

Bi-Weekly Partner Meeting Agenda

April 9, 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
ResCare
Southern MO Works Project

Other representatives or board members [Lisa Hostettler NW Region WDB](#),

FSD Managers/PDS

Reminders

- 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.
- When submitting change requests please provide as much detail as possible such as service codes, dates of services, SNAP app #, IEP # to avoid any delays in processing.
- 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 period of time this could cause a delay in receiving payment if it is sitting in their personal inbox.
- When submitting Success Stories please include a signed release and a photo with the client's story. If you cannot get a signed release from the participant please remove any personally identifying information.

Agenda Items

Partner Call Minutes

- Did everyone receive and review the meeting minutes from the 3/26/19 partner call?
- Were there any questions or clarifications needed?
 - Correction from 3/26/19 meeting minutes: The current FS-5 form has a revision date of 07/2018 not 11/2018.

Anne Bloemke—not receiving agendas or meeting minutes anymore.

Program Updates

Jeriane provided clarification on funding and extensions. FSD will have individual calls with agencies. Due to how state fiscal year and allocation of when funds are available, we are looking at carrying over to FY20, so we do not have a lapse in service due to the new fiscal year beginning, we can only spend what is appropriated. Can take some of the money and move it forward, but must figure out the budget October forward. We expect to have the info by May. A no-cost extension allows us to figure out contracts for next year. Will need to know if agencies are able to do a no-cost extension with current funds. May be able to push 20-30% to next quarter. Don't stop doing what you are doing between now and then.

Q—no questions.

Agencies that want to continue to contract, we'll have time between budget signed and contract start date.

Q—Brian V from MoCAN—20-30% carried forward, correct?

A— correct, that is what we are considering, but have to get approval. This would require a lot of MOUs and contract modifications over short period of time.

- Providers and staff should have received an invite to a WebEx Event to review changes in the updated Provider Handbook. The next SkillUP Handbook Event will be held 4/22/19, invitations sent out 4/8/19 and will require staff to register for the event.
- The SkillUP Eligibility and DCN Verification Form has been updated on the provider portal, please ensure staff are using the form with a revision date of 9/25/18.
- SkillUP Missouri referral forms-Jennifer Heimericks — While the participant is on the phone with the call center, SkillUP is being discussed and if the participant is interested in the program a referral form is completed. . Those referrals are coming to SkillUP email, the SkillUP team are then assigning to a contractor via email. We are hearing that some are not sure why they are receiving the referral form so wanted to remind everyone where these are coming from. If any have questions, let Jennifer H know.
- Jeriane J—Page location call center does outbound phone calls to try to complete interviews. Inserted job questions in process. Working with them to decide best provider. At this time pilot at Page office in Saint Louis, long-term intention is to have those conversations anytime anyone calls about benefits. Resource Center visits—over 100 made by Work Development unit staff to be sure they understand the program out there and are having conversations with participants. The word is getting out with regards to SkillUP program!

Training

- Upcoming SkillUP training dates in Jefferson City 04/23–04/24; 05/30–05/31; and 06/04-06/05.

Outreach

- Please ensure all participants complete the Outreach and Effectiveness Survey located at: <https://riskanalysisunit.wufoo.com/forms/et-engagement-effectiveness-survey/>
- 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

Please 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
--	--	--------------------------	------------------------------	---------------------------	------------------------------

Partner updates:

Q—Anne B—is there a specific day or time the numbers are due?

A—Michael does not know, but Tuesdays is when we want them so we can compile can send them out with minutes but some come in later.

Jeriane J—we will send out guidelines on the process.

Better Family Life—tomorrow 10-2pm SkillUp orientation and enrollment events at Desoto library, Better Family Life, Jefferson Community College and DWD are to attend and is open to public. Types of trainings—mostly medical, patient care tech, phlebotomy, LPN seeking to determine employability. Success story—exited SkillUP client due to employment. Medical industry will continue with retention as needed. Others have asked for training, assessing them. Continuing outreach efforts for MWA and SkillUP programs in all offices and counties.

ARCHS –Better Family Life SkillUP participant who enrolled on 2/4 and moved through process of work keys on 3/2, employment team worked with as client had had multiple barriers, worked through those and was successful in helping find interview opportunities. BJC and Charter. Now hired on at Charter making \$15.04/hour. BFL invited young lady to come back to share story as role model.

SWIFT—Success Story- 22 year old single mom enrolled in program on 3/19. Patient caregiver and working part –time looking for full-time employment. Team adjusted hours to meet her hours, applied with Easter Seals on 3/21, 2 interviews, hired with Easter Seals 4/1 making \$10 FT as an autism training aid. Hoping to move up to \$12 position. Upcoming outreach and recruitment café in a few weeks to bring in additional SkillUP participants. Hoping warm weather will bring in more people.

America works—developing relationships with area homeless shelters, continuing outreach to those organizations.

City of Springfield –event yesterday and today job center staff set up in pop-up event downtown Springfield. Promoting SkillUP. Community resource event last week at food bank. Presenting program to schools and community meetings. Working with area high school graduating seniors. Continue bi-weekly info sessions. 6-10 participants on average with each session. Family Support Division Resource Center in the building has helped by getting potential participants referred. Working on family event to promote SkillUP and have the entire family attend. One student will complete dental assisting in July. Have been helping with supportive services and feel she will be a success story.

DWD –no update

FWCA – have been getting referrals from FSD. Outreach efforts are beginning to pay off. Foot traffic is increasing. Having a series of job fairs for MWA and SkillUP. First one is 4/18 at Met Center. Already have 10-15 employers on board. Will do those probably quarterly. On-site interviewing. Some may get hired on spot. Continuing outreach efforts—meetings with partners in community.

LINC –receiving FSD referrals and it is going well. Continue outreach with phone calls, some additional traffic. Increase in MWA assessment attendees. 3/27 Cass County had job fair community event with info table for MWA and SkillUP, on 3/30 Hickman Mills School District for community event—info table for MWA and SkillUP.

MCCA –not much to update. Have been traveling and visiting schools for audits.

MERS/Goodwill –Gretchen—Year to Date enrollments are 341, as of today, approx. 25 new enrollments scheduled for next week. Things are really starting to happen. Continuing outreach in 4 regions. Staff partnerships are growing with other agencies. Starting to see where agencies that are serving same individuals. MERS has 3 Excel Centers open in MO. Some students are served through SkillUP. Some of those have not dropped out only because of SkillUP.

MOCAN – In March Anne went out and visited all participating agencies. Beneficial to both to discuss and have face time. Continuing outreach with calls, group events, and post cards. Referrals have been a positive resource. Couple success stories. Helped get Class A driver's license, placed within 3 days making \$53,000 annually. Another agency assisted in receiving an additional endorsement in driver's license, and within 2 days, started making \$73,000 annually.

ResCare –partners in region 1 are meeting and talking about strategies to identify short-term trainings to help in North West. Next week, community job fair, RC will be there to promote both programs. Job center locally –referring back and forth. Enrolled someone in SkillUP last Friday and went to work this week. Amount unknown—meat packing plant. Bringing all staff together tomorrow with FSD partners.

Southern Missouri Works Project –continuing outreach through phone calls. Working with participants to get success stories on film clip. Plan to publish it to website and send it in.

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).

Adjourned 11:05.

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

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