

# Bi-Weekly Partner Meeting Minutes

July 14, 2020 (10:30-11:30 a.m.)

## Welcome

### Housekeeping

- Please mute phones unless you are sharing information with the group.
- Please take turns when speaking and identify yourself and your agency when sharing.
- Please do not put the group on hold.

## Roll Call

	<u>Y/N</u>		<u>Workforce Development Boards</u>	<u>Y/N</u>	
Better Family Life MWA/SkillUP	Y		Central	N	
ARCHS IGP/SkillUP	Y		Kansas City and East Jackson	Y	
FWCA	Y		Jefferson/Franklin	N	
LINC	Y		Northeast	N	
MCCA	Y		Northwest	Y	
MERS/Goodwill	Y		Ozark	Y	
Missouri CAN	Y		St. Louis City	N	
ResCare	Y		St. Louis County	N	
Southern Missouri Works Project (SMWP)	Y		Southeast	Y	
City of Springfield	Y		Southwest	N	
			South Central WIB	N	
Other Reps:			West Central	Y	

## Agenda Items

### Partner Call Minutes

1. Did everyone receive and review the meeting minutes from the 6/30/20 partner call?
  - a. Were there any questions or clarifications needed?
2. Open Forum discussion of best practices
  - a. What did the first two weeks look like after receiving word that you could no longer work face to face with participants?

Family and Workforce Center of America —Started preparation prior to the official changes. Already had staffing plans put together. Getting tokens from FSD took a minute for people they did not anticipate working remotely.

Better Family Life—The transition went smoothly because previously prepared. Already had tokens. Made copies of things to mail and had software in place. Used Google, Zoom, and emails for classroom trainings.

LINC—Moved quickly. Issued laptops to staff (with cameras). Moved team meetings to conference calls then Zoom. Checked in with partner agencies to check their steps and protocols. Updated website for participants and staff. Converted documents for clients to e-forms. Helped staff make the mental transition.

City of Springfield—Staff already had laptops, tokens and mobile printers. Office sent out texts and phone calls to notify clients of changes. Signage on doors with 24 hour answering service number. Messages relayed immediately. Other office posted staff cell numbers. Met on Zoom right away with staff. Phone and virtual enrollments, mailed forms and added postage paid envelopes. Staff had to adjust to working from home.

MERS Goodwill—Transition was not too difficult, good communication and wellness checks with participants, assuring no breaks in services. New barriers and perceived barriers were dealt with, tried to be a voice of safety to participants. Looked at IEPs and looking at opportunities out there now for clients, trainings and services offered virtually.

ResCare/Equus—Moved quickly and prepared staff to work remotely. Provided flexible scheduling to staff and will continue to do so for social distancing purposes. Communication remotely is a big change for staff. Some people like it - some don't, adapted to what is comfortable for each participant. WebEx for workshop classes. 24/7 call services for messaging. Adapted to what is best for participant and staff to maintain social distancing.

Full Employment Council—Issued phones and laptops to staff that needed them. Everyone successfully working from home. Used Team and Zoom for online meetings. The transition has gone smoothly. Continue online services and classes for participants.

### **Do you think participants like the virtual visits? Any resistance? Staying engaged?**

LINC—In the beginning, clients appreciated the virtual option, now noticing participants are missing the face to face personal contact. Ability to connect in person may help reduce current pressure and challenges.

Better Family Life—Continue to monitor mental health of participants and staff. Concern that other adults were monitoring the kids when in school, now kids are only at home, possibly with abusers. Tried to touch base with clients to see how they are handling being locked down with children. Worked on mental and emotional help for participants.

Family and Workforce Center of America—Ensured that team was meeting the customers where they were. Challenge to make sure people felt comfortable with virtual meetings. Staff helped participants access the virtual classrooms. Better comfort levels now, working to maintain interpersonal connections. Participants with transportation issues coming to office are better off now. Can meet virtually without transportation and child care.

City of Springfield—More time to spend with participants. Technology was uncomfortable to some clients at first, staff helped them adjust.

ARCHS—Technology was not always reliable or consistent, some participants did not have data plans that were able to support some of the platforms. Digital divide, especially with libraries closed and other Wi-Fi spots closed. Still a challenge.

Better Family Life—Concern going forward regarding the push for schools to open. Parents concerned about safety. Want children in school or daycare, but safety concerns. Participants appreciated the opportunity to do things virtually.

**Anyone still struggling to get people engaged? What can WDU do to help? Purchase technology, share more online things, different programs?**

LINC—Had a number of clients get hired from virtual trainings. Child care is biggest issue—not enough openings. Parents concerned about sending kids back to school and also to child care centers. Need tips for managing mental health concerns and anxiety with going back out and sending kids to child care. Jeriane—someone will reach out to DMH for something to assist clients. Child care—is there something we can do? Clients could become providers. Could clients do home-based jobs while kids are at home? Apprenticeship child care model in St Louis—other places?

Family and Workforce Centers of America —Child care is also going to be an issue for staff.

Better Family Life —When the work requirement is back, and clients need to meet their hours, is a concern and creativity will have to come in to play. Look at verification plan and work with WDU to discuss and get help with. JaCinda—part of it is not just FSD, but with contractors. Be creative but still meeting the rules. Be sure working together. First goal is not conciliation/sanction. Everyone try to consider things that will work with individuals while keeping everyone safe. Jeriane—On the MWA side, temp waivers for child care and transportation. Would still need to be working on a plan to resolve issues. ABAWD rolls went up. Send ideas in about possible activity ideas and tracking options for clients.

City of Springfield —Region 7 made contacts in the community, calling Chamber of Commerce, head start, schools, churches and found daycares that were opening that they were unaware of before. Jeriane—don't forget to add resources to the MO Services Navigator.

**Anything else you want WDU to do?**

City of Springfield —Some participants are being required to provide PPE themselves. Can we purchase with WRE? Jeriane—yes, fine.

MERS Goodwill —Cell coverage is a challenge there are pockets where internet and cell phones don't work. Couldn't cover costs with WRE. Jeriane—we will look if WRE could cover those costs. Refundable phone deposit that would return to the participant—Jeriane will check into for Excel students. Jeriane will send a list of phone companies that had special COVID offers.

Jeriane—We are working on pamphlet with a variety of resources for different locations. The Show Me Strong resource directory is also an option.

**Any other issues of discussion?**

MCCA—Over the past few weeks, have gotten participants with degrees that have been let go. If already have a degree, normally would say go to job center. Now, things are different. Have been telling navigators to have conversation with participants to make sure they have the drive to do

something different. Seeing different set of participants right now. Jeriane—We concur, it is on a case by case basis. As long as client is in it for the right reasons.

ResCare/Equus (JaCinda) Working on developing training on how to provide home health care, need assistance with government phones for rural areas.

Jeriane—email and texts blasts will be going out to clients to encourage contacting providers to enroll.

## **Program Updates/New Reminders**

**Jeriane**—We are working on data right now. If you don't have clients showing correctly in MOJobs, the data will not be correct. If you have questions, contact through your normal channel.

**Jeriane**—Budget numbers back, there will be program cuts. There is money in the programs, though. Have to reconcile last year before can finalize FY21.

**Jennifer H.**—Reminder that the laptop loaner survey responses are due on Wednesday.

ResCare is now Equus, pronounced Eq-wus.

**Lisa S.**—Working on an email blast, will notify people before it goes out. If virtual training is needed, email SkillUP inbox.

**Dione**—Monitoring is starting back up.

**JaCinda**—Reminder to MWA providers, getting list to you regarding participants that were approved while the work requirement was waived to make sure no one is overlooked.

**Jeriane**--Success story template will be going out soon. Please use this for submitting success stories. Email blasts to clients will include success stories.

**Jeriane**—Budget holds, not cuts because no revenue projections yet. Funding will likely be same or close to expenditures for this year.

## **Training**

1. If anyone needs training, send an email to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) to request training.

## **Outreach**

1. Please ensure all participants complete the Outreach and Effectiveness Survey located at: <https://riskanalysisunit.wufoo.com/forms/et-engagement-effectiveness-survey/>
3. Please email [SkillUp.Missouri@dss.mo.gov](mailto:SkillUp.Missouri@dss.mo.gov) if outreach/marketing materials needed. When requesting materials make sure you provide your entire mailing address. There has been some materials returned due to the address not having a suite number. As a reminder, we cannot send to PO boxes, it must be a physical address.

## **Additional Manager Updates (Items Not Already in the Agenda)**

Dione Pashia  
Joy Benne  
JaCinda Rainey  
Justin Logan

Jennifer Buechler  
Kami Macias  
Jennifer Heimericks  
Lisa Schroeder  
Jeriane Jaegers-Brenneke

### **Questions or Additional Information**

This is the partners' opportunity to ask or share any additional information with the group. Any questions?

**FEC**—What report are you using in MOJobs to see if people are tagged correctly?

**Jennifer H.** The provider enrollment report is what we pull. Some cases are still sitting in conversion loads.

**Jeriane**—Will look at benefit usage and wages for people served.

**Stacy**—The actual report name is **Services Provided Individuals** Report.

### **Meeting Close**

### **Ongoing Reminders**

1. Providers need to submit weekly numbers by emailing the completed template to the [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov). If templates are not received each week, weekly calls will resume.
2. Provider staff should always submit the FS-5 SkillUP Employment or Training Information Form to FSD **immediately** when a participant obtains employment.
3. 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.**
4. Please submit invoices and reports to the [FSD.E&TInvoices@dss.mo.gov](mailto:FSD.E&TInvoices@dss.mo.gov) email rather than sending them to Shanese or Jessica directly. If they are out for an extended time this could cause a delay in receiving payment.
5. 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 personally identifying information. The FSD release form is available on the Provider Portal. Submit success stories to [FSD.E&TInquiry@dss.mo.gov](mailto:FSD.E&TInquiry@dss.mo.gov).
6. Please keep track of the number of individuals obtaining employment with the state (by region).
7. Please contact [SkillUP.Missouri@dss.mo.gov](mailto: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.
8. Partner Call Minutes are available on the SkillUP portal.

### **Email Quick Reference List**

Training requests, Marketing Materials, Reactivations & MoJobs Change Requests:  
[SkillUp.Missouri@dss.mo.gov](mailto:SkillUp.Missouri@dss.mo.gov)

Questions for MWA/Skillup  
[FSD.E&TInquiry@dss.mo.gov](mailto:FSD.E&TInquiry@dss.mo.gov)

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

Invoices

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

DCN verifications

[DSS.FSD.Agreements@dss.mo.gov](mailto: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](mailto:ABAWD1@ip.sp.mo.gov)

Partners email distribution list

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

Some additional Resource Links:

For more information on internet access in specific states:

<https://aspe.hhs.gov/pdf-report/low-income-internet-access>

Case Management by telephone / “Best Practices in Telephonic Case Management”

[https://www.nursingcenter.com/wkhlrp/Handlers/articleContent.pdf?key=pdf\\_01269241-200807000-00002](https://www.nursingcenter.com/wkhlrp/Handlers/articleContent.pdf?key=pdf_01269241-200807000-00002)

Mental Health First Aid

<https://www.mentalhealthfirstaid.org/2020/03/how-to-bethedifference-for-people-with-mental-health-concerns-during-covid-19/>