



# Memo

To: Career Advancement Program Partners  
Refugee Center Partners providing Career Advancement Program  
Services

From: SFW Adult Programs

Date: November 30, 2007

Re: OSST Outcome -Entered In Error

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## **PURPOSE**

To inform Service Partners of the requirements that must be followed when closing activities with the outcome code – entered in error.

## **BACKGROUND:**

A review of open cases in OSST indicated that numerous cases have been closed with an outcome code entered in error. This change in outcome is occurring after the activity has been opened for several weeks. This may negatively impact our participation rate. Effective December 3, 2007, all work activities that are closed with the outcome code – entered in error must be closed on the same date that the activity was entered.

## **ACTION REQUIRED:**

A request to close all activities that are not closed on the date of entry must be submitted to Maria Castro via e-mail at [mcastro@southfloridaworkforce.com](mailto:mcastro@southfloridaworkforce.com) . The following must be included, center location, career advisor name, participant's name, activity assigned, date activity was assigned, and the reason for the closure.