

## Overview

Several state and county systems exist to support MFIP and DWP Employment Services workers in providing comprehensive, accurate, and appropriate services to residents.

MFIP Employment Services staff in Hennepin County are required by contract to get and maintain access to Workforce One, ECF/SMI, and MEC2 within 90 days of hire. At least one staff person per agency location is expected to have active MAXIS Inquiry access.

This guide contains information about:

- How to complete system access requests
- Where to find required forms and information
- How to maintain access and who to contact with questions and issues

**For questions about the information in this guide, please contact [ESP.System.Access@hennepin.us](mailto:ESP.System.Access@hennepin.us)**

## Contents

Overview .....	1
Links to Key Websites .....	2
System Access Process .....	3
DHS Data Privacy Training.....	6
Workforce One.....	7
DHS TrainLink .....	9
ECF/SMI.....	11
MEC <sup>2</sup> .....	11
MAXIS.....	11

## Links to Key Websites

**Hennepin County ESP Website**

<https://www.hennepin.us/mfipesp>

**DHS Data Privacy Online Training**

<https://data-securitytraining.dhs.mn.gov/Account/Login>

**DHS TrainLink**

[www.dhs.state.mn.us/TrainLink](http://www.dhs.state.mn.us/TrainLink)

**Workforce One**

<https://www.mnworkforceone.com/>

**Hennepin County ECF Online Training**

<https://prodelearnlibrary.z19.web.core.windows.net/ecfesp/index.html>

**MEC<sup>2</sup> (must use Google Chrome)**

<https://prod.mec2.dhs.state.mn.us/>

**Hennepin County Citrix – ECF/MAXIS Log in Portal**

<https://storefront.hennepin.us/Citrix/HennepinWeb/>

## System Access Process

### To request system access:

- The ESP manager or supervisor must complete the “ESP System Access Request” form and gather any corresponding attachments as listed on the form. This is a fillable PDF form and is located on the [ESP website](#).
- On the form, complete **all** fields on page 1 about the staff person who needs access.
  - Middle names are required to complete access requests. If the staff person does not have a middle name, you must write “none” in the middle name field.
  - This information is also used to confirm staff details for the ESP Staff Directory.
- Answer all questions that relate to each system you are requesting.
- Provide a brief description of the business reasons requiring system access and what type of data will be accessed. In this description, it is important to indicate how they will use each system.
  - Examples of unacceptable descriptions:
    - Just listing the staff person’s position or “working as an MFIP job counselor”
    - Just listing what the person will access such as “EPs, case notes, case info”
    - Putting the same text for each system requested. For example, for MEC2 access stating “Write Employment Plans, add case notes, etc.”
  - Examples of acceptable description:
    - WF1: “Manage MFIP ES caseload: conduct assessments, create employment plans, add case notes and data entry. Upload documents to WF1 EDS.”
    - MEC2: “View CCAP case status, case notes, provide info, and authorizations to coordinate services and write CCAP plans”
    - Types of data: “Staff will access MFIP case and person information including case status, verifications, notes, income and activity information.”
- State ID is needed if the person has *ever* been assigned an “X” number in Minnesota. This includes staff who may have received an ID in another county.
  - In Hennepin, state IDs begin with x127.
  - If the staff person has had a state ID but cannot remember it, include this information in your request.
- See the following pages of this guide for information about training requirements for system access.
- Send the completed form and any necessary attachments to [ESP.System.Access@hennepin.us](mailto:ESP.System.Access@hennepin.us)

After you send your request to [ESP.System.Access@hennepin.us](mailto:ESP.System.Access@hennepin.us):

1. Workforce Development staff will review your request to make sure everything is complete. If any information is missing, they will contact you and may send your request back for additional information.
2. Once it is complete and approved by the Workforce Development team, the request is sent to the Hennepin County Privacy Officer for approval. You will be copied on an email when this step takes place. (That email means your part of the process is complete!)
3. After the privacy officer approves your request, then Hennepin County Identity and Access Management will begin setting up system accounts. (This step may require action from DHS and/or DEED to make new accounts in the systems they manage.)
4. Once access is ready, your staff person will receive an email from [IAM@hennepin.us](mailto:IAM@hennepin.us).

**Because there are multiple levels of approval required and several agencies involved in setting up new accounts, it is very hard to define an expected time frame for receiving access.** If your staff member hasn’t received their new account information within 14 days, however, feel free to check in on the status of your request by email to [ESP.System.Access@hennepin.us](mailto:ESP.System.Access@hennepin.us).

### Logging in for the first time:

- The email from IAM will include specific instructions for logging into each system.
- Emails that include usernames and temporary passwords are sent via encrypted email. The user will need to create an encrypted email account that is password protected.
  - If they forget their password in the future, users have the ability to reset their encrypted email password using a “forgot password” option when logging into the encrypted email portal.
- Advise new users to:
  - Log into the systems right away using their temporary password and according to instructions provided. Temporary passwords expire quickly (timeframe varies from system to system). If the temporary password expires, they will need to request a reset.
  - Pay close attention to password rules and policies because each system has unique rules and requirements. It is possible to lock yourself out of the system before getting into it!
  - Note that MAXIS and MEC2 use the same log in information. If you change your password for one, the other will change too. This is an easy way for a new staff person to lock themselves out without realizing what happened!
- In order to log into ECF and MAXIS, users will need access to [Citrix Desktop](#), a remote Hennepin County network portal. Instructions for how to log into Citrix will be included in the email from IAM.
- [Workforce One](#) and [MEC2](#) are web-based applications so the Citrix log in is not necessary.

### If you are unable to log in:

- Contact Hennepin County IT Enterprise Service Desk by phone at 612-348-6662.
  - The service desk handles all password reset requests for MEC2, Citrix, ECF/SMI, and MAXIS. If a state system password reset is needed, the Hennepin County staff will request it on behalf of ESP staff. Unless instructed to do so, ESP staff should not reach out to the state directly about system access difficulties.
  - Be prepared to give your x127 number when calling about ECF/MAXIS/MEC2.
- Users can reset their own WF1 password from the site’s homepage.
- If the service desk is unable to resolve the problem by resetting a password and you have attempted to troubleshoot the issue with your staff member, the manager or supervisor should reach out to [ESP.System.Access@hennepin.us](mailto:ESP.System.Access@hennepin.us).
  - Because system access is complicated and there are multiple agencies working through this same process, the ESP agency’s main system access person/s should be the one that reaches out about access related issues and questions. By having your staff come through their manager or supervisor first, we can often gather a better understanding of what the issue is.
  - [ESP.System.Access](mailto:ESP.System.Access@hennepin.us) is your designated point of contact for getting initial system access set up properly, reinstated when needed, and troubleshooting log in issues if the service desk cannot resolve them. Unless they contact you directly, please do not reach out to other internal teams (IAM, Hennepin County Privacy Officer) about system access questions.

### Maintaining system access once approved:

- Log into every system that you have access to (ECF/SMI, MAXIS, MEC2, Workforce One) at least once every 30 days to keep access status active. Some systems will be automatically disabled if not used on a regular basis. Please set up a monthly reminder in your calendar to log in to all your systems.

- Contracted ESP staff access to the various systems will expire and be disabled yearly from date of access set up unless it is approved by the security liaison to continue another year. This is to prevent accounts from being open forever without oversight.
- DHS will terminate system access to all state systems if the user's DHS Data Privacy Training series expires.
- The ESP has a contractual duty to internally monitor their staff to ensure the systems are used appropriately and the DHS data privacy training is current.
- Staff should never share access with other staff.

**To terminate MFIP/DWP System Access:**

- In Workforce One: Reassign all cases currently assigned to the outgoing worker.
- Send an e-mail to [ESP.System.Access@hennepin.us](mailto:ESP.System.Access@hennepin.us) AND your assigned coordinator within five calendar days.

**To report Data Privacy violations or misuse of the MFIP/DWP systems:**

- Send an e-mail to [HSPH.Privacy.Officer@hennepin.us](mailto:HSPH.Privacy.Officer@hennepin.us) and copy your ESP contract manager at Hennepin County.

## DHS Data Privacy Training

- Prior to handling private information or requesting access to any DHS/DEED/HC system, all Employment Services staff are required to complete the DHS online data privacy training series, “Handling MN Information Securely.”
- No transcript is required when completing a system access request, but supervisors/managers must check for completion and include the date the training requirement was met on the request form.
- The online training includes seven courses and seven assessments that can be taken as many times as needed to meet the requirement to pass each assessment. Supervisors must also take an eighth course: “Data Protection for Supervisors.”
- All seven courses must be retaken annually to maintain access to systems.
- For some systems, access is not granted if the user’s data privacy trainings will expire in less than a month. For this reason, transcripts should always show the person has completed the trainings within the last 11 months.
- To create an account, navigate to [the training homepage](#) and click “Register.”
  - Staff should not take the trainings as “guest.” If they do, the transcript will not show their name and is not valid for system access requests.
  - If a user has taken the trainings in the past, even if it was in a different position, they do not need to create a new account. Instead, they can log in with a former email address and update account with current information under “Settings.”
- When creating the account, ESP staff should select the following options:
  - Affiliation: Hennepin County
  - Division: HSD (Human Services Department)
  - Email: Always use current ESP email address
  - Employee Number: Enter State ID/x127 number here. If none, leave blank and return to add later.
  - Send Reminders: Select this option in order to receive email reminders when yearly trainings are about to expire.
  - Training Role: County worker

[Skip to main content](#)

### Handling MN Information Securely

---

#### Registration

Affiliation \*

Division \*

Email Address \*

*If you have a state ID number, enter it. You can return and enter it later when assigned.*

Employee Number

First Name \*

Middle Initial

Last Name \*

*If you selected "Other" as an Affiliation, this box must be completed.*

CompanyName

Send Reminders?

Training Role \*

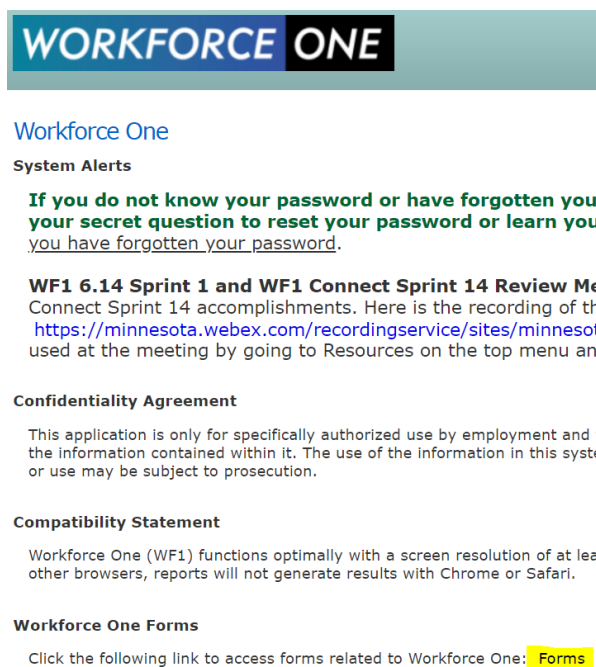
Role Description

Courses Required for Role

\* = field is required.

## Workforce One

- Besides the DHS Data Privacy training series, there are no site-specific trainings required to request access to WF1.
- Some ESP agencies manage their own WF1 system access, but unless your agency has been officially authorized to manage WF1 access for Hennepin County MFIP/DWP Employment Services, all WF1 requests must go through the Hennepin County process.
- WF1 access can be requested simply by completing the WF1 section on the ESP System Access Form.
- **The following steps are ONLY needed if you are requesting access for a new user to see private cases that they do not manage in Workforce One. If the user does not need private access, skip these steps.**
- DEED's access request form is located on the Workforce One site. You can get to it from the homepage (left image) or inside the site under "Resources" (right image).



- The site will ask you to complete the following questions. For managers requesting access for a staff person, use the following answers:

### Security Access Form

**When all fields have been completed, click the Next button to continue. Go to Help on the top menu for further information.**

**\*I am requesting new (or revised) access to:**

- Serve customers, enter data, or monitor cases (most common)
- Give staff access to WF1 (security administrator)

**\*I need access for Vocational Rehabilitation Services:**

**\*I need access for State Services for the Blind:**

**\*Pre-fill name and contact fields with my information**  Yes  No

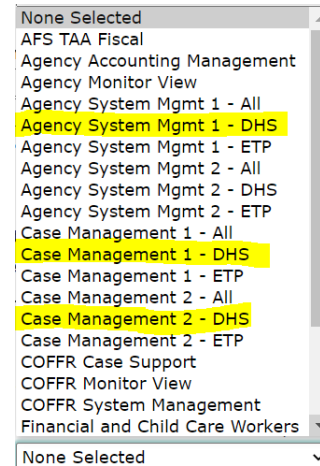
*Select No if you are completing the form for another user.*

**\*Access Group**

- I know the access group that I want to request.
- I want help determining which access group to request.

- Fill in the fields on the next page as appropriate.

- Select **“Agency Level Data”**
- **Access Group:** Choose the appropriate access group based on the person’s role and responsibilities. The most common roles used by ESP staff are:
  - Agency System Mgmt 1 – DHS (Managers, Directors, etc.)
  - Case Management 1 or 2 – DHS (Case managers and direct service staff)
  - For detailed information on what privileges each group has in the system, or to see a list of other options, navigate to “References” > “Access Groups” and search by group type.
  - If the staff person already has access to WF1 and you are adding access to private cases at a later date, select the same access group they already have been granted. This can be found in the user’s “My Preferences” page when logged in.
- **Job Duties:** list 3-5 bullet points of the user’s job duties. This is used to make sure the access group selected is appropriate.



- Using your responses, the system will generate a form for you on the next screen.
- At this stage, you will need to select which COFFR, Agency Location, and Program the staff should have access to. Check the “Add” box as appropriate in each section.
  - The Hennepin County MFIP ES COFFR is called “Hennepin/Carver ETC – LWDA 09”
  - Staff should have access only to the minimum data necessary to do their job.
  - If staff already have access, these fields can remain blank to indicate no change is needed.

Contract or Federal Funding Recipients (COFFRs): Check all to which the user should have access.					
COFFR	Add	Remove	COFFR	Add	Remove
ESPAgency - SDA 72	<input type="checkbox"/>	<input type="checkbox"/>	Hennepin/Carver ETC - LWDA 09	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Minneapolis Employment and Training - LWDA 10	<input type="checkbox"/>	<input type="checkbox"/>	Statewide DEED - E&T Services - DEED 55	<input type="checkbox"/>	<input type="checkbox"/>
United Way - Greater Twin Cities - SDA 71	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Location(s): Check all to which the user should have access.					
Location	Add	Remove	Location	Add	Remove
North Minneapolis	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Program(s): Check all to which the user should have access.					
Program	Add	Remove	Program	Add	Remove
Adult	<input type="checkbox"/>	<input type="checkbox"/>	Adult Career Pathways	<input type="checkbox"/>	<input type="checkbox"/>
Custom Program	<input type="checkbox"/>	<input type="checkbox"/>	Dislocated Worker	<input type="checkbox"/>	<input type="checkbox"/>
MFIP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SNAP ET	<input type="checkbox"/>	<input type="checkbox"/>
WIOA In-School Youth	<input type="checkbox"/>	<input type="checkbox"/>	WIOA Out-of-School Youth	<input type="checkbox"/>	<input type="checkbox"/>

- To add access to view private data for cases the user does not manage check the box for “Add” on this section of the form. This privilege should be requested intentionally, only as needed. (Reminder: if private access isn’t needed, neither is the WF1 access form!)



	Add	Remove
This user is allowed to set the privacy level for cases within the agency/COFFR. (This access is currently only granted to the WF1 project team staff.)		
This user is allowed to view private data for cases that s/he does not manage. (This access is usually only needed by users in a monitoring or supervisory role.)		
This DEED user is allowed to view Unemployment Insurance Data. (This access is only granted to DEED WorkForce Center or agency staff.)		

- The user and the manager will both need to sign the form. Do not submit this form to anyone except the designated Hennepin County contact, unless your agency has a designated Security Administrator specifically authorized to grant MFIP/DWP access. Do not submit the form directly to DEED.

I understand that this WF1 user account and the private or non-public data I will have access to is provided for the purpose of performing my job as an employee or contractor of DEED or one of its partners or subcontractors in the administration or delivery of one or more of the programs selected. I am responsible for protecting these access privileges and the data contained in WF1 in accordance with the Minnesota Government Data Practices Act MS Chapter 13, MS§ 116J.401, MS§ 116L.86, MS§ 268A.05, MS§ 268.19, and other applicable law. Any use of this access or data for purposes other than those authorized in connection with these duties may cause for sanctions specified in statute.

User signature Imma Sample Date 9/25/20

As the Manager of the above named requestor, I am aware of the responsibilities being assigned and request that access be provided. I have checked the necessary COFFR, location and program access boxes on the form to eliminate delays in processing.

Manager name (please print) Leroy Supe

Manager e-mail leroy.supe@esp.org

Manager signature Leroy Supe Date 9/26/20

- Deliver to your Local Security Administrator or
- Mail to WF1 Service Desk, MN Dept of Employment and Economic Development, 332 Minnesota Street, Suite E200, St. Paul, MN 55101-1351 or
- Fax to 651-282-5150 or
- Scan and e-mail to [workforceone.deed@state.mn.us](mailto:workforceone.deed@state.mn.us)

## DHS TrainLink

- TrainLink is the DHS partner and provider access point for the state learning management system. The [TrainLink website](#) contains several Learning Centers. Employment Services Trainings can be found in the "Income Maintenance and Employment Services" learning center. Here you can find class schedules, online learning modules, and the training registration system.
- New users can sign up to receive a Unique Key using the New User Form on the home page. Returning users are able to look up past account information and change the details of their account under "Returning Users."



Sign Up with TrainLink: [New User Form](#)

Update TrainLink Info: [Update Request Form](#)

Returning Users: [Lookup Unique Key and sign in](#)

Note: If you are a DHS (DCT/CO) employee, use your employee ID as your unique key. Do not request a new unique key.

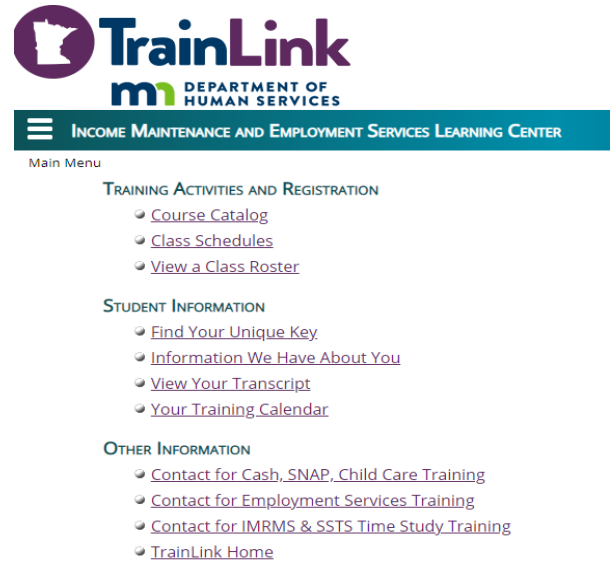
Holiday Note: Monday, January 2, 2023 is a state-observed holiday. No ID requests will be processed between 3 pm on Friday December 30, and 8:30 am on Tuesday, January 3.

### Learning Centers

If you know your User ID, select a link below to access a Learning Center with program specific course offerings and registration information.  
Note: The Training Learning Centers are unavailable for system maintenance from 7:00 a.m. to 8:30 a.m. every Friday.

- [Behavioral Health](#)
- [Child Support](#)
- [Children's Services](#)
- [Disability Services](#)
- [Health Care](#)
- [Housing and Support Services](#)
- [Income Maintenance and Employment Services](#)
- [Licensing](#)

- Once inside the Income Maintenance and Employment Services learning center, the user can log in using their Unique Key. Inside the system you can register for classes, complete online trainings required for access, and view transcripts of completed courses.



- Once required trainings are completed, the user should navigate to “View Your Transcript” to gather information needed for system access requests. **Be sure screenshots include the person’s name, training dates, course names, etc.**



## ECF/SMI

- ECF is Hennepin County’s data storage system that contains case documents and allows workers to set up communication and collaborate on certain work items. It accesses information stored in the state SMI system.
- In order to receive access to ECF, staff must first complete the online [ECF training module](#). There is no transcript for this training. Simply provide the date training was completed on the main Hennepin County access request form.
- There is a page in the online training that asks you to practice logging into ECF. Since you won’t have actual log in info when taking the training, you can use:
  - username: ABCD001
  - password: 12345678

## MEC<sup>2</sup>

- MEC<sup>2</sup> is the database used to process Childcare Assistance cases. ESPs receive read-only access in order to support efficient collaboration with Hennepin County CCAP Staff.
- Before requesting access the staff member must complete the following trainings via DHS TrainLink:
  - TES260: Getting Started in MEC<sup>2</sup> (Previously MEC<sup>2</sup> Home Page and Navigation)
  - TES261: MEC<sup>2</sup> Inquiry
- Attach a copy of TrainLink transcript indicating completion of the MEC<sup>2</sup> trainings.
  - The date of training completion should be less than 11 months ago or DHS will not approve the access request.

## MAXIS

- MAXIS is the state eligibility system used to process public assistance programs. ESPs may request read-only/inquiry access in order to support efficient collaboration with Hennepin County Economic Supports staff.
- Before requesting access to the actual system, the staff member must complete course TES355 “MAXIS Inquiry for Employment Services Workers” via DHS TrainLink. This self-guided course contains both policy and procedural information and is intended to give ESP workers a brief overview of MAXIS. Workers need to pass the assessment in order to get credit for this course and to have MAXIS inquiry access.
- To complete the course, users first need to be granted access to the Training Region of MAXIS. To request Training Region access for a new user, select the appropriate box on the ESP Access Request Form, based on whether or not the user has an assigned State ID.

<b>MAXIS Training Region</b>	
<input checked="" type="checkbox"/>	Requesting State ID for first time user to access MAXIS Training Region in order to complete Inquiry Training.
<input type="checkbox"/>	Requesting access to Training Region for user with current State ID: <input type="text"/>

- Once Training Region access is received and the user completes the training, you will need to submit another request to have MAXIS Inquiry access set up. When submitting this request, attach a copy of the TrainLink transcript showing the training was completed.
  - The date of training completion should be less than 11 months ago or DHS will not approve the access request.
  - If the transcript shows that the user completed the training but never had been provided access to the Training Region, inquiry access will not be granted. It is important for users to complete the training while using the Training Region in order to practice navigating in the system.