

OVERVIEW: MODULE OVERVIEW

Module Overview:

The Overview provides an introduction to the One Stop Service Tracking Module (OSST). Specifically, the module explains:

- how OSST differs from WAGES MIS
- the benefits of OSST
- the general navigation of OSST
- how to login to the system

NOTE: The estimated time to complete this module is as follows:

Presentation: 30 minutes

Demonstration: 30 minutes

Activity: 30 minutes

Key Speaking Points:

1. **Explain the structure of MyFloridaJobs.com:** MyFloridaJobs.com provides a common entry point for jobseekers, employers and workforce development professionals. Depending on your usertype, you can use this site to accomplish various functions. The site consists of three main areas:
 - **The One Stop Service Tracking Module** – provides case tracking functionality for workforce development professionals.
 - **The One Stop Job Matching Module (Skill Match)** - allows job seekers and employers to find each other by matching skills and experience requirements though on-line resumes and job postings.
 - **Job Market Information** - details local market facts obtained through surveys completed by Florida employers.

While this training will touch all three areas, the majority of our time will be focused on the case tracking functionality. We will also focus on how the Skill Match application is integrated with OSST.

2. **Explain OSST:** The One Stop Service Tracking System (OSST) is the new case tracking system that is being rolled out to the State of Florida. Soon you will be using OSST instead of WAGES MIS to track case management activities and to provide data for state and federal level reporting.
3. **Explain the goal of the OSST project:** The goal of the OSST project is to develop a system that enables local Workforce Development Boards and Service Providers to:

- more effectively track Welfare Transition customers and
- provide better access to customer information

4. **Explain how users were involved in the development process:** One of the key teams assembled to define OSST was the OSST User Group. This group represented local WAGES users, WAGES supervisors, and WAGES policy makers from across the state and across various roles and levels of responsibility. This group has been key in helping to define the requirements of the system, including how to provide enhanced case management capability for career managers.

Application design began in May, 2000 and will begin pilot in January, 2001 with three regions in Florida: Region 12 (Workforce Central Florida), Region 15 (Hillsborough County Workforce Board) and Region 20 (Workforce Development Board of the Treasure Coast).

5. **Explain how OSST addresses current challenges:** OSST has been designed to help eliminate some of the challenges that users currently face, such as:
- Duplicate data entry
 - High learning curve
 - Difficulty tracking customer outcomes
 - Losing people in the pipeline (both in the interface and from a case management perspective)

NOTE: Refer to training module to get detail regarding how the system addresses these challenges

6. **Explain the benefits of OSST:**
- It's still the same work, but OSST allows you to do more of your work online.
 - You receive customer information from the FLORIDA system, but now you will receive more.
 - You will still have to work register customers, but you won't have to go to ODDS to do it.
 - You will be receiving applicant cases, but now you'll be able to track those customers in the system.

NOTE: Refer to training module to get detail regarding how these benefits

7. **Explain the general navigation:**
- Focus on clicking and pointing (using the mouse).
 - Explain browser tool bar and application navigation buttons.
 - Describe control panel and main work area
 - Describe available on line help
 - Describe common features (e.g., common buttons)

8. **Explain the login process, including how to change your password.**
9. **Give a high level description of the To-Do function.**
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Trainer Materials

