



PROVIDER HANDBOOK

Updated April 2017

Introduction

The Family Support Division (FSD), Department of Social Services (DSS) administers the Supplemental Nutrition Assistance Program (SNAP) program which is referred to as the Food Stamp program in Missouri. The Food Stamp program helps low-income individuals obtain a more nutritious diet by supplementing their income with Food Stamp benefits issued on an Electronic Benefits Transfer (EBT) card.

To apply for Food Stamp Benefits:

- 1.) Get an application from:
 - <https://mydss.mo.gov>
 - Any Resource Center
 - Call and request
- 2.) Drop the application off at any Resource Center or mail to:

Cass FSD Processing Center
2500 East Mechanic
Harrisonville, MO 64701
- 3.) Complete an interview:
 - By phone
 - In person at any Resource Center

To find an FSD Resource Center and hours, call or go to:

http://dss.mo.gov/dss_map/

To contact the FSD, call:

1-855-373-4636

For more information, go to:

dss.mo.gov

Food Stamp clients may also be eligible for one or more of the following:

- Women, Infants, and Children (WIC) services
- Child Care Subsidy
- MO HealthNet

To find out more information, go to <https://mydss.mo.gov/>

States must provide employment and training services to program participants as a part of administering the Food Stamp program. SkillUP is the corresponding Food Stamp employment and training program in Missouri, formerly known as the Missouri Employment and Training Program (METP). Persons eligible for Food Stamp benefits are eligible for SkillUP services, unless they are receiving Temporary Assistance for Needy Families (TANF). TANF participants work with the Missouri Work Assistance (MWA) program. For locations, go to <http://dss.mo.gov/mwa/>

SkillUP is an important part of Missouri's comprehensive workforce development as it assists Food Stamp recipients in achieving self-sufficiency through career pathways, sector strategies, and Labor Market Information (LMI). The program offers job search, training, education, and supportive services (Payment of

supportive services is contingent on available funding)

All Food Stamp recipients are voluntary in SkillUP. Food Stamp recipients, with the exception of Able-Bodied Adults without Dependents (ABAWDs), are not required to meet a minimum amount of hours to maintain their Food Stamp Benefits. ABAWDs, who don't meet a reason not to participate, must complete 80 hours in employment and/or training activities per month or they will lose their Food Stamp benefits after 3 months. They can meet these hours by providing documentation directly to the DSS/FSD or by participating in allowable SkillUP components (Appendix H). All other Food Stamp recipients can choose to volunteer in SkillUP.

The USDA Food and Nutrition Service (FNS) provide the federal funding for both Food Stamp benefits and SkillUP and have oversight authority. This handbook details a standard set of policies and guidelines. This handbook does not cover every situation or scenario a Provider may encounter in their day-to-day case management activities. Providers receive face-to-face training that provides more detailed instructions and examples of common, and some rare, case actions. All forms referenced in this handbook can be found in the Appendices.

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 Component 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. Meeting the training/work requirement can include all components and in-kind work or a combination thereof.

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.

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. These are also defined in Appendix H.

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 of the Department of Economic Development of the State of Missouri or its agent.

Food Stamp Recipient:

An adult age sixteen (16) to fifty nine (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 client 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 components. This may be combined with components and includes assessment beyond WIOA career registration services. This does not count toward the ABAWDs eighty (80) hour training/work requirements.

MCCA:

Missouri Community College Association.\

METP:

Missouri Employment and Training Program now referred to as SkillUP.

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 component.

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.

Supportive Services:

Support services, such as dependent care, transportation and other participant reimbursements can provide a strong incentive for participants. 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 component to receive these services. Payment of supportive services is contingent on funding. For more information on supportive services, go to: http://www.fns.usda.gov/sites/default/files/ET_Toolkit_2013.pdf

Toolbox:

The Division of Workforce Development's case management system which will be replaced by GeoSol in the spring of 2017. All SkillUP clients and their information, including components they are participating in are recorded in this system.

Volunteer:

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

Workforce Innovation and Opportunity Act (WIOA) Career Service Registration:

An introduction and orientation to engage the participant in services designed to accomplish the purpose of the Employment and Training program. This is recorded in DWD's case management system. Each SkillUP participant must:

- Be enrolled in WIOA Adult Career and Wagner-Peyser registration services;
- Complete an initial skills assessment;
- Receive an orientation to Job Center services;
- Be provided Labor Market Information; and
- Begin an Employment Plan.

Work and Transportation Related Expense (WRE/TRE):

Individuals enrolled in allowable components are eligible to receive these payments, when they are successfully participating in a component requiring transportation or work related expenses. Payment of these expenses is contingent on available funding.

SkillUP Program Eligibility

Basic Eligibility:

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

- Receives Food Stamp benefits
- Is age 16 or older
- Has the physical and mental ability to work at least 20 hours per week, or is able to do so within the next year
- Can participate in SkillUP immediately

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 when a mandatory ABAWD participant is receiving a full month of Food Stamp benefits and is not complying with the monthly work/training requirement, the participant is using a non-work month. A mandatory ABAWD can only receive three non-work/training months in a three year (36 months) period.

If an ABAWD lost benefits due to non-participation for 3 non-work months, eligibility can be regained if (s) he completes 80 hours of work and/or training in a 30 day period. After an ABAWD has regained eligibility, (s) he 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.

ABAWDs can find out more information at <http://dss.mo.gov/fsd/food-assistance/missouri-employment-training-program.htm> or by calling 855-FSD-INFO.

NOTE: If there is a mandatory ABAWD code in Toolbox and this person is not an ABAWD, report this to FSD on the FS-5 in the EXEMPTION section. The ABAWD can also report this to FSD at any time by going to a resource center found at mydss.mo.gov or by calling 855-FSD-INFO.

In order to continue to receive 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 receive notification in the mail that they are an ABAWD and information (IM-4 SkillUP) regarding the SkillUP program. They may sign an ABAWD Agreement to Volunteer, Appendix F, and volunteer in a program that promotes job readiness and builds work experience.

ABAWD Exemptions:

Under certain circumstances FSD may remove an ABAWD from the employment and training requirement, temporarily or permanently, with an exemption(s). If an ABAWD meets an exemption, he or she is not required to participate in an employment and training component and 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.

To find an FSD Resource Center and hours, call or go to:

http://dss.mo.gov/dss_map/

To contact the FSD, call:

1-855-373-4636

For more information, go to:

dss.mo.gov

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/mandatory. Once FSD changes a voluntary participant status to mandatory, the participant will be required to follow ABAWD Employment & Training requirements. If an ABAWD states they meet an exemption or they are not an ABAWD, report this to FSD on the FS-5 in the EXEMPTION section. The ABAWD can also report this to FSD at any time.

SkillUP Date of Birth Verification:

Some SkillUP participants may report to enroll in SkillUP and not have the documentation required to be enrolled in WIOA Adult.

If a SkillUP participant does not have the required documents to verify "date of birth" staff is allowed to use the FSD Load screen to verify "Date of Birth" for enrollment. The FSD Load Information tab displays the date of birth received from the Family Support Division. Because the United States Department of Labor (USDOL) allows the use of public assistance records to document date of birth, it is allowable to use the DOB in the FSD Load tab for registration through the Membership screens.

To verify "Date of Birth" staff will need to access the FSD load screen through Toolbox "Seeker History" icon (blue books). The "FSD Load Information" is in the 5th tab under seeker history. After verifying date of birth, document "DOB verified from FSD Load" in the description box when completing the registration.

Client Status Changes & Closures:

If an individual's status changes from active to inactive during participation in an employment and training component, the Toolbox enrollment and all SkillUP components are ended.

If status changes from voluntary to mandatory – close the voluntary enrollment with "Transition to METP ABAWD" and proceed with a mandatory SkillUP ABAWD enrollment.

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. Close the voluntary enrollment with closure reason: "Inactive, no longer participating".

SkillUP Voluntary Closure for ABAWDs

Only FSD can close SkillUP ABAWD possible enrollments. The enrollment outcome will display in Toolbox as "System Closed FSD inactive". Participants will not be enrolled in any additional SkillUP components. They can continue with WIOA services.

SkillUP Allowable Components

Providers shall complete an Employment Plan (EP) that is a written plan of long and short term goals in collaboration with each participant. 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.

Allowable components include:

- 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.

- 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.

- 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.

- 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.

- 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.

- 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 Job Center staff 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
- 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
- Have the skills and qualifications to participate successfully in training services; and

- Have 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 individuals are willing to commute or relocate; and
- Are 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 DWD's case management system. Providers shall complete the Appropriateness tab in the Employment Plan by providing a full and complete explanation in the text field. 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.

Job Centers Additional Requirements:

- In cases where a SkillUP program participant is determined to be in need of training services, staff must create a WIOA Adult Program Actual Enrollment in the case management system by completing the Eligibility, Enrollment and Employment Plan sections of the system.
- 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.

- 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.

- Job Retention Services (JR): This section does not apply to the Job Centers as Retention Services are offered through co-enrollment with WIOA.

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 Employment Screen in Toolbox 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.

- Services can be provided for a maximum of 90 days from the first day of employment or from the day Food Stamps ended, whichever is sooner.
- 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.
- Subsequent job retention services cannot be for the same company.

Forms

All DSS/FSD SkillUP forms are located at <http://dss.mo.gov/fsd/formsmanual/volume1/index.htm>.

To find additional forms related to SkillUP and Toolbox, go to <https://jobs.mo.gov/dwdprograms>.

Toolbox Access

SkillUP providers need Toolbox access to record participant activities. To gain access you must send the Toolbox Access Request form in Appendix I to DWD. You must also pass a confidentiality test on www.classmarker.com. DWD Support will email each Provider instructions with their user id and temporary password to take the test.

It is important to study the DWD Confidentiality power point prior to taking the test, as you only have 2 attempts to take the test. When you have exceeded your number of attempts, you will need to wait 1 day after your last attempt, then send an email DWD Support (dwdsupport@ded.mo.gov) to request additional test credits.

Providers are responsible for requesting removal of access for staff that no longer needs Toolbox access. To cancel Toolbox access, submit an email to DWD Support (dwdsupport@ded.mo.gov) including the worker's name and Toolbox ID.

It is important to note that in Toolbox, the SkillUP program is still referred to as METP. They are the same program.

Training and Communication with FSD

The FSD will train each Provider who subsequently must train their employees. In addition, the FSD will conduct regular conference calls where all Providers can ask questions and receive technical assistance. If Toolbox training is required, go through your FSD contact to get training information.

The contractor must ensure that the contractor's personnel have completed the state agency required Civil Rights training. See Appendix T.

Monitoring

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. Providers are subject to self-monitoring, DSS/FSD monitoring and FNS monitoring.

Each site must conduct self-monitoring on 20% of cases using the monitoring tool in Appendix G. In addition, the DSS/FSD will monitor each Provider annually. This may involve auditing of client case files, whether electronically or on-site, and surveying of Providers and/or participants.

Collaboration

In some situations, you can share participants with other Providers. For example, a CBO can work with a college to help the same participant achieve his/her EP goals. Both Providers can work with the participant at the same time but each use a different service component code(s).

We encourage SkillUP partners to collaborate and make referrals for services that are not available through their current Provider. For example, when a client nears the end of their vocational education goals at a college, the college may refer to a Job Center to provide Job Search if the college does not have adequate job search assistance available.

Updating DWDs Case Management System

Anyone with access to Toolbox can see any note in a participant's file. Since Toolbox does not have a place for confidential notes, you must not enter any notes with confidential/sensitive information about Chemical Dependency, Mental Health, Family Violence, or any medical condition or diagnosis. These types of documentation must be kept in the case file and the file cabinet must be locked when not being accessed.

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 in Toolbox for components and/or notes regarding services the participant may have received in another region.

If you enter a note incorrectly, use the Toolbox 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 in Appendix K for detailed instructions and examples to record notes for participants.

FS-5

The FS-5 in Appendix M is used to report information to FSD. Changes you must report through the FS-5 include:

- ABAWD hours;
- Changes to ABAWD hours for projected activities (employment or training);
- Volunteer or ABAWD employment changes:
 - New employment

- Change of previous employment already input into Toolbox, including termination, hour increase/decrease and wage increase/decrease
- You must update the employment screen within ten calendar days of the participant reporting a job to the Provider

The FS-5 is used to report:

- WIOA services
- Volunteer work
- In-kind work
- Employment or training that ended or began in the previous 30 days
- Changes in ABAWD status or exemptions

The SkillUP participant should complete the form with as much information as they can. Staff should ensure the participant's current phone number and address are on the FS-5. Send any documentation the participant may have verifying their employment or training.

Use the DWD-PO-609 in Appendix N to report the following AFTER an FS-5 has been completed for ABAWDs trying to regain eligibility for Food Stamps:

- 1.) WIOA services
- 2.) Volunteer work
- 3.) In-kind work
- 4.) Employment or training that began in the previous 30 days

The DWD-PO-609 is a short form for ongoing work & training activities.

METP Job Search Log

The METP Job Search Log is used by the SkillUP participant to record employer contacts during their independent, self-directed job search component.

The Job Search Log is a three-page document. The first page is the Job Search Log Contract (DWD-PO-604A in Appendix O). This contract is reviewed with the participant and then signed by participant and Job Center staff. The signed contract is then scanned to FSD for retention and is only sent one time for each participant per enrollment. The next two pages are used by the participant to document the employer contacts they have made during the month.

The SkillUP job search log in Appendix P is to be transmitted to FSD within 2 working days of receipt by Job Center staff. Failure to send the job search log in a timely manner may impact participant's benefits. This error

could result in FSD coding participant in non-compliance causing participant to lose benefits until the error is corrected.

The normal job search period will begin with the day of the month in which participant is enrolling and end with the last day of the month. Example: Participant enrolls on March 04, 2016 - job search log is dated March 04-31, 2016.

The Job Search Log should be returned by the 4th day of the following month. Participant may return the job search log sooner if completed. If the participant returns job search log later than the scheduled return date, staff is to accept the log and transmit it to FSD regardless of when it was returned.

When a participant returns a job search log, Job Center staff will review to determine if the job search log is completed properly. If the participant needs to correct the job search log, or enter missing information, provide the participant use of calendars, phone directories (including web directories) to look up employer's address and phone number to complete job search log.

ABAWDs may also report Job Search hours by calling the Division of Workforce Development at **1-844-487-0498**. DWD staff will log the hours on the ABAWD Hours Reported log (Appendix U). DWD will then submit the ABAWD Hours Reported log to FSD on a weekly basis. ABAWDs should be instructed to retain their Job Search Logs as FSD can request the logs at any point in time for further verification.

Supportive Services

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. 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.

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 Providers' determination of financial need must be documented through case management Service Notes. 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 service note in Toolbox 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 Service Notes prior to making any Supportive Service payments to avoid duplicate payments and ensure payments remain reasonable and necessary. When funding is available for payment of supportive services, a list of allowable supportive service reimbursement types (such as gas cards) by local WDB is located in Appendix S.

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

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:
 - o books,
 - o supplies,
 - o clothing, and
 - o tools
- Justifications for each issuance.

Transportation Related Expenses (TRE):

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 (DWD-PO-605 in Appendix Q). Participants in SkillUP, who are engaged in employment, must provide documentation to verify the days worked, such as payroll records or other documents from the employer showing the days worked. There must be a minimum of 10 miles for each TRE entry into toolbox. The mileage reimbursement rate is \$0.37 per mile and will only be paid via EBT card. SkillUP funds will not be used to pay transportation expenses associated with "self-directed" job search activities. 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. Payment of work related expenses is contingent on available funding.

Every Local Workforce Development Area should follow their Local Supportive Service Policy as approved by DWD with the exceptions listed below:

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.

Support with Retention Services:

The Agricultural Act of 2014 allows States to issue post-employment support services, also known as job retention services. Although the language in the Act does not provide specific rules for implementing this option, the FNS 2013 E&T Toolkit allows a State to choose the job retention services it offers. Job retention services help individuals who have secured employment to achieve satisfactory performance, retain employment, and increase earnings over time.

Job retention reimbursements include reasonable and necessary reimbursements described in this handbook. In addition, job retention services include post-employment counseling, coaching, and other case management activities.

Invoicing/Reporting for Payment from FSD

Providers will submit a monthly invoice (Appendix C) by the fifteenth (15th) of the month following the month in which services were provided. An invoice template specific to their agency, will be provided by FSD, which 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.

Invoicing for expenditures for 100% funds, 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. Contractor staff costs, showing name, salary with fringe, hours worked on SkillUP activities, broken out by travel, monitoring and program administration.

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 training, work related expense and transportation related expenses.

Monthly program reports must be submitted by the fifteenth (15th) of the month following the month in which the services were provided. The monthly program reports must contain the following;

1. Participant name;
2. Participant Department Client Number (DCN);
3. Components or services that volunteers were enrolled in;
4. Components or services that ABAWDs were enrolled in;
5. Supportive Service payment type (TRE/WRE); and
6. Breakdown of each participant's TRE payments including costs and each participant's WRE type and vendor.

Invoices should be submitted to:

SkillUp.Missouri@dss.mo.gov

Resources

- 1.) SkillUP website: [SkillUP](#)
- 2.) FNS E&T Toolkit:
http://www.fns.usda.gov/sites/default/files/ET_Toolkit_2013.pdf
- 3.) Family Support Division website: <http://dss.mo.gov/fsd/>
- 4.) USDA Nondiscrimination Statement: All FNS nutrition assistance programs must post the following Nondiscrimination Statement -

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or

write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. *mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;*
2. *fax: (202) 690-7442; or*
3. *email: program.intake@usda.gov.*

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