




Rick Scott
Governor
Cynthia R. Lorenzo
Director

MEMORANDUM

DATE: February 25, 2011

TO: Regional Workforce Board Executive Directors

FROM: Lois A. Scott, Program Manager, One-Stop and Program Support 

SUBJECT: Welfare Transition, One-Stop Service Tracking (OSST) Training

The Agency for Workforce Innovation (AWI) is pleased to announce that we are in the final phase of OSST system enhancements/updates that started in 2010. These updates are a result of concerns expressed by OSST users regarding the lack of information in the system that front line staff need to effectively manage case information and the inability to update case information. Many of these enhancements already have been tested by several front-line and program staff across the state. The regional testing effort is now complete and we expect to move the enhancements into Production in late March.

We will host six webinars to inform front-line staff on the updates and enhancements. The information below provides a brief description of the webinars that are planned and the planned dates and conference call in numbers and webinar on-line URLs. We will provide copies of the training materials to be presented prior to the scheduled webinars.

1. **Case at a Glance**—the Case at a Glance page will become a display page. This is an update. It will display all of the information about the customer. It will provide a view of everything about the participant, such as:
 - a. Demographic information
 - b. Secondary contact information, when available
 - c. Case status
 - d. Household information
 - e. Veteran Status, when available
 - f. Case tracking and history
 - g. Other important information case managers need to know at a glance

Agency for Workforce Innovation

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2. **Client Information**—the client information (Client Info) page is a brand new page. It is an editable screen that allows the user to edit information that will display on the Case at a Glance page. This includes updating birthdates, names, and social security numbers if that information *did not* come over from the Department of Children and Families (DCF).
3. **The Plan Development Page**—the plan development page will now contain an updated IRP wizard, which will be known as the Plan Development Wizard. This update has several functions that will allow users to create a plan, publish a plan, make plan templates to import and export, copy a plan and completely close a plan without closing all of the plan elements individually. Many of the Plan Development features are a result of regional input from 2009 while planning IRP updates.

The webinar training schedule dates are;

Webinar Training Dates	Webinar Training Times	Webinar Title
March 8, 2011	2:00 pm – 4:00pm (EST)	Case at a Glance & Client Info
March 9, 2011	10:00 am – 12:00 pm (EST)	Education Details
March 11, 2011	2:00 pm – 4:00 pm (EST)	Plan Development
March 15, 2011	2:00 pm – 4:00 pm (EST)	Case at a Glance & Client Info
March 16, 2011	10:00 am – 12:00 pm (EST)	Education Details
March 18, 2011	2:00 pm – 4:00 pm (EST)	Plan Development

The webinar information is below.

Meeting Information	
Name:	OSST Plan Development
Start Time:	3-8-2011 2pm-4pm (EST) 3-9-2011 10am-12pm (EST) 3-11-2011 2pm-4pm (EST) 3-15-2011 2pm-4pm (EST) 3-16-2011 10am-12pm (EST) 3-18-2011 2pm-4pm (EST)
URL:	http://dynamicinstitute.adobeconnect.com/r53954399/
Access:	Anyone who has the URL for the meeting can enter the room
Audio Conference Details	
Conference Number(s):	1-888-808-6959
Participant Code:	2457447

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To maximize the number of training attendees, we ask that you have program staff gather in a central location, such as a conference room. You will need to be able to access Adobe Connect to view the web presentation. Please ensure that you are able to connect by testing the webinar URL prior to the web presentation. It may ask you to install a plug in. If so, please contact your Regional Security Officer (RSO) for help with ensuring that you have the ability to view the web presentation.

If you have any questions, please contact Trina Dickey at (850) 245-7446 or via email at Trina.Dickey@flaawi.com.

LAS/osm

cc: Tom Clendenning
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