SkillUP Process

The questions below are designed to assist provider staff with ensuring all required entries are made in MoJobs. This guidance will not cover all situations, so for unique cases contact [FSD.E&TInquiry@dss.mo.gov](mailto:FSD.E&TInquiry@dss.mo.gov) if staff have additional questions or concerns.

When do I Complete the Outreach Survey?

* The outreach survey should be completed when a participant comes in the office or calls expressing interest in a program.

When do we do the Orientation/Information Session?

* When a potential participant comes to the office, some agencies have scheduled orientation/info sessions weekly/bi-weekly or you can do one on one sessions with walk in participants.

When do I search MoJobs for participant record?

* This can be done prior to or during an orientation/information session to ensure the participant is an active SNAP recipient.
* This can also be done with outreach listings to case note on participant contact.

When will I submit the Eligibility & DCN Verification Form?

* This will be sent if the participant record cannot be located in MoJobs or if the SNAP application has an exit date and the participant indicates they are actively receiving food stamps. If the client is waiting with you, type “client in office” on the subject line, you should receive a response within 30 minutes.

What do I do with the returned Eligibility & DCN Verification form?

* If the client is an active Food Stamp recipient you will determine if your agency can work with this individual, then create a SNAP application or refer to another provider if needed.
* TANF funds – aged 16-24 (ABAWD or Volunteer), aged 25 and above (with minor children - non-custodial parents included), or anyone that is pregnant
* FNS funds – can be used for anyone aged 16 and above (ABAWD or Volunteer)
* If the client is active TA (cash benefit) recipient, refer to MWA provider
* If the client is not an active Food Stamp recipient they are not eligible for SkillUP, refer to a Job Center for employment services

When will I need to determine Volunteer or ABAWD status?

* If provider staff had to create a new SNAP application, ABAWD or Volunteer status and the DCN will be on the Eligibility & DCN Verification form.

When will I submit the FS-5?

* On the first meeting, the participant has to sign the back and agree to the terms of the program. This could also be done after the orientation/information session.

When do I Complete the SNAP Enrollment?

* After the participant has signed the FS-5

When will I enter the Funding Source in MoJobs?

* This will be the first activity added to the SNAP application after it is completed in MoJobs.

* S10 TANF - age 16-24 with or without children, 25 and above with children, pregnant or non-custodial parent
* S20 FNS – anyone 16 and above

When will I complete the Objective Assessment Summary with the participant?

* This would typically be on the initial visit and should be completed prior to the IEP. Once the OAS is completed, enter the 213 - Comprehensive Assessment service on the SNAP application

When will I complete the Individual Employment Plan (IEP)?

* After the assessment has been completed, use Labor Market Information to assist the participant in selecting a career pathway. Once the IEP has been completed with goals and objectives, enter the 205 Employment Plan service and the 107 – LMI service

What should be included in the IEP?

* A minimum of one short term goal with objectives and one long term goal with objectives are required for every participant. This does not mean every participant will only have 2 goals, every case is different and the number of goals will depend on the participant.
* Example: Participant needs to complete Hi-Set to qualify for a job with the Dollar General Distribution center, the job is for a fork lift operator. This individual would have 1 education goal, 1 training goal and 1 employment goal. Each goal will have objectives attached: Education goal – obtain GED, objective 1 - take Hi-Set class, objective 2 – study for test, objective 3 – take HiSet test. Training goal – become certified fork lift operator, objective 1 – attend classes for forklift operator, objective 2 - take assessment for certification. Employment goal – obtain position with Dollar General as forklift operator, objective 1 - complete forklift certification, objective 2 – complete resume and application for position, objective 3 – interview for position

When will I create a Resume with the participant?

* This will depend on the participant, if someone is just wanting assistance gaining employment (i.e. they already have the skills needed) you would want to complete the resume ASAP to get it posted to employers, if someone needs to gain additional skills before they are considered job ready, you may want to wait until they have learned these skills before completing a resume. Remember the resume should be specific to the job/career the participant is seeking.

When will I complete the Assessment Checklist in the SkillUp Provider Handbook?

* This should be done before enrolling a participant into a training to ensure they have all skills/supportive services necessary to be successful in their training or work activity.

When will I enroll a participant into Employment or Training Activity?

* After the OAS and IEP have been completed. Staff will select the appropriate service or activity in MoJobs. If this is a long term training (i.e. more than 1 day) this activity will remain open until the participant completes the training, then the activity will be closed by staff after the training is completed.
* Trainings should always align with the IEP
* Training should lead to sustainable employment
* Participant has no other funding available

When will I enter Transportation or Work Related Expenses (TRE/WRE) on a SNAP record?

* Staff will enter the TRE/WRE activity on the SNAP record once the TRE/WRE has been paid. The participant must be participating in a work or training activity in order to receive TRE/WRE.
* Case notes for TRE/WRE must include the type of service (e.g. bus pass, mileage, work boots, uniform), the amount paid, timeframes and need.

When do I send the FS-5 with employment information to FSD?

* When the participant states they have obtained employment, provide as much information on the employer as possible. SNAP recipients are required to report this information within 10 days of obtaining employment.

When do I add employment to a SNAP record?

* Staff should add employment to the SNAP record once they have verified the participant is employed and has started work.

When do I close the IEP?

* When the participant has obtained their desired employment after completing all objectives and goals and will not need additional education, training or employment services.

When will I Exit the SNAP record?

* Staff should never Exit a SNAP record for an ABAWD.
* Staff may Exit a SNAP record for a volunteer if they do not want to participate in the program any longer and do not intend to return within a 90 day time period.