



**HUMPHREY SCHOOL  
OF PUBLIC AFFAIRS**  

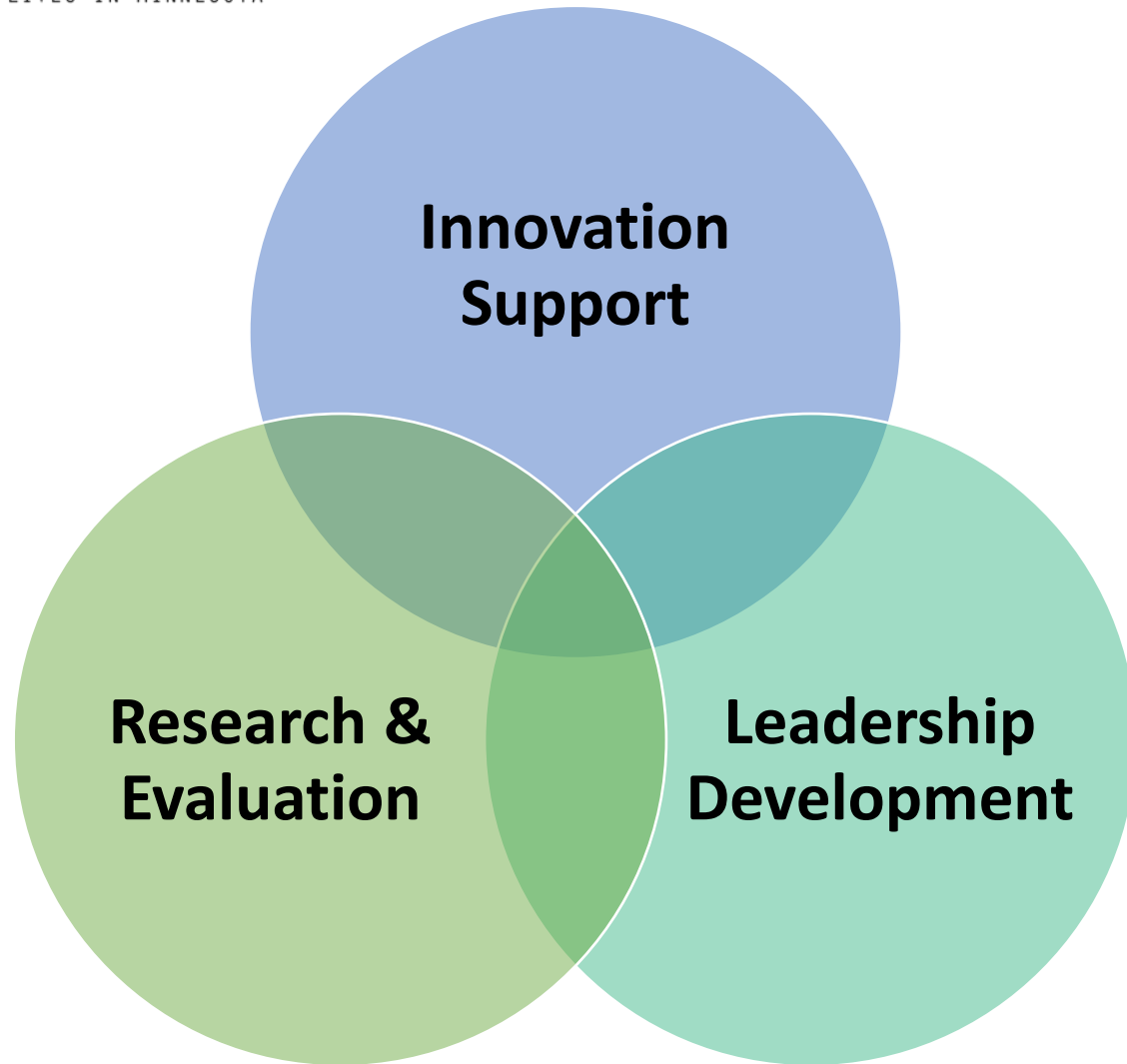
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**UNIVERSITY OF MINNESOTA**



**FUTURE  
SERVICES  
INSTITUTE**

IMPROVING LIVES IN MINNESOTA

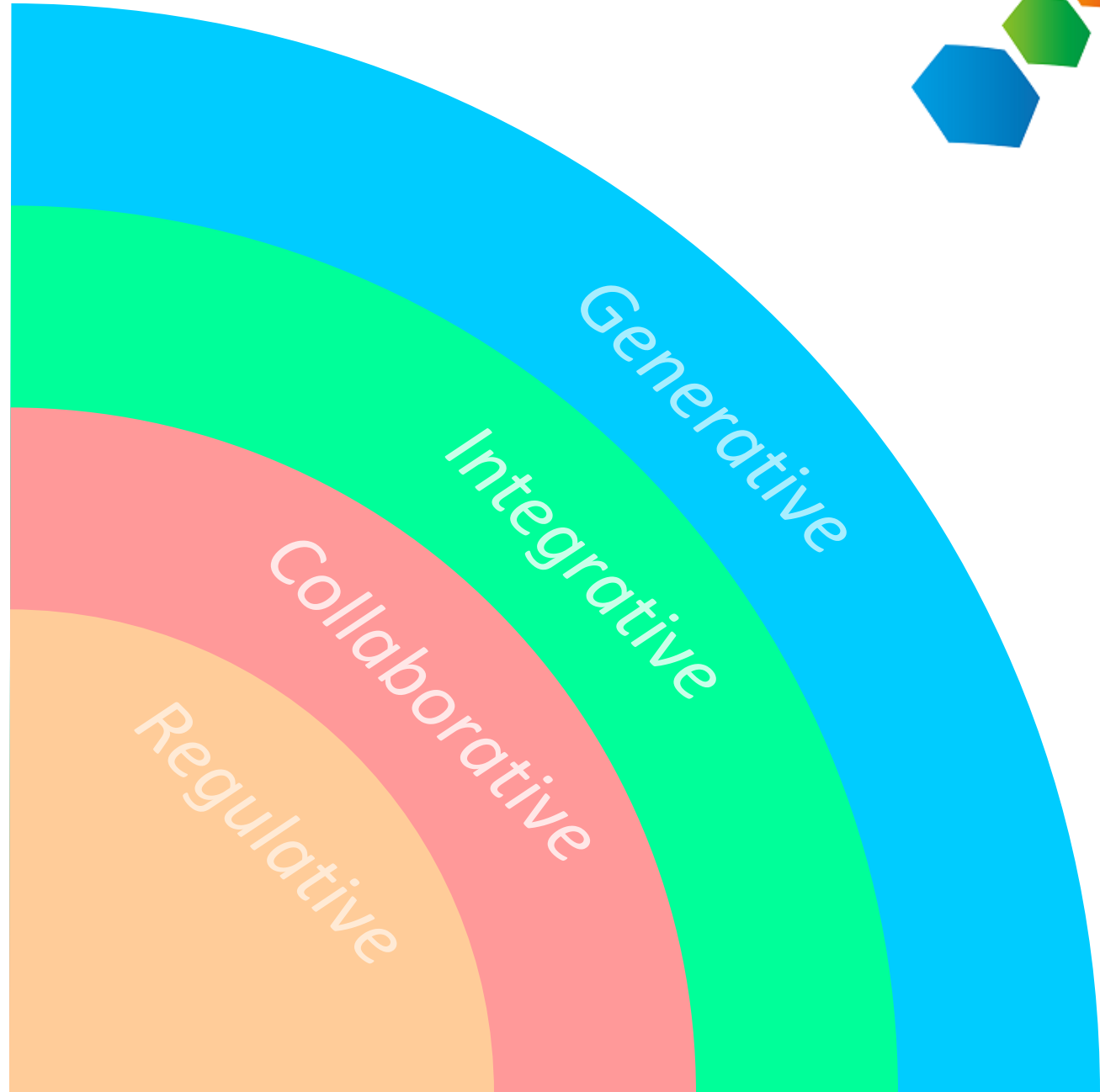


*Efficiency in Outcomes*



**FUTURE  
SERVICES  
INSTITUTE**

IMPROVING LIVES IN MINNESOTA



Generative

Integrative

Collaborative

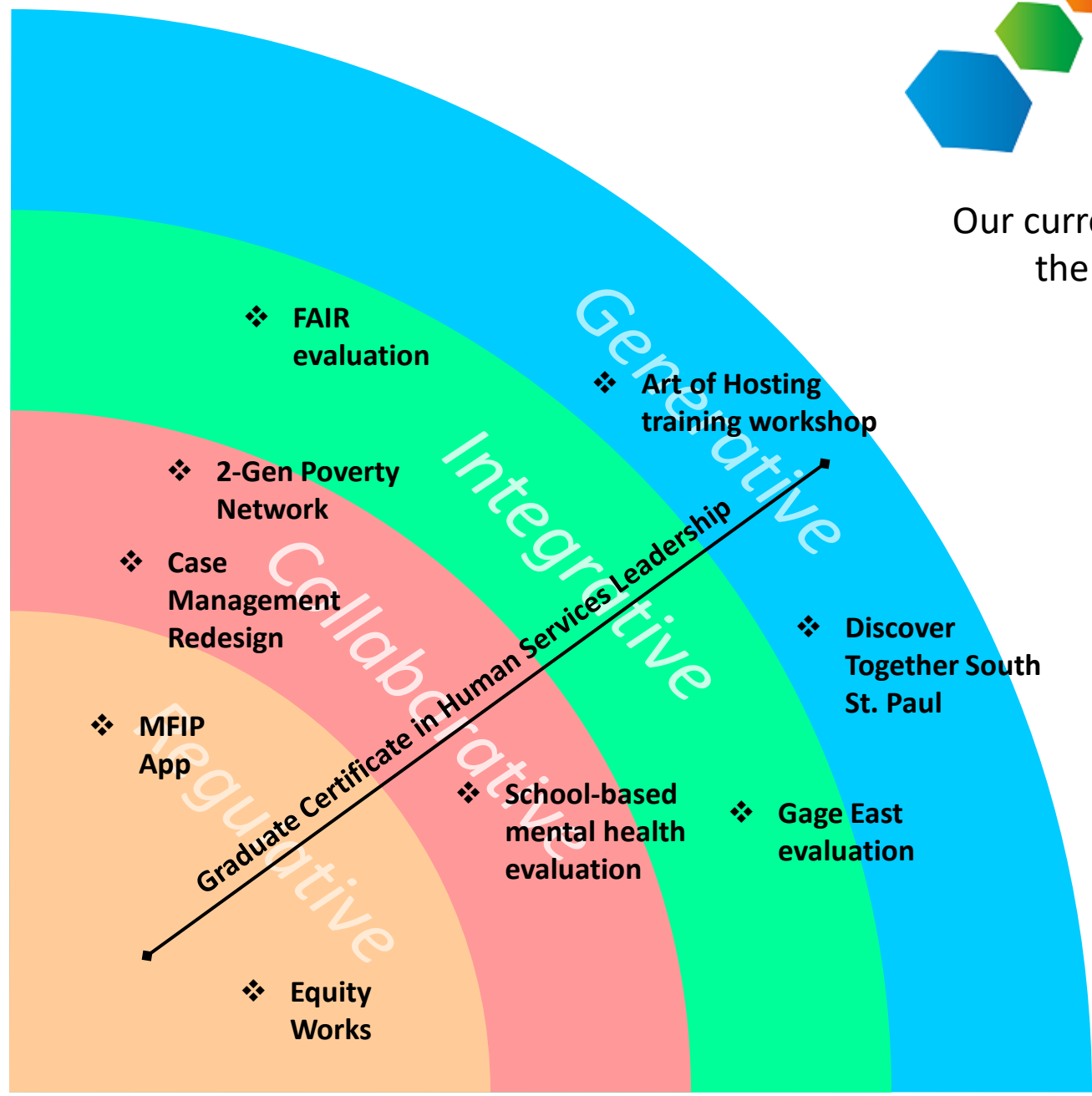
Regulative

*Effectiveness in Outcomes*

Efficiency in Outcomes



Our current projects mapped on the APHSA Human Services Value Curve



Effectiveness in Outcomes



# MFIP CONNECT

[www.MFIPconnect.com](http://www.MFIPconnect.com)



Download on the  
**App Store**



ANDROID APP ON  
**Google play**

# An app? Huh?

Name of the Training Tool: **PARTICIPANT APP / Website**

<p><b>Client App</b></p> <p>Empower Clients to see and use information about system resources. Plan their success &amp; get reinforced. Improve communication with range of workers.</p>	<p><b>Functions</b></p> <ul style="list-style-type: none"> <li>Community resources -&gt; Wiki for workers</li> <li>State application &amp; other forms</li> <li>Information - plan language around key policy that impact clients. Videos (Basic Policy)</li> <li>Visits - Sanctions - Employ. Plan</li> <li>Report changes - see status in system.</li> <li>Employ. Plan request amounts</li> <li>update activities &amp; program</li> <li>workshops, schedule meetings.</li> <li>Visual - Intuitive - interactive</li> <li>Feedback of experiences with workers.</li> <li>connect w/ other clients.</li> </ul>	<p><b>Intended audience</b></p> <ul style="list-style-type: none"> <li>Participants &amp; Frontline Workers (select who you are)</li> </ul> <p><b>Use Method</b></p> <p>Physical Or not? <b>Virtual.</b></p>	<p><b>Production</b></p> <ul style="list-style-type: none"> <li>App Builder</li> <li>Pilot Counties</li> </ul> <p><b>Marketing</b></p> <p>How do you get the intended audience to be excited about this?</p> <ul style="list-style-type: none"> <li>Employment Services Workers. (They can see more information about clients than currently)</li> </ul>
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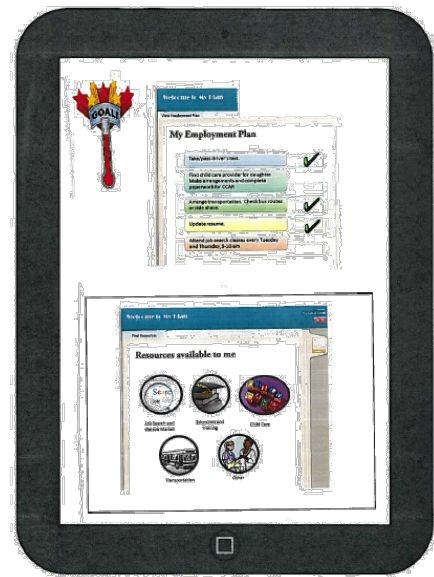
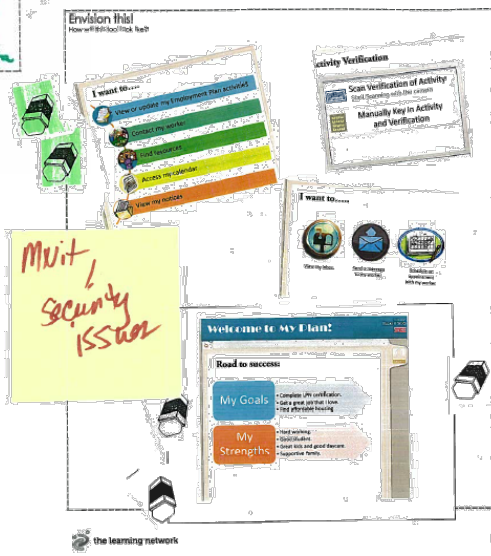
**Capacity needed**

- Research
- Other Client oriented apps. (New Haven; Rural NC Carolina)
- App Builders
- Pilot counties or two.... suburban & rural T2 counties.
- DATA sharing at local level
- Show how it will change frontline work & save time.
- Prototype in English.

**Current capacity to do this**

- Link to Results Initiative web site
- Some policy already translated into YouTube.
- Our Partnership means to link client information across data system

the learning network  
 Jeanne, Sue, Jodi, Shannon

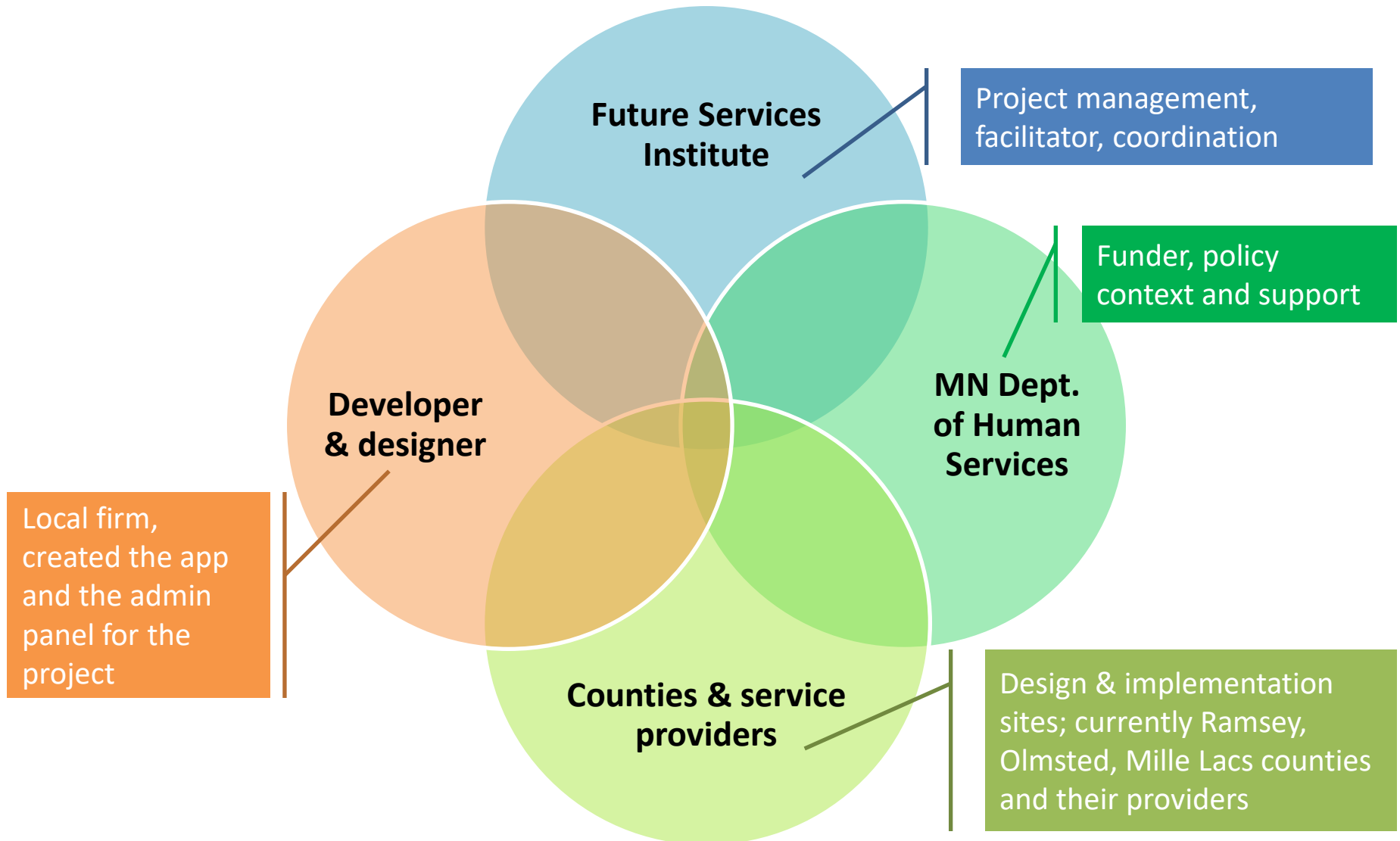


# The MFIP Connect app



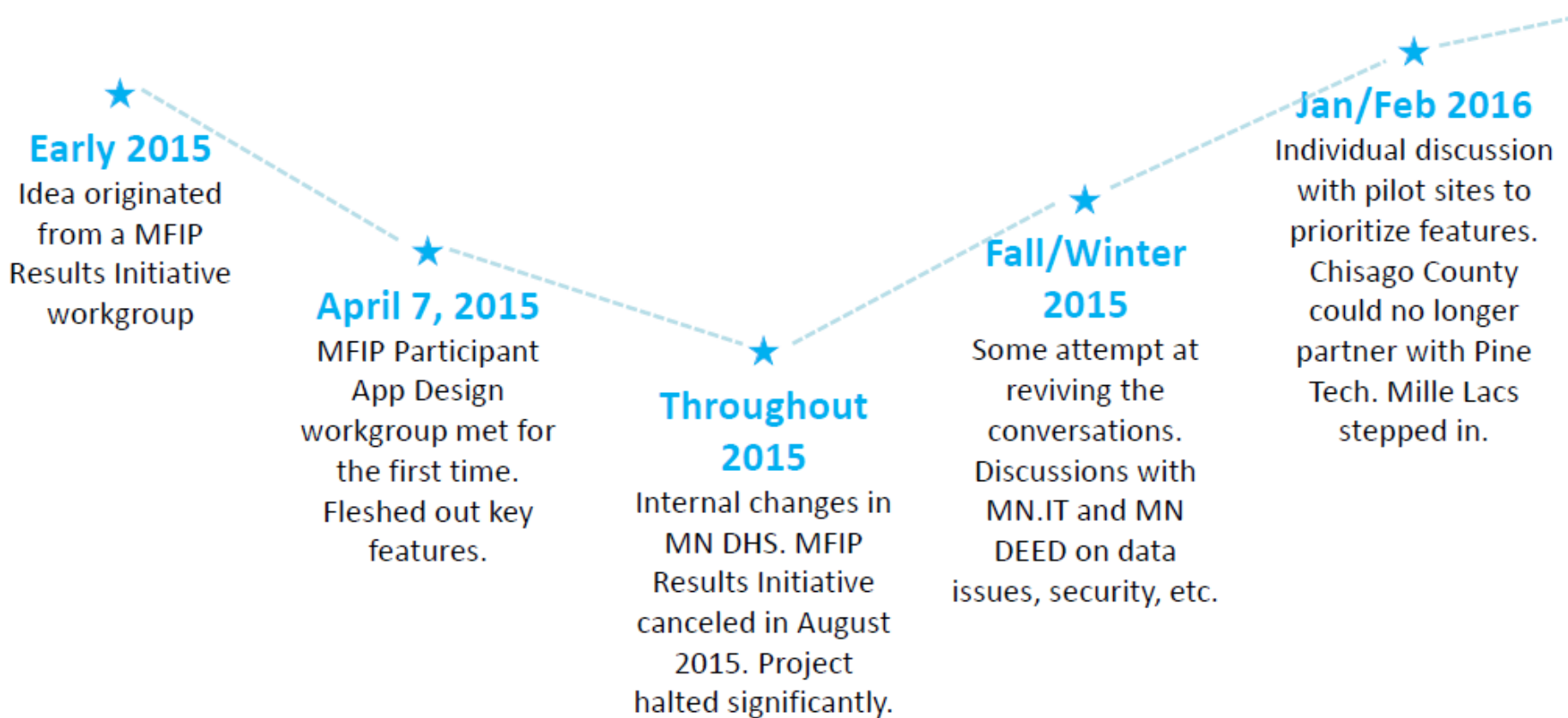
<https://vimeo.com/213921842>

# A collaborative effort





# ...and we begun talking...



# ...and we got to building...



**MFIP**  
CONNECT

★  
**March-May  
2016**

Extension of the  
DHS contract with  
FSI. Secured  
funding for the  
MFIP App for  
\$50,000

★  
**June 2016**  
Revising the RFP

★  
**August 2016**  
RFP out. Deadline  
August 26.

★  
**September  
2016**  
Developer selected.  
Pilot sites convenes  
on September 8.

# ...and we kept going...

## ★ Sept – Nov 2016

- Developer begun exploring concepts, designs.
- We shared concepts, got feedback from the sites and DHS

## ★ Dec – Feb 2017

- Developer created prototypes of the web admin
- We visited sites, got feedback, started narrowing down key features for this phase

## ★ Feb – Mar 2017

- Developer created prototypes of the app
- We created implementation support materials, worked with sites on communication

# ...and now we're here!



## ★ Apr – May 2017

- Developer finalized finishing touches
- We trained and ramped up to go live!

## ★ May 25 onwards

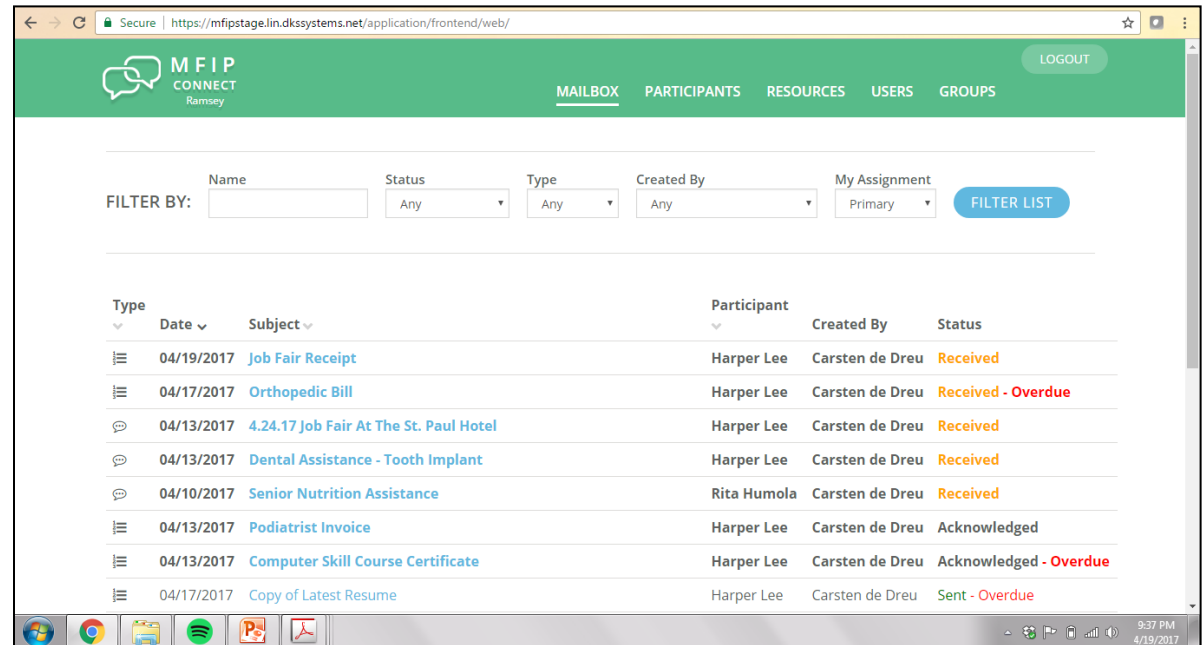
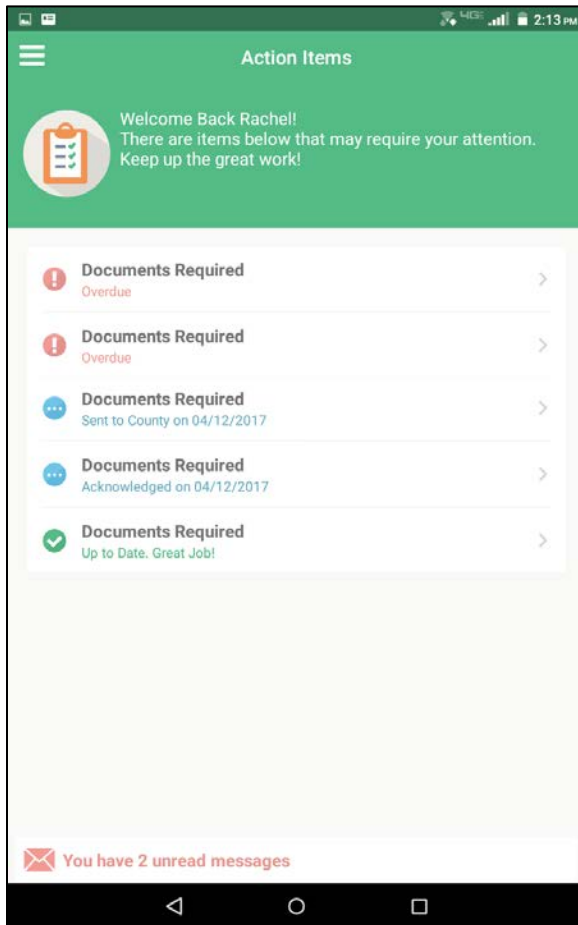
- The MFIP Connect App can be found in the Apple Appstore and Google Play store.
- Additional supports such as training, materials, implementation discussions provided.

# The app, MFIP, and you.



What participants see...

...and what staff sees.



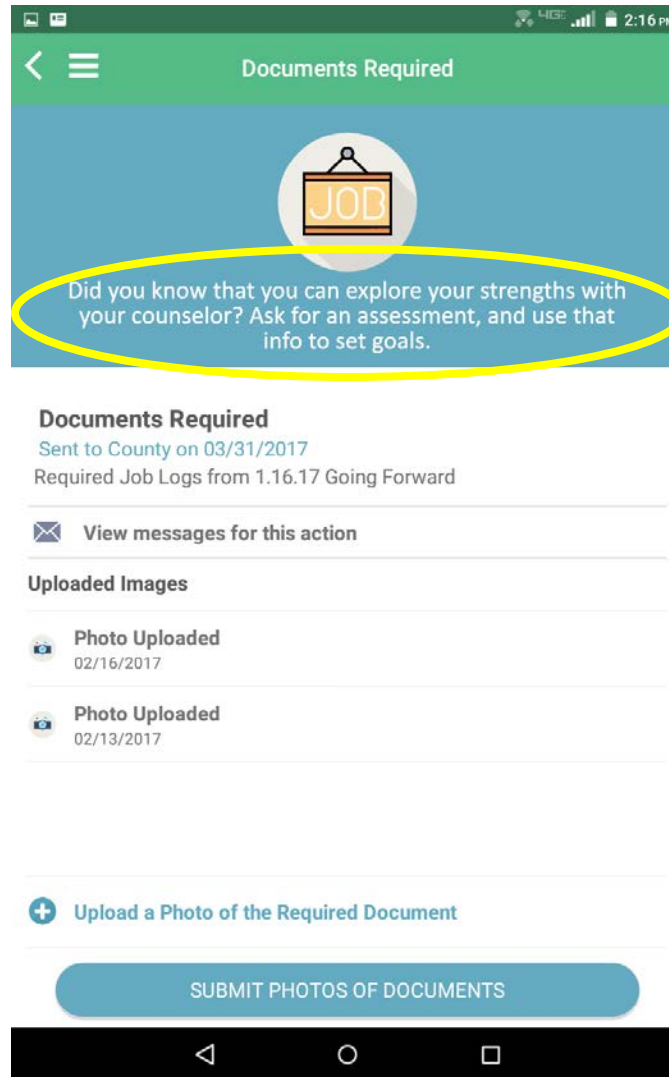
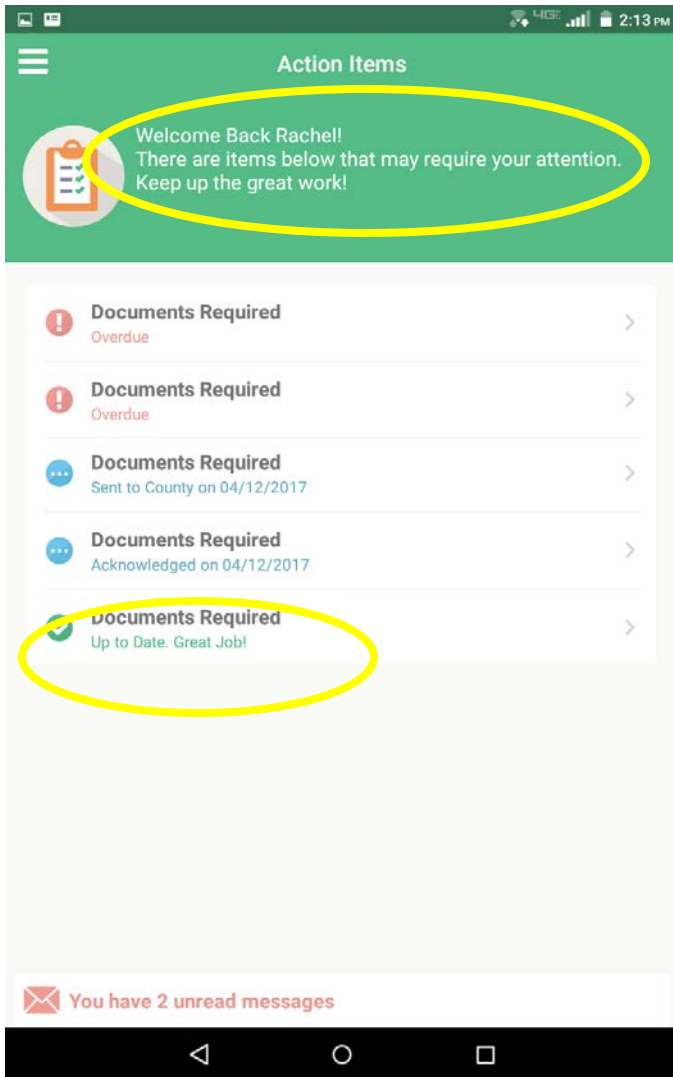
# Bring in behavior-building



M F I P  
CONNECT



# Positive encouragements



# Supporting the relationship



## INTAKE

Most likely not during this.



## ORIENT- ATION

Most likely not during this, but perhaps worth a mention.



## 1<sup>st</sup> TIME

Most likely not during this, but perhaps worth a mention.



## NEXT FEW TIMES

Got to know them better? Perhaps this is time.



## THE TIME IS NOW

Yay!  
Help them set it up.



## PART OF YOUR PLAN

Engaged participant, happy worker.



# Implementation support

Workshops for frontline staff

Materials for frontline staff

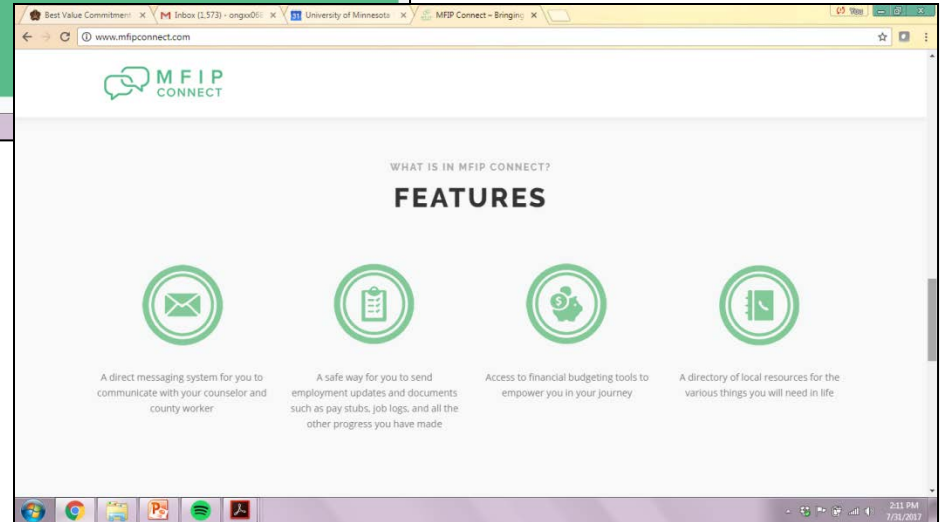
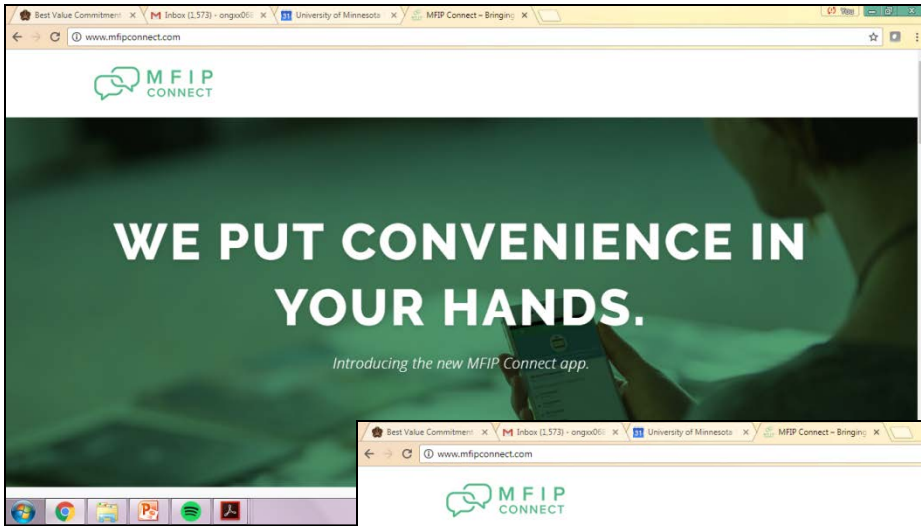
Materials for participants

Implementation supports and check-ins

Continuous cross-learning



Workshop and feedback sessions



Website



**MFIP Connect** is available on both **Android** and **iOS** platforms.

**Interested in signing up?**

Get in touch with your counselor or county worker today!

The MFIP Connect app helps you stay in touch with your counselor and county worker and offers resources to support you on your journey.

This unique opportunity is part of a pilot project in selected areas in Minnesota. Check with your counselor or county worker to see if your area is a part of this.

Interested in seeing this service in your area? Let us know! <http://www.MFIPconnect.com>

**Keeping in touch has never been this easy >>**




**MFIP Connect** brings you:

-  a **direct messaging system** for you to communicate with your counselor and county worker
-  a safe way for you to send **employment updates and documents** such as pay stubs, job logs, and all the other progress you have made
-  **access to financial budgeting tools** to empower you in your journey
-  a **directory of local resources** for the various things you will need in life

**Introducing MFIP Connect**

>>> Getting you closer to success



**We want technology to empower you on your journey in life.**

Available on the  **App Store** 

**How to get started?** That's simple! Create a new account with your counselor or county worker, download the app, sign in with your new account, and you are ready to use the app.

For more information, go to <http://www.MFIPconnect.com>

Brochures to promote the app



# Making strides?

Share it with us.

**Keeping in touch has never been this easy.  
We want technology to empower you in your life's journey.**

The **MFIP Connect** app helps you stay in touch with your counselor and county worker and offers resources to support you.

This app features:

- A direct messaging system to communicate with your counselor and county worker
- A safe way for you to send updates and documents
- Access to financial budgeting tools
- A directory of local resources

**How to get started? That's simple!**  
Create a new account with your counselor or county worker, download the app, sign in with your new account, and you are ready to use MFIP Connect.

[www.MFIPConnect.com](http://www.MFIPConnect.com)



**You are just  
one click away from  
being in touch with  
your participants.**

**How great is that?**

<https://admin.MFIPconnect.com>

Posters for the participants, “reminder” cards for staff

You are just one click away from being in touch with your participants.

Let's get you going.





MFIP Connect  
Web Admin  
Quick Reference Guide


Version: June 4, 2017

<https://admin.MFIPconnect.com>

## Mailbox

This is the first item on the top of the navigation bar. On the Mailbox landing page, employment counselors and financial services personnel can view messages and/or action items including their status [See below for more details on Status Types].

In the "Type" column,  icon corresponds to an action item and  corresponds to a message.

Actions with attachments will have a paper clip icon .

Click on the **subject** to view an action item or message.

Type	Date	Subject	Participant	Created By	Status
	04/12/2017	<a href="#">Disability services</a>	Drew Mesmer	Carsten de Dreu	Received - Overdue
	04/12/2017	<a href="#">Hearing Aids Receipt</a>	Rachel Gœnératne	Carsten de Dreu	Received
	04/12/2017	<a href="#">Dentist Invoice</a>	Rachel Gœnératne	Carsten de Dreu	Received
	04/12/2017	<a href="#">Proof of Ascending Job Fairs</a>	Rachel Gœnératne	Carsten de Dreu	Received

## Status Types for Messages and Actions

Each status type signals the current status of the action item or message. The employment counselor /financial services user updates the status as the action item (or message) progresses through the different stages.

- **Received** – The recipient has responded to or sent a message or responded to an action.
- **Sent** – The message has been sent to the participant and it is the participant's responsibility to take action.
- **Acknowledged** – The message/action has been acknowledged by an employment counselor/financial services.

Status
Sent
Received
<b>Sent</b>
Acknowledged

Quick Reference Guides for staff

## We are live!

Thank you for joining us at a MFIP Connect workshop. We had a great time sharing the Connect app with you, and learned a lot from your feedback. We have incorporated the requested changes, and have plans to include or consider others for subsequent releases. We had some follow-ups to answer your policy questions, too, courtesy of MN DHS. This document captures what we learned from you, what we have worked on, answered your policy questions, and what's next. If you have feedback or thoughts, you can reach out via [www.MFIPConnect.com](http://www.MFIPConnect.com) or via Keisha Blackman ([blac0023@umn.edu](mailto:blac0023@umn.edu)).

We hope the MFIP Connect app can support your work. A gentle reminder: this app is intended to enhance your work, and not to replace it.

The Future Services

### Since the training, you should have:

- Your log-in and password to the *actual* admin site: <https://admin.MFIPConnect.com>
- The newest version of the Quick Reference Guide (updated June 4)
- Brochures and posters for MFIP Connect

If you are missing what you need, contact us.

## Your most urgent requests, delivered.

If you have logged into the admin panel (<https://admin.MFIPConnect.com>), you would notice some changes since the workshop you've attended (if you attended one in late April/early May). Some key changes include:

- **The ability to send mass messages and mass actions.**

We heard during the Ramsey workshop that the ability to send mass messages to inform a group or all of our participants of an upcoming opportunity (job fair, job openings, resources, trainings, etc) is extremely crucial. This was reiterated in the other sites. Another request was the ability to send mass actions (e.g. if you have several participants who have the same documents due on the same day). We have added this ability to your admin panel. Note: participants will receive this as if it is an individual message on their end, and will not be able to see who else has received the same message.

- **Improving what you see on the admin panel**

We had requests across all three workshops to make certain things more visible. This includes:

- making new messages bold,
- including a "pencil" icon to denote attachments in a message,
- making the "Copy for Casenotes" button bolder

- **Improving the ability to search and sort in your Mailbox and Participant list**

We have made adjustments to the Mailbox and Participant list too, based on your feedback.

- On Participant list, you can now sort by both MAXIS and WF1 Case Numbers.
- The search function allows you to search by their full names.
- Now the Mailbox shows only messages from your Primary assignments. If you have a Secondary (because you're filling in for someone), just tweak your filter or to show all.

- **Purge documents at 45 days**

MFIP Connect is meant to only be a temporary storage for the information that is coming in from participants (e.g. documents sent, messages, etc). Documents within the system will be purged after 45 days, with the understanding that it is more than enough time for you to have moved whatever is necessary (documents, copy for casenotes, etc.) from the server to MAXIS, WF1, or the system that you work on.

- **Status simplified to only 'Sent', 'Received', and 'Acknowledged'.**

We cut down from five statuses to only three:

**Sent:** A message is sent to the participant.

**Received:** A message is received from the participant.

**Acknowledged:** This status change is from you. By changing the status of a message as 'acknowledged', you are signaling to the participant that you have seen the action taken by them (e.g. sending you an update, or a document) and will be processing it soon. To avoid accidental changes, you must include a message (e.g. "Thanks!") in the message box before you are able to change it to Acknowledged.

## Your policy questions, answered by MN DHS

Our partners at MN DHS were present at most workshops to help answer policy questions. For these few, they were the most commonly asked questions. To ensure all of us are on the same page, these are the policy responses to two top questions that required follow-up.

### Are photos/snapshots of documents accepted?

For this question, this PQ provides supporting evidence that it is accepted:

Question #17919

Submitted By: Scott County

Program Name: MFIP

Manual Reference: CM 0010.06; PQ 17336

Question:

1. Can we accept pictures of paystubs or other verification that a client sends in, usually on their phone? Some areas of the manual indicate to get original documents for the case file, but now with EDMS systems, it is very rare if ever that an original document will be in the case file. Also, the manual says if it is not possible to get an original or copy of the document, describe the document in case notes and what to include. It seems a picture of verification would be better than a description in a case note. Are we required to get copies of the document? A picture by email seems to be the same as a copy.

2. Can a picture of a form or DHS form be accepted, or must we receive and scan in the original form?

Any form of written or electronic verification is acceptable if it confirms the client's statement. Do not demand a specific document or form of verification if another is more readily available.

Answer:

Accept digital/electronic submissions for verifications, forms, etc. The tool used to submit the information does not matter (e.g. Fax, E-mail, MFIP App in pilot counties, scanned document).

If there is a valid reason to doubt the authenticity of a document, then request the original documentation just as you would with any copy of documentation received.

DHS Reference: CM 10, 10.06.

Sharing our learning where available

# What's next for us?



- Evaluation of Phase 1 kicking in – we'll talk to participants, staff, supervisors
- Continuous support from MN Dept of Human Services to add other sites – scaling, continuous improvement
- *Future*: potential integration down the line with various innovative projects at state level and county level



# What we have learned...



**Understand** context –  
and your partners.

**Iterate early.**  
Spend *some* time on testing.

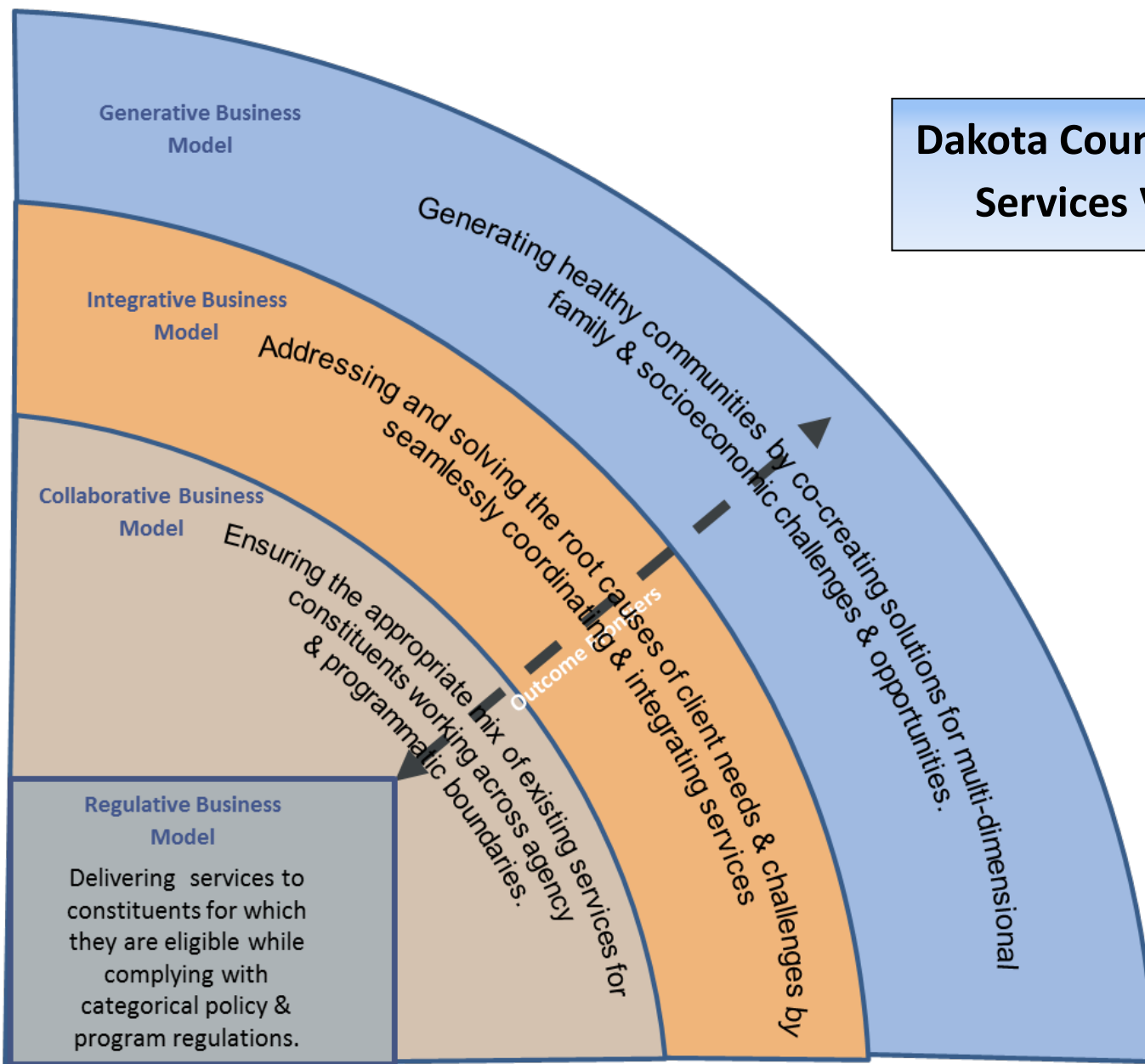
Innovation is **not just** a big bang.

# Discover Together: Facilitating Community Engagement in Dakota County, Minnesota

Robin Phinney  
Humphrey School of Public Affairs



# Dakota County Community Services Value Curve



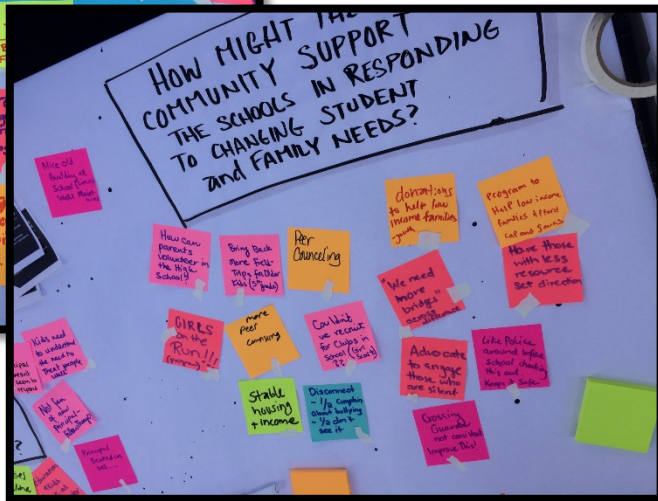
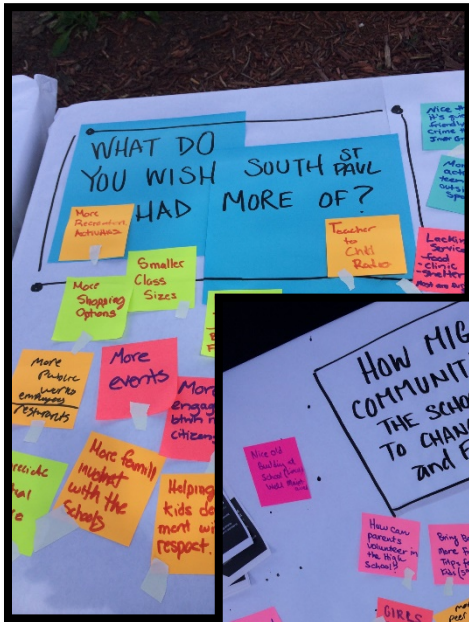
# Project Design

- Phased approach
- Emphasis on co-creation throughout
- Rapid cycle developmental evaluation
- Art of Hosting and Harvesting Conversations that Matter to facilitate

# Phased approach

1. Community research
2. Community engagement
3. Document key needs and prototype solutions\*
4. Synthesize findings and share with partners

# Emphasis on Co-creation





**discover** how community members, community agencies, and Dakota County can continue to work **together** to invest in making South St. Paul a great place for all who live, learn, work and play here today and into the future

discover together | **South St. Paul**

[www.letsdiscovertogether.org](http://www.letsdiscovertogether.org)

## 2017 Roadmap

**PHASE ONE: LAYING THE GROUNDWORK**  
January - April

**PHASE TWO: BROAD COMMUNITY ENGAGEMENT**  
May - October

- Hosting community conversations
- Inviting diversity of perspectives
- Documenting and sharing back what is gathered
- Surfacing community ideas and recommendations for future action

**PHASE FOUR: PLANNING LONGER TERM INVESTMENTS**  
October - December

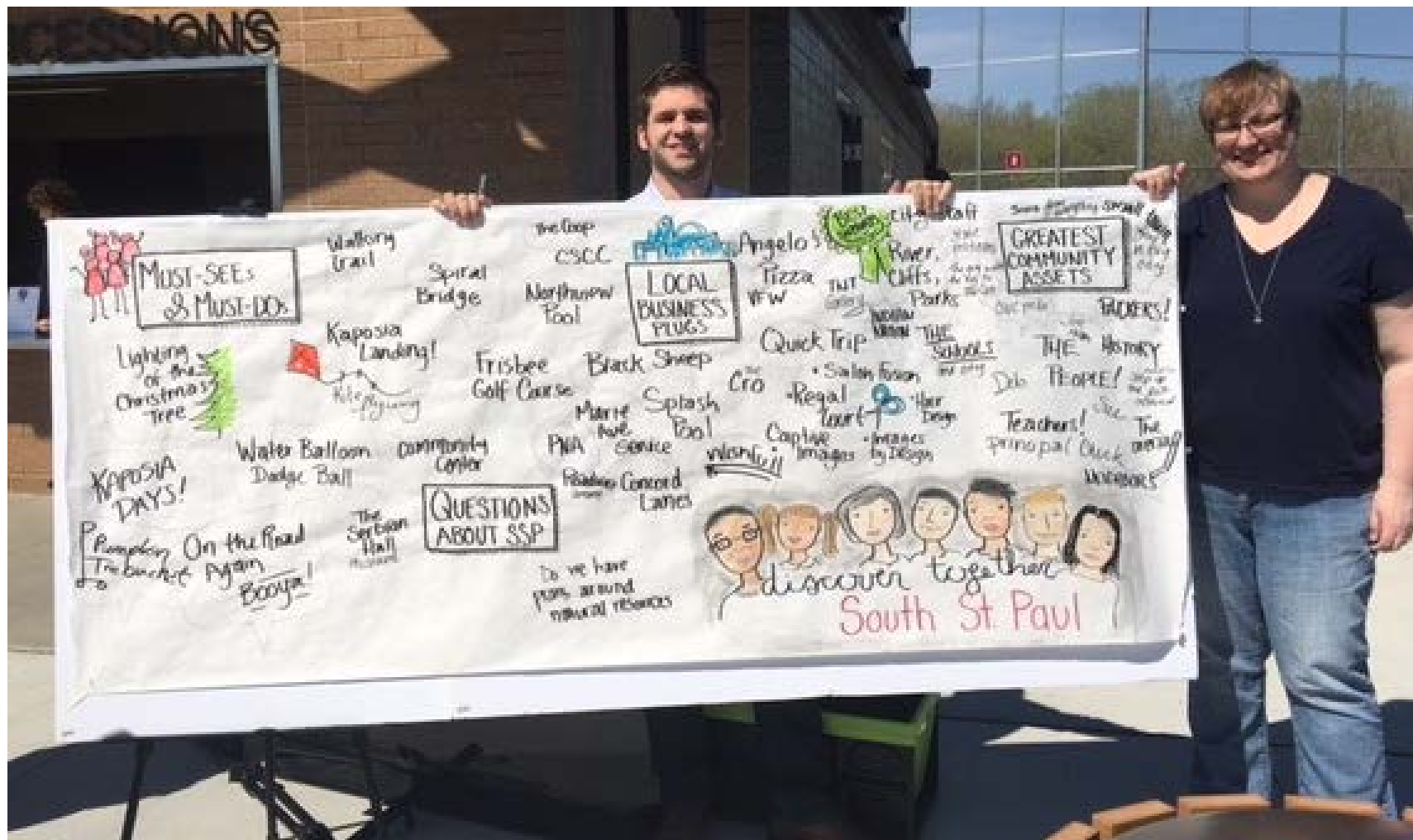
- Reflecting on the one-year journey
- Presenting action plans for short and long-term investments in South St. Paul

**PHASE THREE: TESTING OUT IDEAS**  
July - November

- Building authentic relationships
- Growing understanding and awareness of community assets and challenges
- Establishing a diverse team comprised of community, city, and county folks with passion and commitment
- Creating clarity around the purpose and principles of the initiative
- Testing out ideas in quick, rapid, low-cost, low-risk ways
- Begin making operational adjustments within government agencies in response to community

discover together | **South St. Paul**

# discover together | South St. Paul



# Discover Together: South St. Paul

## Phase One Report

### Executive Summary

This report describes the work completed and knowledge gained over Phase One of the Discover Together: South St. Paul project. Discover Together, an initiative of the Dakota County Community Services Division, is a place-based initiative that aims to engage communities around the co-creation of strategies that address the needs of Dakota County residents. In late 2016, the city of South St. Paul was selected as the first site in this effort to provide more experiences within the County of working in a generative way with communities. Generative approaches to community engagement and program delivery emphasize co-creating strategies with community residents while recognizing the multi-dimensional challenges that individuals and families face. The initiative began in January 2017.

The Future Services Institute at the Humphrey School of Public Affairs at the University of Minnesota is facilitating this process, drawing heavily upon the patterns and practices developed by a global community of systems' change facilitators using the Art of Hosting approach. This approach seeks to recognize and harness the complexity of social systems, facilitating engagement across a diverse set of actors in a system. As such, it provides solid building blocks for developing the generative capacity of human service organizations as articulated by the Health and Human Services Value Curve.<sup>1</sup>

This report provides an overview of the Discover Together: South St. Paul project to date and introduction to the next phase of the project. The specific goals of the report are as follows:

- (1) Provide information on the historic, economic, and social context of South St. Paul
- (2) Detail what team members learned about the South St. Paul community during the first phase of the project
- (3) Describe how the knowledge gained during Phase One informs the strategies that will be implemented in Phase Two.

In addition, a series of appendices elaborate on the participation of South St. Paul residents in Dakota County programs (Appendix A), the Dakota County initiatives and contracts within South St. Paul (Appendix B), the work completed during the first phase (Appendix C) and the tools use to gather information from and about the community (Appendix D).

<sup>1</sup> This report was written by Robin Phinney, Research Associate at the Future Services Institute. For questions or comments, please contact [rphinney@umn.edu](mailto:rphinney@umn.edu) or 612-624-1206.

<sup>2</sup> For more about this approach see <http://www.artofhosting.org/>. Considerable expertise about this approach has developed at the University of Minnesota where significant change has resulted in curriculum, operations, and strategy. A summary of the approach and impact at the University is published in an e-book Cultivating Change in the Academy at <http://conservancy.umn.edu/handle/11299/155523>.

<sup>3</sup> For more information about the Health and Human Services Value Curve, please see Antonio M. Oftelie and Leadership for a Networked World, "The Human Services Value Curve: A Framework for Improved Human Services Outcomes, Value, and Legitimacy" (2014).

• This report does not discuss the lessons learned for Dakota County with respect to replicating the approach taken in this site in other communities; information related to replication will be contained elsewhere.

Table 1. Demographic Change in South St. Paul City between 2000 and 2015

	2000 Estimates	2015 Estimates
Total Population	20,167	20,413
<i>Educational Attainment</i>		
High school diploma or higher (%)	86.6	91.0
Bachelor's degree or higher (%)	16.1	24.0
<i>Racial Demographics and Nativity</i>		
Native to the United States (%)	96.1	93.4
Foreign born (%)	3.9	6.6
White (%)	92.6	84.0
Black/African American (%)	1.3	5.0
Hispanic or Latino (of any race) (%)	6.4	11.0
<i>Public Assistance</i>		
Receiving Social Security (%)	26.6	24.8
Receiving Supplemental Security Income (%)	2.5	7.7
Receiving SNAP/Food Stamps (%)	NA	13.9
Receiving cash assistance (%)	3.2	7.9
<i>Income and Employment</i>		
Poverty rate	6.1	13.2
% in labor force	72.3	72.5
Unemployment rate	2.9	7.5
Median household income	\$45,216	\$55,607

Source: U.S. Census Bureau, Census 2000 Summary File 3, Matrices P18, P19, P21, P22, P24, P36, P37, P39, P42, PCT8, PCT16, PCT17, PCT19; U.S. Census Bureau, 2011-2015 American Community Survey 5 Year Estimates.

### Appendix A (continued)

Figure 3. Participation in Public Health Programs

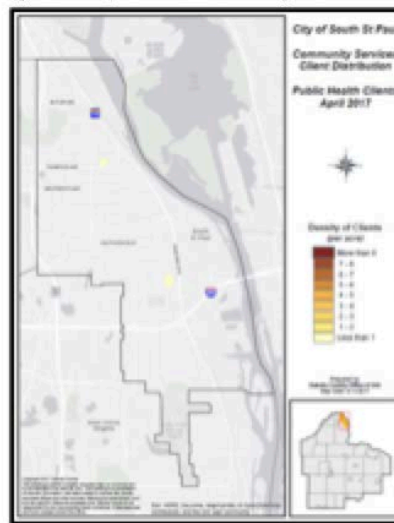
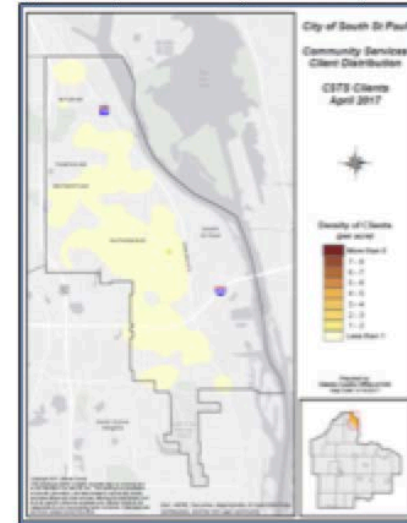


Figure 4. Participation in Community Corrections Programs





# Challenges

- Engaging the diversity of community residents
- Changing managerial practice

# Next steps

- Prototype solutions & synthesize findings
- Begin Discover Together in next community



FUTURE  
SERVICES  
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# Thank you!

<http://futureservicesinstitute.umn.edu>

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