

WIT Monthly Partner Meeting Minutes

February 9, 2021

Welcome

Housekeeping

- Please mute phones unless you are sharing information with the group.
- Please take turns when speaking and identify yourself and your agency when sharing.
- Please do not put the group on hold.

Roll Call/Partner Updates

Please be prepared to provide a report on your outreach efforts, activities, and success stories during your verbal report.

| | <u>Y/N</u> | <u>Partner Update</u> | <u>Workforce Development Boards</u> | <u>Y/N</u> | <u>Partner Update</u> |
|-----------------------------------|------------|--|-------------------------------------|------------|--|
| Better Family Life MWA/Skillup | Y | Wellness checks to determine needs and offer resources. Staff remain between in-office and remote. New address for Washington office - at Job Center - 1108 Washington Square Center, Washington, MO 63090; (636)583-9679. SkillUP info sessions on Thursdays via Zoom. | Central | N | |
| ARCHS IGP/SkillUp | Y | Scott Roden spoke of 1/27 webinar Workforce Strategies for Small Businesses. SWIFTE discussed. DHEWD included in the webinar also. Federal bonding discussed and Work Opportunity Tax Credits. Employer testimony about services being helpful. Fifty or more participants on the webinar. Positive feedback and employers calling about SWIFTE and other programs. Hiring events next week: Lowe's 2/15 in Chesterfield. Walgreen's distribution center in Edwardsville 2/17. | Kansas City and East Jackson | Y | Virtual and in-person services. Steady traffic at centers, increasing, following safety protocols. Host workshops and hiring initiatives virtually. Most trainings are virtual. Scheduling in-person cohorts for March. Last week, seven SkillUP enrollments in Occupational Skills trainings—healthcare and IT mostly. Three MWA enrolled in skills training and subsidized employment at \$15/hour. Success story - RN training and passed test. SkillUP seeking employment, had been in restaurant industry. Saw an FEC flyer at the barber shop. CDL training, got CDL-A license. Came to hiring initiative at FEC, interviewed, and now working FT, \$20/hour. Helped with supportive services. |
| FWCA | Y | JRT numbers increasing. Moving forward with adding in-person to go with virtual. All come in at least once | Jefferson/Franklin | Y | Brian Herrick – Working in partnership with Health Care. Working on affiliation with |

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| | | during the three weeks to meet with staff for resume, job search, etc. New bus svc manager - reached out to six new employers so far. Walk-in traffic increase at North Oak location for SkillUP. Increased number of files reviewed monthly. | | | BCJ and Mercy to develop Patient Care Tech training. |
| LINC | Y | Sunny Williams and team – Not much to report. Serving customers virtually and in person when possible. LINC also anticipates influx of clients in March if local schools reopen. Started virtual resiliency training for job readiness. Eight people have registered. Will refer customers to FEC employment and training when completed. | Northeast | Y | Diane Simbro reported her agency is partnering with North East Community Action Corporation to visit public housing residents to discuss SkillUP and WIOA programs. Working on video focused on different career pathways – want to show video to middle and high school students about career paths and needed training help by March. All job centers are open by appointment only. Eight-five people enrolled in SkillUp and 13 signed up for Jobs League. |
| MCCA | Y | Ramona Mundwiler reported colleges are receiving inquires and enrolling participants in person, by phone, on Zoom and in person. Working to streamline inquiry processes to allow staff to work more on case management. Outreach through texts, social media, radio ads and information sessions. She mentioned Kansas City participant has no completed clinicals. | Northwest | N | |
| MERS/Goodwill | Y | Ben Thatcher – Continue to provide support both virtually and in person. Excel HS started 1/11, all virtual. In-person tutoring and computer use. Career pathway training. Two people completed phlebotomy program and were hired. Nine more training in health care. MWA - individualized financial fitness training is showing success. Success - financial coach helped client create a budget, develop an emergency fund, and she's | Ozark | Y | Cody Naeger reported many people are in training and are receiving pre-employment services and will refer them to employers. |

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| | | now working. Hoping to purchase a home in two years. | | | |
| Missouri CAN | Y | Beth Duda reports case managers and provider are taking SkillUP refresher training. | | | |
| ResCare | Y | Lynette Sexton reported staff are doing the same thing as other providers. Reports that there is increased traffic as kids go back to school and as services are needed. Working on maintaining adequate PPE for staff. | St. Louis City | N | |
| Southern Missouri Works Project (SMWP) | N | | St. Louis County | N | |
| City of Springfield | Y | Kim Page reports staff and client continue to meet remotely with SkillUP and MWA customers. Staff, since last meeting, have enrolled several MWA and SkillUP participants. | Southeast | Y | Denise - Nine clients have found employment with average wages of \$12.34/hr. Six have been trained since January. Eleven customers are now in training and receiving other services. Working to help employees know about supplemental services available to them. Six people have enrolled in January 2021. One client has graduated with 20 certificates from beauty school and is working at local spa with individual room where she provides services for folks. Her story will be sent to WIT today. |
| | | | Southwest | N | |
| Other Reps: | N | | South Central WIB | N | |
| SMETP | N | | West Central | Y | Continue to serve clients in-person by appointment and virtually. We have 26 participants between SkillUP and all the other programs. Working with another 20 on eligibility. Reaching out to employers for OJT possibilities. |

Agenda Items

Program Updates/New Reminders

1. **Guest Speaker:** Lesa Barber from DESE Vocational Rehabilitation shared Nexus and VR Business Services information. She explained the VR Business Team mission is to help disabled Missourians who want to work. She also spoke about VR support for starting NEXUS groups across Missouri. NEXUS groups pull together businesses, community partners, employment agencies and others to help Missourians with challenges find employment and supports needed to be successful. She encouraged WIT Partners to participate in meetings and provided information about groups. Barber said many WIT clients could benefit from NEXUS help overcoming challenges to achieve employment.
2. **Discussion of flexibility to allow clients to participate in trainings** - Jennifer H. advised that with pandemic, if people need to go into a different line of work, if providers think it is beneficial to train in a new field, discuss. Still short-term and on a path to self-sufficiency. New training manager Brian Henry starts next week.
3. **New Workforce Initiatives Team portal and Internet Page** – Jennifer H. updated partners on the new WIT Internet Page and issues with the forms or attachment not printing correctly from the provider portal. She recommended using Google Chrome or Microsoft Edge as opposed to Internet Explorer.
4. **Do providers note in case records contact attempts with referrals?** – Stacy asked partner managers on the call if staff note referral contact attempts in MoJOBS. Mona with MCCA said if there is solid contact with customers college staff will make notes. She also said in cases where referral clients don't answer or state they aren't interested staff generally don't make notes about contact – she said staff generally are very busy and don't have time. Diane Simbro with Northeast Workforce Development Board said she believes staff make comments regarding contact attempts, but she will check on this issue. Stacy encouraged partners to make case notes regarding referral contact attempts and that WIT staff are spot checking to see if there are case record notes.

Partner Call Minutes

1. Did everyone receive and review the meeting minutes from the 1/12/21 partner call?
 - a. No clarifications were requested during the meeting.

Training

1. If anyone needs training, send an email to SkillUP.Missouri@dss.mo.gov to request training.

Outreach

1. Please ensure all participants complete the Outreach and Effectiveness Survey located at: <https://riskanalysisunit.wufoo.com/forms/et-engagement-effectiveness-survey/>
2. Please email SkillUp.Missouri@dss.mo.gov if outreach/marketing materials are needed. Also, when requesting the materials make sure you provide your entire mailing address. There has been some materials returned due to the address not having a suite number. In addition, as a reminder we cannot send to PO boxes. It must be a physical address.

Additional Manager Updates (Items Not Already in the Agenda)

Dione Pashia - No
 JaCinda Rainey - No
 Jennifer Buechler - No
 Jennifer Heimericks - No
 Jeriane Jaegers-Brenneke - No
 Justin Logan - No

Questions or Additional Information

This is the partners' opportunity to ask or share any additional information with the group. Any questions?

Meeting Close

Ongoing Reminders

1. Providers need to submit weekly numbers by emailing the completed template to the SkillUP.Missouri@dss.mo.gov. If templates are not received each week, weekly calls will resume.
2. Provider staff should always submit the FS-5 Skillup Employment or Training Information Form to FSD **immediately** when a participant obtains employment.
3. Provider staff should use the Change Request Guidance when submitting change requests. **Please ensure entry of a case note prior to submitting, listing the details included on the request form.**
4. Please submit invoices and reports to the FSD.E&TInvoices@dss.mo.gov email rather than sending them to Shanese or Jessica directly. If they are out for an extended time this could cause a delay in receiving payment.
5. Please submit your success stories! When submitting these, please include a signed release and a photo with the client's story. If you cannot get a signed FSD release from the participant, please remove any personally identifying information. The FSD release form is available on the Provider Portal. Submit success stories to FSD.E&TInquiry@dss.mo.gov.
6. Please keep track of the number of individuals obtaining employment with the state (by region).
7. Please contact SkillUP.Missouri@dss.mo.gov with any staff that have attended Skillup training but are no longer working with the program so we can terminate MoJobs access and have them removed from our distribution lists.

8. Partner Call Minutes are available on the SkillUP portal.

Email Quick Reference List

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

SkillUp.Missouri@dss.mo.gov

Questions for MWA/Skillup

FSD.E&TInquiry@dss.mo.gov

Monitoring Unit

FSD.E&TMonitoring@dss.mo.gov

Invoices

FSD.E&TInvoices@dss.mo.gov

DCN verifications

DSS.FSD.Agreements@dss.mo.gov

FS-5/DWD-PO-608, DWD-PO-609, Job Search Log, and ABAWD Hours Reported Log and WIOA Career Services Form:

ABAWD1@ip.sp.mo.gov

Partners email distribution list

DSS.FSD.SkillUPPartners@dss.mo.gov