

Position Statement

2021

MFIP/DWP process changes: Remove the face-to-face orientation requirement and allow for applications to be completed over the phone or by electronic means

Proposal

Issue:

MFIP/DWP is the only program that requires face-to-face orientation. Elimination of the face-to-face orientation requirement and continue the ability to complete applications by telephone for MFIP/DWP as provided in waivers as approved by the legislature under CV-03 while still ensuring program integrity.

Implementation Strategy:

This would require changes to Statutes 256J.09 and 256J.45. This is a policy change and should not have any budget implications.

Eliminate the requirement of face-to-face orientation for MFIP/DWP.

256J.45 Orientation, Subdivision 1. **County agency to provide orientation.** A county agency must provide an face-to-face orientation to each MFIP caregiver unless the caregiver is:

Allow local agencies that administer MFIP and DWP to accept applications over the phone.

Requiring that when an application is completed over the telephone, the local agency must mail a copy of the completed application to the applicant and receive a signed application back within 30 days of when the application is completed by telephone in order for assistance to be continued.

256J.09 APPLYING FOR ASSISTANCE.

Subd. 3 **Submitting application form.**

(1) Inform the person that assistance begins with the date the ~~signed~~ application is received by the county agency either as a signed application or submitted by telephone, or the date all eligibility criteria are met, whichever is later:

(1a) inform a person that the person may submit the application by telephone;

(1b) inform a person that when the person submits the application by telephone, the county agency must receive a signed application within 30 days of when the application is submitted by telephone;

(8) inform the person that ~~the an~~ interview ~~must~~ may be conducted. The interview may be conducted face-to-face in the county office, or at a location mutually agreed upon, through the Internet telepresence, by telephone or other electronic means, or at a location mutually agreed upon;

(9) Inform a person who has received MFIP or DWP in the past 12 months of the option to have a face-to-face, Internet, or telephone interview.

(409) explain the child care...

(140) identify any language...

**Systemic Priority Alignment
(highlight all that apply and explain why)**

- **Equity**
- **Integrated Services**
- **Fiscal Framework**

Comments: This change would benefit all applicants while reducing the burden to come into the office for a face-to-face interview. It also allows for applications to be completed over the telephone. Program integrity would be protected as the application needs to be signed within 30 days and this process can be done through the mail.

**Relevant Committee
(highlight all that apply and explain why)**

- **Adult Services**
- **Behavioral Health**
- **Children's Services**
- **Modernization**
- **Policy**
- **Self-Sufficiency**

Why:

This change affects economic assistance/public assistance programs

Rationale/Background:

This legislative change is also on DHS's list of proposals.



Submitted by: Brad Thiel and Barb Dahl, co-chairs Self Sufficiency Committee

Approved on: