



skillUP

SkillUP Matters

Meet Jonathan Hatcher!



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SkillUP Participants:

- ✓ **Must be receiving Food Stamp benefits**
- ✓ **ABAWDs – Able Bodied Adults without Dependents, or**
- ✓ **Volunteers**
- ✓ **Cannot be receiving Temporary Assistance (cash benefits)**



ABAWD or VOLUNTEER?

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ABAWD

- ✓ 18-64 years old
- ✓ No minor children under 14 years old on SNAP case
- ✓ Does not meet exemption/exclusion from work requirement
- ✓ Must participate in 80 hours of work/training per month to remain on SNAP
- ✓ Send FS-5 to report training and/or work hours

Volunteer

- ✓ 16 years or older
- ✓ May or may not have children on SNAP case
- ✓ Meets exemption/exclusion from work requirement
- ✓ No monthly hour requirement to remain on SNAP
- ✓ May enroll or withdraw from participation at any time
- ✓ Send FS-5 to report employment

The Family Support Division (FSD) makes the final determination of participation type (ABAWD/Volunteer)

Able Bodied Adult Without Dependents

ABAWD

- ✓ 18-64 years old
- ✓ No minor children under 14 years old on SNAP case
- ✓ Does not meet exemption/exclusion from work requirement
- ✓ Must participate in 80 hours of work/training per month to remain on SNAP
- ✓ Send FS-5 to report training and/or work hours

SkillUP funding cannot be used to regain SNAP benefits.



SkillUP staff should report any possible exemptions or exclusions for an individual to FSD via the FS-5 form

Serving Volunteers

Volunteer

- ✓ 16 years or older
- ✓ May or may not have children on SNAP case
- ✓ Meets exemption/exclusion from work requirement
- ✓ No monthly hour requirement to remain on SNAP
- ✓ May enroll or withdraw from participation at any time
- ✓ Send FS-5 to report employment



SkillUP staff should report any possible exemptions or exclusions for an individual to FSD via the FS-5 form

Missouri Work Assistance (MWA)

- Missouri Works Assistance is the employment and training program for TA recipients.
- TA recipients must participate with MWA and cannot participate in SkillUP.

<https://mydss.mo.gov/missouri-work-assistance>



FSD Referral Process

- FSD verifies participation status (ABAWD/Vol) and sends to MOJobs.

If participant is NOT in MOJobs or status is not updated:

- Send the SkillUP Eligibility and DCN Verification Form to:
DSS.FSD.Agreements@dss.mo.gov
- <https://dss.mo.gov/employment-training-provider-portal/skillup.htm>
(SkillUP Provider Portal- Handbook & Forms)

Funding Sources

FNS Funding

Participant has:

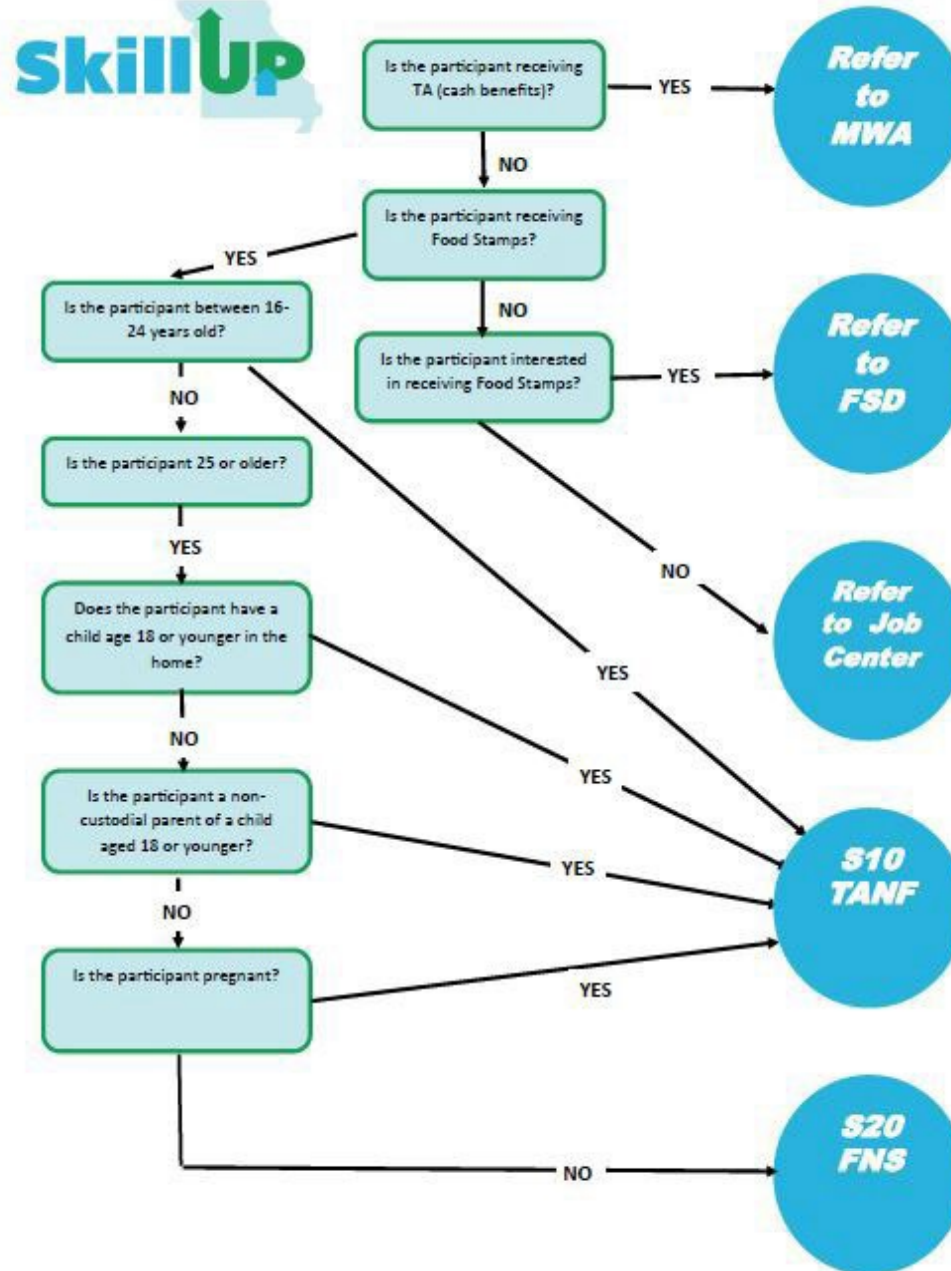
- No age limit
- No parental requirement

TANF Funding

Participant must be:

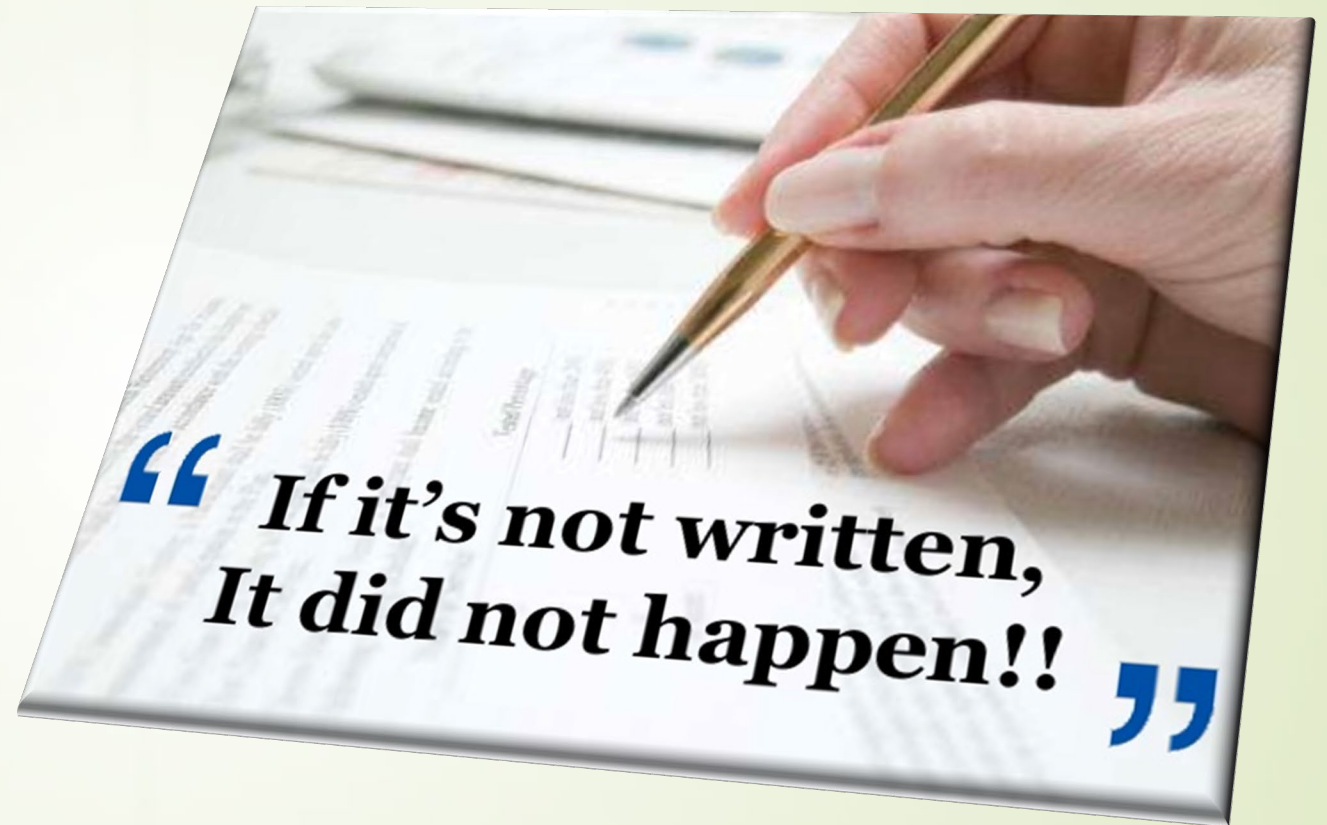
- 16-24 years old or
- 25 and older and
 - Minor children in home
 - Non-custodial parent
 - Pregnant

***All SkillUP Participants must be active SNAP Recipients and cannot be active TA (cash benefit) recipients.**



Case Notes

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Case Notes

When should a case note be entered?

- Initial Case Note
- After Assessment
- After participant - employer contacts
- After follow up dates
- Supportive Services issued
- After documents are submitted
- After Employment Plan is created or updated
- Addressing barriers
- Funding Approvals or Denials

Case Notes

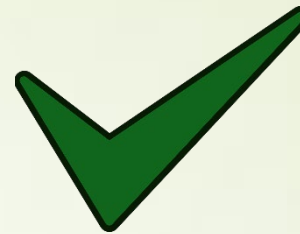
- Fact based description of participant interaction with MoJobs
- Must be entered on the date services were provided
- If a note is entered on the wrong persons case, use the change request form to request deletion
- Do Not include any Personally Identifiable Information (PII) on a case record.

Inappropriate Case Notes



- Irrelevant details
- Medical procedure or examination appointments
- Pregnancy
- Discussions of the participant's situation with third parties
- Hearsay speculations from the participant's family or household

Appropriate Case Notes



- Refer to specific dates
- Contain all necessary information
- Be detailed enough for anyone authorized to access the file to understand
- Include justifications for Supportive Services
- Include training dates
- Identify funding sources and timeframes covered with eligibility determinations.

Marketing & Outreach

- Encourage community support for the SkillUP program
- Educate the local community about SkillUP

Collaboration & Referrals

- Provides participants with comprehensive services
- For more information on local resources go to:

[211 Resources Home](#)



Outreach Effectiveness Survey

Quick Survey – 3 questions

- ❖ What program – MWA or SkillUP?
- ❖ How did they hear about the program?
- ❖ What is their zip code?

SkillUP Pathways to Employment

Case Management

- Engagement
- Assessment and Employability Planning
- Participation
- Employment and Transition

Case Management Services

Every participant record must have the following services entered on the SNAP application:

- **S10** - SkillUP TANF or **S20** - SkillUP FNS
- **101** - Orientation
- **107** - Provision of Labor Market Research
- **205** - Develop Service Strategies
- **213** - Comprehensive Assessment

Engagement - Informational Session(s):



- Provide an overview of the SkillUP program;
- Discuss the benefits of self-sufficiency with the participant;
- Providers arrange for prior SkillUP participants to share their experience and success stories;
- Arrange for participants in the session (and other area sessions) to develop a cohort;
- Provide Labor Market Information (LMI) in the area/region of the participant
- Provide an overview of other services available to the participant and how to access these services

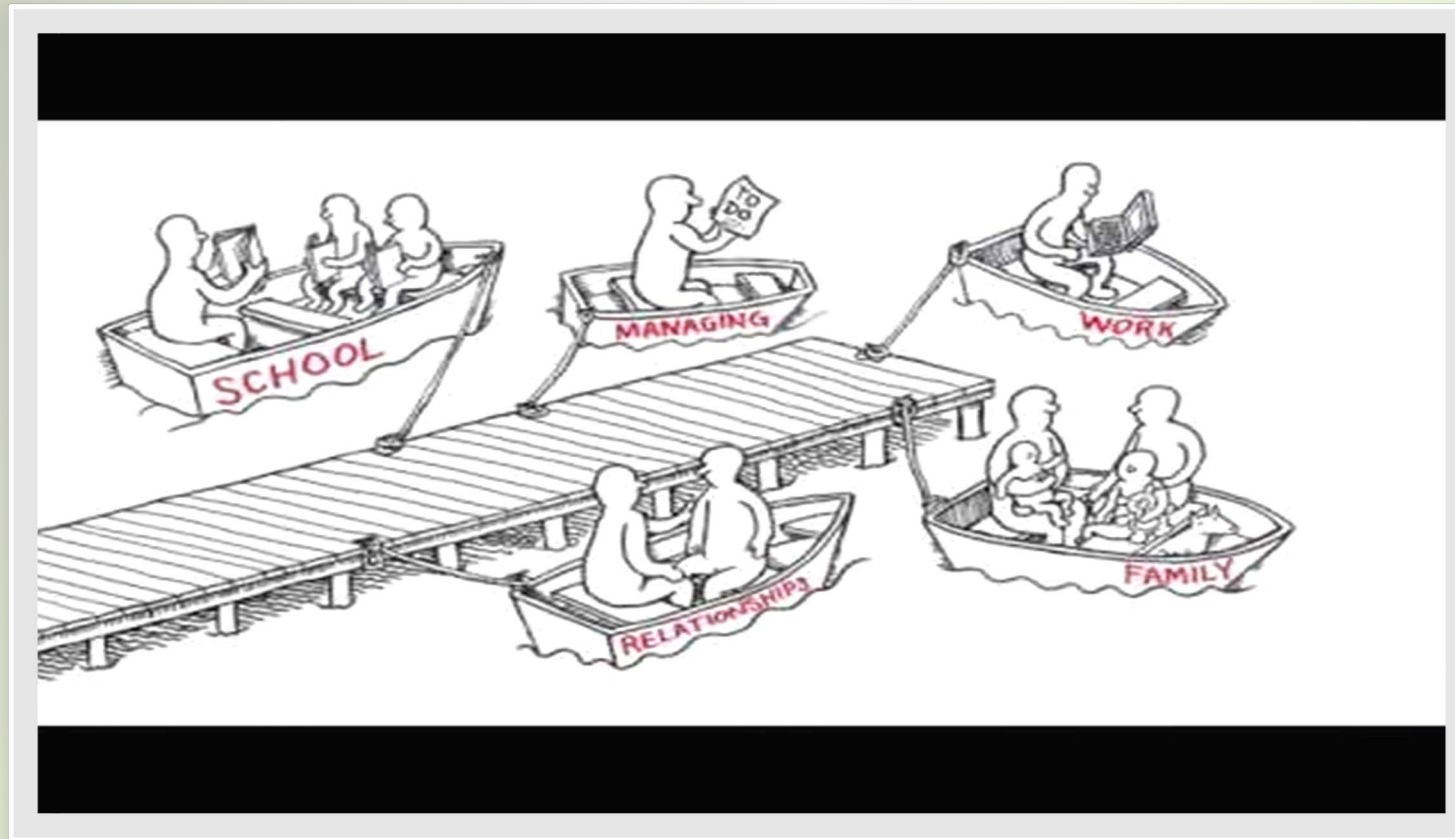
Intensive Case Management

This component is for individuals with multiple barriers to employment that require one-on-one assistance.

- Individual or Group Counseling
- Comprehensive Guidance & Counseling



Building Core Capabilities for Life



Pre-enrollment Checklist

- Does the participant have skills and qualifications to be successful?
- Does the participant have the necessary supportive services?
- Will the activity assist the participant in gainful employment in their area?
- Are there any other sources of financial assistance available to the participant?



Must be used prior to enrolling in services.

Activity #1

Identifying Barriers

- **Identify the barriers**
- **Identify the strengths of each individual in the following scenarios.**
- **Discuss ways to overcome barriers?**

Identifying Barriers

Pick one

➤ Scenario #1: Marge

➤ Scenario #4: Barney

➤ Scenario #2: Moe

➤ Scenario #5: Brandine

➤ Scenario #3: Luann

➤ Scenario #6: Kearney

Individual Employment Plan



- Job Skills Training
- On the job Training
- Job Search Training
- Adult basic Education
- Training Site Assessment
- Occupational Assessment

**Gainful employment should be
the final outcome!**



What is Coaching?

“Coaching is unlocking a person’s potential to maximize their own performance. It is helping them to learn rather than teaching them.”

Sir John Whitmore, *Coaching Performance*

How Coaching Works



[How Coaching Works](#)

Setting Goals

Specific
Measurable
Achievable
Relevant
Time Based



Goals:

- Short Term Goals – typically one year or less
- Long Term Goals – takes more time and planning to achieve

Objectives:

- Objectives – the steps the participant need to take to achieve their goals
 - Job search
 - Workshop
 - Complete OJT
 - Research Training Opportunities

When should the Employment Plan be Updated?

- Completed goals and/or objectives
- Outdated goals and/or objectives
- New goals and/or objectives
- Information can be added, but should never be deleted

SkillUP Forms

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➤ FS-5 Employment and Training Information

Used to report:

- *Changes to ABAWD hours*
- *Volunteer or ABAWD employment*
- *WIOA services*
- *Volunteer Work*
- *Employment/training that ended or began in past 30 days*
- *Changes in ABAWD status*

➤ Only used by Job Centers: Job Center WIOA Services Form- MOJobs (FS-609) Used to

report the following:

after an FS-5 has been completed for ABAWDs trying to regain eligibility:

- *WIOA services*
- *Volunteer Work*
- *Employment or training that began in the previous 30 days*

<https://dss.mo.gov/employment-training-provider-portal/>

ABAWD Participation

Job Search Contract & Log

Job Search Contract

➤ FS-604A

- Participant agreement
- Must be completed prior to submitting a job search log
- Provides guidance to participant on allowable hours
- Provides deadline for job search log to be returned

Job Search Log

➤ FS-604B

- Documents employer contacts during the month
- Does not include MoJobs search
- Providers will review and advise participants if corrections are needed
- Must be sent to FSD within 2 business days

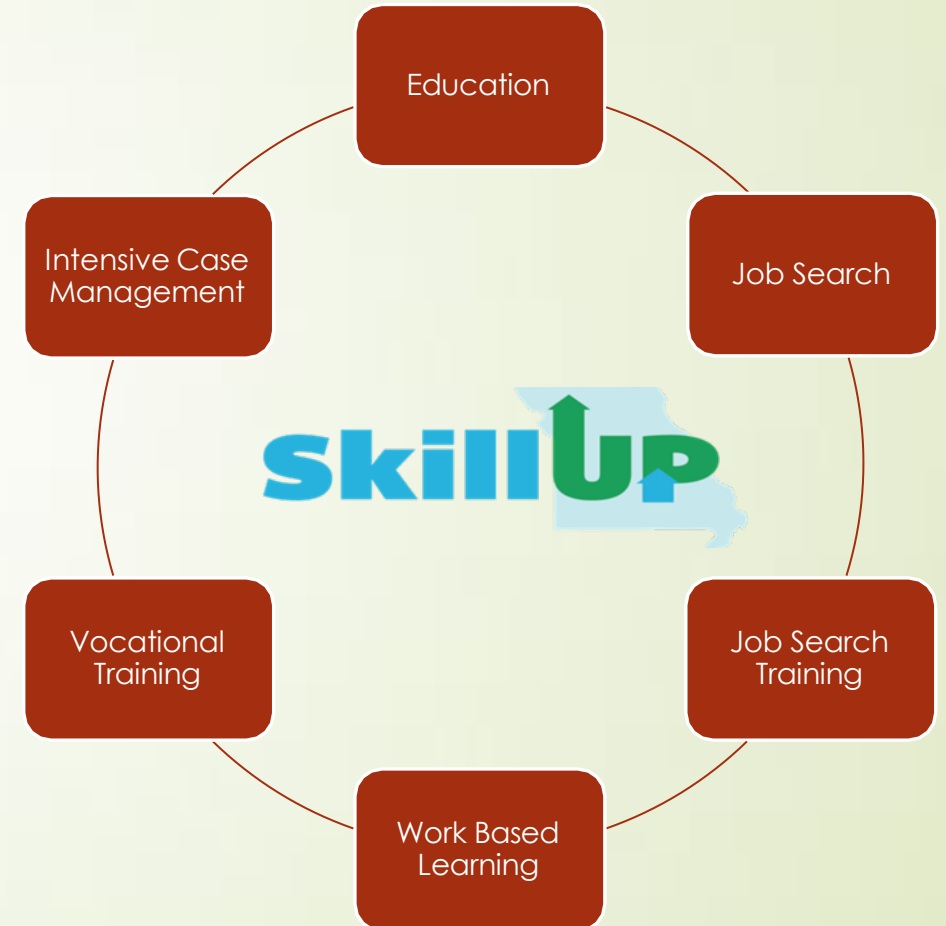
<https://dss.mo.gov/employment-training-provider-portal/>

Participation- What are SkillUP Services in MoJobs?

SkillUP provides:

- Short term training – should complete in one year or less
- Leads to employment or self-sufficiency

MOScores



Job Search Training

- Resume Preparation Assistance
- Proficiency Testing
- Testing - Assessment
- Career Guidance

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Job Search Services

Staff Assisted-

- O-NET
- Job Development Contacts



Job Search Services

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Non-staff Assisted-

- Participant must make a pre-determined number of inquiries.
- Includes jobs.mo.gov searches
- May be done independently or within a group
- Should be paired with other components based on need

Education Services



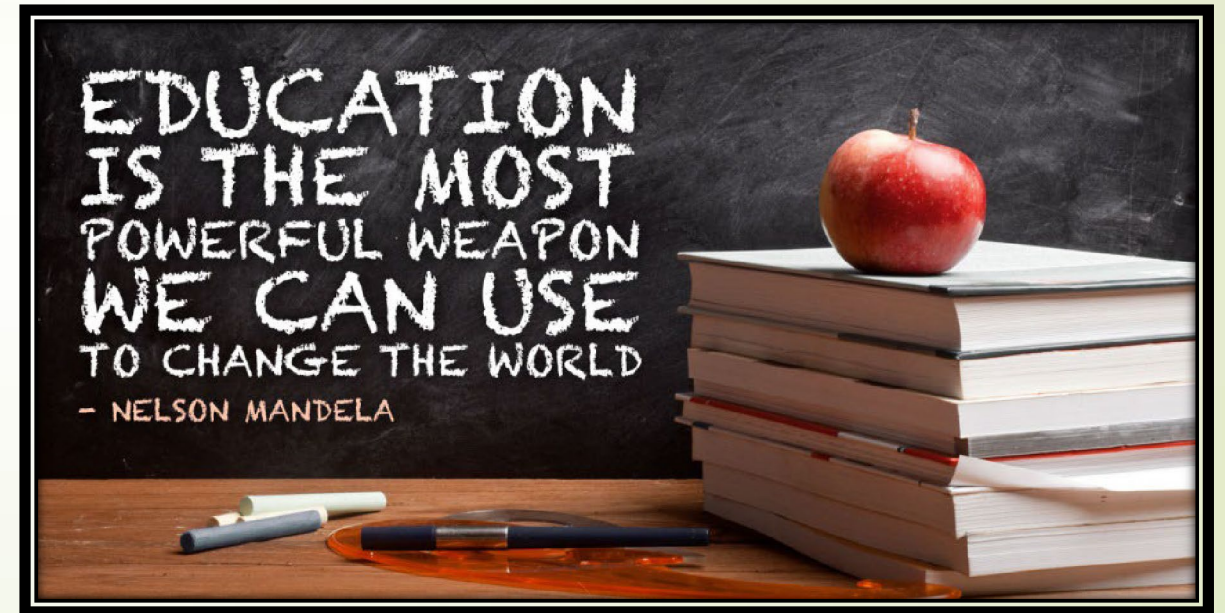
Financial Aid
Information



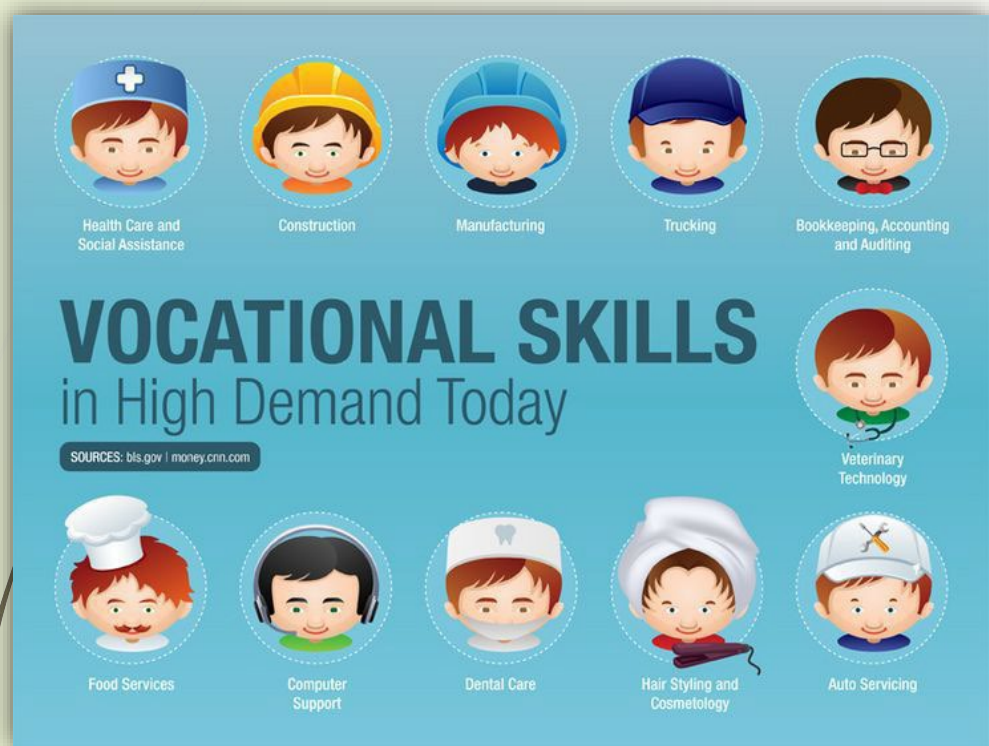
English
Language
Acquisition



Adult
Education
& Literacy



Vocational Training Services



- Occupational Skills Training – Approved Provider
- Private Sector Training
- Workplace Training & Cooperative Education
- Skills Upgrading and Retraining

Work Based Learning Services

- Internships
- Work Experience
- On the Job Training
- Apprenticeship
- Transitional Jobs



On the Job Training (OJT)

- May be the most appropriate component to secure employment
- Must consider skill requirements for the job
- Must consider the education and occupational skill level of participant
- Must be aligned with the Employment Plan



Participation

SUPPORTIVE SERVICES



- Services necessary to enable an individual to participate in SkillUP activities.
- May include transportation related and work-related expenses.
- Based on need and availability of funds

Participation

SUPPORTIVE SERVICES

- Work-related equipment
- Instructional materials
- Testing fees
- Criminal background checks
- Transportation (bus tickets)
- Work attire or uniforms
- Work-related tools

Supportive Services

Transportation Related Expenses (TRE)

- Must be participating in allowable employment, education or training component
- Participant must submit Weekly Claim for TRE Form
- Participant must provide verification of work/training
- \$20 maximum per day



Supportive Services

Work Related Expenses (WRE)

- The maximum WRE that can be approved by a Case Manager is \$750 in a 12-month rolling period. The 12-month rolling period begins immediately upon the first authorized payment of WRE.
- WRE of \$750 - \$1500 must be approved by a supervisor.
- WRE over \$1500 must be approved by FSD.

Job Retention Services

Providers must complete the following before requesting payment for supportive services for job retention:

- Verification of employment
- Completed FS-5
- Monthly employment verification for continued services
- Participant was enrolled in SkillUP prior to employment
- 90 day maximum
- Subsequent services cannot be for the same company



Employment and Transition Job Placement

Assist participants with job placement through relationships/agreements with:



Community Based
Organizations



SkillUP provider
agencies



Employers in the
community



Employment and Transition Benefits Effected

- For every \$3.00 earned Food Stamp benefits reduce by \$1.00.
- Childcare benefits may not end due to employment – benefits may continue for up to 1 year after obtaining employment or they may be eligible for reduced childcare costs.
- If client received MO HealthNet for 3 of the last 6 months and are employed, they may qualify for transitional benefits.

Employment and Transition Benefits Effectuated

If client is receiving Rehabilitation Services for the Blind they may still be eligible after obtaining employment.

Additional tax benefits may be available after obtaining employment


Child and dependent
care tax credit

Child tax credit

Earned Income Credit
(EIC)

Education Credits


www.irs.gov



What is Labor Market Information (LMI)?

What is LMI?

- Labor Market Information includes all quantitative or qualitative data and analysis related to employment and the workforce.
- The goal of LMI is to help customers make informed plans, choices, and decisions.

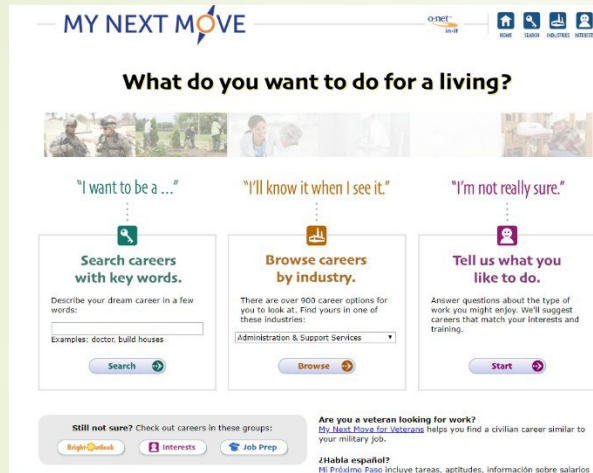


What is Labor Market Information (LMI)?

Purposes of LMI

- Business investment decision-making
- Career planning and preparation
- Education and training offerings
- Job search opportunities
- Hiring
- Public or private workforce investments

LMI Information Resources



<https://www.mynextmove.org/>



<https://meric.mo.gov/>



<https://jobs.mo.gov>

Monthly Reporting & Monitoring

- Monitoring – Providers must monitor 20% cases in-house. OWCI will monitor cases as well.
- OWCI will conduct on-site monitoring
- Providers are required to report monthly – how many served, participants employed, hours, etc.

Monthly Reporting

Monthly Reports must include:

- Participant name;
- Services that volunteers were enrolled in;
- Services that ABAWDs were enrolled in;
- Supportive Service payment type (TRE/WRE).

Complete and Send to
W&CI.Invoices@dss.mo.gov

[Provider Portal](#)

FSD Programs & Services

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- **Child Support – (CS)**
 - Order/Enforcement: 866-313-9960
 - Paternity Information: 855-454-8037
 - Payment Information: 800-225-0530
 - General Help: 800-859-7999
- **Temporary Assistance – (TA)**
- **Missouri Work Assistance – (MWA)**
- **Mo HealthNet – (MHN)**
- **Rehabilitation Services for the Blind – (RSB)**
- **Low Income Home Energy Assistance Program - (LIHEAP)**
- **Community Services Block Grant (CSBG)**

Child Care Assistance

- Child Care services are available for those participating in SkillUP.
- The Department of Elementary and Secondary Education (DESE) provides financial assistance for childcare services through the payment of full or partial childcare costs.
- DESE determines Child Care Subsidy eligibility and is based on income.

Tell your participants to apply at DESE when first enrolled.

Child Care Resource Information

Resources and referrals:

<http://mo.childcareaware.org/>

Licensed and licensed-exempt childcare providers
at:

<https://webapp01.dhss.mo.gov/childcaresearch/searchengine.aspx>

CONTACT FSD

- Participants with questions on eligibility or requirements to receive benefits should be directed to <http://mydss.mo.gov/>, the FSD Call Center at 1-855-FSD-INFO (855-373-4636) or local FSD Resource Center.
- Resource Centers can be found at: <http://dss.mo.gov/offices.htm>

OWCI SkillUP Staff Contact

Invoices

W&CI.Invoices@dss.mo.gov

Marketing Materials request

SkillUp.Missouri@dss.mo.gov

DCN verifications

DSS.FSD.Agreements@dss.mo.gov

FS-5; (FS-609) SkillUP Job Center WIOA Services;
(FS-604B) Job Search Log; ABAWD Hours Reported Log;
WIOA Career Services Form

ABAWD1@ip.sp.mo.gov

FSD SkillUP Staff Contact, cont'd

Training requests and Questions

FSD.WIT.CIU.TRAINING@dss.mo.gov

MOJobs Reactivation & Change Requests

SkillUp.Missouri@dss.mo.gov

Questions for MWA/SkillUP

FSD.E&TInquiry@dss.mo.gov

Monitoring Unit

FSD.E&TMonitoring@dss.mo.gov

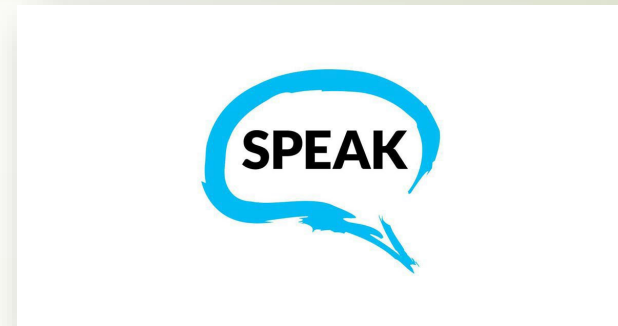
Resources

- SkillUP website: <https://mydss.mo.gov/food-assistance/missouri-employment-training-program>
- Provider Portal: <https://dss.mo.gov/skillup-provider-portal/>
- Office of Workforce & Community Initiatives (OWCI): <https://mydss.mo.gov/owci>
- FNS E&T Policy & Guidance: <https://www.fns.usda.gov/snap/et-policy-and-guidance>
- Family Support Division website: <http://dss.mo.gov/fsd/>
- SkillUP forms are located at: <https://dss.mo.gov/employment-training-provider-portal/skillup.htm>
- DWD forms are located at: <https://jobs.mo.gov/dwdprograms>
- The User Guide for the SNAP Module: [https://app-jobs.mo.gov/VOS Staff Guide - SNAP E&T](https://app-jobs.mo.gov/VOS%20Staff%20Guide%20-%20SNAP%20E&T)
- MoJobs Training: <https://train-app-vos29000000.geosolinc.com/vosnet/>
- MoJobs Production <https://app-jobs.mo.gov/vosnet>
- Career One Stop: <https://www.careeronestop.org>
- Disability Calculator for Employment or Education: <https://mo.db101.org/>
- DWD Statewide Service Notes Policy - <https://jobs.mo.gov/media/pdf/owd-policy-05-2025-case-note-policy>

References

- <https://www.skillsyouneed.com/learn/coaching.html> What is Coaching?
- <https://youtu.be/bYZZQigqZQs> The Three Core Coaching Skills
- <https://youtu.be/MV0hAmtF1EA> The Top 10 Coaching Mistakes
- <https://youtu.be/UY75MQte4RU> How Coaching Works
- <https://www.bluepointleadership.com/> Bluepoint Leadership Development
- <https://coactive.com/> Co-Active Training Institute: Coaching Toolkit
- <https://www.youtube.com/watch?v=6NehuwDA45Q> Building Core Capabilities for life

The Three Core Coaching Skills



...like a COACH!

The Top 10 Coaching Mistakes



<https://youtu.be/MV0hAmtF1EA>

Questions?



Marge

Identifying Barriers

- Marge has been a stay-at-home mom for the past 10 years,
- She is a Volunteer SkillUP participant.
- She has 3 children aged 10, 8 and 1 and her husband works full time at the local power plant.
- She has a high school diploma and took some college courses but did not complete college because she chose to become a stay-at-home mom after her 1st child.
- She has worked several part time jobs over the years in retail and manufacturing and has been offered full time positions, but she could not afford day care even with extra pay.
- Marge states she would like to enter the healthcare field as a CNA since she enjoys taking care of others.

Marge

Answer key

- **Barriers** – Possibly childcare and limited work experience.
- **Strengths** –
 - Dependability - she has been successful in a variety of past jobs.
 - Flexibility – she has held a variety of jobs and been successful, she has taken on part time work when it is needed successfully.
- She can apply for childcare, can discuss the options of day classes or night classes (day classes may require full time care for the youngest, evening classes her husband can care for the kids).
- Will need to readdress childcare needs if she obtains employment.
- She can gain experience through the training program, possibly do OJT.

Moe

Identifying Barriers

- Moe owned and operated a successful bar for several years, but eventually the bar became less popular, despite his best efforts and he decided to close.
- Moe is an ABAWD.
- He has obtained numerous positions as a bartender over the past couple years but has not kept a job for more than 2 months. He states he had problems with management and did not like the way the business operated.
- Moe decided he would like to obtain a CDL and become an OTR truck driver.

Moe

Answer Key

- **Barriers** – Needs training in a new field. Lacks soft skills like teamwork and communication.
- **Strengths** – leadership – Moe was a successful business owner in the past and is used to being his own boss. Moe also has problem solving skills and initiative, although he tried to keep up his business, he decided to close the business and pursue a new opportunity.
- He will need to complete CDL training successfully, he already has experience being his own boss – may want to create his own trucking company.
- He will need soft skill classes even if he is his own boss, he will need to be able to communicate and avoid conflict to be successful.

LuAnn

Identifying Barriers

- Luann is a single mom with 1 son in the 4th grade, she is a SkillUP volunteer.
- She does not receive any child support, and her ex-husband shares partial custody.
- Luann has a high school diploma and took some vocational classes in high school.
- She currently takes a bus to work a temporary position at the local power plant, but it will end in 30 days. Luann would like to obtain a job at a local manufacturer to support herself and her son.

LuAnn

Answer Key

➤ **Barriers –**

- possibly childcare – may need before and after school care.
- Transportation – she relies on public transportation does not have her own vehicle.

➤ **Strengths –**

- Self-discipline – she has been working to try to improve her situation for her and her child.
 - Resilient – she knows her job is going to end, she is already working to find another job before she loses her income.
- She can apply for childcare or depending on custody, her ex-husband may be able to take care of her son before and after school.
- She may need TRE for bus pass – will need to make sure she can get to interviews, or a job via public transportation
- Possibly explore OJT opportunities for entering manufacturing. See if vocational classes align with any manufacturing jobs in the area.

Barney

Identifying Barriers

- Barney has held many occupations over the years, including military service, helicopter pilot, snowplow driver and he even owned his own business, but his alcohol addiction has caused him to lose every job.
- Barney has been classified as an ABAWD. Barney's license has been revoked due to a DWI.
- Barney would like to find a position in a warehouse distribution center.

Barney

Answer Key

- **Barriers** – transportation, alcohol addiction, spotty work history.
- **Strengths** –
 - flexibility he has worked many different jobs.
 - Initiative since he has pursued many different occupations that require learning a new set of skills.
- He will need to address his alcohol problem and enter a treatment program. If he enters a treatment program – report to FSD!
- He may need additional coaching to address his personal problems before entering new employment.
- Would we want to help him get his license back? Probably not until he completes a treatment. We can assist with TRE for public transportation.

Brandine

Identifying Barriers

- Brandine is a volunteer SkillUP participant, she has 10 kids between the ages of 12 & 2.
- Brandine's highest grade level is 9th grade, and she has difficulty reading and completing paperwork for herself.
- Brandine's husband works odd jobs and farms to support the family.
- Brandine has been on public assistance all her life and she would like to get her high school equivalent and obtain a full or part time job in retail to gain work experience and skills.

Brandine

Answer Key

- **Barriers** – possibly childcare, lack of education, lack of skills, on assistance long-term.
- **Strengths** –
 - self-reliant, she has been living with limited resources her whole life and makes do with what she can get.
 - Initiative – she chose to enter the program and wants to change her situation.
- She has older kids who can take care of the younger ones when they are not in school, she may need daycare for the kids not in school. Consider night classes when the older kids will be at home to help.
- She will need tutoring assistance as well.
- She will need job search training and staff-assisted job search since she lacks basic skills and has trouble completing paperwork. May want to explore evening and weekend jobs once she completes her diploma.

Kearney

Identifying Barriers

- Kearney is 19 and a single father of a 3-year-old, he is a SkillUP volunteer.
- He currently lives with his mother but has concerns about the living arrangement (his mother has been habitually homeless his whole life).
- He was able to obtain his high school diploma with assistance through an alternative school.
- Kearney has several misdemeanors on his record and has been unable to find any job.
- Kearney does not have any resources for transportation or clothing.
- Kearney would like to obtain work in the construction industry.

Kearney Answer Key

- **Barriers** – childcare, housing, difficulty in school, legal issues, no clothing or transportation.
- **Strengths** –
 - resilient, he was able to complete high school and is taking care of his child and trying to better himself despite his consequences.
 - Self-reliant, he has taken care of himself and his child despite the problems with his home life.
- Apply for childcare, need TRE for transportation needs, need WRE for work clothes.
- May need housing assistance. Will need soft skill training, communication, conflict resolution, etc. May need occupational skills training for construction work. Will need job search training and staff assisted job search. With multiple barriers, he may need intensive case management.