

# Memo

To: Career Centers  
Refugee Partners Providing Career Advancement Program Services

From: SFW Adult Programs

Date: March 20, 2008

Re: Closing Cases/Activities in OSST

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To Do's (alerts) in the One Stop Service Tracking System (OSST) must be processed timely and appropriately. Inaccurate and untimely processing has the potential to negatively affect the mandated participation rate requirements. However, there are occasions when alerts are generated by the FLORIDA system and not transmitted to the OSST as intended. In such cases, career advisors are authorized to obtain the appropriate FLORIDA screen prints to justify case action although the information has not been received in OSST.

## **A. Reopening Cases**

To determine whether a case should be reopened, review the AGPI screen for the appropriate welfare transition program referral code as indicated in the FLORIDA RFDI table TWPW.

Career advisors are authorized to reopen only those cases in which customers are currently receiving cash, by reviewing the AWAA screen. Please carefully review the sequence number on the AWAA screen for the customer to ensure that cases are not reopened in error.

Note: A copy of the AGPI and the AWAA screens must be placed in the customer's case file and the OSST Case Notes must be updated, to justify reopening the case.

## **B. Closing Cases**

To determine whether an open case should be closed, review the AWAA screen to determine if the cash assistance is closed. If the case is closed in Florida (including child support closures), the career advisor must determine if the family has received cash at any time during the month by reviewing Access FLA cash benefit in the OSST Benefit Information Tab. If the family has received cash at any time during the month the required participation must be documented and the JPR's must be updated for the entire month.

Instances where there is are five (5) weeks during the month; the case must remain open until the end of the week, which in most cases will require that the case remain open during the first week in the following month. **Example:** The week begins 10/29 and the week ends 11/02. In this instance, the JPR's must be updated for the entire week and the case must be closed the week ending 11/02 and not 10/31.

Note: A copy of the AWAA screen and Access FLA cash benefit information from the OSST must be placed in the customer's case file and the OSST Case Notes updated, to justify closing the case.

Closure codes are listed in the FLORIDA RFDI table TSRC.