

MEMORANDUM

DATE: May 28, 2021

TO: Local Workforce Development Board Executive Directors

FROM: Keantha B. Moore, Administrator, Bureau of One-Stop and Program Support

SUBJECT: Supplemental Nutrition Assistance Program Employment and Training Appointment Availability and Instructions in the One-Stop Service Tracking System

The purpose of this memorandum is to remind Local Workforce Development Boards (LWDBs) about the new functionality in the One-Stop Service Tracking (OSST) system for Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) participants. The new functionality allows LWDBs (that have opted into automated SNAP E&T appointment scheduling) to have local control over the management of SNAP E&T appointment availability timeslots. It also gives LWDBs control over the appointment instructions that are displayed to SNAP E&T participants in OSST. Additions, deletions or modifications to available SNAP E&T appointment timeslots no longer need to be communicated to DEO. Changes made by the LWDB in OSST are effective as soon as they are made.

In preparation for the reinstatement of work requirements effective June 1, 2021, each LWDB that has opted into automated SNAP E&T appointment scheduling should work with their OSST Regional Security Officers (RSOs) to ensure the LWDB's availability for SNAP E&T appointment timeslots, as well as the instructions, are current as soon as possible, but by no later than June 2, 2021.

As a refresher on how to make these updates in OSST, OSST RSOs may utilize the following resources:

- [OSST Appointment Timeslots Training \(Interactive Automated Presentation\)](#)
- [OSST System Appointment Timeslots Overview – User Guide*](#)

**Note: The user guide has been updated to include a "Limitations" section that answers several questions received from LWDBs regarding this functionality.*

Please share this information with the appropriate staff and other interested parties.

If you have questions, please contact the SNAP E&T Program Team at SNAPETProgram@deo.myflorida.com.

cc: Casey Penn
Steven Gustafson
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