



skillUP

SkillUP Matters

Meet Jonathan Hatcher!



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SkillUP Participants:

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



ABAWD or VOLUNTEER?

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ABAWD

- ✓ 18-54 years old
- ✓ No minor children on SNAP case
- ✓ Does not meet exemption/exclusion from work requirement
- ✓ Must participate in 80 hours of work/training per month to remain on SNAP
- ✓ Send FS-5 to report training and/or work hours

Volunteer

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

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

<https://dss.mo.gov/skillup-provider-portal/serving-abawds/story.html>

Able Bodied Adult Without Dependents

ABAWD Guidelines

- ✓ Can only receive 3 months out of 36 if not meeting work/training requirements.
- ✓ Uses a “non-work” month if benefit received but not meeting 80 hours.
- ✓ Loses benefits after 3 “non-work” months.
- ✓ Regains eligibility by working and/or attending training 80 hours in a 30-day period, however; cannot be served by SkillUP if trying to regain eligibility.

SkillUP funding cannot be used to regain SNAP benefits.



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

Serving Volunteers

Possible Exemptions/Exclusions

- ✓ Receives UC benefits in any state.
- ✓ Needed in the home to care for incapacitated/ill person.
- ✓ Unable to work due to illness, injury or disability.
- ✓ Pregnancy in any trimester.
- ✓ Participating in a drug/alcohol treatment program.
- ✓ Chronic Homelessness



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

Missouri Work Assistance (MWA)

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

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



FSD Referral Process

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

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

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

Funding Sources

FNS Funding

Participant has:

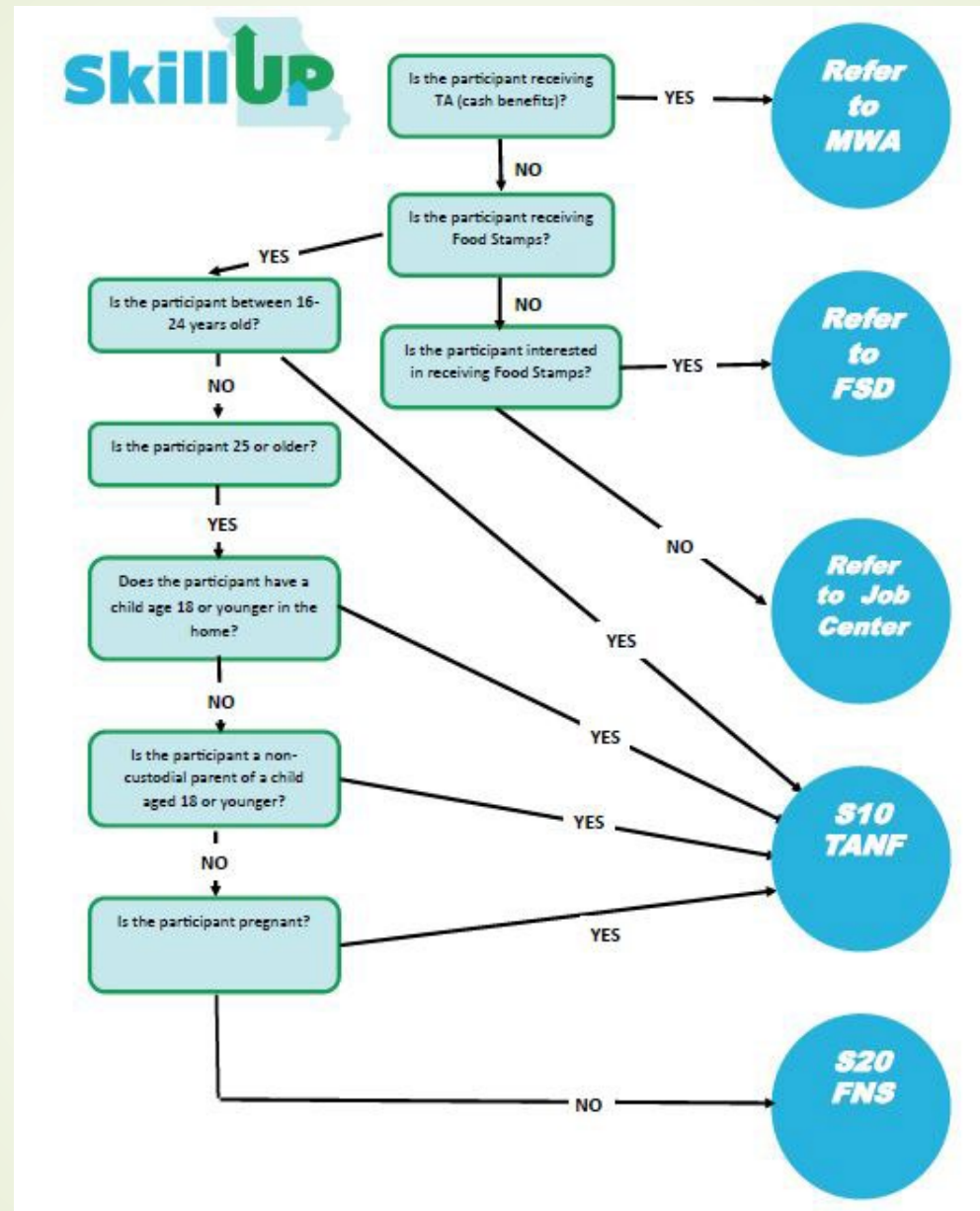
- No age limit
- No parental requirement

TANF Funding

Participant must be:

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

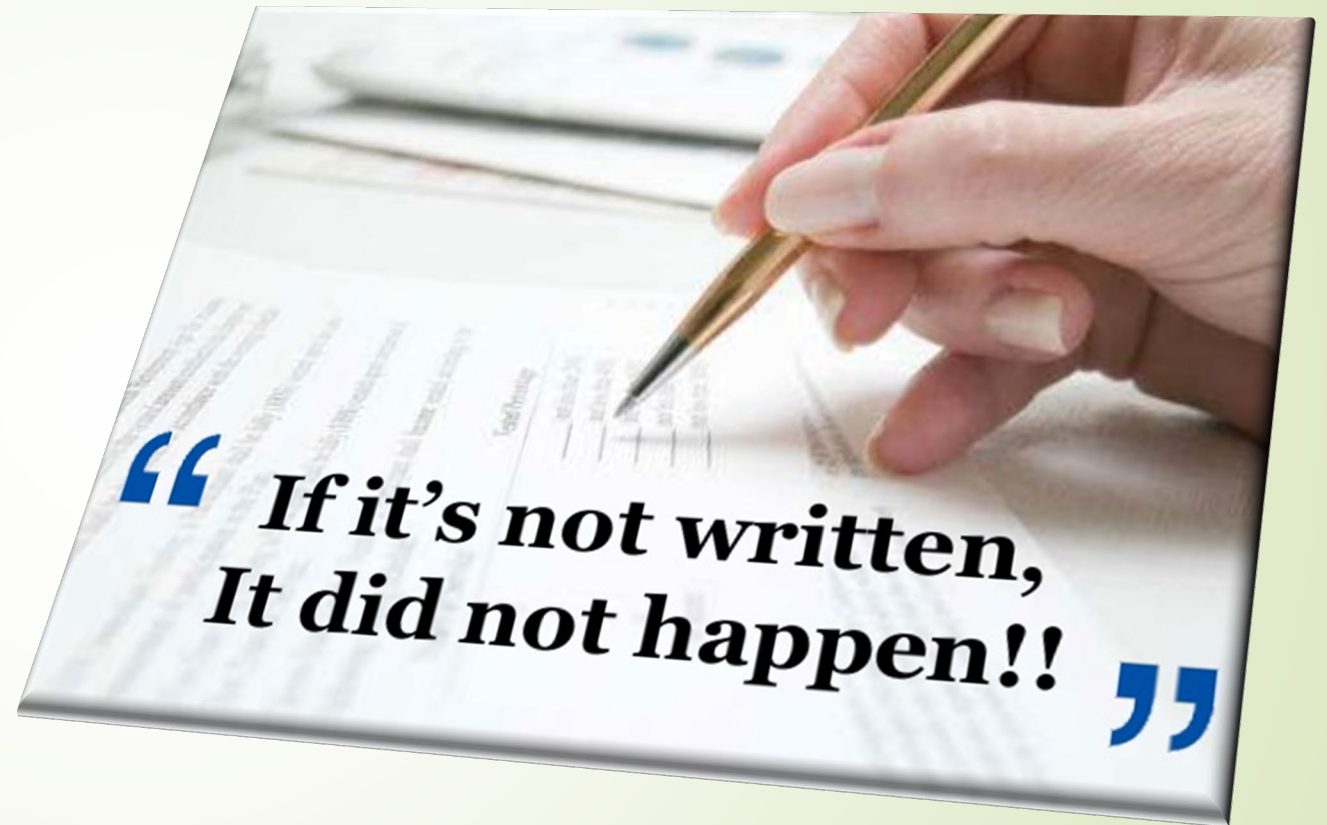
***All SkillUP Participants must be active SNAP Recipients and cannot be active TA (cash benefit) recipients.**



Funding
Flowchart

Case Notes

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Case Notes

When should a case note be entered?

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

Case Notes

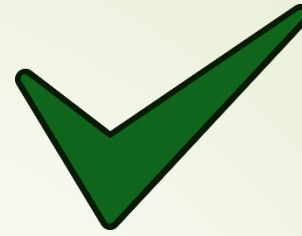
- Fact based description of participant interaction with MoJobs
- Must be entered on the date services were provided
- If a note is entered on the wrong persons case, use the change request form to request deletion
- Do Not include any Personally Identifiable Information (PII) on a case record.

Inappropriate Case Notes



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

Appropriate Case Notes



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

Marketing & Outreach

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

Collaboration & Referrals

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

[211 Resources Home](#)



Outreach Effectiveness Survey

Quick Survey – 3 questions

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

SkillUP Pathways to Employment

Case Management

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

Case Management Services

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

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

Engagement - Informational Session(s):



- Provide an overview of the SkillUP program;

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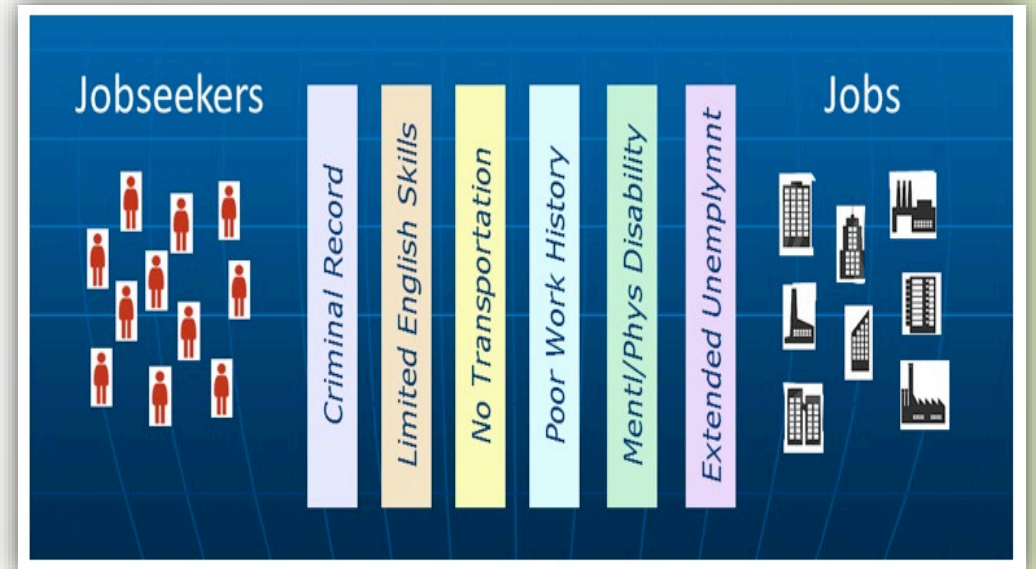
the participant and how to access these services



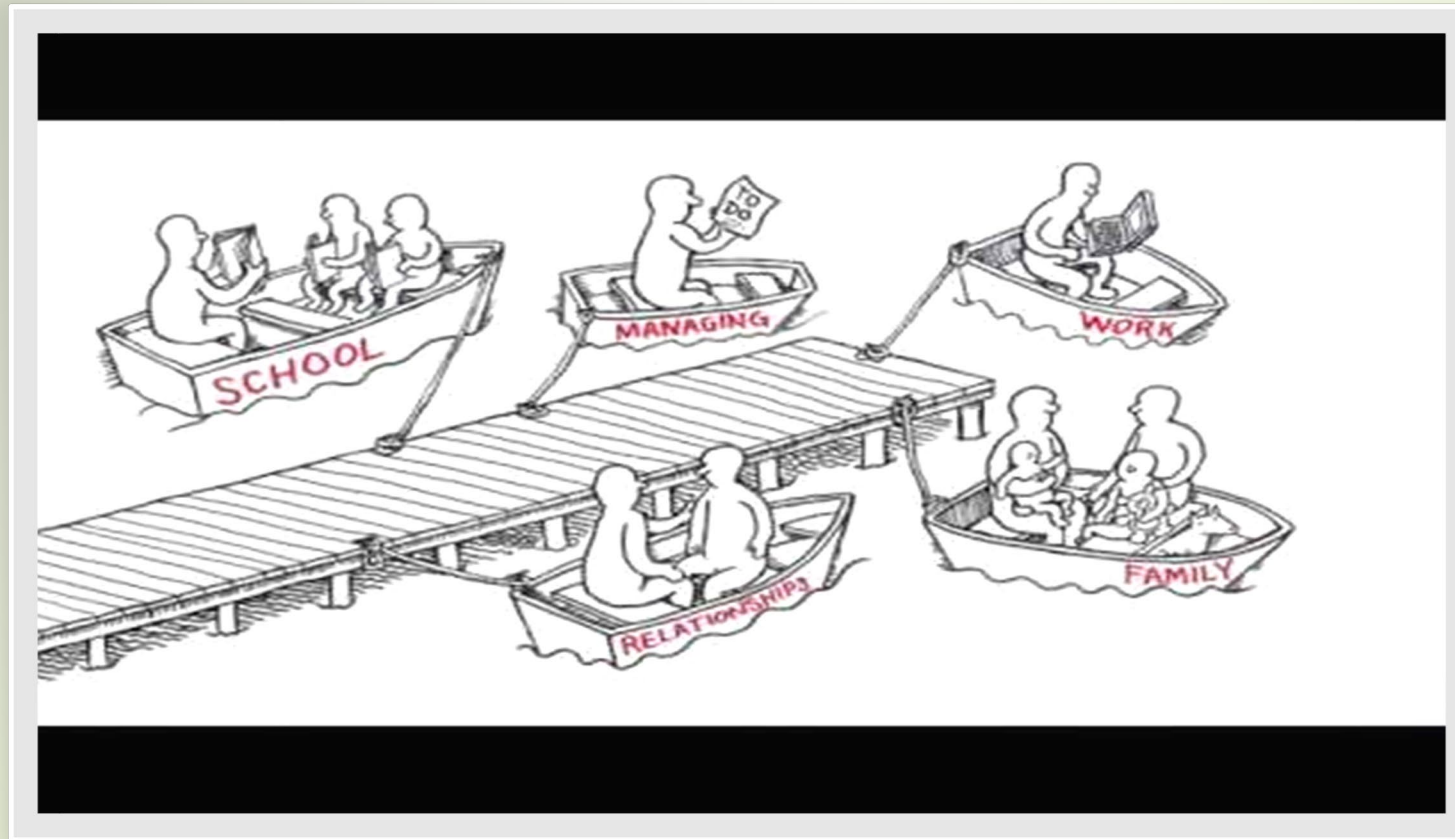
Intensive Case Management

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

- Individual or Group Counseling
- Comprehensive Guidance & Counseling



Building Core Capabilities for Life



Pre-enrollment Checklist

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



Must be used prior to enrolling in services.

Individual Employment Plan



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

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



What is Coaching?

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

Sir John Whitmore, *Coaching Performance*

How Coaching Works



Setting Goals

Specific
Measurable
Achievable
Relevant
Time Based



Goals:

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

Objectives:

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

When should the Employment Plan be Updated?

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

SkillUP Forms

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➤ FS_5 Employment and Training Information (DWD-PO 608)

Used to report:

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

➤ Only used by Job Centers: Job Center WIOA Services Form- MOJobs (DWD-PO 609)

Used to report the following:

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

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

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

ABAWD Participation

Job Search Contract & Log

Job Search Contract

➤ DWD-PO-604A

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

Job Search Log

➤ DWD-PO-604B

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

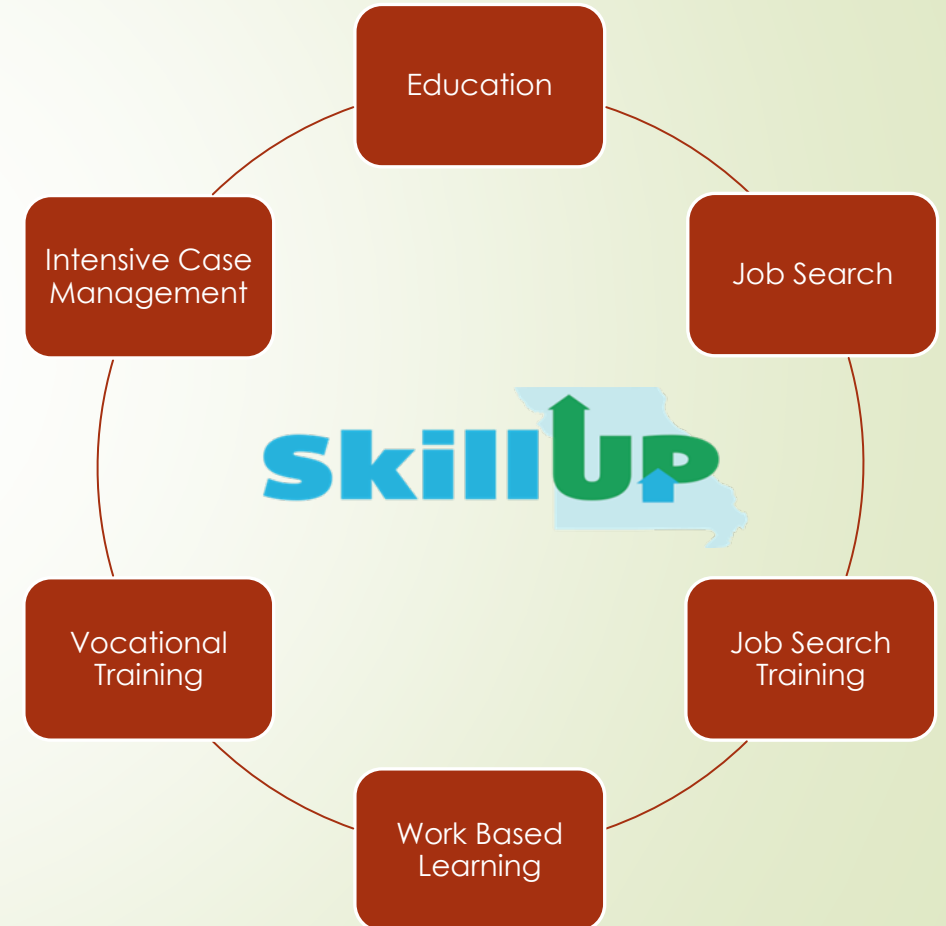
<https://dss.mo.gov/employment-training-provider-portal/>

Participation- What are SkillUP Services in MoJobs?

SkillUP provides:

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

MOScores



Job Search Training

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

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Job Search Services

Staff Assisted-

- O-NET
- Job Development Contacts



Job Search Services

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Non-staff Assisted-

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

Education Services



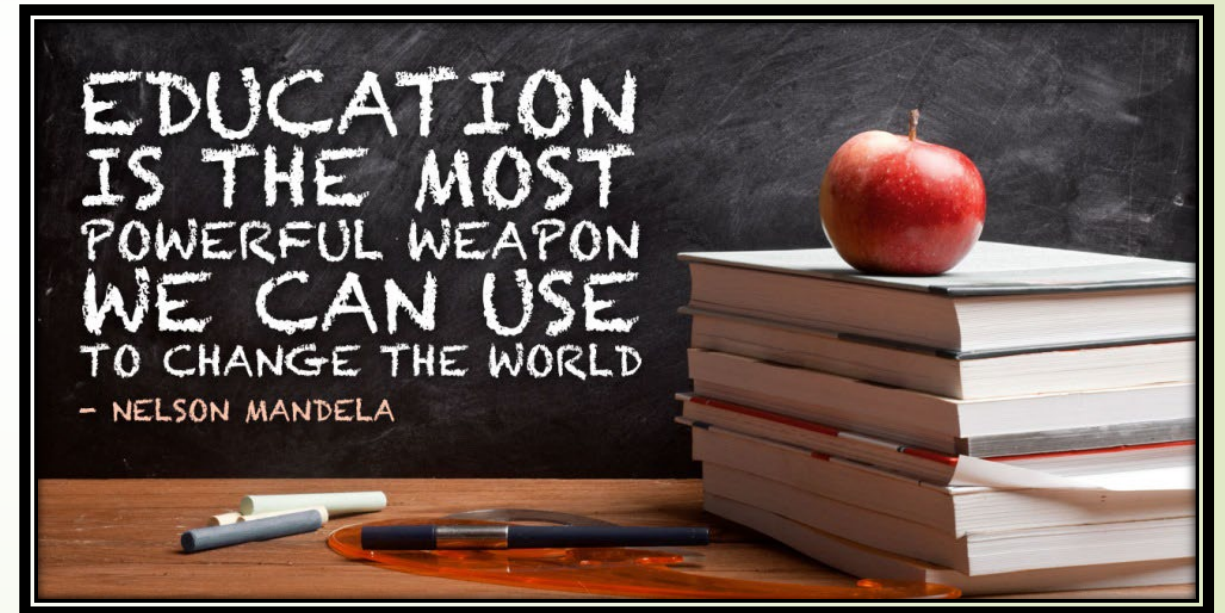
Financial Aid
Information



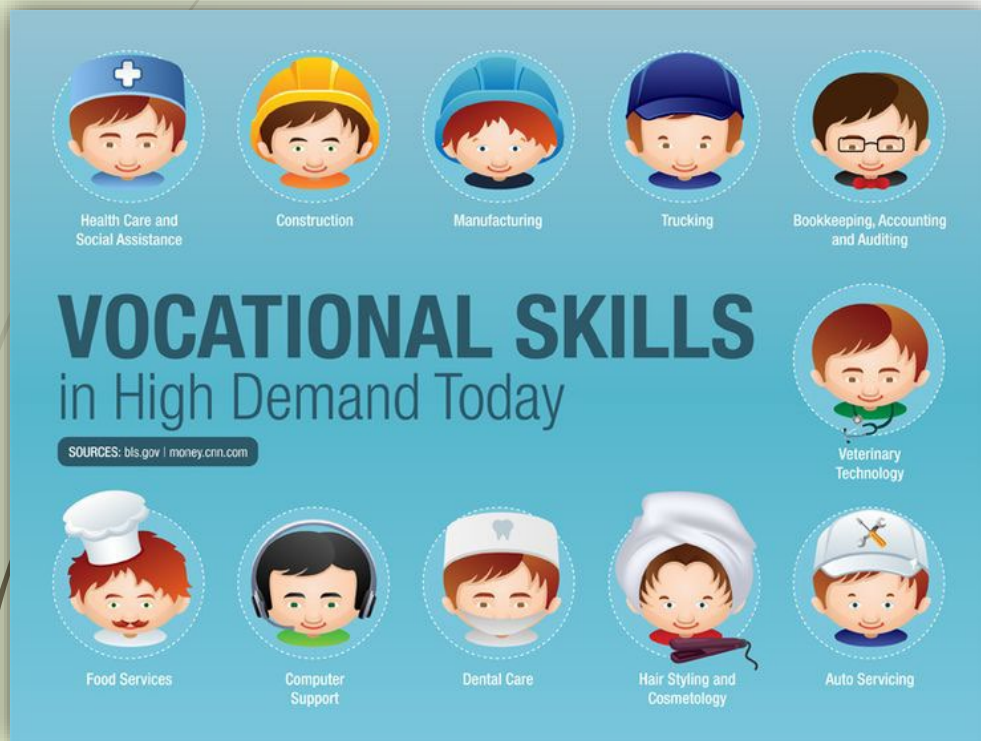
English
Language
Acquisition



Adult
Education
& Literacy



Vocational Training Services



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

Work Based Learning Services

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



On the Job Training (OJT)

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



Participation

SUPPORTIVE SERVICES



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

Participation

SUPPORTIVE SERVICES

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

Supportive Services

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Transportation Related Expenses (TRE)

- Must be participating in allowable employment, education or training component
- Participant must submit Weekly Claim for TRE Form
- Participant must provide verification of work/training
- \$15 maximum per day



Work Related Expenses (WRE)

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

Job Retention Services

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

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



Employment and Transition Job Placement

Assist participants with job placement through relationships/agreements with:



Community Based
Organizations



SkillUP provider
agencies



Employers in the
community



Employment and Transition Benefits Effected

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

Employment and Transition Benefits Effectuated

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

Additional tax benefits may be available after obtaining employment

Child and dependent
care tax credit

Child tax credit

Earned Income Credit
(EIC)

Education Credits

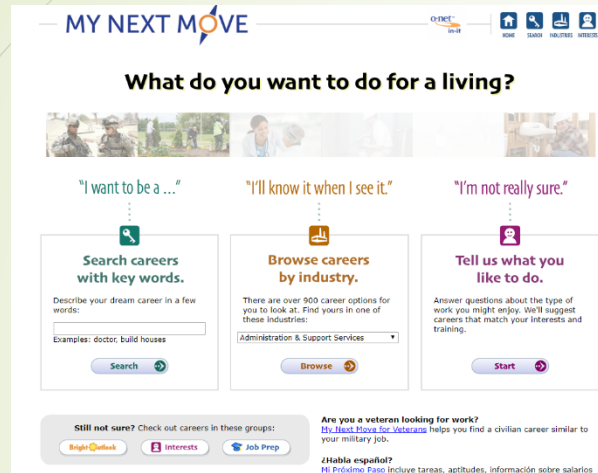
www.irs.gov/

What is Labor Market Information (LMI)?

What is LMI?

- Labor Market Information includes business investment decision-making all quantitative or qualitative data
- Career planning and preparation and analysis related to
- Education and training offerings employment and the workforce.
- Job search opportunities
- The goal of LMI is to help customers Hiring
- make informed plans, choices,
- Public or private workforce investments and decisions.

LMI Information Resources



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



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



<https://jobs.mo.gov>

Monthly Reporting & Monitoring

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

Monthly Reporting

Monthly Reports must include:

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

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

Provider Portal

FSD Programs & Services

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➤ Child Support – (CS)

- Order/Enforcement: 866-313-9960
- Paternity Information: 855-454-8037
- Payment Information: 800-225-0530
- General Help: 800-859-7999

➤ Temporary Assistance – (TA)

➤ Missouri Work Assistance – (MWA)

➤ Mo HealthNet – (MHN)

➤ Rehabilitation Services for the Blind – (RSB)

➤ Low Income Home Energy Assistance Program - (LIHEAP)

➤ Community Services Block Grant (CSBG)

Child Care Assistance

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

**Tell your participants to apply at FSD
when first enrolled.**

Child Care Resource Information

Resources and referrals:

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

Licensed and licensed-exempt childcare providers
at:

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

CONTACT FSD

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

FSD SkillUP Staff Contact

Invoices

W&CI.Invoices@dss.mo.gov

Marketing Materials request

SkillUp.Missouri@dss.mo.gov

DCN verifications

DSS.FSD.Agreements@dss.mo.gov

FS-5(DWD-PO-608); DWD-PO-609; Job Search Log; ABAWD
Hours Reported Log; WIOA Career Services Form

ABAWD1@ip.sp.mo.gov

FSD SkillUP Staff Contact, cont'd

Training requests and Questions

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

MOJobs Reactivation & Change Requests

SkillUp.Missouri@dss.mo.gov

Questions for MWA/SkillUP

FSD.E&TInquiry@dss.mo.gov

Monitoring Unit

FSD.E&TMonitoring@dss.mo.gov

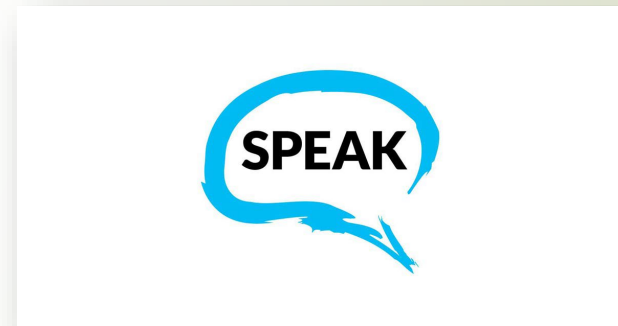
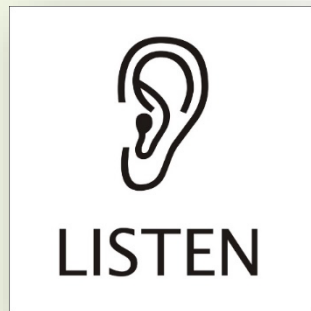
Resources

- SkillUP website: <https://mydss.mo.gov/food-assistance/missouri-employment-training-program>
- Provider Portal: <https://dss.mo.gov/skillup-provider-portal/>
- FNS E&T Policy & Guidance: <https://www.fns.usda.gov/snap/et-policy-and-guidance>
- Family Support Division website: <http://dss.mo.gov/fsd/>
- All FSD SkillUP forms are located at:
<http://dss.mo.gov/fsd/formsmanual/volume1/index.htm>.
- All DWD forms related to SkillUP and MoJobs are located at:
<https://jobs.mo.gov/dwdprograms>
- The User Guide for the SNAP Module: <https://app-jobs.mo.gov/admin/>
- LMS: <https://molearning.csod.com>
- MoJobs Training: <https://training-app-jobs.mo.gov/vosnet>
- MoJobs Production <https://app-jobs.mo.gov/vosnet>
- Career One Stop: <https://www.careeronestop.org>
- Disability Calculator for Employment or Education: <https://mo.db101.org/>

References

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

The Three Core Coaching Skills



...like a COACH!

The Top 10 Coaching Mistakes



<https://youtu.be/MV0hAmtF1EA>