

Bi-Weekly Partner Meeting Agenda

December 3, 2019 (10:30am-11:30am)

Welcome

Housekeeping

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

Attendance/Roll Call (by agency, not individual)

Better Family Life MWA/SkillUP
ARCHS
City of Springfield MWA/SkillUP
FWCA
LINC
MCCA
MERS/Goodwill
MOCAN
ResCare
Southern MO Works Project
WDU Managers/PDS

Central
KC and East Jackson
Jefferson/Franklin
Northeast
Northwest
Ozark
St Louis City
St Louis County
Southeast
Southwest
St Charles County
West Central

Any other Representatives?

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.

Agenda Items

Partner Call Minutes

1. Did everyone receive and review the meeting minutes from the 11/5/19 partner call?
2. Were there any questions or clarifications needed?

Program Updates

1. Stacy
 - a. Provider Portal Updates :
 - i. SkillUP Handbook Revised 11/2019 was sent out 11/8/19 with highlights on revised sections, a document with key points in the updates was also sent out.
 - ii. Marketing Materials – descriptions are now posted. Requests for materials should be sent to SkillUP.Missouri@dss.mo.gov.
 - iii. FindTreatment.gov is a new resource for finding treatment for addiction.
 - b. SkillUP Participant Employment (FS-5):
 - i. The FS-5 Employment or Training Information Form within 2 days of the participant reporting employment, Non-timely reporting of this information to FSD could adversely affect the participant's SNAP case.
 - c. Encrypting Email:
 - i. Encryption Guidance has been posted to the Provider Portal. Instructions for non-state employees start on Pg. 6. Reminder to staff, do not forward encrypted emails as they cannot be opened by anyone else, send in a separate email encrypted
 - d. Objective Assessment Summary – Criminal History Tab:
 - i. Privileges have been updated so staff can enter information on this tab in the OAS
 - ii. Entering information regarding criminal history should not be referred to directly in the OAS, instead staff will make a generic statement and refer to the confidential hard file
 1. Household and Income Tab does not print
 2. Criminal Background Tab does not print
 - e. Weekly Partner Report update:
 - i. The Weekly Report Template was sent out to everyone 11/25/19
 - ii. First column is the number of participants that were enrolled in FFY 2019 and are still enrolled
2. Jeriane wished partners happy holidays, and appreciated their work.
 - Please share success stories. If possible, providers should include a release form as part of their orientation process.
 - Continue to send change requests. Follow the policy in the handbook.

- Food and Nutrition Services will monitor in May 2020. The monitoring unit may make their next focused review on determining if correct services have been entered?
 - An active SNAP application in MoJobs will close if no services have been entered in the last 90 days. If case management is being done, most cases will have services entered when case managers are checking in with their participants, which should be every 30-60 days. WDU is currently in the process of determining how many SNAP applications are active in MoJobs with no services entered in the last 60-90 days. Providers can run these reports as well. We will be looking at more data as this will be data driven to be able to show how the program is working on a high level for those persons who want to know.
3. Pam
 - a. Text Blast change. There will only be 122 characters allowed when sending text blast, which is a reduction from the original 160. The new company that will be sending text messages for IT requires a header and footer for each text blast which takes up the extra characters. If something does not meet the new criteria we'll reach out to you to make any necessary changes.
 4. Dione
 - a. Monitoring would like to request that contractors provide us with their current [MWA and SkillUP TRE/WRE policy by 12/16 and anytime they change](#). Please send these to FSD.E&TMonitoring@dss.mo.gov

Training

1. Upcoming SkillUP training dates
 - 12/17/19-12/18/19 Jefferson City
 - 01/09/20-01/10/20 Jefferson City
 - 02/10/20-2/11/20 Jefferson City
 - 03/10/20-03/11/20 Jefferson City
- Based on the results of the Provider Satisfaction Survey, will we be making some enhancements to our SkillUP training. Some changes could be requiring pre-work prior to in-person training, a 30 or 60 day follow-up after attending training, more MoJobs training based on "real" case scenarios and refresher courses. **Outreach**

1. Please ensure all participants complete the Outreach and Effectiveness Survey located at: <https://riskanalysisunit.wufoo.com/forms/et-engagement-effectiveness-survey/>. A copy of the most recent results are attached to the email.
2. Please email SkillUp.Missouri@dss.mo.gov if your agency needs outreach/marketing materials. When requesting the materials, please make sure you provide your entire mailing address. There have been some materials returned due to the address not having a suite number. As a reminder, we cannot send to PO boxes. It must be a physical address.

3.

Partner Reports

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.

Partner updates

Better Family Life MWA/SkillUP- Outreach continues. Continue to use referrals from FSD and the outreach list for SkillUP info sessions, sending out info about holiday resources, well received. One-week training for personal care attendant. Continuing JRT. Working with local career centers for training and employment opportunities.

ARCHS-

Partners continue outreach and place participants with employment. Happy Holidays to all.

City of Springfield MWA/SkillUP-

Outreach, postcards and flyers sent, working with career center in Joplin and Monett. Getting info out through them. Success—truck driver training at Crowder, Class A- CDL now and job searching.

FWCA- Non-stop recruitment, FSD office located in Met center relocated from first floor to 3rd floor and closer to FWCA. Taking advantage of the extra traffic to recruit. Will track increase in enrollments. Hiring fair planned for 12/10 for Ballpark Village and new Lowes Hotel.

LINC- Continuing outreach

MCCA-

MERS/Goodwill- Success—career day in Poplar Bluff Excel Center, 6 employers participated. Ribbon cutting for Columbia Excel Center will be 1/13.

MOCAN- Change in staff - Erica is Project Manager now. Some areas that struggled during the last contract period are having more success now.

ResCare- Participated in Henry County Gives Back, several organizations came and gave out info, haircuts, dental work, hoping it will be an annual event. Success story—barber school, taking test this month.

Southern Missouri Works Project- Success—CNA class, completed, working at a nursing home. \$10/hour. Truck driving school completed \$12.50/hour for probation then another raise. Probation and Parole, job at a factory \$16.20/hour. Working on making videos. Financial aid class in the works. Debbie will assist on marketing material to add address stickers to flyers for outreach.

Central

KC & East Jackson

Jefferson/Franklin

Northeast

Northwest

Ozark

St Louis City

St Louis County

Southeast-All new staff, so learning and diving in. Sending some customers to school. Beauty school and truck driving school possibilities.

Southwest

St Charles- Beginning the program as of 1/1/20.

Started recruiting, but haven't done a lot with the program yet.

West Central- Haven't started spending money on SkillUP yet, when funding ready, will start sending people to employment and training.

Questions/ Additional Information

- If would like to have someone from WDU attend your event, please let us know.
- Look at doing reverse hiring fairs.
- When placing people in training, make sure looking at MERIC data to be sure it is a promising career.
- Encourage people to take jobs with benefits, if possible. The MERIC data can be found at this web address: <https://meric.mo.gov/regional-profiles>.
- The link below is to the memo with regards to Temporary Census Worker's and countable income- <https://dssmanuals.mo.gov/2019/05/02/im-070/>

Meeting Close

Email Quick Reference List

Training requests, Marketing Materials, Reactivations & MoJobs Change Requests:
SkillUp.Missouri@dss.mo.gov

Partner emails

DSS.FSD.SkillUPPartners@dss.mo.gov

Questions for MWA/SkillUP and Success Stories

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