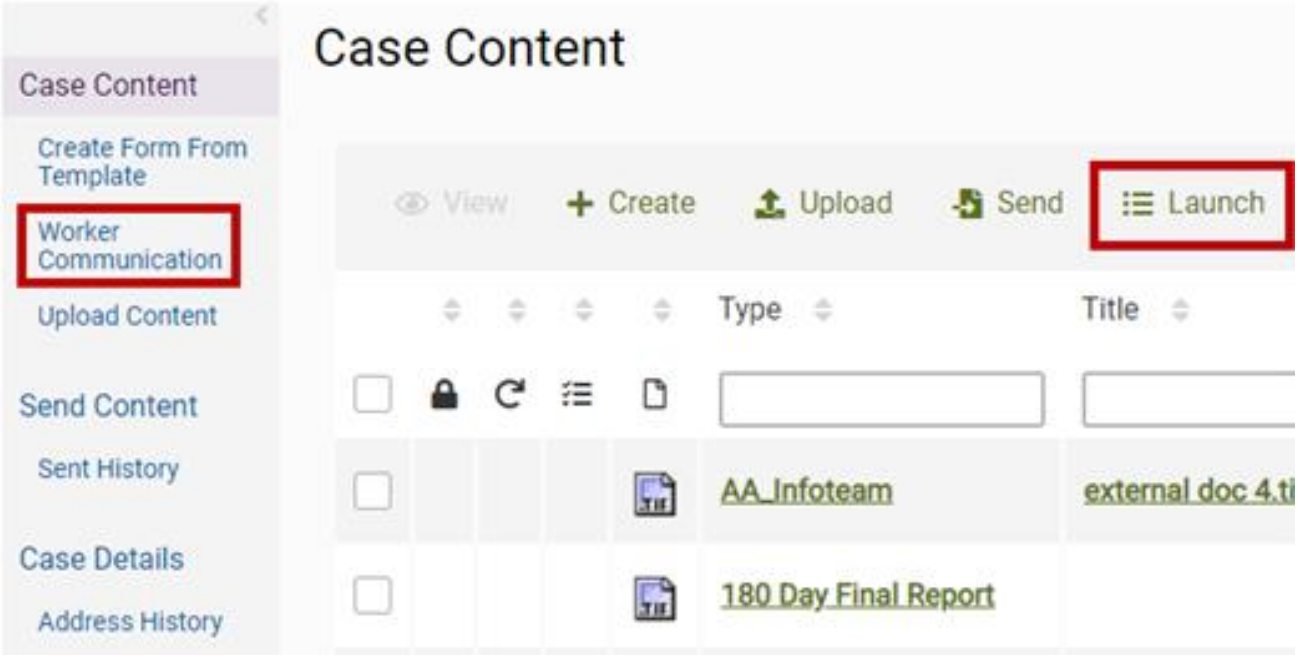
Sending Worker Communication in ECF

- Uploading the Status Update document into the ECF case file will automatically send a notification to the Hennepin County HSR team to process the document. You do not need to send a worker communication if the document you have uploaded is in the "HSR Team" column of the chart on page 2.
- If the intended recipient of the document you have uploaded is the TTL team, Sanction Experts Team, or Child Care Worker, you will need to send an ECF Worker Communication to the appropriate Hennepin County team. **Sending the worker communication is a critical step to ensure the status update is acted upon appropriately.**
- In the Case Content section of the ECF case file, make sure the Status Update that you want to send is visible in the content list. If necessary, change the date range filter.

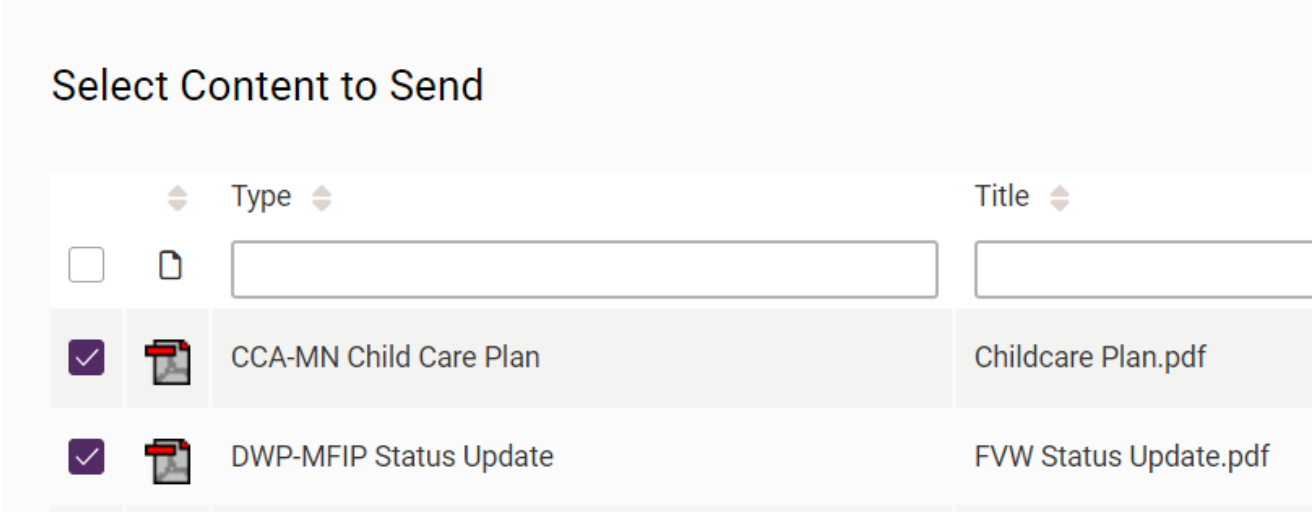


Hennepin County

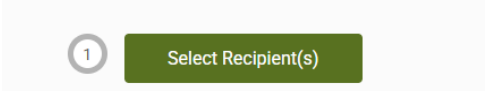
- Then, to initiate the Worker Communication, do one of the following:
    - On the sidebar menu, click **Worker Communication** OR
    - On the content menu, click **Launch.**



- Select the form you are sending by placing a check mark in front of the form:

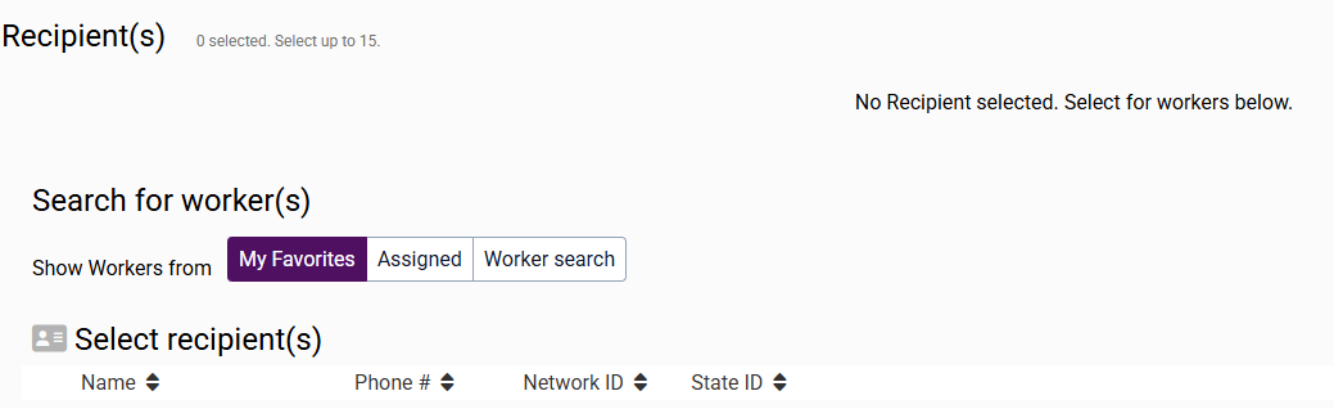


- Click the **Select Recipients** button on the bottom of the page.

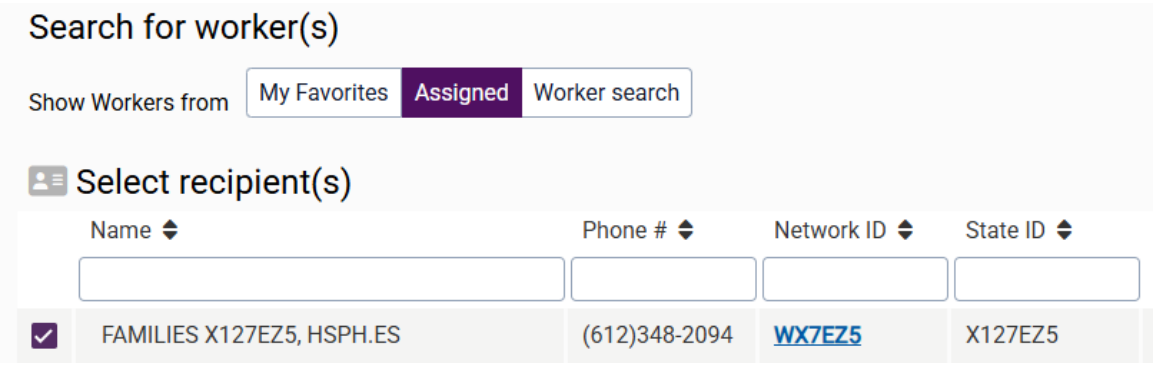


Finding Workers in ECF

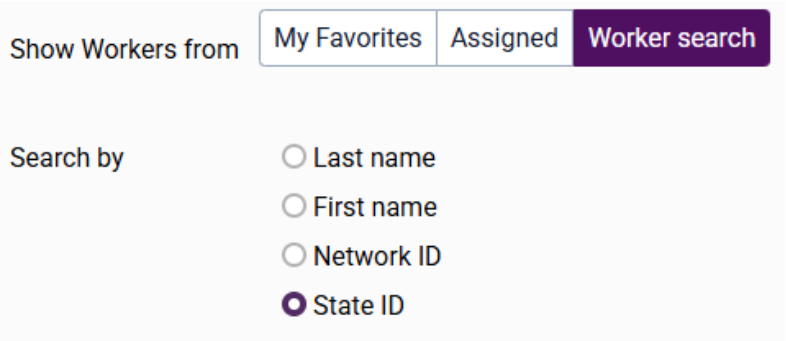
You may select from three options under “Search for worker(s)”



- My Favorites: Workers that you have added as Favorites. (See Adding or Removing Worker Favorites, below).
- Assigned: Worker who is assigned to the case. (The currently assigned eligibility team and CCAP worker can be found here.)
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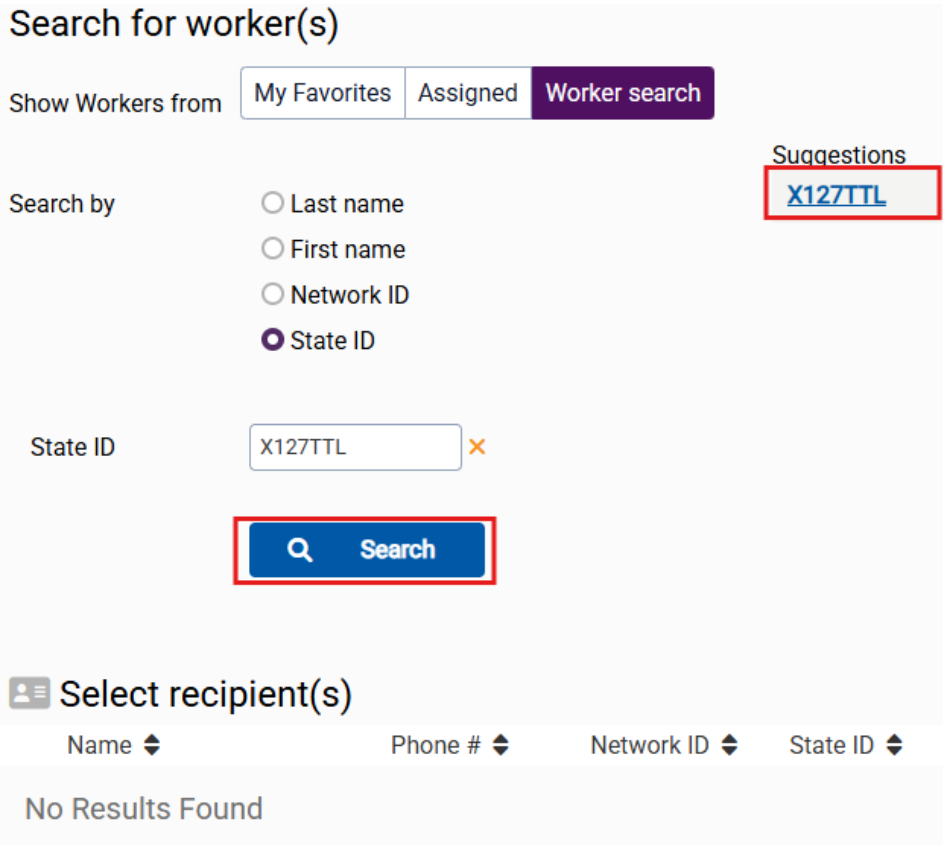


- Worker Search: This option allows you to select to search by Last Name, First Name, Network ID, or State ID.

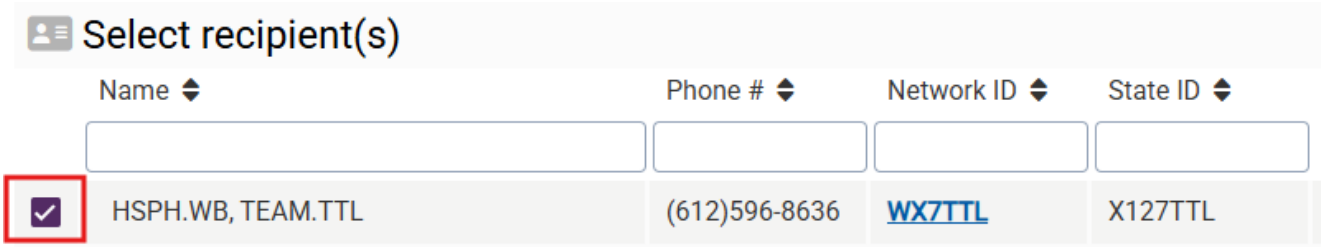


  - In practice, searching by first or last name tends to work well when searching for CCAP workers
  - We recommend using the State ID search when looking up the Sanction Expert team or the TTL team (see chart on page 2)
  - If searching for an HSR team, selecting the team from the "Assigned" section is the best choice.

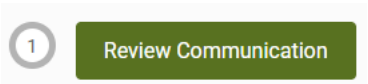
- If using worker search, type the required information in the search field. After you type the minimum number of characters, suggestions appear, and the Search button becomes active.
- You must click either the **Search** button, or a suggestion from the suggestions list, to get recipients to populate.



- Once you click search, or click a suggestion, it will show in the "Select Recipient(s)" table. In the "Select Recipient(s)" table, select one or more workers using the check boxes on the left.



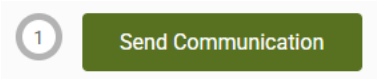
- Click the **Review Communication** button.



- In the Optional Details panel, enter the following, if appropriate.
    - Due date: This is optional.
    - Details: Message to the recipients. The message is displayed on the Notifications page.



- Click the **Send Communication** button.



Favorite Workers in ECF

To add or remove a worker from your worker favorites, click the star next to the worker's name in the search results.

