

## Policy Questions

- ❖ Can participants have two primary MWA/SkillUP providers?
  - Once a participant enrolls in SkillUP with a provider they should finish with that provider, unless they specifically request to work with another provider (e.g. location is better). If the provider they began working with does not provide all services needed, the provider should refer them to another agency/provider for that specific service and remain the primary provider.
  
- ❖ If a provider is currently providing MWA, is SkillUP basically the same program in a different system?
  - The main difference is they will be serving Food Stamp recipients that do not currently have an hourly requirement. However, when providing services, if a volunteer does not continue toward their employment plan and won't engage or re-engage, it is up to the provider's discretion on continuation of services.
  
- ❖ Is there a zip code restriction for MWA/SkillUP participants?
  - No, there is no zip code restriction, but we are sending zip code listings to each provider to target for outreach activities.
  
- ❖ Does attending HiSet/AEL classes count toward ABAWD hours?
  - Yes, these classes will count toward ABAWD hours.
  
- ❖ If the participant has a High School diploma are they excluded from participating in SkillUP?
  - No, they are not excluded. The participant may have a diploma and still need to be "skilled up" to find gainful employment. If they already have an associate's or bachelor's degree they are not excluded from participating, but we cannot pay for additional training.
  
- ❖ Does the participant need to have a high school diploma to participate in SkillUP? Are there variations on the policy between agencies?
  - No, participants are not required to have a high school diploma to participate in SkillUP. The purpose of the program is to get participants ready for *employment*. If a diploma is required to enter the occupation the participant desires, SkillUP providers can assist in signing up for HiSet classes and any additional training, soft skill classes, job-readiness classes, etc. to get them ready for employment. If a participant already has a diploma, SkillUP providers can assist with training, soft skill classes, job readiness classes, etc. to get those participants ready for employment as well. We believe all agencies are following the same policy, lack of a diploma is considered a barrier to employment, so we expect providers to address this barrier.
  
- ❖ Is there a cap on training costs?
  - Yes, \$10,000 is the cap, although, FSD may approve additional funds for training in certain situations.

- ❖ Is there a set number of hours staff are expected to spend in contact with participants?
  - No, there is not a designated number of hours you are required to be in contact with participants, case managers will have to determine on a case by case basis.
  
- ❖ What forms do staff use for volunteers? ABAWDs?
  - The [FS-5](#) will be completed for volunteers on the initial visit and when the volunteer gains employment. No other forms will be used for volunteers. The [Weekly Claim for TRE](#) will need to be completed if the volunteer received a TRE.
  - The [FS-5](#) will also be sent for ABAWDs on the initial visit and when the ABAWD gains employment. Staff will send the [Job Center WIOA Services Form](#) on subsequent visits to report ABAWD hours to FSD. The [Weekly Claim for TRE](#) will need to be completed if the ABAWD received a TRE. The [Job Search Log Contract](#) will be completed for ABAWDs on the initial visit, and the [Job Search Log](#) will be sent to FSD when the ABAWD completes a job search.
  
- ❖ Where should the FS-5 and all other forms that must be sent to FSD go?
  - [DSS.FSD.Agreements@dss.mo.gov](mailto:DSS.FSD.Agreements@dss.mo.gov)
  
- ❖ Do staff need to retain paper files of any kind? If so, what would go in these files?
  - Staff will need to retain any confidential information in a secure file in their office. Since MoJobs does not permit entry of any confidential information it is important that provider staff retain confidential documentation that pertains to the participant's barriers, abilities, etc. outside of the MoJobs system.
  
- ❖ What does use all other funding sources mean?
  - If the client has other funding available (i.e. financial aid) they should use this prior to using SkillUP tuition. Additionally, if the training is Pell Grant eligible, the client must apply for a Pell Grant.
    - **Pell Grant**  
The Pell Grant is the most common grant distributed by the federal government. It is given to students with great financial need. Students can receive up to \$4,050 a semester, but they must complete a FAFSA each year to be considered. **The Pell Grant can be used for both credit and noncredit courses but you must make satisfactory progress towards a degree in order to continue receiving the Pell Grant. WARNING: If you use your Pell Grant award for noncredit courses, you are *not* making satisfactory progress towards a degree.**
  
- ❖ Can funds be used for an interpreter service?
  - Yes, but it will need to be included in the budget.
  
- ❖ If a provider is receiving TANF allowable funds can they serve ABAWDs?
  - No, not at this time, if a provider is receiving TANF allowable funds they must refer the ABAWD to a Job Center or Community College.

- ❖ Will providers receive listings of potential participants based on whether they are an ABAWD, volunteer with children, or volunteer without children based on who the agency can serve?
  - Providers will be provided listings based on the zip codes they serve. Additionally, listings are based on what participants the provider will serve. If a provider will only receive TANF allowable funds, they will be sent a list of Volunteer participants with minor children.
  
- ❖ Is the Job Search Log in MoJobs the same as the one used for MWA clients?
  - No, this is a different form for the SkillUP program.
  
- ❖ Is the website ETPS the same as the old DESE? If not, what is the difference? If so, is there a difference?
  - If a participant wants to attend a training class, the provider must be in the MO ETPS site.
  
- ❖ What kind of monitoring should staff be doing internally on system entries, etc.?
  - Providers should use the **SkillUP Self-Monitoring Template** and use the contract and SkillUP Handbook to conduct self-monitoring. Here are some basic items that should be on each participant's record:
    - Objective Assessment Summary
    - Individual Employment Plan
    - Case Notes in MoJobs for each participant visit
    - All activities/services/enrollments should have an actual start date and an actual end date with the appropriate completion code. (i.e. no system closures)
    - Case Notes on all TRE/WRE

## MoJobs System Questions

- ❖ How often do staff have to reset their password in MoJobs?
  - Every 90 days
  
- ❖ Is it a requirement to dually enroll in WIOA?
  - No, it is not a requirement; however, if there is a benefit to the client it is allowable. We would not expect for WIOA funds to be used in lieu of SkillUP funds.
  
- ❖ How are providers supposed to address the budget screens in the Training and TRE/WRE services screens?
  - We will not be using these screens at this time. TRE/WRE is not paid out of MoJobs at this time. It has to be documented through case notes.
  
- ❖ What service code is used for Job Search? There doesn't appear to be one that is specific to Job Search.
  - Staff assisted job search will be Job Development Contacts. Non-staff assisted Job Search – use the Job Search Log for ABAWDS (we do not record hours for volunteers)
  
- ❖ How are hours recorded in MoJobs?
  - Hours are recorded in 15 minute increments depending on the activity. Once a participant goes to an outside website (i.e. entering a job application on an employer website) those hours are not recorded by MoJobs. ABAWDs will need to submit a Job Search Log to record the time they are entering applications on websites outside of MoJobs.
  
- ❖ Can an ABAWD see the number of hours that have been recorded and sent to FSD in MoJobs?
  - No, the ABAWD must contact FSD to determine the number of hours that have been recorded and sent to FSD.
  
- ❖ How will the provider know they are working with an ABAWD? Is there an indicator in MoJobs that shows the provider is working with an ABAWD?
  - If the participant is in MoJobs, the SNAP application indicates whether the participant is an ABAWD or Volunteer. If the participant cannot be found in MoJobs send the SkillUP Eligibility and DCN Verification Form to [DSS.FSD.Agreements@dss.mo.gov](mailto:DSS.FSD.Agreements@dss.mo.gov)
  
- ❖ What screens do staff use for volunteers? ABAWDs?
  - Staff will use the same screens for Volunteers and ABAWDs. All activities, services, and enrollments should be entered on any participant regardless of participation status.
  
- ❖ How do providers close a volunteer participant in MoJobs?
  - All services must be closed prior to exit –
    1. Click the Create Exit/Outcome link
    2. Confirm or select the LWIA and Office Location
    3. Confirm or select Staff

4. Exit Date will populate with last activity exit date confirm or modify as needed
5. Select Exit reason – if using other must enter a description
6. Add case note with reason for exiting the SNAP app
7. Click Save

- ❖ When a Food Stamp case closes for whatever reason, does the provider see an alert in MoJobs? If not, how will they become aware that a case has closed?
  - There is no alert in MoJobs for case closing, staff will need to look at the SNAP application in MoJobs to see if the case is closed. If the Food Stamp case closes on the 1<sup>st</sup> of the month, the participant can still receive services through the last day of the month. If the participant is already enrolled in a training class (and it has already been paid for) they can continue the training they are enrolled in.

SNAP Employment and Training Apps: 1

[Create SNAP Employment & Training Application](#)

**SNAP #1222 - Case Exited** ←

LWDB: <b>09 - Central Region</b>	Application Date: <b>08/09/2018</b>
Onestop: <b>191 - CENTRAL OFFICE</b>	Participation Date: <b>08/09/2018</b>
Open/Total Activities: <b>0 / 4</b>	Closure Date: <b>N/A</b>
	Exit Date: <b>08/14/2018</b> ←

- ❖ How do you print the goals, IEP, etc., once updated in MoJobs?
  - Go into Plan from the staff drop-down menu and select print in the Action Column. It will bring up the IEP, then scroll to the bottom and select print (it takes a little while to load)

Benefits Plan Profile

- Programs
- Plan** ←
- Assessments
- Report Profile
- Tracking
- Statistics
- Combined Assessment
- Labor Exchange

Case Summary

Programs

**Plan**

Assessments

Objective Assessment Summary

#	LWIA/Region	Office Location	Program	Staff	Date	Action
213	Training Region	FSD Community College Partner Jefferson Franklin	SNAP Employment and Training	Trainer, FSD	08/22/2018	Edit Delete Print

Create Objective Assessment Summary

Individual Employment Plan/Service Strategy

#	LWIA/Region	Office Location	Status	# of Goals	Staff	Date	Action
566	Jefferson/Franklin Consortium	FSD Community College Partner Jefferson Franklin	OPEN	2	Trainer, FSD	08/23/2018	Edit Delete Display/Print ←

Create Individual Employment Plan/Service Strategy

- ❖ If payment is allowed on activities such as individual counseling, would we keep that activity open for a longer period of time than just the date TRE payment is being made to reflect what the participant is doing in the program? My understanding is the activities for SkillUP participants will all be opened and closed on the same day with the exception of training (300 level) activities. In order to pay TREs or WREs we were instructed there must be an open activity, so can we get clarification on what activities will and will not allow TRE/WRE payments?
  - For Individual Counseling, staff will enter the activity in MoJobs each time the participant attends the counseling. In order to add a TRE/WRE when you do not have an ongoing/open SkillUP Training activity, staff will need to enter another activity in MoJobs first (e.g. Individual Counseling, Resume Preparation Assistance, Proficiency Testing) then exit the wizard without entering the actual end date yet. Next, add the TRE/WRE activity with all dates (including end date) and Finish the activity. After this is done, click on the 1<sup>st</sup> activity that is still open and enter the actual end date. (You will always need to close all the one day activities the same day or the system will close the service and it will not be counted.)

Status	Activity / Provider	WZ	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
	<a href="#">141 - SkillUp Supportive Service (TRE)</a> Training Provider		SNAP E and T	09/27/2018	09/27/2018	09/27/2018	<a href="#">09/27/2018</a> Successful Completion
	<a href="#">200 - Individual Counseling</a> No Provider Information		SNAP E and T	09/27/2018	09/27/2018	09/27/2018	<a href="#">Close</a> 

## Topics from Convening

- ❖ FNS & TANF Funding Sources – Each provider agency has been allocated funds from either FNS or TANF. A service has been added to MoJobs for staff to select so we can differentiate participants according to the source of funding.
  - SkillUP TANF - Can be used for participants that are pregnant, are 16-24 years old, and/or are 25-59 year olds w/ child(ren). The child(ren) do not have to be in the household as these funds can be used for non-custodial parent caretakers and meets one or more of the four purposes of TANF. The eligibility will need to be entered as a service note in MoJobs and all case management needs to be entered in the system. *Note: TANF funds cannot be used to serve ABAWDs.*
  - SkillUP FNS– Can be used for any participant
- ❖ High School Students – We can offer employment and training services to individuals as young as 16, which includes high school students. We want to offer services to high school students that may be approaching graduation so they are able to enter into employment as soon as possible after graduation. If the high school they attend does not have a program that can offer a certification we can offer training services to help high school students gain a certification prior to graduation or within a short time span after graduation.
- ❖ Invoicing Process –The Invoice template is available on the SkillUP website, providers must submit invoices by the 15<sup>th</sup> of the month following the month in which services were provided. SkillUP invoices should be sent to [FSD.E&TINVOICES@dss.mo.gov](mailto:FSD.E&TINVOICES@dss.mo.gov)
- ❖ Text and email process – If your agency would like to send mass texts or emails for outreach please email [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) with your request, be sure to include the specific zip codes that you want included in the outreach effort.
- ❖ Entered employment – All provider staff need to ensure they are adding employment information to the participant’s MoJobs record. It is very important that this information is added and kept up to date as this is part of the outcomes that are reported to management, the state legislature and the federal government.
- ❖ Incentives – We had a lot of interest in the use of incentives for the SkillUP program. We want to encourage providers to work with other local organizations and Chamber of Commerce to develop incentive programs such as supplying gift cards/certificates to local businesses as an incentive. We cannot use TANF or FNS funds for a referral program, but we can use TANF funding to provide an incentive for an enrolled participant after they meet a milestone or goal.
- ❖ Follow-up training and webinars – We will be conducting a webinar on the recent changes in MoJobs. We have had several requests for additional MoJobs training for staff, please let us know in an email specifically what training you would like in MoJobs and send to

[SkillUp.Missouri@dss.mo.gov](mailto:SkillUp.Missouri@dss.mo.gov) we will develop additional webinars or a new training course based on the responses.

- ❖ Best practices for transportation – We will be providing a “best practice” document to providers on transportation issues/solutions across the State.
- ❖ Employer space – If providers are having problems find locations for trainings, etc. providers should work with local employers on possibly using space in their businesses.
- ❖ Standard Operating Procedures for Resource Centers – We are developing a standard operating procedure for Resource Center staff and training for FSD staff on the SkillUP program.
- ❖ State jobs – To apply for a job with the State of Missouri go to [www.ease.mo.gov](http://www.ease.mo.gov) and have the participant create an account. A listing of job postings for the State of Missouri is located at <https://mocarriers.mo.gov>. Participants may also follow DSS or other state agencies on Facebook in order to receive updates on job postings within the departments.
- ❖ Next convening – We are in the planning stage for the next convening. The convening will be more in depth and focus on specific topics to better serve participants. The convening will be held this winter and a Save the Date email will be sent to providers soon.
- ❖ Success Stories – If your agency has any success stories they would like to be featured in the upcoming newsletter please email [SkillUp.Missouri@dss.mo.gov](mailto:SkillUp.Missouri@dss.mo.gov) with the information you would like to share. Please make sure you have a signed release from a participant if you are sending a success story.
- ❖ Engagement Survey – All staff need to complete the survey when working with a new SkillUP participant, there are 3 basic questions: what program, how did you hear about it, and what is your zip code. We want to capture this information from every participant to measure our outreach efforts. The survey is located here: <https://riskanalysisunit.wufoo.com/forms/et-engagement-effectiveness-survey/>