

MEMORANDUM

DATE: May 31, 2019

TO: Local Workforce Development Board Executive Directors

FROM: Shila A. Salem, Chief, Bureau of One-Stop and Program Support

SUBJECT: One-Stop Service Tracking Email Protocol



In an effort to ensure program-specific inquiries and technical system inquiries are managed and responded to in a more efficient and timely manner by the Department of Economic Opportunity (DEO), the Bureau of One-Stop and Program Support has inactivated the One-Stop Service Tracking (OSST) system email box (OSSTTechnical@deo.myflorida.com) previously used to submit questions related to OSST. DEO has established the specified mailboxes below for Local Workforce Development Boards to submit inquiries:

- For OSST-related technical issues, including record updates, blocking Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) appointment (590) dates, and change requests, please submit emails to: CSRR@deo.myflorida.com.
- For SNAP E&T policy related questions and for Food Stamp Reimbursement requests for employed individuals, please submit emails to: SNAPETProgram@deo.myflorida.com.
- For Welfare Transition policy-related questions, please submit emails to: WTProgram@deo.myflorida.com.

These changes are effective immediately.

Please share this information with the appropriate staff. If you have any questions about the new email protocol, please contact Christa Nelson, Supervisor, at (850) 245-7492 or via email at Christa.Nelson@deo.myflorida.com.

SAS/omj

cc: Casey Penn
Christa Nelson