



SkillUp

- ❑ Opportunities for Food Stamp Recipients to become employed through training and skill building activities
- ❑ Provides funding for skills training and support services



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The intention of the SkillUP program is rapid attachment to work that leads to self-sufficiency for families.

Skill up pays for short term (one year or less) skills Training and Support Services. Program offers job search, education, training, support services – we will discuss these activities in detail later in the training

Why SkillUP Matters Meet Chadonicka!

<https://vimeo.com/270755878>



SkillUp Participants:

- ☐ Must be receiving Food Stamp benefits
- ☐ ABAWDs – Able Bodied Adults without Dependents,
or
- ☐ Volunteers
- ☐ Cannot be receiving Temporary Assistance (cash
benefits)



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Those receiving Temporary Assistance cash benefits are required to comply with TA work requirements through MWA.

Enrolling in SkillUP does not guarantee an individual will be placed in their desired service or training; enrollment in any education, training or work activities must align with the assessment and employment plan and depends on the availability of funding at the time of enrollment.

Missouri Work Assistance (MWA)

Missouri Works Assistance is the employment and training program for TA recipients. TA recipients must participate with MWA and cannot participate in SkillUP.



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Our current providers include 6 agencies throughout the state. They have been operating the MWA program for TA recipients for the past ---- years

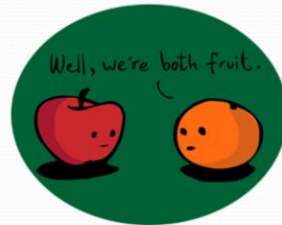
ABAWD or VOLUNTEER?

ABAWD

An active Food Stamp recipient between the ages of 18-49 with no dependents and does not meet an exemption from work requirements.

Volunteer

An active Food Stamp recipient between the ages of 16 and older who elects to participate in work or training activities.



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ABAWDS – physically able to work & do NOT have children in the home. Volunteers typically meet exemption or exclusion and we will discuss those shortly. FSD will always make the determination on ABAWD or Volunteer status.

Any FS recipient that is not classified as an ABAWD by FSD is considered a volunteer

- ☐ ABAWDs must meet work requirements to continue to receive Food Stamp benefits
- ☐ ABAWD hours must be reported to FSD
- ☐ ABAWDs may lose/regain Food Stamp benefits

ABAWDs

ABAWD Work Requirements

- ❑ ABAWDs must participate in work or a qualified training program 80 hours per month to maintain benefits
- ❑ *ABAWDs who lose benefits may regain eligibility by completing 80 hours of work or training in a 30 day period*

MoJobs!!
Verifies ABAWD participation



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Reminder – All documentation must be sent to FSD at:

DSS.FSD.Agreements@dss.mo.gov and must be submitted to FSD within 2 business days.

Failure to submit ABAWD hours can result in a participant losing benefits or can prevent them from regaining benefits.

Staff should never Exit a SNAP app for an ABAWD participant

Exemption from Work Requirements

- ☐ Receiving Unemployment from any state
- ☐ Needed in home to care for ill or incapacitated person
- ☐ Pregnant (any trimester)
- ☐ Temporary or permanent disability
- ☐ Attending Drug and Alcohol treatment program

FSD will always make the determination on ABAWD/Volunteer Status

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Participants may have a change of circumstance while participating in the program. (e.g. "I just found out I am pregnant", "I started a rehab program". Must report information to FSD as soon as it becomes known that an ABAWD may have become exempt from participation

Serving Volunteers

- ☐ Enter into MoJobs using eligible components
- ☐ May enroll or withdraw at any time
- ☐ Must transmit employment verification to FSD on the FS-5



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We do not track hours on volunteers and they may enroll or withdraw at any time without penalty. But we must track employment information on volunteers

Volunteer hours are not transmitted, volunteers do not need to report any hours to FSD

Funding Sources

FNS Funding

- Can be used for any ABAWD
- Can be used for any Volunteer

TANF Funding

- 16-24 (ABAWD or Volunteer)
- 25 and up
 - Must have a child(ren)
 - Non-custodial parents
 - Pregnant

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Temporary Assistance (TA) funds have certain limitations that FNS funds do not have.

Staff may need to know the funding source available to their agency. Community Action Agencies, Community Partnerships and MWA providers all received TANF funding. DWD and Community Colleges have both FNS and TANF funds.

What if the participant is not in MoJobs?

- ❑ Send the SkillUP Eligibility and DCN Verification Form to DSS.FSD.Agreements@dss.mo.gov
- ❑ <https://jobs.mo.gov/dwdprograms>
(form is at the bottom under the SkillUP heading)

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Staff must search in MoJobs for participants, if a participant does not have an open SNAP application or record in MoJobs send the Eligibility & DCN Form. Staff must enter the DCN (SNAP Case Number) on the Public Assistance tab in the MoJobs record.

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Case Notes

When should a case note be entered?

- ☐ Initial Case Note
- ☐ After Assessment
- ☐ After participant - employer contacts
- ☐ After follow up dates
- ☐ After documents are submitted
- ☐ After Employment Plan is created or updated
- ☐ After problem solving measures
- ☐ Addressing barriers

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Participants can request their MoJobs record including case notes, it is very important to record only objective information in the case record.

- Case Notes are part of the permanent record;
- Monitors and other staff providing services will read Case Notes; and
- The participant has the right to receive copies of Case Notes.

Case notes, cont'd:

- ☐ Funding Approvals or Denials
- ☐ Job Development
- ☐ Case Record Corrections
- ☐ Progress Evaluations or Skill Reviews
- ☐ Referrals
- ☐ When Activities or Services start and end
- ☐ Supportive Services

Case Notes

- ☐ Fact based description of participant interaction with MoJobs
- ☐ Must be entered on the date services were provided
- ☐ If a note is entered incorrectly use the change request form to request deletion (found in MOJobs)

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Pages 9 and 10 of handbook.

Providers must follow DWD Statewide Service Notes Policy

Appropriate Case Notes

- ☐ Refer to specific dates
- ☐ Contain all necessary information
- ☐ Be detailed enough for anyone authorized to access the file to understand
- ☐ Include justifications for Supportive Services
- ☐ Include training dates
- ☐ Identify funding sources and timeframes covered with eligibility determinations.

Inappropriate Case Notes




- ☐ Irrelevant details
- ☐ Medical procedure or examination appointments
- ☐ Pregnancy
- ☐ Discussions of the participant's situation with third parties
- ☐ Hearsay speculations from the participant's family or household

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Participants can request their MoJobs record, including case notes, it is very important to record only objective information in the case record.

Inappropriate Case Notes cont.

- ☐ Notes about drug treatment, rehabilitation or substance abuse
- ☐ Notes about child custody, or legal actions
- ☐ Background information or details about individuals other than the participant
- ☐ Subjective, draws conclusions, make judgments, or otherwise expresses opinions
- ☐ Unnecessary comments about the performance, nature, or duration of programs and services.



Informational Session(s).

- ❑ Provide an overview of the SkillUP program;
- ❑ Discuss the benefits of self-sufficiency with the participant;
- ❑ Providers arrange for prior SkillUP participants to share their experience and success stories;
- ❑ Arrange for participants in the session (and other area sessions) to develop a cohort;

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Page 11 of the handbook. Providers will hold informational meetings for potential Skill Up participants – volunteers and ABAWDS. How often and how many participants per session is based on need and time frames. It is appropriate to hold one on one sessions if a group session is not planned.

Must be inclusive of all cultures/languages, refugee populations, limited English speaking populations

Participants may bring a support person (friend, spouse, parent, etc) to the information meeting if they wish

Informational Session(s), cont'd:

- ❑ Provide Labor Market Information (LMI) in the area/region of the participant
- ❑ Provide an overview of other services available to the participant and how to access these services (e.g. Child Care, Low Income Home Energy Program, Rehabilitation Services for the Blind, and CBOs).

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Emphasis what participants will NOT lose as a result of employment.

Page 32 of the handbook lists the benefits of employment and effect on current benefits. This will be discussed later in the training.

We will also discuss Labor Market Information and how to find it later in the presentation

Marketing & Outreach

- ❑ Encourage community support for the SkillUP program
- ❑ Educate the local community about SkillUP

Collaboration & Referrals

- ❑ Provides participants with comprehensive services
- ❑ For more information on local resources go to www.mo.servicesnavigator.org



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Page 12 of the Handbook

Have SkillUP marketing material available. Advise providers they can create their own material, but must be approved by FSD before purchase/publication. Referral example: Community college sending participant to job center for job search assistance.

Mo Services Navigator walks the participant through the process of selecting a Missouri county and a particular service from a drop-down menu

Outreach Effectiveness Survey

- Quick Survey – 3 questions

- What program - MWA, SkillUP, HITE
- How did they hear about the program?
- What is their zip code?

- <https://riskanalysisunit.wufoo.com/forms/et-engagement-effectiveness-survey/>

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Providers must complete the survey for every new participant that comes in the office

Text and Email Blasts

- Email blast 30 business days in advance
- Text 10 business days in advance
- Text blasts cannot contain more than 160 characters
- Cannot identify the receiver as a Food Stamp recipient
- Keep the language as general as possible
- Provide dates
- Provide zip codes

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160 characters – including spaces

Dates of event or when you need it to be sent

Case Management

Every participant record must have the following services entered on the SNAP application:

- S10 SkillUP TANF or S20 SkillUP FNS
- 213 Comprehensive Assessment
- 205 Develop Service Strategies
- 101 Orientation
- 107 Provision of Labor Market Research

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Services should be entered on the day they are provided. If staff are unable to enter a service on the day it is provided they can backdate the service up to 15 days in MoJobs.

Intensive Case Management

This component is for individuals with multiple barriers to employment that require one-on-one assistance.

- ❑ Individual or Group Counseling
- ❑ Comprehensive Guidance & Counseling



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For ABAWDS, Intensive Case Management is only a countable component if combined with another countable component. Can't be in Intensive case management only.

Participant Assessment

- Must be completed for every participant
- Identify barriers to employment
- Objective Assessment Summary – in MoJobs must be completed
- Additional assessments may be used
- Career One Stop has free assessments available for participants

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Confidential information sections do not print on the objective assessment summary.

Employment Plan

- ❑ Where the participant wants to gain employment
- ❑ Detailed description of employment type
- ❑ Expected salary or hourly wage
- ❑ Training/Education required for the position
- ❑ Steps to remove employment barriers
- ❑ Timeframes for completion
- ❑ Services/components must be connected to expected outcomes
- ❑ **Gainful employment should be the final outcome**

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All participants (ABAWD & volunteers) are required to have an employment plan in MoJobs prior to enrolling in any components.

Webinar is available on the provider portal on creating an effective employment plan.

When should the Employment Plan be Updated?

- ☐ Completed goals and/or objectives
- ☐ Outdated goals and/or objectives
- ☐ New goals and/or objectives
- ☐ Information can be added, but should never be deleted

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The EP is a dynamic document, it will change as the participant progresses

Setting Goals

Specific
Measurable
Achievable
Relevant
Time Based



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Method for setting goals. Specific – goal should be clear, Who does it involve, What will it accomplish, Where do I have to go, When will this be done, Why is it important to me, How can I get there? Measurable – must be able to track progress. Achievable – realistic goals, factor in supportive services. Relevant – make sure the goal matters. Time based – deadlines, setting smaller goals that take short amount of time leading up to a larger goal

When setting goals with a participant, the case manager never wants to tell participants they can't do something they want to do. For instance – participant wants to become an RN – which is beyond the scope of what SkillUp can support. The Case Manager would want to steer the participant in the direction of a short term medical program and encourage her / him to work on the RN goal on their own as a longer term goal.



Goals:	Objectives:
<ul style="list-style-type: none">❑ Short Term Goals – typically one year or less❑ Long Term Goals – takes more time and planning to achieve	<ul style="list-style-type: none">❑ Objectives – the steps the participant need to take to achieve their goals<ul style="list-style-type: none">○ Job search○ Workshop○ Complete OJT○ Research Training Opportunities

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Objectives should be tied to the goals – We will be entering goals and objectives in the EP on day 2.

Pre-enrollment Checklist

- ☐ Does the participant have skills and qualifications to be successful?
- ☐ Does the participant have the necessary supportive services?
- ☐ Will the activity assist the participant in gainful employment in their area?
- ☐ Are there any other sources of financial assistance available to the participant?



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Prior to enrolling any participant in a training, education or work service staff should utilize this checklist to ensure the participant has all the skills and supports to complete the service successfully

SkillUP Forms

All forms are located on the provider portal: <https://dss.mo.gov/skillup-provider-portal/>

- SkillUP Eligibility & DCN Verification Form
- FS-5 or SkillUP Employment or Training Information
- SkillUP Job Center WIOA Services
- ABAWD Agreement to Volunteer
- Job Search Contract and Job Search Log
- MoJobs Access Request Form
- MoJobs Change Request Form

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SkillUP Eligibility & DCN Verification Form – DSS.FSD.Agreements@dss.mo.gov

FS-5 or SkillUP Employment or Training Information – ABAWD1@ip.sp.mo.gov

SkillUP Job Center WIOA Services - DSS.FSD.Agreements@dss.mo.gov

ABAWD Agreement to Volunteer – keep in office

Job Search Contract and Job Search Log – keep contract in office, log to
DSS.FSD.Agreements@dss.mo.gov

MoJobs Access Request Form – SkillUP.Missouri@dss.mo.gov

MoJobs Change Request Form – SkillUP.Missouri@dss.mo.gov

Participation

Eligible Training Provider System



ETPS

All training providers used for SkillUP must be in Missouri's Eligible Training Provider System (ETPS). Eligible providers must:

- ☐ Offer education/training programs that lead to a certification, degree, or skill
- ☐ Programs accredited by the Federal Office of Apprenticeship
- ☐ Provide staff as Equal Employment Opportunity and follow application elements

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Link to website: <https://etps.mo.gov/etps/etpsSearch/InstitutionSearch.aspx>

Participation- What are SkillUP Services in MoJobs?

SkillUP provides:

- ❑ Short term training – should complete in one year or less
- ❑ Leads to employment or self sufficiency



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The intention of SkillUP is rapid attachment to work that leads to self-sufficiency – training should be completed in one year or less.

All training providers utilized for SkillUP training, but be in Missouri's Eligible Training Provider System (ETPS).

Job Search Training



- ☐ Resume Preparation Assistance
- ☐ Proficiency Testing
- ☐ Testing - Assessment
- ☐ Career Guidance

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Refer to SNAP Service and Activity Guide for additional details on services.

Job Search Services

Staff Assisted-

- ☐ O-NET
- ☐ Job Development Contacts



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Refer to SNAP Service and Activity Guide for additional details on services.

Jobs.mo.gov searches will be considered staff assisted only if staff is physically with the participant at the time of the search.

**Participants should be prepared to enter employment if participating in job search components*

Job Search Services

Non-staff Assisted-

- ☐ Participant must make a pre-determined number of inquiries.
- ☐ Includes jobs.mo.gov searches
- ☐ May be done independently or within a group
- ☐ Should be paired with other components based on need

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Non-staff assisted job search can only count for ½ of the ABAWD work requirement hours. Non-staff assisted job search is not an allowable component for volunteers

Education Services

- ❑ Financial Aid Information
- ❑ English Language Acquisition
- ❑ Adult Education & Literacy



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Refer to SNAP Service and Activity Guide for additional details on services.

Work Based Learning Services

- ❑ Internships
- ❑ Work Experience
- ❑ On the Job Training
- ❑ Apprenticeship
- ❑ Transitional Jobs



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Refer to SNAP Service and Activity Guide for additional details on services.

On the Job Training (OJT)

- ❑ May be the most appropriate component to secure employment
- ❑ Must consider skill requirements for the job
- ❑ Must consider the education and occupational skill level of participant
- ❑ Must be aligned with the Employment Plan



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If the participant is able to obtain a position without reimbursement to the employer, direct job placement is appropriate, OJT is not appropriate. If a participant needs additional skills for OJT, consider if occupational skills training or can they learn through OJT

Vocational Training Services



- ❑ Occupational Skills Training – Approved Provider
- ❑ Private Sector Training
- ❑ Workplace Training & Cooperative Education
- ❑ Skills Upgrading and Retraining

Refer to SNAP Service and Activity Guide for additional details on services.

SUPPORTIVE SERVICES



- ☐ Reimbursable expenses – cannot be paid to participant
- ☐ Includes Transportation Related and Work Related expenses
- ☐ Based on need and availability of funds

Supportive Services

Transportation Related Expenses (TRE)

- ❑ Must be participating in allowable employment, education or training component
- ❑ Participant must submit Weekly Claim for TRE Form
- ❑ Participant must provide verification of work/training
- ❑ \$15 maximum per day



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We do not automatically give every participant \$15/day for transportation – it is based on need, TRE payments are not an entitlement.

Example: if a bus pass is \$5 per day and the participant only takes the bus to training, employment, etc. the participant can receive \$5 per day **only** on the days they are participating in employment or training activities.

The **need** must be documented in MOJobs

Supportive Services

Work Related Expenses (WRE)

- ❑ Must be participating in allowable employment, education or training component
- ❑ Based on participant need
- ❑ Cannot be used for the following:
 - ❑ Automobile purchase
 - ❑ Student Loans
 - ❑ Mental Health Services
 - ❑ Drug or alcohol counseling or therapy

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Refer to the Supportive Services chart for allowable expenses under TANF and FNS funds

Supportive Services Work Related Expenses (WRE)

- ❑ The maximum WRE that can be approved by a Case Manager is \$750 in a 12-month rolling period. The 12-month rolling period begins immediately upon the first authorized payment of WRE.
- ❑ WRE of \$750 - \$1500 must be approved by a supervisor.
- ❑ WRE over \$1500 must be approved by FSD.

Child Care Assistance

- ❑ Child Care services are available for those participating in SkillUP.
- ❑ The Department of Social Services (DSS) provides financial assistance for child care services through the payment of full or partial child care costs.
- ❑ FSD determines Child Care Subsidy eligibility and is based on income. **Tell your participants to apply at FSD when first enrolled.**

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This is a barrier for many families. Parents may choose their own provider with child care assistance

Child Care Resource Information

Resources and referrals:

<http://mo.childcareaware.org/>

Licensed and licensed-exempt child care providers
at:

<https://webapp01.dhss.mo.gov/childcaresearch/searchengine.aspx>

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Refrain from recommending specific providers. Encourage participants to visit cc providers themselves to determine if they are a good fit for their child

Employment and Transition Job Placement

Assist participants with job placement through relationships/agreements with:

- ☐ Community Based Organizations
- ☐ SkillUP provider agencies
- ☐ Employers in the community



Job Retention Services

Required for payment:

- ❑ Verification of employment
- ❑ Completed FS-5
- ❑ Monthly employment verification for continued services
- ❑ Participant was enrolled in SkillUP prior to employment
- ❑ 90 day maximum
- ❑ Subsequent services cannot be for the same company



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Job Retention services are supportive services that can be provided to participants for 90 days after gaining employment.

Probationary periods typically last 90 days, this can be an opportunity to get participant past probation.

Your Benefits Won't Immediately Stop When You Get a Job...

Here Is What Really Happens

Temporary Assistance (Cash Benefits)

Once you start working, you might still be able to receive a cash benefit for up to a year, and while receiving a cash benefit you still have help from the Missouri Work Assistance (MWA) team. MWA can help with determining your next career path, transportation costs, items needed for your job, and much more.

Need help finding an MWA provider address and phone number? Go to dss.mo.gov/dss-mwa or call 1-855-373-4636.

Food Stamps (SNAP)

After you get a job, you may still be able to receive food stamps. For about every \$3 you earn you will get \$1 less on your EBT card. This is because your job will now provide you with money. While receiving food stamps, SkillUP coaches can help you with transportation costs, items needed for your job, and coaching.

Need help finding a SkillUP coach? Go to mydss.mo.gov/food-assistance/missouri-employment-training-program to find a provider in your area, or call 1-855-373-4636.

Child Care

If you are now receiving childcare, you may continue to receive the same benefits up to one year after you get a job. If you are not getting child care, you can apply for benefits at dss.mo.gov/fvd/child-care.

Medicaid

If you now receive or have received MOHealthNet for Families for at least three of the last six months, you may qualify for transitional benefits for up to a year. To find out more, go to mydss.mo.gov/healthcare.



Overview of the Missouri Economic Research and Information Center

- ❑ MERIC formed in 2001
- ❑ Workforce Development, Economic Development and Labor Information housed in same agency
 - ❑ Advantage on Location or Expansion Projects
- ❑ Two parts of MERIC
 - ❑ Labor Market Information
 - ❑ Economic and Workforce Research



<https://www.missourieconomy.org/>

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Go over tabs on the MERIC website.

Missouri is unique in that Economic Development, Workforce Development, Labor Market Information and Research are all co-located in one department. Since we are housed in the same agency, we know each other and have build good working relationships, making it much easier to share information regarding industries and occupations in Missouri.

MERIC Resources

Career Pathways

- Sequence of training & education programs
- 10 different industry groups
- Should be used to assist participants
- https://www.missourieconomy.org/occupations/career_pathways.stm

MoSCORES

- Secondary education programs and providers
- Can search for non-credit programs
- Can be used to find local education/training
- <https://scorecard.mo.gov/scorecard/Search>

Monitoring

- Provider must monitor 20% of cases
- FSD will conduct on-site monitoring
- Providers will have monthly focused case reviews

Monitors will review multiple aspects including:

- Assessments
- Employment Plans
- MoJobs Entries
- Case Files

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Questions – Contact FSD.E&Tmonitoring@dss.mo.gov

Monthly Reporting

Monthly Reports must include:

- Participant name;
- Services that volunteers were enrolled in;
- Services that ABAWDs were enrolled in;
- Supportive Service payment type (TRE/WRE).

Send to FSD.E&Tinvoices@dss.mo.gov

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Report templates are available on the provider portal <https://dss.mo.gov/skillup-provider-portal/>

Invoicing

Invoices must include:

- Contract or MOU Number;
- Contractor's name, address and telephone number;
- Month for which services are being invoiced;
- Unique invoice number;
- Services provided and total cost of services; and
- Contractor staff costs, showing name, salary with fringe, hours worked on SkillUP activities, broken out by travel, monitoring and program administration.

Send to FSD.E&TInvoices@dss.mo.gov

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Invoice templates are available on the provider portal <https://dss.mo.gov/skillup-provider-portal/>

FSD Programs & Services

- ❑ Child Support –
- ❑ Temporary Assistance – (TA)
- ❑ Missouri Work Assistance – (MWA)
- ❑ Mo HealthNet – (MHN)
- ❑ Rehabilitation Services for the Blind – (RSB)
- ❑ Healthcare Industry Training and Education - (HITE)
- ❑ Low Income Home Energy Assistance Program - (LIHEAP)
- ❑ Community Services Block Grant (CSBG)

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<http://mydss.mo.gov/>, for additional information on FSD programs

CONTACT FSD

- ❑ Participants with questions on eligibility or requirements to receive benefits should be directed to <http://mydss.mo.gov/>, the FSD Call Center at 1-855-FSD-INFO (855-373-4636) or local FSD Resource Center.
- ❑ Resource Centers can be found at: <http://dss.mo.gov/offices.htm>

FSD SkillUP Staff Contact

SkillUP.Missouri@dss.mo.gov



Email Quick Reference

Training requests, Marketing Materials, Reactivations & MoJobs Change Requests

➤ SkillUp.Missouri@dss.mo.gov

Questions for MWA/SkillUP

➤ FSD.E&TIInquiry@dss.mo.gov

Monitoring Unit

➤ FSD.E&TMonitoring@dss.mo.gov

Invoices

➤ FSD.E&TInvoices@dss.mo.gov

SkillUP Eligibility and DCN verification form

➤ DSS.FSD.Agreements@dss.mo.gov

FS-5/DWD-PO-608 forms

➤ ABAWD1@ip.sp.mo.gov

Resources

- SkillUP website: <https://mydss.mo.gov/food-assistance/missouri-employment-training-program>
- Provider Portal: <https://dss.mo.gov/skillup-provider-portal/>
- FNS E&T Policy & Guidance: <https://www.fns.usda.gov/snap/et-policy-and-guidance>
- Family Support Division website: <http://dss.mo.gov/fsd/>
- All FSD SkillUP forms are located at:
<http://dss.mo.gov/fsd/formsmanual/volume1/index.htm>.
- All DWD forms related to SkillUP and MoJobs are located at:
<https://jobs.mo.gov/dwdprograms>
- The User Guide for the SNAP Module: <https://app-jobs.mo.gov/admin/>
- DWD Support: dwdsupport@ded.mo.gov
- LMS: <https://molearning.csod.com>
- MoJobs Training: <https://training-app-jobs.mo.gov/vosnet>
- MoJobs Production <https://app-jobs.mo.gov/vosnet>
- Career One Stop: <https://www.careeronestop.org>
- Disability Calculator for Employment or Education: <https://mo.db101.org/>

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Activity – divide trainees evenly and ask them to take one of the resource link and look it up, review it, and report to the group what the resource is, what is offered. Give trainees 10 minutes to review the website