

## SkillUP Provider Handbook Updates FFY22

1. “Food Stamps” changed to “SNAP” (Supplemental Nutrition Assistance Program) throughout the document.
2. “FSD” changed to “DSS/WIT” when referring to Workforce Initiatives Team (SkillUP) staff. FSD is still used when referring to staff that process SNAP applications.
3. “Recipient” changed to “participant” throughout the document.
4. Links to the Provider Portal has been updated to the new site: <https://dss.mo.gov/employment-training-provider-portal/>
5. **Pg. 4:** Complete the “Training Registration Form” located on the provider portal for any training request.
6. **Pg. 8:** clarification on supportive services for ABAWDs: 50/50 funds can be used if available. Previous manual stated no providers had 50/50 funds, but some do now.
7. **Pg. 12:** If MoJobs is down, report the issue to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) (no longer submit ticket to DHEWD)
8. **Pg. 19:** Clarification on case management services:
  - a. Case management services can include, but are not limited to, comprehensive intake assessments, individualized service plans, progress monitoring, or coordination with service providers. Case management may include referrals to activities and supports outside of the SkillUP program, but providers can only use SkillUP funds for allowable components, activities, and participant reimbursements.
9. **Pg. 20:** Clarification on resumes:
  - a. Resumes can be completed during orientation, but are not necessarily required, as this will depend on the participant. For example; if someone is wanting assistance gaining employment (i.e. they already have the skills needed) the provider 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, the provider 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.
10. **Pg. 21:** Note on Intensive Case Management and time counting towards ABAWD hours:
  - a. Note: The time spent with an individual in Intensive Case Management can count toward ABAWD work requirements. For instance, if a case manager determines an individual could benefit from a parenting skills class, the case manager can identify resources in the community and refer the individual to parenting skills classes as part of E&T case management. However, the time an individual spends attending parenting skills classes is not an allowable E&T activity, and thus cannot count toward the ABAWD work requirements.
11. **Pg 29:** Access Requests:
  - a. A new access request form must be submitted if you lost access due to failure to log in every 30 days.
  - b. If you need a password reset email [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov)
12. **Pg. 32:** link added for more information on how to become an ETPS provider:  
<https://jobs.mo.gov/community/missouri-eligible-training-provider-system>
13. **Pg. 36:** More detail regarding Supervised Job Search
  - a. This service can be conducted in person or virtually including, but not limited to, websites, portals, or web applications to access supervised job search services. Agencies are encouraged to offer a variety of locations and formats to best meet participant needs, and to the extent practicable, allow participants to choose their preferred location. Supervision must be provided in person or remotely in such a way so as to best support the participant and can include activities like job search coaching, review of job search activities, and guidance on how to best target participant job search activities
14. **Pg. 44:** Supportive Services clarifying language added:
  - a. Supportive services **cannot** be used to support a participant’s regular employment, only employment that is obtained after a participant has enrolled in SkillUP. However, if an employed participant enrolls in a training or other countable activity and needs supportive services while completing those activities

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that is acceptable. Staff would enter the 122 service as an indicator that supportive services are allowable.

15. **Pg. 45, 46, and 47:** Providers should upload supporting documentation for supportive services, TRE, WRE, in the MoJobs System.
16. **Pg. 47:** Clarification regarding job retention services must be provided for a minimum of 30 days:
  - a. SkillUP providers must make a good faith effort to provide at least 30 days of job retention services to participants enrolled in the job retention component. Providers can demonstrate a good faith effort in a number of ways including, making a reasonable number of attempts to contact a participant, discussing the 30 day minimum requirement with the participant at the outset, or outlining specific steps the provider or the participant will take over the next 30 days to maintain a job. Providers must document that a reasonable effort was made for each job retention participant.
17. **Pg. 51:** Supportive services chart; Personal computers, laptops, and tablets can now be paid for with FNS 50/50 funds.
18. **Pg. 58:** Email Quick Reference Guide and Resources updates:
  - a. Questions for MWA  
[FSD.E&TIquiry@dss.mo.gov](mailto:FSD.E&TIquiry@dss.mo.gov)
  - b. Questions for SkillUP and Success Story Submission:  
[SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov)
19. **Pg. 62:** clarification on resumes (same as page 20)
20. **Appendix C:** Removed providers that are no longer providing SkillUP services. If you do not see your agency, please let us know.