

# Weekly Partner Meeting Minutes

June 16, 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	Rotating in office and remote working, serving MWA customers through phone, email, F2F with masks and social distancing. Job Centers opening back up. Provided eligible clients with \$100 gift card to address difficulties during pandemic. June 19 virtual hiring fair 10:30-11:30 Delmar Gardens, CNA, LPN, EMT, dietary housekeeping dishwashing. Youth Department Summer Food Service Program providing grab and go lunch Mon, Wed & Fri @ 5415 Page Blvd, St. Louis, MO. Job Center at the Crossing is hosting virtual job fair 17 <sup>th</sup> , 18 <sup>th</sup> , 19 <sup>th</sup> . <a href="mailto:Joel.reinart@fwcastlouis.com">Joel.reinart@fwcastlouis.com</a> Meeting 83372532858, password 972962.	Central	N	
ARCHS IGP/Skillup	Y	Success story Urban League – 31 y/o mother of 7, joined in February seeking FT employment as inventory specialist, helped with resume and identified skills. Interviewed for 3 positions, offered 2 positions, now works at Amazon \$15/hr.+ 2hr hazard pay and hired at Deer Valley home health as well. Hopes to start her own janitorial service. Success story BFL - enrolled client	Kansas City and East Jackson	Y	Location still closed and working remotely. Getting office prepped with plexi-glass, etc. Staff reaching out via phone calls and receiving referrals. Continue using all means to communicate with clients. They had a couple virtual graduations, hiring events, and a virtual demo of apps developed by students. Success story - MWA 35 y/o single parent with 3 children, employed in fast food. Working

		wanting to become CMT, after completing work keys, career readiness and dealing with some roadblocks they returned to class, finished all requirements and now work for Charter Senior Living making \$14.50 as CMT.			2 jobs. Wanted office environment. Administrative Office Assistant Office with customer service training – completed, resume and interview workshops completed. Interviewed for subsidized employment and was selected by CAA in Platte county, she attended a hiring event and was hired for customer service at Maximus making \$18/hr.
FWCA	Y	SkillUP – 4 participants started training after delays due to COVID19. Participated in 4 local food give aways, placed fliers in boxes and gave info to people in the drive thru. Completed 2 podcasts about SkillUP. Focusing on marketing the program, perfect time to start something new. MWA over the phone enrollment, most items sent for signature have been returned. No face to face meetings yet. Promoting activities for participants, providing info on virtual job fairs, recruiting for job readiness training. Fliers updated to try to get a greater response. Slowly increasing “in office” staff. Uptake in need for childcare, but the number of children served is still limited. Staff help connect clients to childcare. Success story – When she started receiving TANF she was at a low point, her teacher encouraged her to enroll in job readiness training, she was able to find job and is happy about her job. “I am a better person now.” She works for American Medical Response making \$11/hr. and still keeps in touch; she just met her 90 days of employment in June.	Jefferson/Franklin	Y	Continuing outbound calls and maintain current caseload. Few restart training this week., Medical assistant training started last week. Still remote and using docusign.
LINC	Y	Staff continue remote working and central office provides support. Contact clients via phone email and virtual meetings. Staff continue	Northeast	Y	Working remotely – outreach via phone talking to schools to get enrollments. Social media one individual in OJT auto and surveyor training at Rankin.

		<p>checking in on clients.</p> <p>Concerns with participants if school will open in the fall, concern of sending kids back to school with no vaccine.</p> <p>Success story– MWA client of 3 yrs. recently graduated with LPN license after some struggles to complete– will get more info on her employment goals.</p>			
MCCA	Y	<p>Staff continue to enroll participants – colleges vary on staff returning to campus.</p> <p>There has been an uptick in inquiries about the program.</p> <p>Staff are contacting current participants to ensure they are on track and have everything they need.</p>	Northwest	N	
MERS/Goodwill	Y	<p>Staff continue outreach and services remotely, with an option of in person appointments, with safety measures in place. 5 participants in Ozark gained FT employment with an avg. wage of \$12.09/hr. 3 in Central have an avg. wage of \$10.81/hr. Poplar bluff continues online classes only.</p> <p>Have partnered with food bank and local ministries and opened part of Excel Center to provide items such as baby food, wipes, diapers and other necessities to clients.</p> <p>Success story – central MWA participant had eviction notice when enrolled, she appealed notice, was able to stay in her place and started CNA classes, and she is now working at a hospital making \$10/hr., enrolled at Columbia college to pursue RN, and has reliable transportation now.</p> <p>Success story, Shelby – enrolled 1 yr. ago with goal to own small business. She completed esthetician training but did not know how to start business. She was homeless – got housing and completed subsidized employment at a salon, the salon offered space</p>	Ozark	N	

		once she is ready. She did entrepreneurial training at SEMO, business is called Free Your Mind Spa.			
Missouri CAN	Y	Staff are continuing with outreach, making calls, many are concerned with childcare. Enrollments are picking up. CAAs are offering services remotely and some face to face by appointment only. LPN, CNA and Truck driving, training are picking up again. One agency sent care packages to participants (bandanas, gloves, puzzles, etc.)	St. Charles County	N	
ResCare	Y	All offices open increase of in-person traffic and interest in SkillUP. Had 4 <sup>th</sup> session of Roadmap to Success with 4 graduates. Drive up career fairs this week Friday in Springfield and today in Warrensburg.	St. Louis City	N	
Southern Missouri Works Project (SMWP)	Y	3 participants started training 1 LPN, 2 CDL. Continue remote work and using docu-sign. Cosmetology students that were supposed to graduate in May will graduate in August. Still meeting with case managers on bi-weekly via Zoom.	St. Louis County	N	
City of Springfield	Y	Work remotely and meeting virtually with success. Working outreach list. Research on childcare find those that are open to connect clients.	Southeast	Y	In office in SE, continue outreach. One truck driver – postponed training got CDL started job on Monday. Client started nursing program. Had a drive thru career fair at Park Hills location. Scheduling in the Cape area soon. Outreach in Caruthersville. SkillUP Provider portal updates appreciated.
			Southwest	N	
Other Reps:			South Central WIB	N	
			West Central	Y	Continued outreach. Remotely via zoom share files with e-signature. Several participants completed training and gained employment.

**Agenda Items**

## **Program Updates/New Reminders**

### **Partner Call Minutes**

1. Did everyone receive and review the meeting minutes from the 5/27/20 partner call?
  - a. Were there any questions or clarifications needed?

### **Training**

1. There are no new events at this time.

### **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](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.

### **Additional Manager Updates (Items Not Already in the Agenda)**

Jeriane Jaegers-Brenneke - Food insecurity work group getting shipments of food – banks will drop off other places. If interested, respond to email we will send to partners.

JaCinda Rainey – MWA contractors – info on date of reinstating work requirements processes expected for notification. Micro-citizen cell make sure you can participate on the Thursday call work group-- working together to get citizens back to work.

Dione Pashia

Justin Logan

Joy Benne

Jennifer Buechler

Jennifer Heimericks

Kami Macias

Lisa Schroeder

### **Questions or Additional Information**

Q--temp letters we are mailing out right now to MWA participants has the June 15 date. Should we keep sending the letters or hold off on letters? A--JaCinda will send out new template today with no end date on it.

Q--hardship extension if someone reaching lifetime limit in May, got 3-month extension through August and will we then see those close at the end of August? A—The participant won't necessarily get all 3 months. In the MWA system, you will see the closing once the TA case is closing. Q Hardship—conciliate those, too if fail to comply? A--If mandatory and waiver expires, conciliate if no cooperation.

### **Meeting Close**

## **Ongoing Reminders**

1. 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.
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](mailto: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](mailto: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](mailto: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](mailto:SkillUp.Missouri@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, and ABAWD Hours Reported Log and WIOA Career Services Form:

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

Partners email distribution list

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