

# Bi-Weekly Partner Meeting Minutes

July 30, 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  
MERS/Goodwill  
MOCAN  
ResCare  
Southern MO Works Project

Other representatives or board members-Jenny-St Charles Co

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.
- Provider staff should use the Change Request Guidance when submitting change requests.
- 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 7/16/19 partner call? No
- Were there any questions or clarifications needed? No clarification was needed.

### **Program Updates**

- Funding-Jeriane

- Some partners will be receiving FNS Funds in October 2019. The FNS funds will be different as you will be able to serve any Food Stamp recipient with this funding, but there are no supportive services with this funding. There is no general revenue match to be able to include supportive services. The FNS funds can be used for services, training, and tuition for people who don't qualify for TANF. Some ABAWDS qualify for TANF funds i.e. age 16-24, 25 or older with children outside of the home. You could use TANF funding for supportive services if TANF eligible. It can be tricky for field staff to understand the different funding sources, so it will be important that staff have a clear understanding of what FNS and TANF funds can pay for. The FNS funds will start October 1, 2019 for those who are receiving them.
  - FSD can develop tools to show how using FNS and TANF funds can work. Let us know if this is something you would like.
  - Stacy provided the E&T tool kit link that is on the provider portal. [https://fns-prod.azureedge.net/sites/default/files/ET\\_Toolkit\\_2013.pdf](https://fns-prod.azureedge.net/sites/default/files/ET_Toolkit_2013.pdf)
  - Stacy provided the reference guide to determine TANF eligibility <https://www.fns.usda.gov/snap/et-policy-and-guidance>
  - Pat Luebbering is no longer the director at FSD, he is director at Finance and Administrative Services. The Interim Director is Reggie McElhannon. At this time Jeriane's unit remains under Pat Luebbering. There is no change in our operations.
  - We now have SkillUP window clings, stickers, and buttons. They are in limited supply at this time but if your agency would like some send your request to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov). Some of the stickers will be going to the Missouri Food Bank Association (MFBA) to put on bags as people get food from them.
- Soft exit in MoJobs-Stacy
    - The soft exit went live two weeks ago. We could tell right away there was an issue. DWD has put in a request to their vendor to fix the issue but it will take a while.
    - If staff find cases that have been exited but should not have been and they need to add services they can email [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov) and ask for the exit date to be removed. It is possible that the case may re-exit overnight.
    - Once the soft exit issue has been resolved the DWD vendor will go in and open up the cases that should not have closed.
    - Jeriane explained the reason why the soft exit was done. In doing the 583 report it was discovered that there were lots of cases that had been open for a long time and should have been exited at 90 days. This caused the numbers on the 583 to be incorrect. As part of case management front line staff should be watching their cases and closing out cases that are not participating.
  - Lisa-Training
    - At the time of the meeting there were 3 spots available for the August training session in Jefferson City. If you have staff you would like to attend send your request to [SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov).
  - Jennifer H
    - If you have email or texts blasts that are coming up in the next couple requests please send now as we have a new provider coming on board to do these and it would be nice to give them real events to do during the transition.

## Training

- Upcoming SkillUP training dates
  - 8/06/19- 08/07/19 Jefferson City
  - 09/26/19-09/27/19 TBD

- 10/08/19-10/09/19 TBD
- 11/14/19-11/15/19 TBD
- 12/17/19-12/18/19 TBD

**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.

**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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**Partner updates**

**Better Family Life**-Continue SkillUP outreach sessions. They are having success with outreach referrals. Have info session on day of call. They are having events at The Crossing job center location for census jobs. Q-If they have a bad phone number on the referrals that are sent should they email the SkillUP Inquiry email? A-yes.

**ARCHS –BFL**-7/18 hosted a hiring even for 80 warehouse positions starting at \$13.75 per hour. It was such a success that the employer offered an additional 60 positions and all were filled within a 3 hour period. Total of 115 eligible SkillUP participants showed up that day, 58 enrolled in SkillUP and all were offered positions.

**SWIFTE**-has a participant with 90 days with Easter Seals, she transferred to the adult side of company and had trouble with working in that area, she went to case manager and stated she wanted to quit job. The partner has a position at head start where she was hired as a teacher’s aide at \$13.75 per hour and started on Monday.

**City of Springfield**-Region 7 continues collaboration with partners and info sessions. They are ramping up plans to promote things with schools.

**DWD**-Nothing to report

**FWCA**-Continue outreach. They have events scheduled in the next few weeks. They will attend back to school fairs. They made public library connections for outreach.

**LINC**-8/2 have a back to school event in Belton where there will be a school supply giveaway and SkillUP information will be passed out.

**MERS/Goodwill**-Outreach partnering in all 4 regions. Service specialists are staying involved with local community events, back to school fairs, job fairs, resource fairs, local community get-togethers and events. The FSD monitoring unit has been in all 4 regions this months. They will be finishing up 08/31/19. It has been a

really good experience with the monitoring team. There have been good discussion as well as looking at strengths and where to improve.

**MOCAN**-Continue outreach. Their new agency has been having a lot of success with putting people in training. Enrolled everyone in training that has enrolled with SkillUP. Agencies will be participating in back to school fairs. 50 people filled out interest in SkillUP forms in one county and then there were 50 in another county as well. All referrals are appreciated.

**ResCare**-Job clubs continue monthly. Will attend back to school projects. They wanted to say thank you for the SkillUP outreach listing showing the new participants.

**Southern Missouri Works Project**-Continuing outreach. They will be attending back to school fairs.

### Questions/ Additional Information

### Meeting Close

## 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)