Systems Review and Integration

Background: In PY2021, CSTB developed a 3-year Strategic Plan with goals and objectives. One of the goals for year 1 was to conduct a review of all systems and provide recommendations on integration during PY2122. During PY2122, the Department of Economic Opportunity began the process of migrating WT/SNAP system of record One-Stop Service Tracking (OSST) into the system of record all other CSTB programs including WIOA, WP, and TAA. This migration presented several opportunities to CSTB to reduce the number of systems used for both document storage and customer check-in processes.

Summary: CSTB Staff conducted a review of systems during PY2122 and has recommended and/or implemented the following changes.

- Replacing document storage of all programs from ATLAS into the system of record, Employ Florida. This recommendation was approved in PY2122 and implemented on June 15th, 2022. Staff can now use the same system that tracks activity and performance to view program related documents.

- Replacing the ATLAS kiosk system in the reception area of all offices with a new kiosk system through Employ Florida called VOS Greeter. VOS Greeter allows for integration of kiosk customer entry into Employ Florida. Staff receive direct notifications and emails through Employ Florida that a customer has arrived and requests assistance with a CSTB program or with a CSTB staff member. VOS Greeter recommendation was approved in PY2122 and is scheduled for implementation on July 1st, 2022.