Policy Questions

❖ **Can participants have two primary MWA/SkillUP providers?**

➤ Once a participant enrolls in SkillUP with a provider they should finish with that provider, unless they specifically request to work with another provider (e.g. location is better). If the provider they began working with does not provide all services needed, the provider should refer them to another agency/provider for that specific service and remain the primary provider.

❖ **If a provider is currently providing MWA, is SkillUP basically the same program in a different system?**

➤ The main difference is they will be serving SNAP recipients that do not currently have an hourly requirement. However, when providing services, if a volunteer does not continue toward their employment plan and won't engage or re-engage, it is up to the provider's discretion on continuation of services.

❖ **Is there a zip code restriction for MWA/SkillUP participants?**

➤ No, there is no zip code restriction, but we are sending zip code listings to each provider to target for outreach activities.

❖ **Does attending HiSet/AEL classes count toward ABAWD hours?**

➤ Yes, these classes will count toward ABAWD hours.

❖ **Does the participant need to have a high school diploma to participate in SkillUP? Are there variations on the policy between agencies?**

➤ No, participants are not required to have a high school diploma to participate in SkillUP. The purpose of the program is to get participants ready for employment. If a diploma is required to enter the occupation the participant desires, SkillUP providers can assist in signing up for HiSet classes and any additional training, soft skill classes, job-readiness classes, etc. to get them ready for employment. If a participant already has a diploma, SkillUP providers can assist with training, soft skill classes, job readiness classes, etc. to get those participants ready for employment as well. We believe all agencies are following the same policy, lack of a diploma is considered a barrier to employment, so we expect providers to address this barrier.

❖ **If the participant has a High School diploma are they excluded from participating in SkillUP?**

➤ No, they are not excluded if they are receiving a SNAP Benefit for themselves. The participant may have a diploma and still need to be "**skilled up**" to find gainful employment. Same applies if they already have an associate's or bachelor's degree they are not excluded from participating, however we cannot pay for additional training, unless approved via **Special Consideration Request** form submitted to SkillUP.Missouri@dss.mo.gov .

❖ **Is there a cap on training costs?**

➤ Yes, $10,000 is the cap, although, DSS OWCI may approve additional funds for training in certain situations. You will need to submit the **Special Consideration Request** form to SkillUP.Missouri@dss.mo.gov

❖ **Is there a set number of hours staff are expected to spend in contact with participants?**

➢ No, there is not a designated number of hours you are required to be in contact with participants, case managers will have to determine on a case by case basis.

❖ **What forms do staff use for volunteers? ABAWDs?**

➢ The FS-5 will be completed for volunteers on the initial visit and when the volunteer gains employment. No other forms will be used for volunteers. The Weekly Claim for TRE will need to be completed if the volunteer received a TRE.

➢ The FS-5 will also be sent for ABAWDs on the initial visit and when the ABAWD gains employment. Staff will send the Job Center WIOA Services Form on subsequent visits to report ABAWD hours to FSD. The Weekly claim for TRE will need to be completed if the ABAWD received a TRE. The Job Search Log Contract will be completed for ABAWDS on the initial visit, and the Job Search Log will be sent to FSD when the ABAWD completes a job search.

❖ **Where should the FS-5 and other forms that must be sent to FSD go?**

➢ ABAWD1@ip.sp.mo.gov

❖ **Do staff need to retain paper files of any kind? If so, what would go in these files?**

➢ Staff will need to retain any confidential information in a secure file in their office. Since MoJobs does not permit entry of any confidential information it is important that provider staff retain confidential documentation that pertains to the participant's barriers, abilities, etc. outside of the MoJobs system.

❖ **What does use all other funding sources mean?**

➢ If the client has other funding available (i.e. financial aid) they should use this prior to using SkillUP tuition. Additionally, if the training is Pell Grant eligible, the client must apply for a Pell Grant.

➢ The Pell Grant is the most common grant distributed by the federal government. It is given to students with great financial need. Students can receive up to $7,395 a semester, but they must complete a FAFSA each year to be considered. The Pell Grant can be used for both credit and noncredit courses, but you must make satisfactory progress towards a degree in order to continue receiving the Pell Grant. WARNING: If you use your Pell Grant award for noncredit courses, you are not making satisfactory progress towards a degree.

❖ **Can funds be used for an interpreter service?**

➢ Yes, but it will need to be included in the budget.

❖ **If a provider is receiving TANF allowable funds can they serve ABAWDs?**

➢ Yes, ABAWDS can qualify for TANF funding if they are 16-24 years old, a parent of a minor child (custodial or non-custodial), or pregnant.

❖ **Will providers receive listings of potential participants based on whether they are an ABAWD, volunteer with children, or volunteer without children based on who the agency can serve?**

➢ Providers will be provided listings based on the zip codes they serve. Additionally, listings are based on what participants the provider will serve. If a provider will only receive TANF allowable funds, they will be sent a list of Volunteer participants with minor children.

❖ **Is the Job Search Log in MoJobs the same as the one used for MWA clients?**

➢ No, this is a different form for the SkillUP program. It is located on the Provider Portal.

❖ **What trainings are allowable for the SkillUP program?**

➢ If a participant wants to attend a training class, the training provider must be approved in MoJobs or MoSCORES. The program/class must be WIOA approved. If a participant wishes to attend a non-WIOA approved program, the SkillUP provider must submit a Special Consideration Request to SkillUP.Missouri@dss.mo.gov for approval.

❖ **What kind of monitoring should staff be doing internally on system entries, etc.?**

➢ Providers should use the "SkillUP Self-Monitoring Template" located on the Provider Portal, along with the contract and SkillUP Handbook to conduct self-monitoring. Here are some basic items that should be on each participant's record:

- Objective Assessment Summary
- Individual Employment Plan
- Case Notes in MoJobs for each participant visit
- All activities/services/enrollments should have an actual start date and actual end date with the appropriate completion code. (i.e. no system closures)
- Case Notes on all TRE/WRE

❖ **FNS & TANF Funding Sources – Each provider agency has been allocated funds from either FNS and/or TANF. A service has been added to MoJobs for staff to select so we can differentiate participants according to the source of funding. Who can be served with each of the funding sources?**

➢ SkillUP TANF (S10) - Can be used for participants that are pregnant, age 16-24 years old, and/or 25-59 year olds w/child (ren). The child (ren) do not have to be in the household as these funds can be used for non-custodial parent caretakers. The eligibility will need to be entered as a service note in MoJobs and all case management needs to be entered in the system.

➢ SkillUP FNS (S20) – Can be chosen for any participant

❖ **What is the Invoicing Process?**

➢ The Invoice template is available on the SkillUP Provider Portal. Providers must submit invoices by the 15th of the month following the month in which services were provided. SkillUP invoices should be sent to W&CI.Invoices@dss.mo.gov.

❖ **How does a provider submit a Success Story?**

➢ If your agency has any success stories they would like to be featured please go to the Success Stories section of the Provider Portal for instructions and forms. Department of Social Services collects "Success Stories" from participants and providers to share. These stories encourage others in similar situations to take advantage of these opportunities and understand the powerful impact to lives and families. If you have a story to share, please complete the Success Story Template ; Release of Information – Participant and/or Release of Information – Child

➢ Providers should gather success stories and signed releases from participant(s) to share them. If this is being completed by someone other than the participant, the answers need to be from the participant. Once the information is gathered send an email to FSD.E&TInquiry@dss.mo.gov with the forms attached and the participant's photo or a video. We look forward to hearing from you and the success of our citizens.

❖ **How often do staff have to reset their password in MoJobs?**

➢ Every 90 days

❖ **Is it a requirement to dually enroll in WIOA?**

➢ No, it is not a requirement, however if there is a benefit to the client it is allowable. We would not expect for WIOA funds to be used in lieu of SkillUP funds.

❖ **How are providers supposed to address the budget screens in the Training and TRE/WRE services screens?**

➢ We will not be using these screens at this time. TRE/WRE is not paid out of MoJobs at this time. It has to be documented through case notes.

❖ **What service code is used for Job Search? There doesn't appear to be one that is specific to Job Search.**

➢ Staff assisted job search will be service code 159. Non-staff assisted Job Search completed by the participant logging into their own MoJobs account will transfer to the SNAP eligibility system nightly. Use the Job Search Log for ABAWDS (we do not record hours for volunteers) for non-staff assisted job search outside of MoJobs. Good resources to use are the **SNAP Activity and Service Guide** to get descriptions, and determine the duration/ Extend duration /Max Duration for activities and the **SkillUP Provider Handbook** located on the **Provider Portal SkillUP Page**

❖ **How are the non-staff assisted job search hours recorded in MoJobs?**

➢ Hours are recorded in 15 minute increments depending on the activity. Once a participant goes to an outside website (i.e. entering a job application on an employer website) those hours are not recorded by MoJobs. ABAWDs will need to submit a Job Search Log to record the time they are entering applications on websites outside of MoJobs.

❖ **Can an ABAWD see the number of hours that have been recorded and sent to FSD in MoJobs?**

➢ No, the ABAWD must contact FSD to determine the number of hours that have been recorded and sent to FSD.

❖ **How will the provider know they are working with an ABAWD? Is there an indicator in MoJobs that shows the provider is working with an ABAWD?**

➢ If the participant is in MoJobs, the SNAP application indicates whether the participant is an ABAWD or Volunteer. If the participant cannot be found in MoJobs send the SkillUP Eligibility and DCN Verification Form to **DSS.FSD.Agreements@dss.mo.gov**

❖ **What screens do staff use for volunteers? ABAWDs?**

➢ Staff will use the same screens for Volunteers and ABAWDs. All activities, services, and enrollments should be entered on any participant regardless of participation status.

❖ **How do providers close a volunteer participant in MoJobs?**

➢ All services must be closed prior to exit –

1. Click the Create Exit/Outcome link

2. Confirm or select the LWIA and Office Location (FSD Partner XXX)

3. Confirm or select Staff

4. Exit Date will populate with last activity exit date confirm or modify as needed

5. Select Exit reason – if using other must enter a description

6. Add case note with reason for exiting the SNAP app

7. Click Save

❖ **When a SNAP case closes for whatever reason, does the provider see an alert in MoJobs? If not, how will they become aware that a case has closed?**

➢ There is no alert in MoJobs for case closing, staff will need to look at the SNAP application in MoJobs to see if the case is closed. If the SNAP case closes on the 1st of the month, the participant can still receive services through the last day of the month. *If the participant is already enrolled in a training class (and it has already been paid for) they can continue the training they are enrolled in otherwise to determine eligibility you will need to send the SkillUP Eligibility and DCN Verification form to DSS.FSD.Agreements@dss.mo.gov*

❖ **How do you print the goals, IEP, etc., once updated in MoJobs?**

➢ Go into Plan from the staff drop-down menu and select print in the Action Column. It will bring up the IEP, then scroll to the bottom and select print (it takes a little while to load)

❖ **If payment is allowed on activities such as individual counseling, would we keep that activity open for a longer period of time than just the date TRE payment is being made to reflect what the participant is doing in the program? My understanding is the activities for SkillUP participants will all be opened and closed on the same day with the exception of training activities. In order to pay TREs or WREs we were instructed there must be an open activity, so can we get clarification on what activities will and will not allow TRE/WRE payments?**

➢ The 1st resources to use are the **SNAP Activity and Service Guide** to get descriptions, and determine the duration/ Extend duration /Max Duration for activities and the **SkillUP Provider Handbook** located on the **Provider Portal SkillUP Page** . If you still have questions you will email the SkillUP Inbox at: **SkillUP.Missouri@dss.mo.gov** with your question and a program specialist will assist you

➢ For Individual Counseling, staff will enter the activity in MoJobs each time the participant attends the counseling. In order to add a TRE/WRE when you do not have an ongoing/open SkillUP Training activity, staff will need to enter another activity in MoJobs first (e.g. Individual Counseling, Resume Preparation Assistance, Proficiency Testing, etc.)
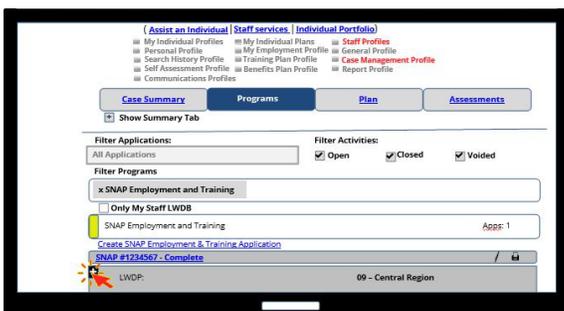
Select the plus sign under the SNAP application

Select the plus sign under Activities/Enrollments/Services

Select Create Activity/Enrollment Services

Chose Select an Activity code

Select your Activity

Then exit the wizard without entering the actual end date yet.

Activity Code	Activity Title	Description	Provider Type
S44	Labor Market Information	Not Provided	PS – Office Services
S45	Career Development and Further Education Planning	Not Provided	PS – Office Services
141	SkillUp Supportive Services (TRE)	Not Provided	SS - Transportation
142	SkillUp Supportive Service (WRE)	Not Provided	SS - Other
S46	Assistance with Job/Work Related Problems	Not Provided	PS – Office Services
144	Testing - Assessment	Not Provided	PS – Office Services
145	Unemployment Compensation Assistance	Not Provided	PS – Office Services
S48	Resume Preparation	Not Provided	PS – Office Services
S47	Tutoring	Not Provided	PS – Training Non-ITA
S49	Work Search Plan Development	Not Provided	PS – Office Services
154	Career Guidance	Not Provided	PS – Office Services
S50	Comprehensive Assessment	Not Provided	PS – Office Services
158	Financial Aid Information	Not Provided	PS – Office Services

Select a "Supportive Service"

Next, add the TRE/WRE activity with all dates (including end date) and "Finish" the activity.

After this is done, click on the 1st activity that is still open and enter the actual end date.

(You will always need to close all the one day activities the same day or the system will close the service and it will not be counted.) Please refer to the SNAP Activity and Service Guide and the SkillUP Provider Handbook located on the Provider Portal SkillUP Page to determine which activities are one day activities.