MWA System User Guide
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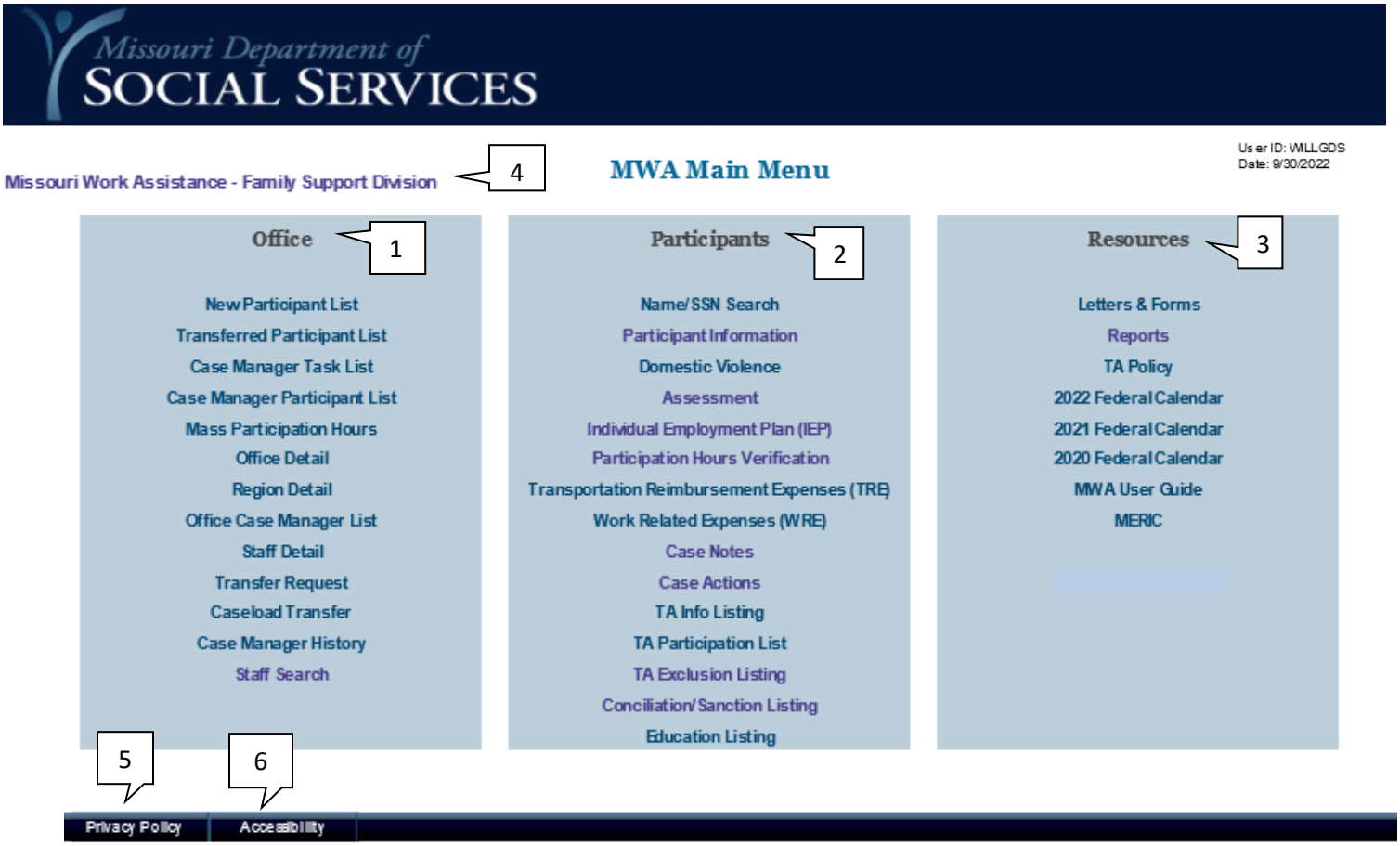
MWA Main Menu



The MWA system is easily navigated with your cursor or mouse by selecting an option on the main menu. This menu, also referred to as the Dashboard, displays when you are logged into the MWA System. The menu is divided into three sections: Office (1), Participants (2), and Resources (3). Each section is followed by links to screens or resources that relate to the section heading.

Detailed information on individual screens is included on the corresponding pages in the user guide. When working in the MWA system, you may return to this MWA Main Menu screen at any time by selecting the Missouri Work Assistance – Family Support Division link (4) that displays in the upper left corner of each screen.

When a participant's DCN is entered in most screens on the PARTICIPANT section of this system, it auto-populates other screens if they are accessed using the tab system across the top of the page.

The Privacy Policy (5) for the State of Missouri can be accessed from each MWA System screen and also links to other sites available from the Official Missouri State Website.

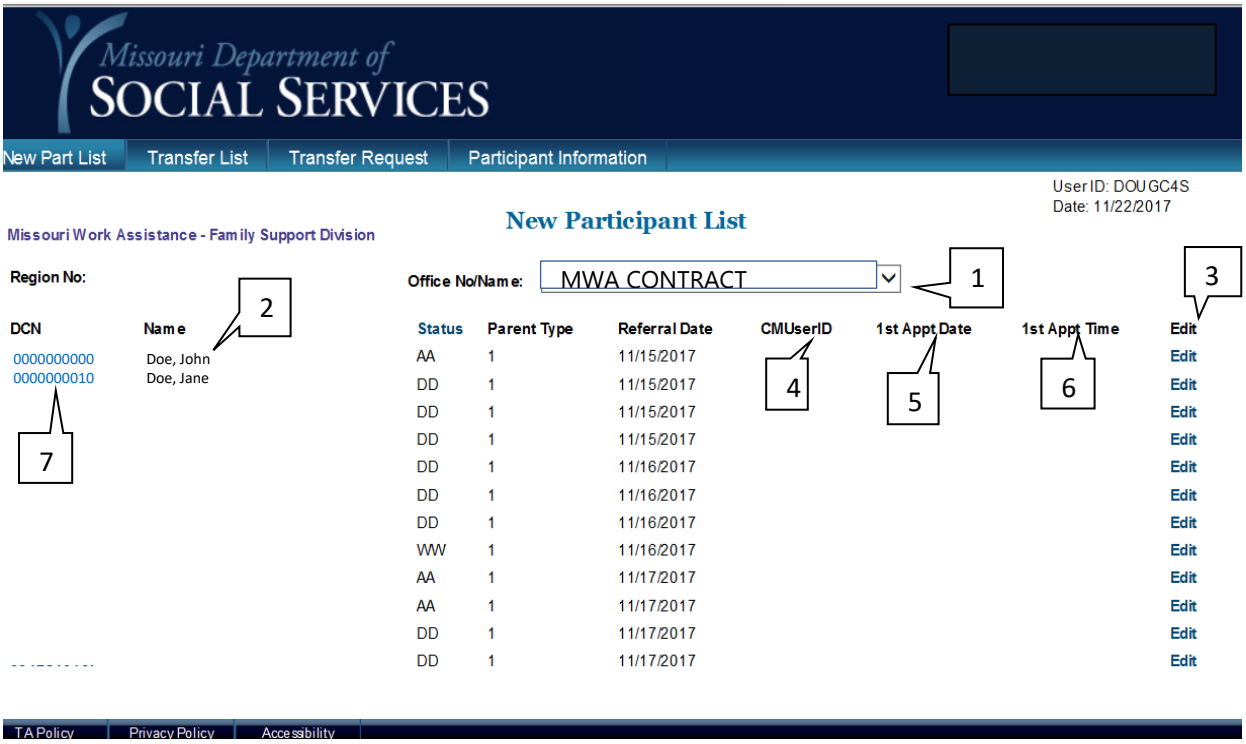
The Mo.gov website complies with standards of accessibility. The Accessibility link (6) is available at the bottom of each MWA System screen.

OFFICE SECTION SCREENS

New Participant List

This screen lists new participants referred to the MWA provider. MWA staff with the required security access use this screen to assign new participants to a MWA case manager, schedule an initial appointment, and generate the initial call-in letter. New participants remain on this listing until they are reassigned to a caseload within the region. Once assigned, the participant is displayed on the assigned staff member's caseload listing information.

To access this screen, select New Participant List from the MWA Main Menu.



Status key:
AA = Sanctioned Applicant
DD = Mandatory
WW = Voluntary
ZZ = Closed Case
M3 = Active Case with Children's Division
M4 = Temporarily Disabled
M8 = Lack of Child Care
M9 = Lack of Transportation
TB = TEB

TO ASSIGN A CASE MANAGER AND SCHEDULE AN INITIAL APPOINTMENT:

1. Select your office from the Office No/Name drop-down menu (1).
2. You will see a New Participant List for your location if new participants have been referred to your office. (2).
3. Select Edit for the participant you wish to update (3). The Parent Type column will display a "1" for single parent households and a "2" for 2-parent households.
4. Select the case manager you wish to assign the participant to from the drop-down menu that appears under CMUserID (4). If the case manager will send Call-In Letter #1, select Update at this time. This places the new participant on the case manager's task list. When the case manager identifies a new participant on his/her task list, he/she goes to the Participant Info screen and completes the first appointment date and time, and selects Print Letter.
5. You can also assign the participant to a case manager *and* schedule the first appointment. To do this, select the case manager from the CMUserID drop-down box (4), select the date in the 1st Appt Date column (5) and select the appointment time (6).
6. Select Update to save the case manager assignment and generate Call-In Letter #1 (if you have elected to complete the appointment date and time). If you are only assigning a case manager on this screen, you will select Update. The message '*The attempt to process new participant has been successful'* will display when the action is complete and the participant no longer appears on the New Participant List.

NOTE: The process is the same for Sanctioned Applicants (AA) except the system will bring up a different call-in letter for applicants.

NOTE: Selecting an individual DCN on the New Participant List (7) takes you to the Participant Information screen for the selected participant.

Transferred Participant List

This screen is used to accept transferred participants from other MWA Regions. MWA contracted staff with the required security access use this screen to reassign transferred participants to a case manager in the receiving office.

To access this screen, select the Transferred Participant List from the MWA Main Menu.

TO ACCEPT A TRANSFER-IN AND ASSIGN A CASE MANAGER:

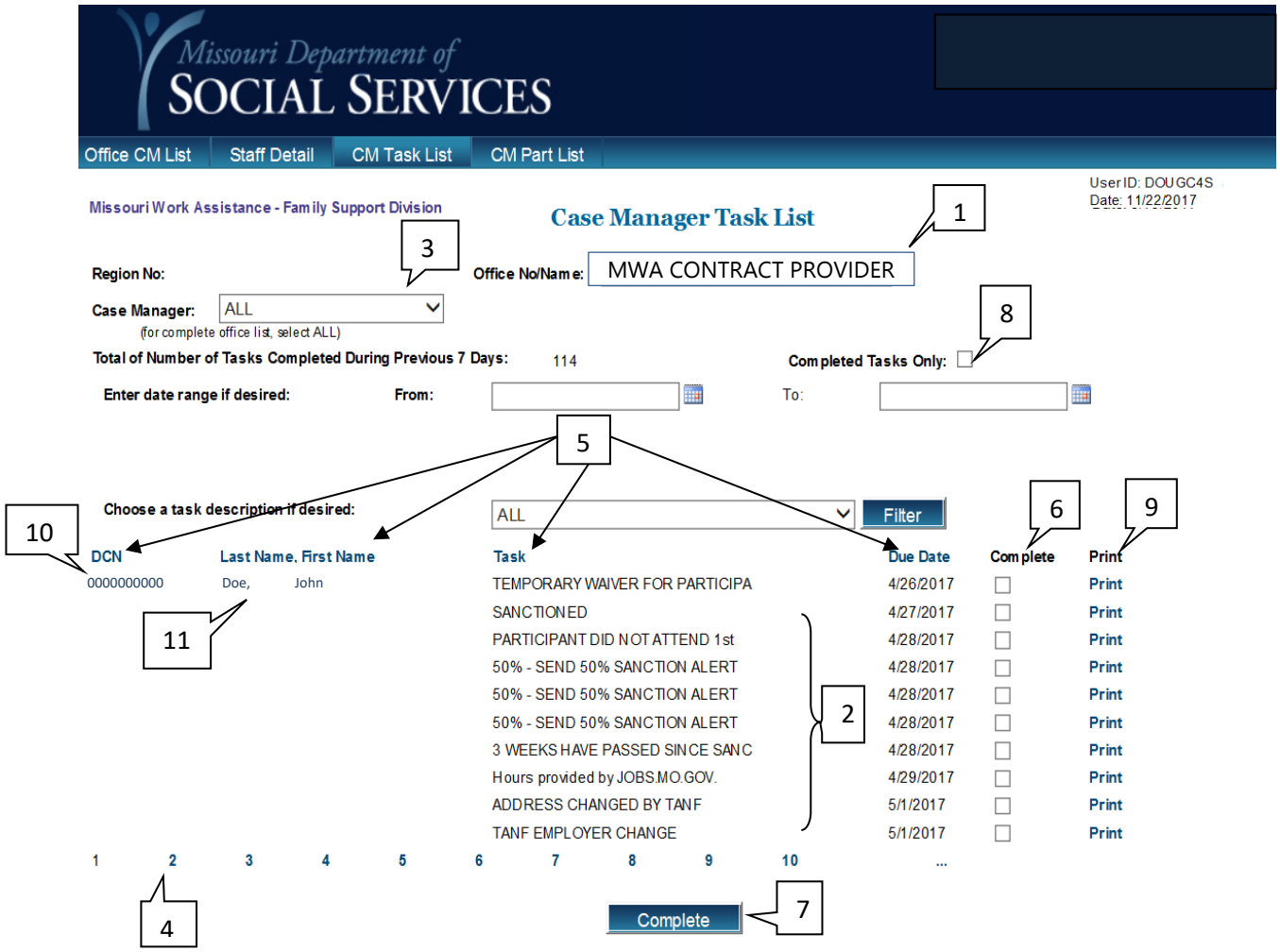
1. Select your office from the Office No/Name drop-down menu (1).
2. **You will see a Transferred Participant List for the selected location (2).**
3. Select Edit (3) (visible with proper security level) beside the participant you wish to assign to a case manager.
4. A drop-down menu appears. Select the appropriate case manager from the drop-down menu (4).
5. Select the Save option beside the participant's name.
6. The message '*The attempt to process Transfer has been successful'* will display when the action is complete.
7. The participant is now assigned to a case manager, and no longer shows on the Transferred Participant List.

NOTE: Selecting an individual DCN (5) on the Transferred Participant List takes you to the Participant Information screen for the selected participant.

Case Manager Task List

This screen allows tasks to be viewed for the selected MWA office as well as individual case managers in the selected MWA office. The Case Manager Task List screen displays the task and its due date next to the participant the task is assigned to.

To access this screen, select Case Manager Task List from the MWA Main Menu.



TO REVIEW CASE MANAGER TASKS:

1. Select your office from the Office No/Name drop-down menu (1).
2. All tasks for this office (2) will be displayed. To view tasks for an individual case manager, select that case manager from the Case Manager drop-down menu (3).
3. If you wish to view only tasks from a specific date range, put the date range in the from and To boxes beside Enter date range if desired.
4. The number of pages of tasks displays at the bottom of the list (4). Select a page number to view the tasks for that page.
5. The list of tasks displays in order of due date. You may choose any of the blue column headings (5) to re-sort the list according to your needs. For example, you may view all tasks assigned for a specific participant by selecting LAST NAME, FIRST NAME to re-sort the list alphabetically by participant last name. Selecting the blue column again reverses the display order.
6. Important information about the participant shows beside his/her name in the Task column (2).
7. Once you have viewed this information and taken any necessary action, check the box in the Complete (6) column and then select the Complete button (7) at the bottom of the screen to remove the task from the list.
8. To view all completed tasks, check the Completed Tasks Only box (8).
9. Selecting the Print option (9) beside a participant takes you away from the Case Manager Task List and directs you to Letters and Forms.

NOTE: Selecting the DCN shown in blue (10), takes you to the Participant Information screen for that participant.

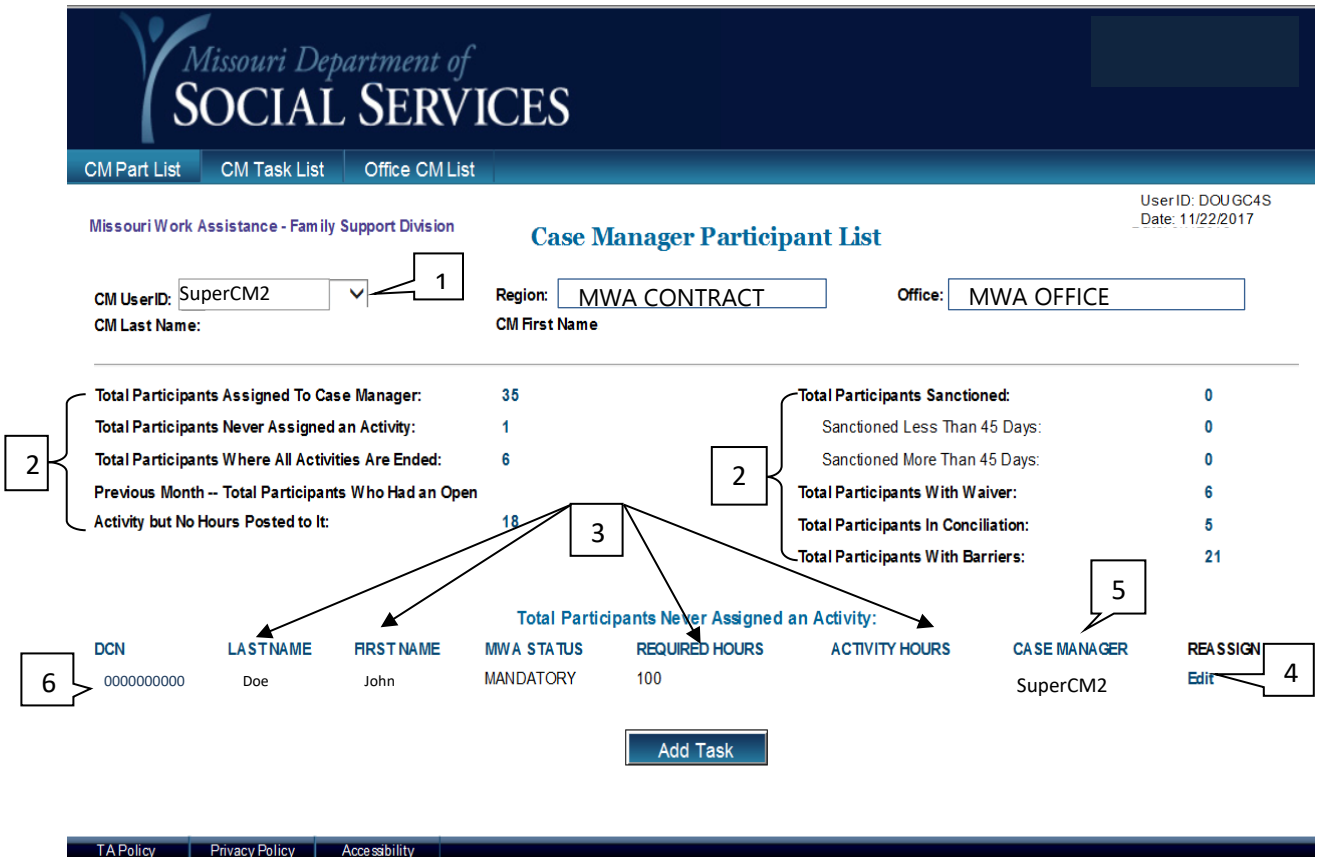
NOTE: The participant's name also shown in blue (11) may be selected to direct you to the Add Task screen to create a new task to show on the list in the future.

NOTE: The Add Task button may be found at the bottom of many screens in the MWA System.

Case Manager Participant List

This screen lists participants assigned to a MWA case manager and allows specific groups of participants to be viewed. MWA contracted staff with the required security access can use this screen to assign a participant to a new MWA case manager.

To access this screen, select Case Manager Participant List from the MWA Main Menu.



TO VIEW PARTICIPANTS ASSIGNED TO AN MWA CASE MANAGER:

1. Select the case manager from the CM UserID drop-down menu (1).
2. The categories (2) you may choose to view will display. Select the blue number beside the category of participants you wish to view.
3. The list of participants displays in order of DCN.

NOTE: You may choose any of the blue column headings (3) to re-sort the list according to your needs. For example, if you are looking for a specific participant, you may wish to select LAST NAME and re-sort the list alphabetically by participant last name. Selecting the blue column again reverses the display order.

TO ASSIGN A PARTICIPANT TO A DIFFERENT MWA CASE MANAGER:

1. Select the case manager from the CM USERID drop-down menu.
2. Select the number beside the Total Participants Assigned To Case Manager field.
3. Locate the participant you wish to reassign. You may choose to sort the list by name or DCN to make it easier to find the participant.
4. Once you have located the participant, select Edit (4) (visible with proper security level) beside his/her name.
5. A drop-down menu appears in the CASE MANAGER column (5). Select the new MWA case manager from the drop-down menu.
6. Select Save. The message '*The attempt to process reassignment has been successful'* will display when the action is complete and the participant is removed from the previous case manager's listing.
7. Select Cancel to avoid making any changes.

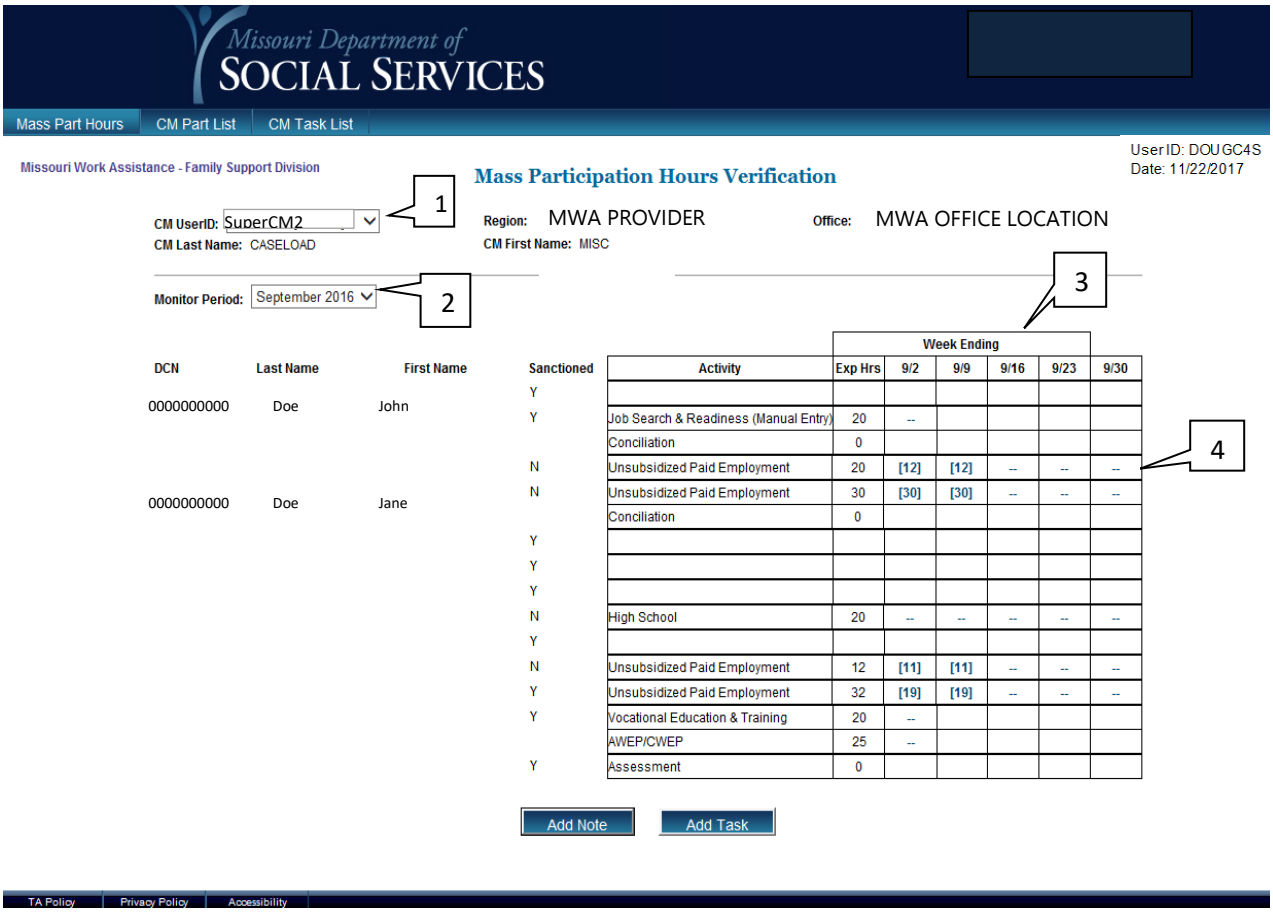
NOTE: Selecting the DCN (6), (shown in blue) takes you to the Participant Information screen for that participant.

Mass Participation Hours

This screen lists each participant assigned to a case manager, sanction status, any activity he/she has open on the IEP, and the expected hours for each activity. Any participation hours already verified for the selected month also display.

This screen may be used to research which participants are in an activity, which participants have hours verified in an activity, and also to enter participation hours for any activity.

To access this screen, select Mass Participation Hours from the MWA Main Menu.



TO ENTER ACTIVITY HOURS ON THE MASS PARTICIPATION HOURS VERIFICATION SCREEN:

1. Select the case manager from the CM UserID drop-down menu (1).
2. Select the month you wish to view from the Monitor Period drop-down menu (2).
3. All participants and open activities display.
4. Select the week (3) you wish to enter hours for. The weeks you will be able to enter hours for show a number in blue or have two blue dashes (4).
5. Once you select the week, you are taken to the PAID/UNPAID ACTIVITY HOURS screen to record verified hours in the activity. See user guide instructions for Participation Hours Verification. Selecting Save and then Close from the Participation Hours Verification page allows you to return to the Mass Participation Hours Verification screen.

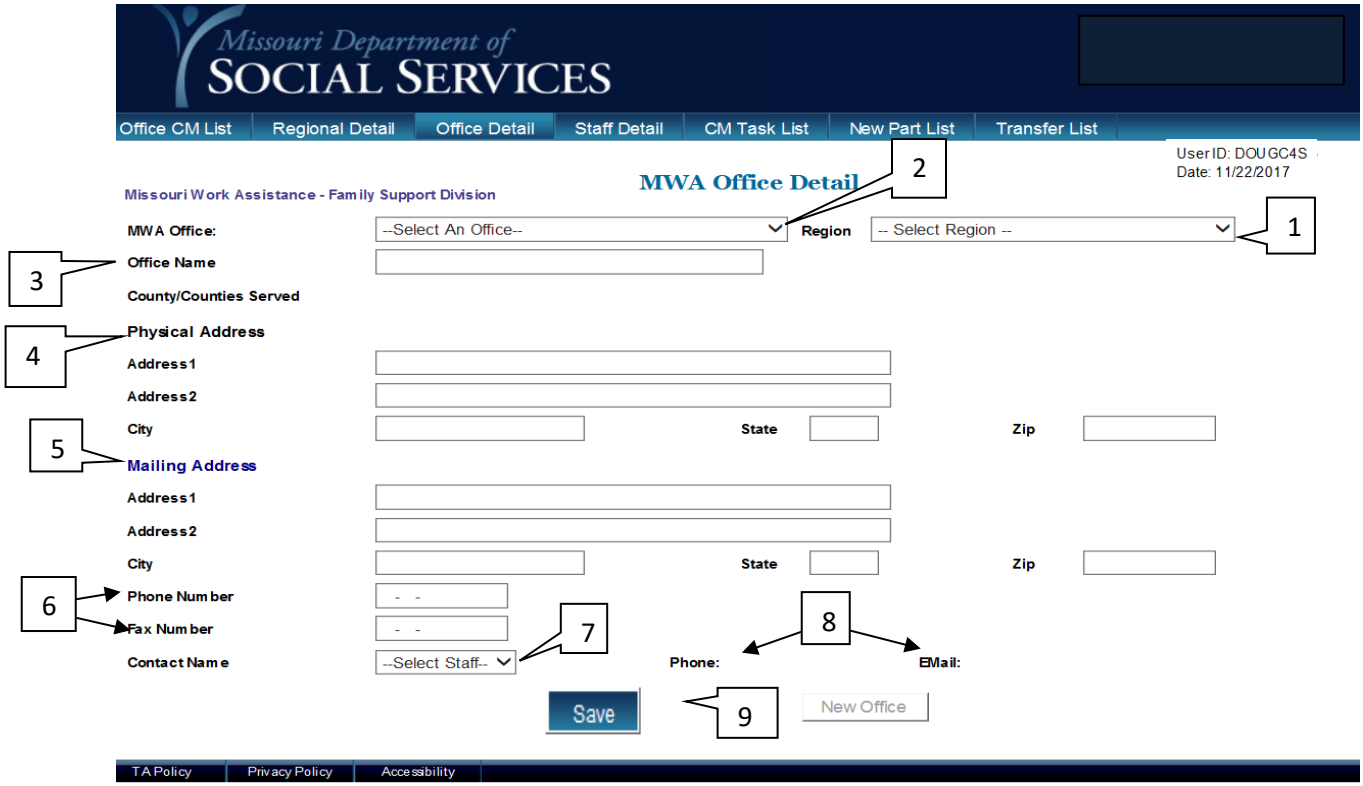
NOTE: Selecting the DCN, (shown in blue) takes you to the Participant Information screen for that participant.

NOTE: You have the option to access the Case Notes Detail screen by selecting the blue Add Note option at the bottom of the screen. You may also access the Add Task screen by selecting the blue Add Task option.

Office Detail

The purpose of this screen is to capture the MWA Office and Name, Region, Counties served, Physical and/or Mailing Address, Phone and/or Fax Number, and Contact Name.

This screen is accessed from the MWA Main Menu, Office Case Manager List, Staff Detail, and Region Detail.



TO ENTER/UPDATE OFFICE MAINTENANCE

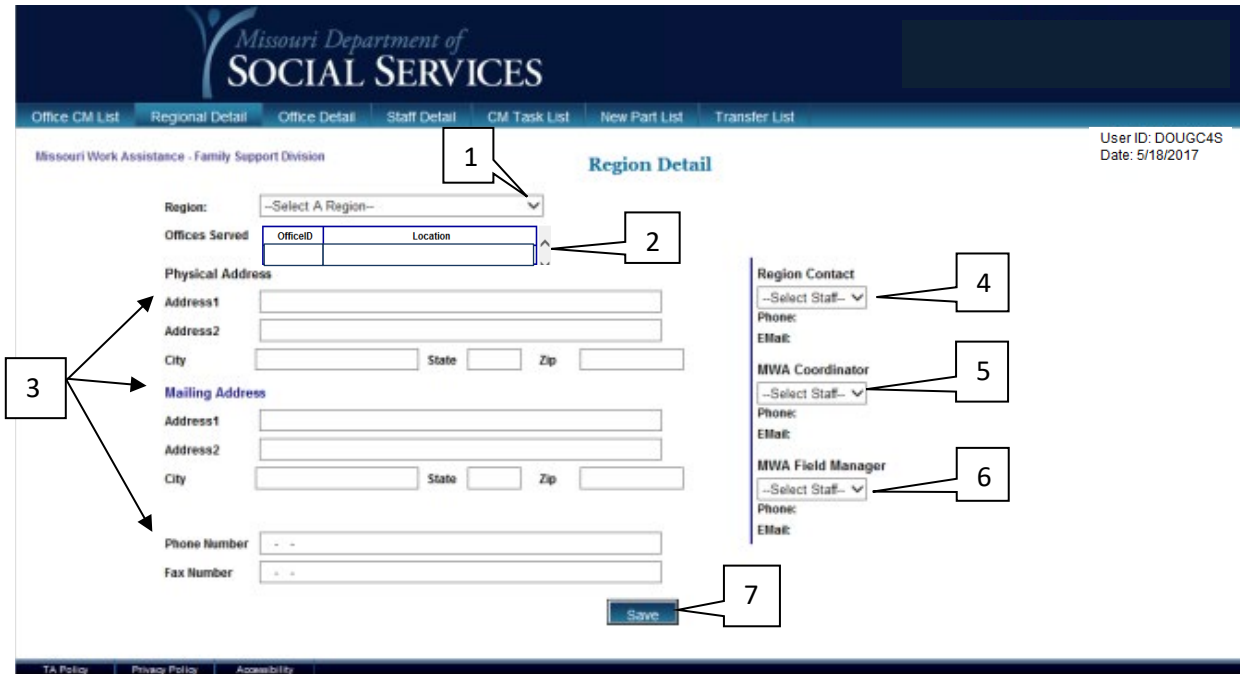
1. Select the MWA Region from the drop down menu (1).
2. Select the MWA Office from the drop down menu (2).
3. Enter the Office Name in the box provided (3).
4. Enter the Physical Address in the Physical address section (4).
5. Enter the Mailing Address in the in the Mailing Address section (5).
6. Enter the Phone, and Fax numbers in space provided (6).
7. Select a Staff Name (7) from the drop down menu and add their phone number and e-mail address (8).
8. Select Save (9). The message '*Operation is Successful'* will display when action is complete.

NOTE: Only MWA contracted staff with the required security access may enter data or update this screen.

Region Detail

The purpose of this screen is to show and/or update the MWA Region and the offices served. The Region Detail screen also shows the Physical and/or Mailing Address, Phone and/or Fax Number, Region Contact, MWA Coordinator, and the MWA Field Manager for the Region.

This screen is accessible from the MWA Main Menu, the Office Case Manager List, and Staff Detail screens.



TO ENTER/UPDATE REGION MAINTENANCE

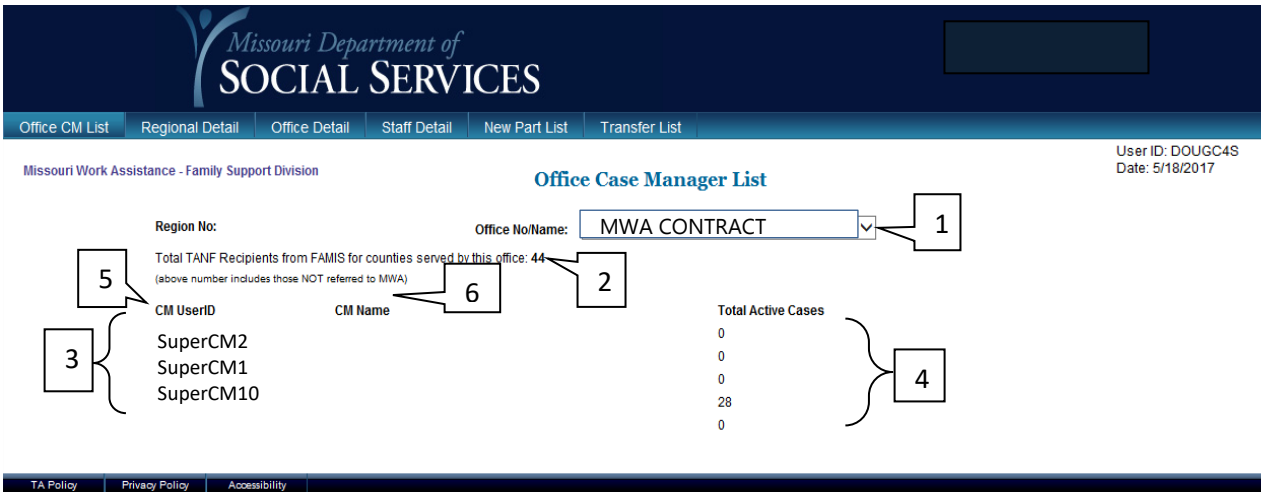
1. From the drop down menu select the Region Number/Contractor (1) you wish to access. Offices served (2) should populate below that information after you select the Region Number/Contractor.
2. Offices Served (2) show the Office ID and the Location (County) for all offices in the Region above.
3. The Address fields (3) show the Physical Address, Mailing Address, Phone and Fax numbers for the Regional Office selected.
4. The Region Contact (4), MWA Coordinator (5), and MWA Field Manager (6) are drop down fields for selecting the individuals that are serving the selected Region.
5. If fields are changed or updated, select Save (7), The message '*Operation Successful'* will display when the action is complete

NOTE: Only MWA contracted staff with the required security access may enter data or update this screen.

Office Case Manager List

This screen allows the office manager or other persons with the appropriate security clearance level to view a listing of case managers associated with the office and the total active cases assigned to each case manager.

To access this screen, select Office Case Manager List from the Main Menu.



TO VIEW A LIST OF CASE MANAGERS ASSOCIATED WITH AN OFFICE AND THE CASELOAD SIZE OF EACH:

1. Select the office from the Office No/Name drop-down menu (1).
2. The total TANF recipients for the counties served by the office displays (2).
3. The list of case managers associated with the selected office display (3) along with the total active cases assigned to each case manager (4).
4. Page numbers display at the bottom of the listing if there are multiple pages of case managers.

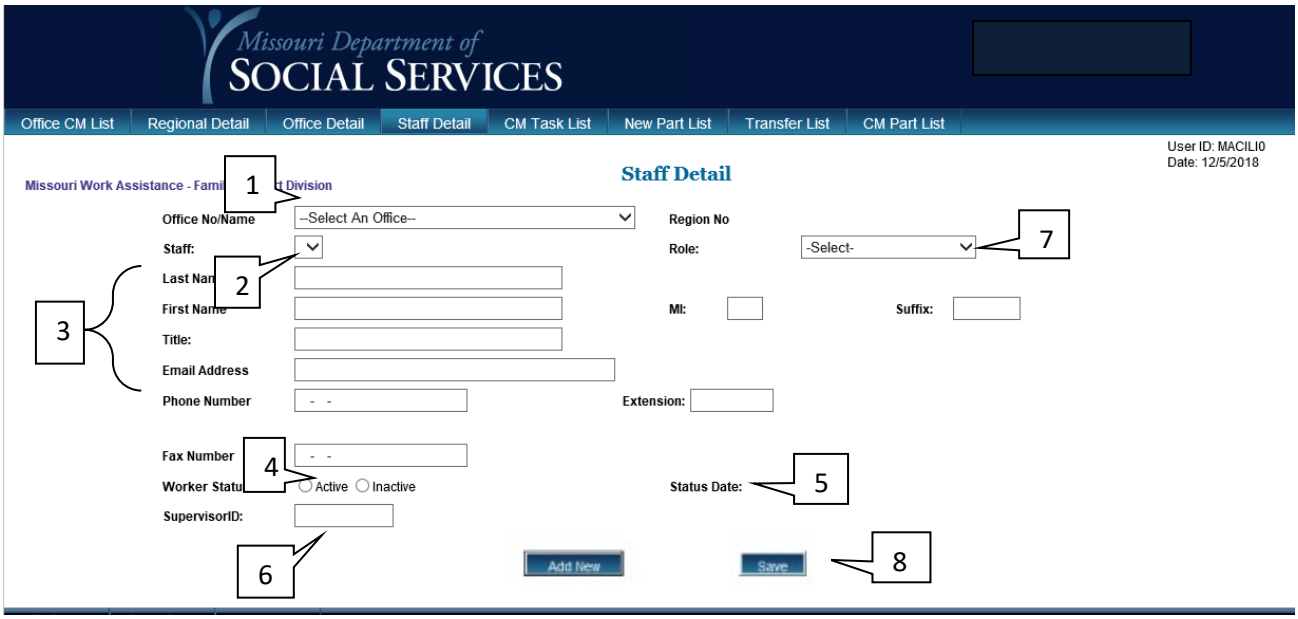
NOTE: Selecting the CM UserID (5) of a case manager directs you to the Staff Detail screen for that case manager.

NOTE: Selecting CM Name (6) directs you to the Case Manager Participant List for that case manager.

Staff Detail

The purpose of this screen is to list logistical information (Title, Address, E-Mail, Phone, Fax, and Supervisor ID) for a selected case manager based on the Office Name selected.

The Staff Detail screen is accessible from the MWA Main Menu, Case Manager Task List, Office Case Manager List, and the Region Detail Screen.



TO ADD/UPDATE STAFF MAINTENANCE

1. Select the Office Name and Number (1) from the drop down menu.
2. Select the Staff Person (2) that you wish to update from the drop down menu.
3. The Last Name, First Name, Middle Initial, Suffix, Title, E-Mail Address, Phone, and Fax Number (3) of the Staff Person previously selected in the boxes provided are displayed.
4. The Active or Inactive button (4) shows the current Worker Status. The date the Status is updated is provided under Status Date (5).
5. The Supervisor ID (6) displays in the box provided;
6. The appropriate security role for the individual (7) is listed on the right.
7. Upon completing updates, select Save (8), the message '*Operation Successful'* will display when complete.

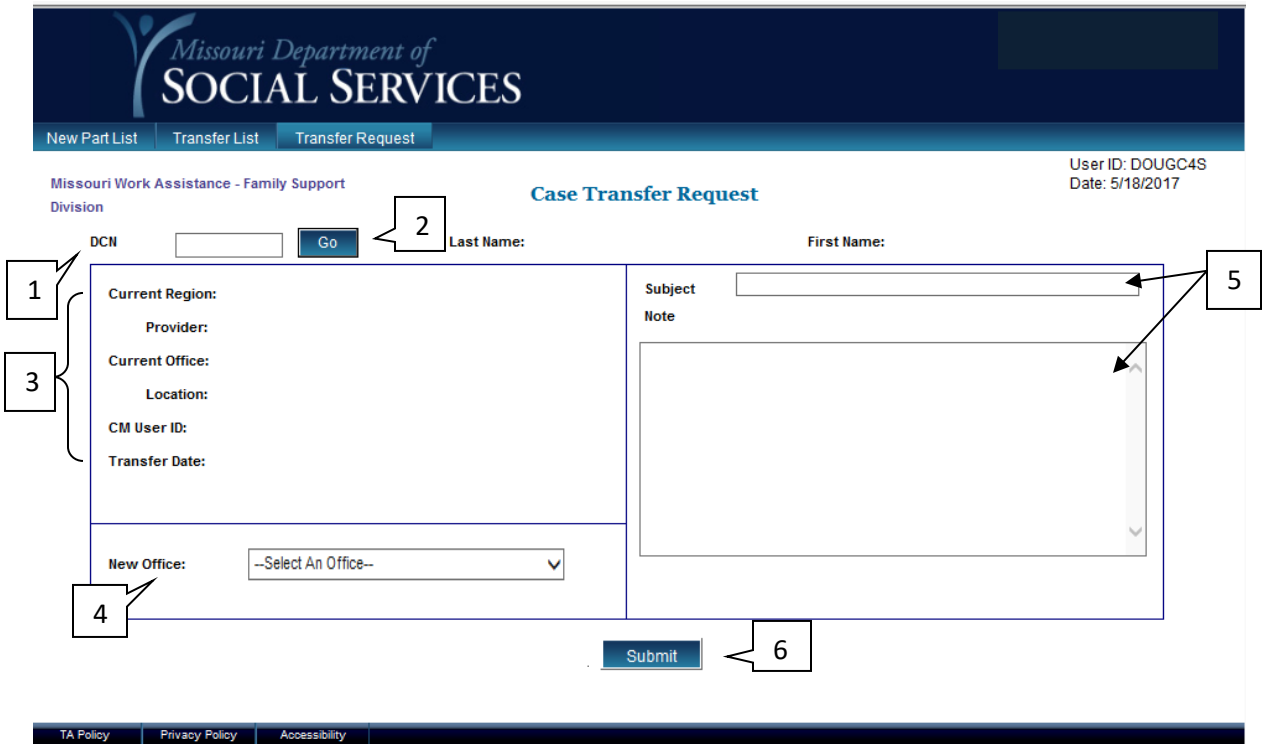
NOTE: Only MWA contracted staff with the required security access may update this screen. All initial staff details and terminations are completed by FSD MWA staff.

Case Transfer Request

The Case Transfer Request screen is used to transfer a participant from one MWA contractor to another. This happens when a participant moves to another region or chooses to work with a contractor in another region.

To access this screen, select Transfer Request from the MWA Main Menu.

Persons with the required clearance level use this screen to request a participant be transferred to another MWA contractor.



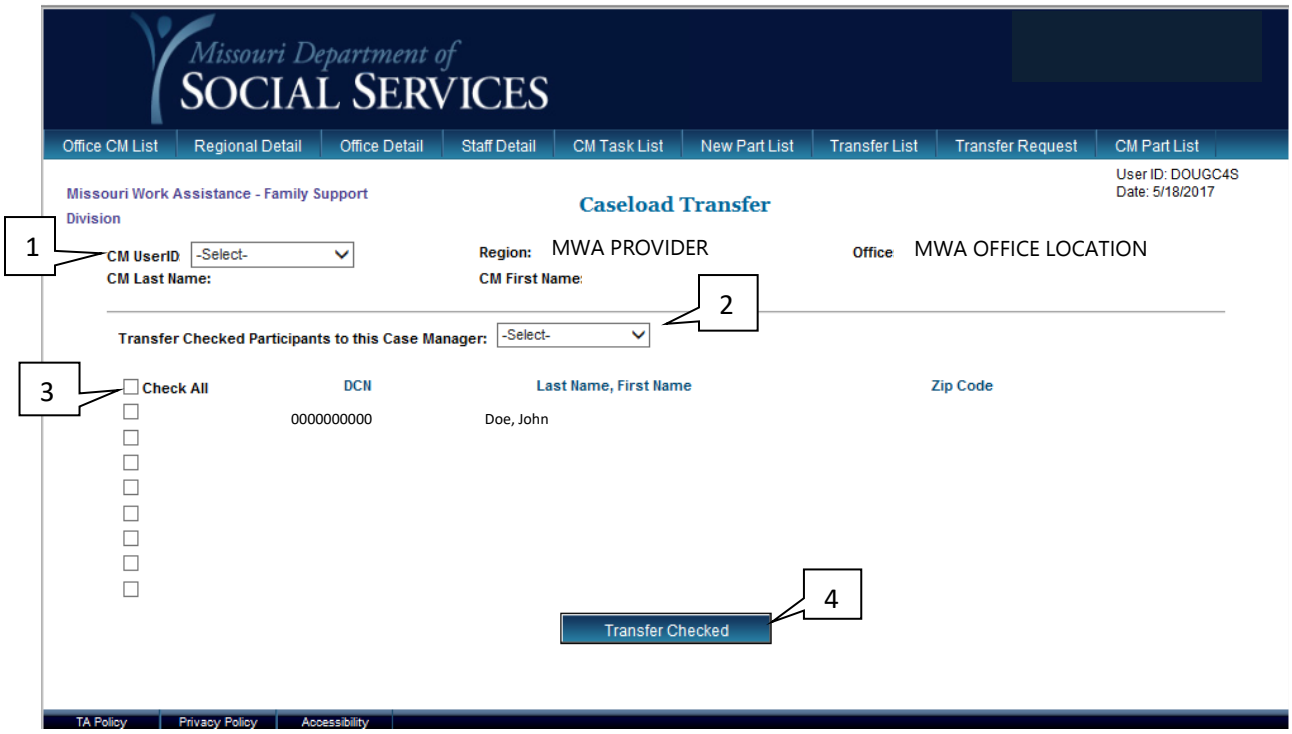
TO REQUEST A PARTICIPANT BE TRANSFERRED TO ANOTHER MWA CONTRACTOR:

1. Type the participant's DCN in the DCN field (1) and select Go (2).
2. The participant's current office assignment (3) will display.
3. Select the office you wish to transfer the participant to from the drop-down menu beside New Office (4).
4. You may type a note in the Subject and Note sections (5) if you have information you wish for the receiving agency to have.
5. Select Submit (6).
6. The message '*Transfer was successful'* will display when the action is complete. The participant shows on the Transferred Participant List of the new agency.

Caseload Transfer

The Caseload Transfer screen is available for users with appropriate security clearance to transfer multiple participants from one MWA caseload to another.

To access this screen, select Caseload Transfer from the MWA Main Menu.



TO TRANSFER PARTICIPANTS TO ANOTHER CASELOAD:

1. Use the CM UserID drop-down menu (1) to select the caseload for which you want to transfer cases OUT. A list of cases in that load will display.
2. Use the Transfer Checked Participants (2) to this Case Manager drop-down menu to select the caseload you wish to transfer cases TO.
3. If you wish to transfer all cases in the original load, use the Check All box (3) at the top of the left column. If you wish to transfer only certain cases, select those cases in the left column.
4. Select Transfer Checked. (4) The message *'Save Successful'* will display when the action is complete.

Case Manager History

The Case Manager History screen is used to view prior and current case managers assigned to a case or offices a case has been assigned to.

To access this screen, select Case Manager History from the MWA Main Menu.

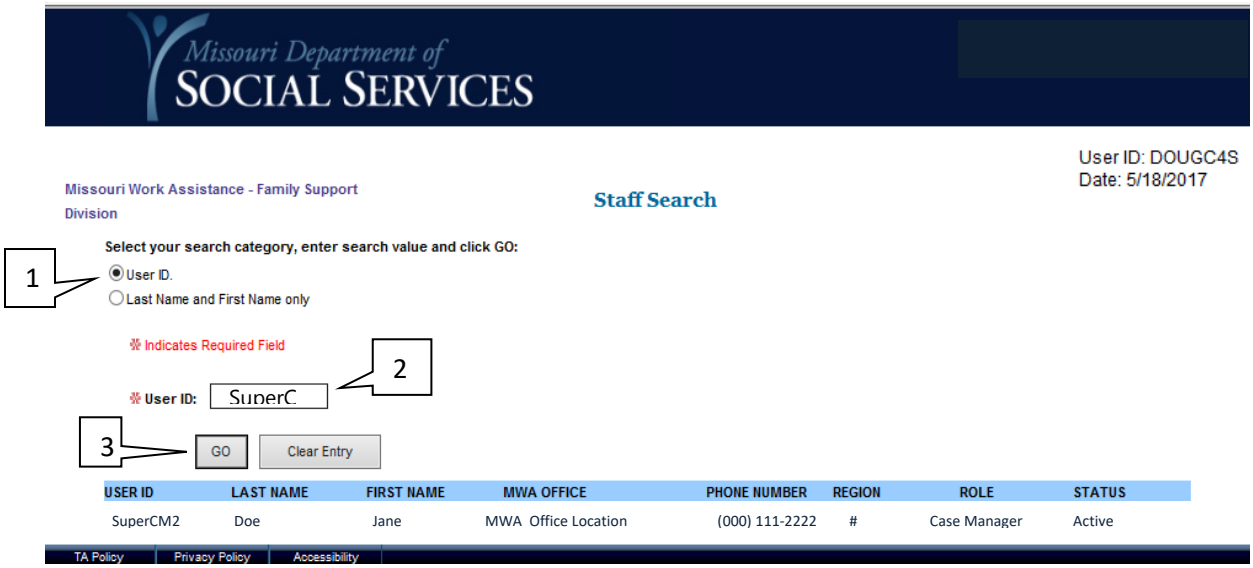
TO SEARCH FOR PRIOR CASE MANAGER ASSIGNMENTS BY DCN:

1. Type the DCN (1) of the participant you wish to view a case manager history of.
2. Select Go (2).
3. A history of case manager assignments will appear (3).
4. If more than one page of history appears, the Next option (4) appears at the bottom and will take you to the following page if selected. Selecting the two arrows (>>) beside the word Next takes you to the last page of the list.

Staff Search

This screen allows you to search for MWA System users by USERID or by name.

To access this screen, select Staff Search from the MWA Main Menu.



TO SEARCH FOR A STAFF MEMBER BY USERID:

1. Select the USERID button (1).
2. A field will appear allowing you to enter the staff member's USERID (2).
3. Type the USERID of the staff member you wish to find in the box beside USERID (2).
4. Select GO (3).
5. The user should appear, with the USERID in blue.
6. Selecting the USERID (shown in blue) takes you to the Staff Detail Screen for that staff member.

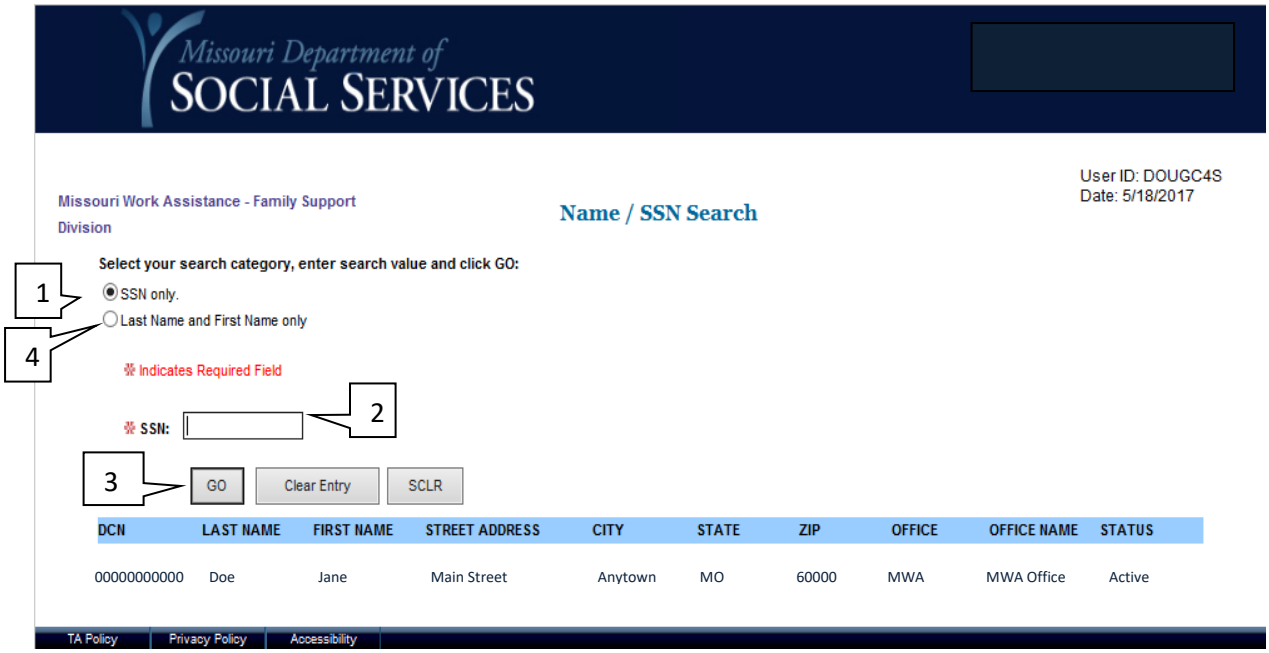
TO SEARCH FOR A STAFF MEMBER BY NAME:

1. Select the Last Name and First Name button (1).
2. Fields appear allowing you to enter the staff member's Last Name and First Name. You may also enter only a portion of the staff member's first and last names if you are unsure of the spelling.
3. Select GO (3).
4. A list of staff members matching your search criteria appear.
5. Selecting the USERID (shown in blue) takes you to the Staff Detail Screen for that staff member.

Name/SSN Search

This screen allows you to search for participants by name or social security number. This is useful if you do not have the participant's DCN.

To access this screen, select Name/SSN Search from the MWA Main Menu.



TO SEARCH FOR A PARTICIPANT BY SOCIAL SECURITY NUMBER:

1. Select the SSN only button (1).
2. A field appears allowing you to enter the participant's SSN (2). Enter the SSN and select Go (3).
3. The participant appears. Selecting the DCN, (shown in blue) takes you to the Participant Information screen for that participant.

TO SEARCH FOR A PARTICIPANT BY NAME:

1. Select the Last Name and First Name only button (4).
2. Fields appear allowing you to enter the participant's Last Name and First Name. You may also enter only a portion of the participant's first and last names if you are unsure of the spelling.
3. Select Go (3).
4. A list of participants matching your search criteria appear.
5. The Next option appears at the bottom and takes you to the following page if multiple pages exist. Selecting the two arrows (>>) beside the word Next takes you to the last page of the list.
6. Selecting the DCN, (shown in blue) takes you to the Participant Information screen for that participant.

NOTE: If a participant comes into your office the same day she/he is approved for TANF and is not in the MWA System, contact your MWA PDS to pull participant details into the MWA System. Likewise, if a sanctioned applicant comes into your office the same day he/she applies for TANF and is not in the MWA System, contact your MWA PDS to pull details into the MWA System.

Participant Information

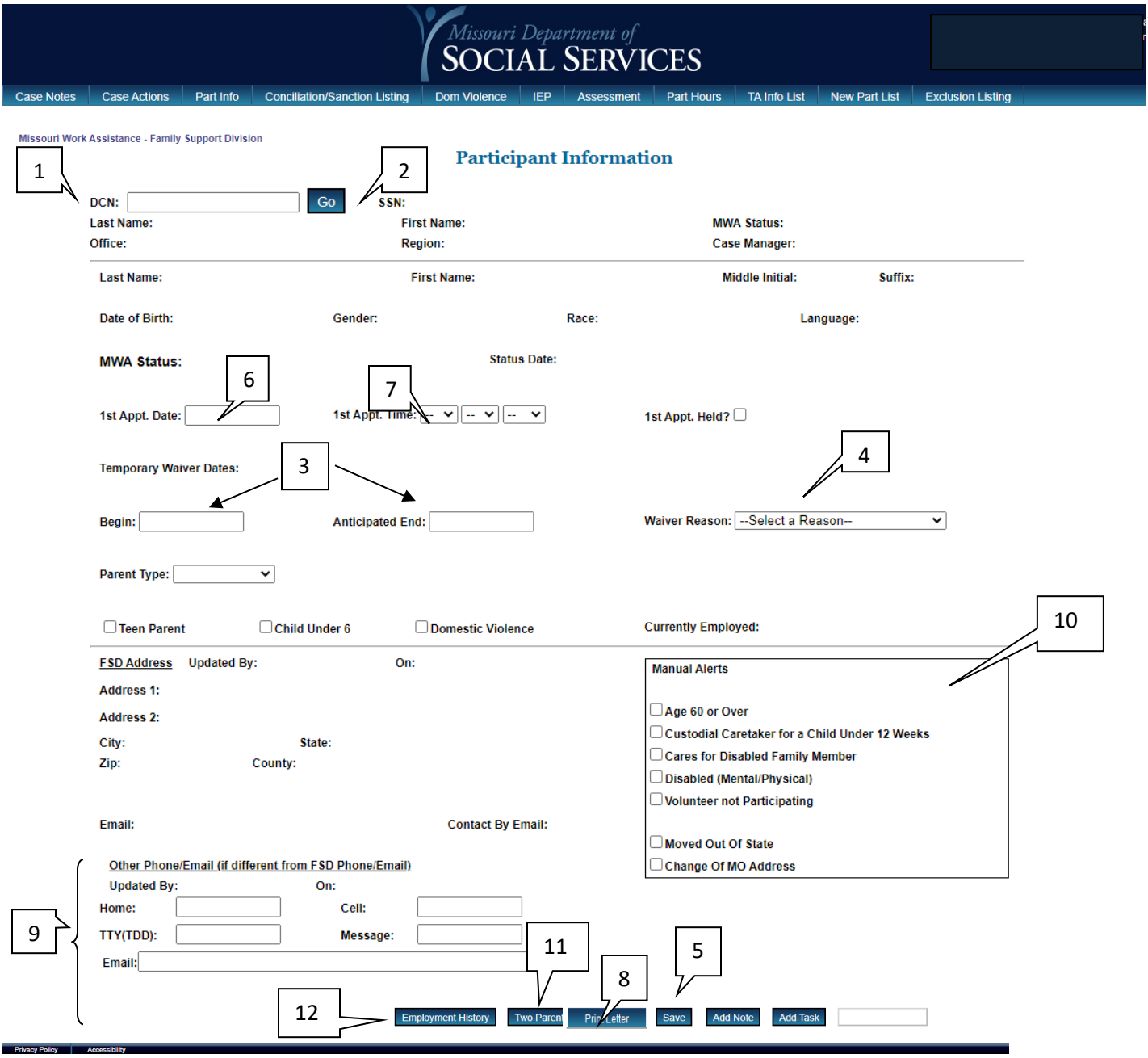
This screen displays logistical information about the participant including MWA Status, Temporary Waiver Status, and contact information. Several tasks can be completed from this screen such as scheduling the participant's first appointment, generating Call-in Letter #1, placing a participant in temporary waiver status, and generating manual alerts. You may access other screens with the blue navigation bar at the top of the page. The bottom of the screen includes buttons to Add Task, Add Note for the participant, and enter Employment History.

The Participant Information screen auto-populates the FSD Address with data from FAMIS. This field cannot be updated by the MWA contract provider. If the MWA contract provider obtains a different address from the participant, the Change Of MO Address alert or the Moved Out Of State alert should be sent.

TO ACCESS PARTICIPANT INFORMATION FOR A PARTICIPANT FROM THE MAIN MENU:

1. Select Participant Information from the main menu.
2. Enter the participant's DCN (1) and select Go (2).

NOTE: You may also access Participant Information from many other screens in the MWA System by selecting the Part Info tab at the top of the page.



TO ENTER A TEMPORARY WAIVER STATUS FOR A PARTICIPANT:

1. Put your cursor in the Begin field (3) to get to the calendar and choose the begin date from the Begin field in the Temporary Waiver Dates section and the anticipated waiver end date from the Anticipated End field.
2. Select the reason for the waiver from the Waiver Reason drop-down menu (4).
3. Select Save (5) at the bottom of the screen.
4. The message, '*Participant Information for DCN: XXX has been updated successfully*' will display when the action is complete.

NOTE: Temporary waivers must be end-dated on the IEP, not the Participant Information screen.

Although Call-in Letter #1 may be generated from the NEW PARTICIPANT LIST screen, you are also able to generate it from the PARTICIPANT INFO screen for an individual participant.

TO GENERATE CALL-IN LETTER #1 FROM THE PARTICPANT INFORMATION SCREEN:

1. Select the box beside 1st Appt. date (6) and select the date you wish to schedule the first appointment.
2. Use the drop down menu beside 1st Appt. Time (7) to select the appointment time.
3. If the case has not previously been assigned to a case manager, the Select Case Manager field displays under the Manual Alerts box. Select the appropriate Case Manager from the drop down menu (visible with proper security level).
4. Hit Save at the bottom of the screen.
5. Select the Print Letter button (8) that displays at the bottom of the screen in blue.
6. You will be taken to Call-In Letter #1 for the participant.
7. Edit the letter if necessary then Print.

You may add or update the phone number, or email address for a participant from this screen. You may change the Parent Type by selecting the drop down box. However, this does not change the required hours or official household type. Changing the Parent Type sends an alert to FSD staff to review the household composition.

TO ADD OR UPDATE CONTACT INFORMATION FOR A PARTICIPANT:

1. Fill in the appropriate box with the new contact information (9).
2. Select Save (5) at the bottom of the screen.
1. **TO SEND A MANUAL ALERT TO FAMIS:** A list of possible alerts displays in the box titled Manual Alerts (10). The alerts include Age 60 or Over, Custodial Caretaker for a Child Under 12 Weeks, Cares for Disabled Family Member, Disabled (Mental/Physical), Volunteer not Participating, AA-30 Hours Met (displays if a participant is in Sanctioned Applicant status), Moved Out Of State, and Change Of MO Address. Check the box next to the manual alert you wish to send. If you select the AA-30 Hours Met alert, a box will pop up asking you to confirm you do want to send this alert. To confirm, select OK **and continue to step 2.**
2. Select Save (5).
3. The message '*Participant Information for DCN: XXX has been updated successfully'* will display when the action is complete.

NOTE: Teen parent alerts are sent from the IEP screen. Refer to the IEP instructions in this guide.

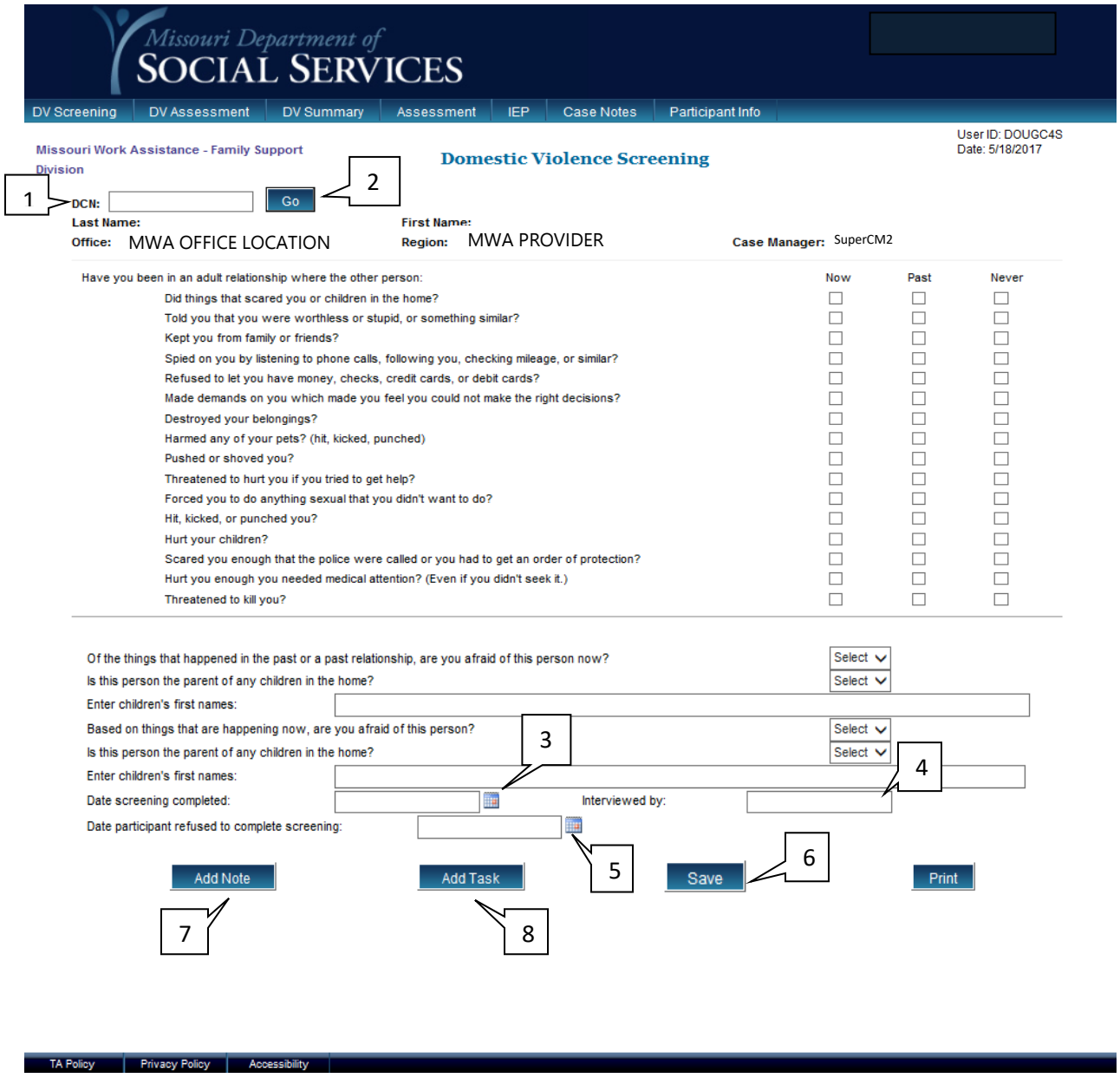
NOTE: You may also identify the second parent in a 2-parent household by selecting the Two Parent button (11) at the bottom of the screen. This takes you to the Participant Information screen for the second parent.

NOTE: You may view the participant's past employment history by clicking the Employment History button (12) at the bottom of the Participant Information screen and also on the Employment Assessment screen.

Domestic Violence – Screening

The Domestic Violence Screening captures information about the impact, past or present, of Domestic Violence on the participant.

This screen can be accessed from the MWA Main Menu as well as any screen displaying the Dom Violence tab across the top of the page.



DOMESTIC VIOLENCE SCREENING:

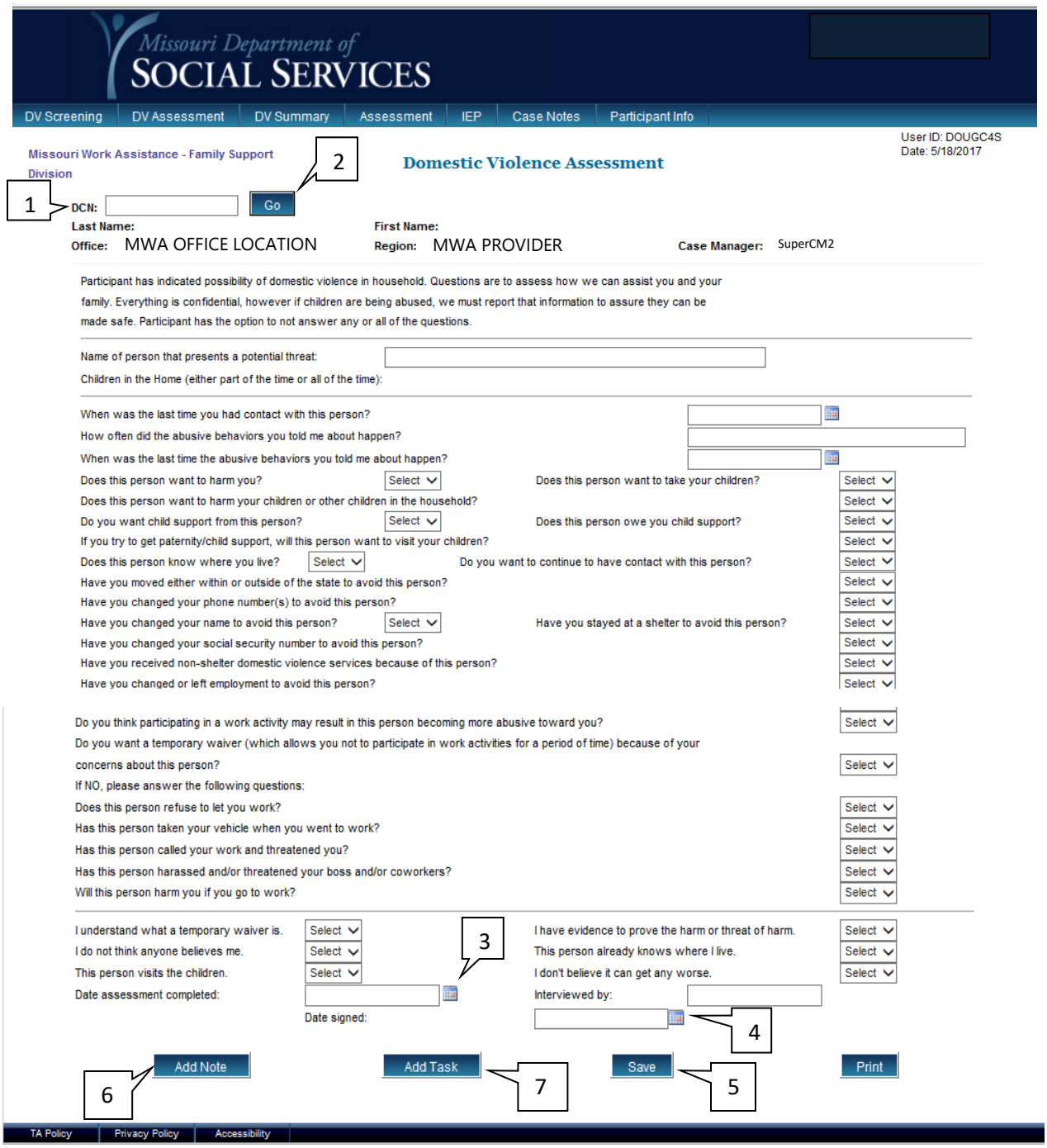
1. Enter the participant's DCN (1) and select Go (2).
2. Ask the participant the screening question, being certain to ask each individual question. Select the appropriate check box or choose from the drop down menu being certain to list children's names where appropriate.
3. Once the screening is complete, enter the date by clicking on the Calendar (3) and selecting the proper date.
4. Enter the UserID of the person completing the screening. (4)
5. If the participant refuses to complete the screening, enter the date by clicking on the Calendar (5) and selecting the proper date.
6. Select Save (6); the message '*Save Successful*' will display when the action is complete.
7. If Notes (7) or Tasks (8) are required, select the appropriate box.

NOTE: Depending on answers to the screening, the Domestic Violence Assessment may be required.

Domestic Violence - Assessment

When the Domestic Violence Screening indicates the possibility of a domestic violence situation, complete the Domestic Violence Assessment.

Access the Domestic Violence Assessment from the Domestic Violence Screening screen by selecting the tab at the top of the page.



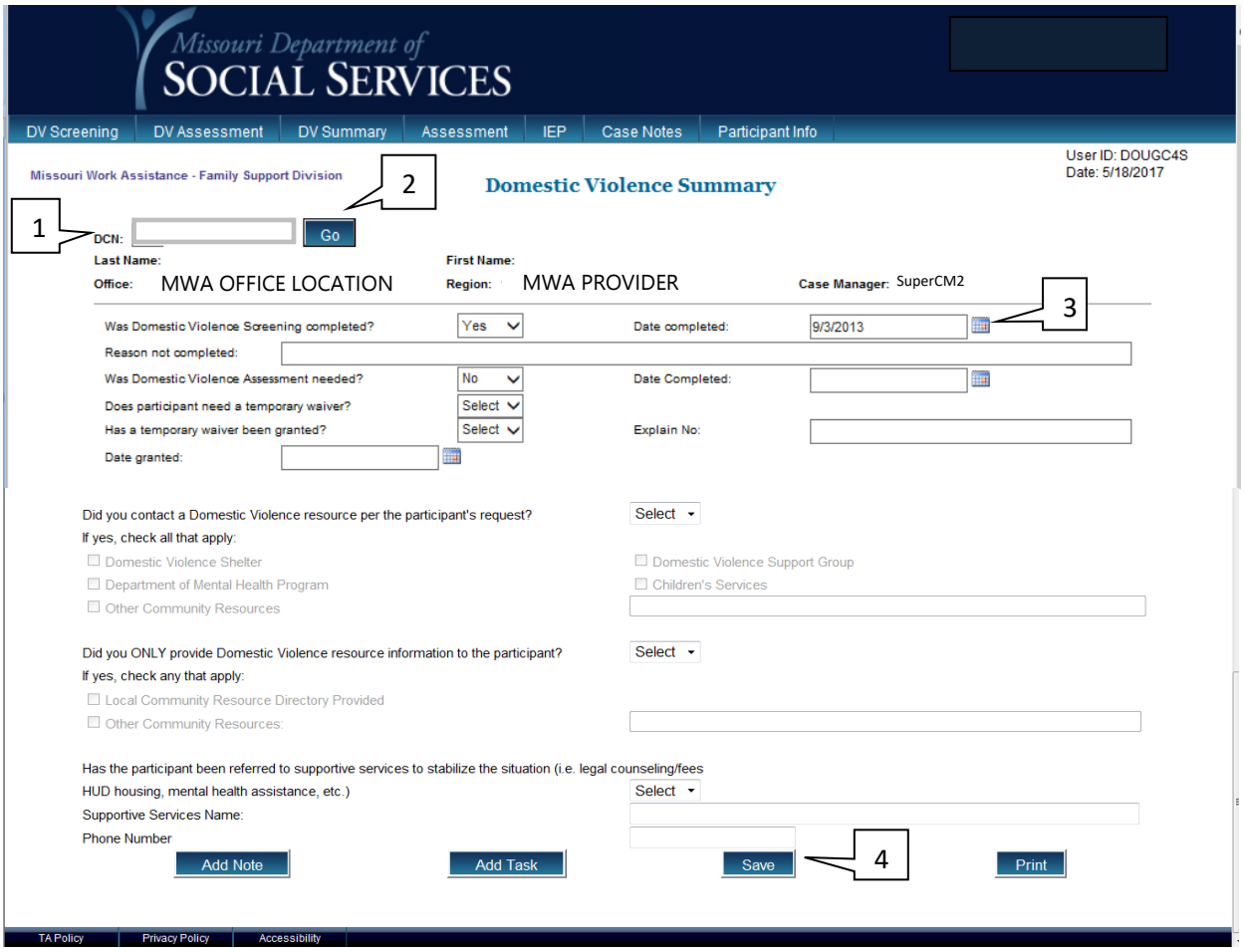
TO COMPLETE THE DOMESTIC VIOLENCE ASSESSMENT

1. Enter the participant's DCN (1) and select Go (2).
2. Ask the participant the assessment questions, being certain to ask each individual question. Choose the appropriate response from the drop down menu
3. Once the assessment is complete, enter the date by clicking on the Calendar (3) and selecting the proper date.
4. If the participant refuses to complete assessment, enter the date by clicking on the Calendar (4) and selecting the proper date.
5. Select Save (5). The message, '*Save Successful'* will display when the action is complete.
6. If Notes (6) or Tasks (7) are required, select the appropriate box.

Domestic Violence - Summary

The Domestic Violence Summary is a place to review the impact of domestic violence on the household. Document case management services provided to assist in barrier removal on this screen. The Domestic Violence Summary is completed after the Domestic Violence Screening and/or Assessment (if applicable).

The Domestic Violence Summary is accessed from the Domestic Violence Screening page by selecting the DV Summary tab at the top of the page.



TO COMPLETE THE DOMESTIC VIOLENCE SUMMARY:

1. Enter the participant's DCN (1) and select Go (2).
2. Complete the summary questions. Choose the appropriate response from the drop down menu or mark the appropriate check box.
3. Enter dates as appropriate by clicking on the Calendar and selecting the proper date. (3)
4. Select Save (4). The message '*Save successful*' will appear when the action is complete.

Assessment

The purpose of the Assessment is to evaluate the MWA participant for appropriate case management services.

The Assessment consists of eight screens accessible by selecting the tabs at the top of the screen:

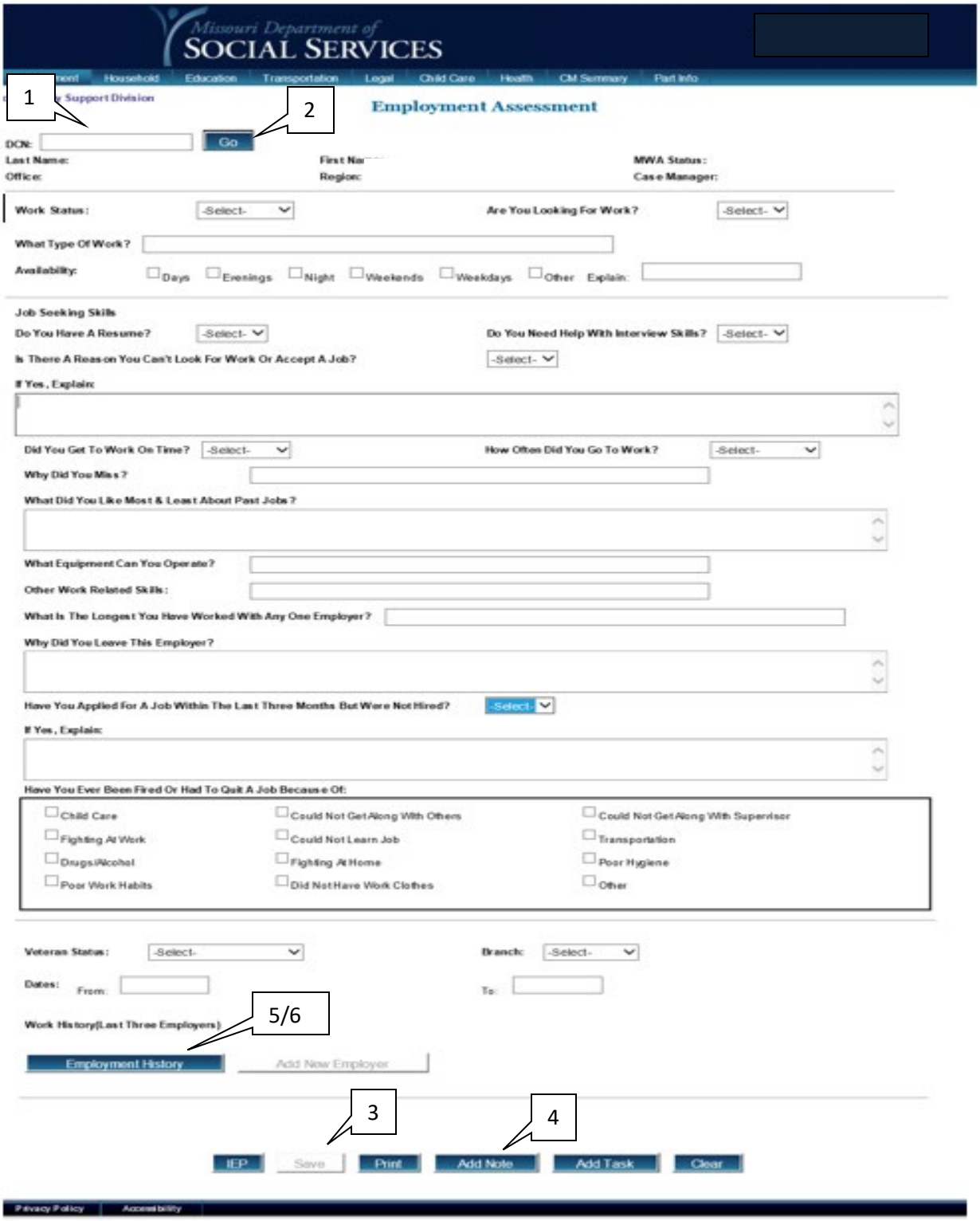
- Employment Assessment
    - Employment Detail (complete when the MWA participant has or gains employment.)
    - Employment History (shows employment history if the participant has or has had employment and employment was captured on the Employment Detail screen).
- Household Assessment
- Education Assessment
- Transportation Assessment
- Legal Assessment
- Child Care Assessment
- Health Assessment
- Assessment – Case Manager Summary

These Assessment screens are accessible from the Main Menu by selecting Assessment.

Selecting Assessment on the Main Menu displays the Employment Assessment screen. From the Employment Assessment screen you can navigate to the other 7 assessment screens by selecting the tabs at the top of the screen. Once entered, the participant's DCN auto-populates to each screen as you navigate through the assessment.

Employment Assessment

The Employment Assessment screen captures information regarding a participant's current and previous employment experience, including job seeking skills and barriers to finding or maintaining employment.


Missouri Department of
SOCIAL SERVICES
Household
Education
Transportation
Legal
Child Care
Health
CM Summary
Part Info
Support Division
Employment Assessment
1
2
DCN:
Go
Last Name:
First Na
MWA Status:
Office:
Region:
Case Manager:
Work Status:
-Select-
Are You Looking For Work?
-Select-
What Type Of Work?
Availability:
Days
Evenings
Night
Weekends
Weekdays
Other
Explain:
Job Seeking Skills
Do You Have A Resume?
-Select-
Do You Need Help With Interview Skills?
-Select-
Is There A Reason You Can't Look For Work Or Accept A Job?
-Select-
If Yes, Explain:
Did You Get To Work On Time?
-Select-
How Often Did You Go To Work?
-Select-
Why Did You Miss?
What Did You Like Most & Least About Past Jobs?
What Equipment Can You Operate?
Other Work Related Skills:
What Is The Longest You Have Worked With Any One Employer?
Why Did You Leave This Employer?
Have You Applied For A Job Within The Last Three Months But Were Not Hired?
-Select-
If Yes, Explain:
Have You Ever Been Fired Or Had To Quit A Job Because Of:
Child Care
Could Not Get Along With Others
Could Not Get Along With Supervisor
Fighting At Work
Could Not Learn Job
Transportation
Drugs/Alcohol
Fighting At Home
Poor Hygiene
Poor Work Habits
Did Not Have Work Clothes
Other
Veteran Status:
-Select-
Branch:
-Select-
Dates:
From:
To:
Work History(Last Three Employers)
5/6
Employment History
Add New Employer
3
4
IEP
Save
Print
Add Note
Add Task
Clear
Privacy Policy
Accessibility

TO COMPLETE THE EMPLOYMENT ASSESSMENT:

1. Enter the participant's DCN (1) and select Go (2).
2. Answer each question using the drop down boxes or by typing in the participant's answers.
3. Complete each section of the assessment as applicable.
4. Select Save (3). The message '*Record Updated*' will display when the action is complete.
5. Add Case Notes (4) as needed to provide further explanation.
6. Select Employment History (5) to view the participant's past employment history.
7. Select an employer listed under Work History (Last Three Employers) to view Employment Details for past employers (6).

Employment History List

The Employment History List is used to display the participant's work history. Information is displayed if the MWA participant currently has or had employment captured on the Employment Detail screen.

To access this screen, select the blue Employment History button (5) from the lower left corner of the Employment Assessment screen. The Employment History button can also be found at the bottom of the Participant Information Screen.

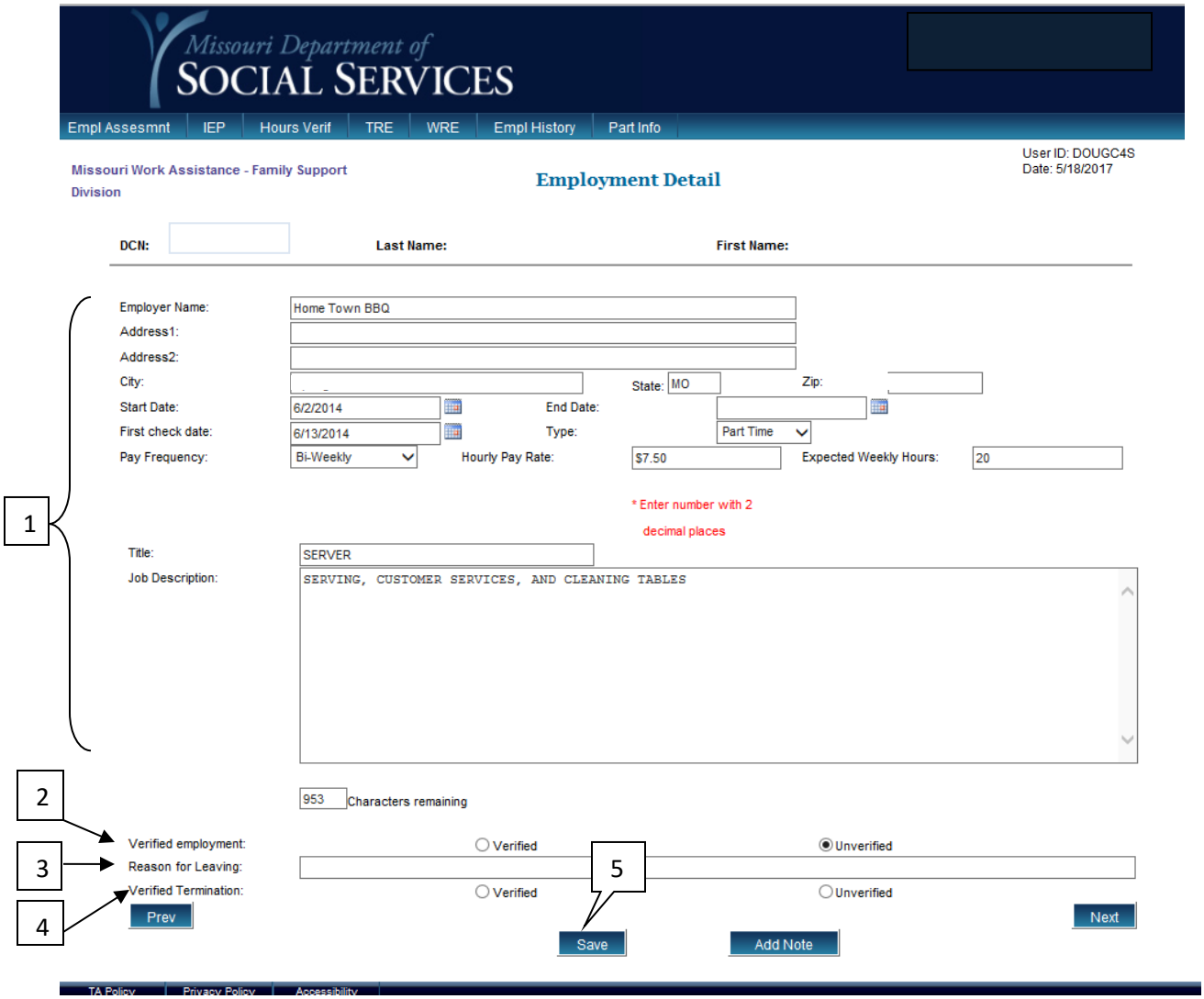
NOTE: You can use the blue buttons on the bottom of the screen to Add New Employer (1), Add Tasks (2), or Add Notes (3).

Employment Detail

The Employment Detail screen captures information on the work history and current employment of each participant. This information populates on the Employment History List.

New employment information entered on the Employment Detail screen generates an alert to FSD with the information regarding employer, rate of pay, and other information entered on this screen.

Access this screen from the Employment Assessment and/or Employment History Detail screens.



TO COMPLETE THE EMPLOYMENT DETAIL:

1. Select the Add New Employer button from the Employment Assessment screen or the Employment History screen.
2. Enter the participant's DCN and select Go.
3. Complete the details of employment (1).
4. Select if Employment is Verified or Unverified (2).
5. If applicable, add Reason for Leaving in the box provided (3).
6. Select if Termination is Verified or Unverified (4) if applicable.
7. Select Save (5). The message '*Save Successful*' will display when the action is complete.

TO VIEW EMPLOYMENT DETAILS:

1. From the Work History box (6) on the Employment Assessment screen, select the employer you wish to view. The employer's name is in blue letters.
2. This takes you to the Employment Detail screen for the selected employer.

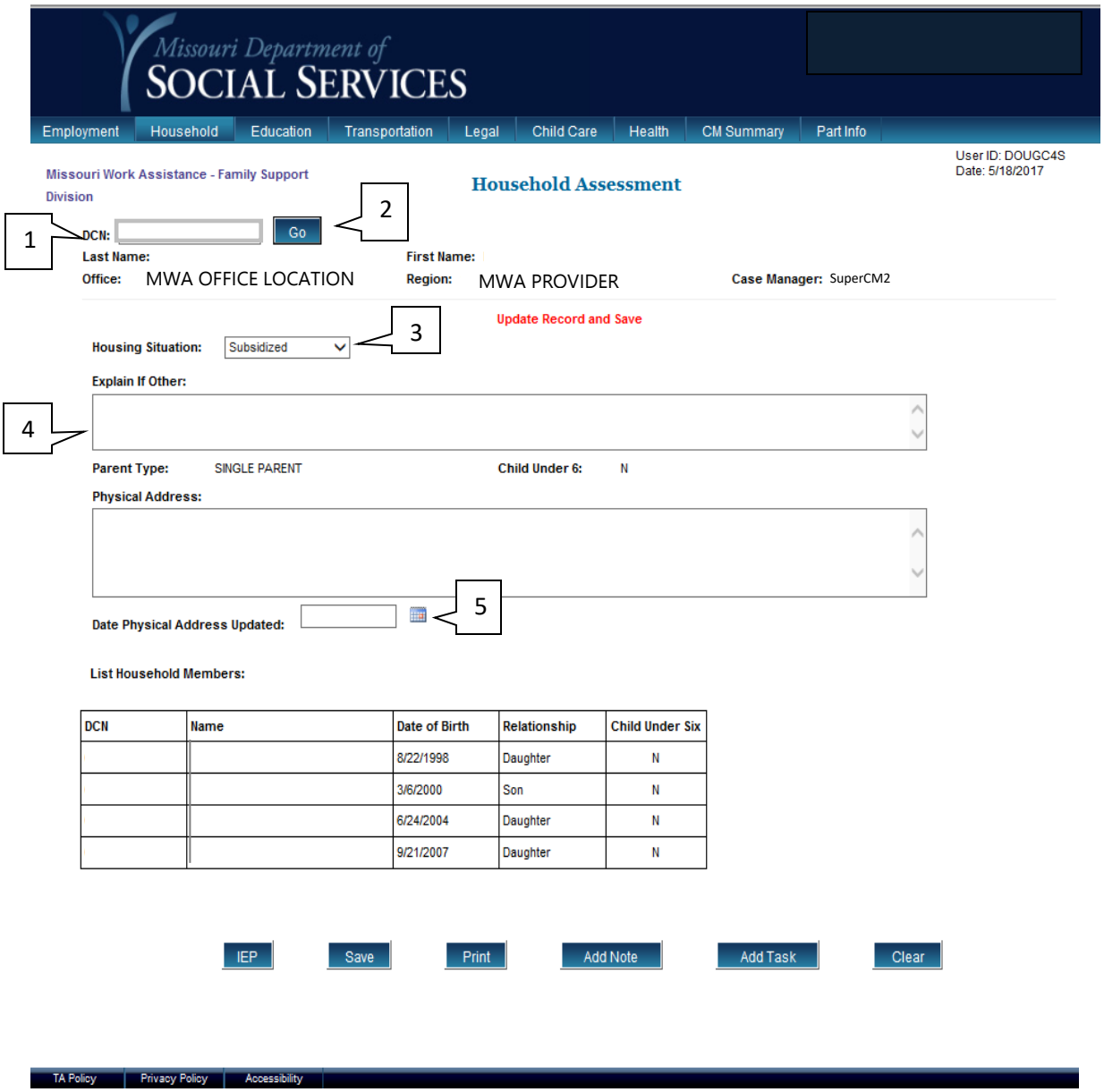
NOTE: If a participant has no employment history, leave all fields blank.

Household Assessment

The Household Assessment screen captures the participant's housing situation and may be used to record a physical address different from the FSD Address or Other Address.

The screen also displays household members, their birthdays, relationships, parent type, and if a child is under 6 years of age. This information is populated from FAMIS.

After selecting the Assessment tab, select the Household tab from across the top of the page. This accesses the Household Assessment screen.



TO COMPLETE THE HOUSEHOLD ASSESSMENT:

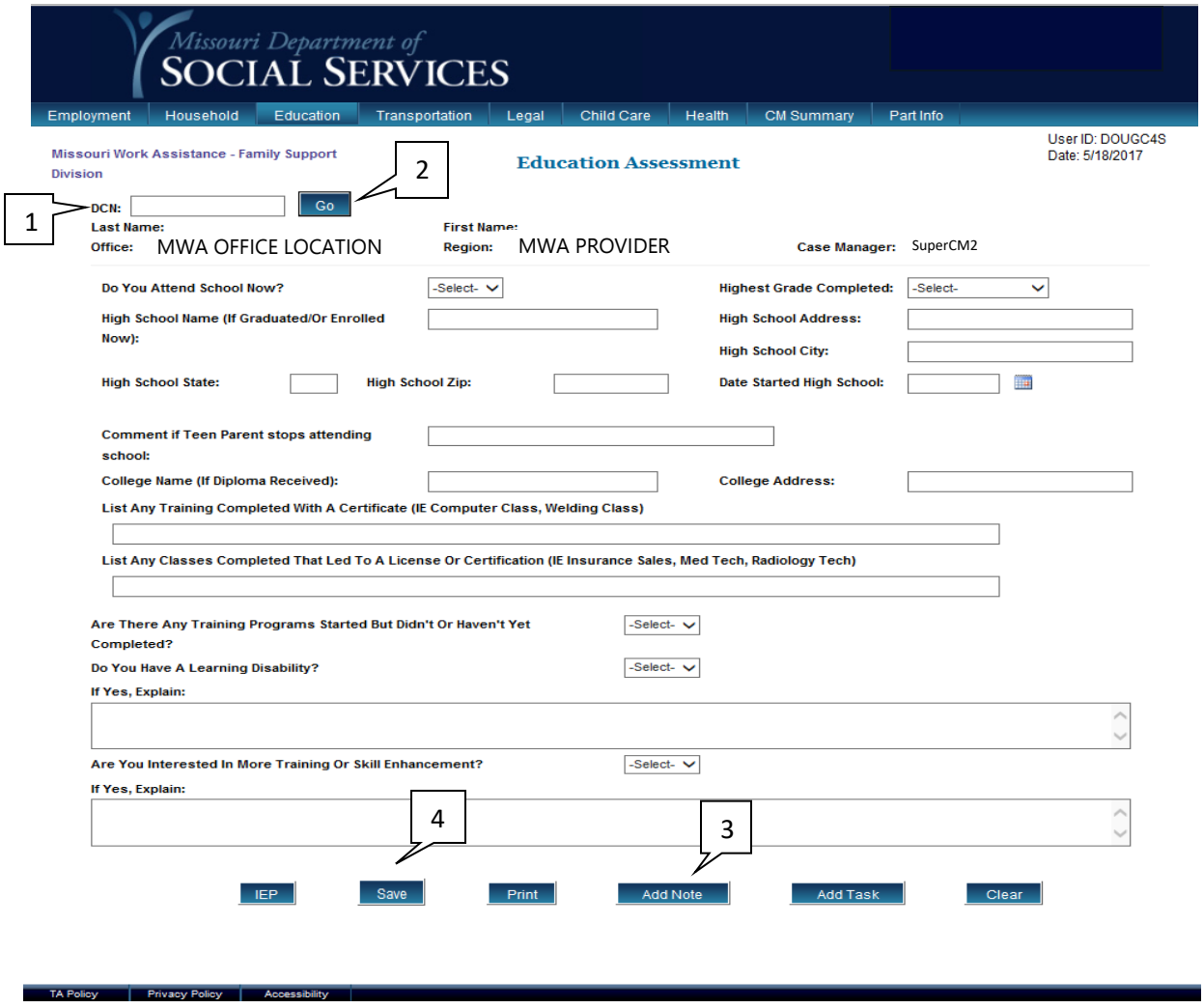
1. Enter the participant's DCN (1) and select Go (2).
2. Use the drop down box to select the appropriate housing situation (3) for the household.
3. If "Other" is selected type an explanation and/or Physical Address in the box (es) provided (4).
4. Enter the date the address was updated and select Save (5). The message: '*Record Updated*' will display when the action is complete.

NOTE: Other options at the bottom are IEP, Print, Add Note Add Task, and Clear.

Education Assessment

The Education Assessment screen captures information regarding what education and training the participant has completed, is currently attending, or previously attempted.

After selecting the Assessment tab, select the Education tab from across the top of the page. This accesses the Education Assessment screen.



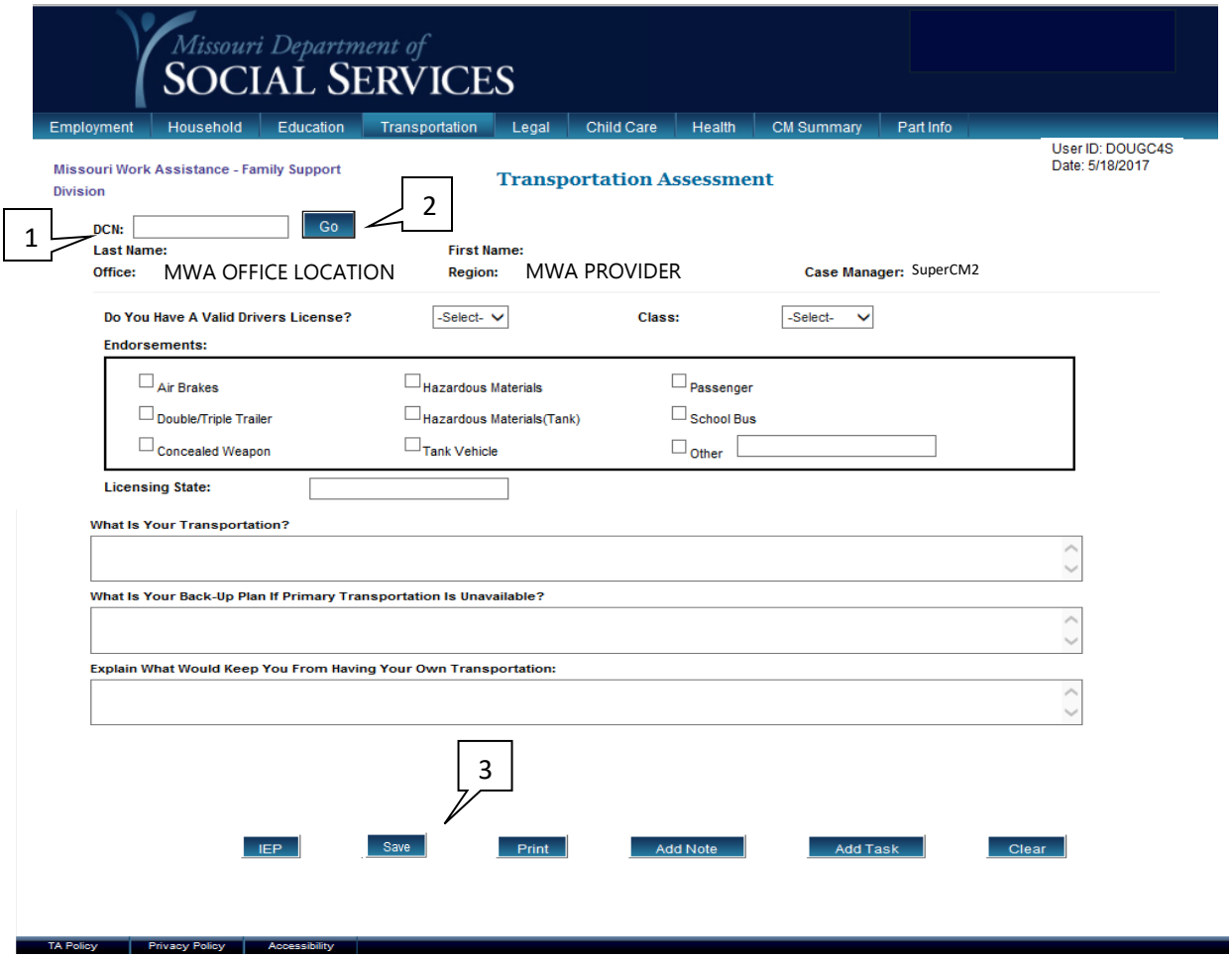
TO COMPLETE THE EDUCATION ASSESSMENT:

1. Enter the participant's DCN (1) and select Go (2).
2. Answer each Question using the drop down boxes or by typing in the participant's answers.
3. Complete each section of the Assessment as applicable.
4. Add notes (3) to provide further details, if needed.
5. Select Save (4). The message 'Record Updated' will display when the action is complete.

Transportation Assessment

The Transportation Assessment screen captures information about the participant's access to reliable transportation and helps identify barriers.

After selecting the Assessment tab, select the Transportation tab from across the top of the page. This accesses the Transportation Assessment screen.



TO COMPLETE THE TRANSPORTATION ASSESSMENT:

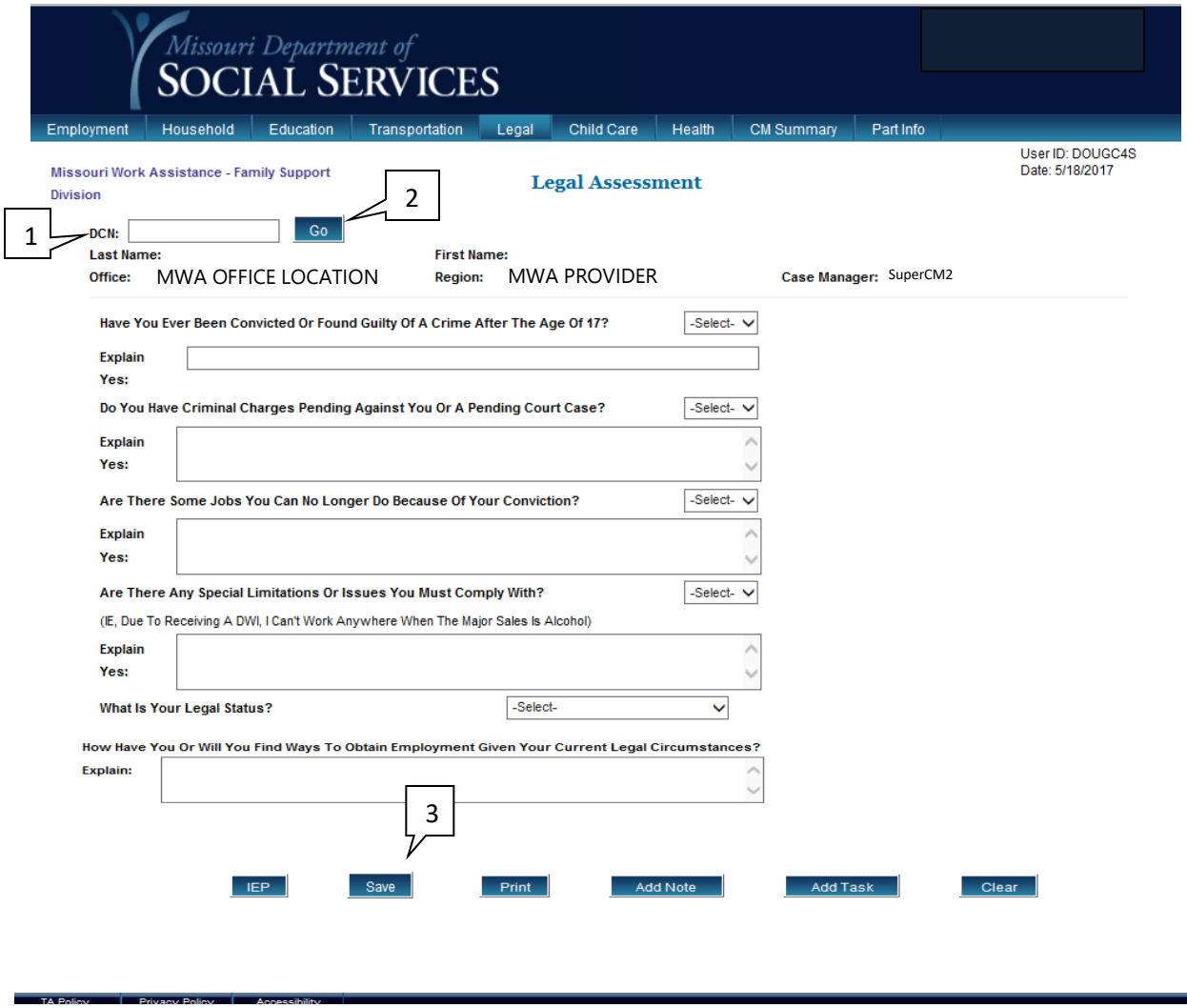
1. Enter the participant's DCN (1) and select Go (2).
2. Select the correct answers using the drop down boxes or entering the participant's statement for each area.
3. Select Save (3). The message '*Record Updated*' will display when the action is complete.

NOTE: Other options at the bottom are IEP, Print, Add Note, Add Task, and Clear.

Legal Assessment

The Legal Assessment screen identifies any legal issues that may cause barriers to participation including current legal status.

After selecting the Assessment tab, select the Legal tab from across the top of the page. This accesses the Legal Assessment screen.



TO COMPLETE THE LEGAL ASSESSMENT

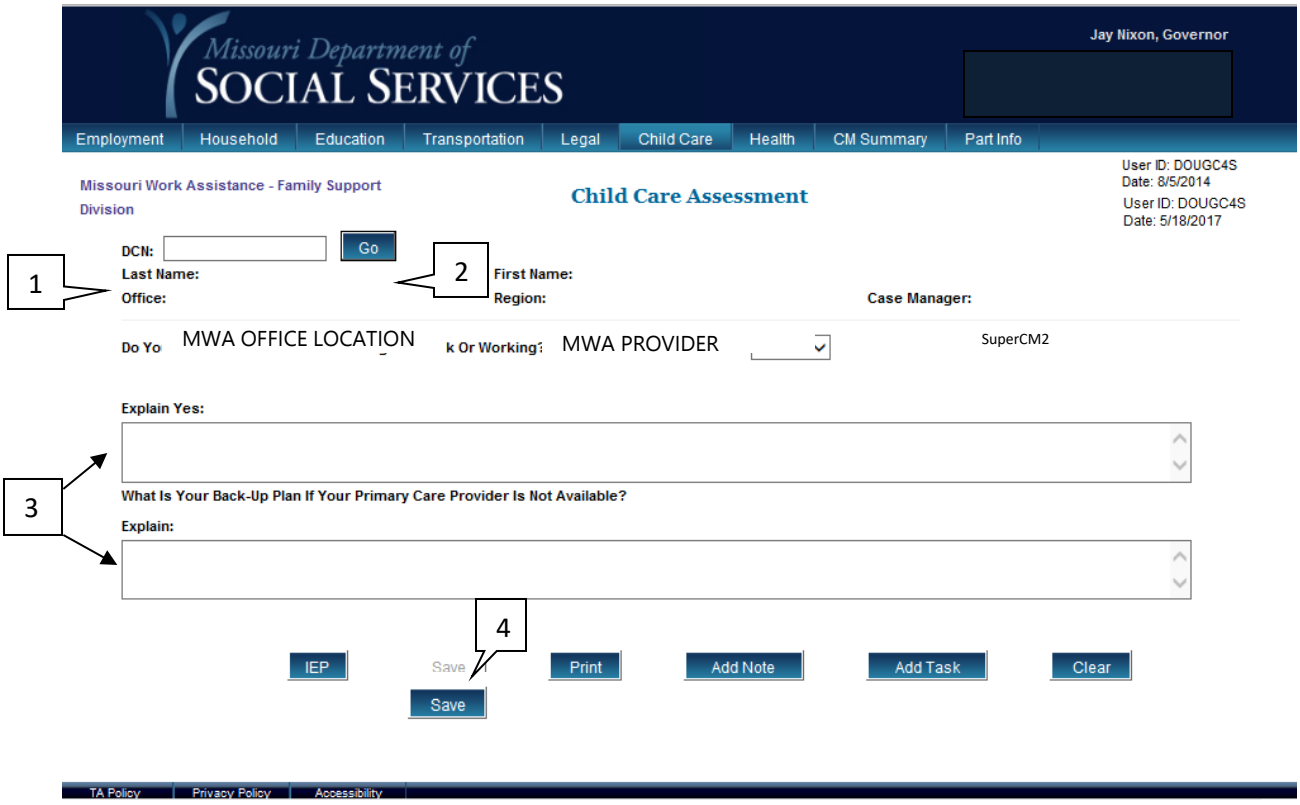
1. Enter the participant's DCN (1) and select Go (2).
2. Answer questions by selecting drop down boxes.
3. Type any needed explanations in boxes provided.
4. Select Save (3) and you should see the message *'Record Updated'* will display when the action is complete.

NOTE: Other options at the bottom are IEP, Print, Add Note, Add Task, and Clear.

Child Care Assessment

The Child Care Assessment screen is used to determine if there is a child care need or barrier for the household.

After selecting the Assessment tab, select the Child Care tab from across the top of the page. This accesses the Child Care Assessment screen.



TO COMPLETE THE CHILD CARE ASSESSMENT:

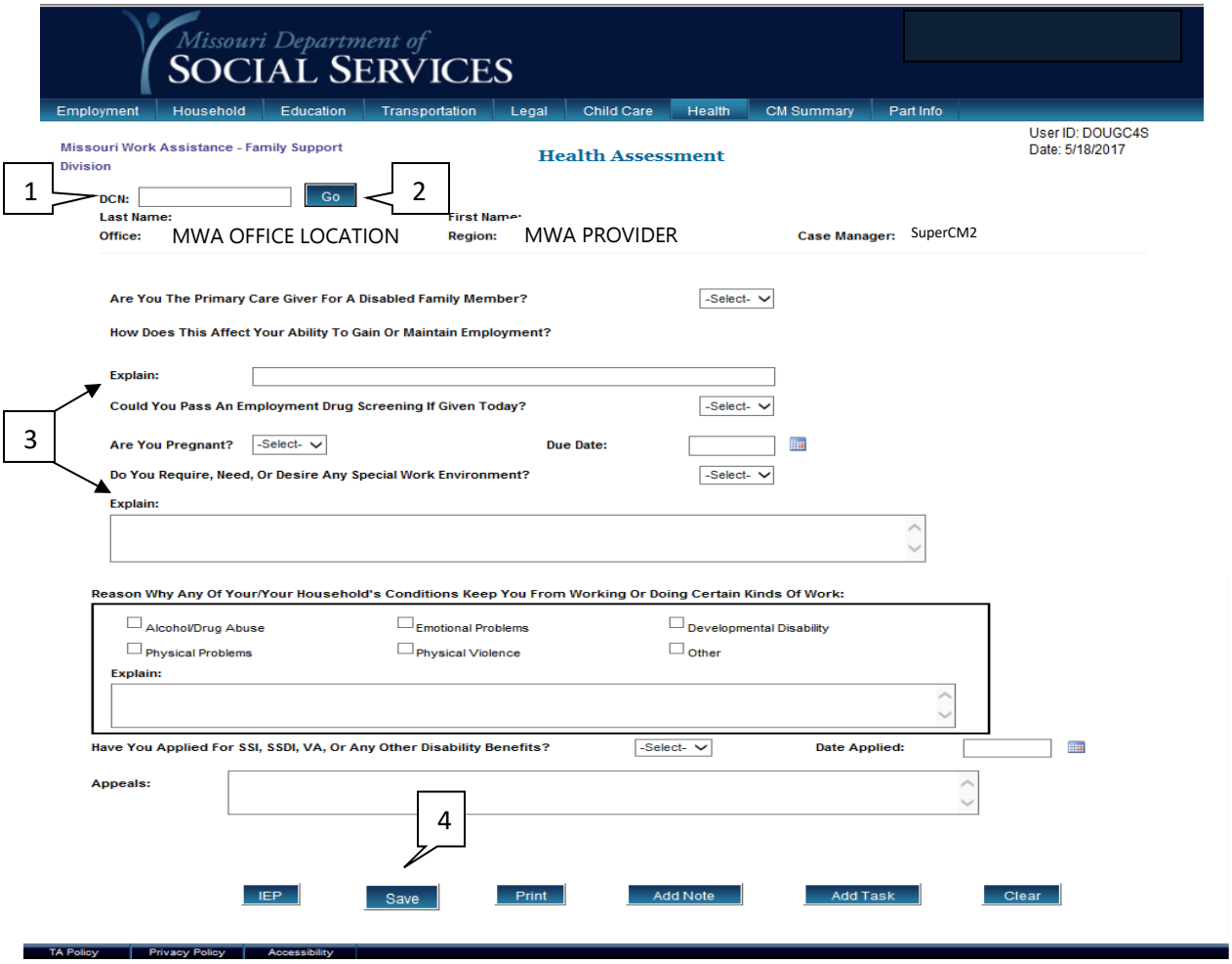
1. Enter the participant's DCN (1) and select Go (2).
2. Use the drop down menu to answer child the care need question.
3. Add any needed information to explain answers (3).
4. Select Save (4). The message '*Record Updated*' will display when the action is completed.

NOTE: Other options at the bottom are IEP, Print, Add Note, Add Task, and Clear.

Health Assessment

The Health Assessment screen captures information regarding the participant's and household member's current health condition(s). Information is gathered about possible drug use, pregnancy, and special work environment needs to properly identify the participant's work ready status.

After selecting the Assessment tab, select the Health tab from across the top of the page. This accesses the Health Assessment screen.



TO COMPLETE THE HEALTH ASSESSMENT:

1. Enter the participant's DCN (1) and select Go (2).
2. Answer questions by selecting from the drop down boxes provided.
3. Type any needed explanations in fields provided (3).
4. Select Save (4). The message '*Record Updated*' will appear when the action is complete.

NOTE: Other options at the bottom are IEP, Print, Add Note, Add Task, and Clear.

Assessment – Case Manager Summary

The Assessment – Case Manager Summary screen uses information captured in the assessment phase to prepare for creating or updating the Individual Employment Plan.

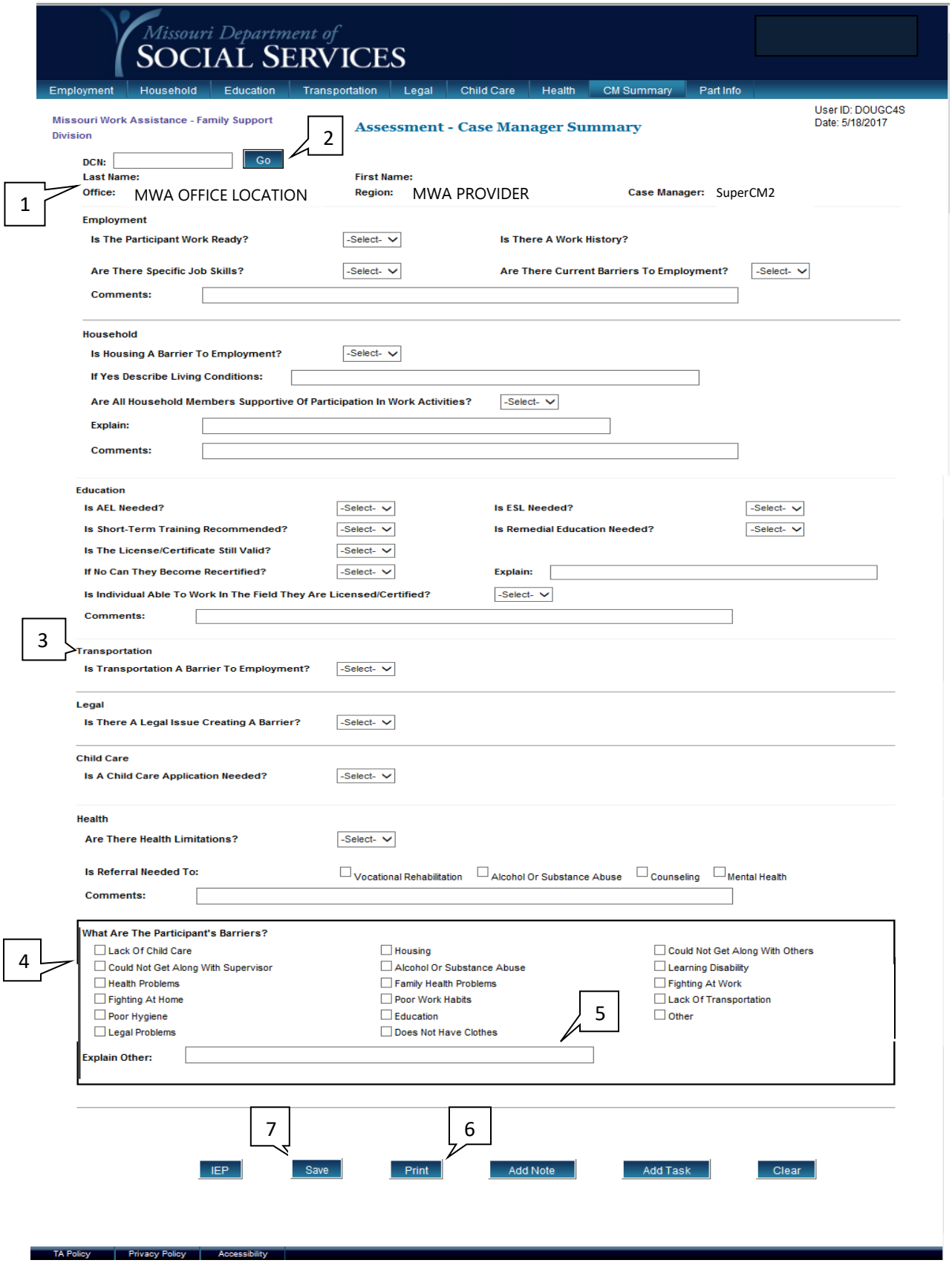
This screen should be updated at any contact with the participant to reflect changes reported.

To access this screen, select Assessment from the MWA Main Menu then select the CM Summary Tab.

TO COMPLETE THE ASSESSMENT – CASE MANAGER SUMMARY:

1. Enter the participant's DCN (1) and select Go (2).
2. Go to the section(s) you wish to complete or update. Select the appropriate answer from the drop down menu.
3. If you wish for any additional information to display on this screen, go to the box marked Comments or Explain in the appropriate section. Type the information you wish to display in the field available.
4. In the Health section, if a referral is needed, mark the box beside the appropriate referral (3) based on the health assessment. Marking these boxes will not create a referral to another agency.
5. In the box titled, "What Are Participant's Barriers?" (4), you may select any barrier(s) the participant currently has. If the participant has a barrier not on the selection list, put your cursor in the box after Explain Other (5) and enter the type of barrier the participant has in your own words. The barrier(s) selected will appear in the Barriers section of the IEP.
6. If you wish to print the summary, select the Print button (6) at the bottom of the screen.
7. Select the Save (7) button at the bottom of the screen before exiting this screen or selecting one of the links at the bottom (blue boxes). The message *'Record Updated'* will display when the action is complete.

NOTE: Other options at the bottom are IEP, Print, Add Note, Add Task, and Clear.


Missouri Department of SOCIAL SERVICES
Employment
Household
Education
Transportation
Legal
Child Care
Health
CM Summary
Part Info
User ID: DOUGC4S
Date: 5/18/2017
Missouri Work Assistance - Family Support Division
Assessment - Case Manager Summary
DCN:
Go
Last Name:
First Name:
Office: MWA OFFICE LOCATION
Region: MWA PROVIDER
Case Manager: SuperCM2
Employment
Is The Participant Work Ready?
Is There A Work History?
Are There Specific Job Skills?
Are There Current Barriers To Employment?
Comments:
Household
Is Housing A Barrier To Employment?
If Yes Describe Living Conditions:
Are All Household Members Supportive Of Participation In Work Activities?
Explain:
Comments:
Education
Is AEL Needed?
Is ESL Needed?
Is Short-Term Training Recommended?
Is Remedial Education Needed?
Is The License/Certificate Still Valid?
If No Can They Become Recertified?
Explain:
Is Individual Able To Work In The Field They Are Licensed/Certified?
Comments:
Transportation
Is Transportation A Barrier To Employment?
Legal
Is There A Legal Issue Creating A Barrier?
Child Care
Is A Child Care Application Needed?
Health
Are There Health Limitations?
Is Referral Needed To:
Vocational Rehabilitation
Alcohol Or Substance Abuse
Counseling
Mental Health
Comments:
What Are The Participant's Barriers?
Lack Of Child Care
Could Not Get Along With Supervisor
Health Problems
Fighting At Home
Poor Hygiene
Legal Problems
Housing
Alcohol Or Substance Abuse
Family Health Problems
Poor Work Habits
Education
Does Not Have Clothes
Could Not Get Along With Others
Learning Disability
Fighting At Work
Lack Of Transportation
Other
Explain Other:
IEP
Save
Print
Add Note
Add Task
Clear
TA Policy
Privacy Policy
Accessibility
1
2
3
4
5
6
7

Individual Employment Plan (IEP)

To access this screen, select Individual Employment Plan (IEP) from the MWA Main Menu. You may also select the IEP tab from the top menu bar to access this screen for an individual you are currently viewing.

TO COMPLETE THE IEP THE FIRST TIME:

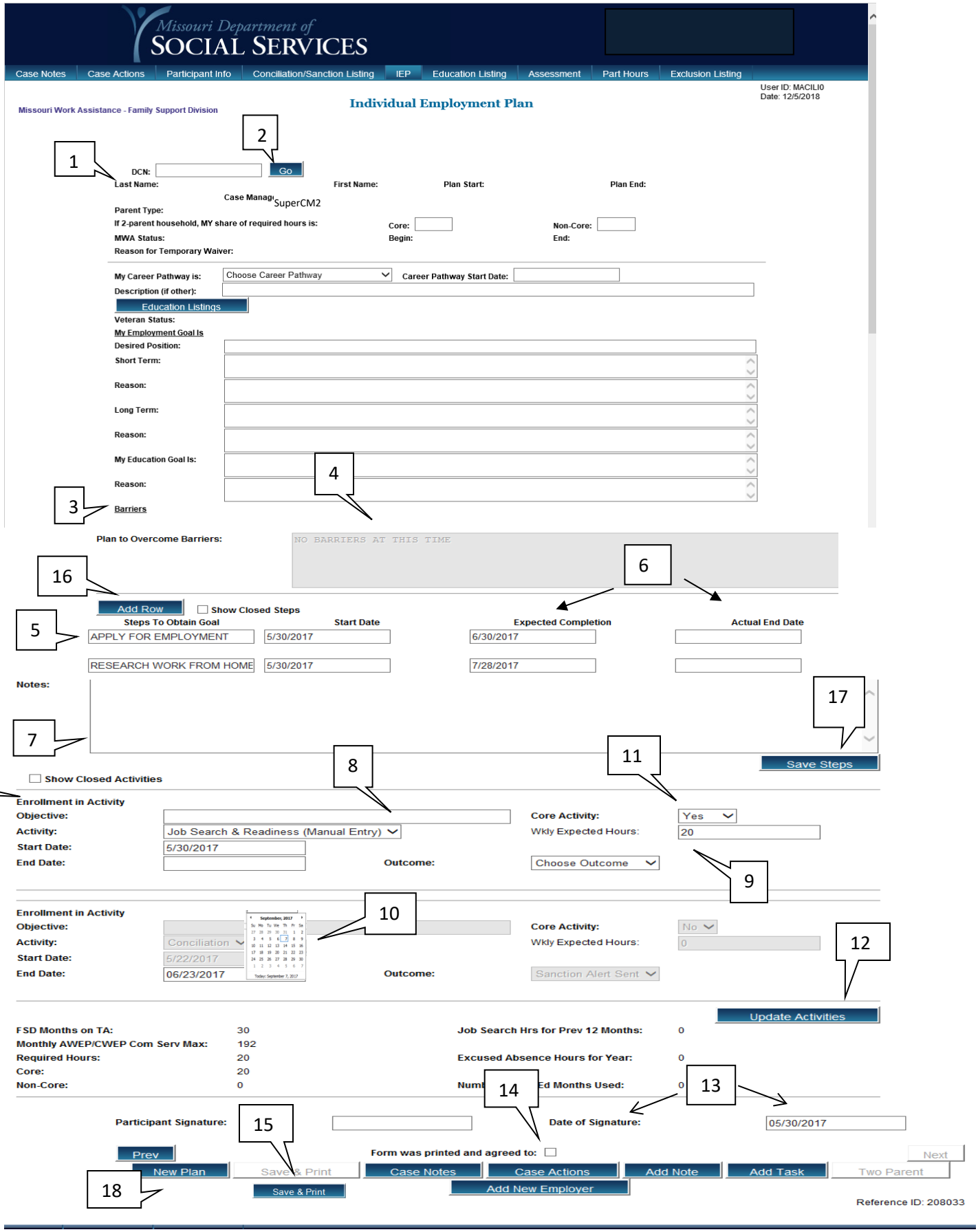
1. Enter the participant's DCN (1) and select Go (2).
2. Enter information in each applicable field based upon information provided by the participant.
3. The Barriers field (3) auto-populates with information from the assessment. You should enter the plan to overcome barriers identified during the Assessment (4).
4. Enter the Steps To Obtain Goal (5) and Expected Completion date, if known (6). There is also space to record notes (7) about these steps.
5. To select the participant's work activity, choose from the Activity drop-down menu (8) and enter the appropriate number of hours (9). Enter the start date or select the Calendar icon and choose the appropriate start date (10). You must designate the activity as core or non-core by selecting from the drop-down menu (11).
6. If you need to open more than one activity, select the Update Activities button (12). This will create an additional Enrollment in Activity field to enter an additional activity. Repeat this step as many times as necessary to open needed activities.
7. Add the Date of Signature at the bottom of the screen (13) and check the box beside Form was printed and agreed to (14).
8. Once you have completed the participant's IEP, select Save & Print (15) to create a hard copy for the participant's signature. A case action will be written to indicate the IEP was agreed to that day.

NOTE: If errors are found, they will appear in red at the top of the screen. If errors appear, please complete the actions indicated and again select Save & Print.

NOTE: Failing to select Save & Print will result in no activities open for the participant. The IEP must be saved before exiting the screen.

NOTE: The IEP screen also displays information as of the date the IEP was developed showing the number of months the participant received Temporary Assistance, the number of core/non-core hours required, how many hours or months the participant has used time-limited components (job search, vocational education), as well as the AWEP/CWEP/Community Service hours maximums.

NOTE: This information remains unchanged until a new IEP is developed. For updates on TA months, required hours, work experience hours maximum and other data refer to the TA Info List or TA Participation List pages.


Missouri Department of SOCIAL SERVICES
Case Notes
Case Actions
Participant Info
Conciliation/Sanction Listing
IEP
Education Listing
Assessment
Part Hours
Exclusion Listing
User ID: MACILI0
Date: 12/5/2018
Individual Employment Plan
Missouri Work Assistance - Family Support Division
1
2
DCN:
Go
Last Name:
First Name:
Plan Start:
Plan End:
Case Manag
SuperCM2
Parent Type:
If 2-parent household, MY share of required hours is:
Core:
Non-Core:
MWA Status:
Begin:
End:
Reason for Temporary Waiver:
My Career Pathway is:
Choose Career Pathway
Career Pathway Start Date:
Description (if other):
Education Listings
Veteran Status:
My Employment Goal Is
Desired Position:
Short Term:
Reason:
Long Term:
Reason:
My Education Goal Is:
Reason:
4
3
Barriers
Plan to Overcome Barriers:
NO BARRIERS AT THIS TIME
16
6
Add Row
Show Closed Steps
5
Steps To Obtain Goal
Start Date
Expected Completion
Actual End Date
APPLY FOR EMPLOYMENT
5/30/2017
6/30/2017
RESEARCH WORK FROM HOME
5/30/2017
7/28/2017
Notes:
17
7
Save Steps
8
11
Show Closed Activities
19
Enrollment in Activity
Objective:
Activity:
Job Search & Readiness (Manual Entry)
Start Date:
5/30/2017
End Date:
Core Activity:
Yes
Wkly Expected Hours:
20
Outcome:
Choose Outcome
9
Enrollment in Activity
Objective:
Activity:
Conciliation
Start Date:
5/22/2017
End Date:
06/23/2017
10
Core Activity:
No
Wkly Expected Hours:
0
Outcome:
Sanction Alert Sent
12
Update Activities
FSD Months on TA:
30
Monthly AWEP/CWEP Com Serv Max:
192
Required Hours:
20
Core:
20
Non-Core:
0
Job Search Hrs for Prev 12 Months:
0
Excused Absence Hours for Year:
0
Numb
Ed Months Used:
0
14
13
Participant Signature:
15
Date of Signature:
05/30/2017
Prev
Form was printed and agreed to:
Next
New Plan
Save & Print
Case Notes
Case Actions
Add Note
Add Task
Two Parent
18
Save & Print
Add New Employer
Reference ID: 208033

TO ADD OR UPDATE STEPS ON AN EXISTING IEP:

1. Enter the participant's DCN (1) and select Go (2).
2. Add additional steps or add Actual Completion date to appropriate steps.
3. To add an addition line for steps, select the Add Row button (16).
4. Once changes are completed, select the Save Steps button at the bottom of the steps section (17).

NOTE: Steps entered prior to the date the steps Start Date was added to the system will show a default date of 07/01/2011.

TO CHANGE THE START DATE OR WEEKLY EXPECTED HOURS OF AN EXISTING ACTIVITY:

1. Enter the participant's DCN (1) and select Go (2).
2. Make appropriate changes to the existing activity such as change start date or weekly expected hours.
3. Select the Update Activities button (12).

TO UPDATE GOALS, TO UPDATE NOTES ON STEPS, OR TO ADD A NEW ACTIVITY TO THE IEP:

1. Enter the participant's DCN (1) and select Go (2).
2. Select New Plan button at the bottom of the screen (18).
3. Make appropriate changes to the page. If you need to open more than one activity, select the Update Activities button (12). This will create an additional Enrollment in Activity field to enter an additional activity. Repeat this step as many times as necessary to open needed activities.
4. Select the Form was printed and agreed to button (14) and complete the Date of Signature box (13). You may select the calendar icon and select Today at the bottom of the calendar to insert current date in the Date of Signature box.
5. Select the Save and Print button (15).

NOTE: If errors are found, they will appear in red at the top of the screen. If errors appear, please complete the actions indicated and again select Save & Print (15).

NOTE: When multiple plans exist for a participant, the previous plan/s may be viewed by selecting the PREV button that will appear at the bottom of the page. If PREV is selected to view a previous plan, the NEXT button may be selected to move forward to the following plan/s.

TO END A TEMPORARY WAIVER FOR A PARTICIPANT:

1. Select the Calendar icon and choose the end date on the Temporary Waiver Activity.
2. Select the appropriate Outcome from the drop-down box.
3. Select the Update Activities (12) button at the bottom of the activities section of the screen. Select Case Notes to explain any other information necessary.

TO SHOW CLOSED CORE/NON-CORE ACTIVITIES

1. Check the box marked Show Closed Activities (19). All prior activities agreed to by the participant are made part of the IEP display.
2. Once checked, you have the option to sort the closed activities further, either by activity type or by closed date. Do this by checking the appropriate box.
3. After viewing closed activities, you may return to viewing only open activities and the current IEP by checking the box Show Closed Activities (19) again.

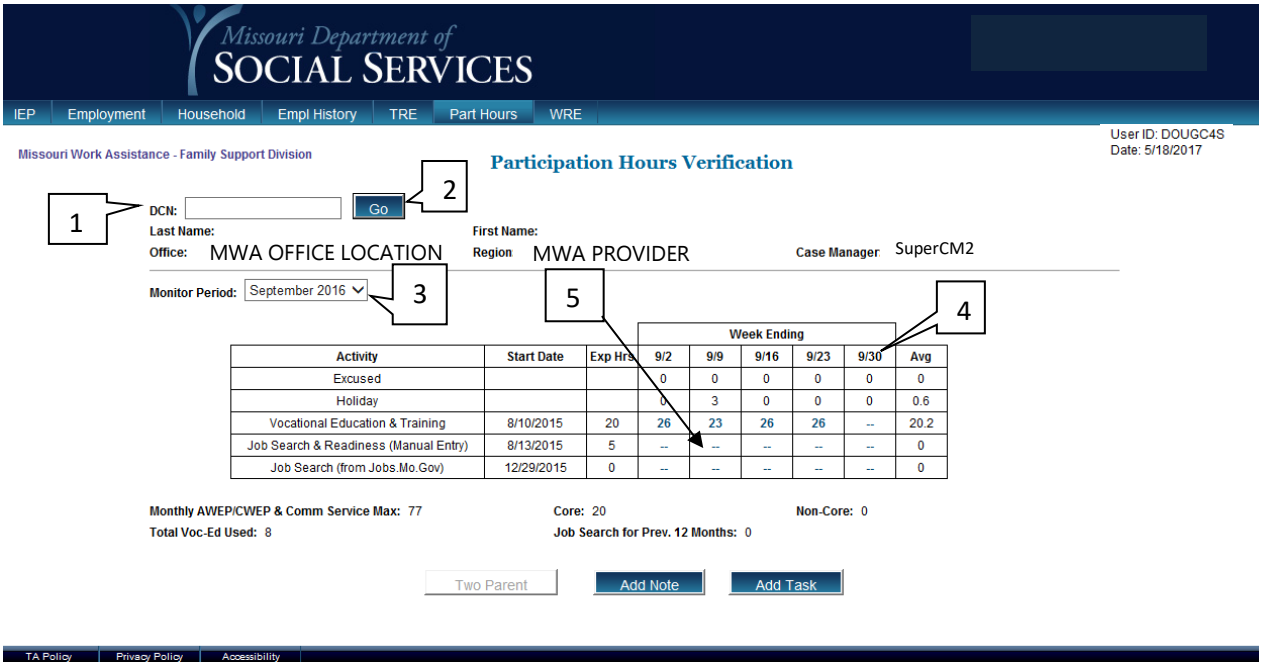
NOTE: The activity of Conciliation is automatically opened and closed by the system when entries are made on the Conciliation/Sanction Record screen.

NOTE: Other options at the bottom are Case Notes, Case Actions, Conciliation, Add Note, Add Task, Two Parent, and Add New Employer.

NOTE: Opening or closing the activity of High School on a Teen Parent will send an alert to FSD (alert will indicate *Teen Parent in school* or *Teen Parent not in school*.)

Participation Hours Verification

The Participation Hours Verification Screen is used to capture and view participation hours. This screen is accessible from the MWA Main Menu and any screen displaying the Part Hours tab.



TO ENTER PARTICIPATION HOURS:

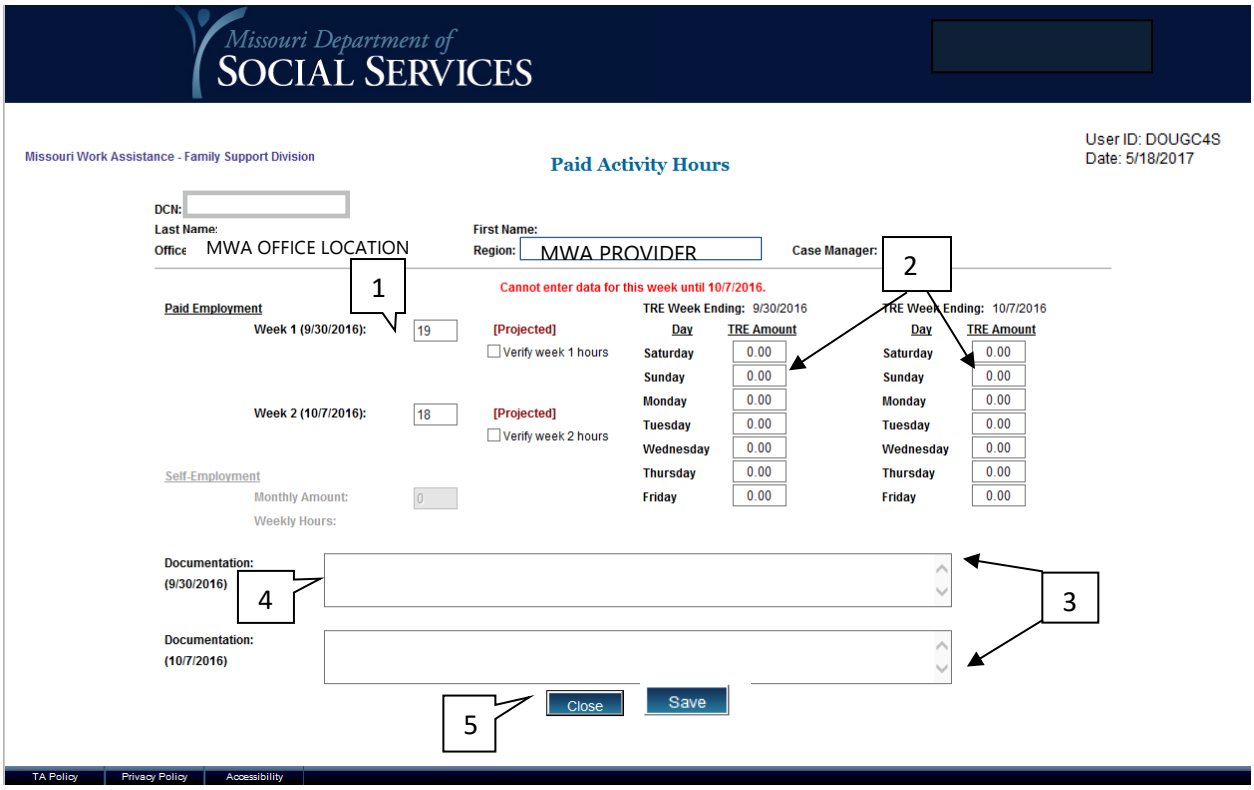
1. Enter the participant's DCN (1) and select Go (2).
2. Select the Monitor Period or Month from the drop down box (3).
3. Hours entered show under week ending (4).
4. To enter hours, click on the blue line under “Week Ending” (5) to open the Activity Hours Screen. This may be Unpaid, Paid, Work Experience, or other hours.
5. Select Save.

TO ENTER SELF-EMPLOYMENT OR COMPENSATION IN LIEU OF WAGES HOURS:

1. Enter the participant's DCN (1) and select Go (2).
2. Select the Monitor Period or Month from the drop down box (3).
3. Hours entered show under week ending (4).
4. To enter hours, click on a blue line under “Week Ending” (5) to open the Paid Activity Hours Screen. Enter the total monthly income, minus expenses in the Monthly Amount box.
5. Select Save. The system will automatically convert the monthly pay to weekly hours.

NOTE: Other options at the bottom are Add Note and Add Task.

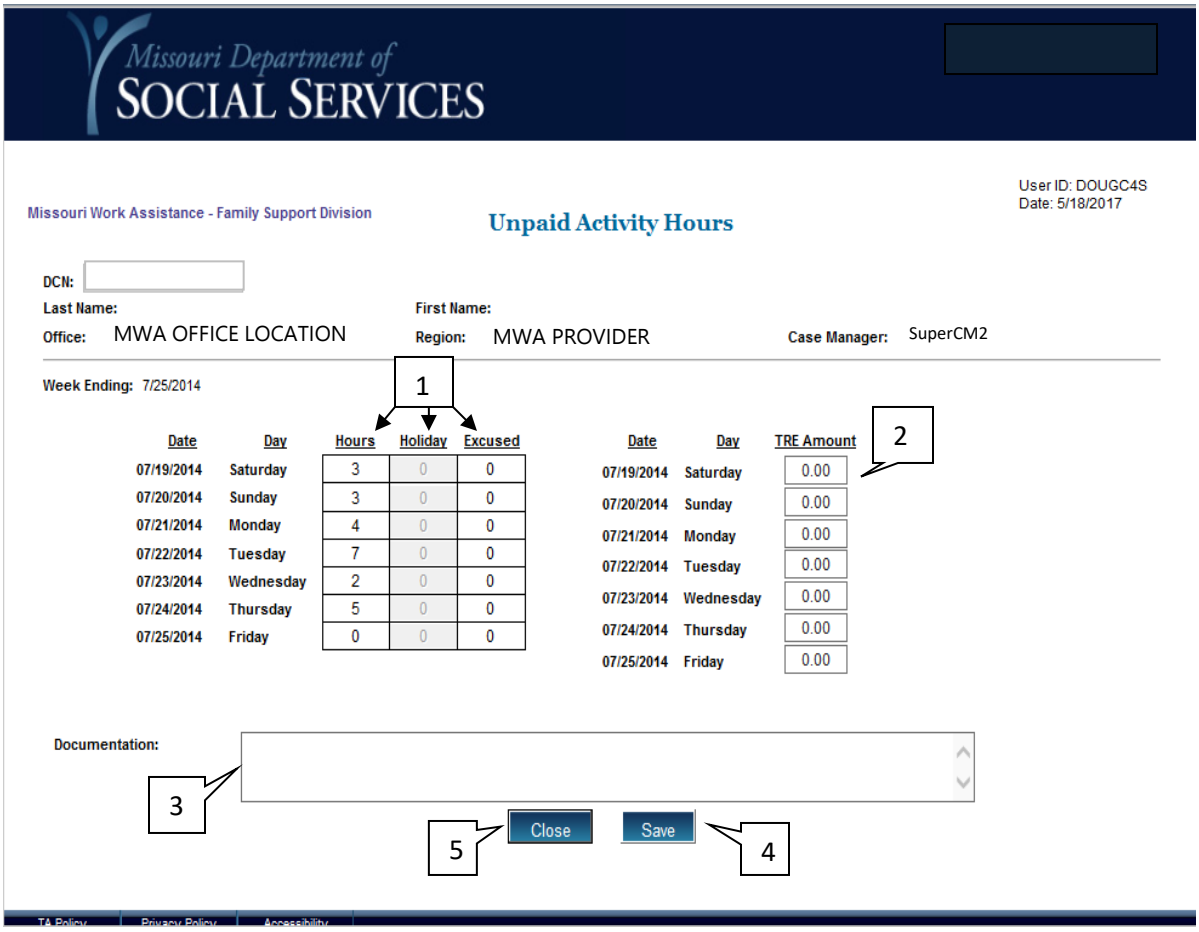
Paid Activity Hours



TO ENTER PAID ACTIVITY HOURS:

1. For Paid Activities, enter the total hours worked in the week 1 & 2 fields (1).
2. You may enter TRE amounts (2) from the Paid or Unpaid Activity Hours screen.
3. Enter a description of hours and how verified in the Documentation field (3).
4. Select Save (4).
5. Select Close (5) to return to the Participation Hours Verification Screen.

Unpaid Activity Hours



TO ENTER UNPAID ACTIVITY HOURS:

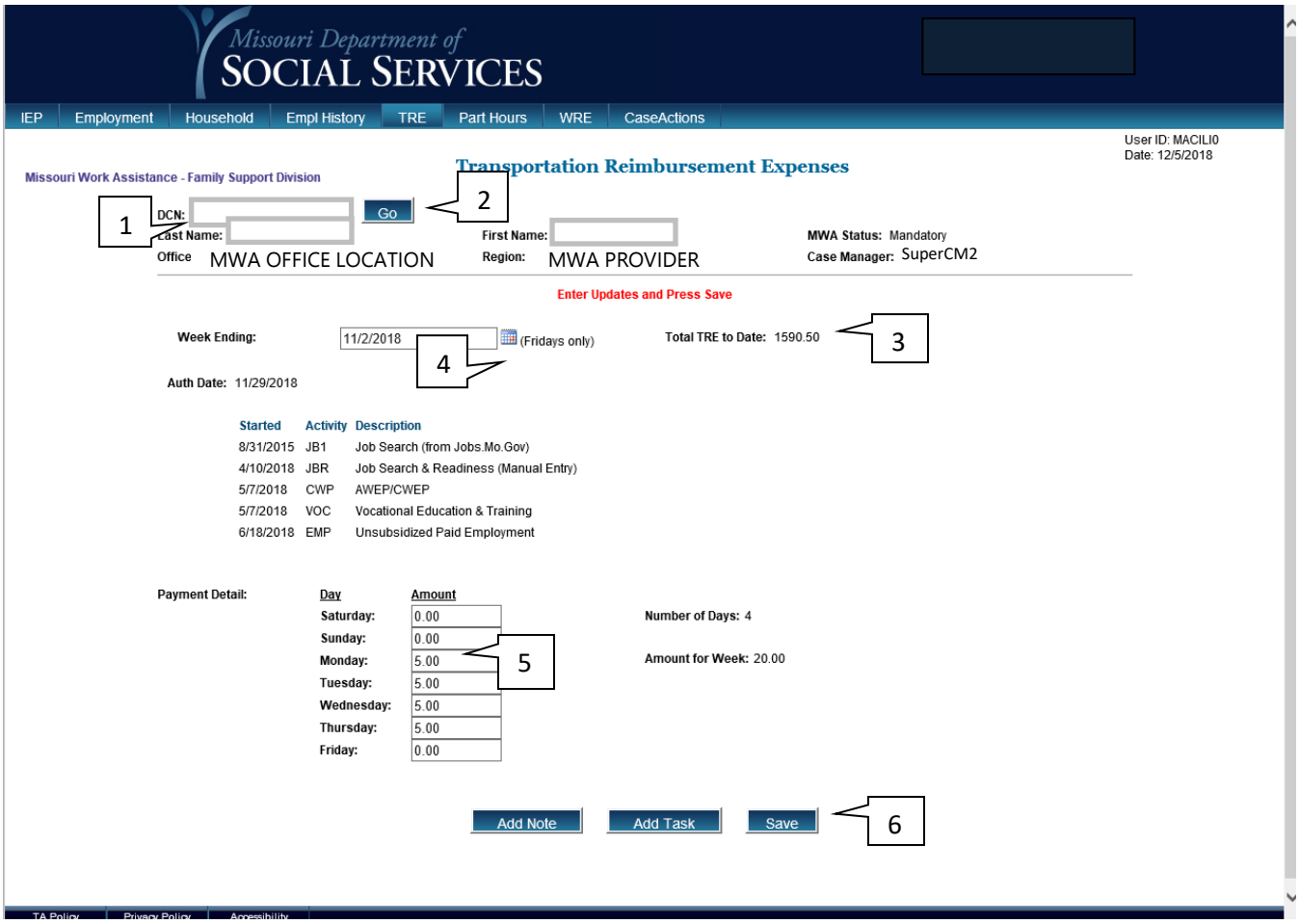
1. For Unpaid, Work Experience, or other hours enter the number of hours worked each day (1), including holidays and/or excused absences.
2. You may enter TRE amounts (2) from the Paid or Unpaid Activity Hours screen.
3. Enter a description of hours and how verified in the Documentation field (3).
4. Select Save (4).
5. Select Close (5) to return to the Participation Hours Verification Screen.

Transportation Reimbursement Expenses

The Transportation Reimbursement Expenses screen captures Transportation Reimbursement Expense monies paid to a participant.

NOTE: TRE monies paid may also be recorded on the Paid or Unpaid Activity Hours screen. If TRE is recorded on Paid or Unpaid Activity Hours, they will carry over to the TRE screen and vice versa.

Access this screen from the Participation Hours Verification, Employment History List, Work Related Expenses screens, or the Main Menu.



TO CAPTURE TRE MONIES PAID TO A PARTICIPANT:

1. If the participant's name/information is not already displayed on the screen, enter the participant's DCN (1) and select Go (2).
2. If TRE for the participant has been previously recorded, the Total TRE to Date displays (3).
3. Fill in the date in the Week Ending field by selecting the Calendar icon (4). Select the Friday of the week you wish to view or add information to.
4. Enter the amount of TRE paid to the participant for each day of that week (5).
5. Select Save (6). The message '*Record Processed Successfully'* will display when the action is complete.

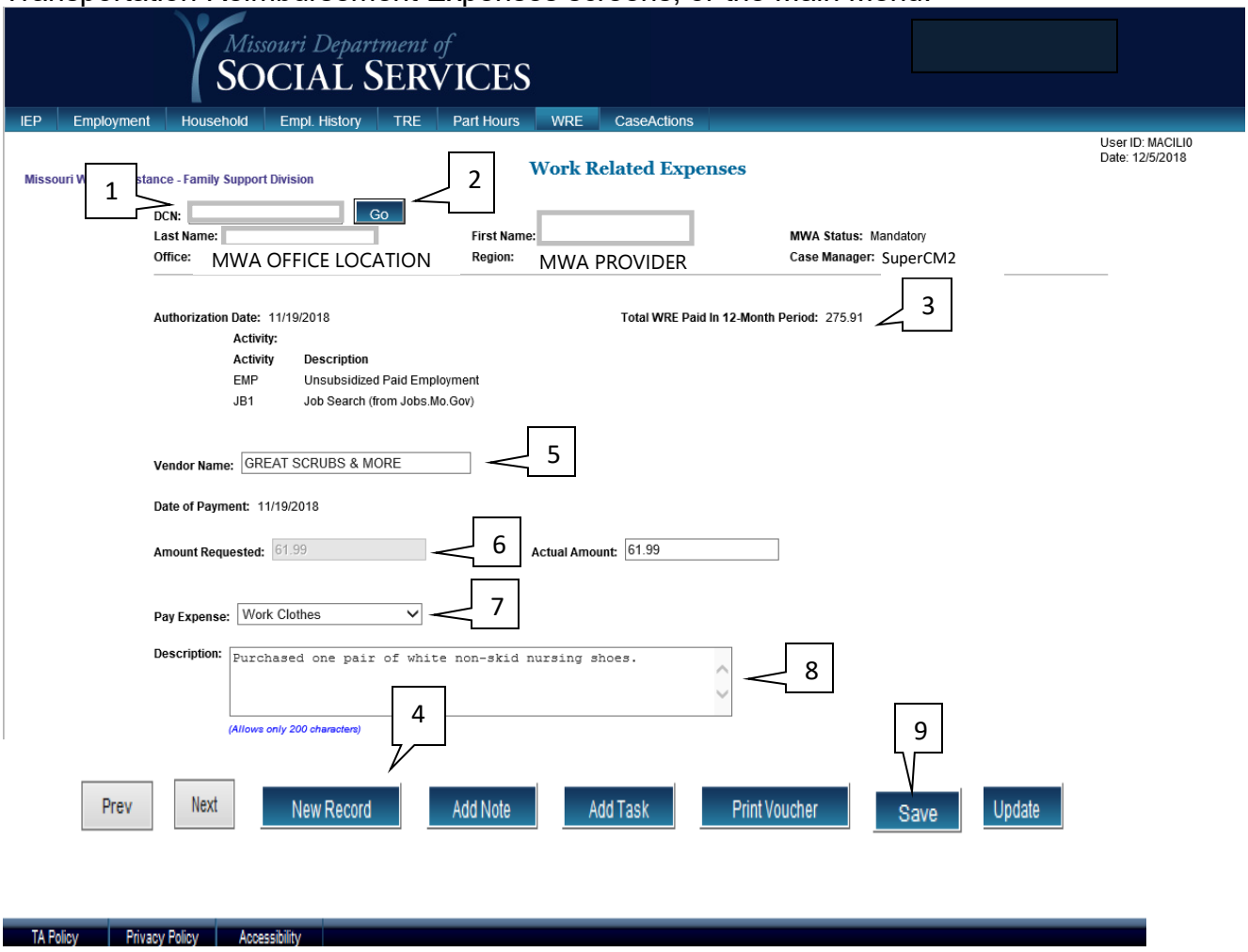
NOTE: Other options at the bottom are Add Note and Add Task.

NOTE: Once a TRE payment has been recorded, an action will be written to Case Actions. The week for which TRE was paid will display and there will be a link (blue TRE in the action line) available to navigate to the TRE screen to show the payment.

Work Related Expenses

The Work Related Expenses screen is used to capture monies paid on behalf of a participant for an allowable expense which assists in enabling them to participate in the program.

Access this screen from the Participation Hours Verification, Employment History List, Transportation Reimbursement Expenses screens, or the Main Menu.



TO ENTER WORK RELATED EXPENSES:

1. If the participant's name/information is not already displayed on the screen, enter the participant's DCN in the DCN field (1) and select Go (2).
2. If WRE for the participant has been previously recorded, the Total WRE to Date will display (3).
3. Select the New Record button (4) to add a new payment record.
4. Enter name of vendor in Vendor Name field (5).
5. Complete the Amount Requested field (6).
6. Select answer from the drop down field for Pay Expense (7).
7. In the Description field comment about this entry (8).
8. Select Save (9). The message *'Added New WRE Record'* will display when the action is complete.

NOTE: Other options at the bottom are Add Note, Add Task, Print Voucher, and Update.

NOTE: If a WRE payment is updated, the Date of Payment will be changed to the date of the update and the original payment date will not be preserved.

NOTE: Once a WRE payment has been recorded, an action will be written to Case Actions. There will be a link (blue WRE in the action line) available to navigate to the WRE screen to show the payment. Add info about using Prev and Next buttons.

Case Notes

The Case Notes List screen allows access to a list of individual Case Notes. You may query Case Notes by DCN and date range. This screen offers the options of printing and provides links to Add Task and Add Note.

Access this screen from the MWA Main Menu or any screen displaying the Case Notes tab.

TO VIEW OR RETRIEVE CASE NOTES:

1. Type the participant's DCN (1) and select Go (2).
2. To review a Case Note's full details, click on the subject line (3). You will be taken to the full note.
3. You may view the note in "hover mode" by placing your cursor over the field containing the first 30 characters of the note (4). This displays the full note for a short time.
4. Use the FROM field Calendar icon (5) to select the beginning of your date range.
5. Use the TO field Calendar icon to select the ending of your date range (6).
6. Select Filter (7) to limit your search.

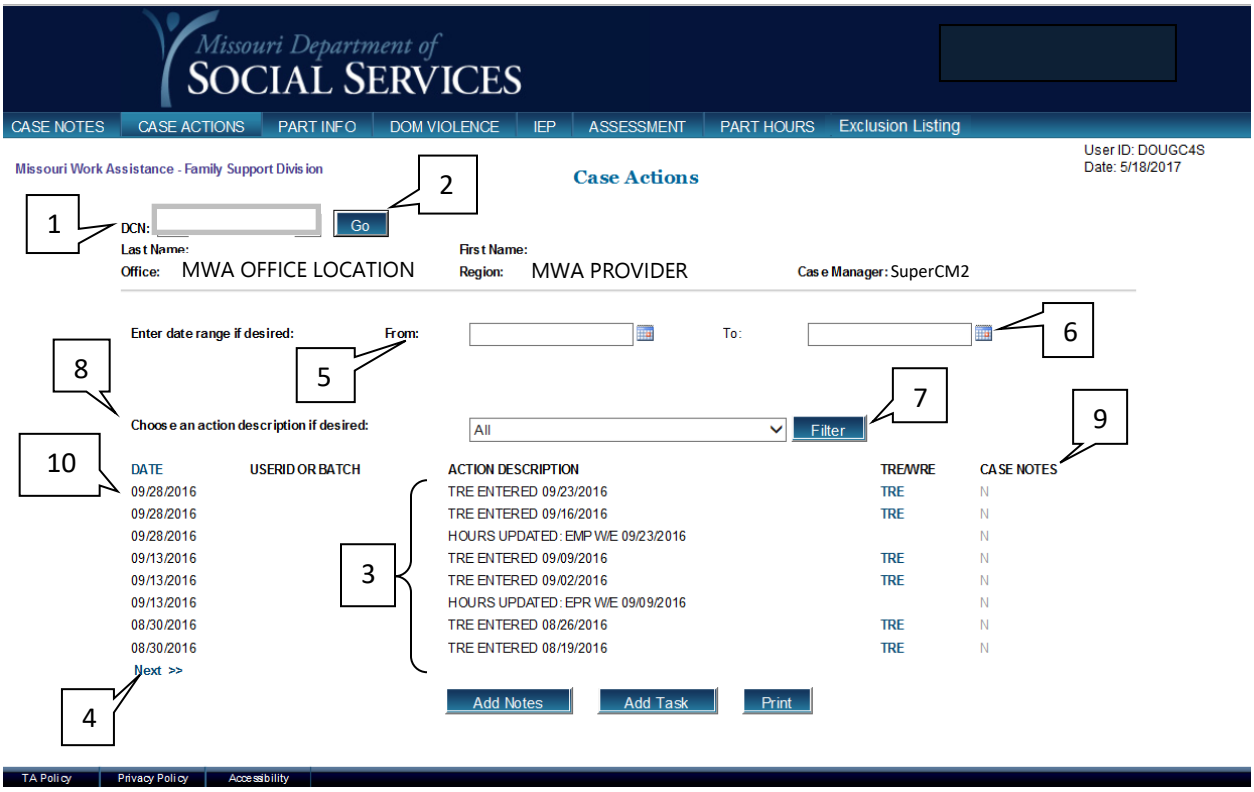
NOTE: Other options at the bottom are Add Task, Add Note and Clear All. Once on the Case Notes Detail screen, you may use the Prev button or Next button to access additional case note details. You may Print or Add New Case Notes and with appropriate security access you may update the case note here. To return to the Case Notes List, select Close.

NOTE: Call-in letters generated will create an automatic Case Note with details listed on the letter. However, a copy of the full letter should be retained.

Case Actions

The Case Actions screen lists actions taken on a participant's case.

Access this screen from the MWA Main Menu or any screen displaying the Case Actions tab.



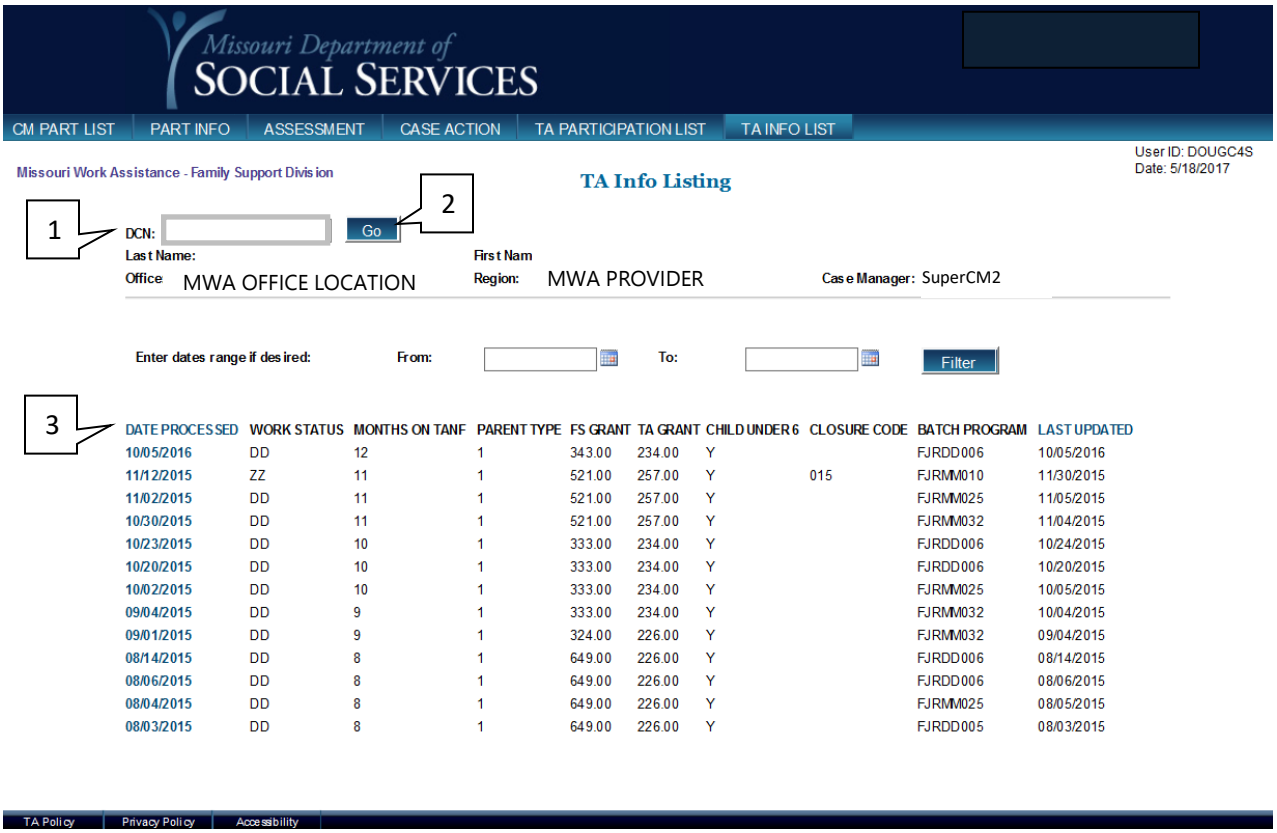
TO VIEW CASE ACTIONS:

1. Enter the participant's DCN (1) and select Go (2).
2. The most recent actions (3) on the participant's case display.
3. You may select Next >> (4) to navigate to older actions.
4. To limit the search to a specific timeframe, use the drop-down boxes to enter the desired date range.
5. Use the From field Calendar icon (5) to select the beginning of the date range.
6. Use the To field Calendar icon (6) to select the end of the date range.
7. Select Filter (7) to limit the search.
8. You may further filter the display by selecting from the drop-down menu from the field Choose an action description if desired (8) and selecting the Filter button (7).
9. If a case note was attached to an action when it was created, a blue Y appears beside the action in the CASE NOTES column (9). You may select the blue Y to view this note.
10. Selecting Date (10) will allow you to change the date or to ascending or descending.

NOTE: Other options at the bottom are Add Notes, Add Task and Print.

TA Info Listing

The TA Info listing screen is for review purposes only. It cannot be updated manually. The screen provides a history of information about the participant's Temporary Assistance and other information from the Income Maintenance system. The information on this screen will normally be for a previous month and current benefit amounts or details may not be displayed.

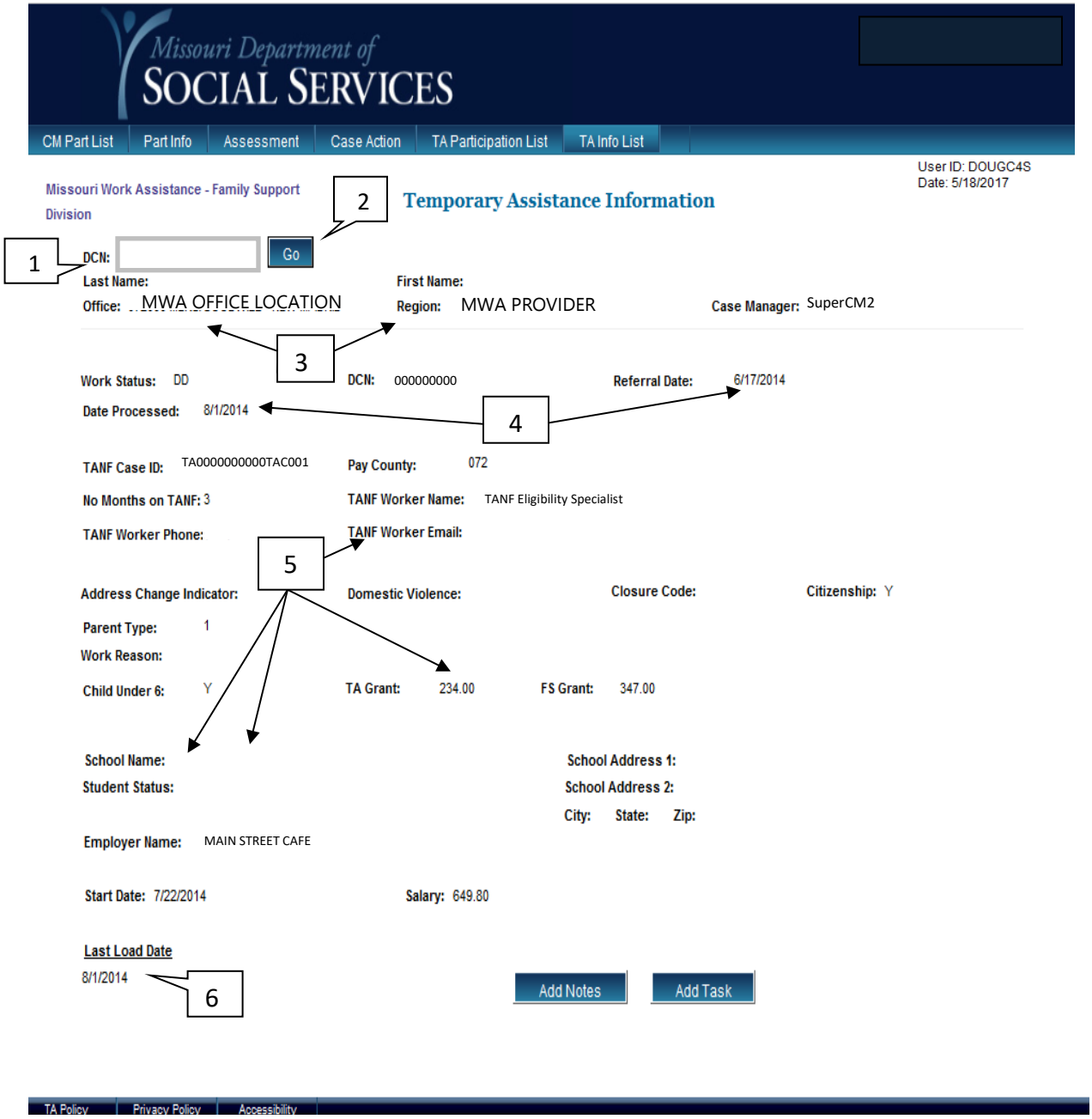


TO VIEW MORE DETAILED INFORMATION ABOUT A SPECIFIC PROCESS DATE:

1. Enter the participant's DCN (1) and select GO (2).
2. Select the DATE PROCESSED in blue in the left column.(3)
3. You will be taken to Temporary Assistance Information for that date.

Temporary Assistance Information

The Temporary Assistance Information screen is for review purposes only. It cannot be updated manually. To access the Temporary Assistance Information screen, select TA Info Listing from the MWA Main Menu or any screen displaying the TA Info tab. From TA Info Listing, select the DATE PROCESSED you wish to view.

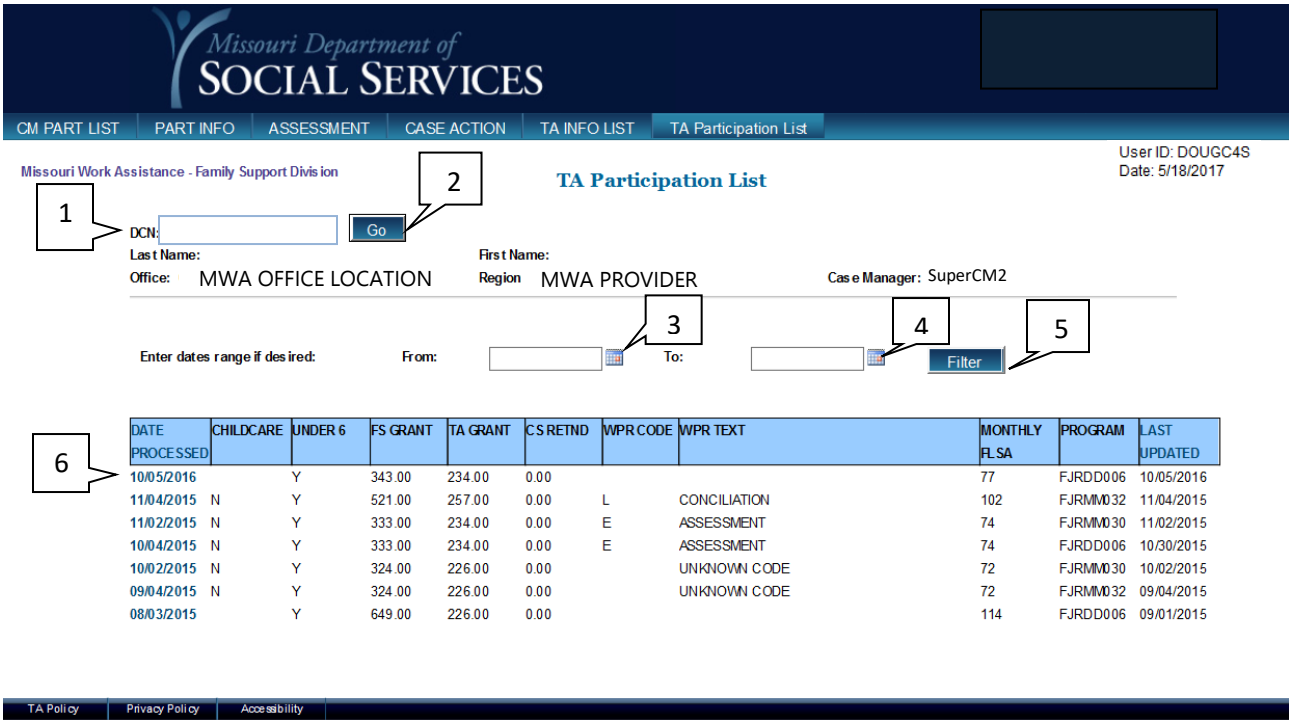


1. Enter the participant's DCN (1) and select Go (2).
2. The top section of the screen contains information on the participant's region and provider (3).
3. The date the participant was referred to the provider and the participant's current work status is also shown in the upper section of this screen (4).
4. The lower section contains information from the participant's FAMIS record.
5. You may view the name/contact information for the participant's FSD worker in addition to benefit information, student status, and any employment information that has been reported to FSD (5). **NOTE**: The FSD worker field is no longer accurate due to changes in caseload management, do not contact the FSD worker listed on this screen.
6. The bottom left section displays the date that the information was loaded from FAMIS into the MWA system (6).

NOTE: Other options at the bottom are Add Notes and Add Task.

TA Participation List

After accessing the TA Info Listing screen, the TA Participation List tab will display at the top of the screen. The TA Participation List screen is for review purposes only. It cannot be updated manually. The screen lists information about the participant's history of childcare, under 6 indicators, benefit history, and monthly FLSA amount history. To view more detailed information about a specific process date, select a DATE PROCESSED from the left column. This will take you to that date's TA Participation Information screen.

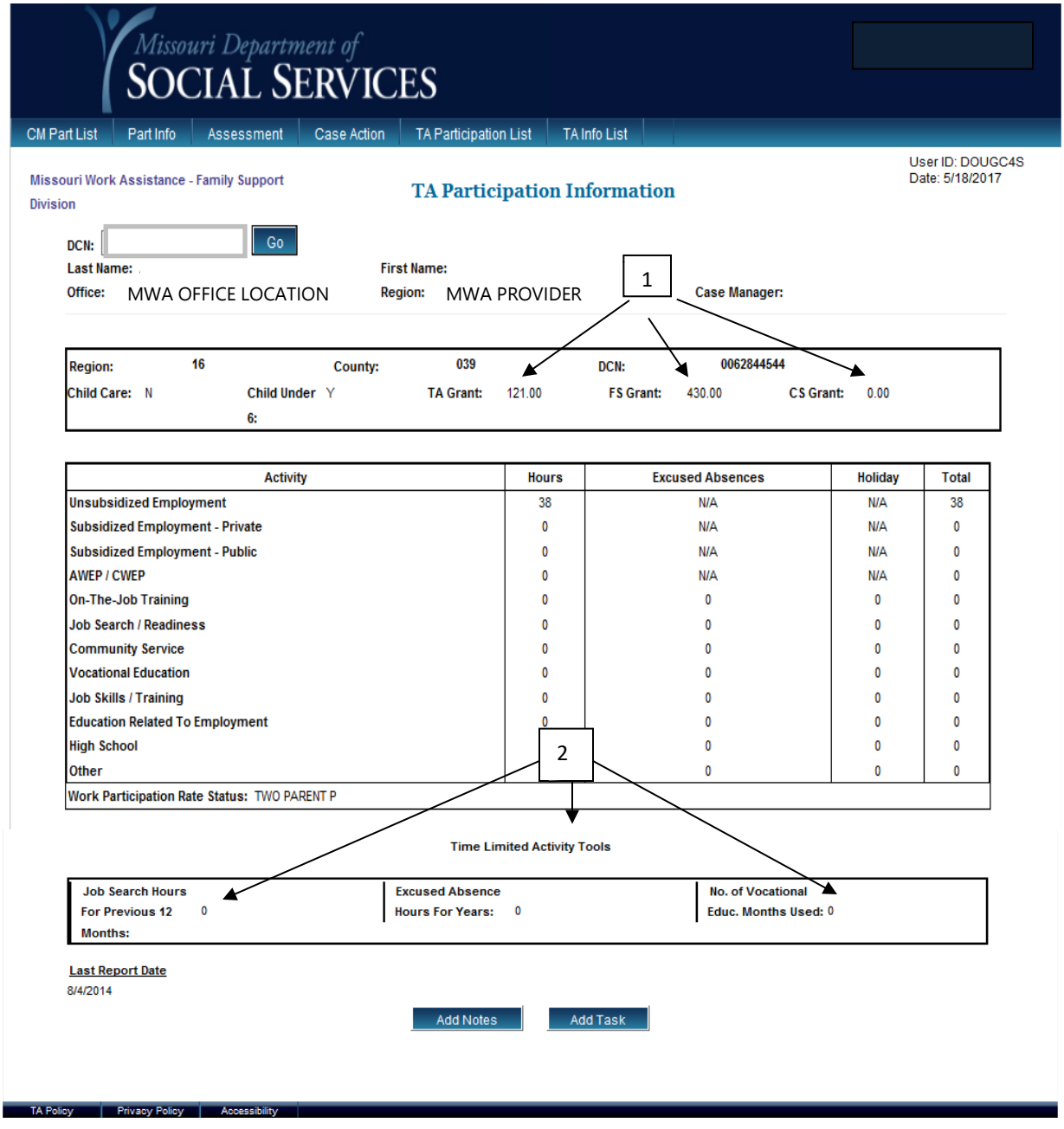


TO VIEW MORE DETAILED INFORMATION ABOUT A SPECIFIC PROCESS DATE:

1. Enter the participant's DCN (1) and select Go (2).
2. To limit the search to a specific timeframe, use the drop-down boxes to enter the desired date range.
3. Use the Form field Calendar icon (3) to select the beginning of the date range.
4. Use the To field Calendar Icon (4) to select the end date range.
5. Select Filter (5) to limit the search.
6. Select the DATE PROCESSED in blue in the left column 6).
7. You will be taken to TA Participation Information for that date.

TA Participation Information

This is a read-only screen providing the current TA, Food Stamp (FS), and Child Support amounts (1) used to calculate the FLSA maximums. The participant hours are broken down by activity and there is a Time Limited Activity Tool for Job Search Hours and Vocational Education Months used (2). The screen is accessed by selecting a DATE PROCESSED on the TA Participation List screen.

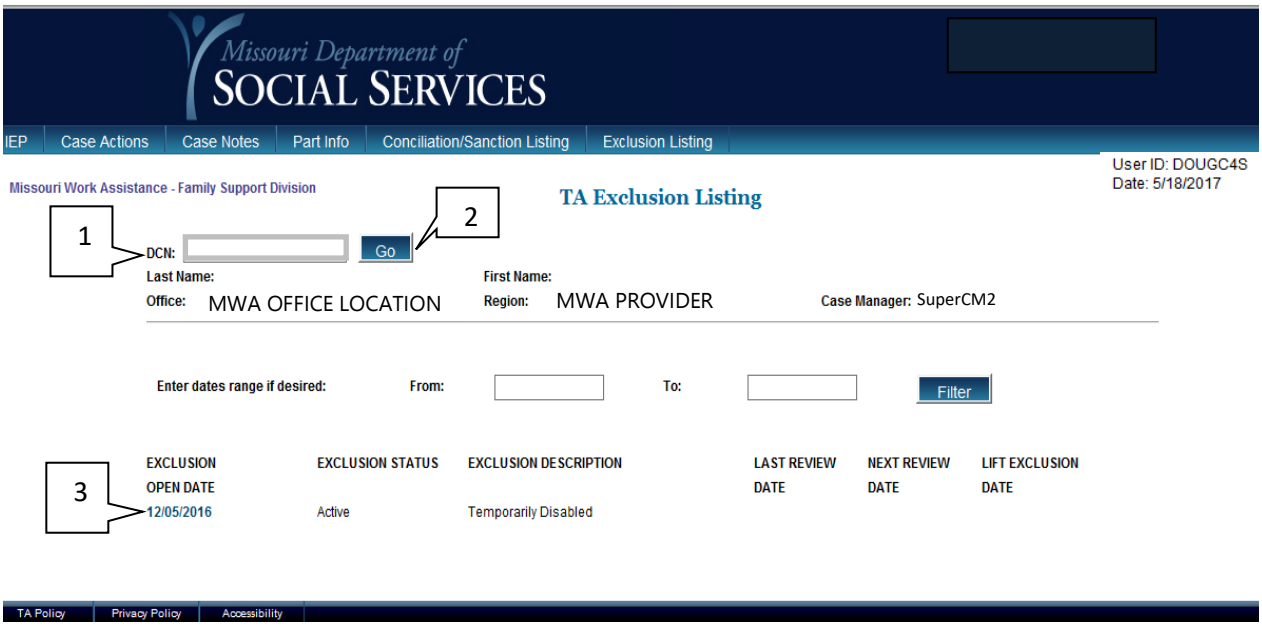


NOTE: Other options at the bottom are Add Notes and Add Task.

TA Exclusion Listing

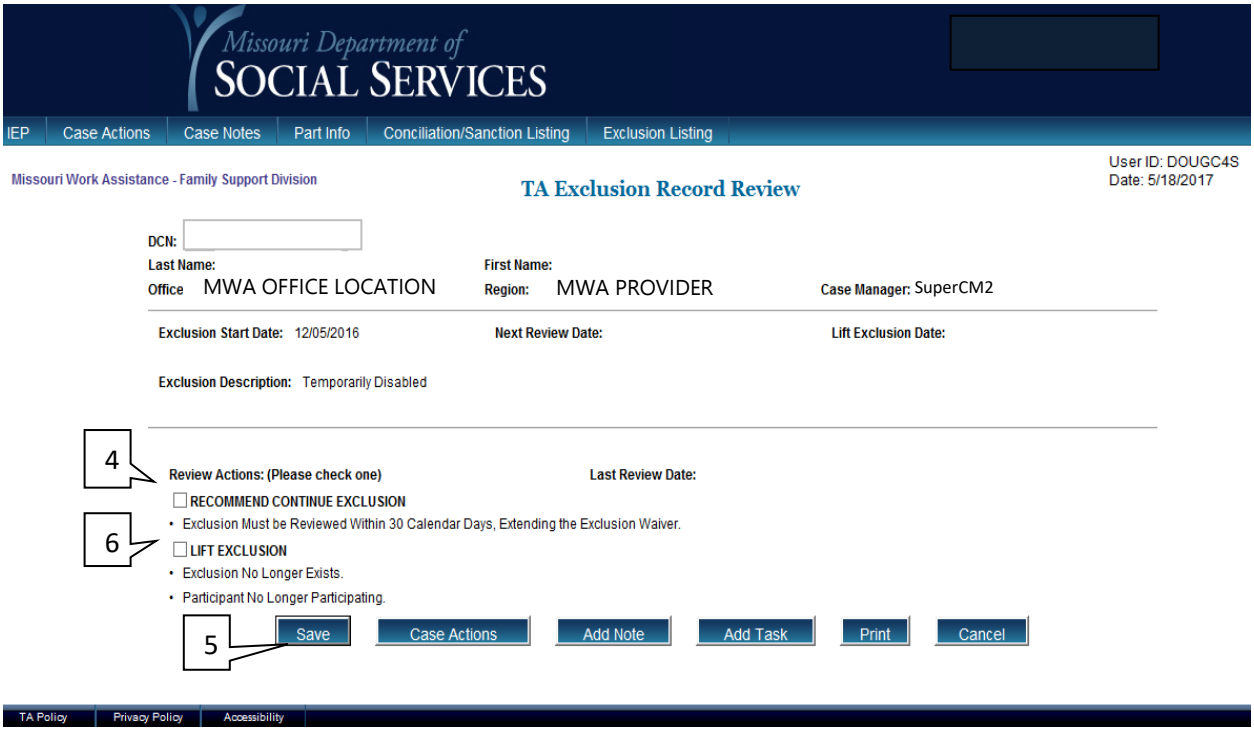
The TA Exclusion *Listing* screen shows all instances of exclusions referred since the screen was added.

To access this screen, select TA Exclusion Listing from the MWA Main Menu.



TA Exclusion Record Review

The TA Exclusion *Record Review* is used to extend and lift exclusions.

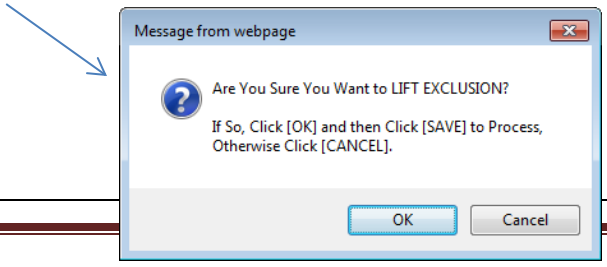


TO EXTEND AN EXCLUSION ON A PARTICIPANT:

1. From the TA Exclusion Listing, enter the participant's DCN (1) and select Go (2).
2. Select the open record (3) under EXCLUSION OPEN DATE.
3. You will be taken to the TA Exclusion Record Review.
4. Check the box beside RECOMMEND CONTINUE EXCLUSION (4).
5. Hit Save (5).

TO LIFT AN EXCLUSION ON A PARTICIPANT:

1. From the TA Exclusion Listing, enter the participant's DCN (1) and select Go (2).
2. Select the open record (3) under EXCLUSION OPEN DATE.
3. You will be taken to the TA Exclusion Record Review.
4. Check the box beside LIFT EXCLUSION (6).
5. A confirmation box will pop up asking if you are sure you want to lift the exclusion.
6. Select OK.
7. Hit Save (5).



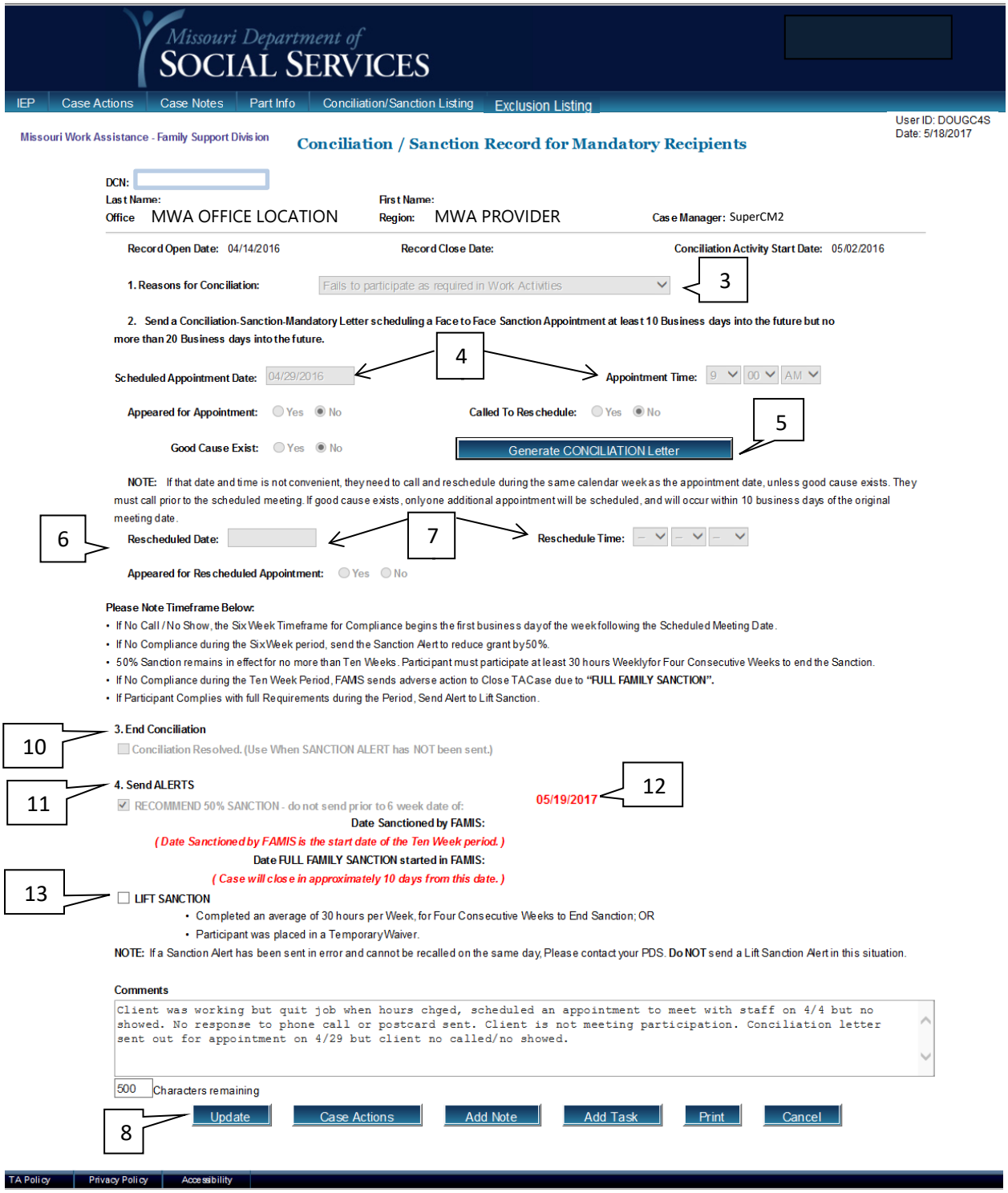
Conciliation / Sanction Listing

The Conciliation / Sanction *Listing* screen shows all instances of conciliations started since the screen was added as well as any Conciliation Sanction Checklists that were saved in the system prior to this screen being added to the MWA System.

To access this screen, select Conciliation / Sanction Listing from the MWA Main Menu.

The Conciliation / Sanction *Record* for Mandatory Recipients is used to generate a Conciliation letter and to send alerts regarding the sanction process.

Conciliation / Sanction Record for Mandatory Recipients (C/S Record)



TO GENERATE A CONCILIATION LETTER FOR A PARTICIPANT:

1. Enter the participant's DCN (1) and select Go (2).
2. Select Create New Record.
3. You will be taken to the Conciliation / Sanction Record for Mandatory Recipients.
4. Complete the Reasons for Conciliation by using the drop-down menu (3).
5. Set the appointment date and time for the appointment (the system will ensure this date is at least 10 business days into the future (4).
6. Hit Save.
7. Select Generate CONCILIATION letter (5).
8. You will be taken to the conciliation letter, where you may make any necessary edits. Once the letter is satisfactory, select Print. Select Close to return to the C/S Record.

NOTE: Call-in letters generated will create an automatic Case Note with details listed on the letter. However, a copy of the full letter should be retained.

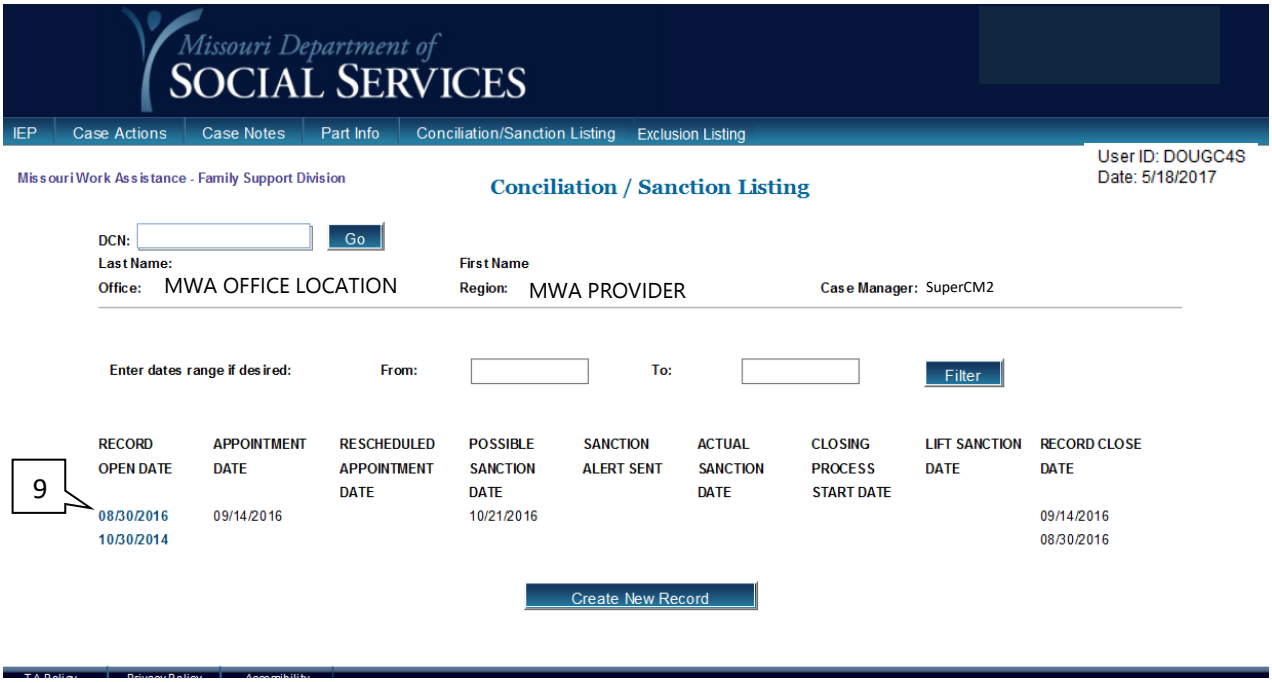
NOTE: Generating a conciliation letter from the Record automatically opens Conciliation on the IEP tab.

TO ENTER A RESCHEDULED DATE FOR THE APPOINTMENT:

1. From Conciliation / Sanction Listing: Enter the participant's DCN (1) and select Go (2).
2. Select the most recent record using the blue Record Open Date (9). The most recent record will be at the top of the list.
3. You will be taken to the Conciliation / Sanction Record for Mandatory Recipients.
4. Place the cursor in the Rescheduled Date box, a calendar should display (6).
5. Select the date the appointment is being rescheduled to. Fill in the time for the scheduled appointment (7).
6. Hit Update at the bottom of the screen. The message *Record Updated Successfully* should appear at the top of the screen (8).

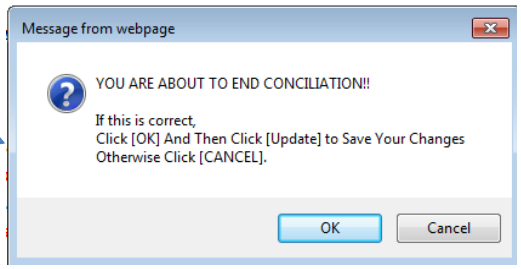
NOTE: The reschedule date must be within the same calendar week.

NOTE: The system will automatically make any necessary changes to the Conciliation start date on the IEP tab, based on the new appointment date.



TO END CONCILIATION FOR A PARTICIPANT:

1. From Conciliation / Sanction Listing: Enter the participant's DCN (1) and select Go (2).
2. Select the most recent record date using the blue Record Open Date (9). The most recent record will be at the top of the list.
3. You will be taken to the Conciliation / Sanction Record for Mandatory Recipients.
4. Select the Conciliation Resolved box *under item 3 End Conciliation (10)*.
5. A warning will pop up letting you know you are about to end conciliation. To continue, select OK. **Continue to step 6.**



6. Hit Update at the bottom of the screen (6). The message *Record Updated Successfully* should appear at the top of the screen.

NOTE: After ending conciliation, if you return to the Conciliation / Sanction Listing, you will notice that the record is now closed. A close date will appear in the RECORD CLOSE DATE column.

TO SEND A SANCTION ALERT FOR A PARTICIPANT:

1. From Conciliation / Sanction Listing: Enter the participant's DCN (1) and select Go (2).
2. Select the most recent record using the blue Record Open Date (9). The most recent record will be at the top of the list.
3. You will be taken to the Conciliation / Sanction Record for Mandatory Recipients.
4. Select the RECOMMEND 50% SANCTION box under item *4. Send ALERTS (11)*. Hit Update at the bottom of the screen (6). The message *Record Updated Successfully* should appear at the top of the screen.

NOTE: Alerts cannot be sent until the date listed beside the alert (12).

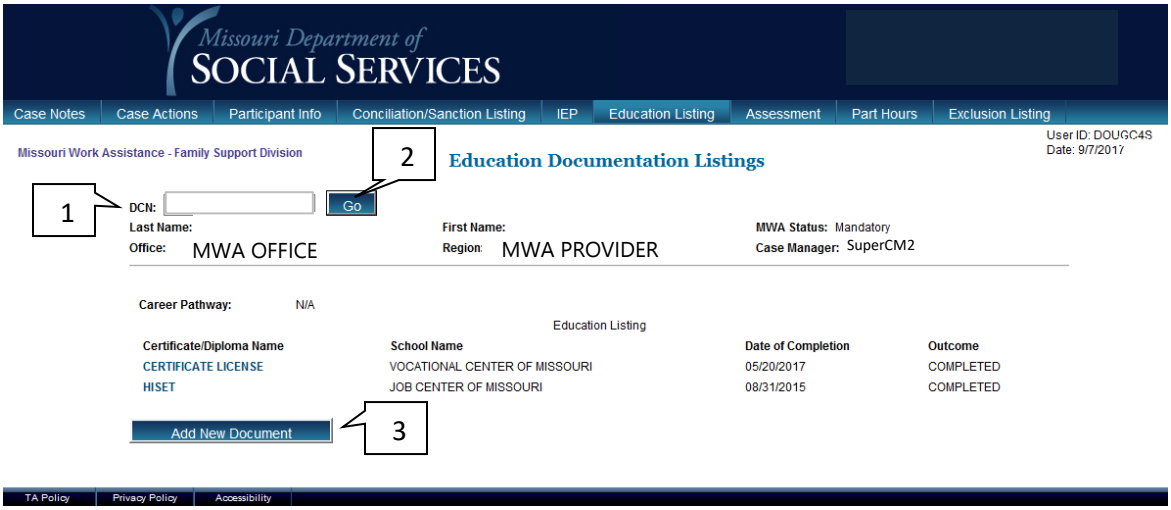
TO SEND A LIFT SANCTION ALERT FOR A PARTICIPANT:

1. From Conciliation / Sanction Listing: Enter the participant's DCN (1) and select Go (2).
2. Select the most recent record using the blue Record Open Date. The most recent record will be at the top of the list.
3. You will be taken to the Conciliation / Sanction Record for Mandatory Recipients.
4. Select the LIFT SANCTION box under item *4. Send ALERTS (13)*.
5. Hit Update at the bottom of the screen (6). The message *Record Updated Successfully* should appear at the top of the screen.

NOTE: You may always check Case Actions to be sure an alert or action saved properly.

Educational Listing

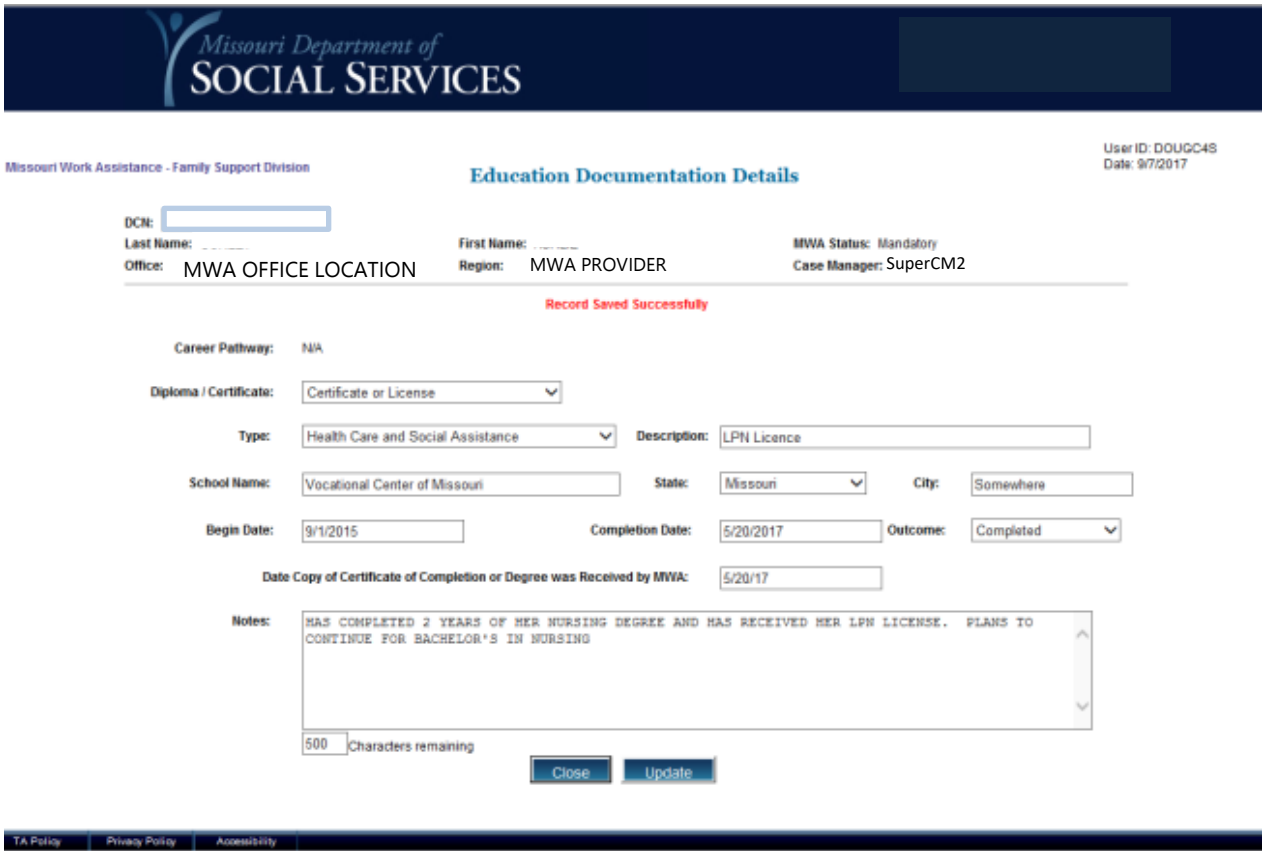
The Educational *Listing* screen shows all instances of schooling entered since the screen was added to the MWA System.



To access this screen, select Educational Listing from the MWA Main Menu.

Educational Documentation Details

The Educational *Record* is used to open, update, and close educational records. Information added to the Educational Record is used to calculate performance measures.



TO ADD AN EDUCATION RECORD:

1. From Educational Listing: Enter the participant's DCN (1) and select Go (2).
2. Select Add New Education Document (3).
3. You will be taken to the Education Record.
4. Complete the record by selecting from the drop-down menus and calendar options as they apply.
5. Hit Save/Update.

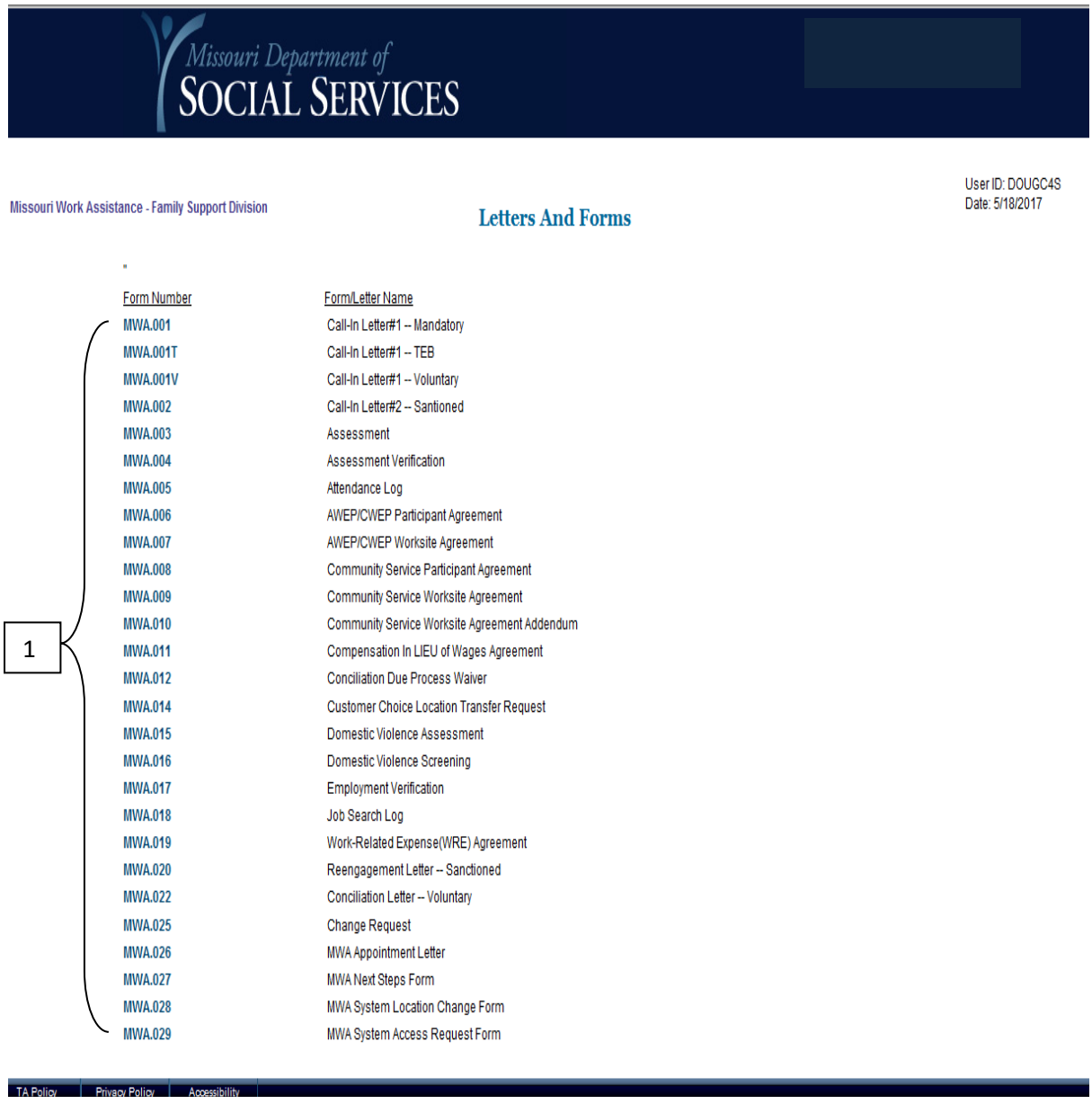
TO UPDATE AN EDUCATION RECORD:

1. From Educational Listing: Enter the participant's DCN (1) and select Go (2).
2. Select the record you wish to update. The most recent record will be at the top of the list.
3. You will be taken to the Education Record.
4. Make the desired changes to the record.
5. Hit Save/Update.

Letters and Forms

The Letters & Forms screen lists the MWA form numbers and names of the forms available through the MWA system. You may select any form number to generate the form or letter for an individual participant.

To access this screen, select Letters & Forms from the MWA Main Menu.



TO GENERATE A FORM OR LETTER FOR A PARTICIPANT:

1. Select the form number of the letter/form (1) you wish to generate;
2. **You will be taken to the selected form or letter. Enter the participant's DCN and** select Go.
3. Any participant information the system is able to complete for you displays automatically on the form or letter.
4. Complete all other fields on the letter or form and select the blue Print button (for a letter) or your normal Print icon (for a form). **NOTE:** If you wish to discard the letter you have worked on, select Reset to start the letter over.
5. Once you have selected Print, the letter or form will display in a new window to be printed. Print the letter and then close the window.
6. If you have generated a letter, select Close to return to Letters and Forms.

NOTE: An action displays on Case Actions to indicate the letter has been generated for the participant.

NOTE: You must print an extra copy or photocopy the letter. The original letter should be mailed to the participant and a copy should be kept in the participant's paper file. Call-in letters generated will create an automatic Case Note with details listed on the letter. However, a copy of the full letter should be retained.

Reports

MWA Reports are for review purposes only. They cannot be updated manually. Reports may be viewed according to the user's security clearance.

VIEWING MWA REPORTS:

1. Select the report name (in blue) you wish to view (1).
2. Select or complete the date period you wish to view a report for and select Submit, if applicable.
3. Select the office, supervisor unit, or caseload you wish to view. Continue to make selections from the blue options until you have reached the information you wish to review. **NOTE**: you may find multiple options in blue at different times. Try each option to see which way you prefer to view the information.
4. To go backward in your search, select the stage you wish to return to from the Reports Menu filter (example: Reports Menu > Case Manager Caseload Report > State). This will take you back to the selected stage of your search.

TO EXPORT A REPORT TO AN EXCEL DOCUMENT:

1. Pull up the report or portion of the report you wish to export to Excel.
2. Select the blue Export To Excel button.
3. You will be prompted to answer the question, "Do you want to open or save *Report name* from dsswebapp2?" The options will be Open, Save, and Cancel. Selecting Open will start the process of exporting the data.

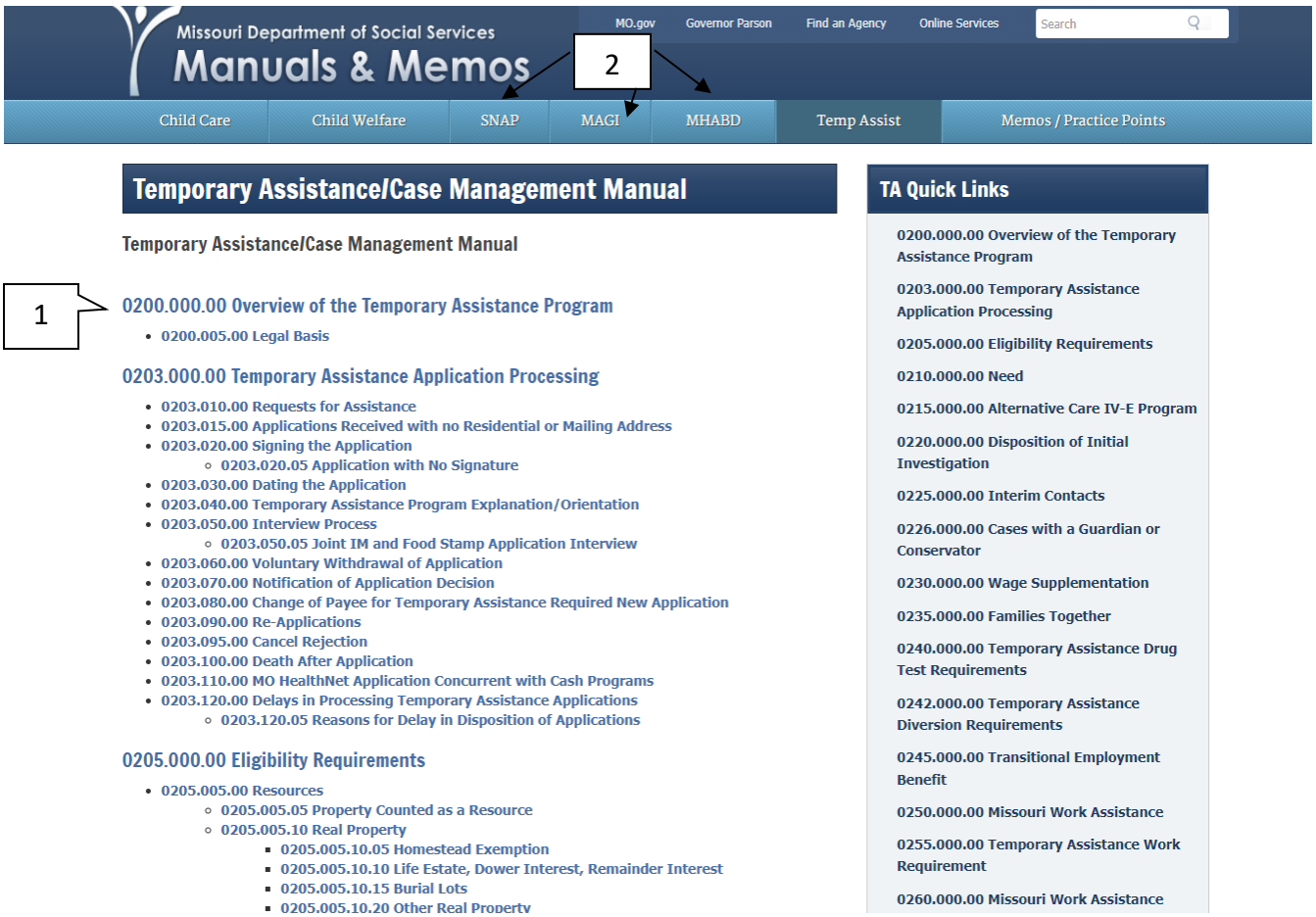
4. Once Open is selected, you may receive a warning question confirming you wish to open the document. Select Yes.
5. The Excel document will be created. If you wish to save the document, be sure to change the document type to Excel Workbook during the save process.

TA Policy

The TA Policy link provides easy access to the Temporary Assistance/Case Management Manual for the Missouri Department of Social Services, Family Support Division (FSD).

The Temporary Assistance/Case Management Manual is accessible from the MWA Main Menu.

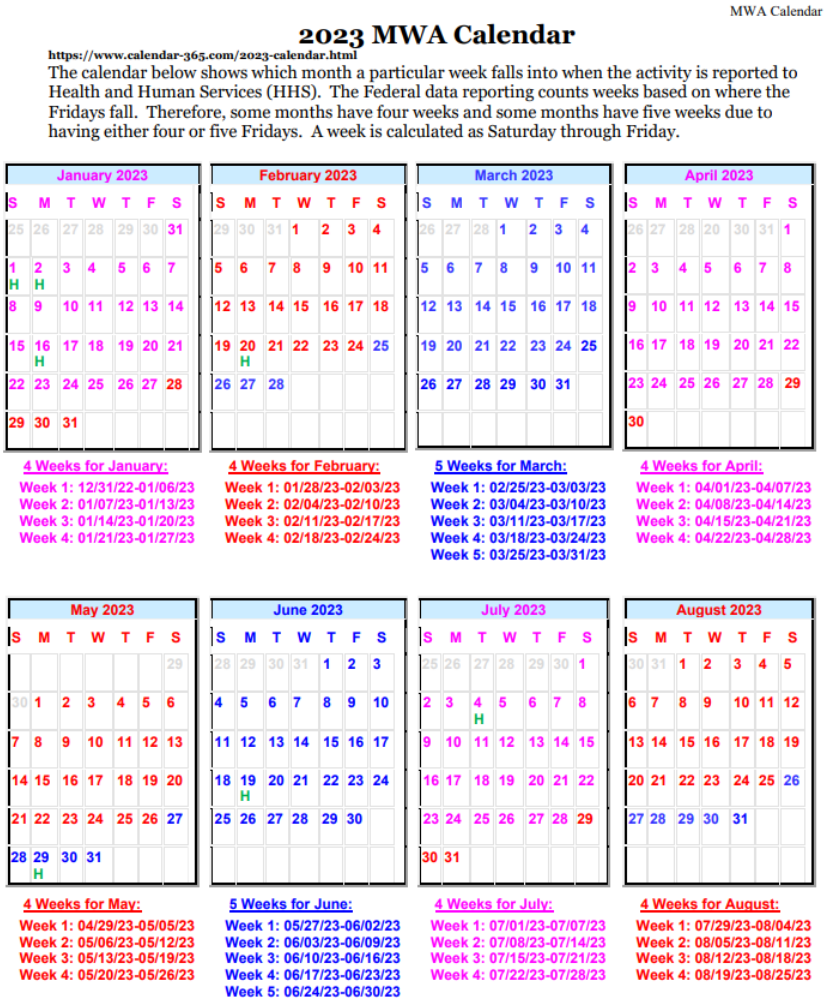
The Table of Contents displays manual references and headings to help you research TA Policy (1). If you wish to research another category of FSD policy, you may select the desired program (3) at the top of the screen.



Federal Calendars

The Federal Calendar link shows the federal calendar on which the participation rate is based.

To access this screen, select the Federal Calendar for the appropriate year from the MWA Main Menu.



MWA Calendar

2023 MWA Calendar

https://www.calendar-365.com/2023-calendar.html

The calendar below shows which month a particular week falls into when the activity is reported to Health and Human Services (HHS). The Federal data reporting counts weeks based on where the Fridays fall. Therefore, some months have four weeks and some months have five weeks due to having either four or five Fridays. A week is calculated as Saturday through Friday.

January 2023

S	M	T	W	T	F	S
25	26	27	28	29	30	31
1 H	2 H	3	4	5	6	7
8	9	10	11	12	13	14
15	16 H	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

4 Weeks for January:
Week 1: 12/31/22-01/06/23
Week 2: 01/07/23-01/13/23
Week 3: 01/14/23-01/20/23
Week 4: 01/21/23-01/27/23

February 2023

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20 H	21	22	23	24	25
26	27	28				

4 Weeks for February:
Week 1: 01/28/23-02/03/23
Week 2: 02/04/23-02/10/23
Week 3: 02/11/23-02/17/23
Week 4: 02/18/23-02/24/23

March 2023

S	M	T	W	T	F	S
26	27	28	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

5 Weeks for March:
Week 1: 02/25/23-03/03/23
Week 2: 03/04/23-03/10/23
Week 3: 03/11/23-03/17/23
Week 4: 03/18/23-03/24/23
Week 5: 03/25/23-03/31/23

April 2023

S	M	T	W	T	F	S
26	27	28	20	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

4 Weeks for April:
Week 1: 04/01/23-04/07/23
Week 2: 04/08/23-04/14/23
Week 3: 04/15/23-04/21/23
Week 4: 04/22/23-04/28/23

May 2023

S	M	T	W	T	F	S
						29
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29 H	30	31			

4 Weeks for May:
Week 1: 04/29/23-05/05/23
Week 2: 05/06/23-05/12/23
Week 3: 05/13/23-05/19/23
Week 4: 05/20/23-05/26/23

June 2023

S	M	T	W	T	F	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19 H	20	21	22	23	24
25	26	27	28	29	30	

5 Weeks for June:
Week 1: 05/27/23-06/02/23
Week 2: 06/03/23-06/09/23
Week 3: 06/10/23-06/16/23
Week 4: 06/17/23-06/23/23
Week 5: 06/24/23-06/30/23

July 2023

S	M	T	W	T	F	S
25	26	27	28	29	30	1
2	3	4 H	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

4 Weeks for July:
Week 1: 07/01/23-07/07/23
Week 2: 07/08/23-07/14/23
Week 3: 07/15/23-07/21/23
Week 4: 07/22/23-07/28/23

August 2023

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

4 Weeks for August:
Week 1: 07/29/23-08/04/23
Week 2: 08/05/23-08/11/23
Week 3: 08/12/23-08/18/23
Week 4: 08/19/23-08/25/23

Possible uses for the calendar include:

1. To select an ideal start date for an activity.
2. As a tool when discussing participation hours with a participant.
3. As a tool to calculate how many hours the participant needs to complete by the end of a federal month to count as fully participating.
4. To identify holidays that may count as excused absences (please refer to the TA Manual, section 0270.035.00 HOLIDAYS).

MWA User Guide

To access the MWA User Guide from within the MWA System select the MWA User Guide Link under the Resource section from the Main Menu, shown below:

MERIC

MERIC is the research division for the Missouri Department of Economic Development.

By selecting MERIC (1) from the Main Menu as shown below you will be linked to the Missouri Economic Research and Information Center website.