

Weekly Partner Meeting Agenda

May 5, 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.

Roll Call/Partner Updates

Please be prepared to provide a report on your outreach efforts, activities, and success stories during your verbal report.

	<u>Y/N</u>	<u>Partner Update</u>	<u>Workforce Development Boards</u>	<u>Y/N</u>	<u>Partner Update</u>
Better Family Life MWA/Skillup	y	<p>Staff continue to assist participants-provide intake, register, and provide career readiness. Checking in with participants by phone, email, and using Google meet. This is keeping people engaged. Participants are amazed with how it's working. Beginning to teach them how to use communication concepts.</p> <p>MWA success story- Jillian Jackson-was in a domestic violence situation. Her father helped her out of the situation, After 6 months of counseling, she is thinking clearly and is working full time as a receptionist at \$13/hr. She is grateful for assistance.</p> <p>SkillUP success story-Had a participant that the home health agency she worked for sent her to Bell Brown Medical for medical assistant training. She had perfect attendance, completed training and an externship. She was scheduled to take national test but that was put on hold due to COVID-19. She has been offered a job once she completes the testing.</p>	Central	n	

		Covid-19 testing on site today (May 5) and May 19 They are in the process of coordinating a Mobile Food Market.			
ARCHS IGP/SkillUP	y	<p>Success story SWIFTE- 28 year old working part time at an in-home care facility had her hours reduced so she reached out for assistance to find additional employment. After about 1 week r she found full time employment at Dollar General earning \$10/hr.</p> <p>BFL-staff continue to work with participants. They have been able to assist and hire 12 during COVID-19. They also, continue to engage thru no contact food initiative. Using innovative approaches during the crisis</p>	Kansas City and East Jackson	y	<p>Using Zoom, DocuSign and OneDrive to keep things moving. They have a remote call center taking and fielding calls. They have developed virtual workshops for resume prep, career exploration, and interviewing. Doing Shark Tank type interviews.</p> <p>All their enrollment forms are now available online and participants are able to register online or print the forms as well.</p> <p>Now moving into disaster recovery mode and how their program will look once they return to the office Will continue to utilize virtual job fairs as well as a phone app.</p> <p>Success stories- Ms. Rigby- was unemployed, needed child care and facing eviction. After sharing scholarship programs available for training she enrolled in the medical assistant program through UCM. She successfully completed program. She unfortunately did not pass the medical assistant test on the first try but did on the second try. She continued to have multiple barriers while in enrolled, she was evicted, her childcare provider closed, her unemployment ran out AND her daughter wrecked her car on graduation day but she never gave up. She appreciated all the help she received and was offered. She is now a certified Medical Assistant and is employed and earning \$10 per hour</p>
FWCA	y	Continue to keep in contact and are making sure staff are available to answer questions for participants. Continue to do enrollments over the phone	Jefferson/Franklin	y	Continuing online instruction for now but will return to hands on once able to. Had a participant who was supposed to start CDL training in March

		<p>enrollments and by mailing documents. Conducted 2 workshops-resume prep and budgeting. Hosting a virtual job fair May 7 at NW crossing Success story - April J., a single mother, enrolled in SkillUP in 9/2019. She was unsure what she wanted to do. She decided to participate in the bio-science program She started the program the end of September and has had endured multiple barriers while in school such as loss of her child care provider and illness of a child. With assistance from the SkillUP she completed the program and is now working at Aero Tech, full time, earning \$15/hr. with benefits. She has referred multiple people to the program.</p>			<p>but will now begin May 18. Assisted another participant in practical nursing program by providing TRE. She now has her own apartment and child care assistance and is on track to complete her training in 4-8weeks and will be a practical nurse. Continue to use outreach list and DocuSign.</p>
LINC	y	<p>Assisting clients by phone and Zoom. Reaching out monthly and are conducting online assessments. They are gathering success stories as they have had several participants find employment.</p> <p>There are a number of sites offering COVID-19 testing in the KC area in May.</p>	Northeast	y	<p>Continuing outreach with current participants. Training is on hold due to COVID-19. Hopefully will have success stories soon. Enrolling on phone and Zoom which has been a learning experience for all.</p> <p>They have conducted outreach to 9000 people on unemployment in the region and are promoting SkillUP and other programs available.</p> <p>Working with reentry and youth partners for people who would qualify for SkillUP.</p> <p>They are talking to community colleges to coordinate some short term programs that can lead to credential to get more opportunities for participants where they are.</p>
MCCA	y	<p>Colleges continue to do outreach and enrollments remotely.</p>	Northwest	n	
MERS/Goodwill	y	<p>Staff continuing outreach from the monthly outreach list and community partners.</p>	Ozark	n	

		<p>MWA phone enrollments are going well as participants are getting the hang of the new way of doing things. Using DocuSign for forms.</p> <p>Excel Center will be offering online classes for term 5. The Excel Center started a Financial Fitness program.</p> <p>SkillUP success story- Participant took the Financial Fitness program 8 months ago. At the time, she had no home or a job. She now has employment at a convenience store, her own place to live and an emergency fund.</p> <p>Another participant obtained employment at a nursing home and is now self-sufficient and even set money aside for an emergency fund and is no longer on public assistance.</p>			
Missouri CAN	y	<p>Continuing to interact by phone, email, and Zoom, They are using the outreach list.</p> <p>Success story-An individual looking for a fulltime employment. They were able to assist her in obtaining professional business attire, assisted her with resume prep and provided her with assistance to overcome other barriers. She has obtained employment at Dollar General and is now self-sufficient.</p>	St. Charles County	n	
ResCare	y	<p>Using the outreach list and emails to contact individuals. Continue to work with MWA participants by teleconference and phone. Participants are returning information and using electronic signatures has helped.</p> <p>Continuing to help participants find employment and reach achievements.</p>	St. Louis City	n	

Southern Missouri Works Project (SMWP)	y	Continue to work enrolling participants. Utilizing DocuSign when enrolling. Continue to do outreach activities. Working with training programs to help participants reschedule trainings that have been put on hold. i.e. truck driving school. No success stories,	St. Louis County	n	
City of Springfield	y	SkillUP-Had one new enrollment for a total of four. One participant is working and scheduled to receive their first check this week. One is scheduled for interview today (May 5 th). Worked with two participants last week by utilizing Zoom., Researching online training for one of those participants MWA-several enrollments-all are working with case managers. We are staying as successful as can during this time.	Southeast	y	Trying to stay healthy and safe. Offering virtual workshops and are doing some enrollments with Zoom-staff and participants are enjoying this. Schools starting to reopen and truck driving school started this week. Interest in program is picking up. Success Stories- One participant needed brakes on car to obtain employment at a home health agency. They were able to provide TRE for the participant and the participant is now working. Assisted two nursing students that they were accepted into RN program with computers and hotspots. A participant working through a temp agency was hired through the company and received a 50 cent raise. One participant obtained employment at Tire Express and another was hired by a local farmer to drive a truck.
			Southwest	n	
Other Reps:			South Central WIB	n	
			West Central	y	Continuing outreach to participants on call list and using Zoom to interact. Have a youth we are working with in transition who is getting enrolled in police academy.

Agenda Items

Program Updates/New Reminders

1. All May invoices must be submitted by June 10th to allow for processing and payment before SAMII (the state's accounting program) is shut down to reconcile the current fiscal year and prepare for the new year which begins July 1. This is for all programs. If a provider invoice is submitted after June 10th, timely payment is not guaranteed.
 - Success stories: In an effort to ensure we gather as many success stories as we can, the WDU will begin directly reaching out to participants to ask them if they will be willing to share their success story in writing or by doing a video. Please continue to share your stories on the biweekly call, as well as send them to us. Please make sure you have the participant sign the release of information and include it when sending them in. We will begin posting success stories to the SkillUP Provider Portal as well.
 - Jeriane-we share success stories with multiple agencies as well as in the Governor's Weekly report. These stories and videos tell more than we ever could. When you put an actual face to the program it helps other people connect when they don't know what the program is about.
 - Addressing requirements for re-opening provider agencies. The expectation is for providers to follow current CDC and local health department guidelines. The WDU has no specific guidelines that providers must follow. Keep in mind guidelines are put in place to keep your staff and participants safe and healthy. Some State buildings have been reopened. The Missouri National Guard has been engaged to assist in screening employees and the public when entering. They are asking health questions and the answer to those questions determine if someone will be allowed to enter the building. Budget update-Currently the budget for our programs is looking pretty good but not the budget process is not complete as of yet. We do not know how it will turn out. . We do anticipate cuts in TANF funding. We will very soon start reviewing contracts for next year.. Last year the funding amount was removing from contracts. We do not plan to change that for the next year's contracts but will send out separate letters to each agency with their budget amounts.
 - The data reviewed for MWA for FFY17 indicates reduced benefit usage and increased wages. This same population will be analyzed for all future timeframes. This same methodology will be used for other workforce programs by provider and overall.
2. WDU is considering sending a text blast to let participants know that employment and training services are still available during COVID-19. One idea was to include a link for them to find their local provider and possibly including a hashtag. Providers would like to be notified when the text goes out so they can be prepared. We are limited to 120 characters in the text.
3. Josh McDaniel from FNS was on the call. Josh indicated that Missouri's employment and training providers are doing great work. He is excited to hear the effort providers are putting in to keep in contact with participants during this time and continue to engage participants. Other States in the Mountain Plains Region are concerned that their states are not going to recover. Josh encouraged the sharing of success stories and stressed the importance of gathering success stories, as National Office wants to hear these stories. Employment and training programs don't always do a good job telling our story and it is important to share these. Josh will continue to participate in our partner calls when available.

Partner Call Minutes

- a. No clarification needed on 04/21/2020 call

Training

1. There are no new events at this time. However, if a provider has staff that need training or refresher training, please email the SkillUP email with your request.

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.

Additional Manager Updates (Items Not Already in the Agenda)

Dione Pashia

Jacinda Rainey

Jennifer Buechler

Jennifer Heimericks

Jeriane Jaegers-Brenneke

Joy Benne

Justin Logan

Kami Macias

Lisa Schroeder

Questions or Additional Information

This is the partners' opportunity to ask or share any additional information with the group. Any questions?

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.
8. Partner Call Minutes are available on the SkillUP portal.

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, and ABAWD Hours Reported Log and WIOA Career Services Form:

ABAWD1@ip.sp.mo.gov

Partners email distribution list

DSS.FSD.SkillUPPartners@dss.mo.gov