Jobs League Program
PROVIDER HANDBOOK
Revised 4/2022

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Introduction

The Jobs League program is funded by Temporary Assistance for Needy Families (TANF) block grant and is administered by the Department of Social Services (DSS). The program is intended to allow Missouri's youth to be provided the opportunity to gain valuable work experience to prepare for tomorrow's careers. The Workforce Development Boards (WDBs) provide Jobs League services directly or through subcontractors. This handbook details a standard set of policies and guidelines but does not cover every situation or scenario a provider may encounter in their day-to-day case management activities.

Participant Requirements

Eligible Participants

The Jobs League program is an initiative to serve eligible Missouri youth, ages fourteen (14) through age twenty-four (24), who qualify as a needy individual or a family, under a purpose of TANF as defined in Section 401 [42 U.S.C. 601] (a) of the Social Security Act. The family's gross monthly income cannot exceed 185% of the Federal Poverty Level.

Residency Eligibility

Verify **residency** except in unusual cases (such as homeless EUs, some migrant farm worker EUs, or EUs newly arrived in the area). Verify residence, to the extent possible, in conjunction with verification of other information such as identity. If residency cannot be verified in conjunction with other verification, use other readily available documentary evidence.

Acceptable verification includes, but is not limited to the following:

- rent or mortgage receipts,
- lease contract,
- utility bills,
- Unexpired driver's license.

Income Eligibility

The provider must complete income eligibility for each participant as shown in Appendix A. The Income guidelines were updated in April 2022 and DSS will provide an updated income guideline chart. The eligibility must be maintained in the MoJobs system.

All income sources must be shown. If the individual receives or is within a family receiving TANF or SNAP, an income test is not needed provided case documentation is obtained. Appendix B (2019 TANF Youth Includable/Excludable Income Sources) indicates sources of income that should be considered includable or excludable for the purposes of this program. There is no exclusion of family size if the individual is disabled.

Program Eligibility Requirements

Proof of social security number, age, citizenship, selective service (if applicable) and documentation of family size and income must be maintained in the participant's file. It must also be documented whether the applicant is

- A parent
- A child living with the custodial parent or other adult caretaker/relative.

A family is defined as all persons living in the same household who are related by blood, marriage or adoption. Adult children who continue to live at home with their parents are considered to be part of the family for this purpose and their income must be counted in determining the total family income.

> A dependent child who is living outside of the home (for example, a student living in a dormitory or other student housing) is considered for these purposes to be part of the family upon which he/she is dependent.

Registration

All youth applying for the program must register through https://jobs.mo.gov and apply for the region's youth job order. This allows the program operators to have immediate access to applicants and collect the required demographic information for Equal Opportunity.

Participant Interest

Employment activities should be designed to encourage participants to take responsibility for their learning, to understand and manage their career options, and to develop social skills and a maturity level that will help them interact positively with others.

Employer Requirements

Employer Job Order

The provider will recruit potential employers for the Jobs League Program. If an employer is chosen to participate in the program, the provider creates a job order for the employer so that referrals may be posted and hires resulted.

Employer Engagement

Service providers must have the capacity to develop meaningful, safe and well-supervised worksites for the placement of youth. Worksites may be with a for-profit, nonprofit and/or a public agency. This may also include project-based community service learning opportunities not conducted at an employer worksite.

The provider should seek employers that are committed to helping participants receive the experience and training that is required to meet the goals set for the employment participants. If the employer would have hired the individual without the subsidized program, the individual should not be placed at this employment.

The provider will ensure that participating worksites introduce and reinforce the rigors, demands, and rewards associated with holding a job. Providers should make an effort to match worksites with participants' interests and goals, as well as alignment with targeted industry sectors identified within the region.

Work Readiness Assessment for Employers

The provider must include a Work Readiness Assessment (Appendix H) for the participant to employers in their worksite packet. This worksite readiness assessment will need to measure the participant's level of workplace readiness. It must be completed by the employer within the first two weeks (calendar) of the participant's start date and at the completion of the program. The worksite supervisor is expected to observe and evaluate workplace performance. Local area program staff should assist employers in making the youth evaluation process as simple and seamless as possible. This will include providing clear instructions on its use through employer orientations and utilizing worksite monitoring visits to address any outstanding procedural questions or concerns by the employer. In addition, the tool allows the employer to include industry or job-specific skills if they choose to do so.

Employers should review the tool with the youth on or prior to the first day of the work experience so they will have a clear understanding of the work readiness skills for which they will be measured and how often they will be measured. Depending on the number of youth at a worksite, and the employer's discretion, this may be done as part of an employer-led group orientation or individually. The provider will develop a time sheet for the youth participant. The time sheet will need to be completed by the youth participant and require a signature of the youth and employer.

It is recommended that the provider encourage employers to conduct more than one evaluation throughout the course of the work experience, such as bi-weekly or mid-point. This provides the employer and case manager the opportunity to offer youth constructive feedback; formally recognize positive work performances; address small issues before they become larger ones; and formally communicate youth performance with local program staff to ensure adequate support.

The final evaluation of the participant's workplace readiness skills should take place during the last week of participation in the program. This feedback with the youth will provide them their workplace strengths as well as indicate areas they should improve on for future employment opportunities. If the participant has been successful in their placement at the worksite, and they have reached the maximum participation hours for Jobs League, it is at the employer's discretion to retain the participant, and assume the responsibility of the participant's wages. Should the participant achieve a "Proficient" standing in 80% of the categories listed they will be considered as having achieved work readiness. This will be recorded in MoJobs at the service closure.

In-school youth should be encouraged to remain in school and return to their academic setting at the beginning of the new school year. If the youth does not have a high school diploma or equivalent, they must be provided information on, and referred to, the local Adult Education & Literacy (AEL) classes in the area. Youth may be enrolled in activities during the contract year using these funds. The rate of pay for participation in the work experience activity is based on the provider discretion and each youth may work up to a maximum of 320 hours. Once the participant has reached their maximum participation hours, the provider should meet with the participant to discuss the transition to other programs they may be eligible for.

Supervisor Orientation

The provider must include a Supervisor Orientation (Appendix E) to the worksite supervisor. It must contain a program overview, supervisor expectations, development of work plans for the youth, time card and payroll distribution, workers compensation processes, etc. and shall be provided prior to a youth's placement on a worksite. A supervisor orientation must be completed for each supervisor at the worksite. Copies will be maintained at the worksite and in the youth's file.

Provider Requirements

Case Management

Providers will deliver a variety of services to ensure participants are able to develop and accomplish employment/career goals. All services are to be provided in a manner that encourages inclusion of all cultures and languages and is available to all qualified refugees and limited English proficient (LEP) participants.

Note: If a provider is not subject to the requirements below, it will be addressed in the contract.

Jobs League participants will be case managed in MoJobs. Services provided need to be documented in the system. The Objective Assessment Summary and Employment Plan that includes a career pathway will need to be completed prior to participant enrollment in education, training or employment services. The participant's record will need to contain a determination of need for training services as determined through the interview, assessment, and career planning supported by local LMI. Explanations will need to be a clear description of the information, such as State or Federal labor market information to prove the training chosen by the participant is linked to an employment opportunity.

Each participant record needs to have six (6) required services entered on the Generic application within MoJobs:

- 503TSJL Employment Opportunities for TANF Jobs League
- 507TSJL Supportive Services for TANF Jobs League
- 511TSJL Assessment for TANF Jobs League
- 515TSJL Work Readiness for TANF Jobs League
- 101 Orientation
- 205 IEP/ISS

Employer Outreach

The provider must develop outreach events and activities directed to employers to encourage participation and to develop worksite opportunities. The outreach must emphasize that this is for the individuals to gain employability skills.

Activities for employers include:

- Employer mailings
- Employer roundtables

- Presentations provided to professional organizations (i.e. Business Associations, Chambers) and/or fraternal organizations (i.e. Lions Clubs & Rotary Clubs)
- Radio public service announcements

Youth Outreach

The provider must focus their outreach efforts toward youth most likely to currently receive or need public assistance or other benefits. The provider must maintain business hours that are convenient to applicants and include evening and weekend hours. Providers establish partnerships with local schools, community partners and state agencies for recruitment.

Outreach opportunities directed toward youth may include:

- High school and college career fairs and community youth organizations
- Brochure and poster distribution
- Contacts with campus coordinators and placement staff at educational facilities
- Meetings with local schools to conduct outreach to parents whose children are at-risk and enrolled in a special programs
- Public service announcements, newspaper ads, appearances on radio and talk shows, and press releases for local newspapers focusing on employment issues
- Classroom presentations
- Social media outlets that are most likely to reach youth

Orientation of Youth

An initial orientation to the Jobs League Program must be explained prior to the youth's work experience. The items to be included in orientation are:

- Information on all available services;
- Expectations of workplace behavior (maintaining punctuality and regular attendance);
- Understanding confidentiality, appropriate behavior and sensitivity to other worksite staff
- (diversity, sexual harassment), drug and alcohol abuse policies, health and safety issues, worksite completion of forms, and contact person and phone number for their individual case worker;
- Equal Opportunity Notice https://dss.mo.gov/files/dss-equal-employment-opportunity- policy.pdf & Program Complaint & Grievance Notice http://www.ascr.usda.gov/complaint_filing_cust.html {sign a copy, and be given a copy for their own records);
- Release of Information form to be signed; and
- Timesheet and training plan review.

Barriers to Employment

The provider should ensure providers are flexible in working with youth that may have barriers to employment. Some common barriers to employment are:

- criminal history
- disability
- drug and alcohol addiction
- homelessness
- long-term welfare dependence
- lack of marketable skills
- poor job search/interview skills
- lack of basic computer skills
- childcare needs
- children with chronic conditions
- no reliable transportation
- background of poverty
- illiteracy
- transition from military to civilian
- limited English proficiency
- poor work history, gaps in employment
- no high school diploma or equivalent
- poor social skills
- mental illness
- age
- employer bias related to these conditions

Many of these barriers can be overcome with assistance from provider staff such as transportation or work-related expenses, refer to the supportive services section of this handbook for additional information on TRE and WRE. Barriers such as child care or drug and alcohol addiction may require the participant to work with another agency (e.g. refer to FSD for Child Care application or refer to another agency for substance abuse treatment).
Addressing barriers may entail confidential information, this information will not print out on the Objective Assessment Summary. Staff will keep confidential information in a case file in the office when addressing barriers, do not include this information in case notes.

These efforts should rely on developmentally or age-appropriate strategies: what is appropriate for a 25 year-old may not be appropriate for a younger youth. Consequently, the services provided to these youth participants and the work readiness goals set for these individuals should be age appropriate.

Assessment of Youth Participants

Eligible youth will be assessed to identify age-appropriate education and career goals. A strategy will be developed and should provide linkages between academic and occupational learning that provides preparation for employment. This strategy should also provide effective connections to intermediary organizations that provide strong links to the job market and employers within the local labor market they live in.

Youth participating in the program should be placed in areas of occupational interest while also being placed with a worksite that can train the youth to be prepared for jobs in growth occupations, emerging industries, or community service related jobs. The provider must develop work experiences that expose youth to opportunities in targeted, high growth occupations and career pathways.

Assessment Checklist

- ❑ Participant has the skills and qualifications to participate successfully in training services
- ❑ Participant has the necessary transportation, childcare and other supports needed to be successful in the activity
- ❑ Participant is in need of training services to obtain or retain employment leading to financial independence
- ❑ Participant was placed in activities that align with the Employment Plan
- ❑ Participant has selected a program of training services that is linked to employment opportunities in the local area or an area the individual is willing to commute or relocate

Career Pathways

Career Pathways are a sequence of training and education programs that are designed to develop a person's academic and technical skills. MERIC has prepared research and resources for Career Pathways. A series of pathways on 10 industry groups provides information on several career paths within each industry. Each Career Pathway begins with a series of quick facts on the number of employers and workers in the industry and the average wage. The Target Industry Career Pathways are:

- Advanced Manufacturing
- Bio-Sciences
- Construction
- Education
- Energy
- Financial
- Health Care
- Hospitality
- Information Technology
- Logistics

Career Pathways are part of all industry groups, so the same common definition of career pathways introduces the concept for all industries. Industry specific information such as details of the industry sector, its historic and projected growth, and importance to the state are described in the "Why Have a Career" section. Providers may access Missouri Career Pathways here: https://meric.mo.gov/workforce-research/career/career-pathways. Career Pathways should be incorporated into the employment plan of participants.

Career Pathways should combine rigorous and high-quality education, training, and other services that:

- aligns with the skill needs of industries in the economy of the State or regional economy involved;
- prepares an individual to be successful in any of a full range of secondary or post-secondary education options, including apprenticeships;
- includes counseling to support an individual in achieving the individual's education and career goals;
- includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
- organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable;
- enables an individual to attain a secondary school diploma or its recognized equivalent, and at least recognized postsecondary credential; and
- assists an individual enter or advance within a specific occupation or occupational cluster.

Employment Plan (EP)

An Employment plan needs to be completed for Jobs League participants. Provider staff will need to assist the participant in developing their Employment Plan (EP). Case managers will need to have conversations with the participant to address any barriers they may have, and/or discuss any delicate subjects that may need to be addressed. It is important for providers to utilize the local resources to help the participant complete the steps needed to achieve their goals. The EP will need to include, but is not limited to the following:

- Clearly outline where the participant wants to obtain employment;
- Detailed description of the type of employment;
- Expected hourly wage;
- Amount of training/education required for desired position(s);
- Steps required to remove barriers;
- Timeframe for completion of each step; and
- Connect the services to be provided with the outcomes to be achieved.

Some participants may not know what type of employment they would like, in this case the participant can establish a goal to review ONET and Labor Market Information to answer these questions. The skills and barriers that were identified in the assessment can help the case manager and participant identify possible goals and objectives for the EP.

The EP needs to include employment is the final outcome for the participant and the participant will need to agree to attempt to obtain employment in the chosen field. Goals and Objectives may and will change over time. Providers will need to update the EP in MoJobs any time a change has occurred. The participant will also need to agree to maintain contact with the provider if there are any changes to the EP.

Goals and Outcomes

Goals and outcomes should come directly from the participant. When setting long term and short term goals use the SMART Goal Strategy:

- ***Specific:*** Who will be involved? What will I accomplish? Where do I have to go? When will this be complete? Why is it important? How do I get there?
- ***Measurable***: Participants and providers must be able to track progress of goals. Being able to track progress keeps participants focused and can be motivation to reaching the end goal.
- ***Achievable:*** Goals must be realistic so participants can accomplish them successfully.
- ***Relevant:*** The goal must matter to the participant, if they have control over their goals they are more likely to stay engaged and follow through.
- ***Time based:*** The goal must have a deadline to be completed so participant can stay on track and accomplish short term goals which leads to accomplishing long term goals.

Employment Plans need to contain, at a minimum, one long term and one short term goal. The number of goals will be based on the individuals needs and will need to follow the SMART goal strategy. Each goal will need to contain, at a minimum, one objective attached to each goal, the number of goals will be based on the individuals needs and address all necessary steps to complete the goal.

Prior to placing a potential participant into any training work activity, the participant must have a completed assessment addressing all employment barriers the participant may have. In addition, the EP must be completed with goals and objectives and all activities or services must align with the EP.

Participants will be placed in services based on their preparedness and ability to successfully participate in the service. A checklist should be used to ensure all steps have been followed prior to enrolling in any activity or service in MoJobs.

- All JL participants ages 14-24 must have an EP/ISS completed in MoJobs.
- All JL participants ages 14-24 must have a completed Objective Assessment Summary (OAS) in MoJobs.
- Activities must be entered on the JL application for any service provided to the participant and must include orientation (101), work readiness assessment (515), work experience activity if assigned (503), OAS and work readiness (511), IEP/ISS (205), and supportive services if provided (507)
- Additional documentation required for work experience: worksite packet, time sheets, I-9, E-verify (within 3 days of start), work permit if 14-15, 2 week work readiness evaluation, and final work readiness evaluation
- Referrals to other agencies to help with barrier removal must be completed and documented in case notes.

Work Readiness for Youth

The provider will ensure program case managers will assess the needs of youth for particular services to meet employment goals and assist youth in achieving those goals. Case managers must at all times:

- Adhere to confidentiality policies;
- Remain sensitive to ethnicity and diversity;
- Build trust when working with youth;
- Incorporate youth development practices in various aspects of case management; and
- The youth's case manager will pick up time sheets, check for accuracy and approve for payment.

The provider must provide the participants work readiness training/information prior to placement to ensure they have the knowledge to succeed in the workplace. This may be combined with the participant orientation or as a separate component. The curriculum should include, but is not limited to the following:

- Adhering to workplace expectations;
- Attendance;
- Punctuality;
- Appearance;
- Conflict resolution;
- Positive communication skills;
- Getting along with staff and coworkers;
- Teamwork;
- Following directions and supervisor feedback;
- Correctly filling out timesheets and tax papers;
- Financial literacy;
- Workplace safety;
- Customer service; and
- Other soft skills that will help the youth get the most out of their job

Worksite Agreements

When utilizing service learning opportunities, worksite supervision, including participant to staff ratio, is critical. Worksite agreements shall be required for each worksite developed, along with a supervisor orientation. The provider is responsible for ensuring proper worksite supervision is provided.

The Worksite Agreement is a binding agreement of accountability among the service provider and worksite. The purpose of this form is to ensure that the worksite sponsor agrees to provide the appropriate level of supervision for each placed youth, comply with Child Labor Laws, and confirm an established relationship between the worksite employer and the service provider.

The Worksite Agreement at a minimum should include the following information:

- Employer Contact Information;
- FEIN:
- Position Information: title, number of positions and supervisor name;
- General Assurances (must be initialed by appropriate worksite/employer representative); and
- Signatures of Contractor, Worksite/Employer authorized signatory.
- A template worksite agreement can be found in Appendix C. The provider must use the provided Worksite Agreement.

Worksite Packet

The provider will make certain each worksite will be provided a packet of information which will include at a minimum:

- A copy of the Worksite Contract/Agreement;
- A copy of the signed orientation for each supervisor;
- A copy of the training plan for each participant; and
- Workers Compensation information to include the process for reporting an incident and who to contact in case of an accident. As youth may be working outside regular business hours the region must provide contacts for outside the normal working hours.

The provider will ensure that all forms, brochures or other materials distributed to the public includes the statements "equal opportunity employer/program" and "auxiliary aids and services are available upon request to individuals with disabilities" and the telephone numbers for TDD/TTY access and/or telephone relay services.

The provider will ensure program case managers will assess the needs of youth for particular services to meet employment goals and assist youth in achieving those goals. Case managers must at all times, adhere to confidentiality policies, remain sensitive to ethnicity and diversity, build trust when working with youth and incorporate youth development practices in various aspects of case management.

Reasons that constitute participant dismissal will be established in the orientation, training plan and with the employer in cooperation with the program case manager. If concerns arise at the worksite, the case manager and employer will discuss the problem and then speak with the participant to determine the issue and find resolutions if possible. Should a participant be dismissed from a worksite, it may be appropriate for that participant to be considered for another worksite.

Case managers must have bi-weekly contact with the employers and participants and face-to-face meetings with each participant and employer as appropriate (but no less than monthly) to determine:

- Status of worksite placement;
- Are goals are being met;
- Is the participant having any problems; and
- With the employer, how participant is doing on the job.

These meetings must be documented, kept in hard copy. The visit must be notated in MoJobs.

Job Placement

Any training or education completed by a participant should lead to sustainable employment, therefore, it is expected that providers will assist participants with job placement. Providers should establish relationships/agreements with other agencies, providers and/or employers to provide job placement services once a participant has completed educational or training services. Providers will not identify SNAP recipients as such when placing them with an employer.

All employment information must be entered into MoJobs regardless if the provider placed the participant with the employer. If the participant obtains employment and still receives benefits, the provider should continue to assist them in obtaining promotions or additional employment to achieve self-sufficiency.

Monitoring

Monitoring and follow-up are required after a participant is placed to ensure the supervisor as well as the youth is supported in their work experience.

Monitoring is necessary to ensure federal funding is being used for its intended purpose and outcomes, and to ensure the programmatic rules are being followed. Providers are subject to self-monitoring, DSS Monitoring

Each site must conduct self-monitoring on 20% of their cases. A template for a monitoring tool can be found on the provider portal.

Contractors will receive an on-site visit to review cases and office procedures. This monitoring may include, but is not limited to; auditing of participant case files, (electronically or on-site), review of fiscal records and surveying of Providers and/or participants.

In addition, providers have monthly focused case reviews. These reviews target a specific component or requirement to see that it is being correctly completed.

Monitoring will review multiple aspects of each case including:

- Employment plan
    - Does the participant have a career pathway?
    - Are there short- and long-term goals with objectives attached to each?
    - Do the goals follow the SMART guidelines?
    - Do the objectives outline the necessary steps to complete the goal?
    - Has the IEP been updated as the participant completes the objectives/goals?
- MoJobs Entries
    - Are all required services complete and correct?
    - Were service/activity/enrollment entries made timely?
    - Do the services in MoJobs align with the EP?
    - Are case notes complete and concise?
    - Do case notes back up the entries made in MoJobs?
    - Completion of the Questionnaire Report

Timely Enrollment of Participant

Enrollment will be done either by paper intake process on-site when access to a computer is not possible or by using the MoJobs intake and enrollment procedures.

- If paper enrollment is done, MoJobs data entry must occur within the same week as paper enrollment.
- Failure to enroll in MoJobs will be seen as non-entry into the program. Any wages paid prior to eligibility determination and MoJobs enrollment will be considered a disallowed cost and payment will be the responsibility of the provider and/or their subcontractor.
- Youth must be enrolled in the program before any service can be entered.
- A youth cannot begin a work activity until their information has been entered into MoJobs. Any funds expended prior to the eligibility determination and registration date are disallowed costs that must be re-paid with non-federal funds.

The Jobs League services and activities include:

- Worksite development;
- Youth and employer outreach and recruitment, program eligibility and orientation; and
- Youth eligibility, assessment, work readiness services, case management entries,
- Supportive services and follow-up.

Co-Enrollment

Co-Enrollment of WIOA enrolled youth is strongly encouraged so wrap around services can be provided to youth as needed.

Case Notes

Anyone with access to MoJobs can see any note in a participant's file. Since MoJobs does not have a place for confidential notes, notes with confidential/sensitive information about chemical dependency, mental health, family violence, or any medical condition or diagnosis must not be entered. These types of documentation must be kept in the case file and the file cabinet must be locked when not being accessed.

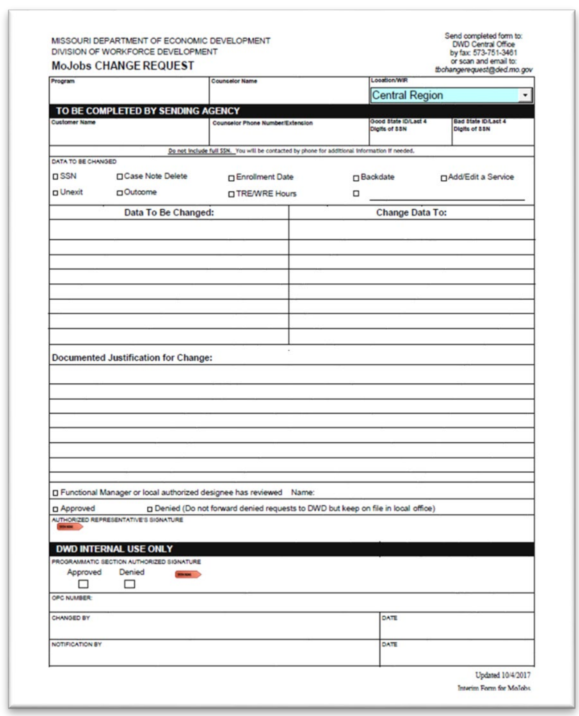
When writing Case Notes, keep in mind:

- Case Notes are part of the permanent record;
- Monitors and other staff providing services will read Case Notes; and
- The participant (or, in the case of a youth, the guardian) has the right to receive copies of Case Notes.

If you enter a note incorrectly, use the MoJobs Change Request Form to submit a deletion request. Deleting notes requires a written request and a reason for deletion. Remember that any entry made may become public record, so make your notes both accurate and able to withstand public scrutiny.

MoJobs Change Request Form

The MoJobs Change Request Form is submitted to WIT when a service or note has been entered incorrectly in MoJobs. The MoJobs Access Request Form is also submitted to the FSD when provider staff have lost access to MoJobs. Staff must log in once every 30 days or they will lose system access. All FSD contractors must submit the form to SkillUP.Missouri@dss.mo.gov for approval, do not send to DWD Support.



MISSOURI DEPARTMENT OF ECONOMIC DEVELOPMENT
DIVISION OF WORKFORCE DEVELOPMENT
MoJobs CHANGE REQUEST

Send completed form to:
DWD Central Office
by fax: 573-751-3461
or scan and email to:
tbchangerequest@ded.mo.gov

Program	Counselor Name	Location/WIR
		Central Region

TO BE COMPLETED BY SENDING AGENCY

Customer Name	Counselor Phone Number/Extension	Good State ID/Last 4 Digits of SSN	Bad State ID/Last 4 Digits of SSN

Do not include full SSN. You will be contacted by phone for additional information if needed.

DATA TO BE CHANGED

☐ SSN ☐ Case Note Delete ☐ Enrollment Date ☐ Backdate ☐ Add/Edit a Service
☐ Unexit ☐ Outcome ☐ TRE/WRE Hours ☐ ______

Data To Be Changed:	Change Data To:

Documented Justification for Change:

☐ Functional Manager or local authorized designee has reviewed Name:

☐ Approved ☐ Denied (Do not forward denied requests to DWD but keep on file in local office)

AUTHORIZED REPRESENTATIVE'S SIGNATURE

DWD INTERNAL USE ONLY

PROGRAMMATIC SECTION AUTHORIZED SIGNATURE

Approved ☐ Denied ☐

OPC NUMBER:

CHANGED BY	DATE
NOTIFICATION BY	DATE

Updated 10/4/2017
Interim Form for MoJobs

All WIT contractors must submit the form to SkillUP.Missouri@dss.mo.gov for approval, do not send to DWD Support.

Staff should refer to the Change Request Guidance posted on the provider portal for additional information on the change request process.

Case notes entered in MoJobs must follow OWD Statewide Service Notes policy, which is:

Case Notes provide a fact-based description of a participant's interaction with the workforce system. Accurate, adequate, and timely recording of Case Notes is critical to provide quality participant service, track funding costs, and assist in compliance monitoring.

Case Notes should be entered **on the date** of discussion with the participant or the date services are provided. This real-time data entry allows for continuous and seamless service delivery. If time of day or caseload does not allow for creating a Case Note immediately, it should be completed the next business day, or as soon as possible.

Many of the Office of Workforce Development's (OWD) statewide electronic case management system services (e.g., self- directed job search) are automatically recorded in the seeker history. It is not necessary to write a Case Note for these automatic entries. If there is interaction with the participant and information is obtained beyond this, then a Case Note in line with the following requirements of this Policy must be recorded.

Case Notes have a variety of purposes, including, but not limited to:

- Sharing information with the workforce system to facilitate seamless service delivery;
- Reminding the workforce system of information and ideas that have been discussed with the participant;
- Providing documentation to meet regulatory requirements, that will result in smoother local, state, and federal monitoring processes—and possibly fewer audit findings;
- Documenting information obtained from partners not using OWD's statewide electronic case management system;
- Documenting services offered as well as the source—and timeframe— of funding (i.e., specifying Workforce Innovation and Opportunity Act [WIOA] Title I programs or non-WIOA sources, Trade Adjustment Assistance, or National Dislocated Worker Grants), including training costs, Supportive Services, and other appropriate expenditures;
- Documenting progress toward the Goals and Objectives/Services on the individualized Employment Plan (EP);
- Adding, clarifying, or summarizing information in the electronic case management record;
- Helping locate participants for required follow-up contact; and
- Assisting WIT staff to:
  - Consider and process change requests;
  - Investigate participant complaints; and
  - Review records for compliance and quality of service.

Mandatory Initial Case Note

It is mandatory that any customer moved to participant status must have an Initial Case Note entered at the time of enrollment. This Initial Case Note must include information regarding: summary of eligibility, plan of activities to be offered, and how the plan will be implemented. Additionally, the Case Note is also a focal point for accountability to funding, therefore Supportive Services information must be included. This mandatory enrollment Initial Case Note must be entered for **all** active program participants at the time of enrollment.

Information about a participant's employment and/or training is recorded over time in a series of Case Notes. These will cover topics including, but not limited to:

- Initial Case Note
- Assessments (specify which assessment)
- Case reviews
- Customer contacts (specific reason for contact)
- Customer information updates
- 'Cut-and-paste' text must be specific to that customer's case
- Document Submittal
- Funding approvals/funding denials;
- EP/Participation
- Job development
- Case record corrections;
- Problem solving (e.g., addressing barriers, needs, and plans to address those needs)
- Progress evaluations
- Referrals
- Service started/service ended
- Skills reviews
- Supportive Services
- Unemployment Insurance Required Job Services reporting
- Youth follow-up

Case Note Recording Requirements

1. Concise and Stated in Simple, Clear Language. The Case Note must document services received by the participant in the Missouri Job Center. Avoid long narratives and unnecessary information. Case Notes must be detailed enough to communicate necessary information. Acronyms and abbreviations are not appropriate unless all staff reading the Case Notes can easily understand them [example: individualized Employment Plan (EP)].

2. Related to the Participant's Ability to Participate in Services. Information must pertain to the participant only. Nonessential information about spouses, children, other family members, friends, etc., must not be recorded.
3. Fact-based, Objective, Accurate. Case Notes must contain only relevant facts. Assumptions or opinions by staff and third parties must not be included.

Appropriate—Case Notes *should*:

- Refer to specific dates
- Contain all necessary information
- Be detailed enough for anyone authorized to access the file to understand
- Include justifications for Supportive Services
- Include training date

Inappropriate—Case Notes must *not*:

- Contain irrelevant details;
- Discuss medical appointments
- Discuss pregnancy
- Include discussions of the participant's situation with third parties
- Include any hearsay speculations
- Relate to drug treatment rehabilitation or substance abuse
- Relate to child custody, or legal actions
- Contain information about individuals other than the participant
- Be subjective, draw conclusions or make judgments Contain unnecessary or subjective comments

<u>Supportive Services</u>

Supportive Services are defined as those services necessary to enable an individual to participate in the Jobs League program. Work related expenses (WRE) and transportation related expenses (TRE) supportive services should be made available to assist customers in removing or reducing barriers to participate in youth employment activities. Supportive services cannot be used to support a participant's regular employment, only employment that is obtained after a participant has enrolled in Jobs League.

<u>Payment of Service</u>

Supportive Service payments are requested individually for specific needs. Supportive Service payments are made on a case-by-case basis only when determined necessary and reasonable. All supportive services are considered reimbursable expenses and payment should never be made directly to the participant.

- If a participant is requesting WRE for car repairs, the provider should pay the auto service directly for the repairs, not the participant. Payments should be made directly to the vendor providing the service or for a voucher.
- If a participant needs clothing for an interview, the provider can provide vouchers for a clothing store, do not give participants cash or gift cards for these items.
- TRE payments can be in the form of bus passes, gas cards or reimbursements, but TRE is only for the cost of transportation to and from the training or work activity and staff are responsible for verifying participation in the training or work activity.

<u>Supportive Service Eligibility</u>

Supportive Services are only to be provided to customers who:

- Are participating in Jobs League Program and
- Are unable to obtain Supportive Services themselves or via their support network; and
- Are unable to obtain Supportive Services through other programs including community agencies that provide these services; and
- Demonstrate a need for assistance to enable participation in Jobs League Program.

- Case notes regarding Supportive Service payments must include at a minimum all of the following:
  - The type of Supportive Service paid (e.g., TRE, WRE);
  - The amount of Supportive Service paid;
  - The timeframe for which the Supportive Service was paid;
  - The justification of need for the Supportive Service; and
  - Lack of other community resources.

In all cases, staff must review case notes prior to making any Supportive Service payments to avoid duplicate payments and ensure all payments are reasonable and necessary.

Supportive Services Chart

Providers must use the most cost effective service and only be provided so the participant can gain employment. Supportive Services must be necessary, reasonable and cannot have another possible source of funding. Supportive services are only allowed to support employment and training activities. Providers are not required to provide all services listed; providers should follow their own policies on the type of services provided. Participant needs to pay as much as he/she can.

Supportive Services ✓=Allowable **X**=Not Allowable		
Items	**Explanations**	**Allowable/Not Allowable**

Automobile repair(s)	• Used for the primary vehicle owned by the participant. The provider must request proof of ownership (i.e.: a title), proof of insurance, and a valid driver's license.
	• On a case-by-case basis, it can be used for a vehicle the participant will ride in or drive to fully participate in work activities:
	  o This should be carefully investigated as to why the participant cannot obtain his/her own vehicle (i.e. doesn't have driver's license, etc.) or other transportation.
	  o Verify this will be a long-term solution or lead to a long-term solution (i.e. If WRE of $50 puts brakes on the mother's car, the participant will have transportation for three months at which time the participant will get their income tax and purchase a used automobile.)
	  o The owner of the vehicle must provide proof of ownership, proof of insurance, and a valid driver's license if the owner is transporting the participant.
	  o Owner of the vehicle must sign a statement that he/she will give this person rides as needed to participate in work activities or allow the participant to drive the car for a certain period of time.
		✓

Automobile repair(s) continued	• Two-parent households: if both parents are fully participating or agree to fully participate, the WRE can be combined to make repairs. • For repairs over $100, or if staff question the cost, the participant must submit three estimates for the cost of the repairs. It is left to the discretion of the provider if the estimates must come from certain vendors that may be more reasonable in cost. • WRE funds can be used to purchase automobile parts to be installed by someone other than an auto repair shop; however, the case manager should verify the individual who will install the parts is qualified to do the type of work required. • The mechanic or other authorized person should verify, to the best of his/her knowledge, this repair(s) will make the vehicle operable and is not just a short-term fix. • Diagnostic testing is allowable if the mechanic is unsure of the problem and there is no way to determine the cost unless this is completed.	✓
Bicycle or Bicycle Parts	• Allowable if used for transportation for work activities.	✓
Car Insurance	• Allowable up to three months for full coverage insurance total per 12 month period (if the participant only needs liability, this is acceptable) since he/she will likely need other supports for going to work or school. • Encourage the participant to pay a portion of the insurance as he/she will have to make the payments in the future. • Only pay one month at a time to verify full participation is met.	✓
Childcare Registration Fees	• Does not count toward the annual limit. • Provider does not have to be licensed or registered to request this fee; however, the childcare provider must have a written policy requiring this fee for all families.	✓
College Application and Entry Test Fees	• Allowable for short-term training less than a year.	✓
College Fees	• Participant has an unpaid fee from a college that must be paid in order to enter a training program (e.g. Lab Fee of $150). • The participant is unable to resolve with the college on their own. • This does not include student loans.	✓
Criminal Background Check, Drug Testing and Fingerprints	• Must be required by the employer for all employees in order to participate in a work activity.	✓
Dental and Vision Expenses	• Participant must provide documentation that this will not be covered by MO HealthNet or private health care (i.e., statement showing not eligible for MO HealthNet; denial per dentist/doctor office; etc.). • Cannot be used for another participant, even if he/she is married to this person.	✓

	• Includes basic dental cleaning, vision exams and low cost glasses.	
Driver's License Fees	• Per the Missouri Department of Revenue, the length of the license and the fee associated with it depends on driver's age: if the driver is under or over 20 years of age.	✓
Gas Cards, Mileage and Bus Passes	• Participant must submit weekly claim for expenses. • Participants must supply documentation to verify expenses. • Maximum is $15 per day.	✓
GED or HiSET Test Fees	• Allowable for participants without a high school diploma.	✓
Licensing Fees	• Only allowed for a one-year period. • Can include safety inspection & transfer fees	✓
Legal costs, fees or fines	• Over $150 per calendar year requires DSS approval.	✓
Mental Health Services	• Never allowed	**X**
Mortgage Payments	• Can be paid in extenuating circumstances for short-term emergencies. • Participant must provide documentation (i.e.: bill, loan, etc.) showing this is his/her responsibility.	✓
Personal Computers	• Need must be documented • Must align with EP	✓
Personal Hygiene Items	• Purchase of a reasonable amount of items: o Soap o Deodorant o Toothpaste and mouthwash	✓
Personal Property Taxes	• Done on a very limited basis, (i.e.: the participant has to pay the taxes to obtain/license a vehicle). • Only includes personal property tax for the vehicle needed for transportation and does not include payment for other vehicles, a house, etc. • If there is more than one vehicle on the property tax, verify the participant has the money to pay the rest of the bill and go with him/her to pay it, or have them mail the payment from the office, etc.	✓
Phone Cards	• Participant must use the card exclusively for activities that lead to self-sufficiency.	✓
Rent/Utilities	• Can be paid in extenuating circumstances for short-term emergencies. • Participant must provide a copy of the lease agreement with his/her name as the person responsible for payment.	✓
Sales Tax	• Do not use for sales tax on the WRE purchase as the WRE item(s) is tax exempt.	✓

	• Provide the appropriate tax-exempt documentation so sales tax is not charged.	
SATOP Class	• Can be paid when this is a condition for the participant to get his/her license back.	✓
Startup Costs or Operational Costs for a business	• Requires DSS approval Tools, supplies, etc. necessary. For example, rakes, gas, shovels for lawn care business.	✓
Student Loans	• Never allowed	**X**
Union Dues	• Limited to once per union membership. Example: A participant joins a carpenter's union, the fee can be paid. Later the participant joins a HVAC union, the fee can be paid. However, it cannot be paid to the carpenters union twice even if it is for different periods of time.	✓
Work and/or School Supplies	• Work tools required by the employer. • School supplies if required for the class. • Computer software required for a specific class. • Text books if required for the class.	✓
Work Clothes, Uniforms and Shoes	• WRE funds are not intended to purchase an entire wardrobe. • Necessary clothing should be purchased at the most reasonable price. • There is not a stipulation on how many of any piece of clothing may be purchased since this is case specific and there are many possible combinations of needs. • Uniforms must be required and not provided by the employer.	✓

<u>Contract Requirements</u>

Each Jobs League provider has established outcomes for performance of the program that include:

- Enrollments
- Average number of hours enrolled in program
- Number of youth who retain employment and employer after program ends
- Number of youth who obtained part-time employment and full-time employment after program ends.
- overall average wage increase
- overall average benefit decrease

In addition to the outcomes above, contractors are required to make the appropriate entries in MoJobs to determine the success of the program and determine the return on investment for reporting to the legislature, pubic and federal government.

- The contractor shall contact participants that exited from the program to determine if he/she gained employment
- All contacts with participants will be maintained as case notes and captured in MoJobs
- The contractor shall enter information into the MoJobs system with all participants who gained employment to include the participant's name, DCN, date of exit (if applicable), employer's name, date employment began, wage obtained and hours worked per week.
- The contractor shall enter information into the MoJobs system with all participants who enroll in a training to include the participant's name, DCN, date of exit (if applicable), type of training, the begin and end dates of the training and the type of credential, certificate or certification that will be obtained.

- The contractor shall enter information into the MoJobs system with all participants who obtain a credential to include the participant's name, DCN, date of exit (if applicable), type of credential obtained and the date the credential was received. Staff should upload a copy of the credential to MoJobs when possible.

How will my Agency get Credit for Participant Employment?

When a participant gains employment through the Jobs League program, staff are expected to take the necessary steps to report this information to the WIT and record the employment information in the MoJobs system. Staff must enter employment information, including start date, hours per week and hourly wage to the Employment Tab in the Generic application. Staff must complete the modified FS-5 for Jobs League (Appendix J) and submit to WIT upon verification of employment. Please submit to SkillUp.Missouri@dss.mo.gov.

Employment must be verified prior to providing job retention services to a participant.

Invoicing For Payment from WIT

Providers will submit a monthly invoice on the date referenced in the contract or MOU. An invoice template specific to the Provider agency and specific funding type, will be provided by WIT, which must be used when invoicing for services provided. Invoices submitted by email must be sent by encrypted email. Providers will invoice per participant for actual costs and include a service list with the invoice

WIT reserves the right to hold payment if all required information is not submitted with the monthly invoice or if the information submitted is not sufficient. WIT reserves the right to deny payment if invoices are not received timely or if the invoices are incorrect/missing information. WIT will notify the Provider if the information submitted is not acceptable.

All invoices submitted must include the following:

- Contract or MOU Number;
- Contractor's name, address and telephone number;
- Month or week for which services are being invoiced;
- Unique invoice number;
- Complete list of expenses by line item

Invoices should be submitted to W&CI.Invoices@dss.mo.gov. Invoice templates are available on the provider portal.

Program Reporting Requirements

Required Tracking

The provider must track (in MoJobs) the number of participants enrolled in the Jobs League Program. Reporting requirements are as follows (Questionnaire Report)

- Activities provided for each youth
- Services they received and the completion statistics of those in employment.
- These statistics will include the number of youth completing the program (as defined in their individual plan);
- The total number hours the youth worked;
- Whether the employer hired the participant;
- If the participant:
  - Returned to school;
  - Entered post-secondary education;
  - Entered Adult Education & Literacy classes;
  - Entered employment;
  - Achieved work readiness
  - Expenditures of supportive services for each youth
  - Youth participant demographics

The provider shall contact participants that exited from the program to determine if he/she continued employment, found other employment, continued education or sought out post-secondary education. All contacts will be maintained as case notes and captured in MoJobs to produce a report.

The provider shall enter information into the MoJobs system with all participants who gained employment to include the participant's name, DCN, date of exit (if applicable), employer's name, and date of employment wage obtained and hours worked per week. This report will be able to be generated by the provider and for the entire Jobs League population. The information in the report is necessary to determine the success of the program and determine the return on investment for reporting to the legislature, pubic and federal government.

Performance Measures

The contractor should document performance goals including, but not limited to:

a. Enrollment
b. Percentage of participants returning to education, retaining/gaining employment or a combination.
c. Other services utilized by participant to ensure wraparound services
d. Whether the participant is receiving TA, SNAP, or MO Health Net while participating in this program.

Enroll eligible participants; track credential attainment and short-term training. All information must be entered in MoJobs and reports are available through the system. Jobs League participants' employment in a career pathway that will lead to non-dependency on government benefits. The Department of Social Services (DSS) will track increased earnings four (4) quarters after exit and report this information to the providers; however, this information is not available until approximately six (6) months after exit. In addition, DSS will track average reduction in benefit usage four (4) quarters after exit and provide reports 30 calendar days following the quarter ending. In addition, the Department will track average reduction in benefit usage for youth 18 and older four (4) quarters after exit and provide reports thirty (30) days following each quarter ending.

Resources

Training requests, Marketing Materials, Reactivations & MoJobs Change Requests:

- SkillUp.Missouri@dss.mo.gov

Monitoring Unit:

- FSD.E&TMonitoring@dss.mo.gov

Invoices:

1.) W&CI.Invoices@dss.mo.gov
2.) MoJobs Training: https://training-app-jobs.mo.gov/vosnet
3.) MoJobs Production https://app-jobs.mo.gov/vosnet
4.) Family Support Division website: http://dss.mo.gov/fsd/
5.) Workforce Initiatives Team Website (Under Production)

What Other Services are Available to TANF Recipients?

- Child Care Subsidy, MO HealthNet, Low Income Home Energy Assistance Program, Child Support, Rehabilitation Services for the Blind, and Supplemental Nutrition Assistance Program.
  - For more information, go to https://mydss.mo.gov/services
  - If a participant needs child care for Employment & Training activities, the provider should ask the participant to complete the child care application.
- Women, Infants, and Children (WIC) services
  - To Find Out More, Go to: https://health.mo.gov/living/families/wic/

- For more information on local resources, go to the MO Services Navigator

Nondiscrimination Statement
The Missouri Department of Social Services (DSS) is committed to the principles of equal employment opportunity and equal access to services. Accordingly, DSS employees, applicants for employment, and contractors are treated equitably regardless of race, color, national origin, ancestry, genetic information, pregnancy, sex, sexual orientation, age, disability, religion, or veteran status.

DSS applicants for, or recipients of, services from DSS are treated equitably regardless of race, color, national origin, ancestry, sex, age, sexual orientation, disability, veteran status, or religion. Appropriate interpretive services will be provided as required for the visually or hearing impaired and for persons with language barriers. **Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the Department of Social Services should notify DSS as soon as possible, and no later than 48 hours before the scheduled event, by contacting either their DSS local office or Anna Wise, DSS ADA Coordinator and Manager of the DSS Office for Civil Rights at the address/phone number listed below**.

Applicants for, or recipients, of services from DSS who believe they have been denied a service or benefit may file a complaint by contacting either their DSS local office or the Missouri DSS Office for Civil Rights at (800) 776-8014; or (866) 735-2460 (Voice); (800) 735-2966 (Text). Complaints may also be filed by writing to: Missouri DSS Office for Civil Rights, P. O. Box 1527, Jefferson City, MO 65102-1527.

Applicants for, or recipients of services from DSS who believe they have been denied a service or benefit because of race, color, national origin, sex, age, disability, or religion may also file a complaint by writing to: U.S. Department of Health and Human Services, Office for Civil Rights, 601 East 12th Street, Room 353, Kansas City, MO 64106, (800) 368-1019 (Voice); (800) 537-7697 (TDD).

Appendices

Please refer to the following link for all appendices related to Jobs League: Missouri Job League Appendices (mo.gov)