

Automation Exception Search

A new search criteria has been added to the Exception Search so the regions can review the Food Stamp Employment and Training/Optional Workfare (FSET/OW) program cases that were rejected from the automated process. Currently, there are several automated processes:

- Initial engagement process: confirm the Reopen, T-To (with Reopen by FLORIDA on the Case History) and New Case To-Do; generate the Notification Activity (599) on the Skill Development screen; and generate the Notice of Mandatory Participation letter.
- Conciliation process: terminate the 599 on the Skill Development screen; enter a failure date and reason on the Alternative Plan screen; mail the Notice of Failure letter; and implement all applicable on-line edits, such as reminder To-Dos.
- Sanction process: terminate the conciliation by entering a sanction request; implementing all applicable on-line edits, such as case notes and To-Dos.

If the automation process is terminated at any point, the rejection reason and information can now be located on the Exception Search screen. A report will print the exact reason the

- Initial engagement process was not initiated and the NOMP was not mailed to the program participant;
- Conciliation was not entered on the Alternative Plan screen and the NOF was not mailed; and/or
- Sanction was not requested by the automated process.

Step-by-Step Process

1. Select the Exception Search hyperlink on the Desktop screen.

The screenshot displays the OSST Desktop interface. The main navigation bar includes links for Home, Search, Back, Check, and Help. Below the navigation bar, there are several sections:

- Workload**: A sidebar menu with links for Account Info, Searches, and Reporting.
- Latest News...**: A section with an update date of 04/20/2006.
- Work Register**: A section with a link to register new outcomes for work or casebacking services.
- Case Reassign**: A section with a link to reassign open or closed outcomes to another person within the unit.
- Find Providers**: A section with a link to search for service, training/activities or employment providers in the area.
- Add Providers**: A section with a link to add a new provider of service, training/activities or employment.
- Jump to Cases**: A section with a search box for Social Security Number and a search button.

On the right side of the interface, there is a **To-Do Lists** section for May 6, 2008. It lists several items, including **Exception Search**, which is highlighted with a red oval. Other items include 195 Unconfirmed Items, 8 Case Items, 14 Penalty Items, 110 Activity Items, 59 Informational Items, 4 Personal Items, Queued Letters (0), FLA Run Stat, and ESR Run Stat.

At the bottom of the page, there is a status message: **FLDOWN(DCF->OSST) - Completed Successfully**.

2. Select "Automation" under the "Batch Name" dropdown. The user may enter the Region, County and Unit to limit the search results to a specific area. To initiate the search, select "Search."

Automation Exception Search

Search Criteria Entry

[Enter criteria and click 'Search' to display]

*	Batch Name	Automation
	Error Date	<input type="text"/>
	FLORIDA Case Number	<input type="text"/>
	Client SSN	<input type="text"/>
	Error Message Contents	<input type="text"/>
	Region	14
	County	<input type="text"/>
	Unit	<input type="text"/>
	Error Status	<input type="text"/>
	Sort by	<input type="text"/>

[Search ?](#) [Clear Changes ?](#)

3. The results will display. The display includes the date the automation process was "run," the participant's name, the case number, the social security number, the error message, and the location of the case. The name of the participant is also a hyperlink to the case.