

Weekly Partner Meeting Minutes
January, 14 2020 (10:30-11:30 a.m.)

Welcome

Housekeeping

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

Attendance/Roll Call (those present by agency, not individual)

Better Family Life MWA/SkillUP
ARCHS IGP/SkillUP
City of Springfield
FWCA
LINC
MCCA
MERS/Goodwill
Missouri CAN
ResCare
Southern Missouri Works Project (SMWP)

Workforce Development Boards

Kansas City and East Jackson
Northeast
St. Louis County
Southeast
Southwest

Other representatives?

Agenda Items

Partner Call Minutes

1. Did anyone NOT receive the minutes from the 12/17/19 partner call? None noted at this time.
 - a. Were there any questions or clarifications needed? None noted at this time.

Program Updates/New Reminders

1. **Client in office** - Staff should only send the SkillUP DCN Eligibility and Verification form with “client in office” in the subject line IF the client is actually in the office. It has come to our attention that staff are sending multiple requests to the FSD Agreements inbox within a 5-10 minute time frame. This puts an unnecessary burden on the staff and causes requests to be delayed.
2. **Adding Credentials to MoJobs** – Credentials in the MoJobs system refer to a diploma, degree, certificate, certification, or occupational license. These are the only types of documents that should be verified and uploaded in the Credential tab.
3. **Sending Employment Verification to FSD** – Documents (diplomas or certificates) that are uploaded to MoJobs are not sent to FSD. Any verification of employment including check stubs should be sent to ABAWD1@ip.sp.mo.gov along with the FS-5. Check stubs can be uploaded into MoJobs Employment Tab after the employer information has been added. **There will be more clarification on uploading documents/pay stubs on the next call.**
 1. Click on Verify
 2. Select Other Applicable Documentation
 3. Click on Upload
 4. Select Pay Check Stubs from the Document Description list
 5. Enter Check Stubs in the Document Tags
 6. Enter the Date Received
 7. Attach the document
 8. Click Save

4. **Gaps in MoJobs Services** – We receive a lot of requests to remove the exit date from cases that have closed due to a soft exit. You can run a report in MoJobs:
 1. Click Detailed Reports.
 2. Click Case Load
 3. Click Days Since Last Active Service
 4. Select the Program
 5. Select the Region/LWDB
 6. Select the Range (61-90 days for cases that will exit soon)
 7. Click Run Report

To prevent these cases from closing, staff must enter a countable service to the record. Please ensure staff are communicating with clients on a regular basis and if the client chooses to no longer participate, the case should be closed.

Listed are not countable services:

- 101 Orientation
- 103 Provision of info on training providers
- 107 Provision of Labor Market Research
- 118 Outreach & Intake
- 121 SkillUP Education
- 122 SkillUP Employment
- S03 Referred to Other Services
- WIB/WDB staff – S05, S07, S09, S12, S45, S46, S47

5. **Participants dropped from training** – It has come to our attention that the FS-5 is not being sent when participants drop from a training. If staff sent the FS-5 for an ABAWD to report a participant's training hours, staff must also send the FS-5 when the participant drops out of training and there isn't a plan to re-enroll or attend a different training. It is important to report this information as soon as possible, this could impact the participant's benefits.

Monitoring Update:

- a. Monitoring is doing focused reviews on SkillUP services and activities for the months of December and January. Look for the focused review spreadsheets to be sent out in early February.
- b. We are also currently collecting and compiling data for ABAWDS and want to remind everyone to make sure case notes are entered that explain the participant's eligibility when that participant is eligible for TANF funds. We are finding some errors that could have been avoided if staff had used the exclusion checklist. Please remind staff to use the exclusion checklist, as it is a great tool. You can find the list under MWA/SkillUP Staff Resources on the provider portal and we will attach the checklist to the minutes as well.
- c. We are still waiting on some contractors to provide their TRE/WRE policies. Please send them in to the E&T Monitoring email by January 31st.
- d. We will be conducting a workshop at the MAWD conference this year covering monitoring. We would like to offer partners the opportunity to send us their "wish list" of specific topics you would find helpful for us to cover. Please send them to the E&T Monitoring email by January 31st.

Update from Jeriane:

- a. Staff need to ensure they are watching their caseloads and entering activities timely as the SNAP application will exit if there are no countable activities entered in the past 90 days. If a case manager is unable to contact a participant or if the participant is unable to take part in any activities, the case manager should close the SNAP application.

- b. Looking at numbers outcome for FNS, need feedback, numbers are not matching up, is it because mass outreach went out? Thoughts on people entering employment from your specific program? You can email Jeriane if you think of anything. Looking at wage increase and benefit reduction, what do these things look like after exit? Overtime we would like to see wages need to go up and benefits need to go down.
- c. DOC project, working towards this, TANF is going to fund State Tech for those that are eligible pre-release, participant will come out with Microsoft certifications. Truck simulator is beginning Poplar Bluff in February pre-release. Work Engagement specialist will be going to community supervision centers, have discussion and take applications, then engaging providers to advise they are this person's point of contact.
- d. One of the WDU goals is to work with other divisions and departments to develop processes that impact the whole family.
- e. Data sharing is being worked on by the dept. of labor, trying to work on unidentified information going into the system and producing reports, Ohio has system that has all information on one person in one file, this helps with case management and prevent duplication of services.
- f. State of the State on 1/15/2020, will be recorded if you are unable to view live
- g. Resource parents of children in foster care, we have an intention to send out letters to those parents to notify them of all the different services available. Also want to advise about foster kids aging out of the system and what services there are for those young adults.
- h. WDU will be traveling around the state to observe providers and understand their processes, this is not a monitoring visit and you will be notified if they are coming. Also want to see how the FSD resource centers run in different areas. Need to see how these things work across the state
- i. Convening is being planned, no date selected at this time.

Update from Jennifer H. – FNS review discussion, FNS is coming in May to review the program they are asking for a lot of documentation from us. Org charts for a provider agency, list of every staff as an example. This is the most comprehensive request we have received from FNS. You will receive emails from Jennifer H. with subject being “E & T review”, please respond with urgency when a request is made. Getting audited for food and nutrition money, not TANF money. A very focused review will be done. We will work through any findings and resolve. The review is over 1st quarter of FFY 20, Oct-Dec 2019. Emails may come from Christina Lenger also. Call Jennifer H. if you have any questions. Everything has to be to FNS by 2nd week of February.

Training

1. SkillUp Training is scheduled in **Jefferson City** on the following dates:
 February 10-11
 March 9-11
 April 15-17
 May 5-7
 June 24-26
 Will be re-vamping the training to 3 day trainings, shooting for March as a target date.

Outreach

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

Partner Reports

- **BFL** – continuing to use list from FSD and referrals. We are working with career centers in all our locations. Dollar General Distribution and Ballpark village hiring events planned.
- **ARCHS** – 2 success stories, 24 year old single mom, got resume assistance and interview attire. Urban league hired her as a teacher’s aid in head start making 13.75. Individual referred by criminal justice ministries, served 14 year prison sentence, helped him secure a \$12 an hour position and is working on being self-sufficient.
- **City of Springfield** – continuing outreach, flyers going out with appointments trying to get individuals to come in on certain days.
- **FWCA**- recruitment activities, using FSD RC relocation to our same floor and setting up table there, had 2 individuals sign up. 3 participants completed bio-sciences/technology 90 day training, had perfect attendance. 1 is in an internship and 1 has 2 interviews with Mallinckrodt Pharmaceuticals. Job is \$15 an hour and believe they will be securing this employment. Following up with referrals from FSD.
- **LINC** – continue with outreach, organizing job fairs, working marketing ideas to reach out to the community
- **MCCA**- community colleges begin classes next week. Making updates to webpages to advertise SKILLUP. Training new staff at colleges, and working on outreach efforts.
- **MERS GOODWILL** – opened new adult high school in Columbia. Identifying new students that are eligible for SKILLUP and enrolling them. Presentations were done to some groups in December that resulted in some new enrollments.
- **MO CAN**- hiring new staff to help with outreach, started a walk-in Wednesday at a local library.
- **RESCARE**- continues to utilize the list from the state, started using text blasts, and distributed SkillUP flyers at holiday community events and actually having an increase of people having interest in the program.
- **SMWP** – new case manager, possible phlebotomy classes trying to get approved for several participants, 1 participant completed phlebotomy training and working at a hospital making 12.75 an hour. Participants completed welding, dental assistant and EMT training and 4 completed C.N.A training that are all working and 1 is bridging up to her LPN. Have been able to go on the radio to promote SKILLUP.
- **KC WDB**- outreach events in Nov and Dec, seeing more traffic due to that.
- **NE WDB**- going where the people are such as food banks and head start. Employer outreach and job fairs coming up in the spring to promote Skillup. Reverse job fairs being planned. The need to outreach list, emailed to request.
- **St Louis County WDB**- using list to do outreach, questions about participants exempt due to their age, individuals that are over 60, will be provided more clarification on this.
- **SE WDB**- very busy, several started in medical programs, 1 completed medical assistance, 2 completed LPN ready to take their boards. Several in truck driving school and 1 graduated with employment. 1 received their ASF in nursing accepted a full time job at local hospital making 23.41 an hour. New case manager started.
- **SW WDB** – has television segment with workforce Wednesday with local TV station, skillupnow.org is being used to direct people to more info on program, using advisory boards with the schools.

Please do not forget to utilize our reporting process. One person from each agency should email the following numbers using the template weekly. Please send completed templates to SkillUP.Missouri@dss.mo.gov. Numbers will be included with the bi-weekly meeting minutes.

YTD Number of Outreach Attempts	YTD Number of Actual Contacts	YTD Total Enrollments	YTD Number in Training	YTD Number Employed	Average Wages per Hour
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Questions or Additional Information

No further questions or information shared.

Meeting Close

Ongoing Reminders

1. Providers need to submit weekly numbers by emailing the completed template to the SkillUP.Missouri@dss.mo.gov. If templates are not received each week, weekly calls will resume.
2. Provider staff should always submit the FS-5 SkillUP Employment or Training Information Form to FSD **immediately** when a participant obtains employment.
3. Provider staff should use the Change Request Guidance when submitting change requests. **Please ensure entry of a case note prior to submitting, listing the details included on the request form.**
4. Please submit invoices and reports to the FSD.E&TInvoices@dss.mo.gov email rather than sending them to Shanese or Jessica directly. If they are out for an extended time this could cause a delay in receiving payment.
5. Please submit your success stories! When submitting these, please include a signed release and a photo with the client's story. If you cannot get a signed FSD release from the participant, please remove any personally identifying information. The FSD release form is available on the Provider Portal. Submit success stories to FSD.E&TInquiry@dss.mo.gov.
6. Please keep track of the number of individuals obtaining employment with the state (by region).
7. Please contact SkillUP.Missouri@dss.mo.gov with any staff that have attended SkillUP training but are no longer working with the program so we can terminate MoJobs access and have them removed from our distribution lists.

Email Quick Reference List

Training requests, Marketing Materials, Reactivations & MoJobs Change Requests:

SkillUp.Missouri@dss.mo.gov

Questions for MWA/SkillUP

FSD.E&TInquiry@dss.mo.gov

Monitoring Unit

FSD.E&TMonitoring@dss.mo.gov

Invoices

FSD.E&TInvoices@dss.mo.gov

DCN verifications

DSS.FSD.Agreements@dss.mo.gov

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

ABAWD1@ip.sp.mo.gov

Partners email distribution list

DSS.FSD.SkillUPPartners@dss.mo.gov