

Bi-Weekly Partner Meeting Minutes

August 11, 2020 (10:30 a.m.-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.

Presentation

Apprenticeships—Suzanne Richards and Jeanna Caldwell, DHEWD

- PowerPoint attached

Roll Call/Partner Updates

Please be prepared to provide a report on your outreach efforts, activities, and success stories during your verbal report.

	<u>Y/N</u>	<u>Partner Update</u>	<u>Workforce Development Boards</u>	<u>Y/N</u>	<u>Partner Update</u>
Better Family Life MWA/SkillUP	Y	Concentrating on reinstating MWA requirements w/clients, doing wellness checks to see how they are & what their interests are. Successfully entered Building Union Diversity—female MWA client finished 2 nd week of training. 2 SkillUP clients began training in medical field, paid for tuition. Career Readiness still offered, includes assessment for trainings. 1-week training to enter healthcare field—personal care attendant. Working with parents to help them ease into schooling for kids. Helping with rent, partnering with other agencies.	Central	N	
ARCHS IGP/SkillUP	Y	Success story—customer joined program in February. He had a felony, which we helped him & CM tailor job search. Was very enthusiastic in job readiness. He was able to interview at 2 places and he was offered both employers. He was hired at a warehouse job, started at \$10/hr & has now received raise to \$12/hr	Kansas City and East Jackson	Y	Mostly virtual. 4 th week centers have been open by appointment only. Virtual hiring events, career event coming. UCM and Quest training—looking to train 20 MWA participants. Have rec'd 22 referrals. 5 students trained through SkillUP, IT, transportation, other. Success Story: 25 year old, previously worked in production, not great

		with Pacific Rim Direct. Another success story: mom of 3, joined SU earlier this year. She had a strong desire for higher education and training. She was completing CNA training and got a job at FedEx, \$13.50/hr. She is still employed at FedEx & likes it there. Looking forward to extended retention.			work history, low wages. Discussed options, did CDL training and then was able to obtain work at Tyson, \$20.70
FWCA	Y	They are continuing normal processes and sending out required letters. They have been emphasizing if customers need help w/rent & utilities & forming partnerships to help with these issues. They are using back to school events to try to recruit participants for the SkillUp program. They are also helping customers as children go back to school, as schools will be virtual & kids may be at home. Face to face job readiness classes are resuming, and are still offering this class virtually. They are also offering training to suit customer's individual needs on-demand. They recently had an on-site forklift training and 10 participants attended. They plan another training next week.	Jefferson/Franklin	N	
LINC	Y	Sending MWA letters, working with parents to work out kids being in school at home. Working with housing and utility challenges. Clients going to FEC trainings. Quest online risk assessment interviewers training.	Northeast	Y	Job Centers opening—Kirksville open, light traffic. Hannibal scheduled to open Wed. Warrenton unknown date. Labelle office open. Macon appointment only. Hannibal success story from GAMM—32 went back to school, 2 kids, would not have been able to pay for school. Saw that GAMM could help with tuition and then found other job center funding. Completely changed life for better. RN now. Hoping for nurse practitioner. Training provided by SkillUP, WIOA. Connections to Success for re-entry folks. NECAC, Workforce Board. Forming

					<p>partnership to create training and career pathways for people in low-income housing. First event Saturday to give into on training, employment. Starting with one housing complex in Hannibal. Planning for Sept, virtual reverse job fair.</p> <p>Previous one was focused on people with disabilities—17 hired from that. Sept will not be just for people with disabilities. Virtual workshops coming up—work in progress.</p>
MCCA	Y	<p>Enrolling participants in colleges, some are virtual/some are in-person. They are preparing program offerings for next fiscal year. They are doing desk audits this year, rather than in-person visits. Mona & the colleges are getting inquiries from potential participants at the office. Success stories in progress—Jefferson College had 2 sisters complete the certified med tech training and passed the state exam. They motivated each other. Metropolitan Community College had a participant who completed phlebotomy credential, overcame multiple barriers (including transportation). Ozarks—student who completed phlebotomy course just obtained employment and is excited to support disabled spouse & children.</p>	Northwest	Y	<p>4 job centers in region—3 open. Maryville and Trenton by appointment only. Chillicothe job center will be open within a week.</p>
MERS/Goodwill	Y	<p>Primarily virtually, option of in-person. Excel centers term 1 scheduled to start 8/17. 30 students graduated in term 5. Majority of students will be virtual for term 1. Following local school guidance for the most part. Offering optional workshops on online education/technology. Seniors receiving enhanced training in MOJobs use, resume building, job searches, intro and enrollment in Coursersa. Students started</p>	Ozark	N	

		additional training and jobs. SkillUP person no longer getting FS obtained Amazon job. CC guidance training completed for one person in SE region.			
Missouri CAN	Y	Agencies continue to serve customers virtually or in person. Customers still struggle with childcare. Are utilizing FSD outreach lists. They have a new SkillUp project manager			
ResCare/Equus	Y	Trying to form partnerships to help customers overcome barriers, training staff on renter rights, to help empower customers. She has a new success story & will use new template to submit. They continue to provide services virtually and in person.	St. Louis City	N	
Southern Missouri Works Project (SMWP)	Y	Continuing to use outreach list, helping customers overcome barriers. They are available by phone or in office. They continue to have biweekly case manager meetings. With school starting, they have seen an increase. They have some trainings that will start up in August. Customers will be starting truck driving, coding & billing, CNA	St. Louis County	N	
City of Springfield	Y	Continue to market SkillUp. Currently helping customer overcome childcare barrier and finding a new job. Partnering with Kiddie City in Monett, to develop a new daycare at Mt Vernon church. They hope the daycare will be up and running in 30 days. MWA enrollments continue & mailing out appropriate letters. One staff returned to Joplin job center, they are transitioning on a gradual basis to the job center, but some are still home. They will seek out locations in the community (such as the library) to meet with customers. They also are available by phone.	Southeast	Y	Since July, 7 clients got employment, 4 went to training and gained emp in that field. \$13.32 avg pay. Clients had to stop classes, now getting to the end of those classes. Medical Billing, Med Asst. Mr. Ron found SEMO Express employment as truck driver. \$18/hour local route and gets healthcare. Age caused insurance and liability issues, worked out and now covered under their insurance. Schools starting back up. Pharmacy Tech and 3 going to CNA classes.
			Southwest	N	

Other Reps:			South Central WIB	N	
			West Central	Y	Opened both job centers end of July. Little bit of traffic, calls and virtual help. Tomorrow in Sedalia, hosting parking lot interview with Triumph Foods and they will be hiring on the spot.

Agenda Items

Program Updates/New Reminders

1. FS-1 Job Retention Services in MoJobs has been resolved. Staff should no longer receive an error when trying to add the service.

Partner Call Minutes

1. There were no questions or clarifications needed for the 7/28/20 partner call minutes

Training

1. If anyone needs training, send an email to 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/>
2. Please email SkillUp.Missouri@dss.mo.gov if outreach/marketing materials are 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

JaCinda Rainey

- Customers in office—any lists for contact tracing purposes, make sure that it does not disclose any of the customers PHI or any program information. With virtual meetings, schedule separately/no group call-ins.

Jennifer Heimericks

- Change requests—when you send change requests, make sure to use the encryption instructions that are on the portal.
- Reminder to pick up outreach listings off secure file transfer site. First week of the month they are available. We can tell who has pulled them and who has not. If no longer wish to receive, email SkillUP email to let know so can send names to someone else. If want list and are not, email SkillUP email.
- Upload supporting documents to mojobs system (other than medical/protected info)
- St Charles Community Action Agency is the only SkillUp provider in the St Charles area after September.

Lisa Schroeder

- Success stories template went out yesterday & is on the provider portal. Any success stories shared today, please submit on the template if you haven't already.

Justin Logan— job impact survey sent out. Over 6000 responses so far. Please have clients complete the survey between now and 9/30. Please spread the info. Info is being evaluated. People interested in child care. School bus drivers looking to change fields.

Questions or Additional Information

1. None presented

Meeting Close

Ongoing Reminders

1. Providers need to submit weekly numbers by emailing the completed template to the 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 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.
6. Please keep track of the number of individuals obtaining employment with the state (by region).
7. 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.
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

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

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

Partners email distribution list

DSS.FSD.SkillUPPartners@dss.mo.gov