

MEMORANDUM

DATE: May 23, 2013
TO: Regional Workforce Board Directors
FROM: Lois A. Scott, Chief, Bureau of One-Stop and Program Support
SUBJECT: Case Note Suppression in the One Stop Service Tracking (OSST) System



During a systematic review of Welfare Transition (WT) cases in the One Stop Service Tracking (OSST) system, the Department of Economic Opportunity (DEO) observed instances where some case notes were not appropriate for general viewing by all program staff. Examples may include detailed information about an individual who may have disclosed a domestic issue or general medical information.

Effective March 8, 2013, DEO will move a Case Note Suppression feature into OSST. Case notes that have been identified and deemed inappropriate for general viewing by all program staff will be suppressed on that date. Accessibility to suppressed case notes will be provided to those who have specific security privileges.

Who will have access to suppressed case notes?

- RSOs with access to the R/C/U in which the case is located;
- Supervisors in the R/C/U in which the case is located; and
- State-level staff who access OSST to perform various job functions.

*Who **will not** have access to suppressed case notes?*

- Staff with case manager security access;
- Staff with report viewer only access;
- RSOs in a R/C/U in which the case **is not** located; and
- Supervisors in a R/C/U in which the case **is not** located.

Program staff may request that a case note be suppressed by contacting DEO and providing the OSST ID, case note date, and the reason for requesting that the case note be suppressed.

If you have questions, please contact Michelle Jones at michelle.jones@deo.myflorida.com.

LAS/omj

Cc: Tom Clendenning David Cooper Michael Lynch Scott Fennell

Attachment: [Example of Suppressed Case Note](#)