# Section 599 Flow Chart

**CUSTOMER IS ACTIVELY CLAIMING UI AND DISCLOSES...**

## Already in training | Enrolled in future training | Considering training
*or applied but not yet accepted*

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**OSOS Activities:** 599OS In-Training Disclosure Date **& Referred to Training**
**OSOS Comment:** Where, what, how many credits / hours, schedule, start / end dates

Can customer provide **ALL** of the following items *in-person right now*?
1. Completed **One-Stop 599 application** (Form OS44);
2. Acceptance letter or other proof of acceptance/enrollment date;
3. School-issued proof of full-time (12 credits or 12 hrs/wk) enrollment;
4. School-issued proof of **exact** dates training begins **and** ends; and
5. *(Only if customer already in training)* Most recent grades or transcript.

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**No enrollment yet = no 599 yet.**
- Give 599 Fact Sheet and discuss appropriate & approvable training.
- *Very important* to apply for 599 *promptly* upon being accepted into a training program. Advise customer to contact you ASAP when that happens.

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**YES:** All items here now

**NO:** Even if just 1 item missing, or customer disclosed enrollment via phone or email

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Issue **Pending Documents Advisory (OS44PD)** to customer, listing **missing items ONLY**. (Don't list items customer brought in.) "Due date" is always 14 days (2 weeks) from date issued. Give **One-Stop 599 Application (OS44)** to customer.

**OSOS Activity:** 599OS Documents Pending
**OSOS Comment:** List all pending documents and due date.

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Customer has **14 days** to submit pending documents as listed on OS44PD.
- Can email or fax to you
- Can mail or deliver to office, attn: your name
- Out of office? Arrange for a backup to handle your pending 599 apps

**Use Outlook calendar reminders to keep track of all 599 app deadlines.**

At your discretion, may schedule an appointment so customer has a specific date and time to bring in their pending documents.
- Can **NOT** schedule in REOS as a mandatory RESEA, C3E or DVOP follow-up unless it so happens you'd already be scheduling customer that week anyway

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All of this was done in-person, with the customer present

Customer disclosed enrollment status via email or phone call

- You **and** customer sign OS44PD
- Copy OS44PD **and** any documents customer provided today
- You keep copies
- Customer keeps originals

- Send **OS44PD** & blank **OS44** via email
- Use "snail mail" if customer has no email
- **OSOS comment** explaining why OS44PD lacks customer's signature

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Did customer submit all materials on time?

**NO** → 

**OSOS Activity** —Take whichever **ONE** applies:
- 599OS Customer Never Returned Application
  *If customer never turned in ANY documentation at first, and still hasn't submitted anything after 14 days*

**OR**
- 599OS Forwarded Incomplete Application
  *If customer submitted any (but not all) required items.*

**OSOS comments:** See 599 Data Entry Chart for any required comments, advisories or issues which must accompany whichever activity you're recording.

**Complete form:** 599 Application Fax Cover Sheet (OS44F). Only check boxes for the document(s) you are actually submitting. Fax it all to CRU.

**YES** →

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**Complete form: Training Recommendation (OS44R)**
- Consult "**Instructions for Completing OS44R**" as needed.
- Is goal favorable? Check regional data in *Long-Term Occupational Projections* spreadsheet at https://statistics.labor.ny.gov/lsproj.shtm.

**OSOS Activities:**
1. 599OS Received Complete Application, **and** either;
2. 599OS Recommend Approval of O/S Application **or**; 599OS Recommend Disapproval of O/S Application.

**OSOS Comments:** Include recommendation from OS44R. See 599 Data Entry Chart for other requirements, depending on activities posted. Note if app was timely.

**Complete form:** 599 Application Fax Cover Sheet (OS44F). Upper-right boxes are for SSN, not NY#. Fax entire application pkg to CRU number shown on OS44F.

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Having a 599 application "in the queue" does **not** excuse anyone from UI obligations.

Customers must seek work weekly **and** be "ready, willing and able to work" **and** must attend Career Center appts until they get 599 approval. (Don't excuse/resched for school.) **Always provide the availability advisory as shown in the 599 Data Entry Chart.**

*Updated 3/19/21 to revise links*