

**Attachment 3**  
**Updating the One-Stop Service Tracking (OSST) System, Holiday Hours**

**I. Background Information**

In 2008, Welfare Transition program participants engaged in a countable work activity who missed the activity because the activity provider was closed on a State approved holiday was able to receive credit for his/her assigned hours. To enter Holiday Hours on the data entry system, the

- Participant had to be assigned to a countable work activity;
- Participant had to be scheduled to participate in the countable work activity on the holiday;
- Participant had to have missed the holiday because the provider was closed or for some other related issue; and
- Holiday must be on the approved list, which is outlined in the Work Verification Plan.

The hours entered on the data entry screen must be equal to the number of hours the participant was scheduled for that holiday. For example:

- The individual attends classes on Mondays and Thursdays for three hours each day. On Thursday, the center is closed because it is Thanksgiving. As seen below, Thanksgiving is on the Work Verification Plan as a holiday.

i.	Holiday policy for paid work activities—Florida will gran
ii.	Holiday policy for unpaid work activities—Florida will c
	1. New Year's Day;
	2. Martin Luther King's Birthday (observed);
	3. Memorial Day;
	4. Independence Day (observed);
	5. Labor Day;
	6. Veteran's Day (observed);
	7. Thanksgiving
	8. Friday after Thanksgiving;
	9. Christmas Eve; and
	10. Christmas Day

**Agency for Workforce Innovation**

The Caldwell Building, Suite 100 • 107 East Madison Street • Tallahassee • Florida 32399-4122  
Phone 850-245-7130 • Fax 850-921-3226 • (TTY/TDD 1-800-955-8771 – Voice 1-800-955-8770)

For more information go to [www.floridajobs.org](http://www.floridajobs.org)

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.



for these dates. We have requested that the screen be updated to ensure that the OSST system reflects the State approved holidays, which are designated in Florida's approved Work Verification Plan.

On April 3, 2009, the OSST system will be updated to correct the problem. The holiday hours for December 26, 2008 and January 2, 2009 will be removed. The RWBs have the option of entering these hours, if appropriate, as "excused absence" hours on the JPR screen. Additionally, the RWBs have been provided an extension to update these hours before the hours are compiled for the Monthly Management Report (MMR). The participation rate posted on the MMR will be compiled on April 20, 2009.

## **II. Step-by-Step Guide to Update the JPR Screen**

The RWBs should review the list of cases provided by the AWI. Each case on the list had hours reported as a holiday on December 26, 2008 and January 2, 2009. The region may opt to enter these hours as "Excused Absence" hours if the individual has not used more than 80 hours during the rolling 12-month period or 10 hours during the month in question.

If the RWB opts to enter the hours previously recorded as Holiday Hours in the Excused Absence block, the staff must ensure that requirements are met. The RWBs may record these hours as Excused Absence hours if:

1. The participant was assigned to the activity in advance;
2. The participant was scheduled to participate as a regular part of his/her engagement on the day in question (for example, the participant attends classes every Thursday);
3. The provider excused the individual from participation;
4. The RWB accepts the excuse as good cause; and
5. The participant has not exceeded the maximum number of Excused Absence hours for the month or rolling 12-month period.

The RWB must retain in the case file documentation to support the participant was excused from the activity on the day in question.

- a. December 26, 2008 and January 2, 2009 are not state approved holidays as outlined in Florida's Work Verification Plan. Screen shot of the error in OSST (please note that the case below is not real)

Participation Detail - Windows Internet Explorer  
 http://sun38.dms.state.fl.us:8500/wages10gCF8/casetracking/jobseeker/jsm\_participationdetail\_dsp.cfm?mm=12&yr=2008&jpid=&trid=6786583

FIRSTNAME CUSTLAST Case Number: 9999999999  
 Participation in: DECEMBER, 2008

Job Search and Job Readiness Assistance (120) Start Date: 05/19/2008 End Date:

MON	TUE	WED	THU	FRI	SAT	SUN	WEEKLY	WEEKLY TOTAL
ACH Hol Exc	ACH	ACH Hol Exc						
1	2	3	4	5	6	7	Week 1	0 0 0
8	9	10	11	12	13	14	Week 2	30 0 0
15	16	17	18	19	20	21	Week 3	30 0 0
22	23	24 Holiday	25 Holiday	26 Holiday	27	28	Week 4	5 14 3
29	30	31					Week 5	0 0 0

You may enter Actual Completed Hours (ACH) in Daily, Weekly, or in Monthly ACH cells. Holiday & Excused Absence hours are allowed for WT activities only, and in Daily cells. If entered, these should be whole numbers greater than zero.

MONTHLY ACH MONTHLY TOTAL ACH Hol Exc  
 65 14 3

Save ? Cancel ?

- b. Effective April 3, 2009, the screen will be updated to reflect the correct holidays and any holiday hours recorded for December 26, 2008 and January 2, 2009, will be automatically removed. The holiday field will display a gray box as illustrated on the next page.

Participation in: DECEMBER, 2008

Job Search and Job Readiness Assistance (120) Start Date: 05/19/2008 End Date:

MON	TUE	WED	THU	FRI	SAT	SUN	WEEKLY	W
ACH Hol Exc	ACH	AC						
1	2	3	4	5	6	7	Week 1	0
8	9	10	11	12	13	14	Week 2	30
15	16	17	18	19	20	21	Week 3	30
22	23	24 Holiday	25 Holiday	26	27	28	Week 4	5
29	30	31					Week 5	0

You may enter Actual Completed Hours (ACH) in Daily, Weekly, or in Monthly ACH cells. Holiday & Excused Absence hours are allowed for WT activities only, and in Daily cells. If entered, these should be whole numbers greater than zero.

MONTHLY ACH MC  
 65 A

Cancel ?

c. **The RWBs have three options.** Program staff can review the case,

- Determine that the hours should not be entered as Excused Absence hours on the JPR screen;
- Determine that the hours should be entered as Excused Absence hours and update the JPR screen; or
- If the participant actually completed hours on the holiday and turned in a time sheet or other document verifying the hours were completed, update the case with actual completed hours.

Participation in: **DECEMBER, 2008**

---

**Job Search and Job Readiness Assistance (120)**      **Start Date: 05/19/2008**    **End Date:**

MON			TUE			WED			THU			FRI			SAT			SUN			WEEKLY	W	
ACH	Hol	Exc	ACH	Hol	Exc	ACH	Hol	Exc	ACH	Hol	Exc	ACH	Hol	Exc	ACH	Hol	Exc	ACH	Hol	Exc	ACH	AC	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Week 1	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Week 2	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Week 3	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<i>24 Holiday</i>			<i>25 Holiday</i>			<input type="text"/>	Week 4	<input type="text"/>	<input type="text"/>								
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Week 5	<input type="text"/>	<input type="text"/>
You may enter Actual Completed Hours (ACH) in Daily, Weekly, or in Monthly ACH cells. Holiday & Excused Absence hours are allowed for WT activities only, and in Daily cells. If entered, these should be whole numbers greater than zero.																			<b>MONTHLY</b>	<b>MC</b>			
																			<input type="text"/>	<input type="text"/>			

**Cancel ?**