

**Responses to  
MAPE Town Hall Forum Questions**

**Questions for DCYF Labor Relations:**

***What does this look like for the people that we serve and our partners?***

The intention of building the Department of Children, Youth, and Families (DCYF) is aligning programs, people, and resources around children and families. In the short-term, we are prioritizing service continuity and certainty for partners and employees to ensure that programs can deliver the services people rely on every day. In the long-term, we will focus on innovation and improvements to address and eventually correct the issues and disparities facing Minnesota families.

The Implementation Office has partnered with agencies to connect with external partners, counties, Tribes, families and more to engage in meaningful conversations around the establishment of DCYF and transition of programs to DCYF. Additionally, counties, Tribal Governments, and other entities that carry out work on behalf of transferring programs will receive formal notification letters of transferring programs and specific instructions of any actions they may need to take as part of the transition.

***If we are not all moving at the same time will there be essentially two areas so the work can still get done and people can work together?***

Our top priorities are to ensure that people can still access the services provided by programs transferring to DCYF and employees have all the tools they need to do their jobs. Programs and people are transitioning to DCYF in phases between July 2024 and July 2025 to protect service continuity and provide a supportive onboarding experience for all DCYF employees. As programs transfer, there will be interagency agreements with originating agencies in place for support as they are established at DCYF. The DCYF Implementation Office will also continue to support some functions, such as county relations and engagement, and lead transition efforts until July 2025.

Any central operations functions that are not established at DCYF in July 2024 will be supported through interagency agreements with the originating agencies. This means that DCYF will work together with originating agency teams for these functions.

Cross-agency communication and coordination will be necessary throughout the transition year.

***Who are the new human resource contacts? Who do we go to day one for Human Resource questions (including requests for leave under the FMLA or collective bargaining agreement, requests for accommodations, etc.)?***

Employees should continue to work with their current originating agency Human Resources teams at DHS and MDE through July 30, 2024. Beginning July 31, 2024, transferring staff should contact the DCYF Human Resources team for Human Resource needs. A finalized contact list will be provided on July 1 on the intranet and to employees.

Human Resources is planned to be established as an independent central operations area on July 17. Leading up to and during this time, new and transferring staff will be supported through interagency agreements with originating agency HR teams. Additionally, once this critical area is established at DCYF, it will continue to have an interagency agreement with originating agencies HR teams in place to support the critical work it does throughout the transition year and particularly for the July 2024 transfers.

**Between July 1-30;** transferring DCYF staff should contact their originating agency HR teams for support with Human Resource questions. New DCYF employees will contact the DHS HR Team.

- New DCYF employees and employees transferring from DHS (Communications, Government Relations) will contact the DHS Human Resources Team.
- Employees Transferring from MDE (Communications, and Early Learning Services) will contact the MDE Human Resources Team.

**Beginning July 31;** transferring DCYF staff and new employees should contact the DCYF HR team for support with Human Resource Questions. A finalized contact list will be provided in July.

***Will there be an expectation that people will need to come to the office? How frequently?***

The transfer to DCYF does not alter existing telework agreements and requirements for employees. DCYF will follow the statewide policy on telework, HR/LR Policy #1422, which outlines the eligibility and requirements of telework agreements. Individual telework agreements are discussed between employees and their supervisors at least annually.

Please note, transferring employees may need to visit the physical office for some onboarding activities like receiving their new badge. There will also be opportunities to connect in person and virtually as the new agency launches to help build relationships and work culture.

***Will classifications change even if positions and PDs won't?***

Statute requires that no transferred employee shall have their employment status and job classification altered as a result of the transfer.

Additionally, employees who currently hold agency-specific classifications will still maintain their current classification at DCYF. (For example, Human Services Rep at DHS will be a Human Services Rep at DCYF).

***With regard to continuous quality improvement section, one org chart showed an “office of innovation.” Will that include some of the office of child safety and permanency functions? Will it include our data and research team? Will that team remain in our area, or will it be centralized to DCYF? How will it affect the process our group already has in place?***

The proposed office of innovation is the result of engagement and feedback, including through the Organizational Planning workstream, conversations with directors and employees, and external partner input. The office of innovation will not be in place right away at the new agency, and there is ongoing work to define the scope and position of that office. No decisions have been finalized.

***How are new people being welcomed into the new agency? Will there be planned team building and engagement to support new employees coming from non-DHS positions?***

The Implementation Office in coordination with partner agencies are actively engaged in onboarding and orientation planning. DHS is holding an optional Open House on June 25 for staff to go on tours, see the office spaces and meet with other staff and leadership. Once the executive leadership is on board and as each staffing cohort transfers, there will be additional touchpoints and team building activities. As planning continues, we will announce further details and welcome activities and plans.

***How will current telework agreements be impacted? Will there be expectations for people to come into the office more?***

The transfer to DCYF does not alter existing statewide telework agreements and requirements for those employees. DCYF will follow the statewide policy on telework, HR/LR Policy #1422, which outlines the eligibility and requirements of telework agreements. Individual telework agreements are discussed between employees and their supervisors at least annually.

Transferring employees may need to visit the physical office for some onboarding activities like receiving their new identification badge. There will also be opportunities to connect in person and virtually as the new agency launches to help build relationships and work culture.

The temporary facility is at 444 Lafayette Road North in St. Paul, which is the current DHS office space for Children and Family Services and Office of Inspector General. Work is underway to identify long-term office space solutions for the new agency after the 18-month sublease term.

***When will department logos and letter heads be available? When are they required to be used? How will rebranding work?***

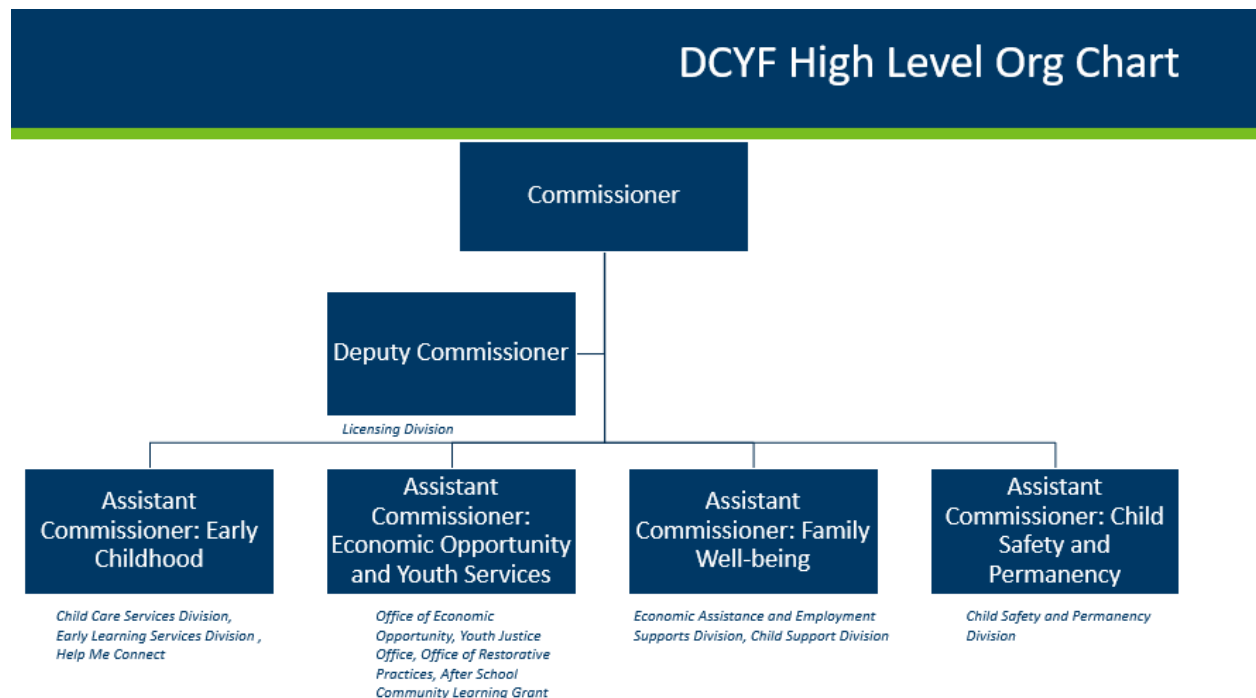
The DCYF logo will be public on July 1 when the agency is established. The logo and Microsoft Office templates will be made available to transferring staff and programs and available on the DCYF intranet. At that time, programs transferring in July 2024 may begin using the logo and branded templates for their materials as adheres to the [State of Minnesota branding guidelines](#). Some rebranding work is already underway, and program staff should connect with their communications leads with questions.

That being said, the transition to DCYF will be gradual. Many programs have a high volume of documents and materials that are moving, and programs will officially transfer in phases when staff transfer. There is no expectation that every document be rebranded on July 1. Staff should update the logo and agency information as documents are used or reviewed on their usual maintenance schedule. The DCYF communications team will be in place beginning July 3 to assist with rebranding activities and questions.

Using the DCYF logo prior to July 1 may cause confusion for partners and the people we serve. For documents related to DCYF that will be published before July 1, please utilize the logo of the originating agency (DHS or MDE), the standard State of Minnesota logo, or connect with the DCYF Implementation Office.

**What will organization charts look like? What is the organizational structure?**

The below org chart shows the high-level structure for DCYF program areas. Full organization charts are being finalized and will be posted on the DCYF intranet when they are complete.



\*High-level org chart as of 6/13/2024

## **Questions for DHS Labor relations:**

### ***What is happening with the Appeals Division?***

The Appeals Division has been determined to stay at DHS and will do the appeals work and recommendations on behalf of DCYF, per statutory updates that were made in the DCYF recodification bill as amended. The recommendations of the judges will be provided to DCYF and final determinations for DCYF related programs and services will be made by the DCYF commissioner.

### ***What will new DHS organizational charts look like?***

As announced by Commissioner Harpstead on May 28<sup>th</sup>, DHS will be making changes to its organizational structure, effective in July, to best structure DHS for the future. As DCYF and DCT become their own separate agencies over the course of FY25, DHS will continue to review processes, policies, and structures to best align with our smaller size and opportunities to improve and innovate. Initial plans are available in DHS InfoLink - <https://dhs.intranet.mn.gov/agency-transition/index.jsp>. We will continue to provide updates on DHS Today as well as in bi-weekly emails. Watch DHS Today for opportunities to share input in the coming months, or email [agency.transitions.DHS@state.mn.us](mailto:agency.transitions.DHS@state.mn.us) with questions or suggestions.

## **General questions:**

### ***How will employees get support in managing workload as the transition happens? With currently unfilled positions how will that work not be pushed onto current workers?***

The 2024 supplemental budget provided funding for central operating functions at DCYF and funding to address any critical gaps created at MDE and DHS as a result of staff and resources transferring to DCYF. The total cost was \$2 million in FY25 and \$12.1 million in FY26/27. If left unfunded, these gaps would have impacts on the program administration, financial functions, and external relationships of DCYF and impacted agencies.

Employees are always encouraged to reach out to their supervisor, any leader on their team, or contact their Human Resources representative. Additionally, [Employee Assistance Program \(EAP\)](#) also offers free confidential counseling resources that may help support you or your family with this transition.

### ***What is happening with ERGs that are agency-based? What is happening with representation and leadership in those?***

As a DCYF employee, you will have the opportunity to join the Department of Human Services ERGs and/or the Enterprise Employee Resource Groups.

## **Enterprise Employee Resource Groups**

Coordinated and supported by MMB, an Enterprise ERG is a collective of employees who meet routinely (e.g., a minimum of four times per year) to support and learn from each other. Enterprise ERG provide an opportunity for different identity groups to come together and connect about workplace issues.

The current Enterprise ERGs include:

- Black, Indigenous, Women of Color
- Equity & Justice Black Caucus
- Employees of Asian Descent
- Jewish Culture and Heritage
- Minnesota Employees with Disabilities
- Next Generation
- MNclusive
- Women ChangeMakers

## **Department of Human Services Employee Resource Groups**

ERGs are voluntary, employee-led groups, often from traditionally underrepresented and marginalized groups, who meet for the purpose of supporting each other, and advancing the mission, values and goals of DHS. ERGs may be defined as employees linked by a common bond, such as a protected class status, along with people who support the alliance.

DHS ERGs are open to State of Minnesota employees, regardless of originating agency. DCYF employees may join, or continue membership, in DHS ERGs. Considerations are being made about the type of structure needed in DCYF regarding agency specific ERGs. For DHS staff who currently serve as a chair or sponsor of their ERG, please coordinate with the Office of Employee Culture and your ERG to determine planning for the leadership structure moving forward.

No employees will be removed from ERG leadership or membership in this transition and the structure, inclusion and technology supporting DHS ERGs will remain the same.

The current DHS ERGs include:

- American Indian and Alaska Native
- Asian Heritage
- Black Women
- Employees with Disabilities
- Kaleidoscope (LGBTQ)
- Latinos Unidos
- Men of African Heritage
- Parents at Work
- People of Color

- Veterans, Military Services and Allies

***How will they communicate to the public that their services have now gone to DCYF?***

The Implementation Office has partnered with agencies to connect with external partners, counties, Tribes, families and more to engage in meaningful conversations around the establishment of DCYF and transition of programs to DCYF. Additionally, counties, Tribal Governments, and other entities that carry out work on behalf of transferring programs will receive formal notification letters of transferring programs and specific instructions of any actions they may need to take as part of the transition.

***How will new contact information be communicated out? Why can current numbers not be passed over?***

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All state agencies have groups of phone numbers for their staff. For example, DHS staff have phone numbers between (651) 431-2000 and (651) 431-7999. DCYF will have its own group of phone numbers between (651) 539-7700 and (651) 539-8699.

Staff transferring to DCYF have hundreds of phone numbers across the DHS and MDE groups; they are not all in a clean, sequential range. Assigning these staff new numbers from the DCYF group will make it easier for both DCYF and MNIT to manage and support the new agency's phone numbers. This includes resolving technical and billing issues that may arise, processing onboards and offboards, assigning numbers to new applications (contact centers, interactive voice response systems (IVRs)), etc.

It will also unify staff transferring from the departments of Human Services, Education, Health, and Public Safety under the new agency group of numbers. If someone calls your old number after it changes over, they will hear a recording that explains the phone number they are trying to reach has changed and share the new number. This recording will be available for two years after the phone number changes.

***How will new contact information be communicated out?***

It depends on what agency you are transferring from, and when you will transfer to DCYF.

- MDE July 2024 transfers:
  - a. If you get a new phone number, you'll receive more information about your new number and how to prepare for the change soon.
- DHS July 2024 transfers:
  - b. Complete the phone number survey. You'll receive an email invitation to the survey on Tuesday, June 4, and must complete it by Friday, June 21.
  - c. The survey will help us confirm MNIT has the right phone number(s) listed for you and will give you the chance to explain why you should keep your current phone number(s).

- d. After the survey closes, DHS and MNIT will assess the results and reassign phone numbers.
- e. If you get a new phone number, you'll receive more information about your new number and how to prepare for the change. Phone number changes will happen in August 2024.
- MDE, DPS, and MDH September 2024, January 2025, and July 2025 transfers:
  - f. You'll receive more information closer to your transfer date.
  - g. For now, MNIT and DHS are focused on changing phone numbers for staff transferring in July 2024.
- DHS October 2024, January 2025, and July 2025 transfers:
  - h. You don't need to do anything right now. Closer to your transfer date, you'll receive the phone survey described in the "July 2024 transfers" section above.
  - i. For now, MNIT and DHS are focused on changing phone numbers for staff transferring in July 2024.

***What will happen with joint products and resources for county and tribal eligibility workers?***

Both DHS and DCYF endeavor to continue to coordinate and align where practicable in our mutual work with counties and Tribes. For example, both agencies will use PartnerLink (formerly CountyLink) as a venue for communicating policy and fiscal information to counties and Tribes.

In addition, through the MN Association of County Social Services Administrators (MACSSA), counties have identified a series of policy, operational, and fiscal elements that need to be closely coordinated, and the Implementation Office and DHS will be working through each of those elements with counties to establish the method by which those connections will be maintained or strengthened. i.e., Child Welfare services at DCYF and Medical Assistance coverage of Child Welfare-Targeted Case Management (CW-TCM) at DHS.

- Where major program applications or systems support programs supervised by both agencies, a lead agency will be identified and an approach to shared governance or decision-making will be in place.

***How will MNIT interagency agreements change?***

We anticipate that service level agreements between MNIT and DCYF will be drafted and executed in the first quarter of DCYF's operation. In the interim, MNIT's support for technology shifting to DCYF will continue uninterrupted.