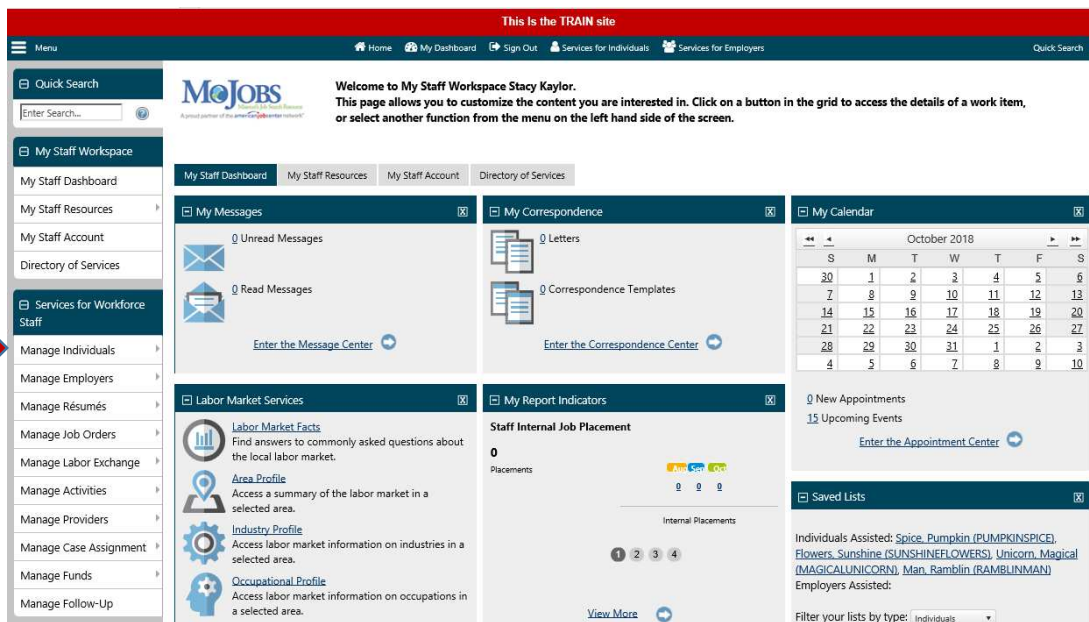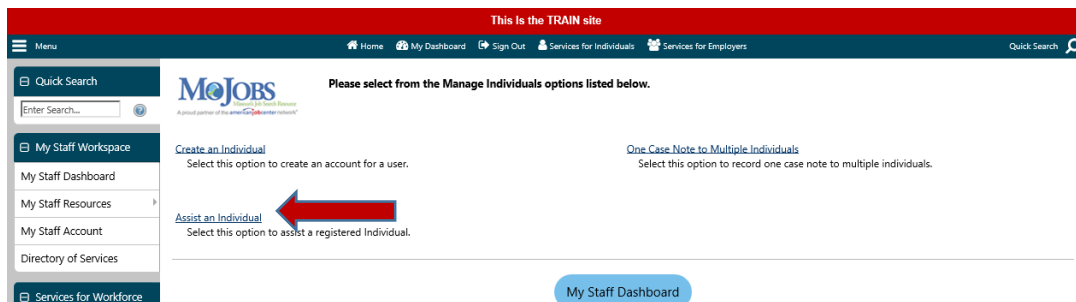# SNAP APPLICATION USER GUIDE
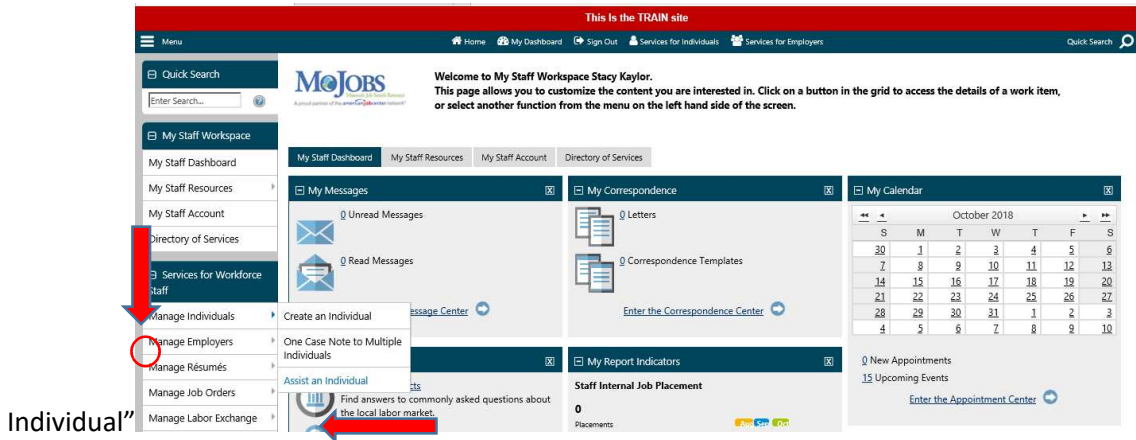
How to search for an individual in MoJobs.

From "My Staff Dashboard" Click on Manage Individuals in the left navigational menu
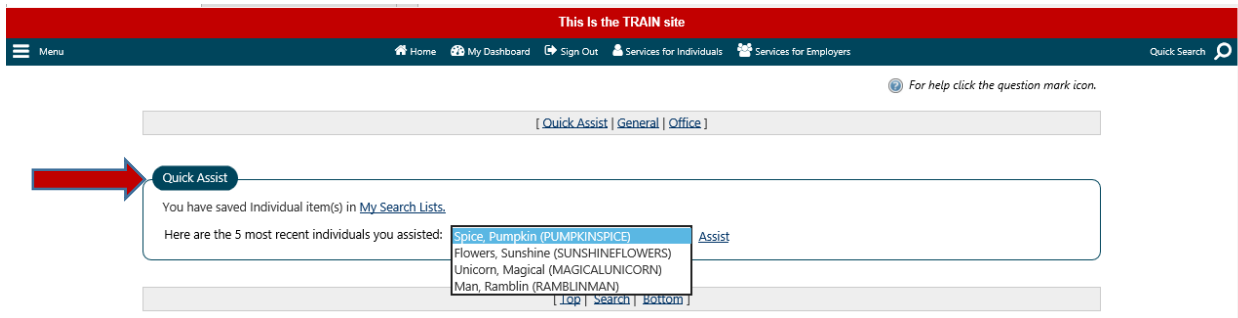

Next, click on "Assist an Individual"

Or from "My Staff Dashboard" place the cursor over the "Manage Individuals" drop-down menu and click "Assist an

Individual"

If you have recently worked with the individual they may appear on the "Quick Assist" List – this is the last 5 individuals you have assisted

☰ Menu 🏠 Home 🕐 My Dashboard ↪ Sign Out 👤 Services for Individuals 👥 Services for Employers   Quick Search 🔍

ℹ️ For help click the question mark icon.

[Quick Assist | General | Office]

Quick Assist

You have saved Individual item(s) in My Search Lists.

Here are the 5 most recent individuals you assisted: Spice, Pumpkin (PUMPKINSPICE)   Assist
Flowers, Sunshine (SUNSHINEFLOWERS)
Unicorn, Magical (MAGICALUNICORN)
Man, Ramblin (RAMBLINMAN)

[Top | Search | Bottom]

If you have not worked with the individual before search for the individual in the "General Criteria"

You can search using 1 field or multiple fields (do not enter too many criteria into the search   or you may not receive any results).

Once you have entered the Search criteria scroll to the bottom of the screen and click "Search"

Recommended search options:

Last Name and SSN or First Name and SSN, Last Name and DOB or First Name and DOB,

Last Name and last 4 of SSN, First Name and last 4 of SSN,

First Name, Last Name and DOB or First Name, Last Name and SSN

Not Recommended search options:

Phone Number

Email Address

Registration IP or Login IP

Example of Search:

And results:

Click on the User Name to go to the Individual Record

If you do not find the individual on the first search you may modify the search criteria and add or remove criteria.

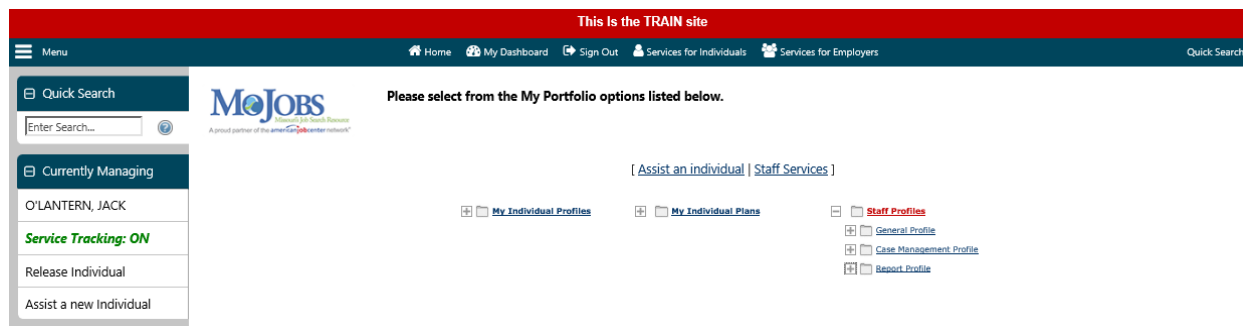Once you click on the User Name the Left Navigation Menu will display the person you are working with under "Currently Managing"
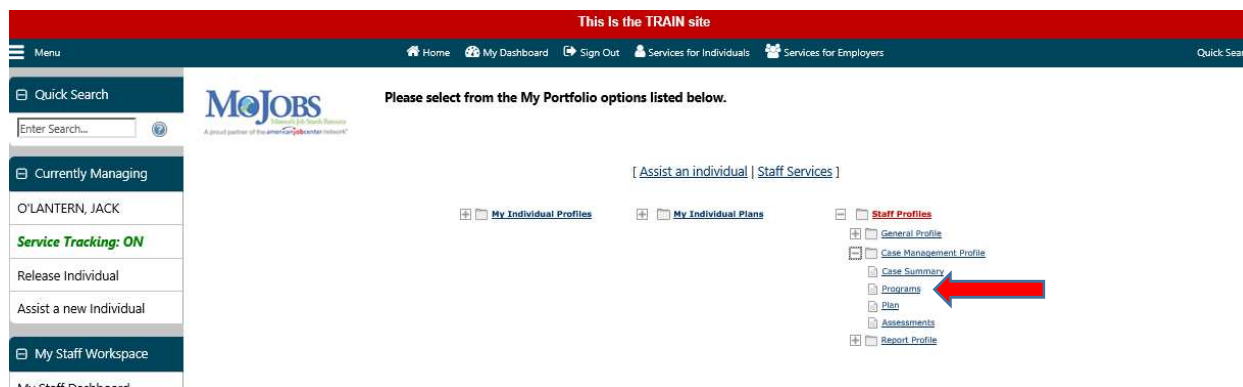
After working with any participant remember to ==RELEASE THE INDIVIDUAL== in the left navigation menu.

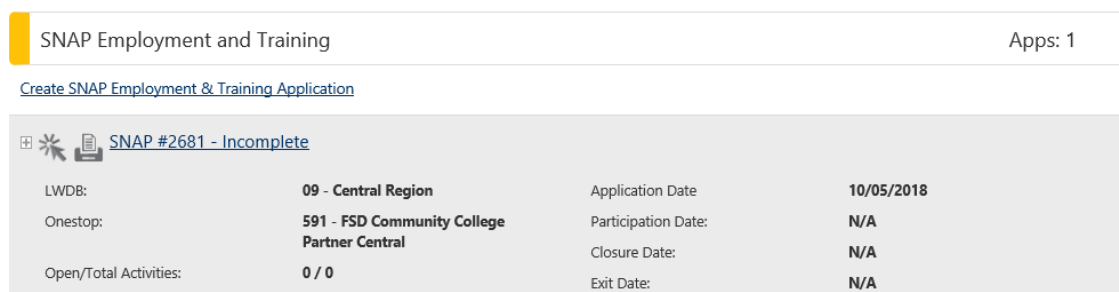# How to determine if a participant is a Volunteer or ABAWD in MoJobs?

From the Individual Record – expand the "Staff Profiles" column

Next, expand the "Case Management Profile" and click on "Programs"

Scroll down until you see the yellow "SNAP Employment and Training" application

Note: In MoJobs production the app will appear as SNAP #XXXX – Partial

If the individual does not have a SNAP application in MoJobs: immediately send the SkillUP Eligibility and DCN Verification Form to FSD.Agreements@dss.mo.gov to verify the participant's Food Stamp eligibility and status as ABAWD or Volunteer.

If the individual has a SNAP application that has an "Exit Date" and the participant states they are currently receiving Food Stamps: immediately send the SkillUP Eligibility and DCN Verification Form to FSD.Agreements@dss.mo.gov to verify the participant's Food Stamp eligibility and status as ABAWD or Volunteer.

Next, click on the plus sign next to the SNAP application

SNAP Employment and Training	Apps: 1

Create SNAP Employment & Training Application

⊞ ❊ 📄 SNAP #2681 - Complete

LWDB:	09 - Central Region	Application Date	10/05/2018
Onestop:	591 - FSD Community College Partner Central	Participation Date:	10/10/2018
		Closure Date:	N/A
Open/Total Activities:	1 / 3	Exit Date:	N/A

The SNAP application is expanded and the Participation Type will display as Voluntary or ABAWD

⊟ ❊ 📄 SNAP #2681 - Complete

LWDB:	09 - Central Region	Application Date	10/05/2018
Onestop:	591 - FSD Community College Partner Central	Participation Date:	10/10/2018
		Closure Date:	N/A
Open/Total Activities:	1 / 3	Exit Date:	N/A

Case Information

Case Number: **Participation Type:** Voluntary

Location and Staff

LWDB: 09 - Central Region   **Onestop:** 591 - FSD Community College Partner Central
Create Staff: Stacy Kaylor (5387)   **Edit Staff:** Stacy Kaylor (5387)
Case Manager: N/A   **Temporary Case Manager:** N/A

After working with any participant remember to RELEASE THE INDIVIDUAL in the left navigation menu.

How to complete a Partial SNAP Application and SkillUP Enrollment

Click on the "Starburst" or "Flower" next to the SNAP application

Most fields will be pre-populated, it is important to review the application with the participant to ensure all information is accurate and up to date. Required Fields are marked with a red asterisk *.

If at any time you need to leave the application click on "Exit Wizard" link – you may come back and complete the application by clicking the "starburst" next to the SNAP application

The "Start Page" tab indicates whether the participant is an ABAWD or Volunteer, verify DOB, Region and Office/Location and click Next

Verify all Information on the "Application Contact" tab and click Next

On the "Application Demographic" tab verify all information and make sure you answer the English Language Learner question, then click Next

On the Application Employment Tab, verify the Employment and Unemployment Status as well as the desired occupation and title. If the participant is currently employed, staff will enter the employment information on this tab by clicking "Add a new Employment History" at the bottom of the screen

Application Staff	Application Document Management	Application Eligibility	Application Participation

Start Page	Application Contact	Application Demographic	Application Employment	Application Veteran	Application Public Assistance

* Indicates required fields.   For help click the question mark icon.

Employment Information

* Employment Status   [Employed ▼]

* Unemployment Eligibility Status   [Neither Claimant nor Exhaustee ▼]

Desired Occupation and Title #1   [47211100] **Search for O*Net Code**
                                   [Electricians]

Desired Occupation and Title #2   [None Selected] **Search for O*Net Code**
                                   [   ]

Type of job looking for   [Electrician   ]

Years of experience in this area   [   ]

Type of employment desired: [None Selected ▼]

Full-time or part-time: [None Selected   ▼]

Employment History

Company Name	City	Job Title (Occupation)	Start/End Dates	Action
		No Employment History		

Exit Wizard   ⟶ [Add a new Employment History]

Enter all required employer information then scroll down and click Save at the bottom of the screen

Employer

* Employer Name: [Halloween City]

Address: [   ]

Store / Location Number: [   ]

Zip Code: [65201]

* City: [Columbia]

* State / Province: [Missouri ▼]

* Country: [United States ▼]

Job Title

Please enter a job title below for this employment history. As you are entering the job title, you may see a list of common job titles similar to what you are entering. If you see your job title in the list, select it.

* Job title: [Sales Associate]

Occupation

Please select the occupation that best matches your job title. You may either select from the Suggested Occupations drop-down list, which is populated based on the job title above, or you can search for an occupation using the search link.

Suggested occupation(s):

[Retail Salespersons   ▼]

[Search for an occupation]

* Occupation title: **Retail Salespersons**

Occupation code: **41203100**

Position

Once you have saved the Employment History it will appear under the "Employment Information" section

Employment Information

* Employment Status   Employed ▾

* Unemployment Eligibility Status   Neither Claimant nor Exhaustee ▾

Desired Occupation and Title #1   47211100   **Search for O*Net Code**
                                   Electricians

Desired Occupation and Title #2   None Selected   **Search for O*Net Code**

Type of job looking for   Electrician

Years of experience in this area

Type of employment desired: None Selected ▾

Full-time or part-time: None Selected ▾

Employment History

Company Name	Location	Job Title (Occupation)	Start/End Dates	Action
Halloween City	Columbia, MO	Sales Associate (Retail Salespersons)	09/15/2018 - present	Edit
				Delete

◄◄ ◄ Page 1 ▾ of 1 ► ►►   Rows: 25 ▾

Verify all information on the "Application Veteran" tab, then click Next

Application Staff		Application Document Management		Application Eligibility		Application Participation	
Start Page	Application Contact	Application Demographic	Application Employment	**Application Veteran**		Application Public Assistance	

• *Indicates required fields.*   ❓ *For help click the question mark icon*

Military Service

Veterans and their spouses may be entitled to State and Federal Benefits. Please answer the following questions.

* Are you the Spouse/Dependent of someone in the active-duty military service, National Guard or Reserves who are currently activated: ○ Yes ● No

* **Question 1.** Are you within 24 months of retirement or 12 months of discharge from the military (Transitioning Service Member)?   ○ Yes ● No

* **Question 2.** Have you served on active duty in the armed forces and were discharged or released from such service under conditions other than dishonorable?"   ○ Yes ● No

* **Question 3.** Are you the spouse of a veteran who has a total service connected disability, is Missing In Action, captured in the line of duty by a hostile force, is a Prisoner Of War or who died from a service connected disability?   ○ Yes ● No

If you answered No to questions 1, 2 and 3 above please proceed to the bottom of the page and click the Next button.

Verify all information on the "Application Public Assistance" tab – the Supplemental Nutrition Assistance Program (SNAP) question should be marked Yes when working with SkillUP participants. Click Next

Note: If you are creating a new SNAP application, FSD Counselor should always state "FSD Processing Center" and Counselor phone number should be 855-373-4636 (FSD INFO) and the Case Number is the DCN

The "Application Staff" tab is where staff will add themselves or, if needed assign another staff member as the Case Manager. Add a Case Note. Click Next

The "Application Document Management" tab allows staff to upload documents to MoJobs. Remember to NEVER enter confidential documents into MoJobs, these should be stored in a confidential file in office. Click Next

The "Application Eligibility" tab displays the SNAP eligibility. Click Next to complete enrollment.

The "Application Participation" tab must be completed to finish enrollment. Enter the participation date (should be the same day the SNAP application is completed) Staff can click on the calendar to choose a date or can click on Today to input today's date. Click Next

The Activity Enrollment screen populates. Remember all items marked with * are required fields.

Note: the Actual Begin Date is pre-populated with the Participation Date.

Staff may add a Comment on the "General Information" tab but cannot enter a Case Note until the activity has been saved

The first activity on a SNAP application will be the Funding Source. Click on "Select Activity Code" a new window will pop up. Providers will select the appropriate funding source for their agency. Note: ABAWDs will never be the SkillUP FNS funding source

To select an activity, click on an activity link below. Activities that do not have a link mean there are no programs offered for the selected customer group and / or region.

Activity Code	Activity Title	Provider Type
S20	SkillUP FNS	PS - Other
S10	SkillUP TANF	PS - Other

Close Window

18.1

After selecting the appropriate code, enter the projected end date of today, and click Next.

Enrollment Information

* Activity Code: S10   SkillUP TANF
                        [Select Activity Code]

Projected Begin Date: 📅 Today

Actual Begin Date: 10/10/2018
                        Actual begin date may not be modified on the first activity.

* Projected End Date: 10/10/2018   📅 Today ⬅

On the "Service Provider" tab select your agency from the Provider list, select the Service and select your office location from the Provider Locations. Note: the training region does not have providers loaded at this time. Please notify DWD Support if the provider information is not complete or incorrect.

General Information	Service Provider	Enrollment Cost	Financial Aid	Enrollment Budget	Budget Planning	Closure Information

Enrollment Service Provider Information

Enrollment Summary: Enrollment ID: 3604
                        Username: JACKOLANTERN
                        SNAP Application ID: 2681
                        Activity Code: 213 - Comprehensive Assessment
                        Activity Dates: 10/12/2018 – 10/12/2018

* Provider: Better Family Life
                Provider cannot be modified.

* Service, Course or Contract: Office Services
                Provider Service cannot be modified.

Provider Locations: ARCHS BFL
                        456 2nd st
                        Saint Louis, MO 63118
                        You do not have the privilege to modify Provider Locations

Provider Contacts:
                        You do not have the privilege to modify Provider Contacts

* Occupational Training Code: Not Applicable

At this time the Enrollment Cost, Financial Aid, Enrollment Budget, and Budget Planning tabs will not be completed on services in the SNAP application. Click Next until you reach the Closure Information tab

Enter the Last Activity Date as Today and select Successfully Completed in the Completion Code. Add a Case Note and click Finish

General Information	Service Provider	Enrollment Cost	Financial Aid	Enrollment Budget	Budget Planning	Closure Information

Closure Information

Enrollment Summary:
Enrollment ID: 3535
Username: JACKOLANTERN
SNAP Application ID: 2681
Activity Code: S10 - SkillUP TANF
Activity Dates: 10/10/2018 - 10/10/2018

Last Activity Date: 10/10/2018 📅 Today ⬅

Completion Code: Successful Completion ⬅

Case Notes: [Add a new Case Note | Show Filter Criteria]

ID	Create Date	Subject	Action
6675	10/10/2018	Funding Source	✏ ✉

⏮ ◀ Page 1 of 1 ▶ ⏭ Rows: 25

(<< Back) (**Finish**) (Delete)

This is what the activity should look like once it is completed

Status	Activity / Provider	WZ	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
C	S10 - SkillUP TANF Better Family Life	W	SNAP E and T	N/A	10/10/2018	10/10/2018	10/10/2018 Successful Completion

After working with any participant remember to RELEASE THE INDIVIDUAL in the left navigation menu.

How to enter an activity/service/enrollment in MoJobs.

Expand the SNAP application and expand the Activities/Enrollments/Services tab. Click on Create Activity/Enrollment/Service.

The Activity Enrollment screen populates. Remember all items marked with * are required fields.

The Enrollment Information tab is used to enter the activity code projected begin, actual begin date and projected end dates. Click on Select Activity Code, then select an activity from the pop up window.

Projected Begin Date – is not a required field, but should be used when entering an activity that a participant will be entering in the future (e.g. participant starts OJT in a week)

Actual Begin Date – this date will be entered on the day the participant starts the activity (you cannot enter a future date in this field)

Projected End Date – for all one day services this will be today, but staff can enter a future date in this field for trainings that have a duration of more than 1 day.

Refer to the SNAP application Activity and Service Guide for definitions and durations of each service on the SNAP application.

Staff may add a Comment on the "General Information" tab but cannot enter a Case Note until the activity has been saved. Click Next

The Service Provider tab populates. Click on Select Provider and choose your agency from the pop up list. Click on Select Service, Course or Contract and select the appropriate option. Staff must also click on Provider Location and select the correct office address.

If staff are unable to find their agency or office location, or they see that a provider record is incorrect, please contact dwdsupport@ded.mo.gov or call 866-506-0251.

At this time staff will not complete the Enrollment Cost, Financial Aid, Enrollment Budget or Budget Planning Tabs. Click Next until you reach the Closure Information tab.

Last Activity Date – This is the date the participant completes the activity. Reminder: one day activities must be closed the same day.

Completion Code – Staff will choose from the drop down list for the appropriate code.

Case Note – Case notes should be added every time staff work with a participant. When case notes are added to an activity, it is tied to that activity, but can still be viewed from the Case Notes tab under the General Profile.

Click Finish to complete the activity

The activity now displays as Closed and the Actual End Date displays the completion code as well.

After working with any participant remember to RELEASE THE INDIVIDUAL in the left navigation menu.

The 4 activities that must be completed on each SkillUP participant prior to enrollment in any training programs are:

213 Comprehensive Assessment – This activity is added when you complete the Objective Assessment Summary

205 Develop Service Strategies – This activity is added when you complete the IEP with the participant.

101 Orientation - This activity is added after the participant has attended an informational session on the SkillUP program.

107 Provision of Labor Market Research – This activity is added when you review Labor Market Information with the participant.

Each activity above is a one day activity and must be closed by staff the same day.