

# ASK UP





skillUP

# Why SkillUP Matters Meet Chadonicka!

<https://vimeo.com/270755878>



# SkillUP Participants:

- Must be receiving SNAP (Food Stamp) benefits
- ABAWDs – Able Bodied Adults without Dependents,  
or
- Volunteers
- Cannot be receiving Temporary Assistance cash  
benefits (TA)



# ABAWD or VOLUNTEER?

## ABAWD

- ✓ 18-52 years old
- ✓ No minor children on SNAP case
- ✓ Does not meet exemption/exclusion from work requirement
- ✓ Must participate in 80 hours of work/training per month to remain on SNAP
- ✓ Send FS-5 to report training and/or work hours

## Volunteer

- ✓ Age 16 or older
- ✓ May or may not have children on SNAP case
- ✓ Meets exemption or exclusion from work requirement
- ✓ No monthly hour requirement to remain on SNAP
- ✓ May enroll or withdraw from participation at any time
- ✓ Send FS-5 to report employment

**\*The Family Support Division (FSD) makes the final determination of participation type (ABAWD/Volunteer)\***

<https://dss.mo.gov/skillup-provider-portal/serving-abawds/story.html>

# Able Bodied Adult Without Dependents

## ABAWD Guidelines

- ✓ Can only receive 3 months out of 36 if not meeting work/training requirements.
- ✓ Uses a “non-work” month if benefit received but not meeting 80 hours.
- ✓ Loses benefits after 3 “non-work” months.
- ✓ Regains eligibility by working and/or attending training 80 hours in a 30-day period, however; cannot be served by SkillUP if trying to regain eligibility.



# Serving Volunteers

## Possible Exemptions/Exclusions

- ✓ Receives Unemployment benefits in any state
- ✓ Needed in the home to care for incapacitated/ill person
- ✓ Unable to work due to illness, injury or disability
- ✓ Pregnancy in any trimester
- ✓ Attending a drug/alcohol treatment program.
- ✓ Homeless
- ✓ Veteran
- ✓ Persons age 24 years and younger who aged out of foster care



\*SkillUP staff should report any possible exemptions or exclusions for an individual to FSD via the FS-5 form\*

# Missouri Work Assistance (MWA)

- ❑ Missouri Works Assistance is the employment and training program for TA recipients.
- ❑ TA recipients must participate with MWA and cannot participate in SkillUP.

<https://mydss.mo.gov/missouri-work-assistance>





# FSD Referral Process

- ❑ FSD verifies participation status (ABAWD/Vol) and sends to MoJobs.
- ❑ *If participant is NOT in MoJobs or status is not updated:*
- ❑ Send the SkillUP Eligibility and DCN Verification Form to [DSS.FSD.Agreements@dss.mo.gov](mailto:DSS.FSD.Agreements@dss.mo.gov)
- ❑ [OWCI Training Portal](#)
- ❑ SkillUP Provider Portal- [Handbook & Forms](#)

# Funding Sources

## FNS (S20) Funding

- ✓ Can be used for planning, marketing, implementation and operation of SkillUP.
- ✓ Can be used for participant tuition.
- ✓ 100% funds **cannot** be used for supportive services.
- ✓ Can be used on **any** SNAP/SkillUP participant (no restrictions).

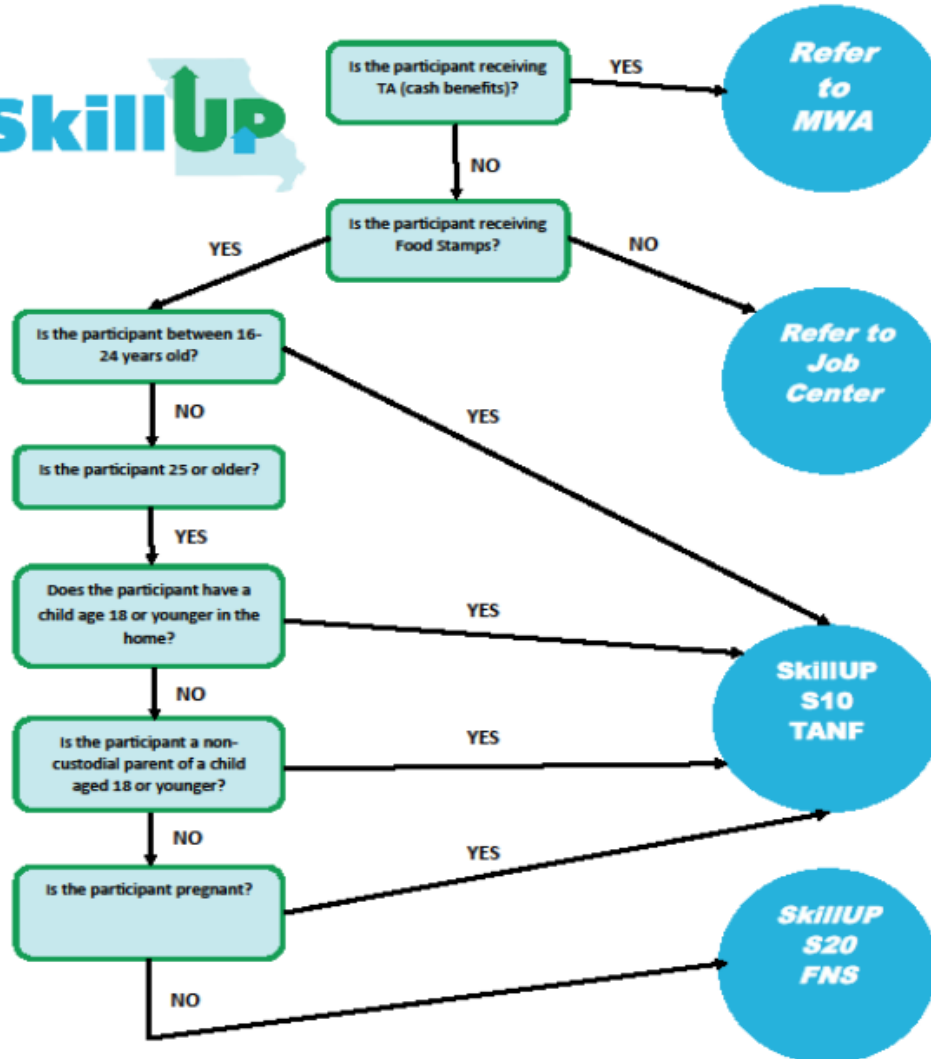
## TANF (S10) Funding

- ✓ Can be used for planning, marketing, implementation and operation of SkillUP.
- ✓ Can be used for participant tuition **and** supportive services.
- ✓ **Restrictions on who can be served:**
  - 16-24 years old
  - Age 25+ with minor child, including non-custodial parents
  - Pregnant

**\*All SkillUP Participants must be active SNAP Recipients and cannot be active TA (cash benefit) recipients.**

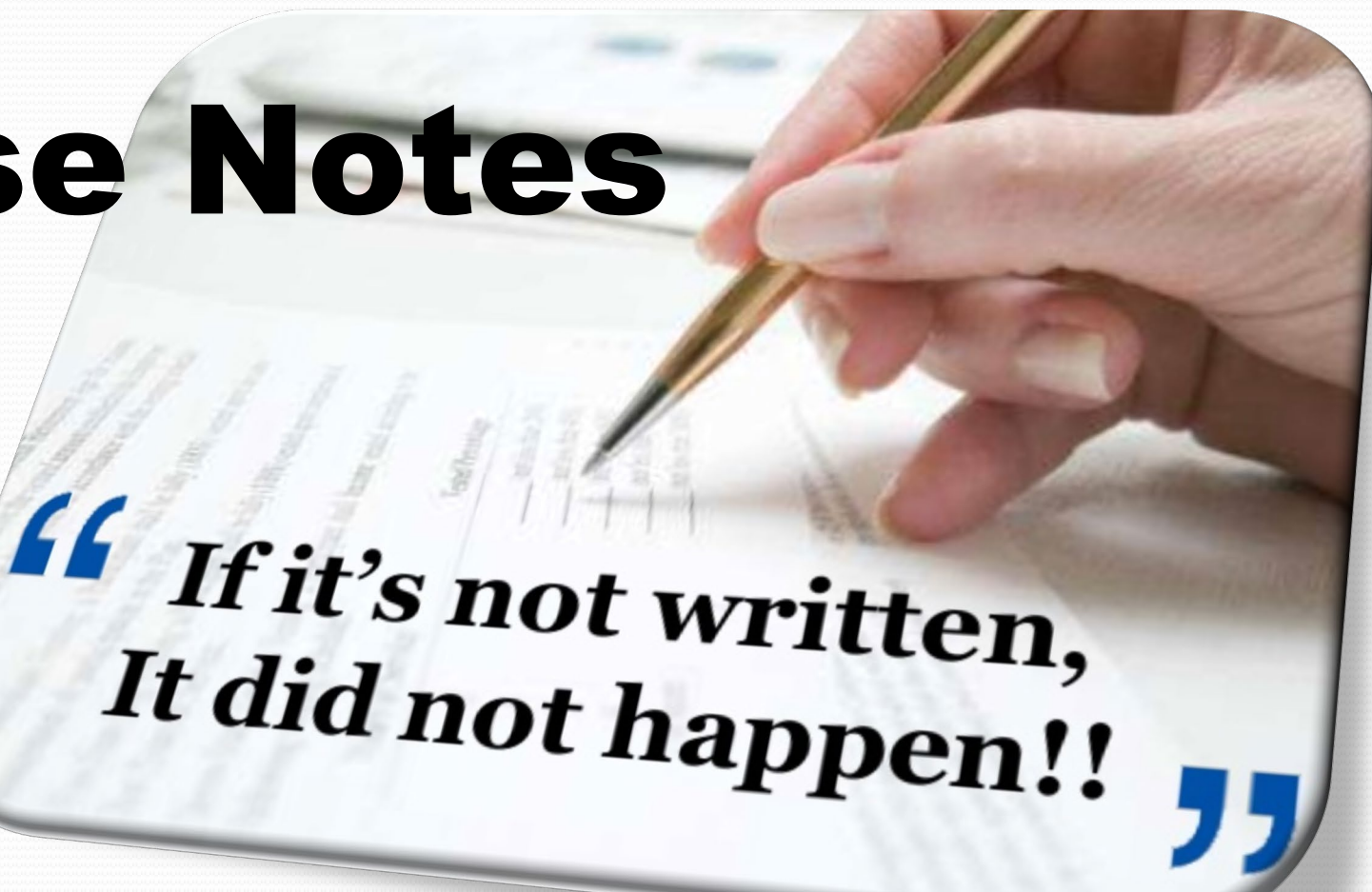


### Funding Flowchart



FNS funds can be used for Food Stamp recipients age 16 and over. If FNS funds are used for a TANF eligible participant, he/she must be coded to FNS funds. If there are FNS and TANF blended funds used for TANF eligible participants, chose S10 for TANF.

# Case Notes

A close-up photograph of a hand holding a gold-colored pen, writing on a document. The document has some faint text and a table-like structure. The image is part of a graphic with a white background and a blue border.

**“ If it’s not written,  
It did not happen!! ”**

# Case Notes

## When should a case note be entered?

- Initial Case Note
- After Assessment
- After participant - employer contacts
- After follow up dates
- Supportive Services issued
- After documents are submitted
- After Employment Plan is created or updated
- Addressing barriers
- Funding Approvals or Denials

# Case Notes

- Fact based description of participant interaction with MoJobs
- Must be entered on the date services were provided
- If a note is entered on the wrong persons case, use the change request form to request deletion
- Do Not include any Personally Identifiable Information (PII) on a case record.

# Appropriate Case Notes

- 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 dates
- Identify funding sources and timeframes covered with eligibility determinations.

# Inappropriate Case Notes



- Irrelevant details
- Medical procedure or examination appointments
- Pregnancy
- Discussions of the participant's situation with third parties
- Hearsay speculations from the participant's family or household



# SkillUP Pathways to Employment

## □ Case Management

- Engagement

- Assessment and Employability Planning

- Participation

- Employment and Transition

# Case Management Services

Every participant record must have the following services entered on the SNAP application:

- S10 SkillUP TANF or S20 SkillUP FNS
- 101 Orientation
- 107 Provision of Labor Market Research
- 205 Develop Service Strategies
- 213 Comprehensive Assessment

# Marketing & Outreach

- ❑ Encourage community support for the SkillUP program
- ❑ Educate the local community about SkillUP

# Collaboration & Referrals

- ❑ Provides participants with comprehensive services
- ❑ For more information on local resources go to

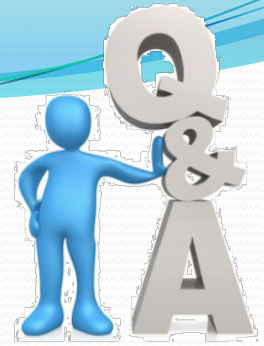


# Outreach Effectiveness Survey

## Quick Survey – 3 questions

- What program – MWA or SkillUP
- How did they hear about the program?
- What is their zip code?

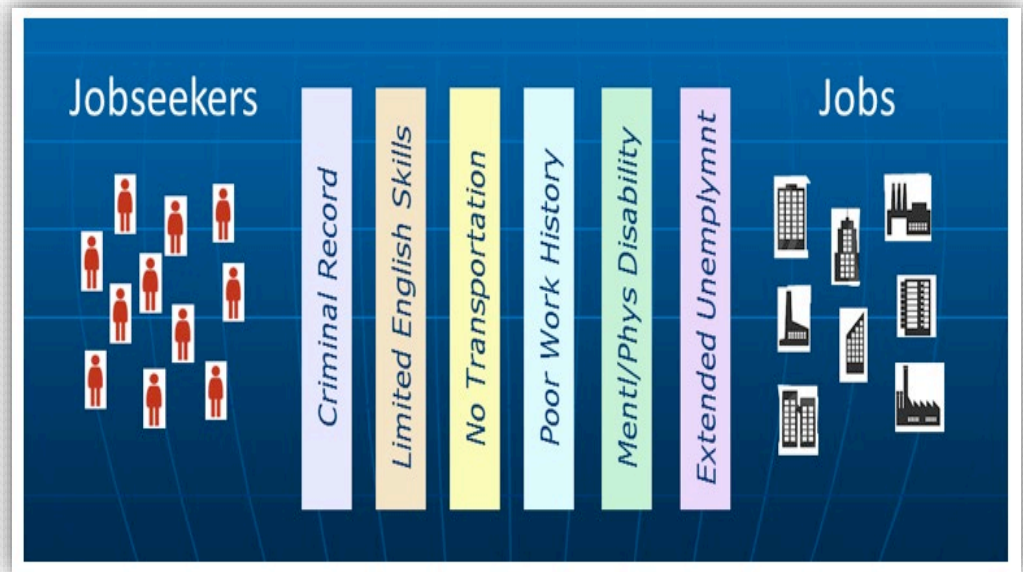
# Engagement - Informational Session(s):



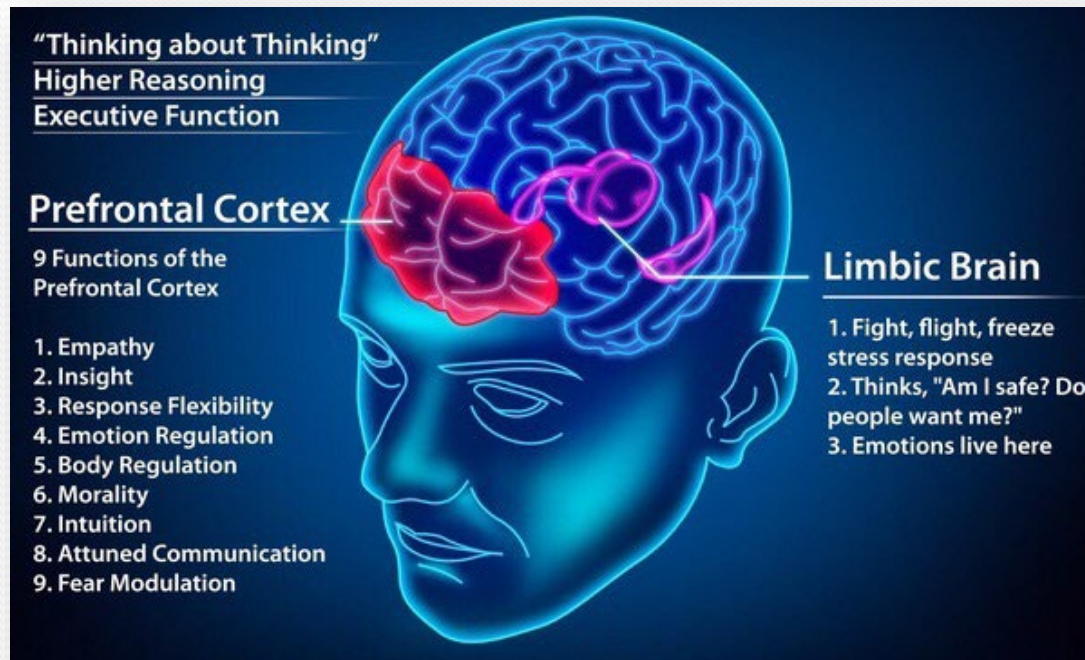
# Intensive Case Management

This component is for individuals with multiple barriers to employment that require one-on-one assistance.

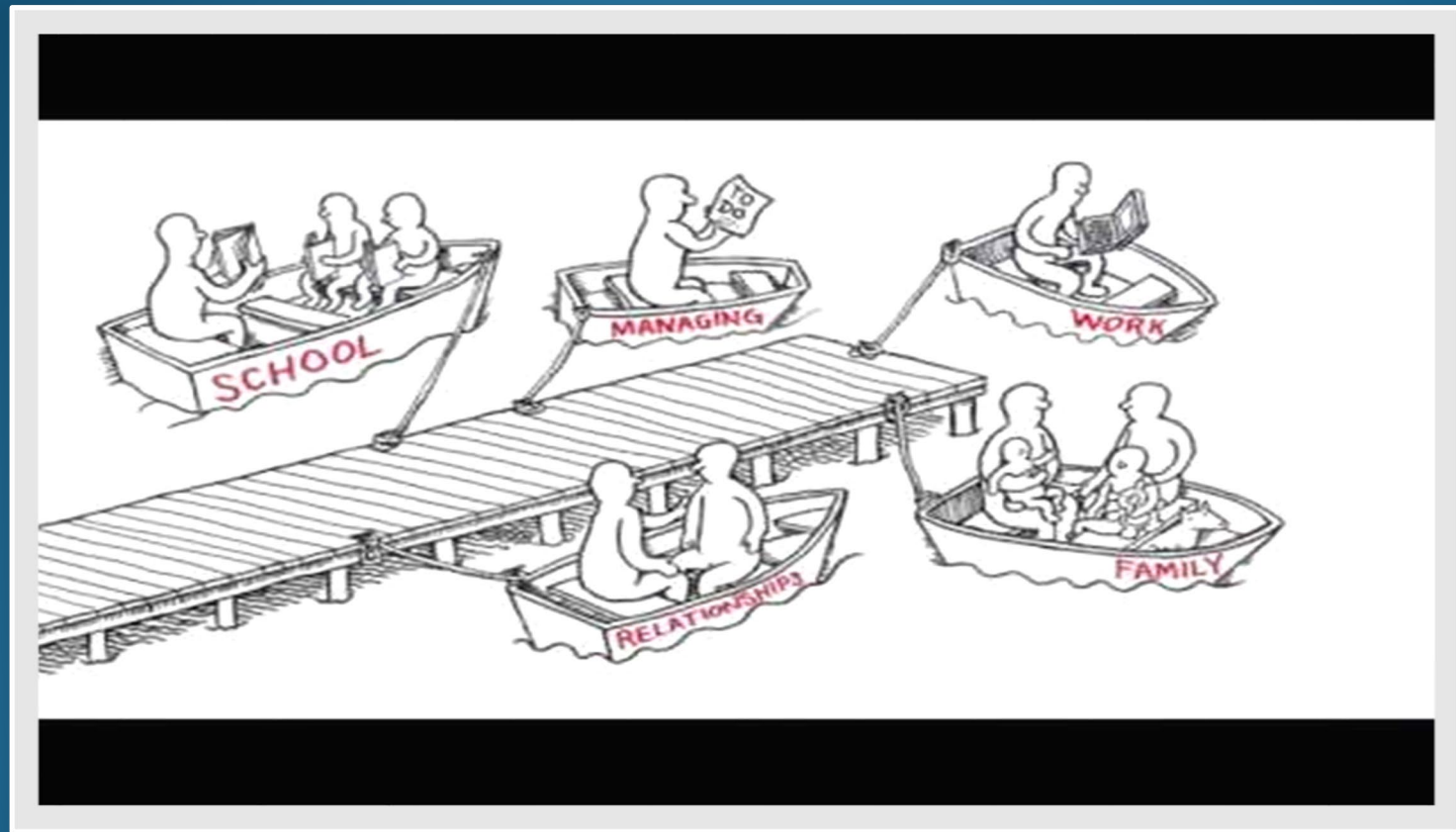
- ❑ Individual or Group Counseling
- ❑ Comprehensive Guidance & Counseling



# Coaching & Neuroscience



# Building Core Capabilities for Life





# Assessment and Employability Planning

## *Participant Assessment Checklist*



**\*Must be used prior to enrolling in services.\***

# Pre-enrollment Checklist

- Does the participant have skills and qualifications to be successful?
- Does the participant have the necessary supportive services?
- Will the activity assist the participant in gainful employment in their area?
- Are there any other sources of financial assistance available to the participant?



# Individual Employment Plan



**Gainful employment should be the final outcome!**



**What is Coaching to you?**

# What is Coaching?

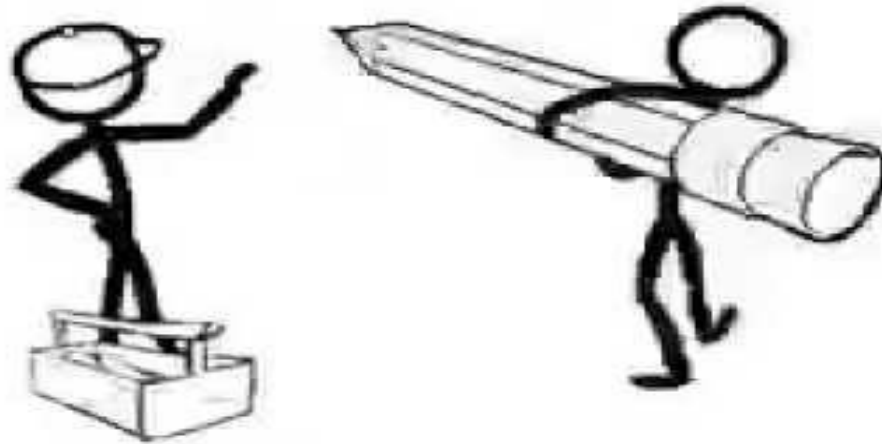
“Coaching is unlocking a person’s potential to maximize their own performance. It is helping them to learn rather than teaching them.”

Sir John Whitmore, *Coaching Performance*

# What is Coaching?

“Coaching is a process that aims to improve performance and focuses on the ‘here and now,’ rather than on the distant past or future.”

# How Coaching Works



# Setting Goals

**S**pecific

**M**easurable

**A**chievable

**R**elevant

**T**ime Based





# Goals:

- ❑ Short Term Goals – typically one year or less
- ❑ Long Term Goals – takes more time and planning to achieve

# Objectives:

- ❑ Objectives – the steps the participant need to take to achieve their goals
  - Job search
  - Workshop
  - Complete OJT
  - Research Training Opportunities

# When should the Employment Plan be Updated?

- Completed goals and/or objectives
- Outdated goals and/or objectives
- New goals and/or objectives
- Information can be added, but should never be deleted

# SkillUP Forms

## ❑ FS-5 Employment and Training Information

Used to report:

- *Changes to ABAWD hours*
- *Volunteer or ABAWD employment*
- *WIOA services*
- *Volunteer Work*
- *Employment/training that ended or began in past 30 days*
- *Changes in ABAWD status*

## ❑ Only used by Job Centers: Job Center WIOA Services Form- MoJobs (FS-609)

Used to report the following **after** an FS-5 has been completed for ABAWDs trying to regain eligibility:

- *WIOA services*
- *Volunteer Work*
- *Employment or training that began in the previous 30 days*

# ABAWD Participation

## Job Search Contract & Log

### Job Search Contract

#### □ FS-604A

- Participant agreement
- Must be completed prior to submitting a job search log
- Provides guidance to participant on allowable hours
- Provides deadline for job search log to be returned

### Job Search Log

#### □ FS-604B

- Documents employer contacts during the month
- Does not include MoJobs search
- Providers will review and advise participants if corrections are needed
- Must be sent to FSD within 2 business days

# Participation- What are SkillUP Services in MoJobs?

SkillUP provides:

- ❑ Short term training – should complete in one year or less
- ❑ Leads to employment or self-sufficiency

MOScores



# Job Search Training



- Resume Preparation Assistance
- Proficiency Testing
- Testing - Assessment
- Career Guidance

# Job Search Services

## Staff Assisted-

❑ O-NET

❑ Job Development Contacts



# Job Search Services

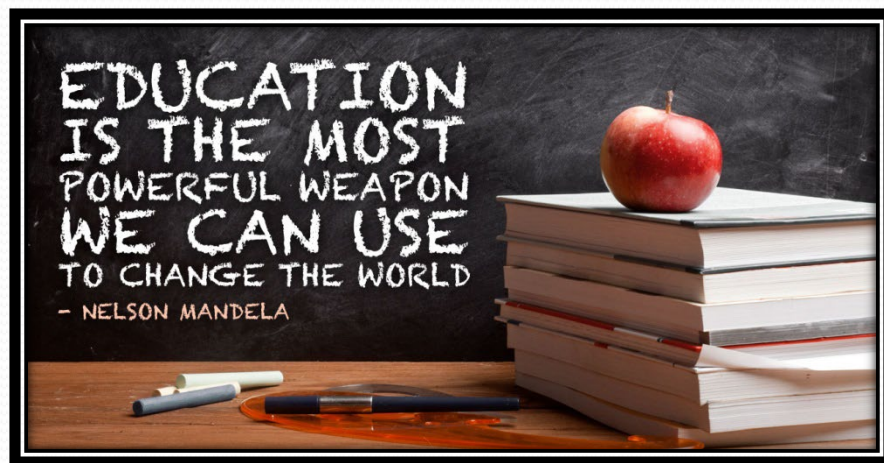
## Non-staff Assisted-

- Participant must make a pre-determined number of inquiries.
- Includes jobs.mo.gov searches
- May be done independently or within a group
- Should be paired with other components based on need

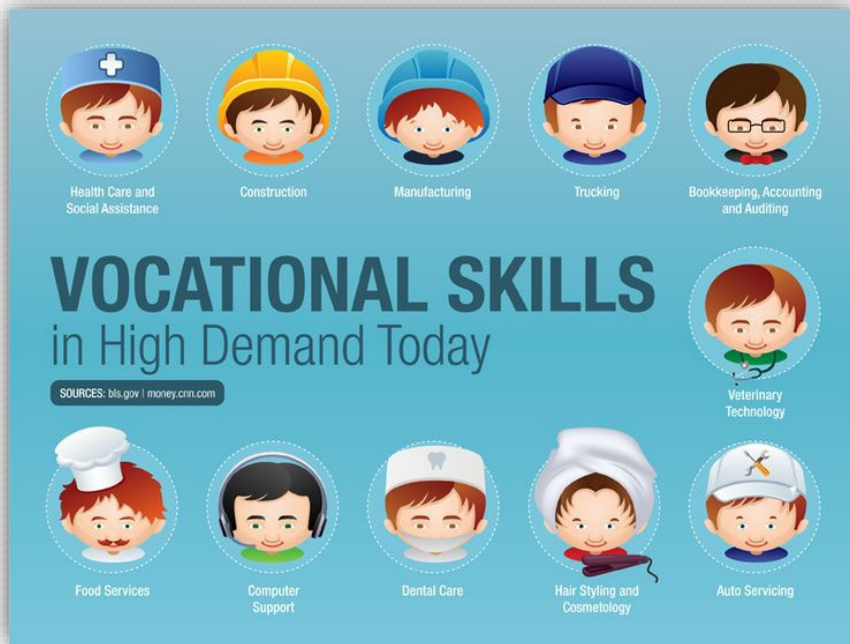


# Education Services

- Financial Aid Information
- English Language Acquisition
- Adult Education & Literacy



# Vocational Training Services



- ❑ Occupational Skills Training – Approved Provider
- ❑ Private Sector Training
- ❑ Workplace Training & Cooperative Education
- ❑ Skills Upgrading and Retraining

# Work Based Learning Services

- ❑ Internships
- ❑ Work Experience
- ❑ On the Job Training
- ❑ Apprenticeship
- ❑ Transitional Jobs



# On the Job Training (OJT)

- ❑ May be the most appropriate component to secure employment
- ❑ Must consider skill requirements for the job
- ❑ Must consider the education and occupational skill level of participant
- ❑ Must be aligned with the Employment Plan

## On Job Training



**Learn.**



**Earn.**



**Lead.**

# Participation

## SUPPORTIVE SERVICES

- ❑ Services necessary to enable an individual to participate in SkillUP activities.
- ❑ May include transportation related and work related expenses.
- ❑ Based on need and availability of funds



# Participation

## **SUPPORTIVE SERVICES**

- Work-related equipment
- Instructional materials
- Testing fees
- Criminal background checks
- Transportation (bus tickets)
- Work attire or uniforms
- Work-related tools

# Supportive Services

## Transportation Related Expenses (TRE)

- ❑ Must be participating in allowable employment, education or training component
- ❑ Participant must submit Weekly Claim for TRE Form
- ❑ Participant must provide verification of work/training
- ❑ \$15 maximum per day



# Supportive Services

## Work Related Expenses (WRE)

- ❑ The maximum WRE that can be approved by a Case Manager is \$750 in a 12-month rolling period. The 12-month rolling period begins immediately upon the first authorized payment of WRE.
- ❑ WRE of \$750 - \$1500 must be approved by a supervisor.
- ❑ WRE over \$1500 must be approved by FSD.



# Job Retention Services

Providers must complete the following before requesting payment for supportive services for job retention:

- Verification of employment
- Completed FS-5
- Monthly employment verification for continued services
- Participant was enrolled in SkillUP prior to employment
- 90 day maximum
- Subsequent services cannot be for the same company



# Employment and Transition Job Placement

Assist participants with job placement through relationships/agreements with:

- ❑ Community Based Organizations
- ❑ SkillUP provider agencies
- ❑ Employers in the community



# Employment and Transition Benefits Effected

- ❑ For every \$3.00 earned Food Stamp benefits reduce by \$1.00.
- ❑ Childcare benefits may not end due to employment – benefits may continue for up to 1 year after obtaining employment or they may be eligible for reduced child care costs.
- ❑ If client received MO HealthNet for 3 of the last 6 months and are employed they may qualify for transitional benefits.

[your-benefits-wont-immediately-stop-when-you-get-a-job.pdf \(mo.gov\)](#)

# Employment and Transition Benefits Effected

- ❑ If client is receiving Rehabilitation Services for the Blind they may still be eligible after obtaining employment.
  
- ❑ Additional tax benefits may be available after obtaining employment
  - ❑ Child and dependent care tax credit
  - ❑ Child tax credit
  - ❑ Earned Income Credit (EIC)
  - ❑ Education Credits

[www.irs.gov/](http://www.irs.gov/)

# What is Labor Market Information (LMI)?

## What is LMI?

Labor Market Information includes all quantitative or qualitative data and analysis related to employment and the workforce. The goal of LMI is to help customers make informed plans, choices, and decisions.

## Purposes of LMI

- Business investment decision-making
- Career planning and preparation
- Education and training offerings
- Job search opportunities
- Hiring
- Public or private workforce investments

# Overview of the Missouri Economic Research and Information Center

- ❑ MERIC formed in 2001
- ❑ Workforce Development, Economic Development and Labor Information housed in same agency
  - ❑ Advantage on Location or Expansion Projects
- ❑ Two parts of MERIC
  - ❑ Labor Market Information
  - ❑ Economic and Workforce Research



<https://www.missourieconomy.org/>

## What do you want to do for a living?



"I want to be a ..."



**Search careers with key words.**

Describe your dream career in a few words:

Examples: doctor, build houses

Search



"I'll know it when I see it."



**Browse careers by industry.**

There are over 900 career options for you to look at. Find yours in one of these industries:

Administration & Support Services

Browse



"I'm not really sure."



**Tell us what you like to do.**

Answer questions about the type of work you might enjoy. We'll suggest careers that match your interests and training.

Start



**Still not sure?** Check out careers in these groups:

Bright Outlook

Interests

Job Prep

**Are you a veteran looking for work?**

[My Next Move for Veterans](#) helps you find a civilian career similar to your military job.

**¿Habra español?**

[Mi Próximo Paso](#) incluye tareas, aptitudes, información sobre salarios

<https://www.mynextmove.org/>

# Jobs.MO.gov Website



Contact Us | Hiring Events | Short-Term Training | No Cost Workshops | ¡IMPORTANTE! | WICHTIG! | 重要



Google Translate Select Language

The Jefferson City Job Center will be closed indefinitely due to tornado damage. We are working to find a new location and restore services, however, that will take some time. In the meantime, you can find services at any one of the other Missouri Job Centers in the Central Region, including Fulton, Columbia, Camdenton, and Rolla. Click on the Find A Missouri Job Center link below for locations and contact information. You can also find many resources here on our website.

**400 Registered Apprenticeship programs, 13,000 active apprentices, and hundreds of participating employers**

## Missouri's Registered Apprenticeship Program

Click here to find your opportunity to Earn. Learn. Succeed

- Missouri Registered Apprenticeship Program: 13,000 active apprentices
- Nucor is Hiring!
- 2020 Census is Hiring
- Talify



<https://jobs.mo.gov/>



# Monthly Reporting & Monitoring

Monitoring – Providers must monitor 20% cases in-house. FSD will monitor cases as well.

Providers are required to report monthly – how many served, participants employed, hours, etc.

# Monthly Reporting

Monthly Reports must include:

- Participant name;
- Services that volunteers were enrolled in;
- Services that ABAWDs were enrolled in;
- Supportive Service payment type (TRE/WRE).

Report Templates can be found on the [Provider Portal](#)

Complete and Send to [W&CI.INVOICES@dss.mo.gov](mailto:W&CI.INVOICES@dss.mo.gov)

# FSD Programs & Services

- ❑ Child Support – (CS)
- ❑ Temporary Assistance – (TA)
- ❑ Missouri Work Assistance – (MWA)
- ❑ Mo HealthNet – (MHN)
- ❑ Rehabilitation Services for the Blind – (RSB)
- ❑ Low Income Home Energy Assistance Program - (LIHEAP)
- ❑ Community Services Block Grant (CSBG)

FSD programs: <http://mydss.mo.gov>

# Child Care Assistance

- ❑ Child Care services are available for those participating in SkillUP.
- ❑ The Department of Social Services (DSS) provides financial assistance for child care services through the payment of full or partial child care costs.
- ❑ FSD determines Child Care Subsidy eligibility and is based on income. **Tell your participants to apply at FSD when first enrolled.**

# Child Care Resource Information

Office of Childhood, Missouri's Child Care System:

<https://childcare.mo.gov/s/>

Find Regulated Child Care Near You:

<https://dese.mo.gov/childhood/child-care/find-care>

Early Care and Education Resource and Referral

<https://united4children.org/resource-and-referral/>

# CONTACT FSD

- ❑ Participants with questions on eligibility or requirements to receive benefits should be directed to <http://mydss.mo.gov/>, the FSD Call Center at 1-855-FSD-INFO (855-373-4636) or local FSD Resource Center.
- ❑ Resource Centers can be found at: <http://dss.mo.gov/offices.htm>

# FSD SkillUP Staff Contact

Invoices

[W&CI.INVOICES@dss.mo.gov](mailto:W&CI.INVOICES@dss.mo.gov)

Marketing Materials request

[SkillUP.Missouri@dss.mo.gov](mailto:SkillUP.Missouri@dss.mo.gov)

DCN verifications

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

FS-5; FS-609; Job Search Log; ABAWD Hours Reported Log; WIOA  
Career Services Form

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

# FSD SkillUP Staff Contact, cont'd

Training requests and Questions:

[FSD.WIT.CIU.TRAINING@dss.mo.gov](mailto:FSD.WIT.CIU.TRAINING@dss.mo.gov)

SkillUP questions, MoJobs Reactivation, &  
Change Requests:

[SkillUp.Missouri@dss.mo.gov](mailto:SkillUp.Missouri@dss.mo.gov)

Questions for MWA:

[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)



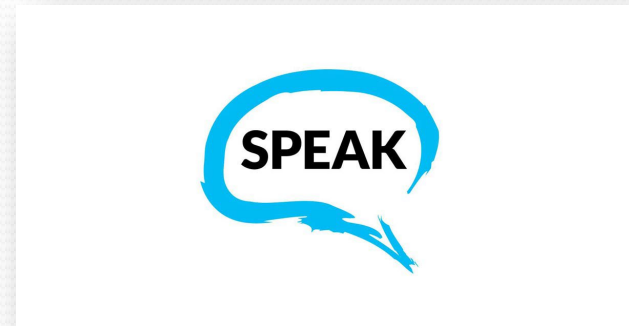
# Resources

- SkillUP website: <https://mydss.mo.gov/food-assistance/missouri-employment-training-program>
- OWCI Provider Portal: <https://dss.mo.gov/employment-training-provider-portal/>
- Funding Flow Chart: <https://dss.mo.gov/employment-training-provider-portal/funding-flowchart/story.html>
- Serving ABAWDs Training: <https://dss.mo.gov/skillup-provider-portal/serving-abawds/story.html>
- FNS E&T Policy & Guidance: <https://www.fns.usda.gov/snap/et-policy-and-guidance>
- Family Support Division website: <http://dss.mo.gov/fsd/>
- FSD SkillUP forms are located at: <https://dss.mo.gov/employment-training-provider-portal/skillup.htm>
- DWD forms related to Workforce Programs & State Initiatives are located at: <https://jobs.mo.gov/dwdprograms>
- The User Guide for the SNAP Module: [VOS Staff Guide - 10: Programs - SNAP \(mo.gov\)](#)
- DWD Support: [https://iqconnect.lmhostediq.com/iqextranet/EForm.aspx?\\_\\_cid=FSL\\_MODWD&\\_\\_fid=100004&utm\\_medium=email&utm\\_source=govdelivery](https://iqconnect.lmhostediq.com/iqextranet/EForm.aspx?__cid=FSL_MODWD&__fid=100004&utm_medium=email&utm_source=govdelivery)
- LMS: <https://molearning.csod.com>
- MoJobs Training: <https://train-app-vos29000000.geosolinc.com/vosnet/>
- MoJobs Production <https://app-jobs.mo.gov/vosnet>
- Career One Stop: <https://www.careeronestop.org>
- Disability Calculator for Employment or Education: <https://mo.db101.org/>
- Case Note Documentation: <https://dss.mo.gov/skillup-provider-portal/adding-case-notes/story.html>

# References

- ❑ What is Coaching?: <https://www.skillsyouneed.com/learn/coaching.html>
- ❑ The Three Core Coaching Skills: <https://youtu.be/bYZZQigqZQs>
- ❑ The Top 10 Coaching Mistakes: <https://youtu.be/MV0hAmtF1EA>
- ❑ How Coaching Works: <https://youtu.be/UY75MQte4RU>
- ❑ Bluepoint Leadership Development: <https://www.bluepointleadership.com/>
- ❑ Co-Active Training Institute: Coaching Toolkit: <https://coactive.com/>
- ❑ Does Coaching Work? Let's Look at the Neuroscience: <https://coactive.com/blog/does-coaching-work-lets-look-at-the-neuroscience/>
- ❑ Building Core Capabilities for life: <https://www.youtube.com/watch?v=6NehuwDA45Q>

# The Three Core Coaching Skills



...like a COACH!

# The Top 10 Coaching Mistakes



