

Bi-Weekly Partner Meeting Minutes

March 26, 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 (by agency, not individual)

Better Family Life MWA/SkillUP
ARCHS
City of Springfield
DWD
FWCA
LINC
MCCA
MERS/Goodwill
MOCAN- no representative on the call
ResCare
Southern MO Works Project

Other representatives or board members: Keith Kelly-Employment Council, Tara-West Central Region
FSD Managers/PDS

Agenda Items

- a. 3/12/19 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. If templates are not received each week, weekly calls will resume.

DWD stated their numbers may be delayed as they are having issues getting reports from the MOjobs system. Additional providers confirmed having the same issue.

Program Updates

1. Training – Update from Danny Reiter

Currently developing trainings titled, “Figuring out the Motivating Factor”, “What Employers Are Looking For”, and “Dealing with Mental Anxiety”. Trainings now posted include, “Case Notes” and “Effective Employment Plans”. Watch for new trainings soon.

Currently there are three upcoming training sessions scheduled in Jefferson City. Please email 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. 4-23-4/24 Jefferson City

- b. 5/30-5/31 Jefferson City
- c. 6/4-6/5 Jefferson City

2. Providers and staff should have received an invite to a WebEx Event to review changes in the updated Provider Handbook. The WebEx is scheduled for March 28th. If you did not get an invite, please email the SkillUP.Missouri@dss.mo.gov. If you are unable to attend March 28th, another WebEx will be scheduled in April.
3. Text blasts—reminder that a 2-week notice is needed.
4. Update from Laurie on date stamping verification/documents and questions on case reviews:
Please make sure any information you receive from participants is date stamped so there is verification of when received. If you have questions on a case review, please email the PDS that completed the review.
5. Monitoring - Update from Dione Pashia:
Overall improvements: Case reviews indicate IEP entries are improving. We are seeing more steps and objectives entered to reach stated goals.

Ongoing issues: Steps and goals are outdated - The IEP should be reviewed and updated as needed and when contact is made with the participant. Participants placed in job search when not job ready – Participants placed in job search must be job ready and barriers addressed. Objectives listed are the same as the goals – Objectives should be small steps to achieve the goal.

Going forward: Now that we are seeing progress with completion of the IEPs, we recommend developing them to be more effective. For example, a long-term goal is to attend training you may add objectives such as attend classes at least 90% of the time and/or maintain a certain grade average. Objectives can have different durations just as the goals do. Meeting objectives encourages the participant and keeps them engaged.

Monitoring Findings: Consistent issues found during monitoring visits include Sanctions/Conciliation policy and processes incorrectly applied, and Documentation/Case notes missing.
6. Jeriane discussed:

Contract extensions have been granted through September. FSD will be reaching out to each agency/contractor individually to discuss.

Continue sending in your success stories, pictures, and/or videos. FSD submits these success stories weekly in the governor's report.

Successful participant filming is currently underway in KC and St Louis.

Department of Corrections (DOC) Waiver – FSD is exploring ways to accept Food Stamp applications prior to release to approve participants and engage them in job search sooner leading to self-sufficiency.

FSD, Partner Staff, and DOC met with Gilster-Mary Lee discussing several job openings that currently need filled in multiple locations throughout communities.

Discussed subsidized employment, how often providers utilize this activity, and it should be used as a last option with so many available job openings that currently need filled.
7. Alicia Mitchem asked that everyone make sure you are using the most recent revision of the FS-5 form. Please make sure you are using the form with the revision date of 11/2018.

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 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.
- 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

Do not 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. 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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Partner updates:

Better Family Life- Have a success story from Jefferson County.

ARCHS/BFL- One success story: Participant was enrolled 2/1 and received two (2) job leads. Completed training on 3/5 and interviewed with both companies receiving job offers from both. Accepted position starting at \$16.00 per hour. on March 18, 2019.

SWIFT- Completed first hiring event with Urban League of St Louis. Twenty one (21) companies registered with seventeen (17) actually attending. We had 187 job seekers attend. Twelve (12) of the companies held on the spot interviews.

America Works- Success story of a participant hired for her first job at \$11.43 per hour. She has done so well in her first thirty (30) days of employment; she received a \$1.00 per hour raise.

City of Springfield- Seeing increased traffic from the FSD Resource Centers. Southwest Region has new campaign to work with schools and more outreach. Ozark-one success story in the works, participant is almost finished with school and is at the top of their class. We are having trouble receiving our marketing materials.

DWD- Rolla had a SkillUP Carnival. Poplar Bluff held outreach events along with radio and newspaper ads. Hannibal also has radio and newspaper ads. Kansas City has hiring events scheduled.

FWCA- Continue to do the same. Outreach to get customers in the door.

LINC- no report

MCCA- Holds monthly calls with colleges for updates. They are attending regional events and job fairs with community partners. Scheduling webinars with schools on the MoJobs system as a refresher. Currently working with Glister-Mary Lee as well as other employers.

MERS- Several participants have found employment. Continual outreach in the works. MERS is also working with Glister-Mary Lee.

MOCAN- no report

ResCare- Continuing to set meetings with participants.

SMWP- Continuing outreach through phone calls and mail

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 at 11:28 am.

Email Quick Reference List

Training requests

SkillUp.Missouri@dss.mo.gov

Partner emails

DSS.FSD.SkillUPPartners@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

Marketing Materials request

SkillUp.Missouri@dss.mo.gov

DCN verifications

DSS.FSD.Agreements@dss.mo.gov

FS-5/DWD-PO-608 forms

ABAWD1@ip.sp.mo.gov