

# Displaced Homemaker Program OSOS Guide



## TABLE OF CONTENTS

TABLE OF CONTENTS.....	1
PURPOSE .....	2
CREATING AN OSOS ACCOUNT .....	2
OSOS DATA ENTRY .....	3
LOGGING IN.....	3
SEARCHING FOR DHP CUSTOMERS.....	4
OSOS DATA ENTRY - REQUIRED/GREEN-DOTTED FIELDS .....	7
PROGRAMS AND PUBLIC ASSISTANCE .....	7
WORK HISTORY TAB.....	9
PRIMARY LANGUAGE TAB.....	10
COMPREHENSIVE ASSESSMENT WINDOW .....	12
EMPLOYMENT TAB.....	13
EDUCATION TAB.....	14
FAMILY TAB .....	15
LEGAL TAB .....	16
HOUSING TAB.....	17
ADDING A DHP SERVICE .....	18
ENTERING DHP SERVICE DETAILS.....	23
FUNDING THE SERVICE .....	24
ENROLLMENT VERIFICATION .....	27
ENDING THE SERVICE .....	29
RECORDING EDUCATION & TRAINING OUTCOME .....	30
TRAINING SERVICES .....	34
OUTCOME DETAILS .....	36
EMPLOYMENT OUTCOMES TAB.....	39
EMPLOYMENT SERVICES.....	50
ENTERING EMPLOYMENT OUTCOMES .....	53
ENTERING WAGE DATA.....	56
MANUAL WAGES.....	59
EXITING THE CUSTOMER.....	60



## **PURPOSE**

The New York State Displaced Homemaker Program (DHP), with contractors operating in multiple statewide locations, provides specialized services for those individuals who have been displaced from their careers as unpaid homemakers. For reference, a complete listing of NYS Displaced Homemaker Centers with contact information is included in the Resources section.

In New York State, DHP service providers have contracted with the New York State Department of Labor (NYSDOL) to enter customer information and services in OSOS.

## **CREATING AN OSOS ACCOUNT**

Once a contract has been approved and executed, contractor staff will need to set up an OSOS account to enter the required information into OSOS.

Accounts are requested through the local security coordinator, or by sending an email to [osos.wtdt@labor.ny.gov](mailto:osos.wtdt@labor.ny.gov). For more information about setting up an OSOS account, contact the OSOS Accounts Unit or the guide: [Accessing the System](#).

Access to OSOS is granted after:

- A signed Interagency Agreement is on file with NYSDOL
- The OSOS user signs an Individual Access and Confidentiality Agreement that will be kept on file with NYSDOL or the local area security coordinator
- The OSOS user completes the OSOS confidentiality training

Refer to the OSOS access information found in the user guide on page 4 and the Edge browser information at [How to clear your Browser's Cache](#) to ensure appropriate computer settings are used.

OSOS is accessed through the following URL: <https://osos.labor.ny.gov/osos.html>.

Guidance on accessing OSOS and creating customer records in OSOS is provided separately on the Department of Labor's website.

This guide will cover:

- Ensuring that required fields for DHP have been entered
- Entering DHP services
- Entering a Training Outcome



## OSOS DATA ENTRY

### LOGGING IN

The OSOS website address DHP providers should use is: <https://osos.labor.ny.gov/osos.html>.

The screenshot shows the OSOS login interface. At the top, there are five green buttons labeled 'CUSTOMER', 'PROVIDER', 'EMPLOYER', 'STAFF', and 'HELP'. Below these is a large light blue area containing the text: 'AOSOS America's One-Stop Operating System v7.3.9 (d931a8a0) Installed: 03/24/2023'. Underneath this text are two input fields: 'Username:' and 'Password:'. Below the password field is a 'Login' button. At the bottom right of the page, there is a 'Security: None' indicator.



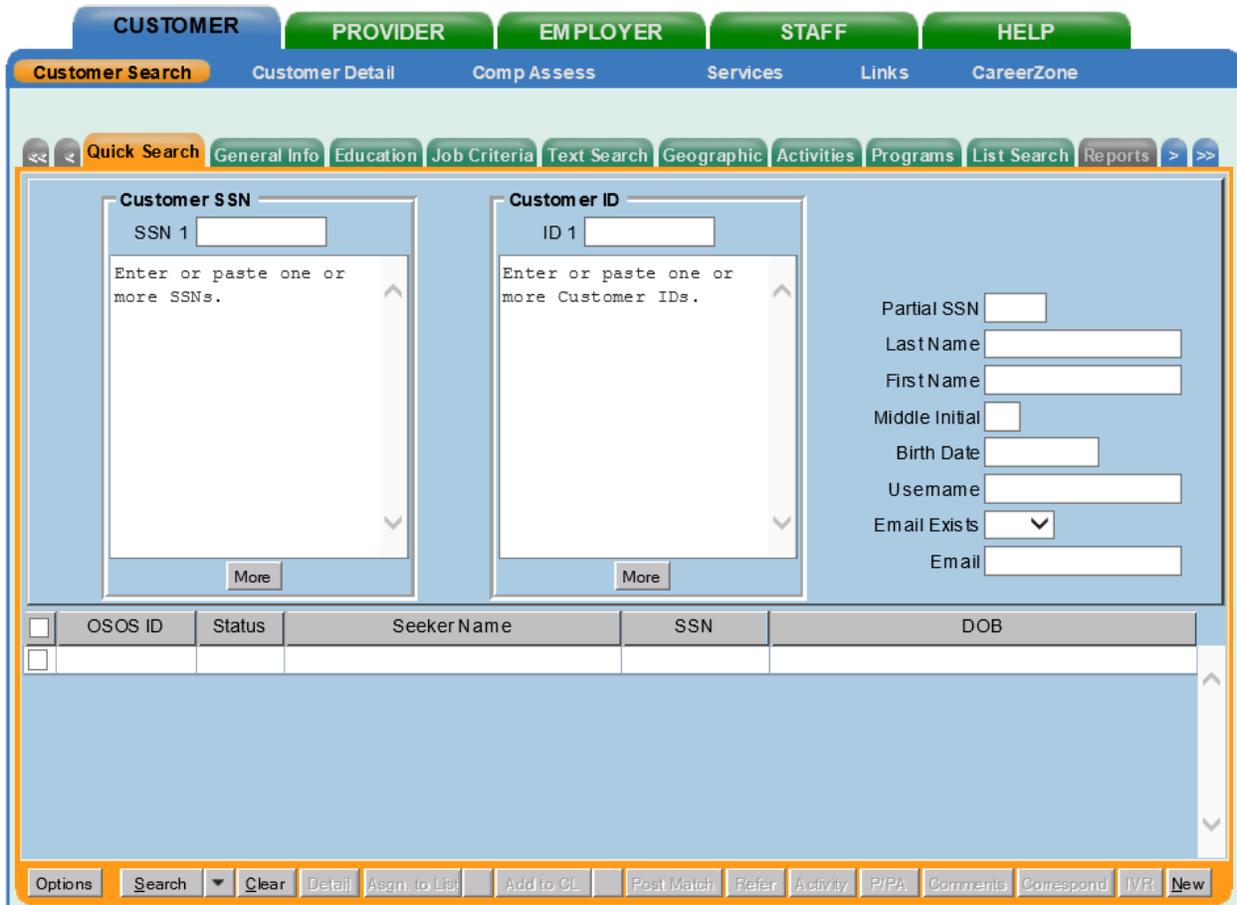
**Notice that in order for OSOS to run properly, the computer must have Internet Explorer mode selected in Microsoft Edge.**

## SEARCHING FOR DHP CUSTOMERS

After logging in, navigate to the Customer module. By default, the Quick Search tab of the Customer Search window displays. Use this tab to search for customers by Social Security number (Customer SSN), OSOS Identification Number (Customer ID that begins with "NYO"), or by name (Last Name and First Name).

If searching by name, at least one letter must be entered in the Last Name field. Be sure to enter as much of the customer's first and last name as is known.

It is possible to specify what information is desired in the search results by clicking the Options button.



The screenshot shows the OSOS Customer Search interface. At the top, there are navigation tabs: CUSTOMER (selected), PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search (selected), Customer Detail, Comp Assess, Services, Links, and CareerZone. A secondary row of tabs includes Quick Search (selected), General Info, Education, Job Criteria, Text Search, Geographic, Activities, Programs, List Search, and Reports. The main search area contains two large text input fields for 'Customer SSN' and 'Customer ID', each with a 'More' button below. To the right are smaller input fields for 'Partial SSN', 'LastName', 'First Name', 'Middle Initial', 'Birth Date', 'Username', 'Email Exists' (a dropdown menu), and 'Email'. Below the search fields is a table with columns: OSOS ID, Status, Seeker Name, SSN, and DOB. The table is currently empty. At the bottom, there is a row of buttons: Options, Search (with a dropdown arrow), Clear, Detail, Assign to List, Add to CL, Post Match, Refer, Activity, P/PA, Comments, Correspond, IVR, and New.

The Options button will allow the user to select what categories, and in which order to display, in the search results.

Result Columns Sort Options

**--Customer Identification--**

OSOS ID 1  Metro

SSN  Latitude

Username  Longitude

Seeker Name 4  Phone

Last Name  E.x.

First Name  Alt. Phone

MI  Alt. E.x.

Vet 2  Fax

SSN Not Provided  Email

Status 3  URL

Job Seeker  Alt URL

Portfolio Level **--Contact Preferences--**

Gender  Use Postal

Date of Birth  Use Pri. Phone

Non-Service Event Type  Use Alt. Phone

Use Fax

Use Email

**--Program Participations--**

WIOA 5 **--Citizenship--**

Rpt Indiv 6  U.S. Citizen

Ad/DW/RR/Yth 7  Alien Reg #

IWT 8  Permanent

TAA 9  Expires

LX 10 **--Education / Employment--**

Other WIOA 11  Education Level

State-Defined 12  School Status

**--Contact Information--**

Address 1  Employment Status

Address 2  Basic Skills Deficient/Low Levels of Literacy

City  English Language Learner

State  Cultural Barriers to Employment?

ZIP Code **--Customer Assignment--**

County  Registered

Country  Origin

Origination Method

UI Claimant

Profiled

Profiled Date

Long Term Unemployed

Underemployed

Internet Resume

Confidential

**--Programs--**

Lower Living Flag

Income 70% LLSIL

5% Rule/Local Priority

Migrant / Seas Wkr

Migrant Class

Empl. in Farm work

Fam wk Threshold

Farm work Type

High Poverty Area

BearTracks Software Version

Tribal Code

HVRP Grantee

Marital Status

Family Status

**--Disability Information--**

Disability Status

Hearing

Vision

Mental

Mobility

Cognitive/IDD

Learning

Chronic Health

Individual With A Disability Received Benefit Planning Services

Individual With A Disability Received Financial Capability / Assessment Development Services

**--Military / Selective Service--**

Service Veteran

Vet Status

Veteran Era

Service From

Service Thru

Current Housing

Current Housing (2)

Service Disability

Campaign Veteran

In Country

Type

Branch

Other Barriers to Employment?

Selective Service?

Selective Service #

**--Employment Preferences--**

Work Week

Duration

Salary

Pay Unit

Norm. Salary

Date Available

First Shift

Second Shift

Third Shift

Split Shift

Rotating Shift

**--Employment Objective--**

Empl. Objective

Desired Job Title

Add'l Skills Text

No Work Hist Info Provided

**--Military / Selective Service--**

No School Info Provided

No Lic/Cert Info Provided

No Prof Assoc Info Provided

**--Drivers License--**

Driver Flag

License Class

License State

Air Brakes

School Bus

Motorcycle

Doubles/Triples

Haz Materials

Pass Transport

Tank Vehicle

Tank Hazard

Tow Truck

**--Audit--**

Create Responsible Admin

Create Data Entry Admin

Create Office

Modify Time

Modify Responsible Admin

Modify Data Entry Admin

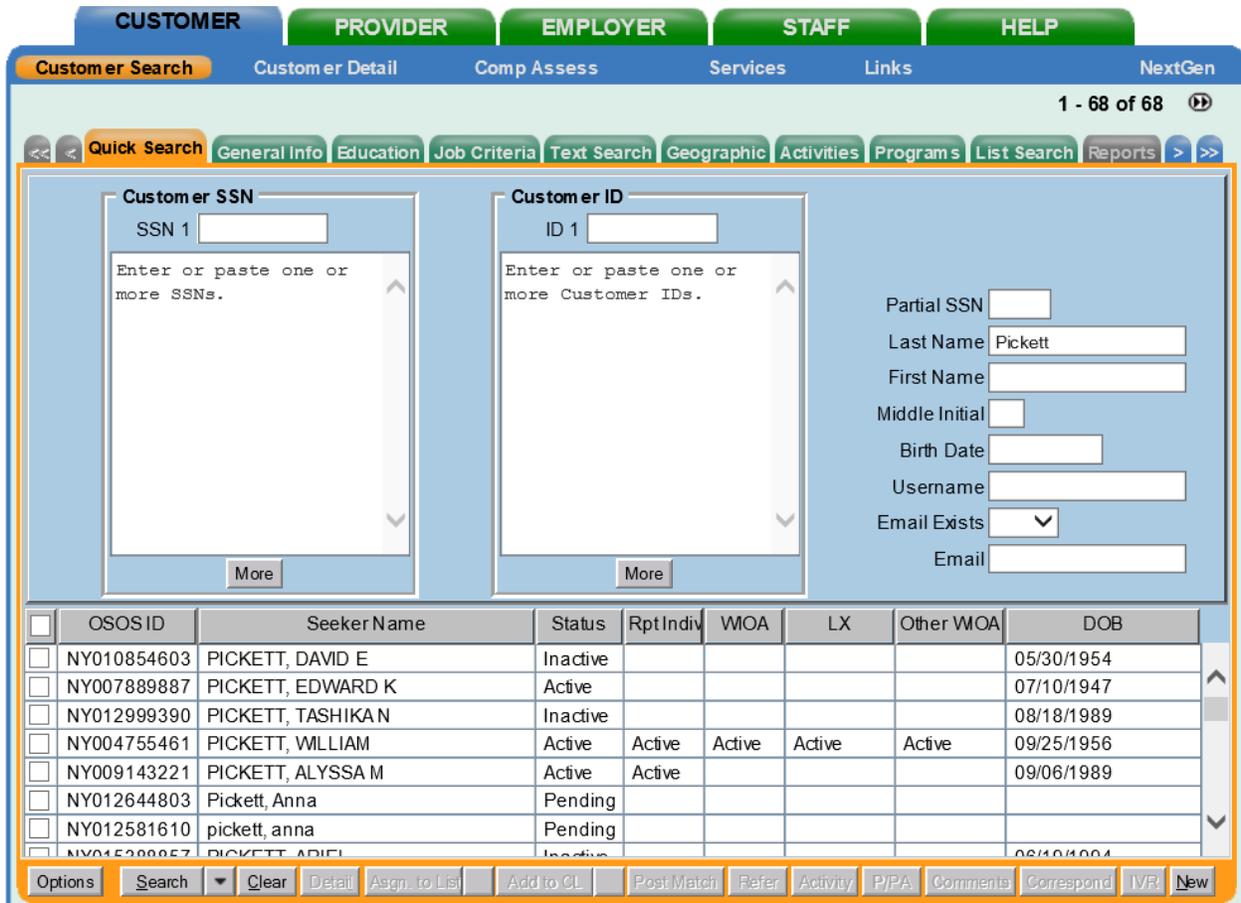
Modify Office

OSOS ID Vet Status Seeker Name WIOA Rpt Ad/DW/RR/Yth IWT TAA LX

Set as My Defaults Save Cancel Show My Defaults Show System Defaults

Click Set as My Defaults and Save when done.

Click the Search button.



<input type="checkbox"/>	OSOSID	Seeker Name	Status	Rpt Indiv	WOA	LX	Other WOA	DOB
<input type="checkbox"/>	NY010854603	PICKETT, DAVID E	Inactive					05/30/1954
<input type="checkbox"/>	NY007889887	PICKETT, EDWARD K	Active					07/10/1947
<input type="checkbox"/>	NY012999390	PICKETT, TASHIKAN	Inactive					08/18/1989
<input type="checkbox"/>	NY004755461	PICKETT, WILLIAM	Active	Active	Active	Active	Active	09/25/1956
<input type="checkbox"/>	NY009143221	PICKETT, ALYSSA M	Active	Active				09/06/1989
<input type="checkbox"/>	NY012644803	Pickett, Anna	Pending					
<input type="checkbox"/>	NY012581610	pickett, anna	Pending					
<input type="checkbox"/>	NY015300057	PICKETT, ADRIAN	Inactive					08/10/1984

If no customer record is found, then click the New button and create the customer record.



## OSOS DATA ENTRY - REQUIRED/GREEN-DOTTED FIELDS

When entering new customer or completing a pending record in OSOS, all green-dotted fields are required. Green dotted fields exist in the **Gen. Info, Eligibility, Add'l Info, Pgms/PA, Objective, Work Hist., Ed/Lic** and **Skills** tabs within the **Customer Detail** window. The customer record must be saved with the **Status** field set to Active before services can be added on the record. The Service Veteran fields are only required if applicable to the customer.




*Do not change the Porfolio Lvl field.*

In addition to the required, green-dotted fields, there are additional fields and tabs that need to be completed and/or checked for the Displaced Homemaker Program.

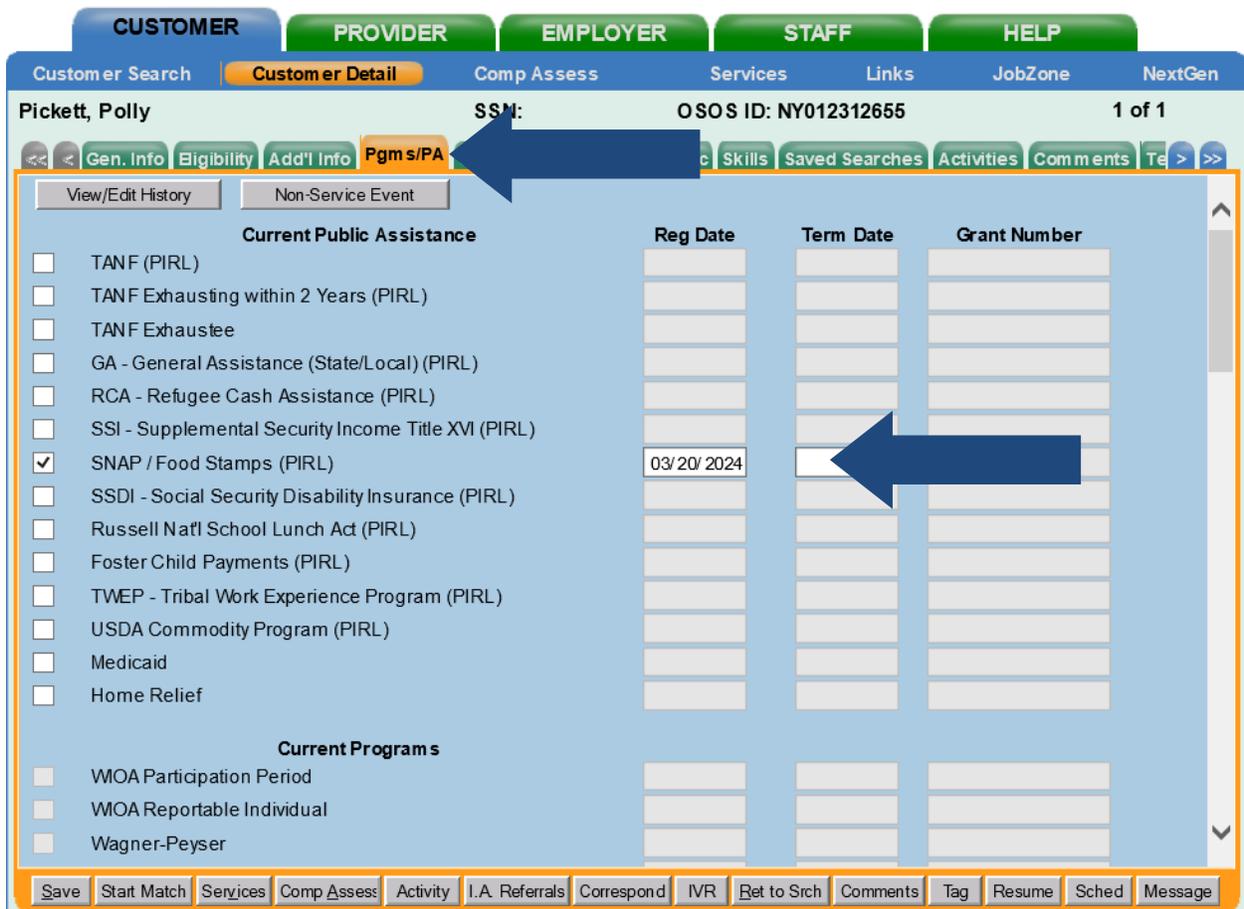
## PROGRAMS AND PUBLIC ASSISTANCE

For DHP eligibility, it is required to track any public assistance benefits the customer is receiving, such as TANF or SNAP.

In OSOS, this information should be recorded in the **Pgms/PA** tab within the **Customer Detail Window**.



After clicking on the **Pgms/PA** tab check the box next to any benefits the customer is receiving and type the date in the **Reg Date** field with the customer first started receiving these benefits. If the date is unknown, it is acceptable to type in today's date. Should a customer no longer receive any sort of benefits, enter a **Term Date**. Also enter a comment to indicate why those benefits are no longer received.



Customer Search | **Customer Detail** | Comp Assess | Services | Links | JobZone | NextGen

Pickett, Polly | SSN: | OSOS ID: NY012312655 | 1 of 1

Gen. Info | Eligibility | Add'l Info | **Pgms/PA** | Skills | Saved Searches | Activities | Comments | Te >>

View/Edit History | Non-Service Event

Current Public Assistance		Reg Date	Term Date	Grant Number
<input type="checkbox"/>	TANF (PIRL)			
<input type="checkbox"/>	TANF Exhausting within 2 Years (PIRL)			
<input type="checkbox"/>	TANF Exhaustee			
<input type="checkbox"/>	GA - General Assistance (State/Local) (PIRL)			
<input type="checkbox"/>	RCA - Refugee Cash Assistance (PIRL)			
<input type="checkbox"/>	SSI - Supplemental Security Income Title XVI (PIRL)			
<input checked="" type="checkbox"/>	SNAP / Food Stamps (PIRL)	03/20/2024		
<input type="checkbox"/>	SSDI - Social Security Disability Insurance (PIRL)			
<input type="checkbox"/>	Russell Nat'l School Lunch Act (PIRL)			
<input type="checkbox"/>	Foster Child Payments (PIRL)			
<input type="checkbox"/>	TWEP - Tribal Work Experience Program (PIRL)			
<input type="checkbox"/>	USDA Commodity Program (PIRL)			
<input type="checkbox"/>	Medicaid			
<input type="checkbox"/>	Home Relief			
Current Programs				
<input type="checkbox"/>	MOA Participation Period			
<input type="checkbox"/>	MOA Reportable Individual			
<input type="checkbox"/>	Wagner-Peyser			

Save | Start Match | Services | Comp Assess | Activity | I.A. Referrals | Correspond | IVR | Ret to Srch | Comments | Tag | Resume | Sched | Message

When finished entering this information, click **Save** to add these changes to the record.



NFI Housing Grant (PIRL)

Save | Assess | Activity | I.A. Referrals | Correspond | IVR | Ret to Srch | Comments | Tag | Resume | Sched | Message



## WORK HISTORY TAB

While working with a DHP customer, be sure to confirm that the customer's work history in OSOS is accurate and up to date. Make any changes or updates as necessary.

For eligible displaced homemakers, the **Reason for Leaving** field on the applicable job entry must be set as **Category 4-DW displaced homemaker**.



*If the customer has no work history, or the most recent job was as a homemaker, create a new job entry with the job title **Homemaker** and select the **Category 4-DW displaced homemaker** from the drop-down menu in the **Reason for Leaving** field. **Wage** is a required field. Because homemaker is typically an unpaid position, entering **\$0.01** in the **Wage** field and **Other** in the **Unit** drop-down field is acceptable.*

The screenshot shows the OSOS interface for a customer named Polly Pickett. The 'Work Hist.' tab is active, and a new job entry is being created. The 'Reason for Leaving' dropdown menu is set to 'Category 4-DW displaced homemaker', which is highlighted by a blue arrow. Other fields include Job Title: Homemaker, Employer: Homemaker, Address: 123 Main Street, City: Albany, State: New York, Country: United States, Job Type: Full Time, Start Date: 04/01/2015, End Date: 01/05/2024, Wage: \$0.01, and Hours/Week: 40. The job entry is listed in a table below the form.

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Homemaker	Homemaker	Albany	04/01/2015	01/05/2024

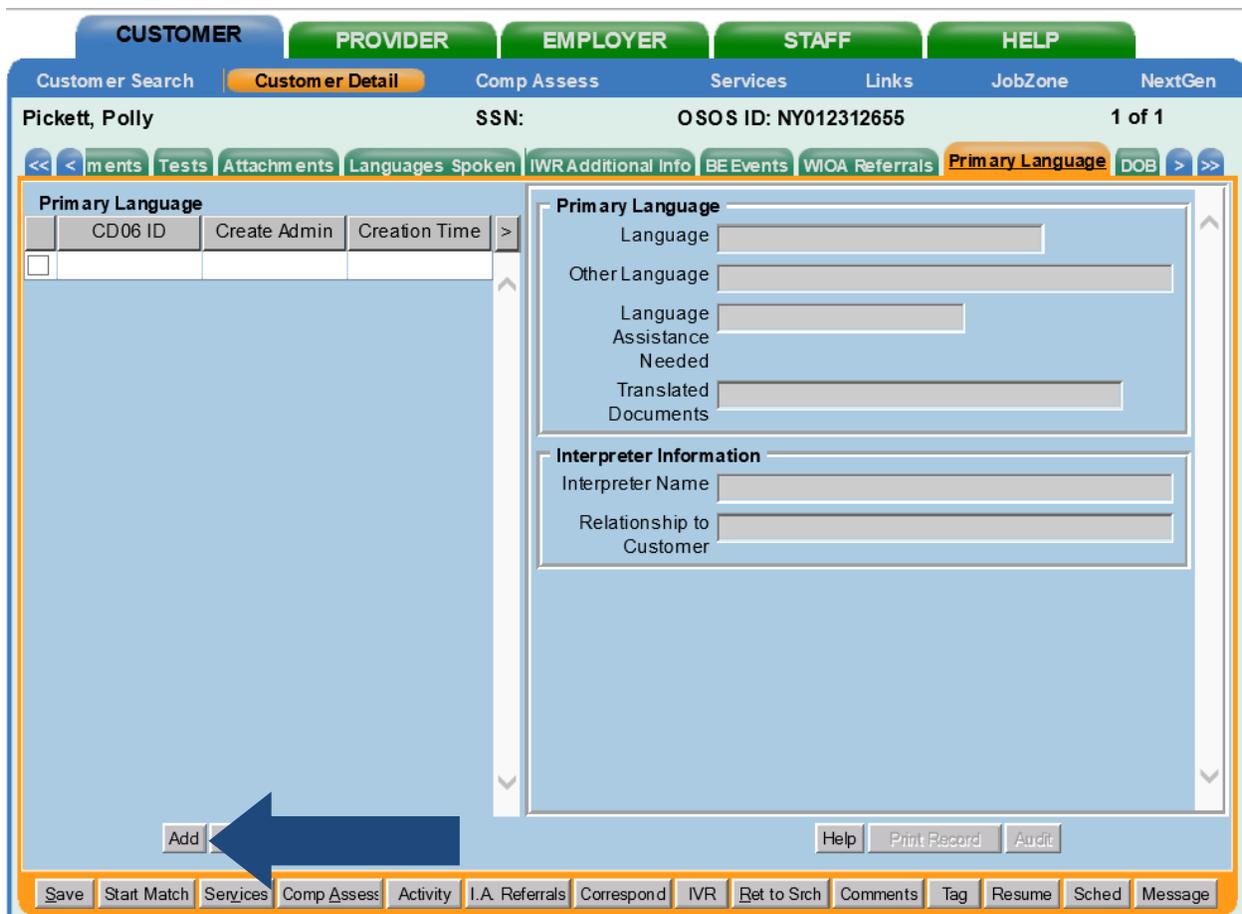
Once required fields have been completed and the customer is designated as a Category 4-DW Displaced Homemaker, click the **Comments** button to enter a comment describing the customer's eligibility criteria and verification as a displaced homemaker.

## PRIMARY LANGUAGE TAB

In order for all DHP customers to be able to access program services, it is important to record on the **Primary Language** tab if the customer has a primary language other than English, and if the customer will require translation services to receive services. This information should be self-reported by the customer, usually during an initial assessment.

Additional guidance regarding completing the **Primary Language** tab is also available in the [Language Access PowerPoint](#).

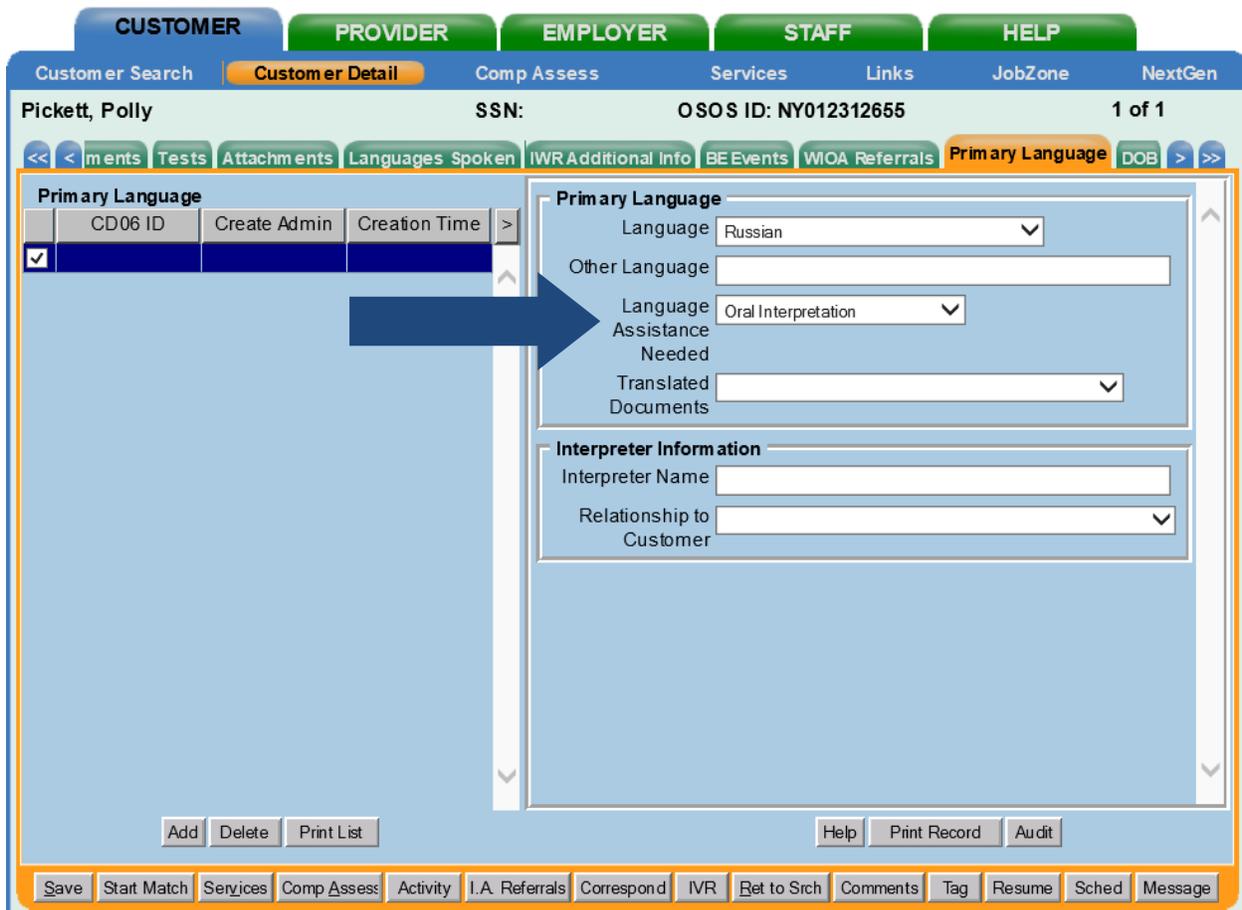
To record a customer's primary language other than English on the **Primary Language** tab, click the **Add** button.



This will create a new entry and activate the fields on the right side of the tab for data entry.

- **Language:** Select the customer's primary language from the drop-down list
- **Other Language:** Only use if the customer's primary language is not listed in the **Language** drop-down menu

- **Language Assistance Needed:** Select what type of language assistance, if any, the customer needs - the options are: *No Assistance Needed, Oral Interpretation, Sign Language and Written Translation*
- **Translated Documents** – *Documents Translated Upon Request, Vital Documents*
- **Interpreter Name** – First and last name of the interpreter
- **Relationship to the Customer** – *Community Member, Family Member, Friend, Professional Translator, Religious Support, Translation Provided by Career Ctr Staff*



The screenshot shows the OSOS Customer Detail page for Polly Pickett (SSN: OSOS ID: NY012312655). The page is divided into several tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The Customer Detail tab is active, showing a navigation bar with options like Customer Search, Customer Detail, Comp Assess, Services, Links, JobZone, and NextGen. Below the navigation bar, there are tabs for various document types: Documents, Tests, Attachments, Languages Spoken, IWR Additional Info, BE Events, WIOA Referrals, Primary Language (highlighted), and DOB. The Primary Language section contains a table with columns for CD06 ID, Create Admin, and Creation Time. A blue arrow points to the Language Assistance Needed dropdown menu in the Primary Language form. The form includes fields for Language (Russian), Other Language, Language Assistance Needed (Oral Interpretation), Translated Documents, Interpreter Name, and Relationship to Customer. At the bottom of the form, there are buttons for Add, Delete, Print List, Help, Print Record, and Audit. The footer of the page contains a row of navigation buttons: Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, and Message.

When finished entering this information, click **Save**.

## COMPREHENSIVE ASSESSMENT WINDOW

There are a few fields in the **Comprehensive Assessment** window which should be recorded for DHP. Since the **Comprehensive Assessment** window is mainly used by NYSDOL for case management purposes, please enter only the fields indicated in this section of the guide. Any notes and comments entered in the **Comprehensive Assessment** window must be factual, must respect the privacy of the individual and are subject to customer review under the Freedom of Information Law (FOIL).



*Any highly sensitive data of a confidential nature should not be entered into OSOS. To flag something applicable to the customer's ability to acquire and retain a job, enter See hard file in the pertinent field in Comments under Customer Detail. This is an indicator for all users that there is something that might need to be discussed privately with other counselors or users, on an as-needed basis.*

To access the **Comprehensive Assessment** window, click on the **Comp Assess** button at the bottom of any screen in the **Customer Detail** window.





## EMPLOYMENT TAB

By default, the **Employment** tab in the Comp Assess window will be displayed.

**Youth Needing Additional Assistance** and **Cultural Barriers to Employment** are the only required fields on this tab. The **Youth Needing Additional Assistance** field will only be required if the customer is under age 25.

**CUSTOMER** **PROVIDER** **EMPLOYER** **STAFF** **HELP**

Customer Search Customer Detail **Comp Assess** Services Links JobZone NextGen

Pickett, Polly SSN: OSOS ID: NY012312655

**Employment** Education Financial Family Health Treatments Legal Housing Transportation Comments Attachments

Origination Date: 11/26/2018 Last Update: 01/31/2023

Staff Assigned: KLINE, REBECCA

**Employment Objective**

Job Title: Receptionists and Information Clerks

Wage Desired: \$ 30.00 Per Hourly

Geographical Location: Within 100 miles of 12701

Is the customer interested in non-traditional employment?  Yes  No

Current Employment Status: Not Employed

Job Behavior and Skills

Employment Behavior

Job Seeking Skills

Job Keeping Skills

Summary of Occupational Strengths & Weaknesses

View Employment History

Save Customer Detail Services Activity Correspond WIOA Eligibility Summary Comments

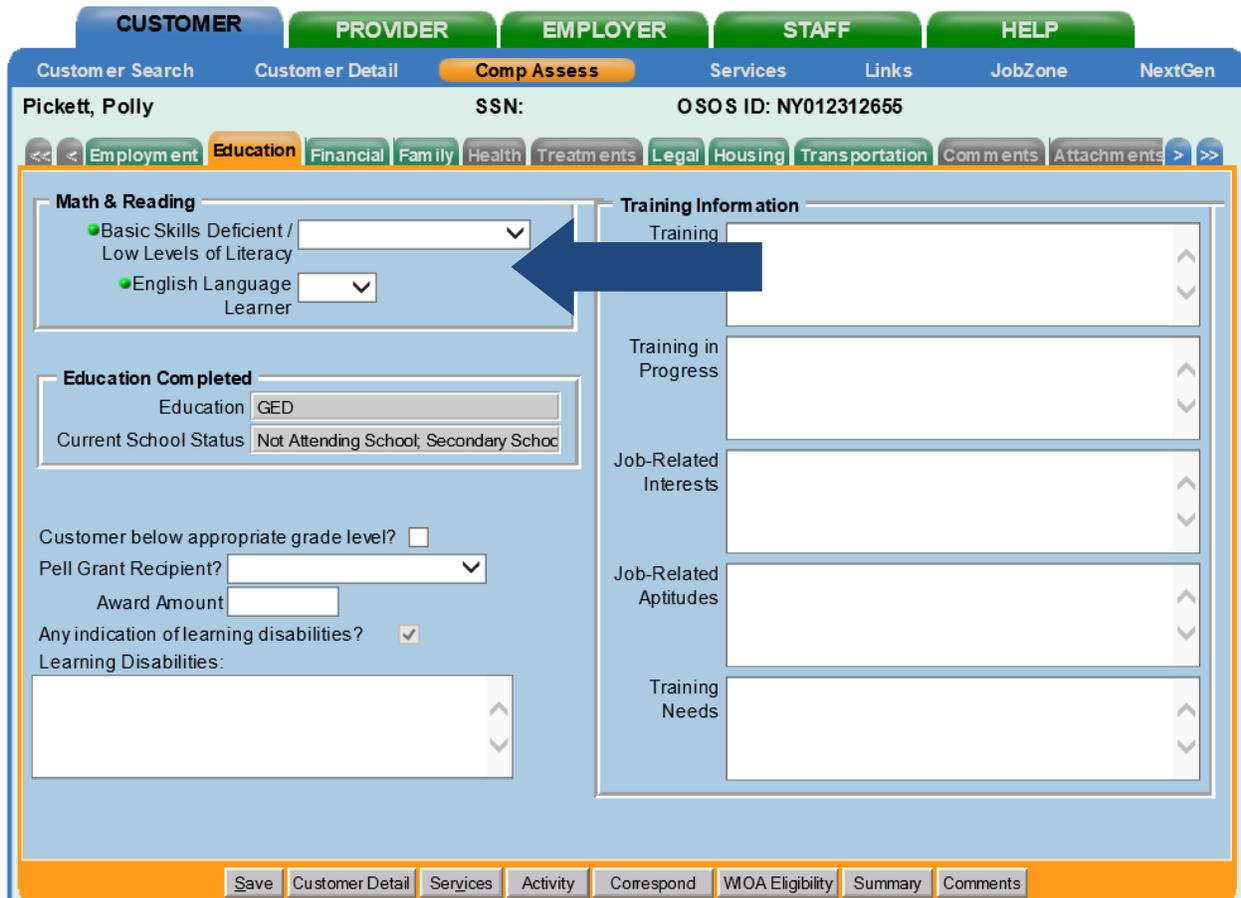
## EDUCATION TAB

On the **Education** tab under **Math & Reading**, select Yes or No for the **English Language Learner** field to indicate whether or not the customer has limited English proficiency.

On the **Basic Skills Deficient / Low Levels of Literacy** field, select No unless there are assessments results providing proof of either basic skill deficiency or low literacy levels.



*If Yes is selected in the **English Language Learner** field, the **Primary Language** tab in the **Customer Detail** window should be also be completed as outlined in the previous section of this guide.*



**CUSTOMER** PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail **Comp Assess** Services Links JobZone NextGen

Pickett, Polly SSN: OSOS ID: NY012312655

<< < Employment **Education** Financial Family Health Treatments Legal Housing Transportation Comments Attachments > >>

**Math & Reading**

- Basic Skills Deficient / Low Levels of Literacy
- English Language Learner

**Education Completed**

Education: GED

Current School Status: Not Attending School, Secondary School

Customer below appropriate grade level?

Pell Grant Recipient?

Award Amount:

Any indication of learning disabilities?

Learning Disabilities:

**Training Information**

Training:

Training in Progress:

Job-Related Interests:

Job-Related Aptitudes:

Training Needs:

Save Customer Detail Services Activity Correspond WOA Eligibility Summary Comments

## FAMILY TAB

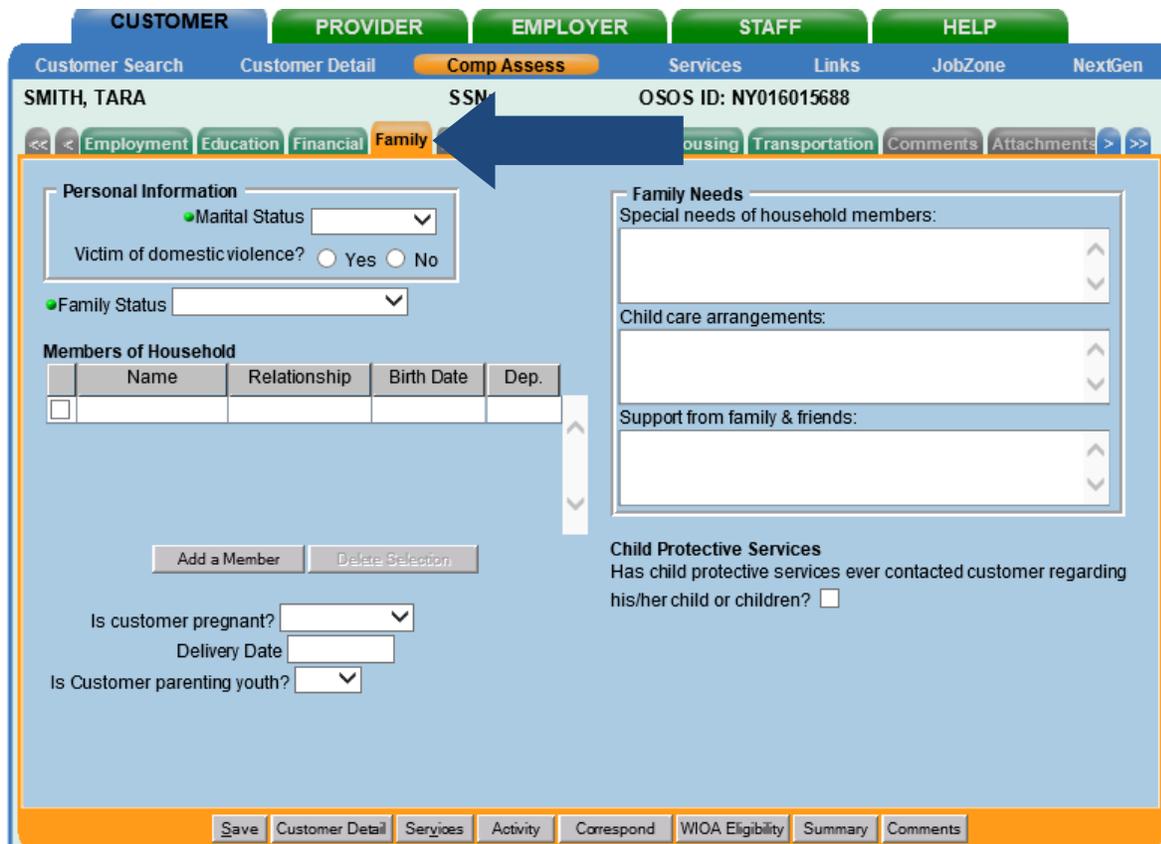
Information entered on the **Family** tab in the **Comp Assess** window can be useful in determining a customer's eligibility for DHP and the Family and Marital Status is a required field for any participant in the SNAP program and would be helpful for DHP eligibility.

Under **Personal Information**, from the **Marital Status** drop-down menu, select either:

- Divorced,
- Married or
- Unmarried

From the **Family Status** drop-down menu, select either:

- Not a family member,
- Not reported,
- Other family member,
- Parent in one parent family or
- Parent in two parent family.



The screenshot shows the 'Comp Assess' window for customer SMITH, TARA. The 'Family' tab is selected, highlighted by a blue arrow. The form contains the following sections:

- Personal Information:**
  - Marital Status:
  - Victim of domestic violence?:  Yes  No
  - Family Status:
- Members of Household:**

	Name	Relationship	Birth Date	Dep.
<input type="checkbox"/>				
- Family Needs:**
  - Special needs of household members:
  - Child care arrangements:
  - Support from family & friends:
- Child Protective Services:**
  - Has child protective services ever contacted customer regarding his/her child or children?

At the bottom of the form, there are buttons for 'Add a Member' and 'Delete Selection', and a 'Save' button at the very bottom.

Complete any other relevant data fields. When finished entering information in the **Comp Assess** window, click **Save**.



## LEGAL TAB

Information entered on the **Legal** tab in the Comp Assess window is a required field for any DHP participating in the SNAP program.

Under the **Offender Status** drop-down menu, select either:

- Yes
- No
- Not Disclosed

If a probation officer has been assigned to the customer, enter the name, telephone number and any extension in the appropriate data field. When unsure if the confidentiality of the information may be sufficiently protected, do not enter it into the text box. Instead note "See hard copy in file" and keep the file in a locked drawer.

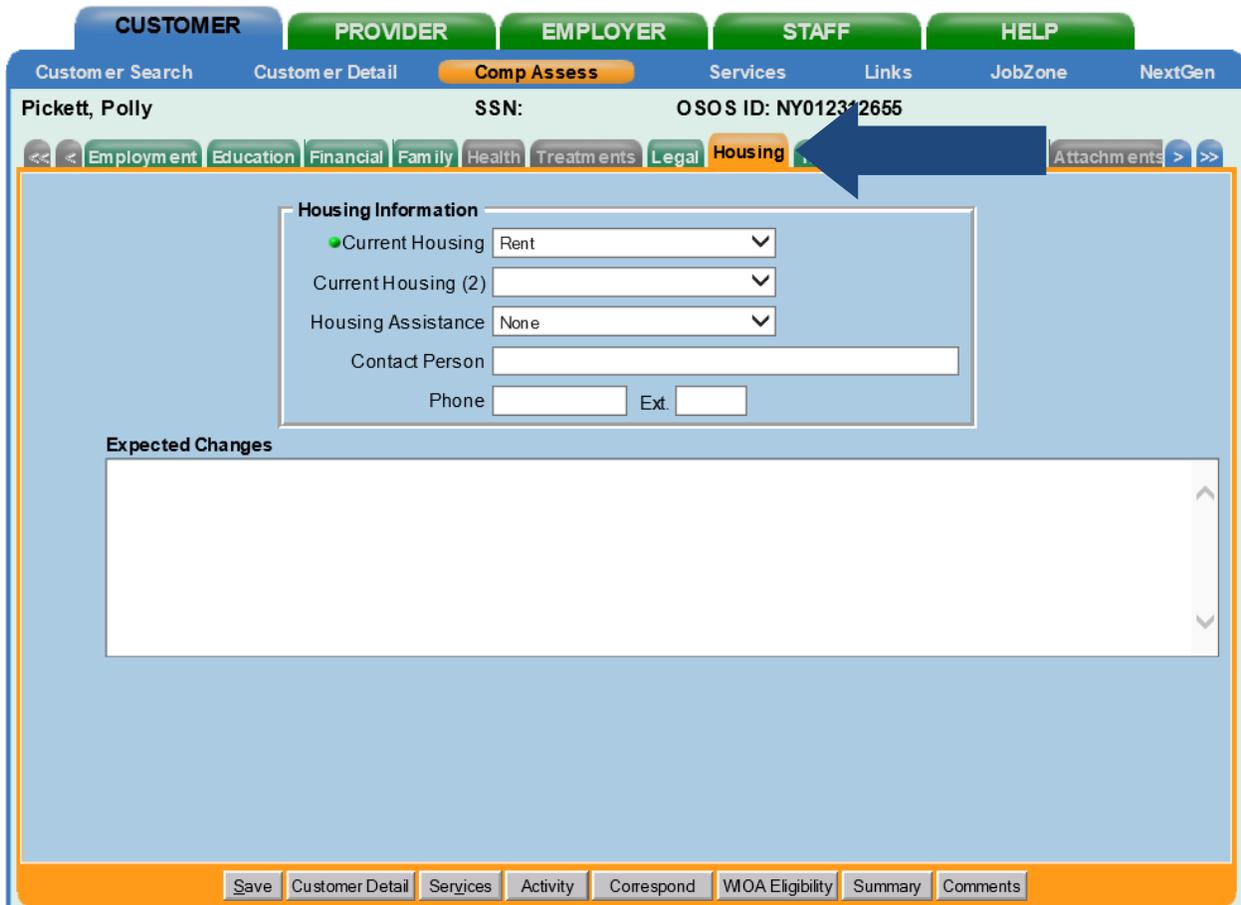
The screenshot displays the OSOS web application interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, **Comp Assess**, Services, Links, JobZone, and NextGen. The main content area shows customer information: SMITH, TARA, SSN: [redacted], and OSOS ID: NY016015688. A navigation bar below the customer info includes tabs: <<, <, Employment, Education, Financial, Family, Health, Treatments, **Legal**, Comments, Attachments, >, >>. A blue arrow points to the 'Legal' tab. The 'Legal Information' section contains the following fields:

- Offender Status: A dropdown menu.
- Probation Officer: A text input field.
- Phone: A text input field.
- Ext: A text input field.
- Current Legal Issues: A large text area.

At the bottom of the form, there is a row of buttons: Save, Customer Detail, Services, Activity, Correspond, WIOA Eligibility, Summary, and Comments.

## HOUSING TAB

The **Housing** tab describes the customer's residential situation. The **Current Housing** field is the only required field on this tab. Choose an appropriate option from the **Current Housing** drop-down menu or enter Not Disclosed.



The screenshot shows the OSOS interface for a customer named Polly Pickett. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this is a secondary navigation bar with options like Customer Search, Customer Detail, Comp Assess (highlighted), Services, Links, JobZone, and NextGen. The customer's name, SSN, and OSOS ID are displayed. A central menu contains various categories, with 'Housing' highlighted and indicated by a blue arrow. The main content area is titled 'Housing Information' and contains several fields: 'Current Housing' (a dropdown menu with 'Rent' selected), 'Current Housing (2)' (a dropdown menu), 'Housing Assistance' (a dropdown menu with 'None' selected), 'Contact Person' (a text input field), and 'Phone' and 'Ext.' (two separate text input fields). Below this is an 'Expected Changes' section with a large empty text area. At the bottom, there is a row of buttons: Save, Customer Detail, Services, Activity, Correspond, WOA Eligibility, Summary, and Comments.

## ADDING A DHP SERVICE

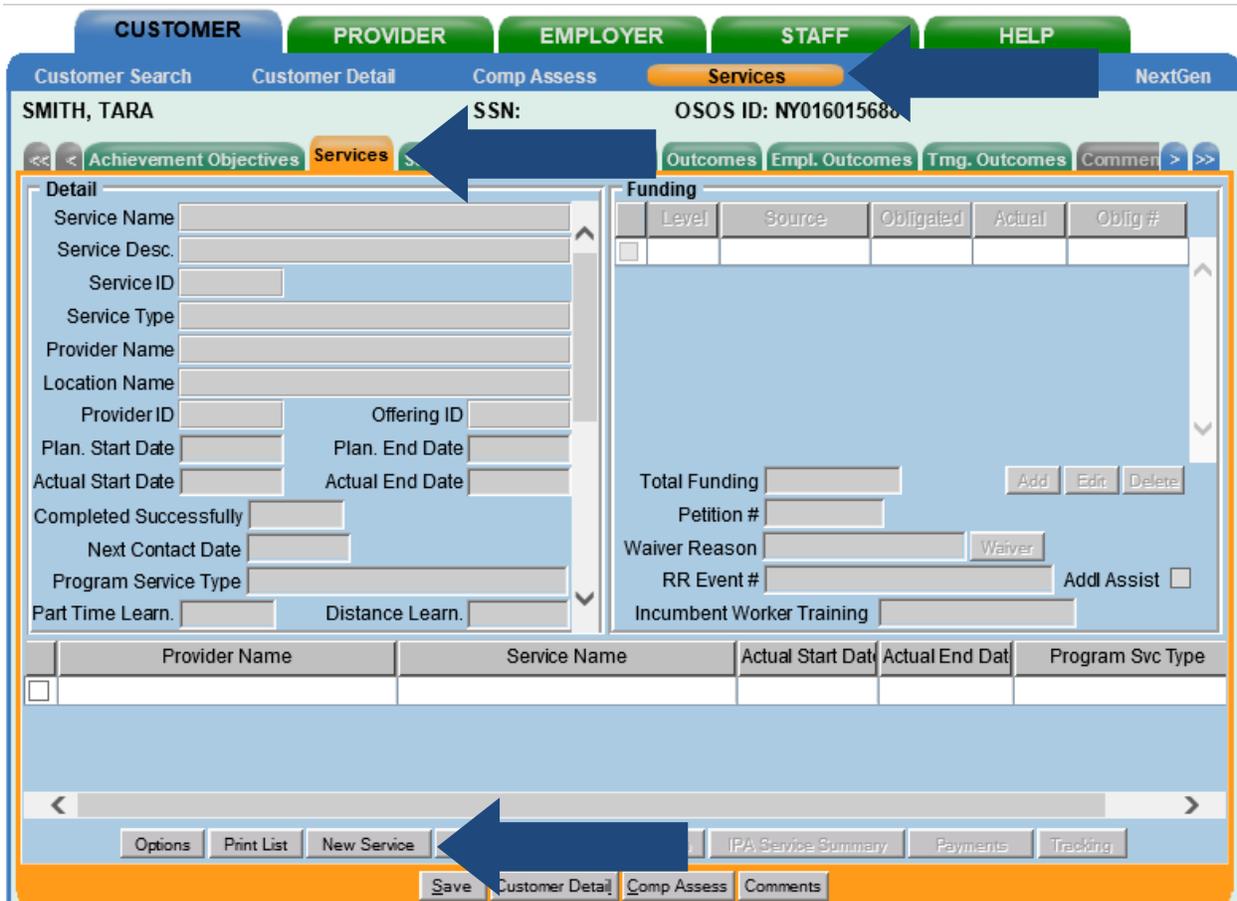


*DHP funded services must be entered as L2 services in the Services tab. No DHP funded service should be entered using the Activity button. DHP funded services will create a standalone enrollment.*

If DHP funded services are mistakenly entered using the Activity button, they will automatically generate a Wagner / Peyser enrollment. The decision to co-enroll customers into WIOA or Wagner / Peyser program is the responsibility of the DHP grant recipient and Local Workforce Investment Board.

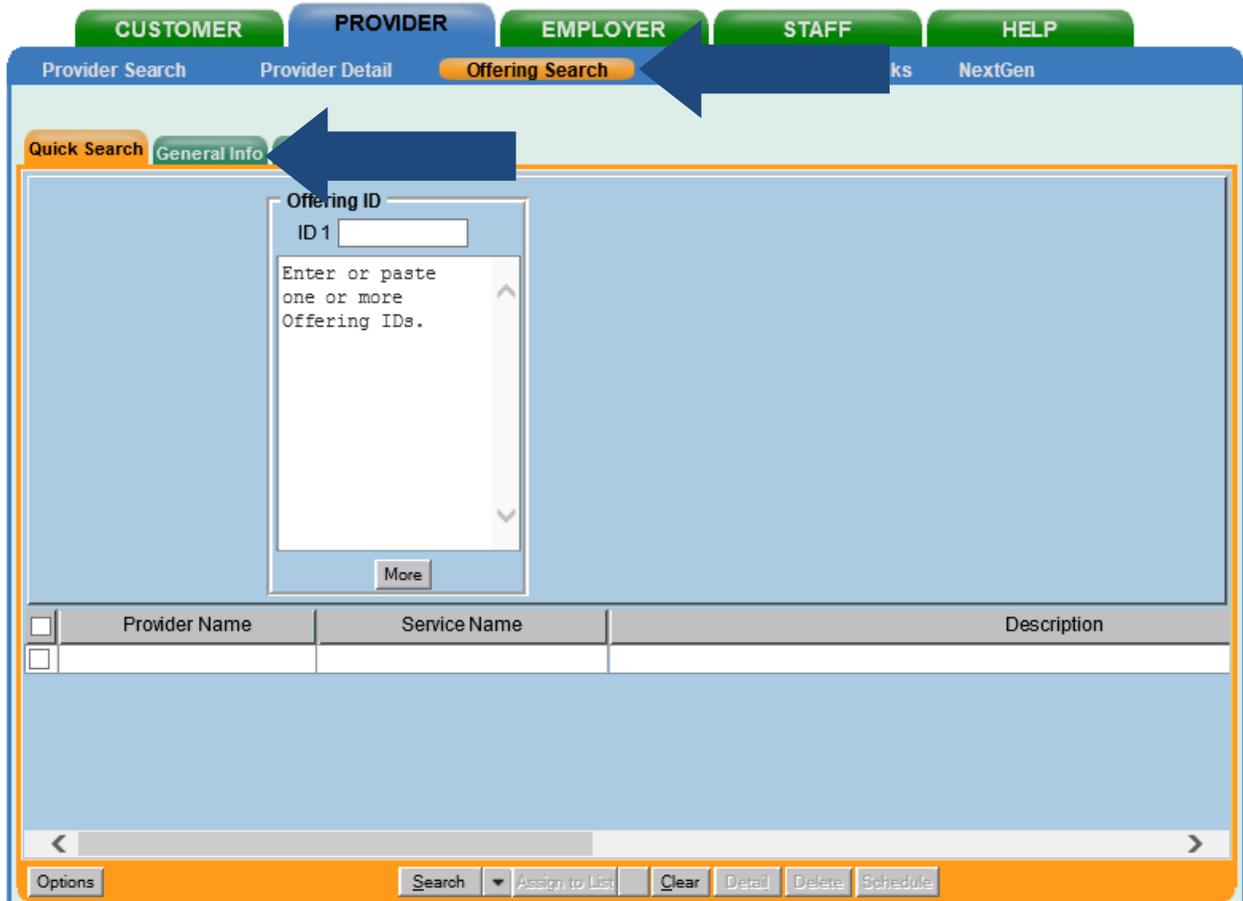
Local Workforce Investment Boards (LWIBs) may also be providing staff assisted core, intensive, or training services to the customer, and the customer may be co-enrolled with WIOA and/or Wagner / Peyser program funds.

To add a new DHP service to the customer's record, you will need to start on the **Services** tab of the **Services** window. Click on the **New Service** button towards the bottom of the screen.



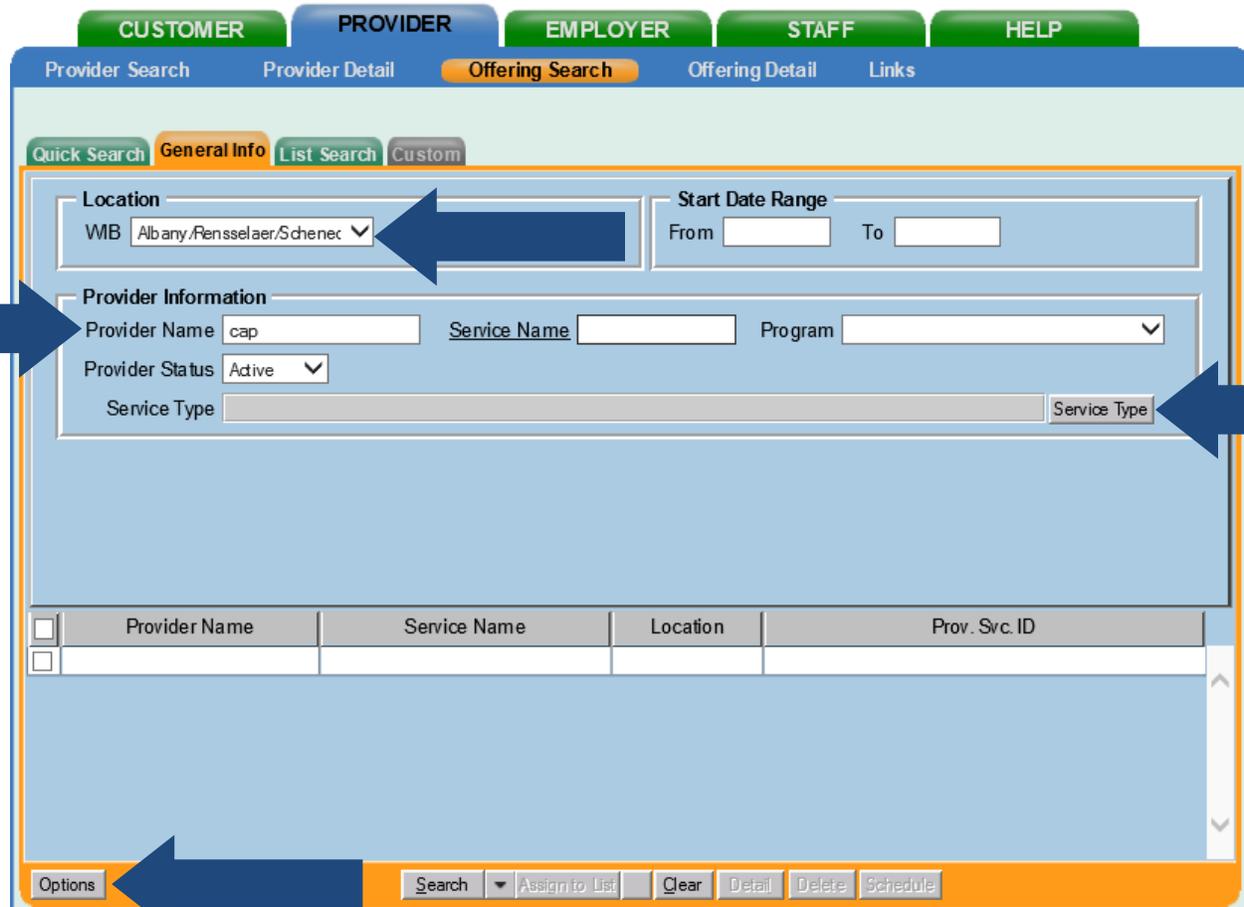
The screenshot shows the OSOS interface for a customer named SMITH, TARA. The 'Services' tab is selected, and the 'New Service' button is highlighted with a blue arrow. The interface includes a 'Detail' section with fields for Service Name, Service Desc., Service ID, Service Type, Provider Name, Location Name, Provider ID, Offering ID, Plan. Start Date, Plan. End Date, Actual Start Date, Actual End Date, Completed Successfully, Next Contact Date, Program Service Type, Part Time Learn., and Distance Learn. The 'Funding' section includes a table with columns for Level, Source, Obligated, Actual, and Oblig #, and fields for Total Funding, Petition #, Waiver Reason, RR Event #, and Incumbent Worker Training. The bottom of the screen features buttons for Options, Print List, New Service, IPA Service Summary, Payments, and Tracking.

OSOS will automatically navigate to the Quick Search tab in the Offering Search window. Click the General Info tab.



The screenshot shows the OSOS interface for the Offering Search window. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this, there are sub-tabs for Provider Search, Provider Detail, Offering Search, and NextGen. The Offering Search sub-tab is selected. Underneath, there are two sub-tabs: Quick Search and General Info. The Quick Search sub-tab is active, and a text input field for 'Offering ID' is shown with a dropdown menu containing the text 'Enter or paste one or more Offering IDs.' and a 'More' button. Below the input field is a table with columns 'Provider Name', 'Service Name', and 'Description'. The table is currently empty. At the bottom, there is a toolbar with buttons for 'Options', 'Search', 'Assign to List', 'Clear', 'Detail', 'Delete', and 'Schedule'.

In the General Info tab, OSOS will automatically default to the WIB in which the user has logged in. Add additional information that is known to narrow the search for the appropriate service.



The screenshot shows the OSOS interface with the 'Offering Search' tab selected. The 'General Info' sub-tab is active. The 'Location' dropdown is set to 'Albany/Rensselaer/Schenec'. The 'Provider Name' field contains 'cap'. The 'Service Name' field is empty. The 'Provider Status' is 'Active'. The 'Service Type' dropdown is empty. The 'Options' button is highlighted. The search results table is empty.

<input type="checkbox"/>	Provider Name	Service Name	Location	Prov. Src. ID
<input type="checkbox"/>				

Enter the following search criteria, if known:

- WIB: select the LWIA (Local Workforce Investment Area) from the drop-down menu corresponding to the county where the DHP office is located
- Provider Name: Enter the first few letters or words of the DHP office name
- Service Name: Enter the first few letters or words of the service name
- Service Type button: Select the appropriate service type from the drop-down menu
- Options: The Options button will allow the user to select what categories and in which order to display in the search results. The user may also choose to view 25, 50 or 100 search results at a time



*Since provider names are often abbreviated or truncated in OSOS, it is highly advisable to enter only the first few letters of the name in the Provider Name field. Typing and searching on the entire provider name will often result in no search results found.*



The Options button will allow the user to select what categories and in which order to display in the search results.

Result Columns
Sort Options

<p><b>--Service Offering--</b></p> <input type="checkbox"/> Provider Offering ID <input type="checkbox"/> Location <input type="checkbox"/> Provider Service ID <input type="checkbox"/> Cost <input type="checkbox"/> Start Date <input type="checkbox"/> End Date <input type="checkbox"/> Start Time <input type="checkbox"/> End Time <input type="checkbox"/> Total Seats <input type="checkbox"/> Available Seats <input type="checkbox"/> Sun. <input type="checkbox"/> Mon. <input type="checkbox"/> Tue. <input type="checkbox"/> Wed. <input type="checkbox"/> Thu. <input type="checkbox"/> Fri. <input type="checkbox"/> Sat. <input type="checkbox"/> Description <input type="checkbox"/> # Seeker Services	<input type="checkbox"/> PFP <input type="checkbox"/> ETP Status Code <input type="checkbox"/> Industry Certified <input type="checkbox"/> Apprentice <input type="checkbox"/> License <input type="checkbox"/> Associates <input type="checkbox"/> Bachelors <input type="checkbox"/> Comm College Cert <input type="checkbox"/> High School Equiv <input type="checkbox"/> Employment <input type="checkbox"/> Measure Skill Gain Leading to Credential <input type="checkbox"/> Measure Skill Gain Leading To Employment <p><b>--Provider Information--</b></p> <input checked="" type="checkbox"/> Provider Name <span style="border: 1px solid gray; padding: 0 5px;">1</span> <input type="checkbox"/> Federal ID (FEIN) <input type="checkbox"/> State ID (EIN) <input type="checkbox"/> Address 1 <input type="checkbox"/> Address 2 <input type="checkbox"/> City <input type="checkbox"/> State	<input type="checkbox"/> ZIP Code <input type="checkbox"/> Provider Phone <input type="checkbox"/> Ext. <input type="checkbox"/> Provider URL <input type="checkbox"/> Provider Email <input type="checkbox"/> Organization Type <input type="checkbox"/> Provider Status <input type="checkbox"/> Staff Assigned <input type="checkbox"/> Prov Creation Time <input type="checkbox"/> Prov Modify Time <p><b>--Provider Location--</b></p> <input checked="" type="checkbox"/> Location Name <span style="border: 1px solid gray; padding: 0 5px;">4</span> <input type="checkbox"/> Location Addr 1 <input type="checkbox"/> Location Addr 2 <input type="checkbox"/> Location City <input type="checkbox"/> Location State <input type="checkbox"/> Location ZIP Code <input type="checkbox"/> Location WIB <input type="checkbox"/> Location Delete?	<input type="checkbox"/> Location Mod Time <p><b>--Provider Service--</b></p> <input checked="" type="checkbox"/> Service Type <span style="border: 1px solid gray; padding: 0 5px;">5</span> <input type="checkbox"/> Service Category <input checked="" type="checkbox"/> Service Name <span style="border: 1px solid gray; padding: 0 5px;">2</span> <input checked="" type="checkbox"/> Service Description <span style="border: 1px solid gray; padding: 0 5px;">3</span> <input type="checkbox"/> Training Credit Hrs <input type="checkbox"/> Hours <input type="checkbox"/> Days <input type="checkbox"/> Weeks <input type="checkbox"/> WIOA Eligible Status <input type="checkbox"/> CIP Code <input type="checkbox"/> O*Net Title <input type="checkbox"/> Training Prerequisite <input type="checkbox"/> Credential Name <input type="checkbox"/> Part Time Learning <input type="checkbox"/> Distance Learning <input type="checkbox"/> Online Learning <input type="checkbox"/> E-Learning <input type="checkbox"/> In Person	<input type="checkbox"/> Delete? <input type="checkbox"/> Service Modify Time <p><b>--Audit--</b></p> <input type="checkbox"/> Create Time <input type="checkbox"/> Create Responsible Admin <input type="checkbox"/> Create Data Entry Admin <input type="checkbox"/> Create Office <input type="checkbox"/> Modify Time <input type="checkbox"/> Modify Responsible Admin <input type="checkbox"/> Modify Data Entry Admin <input type="checkbox"/> Modify Office
---	---	---	---	--

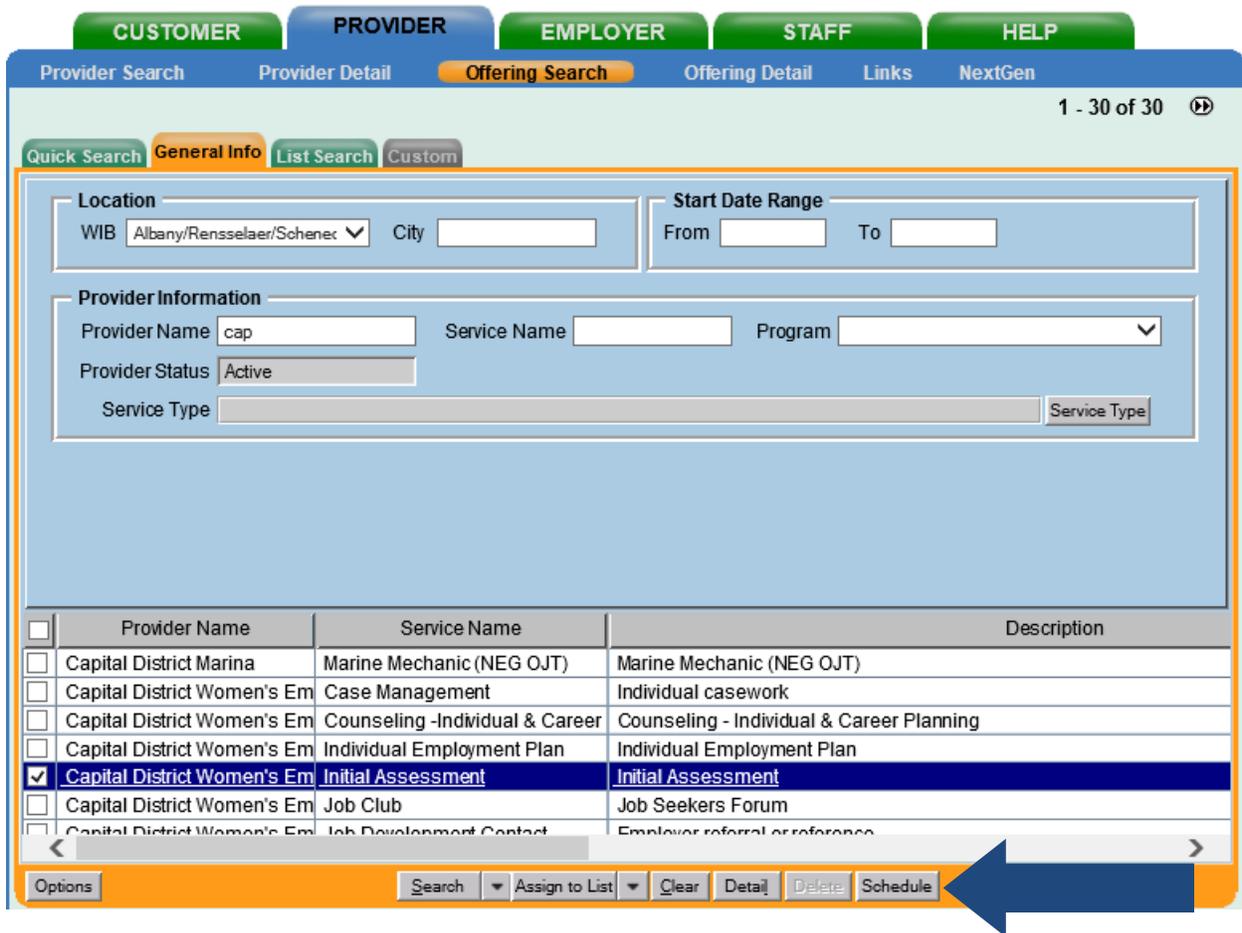
Provider Name	Service Name	Description
<	>	>

Set as My Defaults 
Save 
Cancel 
Show My Defaults 
Show System Defaults

When finished entering the search criteria, click the **Search** button.

This will return a list of search results. If more than one provider entity is listed in the search results, click the **Service Name** column header to sort the results in ascending or descending order. Click the column header again to reverse the order.

Review the information to identify the appropriate service. Click the checkbox to select the service. Click the **Schedule** button.



Provider Search    Provider Detail    **Offering Search**    Offering Detail    Links    NextGen

1 - 30 of 30

Quick Search    **General Info**    List Search    Custom

**Location**  
 WIB Albany/Rensselaer/Schenec City  
**Start Date Range**  
 From To

**Provider Information**  
 Provider Name cap Service Name Program  
 Provider Status Active  
 Service Type Service Type

<input type="checkbox"/>	Provider Name	Service Name	Description
<input type="checkbox"/>	Capital District Marina	Marine Mechanic (NEG OJT)	Marine Mechanic (NEG OJT)
<input type="checkbox"/>	Capital District Women's Em	Case Management	Individual casework
<input type="checkbox"/>	Capital District Women's Em	Counseling -Individual & Career	Counseling - Individual & Career Planning
<input type="checkbox"/>	Capital District Women's Em	Individual Employment Plan	Individual Employment Plan
<input checked="" type="checkbox"/>	Capital District Women's Em	Initial Assessment	Initial Assessment
<input type="checkbox"/>	Capital District Women's Em	Job Club	Job Seekers Forum
<input type="checkbox"/>	Capital District Women's Em	Job Development Contact	Employer referral reference

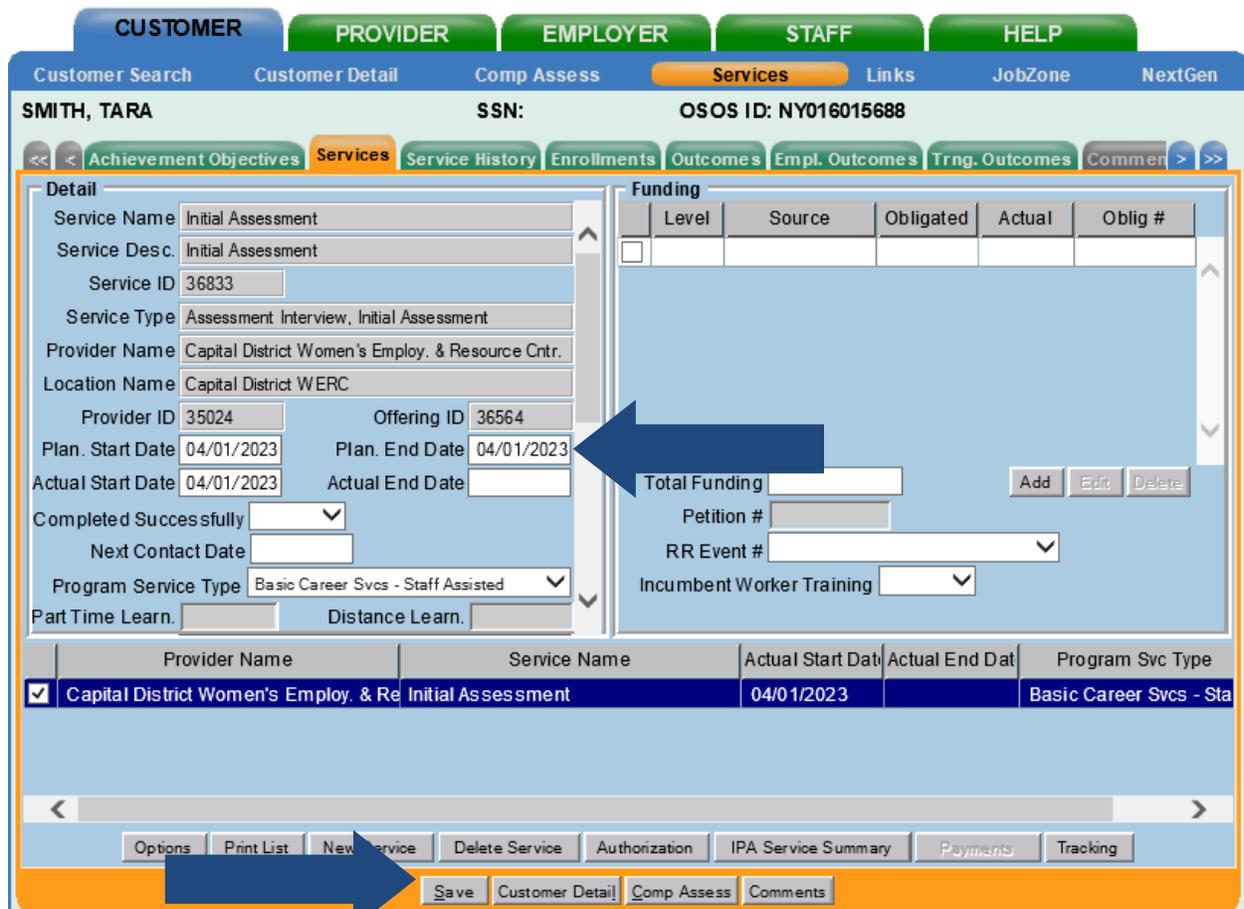
Options    Search    Assign to List    Clear    Detail    Delete    **Schedule**

## ENTERING DHP SERVICE DETAILS

OSOS will automatically navigate back to the **Services** tab with the newly added service. Complete the required fields in the **Detail** section of the tab.

For each service added in OSOS, you must include:

- **Plan. Start Date:** Enter the planned started date when the service is expected to start in the format of mm/dd/yyyy
- **Plan. End Date:** Enter the date the service is expected to end
- **Actual Start Date:** Enter the date the service begins. This cannot be a future date
- **Program Service Type:** Select the program service type corresponding to the service



**CUSTOMER** **PROVIDER** **EMPLOYER** **STAFF** **HELP**

Customer Search Customer Detail Comp Assess **Services** Links JobZone NextGen

SMITH, TARA SSN: OSOS ID: NY016015688

<< < Achievement Objectives **Services** Service History Enrollments Outcomes Empl. Outcomes Trng. Outcomes Commen > >>

**Detail**

Service Name: Initial Assessment  
 Service Desc: Initial Assessment  
 Service ID: 36833  
 Service Type: Assessment Interview, Initial Assessment  
 Provider Name: Capital District Women's Employ. & Resource Cntr.  
 Location Name: Capital District WERC  
 Provider ID: 35024 Offering ID: 36564  
 Plan. Start Date: 04/01/2023 Plan. End Date: 04/01/2023  
 Actual Start Date: 04/01/2023 Actual End Date:  
 Completed Successfully:   
 Next Contact Date:  
 Program Service Type: Basic Career Svcs - Staff Assisted  
 Part Time Learn.: Distance Learn.:

**Funding**

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>				

Total Funding: Add Edit Delete  
 Petition #:  
 RR Event #:  
 Incumbent Worker Training:

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/>	Capital District Women's Employ. & Re	Initial Assessment	04/01/2023	Basic Career Svcs - Sta

Options Print List New Service Delete Service Authorization IPA Service Summary Payments Tracking

Save Customer Detail Comp Assess Comments

When these fields have been completed, click the Save button.



*Note: The Service Detail section must be saved prior to any data entry in the Funding section.*

## FUNDING THE SERVICE

Next, the appropriate funding source must be attached to the service for reporting purposes.

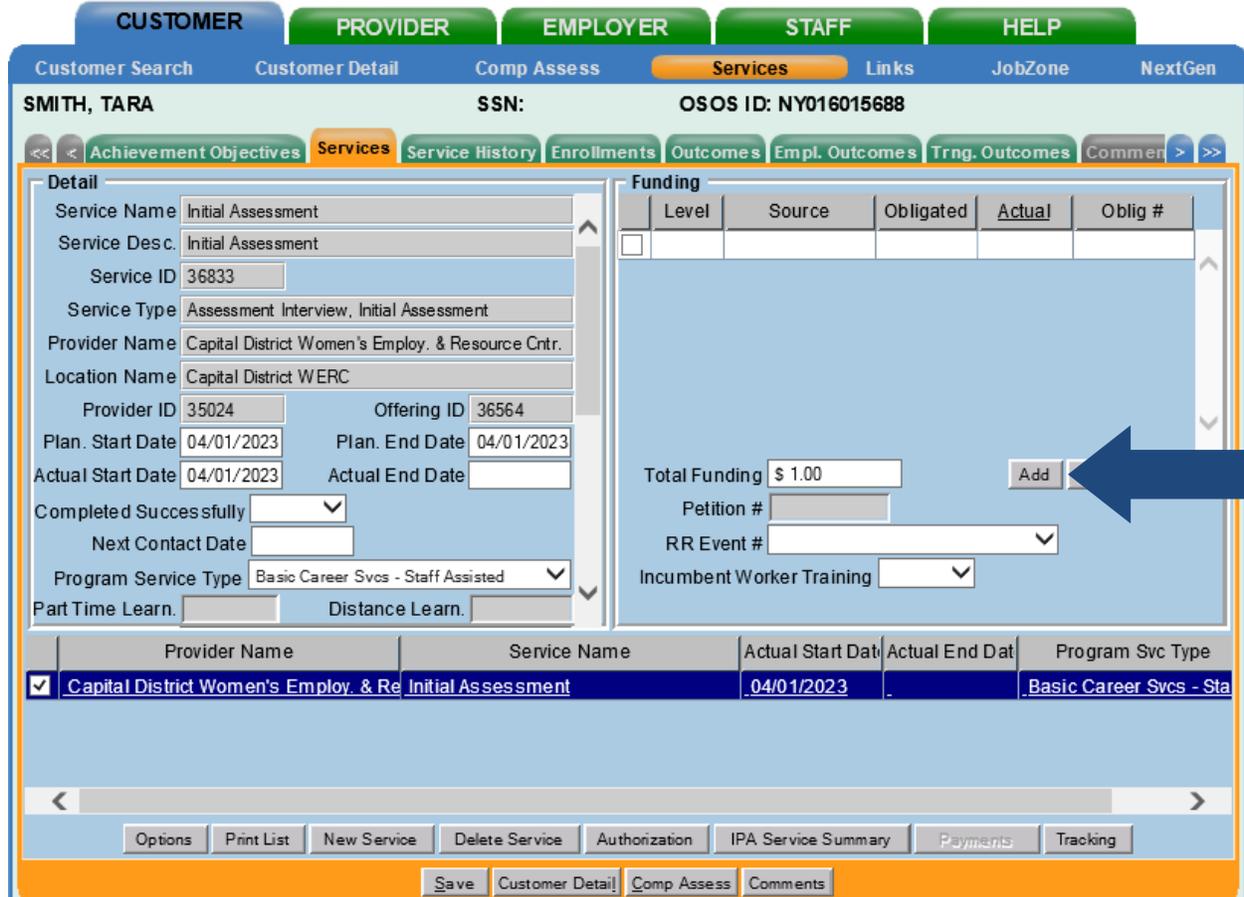
Enter the appropriate amount in the **Total Funding** field based upon the criteria listed below:

- If the user's agency/program is solely providing this service to the customer, enter \$1
- If the user's agency/program is providing half of the service to the customer, enter \$.50
- If the user's agency/program is providing some other percentage of the service to the customer, enter the appropriate amount in decimal form (e.g., if providing 1/3 of the service to the customer, enter \$0.33; if 1/4, then enter \$0.25)



*Note: The \$1 or decimal amount used to fund services in OSOS is not reflective of any real costs of service. It is the convention used for tracking services in the system. Only use appropriate decimals to fund a service when the customer is being served by more than one agency or program for the same service. The total of all funding must equal \$1.*

Click the **Add** button.



The screenshot shows the OSOS interface for customer SMITH, TARA (SSN: NY016015688). The 'Services' tab is active, displaying details for an 'Initial Assessment' service. The 'Funding' section is highlighted, showing a table with columns for Level, Source, Obligated, Actual, and Oblig #. Below the table, the 'Total Funding' is set to \$ 1.00, and there is an 'Add' button. A blue arrow points to this button. Other fields include Service ID (36833), Provider Name (Capital District Women's Employ. & Resource Cntr.), and Plan. Start/End Dates (04/01/2023).

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>				

Total Funding \$ 1.00 **Add**

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/>	Capital District Women's Employ. & Resource Cntr.	Initial Assessment	04/01/2023	Basic Career Svcs - Staff Assisted



This will bring up the **Funding - - Webpage Dialog** window. Click on the **Funding Source** column header to sort funds and select the appropriate Local Office level DHP funding source.

Type \$1 again in the **Obligated Amount** field and click **OK**.

**Funding**

	Level	Funding Source	Year	Remaining	NEG/Contract/Grant #
<input type="checkbox"/>	WIB	WIOA Adult Local	2021	\$ 99991.00	
<input type="checkbox"/>	WIB	WIOA Adult Local	2022	\$ 99990.00	
<input type="checkbox"/>	WIB	WIOA Dislocated Worker Local	2021	\$ 99999.00	
<input type="checkbox"/>	WIB	WIOA Dislocated Worker Local	2022	\$ 99997.00	
<input type="checkbox"/>	WIB	Youth Statewide 15%	2021	\$ 99999.00	
<input type="checkbox"/>	WIB	Youth Statewide 15%	2022	\$ 99999.00	
<input type="checkbox"/>	WIB	Dislocated Worker Statewide 15%	2021	\$ 100000.00	
<input type="checkbox"/>	WIB	Dislocated Worker Statewide 15%	2022	\$ 100000.00	
<input type="checkbox"/>	WIB	Adult Statewide 15%	2021	\$ 100000.00	
<input type="checkbox"/>	WIB	Adult Statewide 15%	2022	\$ 100000.00	
<input type="checkbox"/>	Local Office	DHP State Funded	2021	\$ 100000.00	
<input type="checkbox"/>	Local Office	DHP SNAP	2021	\$ 100000.00	
<input type="checkbox"/>	WIB	Opioid Crisis DWG	2020	\$ 100000.00	DW-33018-19-60-A-36
<input type="checkbox"/>	State	Apprenticeship Expansion Grant (AEG)	2020	\$ 99994.00	AP30084

Obligated Amount  OR Obligated Percentage

WIB   
 Office   
 Region



*In the Funding Webpage Dialog window, only the funding streams authorized for use by an office will be visible for selection. Funding streams may only appear here if the customer is eligible for services funded by a particular program (i.e., the customer must be eligible for DHP-SNAP for those funds to be visible).*

The funding has now been added for this service. Click **Save** to save your changes.

CUSTOMER
PROVIDER
EMPLOYER
STAFF
HELP

Customer Search
Customer Detail
Comp Assess
Services
Links
JobZone
NextGen

**SMITH, TARA** SSN: OSOS ID: NY016015688

<<
<
Achievement Objectives
Services
Service History
Enrollments
Outcomes
Empl. Outcomes
Trng. Outcomes
Commen
>
>>

**Detail**

Service Name: Initial Assessment

Service Desc: Initial Assessment

Service ID: 36833

Service Type: Assessment Interview, Initial Assessment

Provider Name: Capital District Women's Employ. & Resource Cntr.

Location Name: Capital District WERC

Provider ID: 35024      Offering ID: 36564

Plan. Start Date: 04/01/2023      Plan. End Date: 04/01/2023

Actual Start Date: 04/01/2023      Actual End Date:

Completed Successfully:

Next Contact Date:

Program Service Type: Basic Career Svcs - Staff Assisted

Part Time Learn.       Distance Learn.

**Funding**

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>	Local O: DHP SNAP	\$ 1.00	\$ 0.00	

Total Funding: \$ 1.00     

Petition #:

RR Event #:

Incumbent Worker Training:

	Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/>	Capital District Women's Employ. & Re	Initial Assessment	04/01/2023		Basic Career Svcs - Sta

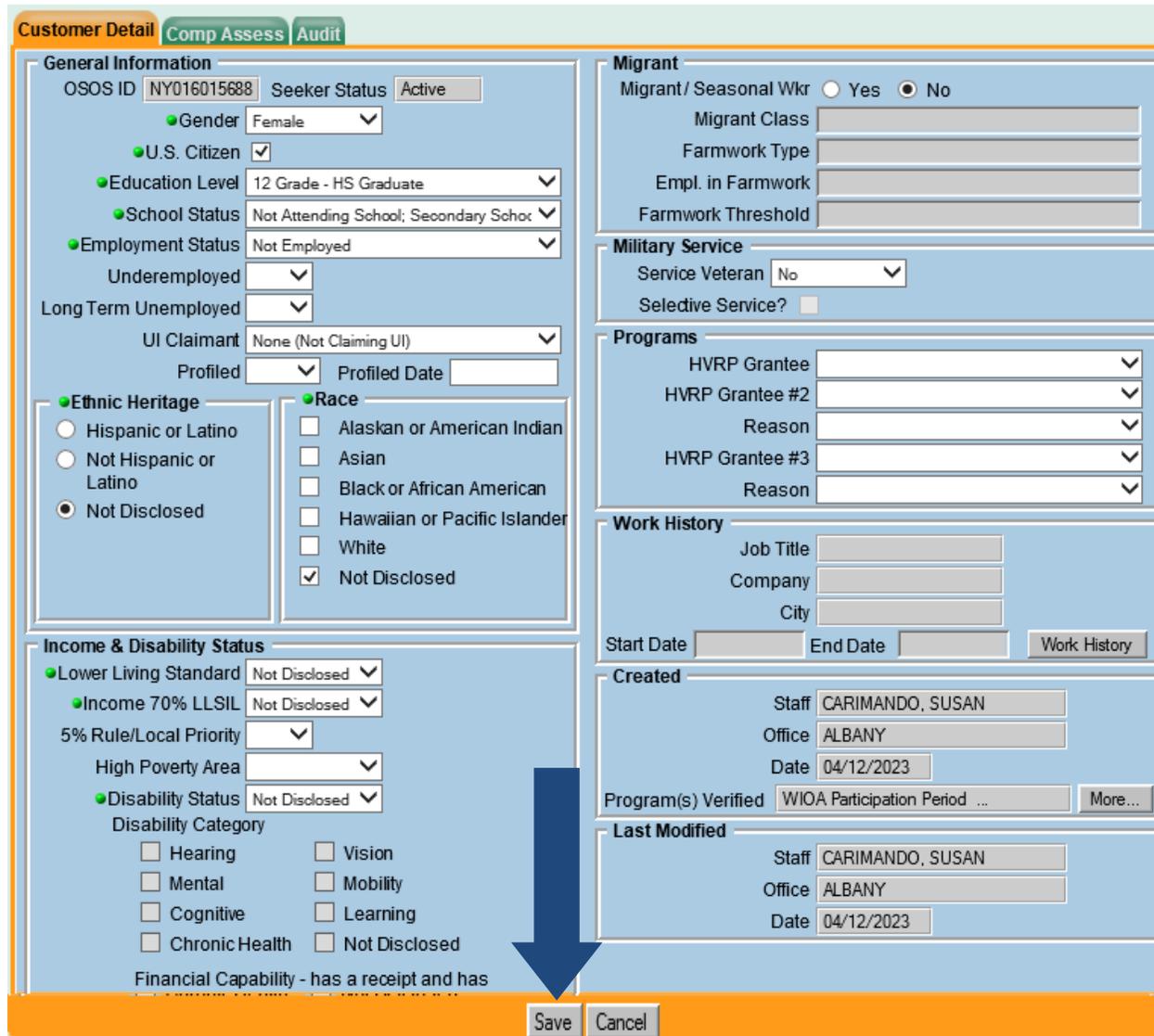
Options
Print List
New Service
Delete Service
Authorization
IPA Service Summary
Payments
Tracking

Save
Comments

## ENROLLMENT VERIFICATION

If this is the first time this funding stream has been used to fund a DHP service for this customer, a **Verification - - Webpage Dialog** window will appear, with various fields populated from the **Customer Detail** and **Comp Assess** windows of the customer's record. Review the **Customer Detail** and **Comp Assess** tabs of this window to confirm that the information is correct. Make any applicable changes, if necessary. Any changes made in the **Verification - - Webpage Dialog** window will populate the related data fields throughout OSOS when the page is saved.

Click **Save** to exit the window.



**Customer Detail** **Comp Assess** **Audit**

**General Information**  
 OSOS ID: NY016015688 | Seeker Status: Active  
 Gender: Female  
 U.S. Citizen:   
 Education Level: 12 Grade - HS Graduate  
 School Status: Not Attending School; Secondary Schol  
 Employment Status: Not Employed  
 Underemployed:   
 Long Term Unemployed:   
 UI Claimant: None (Not Claiming UI)  
 Profiled:  | Profiled Date:   
 Ethnic Heritage:  
 Hispanic or Latino  
 Not Hispanic or Latino  
 Not Disclosed  
 Race:  
 Alaskan or American Indian  
 Asian  
 Black or African American  
 Hawaiian or Pacific Islander  
 White  
 Not Disclosed

**Migrant**  
 Migrant / Seasonal Wkr:  Yes  No  
 Migrant Class:   
 Farmwork Type:   
 Empl. in Farmwork:   
 Farmwork Threshold:

**Military Service**  
 Service Veteran:  No  
 Selective Service?:

**Programs**  
 HVRP Grantee:   
 HVRP Grantee #2:   
 Reason:   
 HVRP Grantee #3:   
 Reason:

**Work History**  
 Job Title:   
 Company:   
 City:   
 Start Date:  End Date:

**Income & Disability Status**  
 Lower Living Standard: Not Disclosed  
 Income 70% LLSIL: Not Disclosed  
 5% Rule/Local Priority:   
 High Poverty Area:   
 Disability Status: Not Disclosed  
 Disability Category:  
 Hearing  Vision  
 Mental  Mobility  
 Cognitive  Learning  
 Chronic Health  Not Disclosed  
 Financial Capability - has a receipt and has

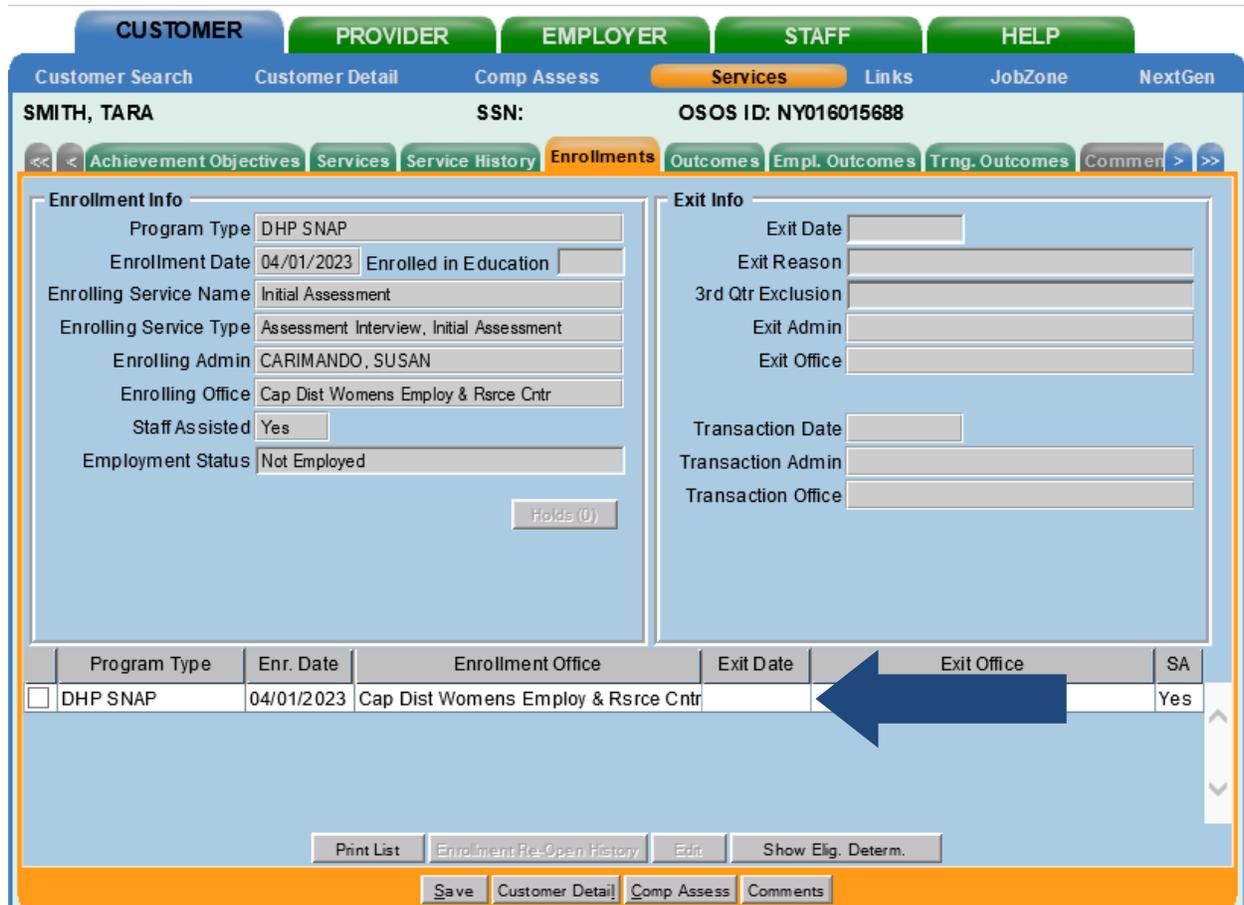
**Created**  
 Staff: CARIMANDO, SUSAN  
 Office: ALBANY  
 Date: 04/12/2023  
 Program(s) Verified: WIOA Participation Period ...

**Last Modified**  
 Staff: CARIMANDO, SUSAN  
 Office: ALBANY  
 Date: 04/12/2023

Be sure to add comments and case notes to support the service provision and describe details about services provided. Record factual information only and include the date the service was provided in the comment (see TA 11-12). Click on the Comments button, enter the comment, click the Save button to exit the window and then save changes before leaving the Services module.

Once the first DHP funded service and enrollment verification has been saved, the customer record must be refreshed before the enrollment will become visible in the **Enrollments** tab. To refresh the record, click either the gray **Customer Detail** or **Comp Assess** button at the bottom of the page and then click the gray Services button to return to the Services window.

Click the Enrollments tab. The enrollment will now be visible.



Customer: SMITH, TARA | SSN: | OSOS ID: NY016015688

Enrollment Info:

- Program Type: DHP SNAP
- Enrollment Date: 04/01/2023 | Enrolled in Education:
- Enrolling Service Name: Initial Assessment
- Enrolling Service Type: Assessment Interview, Initial Assessment
- Enrolling Admin: CARIMANDO, SUSAN
- Enrolling Office: Cap Dist Womens Employ & Rsrce Cntr
- Staff Assisted: Yes
- Employment Status: Not Employed

Exit Info:

- Exit Date:
- Exit Reason:
- 3rd Qtr Exclusion:
- Exit Admin:
- Exit Office:
- Transaction Date:
- Transaction Admin:
- Transaction Office:

Program Type	Enr. Date	Enrollment Office	Exit Date	Exit Office	SA
<input type="checkbox"/> DHP SNAP	04/01/2023	Cap Dist Womens Employ & Rsrce Cntr			Yes

Buttons: Print List, Enrollment Re-Open History, Edit, Show Elig. Determ., Save, Customer Detail, Comp Assess, Comments

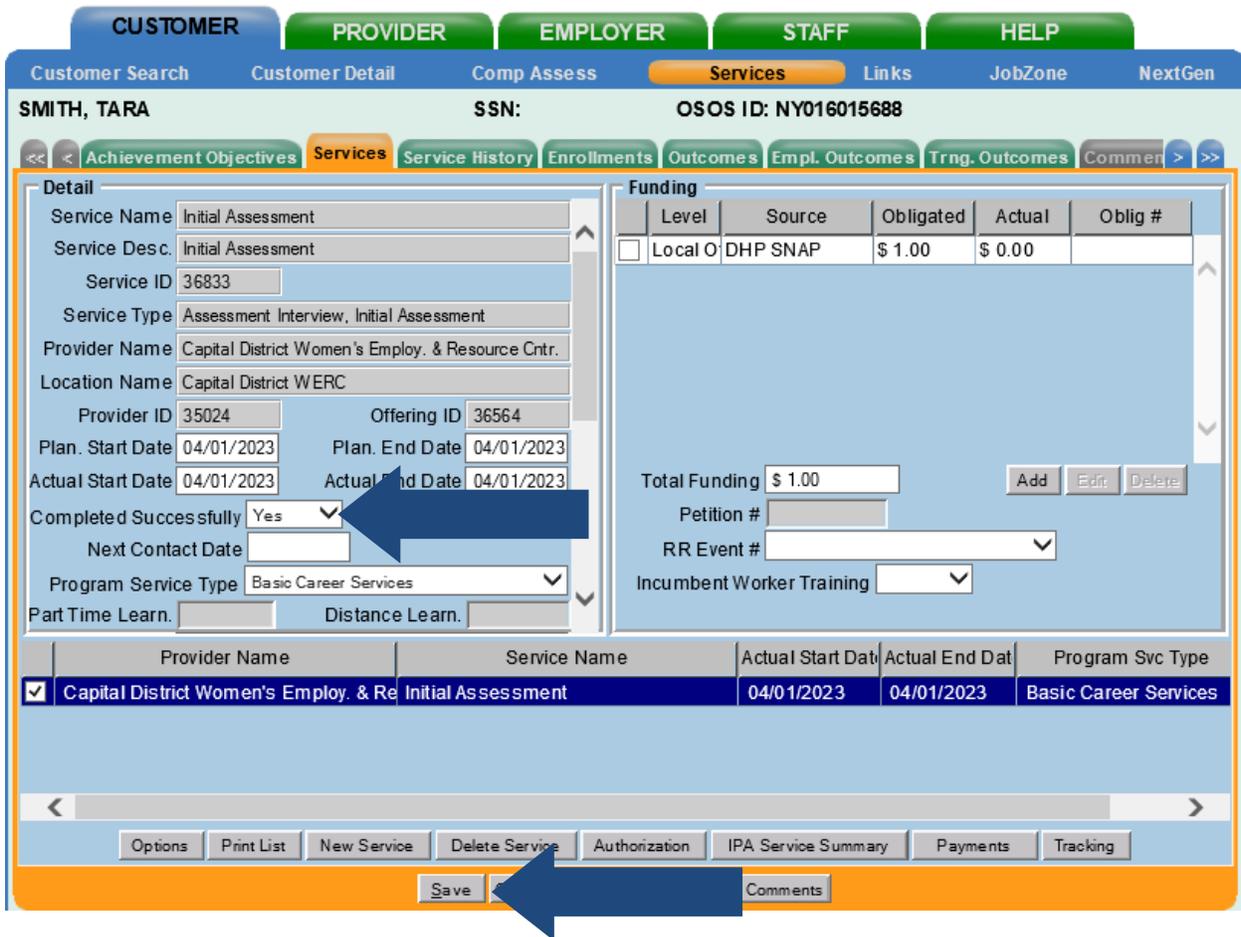


*Additional data entry and documentation may be required for customers co-enrolled in WIOA and DHP programs with regards towards data element validation (DEV). Refer to TA 11-12: Data Element Validation for the Workforce Investment Act, Wagner-Peyser, Veterans Employment and Training Service and Trade Adjustment Assistance/Trade and Globalization Adjustment Assistance Programs.*

## ENDING THE SERVICE

When the L2 service has ended, you will need to close the service by adding its end date and indicating whether or not the customer has successfully completed the service:

- Actual End Date: Enter the end date of the service in the format of mm/dd/yyyy
- Completed Successfully: Select Yes or No to indicate whether or not the customer successfully completed the service



**CUSTOMER** | PROVIDER | EMPLOYER | STAFF | HELP

Customer Search | Customer Detail | Comp Assess | **Services** | Links | JobZone | NextGen

**SMITH, TARA** | SSN: | OSOS ID: NY016015688

<< < Achievement Objectives | **Services** | Service History | Enrollments | Outcomes | Empl. Outcomes | Trng. Outcomes | Comments > >>

**Detail**

Service Name: Initial Assessment

Service Desc: Initial Assessment

Service ID: 36833

Service Type: Assessment Interview, Initial Assessment

Provider Name: Capital District Women's Employ. & Resource Cntr.

Location Name: Capital District WERC

Provider ID: 35024 | Offering ID: 36564

Plan. Start Date: 04/01/2023 | Plan. End Date: 04/01/2023

Actual Start Date: 04/01/2023 | Actual End Date: 04/01/2023

Completed Successfully: Yes  No

Next Contact Date:

Program Service Type: Basic Career Services

Part Time Learn.  Distance Learn.

**Funding**

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>	Local O	DHP SNAP	\$ 1.00	\$ 0.00

Total Funding: \$ 1.00  Add Edit Delete

Petition #:

RR Event #:

Incumbent Worker Training:

	Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/>	Capital District Women's Employ. & Re	Initial Assessment	04/01/2023	04/01/2023	Basic Career Services

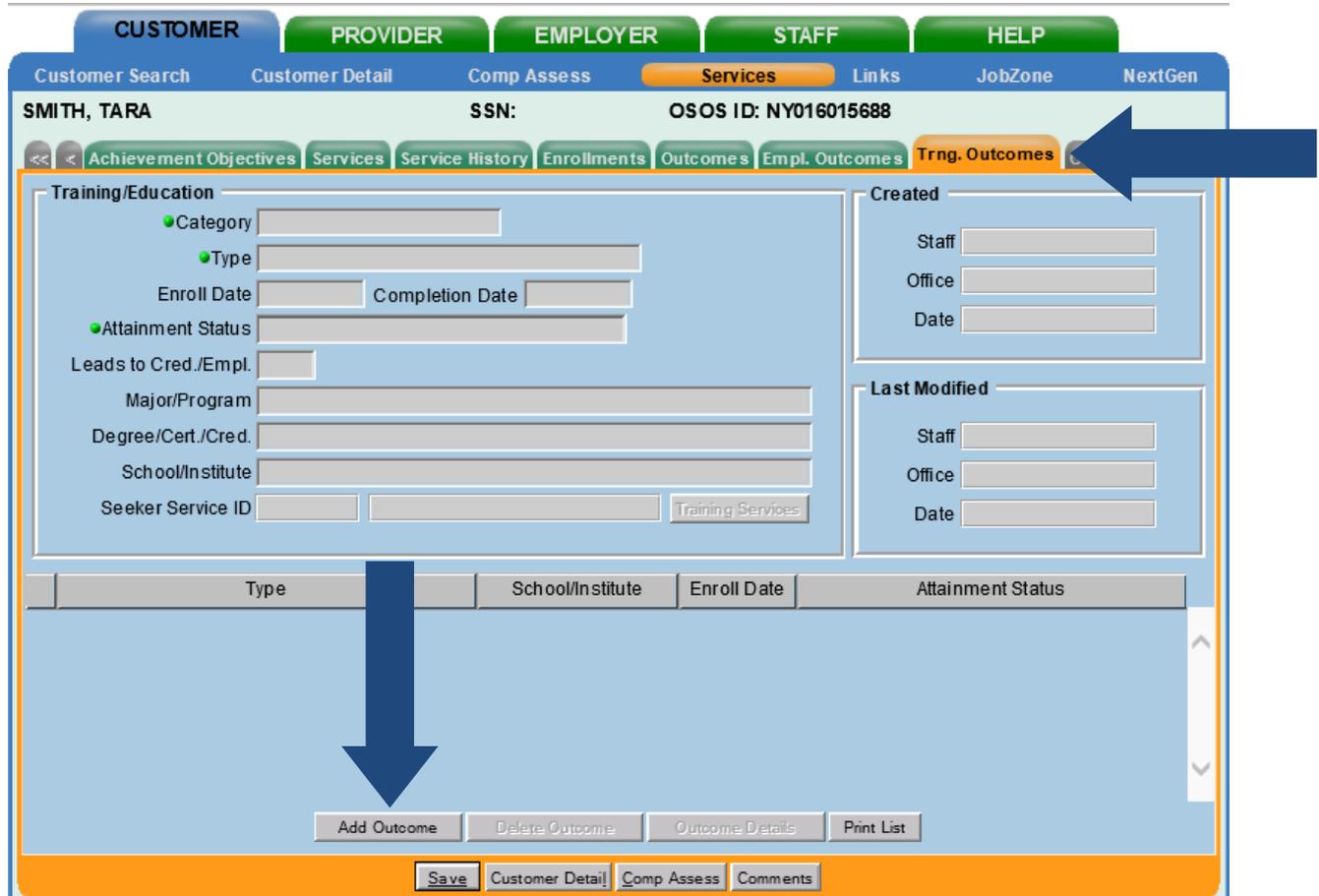
Options | Print List | New Service | Delete Service | Authorization | IPA Service Summary | Payments | Tracking

Save | Comments

## RECORDING EDUCATION & TRAINING OUTCOME

Training Outcomes are entered in the **Training Outcomes** tab (displayed in OSOS as **Trng. Outcomes**) of the **Services** window of the customer record.

Data for the Credential Attainment performance measure is recorded in this tab. Measurable skill gains which relate to training will also be recorded in **Training Outcomes**.



Training outcomes are sorted by **Category** and **Type**.

In the **Category** dropdown menu, select the category of training program the participant is enrolled in.

In the **Type** dropdown menu, select the type of credential the training program will lead to. The options available in the **Type** dropdown menu will be based on what has been selected in the **Category** dropdown menu. This is represented in the following table:



Category	Type
Secondary Education	High School Diploma
	GED or HS Equivalency
	Continuation or Alternative School
Post Secondary Education	AA or AS Diploma/Degree
	BA or BS Diploma/Degree
	Graduate/Post Graduate
Occ Skills/Advanced Training	Occupational Skills Licensure
	Occupational Skills Certificate
	Other Recognized Diploma, Degree, or Certificate

**CUSTOMER** PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess **Services** Links JobZone NextGen

**SMITH, TARA** SSN: OSOS ID: NY016015688

<< < Achievement Objectives Services Service History Enrollments Outcomes Empl. Outcomes **Trng. Outcomes** Comment > >>

Training/Education

Category: Secondary Education

Type: High School Diploma, GED or HS Equivalency, Continuation or Alternative School

Enroll Date: [ ]

Attachment Status: [ ]

Created: Staff [ ], Office [ ], Date [ ]

<< < Agency Info Achievement Objectives Services Service History Enrollments Outcomes Empl. Outcomes **Trng. Outcomes** > >>

Training/Education

Category: Post Secondary Education

Type: AA or AS Diploma/Degree, BA or BS Diploma/Degree, Graduate/Post Graduate

Enroll Date: [ ]

Attachment Status: [ ]

Created: Staff [ ], Office [ ], Date [ ]

<< < Agency Info Achievement Objectives Services Service History Enrollments Outcomes Empl. Outcomes **Trng. Outcomes** > >>

Training/Education

Category: Occ Skills/Advanced Training

Type: Occupational Skills Licensure, Occupational Skills Certificate, Other Recognized Diploma, Degree, or Certificate

Enroll Date: [ ]

Attachment Status: [ ]

Created: Staff [ ], Office [ ], Date [ ]

<< < Achievement Objectives Services Service History Enrollments Outcomes Empl. Outcomes **Trng. Outcomes** Comment > >>

Training/Education

Category: On the Job Training

Type: On the Job Training

Created: Staff [ ], Office [ ], Date [ ]



Enter the **Enroll date** for the training program. Once the customer indicates they have completed the training, staff must record the **Completion Date**.

The screenshot shows the OSOS system interface for a customer named Polly Pickett. The interface includes navigation tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The main menu includes Customer Search, Customer Detail, Comp Assess, Services, Links, JobZone, and NextGen. The current view is for Polly Pickett, with SSN and OSOS ID: NY012312655. The 'Training/Education' form is displayed, showing fields for Category (Occ Skills/Advanced Training), Type (Occupational Skills Certificate), Enroll Date (05/18/2024), Completion Date, Attainment Status (In Process - intended credential pending), Leads to Cred./Empl., Major/Program (Comp TIA A+), Degree/Cert/Cred. (Certificate), School/Institute (ABC Training), and Seeker Service ID. A table below the form shows a list of training outcomes with columns for Type, School/Institute, Enroll Date, and Attainment Status. The current entry is 'Occupational Skills Certificate' at 'ABC Training' with an 'Enroll Date' of '05/18/2024' and an 'Attainment Status' of 'In Process - intended credential pending'. Buttons for 'Add Outcome', 'Delete Outcome', 'Outcome Details', and 'Print List' are visible at the bottom of the table. The bottom of the interface has buttons for 'Save', 'Customer Detail', 'Comp Assess', and 'Comments'.

For any outcome **Category**, the **Attainment Status** field must be completed. The options in the **Attainment Status** drop-down menu will remain the same regardless of the category selected. There are five attainment statuses:

- In Process - no intended credential
- In Process - intended credential pending
- Completed - attained intended credential
- Completed - did not attain or intend credential
- Incomplete - did not attain or intend credential

If the training is ongoing, an "In Process" status must be selected, and then updated when the training program is complete. If the **Attainment Status** begins with "Completed" or "Incomplete", then a completion date must be entered as the date the program was completed, or the participant left the program.



Only the attainment status of **“Completed – attained intended credential”** counts positively for the Credential Attainment performance indicator.

**CUSTOMER**   **PROVIDER**   **EMPLOYER**   **STAFF**   **HELP**

Customer Search   Customer Detail   Comp Assess   **Services**   Links   JobZone   NextGen

Pickett, Polly   SSN:   OSOS ID: NY012312655

**Training/Education**

Category: Occ Skills/Advanced Training  
 Type: Occupational Skills Certificate  
 Enroll Date: 05/18/2024   Completion Date: 06/28/2024  
 **Attainment Status: Completed - attained intended credential**  
 Certification Date: 06/28/2024  
 Leads to Cred./Empl.: Yes  
 Major/Program: Comp TIA A+  
 Degree/Cert./Cred.: Certificate  
 School/Institute: ABC Training  
 Seeker Service ID:   Training Services:

**Created**

Staff:   
Office:   
Date:

**Last Modified**

Staff:   
Office:   
Date:

	Type	School/Institute	Enroll Date	Attainment Status
<input checked="" type="checkbox"/>	Occupational Skills Certificate	ABC Training	05/18/2024	Completed - attained intended credential

The **Major/Program**, **Degree/Cert/Cred**, and **School Institute** fields are required.



As a best practice, staff should enter all known information about the degree or credential, including any non-required fields.

Once all information is entered, click **Save**.



## TRAINING SERVICES

The **Training Services** button in the **Training Outcomes** tab functions in the same way as the **Employment Service** button in the **Employment Services** tab.

Using the **Training Services** button will allow the system to associate a previously scheduled service with an outcome.

**CUSTOMER** **PROVIDER** **EMPLOYER** **STAFF** **HELP**

Customer Search Customer Detail Comp Assess **Services** Links JobZone NextGen

Pickett, Polly SSN: OSOS ID: NY012312655

Achievement Objectives Services Service History Enrollments Outcomes Empl. Outcomes **Trng. Outcomes** Commer > >>

**Training/Education**

- Category: Occ Skills/Advanced Training
- Type: Occupational Skills Certificate
- Enroll Date: 05/18/2024 Completion Date: 06/28/2024
- Attainment Status: Completed - attained intended credential
- Certification Date: 06/28/2024
- Leads to Cred./Empl.: Yes
- Major/Program: Comp TIA A+
- Degree/Cert./Cred.: Certificate
- School/Institute: ABC Training
- Seeker Service ID: [ ]

**Created**

Staff: [ ]  
Office: [ ]  
Date: [ ]

**Last Modified**

Staff: [ ]  
Office: [ ]  
Date: [ ]

**Training Services**

Type	School/Institute	Enroll Date	Attainment Status
<input checked="" type="checkbox"/> Occupational Skills Certificate	ABC Training	05/18/2024	Completed - attained intended credential

Add Outcome Delete Outcome Outcome Details Print List

Save Customer Detail Comp Assess Comments

If there have been employment services recorded for the customer, they will display in the **Training Services** webpage dialog box.

Select the correct service and click **OK**.

Training Services -- Webpage Dialog

Service ID	Provider Name	Service Name	Actual Start Date	Actual End Date	Prog Svc Type
<input checked="" type="checkbox"/> 12613178	Cortland County Employment & Training	Basic Skills/Life Skills Training	01/05/2018	01/30/2018	Basic Career Services

OK Cancel

The service will populate the **Seeker Service ID** Field.

Seeker Service ID 12613178 Basic Skills/Life Skills Training Training Services Date 05/24/2018

Type	School/Institute	Enroll Date	Attainment Status
<input checked="" type="checkbox"/> Occupational Skills Certificate	ABC Training	02/01/2018	Completed - attained intended credential

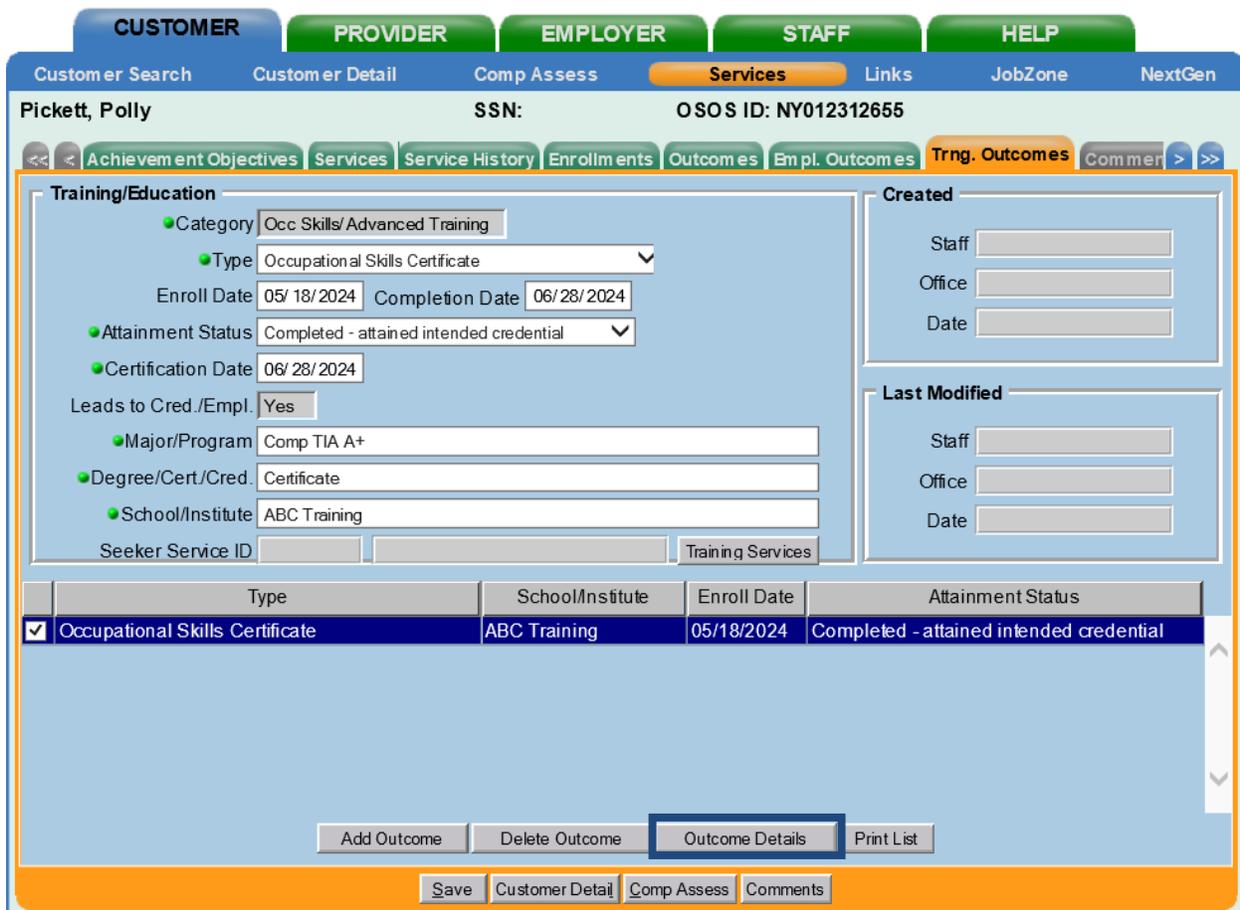
Add Outcome Delete Outcome Outcome Details Print List

Save Customer Detail Comp Assess Comments Check Labor Market Information

## OUTCOME DETAILS

The **Outcome Details** button in the **Trng. Outcomes** tab functions in the same way as it does in the **Empl. Outcomes** tab.

Click the **Outcome Details** button to open the **Training Outcomes Detail** webpage dialog box.



**Training/Education**

- Category: Occ Skills/Advanced Training
- Type: Occupational Skills Certificate
- Enroll Date: 05/18/2024 Completion Date: 06/28/2024
- Attainment Status: Completed - attained intended credential
- Certification Date: 06/28/2024
- Leads to Cred./Empl.: Yes
- Major/Program: Comp TIA A+
- Degree/Cert./Cred.: Certificate
- School/Institute: ABC Training
- Seeker Service ID: [ ] Training Services

**Created**

Staff: [ ]  
Office: [ ]  
Date: [ ]

**Last Modified**

Staff: [ ]  
Office: [ ]  
Date: [ ]

Type	School/Institute	Enroll Date	Attainment Status
<input checked="" type="checkbox"/> Occupational Skills Certificate	ABC Training	05/18/2024	Completed - attained intended credential

Buttons: Add Outcome, Delete Outcome, **Outcome Details**, Print List, Save, Customer Detail, Comp Assess, Comments

**Training Outcomes Detail** is where the measurable skill gains which relate to training can be tracked for this performance measure. Enter an **Effective Date**.

Select the type of skill gain from the **Type** drop-down menu.

Enter as much additional information as is known into the other fields. Staff will need to enter the **Effective Date**. The Effective Date is the date the customer completed training or passed a licensing exam and cannot be later than the Training Completion date. They will also need to indicate if the customer is still enrolled in training. Although it is not required, it is crucial to record **Hours Per Week**, whether the training is **Full or Part Time**, **Salary**, and **Salary Unit**. This information is helpful if the training is an On-the-Job Training because it is then subsidized and additional funding is provided to the business to assist with paying wages.

More than one Training Outcome Details Record can be attached to a Training Outcome. For instance, multiple outcome details can be documented to illustrate more than one measurable skill gain or credential the customer may receive. For each new instance, click Add at the bottom of the screen.



*Data must be recorded in the Skill Gain box for this customer to count positively in the Measurable Skill Gains performance measure.*

Training Outcome Details -- Webpage Dialog

**Training Outcome Details**

Type: Occupational Skills Certificate  
 Enroll Date: 05/18/2024 Completion Date: 06/28/2024

Effective Date:

Hours Per Week: EFL Gain via Credits or Carnegie Units towards HS Diploma or Equivalent  
 Secondary/PSE Transcript/Report Card

**Skill Gain**

Type: Skills Progression

Benchmark Exam: Other Skills Progression Benchmark or Exam

Other Text: Passed Certificate Exam - Comp TIA Network +

**Contact Info**

Date:   
 Name:   
 Role:   
 Method:

**Attachment**

Upload Download Delete

Notes:

	Effective Date	Still Enrolled?	Skill Gain Type
<input checked="" type="checkbox"/>	06/28/2024	No	Skills Progression

Ok Cancel

The **Contact Info** section is used to document the source of the skills gain information.

Please Note: While there is an **Attachment** section in **Training Outcomes Detail**, this is not to be utilized by staff until further guidance is provided regarding the appropriate use of this tool.

When finished, click **Ok** and then save the customer's record.

Training Outcome Details -- Webpage Dialog

**Training Outcome Details**

Enroll Date  Completion Date

Effective Date 
 Still Enrolled?

Hours Per Week  Part Time  Salary  Salary Unit

**Skill Gain**

Type

Benchmark Exam

Other Text

**Contact Info**

Date

Name

Role

Method

**Attachment**

Notes

	Effective Date	Still Enrolled?	Skill Gain Type
<input checked="" type="checkbox"/>	06/28/2024	No	Skills Progression





## EMPLOYMENT OUTCOMES TAB

After locating the correct customer record, navigate to the **Services** window and click on the **Empl. Outcomes** tab.

To begin entering the employment outcome, click **Add Outcome** at the bottom of the screen.

**CUSTOMER** **PROVIDER** **EMPLOYER** **STAFF** **HELP**

Customer Search Customer Detail Comp Assess **Services** Links JobZone NextGen

Pickett, Polly SSN: OSOS ID: NY012312655

<< < Achievement Objectives Services Service History Enrollments Outcomes **Empl. Outcomes** Trng. Outcomes Commer > >>

**Employment**

Type Start Date End Date

Self Employed

Employer EIN/ID Employer Lookup

Employer Name

NAICS NAICS Lookup

City State Zip

OSOS Job ID External Job ID Supervisor

Seeker Service ID Employment Services

Work Setting Audit Manual Wages

**Characteristics**

Training Related

Non-Traditional

Hired By Layoff

FCJL Job

Work Based Training

Disaster Relief

UI Covered

Fringe Benefits

Start Date	Employer Name	Employer EIN/ID	NAICS
------------	---------------	-----------------	-------

Add Outcome Delete Outcome Outcome Details Print List

Save Customer Detail Comp Assess Comments



Select the appropriate employment **Type** that applies to the customer from the drop-down menu. The options in this menu are "Military," "Registered Apprenticeship," or "Unsubsidized Employment." The most common selection in this field will be "Unsubsidized Employment."

Enter **Start Date**

When "Unsubsidized Employment" is selected, the **Self Employed** status will display and although it is not indicated by a green dot, this field must be completed.

**CUSTOMER** PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess **Services** Links JobZone NextGen

Pickett, Polly SSN: OSOS ID: NY012312655

Achievement Objectives Services Service History Enrollments Outcomes **Empl. Outcomes** Trng. Outcomes Comments

**Employment**

Type: Unsubsidized Employment Start Date: 07/01/2024 End Date:

Self Employed: No

Employer EIN/ID:  Employer Lookup

Employer Name: ABC

NAICS:  NAICS Lookup

City: Albany State: New York Zip: 12207

OSOS Job ID:  External Job ID:  Supervisor:

Seeker Service ID:  Employment Services

Work Setting:  Audit

Manual Wages

**Characteristics**

Training Related

Non-Traditional

Hired By Layoff

FCJL Job

Work Based Training

Disaster Relief

UI Covered

Fringe Benefits

Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/> 07/01/2024	ABC	-	-

Add Outcome Delete Outcome Outcome Details Print List

Save Customer Detail Comp Assess Comments



Next enter the Employer's Name. Staff can enter either the full name of the employer or part of the employer's name. Then click the **Employer Lookup** button.

**CUSTOMER** **PROVIDER** **EMPLOYER** **STAFF** **HELP**

Customer Search Customer Detail Comp Assess **Services** Links JobZone NextGen

Pickett, Polly SSN: OSOS ID: NY012312655

Achievement Objectives Services Service History Enrollments Outcomes **Empl. Outcomes** Trng. Outcomes Commer >>

**Employment**

Type: Unsubsidized Employment Start Date: 07/01/2024 End Date:

Self Employed: No

Employer EIN/ID:  **Employer Lookup**

Employer Name: ABC

NAICS:  NAICS Lookup

City: Albany State: New York Zip: 12207

OSOS Job ID:  External Job ID:  Supervisor:

Seeker Service ID:  Employment Services

Work Setting:  Audit

Manual Wages

**Characteristics**

- Training Related
- Non-Traditional
- Hired By Layoff
- FCJL Job
- Work Based Training
- Disaster Relief
- UI Covered
- Fringe Benefits

	Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/>	07/01/2024	ABC	-	-

Add Outcome Delete Outcome Outcome Details Print List

Save Customer Detail **Comp Assess** Comments



If the business has an OSOS record, this will pull up their information in the **Employer Data --- Webpage Dialog**.

Select the correct business and then click **OK**.

Employer Data -- Webpage Dialog

**Employer Data**

Employer ID: NY010171226    FEIN: 133276915    SEIN: 1260754000

Employer Name: ABC Home Furnishings Inc.

Legal Name: \_\_\_\_\_

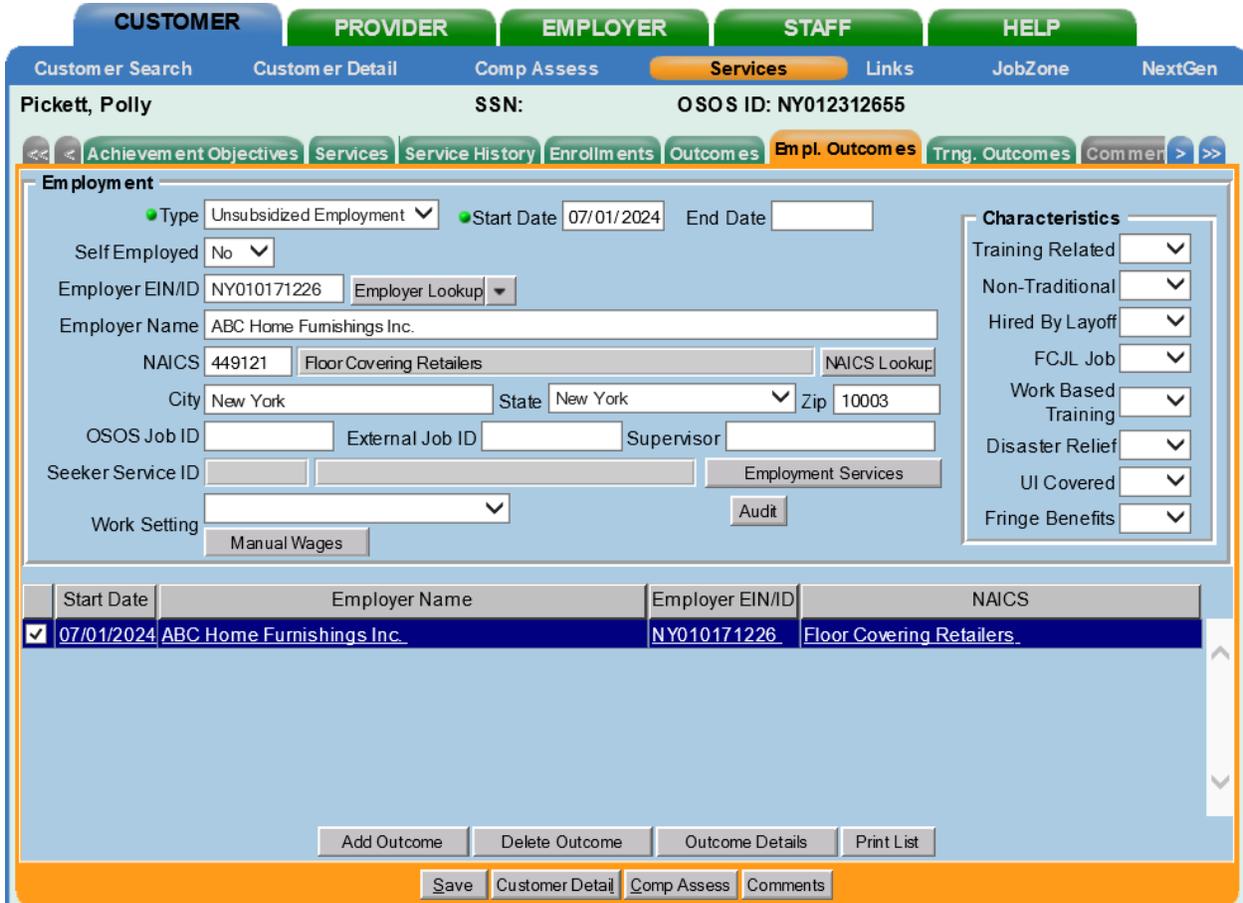
City: New York    State: New York    Zip: 10003

NAICS: 449121    Automatic Environmental Control Manufactur    Create Date: 11/ 10/2015

	Employer ID	FEIN	NAICS	Employer Name	Legal Name
<input type="checkbox"/>	NY010340545		238910	ABC Demolition	
<input type="checkbox"/>	NY010370735		1114	ABC Duck Farm	ABC Duck Farm
<input type="checkbox"/>	NY010342754		6222	ABC Employer II	
<input type="checkbox"/>	NY010370520		23814	ABC Fireworks	ABC Fireworks Inc
<input checked="" type="checkbox"/>	NY010171226	133276915	449121	ABC Home Furnishings Inc.	-
<input type="checkbox"/>	NY010334015			ABC Imaging	
<input type="checkbox"/>	NY010269517		311111	ABC Manufacturing	
<input type="checkbox"/>	NY010311555	123456789	45991	ABC Pet Supply Co	

Ok    Cancel

This will auto-populate the Employer EIN or ID number, the industry NAICS code, and business address into the **Employment Outcomes** tab.



**Employment**

Type: Unsubsidized Employment Start Date: 07/01/2024 End Date:

Self Employed: No

Employer EIN/ID: NY010171226 Employer Lookup

Employer Name: ABC Home Furnishings Inc.

NAICS: 449121 Floor Covering Retailers NAICS Lookup

City: New York State: New York Zip: 10003

OSOS Job ID:  External Job ID:  Supervisor:

Seeker Service ID:  Employment Services

Work Setting:  Audit

Manual Wages

**Characteristics**

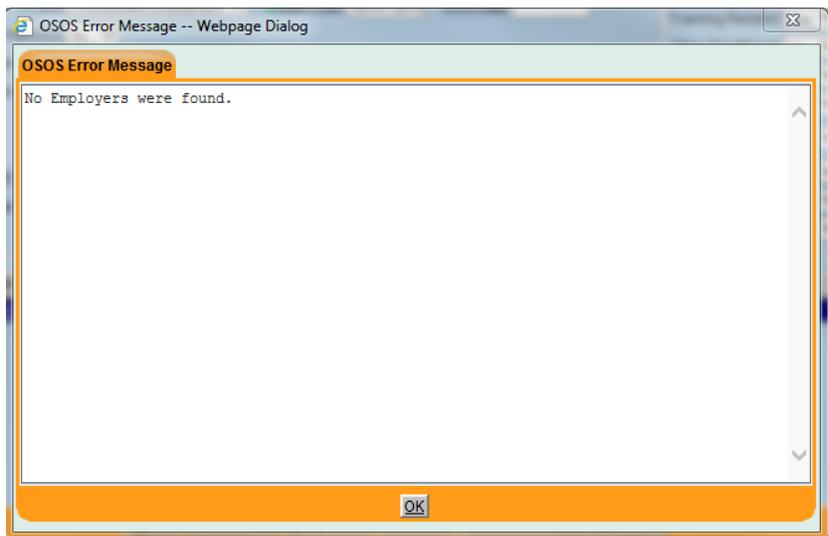
- Training Related
- Non-Traditional
- Hired By Layoff
- FCJL Job
- Work Based Training
- Disaster Relief
- UI Covered
- Fringe Benefits

Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/> 07/01/2024	ABC Home Furnishings Inc.	NY010171226	Floor Covering Retailers

Add Outcome Delete Outcome Outcome Details Print List

Save Customer Detail Comp Assess Comments

If there is no OSOS record for the employer, an OSOS Error Message will display, and staff will need to manually enter the necessary data.





While many of the fields are not required, staff should include as much information as known in this tab, including the **Employer Name** and **Address**.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search   Customer Detail   Comp Assess   **Services**   Links   JobZone   NextGen

**Pickett, Polly**   SSN:   OSOS ID: NY012312655

<< < **Achievement Objectives** **Services** Service History Enrollments Outcomes **Empl. Outcomes** Trng. Outcomes Commer > >>

**Employment**

Type: Unsubsidized Employment    Start Date: 07/01/2024   End Date:

Self Employed: No

Employer EIN/ID:   Employer Lookup

Employer Name: ABC Home Furnishings Inc.

NAICS:   NAICS Lookup

City: New York   State: New York   Zip: 10003

OSOS Job ID:   External Job ID:   Supervisor:

Seeker Service ID:   Employment Services

Work Setting:   Audit

**Characteristics**

- Training Related
- Non-Traditional
- Hired By Layoff
- FCJL Job
- Work Based Training
- Disaster Relief
- UI Covered
- Fringe Benefits

	Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/>	07/01/2024	ABC Home Furnishings Inc.	-	-

Add Outcome   Delete Outcome   Outcome Details   Print List

Save   Customer Detail   Comp Assess   Comments



When there is no OSOS record for the business, staff should also enter the **NAICS** (North American Industry Classification System) code for the industry in which the customer has obtained employment. This is the standard used by Federal statistical agencies in classifying business establishments for data purposes.

To determine an industry NAICS code, click the **NAICS Lookup** button. This will take staff to the NAICS Search on the US Census Bureau's website. Using a keyword search, look up the industry that most closely matches the employer and enter its 6-digit NAICS code into the **NAICS** data field. The name of the industry will then auto-populate into the tab.

**Employment**

Type: Unsubsidized Employment | Start Date: 07/01/2024 | End Date: [ ]

Self Employed: No

Employer EIN/ID: [ ] | Employer Lookup: [ ]

Employer Name: ABC Home Furnishings Inc.

NAICS: 236118 | Residential Remodelers | NAICS Lookup: [ ]

City: New York | State: New York | Zip: 10003

OSOS Job ID: [ ] | External Job ID: [ ] | Supervisor: [ ]

Seeker Service ID: [ ] | Employment Services: [ ]

Work Setting: [ ] | Audit: [ ]

Manual Wages: [ ]

**Characteristics**

- Training Related: [ ]
- Non-Traditional: [ ]
- Hired By Layoff: [ ]
- FCJL Job: [ ]
- Work Based Training: [ ]
- Disaster Relief: [ ]
- UI Covered: [ ]
- Fringe Benefits: [ ]

	Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/>	07/01/2024	ABC Home Furnishings Inc.	-	Residential Remodelers

Buttons: Add Outcome, Delete Outcome, Outcome Details, Print List, Save, Customer Detail, Comp Assess, Comments



If the customer record indicates that the customer has a disability, the **Work Setting** field will also be displayed. Staff should use this drop-down menu to indicate if the customer has obtained employment in an integrated environment or in a supported employment environment.

**CUSTOMER**   **PROVIDER**   **EMPLOYER**   **STAFF**   **HELP**

Customer Search   Customer Detail   Comp Assess   **Services**   Links   JobZone   NextGen

Pickett, Polly   SSN:   OSOS ID: NY012312655

<< < Achievement Objectives   Services   Service History   Enrollments   Outcomes   **Empl. Outcomes**   Trng. Outcomes   Commer > >>

**Employment**

Type: Unsubsidized Employment   Start Date: 07/01/2024   End Date:

Self Employed: No

Employer EIN/ID:    Employer Lookup:

Employer Name: ABC Home Furnishings Inc.

NAICS: 236118   Residential Remodelers   NAICS Lookup:

City: New York   State: New York   Zip: 10003

OSOS Job ID:    External Job ID:    Supervisor:

Seeker Service ID:    Employment Services:

Work Setting:    Audit:

**Characteristics**

Training Related:   
 Non-Traditional:   
 Hired By Layoff:   
 FCJL Job:   
 Work Based Training:   
 Disaster Relief:   
 UI Covered:   
 Fringe Benefits:

Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/> 07/01/2024	ABC Home Furnishings Inc.	-	Residential Remodelers

Add Outcome   Delete Outcome   Outcome Details   Print List

Save   Customer Detail   Comp Assess   Comments



The **Characteristics** box displays eight Yes or No drop-down menus, allowing staff to indicate which of the eight characteristics apply to the employment. Select all that apply.

These drop-downs ask the following questions:

- **Training Related:** Is the employment related to training?
- **Non-Traditional:** Is the employment considered non-traditional? A non-traditional occupation is one for which individuals from one gender comprise less than 25% of the individuals employed in that occupation.
- **Hired by Layoff:** Is the customer returning to the employer from which they were most recently laid off?
- **FCJL Job:** Was the employment obtained through the Federal Contract Job Listing Program?
- **Work Based Training:** Is the employment considered Work Based Training?
- **Disaster Relief:** Is the employment a result of a Disaster Relief initiative?
- **UI Covered:** Is this employment considered to be covered by Unemployment Insurance?
- **Fringe Benefits:** Does the employment offer fringe benefits?

**Employment**

Type: Unsubsidized Employment Start Date: 07/01/2024 End Date:

Self Employed: No

Employer EIN/ID: Employer Lookup

Employer Name: ABC Home Furnishings Inc.

NAICS: 236118 Residential Remodelers NAICS Lookup

City: New York State: New York Zip: 10003

OSOS Job ID: External Job ID: Supervisor:

Seeker Service ID: Employment Services

Work Setting: Manual Wages Audit

**Characteristics**

Training Related: Yes

Non-Traditional: No

Hired By Layoff: No

FCJL Job: No

Work Based Training: No

Disaster Relief: No

UI Covered: Yes

Fringe Benefits: No

Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/> 07/01/2024	ABC Home Furnishings Inc.	.	Residential Remodelers

Add Outcome Delete Outcome Outcome Details Print List

Save Customer Detail Comp Assess Comments



There are minor differences in the tab if "Military" or "Apprenticeship" is selected instead of "Unsubsidized Employment."

When selecting "Military" as the employment **Type**, the Military Branch must be indicated.

**CUSTOMER**   **PROVIDER**   **EMPLOYER**   **STAFF**   **HELP**

Customer Search   Customer Detail   Comp Assess   **Services**   Links   JobZone   NextGen

Pickett, Polly   SSN:   OSOS ID: NY012312655

<< < Achievement Objectives   **Services**   Service History   Enrollments   Outcomes   **Empl. Outcomes**   Trng. Outcomes   Comments > >>

**Employment**

Type: Military   Start Date: 07/01/2024   End Date:   Military Branch: Air Force

Employer EIN/ID:   Employer Lookup:   Employer Name: US Air Force

NAICS: 92811   National Security   NAICS Lookup:   City: Tampa   State: Florida   Zip: 92475

OSOS Job ID:   External Job ID:   Supervisor:   Seeker Service ID:   Employment Services:   Work Setting:   Audit:   Manual Wages:   Characteristics:

Training Related: Yes   Non-Traditional: No   Hired By Layoff: No   FCJL Job: No   Work Based Training: No   Disaster Relief: No   UI Covered: Yes   Fringe Benefits: No

	Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/>	07/01/2024	US Air Force	-	National Security

Add Outcome   Delete Outcome   Outcome Details   Print List

Save   Customer Detail   Comp Assess   Comments



When "Registered Apprenticeship" is selected, the **RAPIDS** field will appear.

Note: RAPIDS (Registered Apprenticeship Partners Information Data System) numbers are not currently used for data entry in New York and entering data in this field is not required.

**CUSTOMER**   **PROVIDER**   **EMPLOYER**   **STAFF**   **HELP**

Customer Search   Customer Detail   Comp Assess   **Services**   Links   JobZone   NextGen

Pickett, Polly   SSN:   OSOS ID: NY012312655

Achievement Objectives   Services   Service History   Enrollments   Outcomes   **Empl. Outcomes**   Trng. Outcomes   Comments >>

**Employment**

Type: Registered Apprenticeship   Start Date: 07/01/2024   End Date:

RAPIDS:    RAPIDS Lookup:

Employer EIN/ID:    Employer Lookup:

Employer Name: Carpenters Local 291

NAICS: 611513   Apprenticeship Training   NAICS Lookup:

City: Albany   State: New York   Zip: 12205

OSOS Job ID:    External Job ID:    Supervisor:

Seeker Service ID:    Employment Services:

Work Setting:    Audit:

Manual Wages:

**Characteristics**

Training Related: Yes

Non-Traditional: No

Hired By Layoff: No

FCJL Job: No

Work Based Training: No

Disaster Relief: No

UI Covered: Yes

Fringe Benefits: No

Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/> 07/01/2024	Carpenters Local 291	-	Apprenticeship Training

Add Outcome   Delete Outcome   Outcome Details   Print List

Save   Customer Detail   Comp Assess   Comments



## EMPLOYMENT SERVICES

If the recorded employment was related to a previously scheduled service, this can be associated with the outcome by clicking the **Employment Services** button.

For a list of Service Types that can be attached to Employment Outcomes, please refer to [the attached list on page 44 of this guide](#).

**CUSTOMER** **PROVIDER** **EMPLOYER** **STAFF** **HELP**

Customer Search Customer Detail Comp Assess **Services** Links JobZone NextGen

Pickett, Polly SSN: OSOS ID: NY012312655

<< < Achievement Objectives Services Service History Enrollments Outcomes **Empl. Outcomes** Trng. Outcomes Commer > >>

**Employment**

Type: Unsubsidized Employment Start Date: 07/01/2024 End Date:

Self Employed: No

Employer EIN/ID: NY010171226 Employer Lookup:

Employer Name: ABC Home Furnishings Inc.

NAICS: 449121 Floor Covering Retailers NAICS Lookup:

City: New York State: New York Zip: 10003

OSOS Job ID:  External Job ID:  Supervisor:

Seeker Service ID:  **Employment Services**

Work Setting:  Manual Wages

**Characteristics**

Training Related: Yes

Non-Traditional: No

Hired By Layoff: No

FCJL Job: No

Work Based Training: No

Disaster Relief: No

UI Covered: Yes

Fringe Benefits: No

	Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/>	07/01/2024	ABC Home Furnishings Inc.	NY010171226	Floor Covering Retailers

Add Outcome Delete Outcome Outcome Details Print List

Save Customer Detail Comp Assess Comments



If there have been employment services recorded for the customer, they will display in the **Employment Services** webpage dialog box.

Select the correct service and click **OK**.

Service ID	Provider Name	Service Name	Actual Start Date	Actual End Date	Prog Svc Type
<input checked="" type="checkbox"/> 12613129	Liv. Co. Office of Workforce Develo	On the Job Training	04/01/2018	04/30/2018	ITA-Training
<input type="checkbox"/> 12613085	Catskill Distilling Company	OJT Distillery Marketing Associate	12/01/2017	05/01/2018	ITA-Training



The service will then populate the **Seeker Service ID** Field.

Seeker Service ID	12613129	On the Job Training	Employment Services	UI Covered	Yes	
			Audit	Manual Wages	Fringe Benefits	Yes
Start Date	Employer Name	Employer EIN/ID	NAICS			
<input checked="" type="checkbox"/> 05/01/2018	ABC Nursing and Rehabilitation	.	Nursing Care Facilities (Skilled Nursing Facilit			
<input type="button" value="Add Outcome"/> <input type="button" value="Delete Outcome"/> <input type="button" value="Outcome Details"/> <input type="button" value="Print List"/>						
<input type="button" value="Save"/> <input type="button" value="Customer Detail"/> <input type="button" value="Comp Assess"/> <input type="button" value="Comments"/> <input type="button" value="Check Labor Market Information"/>						



## ENTERING EMPLOYMENT OUTCOMES

Enter specific employment information including hours per week for new employment. Click on **Outcome Details**.

CUSTOMER
PROVIDER
EMPLOYER
STAFF
HELP

Customer Search
Customer Detail
Comp Assess
Services
Links
JobZone
NextGen

**Pickett, Polly**      **SSN:**      **OSOS ID: NY012312655**

<<
<
Achievement Objectives
Services
Service History
Enrollments
Outcomes
Empl. Outcomes
Trng. Outcomes
Comments
>
>>

**Employment**

Type: ● Unsubsidized Employment    Start Date: 07/01/2024    End Date:

Self Employed:

Employer EIN/ID: NY010171226    Employer Lookup:

Employer Name: ABC Home Furnishings Inc.

NAICS: 449121    Floor Covering Retailers    NAICS Lookup:

City: New York    State: New York    Zip: 10003

OSOS Job ID:     External Job ID:     Supervisor:

Seeker Service ID:     Employment Services:

Work Setting:     Audit:

**Characteristics**

Training Related:

Non-Traditional:

Hired By Layoff:

FCJL Job:

Work Based Training:

Disaster Relief:

UI Covered:

Fringe Benefits:

	Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/>	07/01/2024	ABC Home Furnishings Inc.	NY010171226	Floor Covering Retailers

Click add to data enter as much information known for the new employment.

Employment Outcome Details -- Webpage Dialog

**Employment Outcome Details**

Type

Start Date  End Date

Effective Date   Still Employed?  Advanced To New Position

Hours Per Week  Part Time  Salary  Salary Unit

O\*Net

Job Title

**Skill Gain**

Type

Other Text

**Contact Info**

Date

Name

Role

Method

**Attachment**

Notes

	Effective Date	Still Employed?	Skill Gain Type
<input type="checkbox"/>			



There's only one required, green-dotted field, but enter **Hours Per Week, Part Time, Salary, and Salary Unit**. Enter an applicable **O\*Net** and **Job Title**. Enter as many Outcome Details as necessary, but do not delete previous entries.

Employment Outcome Details -- Webpage Dialog

### Employment Outcome Details

Type: Unsubsidized Employment

Start Date: 07/01/2024 End Date: [ ]

Effective Date: 07/01/2024 Still Employed?: Yes [v] Advanced To New Position: [v]

Hours Per Week: 40 Part Time: No [v] Salary: \$ 28.00 Salary Unit: Hourly [v]

O\*Net: 15124400 Network and Computer Systems Administrators [O\*Net]

Job Title: Office Administrator

#### Skill Gain

Type: [v]

#### Contact Info

Date: [ ] Name: [ ] Role: [v] Method: [v]

#### Attachment

Upload [ ] Download [ ] Delete [ ]

Notes: [ ]

Effective Date	Still Employed?	Skill Gain Type
<input checked="" type="checkbox"/> 07/01/2024	Yes	-

Ok Cancel



## ENTERING WAGE DATA

Administrative wage record data is not immediately available, and therefore it is important to enter employment outcomes as they occur, to ensure positive outcomes. Entering this information is also pertinent if a customer indicates that they are self-employed. Income of individuals who are self-employed may not result in a match to administrative wage record data. Therefore, entering the wages for these individuals manually is the only way to ensure a positive outcome in the wage based measures. This information is helpful for reporting outcomes to DOL and OTDA.

If a WIOA funded service is provided to a DHP participant, data entered here will count toward the 2nd and 4th Quarter Employment After Exit and Median Earnings performance measures. These performance measures are also referred to as wage-based outcomes.



*For customers without an SSN recorded in OSOS, staff must enter manual wages for the participant to be included in the wage based outcomes.*



Wage data related to the employment outcome must be entered by using the **Manual Wages** button in the **Empl. Outcomes** tab.

**CUSTOMER** **PROVIDER** **EMPLOYER** **STAFF** **HELP**

Customer Search Customer Detail Comp Assess **Services** Links JobZone NextGen

Pickett, Polly SSN: OSOS ID: NY012312655

<< < Achievement Objectives Services Service History Enrollments Outcomes **Empl. Outcomes** Trng. Outcomes Comment > >>

**Employment**

Type: Unsubsidized Employment Start Date: 07/01/2024 End Date:

Self Employed: No

Employer EIN/ID: NY010171226 Employer Lookup

Employer Name: ABC Home Furnishings Inc.

NAICS: 449121 Floor Covering Retailers NAICS Lookup

City: New York State: New York Zip: 10003

OSOS Job ID: External Job ID: Supervisor:

Seeker Service ID: Employment Services

Work Settings:  Manual Wages

**Characteristics**

Training Related: Yes

Non-Traditional: No

Hired By Layoff: No

FCJL Job: No

Work Based Training: No

Disaster Relief: No

UI Covered: Yes

Fringe Benefits: No

Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/> 07/01/2024	ABC Home Furnishings Inc.	NY010171226	Floor Covering Retailers

Add Outcome Delete Outcome Outcome Details Print List

Save Customer Detail Comp Assess Comments

Please refer to [TEGL 26-16](#) for additional documentation requirements for supplemental wage data.



There are three required fields on this screen. The first field is the **Wage Earned Date**. For instance, this may be the start date of a paystub. The other required fields on this screen are **Salary Unit** and **Manual Wage Amount**. Once again, please record as much information as you can on this screen to ensure the most accurate reflection of the customer's wages.

Manual Wages -- Webpage Dialog

### Manual Wages

Employer EIN/ID: NY010171226  
Employer Name: ABC Home Furnishings Inc.  
NAICS: 449121 Floor Covering Retailers

Wage Earned Date:  Program Year: 2022 Qtr: 3  
Salary Unit:   
Salary per Unit:   
Number of Units:   
Manual Wage Amount:    
Notes:

**Created**  
Staff: CARIMANDO, SUSAN  
Office: Cap Dist Womens Employ & Rsrce Cnt  
Date:

**Last Modified**  
Staff:   
Office:   
Date:

**Attachment**

	Wage Earned Date	Wage Amount	Notes	Date Modified
<input checked="" type="checkbox"/>				

# MANUAL WAGES

Manual Wages -- Webpage Dialog

**Manual Wages**

Employer EIN/ID: NY010171226  
 Employer Name: ABC Home Furnishings Inc.  
 NAICS: 449121 Floor Covering Retailers

Wage Earned Date: 09/01/2024 Program Year: 2023 Qtr: 0  
 Salary Unit: Hourly  
 Salary per Unit: \$ 28.00  
 Number of Units: 40.00  
 Manual Wage Amount: \$1120.00

Notes

**Created**

Staff: CARIMANDO, SUSAN  
 Office: Cap Dist Womens Employ & Rsrce Cnt  
 Date:

**Last Modified**

Staff:  
 Office:  
 Date:

**Attachment**

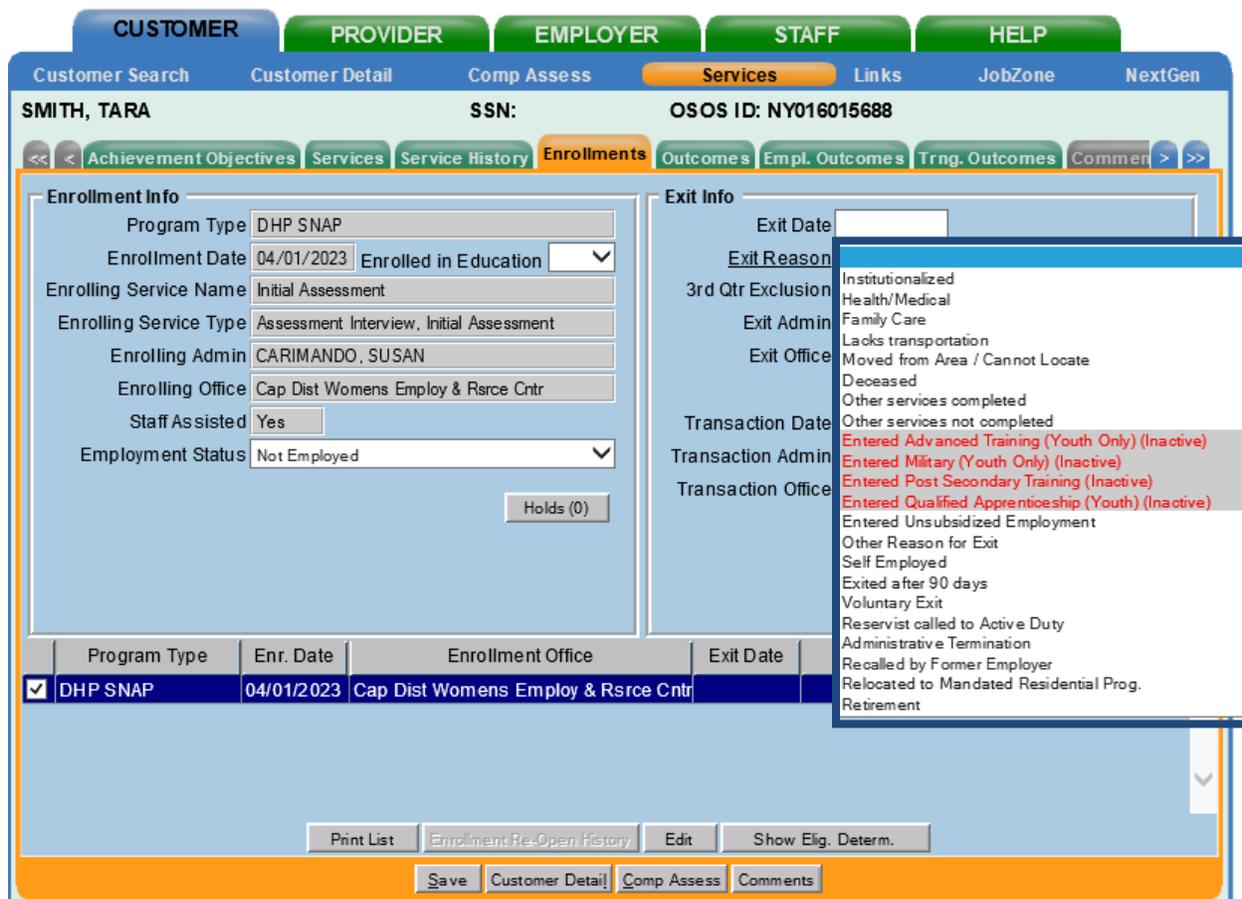
	Wage Earned Date	Wage Amount	Notes	Date Modified
<input checked="" type="checkbox"/>	09/01/2024	\$1120.00		

## EXITING THE CUSTOMER

If all L2 services have been closed and no services are provided during a 90 day period, the enrollment will automatically exit with the date that the last service ended.

It is possible that the customer may need to be exited previous to the automatic 90 day exit. If any of the following exit reasons applies to your customer, click on the Enrollments tab of the Services window, select the appropriate enrollment, enter the applicable date when the customer was exited and select one of the following exit reasons from the Exit Reason drop-down field: Deceased, Institutionalized, Health/Medical, Family Care or Reservist called to Active Duty.

Click Save to save your changes.



The screenshot shows the OSOS system interface for customer SMITH, TARA. The 'Enrollments' tab is active, displaying enrollment information for a DHP SNAP program. The 'Exit Reason' dropdown menu is open, showing a list of reasons for exit. The highlighted reason is 'Entered Post Secondary Training (Inactive)'.

Program Type	Enr. Date	Enrollment Office	Exit Date
<input checked="" type="checkbox"/> DHP SNAP	04/01/2023	Cap Dist Womens Employ & Rsrce Cntr	



*If more than one DHP fund is used to fund services for a customer, two different DHP enrollments will be created. Each enrollment will automatically exit or must be manually exited separately. If one of the DHP funds is no longer used to fund services for the customer, the respective enrollment will exit after 90 days as long as no other services are being funded with those DHP funds.*



## Resources and Assistance

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

By email: [Help.OSOS@labor.ny.gov](mailto:Help.OSOS@labor.ny.gov)