



**State of Florida
Department of Children and Families**

Rick Scott
Governor

Mike Carroll
Secretary

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TO: Economic Self-Sufficiency Operations Managers
Economic Self-Sufficiency Program Offices

FROM: Suzanne Poirier, Chief, Technology & Project Management
(Signature on File)

SUBJECT: ACCESS Management System User Profile Details – English
Default

DATE: May 25, 2017

This memorandum provides staff with information about changes that will occur in the User Work Assignment section in the ACCESS Management System (AMS). A change will be made to remove the protected status for the English language default and make the field editable. This change will allow more flexibility in assigning work by allowing application assignment based on a specific language criterion.

Current Process:

In the User Work Assignment section on the AMS User Profile page, the system defaults the “Language Indicator” to English and then protects the field to prevent removing the entry. A user with update access to the User Profile page can add and remove the other two languages, Spanish and Creole, but cannot change the English indicator. The round robin process assigns work based on the languages selected. Individuals who have a selection of English and Spanish or Creole get both types of applications. This can result in a disproportionate share of work assignments.

New Process:

This change will remove the protected status of the English language as the default language selection. A designated individual such as a supervisor, administrator or security officer will be able to update the language selection from English to Spanish or Creole. At least one language must be selected for further work assignments.

The change will mean that instead of requiring English to always be a language preference with possibly one of the other language choices, designated staff can now assign only English, Spanish or Creole, or a combination of any of the three languages, as the language preference for work assignments.

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The system will continue to default the language indicator to English on the AMS User Profile page for new AMS users.

Regional Program Office staff may contact Eileen Schilling at Eileen.Schilling@myflfamilies.com for system-related questions.

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