MCCA MISSOURI COMMUNITY COLLEGE ASSOCIATION

SkillUP

College Technical Guidance

SkillUP is an important part of Missouri's comprehensive workforce development system serving the needs of low-income individuals, displaced workers, and employers. The SkillUP program assists SNAP recipients in obtaining livable wage employment and achieving self-sufficiency through job search, training, and education. This guidance does not cover every situation or scenario a college may encounter in their day-to-day activities, but is designed to assist providers with policies, procedures and decision-making.

I.   Definitions

Able Bodied Adult without Dependents (ABAWD):

> An 18-49 year old Food Stamp benefit recipient and:
>
> 1) Does not have a child(ren) in the household under age 18; or
> 2) Is not disabled, pregnant, or required to care for an ill or incapacitated household member full-time.

ABAWD Training/Work Requirement:

> An ABAWD must participate in an allowable SkillUP Service or a combination of work and a qualified training program for 80 hours per calendar month during a fixed
> 36–month period, or they will no longer be eligible for Food Stamp benefits after a three (3) month non-compliance period.

ACF:

> The Administration for Children and Families is a division of the US Department of Health and Human Services (HSS) which provides funding and oversight for the TANF grant.

Assessment:

> Evaluations of each individual's employment history, education, support system and basic skills. This evaluation will include a discussion regarding experience and interests to form an employment plan. This assessment is in addition to the Workforce Innovation and Opportunity Act (WIOA) Career Services Registration which is used on an as needed basis.

CBO:

> Community Based Organization. Community based organizations are nonprofit groups that work at a local level to improve life for residents.

Component:

A service, activity, or program designed to help Food Stamp recipients gain skills, training, or work experience that will increase their ability to obtain regular employment and achieve self–sufficiency. Qualified components include: staff assisted job search, non-staff assisted job search, job search training, unsubsidized employment, work-based learning, vocational training and education, in kind work, entrepreneurial training and job retention services.

Confidential Information:

Information that is exempt from disclosure to the public or other unauthorized persons; including, Personal Identifiable Information (PII) and Personal Health Information (PHI).

Division of Workforce Development:

The Division of Workforce Development (DWD) or the Department of Economic Development of the State of Missouri or its agent.

Eligible Training Provider System (ETPS):

The Missouri ETPS provides customer-focused employment and training resources.

FNS: The Food and Nutrition Service is an agency of the US Department of Agriculture (USDA) which provides funding and oversight for SNAP.

Food Stamp Recipient:

An adult aged 16-59 who is receiving assistance through the Food Stamp program from the FSD through the USDA Supplemental Nutrition Assistance Program.

Intensive Advising:

A form of advising that expands beyond traditional academic advising to include building relationships with students, making contact frequently with students and faculty and providing referrals to resources for which the student qualifies and can benefit.

Intensive Case Management:

A service used when the participant is unable to obtain self-sufficiency and needs additional assistance. This type of service will generally take a family based approach with the goal of assisting the person in meeting basic needs to go onto services. This may be combined with services and includes assessment beyond WIOA career registration services. This does not count toward the ABAWDs eighty hour training/work requirements, unless the participant is concurrently enrolled in another service.

Learning Management System (LMS):

DWD's system that houses trainings for DWD staff as well as a confidentiality test all SkillUP providers must complete prior to accessing MoJobs.

MCCA:

Missouri Community College Association. MCCA connects Missouri's community colleges to share ideas and common goals.

METP:

The Missouri Employment and Training Program now referred to as SkillUP provides SNAP recipients educational, training and work opportunities to improve employability and decrease dependency on public assistance programs.

MoJobs:

The DWD's case management system. All SkillUP participants and their information,
including services they are participating in, are recorded in this system.

MWA:

Missouri Work Assistance (MWA) is Missouri's case management program for all Temporary Assistance (TA) participants age 18 or older and teen parents under age 18 to begin self-sufficiency planning. An Individual Employment Plan (IEP) is mandatory for every Temporary Assistance recipient who is not exempt from work requirements.

Non-Work Month:

Any month when a mandatory ABAWD participant is receiving a full month of Food Stamp benefits and is not complying with the monthly work/training requirement

Participant:

A Food Stamp recipient who is an ABAWD or volunteer and is participating in an allowable service.

Personal Identifiable Information (PII):

Information identifiable to any person, including, but not limited to, information that relates to a person's name, health, finances, education, business, use or receipt of Food Stamps or other activities, addresses, telephone numbers, Social Security numbers, driver license numbers, other identifying number and any financial identifiers.

Provider:

A Community Based Organization, Community College, or other governmental entities that are providing services through SkillUP.

SNAP:

The Supplemental Nutrition Assistance Program funded by the Food and Nutrition Service (FNS). In Missouri, this is known as the Food Stamp program.

Supportive Services:

Services such as transportation and other participant reimbursements that assist participants in removing barriers to employment. Support services can include case management, early intervention, career counseling, participant reimbursements, referrals to additional programs and services. A participant must be in a qualifying service to receive these services.

Note: Payment of supportive services is contingent on available funding.

TANF:

The Temporary Assistance for Needy Families grant funded by the Administration for Children and Families (ACF).

Transportation Related Expense (TRE):

Individuals enrolled in allowable services are eligible to receive these payments, when they are successfully participating in a service requiring transportation related expenses. Participants are required to complete the Weekly Claim for Transportation Related Expenses form DWD-PO-605 and provide verification of need prior to reimbursement or payment.

Note: Payment of TRE is contingent on available funding.

Volunteer:

A Food Stamp participant who is not an ABAWD who elects to participate in SkillUP.

II. **Partner Roles & Responsibilities**

The Family Support Division (FSD), Department of Social Services (DSS) administers the Supplemental Nutrition Assistance Program (SNAP) which is referred to as the Food Stamp Program in Missouri. States must provide employment and training services to program participants as a part of the administering Food Stamp Program. SkillUP is the corresponding Food Stamp employment and training program in Missouri and requires the collaboration of federal, state, and local partners. Colleges are expected to collaborate with other SkillUP providers to ensure participants are receiving all needed services to overcome barriers, successfully complete employment and training programs and eventually attain employment.

a. **USDA Food and Nutrition Service (FNS)** – provide the federal funding for both Food Stamp benefits and SkillUP and have oversight authority.

b. **Family Support Division (FSD)** – receive the federal funding from FNS and contract with MCCA, MU and Community-Based Organizations to manage the SkillUP program. Provide funds for child care.

c. **Missouri Community College Association (MCCA)** – contract with FSD to provide education and job training through subcontracts with community colleges.

d. **Community Colleges** – subcontract with MCCA to provide short term (one year or less) job training and intensive advising to SkillUP participants. Refer participants to DWD, MU and other providers for wrap-around services.

e. **University of Missouri Extension (MU)** – contract with FSD to provide limited support services.

f. **Missouri Division of Workforce Development (DWD)** – contract with FSD to provide employment services to SkillUP participants. Will also provide access to MoJOBs for a centralized case management database. Work-Related Expenses (WRE) and Transportation-Related Expenses (TRE) are also available to participants through DWD.

III. Eligibility

An individual can receive SkillUP services if he/she meets all of the following:

a. Receives Food Stamp benefits

b. Does NOT receive Temporary Assistance for Needy Families (TANF)

c. Is age 16 or older

d. Has the physical and mental ability to work at least 20 hours per week, or is able to do so within the next year

e. Can participate in SkillUP immediately

It is important to be mindful of the purpose of the SkillUP program: to help get people off of food stamps and into gainful employment. It is specifically designed for people who do not have a marketable skill or set of skills. There may be instances where a person meets all of the basic eligibility guidelines outlined above but may be already in possession of in-demand credentials. At this point, colleges should conduct a needs assessment:

- Does the applicant currently possess a degree, certificate or credential?
- If yes, is the degree, certificate or credential in an in-demand field supported by LMI data? (if the answer is no, the applicant may be enrolled in the SkillUP program)
- If yes, is the applicant seeking to enroll in SkillUP to further their career pathway with stackable credentials? (if the answer is yes, the applicant may be enrolled in the SkillUP program)

Cases may need to be evaluated on a case by case basis and MCCA can help with need determination. Below are some examples of actual cases encountered:

*Example 1: An applicant had a bachelor's degree and a teaching certificate. The applicant had grown tired of teaching and did not renew her contract. Once she was eligible for food stamps, she applied and then sought out SkillUP training to go into the medical field. SkillUP leadership determined that this case **did not** meet the needs threshold for this limited E&T funding. A teaching degree/certificate is an in-demand occupation that the applicant had chosen to leave, and the training being pursued through SkillUP was not related or stackable to her current skill level.*

*Example 2: An applicant had a bachelor's degree in Psychology, but because she had not pursued advanced degrees in the field, she had never worked in the field. The applicant was out of work and on food stamps. SkillUP leadership determined that this case **did** meet the needs threshold for this limited E&T funding. A bachelor's degree in Psychology by itself does not lead to in-demand occupations.*

Non-Covered Services:

- Four-year college
- Transfer degrees
- On the job training wages
- Stipends provided in certain training programs

ABAWD Eligibility:

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 set time limits for ABAWDs to receive Food Stamp benefits. Prior to January 1, 2016, the State of Missouri's Family Support Division had a waiver and ABAWDs did not have to complete work and/or training to continue to receive benefits. Effective January 1, 2016, the waiver expired, and time-limits and work/training requirements were reinstated for ABAWDs to receive Food Stamp benefits.

- ABAWD eligibility for Food Stamp benefits is limited to any 3 months in the 36-month period between January 1, 2016 and December 31, 2018 **unless** the individual meets the ABAWD work/training requirements.

- Any month an ABAWD participant receives a full month of Food Stamp benefits and is not in compliance with the monthly work/training requirement, they are using a non-work month. An ABAWD can only receive three non-work/training months in a three-year (36 months) period.

- If an ABAWD loses benefits due to 3 non-work months, eligibility can be regained by completing 80 hours of work and/or training in a 30-day period. After eligibility has been regained, an ABAWD can receive benefits for an

additional 3 non-work months and then can only receive benefits on a month-by-month basis.

- Example:

  - John was an ABAWD and did not participate in work and/or training activities for January, March and May 2016.

  - He later regained eligibility by participating in work and/or training activities for 80 hours in July 2016 and began receiving benefits again in August.

  - In October he did not meet work requirements. He will receive October, November and December as non-work months.

  - Starting in January, John can only receive benefits for months he completes 80 hours of work and/or training.

- **For additional information ABAWDs can visit the SkillUP website or call 855-FSD-INFO.**

- NOTE: If a participant shows as an ABAWD in MoJOBs and they do not meet the requirements of an ABAWD, report this immediately to FSD on the FS-5 in the EXEMPTION section. The participant can also report this to FSD by visiting a Resource Center or by calling 855-FSD-INFO.

- In order to continue receiving monthly Food Stamp benefits, an ABAWD is required to work, and/or participate in approved employment and training activities for 80 or more hours per calendar month. Employment and training activities include WIOA activities and services provided at Missouri Job Centers, work and/or training reported to FSD and work and/or training services provided at the University of Missouri, one of the community colleges or a Community Based Organization.

- ABAWDs are notified by mail of the requirements that must be met to continue to receive Food Stamp benefits past three (3) months. The IM-4 SkillUP flyer is also mailed to ABAWDS giving them additional information regarding SkillUP. An ABAWD may also sign an Agreement to Volunteer (Appendix F) and volunteer in a program that promotes job readiness and builds work experience.

- ABAWD Exemptions:

- FSD may determine an ABAWD is exempt from employment and training requirements, either temporarily or permanently. If an ABAWD meets an exemption, they will not have to participate in an employment and training component but may still be eligible to receive their Food Stamp benefits.

- NOTE: ABAWD exemptions are only determined by FSD. Exemptions may include one or more of the following:

  - ✓ Receiving unemployment (in any state)

  - ✓ Required in the home to care for an ill or incapacitated person

  - ✓ Unable to work due to an illness, injury, or disability

  - ✓ Attending drug addict/alcohol treatment program

  - ✓ A full-time student

- If an ABAWD states they meet an exemption, report this to FSD on the FS-5 in the EXEMPTION section. The ABAWD can also report this to FSD at any time.

Volunteer Participation:
- Voluntary SkillUP participants between the ages of 16-59, are not required to participate in an employment and training component or meet 80 hours; however, they may volunteer to participate. Voluntary Food Stamp participants may enroll or withdraw from participation at any time.
- For volunteers, it is not mandatory to transmit documentation of participation hours to FSD, unless the participant obtained employment. Employment documentation must be sent to FSD on the FS-5 form, in the WORK ACTIVITY #1 section.
- FSD may change a voluntary participant's status to ABAWD. Once FSD changes a voluntary participant status to ABAWD the participant will be required to follow ABAWD employment & training requirements.
- Client Status Changes & Closures:
- If an individual's status changes from active to inactive during participation in SkillUP, the participant's enrollment in MoJOBs and all SkillUP components are ended.
- If a participant's status changes from voluntary to ABAWD or ABAWD to voluntary, MoJOBs will be updated in a nightly batch to reflect the new status.
- SkillUP Voluntary Closure Service providers can only close enrollments for SkillUP/Voluntary participants. Enrollments should only be closed if the participant is sure they do not want to receive any additional services. Voluntary Closures Include: The participant indicates they no longer want to participate. The SkillUP provider will need to close the components and the participant in MoJOBs. SkillUP Voluntary Closure for ABAWDs
- Only FSD can close SkillUP ABAWD possible enrollments. The enrollment outcome will display in MoJOBs as "System Closed FSD inactive".

Participants will not be enrolled in any additional SkillUP components. They can continue with WIOA services.

IV. **Enrollment**
   a. Meet with the prospective participant and assess their needs, skills and abilities, including college and work readiness. Can be referred to DWD if participant already has skills necessary to begin a job search.
   b. Check to ensure the participant is enrolled in Food Stamps.
   c. Complete an Employment Plan (EP) within MoJOBs.
   d. Enroll the participant in MoJOBs and SkillUP.
   e. Complete a FS5 form and submit to FSD if the participant is an ABAWD.
   f. Enroll in the college/program
   g. Reverse-refer to DWD for dual enrollment in Wagner Peyser. Can apply for childcare assistance through FSD.

V. **SkillUP Case Management**- SkillUP providers will only offer case management services to Food Stamp recipients that are enrolled in a qualifying service(s). An Employment Plan must be completed prior to a participant enrollment in any educational or training services.

All of the requirements for training services must be met and documented in MoJobs. The case file must contain a determination of need for training services as determined through the interview, evaluation, or assessment, and career planning supported by local labor market information. Explanations must include 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.

For ABAWDs, enter the service hours on the FS-5 based on the number of hours you expect the participant to participate, not on credit hours. Allow 1 hour of study time for each hour of class time. For example, if a participant attends Vocational Training for 6 hours per week, there is 6 hours of study time, the Vocational Training should show 12 hours per week.

Prior to placing participants into any SkillUP activities, the provider must assess the participant to determine they are able to successfully complete this activity and the activity must align with the EP.
   o The participant indicates they would like to obtain employment in XYZ industry and wants to complete a job search. XYZ requires a high school diploma or its equivalent, they cannot pursue job search until they have a high school diploma or equivalent.

o The participant would like to begin a Community College program, but doesn't have the basic skills needed to pursue the program. These skills should be gained first.

If a participant is already employable and able to perform the duties of a position, SkillUP cannot pay for additional training in another program. For example:

o A participant has a degree in accounting and is able to perform the duties, the provider would work with them to obtain employment in the accounting field. o A participant is a construction worker, but can no longer perform the job duties due to a physical ailment; they may need training in a different program.
o A participant is a CNA and can obtain employment that will support their family; the provider can assist them in obtaining employment as a CNA.
o A participant is an OTR truck driver, but they can no longer be on the road on a regular basis; the provider can assist them in pursuing other employment opportunities.

If a potential participant states they are beginning training in a very short period of time (i.e. 1-3 days) and requests the training be paid for by SkillUP, the provider should explain to them that 14 Revised 09/2018 this may not be feasible. The provider should explain that there is an assessment process to determine if he/she is prepared for the training

Note: There may be situations where an exception is allowed if a funding source has not already been identified and the provider believes the participant will be successful in obtaining employment after training

VI. **Student Files**
A hard copy (or electronic versions) file for each program participant shall be created and maintained by each Grant consortium college training provider during the duration of the SkillUP grant. The file should be identified as a Grant program participant with the student's name.

The student file should include the following information:

1. Completed First Contact Form
2. Verification of eligibility
3. Copy of participant's Social Security card (social security number). While SSN's are not a grant eligibility requirement nor can grant services be denied if a participant refuses to provide the SSN, some programs of study do require ssn's for program admissions in order to perform background checks and drug testing for certain health occupations that require clinicals.

4. Copies of pertinent financial aid documentation – if applicable (e.g., FAFSA, etc.)

5. Identification of program/course/educational path being taken by participant/student

6. Any pertinent verification of employment documentation (i.e., copy of pay stub)

7. Video Release Form

8. FERPA Release Form

9. 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.

10. Final grade reports upon completion of training/education

11. WorkKeys/NCRC Scores

12. Copy of Certificate of Completion, Proficiency, etc. related to successful completion

13. Notations – Any pertinent comments applicable to the training participant (e.g., if they exit the program early potential reasons/issues as to why?)

All participant/student files will need to be stored in a secure environment due to the personal nature of the information.

Participant Case Notes Management

All participating colleges are required to maintain accurate, adequate and timely case notes on every grant participant. These will be monitored by MCCA and potentially FSD. This monitoring review will involve college participant files and/or Mo Career Center files, whether that is electronic or paper. Case notes record important details about grant services provided to grant participants. Case notes supplement and synthesize information on a participant's strengths and needs in a range of areas to provide a justification for specific services and activities provided. In addition, case notes can sometimes serve as documentation of factors affecting a participant's eligibility or other important information. Finally, case notes record details of a participant's participation levels in the SkillUP grant activities and progress toward his or her employment and educational goals. Purposeful, clear and consistent case notes are a must. Without these the grant is at real risk for questioned and potentially disallowed costs.

Case notes support:
- Eligibility determination
- Clearly define the grant participants educational plan and goals
- Describe the outcomes
- Maintain participants grant activities and services received
- Address participant's exit

Six elements of good grant participant case note:

1. Focuses on the grant participant.
2. Describes the grant service provided.
3. Identifies the next step and participant's involvement.
4. Tracks grant funding and non-grant funding associated with the participant.
5. Tracks grant staffing assigned to aid the participant in providing quality service.
6. Aids in grant compliance monitoring.

If a participant has moved from one area/region of the state to another and is enrolling in SkillUP in a new location, the provider should always check MoJOBs for components and/or notes regarding services the participant may have received in another region. If you enter a note incorrectly, use the MoJOBs change request form in Appendix L to submit a deletion request. Deleting notes require 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.

Refer to the DWD's Statewide Service Notes Policy for detailed instructions and examples to record notes for participants.

IV. **SkillUP Allowable Components**- Providers shall complete an Employment Plan (EP) of long and short-term goals in collaboration with each participant. The EP must be entered in MoJOBs. The EP shall clearly connect the services to be provided to each participant with the outcomes to be achieved. In coordination with the individual, Providers shall place assessed participants in a component that is appropriate for their skill level, experience, and career goals. The qualified components shall be opened and closed based upon when the participant is actually in the service. The Provider must monitor the participant's progress and document the progress in MoJOBs.

a. **Staff Assisted Job Search**:
   The contractor staff assists the participant in job search. This job search may be routinely offered based on need. This component should be appropriately paired with other components based on the participant's need. However, it is understood that in certain instances this may be the right path for the participant as a stand-alone component.

b. **Non-Staff Assisted Job Search**:
   This requires participants to make a pre–determined number of inquiries to prospective employers over a specified period of time based on employer availability and individual need. The search may be designed so that the participant conducts his/her job search independently or within a group setting. This component should be appropriately paired with other components based on the participant's need. Job search can only be used for half of the required hours for ABAWDs. NOTE: Job search logs for ABAWDS must be accepted and scanned/emailed to the Family Support Division at DSS.FSD.Agreements@dss.mo.gov. ABAWDs may also report Job Search hours by calling the Division of Workforce Development at **1-844-**

487-0498. For volunteers, this is not an allowable component. If a client receives assistance from staff, this is staff assisted job search.

c. **Job Search Training:**

This component strives to enhance the job readiness of participants by providing instruction in job seeking techniques and increasing motivation and self– confidence. This may consist of job skills assessments, job finding clubs, job placement services, or other direct training or support activities. The job search training component may combine job search activities with other training and support activities.

d. **Unsubsidized Employment:**

This component is work with earnings provided by an employer who does not receive a subsidy for the creation and maintenance of the employment position. Self-employment activities include individuals who have earned income.

e. **Work-Based Learning:**

This component is a work experience component designed to improve the employability of participants through actual work experience and/or training and to enable them to move into regular employment. Work experience assignments may not replace the employment of a regularly employed individual. Participants in on-the-job training* shall be provided benefits and working conditions at the same level and to the same extent as other trainees or employees working a similar length of time and doing the same type of work. It is permissible to place SkillUP participants in work experience positions with public and private sector entities. This may include, On-the-Job training paid through Food and Nutrition Service (FNS) or non-FNS funds.

For DWD, this includes individuals employed in programs and activities under this title.

f. **Vocational Training and Education**:

The Vocational Training component improves the employability of participants by providing training in a skill or trade allowing the participant to move directly into employment. When enrolling participants in this training the participant can receive a credential, certificate, or otherwise followed by additional trainings as needed.

Note: After a Food Stamp recipient is no longer receiving benefits, funding is no longer available; however, all training costs already paid to the training provider remain if the funds can no longer be refunded.

The Education component is an educational program or activity which improves basic skills and increases employability. Such programs include Adult Basic Education (ABE), basic literacy, English as a Second Language (ESL), high school equivalency, and post–secondary education. The purpose of post-secondary education is academic, and the curriculum is designed primarily for students who are beyond the compulsory age for high school. Only educational components that establish a direct link to job–readiness can be approved. Federal E&T funds cannot take the place of nonfederal (i.e., State, local) funds for existing educational services. Federal financial participation for operating education components may be

authorized only for costs that exceed the normal cost of services provided to persons not participating in SkillUP.

Education/Training services may be made available to employed and unemployed participants. SkillUP participants may be enrolled in training when a SkillUP Provider determines, after an interview, evaluation/assessment, and career planning, that the participant:

- Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to, or higher than wages from, previous employment through career services; and
- is in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to, or higher than, wages from previous employment; and
- Has the skills and qualifications to participate successfully in training services; and
- Has selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individual is willing to commute or relocate; and
- Is unable to obtain financial assistance from other sources to pay the costs of such training, including State-funded programs, Trade Adjustment Assistance grant funds, and Federal Pell Grants established under title IV of the Higher Education Act of 1965, or require SkillUP assistance in addition to other sources of grant assistance, including Federal Pell Grants.

All of these requirements for training services must be met and documented in MoJOBs. The case file must contain a determination of need for training services as determined through the interview, evaluation, or assessment, and career planning supported by local labor market information and training- Provider performance information. Explanations must include 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.

For ABAWDs, enter the component hours on the FS-5 based on the number of hours you expect the participant to participate, not on credit hours. Allow 1 hour of study time for each hour of class time. For example, if a client attends Vocational Training for 6 hours per week, there is 6 hours of study time, the Vocational Training should show 12 hours per week.

g. Job Centers Additional Requirements:

If a SkillUP participant is determined to be in need of training services, Job Center staff must create a Wagner-Peyser application along with the SNAP application in MoJOBs. This allows those participants placed in training to benefit from WIOA services.

The case file must also contain a printout from the Eligible Training Provider System (ETPS) showing that the program of study was approved on the date the training

eligibility determination was made. If a program isn't ETPS approved, staff should work with the school in getting the application submitted and approved.

h. **Entrepreneurial Training:**
This component improves the employability of participants by providing training in setting up and operating a small business or other self–employment venture.

i. **Job Retention Services:**
This component provides assistance and support to employed participants to achieve satisfactory performance and increase earnings over time. This activity may include counseling, coaching, case management, and participant reimbursements. Participants must provide verification of employment to the SkillUP Provider. The "entered employment" feature in MoJOBs must be updated prior to requesting reimbursement for this component. The participant must verify his or her employment monthly to continue to receive retention services. The Providers must send an FS-5 with section WORK ACTIVITY #1 completed to FSD.

  o Services can be provided for a maximum of 90 days from the first day of employment
  o Employment does not need to directly relate to SkillUP participation, but the client must have been enrolled in SkillUP prior to the employment being obtained.
  o Subsequent job retention services cannot be for the same company.

V. Supportive Services are defined as those services necessary to enable an individual to participate in activities authorized under SkillUP. This policy provides guidelines for administering Supportive Services. Supportive Services should be made available to assist customers in removing or reducing barriers to participate in SkillUP activities. *Note: Payment of Supportive Services is contingent on available funding.*

Supportive Services may include transportation related expenses and/or work-related expenses. The extent of Supportive Services provided will vary based on the customer's needs and available resources.

WRE Items	Explanations
College Application and Entry Test Fees	• Allowable for short-term training less than a year.

Criminal Background Check, Drug Testing and Fingerprints	• Must be required by the employer for all employees in order to participate in a work activity.
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.
TRE Items	**Explanations**
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.

Supportive Services are only to be provided to customers who:
• Are participating in an allowable SkillUP component(s); 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 SkillUP components.

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. A statement that a customer "needs" a Supportive Service will not justify the payment of these expenses. (i.e., "Customer states he needs tools for work." The

payment cannot be authorized on this statement alone; but instead, must be related to the SkillUP component; based on customer need; and other resources must be sought first.). The Provider's determination of financial need must be documented through case notes in MoJobs. Because the payment process includes a review of these notes, it is imperative that they are clear, concise, and complete. Failure to properly document the case note in MoJobs may result in delayed payment or non-reimbursement.

Service notes regarding Supportive Service payments must include at a minimum all of the following:
• The type of Supportive Service paid (e.g., TRE, WRE, Education/Training);
• 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 payments remain reasonable and necessary.

Participant Reimbursements

FNS allows SkillUP to provide services needed to participate in the program or job retention. The Provider issues services directly to the participant up to the prescribed limits. These limits include the 50/50 match. You cannot allow employees to pay for client services or participant reimbursements with employee's personal funds, such as credit cards, even if you will reimburse the employee.

Tracking:
You must track all supportive services (participant reimbursements). Use the SkillUP TRE Log (Excel document) to track and use as backup detail for reimbursement submission. Use the Weekly TRE/WRE Claim Form for student attestation of receipt of services.

Refer to the SkillUP Quick Guide for Training, TRE and WRE in Appendix R of the FSD SkillUP Handbook.

Records must contain:
- Copies of ticket and bus pass issuance or logs,
- Copies of receipts for all other participant reimbursements issued such as but not limited to:
  ➢ books,
  ➢ supplies,

- ➢ clothing, and
  - ➢ tools
- Justifications for each issuance.

Transportation Related Expenses (TRE):

SkillUP participants who are participating in an allowable education or training component with a community college may receive a bus pass, gas card or mileage reimbursement. SkillUP participants engaged in an allowable employment, education, or training component may receive mileage reimbursement. It will be calculated based on the round trip mileage from the participant's home directly to the training/work facility and back using a web-based mapping service such as Google Maps, MapQuest, Yahoo Maps, or a similar service. Verification documents must be obtained prior to payment. Participants enrolled in an educational program or training must submit the completed Weekly Claim for Transportation Related Expenses form (Appendix Q).

There must be a minimum of 10 miles for each TRE entry in MoJobs. The mileage reimbursement rate is $0.37 per mile and should be paid with a prepaid gas card. SkillUP funds cannot be used to pay transportation expenses associated with "self-directed" job search activities. *Note: Payment of transportation related expenses is contingent on available funding*.

Work Related Expenses (WRE):

SkillUP participants engaged in an allowable employment, education, or training component may receive WRE if the expense meets all of the general Supportive Service eligibility criteria listed above and required in order to complete the necessary functions to perform a job or training. Example of exclusion would be dress clothes or dress shoes for an office job. *Note: Payment of work related expenses is contingent on available funding*.

SkillUP providers should follow their local WDB Policy when approving WRE payments.

SkillUP funds **cannot** be used to pay the following expenses:

- Automobile Purchase
- Automobile Tags, Title, or License
- Automobile Insurance
- Drug or Alcohol Counseling or Therapy

Do not use SkillUP funding to pay for participant reimbursements if the participant receives other funds identified to cover those costs. Examples of other sources of

funding include but are not limited to Federal Financial aid, grants, scholarships, private payments, etc.

PLEASE NOTE: TANF funds should be used for volunteers: 16-24 with or without child(ren) or 25-59 with child(ren) – Includes pregnant. ABAWDS who require TRE/WRE expenses should be expensed through the normal pathway, on your 50/50 invoice.

VI. **Financial Aid** – Pell first. Can't supplant any federal aid with E&T funding.

VII. **Retention** – utilize college resources (tutoring labs, etc). Utilize WRE/TRE assistance. 30-day notes in MoJOBs on updated progress.

VIII. **Employment** – service does not end here. Colleges may assist participants with job search activities, or refer to their local job center.

IX. **Follow-Up** – As part of each community college's contract, they agree to track participant employment outcomes for 30-60-90 days by contacting them via phone or email to verify length of employment, job type and wages. This information should be entered into MoJOBs within forty-eight hours of obtaining the information and before the end of the current month.

X. **Outreach and Recruitment**
Colleges are expected to conduct self-directed outreach and recruitment activities on their campuses and in their communities. MCCA can assist with these efforts.

XI. **Financial Reimbursement**
Colleges will submit, via email to vassb@otc.edu, a monthly invoice to Ozarks Technical Community College (OTC) by the tenth of the month following the month in which services were provided. An invoice template, developed by FSD, 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 component list with the invoice. FSD 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. FSD will notify OTC if the information submitted is not acceptable.

Invoicing for expenditures for 50/50% matched funding, the invoice must include:
1. Contract Number;
2. Contractor's name, address and telephone number;
3. Month for which services are being invoiced;
4. Unique invoice number; and

5. Breakdown of participant reimbursement including work related expense and transportation related expenses.

6. Tuition report including participant name, DCN, program name, cost of program. This report MUST be password protected when sending via email. The report should be sent in one email and the password in another to prevent third parties from being able to access.

7. Detail for all admin (salary and fringe) being submitted, including time and effort reports signed by supervisor and any system logs documenting hours/wages/fringe.

XII. Reporting

Monthly participant reports must be submitted to MCCA (ramona.mundwiller@mccatoday.org) by the 10th of the month following the month in which the services were provided. This report MUST be password protected when sending via email. The report should be sent in one email and the password in another to prevent third parties from being able to access. The FY19 participant tracking form can be found in the resource library at mccatoday.org.

XII. Disclaimer

In accordance with grant guidelines, all college employees involved in the SkillUP program must use the below confidentiality statement in their email signature block.

CONFIDENTIALITY STATEMENT: This message and any attachments are intended only for those to whom it is addressed and may contain information which is privileged, confidential, and prohibited from disclosure or unauthorized use under applicable law. If you are not the intended recipient of this message, you are hereby notified that any use, dissemination, or copying of this email or the information contained in this message is strictly prohibited by the sender. If you have received this transmission in error, please return the material received to the sender and delete all copies from your system.