

SkillUp Case File Review & Monitoring Form

Case Name: Participant's name as it appears in MoJobs	Case DCN/User ID: Expand SNAP E&T application, case number should be the DCN	Contractor: Provider being monitored	Staff Name/ID: Expand SNAP E&T application, Case Manager field. If no assigned Case Manager, use case notes to determine who is working with participant
Reviewed By: Name of person conducting the review	Review Date/Type: <input type="checkbox"/> Monitoring <input type="checkbox"/> Targeted <input type="checkbox"/> Other Monitoring for annual or monthly compliance. Targeted if working reviews for a specific issue. Other for reviewing for any other internal purposes.	Participant Status: Participation Type (If Staff Created, check FAMIS or the DCN Verification form to ensure accuracy) This field does not determine funding type. <input type="checkbox"/> ABAWD <input type="checkbox"/> Volunteer	Review Period: FFYxx (xx/xx/xx-xx/xx/xx) This will be the full six month period preceding the month notices are sent.

SNAP Application & Activities

- **SNAP application enrolled correctly:**
Where to find: Programs – SNAP E&T application, expand
What to look for: Participation type (voluntary/ABAWD), DCN present (WDU staff should check FAMIS if Staff Created to ensure accuracy), correct provider selected, exited app* process followed correctly).
 * The Exit date will be 90 days from the last countable service. To view the date the system took the action to exit, click the “Exit/Outcome” tab in the expanded SNAP application, then click “Edit Exit/Outcome” to view.
- **Five required SNAP activities present (funding/101/107/205/213)**
Where to find: (already in SNAP E&T app), expand Activities/Enrollments/Services
What to look for: At least one instance of these 5 activities current to the application - S10 SkillUp TANF or S20 SkillUP FNS*, 101 Orientation, 107 Provision of Labor Market Research, 205 Develop Service Strategies and 213 Comprehensive Assessment. 101/107 must have case note to support the entry of these activities. The 205/213 will be reflected by entry of the Participant’s plans. * There should only be one funding source. See Funding Flowchart in SkillUP Provider Handbook for guidance.
- **Activities closed correctly**
Where to find: SNAP E&T application, expand Activities/Enrollments/Services
What to look for: : System closed activities; one-day activities not closed the same day or training activity not closed when completed or dropped.
- **Correct activity codes entered:**
Where to find: SNAP E&T application, expand Activities/Enrollments/Services
What to look for: any other activities mentioned in case notes should have been opened, including 361 SkillUP Training (or S08 code if working with one of the boards) if the person enrolled in a training course, 122 for employment **gained** through SkillUP (not for employment at time of enrollment), 141/142 on date TRE/WRE was paid, FS-1 for retention services only, etc. Also review for any codes not listed or used incorrectly as outlined in the SNAP Activity Guide.
- **Correct funding code:**
Where to find: SNAP E&T application, expand Activities/Enrollments/Services
What to look for: If coded as S10 SkillUp TANF, does the person meet TANF guidelines. FNS Funds can be used for any FS participant but no supportive services at this time. Only one funding source may be used. Refer to funding chart in handbook for guidance.

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- **Employment added to employment tab**
Where to find: SNAP E&T application, expand Add Employment
What to look for: Review case notes or documents in file to see if gained employment or employment entered at enrollment was added correctly.
- **Credentials added to credentials section**
Where to find: SNAP E&T application, expand Credentials
What to look for: Review case notes or documents in file to see if training was completed and credential gained was entered correctly
- **Wagner-Peyser application, if enrolling in WIOA**
Where to find: located above the SNAP E&T application (scroll up)
What to look for: *(review for workforce boards only)* Check for application near or during the SNAP application period.
- **Resume, if enrolled in work activity** (looking for work, completed training, or working but seeking improved employment?)
Where to find: From top menu, expand My Individual Plans, expand Employment Plan Profile, Resumes or find it in the Case Summary Profile list, under Resumes.
What to look for: Check for resume current to the SNAP application period.

Notes:

Objective Assessment

Where to find: From top menu—Case Management Profile, Plan. In the Action column of the Objective Assessment Summary, choose Print to view as a document (you will not be required to print it but it will be a more readable format)

- **Current to the SNAP application and completed prior to entering a training or work activity**
What to look for: Compare the date of the OAS to the date of activities entered on the SNAP application and listed in case notes.
- **Career pathway and desired wage noted**
What to look for: If not known at time of enrollment, notes should support this and updates should be made once known.
- **Services sought are identified**
What to look for: Should correspond to information in the initial case note.
- **Education and/or work history completed**
What to look for: Check any information contained in documents or physical file to ensure all information provided by the participant was entered
- **All skills, barriers and summary sections completed.**
- **Additional assessments completed if need was indicated**
What to look for: Assessment scores do not always display in the OAS. If case noted or in the case file but scores are not seen, check participant's assessment tab or their individual's general information tab to view.

Notes:

Individual Employment Plan

Where to find: From top menu select Case Management Profile, then Plan. In the Action column of the IEP/Service Strategy, choose Display/Print to view (you will not be required to print it but display provides easy-to-read format)

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- **Objectives present for each goal, outline steps to achieve the goal and not the same as the goal**
What to look for: Objectives and comments are not the same. The comments entered should support how the objective is achieved and the objective should be the actual step to be taken to reach the goal as determined by the OAS and the conversation with the participant.
Example:
O1: Complete required program orientation on xx/xx/xx
C: Participant provided a printout of the orientation dates and a list of what to bring
O2: Attend classes as scheduled and meet required attendance standard
C: Reviewed attendance policy of xyz school with Participant
- **Minimum of one short-term and one long-term goal and goals are not the same**
What to look for: If both goals are employment, the plan should outline how one employment goal would lead to or support the other. Goals should align with OAS.
- **Goals align with activities on SNAP application**
What to look for: If activity on SNAP application for resume or workshops, this should be reflected in the IEP.
- **Goals/objectives reflect the desired career pathway/wage stated in Objective Assessment**
What to look for: Career pathways should be the same. For example, an error would be OAS states LPN but IEP reflects employment goal of Food Service Supervisor.
- **Timeframe for completion**
What to look for: Expected Completion date matches program dates from case notes and/or documents in file. Also ensure the CM's Review date is consistent with the Expected Completion. For example, if training begins 4/1 the Expected Completion date for training is 6/30 and the objective is to attend classes at least 95% of the time to meet attendance requirements, the Review Date for this objective should be relative to the start date, not close to or after the Expected Completion date.
- **Assessment/skills/barriers reflected in objectives and/or goals**
What to look for: If resume update or work attire needed are in the OAS, steps to resolve should be included in the employment goal. If skills deficiency is noted in OAS, employment goal should have objectives to support steps to improve and employment desired should be consistent with existing or improved skills.
- **Employment is the final goal**
What to look for: SkillUP is rapid attachment. The goal should be to obtain employment to improve self-sufficiency, regardless of what path is chosen to get there.
- **Updated with changes**
What to look for: Review case notes and document files for changes such as start/stop of training, change of direction, gained credentials/employment, new barriers, etc. Also ensure changes made such as goals or objectives ended are consistent w/conversations with the participant and other information in case notes. IEP must have open goals/objectives if working with a participant.

Notes:

Case Notes

Where to find: From top menu—expand Staff profiles, General Profile, Case Notes. Results View, detailed.

- **Mandatory Initial case note entered and contains required information**
What to look for: Must include information regarding summary of eligibility, plan of activities to be offered, and how the plan will be implemented. Discussion of barriers and supportive services information must be included. Must be entered for each new enrollment.
- **DWD Statewide Service Notes policy followed (see handbook for guidance)**

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What to look for: Follows HIPAA guidelines, contains only information pertaining to the participant, etc.

- **Present for any supportive service, with details of justification/need/exploration of other resources**
What to look for: Should include specific details, not just date paid or amount paid.
- **Present for any activity or service provided, including actions outside of MoJobs system**
What to look for: Review activities and entries on the SNAP application to ensure a case note is present for each, such as employment or credentials added or supportive services paid. Look for notes to support contact with FSD for DCN verification, submission of FS-5 or other clarifications. Referrals to other agencies and any followup.
- **Entered at time of contact**
What to look for: Check the date of contact against the date of entry in the case note section. Also review the note to ensure the date of contact is accurately reflected. SkillUP has a no-wrong-door policy so timely entry is essential to reduce duplication and streamline provision of services.

Notes:

Case Management/Supportive Services

Where to find: (already in SNAP E&T app), expand Activities/Enrollments/Services to check for issuance dates. Review case notes.

- **TRE/WRE issuances follow policy (justified, open activity, verified attendance)**
What to look for: Review case notes for details and attached documentation. May need to review the Documents tab from the Staff Profile Menu. Review physical file for any documentation or payments not noted in case notes or scanned to system. Review correct entry of activity and date entered in the SNAP
- **TRE/WRE issued in accordance with provider policy (timeframes, amounts, etc)**
What to look for: Will not appear on the OAS, should be case noted and hard copy on file.
- **Barriers addressed and/or referred to Community Based Organizations**
What to look for: Will not appear on the OAS, should be case noted and hard copy on file.
- **Job Retention Services follow policy (see handbook for guidance)**
What to look for: Supportive services correctly provided in the 90 day period following gained employment.

Notes:

Documentation – Required Forms

- **FS-5 (DWD-PO-608) in case file and/or submitted for gained employment or ABAWD use**
What to look for: Signed FS-5, required for all participants. The document may be linked to the case note or located in the Staff Documents tab. A case note should indicate if a FS-5 was submitted to FSD to report training start/stop or work activity for all ABAWDS. The FS-5 must also be submitted for any participant gaining employment.
- **Eligibility & DCN verification form if SNAP application was created by staff in MoJobs**
Where to find: SNAP E&T app, expand to view Location and Staff section. Review Create Staff field. If this shows a batch process created the application, that means information came over from FAMIS. If it has a person's username listed, that means a person added the application manually.
What to look for: If staff created, the file must contain the completed DCN Verification form or a detailed case note to support the verification was completed with FSD. The participant's MYDSS printout is not sufficient for verification.

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- **Complies with confidentiality requirements**

What to look for: Files may not contain any document with other participant information. Look for class listings or invoices with multiple participants listed. These items must be redacted. Also watch for issues with student ID#'s – ensure any documentation has the same student ID# throughout the file.

ABAWD only:

- **Exclusions Checklist present or discussion case noted**

What to look for: Exemption notation on the FS-5 and/or case notes to support reviewed.

- **Job Center WIOA Services form (DWD-PO-609) for regaining eligibility**

What to look for: Check the physical file or documents tab. Only required for those who lost eligibility while in SkillUP but are trying to regain eligibility. Used after the initial FS-5 is sent.

- **Agreement to Volunteer completed and submitted to FSD**

What to look for: Check case file or documents form and case notes to verify it was submitted to FSD. Used only for those ABAWDS volunteering for a work readiness/work experience program to meet their hours.

- **Job description form for WE activity**

What to look for: Only required if participating in a Work Experience activity.

- **Job Search Contract (DWD-PO-604A) and logs (DWD-PO-604B) for self-directed job search**

What to look for: Only required if participating in a Job Search Activity

- **Verification of hours submitted to FSD within 48 hours**

What to look for: Case note to support documentation was submitted to FSD.

Notes:

Reviewer Comments/Recommendations: