SkillUP & Navigator Processes 5/31/19
Blue-paper file forms
Green-MoJOBs entries

Student initial inquiry (by email, phone, or walk-in)

Complete **First Contact form**

Enter MoJobs for client info

> Check for partner contacts (FEC, LINC, Comm. Action Agency) in Case Notes
> Enter MCC touch case note

Verify Eligibility w/DSS

Ask if student has ever been student at MCCKC; ask student for Student ID

Once verified, enter student info into MCC Excel Spreadsheet on R: drive

Verification & Eligibility Form in paper file

Call or email student to inform he/she is eligible, and

Schedule 60-90 minute in-person SkillUP intake/MoJobs appointment.

In MoJOBS-Before appointment-Complete SNAP app and Activity S20 & case note

During SkillUP Intake/MoJOBs Appointment...

- Provide program handouts & information
- Have student complete **SkillUP Registration Forms** & handwritten resume (??-thought are we doing day 1 of orientation when we discuss personal strengths)
- Create student paper file with **Student File Checklist** on the left
- Provide referrals for any resources. Case note.
- Explain 4 day SkillUP Orientation requirement and give dates handout
- In MoJOBS-During appointment-Complete Objective Assessment Summary (OAS)

Obtain commitment to attend/register for SkillUP Orientation

In MoJOBs-After appt. Enter 4 Activities w/Case Notes: S20, 101, 107, 205, 213
> -Mandatory initial case note (see boiler plate attachment)
> -Complete Individual Employment Plan (IEP) – Min 1 short term goal, 1 long term goal
> & 2 objectives-1 for each goal

Complete 3 question survey at https://riskanalysisunit.wufoo.com/forms/et-engagement-effectiveness-survey/

Send potential student to Program office for MCC Program Enrollment. Email program manager student is SkillUP eligible. Ask program specialist to check for holds that would cause student to be ineligible to enroll and inform you .

SkillUP Intake Appointment and MCC Program Enrollment should be almost simultaneous.

This document is a description of processes that have been useful in daily operations of the SkillUP grant during federal fiscal year 2019. They are subject to change and are not an official HR job description.

SkillUP 4 day Orientation-Student attends and Day 1 Instructors emails navigator and copies Jeanne to Case Note the Orientation attendance in MoJOBS:

Student is attending MCC SkillUP Orientation (dates), 2019; MCC tuition is $500; subjects covered are academic testing and skills lessons, team building, analysis of personal strengths, awareness of MCC supports, study skills, basic digital literacy, development of a resume draft, & essential workplace softskills.

Healthcare programs only--Navigator receives email notice of student attendance at program orientation – Case Note

Re-verify student prior to 1st day of class. <u>Immediately</u> email or call program manager if student is not eligible.

Receive notice from or contact Program Manager verifying student started class – navigator or program manager should email Jeanne student began class. (Jeanne then asks MCC student financials to apply waiver to student's account.)

Student Begins Class/Program – in MoJOBS complete Activity 361 and <u>leave open</u> for 90 days. Set reminder in calendar to extend if program is longer than 90 days.

During class…

> Receive and review class progress reports from instructors
> Schedule time with student and/or instructor as needed to provide coaching and support referrals
> Refer for tutoring
> Case Note student progress
> Double-check dates in MoJobs to avoid file closure

Coming soon……….Pre completion employability appointment-resume completion, interview readiness, job application. Case Note.

End Class - Close Activity 361 & Case Note

Certificate of Completion-obtain copy from program manager/specialist; place in paper file; or make copy of copy in student's program file.

Employment Follow-up

  o By 30 days post-program: email, call, appt. if needed for resume or job placement assistance-Case Note
  o 60 days post-program: email, call, appt.- Case Note
  o 90 days post-program: email, call, appt.-Case Note