



**PROVIDER HANDBOOK**

**Revised 10/2024**

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## INTRODUCTION

The Department of Social Services (DSS), Family Support Division (FSD), administers the Supplemental Nutrition Assistance Program (SNAP), formally referred to as the Food Stamp program in Missouri. SNAP is designed to help low-income individuals obtain a more nutritious diet by supplementing their income with benefits issued on an Electronic Benefits Transfer (EBT) card.

The USDA Food and Nutrition Service (FNS) provides the federal funding and oversight for both SNAP benefits and SkillUP. The SkillUP program is also funded through the Temporary Assistance for Needy Families (TANF) grant in which the Administration for Children and Families (ACF) provides oversight.

This handbook details a standard set of policies and guidelines; however, it does not cover every situation or scenario a provider may encounter in their day-to-day case management activities. Providers will receive training that will provide more detailed instructions and examples of both common, and case by case scenarios.

## SKILLUP TRAINING

The DSS, Office of Workforce and Community Initiatives (OWCI) will hold, at a minimum, monthly trainings for new and existing SkillUP providers. SkillUP providers are required to access MoJobs in order to record participant activities and must attend mandatory MoJobs system training to obtain this access.

The following must be completed to gain access to MoJobs:

- The provider will submit a list of all employees that need MoJobs access for SkillUP to [FSD.WIT.CIU.Training@dss.mo.gov](mailto:FSD.WIT.CIU.Training@dss.mo.gov).
- The trainee will review the [Confidentiality and Information Security Plan for Workforce Development Statewide Electronic Case Management System](#) and send the signed Confidential Information User Attestation Form to [FSD.WIT.CIU.Training@dss.mo.gov](mailto:FSD.WIT.CIU.Training@dss.mo.gov).
- Trainees will receive access to MoJobs production site within 2 business days of the training attendance.

If at any time a provider needs training, the provider should complete and email the Training Registration Form to DSS/OWCI at [FSD.WIT.CIU.Training@dss.mo.gov](mailto:FSD.WIT.CIU.Training@dss.mo.gov). This form is located on the [Provider Portal](#). All personnel are required to complete the state agency required Civil Rights training located on the [Provider Portal](#) annually.

## **What is SkillUP?**

The SkillUP program provides SNAP participants opportunities to gain skills, training, or experience that will improve their ability to attain employment and decrease dependency on public assistance programs. The intention of the SkillUP program is to offer job search training, education, and supportive services to participants in a rapid manner leading to self-sufficiency for individuals and families.

*Note: Payment of supportive services is contingent on available funding.*

The SkillUP program provides short-term training in the quickest possible time in order to lead to employment. Training should be completed within one year or less, align with the participant's employment plan, and lead to employment and self-sufficiency.

-

## **What Other Services are Available to SNAP Participants?**

- Childcare Subsidy, MO HealthNet, Low Income Home Energy Assistance Program, Child Support, Rehabilitation Services for the Blind, and Temporary Assistance for Needy Families
  - For more information, go to <https://mydss.mo.gov/services>
  - If a participant needs childcare for employment and training activities, the provider should explain childcare availability and provide information to the participant on applying for childcare.
- Women, Infants, and Children (WIC) services
  - To Find Out More, Go to: <https://health.mo.gov/living/families/wic/>
- For more information on local resources, go to <https://www.findhelp.org/>

## **Who Can Participate?**

SkillUP is a *voluntary* program for all SNAP participants. Participants in SkillUP are divided into two categories; Able Bodied Adults without Dependents (ABAWDs) and Volunteers. ABAWDs must meet hourly work requirements each month to maintain SNAP eligibility. Provider staff must report all employment, training, and work hours to the FSD. Volunteers do not have hourly work requirements and provider staff are only required to report employment to the FSD.

SNAP participants are automatically indicated as ABAWD or Volunteer in the MoJobs system based on the determination made by FSD during the application and certification process. The status of Volunteer or ABAWD does not determine the funding for a participant; it should only be used to determine if participation hours must be reported to the FSD. Refer to the funding flow chart on page [11](#) for assistance in determining funding source.

Enrolling in SkillUP does not guarantee an individual will be placed in their desired service or training. Enrollment in any education, training, or work activities must align with the assessment and employment plan and depends on the availability of funding at the time of enrollment.

Temporary Assistance (TA) (cash benefit) participants will not be referred to the SkillUP program and will not be case managed in the MoJobs system. TA participants have employment and training requirements and are served through Missouri Work Assistance (MWA) providers. For more information on the MWA program, go to: <https://mydss.mo.gov/missouri-work-assistance>. If a SNAP application is approved and subsequently a TA application is approved, the individual may first come to SkillUP for services. Upon a provider receiving information that a SNAP participant is also a TA participant; the individual must be referred to the MWA program. In addition, the participant's SkillUP record will close in MoJobs at the end of the month.

If a TA (cash) participant gains employment that closes their case, they will receive 6 months of Transitional Employment Benefit (TEB). Individuals on TEB can continue to work with MWA providers. If a participant states they are receiving TEB, ask them if they have an MWA provider they are working with. If not, then they can be enrolled in SkillUP.

### **Who is an ABAWD?**

ABAWDs are SNAP participants ages 18-54 who do not have minor children within their SNAP household, and do not meet an exemption or exclusion from work requirements. ABAWDs are required to participate in 80 hours of work or training activities every month to maintain benefits. If an ABAWD does not meet these hours for 3 months within a 3-year period, they will lose SNAP benefits.

Upon approval of SNAP benefits, ABAWDs are notified by mail of the requirements to continue to receive SNAP benefits. The [IM-4 SkillUP/ABWAD](#) flyer is also mailed to ABAWDs giving them additional information regarding SkillUP. An ABAWD may also sign an “Agreement to Volunteer” and volunteer in a program that promotes job readiness and builds work experience.

If an ABAWD loses benefits due to 3 non-work months, eligibility can be regained by completing 80 hours of work and/or training in a 30-day period. ***SkillUP funding cannot be used for those regaining eligibility.*** If an ABAWD has any questions on if they have met their requirements or what they need to do to begin receiving SNAP benefits again, they should be directed to the FSD by calling 855-373-4636.

*Note: ABAWD status should not be used to determine the funding for a participant. Staff should refer to the “What are Funding Sources?” section on the next page of this handbook for additional information on selecting the appropriate funding for a participant.*

### **Who is a Volunteer?**

Voluntary participants are SNAP participants ages 16 and older who are not required to complete hourly work requirements; however, choose to participate in the SkillUP program. Volunteer SNAP participants may enroll or withdraw from participation at any time.

For volunteers, it is not mandatory to submit documentation of participation hours to the FSD, unless the participant obtained employment. Employment documentation must be sent to the FSD on the FS-5 form, in the WORK ACTIVITY #1 section and recorded in MoJobs.

The FSD may change a voluntary participant’s status to ABAWD. Once the FSD changes a voluntary status to ABAWD the participant will be required to meet ABAWD hourly work requirements.

Voluntary participants must complete an assessment and employment plan prior to enrollment in any services. If a voluntary participant repeatedly fails to comply with an employment and training component, the provider agency may discontinue services to that individual or place them in a different component.

## Exemptions /Exclusions from Work Requirements

The FSD will determine if a SNAP participant is required to participate with employment and training requirements prior to approving benefits. If a SNAP participant meets an exemption or exclusion (listed below), they will not be required to meet hourly work requirements every month to maintain SNAP eligibility. They will still receive SNAP benefits if all other eligibility requirements are met.

If a SNAP participant meets one of these criteria, the FSD will not refer them to MoJobs as an ABAWD, but instead will refer them as a volunteer. Providers should work with any volunteers that seek services.

If an ABAWD states they meet any of the exclusions, immediately report this to the FSD using the FS-5 form(FS-608) in the EXEMPTION section. The ABAWD can also report this information to the FSD at any time by calling the FSD at 855-373-4636 or by going to a FSD Resource Center. To find an FSD Resource Center, go to: [https://dss.mo.gov/dss\\_map/](https://dss.mo.gov/dss_map/). The FSD will always make the final determination on ABAWD or Volunteer status for participants.

### **ABAWD Exclusions Checklist**

- Receiving unemployment (in any state)
- Required in the home to care for an ill or incapacitated person
- Pregnancy in any trimester
- Temporary or permanent disability (receives Social Security benefits)
- Attending drug or alcohol treatment program
- Homeless
- Veteran
- Individual 24 years or younger who were in foster care on their 18<sup>th</sup> birthday

## What are the Funding Sources?

The SkillUP program is funded in part through Food and Nutrition Service (FNS), which provides the federal funding and oversight for SNAP benefits and employment and training programs. SkillUP is also funded through the Temporary Assistance for Needy Families (TANF) grant, which can be used to assist eligible individuals and families at or below 185% Federal Poverty Level (FPL) with employment and training services. The Administration for Children and Families (ACF) is a division of the Department of Health and Human Services (HSS) which provides funding and oversight for the TANF grant.

## FNS Funds

FNS provides two types of funding – 100% funds and 50/50% reimbursements. The 100% funds must be used for planning, implementation, and operation of the state’s employment and training programs. **It is important to note this funding cannot be used for supportive services.**

The 50% reimbursement funds can be used for planning, implementation, operation, and participant reimbursements (i.e. supportive services). SkillUP is a reimbursement program, meaning for a provider to be eligible for payment, funds for allowable activities must be expended. FNS then reimburses the State for 50% of expenditures. The state share of employment and training funding for a 50% reimbursement cannot be from federal sources. Federal employment and training funds cannot be used to reimburse expenses paid with other federal funds unless specified by federal legislation.

For ABAWDs that do not qualify for TANF funds, supportive services must be provided through other funds. FNS 50/50% funds can be used for supportive services, if available. ABAWDs who are age 16-24 or who have child(ren) do qualify for TANF funds. If a provider is unable to locate resources for supportive services for ABAWDs, please notify the DSS/OWCI at [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) as the FSD cannot close an ABAWD SNAP case due to non-compliance when supportive services are not available.



## **TANF Funds**

The SkillUP program was expanded in 2018 with the addition of funding through the Temporary Assistance for Needy Families (TANF) grant. TANF funds can be used to assist families at or below 185% FPL. The TANF grant provides cash benefits to eligible families and also supports a multitude of programs, including work programs for low-income families.

TANF funding can be used for the planning, implementation, and operation of the SkillUP program including for participant reimbursements (i.e. supportive services). While TANF funding can be used for a wider array of services, the funding is restricted to participants between 16 and 24 years of age or age 25 and older with minor children in the home, pregnant, or non-custodial parents of a minor child.

ABAWDs who are 16-24 years old qualify for TANF funding. ABAWD determinations are based on the SNAP household and those that purchase and prepare together; therefore, the ABAWD could also be a non-custodial parent (of a child 18 and under) and qualify for TANF funds.

***Funding should not be determined based on Volunteer or ABAWD status. Staff should utilize the “Funding Flow Chart” on page [11](#) of this handbook to determine the most appropriate funding for a participant.***

## How to Determine the Funding Source

The chart below illustrates the type of costs each funding source can be used for:

### Funding Allocation Chart

<b>FNS 100% Funds</b>	<b>FNS 50/50 Funds</b>	<b>TANF Funds</b>
<ul style="list-style-type: none"> <li>• Marketing</li> <li>• Planning</li> <li>• Implementation</li> <li>• Operations</li> <li>• Participant tuition/fees</li> </ul>	<ul style="list-style-type: none"> <li>• Marketing</li> <li>• Planning</li> <li>• Implementation</li> <li>• Operations</li> <li>• Participant tuition/fees</li> <li>• Supportive Services* - <b>Currently no match funding available</b></li> </ul>	<ul style="list-style-type: none"> <li>• Marketing</li> <li>• Planning</li> <li>• Implementation</li> <li>• Operations</li> <li>• Participant tuition/fees</li> <li>• Supportive Services*</li> </ul>

*\*The Supportive Services Chart on Page 51 lists allowable supportive services for TANF and FNS 50/50 funding.*

Provider staff must select the correct funding source to ensure compliance with the funding requirements. Staff are required to select the funding source in MoJobs before they can enter any services for a participant.

- FNS funds can be used for **anyone** that is an active SNAP participant.
- TANF funds can only be used for active SNAP participants who are age 16-24 (with or without child(ren), or 25 and older (with children 18 and under, non-custodial parent of a child 18 and under, or pregnant).

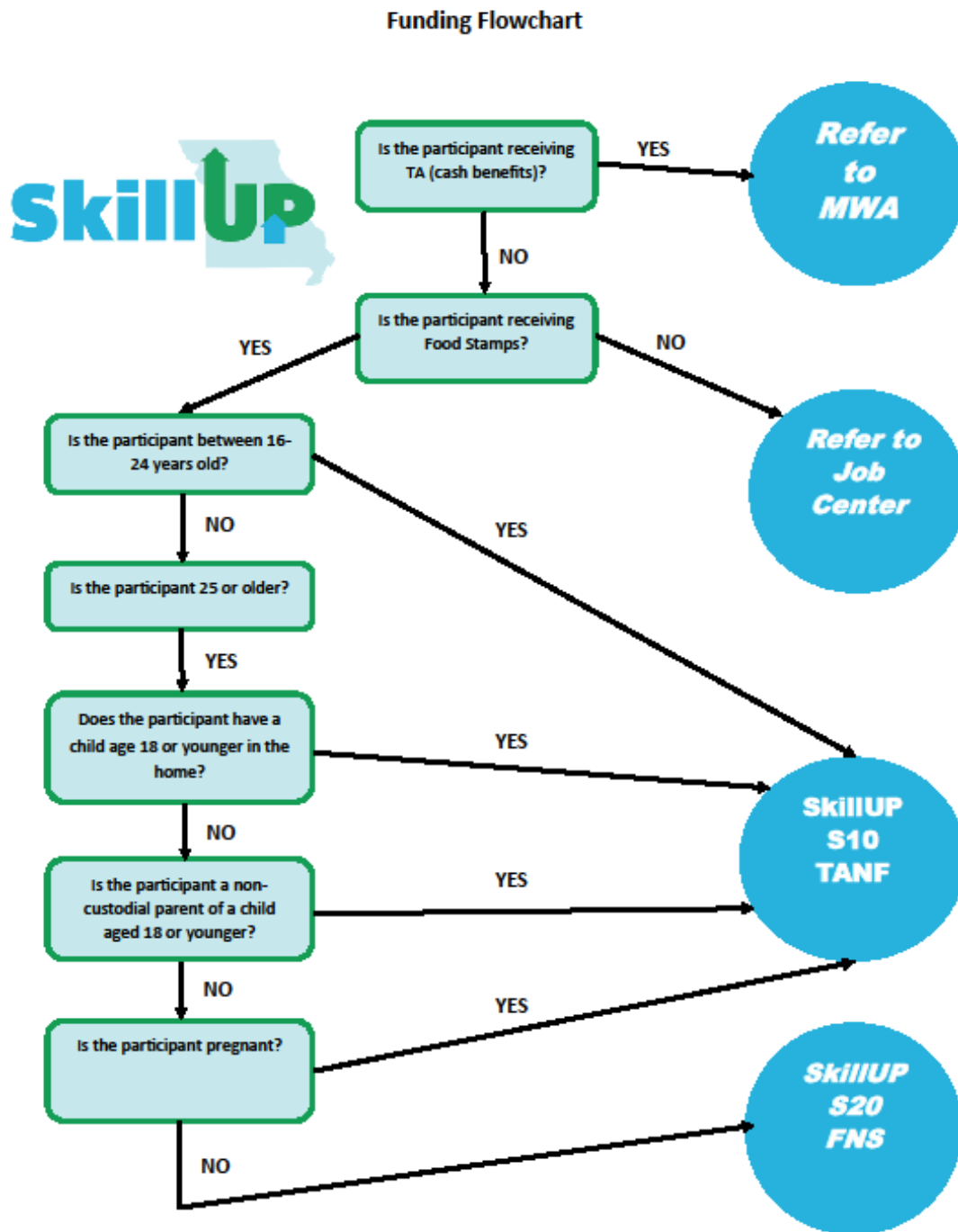
When TANF funding is used for a SkillUP participant, a case note must be entered in MoJobs and must include the following:

- Funding expense
- Participant age
- Parental status- if the participant claims they are a parent (custodial or non-custodial) include:
  - First and last name of child
  - Child's date of birth

NOTE: The child may or may not be included in the participant's SNAP case.

**Funding should not be determined based on Volunteer or ABAWD status. Staff should utilize the Funding Flow Chart on page [11](#) of this handbook to determine the most appropriate funding for a participant**

Funding Flow Chart



FNS funds can be used for Food Stamp recipients age 16 and over. If FNS funds are used for a TANF eligible participant, he/she must be coded to FNS funds. If there are FNS and TANF blended funds used for TANF eligible participants, chose S10 for TANF.

## MOJOBS CASE MANAGEMENT SYSTEM

MoJobs is the case management system administered by the Office of Workforce Development (OWD). SkillUP participants will be case managed in the MoJobs system and provider staff are expected to make entries on the day services are provided to participants.

### **How the Referral Process Works**

The FSD performs an initial screening, at application, to identify ABAWD and Voluntary SNAP participants. The FSD then transmits the participant information, through a system data exchange, to MoJobs. MoJobs is updated nightly to reflect new approvals, case closings, and updates to ABAWD or Volunteer status. A SNAP application is created in MoJobs for new SNAP approvals.

If a potential participant does not have a SNAP application in MoJobs, send the DCN Eligibility and Verification form to [DSS.FSD.Agreements@dss.mo.gov](mailto:DSS.FSD.Agreements@dss.mo.gov). These forms must be sent for individuals not in MoJobs or if the SNAP application has an exit date within 90 days. If the participant is waiting, include “client in office” in the subject line, and the provider staff will receive a response within 30 minutes. FSD staff will respond to all other requests within 48 hours. FSD staff will respond with the participation status and DCN for the individual. **When provider staff create a new SNAP application in MoJobs, enter the participant’s 10-digit DCN on the Public Assistance Tab.**

**Note: Provider staff must encrypt all emails sent to the FSD and ensure their email settings or agency firewalls allow emails from the FSD to be received. Instructions on how to send an encrypted email to the FSD can be found [here](#).**

FSD eligibility staff will also send individual referrals to OWCI, which indicates the participant showed interest in the SkillUP program during their interview with FSD staff. The referral is then forwarded to the appropriate SkillUP provider based on participant’s location and needs. The SkillUP provider **must** document their attempts to contact individuals referred to them by completing a case note in the individual’s MoJobs profile. The case note should include whether the participant is interested in enrolling in the SkillUP program.

### **How to ensure the Provider Report is Correct**

Staff are required to utilize MoJobs to record all services provided to participants.

Staff will select FSD Partner \_\_\_\_\_ (the regional office location) as the office location when completing the SNAP application (e.g. FSD Partner Central). Staff will select their agency as the service provider on all services/activities entered in the system except the training activities (i.e. 361, 362, S08, S11, and S25). The selected provider for training activities should be the provider that is actually providing the training to the participant. Staff must select the correct provider to ensure participants will be reported correctly. A complete listing of the SkillUP Provider names and ID for each agency is included in [Appendix C](#).

**Staff cannot change a provider once it is entered.** If a provider is incorrectly selected, first, re-enter the services with the correct provider. Then submit a “MoJobs Change Request Form” to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov). The service with the incorrect provider will be voided. If the new service with the correct provider needs to be backdated, include this on the change request.

Completion codes for all services/activities must be entered to ensure the provider report is correct. System closures and unknown status will not reflect on the report. You must use “successful completion” or “unsuccessful completion” for all training and education services/activities.

## **What if Staff are Unable to make Entries in MoJobs?**

If the DSS/OWCI is notified of an outage in MoJobs, the DSS/OWCI will:

- Send an email with information regarding the outage to the SkillUP provider staff who have attended training.
- Send an email to the SkillUP provider staff once the issue has been resolved.

If MoJobs is down and staff are unable to enter services in the system, provider staff will:

- Report the issue to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) ONLY if no other provider staff have previously reported the problem and you have not been notified of an outage.
- Manually record any services provided during the entirety of the outage.

Once the MoJobs issue has been resolved:

- All services should be entered into MoJobs on the day the service was provided; however, if staff are unable to enter a service on that day, they can enter the service information in MoJobs for up to 30 days.

If staff need to backdate a service in MoJobs that is not due to a technical issue in MoJobs:

- Staff will submit a MoJobs Change Request Form to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov). The DSS/OWCI staff will review the request for approval. The DSS/OWCI may require additional information from the provider prior to approving or denying a change request.

## **When to Close an Enrollment in MoJobs**

- Provider staff can close enrollments for SkillUP *Voluntary* participants and must close the SNAP application when it has been determined the client will no longer receive services or will not receive services within the next 90 days.
- Providers should leave the ABAWD record open. The record will automatically close after 90 days of no services in MoJobs or if the SNAP case closes.

## **What is a Soft Exit in MoJobs?**

The Soft Exit is designed to automatically enter an exit date on the SNAP application if the record has not had an active **countable** service in over 90 days. Refer to the [SNAP Activity and Service Guide](#) located on the Provider Portal to determine which activities are countable.

Soft Exit will look at the SNAP application date and any countable activities then add 90 days and compare that date to the present date. In the scenarios below, the present date is 7/15/24.

- Example 1: SNAP app date is 2/1/23 with a training service containing a projected end date of 3/15/24  
 $3/15/24 + 90 = 6/13/2024$   
System will close this service to have an end date of 3/15/24.  
Since 6/13/24 is less than today's date, the whole SNAP record should exit.
- Example 2: SNAP app date is 2/1/24 with no services posted  
 $2/1/24 + 90 \text{ days} = 5/1/2024$   
 $5/1/24 < 7/15/24$   
This record would close.
- Example 3: SNAP app date is 2/1/24 with an open service  
Record would not Soft Exit since there is an open service on it.

- Example 4: SNAP app date is 2/1/24 with the most recently closed service end date being 5/2/24  
 $5/2/24 + 90 \text{ days} = 7/31/2024$   
 Record would not Soft Exit since 7/31/23 has not yet arrived. In order to prevent a soft exit, another service would need to be posted prior to 7/31/24.

Staff can prevent a closure if services are posted before 90 days have passed. If a participant is in a training or other service that is open, staff should extend the projected end dates for activities, so the SNAP application doesn't close.

### Exited Case Process

If a participant's SNAP case closes for any reason, the nightly file will update MoJobs with an Exit date indicating the individual has lost benefits. There are a variety of circumstances that would cause a case to Exit in MoJobs. Staff will need to use the following guidance when a case has exited in MoJobs.

SNAP #5894716 - Case Exited	
LWDB:	09 - Central Region
Onestop:	592 - FSD Partner Central
Open/Total Activities:	0 / 7
Application Date:	02/04/2022
Participation Date:	02/04/2022
Closure Date:	N/A
Exit Date:	06/30/2023

If staff are actively working with a participant and there is an Exit date on the SNAP application in MoJobs, send the DCN verification form encrypted to [DSS.FSD.Agreements@dss.mo.gov](mailto:DSS.FSD.Agreements@dss.mo.gov) with **“loss of benefits”** in the subject line. If the participant is with you, enter **“client at desk”** in the subject line also. FSD staff will respond with SNAP eligibility information for the participant. If it has been over 90 days since the Exit date, staff will need to create a new SNAP application. If it has been less than 90 days since the Exit date on the SNAP application, staff will follow the guidance below:

#### Active SNAP

Email the returned DCN form to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) (encrypted, as it contains confidential information) and request the exit date be removed from the SNAP application.

**Note:** Do not forward the encrypted email from [DSS.FSD.Agreements@dss.mo.gov](mailto:DSS.FSD.Agreements@dss.mo.gov).

If the application has exited and there is another Partial or Incomplete application, provider staff should request the partial/incomplete application be marked "closed, never enrolled".

#### Not Active SNAP

If the participant lost benefits but is in a long-term training that has already been paid for, use case notes in MoJobs to document progress of the training. When the long-term training is completed send a change request to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) with the actual end date of training and the completion code (successful, unsuccessful, dropped out, etc.).

If the participant has lost benefits, has not be approved again for benefits, and are not enrolled in a long-term training, services cannot be provided by your agency until the participant is eligible for SNAP again.

If the participant has lost benefits due to employment, staff can provide up to 90 days of job retention services and record the information in MoJobs. The retention period begins from the first date of employment obtained.

## CASE NOTES

Anyone with access to MoJobs can see any note in a participant's file. Since MoJobs does not have a place for confidential notes, notes with confidential/sensitive information about chemical dependency, mental health, family violence, or any medical condition or diagnosis must not be entered. These types of documentation must be kept in the paper case file and the file cabinet must be locked when not being accessed.

When writing Case Notes, keep in mind:

- Case Notes are part of the permanent record.
- Monitors and other staff providing services will read Case Notes.
- The participant (or, in the case of a youth, the guardian) has the right to receive copies of Case Notes.

If you enter a note incorrectly, use the MoJobs Change Request Form to submit a deletion request. Deleting notes requires a written request and a reason for deletion. Deletion of case note will be on a case-by-case basis depending on reason for deletion. Remember that any entry made may become public record, so make your notes both accurate and able to withstand public scrutiny.

**Case notes entered in MoJobs must follow OWD Statewide Case Notes policy, found here:**

<https://jobs.mo.gov/media/pdf/owd-issuance-09-2022-statewide-case-note-policy>

Case Notes provide a fact-based description of a participant's interaction with the workforce system. Accurate, adequate, and timely recording of Case Notes is critical to provide quality participant service, track funding costs, and assist in compliance monitoring.

**Remember: if the information is not in a Case Note, it is as if it never happened. Case Notes must tell the "story" of what the participant needs, how we are helping them, and how they are progressing.**

Case Notes should be entered **on the date** of discussion with the participant, or the date services are provided. This real-time data entry allows for continuous and seamless service delivery. If time of day or caseload does not allow for creating a Case Note immediately, it should be completed the next business day, or as soon as possible. Staff must use the actual "contact date" to reflect when the service or discussion occurred.

All supporting documentation should be scanned into MoJobs (unless it contains confidential information) attached to the case note that discusses that documentation.

Many of the Office of Workforce Development's (OWD) statewide electronic case management system services (e.g., self-directed job search) are automatically recorded in the seeker history. It is not necessary to write a Case Note for these automatic entries. If there is interaction with the participant and information is obtained beyond this, then a Case Note in line with the following requirements of this Policy must be recorded.

Case Notes have a variety of purposes, including, but not limited to:

- Sharing information with the workforce system to facilitate seamless service delivery.
- Reminding the workforce system of information and ideas that have been discussed with the participant.
- Providing documentation to meet regulatory requirements, that will result in smoother local, state, and federal monitoring processes—and possibly fewer audit findings.
- Documenting information obtained from partners not using OWD's statewide electronic case

management system.

- Documenting services offered as well as the source—and timeframe— of funding (i.e., specifying Workforce Innovation and Opportunity Act [WIOA] Title I programs or non-WIOA sources, Trade Adjustment Assistance, or National Dislocated Worker Grants), including training costs, Supportive Services, and other appropriate expenditures.
- Documenting progress toward the Goals and Objectives/Services on the Individualized Employment Plan (IEP).
- Adding, clarifying, or summarizing information in the electronic case management record.
- Helping locate participants for required follow-up contact.
- Assisting OWD Central Office staff to:
  - Consider and process change requests.
  - Investigate participant complaints.
  - Review records for compliance and quality of service.

### **Mandatory Initial Case Note**

It is mandatory that any customer moved to participant status must have an Initial Case Note entered at the time of enrollment. **New Initial Case Notes are required each time a participant is enrolled, including if there has been an open SNAP application in the past.** This Initial Case Note must include: a summary of eligibility, plan of activities to be offered, and how the plan will be implemented. When TANF funding is used for a SkillUP participant, include the following:

- Funding expense
- Participant age
- Parental status- if the participant claims they are a parent (custodial or non-custodial) include:
  - First and last name of child
  - Child's date of birth

Additionally, the Case Note is a focal point for accountability to funding, therefore Supportive Services information must be included. This mandatory enrollment Initial Case Note must be entered for **all** active program participants at the time of enrollment. Information about a participant's employment and/or training is recorded over time in a series of Case Notes. These will cover topics including, but not limited to:

- Initial Case Note
- Assessments (specify which assessment)
- Case reviews
- Customer contacts (specific reason for contact)
- Customer information updates
- Document Submittal
- Funding approvals/funding denials
- IEP/Participation
- Job skill development
- Case record corrections Problem solving (e.g., addressing barriers, needs, and plans to address those needs)
- Progress evaluations
- Referrals
- Service started/service ended
- Skills reviews
- Supportive Services
- Unemployment Insurance Required Job Services reporting
- Youth follow-up



## **Case Note Recording Requirements**

- **Concise and Stated in Simple, Clear Language.** The Case Note must document services received by the participant in the Missouri Job Center. Avoid long narratives and unnecessary information. Case Notes must be detailed enough to communicate necessary information. Acronyms and abbreviations are not appropriate unless all staff reading the Case Notes can easily understand them [example: Individualized Employment Plan (IEP)].
- **Related to the Participant’s Ability to Participate in Services.** Information must pertain to the participant only. Nonessential information about spouses, children, other family members, friends, etc., must not be recorded.
- **Fact-based, Objective, Accurate.** Case Notes must contain only relevant facts. Assumptions or opinions by staff and third parties must not be included.

### ***Appropriate***—Case Notes *should*:

- 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
- contain information about a participant’s progress in employment and/or training services

### ***Inappropriate***—Case Notes must *not*:

- Contain irrelevant details;
- Discuss medical procedure appointments
- Discuss pregnancy
- Include discussions of the participant’s situation with third parties
- Include any hearsay speculations
- Relate to drug treatment rehabilitation or substance abuse
- Relate to child custody, or legal actions
- Contain information about individuals other than the participant
- Be subjective, draw conclusions or make judgments
- Contain unnecessary or subjective comments
- Contain confidential information (medical, criminal, legal or domestic violence)

A Case Note Template for SNAP Enrollment entries has been added to MoJobs for provider staff to use when adding the initial enrollment Case Note.

## **Case Note Examples**

- ❖ Provided information on SkillUP, completed the FS-5 and SNAP app with Sally today, set up meeting to complete assessment and IEP with Sally 1/24/24.
- ❖ Completed SNAP application, Objective Assessment Summary, reviewed LMI, and completed IEP with Roger today. Career pathway is to obtain CDL and become OTR truck driver with ABC Trucking.

- ❖ Reimbursed Brenda \$20 for TRE, she attended CNA classes 1/2/23, 1/4/23, 1/9/23 & 1/11/23, bus pass cost \$5 per day.
- ❖ Letitia completed OJT with ABC Company 12/20/21 and was hired on full-time starting 1/2/23, employment information added to SNAP record.
- ❖ Reimbursing Jordan for TRE for job retention services of \$51.80 for travel to/from work 28 miles RT x \$.037/mi = \$10.36/day. Verified work schedule with ABC Company 1/7, 1/8, 1/9, 1/10 & 1/11.
- ❖ Rhonda dropped out of warehouse training in 2<sup>nd</sup> week of class. I attempted to contact via phone, email, and mail and have not been able to reach her for over 30 days, she is a voluntary participant, closing SNAP application due to non-response.
- ❖ Byron completed CNA training successfully and obtained employment with ABC Nursing Home, Byron is still eligible for benefits with increased income. Byron has been accepted to the LPN training program, paid \$1,500 to ABC school for training to begin 2/4/23 and end 8/2/23.

## **PROVIDER EXPECTATIONS**

Providers offer a variety of services to ensure participants are able to develop and accomplish employment/career goals. All services are to be provided in a manner that encourages inclusion of all cultures and languages and is available to all qualified refugees and limited English proficient (LEP) participants.

*Note: If a provider is not subject to the requirements below, it will be addressed in the contract.*

### **Informational Sessions**

Providers should hold informational sessions for potential SkillUP participants including volunteers and ABAWDs. These sessions should include but are not limited to:

- Provide an overview of the SkillUP program
- Discuss the benefits of self-sufficiency with the participant
- Arrange for prior SkillUP participants to share their experience and success stories
- 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 (e.g. Childcare, Low Income Home Energy Program, Rehabilitation Services for the Blind, and CBOs).

### **Marketing & Outreach**

Providers should have copies of all SkillUP marketing materials available for potential participants. The FSD Resource Centers and Job Centers also have SkillUP marketing materials available for walk-in customers. Providers should encourage participation in SkillUP with potential participants and assist with outreach/educating their communities about the program.

To request outreach materials, email [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) and include:

- Name of your organization or contact person
- Type of material needed (e.g. postcard, brochure) and amount needed of each
- Complete physical address including zip code (cannot deliver to PO boxes)

Providers may develop their own marketing material to assist with marketing and outreach. All

providers *must* submit these materials to the DSS/OWCI, to ensure that any marketing materials contain correct information and meet federal guidelines.

All providers will receive an outreach list from the DSS/OWCI each month via a secure FTP site. This will be a listing of SNAP participants in your area that are potential SkillUP participants. Staff may track contacts made on their monthly listing. While it is **not mandatory** to use this listing to complete outreach, you must continue to log in to the [secure file transfer website](#) every 30 days to maintain access. If a provider would like to request updates to their listing, or request the list be discontinued, email [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov). Staff shall make a Case Note in MoJobs for any potential participant that has been contacted or if there is information that needs to be documented in MoJobs (e.g. spoke to “Sally” she does not want to participate at this time, called ###-###-####, phone disconnected).

The DSS/OWCI has developed an Engagement Effectiveness Survey to gauge outreach efforts. Provider staff are required to complete the survey for every potential SkillUP participant. The survey can be found here: [Outreach Effectiveness Survey](#).

### **Text and Email Blasts**

The DSS/OWCI can send email or text blasts to SNAP participants that have opted to receive them on behalf of a provider agency for outreach efforts. Requests should be sent to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) . Follow the guidance below for email/text blasts:

- Send the email request a minimum of 30 business days in advance
- Send the text request a minimum of 10 business days in advance
- Text blasts cannot contain more than 120 characters, including spaces
- The message cannot identify the receiver as a SNAP participant
- Keep the language as general as possible
- Include “Email Blast” or “Text Blast” in the subject line
- Include the date of the event or the date you would like the text blast sent
- Include the zip codes you would like to reach

### **Examples of Text Blasts:**

- If you receive benefits from FSD, we have jobs. Come to 2202 Frederick Ave on 10/30 from 10-noon. Call 816-462-3521 for info.
- If you receive SNAP we have jobs! THIS FRIDAY 10am, Better Family Life! Call 314-367-3440 for info about SKILLUPALOOZA
- Receiving SNAP benefits and interested in a new or better job? Visit your local Missouri Job Center: [jobs.mo.gov/find-center](http://jobs.mo.gov/find-center).
- Receive SNAP? Join us Feb 26, 5pm @ Macon Comfort Inn-dinner, prizes, and Skill Up presentation. Q’s? Call 660-785-2400
- Want to learn a new skill? Community colleges can help. Learn more here. <http://www.missouricolleges.org/skillup.html>
- Join SFCC & the Sedalia Job Center for a Job Fair March 14, 9-1 at the Davis MPC, Sedalia campus, 3201 W 16th St.
- Receive benefits from FSD and interested in a new career or better job? Visit JFCAC at 2 Merchants DR Hillsboro 63050

## **Collaboration and Referrals**

Partner agencies are encouraged to collaborate with other agencies in the region for any events designed to increase SkillUP participation and awareness. Providers must ensure all case managers and staff are informed of other services available in their region. Resources for referrals can be found at <https://www.findhelp.org>.

The DSS/OWCI encourages SkillUP partners to collaborate and refer participants for services that may not be available through their agency.

- When a participant is nearing the end of their vocational education goals at a college, the college may refer to a Job Center to provide Job Search if the college does not have adequate job search assistance available.

Refer participants to other agencies when it is determined that the SkillUP provider cannot meet the needs (i.e. childcare). The provider will coordinate with the participant and the agencies to determine how those needs can be met to assist the participant with self-sufficiency.

- A participant needs assistance with childcare, energy assistance, and also has a disability that prevents them from gaining employment. The SkillUP provider would assist in bringing the FSD, LIHEAP provider, and Vocational Rehabilitation to a meeting, consultation, or conference call with the participant.

## **Provider Determinations**

If the SkillUP provider determines they are unable to serve a participant for any reason, the SkillUP provider must complete the “PROVIDER DETERMINATION” section of the FS-5 form and submit it to the FSD by emailing it to [ABAWD1@ip.sp.mo.gov](mailto:ABAWD1@ip.sp.mo.gov).

- FSD will work with the client to determine if there is an applicable exemption or exclusion.
- If there is not an exemption or exclusion, an eligibility specialist will refer the individual to another provider.
- If the individual is an ABAWD, FSD will inform them that the month of the provider determination will not count toward their 3-month limit, however; the next month of non-compliance will, unless they meet an exemption or exclusion.
- FSD will include a case note in the eligibility system.
- The SkillUP case manager will include a case note in MoJobs.

## **Social Media Releases and Success Story Templates**

Providers should gather signed participant releases and success stories from participants to share. These stories encourage others in similar situations to take advantage of these opportunities and understand the powerful impact to lives and families.

The Success Story Template and Participant Release form can be found on the SkillUP [Provider Portal](#).

## Case Management

SkillUP participants will be case managed in MoJobs. Services provided must be documented in the system. Case management services can include, but are not limited to, comprehensive intake assessments, individualized service plans, progress monitoring, or coordination with service providers. Case management may include referrals to activities and supports outside of the SkillUP program, but providers can only use SkillUP funds for allowable components, activities, and participant reimbursements.

The Objective Assessment Summary (OAS) and Individual Employment Plan (IEP), with a clear career pathway must be completed prior to enrolling a participant in education, training, or employment services.

The participant's record (electronic or paper) case file must contain a determination of need for training services as determined through the interview, assessment, and career planning supported by local Labor Market Information. Explanations should include a clear description of the information, such as State or Federal labor market information to prove the training chosen by the participant is linked to an employment opportunity.

Providers should continue to expand upon electronic communication options via technology to assist clients with transportation barriers and/or when there is a public health emergency. Trainings and programs should also be available virtually. Public health ordinances should always be followed.

Each participant record must have the five (5) required services, listed below entered on the SNAP application within MoJobs:

- S10 SkillUP TANF or S20 SkillUP FNS (Funding Source for the individual)
- 213 Comprehensive Assessment
- 205 Develop Service Strategies
- 101 Orientation
- 107 Provision of Labor Market Research

Resumes can be completed during orientation, but are not necessarily required, as this will depend on the participant. For example, if someone is wanting assistance gaining employment (i.e. they already have the skills needed) the provider should complete the resume as soon as possible to get it posted to employers. If someone needs to gain additional skills before they are considered job ready, the provider may want to wait until the participant has learned these skills before completing a resume. Remember the resume should be specific to the job/career the participant is seeking.

During orientation, providers can have the participant sign the release of information. The release can be found on the SkillUP [Provider Portal](#).

ABAWD **non-staff assisted** job search hours are recorded in MoJobs and sent to the FSD in a nightly file. Job search hours for ABAWDs (outside of MoJobs) must be recorded on the [Job Search Log](#) and sent to the FSD. Any ABAWD hours not recorded in MoJobs or on the [Job Search Log](#) shall be entered on the FS-5 and sent to the FSD within 2 days. Service hours are entered on the FS-5 based on the number of hours you expect the participant to participate, not on credit hours. Allow 1 hour of study

time for each hour of class time. For example, if a participant attends Vocational Training for 6 hours per week, and there are 6 hours of study time, the Vocational Training should show 12 hours per week.

Prior to placing participants into any SkillUP activities, the provider must assess the participant to determine they are able to successfully complete this activity and the activity must align with the Individual Employment Plan. Examples:

- The participant indicates they would like to obtain employment in XYZ industry and wants to complete a job search. XYZ requires a high school diploma or its equivalent, they cannot pursue job search until they have a high school diploma or equivalent.
- The participant would like to begin a Community College program but doesn't have the basic skills needed to pursue the program. These skills should be gained first.

If a participant is already employable and able to perform the duties of a position, SkillUP cannot pay for additional training in another program. However, in certain circumstances where the participant may not be able to perform the duties, a new field may be pursued. Examples:

- A participant has a degree in accounting and is able to perform the duties, the provider would work with them to obtain employment in the accounting field.
- A participant is a construction worker but can no longer perform the job duties due to a physical ailment; they may need training in a different program.
- A participant is a Certified Nursing Assistant and can obtain employment that will support their family; the provider can assist them in obtaining additional certifications that lead to family supporting employment.
- A participant is an over the road truck driver, but they can no longer be on the road on a regular basis; the provider can assist them in pursuing other employment opportunities.

If a potential participant states they are beginning training in a very short period of time (i.e. 1-3 days) and requests the training be paid for by SkillUP, the provider should explain to them that this may not be feasible. The provider should explain that there is an assessment process to determine if the participant is prepared for the training.

*Note: There may be situations where an exception is allowed if a funding source has not already been identified and the provider believes the participant will be successful in obtaining employment after training. This should be sent as a [Special Consideration Request](#) to the DSS/OWCI.*

The lifetime cap on tuition is \$10,000 per participant. If a participant is interested in a training or certification that exceeds this limit and are unable to locate additional funding through local resources, staff must first ensure the Objective Assessment Summary and Individual Employment Plan in MoJobs aligns with the request for training. Staff may then email [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) to request additional funding for tuition. The email must contain the total cost of the training and how this will lead to employment with a career pathway for the participant.

A Case Note Template for tuition entries has been added to MoJobs for provider staff to use when adding a case note for tuition. Provider staff should upload supporting documentation for tuition payment into the MoJobs system.

## **Intensive Case Management**

Intensive Case Management is for individuals with multiple barriers keeping them from obtaining sustainable employment. These participants may require individual guidance and counseling in order to remove barriers and gain employment skills. For example:

- An individual lives in an urban area, does not have a driver's license or ID, and is unable to afford public transportation. The individual has a poor work record due to poor attendance and conflicts with co-workers and management, and has very limited education, work experience and skills.
  - This individual would require one-on-one counseling to address each issue and may be referred to other CBOs to assist with removing barriers.

*Note: The time spent with an individual in Intensive Case Management can count toward ABAWD work requirements. For instance, if a case manager determines an individual could benefit from a parenting skills class, the case manager can identify resources in the community and refer the individual to parenting skills classes as part of E&T case management. However, the time an individual spends attending parenting skills classes is not an allowable E&T activity, and thus cannot count toward the ABAWD work requirements.*

## **Participant Assessment**

Provider staff will complete the Objective Assessment Summary in MoJobs for each participant. If an agency does additional assessments, such as Work Keys, these scores can be added to the Objective Assessment Summary. Provider staff may use any assessments available to their agency. [Career One Stop](#) has a variety of free assessments available that provider staff can use to assist with participant.

During the assessment the participant and the provider identify existing skills and barriers to employment for the participant. It is important to identify these skills and barriers early in order to write an effective employment plan.

Some common barriers to employment include:

- criminal history
- disability
- drug and alcohol addiction
- homelessness
- long-term dependency on government benefits
- lack of marketable skills
- poor job search and/or interview skills
- lack of basic computer skills
- lack of reliable childcare
- children with chronic conditions
- no reliable transportation
- background of poverty
- lack of basic skills
- transition from military to civilian
- limited English proficiency
- poor work history and/or gaps in employment
- no high school diploma or equivalent
- poor social skills
- mental illness

Many of these barriers can be overcome with assistance from SkillUP provider staff through supportive services and comprehensive networks of providers (i.e. substance use, mental health, and legal aid providers). Addressing non-medical barriers can be included on the Objective Assessment Summary, but this information will not print. This information must **not** be included within service notes, the

Individual Employment Plan (IEP), or anywhere else within the MoJobs system. If there is additional client information provided, this must be included within a separate secure location. Medical information must never be entered into the MoJobs system, and the information can only indicate a reference to see the hard file.

### **Individual Employment Plan (IEP)**

Providers must be prepared to assist the participant in developing their IEP. This includes knowledge to develop an effective plan. It also includes one-on-one conversations with the participant and preparing to address any barriers they may have, and/or preparing to discuss any delicate subjects that may be addressed. It is important for providers to utilize local resources to help the participant complete the steps needed to achieve their goals. The IEP *must* include, but is not limited to the following:

- Clearly outline where the participant wants to obtain employment.
- Detailed description of the type of employment.
- Expected hourly wage.
- Amount of training/education required for desired position(s).
- Steps required to remove barriers.
- Timeframe for completion of each step.
- Connect the services to be provided with the outcomes to be achieved.

Some participants may not know what type of employment they would like. In this case, the participant can establish a goal to review ONET and Labor Market Information to answer these questions. The skills and barriers that were identified in the assessment can help the case manager and participant identify possible goals and objectives for the IEP.

The IEP must state that employment is the final outcome for the participant and the participant *must* agree to obtain employment in the chosen field. Goals and Objectives may and will change over time. Providers *must* update the IEP in MoJobs using verified completion or one-on-one conversations with the participant any time a change has occurred. The participant *must* agree to maintain contact with the provider if there are any changes to the IEP.

Goals and outcomes should come directly from the participant. When setting long-term and short-term goals use the **SMART** Goal Strategy:

- **Specific** Who will be involved? What will I accomplish? Where do I have to go?  
When will this be complete? Why is it important? How do I get there?
- **Measurable** Participants and providers must be able to track progress of goals. Being able to track progress keeps participants focused and can be motivation to reaching the end goal.
- **Achievable** Goals must be realistic so participants can accomplish them successfully.
- **Relevant** The goal must matter to the participant. If they have control over their goals, they are more likely to stay engaged and follow through.
- **Time based** The goal must have a deadline to be completed so participant can stay on track and accomplish short term goals which leads to accomplishing long term goals.



Employment Plans must contain, at a minimum, one long-term and one short-term goal. The number of goals will be based on the individual's needs and must follow the SMART goal strategy. Each goal must contain, at a minimum, one objective attached to each goal, the number of goals will be based on the individual's needs and address all necessary steps to complete the goal.

Prior to placing a potential participant into any SkillUP training or work activity, the participant must have a completed assessment addressing all the participant's employment barriers. In addition, the IEP must be completed with goals and objectives and all activities or services must align with the IEP.

Participants will be placed in services based on their preparedness and ability to successfully participate in the service. A checklist like one below should be used to ensure all steps have been followed prior to enrolling in any activity or service in MoJobs.

## **PRIOR TO TRAINING PLACEMENT**

### **Participant Assessment Checklist**

- Has the skills and qualifications to participate successfully in training services.
- Has the necessary transportation, childcare, and other supports needed to be successful in the activity.
- In need of training services to obtain or retain employment leading to financial independence.
- Placed in activities that align with the Employment Plan.
- Selected a program of training services that is linked to employment opportunities in the local area or an area the individual is willing to commute or relocate to.
- Unable to obtain financial assistance from other sources to pay for the cost of training, including State funded programs, Trade Adjustment Assistance grant funds, or Federal Pell Grants established under Title IV of the Higher Education Act of 1965, or require SkillUP assistance in addition to other sources of grant assistance, including Federal Pell Grants.

# SKILLUP FORMS

All SkillUP forms are located on the Employment and [Training Provider Portal](#):

## **SkillUP Eligibility and DCN Verification Form**

The SkillUP Eligibility and DCN Verification Form is used to verify a participant is receiving SNAP if they do not have an open SNAP application within the MoJobs system. If staff need an immediate response, include “client in office” in the subject line when sending the form to [DSS.FSD.Agreements@dss.mo.gov](mailto:DSS.FSD.Agreements@dss.mo.gov). FSD staff will respond within 30 minutes. If the participant is not in the office, the form will be returned by FSD staff within 48 hours. Provider staff must verify a participant is an active SNAP participant prior to enrollment in SkillUP.

**\*It is crucial for staff to capture and record the 10-digit DCN when creating a new SNAP application.** If the DCN is not captured, the FSD nightly file cannot send closure information if the participant is no longer receiving SNAP benefits. SkillUP services cannot be provided to individuals who are not actively receiving SNAP. If a participant is not actively receiving SNAP benefits, the FSD will not pay invoices received for these individuals.

The form is titled "SkillUP Eligibility and DCN Verification Form (one client per form)" and includes a "Send to: [DSS.FSD.Agreements@dss.mo.gov](mailto:DSS.FSD.Agreements@dss.mo.gov)" instruction. It contains several fields for data entry: Date, Client Name, Client Address, Client Date of Birth, Client DCN, Comments, Submitted by, Requesting Agency, Agency Contact Phone#, and E-Mail Addresses for reply. A section titled "Response from Howell County" includes checkboxes for "ABAWD" and "Volunteer", and radio buttons for "SNAP (FS)" (Pending, Regain, Active) and "Temporary Assistance (TANF)" (Pending, Active). Each checkbox and radio button is accompanied by a brief explanation. The form is dated "Revised 10/2022 CL".

## FS-5 SkillUP Employment or Training Information

The FS-5 is used to communicate information to the FSD. Ensure the participant's current phone number and address are included on the FS-5 before sending to [ABAWD1@ip.sp.mo.gov](mailto:ABAWD1@ip.sp.mo.gov).

The FS-5 will be completed for **both** ABAWD and Volunteer participants:

- on the initial visit (this typically only captures their initials and signature)
- when the participant gains employment
- if the provider determines they cannot serve the individual for any reason

The FS-5 will be completed for ABAWD participants:

- when they start a training or education program
- to report hours not recorded in MoJobs
- to report a possible exemption/exclusion from work requirements

Also include any additional documentation an ABAWD participant may have, verifying their employment or training hours. Information on ABAWD participation must be submitted to the FSD within 2 business days of receipt.

The image shows two versions of the FS-5 form. The left version is the full form, titled "SkillUP Employment or Training Information". It includes instructions for participants and providers, a "PARTICIPANT INFORMATION" section with fields for name, phone, and address, and two "WORK ACTIVITY" sections. Each activity section has fields for dates, location, and a table for recording hours. The right version is a simplified form, focusing on "TRAINING AND/OR WORKSHOP" sections and an "EXEMPTION" section. It includes fields for training dates, locations, and a section for "OTHER SERVICES". Both forms have a "FOR INTERNAL USE ONLY" section at the bottom.

For an example of how to complete the FS-5, refer to [Appendix G](#)

## SkillUP Job Center WIOA Services

The FS-609 is used to report hours of participation in training or work activities for ABAWD participants dually enrolled in WIOA or participants trying to **regain eligibility** for SNAP after failure to meet work requirements. Form will be sent to [ABAWD1@jp.sp.mo.gov](mailto:ABAWD1@jp.sp.mo.gov)

**NOTE:** SkillUP funds cannot be used to **regain eligibility**.

The form is titled "SkillUP Job Center WIOA Services" and is part of the "Office of Workforce and Community Initiatives" under "DSS Social Services". It includes logos for "dss Social Services" and "skillUP". The form is for participants who are either "WIOA ABAWD" or "Regaining Eligibility". It features a table with columns for "Date of Service", "Staff Initials", "WIOA Service Provided", "Amount of Time Spent", and "Comments / Any Additional Information". The table lists various services such as Assessment, Career Guidance, Counseling, CRDS Remediation, Federal Funding, Financial Aid Information, Intensive Case Management, Job Development, Job Referrals, Job Search Activity, Job Search Training, Labor Market Information, MO Connections, Placed in Training, Referred to Other Services, Resource Assistance, Testing, Training, WIOA Career Service Registration, Work Based Learning, and Workshops. At the bottom, there are sections for "Provider/Job-Center Name & Location", "Staff Name", "Staff E-mail", and "Contact phone". There are also instructions for "WIOA ABAWD" and "Regaining Eligibility" participants, and a footer with contact information and a disclaimer.

## ABAWD Agreement to Volunteer

ABAWDs can choose to meet their work requirements by volunteering in a program that promotes job readiness and builds work experience. If an ABAWD chooses this activity, they must complete the ABAWD Agreement to Volunteer form. The form must be signed by the ABAWD and the volunteer agency and returned to the FSD at [DSS.FSD.Agreements@dss.mo.gov](mailto:DSS.FSD.Agreements@dss.mo.gov).

The form is titled "ABAWD Agreement to Volunteer" and is part of the "Office of Workforce and Community Initiatives" under "DSS Social Services". It includes logos for "dss Social Services" and "skillUP". The form is for participants who are either "WIOA ABAWD" or "Regaining Eligibility". It features a table with columns for "Date of Service", "Staff Initials", "WIOA Service Provided", "Amount of Time Spent", and "Comments / Any Additional Information". The table lists various services such as Assessment, Career Guidance, Counseling, CRDS Remediation, Federal Funding, Financial Aid Information, Intensive Case Management, Job Development, Job Referrals, Job Search Activity, Job Search Training, Labor Market Information, MO Connections, Placed in Training, Referred to Other Services, Resource Assistance, Testing, Training, WIOA Career Service Registration, Work Based Learning, and Workshops. At the bottom, there are sections for "Provider/Job-Center Name & Location", "Staff Name", "Staff E-mail", and "Contact phone". There are also instructions for "WIOA ABAWD" and "Regaining Eligibility" participants, and a footer with contact information and a disclaimer.

**Job Search Log and Contract**

The Job Search Log Contract (FS-604A) and Job Search Log (FS-604B) are used by ABAWDs to record employer contacts when they are participating in non-staff assisted job search. The Job Search Contract is reviewed with and then signed by the participant and Provider.

The Job Search Log is used by the ABAWD to document the employer contacts they have made during the month. Independent job search completed on MoJobs should *not* be included on the Job Search Log as this information will be transmitted to the FSD in a nightly file transfer.

The SkillUP job search log should be transmitted to the FSD within two (2) working days of receipt by provider staff. ***Failure to send the job search log in a timely manner may impact a participant's benefits.*** This error could result in the FSD coding a participant in non-compliance which could cause the participant to lose benefits until the error is corrected.

The normal job search period will begin with the day of the month in which the participant is enrolling and end with the last day of the month. (E.g. Participant enrolls on March 04, 2023 – the job search log is dated March 04-31, 2023.) The Job Search Log should be returned by the 4<sup>th</sup> day of the following month at the latest to, [ABAWD1@ip.sp.mo.gov](mailto:ABAWD1@ip.sp.mo.gov).

*Note: If the participant returns the job search log after the due date, any SkillUP provider is to accept the log and transmit it to the FSD regardless of timeframes.*

Provider staff will review the completed job search log to determine if the participant needs to correct any information. Provide the participant with calendars, phone directories, or any resource needed to complete the job search log.

**PLEASE READ AND AGREE TO THE FOLLOWING:**

- Only hours spent job searching can be counted. These hours can be met by any combination of the following:
  - Completing in-person applications.
  - Attending interviews either on the phone or in-person.
  - Responding to classified advertisements.
  - Completing on-line applications either at home or at the employer's worksite.
  - Attending, completing employment applications, and speaking with potential employers at job fairs.
  - Online (Internet) job search. **DO NOT INCLUDE** time spent searching with jobs.mo.gov.
  - Travel time between multiple interviews or job search activities.
- The fully completed "SkillUP Job Search Log" must be returned to a SkillUP Provider on or before the 4th of the next month.
- You may not contact the same employer more than once during the Job Search period, unless during the first contact the employer stated jobs may soon come open and asked you to make another contact.
- A maximum of 40 hours of independent job searching, on job search log, can count towards your 80 hours of Employment and Training Requirement. The SkillUP Program staff will provide a list of additional, allowable, activities for compliance.
- Falsifying any information on the form will mean you are not complying with the SNAP/Food Stamps program.
- The Family Support Division may randomly verify job search contacts.

**IF YOU CANNOT COMPLETE THE JOB SEARCH LOG, CONTACT US AT THE SKILLUP LOCATION BELOW:**

Understand that I consent to have information on form FS-604B SkillUP Job Search Log.

Signature of Participant: \_\_\_\_\_ Telephone Number: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of SkillUP Provider/Job Center Staff/Member: \_\_\_\_\_ SkillUP Provider/Job Center Name: \_\_\_\_\_ Staff and Telephone Number: \_\_\_\_\_ Date: \_\_\_\_\_

Date	Address (Street, Address & City)	Phone Number of Contact	Type of Contact	Results
			<input type="checkbox"/> In Person <input type="checkbox"/> Online (Internet) application or Internet <input type="checkbox"/> In Person (on location) application or Internet	<input type="checkbox"/> None <input type="checkbox"/> No opening <input type="checkbox"/> Interview & Hire <input type="checkbox"/> Other (Specify)
			<input type="checkbox"/> In Person <input type="checkbox"/> Online (Internet) application or Internet <input type="checkbox"/> In Person (on location) application or Internet	<input type="checkbox"/> None <input type="checkbox"/> No opening <input type="checkbox"/> Interview & Hire <input type="checkbox"/> Other (Specify)
			<input type="checkbox"/> In Person <input type="checkbox"/> Online (Internet) application or Internet <input type="checkbox"/> In Person (on location) application or Internet	<input type="checkbox"/> None <input type="checkbox"/> No opening <input type="checkbox"/> Interview & Hire <input type="checkbox"/> Other (Specify)
			<input type="checkbox"/> In Person <input type="checkbox"/> Online (Internet) application or Internet <input type="checkbox"/> In Person (on location) application or Internet	<input type="checkbox"/> None <input type="checkbox"/> No opening <input type="checkbox"/> Interview & Hire <input type="checkbox"/> Other (Specify)

**SkillUP Weekly Claim for TRE Form**

Participants enrolled in an educational program or training, requesting supportive services for transportation related expenses, must submit the completed Weekly Claim for Transportation Related Expenses(TRE) form.

**System Access Request Form**

The System Access Request Form is submitted to the DSS/OWCI for new hires that have completed training and for provider staff that have lost access to MoJobs (Reactivation).

NOTE: Staff must log in once every 30 days or they will lose system access.

All DSS/OWCI contractors must submit the form to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) for approval, **do not send to DHEWD Support.**

Password reset requests should be emailed to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) and do not require a completed form.

For an example of how to complete a System Access Request form, refer to [Appendix H](#) (new hire) and [Appendix I](#) (reactivation)

## MoJobs Change Request Form

The MoJobs Change Request Form is submitted to the DSS/OWCI when a service or note has been entered incorrectly in MoJobs.

All DSS/OWCI contractors must submit the form to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) for approval, **do not send to DHEWD Support.**

*Staff should refer to the Change Request Guidance below for additional information. For an example of how to complete a change request, refer to [Appendix F](#)*

## CHANGE REQUEST GUIDANCE

SkillUP provider staff should submit change requests to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) only after, supervisor approval. **Do not send these requests to DHEWD directly. Change requests not signed and dated by a supervisor will be returned to the sender for the approval signature and date.**

- Do not submit more than 5 change requests per email.
- Use the **State ID** when submitting change requests, not the SSN or DCN.
- Most change requests can be completed by DSS/OWCI staff.
- Change requests for the current quarter must be submitted within 10 business days of the end of the quarter (i.e. FFY 2024 Quarter 3 runs April 1 – June 30, 2024, change requests for quarter 3 should be submitted by July 12, 2024). Q1 (Oct-Dec) Q2 (Jan-Mar) Q3 (Apr-June) Q4 (July-Sep).

### Case Notes

- Always provide the Case Note number when requesting deletion of a Case Note. Case Notes will only be deleted if they are attached to the incorrect participant or if the note contains confidential information.
- Do not send a change request to add or change information in a Case Note, staff should enter the additional information on a new Case Note and reference the original Case Note (e.g. participant also completed IEP with staff on 4/01/24 addition to Case Note #3257).
- Sometimes it is necessary to request a *contact date* be changed on a Case Note for clarity. This will have to be on a case-by-case basis, and DSS/OWCI staff will determine if the change is necessary. **The ‘create date’ cannot be changed.**



### **Services/Activities/Enrollments**

- Activities, services, and enrollments will not be deleted; they will be voided.
- Always provide the appropriate service code (e.g. 101 Orientation).
- Always provide the actual and projected dates of the services as they are listed in MoJobs.
- Specify what date needs to be changed (e.g. change actual begin date to 4/01/23 and change actual end date to 4/30/23).
- Provide as much information as possible on the reason for the change request.
- Documentation may be requested by DSS/OWCI staff to verify information for backdating a service/activity/enrollment.

### **Individual Employment Plan (IEP) and Objective Assessment Summary (OAS)**

- Always provide the number of the IEP and the number of the goal when requesting changes.
- Always provide the full name of the objective when requesting changes.
- The IEP and OAS will not be backdated if the participant is not actively working with a provider. Staff will need to enter a case note explaining when the IEP, IEP goal, IEP objective or OAS should have been entered in the system.

## **LABOR MARKET INFORMATION**

Labor Market Information (LMI) is all the quantitative data, like numbers and statistics, and qualitative information, or the personal stories to support the data, related to employment and the workforce. The goal of LMI is to help customers make informed plans, choices, and decisions for a variety of purposes, including business investment decision making, career planning and preparation, education and training offerings, job search opportunities, hiring, and public or private workforce investments. The Missouri Economic Research and Information Center (MERIC) houses the Labor Market Information for the State of Missouri.

### **Missouri Economic Research and Information Center (MERIC)**

MERIC researches and provides analyses on the Missouri workforce. MERIC houses data from Workforce Development, Economic Development, and Labor Information and utilizes this data to study economic trends, targeted industries, and labor markets. The website provides information on Economic Indicators, Industry Standards, Occupational Studies, Regional Information, and Community Issues. Providers may access labor information in specific regions in order to assist participants in finding employment opportunities in their area. The MERIC website also provides access to the Missouri Career Pathways which should be utilized when assisting participants with developing career goals.

Providers can access the MERIC website here: <https://meric.mo.gov/>

### **Career Pathways**

Career Pathways are a sequence of training and education programs that are designed to develop a person's academic and technical skills. MERIC has prepared research and resources for Career Pathways. A series of pathways on 10 industry groups provides information on several career paths within each industry. Each Career Pathway begins with a series of quick facts on the number of employers and workers in the industry and the average wage.



The Target Industry Career Pathways are:

1. Advanced Manufacturing
2. Biosciences
3. Construction
4. Education
5. Energy
6. Financial
7. Health Care
8. Hospitality
9. Information Technology
10. Logistics

Career Pathways are part of all industry groups, so the same common definition of career pathways introduces the concept for all industries. Industry specific information such as details of the industry sector, its historic and projected growth, and importance to the state are described in the “Why Have a Career” section.

Career Pathways should be incorporated into the participant’s Individual Employment Plan. Career Pathways should also combine rigorous and high-quality education, training, and other services that:

- Align with the skill needs of industries in the economy of the state or regional economy involved.
- Prepares an individual to be successful in any of a full range of secondary or post-secondary education options, including apprenticeships.
- Includes counseling to support an individual in achieving the individual's education and career goals.
- Includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
- Organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable.
- Enables an individual to attain a secondary school diploma or its recognized equivalent, and at least recognized postsecondary credential.
- Assists an individual enter or advance within a specific occupation or occupational cluster.

Providers may access Missouri Career Pathways here: <https://meric.mo.gov/workforce-research/career/career-pathways>.

## ELIGIBLE TRAINING PROVIDERS

Provider staff can utilize MoJobs or the MoSCORES website to search for secondary education programs in the local area. Each site provides information on program costs, program student demographics, graduate outcomes, and allows the user to compare programs. These sites also allow users to search for non-credit programs and certifications.

All training providers/programs utilized for SkillUP training should be WIOA approved and in the MoJobs or MoSCORES system. The current list of schools and approved programs can be found on MoJobs [home page](#) by clicking “Education Services” under “Job Seekers” or on MoSCORES here: <https://scorecard.mo.gov/Search>.

SkillUP providers can utilize Non-WIOA training providers **in certain circumstances** but must send a special consideration request to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) for approval prior to enrollment/payment

of the training. The [Special Consideration Request Form](#) can be found on the [Provider Portal](#). Providers should complete the form with as much detail as possible (e.g. participant wants to go to xyz training provider/xyz course, dates of training, tuition amount requested, supportive services needed etc.). The DSS/OWCI will review and approve or provide reason for denial. An example of how to complete and submit a Special Consideration request can be found in [Appendix D](#).

Postsecondary institutions and organizations may apply to become an Eligible Training Provider. Any provider who wishes to be an Eligible Training Provider must:

- Offer education or training programs as a public or private school, training organization or apprenticeship program organization.
- Provide training or education programs accredited or approved by the Federal Office of Apprenticeship as a registered program.
- Provide program curriculum that leads to a certificate, associate degree, bachelor’s degree, or a competency skill recognized by employers in an apprenticeship.
- Provide staff as Equal Employment Opportunity and follow application elements, including assurances for ongoing compliance and student occupational placement performance.

More information on how to become an Eligible Training Provider can be found at <https://jobs.mo.gov/community/missouri-eligible-training-provider-system>

**WHAT ARE SKILLUP COMPONENTS & SERVICES?**

SkillUP services are categorized into components for federal reporting. States are required to report the number of participants in each component. SkillUP services are any activity or program designed to assist participants in obtaining employment that leads to financial independence. When selecting services in MoJobs, staff should select the most appropriate code under the component of Education, Supervised Job Search, Job Search Training, Work Based Learning, Vocational Training, or Intensive Case Management.

The SkillUP program provides *short-term* training in the *quickest* possible time in order to lead to employment that will help participants support their family. Training should be completed within one year or less and the shortest training program that aligns with the IEP and will lead to employment or self-sufficiency should be pursued. The training must be consistent with the timeframe the funds are available. For example: a provider places a participant in training in September, in order to ensure that the participant is trained and placed in employment timely, the training should be completed by August of the following calendar year.

*Note: Providers must complete an Individual Employment Plan and a complete assessment of the participant **prior to** enrollment in any job search, education, or training services.*

The following chart provides a brief description of allowable services:

<b>Education</b>	<b>Supervised Job Search</b>
<ul style="list-style-type: none"> <li>• English Language Acquisition</li> </ul>	<ul style="list-style-type: none"> <li>• Staff assisted job search</li> </ul>

<ul style="list-style-type: none"> <li>• Occupational Skills Training</li> <li>• Adult Education and Literacy</li> </ul>	
<p style="text-align: center;"><b>Work Based Learning</b></p> <ul style="list-style-type: none"> <li>• Internships</li> <li>• Work Experience</li> <li>• On-the-job training</li> <li>• Workplace Training &amp; Cooperative Education</li> <li>• Customized Training</li> <li>• Paid Work Experience</li> <li>• Employment</li> <li>• Job Shadowing</li> </ul>	<p style="text-align: center;"><b>Job Search Training</b></p> <ul style="list-style-type: none"> <li>• Career &amp; Skills Assessment</li> <li>• Work Keys Assessment</li> <li>• Career Planning</li> <li>• Workforce Preparation</li> <li>• Job readiness Training</li> <li>• Labor Market Information</li> <li>• Career Guidance</li> <li>• Pre/Post Employment Training Workshops</li> <li>• Interview Preparation</li> <li>• Resume Preparation</li> </ul>
<p style="text-align: center;"><b>Vocational Training</b></p> <ul style="list-style-type: none"> <li>• Skills Upgrading and Training</li> <li>• Private Sector Training Program</li> <li>• Apprenticeship</li> <li>• Occupational Skills Training</li> <li>• Occupational/Vocational Education Training</li> </ul>	<p style="text-align: center;"><b>Intensive Case Management</b></p> <ul style="list-style-type: none"> <li>• Individual Counseling</li> <li>• Comprehensive Guidance &amp; Counseling</li> <li>• Career Pathways Guidance &amp; Counseling</li> <li>• Jobs Plus Guidance &amp; Counseling</li> </ul>
<p style="text-align: center;"><b>Entrepreneurial Training</b></p> <ul style="list-style-type: none"> <li>• Self-Employment training</li> </ul>	<p style="text-align: center;"><b>Job Retention Services</b></p> <ul style="list-style-type: none"> <li>• Transportation and work-related expenses</li> </ul>

**Job Search Training**

This component strives to enhance the job readiness of participants by providing instruction in job seeking techniques while increasing motivation and self-confidence. This may consist of employability assessments, job finding clubs, job placement services, resume writing, interview preparation, or other direct training and support activities. The job search training service may combine job search activities with other training and support activities.

Service Code	Activity Description	Definition	Who Provides this service?
115	Resume Preparation Assistance	The provision of resume preparation assistance to participants.	Anyone
130	Proficiency Testing	Completion of clerical test such as typing or 10-key.	Anyone
144	Testing - Assessment	When giving an assessment for Basic Skills Assessment or an Aptitude test, staff can enter this activity.	Anyone
154	Career Guidance	Activities that provide individualized career pathway planning.	Anyone
204	Interest and Aptitude Testing	A testing instrument designed for the purpose of measuring and evaluating the level of an individual's ability and interest in, or preference for, specific fields or activities.	Anyone
215	Short Term Pre-Vocational Service	Activities designed to develop learning skills, communications skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.	Anyone
221	Workforce Preparation	Workforce preparation includes activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy	Anyone

		skills, and self-management skills, including competencies in: Utilizing resources; Using information; Working with others; Understanding systems; Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and Other employability skills that increase an individual's preparation for the workforce.	
S14	CR101 Remediation	Using CR101 to increase skill level of individual towards the NCRC.	Anyone
S16	WD - DVOP INTERVIEW PREP	The DVOP has provided one on one interview prep service for a job seeker.	WDB Staff
S48	WD - DVOP RESUME PREP	The DVOP has provided one on one Resume prep service for a job seeker.	WDB Staff
S49	WD - RESEA- Eligibility Review and Work Search Plan Dev	Review continued eligibility and develop work search plan with RESEA participants.	WDB Staff
S52	WD - DRJP Short Term Pre-Vocational Services	Activities designed to develop learning skills, communications skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, with intent to prepare individuals for unsubsidized employment or training.	WDB Staff
S34	Leadership Development Services - Youth	Leadership-development opportunities encourage responsibility, confidence, employability, self-determination, and other positive social behaviors. These may include exposure to post-secondary educational possibilities; community and service learning projects; peer-centered activities, including peer mentoring and tutoring; organizational and team work training, including team leadership; training in decision-making, including determining priorities and problem solving; citizenship training, including life skills training such as parenting and work behavior training; civic engagement which promote the quality of life in a community; and other leadership activities that place a youth in a leadership role like serving on youth leadership committees, such as a Standing Youth Committee.	Anyone
S36	Individual Service Strategies - Youth	Identifies appropriate career pathways that include education and employment goals, considers career planning, the results of the objective assessment, achievement objectives and services for the youth. It is directly linked to one or more performance indicators.	Anyone
S48	WD - DVOP RESUME PREP	The DVOP has provided one-on-one Resume prep service for a job seeker.	WDB Staff
S49	WD - RESEA- Eligibility Review and Work Search Plan Dev	Review continued eligibility and develop work search plan with RESEA participants.	WDB Staff
S52	WD - DRJP Short Term Pre-Vocational Services	Activities designed to develop learning skills, communications skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.	WDB Staff

**Supervised Job Search**

This component requires contractor staff to assist the participant in job search. This job search may be routinely offered based on need. This service can be conducted in person or virtually including, but not limited to, websites, portals, or web applications to access supervised job search services. Agencies are encouraged to offer a variety of locations and formats to best meet participant needs, and to the extent practicable, allow participants to choose their preferred location. Supervision must be provided in person or remotely in such a way so as to best support the participant and can include activities like job search coaching, review of job search activities, and guidance on how to best target participant job search activities. This service should be appropriately paired with other services based on the participant’s need. However, it is understood that in certain instances this may be the right path for the participant as a stand-alone service.

Service Code	Activity Description	Definition	Who Provides this service?
114	ONET	The provision of ONET products to provide job placement services for participants.	Anyone
123	Job Development Contacts (working with Employer and Job Seeker)	Contact with employer in order to develop a job order on behalf of the individual.	Anyone
159	Job Search Activity	Staff enter this service when the job search for the job seeker does not result in a job referral	Anyone

*Note: Job search can only be used for half of the required hours for ABAWDs and must be offered in conjunction with another component.*

**Self-Employment Training**

This component improves the employability of participants by providing training in establishing and operating a small business or other self-employment venture. Participants in this service must be assessed thoroughly to determine they have the ability to build, maintain, and grow a small business while gaining financial independence. A detailed business plan including all costs associated with starting a new business must be contained in the EP.

*Note: Startup costs and operational costs may be allowed as a supportive service with prior approval from the DSS/OWCI.*

Service Code	Activity Description	Definition	Who Provides this service?
S13	Entrepreneurial Training	Training designed to provide participants with the skills to start businesses of their own.	Anyone

**Educational Programs: Basic/Foundational Skills**

This component is an educational program or activity, which improves basic skills and increases employability. Such programs include Adult Basic Education (ABE), basic literacy, English as a Second Language (ESL), high school equivalency (HiSET), and post-secondary education. Only educational

services that establish a direct link to job-readiness can be approved. Federal E&T funds cannot take the place of nonfederal (i.e., State, local) funds for existing educational services. Federal financial participation for operating education services may be authorized only for costs that exceed the normal cost of services provided to persons not participating in SkillUP.

Service Code	Activity Description	Definition	Who Provides this service?
121	SkillUP Education	Used when an ABAWD or Voluntary participant is already participating in education or training when they enroll	Anyone
222	English Language Acquisition	English language acquisition and integrated education and training programs.	Anyone
S24	WD - Trade Basic Skills/Remediation	Enrolled in training that may include adult education, literacy activities (including English as a Second Language), remedial reading, writing, mathematics, or a combination thereof; for customers who have proficiencies below the ninth-grade level or to improve basic skills to a level greater than the customer held at assessment.	WDB Staff
S25	Adult Education and Literacy	Adult Education and Literacy (AEL) includes activities of English language acquisition and integrated education as well as training programs that may be provided concurrently or in combination with services such as: Occupational Skills Training, On-the-Job Training, Incumbent Worker Training, and other programs that combine workplace training with related instruction. This may include cooperative education programs, and training programs offered by the private sector skill upgrading and retraining, and entrepreneurial training and transitional jobs. AEL is typically conducted in an institutional setting designed to increase basic educational skills in preparation for future training, future employment, or retention in present employment. It may include such curriculum as remedial reading, writing, mathematics, literacy training and study skills, English for non-English speakers, bilingual training, and High School Equivalency preparation.	Anyone
S31	Dropout Prevention and Recovery - Youth	Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential. This would include participants enrolled in secondary and post-secondary instruction.	Anyone
S37	Alternative Secondary School Services - Youth	Alternative secondary school services, or dropout recovery services, as appropriate. Participants enrolled in alternative secondary schools.	Anyone
S39	Adult Education (AEL) - Youth	Participants enrolled in Adult Education and Literacy (AEL) classes.	Anyone
S43	Prepare Post-Secondary Educ Opport/Employ Opp - Youth	Activities that help the youth prepare for, and transition into, post-secondary education and training. Examples would include program assistance with post-secondary application, post-	Anyone

		secondary site visits, and participants enrolled in AEL for remediation only.	
S55	WD - Trade Pre-Requisite Training	This service can only be used for Trade Act eligible clients. This is NOT remedial training, but instead is a general course required to be accepted into a skills training program.	WDB Staff

**Career/Technical Education Program or Vocational Training**

The Vocational Training component improves employability of participants by providing training in a specific skill or trade that allows the participant to move directly into employment. Participants who enroll in this training can receive a credential, certificate, or may need to complete additional trainings before certification.

*Note: After a SNAP participant is no longer receiving benefits, funding is no longer available; however, all training costs already paid to the training provider remain if the funds can no longer be refunded.*

Service Code	Activity Description	Definition	Who Provides this service?
361	SkillUP Training	Enroll SkillUP participants in training services after an interview, evaluation/assessment, and career planning.	DSS/OWCI Contractors
362	FSD SkillUP Training (Non-ETPL)	Enroll SkillUP participants in training services after an interview, evaluation/assessment, and career planning. This activity is specifically for use when training providers/courses are <b>not</b> WIOA approved but <u>have been approved by DSS/FSD via a <a href="#">special consideration</a></u> .	Anyone
S08	WD - Occupational Skills Training - Approved Provider (ITA)	Occupation specific training provided by a public or private vendor with demonstrated training capability and paid for through individual training accounts.	WDB Staff

**Integrated Education and Training/Bridge Programs**

This component provides adult education and literacy activities concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or occupational cluster for the purpose of education and career advancement.

Service Code	Activity Description	Definition	Who Provides this service?
S19	WD - Workplace Training & Cooperative Education	A combination of training and education, which may include both employer-based, and classroom-based training elements operated either concurrently or sequentially or an employer-based program combining vocational and educational elements for which academic credit is received.	WDB Staff
S21	WD - Adult Educ w/ Occ. Skills Training - Approved Provider (ITA)	Occupation specific training provided by a public or private vendor with demonstrated training capability and paid for through individual training accounts.	WDB Staff
S27	Incumbent Worker Training	A program designed to meet the special requirements of an employer (including a group of employers) to retain a skilled	Anyone



		workforce or avert the need to lay off employees by assisting the workers in obtaining the skills necessary to retain employment.	
S30	Education for Workplace Preparation - Youth	Education offered concurrently with, and in the same context as, workforce preparation activities and training for a specific occupation or occupational cluster. This program element reflects an integrated education and training model and describes how workforce-preparation activities, basic academic skills, and hands-on occupational skills training are taught within the same timeframe and connected to training in a specific occupation, occupational cluster, or career pathway. Examples include participants enrolled in Job Corps and YouthBuild.	Anyone

### **Work Readiness Training**

Work readiness training provides a number of common expected skills and behaviors that are necessary for any job. Work readiness skills are sometimes called soft skills, employability skills, or job readiness skills. This component will increase participant’s abilities to learn how to interact with supervisors and co-workers.

<b>Service Code</b>	<b>Activity Description</b>	<b>Definition</b>	<b>Who Provides this service?</b>
205	Develop Service Strategies (IEP/ISS/EDP)	Developed jointly by the participant and case manager when determined appropriate by the one-stop operator or one-stop partner. The plan is an on-going strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to achieve their employment goals.	Anyone
284	WD Employment & Case Management Services	Services required to be provided to adversely affect workers and incumbent workers under the Trade Adjustment Assistance program that include: 1) Comprehensive and specialized assessment of skill levels and service needs; 2) Development of an IEP to identify employment goals and objectives, and appropriate training to achieve those goals and objectives; 3) Information on training available in local/regional areas, information on individual counseling to determine which training is suitable training, and information on how to apply for such training; 4) Information on how to apply for financial aid; 5) Short-term prevocational services; 6) Individual career counseling; 7) Provision of employment statistics information; and 8) Information relating to the availability of supportive services.	WDB Staff
S26	Job Readiness Training	Job readiness training should be provided in combination with Occupational Skills Training, On-the-Job Training, incumbent worker training, and other programs that combine workplace	Anyone



		training with related instruction which may include cooperative education programs, training programs offered by the private sector, skill upgrading and retraining, entrepreneurial training, and transitional jobs. Job Readiness training is a formal classroom activity providing instruction in job seeking and job holding skills that can be augmented with such curriculum as business math and business communications. Local employers may also suggest additional curriculum based on identified shortcomings of job applicants.	
S28	Transitional Jobs	Time-limited work experiences that are subsidized and are in the public, private, or nonprofit sectors for individuals with barriers to employment who are chronically unemployed or have an inconsistent work history.	Anyone

### **Work-Based Learning**

This component is designed to improve employability through active work experience and/or training to enable participants to move into regular employment. Work experience assignments may not replace the employment of a regularly employed individual. Participants in on-the-job training shall be provided benefits and working conditions at the same level and to the same extent as other trainees or employees working a similar length of time and doing the same type of work. It is permissible to place SkillUP participants in work experience positions with public and private sector entities. This may include, on-the-job training paid through FNS or non-FNS funds.

<b>Service Code</b>	<b>Activity Description</b>	<b>Definition</b>	<b>Who Provides this service?</b>
S04	Internships	A planned, structured learning experience that takes place in a workplace for a limited time. An internship may be arranged within the private for-profit sector, the non-profit sector, or the public sector.	Anyone
S06	WD - WIOA Pre-Apprenticeship	A program or set of strategies designed to enter and succeed in a registered apprenticeship program, and had a documented partnership with at least one, registered apprenticeship program. Pre-Apprenticeships may be used to provide work experiences that can help obtain the skills needed to be placed into a registered apprenticeship. Pre-Apprenticeship services and programs are designed to prepare individuals to enter and succeed in Registered Apprenticeship programs.	WDB Staff
S11	On-The-Job Training*	Training by an employer that is provided to a participant while engaged in paid, productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job. This provides reimbursement to the employer of up to 50% of the wage rate of the participant, for the costs of providing the training.	Anyone
S15	WD - Customized Training	Training that is designed to meet the special requirements of an employer (including a group of employers); that is conducted with a commitment by the employer to employ an individual upon successful completion of the training; and for which the	WDB Staff

		employer pays for a significant cost of the training, as determined by the Local Board.	
S17	Apprenticeship	A program registered under the National Apprenticeship Act as a "Registered Apprenticeship."	Anyone
S18	Private Sector Training	Formal training programs conducted or sponsored by a private business or organized labor.	Anyone
S22	Skills Upgrading and Retraining	Training designed to enhance the skills of currently employed participants who are working at less than their skill potential and have minimal or no advancement capability without gaining the skills needed to upgrade and retrain them to move them to self-sufficiency.	Anyone
S29	WD - Summer Youth Employment Opportunities	Work experiences provided to youth during the summer months. This activity is utilized for work experiences supported by WIOA funds.	WDB Staff
S32	Youth Internship - Un-Paid	A planned, structured, time-limited learning experience that takes place in a workplace. This internship will be unpaid and consistent with other laws, including the Fair Labor Standards Act. They may take place in the private, non-profit, or public sector.	Anyone
S33	Youth - Job Shadowing	A planned, structured, time-limited learning experience that takes place in a workplace. They may take place in the private, non-profit, or public sector.	Anyone
S40	Work Experience - Paid - Youth	Employment opportunities available throughout the school year. A work experience is a planned, structured learning experience that takes place in a workplace for a limited time. A work experience may take place in the private for-profit, the non-profit, or the public sector.	Anyone
S41	Work Experience - Un-Paid - Youth	Employment opportunities available throughout the school year. A work experience is a planned, structured learning experience that takes place in a workplace for a limited time. A work experience may take place in the private for-profit, the non-profit, or the public sector.	Anyone
S42	Youth Internship - Paid	A planned, structured, time-limited learning experience that takes place in a workplace. An internship may be paid as appropriate and consistent with other laws, including the Fair Labor Standards Act. They may take place in the private, non-profit, or public sector.	Anyone
S51	WD - DRJP Safety Course	Required course for all debris positions prior to any work on the worksite.	WDB Staff

\*In certain instances, an OJT placement is the most appropriate method to secure employment for a participant. Staff must complete an appropriate assessment of participants chosen to participate in an OJT opportunity. Consider the skill requirements of the occupation, the academic and occupational skill level of the participant, and the participant's prior work experience preceding the execution of the training plan. These factors determine the length of the training plan.

Place the participant in an OJT opportunity that is consistent with the occupational goal of the participant's Employment Plan (IEP). The frontline workforce staff is responsible for updating the IEP

as necessary. These include specific requirements addressing short and long-term goals as well as required documentation for addressing the identified skills gap.

### **Intensive Case Management**

Intensive Case Management is for individuals with multiple barriers keeping them from obtaining sustainable employment. These participants may require individual guidance and counseling in order to remove barriers and gain employment skills.

<b>Service Code</b>	<b>Activity Description</b>	<b>Definition</b>	<b>Who Provides this service?</b>
200	Individual Counseling	To advise a single participant at one time. Such counseling may be financial, vocational, or personal.	Anyone
201	Group Counseling	To advise several participants at one time. Such counseling may be financial, vocational, or personal.	Anyone
220	Financial Literacy	Activities that support the participants ability to create budgets, initiate checking and savings accounts, how to manage spending, credit and debt, and the significance of credit reports.	Anyone
S03	Referred to Other Services	The provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system, and in appropriate cases, other workforce development programs. Provisions of information relating to the availability of supportive services or assistance, and referrals to those services, including but not limited to, childcare, TANF, SNAP, and Medicaid.	Anyone
S35	Adult Mentoring - Youth	Mentoring must be a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement. Group mentoring and mentoring through electronic means are allowable; however, the youth program must match the youth to a mentor where they interact face to face. Mentoring may include workplace mentoring. Mentoring must last at least 12 months.	Anyone
S38	Comprehensive Guidance and Counseling - Youth	Activities which provide individualized counseling to participants. This includes drug and alcohol abuse counseling, mental health counseling, and referral to partner programs as appropriate.	Anyone

### **Unsubsidized Employment**

This service is work with earnings provided by an employer who does not receive a subsidy for the creation and maintenance of the employment position. Self-employment activities include individuals who have earned income.

<b>Service Code</b>	<b>Activity Description</b>	<b>Definition</b>	<b>Who Provides this service?</b>
122	SkillUP Employment	Used when an ABAWD or Voluntary participant tells staff they have some employment.	Anyone

## Non-Component Services

These services are not tied to a federal reporting component.

Service Code	Activity Description	Definition	Who Provides this service?
101	Orientation	Orientation to Missouri Job Center or SkillUP Services	Anyone
103	Provision of Info on training providers, Performance Outcomes	Supply Eligible Training Provider System information to provide customer-focused employment training resources.	Anyone
118	Outreach and Intake	Outreach, intake, and orientation to information and other services available through the one-stop delivery system	Anyone
107	Provision of Labor Market Research	Provide workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas; information on job vacancy listings in such labor market areas; information on the job skills necessary to obtain the jobs in such labor market areas; and information relating to local occupations in demand and earnings, skill requirements, and opportunities for advancement for such occupation.	Anyone
124	Received Bond Assistance	Assist individual in securing no cost fidelity bonds for returning citizens and other hard-to-place job applicants who face barriers to employment.	Anyone
145	Unemployment Compensation Assistance	The Job Center must provide "meaningful" assistance and information to individuals seeking assistance in filing a claim for unemployment insurance compensation.	Anyone
213	Comprehensive Assessment	Individualized career service. Comprehensive and specialized assessments of the skills level and service needs of Adults, Dislocated Workers, and SNAP participants which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals.	Anyone
284	WD - Employment & Case Management Services	Services required to be provided to adversely affected workers and incumbent workers under the Trade Adjustment Assistance program that include: 1) Comprehensive and specialized assessment of skill levels and service needs. 2) Development of an IEP to identify employment goals and objectives, and appropriate training to achieve those goals and objectives. 3) Information on training available in local/regional areas, information on individual counseling to determine which training is suitable training, and information on how to apply for such training. 4) Information on how to apply for financial aid. 5) Short-term prevocational services. 6) Individual career counseling.	WDB Staff

		7) Provision of employment statistics information. 8) Information relating to the availability of supportive services.	
S01	WD - Initial Assessment	Post this activity when administrating the Quick Guide.	WDB Staff
S50	WD DRJP Comprehensive Assessment	Comprehensive and specialized assessments of the skills level and service needs of DRJP participants, which may include diagnostic testing, use of other assessment tools, in-depth interviewing, and evaluation to identify employment barriers and appropriate goals.	WDB Staff

### **Supportive Services**

These services are entered when provider staff pay for a transportation or work-related expense for a participant.

<b>Service Code</b>	<b>Activity Description</b>	<b>Definition</b>	<b>Who Provides this service?</b>
141	SkillUp Supportive Service (TRE)	Services required in order to complete the necessary functions to perform a job or training authorized in the SkillUP handbook.	Anyone
142	SkillUp Supportive Service (WRE)	Services required in order to complete the necessary functions to perform a job or training authorized in the SkillUP handbook.	Anyone
FS1	Job Retention Service	This service is entered when staff provide a job retention service (TRE/WRE) to the participant's record after the SNAP application has been closed due to employment. Job retention services can be provided for up to 90 days after a participant has obtained employment.	Anyone

### **Funding Codes**

These services are used to identify the funding source used for a participant; these services are not tied to a component.

<b>Service Code</b>	<b>Activity Description</b>	<b>Definition</b>	<b>Who Provides this service?</b>
S10	SkillUP TANF	Not a component - This service should be chosen for SNAP clients who are pregnant, 16-24 years old with and without children, and 25-59 year olds WITH children under 18 years old.	Anyone
S20	SkillUP FNS	Not a component - This service can be chosen for any SNAP participant.	Anyone

## SUPPORTIVE SERVICES

Supportive Services are defined as those services necessary to enable an individual to participate in activities authorized under SkillUP. Supportive Services should be made available to assist customers in reducing or removing barriers to participate in SkillUP activities. Supportive Services **cannot** be used to support a participant's regular employment, only employment that is obtained after a participant has enrolled in SkillUP. However, if an employed participant enrolls in a training or other countable activity and needs supportive services while completing those activities that is acceptable. Staff would enter the 122 service code as an indicator that Supportive Services are allowable.

A Statewide Supportive Service policy has been established that all SkillUP providers must follow when providing Supportive Services with TANF or FNS funding. Supportive Services may include transportation related expenses (TRE) and/or work-related expenses (WRE). The extent of Supportive Services provided will vary based on the customer's needs and available resources.

ABAWDs must be provided Supportive Services through other funds for those that do not qualify for TANF funds. ABAWDs who are 16-24 or who have child(ren) do qualify for TANF funds. FNS 50/50% funds can be used for Supportive Services, if available. If a provider is unable to locate resources for Supportive Services for ABAWDs, please notify the DSS/OWCI at [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) as the FSD cannot close an ABAWD SNAP case due to non-compliance when Supportive Services are not available.

Supportive Service payments are requested individually for specific needs. Supportive Service payments are made on a case-by-case basis only when determined necessary and reasonable. All Supportive Services are considered *reimbursable* expenses and payment should never be made directly to the participant.

- If a participant is requesting WRE for car repairs, the provider should pay the auto service directly for the repairs, not the participant. Payments should be made directly to the vendor providing the service or for a voucher.
- If a participant needs clothing for an interview, the provider can provide vouchers for a clothing store, do not give participants cash or gift cards for these items.
- TRE payments can be in the form of bus passes, gas cards or reimbursements, but TRE is only for the cost of transportation to and from the training or work activity. Staff are responsible for verifying participation in the training or work activity.

A statement that a customer "needs" a Supportive Service will not justify the payment of these expenses (i.e., Customer states he needs tools for work). Payment cannot be authorized on a statement alone but instead must be related to the SkillUP service, based on customer need, and other resources must be sought first.

Supportive Services are only to be provided to participants who meet all of the following:

- Participating in an allowable SkillUP service(s).
- Are unable to obtain Supportive Services themselves or via their support network.
- Are unable to obtain Supportive Services through other programs including community agencies that provide these services.
- Demonstrate a need for assistance to enable participation in SkillUP services.

The Provider's determination of financial need must be documented through Case Notes in MoJobs. As the payment process includes a review of these notes, it is imperative that they are clear, concise, and complete. Provider staff should upload supporting documentation for Supportive Services provided into the MoJobs system. Failure to properly document the Case Note in MoJobs may result in delayed payment or non-reimbursement.

Case Notes regarding Supportive Service payments must include, at a minimum, all of the following:

- The type of Supportive Service paid (e.g., TRE, WRE).
- The amount of Supportive Service paid.
- The timeframe for which the Supportive Service was paid.
- The justification of need for the Supportive Service.
- Lack of other community resources.

In all cases, staff must review Case Notes prior to making any Supportive Service payments to avoid duplicate payments and ensure all payments are reasonable and necessary.

### **Transportation Related Expenses (TRE)**

SkillUP participants engaged in an allowable employment, education, or training service may receive mileage reimbursements, gas cards or bus/train passes to pay for necessary transportation expenses. Mileage will be calculated based on the round-trip mileage from the participant's home directly to the training/work facility and back using a web-based mapping service such as Google Maps, MapQuest, Yahoo Maps, or a similar service. Partners within each region should align TRE policies to ensure all participants in the region receive TRE reimbursements at the same rate.

TRE payments are allowable only when a transportation cost is incurred, and a need is demonstrated. A participant is eligible for up to the maximum of \$20 transportation reimbursement each day. TRE may not exceed \$100 within a federal work week (Saturday through Friday) per participant/household. TRE payments are not an entitlement, but rather assistance for participants to engage in allowable activities. TRE payments are issued only for the dates and times a participant is attending a work or training activity. There is no lifetime cap on the amount of TRE paid for a participant, but all TRE payments must be reasonable and necessary.

Participants enrolled in an educational program or training must submit the completed Weekly Claim for Transportation Related Expenses form located on the [Provider Portal](#). Participants in SkillUP, who are engaged in employment, must provide documentation to verify the days worked, such as payroll records or other documents from the employer showing the days worked. Verification documents must be obtained prior to payment.

If another organization pays transportation costs to a participant, TRE funds may only be used to supplement that reimbursement up to the maximum \$20 per day (i.e. another agency pays \$5.00 per day transportation, the participant is eligible to receive \$15.00 per day from TRE if all other criteria are met.) Participants may only receive the maximum allowable \$20 per day if their transportation costs are equal to or greater than \$20. TRE payments cannot exceed the costs incurred for transportation expenses.

Staff will enter the 141 TRE service in MoJobs each time TRE has been paid for a participant. Provider agencies can choose how often they pay out TRE (i.e. daily, weekly, monthly) and should keep any required documentation for these payments in the case file. SkillUP funds cannot be used to pay transportation expenses associated with "self-directed" job search.



A Case Note Template for TRE entries is available on MoJobs for provider staff to use when adding a Case Note for TRE. Provider staff should upload supporting documentation for TRE provided into the MoJobs system.

*Note: Payment of transportation related expenses is contingent on available funding.*

### **Work Related Expenses (WRE)**

SkillUP participants engaged in an allowable employment, education, or training service may receive WRE if the expense meets all of the general Supportive Service eligibility criteria listed above are required in order to complete the necessary functions to perform a job or training. An example of an expense would be dress clothes or dress shoes for an office job.

The maximum amount of 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. If circumstances require additional WRE within the 12-month rolling period, the Supervisor of the Case Manager has the capability of approving up to \$1,500 for the 12-month rolling period. Approval of any amount above \$1,500 requires approval from the DSS/OWCI.

**Example:** Ms. C. began participating again in work activities on 07/22/23.

On 10/25/23, a \$700 car repair was provided. On 01/16/23, the participant needs a uniform and shoes totaling \$125. This will place Ms. C. over the \$750 amount that the Case Manager can approve, therefore, the WRE Supervisor Approval form will be submitted to her supervisor.

Discuss with the participant the necessity of the expense. Ensure that the participant has exhausted all other resources before considering WRE. Refer to the [Supportive Services chart](#) below for a list of acceptable and unacceptable work-related expenses.

The provider must maintain WRE payment records which includes at a minimum:

- Name, DCN, and SSN of the person receiving WRE.
- Name of vendor receiving payment.
- Date of payment, amount of payment, and method of payment.

*Note: Payment of work-related expenses is contingent on available funding.*

SkillUP funds **cannot** be used to pay the following expenses:

- Automobile Purchase
- Student Loans
- Drug or Alcohol Counseling or Therapy
- Mental Health Services

*Do not* use SkillUP funding to pay for participant reimbursements if the participant receives other funds identified to cover those costs. Examples of other sources of funding include but are not limited to Federal Financial Aid, grants, scholarships, private payments, etc.

A Case Note Template for WRE entries is available on MoJobs for provider staff to use when adding a Case Note for WRE. Provider staff should upload supporting documentation for WRE provided into the MoJobs system



## **Job Retention Supportive Services**

An agency can provide Supportive Services to employed participants to assist in achieving satisfactory performance and increasing earnings over time. It is each provider's responsibility to track those that are participating in the program to determine if they have obtained employment.

Job Retention services must be provided to participants for a minimum of 30 days\* and up to 90 days after they have obtained employment. Job Retentions Supportive Services cannot be provided for employment that was obtained prior to enrollment in SkillUP.

The following must be completed prior to requesting payment for retention services:

Participants *must* provide verification of employment to the provider.

- The Providers must send an FS-5 with section WORK ACTIVITY #1 completed to FSD.
- Participant *must* verify their employment monthly to receive continued retention services.
- The person requesting assistance must have been enrolled in SkillUP prior to obtaining employment (job is not required to be directly related to SkillUP).
- Services can be provided for a maximum of 90 days from the 1<sup>st</sup> day of employment.
- Subsequent job retention services cannot be for the same company.
- If the participant obtains new employment with a different company during the current 90-day job retention period, the period does NOT start over with the new job.
- If a participant becomes employed, receives 90 days of Job Retention Supportive Services, then leaves that job, and later returns to E&T to participate again, obtains another job, they will then get a new 90 days for Supportive Services for the new/returned participation and employment.

\*SkillUP providers must make a good faith effort to provide at least 30 days of job retention services to participants enrolled in the job retention component. Providers can demonstrate a good faith effort in a number of ways including; making a reasonable number of attempts to contact a participant, discussing the 30-day minimum requirement with the participant at the onset, or outlining specific steps the provider or the participant will take over the next 30 days to maintain a job. Providers must document that a reasonable effort was made for each job retention participant.

## SUPPORTIVE SERVICES CHART

Providers must use the most cost-effective service and *only* so the participant can gain employment. Supportive Services must be necessary, reasonable, and cannot have another possible source of funding. Supportive Services are only allowed to support employment and training activities. Providers are not required to provide all services listed; providers should follow their own policies on the type of services provided. Participant needs to pay as much as they can.

<b>Supportive Services</b> ✓=Allowable X=Not Allowable			
Items	Explanations	TANF funds	FNS 50/50 funds
Automobile repair(s)	<ul style="list-style-type: none"> <li>• Used for the primary vehicle owned by the participant. The service provider must request proof of ownership (i.e.: a title), proof of insurance, and a valid driver’s license.</li> <li>• On a case-by-case basis, it can be used for a vehicle the participant will use to fully participate in work activities:                             <ul style="list-style-type: none"> <li>○ This should be carefully investigated as to why the participant cannot obtain their own vehicle (i.e. doesn’t have driver’s license, etc.) or other transportation.</li> <li>○ Verify this will be a long-term solution or lead to a long-term solution (i.e. If WRE of \$50 puts brakes on the mother’s car, the participant will have transportation for three months at which time the participant will receive their income tax and purchase a used automobile.)</li> <li>○ The owner of the vehicle must provide proof of ownership, proof of insurance, and a valid driver’s license if the vehicle owner is transporting the participant.</li> <li>○ Owner of the vehicle must sign a statement that they will give the participant rides as needed to participate in work activities or allow the participant to drive the car for a certain period of time.</li> </ul> </li> </ul>	✓	✓

Items	Explanations	TANF funds	FNS 50/50 funds
Automobile repair(s) continued	<ul style="list-style-type: none"> <li>• Two-parent households: if both parents are fully participating or agree to fully participate, the WRE can be combined to make repairs.</li> <li>• For repairs over \$100, or if staff question the cost, the participant must submit three estimates for the cost of the repairs. It is left to the discretion of the service provider if the estimates must come from certain vendors that may be more reasonable in cost.</li> <li>• WRE funds can be used to purchase automobile parts to be installed by someone other than an auto repair shop however, the case manager should verify the individual who will install the parts is qualified to do the type of work required.</li> <li>• The mechanic or other authorized person should verify, to the best of their knowledge, the repair(s) will make the vehicle operable and is not a short-term fix.</li> <li>• Diagnostic testing is allowable if the mechanic is unsure of the problem and there is no way to determine the cost unless this is completed.</li> </ul>	✓	✓
Bicycle or Bicycle Parts	<ul style="list-style-type: none"> <li>• Allowable if used for transportation for work activities.</li> </ul>	✓	✓
Car Insurance	<ul style="list-style-type: none"> <li>• Allowable up to three months for full coverage insurance total per 12-month period (if the participant only needs liability, this is acceptable) since they will likely need other support for travelling to work or school.</li> <li>• Encourage the participant to pay a portion of the insurance as they will be responsible for the payments in the future.</li> <li>• Only pay one month at a time to verify full participation is met.</li> </ul>	✓	X
Childcare Registration Fees	<ul style="list-style-type: none"> <li>• Does not count toward the annual limit.</li> <li>• Provider does not have to be licensed or registered to request this fee however, the childcare provider must have a written policy requiring this fee for all families.</li> </ul>	✓	X

<b>Items</b>	<b>Explanations</b>	<b>TANF funds</b>	<b>FNS 50/50 funds</b>
College Application and Entry Test Fees	<ul style="list-style-type: none"> <li>• Allowable for short-term training less than a year.</li> </ul>	✓	✓
College Fees	<ul style="list-style-type: none"> <li>• Participant has an unpaid fee from a college that must be paid in order to enter a training program (e.g. Lab Fee of \$150).</li> <li>• The participant is unable to resolve with the college on their own.</li> <li>• This does not include student loans.</li> </ul>	✓	X
Criminal Background Check, Drug Testing and Fingerprints	<ul style="list-style-type: none"> <li>• Must be required by the employer for all employees in order to participate in a work activity.</li> </ul>	✓	✓
Dental and Vision Expenses	<ul style="list-style-type: none"> <li>• Participant must provide documentation that this will not be covered by MO HealthNet or private health care (i.e., statement showing not eligible for MO HealthNet, denial per dentist/doctor office, etc.).</li> <li>• Cannot be used for another participant, even if they are married to this person.</li> <li>• Includes basic dental cleaning, vision exams, and low-cost glasses.</li> </ul>	✓	✓
Driver's License Fees	<ul style="list-style-type: none"> <li>• Per the Missouri Department of Revenue, the length of the license and the fee associated with it depends on driver's age and if the driver is under or over 20 years of age.</li> </ul>	✓	X
Gas Cards, Mileage and Bus Passes	<ul style="list-style-type: none"> <li>• Participant must submit weekly claim for expenses.</li> <li>• Participants must supply documentation to verify expenses.</li> <li>• Maximum is \$20 per day.</li> </ul>	✓	✓
GED or HiSET Test Fees	<ul style="list-style-type: none"> <li>• Allowable for participants without a high school diploma.</li> </ul>	✓	✓
Licensing Fees	<ul style="list-style-type: none"> <li>• Only allowed for a one-year period.</li> <li>• Can include safety inspection &amp; transfer fees</li> </ul>	✓	X
Legal costs, fees or fines	<ul style="list-style-type: none"> <li>• Over \$150 per calendar year; requires DSS/OWCI approval.</li> </ul>	✓	X
Mental Health Services	<ul style="list-style-type: none"> <li>• Never allowed.</li> </ul>	X	X

<b>Items</b>	<b>Explanations</b>	<b>TANF funds</b>	<b>FNS 50/50 funds</b>
Mortgage Payments	<ul style="list-style-type: none"> <li>• Can be paid in extenuating circumstances for short-term emergencies.</li> <li>• Participant must provide documentation (i.e.: bill, loan, etc.) showing this is their responsibility.</li> </ul>	✓	X
Personal Computers, laptops, and tablets	<ul style="list-style-type: none"> <li>• Need must be documented.</li> <li>• Must align with IEP.</li> <li>• Equipment may be provided through a Laptop Loaner Program instead of purchasing.</li> </ul>	✓	✓
Personal Hygiene Items	<ul style="list-style-type: none"> <li>• Purchase of a reasonable number of items: <ul style="list-style-type: none"> <li>○ Soap</li> <li>○ Deodorant</li> <li>○ Toothpaste and mouthwash</li> </ul> </li> </ul>	✓	✓
Personal Property Taxes	<ul style="list-style-type: none"> <li>• Done on a very limited basis, (i.e.: the participant has to pay the taxes to obtain/license a vehicle).</li> <li>• Only includes personal property tax for the vehicle needed for transportation and does not include payment for other vehicles, a house, etc.</li> <li>• If there is more than one vehicle on the property tax, verify the participant has the money to pay the rest of the bill and go with them to pay it, or have them mail the payment from the office, etc.</li> </ul>	✓	X
Phone Cards	<ul style="list-style-type: none"> <li>• Participant must use the card exclusively for activities that lead to self-sufficiency.</li> </ul>	✓	X
Rent/Utilities	<ul style="list-style-type: none"> <li>• Can be paid in extenuating circumstances for short-term emergencies.</li> <li>• Participant must provide a copy of the lease agreement with their name as the person responsible for payment.</li> </ul>	✓	✓
Sales Tax	<ul style="list-style-type: none"> <li>• Do not use for sales tax on the WRE purchase as the WRE item(s) are tax exempt.</li> <li>• Provide the appropriate tax-exempt documentation so sales tax is not charged.</li> </ul>	✓	✓
SATOP Class	<ul style="list-style-type: none"> <li>• Can be paid when this is a condition for the participant to regain their license back.</li> </ul>	✓	✓
Startup Costs or Operational Costs for a business	<ul style="list-style-type: none"> <li>• Requires DSS/OWCI approval and can be used for tools, supplies, etc. necessary. For example, rakes, gas, shovels for lawn care business.</li> </ul>	✓	✓
Student Loans	<ul style="list-style-type: none"> <li>• Never allowed.</li> </ul>	X	X

Items	Explanations	TANF funds	FNS 50/50 funds
Union Dues	<ul style="list-style-type: none"> <li>• Limited to once per union membership. Example: A participant joins a carpenter’s union; the fee can be paid. Later the participant joins a HVAC union, the fee can be paid. However, it cannot be paid to the carpenters’ union twice even if it is for different periods of time.</li> </ul>	✓	✓
Work and/or School Supplies	<ul style="list-style-type: none"> <li>• Work tools required by the employer.</li> <li>• School supplies if required for the class.</li> <li>• Computer software required for a specific class.</li> <li>• Textbooks if required for the class.</li> </ul>	✓	✓
Work Clothes, Uniforms and Shoes	<ul style="list-style-type: none"> <li>• WRE funds are not intended to purchase an entire wardrobe.</li> <li>• Necessary clothing should be purchased at the most reasonable price.</li> <li>• There is not a stipulation on how many of any piece of clothing may be purchased since this is case specific and there are many possible combinations of needs.</li> <li>• Uniforms must be required and not provided by the employer.</li> </ul>	✓	✓

## **PARTICIPANT EMPLOYMENT**

### **Job Placement**

Any training or education completed by a participant should lead to sustainable employment, therefore, it is expected that providers will assist participants with job placement. Providers should establish relationships/agreements with other agencies, providers and/or employers to provide job placement services once a participant has completed educational or training services. Providers will not identify SNAP participants as such when placing them with an employer.

All employment information must be entered into MoJobs regardless of if the provider placed the participant with the employer. If the participant obtains employment and still receives benefits, the provider should continue to assist them in obtaining promotions or additional employment to achieve self-sufficiency.

### **How to ensure the Obtained Employment Report is Correct**

When a participant gains employment through the SkillUP program, staff are expected to take the necessary steps to report this information to the FSD and record the employment information in the MoJobs system. SkillUP staff must enter employment information, including start date, hours per week, and hourly wage to the Employment Tab in the SNAP application. Staff must also add the 122 SkillUP Employment Service to the SNAP application in MoJobs with the date the participant begins their employment.

Staff must also report the employment information, including employer name, address, and phone number; participant start date, hours per week, and hourly wage to the FSD on the FS-5 form as soon as the participant reports employment. Employment must be verified prior to providing Job Retention services to a participant.

Below are the required fields listed in the Employment Tab under the SNAP application, please follow the below guidance when completing this information:

1. Employer Name - Required
2. Primary Employer Contact Name – Staff may enter *unknown*
3. Primary Employer Contact Number – Staff may enter zeros if unknown
4. Job Title – Required
5. Occupation – Choose the occupation that is closest to the job description
6. Is this a green job? – Select *No* if unknown
7. Hours Worked per Week – Required
8. Hourly Wage – Required
  - If paid Weekly: Gross weekly pay divided by # of hours worked.
  - Monthly: Gross monthly pay divided by the # of hours worked.
  - Bi-monthly: Gross bi-monthly pay divided by the # of hours worked.
  - Bi-weekly: Gross bi-weekly pay divided by the # of hours worked.
9. Job Start Date – Required
10. Job End Date – only required if participant does not start/maintain employment
11. Reason for Leaving – required if participant does not start/maintain employment

## **Will Employment affect SNAP benefits?**

When a SkillUP participant obtains a job, the effect on their benefits should be discussed.

- SNAP benefits will be reduced by approximately \$1.00 for every \$3.00 earned.
- Additional tax benefits may be available. For more information, the participant can go to <https://www.irs.gov/credits-deductions/individuals/earned-income-tax-credit>.
- If a participant is receiving childcare assistance, childcare benefits may not necessarily end due to employment. The participant may continue the same childcare benefits, or they may be eligible for childcare benefits at a reduced rate. Applications are available online at: <https://dss.mo.gov/fsd/child-care.htm> or call 1-855-373-4636.
- If the participant has received MO HealthNet for Families for at least three months of the last six months, and are employed, they may qualify for transitional benefits for up to a year. Information is available at <https://mydss.mo.gov/healthcare> or call 1-800-392-2161.
- Child Support orders can be discussed at 1-866-313-9960.

If a participant is receiving Rehabilitation Services for the Blind, they may still be eligible after employment, <https://dss.mo.gov/fsd/rsb> or call 1-800-592-6004.

## **CONTRACT REQUIREMENTS**

The contractor shall provide employment and training services through the SkillUP program. The contractor's objective is to provide SNAP participants opportunities to gain skills, training or experience that will improve their ability to attain employment and decrease their dependency on public assistance programs.

The provider shall enter participant information into the MoJobs system documenting gained employment, credentials, and short-term training. All contacts will be maintained as Case Notes and captured in MoJobs to produce a report.

The Department will notify the contractor, in writing, of the need to achieve performance including, but not limited to:

- a. Enrollment goal
- b. Training completion goal
- c. Participants employed after exit goal
- d. Overall average wage increase
- e. Overall average benefit decrease

The contractor shall submit the online, "Monthly Provider Report" each month during the FFY, located here: <https://riskanalysisunit.wufoo.com/forms/skillup-monthly-provider-report-ffy25/>. This report gathers information on enrollments, outreach, education/training, and employment. The contractor will report totals of all regions/sub-provider locations combined. Submission deadline is the 15th of the following month. Any provider reports sent to the SkillUP inbox will not be accepted and the provider will be redirected to the survey link.



*Note: Only submit the previous month's data when the month has been fully completed. For example, October's data/report is due by the 15th of November and can be submitted any time between November 1<sup>st</sup>-November 15<sup>th</sup>.*

## **MONITORING**

Monitoring is necessary to ensure federal funding is being used for its intended purpose and outcomes, and to ensure the programmatic rules are being followed. Providers are subject to self-monitoring, DSS/OWCI monitoring, and FNS monitoring.

Each site must conduct self-monitoring on 20% of their cases. A template for a monitoring tool can be found on the [Provider Portal](#).

Contractors will receive an on-site visit to review cases and office procedures. This monitoring may include but is not limited to: auditing of participant case files (electronically or on-site), reviewing of fiscal records, and surveying of providers and/or participants.

In addition, providers have monthly focused case reviews. These reviews target a specific component or requirement to see that it is ensure accurate reporting.

Monitoring will review multiple aspects of each case including:

- Employment plan
  - Does the participant have a career pathway?
  - Are there short and long-term goals with objectives attached to each?
  - Do the goals follow the SMART guidelines?
  - Do the objectives outline the necessary steps to complete the goal?
  - Has the IEP been updated as the participant completes the objectives/goals?
  
- MoJobs Entries
  - Are all required services complete, and correct?
  - Were service/activity/enrollment entries made timely?
  - Do the services in MoJobs align with the IEP?
  - Are Case Notes complete and concise?
  - Do Case Notes validate the entries made in MoJobs?

## **BUDGETS**

All budgets must be submitted on the DSS/FSD approved budget form, with specific line items and calculations. Budgets are due on June 15<sup>th</sup> for review. Budget and allocations are only approved after FNS approves the DSS E&T written State Plan and Budget.

A variance of more than 15% for each line item requires a contract modification. All budget or contract change requests must be submitted as soon as possible to the appropriate program manager.

*For CBO Providers* - Submit budget or contract change requests to [W&CI.INVOICES@dss.mo.gov](mailto:W&CI.INVOICES@dss.mo.gov). DSS/FSD contracts and fiscal units will review all changes for final approval.

*For College Providers* - All budget or contract change requests must be submitted in accordance with the MCCA contract with DSS/OWCI.

### **Cost Allocation**

All Providers must provide a cost allocation plan along with their budget every federal fiscal year and may choose to either:

- A. Use the in-direct cost rate to cover the common costs.
- B. Use the cost allocation plan to cover the common costs.

It is important to know only one allocation method for the SkillUP program may be used. If it is chosen to have the indirect cost rate in the budget, then a copy of the letter containing the cost allocation plan must be submitted. All payroll/admin costs (ex: fringe benefits) must be allocated through the same method.

## **INVOICING FOR PAYMENT FROM DSS**

Providers will submit a monthly invoice on the date referenced in the contract or MOU. An invoice template specific to the provider agency and specific funding type, will be provided by the DSS, and must be used when invoicing for services provided. Invoices submitted by email must be sent by encrypted email. Providers will invoice per participant for actual costs and include a service list with the invoice.

The DSS reserves the right to hold payment if all required information is not submitted with the monthly invoice or if the information submitted is not sufficient. The DSS reserves the right to deny payment if invoices are not received timely or if the invoices are incorrect/missing information. The DSS will notify the provider if the information submitted is not acceptable.

### **Invoices**

*All invoices submitted must include the following:*

- Contract or MOU Number.
- Contractor's name, address, and telephone number.
- Month for which services are being invoiced.
- Unique invoice number.
- Services provided and total cost of services.
- Contractor staff costs, showing name, salary with fringe, hours worked on SkillUP activities, broken out by travel, monitoring and program administration.

Invoices should be submitted to [W&CI.INVOICES@dss.mo.gov](mailto:W&CI.INVOICES@dss.mo.gov).

Invoice templates are available on the [Provider Portal](#).

### **Monthly Program Reports**

Monthly program reports must be submitted by the 15<sup>th</sup> of the month *following* the month in which the services were provided and be submitted [W&CI.INVOICES@dss.mo.gov](mailto:W&CI.INVOICES@dss.mo.gov).

The monthly program reports must contain the following:

- Participant First and Last Name
- DCN (FSD Identifier)
- State ID (MoJobs Identifier)
- Funding Source
- Tuition Payments
- TRE Payments
- WRE Payments

Report templates are available on the [Provider Portal](#).

## EMAIL QUICK REFERENCE LIST

### Training Requests:

- [FSD.WIT.CIU.Training@dss.mo.gov](mailto:FSD.WIT.CIU.Training@dss.mo.gov)

### Questions for MWA:

- [FSD.E&TInquiry@dss.mo.gov](mailto:FSD.E&TInquiry@dss.mo.gov)

### Questions for SkillUP, Success Story Submission, Marketing Materials, Access Requests & MoJobs Change Requests:

- [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov)

### Monitoring Unit:

- [FSD.E&TMonitoring@dss.mo.gov](mailto:FSD.E&TMonitoring@dss.mo.gov)

### Invoices:

- [W&CI.INVOICES@dss.mo.gov](mailto:W&CI.INVOICES@dss.mo.gov)

### SkillUP Eligibility and DCN Verification Form:

- [DSS.FSD.Agreements@dss.mo.gov](mailto:DSS.FSD.Agreements@dss.mo.gov)

### FS-5/FS-608, FS-609, Job Search Log and WIOA Career Services Form:

- [ABAWD1@ip.sp.mo.gov](mailto:ABAWD1@ip.sp.mo.gov)

## RESOURCES

- 1.) SkillUP website: <https://mydss.mo.gov/skillup-program>
- 2.) SkillUP Provider Portal: <https://dss.mo.gov/employment-training-provider-portal/>
- 3.) All SkillUP forms: <https://dss.mo.gov/employment-training-provider-portal/skillup.htm>
- 4.) FNS E&T Policy & Guidance: <https://www.fns.usda.gov/snap/et-policy-and-guidance>
- 5.) Family Support Division website: <http://dss.mo.gov/fsd/>
- 6.) The User Guide for the SNAP Module: <https://app-jobs.mo.gov/admin/>
- 7.) DHEWD Support:  
[https://iqconnect.lmhostediq.com/iqextranet/EForm.aspx?\\_\\_cid=FSL\\_MODWD&\\_\\_fid=100004&utm\\_medium=email&utm\\_source=govdelivery](https://iqconnect.lmhostediq.com/iqextranet/EForm.aspx?__cid=FSL_MODWD&__fid=100004&utm_medium=email&utm_source=govdelivery)
- 8.) MoJobs Training site: <https://train-app-vos29000000.geosolinc.com/vosnet/default.aspx>
- 9.) MoJobs Production site: <https://app-jobs.mo.gov/vosnet>
- 10.) Career One Stop: <https://www.careeronestop.org>
- 11.) Disability Calculator for Employment or Education: <https://mo.db101.org/>

## **FNS Nondiscrimination Statement**

*In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.*

*Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing, or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.*

*To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (833) 620-1071, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to:*

- Mail: Food and Nutrition Service, USDA|1320 Braddock Place, Room 334 | Alexandria, VA 22314; or*
- Fax: (833) 256-1665 or (202) 690-7442; or*
- Phone: (833) 620-1071; or*
- Email: [FNSCIVILRIGHTSCOMPLAINTS@usda.gov](mailto:FNSCIVILRIGHTSCOMPLAINTS@usda.gov)*

*The Missouri Department of Social Services is an equal opportunity provider.*

## APPENDIX A: SKILLUP CASE MANAGEMENT Q&A

The questions below are designed to assist provider staff with ensuring all required entries are made in MoJobs. Staff can contact [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) with additional questions or concerns.

When should the Outreach Survey be completed?

- The outreach survey should be completed when a participant comes in the office or calls expressing interest in a program.

When should the Orientation/Information Session be completed?

- When a potential participant comes to the office. Some agencies have scheduled these sessions, weekly/bi-weekly or one-on-one sessions with walk-in participants.

When should MoJobs be searched for a participant record?

- This can be done prior to or during an orientation/information session to ensure the participant is an active SNAP participant.
- This can also be done with outreach listings to Case Note on participant contact.

When should the Eligibility & DCN Verification Form be submitted?

- This will be submitted if the participant record cannot be located in MoJobs **or** if the SNAP application has an exit date and the participant indicates they are actively receiving SNAP benefits. If the participant is actively waiting with you, indicate “**client in office**” on the subject line; you should receive a response within 30 minutes.

What should be done with the returned Eligibility & DCN Verification form?

- If the participant is an active SNAP participant, determine if your agency can work with this individual, then create a SNAP application, or refer to another provider if needed. Staff can keep this form in **the confidential file** in their office.
  - ❖ TANF funds – aged 16-24 (ABAWD or Volunteer), aged 25 and above (with children 18 and under, non-custodial parents of children 18 and under, or pregnant).
  - ❖ FNS funds – can be used for anyone aged 16 and above (ABAWD or Volunteer).
- If the client is active TA (cash benefit) participant, refer participant to an MWA provider.
- If the client is not an active SNAP participant, they are not eligible for SkillUP; refer to a Job Center for employment services.

When does Volunteer or ABAWD status need to be determined?

- If provider staff must create a new SNAP application, ABAWD or Volunteer status and the DCN will be listed on the completed Eligibility & DCN Verification form.

When should the FS-5 be submitted?

- On the first meeting, the participant must sign the back and agree to the terms of the program. This could also be done after the orientation/information session.
- When the participant gains employment or begins a training/education program.

When should the SNAP Enrollment be completed?

- After the participant has signed the FS-5

When should the Funding Source be entered in MoJobs?

- This will be the first activity added to the SNAP application after it is completed in MoJobs.
  - ❖ S10 TANF - age 16-24 with or without children, 25 and above with children, pregnant or non-custodial parent of a child 18 and under.
  - ❖ S20 FNS – anyone receiving SNAP that is age 16 and above.

When should the Objective Assessment Summary (OAS) be completed with the participant?

- This should be done on the initial visit and should be completed prior to the IEP. Once the OAS is completed, enter the 213 - Comprehensive Assessment service on the SNAP application.

When should the Individual Employment Plan (IEP) be completed?

- After the assessment has been completed, use Labor Market Information to assist the participant in selecting a career pathway. Once the IEP has been completed with goals and objectives, enter the 205 - Employment Plan and the 107 - LMI services.

What should be included in the IEP?

- A minimum of one short-term goal with objectives and one long-term goal with objectives is required for every participant. This does not mean every participant will only have two goals; every case is different, and the number of goals will depend on the participant.
  - ❖ Example: Participant needs to complete HiSet to qualify for a job with the Dollar General Distribution center, the job is for a forklift operator. This individual would have 1 education goal, 1 training goal and 1 employment goal. Each goal will have objectives attached, for example: (Short-term): Education goal – obtain GED, objective 1 - take HiSet class, objective 2 – study for test, objective 3 – take HiSet test. (Intermediate): Training goal – become certified forklift operator, objective 1 – attend classes for forklift operator, objective 2 - take assessment for certification. (Long-term): Employment goal – obtain position with Dollar General as forklift operator, objective 1 - complete forklift certification, objective 2 – complete resume and application for position, objective 3 – interview for position.

When should a Resume be completed with the participant?

- Resumes are not necessarily required as this will depend on the participant. For example, if someone is just wanting assistance gaining employment (i.e. they already have the skills needed) a resume should be completed ASAP to get it posted to employers. If someone needs to gain additional skills before they are considered job ready, waiting until the participant has learned these skills before completing a resume would be appropriate. Remember the resume should be specific to the job/career the participant is seeking.

When should the Participant Assessment Checklist be completed?

- This should be done before enrolling a participant into a training to ensure they have all skills/supportive services necessary to be successful in their training or work activity. The checklist can be found on page 26 of this handbook.

When should a participant be enrolled into an Employment or Training Activity?

- After the OAS and IEP have been completed. Staff will select the appropriate service or activity in MoJobs. If this is a long-term training (i.e. more than 1 day) this activity will remain open until the participant completes the training, then the activity will be closed by staff after the training is completed.
  - ❖ Trainings should always align with the IEP.
  - ❖ Training should lead to sustainable employment.
  - ❖ Participant has no other funding available.

When should Transportation or Work-Related Expenses (TRE/WRE) be recorded on a SNAP record?

- Staff will enter the TRE/WRE activity on the SNAP record once the TRE/WRE has been paid. The participant must be participating in a work or training activity in order to receive TRE/WRE.
  - ❖ Case Notes for TRE/WRE must include the type of service (e.g. bus pass, mileage, work boots, uniform), the amount paid, timeframes, and need.

When should the FS-5 with employment information be sent to the FSD?

- When the participant states they have obtained employment. Provide as much information on the employer as possible when entering information on the FS-5. SNAP participants are required to report this information within 10 days of obtaining employment.

When should employment be added to the SNAP record?

- Staff should add employment to the SNAP record once they have verified the participant is employed and has started work.



[Create SNAP Employment & Training Application](#)**SNAP #5894716 - Complete**

LWDB:	11 - Southeast Region
Onestop:	600 - FSD Partner Southeast
Open/Total Activities:	5 / 12
Application Date:	02/04/2022
Participation Date:	02/04/2022
Closure Date:	N/A
Exit Date:	N/A

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**Case Information**

Case Number: 0012345678 Participation Type: Voluntary

**Location and Staff**

LWDB: 11 - Southeast Region	Onestop: 600 - FSD Partner Southeast
Create Staff: <a href="#">Christina Lenger (1567992)</a>	Edit Staff: <a href="#">Christina Lenger (1567992)</a>
Case Manager: <a href="#">Christina Lenger (1567992)</a>	Temporary Case Manager: N/A

Activities / Enrollments / Services	12
Partner Programs	0
Appointments	0
Credentials	0
Add Employment	1
Comprehensive Self-Assessment	
Exit / Outcome	N/A

### When to close the IEP?

- When the participant has obtained their desired employment following the completion of all objectives and goals, and will not need additional education, training, or employment services.

### When to Exit the SNAP record?

- Staff should never Exit a SNAP record for an ABAWD.
- Staff may Exit a SNAP record for a volunteer if they do not want to participate in the program any longer and do not intend to return within a 90-day time period.
  - To Exit the record for a volunteer, first close all activities, goals, and active IEP, then enter the exit/outcome with reason, “closed” and a supporting Case Note. The Case Note should be created within the exit/outcome tab so that it is linked to the closing reason.

### What if my agency can no longer serve a participant?

- If your agency cannot continue to serve a participant but they are still in need of services, complete the “provider determination” section of the FS-5 and email it to the FSD at [ABAWD1@ip.sp.mo.gov](mailto:ABAWD1@ip.sp.mo.gov). The FSD will make a new provider determination and refer the participant.
- The new provider will enter services on the existing SNAP application and enter a Case Note stating the participant was referred to a new provider. Staff will only create a new SNAP application if the participant has not participated in any services for over 90 days.

## APPENDIX B: DEFINITIONS

### **Able Bodied Adult without Dependents (ABAWD):**

An 18-54 year old SNAP benefit participant and:

- 1) Does not have a child(ren) in the household under age 18 or
- 2) Is not: disabled, pregnant, a veteran, homeless, 24 years or younger and was in foster care on their 18th birthday, or required to care for an ill or incapacitated household member full-time.

### **ABAWD Training/Work Requirement:**

An ABAWD must participate in an allowable SkillUP Service or a combination of work and a qualified training program for 80 hours per calendar month during a fixed 36-month period, or they will no longer be eligible for SNAP benefits after a 3-month non-compliance period.

### **Administration for Children and Families (ACF):**

The Administration for Children and Families is a division of the US Department of Health and Human Services (HSS) which provides funding and oversight for the TANF grant.

### **Assessment:**

Evaluations of SkillUP participants' employment history, education, support system, and basic skills. This evaluation includes a discussion regarding experience and interests used to form an employment plan.

### **Community Based Organization (CBO):**

Community Based Organization. Community based organizations are nonprofit groups that work at a local level to improve life for residents.

### **Component:**

A service, activity, or program designed to help SNAP participants gain skills, training, or work experience that will increase their ability to obtain regular employment and achieve self-sufficiency. Qualified components include: staff- assisted job search, non-staff assisted job search, job search training, unsubsidized employment, work-based learning, vocational training and education, entrepreneurial training, and job retention services.

### **Confidential Information:**

Information that is exempt from disclosure to the public or other unauthorized persons; including, Personal Identifiable Information (PII) and Personal Health Information (PHI).

### **Departmental Client Number (DCN):**

The Departmental Client Number (DCN) is a unique ID assigned to individuals that is used as an identifier to retrieve individual information from systems within the State of Missouri. The Department of Health and Senior Services (DHSS) assigns DCNs to each child born in Missouri when registering a birth certificate.

**Department of Higher Education and Workforce Development:**

The Department of Higher Education and Workforce Development (DHEWD) of the State of Missouri or its agent.

**Office of Workforce Development:**

The Office of Workforce Development or its agent.

**Food and Nutrition Service (FNS):**

The Food and Nutrition Service is an agency of the US Department of Agriculture (USDA), which provides funding and oversight for SNAP.

**SNAP Participant:**

An adult aged 16 and older who is receiving assistance through the SNAP program from the FSD through the USDA Supplemental Nutrition Assistance Program.

**Health Insurance Portability and Accountability Act of 1996 (HIPAA):**

Legislation that provides data privacy and security provision for safeguarding medical information.

**Intensive Case Management:**

A service used when the participant is unable to obtain self-sufficiency and needs additional assistance. This type of service will generally take a family-based approach with the goal of assisting the person in meeting basic needs to go onto services. This may be combined with services and includes assessment beyond WIOA career registration services. This does not count toward the ABAWDs eighty-hour training/work requirements, unless the participant is concurrently enrolled in another service.

**Missouri Community College Association (MCCA):**

Missouri Community College Association. MCCA encourages Missouri’s community colleges to share ideas and common goals.

**MoJobs:**

The OWD case management system. All SkillUP participants and their information, including services they are participating in, are recorded in this system.

**MoSCORES:**

Website that displays Missouri’s Eligible Training Providers. It provides a search option for secondary education programs based on location and provides information on program costs, student demographics, graduate outcomes, and allows the user to compare programs.

**Missouri Work Assistance (MWA):**

Missouri Work Assistance (MWA) is Missouri’s employment and training program for all Temporary Assistance (TA) participants age 18 or older and teen parents under age 18 to begin self-sufficiency planning.

**Necessary Costs:**

Necessary costs are incurred to carry out essential functions, cannot be avoided without adversely affecting program operation, and do not duplicate existing efforts.

- Are incurred to carry out essential functions of E&T.
- Cannot be avoided without adversely affecting program operations.
- Are a priority expenditure relative to other demands on availability of administrative resources.
- Do not duplicate existing efforts.

**Non-Work Month:**

Any month when a mandatory ABAWD participant is receiving a full month of SNAP benefits and is not complying with the monthly work/training requirement.

**Participant:**

A SNAP participant who is an ABAWD or volunteer and is participating in an allowable service through SkillUP.

**Protected Health Information (PHI):**

Protected Health Information is the term given to health data created, received, stored, or transmitted by HIPAA-covered entities and their business associates in relation to the provision of healthcare, healthcare operations, and payment for healthcare services.

**Personal Identifiable Information (PII):**

Information identifiable to any person, including, but not limited to: information that relates to a person's name, health, finances, education, business, use or receipt of SNAP or other activities, addresses, telephone numbers, Social Security Numbers, driver license numbers, other identifying number, and any financial identifiers.

**Provider:**

A Community Based Organization, Community College, or other governmental entities that are providing employment and training services through SkillUP.

**Reasonable Costs:**

A cost is reasonable if, in its nature and amount, it does not exceed that which a prudent person would pay under the circumstances prevailing at the time the decision was made to incur this cost.

- Provide a program benefit generally commensurate with the cost incurred.
- Are in proportion to other program costs for the function that the costs serve.
- Are within the scope of E&T.

**State ID:**

Unique identifier for individuals in MoJobs for Employment and Training participants.

**Supplemental Nutrition Assistance Program (SNAP):**

The Supplemental Nutrition Assistance Program (SNAP) is funded by the Food and Nutrition Service (FNS).

**Supportive Services:**

Supportive Services are provided in the form of participant reimbursements for transportation or work-related expenses for SkillUP participants enrolled in an education/training/work activity. Reimbursements must be reasonable, necessary, and participation in the education/training/work activity is verified.

*Note: Payment of Supportive Services is contingent on available funding.*

**Temporary Assistance for Needy Families (TANF):**

The Temporary Assistance for Needy Families grant funded by the Administration for Children and Families (ACF).

**Transportation Related Expense (TRE):**

SkillUP participants enrolled in allowable education/training/work activity may be eligible to receive reimbursement payments for transportation related expenses. Participation must be verified, and expenses must be reasonable and necessary to participate in the education/training/work activity.

*Note: Payment of TRE is contingent on available funding.*

**Volunteer:**

A SNAP participant who has an exemption or exception from work requirements and elects to participate in SkillUP.

**Workforce Innovation and Opportunity Act (WIOA) Career Service Registration:**

An introduction and orientation to engage the participant in services designed to accomplish the purpose of the Employment and Training program. This is recorded in OWD's case management system. Each SkillUP participant must:

- Complete a Wagner-Peyser application and a SNAP application.
- Complete an Initial Skills Assessment.
- Receive an Orientation to Job Center services.
- Be provided Labor Market Information.
- Begin an Employment Plan.
- Complete a MoJobs resume.

**Work Related Expense (WRE):**

Individuals enrolled in allowable services are eligible to receive these payments, when they are successfully participating in a service requiring work-related expenses. Work-related expenses may include clothing, shoes, uniforms, tools, and other necessary items.

*Note: Payment of WRE is contingent on available funding.*

## APPENDIX C: MOJOBS PROVIDER LISTING

Provider staff will use the provider listing for their agency listed below for all services provided by staff (i.e. 101, 205, 213, 107, S20) in the MoJobs system. This provider listing will not be available for training services (i.e. 361, S25, S08, and S11). Staff will choose the most appropriate provider based on where the participant is attending. Selecting the correct provider will ensure the monthly provider report is accurate.

<b>Provider Name</b>	<b>MoJobs ID</b>
ARCHS BFL IGP - SkillUP	3312
Central Missouri Community Action Agency - SkillUP	3138
Central Workforce Development Board	3323
City of Springfield (Ozark WDB)	3139
Community Action Agency of St. Louis County-SkillUP	4166
Community Action Partnership of St. Joseph - SkillUP	3145
Community Action Partnership of Northeast Missouri - SkillUP	4308
Community Partnership of Southeast Missouri-STEP	3684
Delta Area Economic Opportunity Corporation - SkillUP	3152
East Central College-SkillUP	3479
East Missouri Action Agency - SkillUP	3382
Economic Security Corporation of the Southwest Area	3158
Equus Workforce Solutions MWA NW - SkillUP	3150
Equus Workforce Solutions MWA WC - SkillUP	3153
Equus Workforce Solutions MWA SW - SkillUP	4167
Equus Workforce Solutions MWA Ozark - SkillUP	3491
Full Employment Council (FEC) use KC & Vicinity	3166
Jefferson College - SkillUP	3480
Jefferson Franklin Community Action Corporation - SkillUP	3096
Jefferson/Franklin Consortium	3493
LINCWorks MWA - SkillUP	3162
MERS GOODWILL INDUSTRIES (MWA)	3137
MERS Goodwill - Excel Center	3502
Metropolitan Community College - SkillUP	3481
Missouri Valley Community Action Agency - SkillUP	3144
Moberly Area Community College - SkillUP	3483
North East Community Action Corporation - SkillUP	3337
Ozark Action Inc.	3394
Ozarks Technical Community College - SkillUP	3485
South Central Workforce Board	3504
Southern MO Works Project (SMWP)	3243

<b>Provider Name</b>	<b>MoJobs ID</b>
St. Louis Agency on Training and Employment (SLATE)	3169
St. Louis Community College - SkillUP	3487
St. Louis County Dept. of Human Services - SkillUP	3495
Three Rivers Community College - SkillUP	3489
WDB North Missouri	4111
West Central Missouri Community Action Agency - SkillUP	3307
Workforce Development Board of Western Missouri Inc - SkillUP	3498
Workforce Development Board of Southeast Missouri - SkillUP	3496
Workforce Investment Board of Southwest Missouri- SkillUP	3499

## APPENDIX D: SPECIAL CONSIDERATION FORM EXAMPLE

### SkillUP Special Consideration Request

Participant's State Id Number: 3123949801

**Type of Request:**

- SkillUP Training Program not on MoSCORES
- Supportive Services
- Other Special Consideration Request

**Explanation:**

Joanie Jobseeker is enrolled in SkillUP. She just received her GED and is underemployed as a secretary at Haute Mess Salon, where she has worked since she was 17. Her barriers are not allowing for growth, as she is currently earning \$13 per hour, this is the only job she has ever had and is singularly parenting. She's receiving a scholarship of \$8,000 and we are requesting the remaining balance of \$8,925 to be paid using SkillUP funds. Amanda Oppenheimer, owner of the Haute Mess Salon has agreed to hire Joanie as a stylist upon completion of her education, she will earn \$20 per hour immediately once hired.

Check list for case by case decisions	YES	NO
Is the participant SNAP Eligible?	X	
Have SkillUP funds been used previously?		X
Has the \$10,000 lifetime cap on tuition been met?		X
Does the participant have the skills & qualifications to participate successfully in training services?	X	
Does the participant have the necessary transportation, childcare & other supports needed to be successful in the activity?	X	
Is the participant in need of training services to obtain or retain employment leading to financial independence?	X	
Is the selected program of training services linked to employment opportunities in the local area or an area the participant is willing to commute or relocate to?	X	
Have all other sources of assistance been explored such as State funded programs, Trade Adjustment Assistance grant funds, Federal Pell Grants, Community resources, family, etc.?	X	
Have the Objective Assessment Summary (OAS) and Individual Employment Plan (IEP) been completed?	X	
Has the participant been placed in activities that align with their Employment Plan?	X	
Are all applicable SkillUP components, services & funding sources entered into MoJobs?	X	
Do case notes reflect all of the above?	x	



**How to submit a Special Consideration (include all attachments):**

---

Send	From	
	To	○ SkillUp Missouri
	Cc	
Subject		Special Consideration

---

Good afternoon,

We are requesting special consideration to provide education assistance to Joanie Jobseeker, 3123949801. She is currently enrolled in SkillUP. At this time she has just received her GED and is currently underemployed as a secretary at Haute Mess Salon, where she has worked since she was 17. She has limited work history as this is the only job she has ever had and is a single parent. Joanie is receiving a one-time scholarship from her church for \$9,000. We are requesting the remaining balance of \$8,925 to be paid using SkillUP funds. The participant is set to begin her courses on 10/02/2024 and complete her training 09/29/2025. Haute Mess Salon owner, Amanda Oppenheimer has agreed to allow the participant to work at the salon as a stylist upon completion of her education. She will earn her current wage of \$13.00 per hour while in school and \$20.00 per hour once she graduates.

Attached is the cost breakdown sheet from the school and the special consideration request.

Thank you,

*Bailey Cooper*

---

## APPENDIX E: UNEXIT REQUEST EMAIL EXAMPLE (ATTACH UPDATED DCN VERIFICATION FORM)

 Send	<input type="text" value="From"/>	
	<input type="text" value="To"/>	<input type="text" value="SkillUp Missouri"/>
	<input type="text" value="Cc"/>	
	<small>Subject</small>	<input type="text" value="UnExit Request"/>

Good morning,

**Participant last name:** Jobseeker

**SNAP application number:** [6927653](#)

**Has this participant been actively participating in the last 90 days:** [Yes](#)

**If YES, have any services been provided in the last 90 days:** [Yes](#)

**If YES, what were the activities and actual begin dates those were provided:** Activity 361, participant began CDL training on [7/15/2024](#)



**Reasoning for UnExit:** Need to enter activity 361 as the participant began their CDL training on 7/15/2024 and it was mistakenly missed to be entered before case was soft exited.

Thank you,

*Bailey Cooper*

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## APPENDIX F: CHANGE REQUEST FORM EXAMPLE

 <small>A proud partner of the America's Job Center network</small>	<div style="display: flex; justify-content: space-around;"> <span style="background-color: #90EE90; padding: 2px 10px; border: 1px solid black;">Save</span> <span style="background-color: #00BFFF; padding: 2px 10px; border: 1px solid black;">Print</span> <span style="background-color: #FFC0CB; padding: 2px 10px; border: 1px solid black;">Reset</span> </div> <h3 style="text-align: center;">RECORD CHANGE REQUEST</h3>	<b>Instructions:</b> 1. COMPLETE ALL RELEVANT FIELDS 2. SIGN DIGITALLY, RENAME, RESAVE 3. Complete IQ Webform, then upload this form into MoJobs case note. 4. FSD CONTRACTORS SEND TO: Skillup.Missouri@dss.mo.gov
TO BE COMPLETED BY SENDING AGENCY		
PROGRAM	MISSOURI JOB CENTER	LOCAL WORKFORCE DEVELOPMENT AREA
SNAP	JEFFERSON CITY	CENTRAL
CUSTOMER NAME	STATE ID	EMPLOYER SITE ID
Johnny Jobseeker	3123949801	3323
CASE MANAGER/STAFF NAME	PHONE NUMBER	EMAIL
Bailey Cooper	(573) 123-4567	email@gmail.com
TYPE OF DATA TO BE CHANGED		
<input type="checkbox"/> Program Application <input type="checkbox"/> Case Note <input type="checkbox"/> IEP/OAS <input checked="" type="checkbox"/> Activities/Enrollments <input type="checkbox"/> Other:		
DATA TO BE CHANGED (include dates, services, enrollments, etc.) CONTINUE ON PAGE 2 IF ADDITIONAL SPACE IS NEEDED.		CHANGE DATA TO (include dates, services, enrollments, etc.) CONTINUE ON PAGE 2 IF ADDITIONAL SPACE IS NEEDED.
PROGRAM	APPLICATION NUMBER	
SNAP	6927653	
Activity 361 - FSD SkillUP Training, ID # 6450427. Actual begin date entered incorrectly as 7/25/2024.		Activity 361 - FSD SkillUP Training, ID # 6450427. Correct actual begin date to 8/25/2024.
DOCUMENTED JUSTIFICATION FOR CHANGE - CONTINUE ON PAGE 2 IF ADDITIONAL SPACE IS NEEDED.		
Client did not begin training until 8/25/2024, this needs to be changed to the correct date for clarity and monitoring purposes.		
<input checked="" type="checkbox"/> Functional Leader, Regional Manager, or local authorized representative has reviewed. <b>REQUIRED FIELD</b>	<input checked="" type="checkbox"/> APPROVED <input type="checkbox"/> DENIED (If "Denied" is checked, complete "Reason for Denial" on page 2 of this form. Do not forward/ email denied request to OWD, but keep on file in local office.) <b>REQUIRED FIELD</b>	
FL, RM OR REPRESENTATIVE SIGNATURE (Click to sign, sign digitally only with your Acrobat Reader Digital Signature)		
		
INTERNAL USE ONLY		
DATE RECEIVED	<input type="checkbox"/> OWD Central Office Programs and Services reviewer has reviewed this change <input type="checkbox"/> APPROVED <input type="checkbox"/> PARTIAL APPROVAL <input type="checkbox"/> WITHDRAWN <input type="checkbox"/> DENIED (If partially approved or denied is checked, complete Reason for Denial on this form. Return copy of denied or partially approved signed form to originating email address.) Forward approved change to OWD Customer Support Unit.	
QWD CENTRAL OFFICE PROGRAMS AND SERVICES APPROVAL/DENIAL SIGNATURE	DATE REVIEWED	<b>URGENT</b> <input type="checkbox"/>
DATE RECEIVED	CHANGE COMPLETED BY	OPC TICKET NUMBER
DATE RECEIVED	ADDITIONAL SIGNATURE	DATE CHANGED
<input type="checkbox"/> Approved <input type="checkbox"/> Partial Change <input type="checkbox"/> Withdrawn <input type="checkbox"/> Denied		
DWD-ADM-2 (03-2022) <span style="float: right;">PAGE 1 RECORD CHANGE REQUEST</span>		

# APPENDIX G: FS-5 FORM EXAMPLE



Office of Workforce and Community Initiatives

## SkillUP Employment or Training Information



- ABAWD
- VOLUNTEER
- REGAIN ELIGIBILITY

If participant gets SNAP benefits, or is attempting to regaining eligibility, and has taken part in work or training in the past 30 days:

- Fill out this form to show participant's work and/or training activities during the past 30 days. Complete as much of this form as you can.
- If there is information you are unable to attain, the Family Support Division (FSD) will contact the participant to obtain additional information. If the participant has questions, they must contact FSD at (855) 373-4636, or visit any FSD Resource Center.
- Attach copies of any papers that confirm participant's activities (such as pay-stubs or school schedule).

Job Center/Provider staff: Scan to FSD ABAWD Team at ABAWD1@ip.sp.mo.gov.

### PARTICIPANT INFORMATION

NAME <b>Jonny Jobseeker</b>	PHONE NUMBER 573-123-4567	DCN (Required) 0012345678	LAST 4 DIGITS OF SSN 9857
ADDRESS (STREET NAME AND NUMBER) 12345 Forrest Drive		CITY Maryville	STATE MO ZIP CODE 64468

### WORK ACTIVITY #1

NAME <b>Acme Inc</b>	PHONE NUMBER 417-777-1111	START DATE 07/01/2020	END DATE
ADDRESS (STREET NAME AND NUMBER) 456 Main Street		CITY Maryville	STATE MO ZIP CODE 64468
CURRENT POSITION <b>Fabricator</b>		AMOUNT EARNED PER PAY PERIOD BEFORE ANY DEDUCTIONS (I.E. TAXES) <b>402.00</b>	

PAY PERIOD (CHOOSE ONE)  
 Monthly     Twice a month     Every 2 Weeks     Weekly     Other

TYPE OF WORK IF APPLICABLE (CHOOSE ONE)  
 On-the-Job Training     Work Study     Americorps/Visa Stipend     Tips or Bonus  
 In Kind     Self-Employment     Commission

COMPLETE THE SECTION BELOW FOR EACH PAYMENT YOU HAVE RECEIVED IN THE LAST 30 DAYS 2

DATE CHECK RECEIVED	RATE OF PAY DO NOT INCLUDE TIPS OR SICK/VACATION PAY	TOTAL HOURS WORKED	EARNINGS BEFORE DEDUCTIONS	TIPS	SICK OR VACATION PAY	OVERTIME AMOUNT INCLUDED IN RATE OF PAY
07/15/2020	salary	20	402.00	0	0	0
07/31/2020	salary	20	402.00	0	0	0

### WORK ACTIVITY #2

NAME <b>N/A</b>	PHONE NUMBER	START DATE	END DATE
ADDRESS (STREET NAME AND NUMBER)		CITY	STATE ZIP CODE
CURRENT POSITION		AMOUNT EARNED PER PAY PERIOD BEFORE ANY DEDUCTIONS (I.E. TAXES)	

PAY PERIOD (CHOOSE ONE)  
 Monthly     Twice a month     Every 2 Weeks     Weekly     Other

TYPE OF WORK IF APPLICABLE (CHOOSE ONE)  
 On-the-Job Training     Work Study     Americorps/Visa Stipend     Tips or Bonus  
 In Kind     Self-Employment     Commission

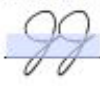
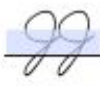



COMPLETE THE SECTION BELOW FOR EACH PAYMENT YOU HAVE RECEIVED IN THE LAST 30 DAYS

DATE CHECK RECEIVED	RATE OF PAY DO NOT INCLUDE TIPS OR SICK/VACATION PAY	TOTAL HOURS WORKED	EARNINGS BEFORE DEDUCTIONS	TIPS	SICK OR VACATION PAY	OVERTIME AMOUNT INCLUDED IN RATE OF PAY

For additional information about DSS Office of Workforce and Community Initiatives, please visit [mydss.mo.gov/employment-training-programs](http://mydss.mo.gov/employment-training-programs).

Missouri Department of Social Services is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services are available at 711.



NAME (LAST, FIRST, MI)		Last 4 SSN and DCN (Required)	
<b>TRAINING AND/OR WORKSHOP #1</b>			
TRAINING PROVIDER NAME/WORKSHOP NAME (Required)		NO. HOURS IN TRAINING PER MONTH	DATES TRAINING STARTS/ENDS
AEL Course		40	START 07/01/2020 END 09/30/2020
ARE YOU RECEIVING ANY EARNINGS FROM TRAINING?		IF TRAINING PROVIDED BY A COLLEGE, LIST NAME AND ADDRESS OF COLLEGE	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO • IF YES, LIST AMOUNT \$		Northwest Missouri State University 800 University Dr, Maryville, MO 64468	
FUNDING SOURCE (Mark appropriate boxes)			
SKILLUP <input type="checkbox"/> WIOA <input type="checkbox"/> Financial Aid <input type="checkbox"/> Self-Pay <input checked="" type="checkbox"/>			
<b>TRAINING AND/OR WORKSHOP #2</b>			
TRAINING PROVIDER NAME/ WORKSHOP NAME (Required)		NO. HOURS IN TRAINING PER MONTH	DATES TRAINING STARTS/ENDS
N/A			START END
ARE YOU RECEIVING ANY EARNINGS FROM TRAINING?		IF TRAINING PROVIDED BY A COLLEGE, LIST NAME AND ADDRESS OF COLLEGE	
<input type="checkbox"/> YES <input type="checkbox"/> NO • IF YES, LIST AMOUNT \$			
FUNDING SOURCE (Mark appropriate boxes)			
SKILLUP <input type="checkbox"/> WIOA <input type="checkbox"/> Financial Aid <input type="checkbox"/> Self-Pay <input type="checkbox"/>			
<b>EXEMPTION</b>			
INDIVIDUAL IS NOT AVAILABLE TO WORK OR TRAIN BECAUSE			
N/A			
RECEIVING UNEMPLOYMENT INSURANCE BENEFITS: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
<b>OTHER SERVICES</b>			
LIST ANY JOB CENTER SERVICES PROVIDED:		DATE	NUMBER OF HOURS
Resume building and Job Searching		7/10/2020 & 7/16/2020	8
LIST ANY JOB CENTER SERVICES PROVIDED:		DATE	NUMBER OF HOURS
Interview and time management skills		7/20/2020 & 7/28/2020	12
PROVIDER DETERMINATION; IF JOB CENTER/SKILLUP AGENCY IS UNABLE TO SERVE PARTICIPANT, EXPLAIN BELOW.			
n/a			
			TOTAL HOURS
			80
Participant must initial on each of these statements indicating that everything stated is true.			
	• I understand that it is against the law to obtain or attempt to obtain benefits to which I am not entitled. Any false claim, statement or concealment of any material fact whatever, in whole or in part, may subject me to criminal and/or civil prosecution.		
	• I authorize the Director of Family Support Division or his/her appointee to investigate and verify these circumstances and statements.		
	• I understand if I disagree with the decision concerning our eligibility, I may request a fair hearing by contacting the local Family Support office. This request must be received within 90 days of the eligibility decision.		
	• I understand that I must report any changes in circumstances within ten days of when they happen.		
	• I understand that I am entitled to fair and equal treatment regardless of race, color, religion, national origin, sex, ancestry, age, sexual orientation, veteran status, or disability.		
SIGNATURE OF PARTICIPANT		DATE	
<i>Johnny Jobsseker</i>		07/31/2020	
<b>FOR INTERNAL USE ONLY</b>			
JOB CENTER/SKILLUP PROVIDER AGENCY AND CONTACT NUMBER		CITY	
Maryville Job Center 573-654-3210		Maryville	
STAFF NAME		STAFF EMAIL	
Barb Hainey		barb@email.com	

## APPENDIX H: SYSTEM ACCESS REQUEST-NEW HIRE EXAMPLE (INCLUDE THE CONFIDENTIALITY ATTESTATION)



Missouri Department of Higher Education and Workforce Development  
Office of Workforce Development


### System Access Request

Request Date	06/01/2024	Access Requested For (check all that apply)		Uninteract System (check all that apply)	
Start Date	05/01/2024	<input type="checkbox"/> LMS	<input type="checkbox"/> Talify	<input type="checkbox"/> MERIC	
		<input checked="" type="checkbox"/> Malobs	<input type="checkbox"/> WorkKeys Proctor Access	<input type="checkbox"/> WOTC	<input type="checkbox"/> RESEA
<b>ACCESS TYPE</b>					
<input checked="" type="checkbox"/> NEW EMPLOYEE					
<input type="checkbox"/> REACTIVATE					
<input type="checkbox"/> CHANGE ACCESS					
<input type="checkbox"/> TERMINATE ACCESS					
<b>COMPLETE USER INFORMATION BELOW</b>					
LAST NAME, FIRST NAME, MI			EMAIL ADDRESS		
Jobseeker, Joanie, A			joaniej@emailaddress.com		
Primary Phone	(573) 987-6543	Ext	Job Center Phone	Ext	
Agency/Subcontractor	Explore Center		Job Title	Case Manager	
Position (Check all that apply)	<input type="checkbox"/> DVOP		<input type="checkbox"/> LVER		<input checked="" type="checkbox"/> STAFF
<b>COMPLETE DEFAULT OFFICE INFORMATION BELOW</b>					
Region	Central Region		Office	CAPITAL CITY JOB CENTER	
Office Address 1	301 W High Street				
Office Address 2					
City	Jefferson City	County	Cole	State	MO
				Zip Code	65103
If access to additional office is needed, please list here					
n/a					
Supervisor Name	Suzanne Cooper				
<b>PRIVILEGE GROUP AND AFFILIATION</b>					
Privilege Group	Any Additional Access Needed:				
Case Manager	Jobs League and SkillUP				
<b>PROGRAM AFFILIATION (Check all that apply)</b>					
<input type="checkbox"/> Title I - Workforce Development (WIOA)					
<input type="checkbox"/> Title III - Wagner-Peyser (WP)					
<input type="checkbox"/> Apprenticeship (APR)					
<input type="checkbox"/> Advanced Fund Tracking					
<input type="checkbox"/> Administrative - Supervisory					
<input type="checkbox"/> Administrative - Basic					
<input type="checkbox"/> Supervisory					
<input type="checkbox"/> Provider Access*					
<input checked="" type="checkbox"/> SNAP					
*Requires additional training					
Approver Email			Send completed form to FSD.WIT.CIU.Training@dss.mo.gov. with Training Request form and Confidentiality Attestation		
Supervisor@emailaddress.com					
Approver Signature		Date			
<i>Supervisor Christina</i>		06/01/2024			

For additional information about Missouri Office of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627). The Missouri Department of Higher Education and Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services at 711.

DWD-ADM-1 (07-2024) SYSTEM ACCESS REQUEST

# APPENDIX I: SYSTEM ACCESS REQUEST-REACTIVATION EXAMPLE (INCLUDE CONFIDENTIALITY ATTESTATION IF PREVIOUS IS OVER 1 YEAR OLD)

 Missouri Department of Higher Education and Workforce Development Office of Workforce Development			
<h2 style="margin: 0;">System Access Request</h2>			
Request Date	06/01/2024	Access Requested For (check all that apply)	Uninteract System (check all that apply)
Start Date	05/01/2020	<input type="checkbox"/> LMS <input type="checkbox"/> Talify <input checked="" type="checkbox"/> Malobs <input type="checkbox"/> WorkKeys Proctor Access	<input type="checkbox"/> MERIC <input type="checkbox"/> WOTC <input type="checkbox"/> RESEA
<b>ACCESS TYPE</b>			
<input type="checkbox"/> NEW EMPLOYEE <input checked="" type="checkbox"/> REACTIVATE <input type="checkbox"/> CHANGE ACCESS <input type="checkbox"/> TERMINATE ACCESS			
<b>COMPLETE USER INFORMATION BELOW</b>			
LAST NAME, FIRST NAME, MI		EMAIL ADDRESS	
Jobseeker, Joanie, A		joaniej@emailaddress.com	
Primary Phone	(573) 987-6543	Ext	
Agency/Subcontractor	Job Title		
	Case Manager		
Position (Check all that apply)			
<input type="checkbox"/> DVOP <input type="checkbox"/> LVER <input checked="" type="checkbox"/> STAFF			
<b>COMPLETE DEFAULT OFFICE INFORMATION BELOW</b>			
Region	Central Region	Office	CAPITAL CITY JOB CENTER
Office Address 1	301 W High Street		
Office Address 2			
City	Jefferson City	County	Cole
		State	MO
		Zip Code	65101
If access to additional office is needed, please list here			
n/a			
Supervisor Name			
Lindsey Oppy			
<b>PRIVILEGE GROUP AND AFFILIATION</b>			
Privilege Group	Any Additional Access Needed:		
Case Manager	Please reactivate FS1234		
<b>PROGRAM AFFILIATION (Check all that apply)</b>			
<input type="checkbox"/> Title I - Workforce Development (WIOA) <input type="checkbox"/> Title III - Wagner-Peyser (WP) <input type="checkbox"/> Apprenticeship (APR) <input type="checkbox"/> Advanced Fund Tracking <input type="checkbox"/> Administrative - Supervisory <input type="checkbox"/> Administrative - Basic <input type="checkbox"/> Supervisory <input type="checkbox"/> Provider Access* <input checked="" type="checkbox"/> SNAP			
*Requires additional training			
Approver Email		Send completed form to SkillUP.Missouri@dss.mo.gov	
supervisor@email.com			
Approver Signature	Date		
<i>Supervisor Barb</i>	06/01/2024		

For additional information about Missouri Office of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at [Jobs.mo.gov](http://Jobs.mo.gov) or 1-888-728-JOBS (5627). The Missouri Department of Higher Education and Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services at 711.