MCCA
MISSOURI COMMUNITY COLLEGE ASSOCIATION

SkillUP Case File Reviews and Monitoring Guidance

Monitoring is necessary to ensure federal funding is being used for its intended purpose and outcomes, and to ensure the programmatic rules are being followed.

Each college is required to conduct self-monitoring on 20% of their cases. Therefore, making time to self-monitor each month is highly encouraged. A monitoring template is available for download at mccatoday.org/skillup.

To self-monitor, follow these steps:

1. Begin with the SNAP application to ensure it is complete. Is the DCN included and correct? If the DCN is not correct, the file will not sync with FSD's database and will not provide eligibility information (i.e. exit the file if the participant becomes ineligible for SNAP.) Is the participation type correct (ABAWD / Volunteer)? Is the correct provider selected?

2. Are all the correct activities present and opened and closed correctly? There are five required activities in addition to the 361 training activity. They are: S20 SkillUP FNS, 213 Comprehensive Assessment, 205 Develop Service Strategies, 101 Orientation, and 107 Provision of Labor Market Research.

   The 361 activity should remain open until the training has been successfully or unsuccessfully completed by the participant.

   The S20 SkillUP FNS activity indicates the type of funding the colleges are using. We will ALWAYS use the S20 activity for training

3. Ensure the Objective Assessment Summary is complete. The OAS is meant to bring the participant's entire situation into focus. Therefore, when meeting with the participant, it is important to ask ALL of the questions in the Objective Assessment Summary. Doing this ensures skills, work history, barriers and desired career path are addressed and discussed. Further, it will help with retention down the road when the participant is in training.

   Items included on the OAS should be addressed throughout the time the participant is enrolled in the SkillUP program. For example, if the participant indicates childcare is a barrier, there needs to be a case note indicating the application for subsidies was provided, etc. Another example would be if the participant indicates the need for help with developing a resume and assistance with interviewing skills, a case note should be present when he or she is either referred to another provider for assistance or you are assisting with this effort.

4. Review the Employment Plan. The IEP should include goals and objectives regarding the participant's career pathway, description of the type of employment and desired wages, and type of training required. Goals and objectives should also be present for any barriers present indicating the steps included in overcoming those barriers. Therefore, the short and long term goals and objectives should be specific to the participant.

5. Case notes: There must be an initial case note, case notes for all the activities, and case notes for ALL communications (attempted and actual) with the participant, including referrals. The rule of thumb is that any time you interact with the participant you MUST make a case note. Case notes need to be added within a day of your interaction with the participant.

6. Are you providing WRE (i.e. work boots, scrubs, books, etc.) or TRE (gas card or mileage reimbursement) that IS NOT included in tuition? If so, are you using TANF funds? There MUST be an S10 TANF funding code present.

   Whether you are using S20 SkillUP or S10 TANF to pay for a participants' WRE or TRE, you must add the 142 WRE or 141 TRE activity as well.

7. If the participant successfully completed training, was the certificate of completion *and* credential added to the SNAP app? Copies of certificates/credentials should be kept in the paper file.

8. If the participant was employed any time before or during training or gained employment after training, was the employment component added to the SNAP app? Was the 122 SkillUp Employment activity added if employed at time of enrollment? If employment was secured after or during training, was that information also added to both the employment component and as an activity?

9. These items should be included in the paper file: Checklist, first contact form, video release form, SkillUP application, FS-5, DCN verifications, verification of training enrollment, certificate of completion/credential, information on drop status if relevant, WRE/TRE verification if relevant, confidential case notes, and any additional documents that are college specific.

As you monitor each case, use the template to assess what is present and what is not. Make notes on the template as to what is missing or needs to be changed and make the changes. Keep the template in the case file for future review.

The SkillUP Handbook should be used to look up further detail in regard to any of these items that are required to be completed.

General Information:

Plan ID:	#####
User ID:	#######
Name:	Participant, SkillUp
Plan was started on:	10/15/2019
Plan was started in office location:	FSD Partner Southeast
Plan closed on:	

Goals and Objectives Established:

Goal # /Goal ID	Program Affiliation (s)	Type of Goal	Term of Goal	Date Established	Estimated Date of Completion	Actual Completion Date	Status
	SNAP	Training	Short Term	10/15/2019	11/15/2019		Open

Goal Description: Complete truck driver training program at Mineral Area College.

Comments:

Objectives to Goal #1

Objective	Date Established	Review Date	Program	Staff	Status
Complete drug screen.	10/15/2019	10/18/2019	SNAP	Wideman, Stacey	Closed

Comments:

Complete DOT physical	10/15/2019	10/18/2019	SNAP	Wideman, Stacey	Closed

Comments:

Pass CDL permit test.	10/15/2019	10/25/2019	SNAP	Wideman, Stacey	Closed

Comments:

Goal # /Goal ID	Program Affiliation (s)	Type of Goal	Term of Goal	Date Established	Estimated Date of Completion	Actual Completion Date	Status
	SNAP	Employment	Long Term	10/15/2019	11/22/2019		Open

Goal Description: Obtain job as a truck driver, earning $30,000+ / year.

Comments:

Objectives to Goal #2

Objective	Date Established	Review Date	Program	Staff	Status

Research employment possibilities with assistance of MTC Admissions office.	10/15/2019	11/04/2019	SNAP	Wideman, Stacey	Open
Comments:					
Create resume.	10/15/2019	11/29/2019	SNAP	Wideman, Stacey	Closed
Comments:					
Obtain permission for out-of-state travel.	10/15/2019	11/15/2019	SNAP	Wideman, Stacey	Open
Comments:					
Apply for jobs.	10/15/2019	11/15/2019	SNAP	Wideman, Stacey	Open
Comments:					

Signatures

_____   _____

Applicant Signature   **Date**   **Parent/Guardian Signature**   **Date**

_____

Staff Signature   **Date**

Objective Assessment Summary
SNAP Employment and Training

General Expectations			
Name: SkillUp Participant		User ID: #######	State ID: ##########
Address: 100 Main St.		Phone: (123)456-7890	Alt. Phone:
Anytown, MO #####		Email: emailaddress@yahoo.com	
LWIA: Southeast Region		**Office Location:** FSD Partner Southeast	
Program: 9-SNAP Employment and Training		Application ID: ######	
Assessment Create Date: 10/15/2019		**Age At Assessment:** 51	
Attach Active Plan: No		**Plan ID:** 0	
Staff Completed: 8529		**Date Completed:** 10/15/2019	
Overall Note:			

Program Expectations			
Immediate Employment: No		**Services Sought:** Funding for truck driver training	

Employment Expectations			
Occupation 1:53-3032.00 - Heavy and Tractor-Trailer Truck Drivers			
Occupation 2:			
Occupation 3:			
Employment Type:	Regular	**Full or Part Time:**	Full Time (30 Hours or More)
Desired Salary:	$14.50 hourly (Approx. $30,000 annually) or more	**Maximum Commute (In Miles):**	
Shift Preferences:	Any	**Benefits Needed:**Health Insurance, Paid Vacation Time	
Desired Help in Career Planning: No		**Job Search Assistance Requested:** Help Getting Started in Job Search, Resume Assistance	
Seeking Training Services:	Yes	**Training Preferences:** CDL training	
Seeking Post-Secondary Education: No		**Post-Secondary Preferences:** Mineral Area College	
Other Assistance Expected:	Transportation assistance		

Education History			
Highest Grade Completed:	High School Diploma	**Currently Enrolled in School:**	No, Not Attending Any School
Education History Assessment Summary:			

Basic Skills / Education Factors			
High School Dropout:	No	**Basic Skills Deficient:** No	
Limited English Proficiency:	No	**Enrolled in ABE/Literacy or ESOL:** No	
Lacks Computer Skills:	No	**Behind Grade Level for Age (Youth Only):** No	
Primary Language Spoken at Home:		**Needs Interpretation Services:** No	
Financial Aid: Other Financial Aid			

Basic Skills / Education Factors Summary: Seeking funding assistance through SkillUP

Education			
Degree	**Issuing Institution**	**Location**	**Completion Date**
High School Diploma		US	1/1/0001

Certificate / License	**Organization**	**Location**	**Issue Date**	**Expire Date**

Occupational Transferable Skills		

Summary of Skill Assessment: Needs credential for increased employment opportunities.

Employment History				
Employer	**Job Title**	**Salary**	**Dates**	**Duration**
XYZ Construction	Foreman	$400.00	3/1/1997 - 8/1/2001	54
Reason for leaving:				
Job Duties: Concrete construction foreman.				
XYZ Manufacturing	Material Handler	$11.21	9/1/2001 - 12/1/2005	52
Reason for leaving:				
Job Duties: Material handler, back up set up operator. OSHA certified fork truck operator on reach truck, narrow aisle, gas truck, walkie truck and order picker.				
XYZ Auto Detailing	DETAIL MANAGER		1/1/2006 - 9/1/2008	
Reason for leaving:				
Job Duties: DETALED VEHICLES				
QRS Manufacturing	Shipping/Receiving Manager	$48000.00	8/1/2009 - 6/1/2016	82
Reason for leaving: Resigned / Quit				
Job Duties: Directly supervise and coordinate the activities of production and operating workers, such as inspectors, precision workers, machine setters and operators, assemblers, fabricators, and plant and system operators. Operated fork-lift.				

Work Readiness			
Number of Children under 18: 1		**Dependent Care:** Not at This Time	
Dependent Care Comments: Non-custodial parent			
Transportation: Yes		**Drivers License:** Has a Valid License	
Drivers License Endorsements: No			

Objective Assessment Summary
SNAP Employment and Training

Automobile: Owns Automobile

Contacts: Adequate Contact Person(s), Transient History	**Work Attire:** No

Emergency Nutritional Needs: No

Work Readiness Summary: Requesting TRE gas assistance.

Workplace Behavior

Motivational Factors Affecting Employment: No	**Career Decision Making:** No
Resume: Does not Have Resume	**Application Completion:** Needs to Address Sensitive Issues (i.e. Criminal Record)
Appearance and Hygiene Issues: No	**Need to Learn To Use Labor Market Information:** No
Interviewing Skills: No	

Work Behavior Assessment Summary: Has substantial work history in past, but recent gap in employment.

Health & Behavioral Observations

Health: Limitations in Ability to Work Certain Jobs	**Behavior:** Disclosed Disability	**Substance Abuse:** Not at this time

Health & Behavior Observations: Health concerns will not prohibit truck driving.

Living Environment

Housing: At risk of becoming homeless	**Home Life:** Lacks Family Support System

Living Environment Assessment: Living with friends. Previously living in shelter.

Economic Factors / Financial Situation

Credit / Financial: Bankruptcy, Poor Credit History/Bad Debts

Economic Factors Situation Assessment: Currently unemployed. No financial resources.

Vocational / Occupational Factors

Obsolete Work Skills: Yes	**License Expired / Revoked:** No

Vocational / Occupational Factor Assessment: Needs credential for increased employment opportunity.

Other Assistance Received

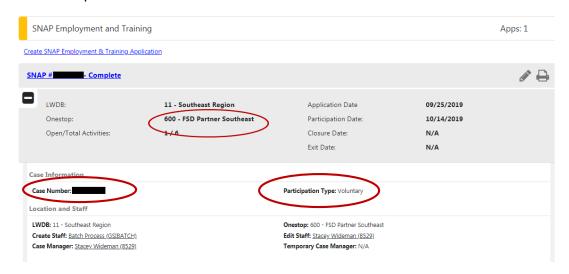|	
Public Assistance: Supplemental Nutritional Assistance Program (SNAP)	**Partner Services:** Food Stamp Employment and Training Activities

Other Assistance Assessment:

Barriers To Employment

Lacks Significant Work History: No	**Sporadic or Limited Work History:** No
Restricted Commuting Distance: No	**Restricted Work Schedule:** No
Unrealistic Wage Expectations: No	**Legal Issues:** Yes
Single Parent: No	**Displaced Homemaker:** No
Pregnant or Parenting Youth: No	**Runaway Youth:** No
LWIA Designated Barrier: No	**Other:** No

Objective Assessment Summary
SNAP Employment and Training

No Barriers to Employment/Work Readiness Issues: No

Employment Barriers Summary: Gap in employment history. Working to get employment logistics industry as truck driver.

Testing Results

Basic Skills Assessment:

Test Date	Test Name	Results

Other Testing:

Test Date	Test Name	Results

Work Keys

Test Date	Test Name	Results

Aptitude: No	**Career Interest:** No

Testing Results Comments:

Agency Referrals

☐ Reviewed With Customer   ☐ Agree   ☐ Disagree

Comments:

_____   _____
Customer Signature   **Date**

_____   _____
Staff Signature   **Date**

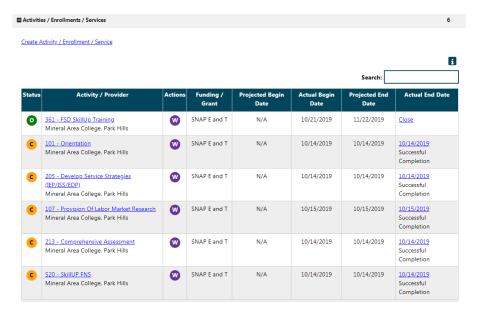# SkillUp Case File Review & Monitoring
MCCA Convention November 2019

1) SNAP Application & Activities

- Participation Type (ABAWD/Volunteer)
- DCN present
- Correct provider selected

- Correct activity codes entered
- Activities closed correctly

- 5 Required SNAP activities
  - S20 – FNS Funding
  - 213 – Comprehensive Assessment
  - 205 – Ind. Emp. Plan
  - 107 – Labor Market Information
  - 101 – Orientation

2) Objective Assessment

- Current to the SNAP application
- Print for easy review
- Career pathway and desired wage noted
- Services sought are identified
- Education and/or work history completed
- All skills and barriers sections completed – barriers identified
- Additional assessments completed if need was indicated
  - Scores noted, if applicable

Case Summary	Programs	Plan	Assessments

Objective Assessment Summary

#	LWIA/Region	Office Location	Program	Staff	Date	Action
███	Southeast Region	PARK HILLS JOB CENTER	Title III - Wagner-Peyser (WP)	SUTTON, ALVIN	05/09/2018	Edit Delete Print
███	Southeast Region	FSD Partner Southeast	SNAP Employment and Training	Wideman, Stacey	02/21/2019	Edit Delete Print

Create Objective Assessment Summary

3) Individual Employment Plan

- Minimum: 1 short-term goal & 1 long-term goal (*EMPLOYMENT*)
- Objectives present for each goal, outline steps to achieve the goal, and not the same as the goal
- Goals align with activities on SNAP application
- Goals/objectives reflect the desired career path/wage stated in OA
- Timeframe for completion
- Assessment/Skills/Barriers reflect in objectives and/or goals
- Updated with changes
- Looking for consistency between IEP, OAS, activities, and case notes
- Evidence that conversation occurred
- Activities/Services noted at end of plan

4) Case Notes

- Mandatory Initial Case Note (summary of eligibility, plan of activities to be offered, how plan to be implemented)
- DWD Statewide Services Policy followed
- Present for any activity or service provided – enter on last tab of activity entry
- Training activity – use template
- Supportive service – use template
- Entered at time of contact

5) Supportive Services

- TRE/WRE issuances follow policy (justified, open activity, verified attendance)
- TRE/WRE issued in accordance with provider policy (timeframes, amounts)
- DWD-PO-605 Weekly Claim Form, verification of attendance, signed acknowledgement of receipt of funds
- Enter Activity – 141 (WRE) or 142 (TRE)
- Use template for case notes in MoJOBS
- Document, document, document
- Barriers addressed and/or referred to Community Based Organizations

6) Documentation – Required Forms

- FS-5 (DWD-PO-608)
  - In case file
  - Email to ABAWD1@ip.sp.mo.gov
    - For Volunteer/ABAWD – submitted at time of SkillUp enrollment – before any activities are added to the SNAP application
    - For Volunteer/ABAWD - submitted at start of training
    - For Volunteer/ABAWD - submitted upon employment
    - ABAWD changes to be reported, as needed: change in employment/training hours, Volunteer Work, In-kind Work
- Eligibility & DCN Verification form
- Resume in MoJOBS
  - Add Activity 115 & case note
- ABAWDs only: Job Search Contract & Log (DWD-PO-604A & DWD-PO-604B)

7) Outcomes

- Certificate of Completion
    - Enter in SNAP application
- Credential Earned
    - Enter in SNAP application
- Employment
    - Enter in SNAP application
    - Add Activity 122 & case note
    - Must be recorded when employment is gained, *and also if employed at training start*

8) List of Common Activities

- S20 – FNS Funding (for training)
- S10 – TANF Funding (only if providing supportive services)
- S03 – Referred to Other Services
- 101 – Orientation
- 107 – Labor Market Information
- 115 – Resume Preparation Assistance
- 122 – SkillUp Employment
- 141 – TRE
- 142 - WRE
- 205 – Individual Employment Plan
- 213 – Comprehensive Assessment
- 361 – FSD SkillUp Training