

Futures Program Handbook

This guide provides a standard set of policies and guidelines but does not cover every situation or scenario a provider may encounter. For questions not covered in the handbook, please email: FSD.E&TInquiry@dss.mo.gov

If the vendor provides any “personal information” as defined in §105.1500, RSMo concerning an entity exempt from federal income tax under Section 501(c) of the Internal Revenue Code of 1986, as amended, the vendor understands and agrees that it is voluntarily choosing to seek a state contract and providing such information for that purpose. The state will treat such personal information in accord with §105.1500, RSMo.

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Program Background/Overview

The DSS Mission Statement is to empower Missourians to live safe, healthy and productive lives and this extends to citizens of every age. The Department of Social Services (DSS), Children's Division and the Office of Workforce and Community Initiatives (OWCI) are collaborating to provide Foster Youth with life skills, employment and training services, through the Futures program. Funding for the Futures program is provided through the Temporary Assistance for Needy Families (TANF) Block Grant.

The Department of Social Services, Family Support Division receives a Temporary Assistance for Needy Families (TANF) block grant from the US Department of Health and Human Services, Administration for Children and Families (ACF). TANF was created in the 1996 welfare reform law (P. L. 104-193). Expenditure of TANF funds must meet one or more of the four purposes of TANF.

- To provide assistance to needy families to help keep children in the home
- To end dependence of needy parents by promoting job preparation, work, and marriage
- To prevent and reduce out-of-wedlock pregnancies
- To encourage the formation and maintenance of two-parent families

The Futures program meets the third purpose to prevent and reduce out of wedlock pregnancies.

The Futures program builds upon the short-term assistance offered by the Children's Division Older Youth program. Futures provides life skills assistance, intensive career planning, coaching, and case management. The structure of the program will include resolving short and long-term barriers with literacy, substance use, food, child care, housing, financial planning, supportive services, community coordination, employment and training services, and other appropriate supports by providing an array of services, tailored to the specific strengths and needs of each youth.

The purpose of the Futures program is to:

- Assist youth in learning and gaining the necessary knowledge, skills and abilities to help them navigate to adulthood in which they can be mentally, physically and economically sound.
- While current Chafee providers will continue to serve youth in currently contracted services. The Futures providers will provide life skills, coaching, case management, education, training and employment services geared toward youth age sixteen (16) through twenty-one (21) who are in the Children's Division Foster Care system and are residents of Missouri.
- Provide coaching and mentoring support to youth to promote the learning of life skills and achieving economic security;
- Provide financial, housing, counseling, employment, education and other appropriate support and services to youth in the program.

The Futures program will serve Missouri foster care youth ages 16 to 21. Youth are referred within 1 month of reaching the age of 16.

Services will be provided in the following Chafee regions:

- Northwest – Andrew, Atchison, Buchanan, Caldwell, Carroll, Cass, Chariton, Clinton, Cooper, Daviess, DeKalb, Gentry, Grundy, Harrison, Holt, Johnson, Lafayette, Linn, Livingston, Mercer, Nodaway, Pettis, Putnam, Ray, Saline, Sullivan, and Worth counties
- Jackson – Clay, Jackson, and Platte counties
- St. Louis – St. Louis and Vicinity
- 25th Circuit – Maries, Phelps, Pulaski, and Texas counties
- Southeast – Bollinger, Butler, Cape Girardeau, Carter, Crawford, Dent, Dunklin, Howell, Iron, Madison, Mississippi, New Madrid, Oregon, Pemiscot, Perry, Reynolds, Ripley, Scott, Shannon, St. Francois, Ste. Genevieve, Stoddard, Washington, and Wayne counties

Note: The Northeast and Southwest Regions are being served by IPOUR Life.

Program Services

Providers assist youth in life skills, educational, training and employment activities. The goal of the Futures program is to help prepare youth for adulthood so they can provide for themselves and their families with economic security. Services are individualized to meet the needs of the youth, which can include creating workshops offering family assistance, counseling, mentoring, financial assets classes, housing assistance, resolving legal issues and overcoming barriers.

Providers must meet the unique needs of each youth, which may include, but not limited to language, sight and hearing impairment. DSS, its providers and sub-recipients are required by law when working with non-English speaking populations to utilize interpretive services to effectively communicate with limited-English proficiency (LEP) populations

Providers must engage with community partners to braid funds which include employment and training programs, employers, educational institutions and apprenticeships in accordance with federal program, rules legislations and policies.

Providers are required to have representation on Department calls, trainings and meetings.

The Provider must have the capacity to serve all referred youth as required and on an as needed basis.

- A coach must be provided for each youth to provide individual career planning, set goals/milestones, determine barriers and a plan to overcome barriers and steps for reaching goals.
- The provider must attempt to contact 100% of youth referred for services during each quarter via written correspondence at least once monthly. For youth participating in the program, the provider shall contact the youth at least once monthly, or more if the youth needs additional support or services.
- The provider must have attempted contact with the youth within 10 calendar days of the referral to schedule a meeting.
- For youth that have chosen not to participate, the provider must attempt contact with the youth once monthly to encourage participation in the program

- Providers will develop youth apprenticeships/internships by networking with regional employers.
- Providers will develop dual tracks for youth that include an educational and employment component. Example: earn high school degree and complete an internships
- Services that may be provided by the provider or a partner agency include, but are not limited to:
 - Evaluation of the youth that may include the assessment of their support, knowledge, skills, attitudes, and accountability
 - Life skills including financial management, housing education, leadership and self-management, and social competence
 - Education and training including short-term training, apprenticeships, on-the-job training, job search training, and job skills training
 - Employment activities including job search, subsidized employment, and unsubsidized employment

Allowable Activities

Futures providers have allowable activities in which funding can be used for. Futures providers will place youth in life skills, educational, training or employment activities.

Life Skills

Allowable Life Skills Activities	
Financial Management	Housing Education
Governance/Leadership/Community	Self-Management/Social Competence

Educational

Providers may place youth in educational activities. The youth must maintain a “C” average to continue to have Futures funds pay the education expense.

Allowable Education Activities	
Education related to employment	Vocational Education & Training

Training

Providers may place youth in the following training activities. The youth must maintain a “C” or passing average to continue to have Futures funds pay the training expense.

Allowable Education Activities	
Community Service	Entrepreneurial Training
Job Readiness	Job Search Training
Job Skills Training	On the Job Training
Work Based Learning	

Employment

Providers may place youth in the following employment activities

Allowable Employment Activities	
Job Search	Subsidized Employment
Unsubsidized employment	Work Experience

Incentives

Youth shall be eligible for incentives for milestones achieved. Providers must develop an incentive structure and submit a detailed list of incentives and the amounts they intend to pay youth. The list must include the milestone, amount and maximums allowed for each youth. The provider may not provide any incentives until the incentive plan is approved by OWCI. The structure shall be submitted within 10 business days of notification of award.

Supportive Services

Transportation Reimbursement Expense (TRE)

TRE payments are issued to youth to assist with travel to allowable activities. Providers will provide youth with transportation supportive services, when the youth has incurred a transportation cost and need is demonstrated when participating with the program. Providers shall not include any additional requirements to receive transportation assistance.

- The youth must be active in an allowable activity or the expectation to participate in the activity immediately.
- Transportation services assistance cannot exceed \$25.00 per week.
- Providers may only reimburse youth for transportation in which they are responsible.

Work-Related

Providers will provide youth with assistance with work-related expenses to assist the youth in obtaining, retaining employment or participating with an educational activity.

Case Notes

Case notes and system entries are imperative and it is required providers make certain staff are entering case notes accurately and timely.

Case notes are to be maintained in the case record after each interaction with the youth or information pertaining to the youth.

An interaction may include but is not limited to face-to-face meetings, virtual meetings, texts, social media, emails and phone calls.

Case notes should always:

- Notes should always whenever possible be entered in real time, but no later than 24 hours after the interaction occurred.

And must include:

- The reason for the interaction
- Documents completed and the reason
- Participant concerns regarding participating in the program
- Barriers to participation, employment or training
- Services provided
- Status update

Reporting

Providers are to maintain a physical case record for the youth and DSS Confidentiality and Security policy must be followed when accessing Futures program case files

Futures providers will have read access in the CD FACES system but will not enter data

Providers will be required to report the following on a quarterly basis:

- Number of youth served
- Number of youth completing at least one life skills training
- Number of youth successfully completing a training/education component
- Number of youth gaining employment
- Number of youth 18 or over exiting Chafee services with employment at a hourly rate that exceeds minimum wage
- Provide monthly reports on those youth that incentives have been provided to. The report must include the name, DCN, reason for the incentive and the incentive amount.

Objectives/Outcomes

Objective # 1: Enroll at least fifteen percent (15%) of youth referred to the program.

Objective # 2: twenty-five percent (25%) of youth enrolled in program and attending high school continue to attend high school throughout the contract period.

Objective #3: twenty-five percent (25%) of youth enrolled in the program that meet high school graduation criteria will graduate by the end of the contract period (June 30, 2023).

Objective # 4: fifteen percent (15%) of youth that have graduated or attained a HiSet, that are not enrolled and attending a postsecondary educational program are participating in short-term training, subsidized/unsubsidized employment or the military.

Systems

The FACES system is the system in which review to coordinate services with the CD Chafee providers. FACES access and information can be found at: <https://dssintranet.mo.gov/dss-childrens-division/faces-information/>

Information Security/Confidentiality

Providers will maintain all required coaching and case management data in the youth's physical case record with any other data and paper system used in combination to maintain an accurate record of the youth's case.

All equipment that is connected to the state network must be in a secure area and must be utilized by only provider's personnel given security access. The provider must complete all security forms provided by FSD to request access to the agency's network and the MWA system. FSD has the right to revoke access to the network and MWA system at any time if it is determined the provider is not in compliance with the contract, access will be restored when the state is satisfied that the provider is in full compliance again.

DSS approved equipment may only be used to access the state network and applicable systems.

You are prohibited from accessing or making inquiries or updates to information systems and/or records that are not required in the performance of your duties. Only individuals specifically authorized to access mainframe programs and systems (e.g., child abuse records) must limit use to work-related activities and inquiries (e.g., it is prohibited for workforce members to access information regarding themselves, friends, relatives or a case that is not in their caseload).

You are responsible for all use associated with your assigned unique user ID and password and care should be taken to protect the confidentiality of such. User IDs and passwords should not be shared with anyone under any circumstances. Use of unauthorized User IDs or passwords to gain access to information systems is prohibited.

You **DO NOT** have any personal privacy rights regarding your use of information systems. Your **USE** of information systems indicates that you understand and **CONSENT** to ITSD-DSS' right to inspect and audit all such use. All information systems and any matter created, received, accessed, stored or transmitted via information systems are the property of ITSD-DSS.

Invoicing & Payment

The provider will invoice for the reimbursement of actual allowable costs incurred for providing services for the Futures Program.

- DSS may recover from the provider all funds for which adequate verification and full documentation of expenditures is not maintained.
- Invoices will be submitted no less than once every month. The provider will e-mail invoices, expenditure reports, and supporting documentation to: W&CI.Invoices@dss.mo.gov The provider must submit invoices on a DSS provided invoice.
- All invoices submitted will include backup documentation that clearly indicates the expense, date of the expense and how it relates to the Futures Program.
- Each invoice for the month of May will need to be submitted by a date as directed by DSS.

Monitoring

The provider is subject to monitoring and inspection by DSS or a DSS designee in order to assure compliance with the requirements of the contract. The provider will participate in and cooperate with any record reviews, all program evaluations, and improvement plans in accordance with federal reviews or any other performance initiative required of, or by, the DSS.

If the DSS has concerns with the provider's performance in the contract, the DSS may, at its sole discretion, issue a monitoring report or other concerns to the provider. This provision does not change the state's right to Cancellation of the Contract.

Appendix A:
Futures Allowable Activities

<u>Allowable Activities</u>	<u>Definitions for spending and reporting:</u>
Independent living needs assessment, FST's	ACLSA, FST's, portfolios; assessment to identify basic skills, emotional/social capabilities, strengths and needs to match youth with appropriate services; may address knowledge of basic living skills, job readiness, money management abilities, decision making skills, goal setting, task completion & transitional living needs.
Academic support	Help a youth complete high school or GED; including academic counseling, GED prep, help applying or studying for GED, tutoring, homework help, literacy/study skills training. DOES NOT include general attendance in HS.
Post-secondary educational support	Services to help youth enter or complete college, including SAT/ ACT prep, info about financial aid/ scholarships, help with school or loan applications, college tutoring, college tours.
Career Preparation	Focus on developing youth's ability to find, apply for & retain employment including vocational/career assessment, career exploration and planning, guidance setting & assessing vocation and career interests/skills, help matching interests & abilities w/ vocational goals, job seeking, placement support, identifying employers, resumes, job applications, interview skills, job shadowing , job referrals, career resource libraries, understanding employee benefits, securing work permits, retention support, how to work w/ employers/employees, workplace values such as timeliness/appearance, understanding authority & customer relationships.
Employment programs or vocational training	Training to build a youth's skills for a specific trade, vocation or career through classes or on-site training. Including apprenticeship, internship, and summer employment program. DOES NOT include summer or after-school jobs secured by the youth alone. Vocational training includes participation in vocational or trade programs in school or through non-profit, commercial or private sectors; training for cosmetology, auto mechanics, building trades, nursing, computer science, and other current or emerging employment sectors.
Budget and financial management	Training includes: living within a budget, opening and using bank accounts, balancing a checkbook, consumer awareness and smart shopping skills; accessing information about credit, loans and taxes, filling out tax forms.
Housing education/ home management training	Assistance or training in: locating/maintaining housing, completing rental applications, acquiring a lease, security deposits and utilities, keeping a healthy/safe home, tenant's rights/responsibilities, handling landlord complaints. Home management includes instruction in food preparation, laundry, housekeeping, living cooperatively, meal planning, grocery shopping, basic maintenance and repairs. Start-up kits.










Health education and risk prevention	Hygiene, nutrition, fitness/exercise, first aid, , sex education, abstinence education, education about sexual development and sexuality, family planning, STD's, AIDS, substance abuse prevention/intervention, education about effects & consequences of substance use, substance avoidance/ intervention, DOES NOT include youth's actual receipt of direct medical care or substance abuse treatment.
Family support and healthy marriage education	Education & info about safe and stable families, healthy marriages, spousal communication, parenting, responsible fatherhood, childcare skills, teen parenting, and domestic/family violence prevention.
Mentoring	Youth has been matched with a screened & trained adult for a 1-on-1 relationship that involves them meeting on a regular basis. Can be short term, but may also support the development of a long-term relationship; while youth often are connected to adult role models through school, work or family, this category only includes a mentor relationship that has been facilitated, paid for or provided by the State agency or its staff.
Education Financial Assistance	Expenses for: sr. pictures, sr. dues, prom, extracurricular activities, textbooks, uniforms, computers, other educational supplies, tuition assistance, scholarships, tutoring, GED and other educational tests, educational prep & support services, tuition waivers.
Youth Leadership	Youth Board activities, speaking engagements, leadership training.
Room and Board Financial Assistance (Aftercare only)	Room and board, rent deposits, utilities, other household

Crosswalk: Chafee Provider Youth Future Career Program Provider

Chafee Provider Services	Youth Future Career Program Services
Independent Living needs assessments	Yes - Basic Skills & career assessments
Academic Support	Yes - Support as relates to employment
Post -secondary educational support	Yes - Support as relates to employment
Career Preparation	Yes
Employment Programs/vocational training	Yes
Budget and Financial Management	Yes - Support as relates to employment
Housing education/Home management training	Yes - Support as relates to employment
Health education & risk prevention	Yes - Support as relates to employment
Family support and healthy marriage education	Yes - Support as relates to employment
Mentoring	Yes - Support as relates to employment
Education and Financial Assistance	Yes -Support as relates to employment
Youth Leadership	Support CD Staff & Chafee Provider
Room & Board Financial Assistance (Aftercare only)	Yes - Support as relates to employment

Appendix B: Forms

The following forms are approved for the Youth Future Career Program. All other forms utilized by a Youth Future Career Program Provider require prior approval by DSS and the form must include the participant and/or guardian signature.

Budget Form	 Futures Budget Form.xlsx
Budget Narrative Form	 Futures Budget Narrative.doc
Incentive Structure	 Futures Incentive Structure form.docx
Invoice Report Form	 Futures Invoicing Form.xlsx
Monthly Expenditure Report	 Futures Monthly Expenditure Report.
Monthly Incentive Report Form	 Futures Program Monthly Incentive R
Quarterly Reporting Form	 Futures Program Quarterly Report.do
Referral Form	 Futures Program referral form.docx
Transfer Form	 Futures Program transfer form.docx

Appendix C: Resources (emails, quick links, etc.)

Resource/Acronym	Definition
AC	Alternative Care
ACF	Administration for Children and Families
Career Pathway	A series of structured and connected education programs and support services that enable individuals to advance to better jobs and higher levels of education and training
CD	Children's Division
CFCP	Chafee foster Care Program for Successful Transition to Adulthood
Departmental Client Number (DCN)	Number used to identify an individual that has applied or is receiving benefits from the Family Support Division.
DOL	Department of Labor
DSS	Department of Social Services
E & T	Employment & Training
ETV	Education and Training Voucher
FACES	Family and Children Electronic System - Children's Division statewide automated information system.
FST	Family Support Team
IAP	Individualized Action Plan
Missouri Economic Research and Information Center (MERIC)	Research division for the Missouri Department of Higher Education and Workforce Development (DHEWD) which provides analyses and assistance on employment and other trends at: https://meric.mo.gov/
Missouri Resource Navigator	Lists essential services and opportunities at: https://mo.servicesnavigator.org
Missouri Work Assistance (MWA)	The employment and training program that offers TANF participants the opportunity to gain skills, training and work experience.
SkillUP	The employment and training program that offers SNAP (Food Stamp) participants the opportunity to gain skills, training and work experience.
SNAP	Supplemental Nutrition Assistance Program (SNAP) also known as the Food Stamp program in Missouri.
SYAB	State Youth Advisory Board – a board that represents all children and youth who are currently in, or were previously in, out-of home placements.
Temporary Assistance (TA)	Name of Missouri's Temporary Assistance for Needy Families (TANF) program.
TLP	Transition Living Program
Office of Workforce and Community Initiatives (OWCI)	Oversees DSS employment and training programs.

FACES	https://dssintranet.mo.gov/dss-childrens-division/faces-information/
OWCI Invoicing Unit email address	W&CI.Invoices@dss.mo.gov
OWCI Monitoring Unit email address	FSD.E&TMonitoring@dss.mo.gov
OWCI Futures Program email address	FSD.E&TInquiry@dss.mo.gov

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