

Monthly WIT Partner Meeting Minutes December 7, 2021

Attendees

Agency/Workforce Development Board	Present (Y/N)	Representative
Better Family Life – MWA/SkillUP	Yes	Barbara Wheatley
ARCHS IGP – SkillUP	Yes	Scott Rhoden
FWCA	Yes	Randall Klotz
LINC	Yes	Dawn Patterson, Sonny Williams
MCCA	Yes	Cliff Judy
MERS/Goodwill	Yes	Ben Thatcher
Missouri CAN	Yes	Beth Duba
EQUUS	Yes	Lynette Saxton, Lisa Schroeder
Southern Missouri Works	Yes	Bridget Allen
City of Springfield	Yes	Cindi Koenneker, Kim Paige
Southeast Missouri Training and Employment Partnership	No	
Central WDB	No	
Kansas City/East Jackson WDB	Yes	Lacherl Rainey, Andrea Robbins
Jefferson Franklin WDB	No	
Northeast WDB	No	
Northwest WDB	No	
Ozark WDB	No	
Saint Louis City	No	
Saint Louis County	No	
Southeast WDB	No	
Southwest WDB	No	
South Central WIB	No	
West Central WDB	No	

Success Stories and Outreach Efforts

- Better Family Life** – Barbara Wheatley and team
 Stability of inner city neighborhoods – located in renovated school building - welcome public to the facility (with notice for large groups). Were able to present a car to one SkillUP participant, also give gift cards for holidays and thanksgiving baskets for participants thanks to donations. The outreach team is the boots on the ground in the community. Career readiness training prepares participants for success.

Success stories

Casey – referred to MWA Aug 2021 –missed appointments and was at risk of losing benefits. She successfully enrolled – staff provided childcare application and information on providers. Casey gained employment Oct 2021 making \$18/hour in customer service.

Mr. P – had to leave Afghanistan, worked with U.S. forces there – 2 parent household. Gained employment at \$12/hour and received assistance with transportation. No longer on TANF and on path

to self-sufficiency. He is interested in buying a home – the American Dream – staff continue to assist with this goal outside the MWA program.

- **ARCHS** – Scott Rhoden and team
Strives to improve services and work with partners. Work with Mission STL, Urban League, Employment Connection and BFL. SWIFTE uses transitional strategy to help with employability. Intergenerational partnership – Better Family Life is a one-stop service center for participants. MediPlex event had five hired on the spot, Walmart – five hired on the spot and seven hired later on.

Success Stories

Gabrielle – unemployed – within days was of enrollment was offered FT position with Barnes Jewish Hospital – received assistance with transportation and uniforms. Referred to services for housing and now earns \$14 hour.

Ms. Williams – single parent – was caregiver for father before he passed away. Completed transitional program and is now earning \$15 hour.

Yvonne – mother of 4 – was unable to work for 6 months. Started position in June 2021 has received wage increase three times. She now earns \$17.75/hour. and wants to open her own Airbnb and gain real estate license.

Mercedes – took Work Keys and Career Readiness Training. She began working as administrative assistant and was laid off shortly after. In November 2021 she was hired on with Division of Youth Services and earns \$15/hour.

Meeting Topic

- **Employer Spotlight** – FedEx Ground and Heavy package divisions in Kansas City, Mo. FedEx has a shipping center that focuses on light packages (items under 50 pounds) and a heavy package facility, that ships packages of more than 50 pounds. Heather Moore and Metri Rambo, FedEx Human Resource managers those facilities, provided the information below. This logistical model is used across Missouri and the nation.

Primary position is a package handler. It is a rough market for employers, typically have more applicants, but there are far less this year. Pushing for higher wages, have improved benefits starting January 1. This is peak season for FedEx. They are offering wages of up to \$27/hour through December 25 – have five shifts for each location. Promotional opportunities – Hub director and some executive staff have started as package handlers. Starting January 1, full time package handler will be eligible for medical coverage from day one; PT package handler will be eligible for medical after 90 days.

Q: Beth Duba – What are the expectations after Dec 25? A – Pay rates vary by location; now through Christmas have pay surges. KC area Base pay is \$16, evening shift \$17, after 3 am \$18. Right now full time staff are paid additional \$3/hour and extra \$5 for the weekend. These are just incentives for the holidays. They offer \$500 referrals as well.

Q: Jeriane - What jobs are FT with benefits? Some cannot afford insurance and losing medical benefits may not be worth it. A: If they sign on January 1 as full time, they can enroll right away; coverage will be in 30 days. This is a much shorter wait for employees than previously offered.

Q: Cindi Koenneker – What are the hiring practices like? A: They are a second-chance company, but this is done through corporate office and criteria is not shared. Application process is easy, watch a video and apply. Receive text to complete application process. Once they receive the text, email for background check. Corporate makes final determination if eligible for the job and if they are, the applicant is contacted for orientation. The process may take longer if there is anything on the background check.

- **What's On Your Mind?** – This is the opportunity for you to ask questions of WIT staff, or offer suggestions for improvements to process or talk about concerns.

Q: Beth Duba – Can we be notified when MoJobs updates are done?

A: We do not receive notification for changes in MoJobs other than the major updates; these are sent through the vendor to anyone with a log in. DSS staff may not be aware of issues in MoJobs until we are contacted by the case manager. We can try to contact the vendor to receive notice of changes more often.

Program Updates/Reminders

- **Training and services for Marijuana Dispensaries** – WIT won't be able to pay for training or supportive services related to Marijuana Dispensary Training. It's not allowed under programming rules.
- **Show Me Works Podcast** – The podcast episodes are available on the provider portal for anyone who has not listened. We have a conversation with the participant and case manager to discuss their personal experience with the program. We may reach out when success stories are submitted, please ensure staff are allotted time to complete this interview if the participant and case manager are willing to participate. We only have episodes for SkillUP, we would like to have additional programs participate as well.

Manager Updates

- None at this time.

Meeting Adjourned

Email & Quick Reference List

SkillUP

- Training requests, Marketing Materials, Reactivations & MoJobs Change Requests: SkillUp.Missouri@dss.mo.gov
- DCN verifications : DSS.FSD.Agreements@dss.mo.gov
- FS-5/DWD-PO-608, DWD-PO-609, Job Search Log, and ABAWD Hours Reported Log and WIOA Career Services Form: ABAWD1@ip.sp.mo.gov

MWA

- Questions for MWA/SkillUP, access request, etc.: FSD.E&TInquiry@dss.mo.gov
- Reports, office closures, etc.: FSD.MWAAdministration@dss.mo.gov

Monitoring Unit

- Questions regarding monitoring: FSD.E&TMonitoring@dss.mo.gov
- Submit monthly spreadsheet of management reviews: FSD.E&TMonitoring@dss.mo.gov

Invoices

- Submit invoices and reports to: FSD.E&TInvoices@dss.mo.gov.
- Question regarding budgets, narratives or invoicing: FSD.E&TInvoices@dss.mo.gov

Other information/Quick links

- To add information to the DSS Calendar of Events (<https://dss.mo.gov/events.htm>): SkillUp.Missouri@dss.mo.gov
- DSS Employment & Training Programs: <https://mydss.mo.gov/employment-training-programs>
- DSS Missouri Resource Guide: <https://dss.mo.gov/fsd/pdf/missouri-resource-guide-3steps.pdf>
- DSS Services Navigator: <https://mo.servicesnavigator.org/>
- Partner email distribution list: DSS.FSD.SkillUPPartners@dss.mo.gov

Reminders

- Email SkillUp.Missouri@dss.mo.gov if outreach/marketing materials needed. When requesting materials you must provide the entire mailing address. As a reminder, we cannot send to PO boxes, it must be a physical address.
- Weekly SkillUP number must complete the template for weekly numbers and email to SkillUP.Missouri@dss.mo.gov.
- Provider staff should always submit the FS-5 SkillUP Employment or Training Information Form to FSD **immediately** when a participant obtains employment.
- Provider staff should use the Change Request Guidance when submitting change requests. **Please ensure entry of a case note prior to submitting, listing the details included on the request form.**
- Please submit your success stories! When submitting these, please include a signed release and a photo with the client's story. If you cannot get a signed FSD release from the participant, please remove any personal identifying information. The FSD release form is available on the Provider Portal. Submit success stories to FSD.E&TInquiry@dss.mo.gov.
- Please keep track of the number of individuals obtaining employment with the state (by region).
- Please contact SkillUp.Missouri@dss.mo.gov with any staff that have attended SkillUP training but are no longer working with the program so we can terminate MoJobs access and have them removed from our distribution lists.