

Entering Providers

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Service Referral Provider Entry

When entering a service referral in MoJobs, the service referral provider may not already exist as a provider in MoJobs. This guide will tell you how to enter those providers so that they populate in the “Staff Referrals to Providers” section.

1. Search to be sure the service referral provider does not already exist in MoJobs.
 - a. The image below displays the location of staff referrals to providers.

The screenshot displays the MoJobs interface. On the left is a sidebar with navigation options. The main content area shows a record for 'PIE, CHERRY' with tabs for 'Summary', 'Case Notes', 'Activities', and 'Documents (Staff)'. The 'Activities' tab is selected and highlighted. A callout box points to the 'Activities' link in the right-hand navigation menu. Another callout box points to the 'Staff Referrals to Providers' link in the 'Activities' tab content area.

Service Referral Providers are providers that should populate when entering "Staff Referrals to Providers" in the Activities section of an individual's MoJobs record

Navigation Menu (Right):

- Staff Profiles
 - General Profile
 - Summary
 - Case Notes
 - Activities**
 - Documents (Staff)
 - Case Management Profile
 - Case Summary
 - Programs
 - Plan
 - Assessments
 - Report Profile

Activities Tab Content:

- [Internal Job Referrals](#)
Select this option to review internal job order referrals for the selected Individual.
- [Employment History](#)
Select this option to review the selected Individual's employment history.
- [Staff Referrals to Providers](#)
Select this option to create, edit and track referrals to local service providers for the selected Individual.
- [Activity History / Service Plan](#)
Select this option to review the selected Individual's Service Plan. This includes external job referrals.
- [Alternate Contacts](#)
Select this option to review alternate contact information for the selected Individual.
- [Wage Information for Program Participant](#)
View participations by program for this individual and check if quarterly wages have been recorded.

- d. To search thoroughly for a provider record, go to Services for Workforce Staff > Manage Providers > Assist a Provider. Use the numerous options to see if the service referral provider already exists. If a provider record already exists, it should populate when conducting the basic provider search in the context of creating a service referral provider as shown above.

Services for Workforce Staff

Manage Individuals

Manage Employers

Manage Résumés

Manage Job Orders

Manage Labor Exchange

Manage Activities

Manage Providers

Manage Case Assignment

Manage Funds

Manage Visitors

Manage Follow-Up

General Criteria

Status:

☐ Active ☐ Inactive ☒ No Selection

Provider ID:

Provider FEID:

Vendor Code:

Create a Provider

Assist a Provider

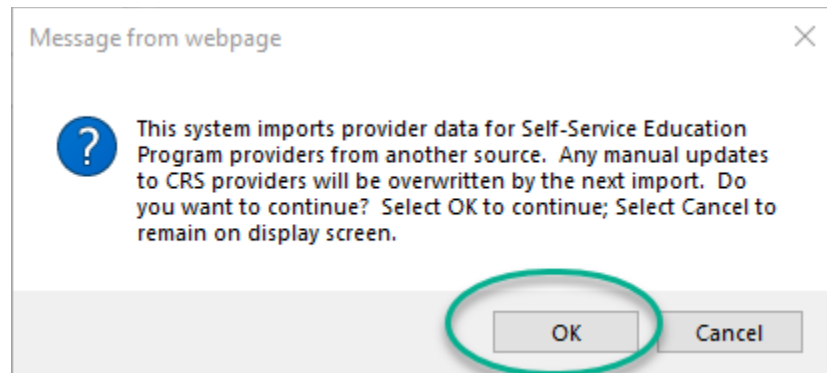
Manage Program Reapplication

Create a Provider User

Service Name:

The General Criteria to search for providers is expansive. Be sure to search thoroughly prior to entering a new provider record.

2. If the provider is not existent in MoJobs, go to Services for Workforce Staff > Manage Providers > Create a Provider.
 - a. A pop-up window will come up regarding the import of provider data. Select OK
 - i. The pop-up is referring to provider information that comes in through an interface. The types of providers that will be overwritten are ITA providers. Since those types of providers come in through the interface, we will not enter those types of providers.



3. Enter the provider's region
 - a. The region should be reflective of the area that the provider serves. If the provider serves more than one region, there are two options
 - i. Choose "State" as the region
 1. This means the provider will be available as a selection for all regions
 - ii. Create more than one provider record to cover both region's service areas
4. Optional - Complete the Linked Employer field
 - a. If the provider is in MoJobs as an employer, click on the hyperlink to prompt out and search for the employer. Once you click on the employer, additional fields in the provider screen will populate based on the employer record.
5. Enter a Vendor ID
 - a. The Vendor ID can be the same as the FEID of the provider
 - b. Staff in each region can utilize this field as they would like to standardize Vendor ID entry

6. Enter the FEID/SSN
 - a. Enter the provider's FEID.
 - b. SSN is only applicable if a provider is an individual. This is not a typical arrangement for a provider. If an SSN must be used, DO NOT use the SSN as the Vendor ID
7. Complete name and address fields
8. Optional – Complete URL and Type of Business fields
9. Answer Yes or No to “This provider is an accredited postsecondary education institution”
10. State Use 1 through 5
 - a. Leave these fields blank
11. Enter address information – hyperlinks exist to populate the Billing and Mailing address fields from the main address already entered
12. Click Save
13. For Service Referral Providers, there is no need to check any boxes in the Provider Type Details section of the provider record. Click “Cancel” to exit this screen.

This is the minimum information needed to populate a provider for service referrals. When you search for the provider from the service referrals screen, you should now be able to locate this provider.

If you want to add a contact for the Service Referral Provider, click on the Contacts Tab and click “Add Contact”.

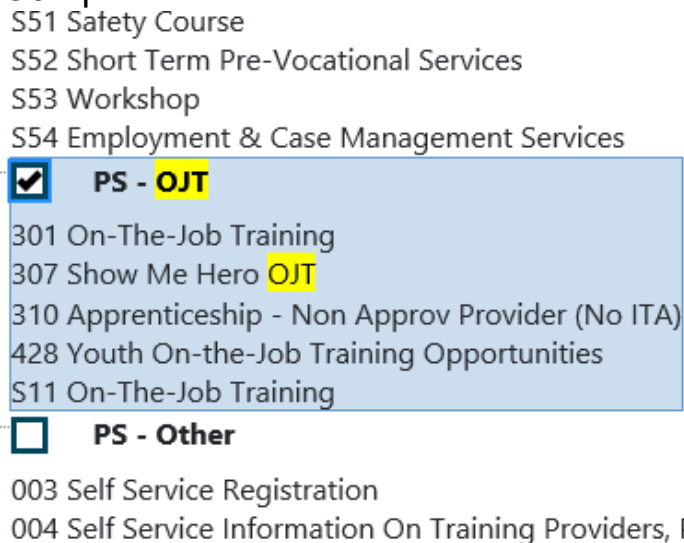
If you want to add a location for the Service Referral Provider, click on the Locations Tab and click “Add Location”.

If there are no contacts or locations entered for the Service Referral Provider, you will still need to manually enter Contact Information on the referral. If you enter contact information and location information in the provider record, it will populate for you on the Staff Referrals screen once you select the appropriate location.

OJT (On the Job) Training Providers

When entering an OJT service, it is possible that the OJT provider does not populate for the OJT service. This is when an OJT provider record entry should be made. Many of the steps are the same as entering a service referral provider. If the OJT provider is an employer with a record that exists in MoJobs, this can minimize the amount of data needing to be entered as you can prompt out to search for an employer in order to populate. **Special Note: Steps in this section can also be used to create a provider for a “PS-Work Experience” service.**

1. Search to be sure the OJT provider does not already exist in MoJobs
 - a. Follow instructions in step [1d](#) above to search
2. Follow steps [2 through 12](#) to enter in basic information about the provider
3. On the Provider Type Details Screen, place a checkmark next to “PS-OJT”. You will notice the services that need a PS-OJT provider are listed below.



S51 Safety Course
S52 Short Term Pre-Vocational Services
S53 Workshop
S54 Employment & Case Management Services
☒ **PS - OJT**
301 On-The-Job Training
307 Show Me Hero **OJT**
310 Apprenticeship - Non Approv Provider (No ITA)
428 Youth On-the-Job Training Opportunities
S11 On-The-Job Training
☐ **PS - Other**
003 Self Service Registration
004 Self Service Information On Training Providers, Performance Outcomes

These are the service types that this provider entry could populate for depending on additional provider details we will address in this guide.

a. DO NOT CHECK “PS-Approved Provider Training – ITA”. THOSE PROVIDER TYPES COME IN THROUGH THE INTERFACE AND CANNOT BE MANUALLY ENTERED.

4. Scroll to the bottom of the page and click “Save”
5. Go to the Provider Programs > Program Services section of the provider record and click “Add Program Services”

[Add Service](#)

[-] [Provider Profile](#)

- [General](#)
- [Locations](#)
- [Contacts](#)
- [Case Notes](#)

[-] [Provider Programs](#)

- [Program Services](#)
- [Support Services](#)
- [Contracts](#)
- [Education and Training Programs](#)

[+] [Provider Activities](#)

Program Services

[Support Services](#)

[Contracts](#)

[Education and Training Programs](#)

Provider: Pies to Please

Show Active services

Program Services Details

To sort on any column, click a column title.

Service Name	Service Description	Status
No data available		

Add Program Services

6. Check PS-OJT
7. Enter a Program / Service Name
8. Optional fields can remain blank
9. Make a selection next to "This is a Pay for Performance Contract"
10. Enter OJT / Work Experience information regarding Job Title, Wage per Hour, and Hours per Week if known
11. Track Enrollment Costs – Select Yes or No
 - a. In order to actually track the costs, the service itself will need to be configured to require cost
12. Worksite Required – Select Yes or No

- a. If Yes is selected, additional information about the OJT work experience will be required on the provider tab when completing an OJT service in a job seeker's record
- 13. Acceptance Information – this section is optional – complete if information is known
- 14. Outcome Information – Choose “N/A, Individual did not receive training” if no credential is received upon successful completion of the program
- 15. Click Save
- 16. Scroll down to the Program / Service Customer Group and click “Edit Customer Group Details”
 - a. Expand each program section by clicking on the plus signs next to the program name
 - i. Put a checkmark in all groups that will offer the OJT program
 - b. Click Save
- 17. Scroll down to Program / Service Occupation
 - a. Click “Edit Occupation Details”
 - b. Click “Add Occupation”
 - c. Locate the O*Net code associated with the OJT program and click on it
 - i. Code should now display in the Program / Service Occupation section
 - ii. Click Save
- 18. Scroll down to Program / Service Cost Details
 - a. click “Edit Cost Details”
 - b. If the cost of the program is known, it should be added here
- 19. Scroll down to Program / Service Locations
 - a. Click “Edit Location Details”
 - b. Place a checkmark next to locations that offer the OJT program
 - c. Click “Save”
- 20. The provider should now populate when clicking to search for a provider for the services noted as PS-OJT service types.

Service Providers

While there are a number of service providers already entered into MoJobs, there may be new providers that should be entered or connections to services that need to be made for existing providers. This section covers how to make connections for PS-Office Services, PS-Other, PS-Work Experience, and all Support Service types.

1. Search to locate the provider record.
 - a. Follow instructions in step [1d](#) above to search
 - b. Follow steps [2 through 12](#) to enter in basic information about the provider if the provider record does not already exist in MoJobs.
 - i. If connections need to be made for an existing provider, locate the provider record and go to the General section of the provider record and click “Edit Provider Type Details”
 - c. On the Provider Type Details screen, locate the service(s) that the provider should populate for.
 - i. Check the provider types that contain the services a connection is needed for.
 1. A listing of all applicable services appears underneath the provider type listing
 - d. **DO NOT CHECK “PS-Approved Provider Training – ITA”. THOSE PROVIDER TYPES COME IN THROUGH THE INTERFACE AND CANNOT BE MANUALLY ENTERED.**
 - e. **DO NOT CHECK PS- EDUCATION AND TRAINING PROGRAMS, PS-NON-ITA OCCUPATIONAL SKILLS, OR PS-TRAINING NON-ITA. THOSE SERVICES REQUIRE DETAILED PROGRAM INFORMATION AND WILL BE COVERED IN SECTION 4 TRAINING PROVIDERS.**
 - f. Click Save
 - g. On the General section under Provider Profile, you should now see all of the provider types that were selected.

Provider Type Desc
PS - Work Experience
PS - Other
PS - Office Services
SS - Child Care
SS - Transportation
SS - Incentives
SS - Medical
SS - Relocation
SS - Shelter
SS - Other

[\[Edit Provider Type Details \]](#)

2. Each Provider Type needs to be tied to specific program service information. Steps are outlined for Program Services, but the steps function in the same way for Support Services. The Support Services Provider Program section should be utilized for Support Services.
 - a. Click on Provider Programs > Program Services
 - b. The “Program Services” section of the Provider Programs section of the record contains the details about detailed PS-Office Services, PS-Other, and PS-Work Experience.

Provider Profile

General

Locations

Contacts

Case Notes

Provider Programs

Program Services

Support Services

Contracts

Education and Training Programs

Program Services

Support Services

Provider: Social Solutions

Show services

Program Services Details

To sort on any column, click a column title.

Service Name	Service Description
No data available	

Add Program Services

- c. Click “Add Program Services”
- d. Select the appropriate service type. In this example, PS-Office Services will be selected, but the same steps should be taken to create a program service for PS-Work Experience or PS-Other services.
 - i. Note that once you select the Service type, associated service codes populate to ensure you have selected the correct program service type

Service Type Information

Please select a service type from the options below. After you have selected a service type, you will see the associated service codes.

***Service Type:**

☒ PS - Office Services

☐ PS - Other

☐ PS - Work Experience

Associated service codes for the PS - Office Services service type:

001 - Hold, waiting for activities or health/medical

011 - Talify

101 - Orientation

102 - Initial Assessment

Click on the scroll bar to the left to go through the listing to ensure you have selected the correct type

- e. Status should be “Active”
- f. Enter a Program / Service Name
 - i. [Keep in mind that the name will be what populates in the program name field for the service record so it should be related to the program services provided](#)
- g. Optional – Enter a Program / Service Description
- h. State Use 1 through 5 – leave blank
- i. Optional - Green Job Training; select Yes or No
- j. If this specific program leads to one of the outcomes listed next to “This program of study or training services has the following potential outcome (s)”, then check it.

- i. Most of the time, these types of program services will not lead to one of these outcomes
- k. Answer appropriately next to “This is a Pay for Performance Contract”. Unknown is an available option
- l. Duration
 - i. Enter the duration of the service
 - 1. Hours is the smallest increment that can be recorded
- m. Track Enrollment Costs
 - i. For most Office Services, there are no enrollment costs to track.
- n. Worksite Required – Select Yes or No
 - i. For most Office Services, you will want to select No as an actual worksite is not applicable
 - ii. If you select “Yes”, then the service will require additional information about wages earned at the particular worksite.
- o. Optional – Acceptance Information – This section can be used to record information needed to determine acceptance into the program
- p. Outcome Information – Attain Credential
 - i. Select the credential the individual receives if they successfully complete the program
 - ii. If there is no credential attained once the program is successfully completed, select “N/A, individual did not receive training”
 - a. For most office services, N/A should be selected as most office services do not directly result in a credential
- q. Click Save

Special Note: After you save this information, your screen will refresh and will display the Program Services Details for the program service you have just created. If you click into a different section of the provider record and then click back on Program Services, the program services details are no longer visible, but the program service name you just created should be visible and you can click on it to get to the Program Services Details section.

[-] [Provider Profile](#)

- [General](#)
- [Locations](#)
- [Contacts](#)
- [Case Notes](#)

[-] [Provider Programs](#)

- [Program Services](#)
- [Support Services](#)
- [Contracts](#)
- [Education and Training Programs](#)

[+] [Programs](#)

Program Services

[Support Services](#)

[Contracts](#)

Provider: Social Solutions

Active

services

Click on the name of the Service in order to locate further details.

Program Services Details

To sort on any column, click a column title.

Service Name	Service Description
Office Services	

Add Program Services

3. Scroll down to the Program / Service Customer Group section
 - a. Click “Edit Customer Group Details”

Program / Service Customer Group

Customer Group Description
No data available

[[Edit Customer Group Details](#)]

- b. Click on the plus signs to expand customer program group options and select all groups that this particular service should be available for.
4. Click Save
5. Scroll down to Program / Service Occupation
 - a. Click “Edit Occupation Details” if you need an O*Net code to be associated with this particular service
 - b. This is not a required field. If an occupational code is not needed, do not add an occupational code.

Program / Service Occupation

Occupation Code	Occupation Title
No data available	

[[Edit Occupation Details](#)]

6. Scroll down to Program / Service Cost Details
 - a. Optional - If costs need to be tracked, click “Edit Cost Details”
 - i. The cost information entered here corresponds to the duration of the program that was entered earlier in step [21](#)
 - ii. Click on “Add Cost Items” to detail costs. Available options vary depending on program entries.

- iii. Click on “Add Line Items” to add line items for the program
- iv. Total Amount will be based on Cost and Line Items entered

Program / Service Cost Details

Cost Title	Cost Value
No data available	

Total Amount	\$0.00
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[\[Edit Cost Details \]](#)

b. Most office services will not need to track costs.

7. Scroll down to Program / Service Locations

a. Click to Edit Location Details

b. Select locations for the service

- i. If there is more than one location where the program is available, additional locations can be added in the locations tab.
- ii. The additional locations will need to be checked here after being entered in order to display in the provider tab for the service enrollment

8. The provider’s program should now populate on the provider tab of service entry

See the next page to see how the provider information you entered ties into the services being provided.

Enrollment Summary:

Enrollment ID: 9028
Username: CHERRYPIE
WIOA Application ID: 2509
Youth Funding: Out Of School Youth
Activity Code: 101 - Orientation
Activity Dates: 10/17/2019 - 10/17/2019

*** Provider:**[\[Select Provider \]](#)

The Provider field is the name of the provider

*** Service, Course or Contract:**[\[Select Service, Course or Contract \]](#)

This is the Program / Service name that was entered

Provider Locations:
[\[Select Provider Locations \]](#)

Locations that were selected should populate here along with the location's associated contact.

Provider Contacts:[\[Select Provider Contacts \]](#)

If the service type requires an occupational code, this is a required field and this is where the code should populate

*** Occupational Training Code:**

Not Applicable

Training Providers

When entering a training provider, there is a significant amount of information that will be needed regarding the specific training programs the provider offers. These steps will take you through the process of entering those programs.

If a Training Provider is an ETPS (Eligible Training Provider System) provider and the program is listed in MoScores, **DO NOT** enter a new provider record. If the program and provider do not populate correctly, contact the Technical Support Unit so we can research why the provider/program does not populate. ETPS providers come into MoJobs through an interface and information that you change or add to an ETPS provider record will be overwritten overnight.

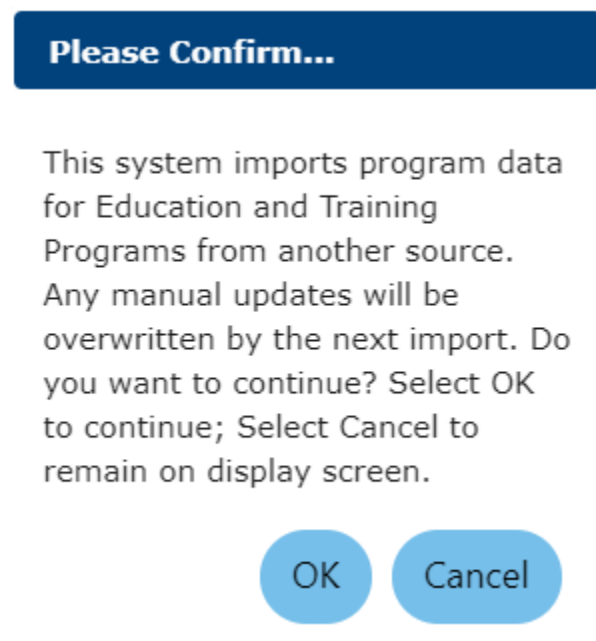
1. Find out if the training provider and program are in the ETPS. If they are, contact TSU (866-506-0251 or dwdsupport@dhewd.mo.gov)
2. Complete [steps 1 through 12](#) from the Service Referrals Providers section
3. On the Provider Type Details section, click on the checkbox that contains the service this program will be tied to.
 - a. **DO NOT CHECK PS-APPROVED PROVIDER TRAINING – ITA**
 - b. Checking any of the following will automatically check the PS-Education and Training programs checkbox
 - i. PS-Non-ITA Occupational Skills
 - ii. PS-Training Non-ITA
 - c. Click Save
4. A CRS Provider Information screen appears
 - a. Enter an Institution Code
 - i. These provider types may not have an institution code. Since a code must be entered, regions can choose a random code for their entries.
 - ii. Information on this page is currently not reported, but must be completed in order to make a training program. This desk aide will only cover required entries.
 - b. WIOA Provider – Answer No

- c. Institution Area – Choose the appropriate Area
- d. Institution Type – Choose the appropriate type
- e. Institution Ownership – Choose the appropriate type
- f. Type of Entity – Choose the appropriate type
- g. Institution Description – Enter a description
- h. Display Online to the public?

i. ALWAYS SELECT NO

5. Click on Provider Programs > Education and Training Programs

- a. Click OK when the confirmation pop-up appears. Since this is not an ITA provider, information should not be overwritten



- i. Entries for Education and Training Programs is in a Wizard style format. This guide will cover the required entries for program entry. The "Next" button acts as a save. Each tab has an "Exit Wizard" hyperlink towards the bottom of the page which can be selected in the event a required field is unknown.

b. General Information

- i. Education Program Type
 - 1. Choose the Non-ITA Provider type that you are trying to make a connection to
- ii. Choose the CIP Code by clicking on “Search for CIP Code”
 - 1. To research the appropriate CIP code, go to <https://nces.ed.gov/ipeds/cipcode>
 - 2. A program description will populate once the CIP Code is selected
- iii. Check all appropriate certificates, etc. next to “This program of study or training services has the following potential outcome(s)”
- iv. Select an appropriate Completion Level
- v. Check appropriate credential next to “Attain Credential”
- c. Apprenticeship
 - i. If the program is an Apprenticeship, answer Yes
 - ii. Additional required fields will populate if yes is selected
- d. Additional Details
 - i. Select any Program Prerequisites in the drop down box next to the field
 - ii. Complete an explanation in the field labeled “Please provide a reasonable explanation regarding why this is a new program”
- e. Occupations – optional in MoJobs, but may be required per local policy
 - i. Use the hyperlink labeled “Select Occupation From ONET Table” to select an O*Net code to associate with the program
- f. Occupational Skills – optional in MoJobs, but may be required per local policy
 - i. Click to Add or Delete occupational skills as needed
- g. Scheduling
 - i. Enter Reporting Program Length in Hours
 - ii. Enter Reporting Program Length in Weeks
 - iii. Select the correct Reporting Program Format
- h. Duration – optional in MoJobs, but may be required per local policy
- i. Locations
 - i. Select at least one location where the reporting program will be held
- j. Cost Details – optional in MoJobs, but may be required per local policy

- i. Complete this section if needed
- k. Performance – optional in MoJobs, but may be required per local policy
 - i. If a performance year is selected, the program will have an expiration, so it will need to be reviewed after a set amount of time
- l. Confirmation
 - i. Place a checkmark in the box to submit the program for review and approval
- m. Review
 - i. In the Action Column, click “Edit”
 - ii. Check Status as “Approved”
 - iii. Insert the Date the program was reviewed
 - iv. Click “Save”
 - v. Click “Finish”
- 6. Click on Provider Programs > Program Services – the training service name should now display in this section



- a. Click on the training service name

Provider: Social Solutions

Show Active services

Program Services Details

To sort on any column, click a column title.

<u>Service Name</u>	<u>Service Description</u>	<u>Status</u>
High School for Adults	An instructional program that defines the prescribed requirements specified by a state province or other jurisdiction for the completion of and graduation from a secondary school program of academic subject matter offered for adult learners outside of the regular secondary school program. This does not include adult compensatory education programs resulting in completion of a high school equivalency certificate or diploma.	Active
Office Services		Active

b. Look at the Program / Service Customer Group section

i. Click “Edit Customer Group Details”

ii. Ensure that only the program/service customer groups that this training is available for are checked

7. The provider and the training program should now populate.