

# Bi-Weekly Partner Meeting Minutes

May 7, 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 The following agencies were 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: Vanae Emrick from South Central WIB; Diane Simbro, Brian Barns, and Sharon Hillard from Northeast WIB.

FSD Managers/PDS

## Reminders

- 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.
- 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](mailto: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.
- 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 release from the participant, please remove any personally identifying information.
- Please keep track of the number of individuals obtaining employment with the state (by region).

## Agenda Items

### **Partner Call Minutes**

- Did everyone receive and review the meeting minutes from the 4/23/19 partner call?
- Were there any questions or clarifications needed? No questions or clarifications.

## Program Updates

- Stacy – Activities for Individuals in MoJobs The document was shared on the WebEx and Stacy went through the details of the document. The document was emailed to providers this morning and will also be posted on provider portal. The document shows what participants may utilize in MoJobs on their own.
- Stacy – Reports in MoJobs Stacy covered one report today and will cover one or two on future calls. Active Cases Report. In MoJobs, go to--Reports, Detailed Reports, Case Load under Case Management Reports, Active Cases. Report type—may select individual case manager if desired. Program = SNAP E&T Program, select your region and the office you wish to view, select date range, then Run Report. This report shows the number of active and exited cases for each case manager. Hyperlinks can be clicked to get details on participants. Updated reports guide coming out also.
- Dione - The Monitoring Unit is developing a webinar for the SkillUP case review process – it will be posted to the provider portal soon, hopefully next week. Reminder that case review forms for MWA and SU are available on the provider portal.
- Jeriane – Individual contract conference calls to providers are in progress. If providers haven't had an individual contract conference call, we are working through those. The calls are to check April-June and July-Sept to determine how much carry-forward providers need and if it is possible. We will try to get the calls finished quickly so we can get the total approved. If you have a method to get contracts signed and returned quickly, that would help the process.
- Jeriane – DOC Project - We have been working with corrections in an effort to provide services pre-release. The goal is to assist with a birth certificate and non-driver license 90 days pre-release for individuals eligible for TANF funds. The food bank association will help individuals apply for food stamps via the FSD processing center to determine potential eligibility 30 days pre-release. The percentage of TANF-eligible inmates in the population is possibly 50-70%, this project will help with family unification, crime rate, intergenerational poverty, etc.  
Q—will you be considering providers already working with justice system?  
A—hoping to not change what is happening now, but wish to go in with providers that will assist clients after release. If you/current providers already have services inside facilities, we would love to know that.

## Updates from Jeriane

- Thus far, 3,095 food stamp recipients have been reported in employment or training. SkillUP is showing great weekly number gains. Thus far, Work Engagement Specialists have attempted 5,000 contacts and contacted 2,400 people. In the future, they will call food stamp recipients people too.
- The FSD SkillUP referral call center project - 370 referrals have been made through 5/3/19. The last call centers are starting this week. FSD Staff visited all resource centers for internal outreach and will be providing information at Eligibility Specialist conferences. Approximately 1,400 staff will be reached about SkillUP through these conferences.
- We are looking at the monthly listings and our goal is to take the current clients, figure out what codes they were in the system to start with (disabled, child under 6, etc.) and figure out who is coming in to see you all and then we will create a list based on that. Some populations may be taken off the lists. Q-- Any opinions about that? A from providers--Sounds like great idea. Job Centers have indicated many people say they cannot work. Anything that could be done to improve the list would be fantastic. It has kind of exhausted itself as a useful resource. The lists are so similar every

month that there are not new people to call. Comparing the old list and the new list each month is time-consuming.

Jeriane - You should see new people on the list monthly. The list is a resource, use whatever resources work best for you. We will keep sending the lists until people tell us not to. Also, text blasts and email blasts could be tailored to go to certain groups.

Q--Does everyone just want a list of only the new people? Warning, all old lists will include people that may have closed since the list was generated. Everyone good with just a list of only new people?

- Expungement Event - Dawn Patterson with LINCWorks—the event was 4/27 and was sponsored by UMKC School of Law. The volunteers were not sure how much of a need there was in the community. They expected about 25 people, but then phone calls showed a bigger need. Approximately 600 people showed up to request service. Those that were pre-registered saw someone that day, over 100 non-registered were assisted and the rest will be contacted future assistance. The plan is to continue events through summer, the next may be in June. UMKC has been working with legislators to expand expungement law. One area that is restrictive is stealing, it is non-expungable—this is the biggest challenge that follows people. To be expunged, the person has to have served the sentence already. Expungement is to remove the offense from their record.

Article on the event: <https://kclinc.org/news/2019/4/30/expungement>

Contact information provided by Dawn Patterson:

[Ellen Y. Suni](#)  
[Dean Emerita and Professor of Law](#)  
[University of Missouri-Kansas City \(UMKC\) School of Law](#)  
[Phone: \(816\) 235-2372](#)  
[Email: \[Sunie@umkc.edu\]\(mailto:Sunie@umkc.edu\)](#)

### **Training**

- Upcoming SkillUP training dates: St Louis 05/09-05/10, Jefferson City 05/30–05/31 and 06/04-06/05. STL—site is Seven Hills 9am-4pm.

### **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](mailto: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. Please include what type of materials you would like (e.g. tri-fold SkillUP brochure, postcards, full page SkillUP flyer, Impact on benefits flyer).

### **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](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
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**Notice: Stacy will be comparing the numbers reported weekly to the numbers in MoJobs to try to fix the mismatch. Stacy may contact you.**

### **Partner updates**

**Better Family Life** - Success story—Ms. H is mandatory with MWA. She completed job readiness training and short-term training in home health. We provided transportation assistance. She now has a job as a teacher's assistant in a childcare facility, an area she had experience. Her long-term goal is IT and she is planning to start classes for that in the fall. She is working on increasing her CR101 scores.

**ARCHS** - Success story—a participant enrolled 4/15, began job readiness training, WorkKeys, and CR101 within the first week. While in career readiness training, interviewed and hired with Wal-Mart full-time, \$11.90/hour.

**SWIFTE** - Success story—at an employer spotlight event, one person was hired by HMSHost Starbucks, waiting to receive start date and wage projection.

**America Works** - no updates today.

**City of Springfield** - Ozark region—continuing with bi-weekly SkillUP info sessions. They are averaging 6-10 people per session. Working with area school and partners. Focusing on community events and additional marketing materials are being used. Southwest region—collaborating with partners and staff are attending community events.

**DWD** - Success story—single father that had been out of the workforce for 2 years. LMI info given and research lead to truck driving. No high school diploma. Found school he could enroll in without HSD. Completed and got job making \$15/hour and will continue to increase and will pursue HiSET while working. 62 eligible participants and 5 employers attended Camdenton SkillUP block party in Versailles.

**FWCA** - We continue to meet with partners and reach out to the community. Working with Head Start providers and talking to the parents. Attended a resource re-entry fair at minimum-security institution. 81 participants, half qualified for SkillUP, 20% females. 4-5 participants are in a bioscience class, graduating in 10 weeks.

**LINC** - Had their monitoring visit last week, see info about the expungement event.

**MCCA** - Working with an employer to do a presentation, WIB presentation happening soon, presenting a webinar to Missouri Community Betterment Association to tell them about SkillUP. Sent out brochures to people wanting info.

**MERS/Goodwill** - We have 15 SkillUP staff now. We are continuing to enroll people, 400+ YTD enrollments, starting to see more employment obtained. Staff have attended community fairs and job fairs. Referrals are coming in from FSD, crisis centers, adult learning centers, and housing authorities.

**MOCAN** - We are putting together another success story to send up. The individual was laid off and is the sole supporter of a family of four with no high school diploma. He had truck driving experience. Found a 4-week program. He completed the coursework in 3 weeks and stayed the 4<sup>th</sup> week to collect more job offers. He received 4 job offers and accepted a position at \$1400/week and full benefits. We are continuing with outreach. West Central region opened outreach center for several programs. Facebook video done by SkillUP manager—shows what a good resource it is for the community, SkillUP is in the middle around 3:20 mark:

<https://www.facebook.com/WestCentralCares/videos/1154495728056406/>

**ResCare** - Attending job fairs and continuing with outreach efforts. Upcoming coming out event to bring employers and SkillUP & MWA participants together for on-the-spot interviews.

**Southern Missouri Works Project** - Success story—worked with a truck driver that completed training and entered into job making \$25/hour. Employer has said he is doing great.

### **Questions/ Additional Information**

None

Meeting adjourned 11:39

# Email Quick Reference List

Training requests, Marketing Materials, Reactivations & MoJobs Change 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)

DCN verifications

[DSS.FSD.Agreements@dss.mo.gov](mailto: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](mailto:ABAWD1@ip.sp.mo.gov)