

SkillUP Partner Convening January 2019

Ideas Generated and Information

Requested At:

SkillUP Partner Convening

January 29-31, 2019

REGION 1: NORTHEAST

Activity 1: Regional Updates

- Reported 24 enrolled
 - 19 Education
 - 15 TRE
 - 5 WRE
 - 17 Community Action
- MWA, Community College, and Community Action Agency came together
- February-Hannibal Regional Hosp. –Supportive Services
 - Manufacturing production training and interviews- 1 week training
- Probation & Parole—15 Cohorts

Activity 2: The Future of SkillUP

1. *If the sky was the limit, what would YOU do to make this program successful?*
 - a. Promotion of SkillUP at point of recertification of Food Stamps
 - b. Desk aid with steps and screenshots doe navigating MoJobs from beginning process to end (simple version)
2. *In the last 6-9 months do you have any lessons learned or best practices?*
 - a. Continue to work with partners, media, judges, PA, schools, homeless shelters, re-entry houses, and coordinated entry.
3. *Do you have any ideas from previous programs you oversaw that could enhance the vision of SkillUP?*
 - a. Look to older workers to engage in employment
 - b. Go beyond lists for recruitment (LIHEAP apps, also look to existing clients)
4. *Do you have a failsafe marketing plan that gets people in the door?*
 - a. Go where the people are. Offer food, door prizes, and incentives for completion.
5. *How do you increase trust in your participants and create enthusiasm for change?*
 - a. Assessment to show transferable skills.
 - b. Constant contact
6. *How do you keep participants engaged and continuing when they may reach hurdles or barriers along their career pathway?*
 - a. Refer them to community resources. “warm hand-off” and follow up

REGION 2: NORTHWEST

Activity 1: Regional Updates

- Job Center
 - 15 enrolled
 - 1 HiSet
 - 1 LPN

- 1 CNA
- 1 Completed

Activity 2: The Future of SkillUP

1. *If the sky was the limit, what would YOU do to make this program successful?*
 - a. Get more people in the door
 - b. Expand program training time
 - c. Have a mentor to help with getting more schools on board
2. *In the last 6-9 months do you have any lessons learned or best practices?*
 - a. Make sure to keep access current
 - b. Still hard to get them through the door
 - c. Being able to look at past information from hard file
3. *Do you have any ideas from previous programs you oversaw that could enhance the vision of SkillUP?*
 - a. Another support person in holistic practice (i.e. homeless/health issues, more staff=better services)
4. *Do you have a failsafe marketing plan that gets people in the door?*
 - a. Social media push
 - b. Subsidized employment-pay client directly, no cost to employer—incentive for employer
5. *How do you increase trust in your participants and create enthusiasm for change?*
 - a. Follow through
 - b. Expand workforce development collaborations
 - c. Environmental openness
6. *How do you keep participants engaged and continuing when they may reach hurdles or barriers along their career pathway?*
 - a. Regular contact
 - b. Celebrate success
 - c. Non-monetary incentive

REGION 3: KANSAS CITY & VICINITY

Activity 1: Regional Updates

- LINC Works/FEC
 - \$300 stipend, 2 weeks, 12 of 16 enrolled
 - Resiliency training through Midtown Psych
 - Soft skills
- MCC-Penn Valley
 - 4 non-credit
 - 35 enrolled
 - ✓ CDL-A, CNA, Phlebotomy, Pharm Tech
- FEC
 - 11 Class Trainings
 - ✓ CDL-A, CNA, Phlebotomy, Pharm Tech

- FEC Online Apps
 - ✓ CNT, Java, Customer Service Project Management
- MWA
 - 1014 outreach
 - 183 contacts
 - 170 enrolled
 - 15 trainings
 - 30 employed
 - \$11.26 average wage
- SkillUP
 - 4147 outreach
 - 56 contacts
 - 13 enrolled
 - 2 in training
 - 6 employed
 - \$13 average wage

Activity 2: The Future of SkillUP

1. *If the sky was the limit, what would YOU do to make this program successful?*
 - a. Outreach call center with incentives
 - b. Eliminate “who gets to count who” and make more of a regional outcome; client would be able to receive wrap around services from beginning to end.
2. *In the last 6-9 months do you have any lessons learned or best practices?*
 - a. Barriers exist because of silos which ties directly to student completion and job placement
 - b. Need to get out in the community more for outreach and recruitment
 - c. Asking participants upon arrival to agency if they are on benefits
3. *Do you have any ideas from previous programs you oversaw that could enhance the vision of SkillUP?*
 - a. Continue Intentional Support Model in training
 - b. Continue student success plan
 - c. Continue wrap-around services
4. *Do you have a failsafe marketing plan that gets people in the door?*
 - a. Word-of-Mouth
 - b. Outreach teams
 - c. MCC info line
 - d. LINC’s phone/email system
5. *How do you increase trust in your participants and create enthusiasm for change?*
 - a. Relationship building: accessibility, follow through, consistency, reliable, trustworthy, realistic goals, relatable, enthusiastic, believe in them, praise them, etc.
6. *How do you keep participants engaged and continuing when they may reach hurdles or barriers along their career pathway?*
 - a. Keep reinforcing the positive
 - b. Finding commonness

- c. Affirmations
- d. Reminding them of the goals and helping them set new ones

REGION 4: WEST CENTRAL

Activity 1: Regional Updates

- MVCAA, WCAAA, JC, ResCare, STCC, WDB
 - Nearly 100% of outreach contacts email, phone calls, texts
 - 49 enrollments
 - 3 Comp Training
 - 19 Employment
 - 15 in training
- SFCC
 - Training opportunities
 - ✓ 10 different departments
 - Hosted multiple events
 - Targeting career transfer fairs
 - ✓ Seeking new ways for collaboration

Activity 2: The Future of SkillUP

1. *If the sky was the limit, what would YOU do to make this program successful?*
 - a. Reorganize the program structure
 - ✓ Regional umbrella-credit sharing
 - ✓ Increase participation with incentives
 - ✓ Magnetic marketing swag—information that sticks!
2. *In the last 6-9 months do you have any lessons learned or best practices?*
 - a. Regional collaboration meetings
 - b. Referral forms
 - c. Comprehensive contact list
3. *Do you have any ideas from previous programs you oversaw that could enhance the vision of SkillUP?*
 - a. Continued program funding
 - b. Support of the top down, bottom up approach
4. *Do you have a failsafe marketing plan that gets people in the door?*
 - a. Build relationships one person at a time
 - b. Use incentives and other programs to further market SkillUP!
5. *How do you increase trust in your participants and create enthusiasm for change?*
 - a. Develop relationships-great customer service-salesmanship
 - b. Consistent, reliable contact—develop & organize support systems and resources
6. *How do you keep participants engaged and continuing when they may reach hurdles or barriers along their career pathway?*
 - a. Job Coaching—intense case management-address barriers
 - b. Build trusts by being there when they need us!

REGION 5: CENTRAL

Activity 1: Regional Updates

- Going to cohorts of eligible participants (e.g. re-entry & spouses of incarcerated)
- Working with area colleges
- Working with HPOG grantees
- Creative outreach to community organizers
- Social media outreach
- Working with job centers

Activity 2: The Future of SkillUP

1. *If the sky was the limit, what would YOU do to make this program successful?*
 - a. Mobile learning centers
 - b. More money for marketing
 - c. Job center rep-career counselor at all correctional facilities
 - d. Mobile job coach
 - e. Access points in rural areas
 - f. Resume interface with all job posting websites
2. *In the last 6-9 months do you have any lessons learned or best practices?*
 - a. Basic marketing does not work
 - b. Use all available marketing resources-phone calls, emails, post cards, etc.
 - c. Need to be better prepared-ready to go as soon as contract is final
3. *Do you have any ideas from previous programs you oversaw that could enhance the vision of SkillUP?*
 - a. Innovative collaboration and partnerships focusing on non-traditional students
 - b. Expanding WRE
 - c. More/better training for front line staff
 - d. Incentives for success –incentives for employers
4. *Do you have a failsafe marketing plan that gets people in the door?*
 - a. Nothing is failsafe but policies are in place to try to make it that way
5. *How do you increase trust in your participants and create enthusiasm for change?*
 - a. Show previous and relatable success stories—testimonials
 - b. Enthusiasm on a personal level—be excited to help change a life
6. *How do you keep participants engaged and continuing when they may reach hurdles or barriers along their career pathway?*
 - a. Intrusive Advising
 - b. Ask pointed questions with frequent contact
 - c. Hand holding
 - d. Be available and give attention to participant—adequate staffing
 - e. Incentives for overcoming barriers

REGION 6: ST. LOUIS COUNTY

Activity 1: Regional Updates

- SkillUP Palooza event @ ECC
 - 10 providers
- Mo Enterprise
 - 8 candidates, all offered employment by 8 employers
- MWA, ECC, JC, St. Louis County, and Community Action Agency working together for success

Activity 2: The Future of SkillUP

1. *If the sky was the limit, what would YOU do to make this program successful?*
 - a. SkillUP “Magic Bus” with a magnitude of resources onboard
 - ✓ “no obstacles, no barriers”
2. *In the last 6-9 months do you have any lessons learned or best practices?*
 - a. Be prepared: have literature, the staff to serve, fluid flowchart, collaboration of resources, knowing what is in your area, get FS-5 form signed during enrollment.
 - b. Communication, communication, communication
3. *Do you have any ideas from previous programs you oversaw that could enhance the vision of SkillUP?*
 - a. Outreach meet and greet picnic
 - b. Educational fieldtrips
 - c. FSD worker located inside the job center
 - d. Employer transportation van for specific locations
4. *Do you have a failsafe marketing plan that gets people in the door?*
 - a. Back to school (skilling up our next generation
 - b. Head start program, community engagement
 - c. Gas station signs for SkillUP under EBT signs
 - d. Flyers, emails, job/resource fairs, and phone calls
5. *How do you increase trust in your participants and create enthusiasm for change?*
 - a. While assessing, listen, hear triggers
 - b. Make it personal, eye contact, no judgment zone, welcoming atmosphere is important. Paint the picture
6. *How do you keep participants engaged and continuing when they may reach hurdles or barriers along their career pathway?*
 - a. Follow up, listen to participants talk about barriers or negativity and then reset
 - b. Identify barriers and work to resolve them
 - c. Remind them of what they have accomplished and what they want to do – “How do you eat an elephant”

REGION 6A: ST. LOUIS CITY

1. Activity 1: Regional Updates

- FWCA-SkillUP
 - 1,225 outreach YTD

- 725 contacts
- 12 employed YTD
- 4 Training—attended CNA, LPN, HVAC
- Average wage \$13.25
- FWCA- MWA
 - 2,089 outreach
 - 741 contacted
 - 95 enrolled
 - Average wage \$13.00
- SLCC
 - 12 enrolled
 - HVAC and CDL training
- BFL
 - 10,119 outreach
 - 3,509 contact
 - 150 enrolled
 - 21 employed

2. Activity 2: The Future of SkillUP

1. *If the sky was the limit, what would YOU do to make this program successful?*
 - a. Policy at state level that strengthen employer engagement
 - b. Make it so that multiple partners can get credit for one person when multiple services are provided by different providers
 - c. Transitional Food Stamps
 - d. Mandatory Participation in SkillUP
 - e. More Funding in “sector” training with ITAs
2. *In the last 6-9 months do you have any lessons learned or best practices?*
3. *Do you have any ideas from previous programs you oversaw that could enhance the vision of SkillUP?*
 - a. STLCC- Checklist for every student to meet, contact information, potential barriers, enrollment assistance into interested programs, credit & non-credit tuition assistance, information sessions, online webpage inquiries, and Work Keys.
 - b. BFL/ARCHS- group orientations, faith based recruitment, information sessions and incentives
4. *Do you have a failsafe marketing plan that gets people in the door?*
 - a. Funding dollars for legal services, trauma informed care (continued sessions)
5. *How do you increase trust in your participants and create enthusiasm for change?*
 - a. No-Van Service
6. *How do you keep participants engaged and continuing when they may reach hurdles or barriers along their career pathway?*
 - a. Constant contact, one-on-one, positive reinforcements, intensive case management, reminders of goals and affirmations, be consistent.

REGION 7: SOUTHWEST

Activity 1: Regional Updates

- Crowder—Training Provider
- Job Center--- 7 enrolled, 2 employed, 3,000 calls
- MWA—86 enrolled, 639 phone calls
- Homeless Connect

Activity 2: The Future of SkillUP

1. *If the sky was the limit, what would YOU do to make this program successful?*
 - a. Outsource call list and mailings to a call center
 - b. Streamline enrollment process in MoJobs—cross pollinate data to Wagner-Peyser, WIOA
 - c. More funding to hire staff
 - d. Allow long term training
 - e. Schedule appointments for customers
2. *In the last 6-9 months do you have any lessons learned or best practices?*
 - a. Working together with partner programs
 - b. Outreach with CIRCLES (United Way) etc.
3. *Do you have any ideas from previous programs you oversaw that could enhance the vision of SkillUP?*
 - a. Access Points
 - b. Community Day
4. *Do you have a failsafe marketing plan that gets people in the door?*
 - a. Texting club
 - b. Billboards and commercials
 - c. Social media
5. *How do you increase trust in your participants and create enthusiasm for change?*
 - a. Believe in them, provide support
6. *How do you keep participants engaged and continuing when they may reach hurdles or barriers along their career pathway?*
 - a. Cheerleader, honesty, push when needed

REGION 8: OZARK

Activity 1: Regional Updates

- OTC, MJC, OACAC
- Job Fair 1/22 –45 employers and 8 schools/agencies
 - 632 attendees
 - 70 leads
- MJC- info sessions—6-10 average
- 14 enrolled, 20 pending training

- Regular meetings/partnership within region
- AEL classes (presentation)

Activity 2: The Future of SkillUP

- If the sky was the limit, what would YOU do to make this program successful?*
 - Consistent statewide marketing campaign
 - FSD resource centers/handouts on SkillUP
 - All schools educated on SkillUP
- In the last 6-9 months do you have any lessons learned or best practices?*
 - Soft skills
 - ✓OTC—class during training “goody bag/swag”
 - ✓Graduation/mock interviews
 - ✓MJC- Change 1000
 - Hiring Event/SkillUP Fair
 - ✓Include schools in hiring events
 - ✓Media Coverage—632 attended
 - Go where the people are
- Do you have any ideas from previous programs you oversaw that could enhance the vision of SkillUP?*
 - Job shadowing
 - resource sheets
 - file management
 - internal monitoring
 - Forgotten populations—AEL students, seniors, other programs
- Do you have a failsafe marketing plan that gets people in the door?*
 - Biweekly info sessions at Job Center (average 6-10)
 - Set up at events
- How do you increase trust in your participants and create enthusiasm for change?*
 - Personal connection with client
 - Consistent and continued communication
 - Instill confidence
- How do you keep participants engaged and continuing when they may reach hurdles or barriers along their career pathway?*
 - Provide resources at enrollment
 - Success wall
 - Encouragement and recognition

REGION 9: SOUTH CENTRAL

Activity 1: Regional Updates

- SCMCAA
 - 19 enrolled
 - 10 employed

- 6 in work experience, using head start centers for work experience site, 1 completed CDL
- West Plains Job Center
 - 258 calls and 431 emails
 - 24 enrolled
 - Out of WIOA
- Poplar Bluff Job Center
 - 737 calls and 1482 emails
 - 2 enrollments
- Three Rivers
 - 2 short term 8 week programs (industrial prod. Tech & office assistance/admin
- MERS/Goodwill
 - New incentive policy
 - 1211 attempts and 32 contacts
 - 45 enrollments
- WIB
 - Hosted a convening follow up in Oct and will host another one 2/4/19

Activity 2: The Future of SkillUP

1. *If the sky was the limit, what would YOU do to make this program successful?*
 - a. One on one, face-to-face with every food stamp participant
 - b. Incentives—enrollment, employment, etc. for participant and employees
 - c. Mobile unit
 - d. Less restrictions
 - e. Unlimited funding
2. *In the last 6-9 months do you have any lessons learned or best practices?*
 - a. The importance of partnerships
 - b. Melissa Data- website for state/county non-profits
 - c. GCF Learn Free- website-work readiness
3. *Do you have any ideas from previous programs you oversaw that could enhance the vision of SkillUP?*
 - a. Good staff with excellent customer service life coaches
4. *Do you have a failsafe marketing plan that gets people in the door?*
 - a. Word of Mouth
 - b. Flyers in food bank boxes around town
 - c. Back up program
5. *How do you increase trust in your participants and create enthusiasm for change?*
 - a. Build rapport
 - b. Support guidance
 - c. Compassion to help the client succeed
 - d. Be happy, upbeat, and excited about the program
6. *How do you keep participants engaged and continuing when they may reach hurdles or barriers along their career pathway?*

- a. Show how far they have come
- b. Take baby steps to succeed
- c. Moral support
- d. My next move—60 question—job search website

REGION 10: SOUTHEAST

Activity 1: Regional Updates

- SEMO, Kennett and Cape Career Centers
- Job Centers, recruitment companies
- Nursing Homes—OJT
- AEL
- MU Extension
- Civic Organizations
- SO MO Trucking, Malden
- Cosmetology School
- Low-income housing
- Food pantries
- Homeless shelter/women's shelter

Activity 2: The Future of SkillUP

1. *If the sky was the limit, what would YOU do to make this program successful?*
 - a. MoJobs trainings via WebEX
 - b. More short term training options available
 - c. Building partnerships—MERS, child care
 - d. Extend length of short-term trainings to +1 year
 - e. Build employer relationships
 - f. More education for those wanting to be approved ETPS
2. *In the last 6-9 months do you have any lessons learned or best practices?*
 - a. Word-of-mouth
 - b. Social media
 - c. Promotion of specific training programs
 - d. Referrals from partnerships
 - e. Mailings not effective
 - f. Brochures in community
 - ✓targeted locations such as schools, head start, food pantries, libraries, job centers
3. *Do you have any ideas from previous programs you oversaw that could enhance the vision of SkillUP?*
 - a. Using practices and knowledge from MOWINS partnerships from MOWINS continuing
4. *Do you have a failsafe marketing plan that gets people in the door?*
 - a. Word-of-mouth
 - b. Social media
 - c. Promotion of specific training programs

- d. Referrals from partnerships
 - e. Brochures in community
5. *How do you increase trust in your participants and create enthusiasm for change?*
- a. Offer supportive services
 - b. Follow up
 - c. Rapid attachment
6. *How do you keep participants engaged and continuing when they may reach hurdles or barriers along their career pathway?*
- a. Hand-holding/guidance throughout training
 - b. Regular contact
 - c. Employer conversation regarding challenges—how to address concern of working with employers regarding stigma of training program

Basic Eligibility Requirements of Benefit Programs
Food Stamps (SNAP), Temporary Assistance, Child Care Subsidy

Food Stamp Program (SNAP): Provides benefits on an EBT card for use on eligible food items.

- Identity (DOC ID, Photo ID, driver's license)
- Apply or Provide Social Security Number
- Meet Guidelines:

Persons Purchasing and Preparing Together	Maximum Gross Income per Month	Maximum Benefit per Month
1	\$1,307	\$192
2	\$1,760	\$352
3	\$2,213	\$504
4	\$2,665	\$640
5	\$3,118	\$760
6	\$3,571	\$913

Temporary Assistance: Provides cash on EBT card to care for child(ren) and administered through FSD.

- Apply or Provide Social Security Number
- Cannot have felony drug conviction after August 22, 1996
- Cannot receive for 36 months if individual indicates they are using drugs, choose not to test, and will not participate in follow-up with treatment if needed
- Must have a child(ren) in the home
- Meet guidelines which includes be at or below gross and net income:

Household	Maximum Gross Income per Month	Maximum Net Income per Month*	Maximum Cash Benefit per Month
1	\$727	\$393	\$136
2	\$1,254	\$678	\$234
3	\$1,565	\$846	\$292
4	\$1,832	\$990	\$342

5	\$2,078	\$1,123	\$388
6	\$2,307	\$1,247	\$431

**Deductions from gross income include childcare expenses, child support payments, and a work deduction.*

Childcare: Provides childcare subsidy payments for individuals who are participating in employment and training activities and administered by FSD.

- Child in the home
- Meet guidelines to receive any childcare subsidy:

Household	Maximum Gross Income per Month
1	\$1,437
2	\$1,944
3	\$2,454
4	\$2,961
5	\$3,469
6	\$3,979

**The larger the income, the lower the subsidy.*

Women's Infants and Child(ren): Provides pregnant women, breastfeeding mothers and child(ren) up to 5 years old with allowable food, healthcare referrals, nutrition education and post-partum services.

- Child in the home
- Meet guidelines to receive any childcare subsidy:

Household	Maximum Gross Income per Month
1	\$1,872
2	\$2,538
3	\$3,204
4	\$3,870
5	\$4,536
6	\$5,202

Low Income Home Energy Assistance Program: Provides energy assistance and energy crisis intervention and is administered through FSD through Community Action Agencies.

Household	Maximum Gross Income per Month
1	\$1,366
2	\$1,852
3	\$2,338
4	\$2,824
5	\$3,310
6	\$3,796



Missouri Community Action Network

Helping People + Changing Lives

in all 114 Missouri counties plus the City of St. Louis

Statewide Reach

Missouri Community Action Network—Missouri CAN—is the statewide association of Community Action Agencies, Allies and Supporters united to help people and change lives.

Local Impact

Missouri's 19 nonprofit Community Action Agencies provide localized, direct services to low-income Missourians.

Need Help?

Use this map to find your local Community Action Agency's contact information on the reverse side of this page.

Missouri Community Action Network

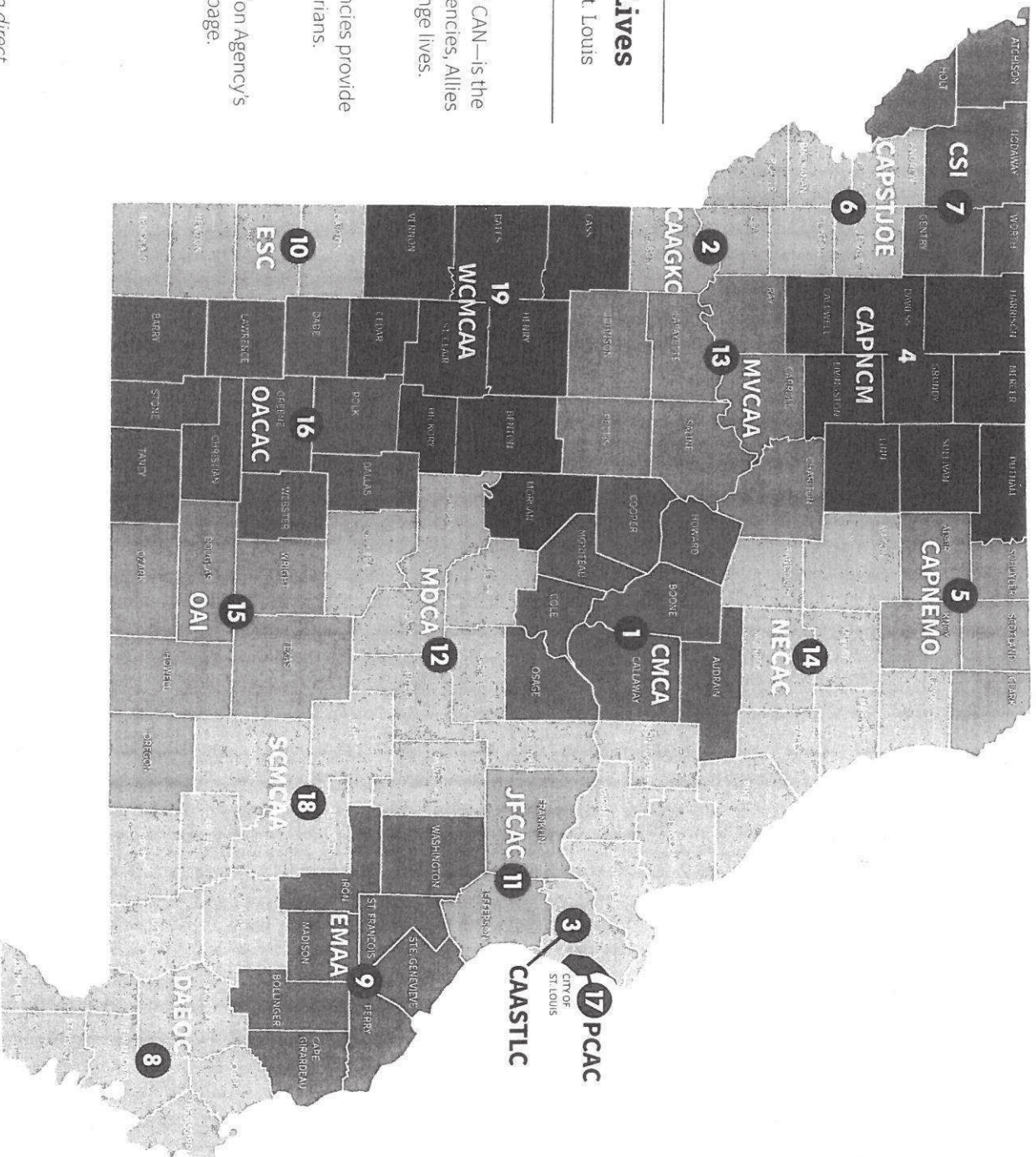
(573) 634-2969

2014 William Street

Jefferson City, MO 65109

www.MissouriCAN.org

Missouri CAN is a statewide association and not a direct service provider. Please contact your local agency for help.



FIND HELP AT LOCAL COMMUNITY ACTION AGENCIES

1. **Central Missouri Community Action (CMCA)**
Serving Audrain, Boone, Callaway, Cole, Cooper, Howard, Moniteau, and Osage Counties
(573) 443-8706
807B North Providence Road
Columbia, MO 65203
www.snowmreaction.org
2. **Community Action Agency of Greater Kansas City (CAAGKC)**
Serving Clay, Jackson, and Platte Counties
(816) 358-6868
6323 Manchester Avenue
Kansas City, MO 64133
www.caagkc.org
3. **Community Action Agency of St. Louis County (CAASTLC)**
Serving St. Louis County
(314) 863-0015
2709 Woodson Road
Overland, MO 63114
www.caastlc.org
4. **Community Action Partnership of North Central Missouri (CAPNCM)**
Serving Caldwell, Daviess, Grundy, Harrison, Linn, Livingston, Mercer, Putnam, and Sullivan Counties
(660) 359-3907
1-855-290-8544
1506 Oklahoma Avenue
Trenton, MO 64683
www.capncm.org
5. **Community Action Partnership of Northeast Missouri (CAPNEMO)**
Serving Adair, Clark, Knox, Scotland, and Schuyler Counties
(660) 665-9855
1-800-737-3165
215 N. Elson Street
Kirksville, MO 63501
www.capnemo.org
6. **Community Action Partnership of Greater St. Joseph (CAPSTJOE)**
Serving Andrew, Buchanan, Clinton, and Dekalb Counties
(816) 233-8281
817 Monterey Street
St. Joseph, MO 64503
www.endpov.com
7. **Community Services, Inc. of Northwest Missouri (CSI)**
Serving Atchison, Gentry, Holt, Nodaway, and Worth Counties
(660) 582-3113
1212B South Main Street
Maryville, MO 64468
www.communityservicesinc.org
8. **Delta Area Economic Opportunity Corporation (DAEOC)**
Serving Dunklin, Mississippi, New Madrid, Pemiscot, Scott, and Stoddard Counties
(573) 379-3851
1-800-748-8320
99 Skyview Road
Portageville, MO 63873
www.daec.com
9. **East Missouri Action Agency (EMAA)**
Serving Bollinger, Cape Girardeau, Iron, Madison, Perry, St. Francois, Ste. Genevieve, and Washington Counties
(573) 431-5191
1-800-392-8663
403 Parkway Drive
Park Hills, MO 63601
www.eastmoaa.org
10. **Economic Security Corporation of the Southwest Area (ESC)**
Serving Barton, Jasper, McDonald, and Newton Counties
(417) 781-0352
302 South Joplin Avenue
Joplin, MO 64801
www.escswa.org
11. **Jefferson Franklin Community Action Corporation (JFCAC)**
Serving Franklin and Jefferson Counties
(636) 789-2686
#2 Merchant Drive
Hillsboro, MO 63050
www.jfcac.org
12. **Missouri Ozarks Community Action, Inc. (MOCA)**
Serving Camden, Crawford, Gasconade, Laclede, Maries, Miller, Phelps, and Pulaski Counties
(573) 765-3263 or 1-800-876-3264
306 South Pine Street
Richland, MO 65556
www.mocaonline.org
13. **Missouri Valley Community Action Agency (MVCAA)**
Serving Carroll, Chariton, Johnson, Lafayette, Pettis, Ray, and Saline Counties
(660) 886-7476
1415 South Odell Avenue
Marshall, MO 65340
www.mvcaa.net
14. **North East Community Action Corporation (NECAC)**
Serving Lewis, Lincoln, Macon, Marion, Monroe, Montgomery, Pike, Ralls, Randolph, Shelby, St. Charles, and Warren Counties
(573) 324-2231
1-800-748-7636
16 North Court Street
Bowling Green, MO 63334
www.necac.org
15. **Ozark Action, Inc. (OAI)**
Serving Douglas, Howell, Oregon, Ozark, Texas, and Wright Counties
(417) 256-6147
710 East Main Street
West Plains, MO 65775
www.oaiwp.org
16. **Ozarks Area Community Action Corporation (OACAC)**
Serving Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster Counties
(417) 862-4314
215 South Barnes Avenue
Springfield, MO 65802
www.oac.ac
17. **People's Community Action Corporation (PCAC)**
Serving The City of St. Louis and Wellston
(314) 367-7848
5701 Delmar Boulevard
St. Louis, MO 63112
www.pcacstl.org
18. **South Central Missouri Community Action Agency (SCMCAA)**
Serving Butler, Carter, Dent, Reynolds, Ripley, Shannon, and Wayne Counties
(573) 325-4255
8055 Old Alton Road
Winona, MO 65588
www.scmcaa.org
19. **West Central Missouri Community Action Agency (WCMCAA)**
Serving Bates, Benton, Cass, Cedar, Henry, Hickory, Morgan, St. Clair, and Vernon Counties
(660) 476-2185
106 West Fourth Street
Appleton City, MO 64724
www.wcmcaa.org



The Missouri Federal Bonding Program

THE MISSOURI FEDERAL BONDING PROGRAM is a **no-cost**, job-incentive program intended to increase hiring of job seekers and promotion of employees considered as “at risk.”

“At risk” job seekers and employees are defined as people who have declared bankruptcy, have bad credit, have little or no work history, receive public assistance or are ex-offenders.

Visit the nearest Missouri Job Center
1-888-728-JOBS (5627) • jobs.mo.gov

Fact: As long as the employer requests the service, the Missouri Federal Bonding Program can be used to overcome most negative issues an “at risk” person might have.

TO RECEIVE FIDELITY BONDING ASSISTANCE, THE EMPLOYER MUST VERIFY:

- A job offer or promotion has been made by the employer
- The “at risk” person is of legal work age, the job is legitimate
- The federal taxes of the “at risk” person will be automatically deducted from his/her pay

This no-cost, no-deductable insurance coverage begins the day the bonded person starts work and ends six months later. For a fee, an employer can obtain an extended period of coverage. Fidelity insurance provides an easy method for an employer to recoup losses incurred due to illegal acts of fraud, embezzlement, larceny and theft committed against the employer by an “at risk” person who is bonded.

THE MINIMUM AMOUNT OF COVERAGE OFFERED IS \$5,000.

Additional amounts of coverage can be provided if the need has been justified by the employer.

INSURANCE COVERAGE CAN BE FOR FULL- AND PART-TIME EMPLOYMENT.

Fidelity bonds have been issued to numerous employers throughout Missouri to bond “at risk” workers into varied occupations. Occupations “at risk” people have been bonded into include: Automobile Mechanic, Cashier, Clerical Assistant, Certified Nursing Assistant, Cook, Heavy Equipment Operator, Janitorial Service, Landscaper, Paralegal, Parts Manager, Warehouse Worker, Welder and Window Washer.

CONTACT

Missouri Federal Bonding Agent
421 East Dunklin Street
Jefferson City, MO 65109-1087
800-877-8698 • Robert.Ruble@ded.mo.gov



For additional information about Missouri Division of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627).

Missouri Division of Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY dial 7-1-1.

DWD-PO-90 (02-2019)

THE MISSOURI FEDERAL BONDING PROGRAM

Information for In-Home Child Care Providers

A child care provider caring for four or less unrelated children in their home can be paid for providing care to families who are eligible for Child Care Subsidy and are related within the third degree as defined in the **Table of Consanguinity**. A child care provider must register with the Department of Social Services (DSS) to receive payment for child care services provided to Child Care Subsidy eligible families.

What if I provide care for more than four unrelated children in my home?

If you provide care for more than four unrelated children in your home, you are required to have a license. You can apply for a license through the **Department of Health and Senior Services**.

Helpful Resources

Frequently Asked Questions

How do I become registered with DSS?

To become a registered child care provider, a **Registered Child Care Provider Agreement form** (CD-269) must be submitted to DSS. This form must be completed in full and signed, certifying you have read, understand, and will comply with the agreement.

You must also:

- Be 18 years of age or older
- Pass a background screening for everyone living in the home age 17 years and older
- Submit health certification (tuberculosis statement)
- Register with the **Missouri Professional Development Registry**
- Complete required trainings
- Be in compliance with Health and Safety Requirements (**Health and Safety Checklist**)
- Submit proof of a tax ID

You can also:

- Complete a **Vendor Direct Deposit** application
- Agree to invoice using the **Child Care Online Invoicing System**

What if I provide care out of state?

If you offer child care to Missouri families who are eligible for Child Care Subsidy, you will need to complete and provide background screening results from your state of residence.

Please contact the Child Care Provider Relations Unit at 573-526-3011 for more information about how to become contracted as a child care provider with the state of Missouri.

How do I get help with care for a child with special needs?

The Department of Health and Senior Services (DHSS) offers **technical assistance** to child care providers who care for children with special needs at no charge. These services are offered through Inclusion Specialists, who ensure all children receive quality care and are included in all activities regardless of their special needs. Inclusion specialists also offer face to face training throughout the state to help child care providers meet the needs of children with special needs. A child with special needs is a child who may require enhanced child care services over that of a typically developing child due to an actual or perceived developmental disability and/or delay, health/mental health, or behavior issues.

What help can I get?

LIHEAP can help you pay your main heating & cooling bills and get

Emergency Services:

- Blankets
- Emergency lodging
- Furnace and central air replacement and repairs
- Window air conditioners
- Wood stoves

Questions?

Call:

1-855-FSD-INFO
(1-855-373-4636)

Or visit our website:

dss.mo.gov/fsd/energy-assistance

LIHEAP helps keep families safe and healthy through initiatives that assist families with energy costs.

Family Support Division

LIHEAP Unit

615 Howerton Court

Jefferson City, MO 65109

Low Income Home Energy Assistance Program (LIHEAP)

***Get relief for your
energy bills***



Who can get help?

The Low Income Home Energy Assistance Program (LIHEAP) helps low-income people meet their immediate energy needs. It mainly helps those who spend a large amount of their household income on energy bills.

To qualify for LIHEAP assistance, you must meet each of these requirements:

- 1** Be the person responsible for paying home heating and cooling costs
- 2** Be a United States citizen or have been legally admitted for permanent residence
- 3** Have \$3,000 or less in bank accounts, retirement accounts, or investments
- 4** Meet specific income guidelines that vary according to household size



How does it work?

Energy Assistance (EA)

EA will give you a one-time payment to help pay your main fuel heating bill during the months of November-March. The amount of help you receive is based on the size of your household, your household income, and the type of heating fuel used in your home.

Energy Crisis Intervention Program (ECIP)

ECIP can help you pay your fuel bills when your energy is shut off or threatened to be shut off. The amount of help you receive is based on the amount of money needed to settle your crisis with the energy provider.

Winter ECIP is available November-May based on funding; the maximum amount you could receive is \$800.

...

Summer ECIP is available June-September based on funding; the maximum amount you could receive is \$300.

How do I apply?

Get an application by calling:

1-855-FSD-INFO
(1-855-373-4636)

Download and print an application here:

dss.mo.gov/fsd/energy-assistance

See the instructions attached to the application to determine how it should be completed and where it should be sent.



SkillUP

Technical Assistance
Partner Convening
January 2019



Employment Plans

What is an Employment Plan?

- Individualized plan developed by the participant and Job Coach

What is the purpose?

- **Short Term Goal(s)** – typically 1 year of less. Objectives must be linked to the goal(s)
- **Long Term Goal(s)** –documents career pathway
- **Objectives** – steps the participant must take to achieve their goals.



Employment Plans

What is missing?

- **Goals** – Goals are not being identified in MoJobs
- **Objectives** – Objectives to meet goals are not being entered
- **Assessments** – Objective Assessments/Summaries are missing
- **Case Notes** – Case notes do not support Employment plan or are not entered at all.



Employment Plan

What does a good Employment Plan contain?

- Detailed description of employment type
- Expected salary or hourly wage
- Training/Education required for the position
- Steps to remove employment barriers
- Timeframes for completion
- Services/components must be connected to expected outcomes



Employment Plan

Remember

Gainful employment is the final outcome



Employment Plan

When should EP be updated?

- Completion of objectives/goals
- Outdated objectives/goals
- New objectives/goals
- Information can be added, but should never be deleted



Setting Goals

Specific
Measurable
Achievable
Relevant
Time Based



Case Notes

What purpose do Case Notes Serve?

- Thorough description of a participant's interaction with the Job Coach.
- Inform other staff/providers of the participants status, etc.
- Documents specific requirements of services, activities, timeframes, training costs, etc.



Case Notes

What purpose do Case Notes Serve?

- Permanent record of discussions with participants
- Provides monitors with an overall picture of the participant's progress and how well the Job Coach is assisting the participant.



Case Notes

What is missing?

- Documentation of activities a participant may be enrolled in
- Documentation supporting Employment Plan goals and objectives
- Documentation of participant contact
- Documentation of training costs, TRE/WRE



Case Notes

When should a Case Note be entered?

- Outreach efforts
- Initial enrollment
- Completion of Assessment
- Employment Plan/Employment Plan Update
- Participant Contact
- Referrals to other services/agencies



Case Notes

When should a Case Note be entered?

- Case Record Corrections
- Progress Evaluations
- Activities/services begin and end dates



Case Notes

What should a Case Note contain?

- Specific dates
- All necessary/pertinent information
- Details so someone else can understand
- Justifications for supportive services
- Training begin and end date
- Funding sources



Case Notes

What should NOT be in a Case Note?

- Irrelevant details
- Medical information
- Discussions with others.
- Legal issues
- Information regarding others
- Judgements/opinions



Case Notes

**Remember -
If there is not a case note
in the system, it never
happened!**



Supportive Services

Transportation Related Expenses (TRE)

- Must be enrolled and participating in an allowable activity
- Must submit a Weekly Claim form
- Must have verification of training/work
- \$15 maximum per day.



Supportive Services

Work Related Expenses (WRE)

- Must be enrolled and participating in an allowable activity
- Based on participant need
- Different expenses are allowed based on TANF funding or FNS funding.



Reporting

- Weekly report outs on Partner Call
 - YTD Outreach Attempts
 - YTD Actual Contacts
 - YTD Total Enrollments
 - YTD Total in Trainings
 - YTD Number Employed
 - Average Wages per Hour



Reporting

- Monthly Reports
 - Participant Name
 - DCN
 - Services enrolled
 - Supportive Services provided



Invoicing

Submit timely

Contact from SkillUP Staff

Point of Contact

TANF Fund

Standardized Budget/Narrative



SkillUP Provider Portal

- <https://dss.mo.gov/skillup-provider-portal/>
- Provider Handbook and Forms
- Training Library
- Training Dates
- Weekly Meeting Minutes



FSD Emails

- Training requests, Marketing Materials, Reactivations & MoJobs Change Requests
 - SkillUp.Missouri@dss.mo.gov
- Questions for MWA/SkillUP
 - FSD.E&TInquiry@dss.mo.gov
- Monitoring Unit
 - FSD.E&TMonitoring@dss.mo.gov
- Invoices
 - FSD.E&TInvoices@dss.mo.gov
- DCN verifications
 - DSS.FSD.Agreements@dss.mo.gov



The background features abstract geometric shapes in various shades of blue and cyan. On the right side, there is a large, complex shape composed of several overlapping triangles and polygons. On the left side, there is a smaller, simpler cyan triangle. The overall aesthetic is modern and minimalist.

QUESTIONS?



Missouri State Profile

ADMINISTRATION

- Missouri has 15 field offices located throughout the state. The Missouri program is state administered and operates through a combination of state/county efforts. The state of Missouri works IV-D cases, including IV-A and IV-E cases, administratively using the County Prosecuting Attorneys only when all administrative processes are exhausted both in establishment and enforcement.
- The Department of Social Services, Family Support Division (FSD), enters into cooperative agreements with local jurisdictions in the state to assist the Division with its child support responsibilities. In five counties (Audrain, Buchanan, Clay, Jackson and Montgomery), the County Prosecuting Attorney and their staff perform the same functions as a state-administered child support office. In 35 single county and 20 multi-county offices, the Prosecuting Attorney and their staff perform specific legal functions on referrals sent by the Division.
- Missouri has 115 Circuit Clerks with whom the IV-D agency partners. They are responsible for the filing of all legal documents and the maintenance of orders and obligations in their counties.
- Missouri has a centralized mail processing and case initiation center, known as the FSD Intake Center, operated under contract by MAXIMUS. All IV-D applications and referrals (including intergovernmental referrals) for the entire state are handled by the Intake Center. All incoming mail for the program is directed to the Intake Center for scanning and indexing to the appropriate case.
- Payments are distributed through the State Disbursement Unit (SDU) in Jefferson City which operates under a 2013 contract with Systems and Methods, Inc. which ends in 2018, and will be re-bid through the state procurement process.
- Missouri has a statewide Enforcement Customer Service Call Center in Jefferson City which operates under a contract with MAXIMUS. Missouri has a Customer Relations 800 number for paternity issues.
- Patrick Luebbering serves as Director of FSD and as the IV-D Director. John Ginwright is the Deputy IV-D Director.

CURRENT UPDATES AND HOT TOPICS

- **Economic Development Programs:** Having a job enables individuals to contribute income to their families, which can generate more personal support, stronger positive relationships, and improved outcomes for noncustodial parents to meet their child support obligations. Many community agencies throughout the state offer employment services to job-seekers who may be part of the Missouri Child Support Program. As part of the increased funding for the DSS Healthy Marriages/Fatherhood Initiatives, FSD collaborates with community agencies to provide clients with specialized child support services. These initiatives include:
 - The **Urban League Transition for Change Employment Program (TFCEP)** serves clients from St. Louis City and County by assisting them to obtain full-time or part-time employment within 90 days of enrollment. The program provides participants assistance with obtaining employment with their credentials/certificates, and increases employment retention by eradicating barriers to employment.
 - The **Full Employment Council (FEC) Job Readiness Project (CSJRP)** works with noncustodial parents in the Kansas City metropolitan area. Family Support Division refers employment-ready participants to the CSJRP program for help in finding and securing employment.
 - The **Community Caring Council Empowering Dads to Gain Employment (EDGE) Program** is located in Southeast Missouri. The EDGE Program serves fathers living in Bollinger, Cape Girardeau, Mississippi, New Madrid, Perry, and Scott Counties. This program supplies an employment specialist to provide comprehensive job assistance that focuses on rapid job search and addresses post-employment needs of the participant.
 - The **Youth Alliance (YA) Providing Opportunities for Work, Education, & Responsibility (POWER) Project** Pilot Program is located in St. Joseph/Buchanan County. The Buchanan County Prosecuting Attorney refers individuals to YA for education and support services so that program participants can move from an unemployed status to permanent employment.
- **Fatherhood Programs:** Federal initiatives have allowed grants to become available for organizations providing **Responsible Parenthood Initiative (RPI)** services to fathers in the area of responsible parenting, healthy marriage, and economic stability. Senate bill 24, passed by the Missouri State Legislature in 2015 as part of the TANF reform effort, allocated state money to be spent in promoting Healthy Marriage and Responsible Fatherhood programs. This funding has resulted in FSD awarding contracts to community agencies to provide RPI services to fathers. The FSD Child Support Outreach Unit (CSOU) coordinates child support services with the contractors, and provides one CSOU specialist to manage all of the participant's child support cases while he/she remains in the programs. While the participant is enrolled in a program, the CSOU provides him/her with child support services which can include temporary payment plans (if the parent is not employed), reduced arrearage payments, and relief from some enforcement remedies. Six contracts have been awarded:

- **Fathers' Support Center (FSC)** – St. Louis Metro Region: **The New Pathways for Fathers and Families Program** targets low-income/no-income single and married custodial and noncustodial fathers living in the St. Louis area. The goals of the program include preparing fathers to become financially responsible, emotionally involved parents, helping fathers to obtain the skills necessary to gain and maintain steady employment, and assisting both parents in developing skills and behaviors which foster the well-being of their children. FSC also offers the **Parenting in Partnership Program** - a co-parenting pilot developed by FSC in collaboration with community partners to strengthen families by extending classes and supportive services to female custodial parents.
- **Connections to Success (CtS)** – Kansas City Region: This program serves underemployed/unemployed fathers of one or more children who are Missouri residents who may be living at or below 185 percent of the federal poverty level. This program focuses on personal and economic development at the individual level. Participants are taught the skills to succeed in interpersonal relationships and job development under the guidance of staff that have experienced similar circumstances in their own lives.
- **Randolph County Caring Community Partnership** – Northern Region: This program helps fathers ages 18 & over who generally have low income, lack a high school diploma or GED, are unemployed, have legal issues and/or substance abuse issues, have little interaction or involvement with their children, and have a current open child support case. The goals of the program include improving healthy relationship, marriage, parenting, and co-parenting skills, increasing the frequency of father/child engagement, and increasing financial responsibility of fathers as they progress toward greater economic stability.
- **Powerhouse Community Development Corporation** – Central Region: The Fathers Committed to Family Program serves high-risk fathers between the ages of 17-40, that are either young, facing poverty, facing recent or long-term lack of employment, have a family history with legal challenges or substance abuse, or have limited experience with interacting with children. The goals of the program include increasing “father effectiveness” by equipping fathers with the capacity to be more engaged in their children’s lives, providing a framework for understanding the role of the father, and improving the coordinator of services offered to fathers.
- **Missouri Bootheel Regional Consortium (MBRC) Incorporated** – Southeast Region: MBRC offers the Male Empowerment Now (MEN) Program to men living in the Missouri Bootheel Region. This program provides job training, father engagement, economic stability training, leadership training, and community development services to fathers.
- **Good Dads, Incorporated** – Southwest Region: Good Dads offers a program to inspire, resource, and encourage fathers to be more involved in their children’s lives. Recognizing the impact that father absence has on child well-being, Good Dads brings together business leaders in the region for the purpose of supporting responsible fatherhood.

- **Child Support Diversion Programs:** Diversion programs allow prosecuting attorneys and circuit courts the opportunity of ordering NCPs into programs which will address the needs of this group of child support offenders. The goal of such programs is to provide an alternative to incarceration for those who are unable to meet child support obligations due to structural barriers such as poverty, recent incarceration, lack of education and training, and/or homelessness. FSD partners with prosecuting attorneys, circuit courts, and community agencies to provide child support services which include developing child support action plans with the participants and monitoring their cases during the time that they continue to participate in the program.
 - The St. Louis Agency on Training & Employment (SLATE) and the 22nd Judicial Circuit Child Support Court created the **22nd Judicial Circuit Court Program (JCCP)** pilot program by which participants are referred by the circuit court to SLATE for employment services. The court refers participants to FSD for assistance with child support case management. FSD provides one child support specialist to manage all of the NCP's child support cases while they remain enrolled in the program, and provides child support services which can include temporary payment plans if the NCP is not employed, reduced arrearage payments, and relief from some enforcement remedies.
 - The **Powerhouse Community Development Corporation (PCDC)** and the **18th Judicial Circuit Court** created a pilot program by which participants are referred by the circuit court to attend fatherhood workshops and job readiness programs. FSD provides one child support specialist to manage all of the NCP's child support cases while they remain in the program. The specialist meets with the NCP to provide case specific information and develop a child support action plan which has been approved by the prosecuting attorney. The prosecuting attorney, child support specialist, and PCDC staff collaborate to share information about the NCP's progress in the program and significant changes affecting the NCP's progress in pursuing the action plan.
 - The **Clay County Prosecuting Attorney's Office** and the **7th Judicial Circuit Court** established a court-supervised comprehensive program for noncustodial parents who owe child support. The goal of the program is to increase the number of NCPs who are employed, paying child support, and participating in the physical, social, and emotional needs of their children. While an NCP is enrolled in the parenting court program, FSD provides one child support specialist to manage all of the NCP's child support cases. The case manager monitors the cases and completes any enforcement actions as ordered by the court. If the participant successfully completes the program, the criminal nonsupport case(s) against him or her will be dismissed.
 - The **16th Judicial Circuit Court** and **Total Man CDC** have collaborated together to create the **Dads Achieving Destiny Successfully (DADS) Program**. The Kansas City Municipal Division of the court refers individuals to Total Man CDC for education and support services, with a focus on employment.
- FSD is working with the **Missouri Re-entry Program** and the **Department of Corrections (DOC)** to provide information about the child support program and to share ideas that will benefit local communities. FSD is part of a partnership with DOC facilities, Probation and Parole, the Missouri Re-entry Program and several other community agencies that have developed resources and strategies to help offenders successfully transition back into the community. FSD's work with particular prisons is described below.

- FSD staff, in partnership with DOC and the warden at the **Algoa Correctional Center**, developed a pilot program to allow FSD staff to review case data in the Missouri Automated Child Support System (MACSS) while interviewing inmates at the Algoa Correctional facility. The pilot targets inmates who are due to be released within 30–60 days. By educating incarcerated NCPs and providing them with case-specific child support information prior to release, FSD hopes to reduce the number of offenders who re-enter correctional facilities due to issues related to the child support enforcement program. The pilot tracks participants for six months after release from the prison to determine if the outreach has been successful.
- FSD is also collaborating with the **Kansas City Re-entry Center** to provide a program similar to the Algoa Pilot by which FSD staff review case data in MACSS while interviewing inmates within the facility. FSD is also co-piloting a program with the help of **Connections to Success**, to remain in contact with offenders who are released from the Kansas City Re-entry Center into the Kansas City metropolitan community. In addition to the services Connections to Success provides, FSD helps the offender develop an action plan to avoid behavior that may lead to re-incarceration due to child support issues. FSD staff review the child support cases of the participants weekly to determine if changes have occurred and contact the participant and the Connections to Success case managers regarding changes.
- FSD partners with the **Western Missouri Correction Center (WMCC)** in Cameron to provide a general child support presentation once a month for offenders who are scheduled for release within 30-40 days. FSD and WMCC also developed a process which allows FSD to access the MACSS program from within the facility to provide real-time case-specific information to offenders before they are released.
- FSD is also collaborating with the **Women's Eastern Reception, Diagnostic and Correctional Center (WERDCC)** in Vandalia to use videoconferencing to educate soon-to-be released noncustodial parents and custodial parents about their child support cases. The goal of this collaboration is to reduce the number of offenders who re-enter the prison system due to issues with child support. In addition to videoconferencing with inmates on an individual basis, FSD staff also visit the WERDCC on a monthly basis to provide group presentations.
- **Boonville Correctional Center Pilot Project:** Staff from the Child Support Outreach Unit (CSOU) hold quarterly child support presentations within the facility and provide child support resource materials (business cards, brochures, etc.) to the offenders. At the conclusion of the presentation, FSD offers the offenders an opportunity to schedule a one-on-one videoconferencing interview to meet with FSD staff about their child support issues.
- On a monthly basis, FSD staff from the Memphis Child Support Office visit the **Northeast Correctional Center (NECC)** located at Bowling Green. They hold a general child support presentation for the pre-release class and provide the offenders with child support resources. Those who attend the presentation are given an opportunity to complete a written request for further case-specific information. FSD responds to these requests within 5 working days so that noncustodial parents have this information prior to their release from the facility.

- **Western Reception and Diagnostic Correctional Center (WRDCC) Child Support Pilot Program:** WRDCC sends FSD a list of soon-to-be released offenders who would like to attend a group presentation about the Missouri Child Support Program and who have case specific child support concerns. Staff from CSOU holds a group presentation once a month, and meets individually with offenders to discuss their specific concerns. WRDCC approved FSD to bring a laptop computer with VPN access within the facility to access MACSS so that offenders can be provided with real-time information about their child support cases during the individual interviews.
- **The FSD-Transition Center of St. Louis (TCSTL) Pilot Project** targets prior offenders who have been released from DOC facilities and are living at TCSTL. The goal of the program is to provide one-on-one child support case management assistance to the noncustodial parents to reduce the number of prior offenders who re-enter correctional facilities due to child support issues. FSD conducts general child support group presentations monthly for all the residents of the facility and FSD staff visits the facility on a weekly basis to meet with residents individually to discuss their child support cases. If a resident decides to enroll in the pilot program, FSD provides one child support specialist to manage all of the NCP's child support cases while they remain enrolled in the program. FSD provides child support services which can include temporary payment plans if the NCP is not employed, reduced arrearage payments, and relief from some enforcement remedies.
- FSD collaborates with the **Let's Start Program**, whose goal is to break the cycle of incarceration in families by working with formerly incarcerated women and their children to support re-entry and recovery, mitigate the impact of parental imprisonment, educate the public, and inform policy. FSD holds a presentation to provide general information about the child support program, including information on how to apply for child support services. FSD also provides answers to case-specific questions for participants who already have open cases in the child support program

▪ **Other Outreach Programs:**

- The **Veterans' FSD - Compensated Work Therapy (CWT) Program** is a joint venture with the goal of assisting veterans in meeting their child support obligations while offering rehabilitative services that aim to ensure full-time gainful employment. FSD and the Department of Veterans Affairs (VA) CWT Program staff share information about a NCP's progress in the CWT program and any significant changes affecting the NCP's ability to pay their child support. FSD is currently working with CWT to expand the collaboration to other areas of the state, and to other VA veteran programs.
- FSD offers child support services to both custodial and noncustodial parents who are active in the **Catholic Legal Assistance Ministries (CLAM) Child Support Project**. CLAM, a division of St. Francis Community Services in St. Louis, provides legal help to homeless and low-income veterans re-entering the workforce. While the participant remains enrolled in the program, FSD provides child support services which may include temporary payment plans if the participant is not employed, reduced arrearage payments, and relief from some enforcement remedies.

- FSD partners with the **Greene County Family Justice Center** (GCFJC) in Springfield to provide child support services to victims of domestic and sexual violence. GCFJC helps victims and their families find many services they need in one place by co-locating professionals from law enforcement agencies, the prosecutor's office, victim advocacy organizations, and many others under one roof. FSD visits the Justice Center at least once a month to meet with program participants to provide assistance with child support concerns and answer case specific questions. FSD also supplies general outreach materials for a child support resource table within the Justice Center.
- FSD developed a pilot program with the **Pettis County Community Partnership** (PCCP) to provide child support services to participants enrolled in the Putting Roofs over People's Heads (PROP) program. The goal of this program is to combat homelessness and provide housing assistance. FSD staff visit the PCCP office monthly to meet with program participants to provide assistance with child support concerns and answer case specific questions.
- FSD collaborates with **Mission: St. Louis** to provide child support services to both custodial parents and noncustodial parents who are currently active in the Mission. Mission: St. Louis goes beyond charity to help the poverty stricken work towards permanent housing and employment. FSD provides one child support specialist to manage all of the participant's cases while he/she is enrolled in the program. Having a dedicated child support worker available to get needed child support case actions in an expedited manner removes barriers for the clients to fully participate in the program.
- Missouri partnered with **HUD** and other community agencies in June 2018 to provide child support information and resources to those attending the **Celebrating Men and Fathers: Strong Families Event**. FSD looks forward to participating in future Father's Day events sponsored by HUD and other community agencies to offer similar services.
- **The National Child Support Awareness Month Outreach** took place throughout the month of August to highlight the critical role that child support plays in children's lives and applaud those parents who provide financial support to their children. The Governor signed a proclamation naming August as National Child Support Awareness Month in Missouri. FSD field offices participated in structured back-to-school events with their local communities in the month of August. Information regarding these events was placed on the FSD website. FSD staff specialists were also on hand at the Missouri State Fair to answer questions about the child support program and help visitors to complete applications for child support services.

As part of Child Support Awareness Month, FSD and the Masons teamed up to host seven separate *Missouri Child Identification and Protection Program* (MoChip) events around the state. MoChip is a comprehensive child identification program designed to give Missouri families a measure of protection against the ever increasing problem of missing and abducted children. FSD provided volunteers to help with collecting and processing information so that parents could be given a free CD and forms packet of information which can be used to identify a child.

FAMILY FRIEND & NEIGHBOR (FFN) – formerly Four or Less (FOL)

List of Disqualifiers for an FFN applicant:

1. Failure to meet all requirements for registration, as outlined in 13 CSR 35-32.070;
2. Failure to submit all necessary documentation or failure to respond to requests for required information;
3. An applicant and/or household member (17 years old & older) does not complete ALL required trainings for CCDF, as specified by the Department;
4. An applicant and/or household member (17 years old & older) does not pass the comprehensive background check, as defined in 13 CSR 35-32.050 and outlined in 13 CSR 35-32.070;
 - a. Passing a background check shall include (applicant/provider):
 - i. The child care provider shall not have received a substantiated child abuse and neglect report.
 - ii. The child care provider shall not have been previously refused licensure or have experienced licensure suspension or revocation.
 - iii. The child care provider cannot appear on the Department of Mental Health's Disqualification Registry pursuant to section 630.170, RSMo.;
 - iv. The child care provider shall not be a registered sex offender or required to register as a sex offender in any state.
 - v. The child care provider applicant shall not have had a certificate of registration denied or revoked within the past six (6) months.
 - vi. A child care provider applicant shall not have pled guilty or nolo contendere to or been found guilty of:
 - vii. (I) Any felony for an offense against the person as defined in Chapter 565, RSMo., or any other offense (misdemeanor or felony) against the person involving the endangerment of a child as prescribed by law;
 - viii. (II) Any misdemeanor or felony for sexual offense as defined by Chapter 566, RSMo., for an offense against the family as defined in Chapter 568, RSMo., with the exception of the sale of fireworks to a child under the age of eighteen (18), for pornography or related offense as defined by Chapter 573, RSMo.; for an offense relating to public assistance including, but not limited to, unlawful receipt, conversion or transfer of public benefits pursuant to sections 578.377 through 578.381, RSMo., (sections 570.400 through 570.404, RSMo., after January 1, 2017), perjury committed when obtaining public assistance pursuant to section 578.385, RSMo., (section 570.408, RSMo., after January 1, 2017); or
 - ix. (III) Any similar crime in any federal, state, municipal or other court of similar jurisdiction or any offenses or reports which will disqualify an applicant from receiving state or federal funds, including the following:
 - x. The following crimes, in any degree, if considered a felony in the jurisdiction in which it was filed: Murder, manslaughter, assault, kidnapping, felonious

restraint, false imprisonment, interference with child custodial rights, adult abuse or stalking, burglary; or

- xi. The following crimes, in any degree, if considered a felony or misdemeanor in the jurisdiction in which it was filed: rape, sodomy, prostitution, child molestation, bigamy, child abandonment, child endangerment, criminal nonsupport of a child, child abuse, elder abuse, robbery, arson, armed criminal action, unlawful possession/use/transfer of a firearm or weapon, unlawful promotion/possession/furnishing of obscene or pornographic material (including, but not limited to child pornography), or human trafficking.
 - xii. The following crimes, in any degree, if considered a felony or misdemeanor in the jurisdiction in which it was filed and if involving the endangerment or a child or a child victim: assault, kidnapping, felonious restraint or false imprisonment, interference with child custodial rights; or
 - xiii. The following crimes, in any degree, if considered a felony or misdemeanor in the jurisdiction in which it was filed and if filed within the past ten (10) years: unlawful possession, sale, transfer, or trafficking of a controlled substance or any similar crime;
 - xiv. The following crimes, in any degree, if considered a felony in the jurisdiction in which it was filed and if committed against the Department of Social Services or any division thereof: fraud, stealing, or forgery; or
 - xv. Any municipal court offense for conduct which, if prosecuted in a court of general jurisdiction, would be an offense described in Subparagraph (1)(C)1.F. above.
 - xvi. Child care provider applicant and anyone residing with the child care provider applicant shall be legally allowed in the presence of children;
- b. All individuals residing with the (FFN) child care provider applicant over the age of seventeen (17) shall pass:
- i. A search of the Family Care Safety Registry as described in sections 210.903 through 210.936, RSMo.; and
 - ii. State-based child abuse and neglect registries and databases in Missouri and in the state where the child care provider household member resides, and each state where such person resided during the preceding five (5) years;
 - iii. State-based sex offender registry or repository in Missouri and in the state where the child care provider household member resides, and each state where such person resided during the preceding five (5) years;
 - iv. No individual residing with the child care provider applicant over the age of seventeen (17) shall have received a substantiated child abuse and neglect report, appear on the Department of Mental Health employee disqualification list, or be a registered sex offender or required to register as a sex offender in any state.
 - v. Has pled guilty or nolo contendere to or been found guilty of any felony for an offense against the person as defined by chapter 565, or any other offense

against the person involving the endangerment of a child as prescribed by law; of any misdemeanor or felony for a sexual offense as defined by chapter 566; of any misdemeanor or felony for an offense against the family as defined in chapter 568, with the exception of the sale of fireworks, as defined in section 320.110**, to a child under the age of eighteen; of any misdemeanor or felony for pornography or related offense as defined by chapter 573; or of any similar crime in any federal, state, municipal or other court of similar jurisdiction of which the director has knowledge or any offenses or reports which will disqualify an applicant from receiving state or federal funds.

5. Applicant had a certificate of registration denied or revoked with the past six (6) months;
6. Failure to cooperate with and allow an unannounced on-site inspection by the division or designee for registration purposes or compliance reviews;
7. Failure to ensure the provider and home meets all Health and Safety requirements, including, but not limited to:
 - a. Local ordinances
 - b. Operable smoke and carbon monoxide detectors
 - c. Specific requirements for Physical space
 - d. Specific requirement for Outdoor play area
 - e. A completed and posted emergency preparedness and response plan
 - f. No illegal substances and criminal activity
8. A medical professional does not certify (on DHSS form) that the applicant is non-infectious with Tuberculosis;
9. A medical professional does not certify (on DSS form) that the applicant is free of communicable disease, and is not a threat to the health of children;
10. Applicant is 17 years old or younger;
11. Applicant plans to provide care to more children than allowed as an unlicensed provider;