

# Weekly Partner Meeting Minutes

March 12, 2019 (10:30 a.m.)

## 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 (all contracts represented)

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

Other representatives or board members—Toni from Sedalia

FSD Managers/PDS

## Agenda Items

- a. 2/26/19 partner call minutes received.
- b. No questions or clarifications needed.
- c. Reminder - Providers need to submit weekly numbers by emailing the completed template to the [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov). If templates are not received each week, weekly calls will resume.

## Program Updates

1. Training - currently there are four upcoming training sessions scheduled in Jefferson City. Please email [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) with a request for training and the number of people needing trained to see if a training can be schedule nearer to your location.
  - a. 3/11-3/12 Jefferson City
  - b. 4-23-4/24 Jefferson City
  - c. 5/30-5/31 Jefferson City
  - d. 6/4-6/5 Jefferson CityIf you have a need for a training closer to you, email [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov).  
There is an additional training scheduled in St Louis 3/21 and 3/22 with 16 seats available. Email [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) with the info on anyone interested in attending.
2. Monitoring Unit updates—The Monitoring Unit is continuing to work on monthly focused reviews and looking at Employment plans to make sure all components are there.

3. Handbook updates & Spanish SkillUP brochures—Spanish brochures and materials are printed and available in the E-store. If you want Spanish materials, email [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) and we will send them out to you. Everyone should have received an email 3/11 with information on the recent handbook updates.

Summary of updates:

Training section includes a new link for the Confidentiality Attestation. New staff will no longer have to log into LMS for this.

The ABAWD and Volunteer sections have been updated. One change reflects no upper age limit for volunteers.

Updated the Funding Sources section to be more clear how funding sources may be used.

MoJobs section has new sections about provider selections, system issues, and an exited SNAP application section. Slight update there—if you have an exited SNAP app for someone active on food stamps, and a new snap app is populated, DWD could delete the new one in 1-2 days.

The Case Note section has new examples.

Retitled the SkillUP Services to Provider Expectations. The section includes information about Info Sessions, Marketing and Outreach, and the process for text and email blasts.

Case Management contains an added SkillUP case management process.

The Participant Assessment and Employment Plan sections were updated with more details.

SkillUP Forms section--new forms were added.

The Supportive Services section is updated to add detail about TRE and WRE. The WRE chart is updated slightly for personal computers—no prior approval from FSD is required now, but the purchase must align with the person's Employment Plan and be reasonable and necessary.

A section has been added on MoSCORES as a resource for everyone. This includes information on colleges around the state and one can look up one-year certifications and non-credit courses.

The Monitoring and Invoicing for Payment from FSD sections are updated with email addresses and to make sure the handbook is aligned with the contract.

The Email Quick Reference guide is added to the handbook.

A couple new Resources are added—<https://mo.db101.org/> has a disability calculator for employment or education. <https://www.careeronestop.org> has several participant assessments that may be used.

Please take the time to read the updated manual. It should be more user friendly now. A webinar is coming up—we will let you all know the date.

Other Provider Portal updates—the Email Quick Reference guide was added, as well as the job search log and a link to the MWA web page. The Training PowerPoint has been updated to align with the updated handbook and some info was removed. An updated SNAP Activity and Service Guide is posted on the portal. 2 slight updates to this guide—203 Objective Assessment has been removed and info has been added to indicate 361 FSD SkillUP Training should be used by FSD contractors only. A Labor Market Information PowerPoint is now included in training library. A link to the Confidentiality Training is added. Last week's meeting minutes have been added.

4. Text blasts—reminder that a 2-week notice prior to your event is needed
5. FSD recently started a pilot at the Page Call Center in St Louis to discuss work during the food stamp interview. The call center staff will send a referral form on anyone who shows interest to the SkillUP email address and a Program Development Specialist will route the referral to the provider nearest the participant based on their household composition. We anticipate this will increase traffic some, but nothing too large to handle. Some of the participants that have been reported have not been approved for food stamps yet, so SkillUP staff are holding those until eligible for SkillUP.

## Outreach

- a. Please ensure all participants complete the Outreach and Effectiveness Survey located at: <https://riskanalysisunit.wufoo.com/forms/et-engagement-effectiveness-survey/>
- b. Please email [SkillUp.Missouri@dss.mo.gov](mailto:SkillUp.Missouri@dss.mo.gov) if outreach/marketing material is needed.

- c. If individuals are asking how your agency obtained their phone number you can inform them that FSD contracts with agencies to offer employment opportunities; therefore, your contact information is made available to assist you.

**Partner Reports**

Don't forget the **NEW** 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](mailto: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
---------------------------------	-------------------------------	-----------------------	------------------------	---------------------	------------------------

**Partner updates**

Better Family Life—Regional partner providers will give a presentation 4/2 at the Franklin County Service Providers monthly meeting to increase knowledge of SkillUP. On March 4, BFL attended the Franklin County SkillUP Partnership meeting held at the Washington Job Center to discuss marketing strategies. WIB, DWD, and East Central College also attended.

Today at St Louis the Crossings, BFL hosted a training providers' expo that included St Louis Community College, Bell Brown, St Louis College of Health Careers and New Horizons. MTC Trucking and School of Phlebotomy were invited but did not attend. This was an opportunity for the providers to share information on their programs and the process required to get clients enrolled. Clients from the Job Readiness Class attended.

ARCHS/Better Family Life—Neighborhood Employment Expo and Job fairs throughout spring and summer. America Works is doing outreach to participants. SWIFT partnership hiring event 3/13 at Urban League St Louis County.

COS—continuing with info sessions Tuesdays and Thursdays. Have been averaging 10-12 people. Continuing with outreach phone calls.

DWD—Kansas City had a hiring event with Triumph Foods. Centers continue to do outreach events throughout the state. Working with other partners doing SkillUP programs to collaborate and coordinate services so everyone may benefit from the outreach efforts. Poplar Bluff--marketing on radio stations and in papers, held event at the food pantry—Saturday Bread Shed. They gave out 300 SkillUP packets and provided food.

FWCA—continuing with outreach through mail, post cards, and phone calls. We have a team that does outreach. We have events on the calendar. We are going to people and organizations in our neighborhoods that serve the same population--childcare and healthcare facilities, homeless shelters. We want to put more info out there as a large number of the food stamp population is homeless. Also putting together an email list to send an email blast. Success story—client attended work readiness and is now hired to work at DWD Crossings office to help reach out to potential SkillUP participants. More success stories. Will use the form and send some in.

FSD--The release form will be emailed out again and will also be placed on the provider portal for anyone that needs it. If you have success stories and the clients are willing to sign releases, please send a picture and the

story. FSD would love to have them to share to show the success of the program. Providers could write the stories or possibly have participants write their own story.

LINC—the data team is making phone calls for outreach. The Outreach team will be getting list of people to attempt door to door outreach.

MCCA—March is Spring Break so some things slow down at the colleges. We continue to make calls and in-person presentations at community agencies to promote SkillUP. State Fair Community College is having a transfer fair this week. All the colleges should have a booth at transfer fairs. Success stories are coming.

MERS/Goodwill—Having a convening for SkillP at the Southeast WIB on 3/28 to bring partners in those counties together. Collaboration with a large employer (Gilster-Mary Lee) is scheduled for 3/20 in Perry County. Poplar Bluff Excel Center has a hiring event scheduled for 3/27 with RGIS--Retail Grocery Inventory Services. Still enrolling new participants, outreaching, and have seen TRE and WRE increase.

MOCAN—8 people gained employment in the last week. Several agencies are doing in-person meetings. Average about 20 people/meeting. Word of mouth is helping. Continuing with calls and flyers, emails, too.

ResCare—continuing outreach by email, text, calling. Attending a meeting tomorrow to go over MAWD presentation for next month.

Southern MO Works Project—continuing outreach by calling and flyers and postcards. They have been getting a few referrals from probation and parole.

### **Success Stories**

Please send us your success stories! If you can get a release of information and/or photo please send this as well.

### **State Employment**

Please keep track of the number of individuals obtaining employment with the state (by region)

Meeting adjourned 11:01 a.m.

# Email Quick Reference List

Training requests

[SkillUp.Missouri@dss.mo.gov](mailto:SkillUp.Missouri@dss.mo.gov)

Partner emails

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

Marketing Materials request

[SkillUp.Missouri@dss.mo.gov](mailto:SkillUp.Missouri@dss.mo.gov)

DCN verifications

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

FS-5/DWD-PO-608 forms

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