

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.