



## **PROVIDER HANDBOOK**

**Revised 2/2019**

## TABLE OF CONTENTS

<b>INTRODUCTION.....</b>	<b>4</b>
<b>SkillUP TRAINING .....</b>	<b>4</b>
What is SkillUP? .....	5
What Other Services are Available to Food Stamp Recipients? .....	5
Who Can Participate? .....	5
Who is an ABAWD? .....	5
Who is a Volunteer? .....	6
What are Exemptions/Exclusions from Work Requirements? .....	6
Funding Sources .....	7
<b>MoJobs – How the Referral Process Works .....</b>	<b>7</b>
<b>MoJobs – System Issues.....</b>	<b>8</b>
<b>MoJobs – Process for Exited SNAP Applications .....</b>	<b>9</b>
<b>CASE NOTES .....</b>	<b>10</b>
Mandatory Initial Case Note .....	11
Case Note Recording Requirements.....	11
Case Note Examples.....	12
<b>PROVIDER EXPECTATIONS.....</b>	<b>13</b>
Informational Sessions .....	13
Marketing and Outreach.....	13
Text and Email Blasts.....	14
Collaboration and Referrals.....	14
Case Management .....	15
Intensive Case Management.....	16
SkillUP Case Management Process.....	16
Participant Assessment.....	21
Employment Plan .....	22
<b>SkillUP FORMS .....</b>	<b>24</b>
SkillUP Eligibility & DCN Verification Form.....	24
FS-5 or SkillUP Employment or Training Information.....	25
SkillUP Job Center WIOA Services.....	26
ABAWD Agreement to Volunteer .....	26
Job Search Log and Contract.....	27
ABAWD Hours Reported Log .....	28
MoJobs Change Request Form.....	28
MoJobs Change Request Form.....	28
<b>ELIGIBLE TRAINING PROVIDER SYSTEM.....</b>	<b>29</b>

<b>WHAT ARE SkillUP SERVICES?</b>	<b>29</b>
Job Search Training	30
Staff Assisted Job Search	31
Non-Staff Assisted Job Search	32
Education	32
Self-Employment Training	33
Vocational Training	33
Work-Based Learning	34
Unsubsidized Employment	35
Supportive Services	35
Funding Source Codes	35
<b>SUPPORTIVE SERVICES</b>	<b>36</b>
Transportation Related Expenses	37
Work Related Expenses	38
Job Retention Services	39
Supportive Services Chart	40
<b>PARTICIPANT EMPLOYMENT</b>	<b>45</b>
Job Placement	45
Will Employment affect Food Stamp Benefits	45
<b>LABOR MARKET INFORMATION</b>	<b>46</b>
MERIC	46
Career Pathways	46
MoSCORES	47
<b>MONITORING</b>	<b>47</b>
<b>BUDGETS</b>	<b>48</b>
Cost Allocation	48
<b>INVOICING FOR PAYMENT FROM FSD</b>	<b>49</b>
Invoices	49
Monthly Program Reports	49
<b>DEFINITIONS</b>	<b>50</b>
<b>EMAIL QUICK REFERENCE</b>	<b>54</b>
<b>RESOURCES</b>	<b>54</b>

## INTRODUCTION

The Department of Social Services (DSS), Family Support Division (FSD), administers the Supplemental Nutrition Assistance Program (SNAP) program which is referred to as the Food Stamp program in Missouri. The Food Stamp program helps low-income individuals obtain a more nutritious diet by supplementing their income with Food Stamp benefits issued on an Electronic Benefits Transfer (EBT) card.

The USDA Food and Nutrition Service (FNS) provides the federal funding and oversight for both Food Stamp benefits and SkillUP. The SkillUP program is also funded through the Temporary Assistance for Needy Families (TANF) grant in which the Administration for Children and Families (ACF) provides oversight.

This handbook details a standard set of policies and guidelines but does not cover every situation or scenario a Provider may encounter in their day-to-day case management activities. Providers will receive in-person training and training through other avenues that will provide more detailed instructions and examples of common, and some rare, case actions.

## SkillUP TRAINING

The FSD will hold, at a minimum, monthly trainings for new and existing SkillUP providers. SkillUP providers are required to have access to MoJobs to record participant activities. SkillUP providers are required to attend MoJobs system training in order to be granted access to MoJobs production.

The following must be completed to gain access to MoJobs:

- The Provider Agency will submit a list of all employees that need MoJobs access for SkillUP to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) that includes agency, trainee name, email address, office address and contact number. Please indicate if this is a new employee or if the trainee already has MoJobs access.
- The FSD Trainer will send the System Access Request form for each trainee to [DWDSupport@ded.mo.gov](mailto:DWDSupport@ded.mo.gov).
- The trainee will review the [\*\*Confidentiality and Information Security Plan for Workforce Development Statewide Electronic Case Management System\*\*](#) and send the signed Confidential Information User Attestation Form to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) and [DWDSupport@ded.mo.gov](mailto:DWDSupport@ded.mo.gov).
- The FSD Trainer will send the list of staff who attend training and pass the SkillUP assessment to DWD Support after the day 2 training is complete. FSD will include the date, location, and trainer name(s).
- Trainees will receive access to MoJobs production within 2 business days of the training attendance being submitted to DWD.

If at any time a provider needs additional training, the provider should contact FSD at [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov), with the specific training needed.

The contractor must ensure *all* personnel complete the state agency required Civil Rights training located on the [provider portal](#) annually.

## **What is SkillUP?**

The SkillUP program provides Food Stamp recipients opportunities to gain skills, training or experience that will improve their ability to attain employment and decrease their dependency on public assistance programs. The intention of the SkillUP program is rapid attachment to work that leads to self-sufficiency for families. The program offers job search, training, education, and supportive services to participants.

The SkillUP program provides short-term training in the quickest possible time in order to lead to employment. Training should be completed within one year or less, must align with the participant's employment plan, and lead to employment and self-sufficiency.

*Note: Payment of supportive services is contingent on available funding.*

## **What Other Services are Available to Food Stamp Recipients?**

- Child Care Subsidy, MO HealthNet, Low Income Home Energy Assistance Program, Child Support, Rehabilitation Services for the Blind, and Temporary Assistance for Needy Families
  - For more information, go to <https://mydss.mo.gov/services>
  - If a participant needs child care for Employment & Training activities, the provider should ask the participant to complete the child care application.
- Women, Infants, and Children (WIC) services
  - To Find Out More, Go to: <https://health.mo.gov/living/families/wic/>
- For more information on local resources, go to the [MO Services Navigator](#)

## **Who Can Participate?**

SkillUP is a *voluntary* program for all Food Stamp recipients. Participants in SkillUP are divided into two categories; Able Bodied Adults Without Dependents (ABAWDs) and Volunteers. ABAWDs must meet hourly work requirements every month to maintain Food Stamp eligibility and staff must report all employment, training and work hours to the FSD. Volunteers do not have any hourly work requirements, staff are only required to report employment to the FSD.

Food Stamp recipients are automatically determined as an ABAWD or Volunteer in the MoJobs system. The FSD will always make the final determination on ABAWD or Volunteer status.

Enrolling in SkillUP does not guarantee an individual will be placed in their desired service or training; enrollment in any education, training or work activities must align with the assessment and employment plan and depends on the availability of funding at the time of enrollment.

## **Who is an ABAWD?**

ABAWDs are Food Stamp recipients ages 18-49 who do not have minor children, and do not meet an exemption or exclusion from work requirements. ABAWDs are required to participate in 80 hours of work or training activities every month to maintain benefits. If an ABAWD does not meet these hours for 3 months within a 3 year period, they will lose Food Stamp benefits.

Upon approval of Food Stamp benefits, ABAWDs are notified by mail of the requirements to

continue to receive Food Stamp benefits. The [IM-4 SkillUP](#) flyer is also mailed to ABAWDs giving them additional information regarding SkillUP. An ABAWD may also sign an Agreement to Volunteer and volunteer in a program that promotes job readiness and builds work experience.

If an ABAWD loses benefits due to 3 non-work months, eligibility can be regained by completing 80 hours of work and/or training in a 30 day period. DWD staff at the Missouri Job Centers can assist participants who are regaining eligibility, however, SkillUP funding cannot be used for those regaining eligibility. If an ABAWD has any questions on if they have met their requirements or what they need to do to begin receiving Food Stamp benefits again, he/she should be directed to FSD.

*Note: TANF funds cannot be used to provide services for ABAWDs over the age of 25.*

### **What are Exemption/Exclusions from Work Requirements?**

FSD will determine if a Food Stamp recipient is required to participate with employment and training requirement prior to approving benefits. FSD refers to these as exemptions or exclusions. If a Food Stamp recipient meets an exemption or exclusion, he/she will not be required to participate in an employment and training program but will still receive Food Stamp benefits if all other eligibility requirements are met.

If a Food Stamp recipient meets one of these criteria, the FSD will not refer them in MoJobs as an ABAWD, but instead will refer them as a volunteer. Providers should work with any volunteers that seek services.

If an ABAWD states they meet any of the exclusions, report this to FSD as soon as possible on the FS-5 (DWD-PO-608) in the EXEMPTION section. The ABAWD can also report this information to FSD at any time by calling the FSD at 855-373-4636 or by going to a FSD Resource Center. To find an FSD Resource Center, go to: [https://dss.mo.gov/dss\\_map/](https://dss.mo.gov/dss_map/). The FSD will always make the final determination on ABAWD or Volunteer status for participants.

#### **ABAWD Exclusions Checklist**

- ☐ Receiving unemployment (in any state)
- ☐ Required in the home to care for an ill or incapacitated person
- ☐ Pregnancy in any trimester
- ☐ Temporary or Permanent disability (receives Social Security benefits)
- ☐ Attending drug or alcohol treatment program

### **Who is a Volunteer?**

Voluntary participants are Food Stamp recipients ages 16 and above who are not required to complete hourly work requirements; however, they may choose to participate in the SkillUP program. Volunteer Food Stamp participants may enroll or withdraw from participation at any time.

For volunteers, it is not mandatory to transmit documentation of participation hours to FSD, unless the participant obtained employment. Employment documentation must be sent to FSD on the FS-5 form, in the WORK ACTIVITY #1 section and recorded in MoJobs.

FSD may change a voluntary participant's status to ABAWD. Once FSD changes a voluntary

status to ABAWD the participant will be required to meet ABAWD hourly work requirements.

Voluntary participants must complete an assessment and employment plan prior to enrollment in any services. If a voluntary participant repeatedly fails to comply with an E&T component, the provider agency may discontinue services to that individual or place him in a different component.

### **Funding Sources**

The SkillUP program is funded through Food and Nutrition Service (FNS), which provides the federal funding and oversight for Food Stamp benefits and employment and training programs. The FSD expanded the SkillUP program in 2018 with the infusion of additional funding through the Temporary Assistance for Needy Families (TANF) grant, which can be used to assist families at or below 185% Federal Poverty Level.

The TANF grant is primarily known for Temporary Assistance (TA), which provides cash benefits to eligible families, but this grant also supports a multitude of programs for low income families. TA (cash benefit) recipients have employment and training requirements and are served through Missouri Work Assistance (MWA) providers. TA recipients, will not be referred to the SkillUP program and will not show in the case management system. For more information on the MWA program, go to: <https://mydss.mo.gov/missouri-work-assistance>. Additional information on the MWA program will be posted to the provider portal.

Some providers only receive FNS funding, while others may have only TANF funding, and some may have funding from both sources. It is imperative for provider staff to be aware of the funding source(s) available to their agency due to the limitations of TANF funds. Staff are required to select the appropriate funding source in MoJobs before they can enter any services on a participant.

- FNS funds can be used for anyone that is an active Food Stamp recipient.
- TANF funds can only be used for active Food Stamp recipients who are age 16-24 (with or without child(ren)) or 25 and older (with children, non-custodial parent, or pregnant).

*Note: ABAWDs aged 25 and older cannot be served with TANF funds. If an agency serves an individual that does not qualify for TANF funding, any invoice for that participant will not be paid by the FSD.*

## **MoJobs**

### **Provider Selection**

Staff are required to utilize MoJobs to record all services provided to participants. Staff will select their agency as the service provider in the system. Staff must select the correct provider to ensure participants will be reported correctly. DWD Support cannot change a provider once it is entered, if a provider is incorrectly selected the service must be voided via the MoJobs Change Request Form and staff must re-enter the service with the correct provider selected.

### **How the Referral Process Works**

FSD performs an initial screening, at application, to identify ABAWD and Voluntary Food Stamp Participants. FSD then transmits ABAWD and Volunteer participant information through

a system data exchange to MoJobs. MoJobs is updated in a nightly batch to reflect new approvals, case closings and updates to ABAWD or Volunteer status.

If a potential participant does not have an open SNAP application in MoJobs, send the DCN Eligibility and Verification form to [DSS.FSD.Agreements@dss.mo.gov](mailto:DSS.FSD.Agreements@dss.mo.gov). If the participant is waiting, include “client in office” in the subject line, and the provider staff will receive a response within 30 minutes. FSD staff will respond with the participation status and DCN for the individual. If provider staff create a new application, be sure to enter the client’s DCN

Only FSD can close SkillUP ABAWD possible enrollments. The enrollment outcome will display in MoJobs as “System Closed FSD inactive”. Participants will not be enrolled in any additional SkillUP services. They can continue with WIOA services.

Provider staff can only close enrollments for SkillUP *Voluntary* participants. Enrollments should only be closed if the participant will not return for additional services within 90 days of leaving the program.

### **System Issues**

If the FSD is notified of an outage in MoJobs, the FSD will:

- Send an email to the SkillUP provider staff that have attended training with information on the outage
- Send an email to the SkillUP provider staff once the issue has been resolved

If MoJobs is down and staff are unable to enter services in the system, provider staff will:

- Report the issue to [DWDsupport@ded.mo.gov](mailto:DWDsupport@ded.mo.gov) only if no other staff have previously reported the problem and you have not been notified of an outage
- Manually record any services provided during the entirety of the outage

Once the MoJobs issue has been resolved:

- All services should be entered into MoJobs on the day the service was provided, however, if staff are unable to enter a service on that day they can backdate a service in MoJobs up to 15 days (i.e. staff can’t enter service on 10/3/18, they have the ability to enter a service they provided on 10/3/18 as a 10/3/18 service until 10/18/18.)
- If a technical issue caused the delay of service entry to exceed 15 days, provider staff may email [dwdsupport@ded.mo.gov](mailto:dwdsupport@ded.mo.gov) to request the service be backdated (e.g. staff were unable to enter a service 10/3/18 and the issue was not resolved until 10/19/18, staff can email DWD Support and request the service be backdated to 10/3/18) as long as the delay was due to a technical issue in MoJobs.

If staff need to backdate a service in MoJobs that is not due to a technical issue in MoJobs:

- Staff will submit a MoJobs Change Request Form to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov). The FSD staff will review the request and if approved will forward the information to DWD Support for corrections. The FSD may require additional information from the provider agency prior to approving or denying a change request.



## **Process for Exited SNAP applications**

If a participant's Food Stamp case closes for any reason, the nightly file will update MoJobs with an Exit date indicating the individual has lost benefits. There are a variety of circumstances that would cause a case to Exit in MoJobs, staff will need to use the following guidance when a case has exited in MoJobs.

SNAP #1987 - Case Exited			
LWDB:	15 - Jefferson/Franklin Consortium	Application Date	08/31/2018
Onestop:	593 - FSD Community College Partner Jefferson Franklin	Participation Date:	08/31/2018
Open/Total Activities:	0 / 16	Closure Date:	N/A
		Exit Date:	01/03/2019

If a participant that your agency is actively working with has an Exit date on the SNAP application in MoJobs, send the DCN verification form to [DSS.FSD.Agreements@dss.mo.gov](mailto:DSS.FSD.Agreements@dss.mo.gov) with “loss of benefits” in the subject line. If the client is with you, enter “client at desk” in the subject line also. FSD staff will respond with SNAP eligibility information for the participant.

### **Active Food Stamps**

- Forward the returned DCN form to [SkillUp.Missouri@dss.mo.gov](mailto:SkillUp.Missouri@dss.mo.gov) and request the SNAP application be unexited.
  - If the application has exited and there is another Partial or Incomplete application, staff will need to track any activities or services provided until the SNAP application has been unexited. These cases may take 30 days or more to correct.
  - Submit a change request to [SkillUp.Missouri@dss.mo.gov](mailto:SkillUp.Missouri@dss.mo.gov) with dates of service if they need to be backdated more than 15 days after the SNAP app has been unexited.

### **Not Active Food Stamps**

- If the participant lost benefits and is in a long term training that has already been paid for, use case notes in MoJobs to document progress in the training, when the long term training is completed send a change request to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) with the actual end date of training and the completion code (successful, unsuccessful, dropped out, etc.)
- If the participant lost benefits and has not regained benefits and they are not enrolled in a long term training, your agency cannot provide any additional services until the participant is eligible for Food Stamps again.
- If the participant lost benefits due to employment, staff can provide 90 days of job retention services such as Transportation Related Expenses (TRE) & Work Related Expenses (WRE). You will need to keep these records at your agency and case note in MoJobs, you will not add any TRE or WRE services to the SNAP application at this time.

## CASE NOTES

Anyone with access to MoJobs can see any note in a participant's file. Since MoJobs does not have a place for confidential notes, notes with confidential/sensitive information about chemical dependency, mental health, family violence, or any medical condition or diagnosis must not be entered. These types of documentation must be kept in the case file and the file cabinet must be locked when not being accessed.

When writing Case Notes, keep in mind:

- Case Notes are part of the permanent record;
- Monitors and other staff providing services will read Case Notes; and
- The participant (or, in the case of a youth, the guardian) has the right to receive copies of Case Notes.

If you enter a note incorrectly, use the MoJobs Change Request Form to submit a deletion request. Deleting notes requires a written request and a reason for deletion. Remember that any entry made may become public record, so make your notes both accurate and able to withstand public scrutiny.

*Case notes entered in MoJobs must follow DWD Statewide Service Notes policy, which is:*

Case Notes provide a fact-based description of a participant's interaction with the workforce system. Accurate, adequate, and timely recording of Case Notes is critical to provide quality participant service, track funding costs, and assist in compliance monitoring.

Case Notes should be entered **on the date** of discussion with the participant or the date services are provided. This real-time data entry allows for continuous and seamless service delivery. If time of day or caseload does not allow for creating a Case Note immediately, it should be completed the next business day, or as soon as possible.

Many of the Division of Workforce Development's (DWD) statewide electronic case management system services (e.g., self-directed job search) are automatically recorded in the seeker history. It is not necessary to write a Case Note for these automatic entries. If there is interaction with the participant and information is obtained beyond this, then a Case Note in line with the following requirements of this Policy must be recorded.

Case Notes have a variety of purposes, including, but not limited to:

- Sharing information with the workforce system to facilitate seamless service delivery;
- Reminding the workforce system of information and ideas that have been discussed with the participant;
- Providing documentation to meet regulatory requirements, that will result in smoother local, state, and federal monitoring processes—and possibly fewer audit findings;
- Documenting information obtained from partners not using DWD's statewide electronic case management system;
- Documenting services offered as well as the source—and timeframe— of funding (i.e., specifying Workforce Innovation and Opportunity Act [WIOA] Title I programs or non-WIOA sources, Trade Adjustment Assistance, or National Dislocated Worker Grants), including training costs, Supportive Services, and other appropriate expenditures;

- Documenting progress toward the Goals and Objectives/Services on the individualized Employment Plan (EP);
- Adding, clarifying, or summarizing information in the electronic case management record;
- Helping locate participants for required follow-up contact; and
- Assisting DWD Central Office staff to:
  - Consider and process change requests;
  - Investigate participant complaints; and
  - Review records for compliance and quality of service.

### **Mandatory Initial Case Note**

It is mandatory that any customer moved to participant status must have an Initial Case Note entered at the time of enrollment. This Initial Case Note must include information regarding: summary of eligibility, plan of activities to be offered, and how the plan will be implemented. Additionally, the Case Note is also a focal point for accountability to funding, therefore Supportive Services information must be included. This mandatory enrollment Initial Case Note must be entered for **all** active program participants at the time of enrollment.

Information about a participant's employment and/or training is recorded over time in a series of Case Notes. These will cover topics including, but not limited to:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Initial Case Note</li> <li>• Assessments (specify which assessment)</li> <li>• Case reviews</li> <li>• Customer contacts (specific reason for contact)</li> <li>• Customer information updates</li> <li>• 'Cut-and-paste' text must be specific to that customer's case</li> <li>• Document Submittal</li> <li>• Funding approvals/funding denials;</li> <li>• EP/Participation</li> <li>• Job development</li> </ul> | <ul style="list-style-type: none"> <li>• Case record corrections;</li> <li>• Problem solving (e.g., addressing barriers, needs, and plans to address those needs)</li> <li>• Progress evaluations</li> <li>• Referrals</li> <li>• Service started/service ended</li> <li>• Skills reviews</li> <li>• Supportive Services</li> <li>• Unemployment Insurance Required</li> <li>• Job Services reporting</li> <li>• Youth follow-up.</li> </ul> |
|--|--|

### **Case Note Recording Requirements**

- Concise and Stated in Simple, Clear Language. The Case Note must document services received by the participant in the Missouri Job Center. Avoid long narratives and unnecessary information. Case Notes must be detailed enough to communicate necessary information. Acronyms and abbreviations are not appropriate unless all staff reading the Case Notes can easily understand them [example: individualized Employment Plan (EP)].
- Related to the Participant's Ability to Participate in Services. Information must pertain to the participant only. Nonessential information about spouses, children, other family members, friends, etc., must not be recorded.
- Fact-based, Objective, Accurate. Case Notes must contain only relevant facts. Assumptions or conjectures by staff and third parties must not be included.

***Appropriate***—Case Notes *should*:

- Refer to specific dates
- Contain all necessary information
- Be detailed enough for anyone authorized to access the file to understand
- Include justifications for Supportive Services
- Include training dates
- Identify funding sources and timeframes covered with eligibility determinations.

***Inappropriate***—Case Notes must *not*:

- Contain irrelevant details;
- Discuss medical procedure appointments
- Discuss pregnancy
- Include discussions of the participant's situation with third parties
- Include any hearsay speculations
- Relate to drug treatment, rehabilitation or substance abuse
- Relate to child custody, or legal actions
- Contain information about individuals other than the participant
- Be subjective, draw conclusions or make judgments
- Contain unnecessary or subjective comments

**Case Note Examples**

- ❖ Provided information on SkillUP, completed the FS-5 and SNAP app with Sally today, set up meeting to complete assessment and IEP with Sally 1/24/19
- ❖ Completed SNAP application, Objective Assessment Summary, reviewed LMI and completed IEP with Roger today, career pathway obtain CDL to become OTR truck driver with ABC Trucking.
- ❖ Reimbursed Brenda \$20 for TRE, she attended CNA classes 1/2/19, 1/4/19, 1/9/19 & 1/11/19, bus pass cost \$5 per day
- ❖ Latitia completed OJT with ABC Company 12/20/18 and was hired on full time starting 1/2/19, employment information added to SNAP record
- ❖ Reimbursing Jordan for TRE for job retention services of \$51.80 for travel to/from work 28 miles RT x \$.037/mi = \$10.36/day. Verified work schedule with ABC Company 1/7, 1/8, 1/9, 1/10 & 1/11
- ❖ Rhonda dropped out of warehouse training in 2<sup>nd</sup> week of class. I attempted to contact via phone, email and mail and have not been able to reach her for over 30 days, she is a voluntary participant, closing SNAP application due to non-response.
- ❖ Byron completed CNA training successfully and obtained employment with ABC Nursing Home, Byron is still eligible for benefits with increased income. Byron has been accepted to the LPN training program, paid \$1,500 to ABC school for training to begin 2/4/19 and end 8/2/19
- ❖ Provided \$50 merchandise voucher to Sharon for interview clothing and shoes. Sharon has an interview with ABC Company on 1/20/19 and does not have any resources to pay for appropriate attire.

## **Provider Expectations**

Providers are expected to provide a variety of services to ensure participants are able to develop and accomplish employment/career goals. All services are to be provided in a manner that encourages inclusion of all cultures and languages and is available to all qualified refugees and limited English proficient (LEP) participants.

*Note: If a provider is not subject to the requirements below, it will be addressed in the contract.*

### **Informational Sessions**

Providers must hold informational sessions for potential SkillUP participants including volunteers and ABAWDs. These sessions should include but are not limited to:

- Provide an overview of the SkillUP program;
- Discuss the benefits of self-sufficiency with the participant;
- Arrange for prior SkillUP participants to share their experience and success stories;
- Arrange for participants in the session (and other area sessions) to develop a cohort;
- Provide Labor Market Information (LMI) in the area/region of the participant; and
- Provide an overview of other services available to the participant and how to access these services (e.g. Child Care, Low Income Home Energy Program, Rehabilitation Services for the Blind, and CBOs).

### **Marketing and Outreach**

Providers should have copies of all SkillUP marketing materials available for potential participants. The FSD Resource Centers and DWD Job Centers also have SkillUP marketing materials available for walk in customers. Providers should encourage participation in SkillUP with potential participants and assist with outreach/educating their communities about the program.

To request outreach materials email [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) and be sure to include:

- Type of material needed (e.g. postcard, brochure)
- Number of each item needed
- Name of your organization or contact person
- Complete address including zip code

Providers may develop their own marketing material to assist with marketing and outreach. All providers *must* submit these materials to FSD, to ensure that any marketing materials they plan to use and/or purchase contain correct information and meet Federal Guidelines.

Every provider is currently receiving an outreach list from FSD monthly that is sent to a secure FTP site. Providers will track contacts made on their monthly listing and can request updates to their listing at [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov). Staff will make a case note in MoJobs for any potential participant that has been contacted or if there is information that needs to be documented in MoJobs (e.g. spoke to “Sally” she does not want to participate at this time, called ###-###-####, phone disconnected).

FSD has developed an Outreach Effectiveness Survey to gage the effectiveness of our outreach efforts. Provider staff will complete the survey for every potential SkillUP participant that comes into their office. The survey can be found here: [Outreach Effectiveness Survey](#).

### **Text and Email Blasts**

The FSD can send email or text blasts to Food Stamp recipients on behalf of a provider agency for outreach efforts. Staff will follow the guidance below for email blasts.

- Send the email request a minimum of 30 business days in advance
- Send the text request a minimum of 10 business days in advance
- For text blasts, cannot contain more than 160 characters, including spaces
- The message cannot identify the receiver as a Food Stamp recipient
- Keep the language as general as possible
- Include “Email Blast” or “Text Blast” in the subject line
- Include the date of the event or the date you would like the text blast sent
- Include the zip codes you would like to reach

Examples of Text Blasts

- If you receive benefits from FSD, we have jobs. Come to 2202 Frederick Ave on 10/30 from 10-noon OR 2311 N Belt Hwy from 4-6. Call 816-462-3521 for info.
- If you receive SNAP we have jobs! Learn more THIS FRIDAY at 10am at Better Family Life! Call 314-367-3440 ext. 500 for our address and info about SKILLUPALOOZA!
- If you are receiving Food Stamp benefits and are interested in a new or better job, visit your local Missouri Job Center: [jobs.mo.gov/find-center](http://jobs.mo.gov/find-center).

### **Collaboration and Referrals**

Partner agencies will collaborate with other agencies in the region for any outreach or marketing events designed to increase SkillUP participation. Providers must ensure all case managers and staff are trained on other services available in their region. Resources for referrals can be found at [www.mo.servicesnavigator.org](http://www.mo.servicesnavigator.org).

FSD encourages SkillUP partners to collaborate and make referrals for services that are not available through their current Provider.

- When a participant is nearing the end of their vocational education goals at a college, the college may refer to a Job Center to provide Job Search if the college does not have adequate job search assistance available.

Refer participants to other agencies when it is determined that the SkillUP provider cannot meet the needs (i.e. child care). The Provider shall coordinate with the participant and the agencies to determine how those needs can be met.

- A participant needs assistance with child care, energy assistance and also has a disability that prevents them from gaining employment. The SkillUP provider would

assist in bringing the FSD, LIHEAP provider and possibly Vocational Rehabilitation to a meeting, consultation or conference call with the participant.

### **Case Management**

SkillUP participants will be case managed in MoJobs, all services provided must be documented in the system. An Employment Plan that includes a career pathway *must* be completed prior to participant enrollment in any education, training or employment services.

The case file must contain a determination of need for training services as determined through the interview, assessment, and career planning supported by local LMI. Explanations must include a clear description of the information, such as State or Federal labor market information to prove the training chosen by the participant is linked to an employment opportunity.

Every participant record must have at minimum 5 services entered on the SNAP application within MoJobs including:

- S10 SkillUP TANF or S20 SkillUP FNS
- 213 Comprehensive Assessment
- 205 Develop Service Strategies
- 101 Orientation
- 107 Provision of Labor Market Research

ABAWD hours are recorded in MoJobs and sent to FSD in a nightly batch. Job search hours for ABAWDs will be recorded on the Job Search Log and sent to the FSD. Any ABAWD hours not recorded in MoJobs or on the Job Search Log will be entered on the FS-5 and sent to FSD within 2 days. Enter the service hours on the FS-5 based on the number of hours you expect the participant to participate, not on credit hours. Allow 1 hour of study time for each hour of class time. For example, if a participant attends Vocational Training for 6 hours per week, and there is 6 hours of study time, the Vocational Training should show 12 hours per week.

Prior to placing participants into any SkillUP activities, the provider must assess the participant to determine they are able to successfully complete this activity and the activity must align with the EP.

- The participant indicates they would like to obtain employment in XYZ industry and wants to complete a job search. XYZ requires a high school diploma or its equivalent, they cannot pursue job search until they have a high school diploma or equivalent.
- The participant would like to begin a Community College program, but doesn't have the basic skills needed to pursue the program. These skills should be gained first.

If a participant is already employable and able to perform the duties of a position, SkillUP cannot pay for additional training in another program. For example:

- A participant has a degree in accounting and is able to perform the duties, the provider would work with them to obtain employment in the accounting field.
- A participant is a construction worker, but can no longer perform the job duties due to a physical ailment; they may need training in a different program.

- A participant is a CNA and can obtain employment that will support their family; the provider can assist them in obtaining employment as a CNA.
- A participant is an OTR truck driver, but they can no longer be on the road on a regular basis; the provider can assist them in pursuing other employment opportunities.

If a potential participant states they are beginning training in a very short period of time (i.e. 1-3 days) and requests the training be paid for by SkillUP, the provider should explain to them that this may not be feasible. The provider should explain that there is an assessment process to determine if he/she is prepared for the training

*Note: There may be situations where an exception is allowed if a funding source has not already been identified and the provider believes the participant will be successful in obtaining employment after training.*

### **Intensive Case Management**

Intensive Case Management is for individuals with multiple barriers keeping them from obtaining sustainable employment. These participants may require individual guidance and counseling in order to remove barriers and gain employment skills. For example:

- An individual lives in an urban area, does not have a driver's license or ID and is unable to afford public transportation. The individual has a poor work record due to poor attendance and conflicts with co-workers and management, and has very limited education, work experience and skills.
- This individual would require one-on-one counseling to address each issue and may be referred to other CBOs to assist with removing barriers.

*Note: Intensive Case Management will only count toward ABAWD work requirements if the participant is concurrently enrolled in another qualified service.*

### **SkillUP Case Management Process**

The questions below are designed to assist provider staff with ensuring all required entries are made in MoJobs. Staff can contact [FSD.E&TInquiry@dss.mo.gov](mailto:FSD.E&TInquiry@dss.mo.gov) with additional questions or concerns.

When do I Complete the Outreach Survey?

- The outreach survey should be completed when a participant comes in the office or calls expressing interest in a program.

When do we do the Orientation/Information Session?

- When a potential participant comes to the office, some agencies have scheduled orientation/info sessions weekly/bi-weekly or you can do one on one sessions with walk in participants.

When do I search MoJobs for participant record?



- This can be done prior to or during an orientation/information session to ensure the participant is an active SNAP recipient.
- This can also be done with outreach listings to case note on participant contact.

When will I submit the Eligibility & DCN Verification Form?

- This will be sent if the participant record cannot be located in MoJobs or if the SNAP application has an exit date and the participant indicates they are actively receiving food stamps. If the client is waiting with you, type “client in office” on the subject line, you should receive a response within 30 minutes.

What do I do with the returned Eligibility & DCN Verification form?

- If the client is an active Food Stamp recipient you will determine if your agency can work with this individual, then create a SNAP application or refer to another provider if needed. Staff can keep this form in the confidential file in their office.
  - ❖ TANF funds – aged 16-24 (ABAWD or Volunteer), aged 25 and above (with minor children, non-custodial parents, or pregnant)
  - ❖ FNS funds – can be used for anyone aged 16 and above (ABAWD or Volunteer)
- If the client is active TA (cash benefit) recipient, refer to an MWA provider
- If the client is not an active Food Stamp recipient they are not eligible for SkillUP, refer to a Job Center for employment services

When will I need to determine Volunteer or ABAWD status?

- If provider staff had to create a new SNAP application, ABAWD or Volunteer status and the DCN will be on the Eligibility & DCN Verification form.

When will I submit the FS-5?

- On the first meeting, the participant has to sign the back and agree to the terms of the program. This could also be done after the orientation/information session.

When do I Complete the SNAP Enrollment?

- After the participant has signed the FS-5

When will I enter the Funding Source in MoJobs?

- This will be the first activity added to the SNAP application after it is completed in MoJobs.
  - ❖ S10 TANF - age 16-24 with or without children, 25 and above with children, pregnant or non-custodial parent

❖ S20 FNS – anyone 16 and above

When will I complete the Objective Assessment Summary (OAS) with the participant?

- This would typically be on the initial visit and should be completed prior to the IEP. Once the OAS is completed, enter the 213 - Comprehensive Assessment service on the SNAP application

When will I complete the Individual Employment Plan (IEP)?

- After the assessment has been completed, use Labor Market Information to assist the participant in selecting a career pathway. Once the IEP has been completed with goals and objectives, enter the 205 Employment Plan service and the 107 – LMI service

What should be included in the IEP?

- A minimum of one short term goal with objectives and one long term goal with objectives are required for every participant. This does not mean every participant will only have 2 goals, every case is different and the number of goals will depend on the participant.
  - ❖ Example: Participant needs to complete Hi-Set to qualify for a job with the Dollar General Distribution center, the job is for a fork lift operator. This individual would have 1 education goal, 1 training goal and 1 employment goal. Each goal will have objectives attached: Education goal – obtain GED, objective 1 - take Hi-Set class, objective 2 – study for test, objective 3 – take HiSet test. Training goal – become certified fork lift operator, objective 1 – attend classes for forklift operator, objective 2 - take assessment for certification. Employment goal – obtain position with Dollar General as forklift operator, objective 1 - complete forklift certification, objective 2 – complete resume and application for position, objective 3 – interview for position

When will I create a Resume with the participant?

- This will depend on the participant, if someone is just wanting assistance gaining employment (i.e. they already have the skills needed) you would want to complete the resume ASAP to get it posted to employers, if someone needs to gain additional skills before they are considered job ready, you may want to wait until they have learned these skills before completing a resume. Remember the resume should be specific to the job/career the participant is seeking.

When will I complete the Assessment Checklist in the SkillUp Provider Handbook?

- This should be done before enrolling a participant into a training to ensure they have all skills/supportive services necessary to be successful in their training or work activity.

When will I enroll a participant into Employment or Training Activity?

- After the OAS and IEP have been completed. Staff will select the appropriate service or activity in MoJobs. If this is a long term training (i.e. more than 1 day) this activity will remain open until the participant completes the training, then the activity will be closed by staff after the training is completed.
  - ❖ Trainings should always align with the IEP
  - ❖ Training should lead to sustainable employment
  - ❖ Participant has no other funding available

When will I enter Transportation or Work Related Expenses (TRE/WRE) on a SNAP record?

- Staff will enter the TRE/WRE activity on the SNAP record once the TRE/WRE has been paid. The participant must be participating in a work or training activity in order to receive TRE/WRE.
  - ❖ Case notes for TRE/WRE must include the type of service (e.g. bus pass, mileage, work boots, uniform), the amount paid, timeframes and need.

When do I send the FS-5 with employment information to FSD?

- When the participant states they have obtained employment, provide as much information on the employer as possible. SNAP recipients are required to report this information within 10 days of obtaining employment.

When do I add employment to a SNAP record?



- Staff should add employment to the SNAP record once they have verified the participant is employed and has started work.


SNAP Employment and Training

Apps: 1

[Create SNAP Employment & Training Application](#)

SNAP #3741 - Complete





LWDB:

09 - Central Region

Application Date

01/28/2019

Onestop:

591 - FSD Community College Partner Central

Participation Date:

01/28/2019

Open/Total Activities:

1 / 6

Closure Date:

N/A

Exit Date:

N/A

Case Information

Case Number:

Participation Type: Voluntary

Location and Staff

LWDB: 09 - Central Region

Onestop: 591 - FSD Community College Partner Central

Create Staff: [Stacy Kaylor \(5387\)](#)

Edit Staff: [Stacy Kaylor \(5387\)](#)

Case Manager: N/A

Temporary Case Manager: N/A

Self Assessment	
Communication Letters	
Participation	01/28/2019
Activities / Enrollments / Services	6
Partner Programs	0
Credentials	0
Add Employment	0
Add Employment	
There are no records to display.	
Exit / Outcome	N/A

When do I close the IEP?

- When the participant has obtained their desired employment after completing all objectives and goals and will not need additional education, training or employment services.

When will I Exit the SNAP record?

- Staff should never Exit a SNAP record for an ABAWD.
- Staff may Exit a SNAP record for a volunteer if they do not want to participate in the program any longer and do not intend to return within a 90 day time period.

What if my agency can no longer serve a participant?

- If your agency cannot continue to serve a client but they are still in need of services email [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) with the participant's full name and state ID from MoJobs. FSD staff will contact the appropriate provider and refer the participant.
- The new provider will enter services on the existing SNAP application and enter a case note stating the participant was referred to a new provider. Staff will only create a new SNAP application if the participant has not participated in any services for over 90 days.

## **Participant Assessment**

Provider staff will complete the Objective Assessment Summary in MoJobs for each participant. If an agency does additional assessments, such as Work Keys, these scores can be added to the Objective Assessment Summary. Provider staff may use any assessments available to their agency. [Career One Stop](#) has a variety of free assessments available that provider staff can use to assist with participant.

During the assessment the participant and the provider identify existing skills and barriers to employment for the participant. It is important to identify these skills and barriers early in order to write an effective employment plan.

Some common barriers to employment include:

- criminal history
- disability
- drug and alcohol addiction
- homelessness
- long-term welfare dependence
- lack of marketable skills
- poor job search/interview skills
- lack of basic computer skills
- childcare needs
- children with chronic conditions
- no reliable transportation
- background of poverty
- illiteracy
- transition from military to civilian
- limited English proficiency
- poor work history, gaps in employment
- no high school diploma or equivalent
- poor social skills
- mental illness
- age
- employer bias related to these conditions

Many of these barriers can be overcome with assistance from SkillUP provider staff such as transportation or work-related expenses, refer to the supportive services section of this handbook for additional information on TRE and WRE. Barriers such as child care or drug and alcohol addiction may require the participant to work with another agency (e.g. refer to FSD for Child Care application or refer to another agency for substance abuse treatment).

Addressing barriers may entail confidential information, this information will not print out on the Objective Assessment Summary. Staff will keep confidential information in a case file in the office when addressing barriers, do not include this information in case notes.

## **Employment Plan (EP)**

Providers must be prepared to assist the participant in developing their Employment Plan (EP). This includes knowledge to develop an effective plan. It also includes one on one conversations with the participant and preparing to address any barriers they may have, and/or preparing to discuss any delicate subjects that may be addressed. It is important for providers to utilize the local resources to help the participant complete the steps needed to achieve their goals. The EP *must* include, but is not limited to the following:

- Clearly outline where the participant wants to obtain employment;
- Detailed description of the type of employment;
- Expected hourly wage;
- Amount of training/education required for desired position(s);
- Steps required to remove barriers;
- Timeframe for completion of each step; and
- Connect the services to be provided with the outcomes to be achieved.

Some participants may not know what type of employment they would like, in this case the participant can establish a goal to review ONET and Labor Market Information to answer these questions. The skills and barriers that were identified in the assessment can help the case manager and participant identify possible goals and objectives for the EP.

The EP *must* state that employment is the final outcome for the participant and the participant *must* agree to obtain employment in the chosen field. Goals and Objectives may and will change over time. Providers *must* update the EP in MoJobs any time a change has occurred. The participant *must* agree to maintain contact with the provider if there are any changes to the EP.

Goals and outcomes should come directly from the participant. When setting long term and short term goals use the **SMART** Goal Strategy:

- **Specific** Who will be involved? What will I accomplish? Where do I have to go? When will this be complete? Why is it important? How do I get there?
- **Measurable** Participants and providers must be able to track progress of goals. Being able to track progress keeps participants focused and can be motivation to reaching the end goal.
- **Achievable** Goals must be realistic so participants can accomplish them successfully.
- **Relevant** The goal must matter to the participant, if they have control over their goals they are more likely to stay engaged and follow through.
- **Time based** The goal must have a deadline to be completed so participant can stay on track and accomplish short term goals which leads to accomplishing long term goals.

Employment Plans must contain, at a minimum, one long term and one short term goal. The number of goals will be based on the individuals needs and must follow the SMART goal strategy. Each goal must contain, at a minimum, one objective attached to each goal, the number of goals will be based on the individuals needs and address all necessary steps to complete the goal.

Prior to placing a potential participant into any SkillUP training or work activity, the participant must have a completed assessment addressing all employment barriers the participant may have. In addition, the EP must be completed with goals and objectives and all activities or services must align with the EP.

Participants will be placed in services based on their preparedness and ability to successfully participate in the service. A checklist should be used to ensure all steps have been followed prior to enrolling in any activity or service in MoJobs.

Prior to placing a potential participant into any SkillUP training or work activity, the participant must be assessed to ensure they will be able to successfully complete this activity. All training or work activities must clearly align with the Employment Plan.

### **Assessment Checklist**

- ☐ Participant has the skills and qualifications to participate successfully in training services
- ☐ Participant has the necessary transportation, childcare, and other supports needed to be successful in the activity
- ☐ Participant is in need of training services to obtain or retain employment leading to financial independence
- ☐ Participant was placed in activities that align with the Employment Plan
- ☐ Participant has selected a program of training services that is directly linked to employment opportunities in the local area or in another area to which the individual is willing to commute or relocate
- ☐ Participant is unable to obtain financial assistance from other sources to pay the costs of such training, including State-funded programs, Trade Adjustment Assistance grant funds, and Federal Pell Grants established under title IV of the Higher Education Act of 1965, or require SkillUP assistance in addition to other sources of grant assistance, including Federal Pell Grants

## SkillUP FORMS

All SkillUP forms are located on the Provider Portal: <https://dss.mo.gov/skillup-provider-portal/>.

### **SkillUP Eligibility and DCN Verification Form**

The SkillUP Eligibility and DCN Verification Form is used to verify a participant is receiving Food Stamps if they do not have an open SNAP application within the MoJobs system. If staff need an immediate response include “client in office” on the subject line when sending the form to [DSS.FSD.Agreements@dss.mo.gov](mailto:DSS.FSD.Agreements@dss.mo.gov), FSD staff will respond within 30 minutes. If the client is not in the office, the form will be returned by FSD staff within 48 hours. Provider staff must verify a participant is an active Food Stamp recipient prior to enrollment in SkillUP.

It is crucial for staff to capture and record the DCN when creating a new SNAP application. If the DCN is not captured, the FSD nightly file cannot send closure information if the participant is no longer receiving Food Stamp benefits. SkillUP services cannot be provided to individuals who are not actively receiving Food Stamps. If a participant is not actively receiving Food Stamp benefits, FSD will not pay invoices received for these individuals.

SkillUP Eligibility and DCN Verification Form  
(one client per form)  
Send to: to [DSS.FSD.Agreements@dss.mo.gov](mailto:DSS.FSD.Agreements@dss.mo.gov)

Client Name: [Click here to enter text.](#)  
Client Address (Street, City & Zip Code): [Click here to enter text.](#)  
Client Date of Birth: [Click here to enter text.](#)  
Client DCN: [Click here to enter text.](#)  
Comments: Initial Certification  
Submitted by: [Click here to enter text.](#)  
E-Mail Addresses for reply: (please include everyone)

\*\*\*\*\*  
Response from Howell County

Client DCN: [Click here to enter text.](#)  
ABAWD/Volunteer: [Click here to enter text.](#)  
(included should be the 3 non-work months for ABAWDs and the reason they are a volunteer, such as child under the age of 18 in the home, etc.)  
Active Case:  
☐ FS    Comments: [Click here to enter text.](#)  
(or must regain eligibility (give the 3 non-work months) Certification period for food stamp case)  
☐ TANF    Comments: [Click here to enter text.](#)  
Comments: [Click here to enter text.](#)





## SkillUP Job Center WIOA Services

The DWD-PO-609 is used to report hours of participation in training or work activities for participants trying to regain eligibility for Food Stamps after an initial FS-5 has been sent. Form will be sent to [ABAWD1@ip.sp.mo.gov](mailto:ABAWD1@ip.sp.mo.gov)

Participant		Last 4 SSN and DCN (Required)		
Select One	<input type="radio"/> SKILLUP ABAWD <input type="radio"/> Regaining Eligibility			
Date of Service	Staff Initials next to Service	WIOA Service Provided	Amount of Time Spent	Comments / Any Additional Information
		Assessment (any)		
		Career Guidance / Career Planning		
		Counseling (individual / group)		
		CRIDA Remediation		
		Federal Bonding		
		Financial Aid Information		
		Intensive Case Management		
		Job Development		
		Job Referrals		
		Job Search Activity		
		Job Search Training		
		Labor Market Information (any)		
		MCO Connections (Staff-Assisted or Self Service)		
		Placed in Training		
		Referred to Other Services		
		Resume Assistance / Preparation (any)		
		Testing (any)		
		Training (any)		
		WIOA Career Service Registration		
		Work Based Learning		
		Workshop(s)		
		Online/ Hybrid/ Online Learning		
		Other (explain)		
		Other (explain)		
		Other (explain)		
		TOTAL		
SkillUP Provider Name/Location:		City:		
Staff Name:				
Staff E-mail:		Contact phone:	Date:	
SKILLUP ABAWD:		<b>Instructions:</b> Staff: Enter the date the participant received the service(s). Enter staff initials in the column to the left of the service provided. Enter amount of time spent with each service provided. Calculate total time at the bottom of the form. Complete all office and staff information at bottom of form. Scan or mail form to FSD Processing Center, 3415 Division Drive, Suite 1, West Plains MO 65775. Give customer copy for their records, and submit "COPY" at top of the form. Case note transaction.		
Regaining Eligibility:		Staff: Entries are the same as ABAWD. Scan to FSD and FSD Sharepoint Drive. Give customer copy for their records, submit "COPY" at top of the form. Case note transaction.		
<small>For additional information about Missouri Division of Workforce Development services, contact a Missouri Job Center near you. Locations and address information are available at <a href="http://ip.sp.mo.gov">ip.sp.mo.gov</a> or 800-734-0307. Missouri Division of Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Job Center services are available at 7:11.</small>				

## ABAWD Agreement to Volunteer

ABAWDs can choose to meet their work requirements by volunteering in a program that promotes job readiness and builds work experience. If an ABAWD chooses this activity have them complete the ABAWD Agreement to Volunteer. The form must be signed by the ABAWD and the volunteer agency and returned to the FSD at [DSS.FSD.Agreements@dss.mo.gov](mailto:DSS.FSD.Agreements@dss.mo.gov).

How to meet 80 Hours of Work/Training		Missouri Department of Social Services FAMILY SUPPORT DIVISION	
If you get Food Stamps and are an Able-Bodied Adult Without Dependents (ABAWD), here are 3 ways you can meet the 80 hours: <ul style="list-style-type: none"> <li>Show that you are in school or working -- see attached for information               <ul style="list-style-type: none"> <li>Bring proof to any Family Support Division (FSD) office, OR</li> <li>Mail proof to: Family Support Resource Center, 3415 Division Drive, Suite 1, West Plains MO 65775</li> </ul> </li> <li>Complete the attached Job Search Log. Report the Job Search hours each week by calling the Division of Workforce Development at 1-844-487-0496. Keep the log as the Family Support Division may ask you to send it in at a later date.</li> <li>Agree to volunteer in a program that promotes job readiness and builds work experience -- fill out this form and bring it to the volunteer agency.</li> <li>Get job and training services through a Missouri Job Center -- see attached for information.</li> </ul>		If you have questions or want to learn more, call: 1-855-373-4636 To find office hours and locations: <a href="http://dss.mo.gov/dss_map/">http://dss.mo.gov/dss_map/</a>	
<b>ABAWD Agreement to Volunteer</b>			
1. Fill out Section 1 below. 2. Ask the volunteer agency to fill out Section 2. 3. You or the volunteer agency can send the completed form to the FSD as shown in Section 3.			
<i>The FSD will randomly contact the Volunteer Agency to verify the below information.</i>			
<b>Section 1: For the Food Stamp customer to fill out (please print)</b> Name: _____ DCN: _____ Phone: ( ) _____ DOB: _____ Address: _____ I agree to: <ul style="list-style-type: none"> <li>Call the volunteer agency if I cannot make it to work.</li> <li>Contact the FSD if I quit the volunteer work or have excused absences.</li> </ul> Signature to show you agree and authorize release of information _____ Date _____			
<b>Section 2: For the volunteer agency to fill out (please print)</b> Job title of volunteer: _____ Briefly describe the position: _____ Date the volunteer started: _____ Projected hours per month: _____ <b>Volunteer Agency Information</b> Agency Name: _____ Agency Phone Number: _____ Agency Address: _____ Volunteer Supervisor Name: _____ Supervisor Title: _____ Supervisor Signature _____ Date _____			
<b>Section 3: Send the completed form to the FSD:</b> <ul style="list-style-type: none"> <li>Scan and email it to: <a href="mailto:DSS.FSD.Agreements@dss.mo.gov">DSS.FSD.Agreements@dss.mo.gov</a>, or</li> <li>Mail it to: Family Support Resource Center, 3415 Division Drive, Suite 1, West Plains MO 65775</li> </ul>			

## Job Search Log and Contract

The Job Search Log (DWD-PO-604B) and Contract (DWD-PO-604A) is used by ABAWDs to record employer contacts when they are participating in non-staff assisted job search. The Job Search Contract is reviewed with and then signed by the participant and Provider.

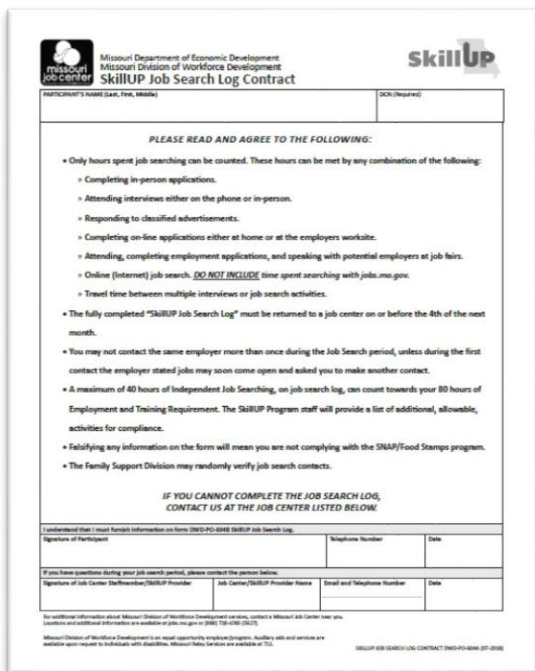
The Job Search Log is used by the ABAWD to document the employer contacts they have made during the month. Independent job search completed on MoJobs should *not* be included on the Job Search Log as this information will be transmitted to FSD in a nightly batch.

The SkillUP job search log is to be transmitted to FSD within two (2) working days of receipt by Provider staff. *Failure to send the job search log in a timely manner may impact a participant's benefits.* This error could result in FSD coding a participant in non-compliance which could cause the participant to lose benefits until the error is corrected.

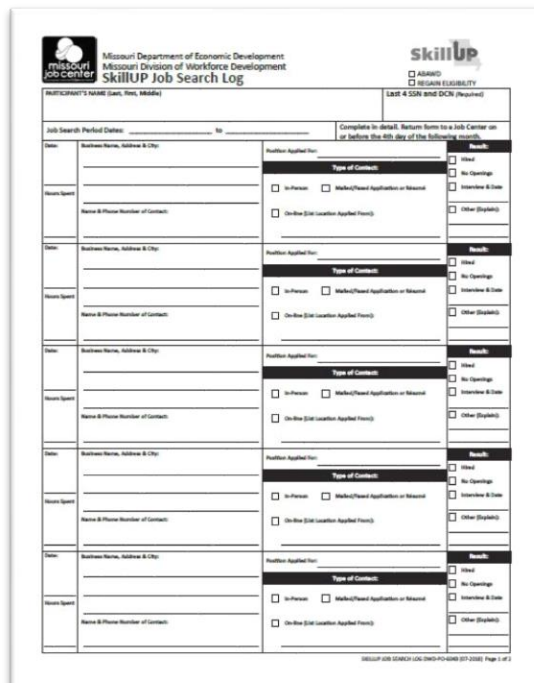
The normal job search period will begin with the day of the month in which participant is enrolling and end with the last day of the month. (E.g. Participant enrolls on March 04, 2016 – the job search log is dated March 04-31, 2016.) The Job Search Log should be returned by the 4<sup>th</sup> day of the following month at the latest to [ABAWD1@ip.sp.mo.gov](mailto:ABAWD1@ip.sp.mo.gov).

*Note: If the participant returns the job search log after the due date, any SkillUP Provider is to accept the log and transmit it to FSD regardless of timeframes.*

Provider staff will review completed job search log to determine if the participant needs to correct any information. Provide the participant with calendars, phone directories or any resource needed to complete the job search log.



The form is titled "Missouri Department of Economic Development Missouri Division of Workforce Development SkillUP Job Search Log Contract". It includes a "Participant's Name (Last, First, Middle)" field and a "DOB (Required)" field. A section titled "PLEASE READ AND AGREE TO THE FOLLOWING:" contains a list of rules for job searching, such as "Only hours spent job searching can be counted" and "The fully completed 'SkillUP Job Search Log' must be returned to a job center on or before the 4th of the next month." At the bottom, there is a section for "Signatures of Participant" and "Signatures of Job Center Staff/Provider", each with fields for name, title, and date. A footer note states: "Missouri Division of Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri State Services are available at 711."



The form is titled "Missouri Department of Economic Development Missouri Division of Workforce Development SkillUP Job Search Log". It includes a "Participant's Name (Last, First, Middle)" field and a "LAST 4 Digits and DOB (Required)" field. A "Job Search Period Dates" section has fields for "From" and "To". The main body of the form is a table with four rows, each representing a job search entry. Each row has columns for "Date", "Business Name, Address & City", "Hours Spent", "Position Applied For", "Type of Contact" (with checkboxes for In-Person, Mailed/Phone Application or Mailed, and On-line (Job Location Applied From)), and "Results" (with checkboxes for Interview, No Opening, Interview & Date, and Other (Specify)). A footer note states: "SkillUP Job Search Log Contract DWD-PO-604A (07-2008) Page 1 of 1".

## **ABAWD Hours Reported Log**

The ABAWD Hours Reported Log is used by DWD to report ABAWD hours to FSD.

DWD will submit the ABAWD Hours Reported log to FSD on a weekly basis. ABAWDs should be instructed to retain their Job Search Logs as FSD can request the logs at any point in time for further verification. The ABAWD hours report log will be sent to [ABAWD1@ip.sp.mo.gov](mailto:ABAWD1@ip.sp.mo.gov).

## **MoJobs Access Request Form**

The MoJobs Access Request Form is submitted to FSD when provider staff have lost access to MoJobs. Staff must log in once every 30 days or they will lose system access.

All FSD contractors must submit the form to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) for approval, do not send to DWD.

The image shows the 'System Access Request' form from the Missouri Department of Economic Development. It includes fields for 'Requester Name', 'Email', 'Phone', and 'Agency'. There are checkboxes for 'I am a new user' and 'I am an existing user'. The form also has sections for 'Requester Information' and 'Requester Signature'. At the bottom, it says 'Please send the completed, signed request to: skillup@dss.mo.gov or Fax to (573) 526-4762'.

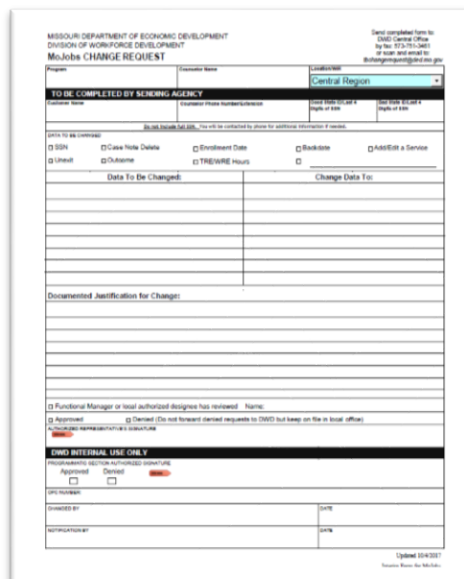
## **MoJobs Change Request Form**

The MoJobs Change Request Form is submitted to FSD when a service or note has been entered incorrectly in MoJobs.

All FSD contractors must submit the form to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) for approval, do not send to DWD.

The Change Request Form must be submitted to FSD for the following:

- delete case notes
- backdating over 15 days
- void service
- unexit SNAP application

The image shows the 'MoJobs Change Request' form from the Missouri Department of Economic Development. It includes fields for 'Requester Name', 'Email', 'Phone', and 'Agency'. There are checkboxes for 'I am a new user' and 'I am an existing user'. The form also has sections for 'Requester Information' and 'Requester Signature'. At the bottom, it says 'Please send the completed, signed request to: skillup@dss.mo.gov or Fax to (573) 526-4762'.

## ELIGIBLE TRAINING PROVIDER SYSTEM

All training providers utilized for SkillUP training must be in Missouri's Eligible Training Provider System (ETPS). The ETPS was established to provide customer-focused employment training resources. The current list of schools and approved programs can be found at <https://jobs.mo.gov/community/missouri-eligible-training-provider-system>.

Post-secondary institutions and organizations may apply to become an Eligible Training Provider. Any provider who wishes to be an Eligible Training Provider must:

- Offer education or training programs as a public or private school, training organization or apprenticeship program organization.
- Provide training or education programs accredited or approved by the Federal Office of Apprenticeship as a registered program.
- Provide program curriculum that leads to a certificate, associate's degree, bachelor's degree or a competency skill recognized by employers in an apprenticeship.
- Provide staff as Equal Employment Opportunity and follow application elements, including assurances for ongoing compliance and student occupational placement performance.

*Note: There is no fee for a provider to apply to be listed on the ETPS.*

## WHAT ARE SkillUP SERVICES?

Services are any activity or program designed to assist participants in obtaining employment that leads to financial independence. Any service a participant is enrolled in should be compatible with the Employment Plan and clearly documented in MoJobs.

The SkillUP program provides *short-term* training in the *quickest* possible time in order to lead to employment that will help participants support their family. Training should be completed within one year or less and the shortest training program that aligns with the EP and will lead to employment or self-sufficiency should be pursued. The training must be consistent with the timeframe the funds are available.

- A provider may have a contract through September 30, 2019. They are assisting a participant in October of 2018. The participant's training will be completed no later than August of 2019 to ensure the provider has time to place the participant with an employer

*Note: Providers must complete an Employment Plan and a complete assessment of the participant prior to enrollment in any job search, education or training services.*

When selecting services in MoJobs, staff should select the most appropriate code under the category of Education, Job Search, Job Search Training, Work Based Learning, Vocational Training or Intensive Case Management.

The following chart provides a brief description of allowable services:

<p style="text-align: center;"><b>Education</b></p> <ul style="list-style-type: none"> <li>• English Language Acquisition</li> <li>• Occupational Skills Training</li> <li>• Adult Education and Literacy</li> <li>• Entrepreneurial Training</li> </ul>	<p style="text-align: center;"><b>Job Search</b></p> <ul style="list-style-type: none"> <li>• Non-staff assisted job</li> <li>• Job search on jobs.mo.gov</li> <li>• Staff assisted job search</li> </ul>
<p style="text-align: center;"><b>Work Based Learning</b></p> <ul style="list-style-type: none"> <li>• Internships</li> <li>• Work Experience</li> <li>• On-the-job training</li> <li>• Workplace Training &amp; Cooperative Education</li> <li>• Customized Training</li> <li>• Paid Work Experience</li> <li>• Employment</li> <li>• Job Shadowing</li> </ul>	<p style="text-align: center;"><b>Job Search Training</b></p> <ul style="list-style-type: none"> <li>• Career &amp; Skills Assessment</li> <li>• Work Keys Assessment</li> <li>• Career Planning</li> <li>• Workforce Preparation</li> <li>• Job readiness Training</li> <li>• Labor Market Information</li> <li>• Career Guidance</li> <li>• Pre/Post Employment Training Workshops</li> <li>• Interview Preparation</li> <li>• Resume Preparation</li> </ul>
<p style="text-align: center;"><b>Vocational Training</b></p> <ul style="list-style-type: none"> <li>• Skills Upgrading and Training</li> <li>• Private Sector Training Program</li> <li>• Apprenticeship</li> <li>• Occupational Skills Training</li> <li>• Occupational/Vocational Education Training</li> </ul>	<p style="text-align: center;"><b>Intensive Case Management</b></p> <ul style="list-style-type: none"> <li>• Individual Counseling</li> <li>• Comprehensive Guidance &amp; Counseling</li> <li>• Career Pathways Guidance &amp; Counseling</li> <li>• Jobs Plus Guidance &amp; Counseling</li> </ul>

**Job Search Training** - This service strives to enhance the job readiness of participants by providing instruction in job seeking techniques and increasing motivation and self-confidence. This may consist of job skills assessments, job finding clubs, job placement services, resume writing, interview preparation or other direct training or support activities. The job search training service may combine job search activities with other training and support activities.

- ***103 - Provision of info on training providers, performance outcomes*** – Supply ETPS information to provide customer focused employment training resources.
- ***107 - Provision of Labor Market Research*** – Provide workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas; information on job vacancy listings in such labor market areas; information on the job skills necessary to obtain the jobs in such labor market areas; and information relating to local occupations in demand and earnings, skill requirements, and opportunities for advancement for such occupation.



- ***S48 - Resume Preparation Assistance*** - The provision of resume preparation assistance to participants.
- ***130 - Proficiency Testing*** - Completion of clerical test such as typing or 10-key.
- ***144 - Testing – Assessment*** - When giving an assessment for Basic Skills Assessment or an Aptitude test, staff can enter this activity.
- ***154 - Career Guidance*** - Activities that provide individualized career pathway planning.
- ***204 - Interest and Aptitude Testing*** - A testing instrument designed for the purpose of measuring and evaluating the level of an individual's ability and interest in, or preference for, specific fields or activities.
- ***213 - Comprehensive Assessment*** - Individualized career service. Comprehensive and specialized assessments of the skills level and service needs of Adults, Dislocated Workers and SNAP recipients which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals.
- ***215 - Short Term Pre-Vocational Services*** - Activities designed to develop learning skills, communications skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.
- ***221 - Workforce Preparation*** - Workforce preparation includes activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in: Utilizing resources, Using information, Working with others, Understanding systems, Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and Other employability skills that increase an individual's preparation for the workforce.
- ***413 - Individual Service Strategies (youth)*** - Identifies appropriate career pathways that include education and employment goals, considers career planning and the results of the objective assessment and includes achievement objectives and services for the youth. It is directly linked to one or more performance indicators.

**Staff Assisted Job Search** - The contractor staff assists the participant in job search. This job search may be routinely offered based on need. This service should be appropriately paired with other services based on the participant's need. However, it is understood that in certain instances this may be the right path for the participant as a stand-alone service.

- ***114 - ONET*** - The provision of ONET products to provide job placement services for participants. Part of job matching
- ***123 - Job Development Contacts (working with Employer and Job Seeker)*** - Contact with employer in order to develop a job order on behalf of the individual.

**Non-Staff Assisted Job Search** - This requires participants to make a pre-determined number of inquiries to prospective employers over a specified period of time based on employer availability and individual need. The search may be designed so that the participant conducts his/her job search independently or within a group setting. This service should be appropriately paired with other services based on the participant's need.

*Note: Non-staff assisted job search can only be used for half of the required hours for ABAWDs.*

**Education** - This service is an educational program or activity which improves basic skills and increases employability. Such programs include Adult Basic Education (ABE), basic literacy, English as a Second Language (ESL), high school equivalency, and post-secondary education. Only educational services that establish a direct link to job-readiness can be approved. Federal E&T funds cannot take the place of nonfederal (i.e., State, local) funds for existing educational services. Federal financial participation for operating education services may be authorized only for costs that exceed the normal cost of services provided to persons not participating in SkillUP.

- **158 - Financial Aid Information** - Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not provided under WIOA.
- **222 - English Language Acquisition** - English language acquisition and integrated education and training programs.
- **S25 - FSD Adult Education and Literacy** - Adult Education and Literacy (AEL) includes activities of English language acquisition and integrated education and training programs that may be provided concurrently or in combination with services such as Occupational Skills Training, On-the-Job Training, Incumbent Worker Training, and other programs that combine workplace training with related instruction that may include cooperative education programs, and training programs offered by the private sector skill upgrading and retraining, and entrepreneurial training and transitional jobs. AEL is typically conducted in an institutional setting designed to upgrade basic educational skills in preparation for future training, future employment, or retention in present employment. It may include such curriculum as remedial reading, writing, mathematics, literacy training and study skills, English for non-English speakers, bilingual training, and High School Equivalency preparation.
- **121 - SkillUp Education** - Used when an ABAWD or Voluntary participant is already participating in education or training when they enroll
- **S31 - Dropout Prevention and Recovery (youth)** - Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential. This would include participants enrolled in secondary and post-secondary instruction.
- **S37 - Alternative Secondary School Services (youth)** – Alternative secondary school services, or dropout recovery services, as appropriate. Participants enrolled in alternative secondary schools.



**Self-Employment Training** – This service improves the employability of participants by providing training in setting up and operating a small business or other self-employment venture. Participants in this service must be assessed thoroughly to determine they have the ability to build, maintain and grow a small business while gaining financial independence. A detailed business plan including all costs associated with starting a new business must be contained in the EP.

*Note: Startup costs and operational costs may be allowed as a supportive service with prior approval from FSD.*

- ***S13 - Entrepreneurial Training*** - Training designed to provide participants with the skills to start businesses of their own.

**Vocational Training** – The Vocational Training service improves employability of participants by providing training in a specific skill or trade that allows the participant to move directly into employment. Participants who enroll in this training can receive a credential, certificate, or may have to complete additional trainings before certification. Vocational training will be entered as SkillUP Training in MoJobs.

*Note: After a Food Stamp recipient is no longer receiving benefits, funding is no longer available; however, all training costs already paid to the training provider remain if the funds can no longer be refunded.*

- ***S18 - Private Sector Training*** - Formal training programs conducted or sponsored by private business or organized labor.
- ***S22 - Skills Upgrading and Retraining*** - Training designed to enhance the skills of currently employed participants who are working at less than their skill potential and have minimal or no advancement capability without gaining the skills needed to upgrade and retrain them to move them to self-sufficiency.
- ***S27 - Incumbent Worker Training*** – A program designed to meet the special requirements of an employer (including a group of employers) to retain a skilled workforce or avert the need to lay off employees by assisting the workers in obtaining the skills necessary to retain employment.
- ***361 - FSD SkillUP Training*** – Enroll SkillUP participants in training services after an interview, evaluation/assessment, and career planning.
- ***S30 - Education for Workforce Preparation*** - Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster. This program element reflects an integrated education and training model and describes how workforce-preparation activities, basic academic skills, and hands-on occupational skills training are taught within the same timeframe and connected to training in a specific occupation, occupational cluster, or career pathway. Examples include participants enrolled in Job Corps and YouthBuild.

**Work-Based Learning** – This service is designed to improve employability through actual work experience and/or training to enable participants to move into regular employment. Work experience assignments may not replace the employment of a regularly employed individual. Participants in on-the-job training\* shall be provided benefits and working conditions at the same level and to the same extent as other trainees or employees working a similar length of time and doing the same type of work. It is permissible to place SkillUP participants in work experience positions with public and private sector entities. This may include, on-the-job training paid through FNS or non-FNS funds. These will be entered into MoJobs as SkillUP Training.

- ***S04 - Internships*** - A planned, structured learning experience that takes place in a workplace for a limited time. An internship may be arranged within the private for profit sector, the non-profit sector or the public sector.
- ***S40/S41 - Work Experience*** - A planned, structured learning experience that takes place in a workplace for a limited time. Work experience may be paid or unpaid, as appropriate. An internship or work experience may be arranged within the private for profit sector, the non-profit sector or the public sector.
- ***S11 - On-The-Job Training*** - Training by an employer that is provided to a participant while engaged in paid, productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job; provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training.
- ***S17 - Apprenticeship*** - A program registered under the National Apprenticeship Act as a "Registered Apprenticeship."
- ***S28 - Transitional Jobs*** - Time-limited work experiences that are subsidized and are in the public, private, or nonprofit sectors for individuals with barriers to employment who are chronically unemployed or have an inconsistent work history.

\*In certain instances, an OJT placement is the most appropriate method to secure employment for a participant. Staff must complete an appropriate assessment of participants chosen to participate in an OJT opportunity. Consider the skill requirements of the occupation, the academic and occupational skill level of the participant, and the participant's prior work experience preceding the execution of the training plan. These factors determine the length of the training plan.

Place the participant in an OJT opportunity that is consistent with the occupational goal of the participant's Employment Plan (EP). The frontline workforce staff is responsible for updating the EP as necessary. These include specific requirements addressing short and long-term goals as well as required documentation for addressing the identified skills gap.

At a minimum, the EP must contain:

- A short-term (training or employment) goal;
- A long-term (employment) goal that clearly documents the career pathway;
- Objectives required to meet the goals listed, and required training services (remedial, pre-requisites, skills, OJT, etc.);
- A justification of appropriateness for the short-term and long-term goals which:

- Is based on assessment information, an interview with the participant, and skills obtained from previous employment;
- Explains the skills gap that the EP is designed to overcome. “Skills gap” is defined as the significant gap between the skills required by the employer, and the current capabilities of the applicant; and
- Includes barriers to employment and/or participant needs, if applicable.

After the EP and Participant Assessment are completed, the frontline workforce staff also must consider:

- Will the participant learn new skills for the OJT position, or does the participant currently possess those skills;
- Is OJT the best strategy for the participant to learn these new skills, or is occupational skills training more suitable for the participant; and/or
- Can the participant obtain the position without reimbursement to the employer? If so, a direct job placement is appropriate, and OJT is not allowable.

**Unsubsidized Employment** – This service is work with earnings provided by an employer who does not receive a subsidy for the creation and maintenance of the employment position. Self-employment activities include individuals who have earned income.

- ***122 - SkillUp Employment*** - Used when a ABAWD or Voluntary participant tells staff they have some employment

**Supportive Services** – These services are entered when provider staff pay for a transportation or work related expense for a participant.

- ***141 - TRE*** – This service is entered for each transportation related expense that is paid for a participant.
- ***142 - WRE*** – This services is entered for each work related expense that is paid for a participant.

**Funding Codes** – These services are used to identify the funding source used for a participant.

- ***S10 - TANF*** – This funding source is used for participants between the ages of 16-24, 25 and older with children (includes non-custodial parents) or pregnant.
- ***S20 - FNS*** – This funding source can be used for any Food Stamp recipient.

## SUPPORTIVE SERVICES

Supportive Services are defined as those services necessary to enable an individual to participate in activities authorized under SkillUP. Supportive Services should be made available to assist customers in removing or reducing barriers to participate in SkillUP activities.

A Statewide Supportive Service policy has been established that all SkillUP providers must follow when providing supportive services with TANF or FNS funding. Supportive Services may include transportation related expenses (TRE) and/or work related expenses (WRE). The extent of Supportive Services provided will vary based on the customer's needs and available resources.

Supportive Service payments are requested individually for specific needs. Supportive Service payments are made on a case-by-case basis only when determined necessary and reasonable. All supportive services are considered *reimbursable* expenses and payment should never be made directly to the participant.

- If a participant is requesting WRE for car repairs, the provider should pay the auto service directly for the repairs, not the participant. Payments should be made directly to the vendor providing the service or for a voucher.
- If a participant needs clothing for an interview, the provider can provide vouchers for a clothing store, do not give participants cash or gift cards for these items.
- TRE payments can be in the form of bus passes, gas cards or reimbursements, but TRE is only for the cost of transportation to and from the training or work activity and staff are responsible for verifying participation in the training or work activity.

A statement that a customer "needs" a Supportive Service will not justify the payment of these expenses (i.e., Customer states he needs tools for work). Payment cannot be authorized on a statement alone; but instead, must be related to the SkillUP service; based on customer need; and other resources must be sought first.

Supportive Services are only to be provided to customers who:

- Are participating in an allowable SkillUP service(s); and
- Are unable to obtain Supportive Services themselves or via their support network; and
- Are unable to obtain Supportive Services through other programs including community agencies that provide these services; and
- Demonstrate a need for assistance to enable participation in SkillUP services.

The Provider's determination of financial need must be documented through case notes in MoJobs. Because the payment process includes a review of these notes, it is imperative that they are clear, concise, and complete. Failure to properly document the case note in MoJobs may result in delayed payment or non-reimbursement.

Case notes regarding Supportive Service payments must include at a minimum all of the

following:

- The type of Supportive Service paid (e.g., TRE, WRE);
- The amount of Supportive Service paid;
- The timeframe for which the Supportive Service was paid;
- The justification of need for the Supportive Service; and
- Lack of other community resources.

In all cases, staff must review case notes prior to making any Supportive Service payments to avoid duplicate payments and ensure all payments are reasonable and necessary.

### **Transportation Related Expenses (TRE)**

SkillUP participants engaged in an allowable employment, education, or training service may receive mileage reimbursements, gas cards or bus/train passes to pay for necessary transportation expenses. Mileage will be calculated based on the round trip mileage from the participant's home directly to the training/work facility and back using a web-based mapping service such as Google Maps, MapQuest, Yahoo Maps, or a similar service. Partners within each region should align TRE policies to ensure all participants in the region receive TRE reimbursements at the same rate.

TRE payments are allowable only when a transportation cost is incurred and a need is demonstrated. TRE payments may not exceed \$15 per day. TRE payments are not an entitlement, but rather assistance for participants to engage in allowable activities. TRE payments are issued only for the dates and times a participant is attending a work or training activity. There is no limit on the amount of TRE paid for a participant, but all TRE payments must be reasonable and necessary.

Participants enrolled in an educational program or training must submit the completed Weekly Claim for Transportation Related Expenses form. Participants in SkillUP, who are engaged in employment, must provide documentation to verify the days worked, such as payroll records or other documents from the employer showing the days worked. Verification documents must be obtained prior to payment.

If another organization pays transportation costs to a participant, TRE funds are used only to supplement that reimbursement up to the maximum \$15 per day (i.e. another agency pays \$5.00 per day transportation, the participant is eligible to receive \$10.00 per day from TRE if all other criteria are met.) Participants can only receive the maximum allowable \$15 per day if their transportation costs are equal to or greater than \$15. TRE payments cannot exceed the costs incurred for transportation expenses.

Staff will enter the 141 TRE service in MoJobs each time TRE has been paid for a participant. Provider agencies can choose how often they pay out TRE (i.e. daily, weekly, monthly), and should keep any required documentation for these payments in the case file. SkillUP funds cannot be used to pay transportation expenses associated with "self-directed" job search.

*Note: Payment of transportation related expenses is contingent on available funding.*

## **Work Related Expenses (WRE)**

SkillUP participants engaged in an allowable employment, education, or training service may receive WRE if the expense meets all of the general Supportive Service eligibility criteria listed above and required in order to complete the necessary functions to perform a job or training. An example of an expense would be dress clothes or dress shoes for an office job.

WRE payments are paid only when a need is demonstrated. WRE payments are not an entitlement, but rather assistance so participants can participate in allowable activities.

The maximum amount of WRE that can be approved by a Case Manager is \$750 in a 12-month rolling period. The 12-month rolling period begins immediately upon the first authorized payment of WRE. If circumstances require additional WRE within the 12-month rolling period, the Supervisor of the Case Manager has the capability of approving up to \$1,500 for the 12-month rolling period. Approval of any amount above \$1,500 requires approval from FSD.

**Example:** Ms. C. began participating again in work activities on 07/22/14.

On 10/25/14, a \$700 car repair was provided. On 01/16/15, the participant is in need of a uniform and shoes totaling \$125. This will place Ms. C. over the \$750 amount that the Case Manager can approve, therefore, the WRE Supervisor Approval form will be submitted to her supervisor.

Discuss with the participant the necessity of the expense. Ensure that the participant has exhausted all other resources before considering WRE. Determine the participant's capability to contribute to the expense. Refer to the Work Related Expense chart below for a list of allowable and unallowable work related expenses.

The provider must maintain WRE payment records which includes at a minimum:

- Name, DCN, and Social Security Number of the person receiving WRE,
- Name of vendor receiving payment,
- Date of payment, Amount of payment, and Method of payment

*Note: Payment of work related expenses is contingent on available funding.*

SkillUP funds **cannot** be used to pay the following expenses:

- Automobile Purchase
- Student Loans
- Drug or Alcohol Counseling or Therapy
- Mental Health Services

*Do not* use SkillUP funding to pay for participant reimbursements if the participant receives other funds identified to cover those costs. Examples of other sources of funding include but are not limited to Federal Financial Aid, grants, scholarships, private payments, etc.

**Job Retention Supportive Services**- An agency can provide supportive services to employed participants to assist in achieving satisfactory performance, and increasing earnings over time. It is each provider's responsibility to track those that are participating in the program to determine if they have obtained employment.

The following must be completed prior to requesting payment for retention services:

- Participants *must* provide verification of employment to the provider.
- The Providers must send an FS-5 with section WORK ACTIVITY #1 completed to FSD.
- Participant *must* verify their employment monthly to receive continued retention services.
- The person requesting assistance must have been enrolled in SkillUP prior to obtaining employment (job is not required to directly relate to SkillUP).
- Services can be provided for a maximum of 90 days from the 1<sup>st</sup> day of employment.
- Subsequent job retention services cannot be for the same company.

## Work Related Expense Chart

Providers must use the most cost effective service and only be provided so the participant can gain employment. Supportive Services must be necessary, reasonable and cannot have another possible source of funding. Supportive services are only allowed to support employment and training activities. Providers are not required to provide all services listed; providers should follow their own policies on the type of services provided. Participant needs to pay as much as he/she can.

<b>Work Related Expenses</b> ✓=Allowable X=Not Allowable			
<b>Items</b>	<b>Explanations</b>	<b>TA allow. funds</b>	<b>FNS funds</b>
Automobile repair(s)	<ul style="list-style-type: none"> <li>• Used for the primary vehicle owned by the participant. The service provider must request proof of ownership (i.e.: a title), proof of insurance, and a valid driver's license.</li> <li>• On a case-by-case basis, it can be used for a vehicle the participant will ride in or drive to fully participate in work activities: <ul style="list-style-type: none"> <li>○ This should be carefully investigated as to why the participant cannot obtain his/her own vehicle (i.e. doesn't have driver's license, etc.) or other transportation.</li> <li>○ Verify this will be a long-term solution or lead to a long-term solution (i.e. If WRE of \$50 puts brakes on the mother's car, the participant will have transportation for three months at which time the participant will get their income tax and purchase a used automobile.)</li> <li>○ The owner of the vehicle must provide proof of ownership, proof of insurance, and a valid driver's license if the owner is transporting the participant.</li> <li>○ Owner of the vehicle must sign a statement that he/she will give this person rides as needed to participate in work activities or allow the participant to drive the car for a certain period of time.</li> </ul> </li> </ul>	✓	✓



	<ul style="list-style-type: none"> <li>Two-parent households: if both parents are fully participating or agree to fully participate, the WRE can be combined to make repairs.</li> <li>For repairs over \$100, or if staff question the cost, the participant must submit three estimates for the cost of the repairs. It is left to the discretion of the service provider if the estimates must come from certain vendors that may be more reasonable in cost.</li> <li>WRE funds can be used to purchase automobile parts to be installed by someone other than an auto repair shop; however, the case manager should verify the individual who will install the parts is qualified to do the type of work required.</li> <li>The mechanic or other authorized person should verify, to the best of his/her knowledge, this repair(s) will make the vehicle operable and is not just a short-term fix.</li> <li>Diagnostic testing is allowable if the mechanic is unsure of the problem and there is no way to determine the cost unless this is completed.</li> </ul>		
Bicycle or Bicycle Parts	<ul style="list-style-type: none"> <li>Allowable if used for transportation for work activities.</li> </ul>	✓	✓
Car Insurance	<ul style="list-style-type: none"> <li>Allowable up to three months for full coverage insurance total per 12 month period (if the participant only needs liability, this is acceptable) since he/she will likely need other supports for going to work or school.</li> <li>Encourage the participant to pay a portion of the insurance as he/she will have to make the payments in the future.</li> <li>Only pay one month at a time to verify full participation is met.</li> </ul>	✓	X
Childcare Registration Fees	<ul style="list-style-type: none"> <li>Does not count toward the annual limit.</li> <li>Provider does not have to be licensed or registered to request this fee; however, the childcare provider must have a written policy requiring this fee for all families.</li> </ul>	✓	X

<b>Items</b>	<b>Explanations</b>	<b>TA allow. funds</b>	<b>FNS funds</b>
College Application and Entry Test Fees	<ul style="list-style-type: none"> <li>Allowable for short-term training less than a year.</li> </ul>	✓	✓
College Fees	<ul style="list-style-type: none"> <li>Participant has an unpaid fee from a college that must be paid in order to enter a training program (e.g. Lab Fee of \$150).</li> <li>The participant is unable to resolve with the college on their own.</li> <li>This does not include student loans.</li> </ul>	✓	<b>X</b>
Criminal Background Check, Drug Testing and Fingerprints	<ul style="list-style-type: none"> <li>Must be required by the employer for all employees in order to participate in a work activity.</li> </ul>	✓	✓
Dental and Vision Expenses	<ul style="list-style-type: none"> <li>Participant must provide documentation that this will not be covered by MO HealthNet or private health care (i.e., statement showing not eligible for MO HealthNet; denial per dentist/doctor office; etc.).</li> <li>Cannot be used for another participant, even if he/she is married to this person.</li> <li>Includes basic dental cleaning, vision exams and low cost glasses.</li> </ul>	✓	✓
Driver's License Fees	<ul style="list-style-type: none"> <li>Per the Missouri Department of Revenue, the length of the license and the fee associated with it depends on driver's age: if the driver is under or over 20 years of age.</li> </ul>	✓	<b>X</b>
Licensing Fees (Including Safety Inspection & Transfer Fees)	<ul style="list-style-type: none"> <li>Only allowed for a one-year period.</li> </ul>	✓	<b>X</b>
Legal costs, fees or fines	<ul style="list-style-type: none"> <li>Over \$150 per calendar year requires FSD approval.</li> </ul>	✓	<b>X</b>
Mental Health Services		<b>X</b>	<b>X</b>

<b>Items</b>	<b>• Explanations</b>	<b>TA allow. funds</b>	<b>FNS funds</b>
Mortgage Payments	<ul style="list-style-type: none"> <li>• Can be paid in extenuating circumstances for short-term emergencies.</li> <li>• Participant must provide documentation (i.e.: bill, loan, etc.) showing this is his/her responsibility.</li> </ul>	✓	X
Personal Computers	<ul style="list-style-type: none"> <li>• Need must be documented</li> <li>• Must align with EP</li> </ul>	✓	X
Personal Hygiene Items	<ul style="list-style-type: none"> <li>• Purchase of a reasonable amount of items: <ul style="list-style-type: none"> <li>◦ Soap</li> <li>◦ Deodorant</li> <li>◦ Toothpaste and mouthwash</li> </ul> </li> </ul>	✓	✓
Personal Property Taxes	<ul style="list-style-type: none"> <li>• Done on a very limited basis, (i.e.: the participant has to pay the taxes to obtain/license a vehicle).</li> <li>• Only includes personal property tax for the vehicle needed for transportation and does not include payment for other vehicles, a house, etc.</li> <li>• If there is more than one vehicle on the property tax, verify the participant has the money to pay the rest of the bill and go with him/her to pay it, or have them mail the payment from the office, etc.</li> </ul>	✓	X
Phone Cards	<ul style="list-style-type: none"> <li>• Participant must use the card exclusively for activities that lead to self-sufficiency.</li> </ul>	✓	X
Rent/Utilities	<ul style="list-style-type: none"> <li>• Can be paid in extenuating circumstances for short-term emergencies.</li> <li>• Participant must provide a copy of the lease agreement with his/her name as the person responsible for payment.</li> </ul>	✓	✓
Sales Tax	<ul style="list-style-type: none"> <li>• Do not use for sales tax on the WRE purchase as the WRE item(s) is tax exempt.</li> <li>• Provide the appropriate tax-exempt documentation so sales tax is not charged.</li> </ul>	✓	✓
SATOP Class	<ul style="list-style-type: none"> <li>• Can be paid when this is a condition for the participant to get his/her license back.</li> </ul>	✓	✓
Startup Costs or Operational Costs for a business	<ul style="list-style-type: none"> <li>• Requires FSD approval</li> <li>• Tools, supplies, etc. necessary. For example, rakes, gas, shovels for lawn care business.</li> </ul>	✓	✓

<b>Items</b>	<b>Explanations</b>	<b>TA allow. funds</b>	<b>FNS funds</b>
Student Loans		<b>X</b>	<b>X</b>
Union Dues	<ul style="list-style-type: none"> <li>Limited to once per union membership. Example: A participant joins a carpenter's union, the fee can be paid. Later the participant joins a HVAC union, the fee can be paid. However, it cannot be paid to the carpenters union twice even if it is for different periods of time.</li> </ul>	✓	✓
Work and/or School Supplies	<ul style="list-style-type: none"> <li>Work tools required by the employer.</li> <li>School supplies if required for the class.</li> <li>Computer software required for a specific class.</li> <li>Text books if required for the class.</li> </ul>	✓	✓
Work Clothes, Uniforms and Shoes	<ul style="list-style-type: none"> <li>WRE funds are not intended to purchase an entire wardrobe.</li> <li>Necessary clothing should be purchased at the most reasonable price.</li> <li>There is not a stipulation on how many of any piece of clothing may be purchased since this is case specific and there are many possible combinations of needs.</li> <li>Uniforms must be required and not provided by the employer.</li> </ul>	✓	✓

<b>Transportation Reimbursement Costs</b> ✓=Allowable X=Not Allowable			
<b>Items</b>	<b>Explanations</b>	<b>TA allow. funds</b>	<b>FNS funds</b>
Gas Cards, Mileage and Bus Passes	<ul style="list-style-type: none"> <li>Participant must submit weekly claim for expenses.</li> <li>Participants must supply documentation to verify expenses.</li> <li>Maximum is \$15 per day.</li> </ul>	✓	✓

## **PARTICIPANT EMPLOYMENT**

**Job Placement** – Any training or education completed by a participant should lead to sustainable employment, therefore, it is expected that providers will assist participants with job placement. Providers should establish relationships/agreements with other agencies, providers and/or employers to provide job placement services once a participant has completed educational or training services.

All employment information must be entered into MoJobs regardless if the provider placed the participant with the employer. If the participant obtains employment and still receives benefits, the provider should continue to assist them in obtaining promotions or additional employment to achieve self-sufficiency.

*Note: Providers will not identify Food Stamp recipients as such when placing them with an employer.*

### **Will Employment affect Food Stamp benefits?**

When a SkillUP participants obtains a job, the effect on their benefits should be discussed.

- Food Stamp benefits will be reduced by \$1.00 for every \$3.00 earned.
- Additional tax benefits may be available. For more information, the client can go to <https://www.irs.gov/credits-deductions/individuals/earned-income-tax-credit>.
- If a participant is receiving childcare assistance childcare benefits may not necessarily end due to employment. The client may continue the same childcare benefits or they may be eligible for child care benefits at a reduced rate. Applications are available online at <https://dss.mo.gov/fsd/child-care.htm> or call 1-855-373-4636.
- If the participant has received MO HealthNet for Families for at least three months of the last six months, and are employed, they may qualify for transitional benefits for up to a year. Information is available at <https://mydss.mo.gov/healthcare> or call 1-800-392-2161.
- Child Support orders can be discussed at 1-866-313-9960.
- If a participant is receiving Rehabilitation Services for the Blind, they still may be eligible after employment. More information is at <https://dss.mo.gov/fsd/rsb> or call 1-800-592-6004.

## **LABOR MARKET INFORMATION**

Labor Market Information is all the quantitative data, like numbers and statistics, and qualitative information, or the personal stories to support the data, related to employment and the workforce. The goal of LMI is to help customers make informed plans, choices, and decisions for a variety of purposes, including business investment decision making, career planning and preparation, education and training offerings, job search opportunities, hiring, and public or private workforce investments. The Missouri Economic Research and Information Center (MERIC) houses the labor market information for the state of Missouri.

### **Missouri Economic Research and Information Center**

The Missouri Economic Research and Information Center researches and provides analyses on the Missouri workforce. MERIC houses data from Workforce Development, Economic Development and Labor Information and utilizes this data to study economic trends, targeted industries and labor markets. The website provides information on Economic Indicators, Industry Standards, Occupational Studies, Regional Information and Community Issues. Providers may access labor information in specific regions in order to assist participants finding employment opportunities in their area. The MERIC website also provides access to the Missouri Career Pathways which should be utilized when assisting participants with developing career goals.

Providers can access the MERIC website here: <https://www.missourieconomy.org/index.stm>

### **Career Pathways**

Career Pathways are a sequence of training and education programs that are designed to develop a person's academic and technical skills. MERIC has prepared research and resources for Career Pathways. A series of pathways on 10 industry groups provides information on several career paths within each industry. Each Career Pathway begins with a series of quick facts on the number of employers and workers in the industry and the average wage.

Career Pathways are part of all industry groups, so the same common definition of career pathways introduces the concept for all industries. Industry specific information such as details of the industry sector, its historic and projected growth, and importance to the state are described in the Why Have a Career section.

When placing participants in the SkillUP program and an allowable service(s), providers should ensure that Career Pathways are incorporated into the participant's employment plan. Career Pathways should combine rigorous and high-quality education, training, and other services that:

- aligns with the skill needs of industries in the economy of the State or regional economy involved;
- prepares an individual to be successful in any of a full range of secondary or postsecondary education options, including apprenticeships;
- includes counseling to support an individual in achieving the individual's education and career goals;
- includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;

- organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable;
- enables an individual to attain a secondary school diploma or its recognized equivalent, and at least 1 recognized postsecondary credential; and
- assists an individual enter or advance within a specific occupation or occupational cluster.

Providers may access Missouri Career Pathways here:

[https://www.missourieconomy.org/occupations/career\\_pathways.stm](https://www.missourieconomy.org/occupations/career_pathways.stm)

## **MoSCORES**

MoSCORES is a website that allows the user to find secondary education programs and provides additional information on program costs, program student demographics, graduate outcomes, and allows the user to compare programs. The site also allows users to search for non-credit programs listed in the state's ETPS. This website is a useful tool in finding a variety of education and training opportunities for participants in all regions throughout the state.

Providers may access MoSCORES here: <https://scorecard.mo.gov/scorecard/Search>

## **MONITORING**

Monitoring is necessary to ensure federal funding is being used for its intended purpose and outcomes, and to ensure the programmatic rules are being followed. Providers are subject to self-monitoring, FSD monitoring and FNS monitoring.

Each site must conduct self-monitoring on 20% of their cases. A template for a monitoring tool can be found on the [provider portal](#).

Contractors will receive an on-site visit to review cases and office procedures. This monitoring may include, but is not limited to; auditing of participant case files, (electronically or on-site), review of fiscal records and surveying of Providers and/or participants.

In addition, providers have monthly focused case reviews. These reviews target a specific component or requirement to see that it is being correctly completed.

Monitoring will review multiple aspects of each case including:

- Employment plan
  - Does the participant have a career pathway?
  - Are there short and long term goals with objectives attached to each?
- MoJobs Entries
  - Are all required services complete and correct?
  - Do the services in MoJobs align with the EP?
  - Are case notes complete and concise?

## **BUDGETS**

You must submit all budgets on the DSS/FSD approved budget form, with specific line items and calculations. Budgets are due to us on June 15 for our review. Your budget and allocations are only approved after FNS approves our written state plan and budget.

A variance of more than 15% for each line item requires a contract modification. You must submit all budget or contract change requests as soon as possible to the appropriate program manager.

*For CBO Providers* - Submit budget or contract change requests to [FSD.E&TInvoices@dss.mo.gov](mailto:FSD.E&TInvoices@dss.mo.gov). DSS/FSD contracts and fiscal units will review all changes for final approval.

*For College Providers* - All budget or contract change requests must be submitted in accordance with the MCCA contract with DSS/FSD.

### **Cost Allocation**

All Providers must provide a cost allocation plan along with their budget every federal fiscal year. You can choose to either:

1. Use the in-direct cost rate to cover the common costs, or;
2. Use the cost allocation plan to cover the common costs.

It is important to know you can only use one allocation method for the SkillUP program. If you choose to have the in-direct cost rate in your budget, then you must submit a copy of the letter with the cost allocation plan. You must allocate all payroll/admin costs (for example, fringe benefits) through the same method chosen.



## INVOICING FOR PAYMENT FROM FSD

Providers will submit a monthly invoice on the date referenced in the contract or MOU. An invoice template specific to the Provider agency and specific funding type, will be provided by FSD, which must be used when invoicing for services provided. Invoices submitted by email must be sent by encrypted email. Providers will invoice per participant for actual costs and include a service list with the invoice

FSD reserves the right to hold payment if all required information is not submitted with the monthly invoice or if the information submitted is not sufficient. FSD reserves the right to deny payment if invoices are not received timely or if the invoices are incorrect/missing information. FSD will notify the Provider if the information submitted is not acceptable.

### **Invoices**

*All invoices submitted must include the following:*

- Contract or MOU Number;
- Contractor's name, address and telephone number;
- Month for which services are being invoiced;
- Unique invoice number;
- Services provided and total cost of services; and
- Contractor staff costs, showing name, salary with fringe, hours worked on SkillUP activities, broken out by travel, monitoring and program administration.

Invoices should be submitted to: [FSD.E&TInvoices@dss.mo.gov](mailto:FSD.E&TInvoices@dss.mo.gov)

Invoice templates are available on the [provider portal](#).

### **Monthly Program Reports**

Monthly program reports must be submitted by the fifteenth (15<sup>th</sup>) of the month following the month in which the services were provided and be submitted to:

[FSD.E&TInvoices@dss.mo.gov](mailto:FSD.E&TInvoices@dss.mo.gov). The monthly program reports must contain the following and should be run from MoJobs;

- Participant name;
- Services that volunteers were enrolled in;
- Services that ABAWDs were enrolled in;
- Supportive Service payment type (TRE/WRE)

Report templates are available on the [provider portal](#).

## **DEFINITIONS**

### **Able Bodied Adult without Dependents (ABAWD):**

An 18-49 year old Food Stamp benefit recipient and:

- 1) Does not have a child(ren) in the household under age 18; or
- 2) Is not disabled, pregnant, or required to care for an ill or incapacitated household member full-time.

### **ABAWD Training/Work Requirement:**

An ABAWD must participate in an allowable SkillUP Service or a combination of work and a qualified training program for 80 hours per calendar month during a fixed 36-month period, or they will no longer be eligible for Food Stamp benefits after a three (3) month non-compliance period.

### **ACF:**

The Administration for Children and Families is a division of the US Department of Health and Human Services (HSS) which provides funding and oversight for the TANF grant.

### **Assessment:**

Evaluations of each individual's employment history, education, support system and basic skills. This evaluation will include a discussion regarding experience and interests to form an employment plan. This assessment is in addition to the Workforce Innovation and Opportunity Act (WIOA) Career Services Registration which is used on an as needed basis.

### **CBO:**

Community Based Organization. Community based organizations are nonprofit groups that work at a local level to improve life for residents.

### **Component:**

A service, activity, or program designed to help Food Stamp recipients gain skills, training, or work experience that will increase their ability to obtain regular employment and achieve self-sufficiency. Qualified components include: staff assisted job search, non-staff assisted job search, job search training, unsubsidized employment, work-based learning, vocational training and education, in kind work, entrepreneurial training and job retention services.

### **Confidential Information:**

Information that is exempt from disclosure to the public or other unauthorized persons; including, Personal Identifiable Information (PII) and Personal Health Information (PHI).

### **Division of Workforce Development:**

The Division of Workforce Development (DWD) or the Department of Economic Development of the State of Missouri or its agent.

### **Eligible Training Provider System (ETPS):**

The Missouri ETPS provides customer-focused employment and training resources.

**FNS:**

The Food and Nutrition Service is an agency of the US Department of Agriculture (USDA) which provides funding and oversight for SNAP.

**Food Stamp Recipient:**

An adult aged 16 and older who is receiving assistance through the Food Stamp program from the FSD through the USDA Supplemental Nutrition Assistance Program.

**Intensive Advising:**

A form of advising that expands beyond traditional academic advising to include building relationships with students, making contact frequently with students and faculty and providing referrals to resources for which the student qualifies and can benefit.

**Intensive Case Management:**

A service used when the participant is unable to obtain self-sufficiency and needs additional assistance. This type of service will generally take a family based approach with the goal of assisting the person in meeting basic needs to go onto services. This may be combined with services and includes assessment beyond WIOA career registration services. This does not count toward the ABAWDs eighty hour training/work requirements, unless the participant is concurrently enrolled in another service.

**Learning Management System (LMS):**

DWD's system that houses trainings for DWD staff as well as a confidentiality test all SkillUP providers must complete prior to accessing MoJobs.

**MCCA:**

Missouri Community College Association. MCCA connects Missouri's community colleges to share ideas and common goals.

**METP:**

The Missouri Employment and Training Program now referred to as SkillUP provides SNAP recipients educational, training and work opportunities to improve employability and decrease dependency on public assistance programs.

**MoJobs:**

The DWD's case management system. All SkillUP participants and their information, including services they are participating in, are recorded in this system.

**MWA:**

Missouri Work Assistance (MWA) is Missouri's case management program for all Temporary Assistance (TA) participants age 18 or older and teen parents under age 18 to begin self-sufficiency planning. An Individual Employment Plan (IEP) is mandatory for every Temporary Assistance recipient who is not exempt from work requirements.

**Non-Work Month:**

Any month when a mandatory ABAWD participant is receiving a full month of Food Stamp benefits and is not complying with the monthly work/training requirement.

**Participant:**

A Food Stamp recipient who is an ABAWD or volunteer and is participating in an allowable service.

**Personal Identifiable Information (PII):**

Information identifiable to any person, including, but not limited to, information that relates to a person's name, health, finances, education, business, use or receipt of Food Stamps or other activities, addresses, telephone numbers, Social Security numbers, driver license numbers, other identifying number and any financial identifiers.

**Provider:**

A Community Based Organization, Community College, or other governmental entities that are providing services through SkillUP.

**SNAP:**

The Supplemental Nutrition Assistance Program funded by the Food and Nutrition Service (FNS). In Missouri, this is known as the Food Stamp program.

**Supportive Services:**

Services such as transportation and other participant reimbursements that assist participants in removing barriers to employment. Support services can include case management, early intervention, career counseling, participant reimbursements, referrals to additional programs and services. A participant must be in a qualifying service to receive these services.

*Note: Payment of supportive services is contingent on available funding.*

**TANF:**

The Temporary Assistance for Needy Families grant funded by the Administration for Children and Families (ACF).

**Transportation Related Expense (TRE):**

Individuals enrolled in allowable services are eligible to receive these payments, when they are successfully participating in a service requiring transportation related expenses. Participants are required to complete the Weekly Claim for Transportation Related Expenses form DWD-PO-605 and provide verification of need prior to reimbursement or payment.

*Note: Payment of TRE is contingent on available funding.*

**Volunteer:**

A Food Stamp participant who is not an ABAWD who elects to participate in SkillUP.

**Workforce Innovation and Opportunity Act (WIOA) Career Service Registration:**

An introduction and orientation to engage the participant in services designed to accomplish the purpose of the Employment and Training program. This is recorded in DWD's case management system. Each SkillUP participant must:

- Complete a Wagner-Peyser application and a SNAP application;
- Complete an initial skills assessment;
- Receive an orientation to Job Center services;
- Be provided Labor Market Information;
- Begin an Employment Plan; and
- Complete a MoJobs resume.

**Work Related Expense (WRE):**

Individuals enrolled in allowable services are eligible to receive these payments, when they are successfully participating in a service requiring work related expenses. Work related expenses may include clothing, shoes, uniforms, tools and other necessary items.

*Note: Payment of WRE is contingent on available funding.*

## 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)

SkillUP Eligibility and DCN Verification Form:

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

FS-5/DWD-PO-608, DWD-PO-609, Job Search Log, ABAWD Hours Reported Log and WIOA Career Services Form:

➤ [ABAWD1@ip.sp.mo.gov](mailto:ABAWD1@ip.sp.mo.gov)

## RESOURCES

- 1.) SkillUP website: <https://mydss.mo.gov/food-assistance/missouri-employment-training-program>
- 2.) Provider Portal: <https://dss.mo.gov/skillup-provider-portal/>
- 3.) FNS E&T Policy & Guidance: <https://www.fns.usda.gov/snap/et-policy-and-guidance>
- 4.) Family Support Division website: <http://dss.mo.gov/fsd/>
- 5.) All FSD SkillUP forms are located at:  
<http://dss.mo.gov/fsd/formsmanual/volume1/index.htm>.
- 6.) All DWD forms related to SkillUP and MoJobs are located at:  
<https://jobs.mo.gov/dwdprograms>
- 7.) The User Guide for the SNAP Module: <https://app-jobs.mo.gov/admin/>
- 8.) DWD Support: [dwdsupport@ded.mo.gov](mailto:dwdsupport@ded.mo.gov)
- 9.) LMS: <https://molearning.csod.com>
- 10.) MoJobs Training: <https://training-app-jobs.mo.gov/vosnet>
- 11.) MoJobs Production <https://app-jobs.mo.gov/vosnet>
- 12.) Career One Stop: <https://www.careeronestop.org>
- 13.) Disability Calculator for Employment or Education: <https://mo.db101.org/>

All FNS nutrition assistance programs must post the following Nondiscrimination Statement –

*In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.*

*Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.*

*To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-*

*3027) found online at: [www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by mail:*

*U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;  
Fax: (202) 690-7442; or  
Email: [program.intake@usda.gov](mailto:program.intake@usda.gov).  
This institution is an equal opportunity provider.*