Documenting Dislocated Worker Status
OSOS Guide

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PURPOSE

The definition of Dislocated Worker (DW) under Workforce Innovation and Opportunity Act (WIOA) Section 3(15) includes five (5) categories.
The five (5) WIOA DW categories are:

1. Category 1 - DW
2. Category 2 - DW Mass Layoff or Closure
3. Category 3 - DW Self-Employed
4. Category 4 - DW Displaced Homemaker
5. Category 5 - DW Spouse of a Member of the Armed Forces

Please refer to Program Guidance Letter (PGL) #22-01 for New York State's interpretation of these DW definitions.

The One Stop Operating System (OSOS) is the primary case management system used for tracking all services provided to customers throughout the Workforce Development System.
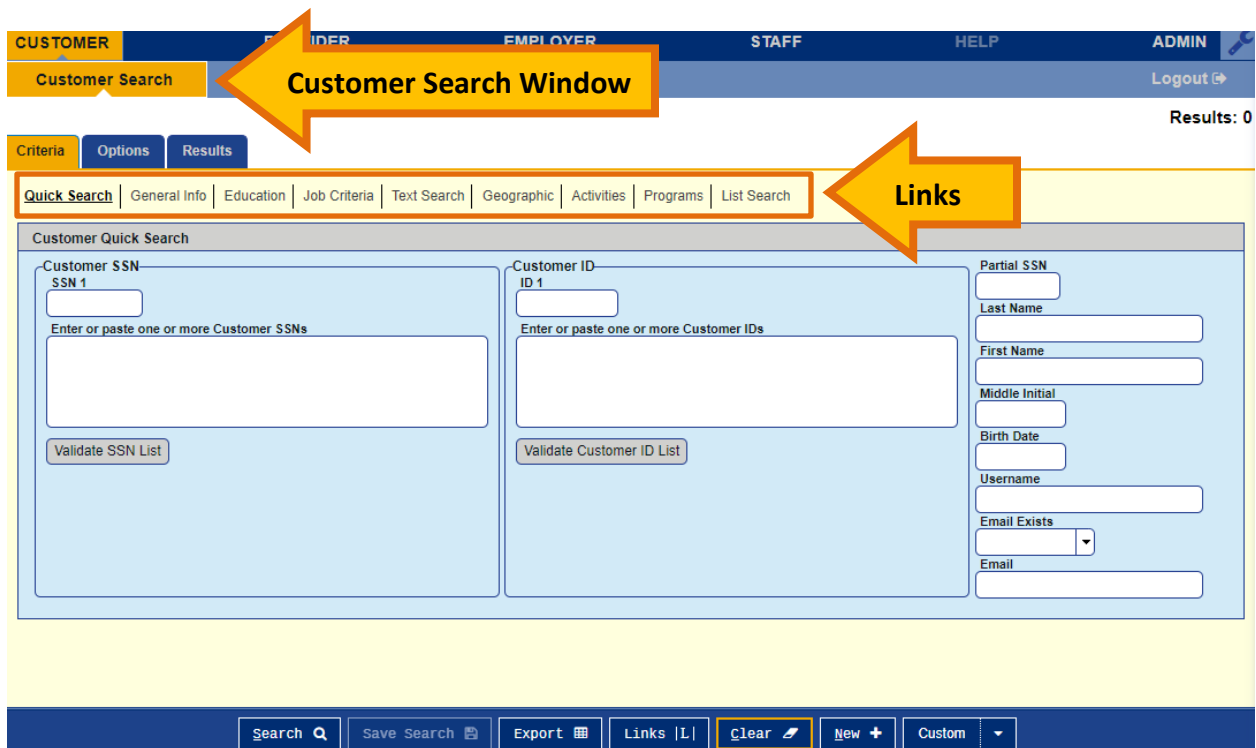
This guide provides instructions on how to properly document dislocated worker status in OSOS.

SEARCHING FOR THE CUSTOMER

When staff enter customer data into OSOS, it is important to determine if a record already exists for the customer. In addition, there may be instances where there are two existing records, or duplicate records, for the customer. When this occurs, we often see that one account has a Social Security Number and one does not. Following the instructions below ensures that any duplicate records can be found and addressed accordingly.

Searches are performed within the **Customer Search** window, in the **Customer** module.

While searches are most commonly performed from the **Quick Search** link, any of the active links can be used in the search process. In addition, once you are case managing a customer, and their Customer ID is known, you may search for the customer using the Customer ID field.

![OSOS One-Stop Operating System logo]

QUICK SEARCH

A customer search is most commonly performed from the **Customer Search** window, **Quick Search** link. There are numerous ways a customer search can be conducted depending on the information the staff has obtained. Staff will mainly search by **Customer Full** or **Partial Name**.
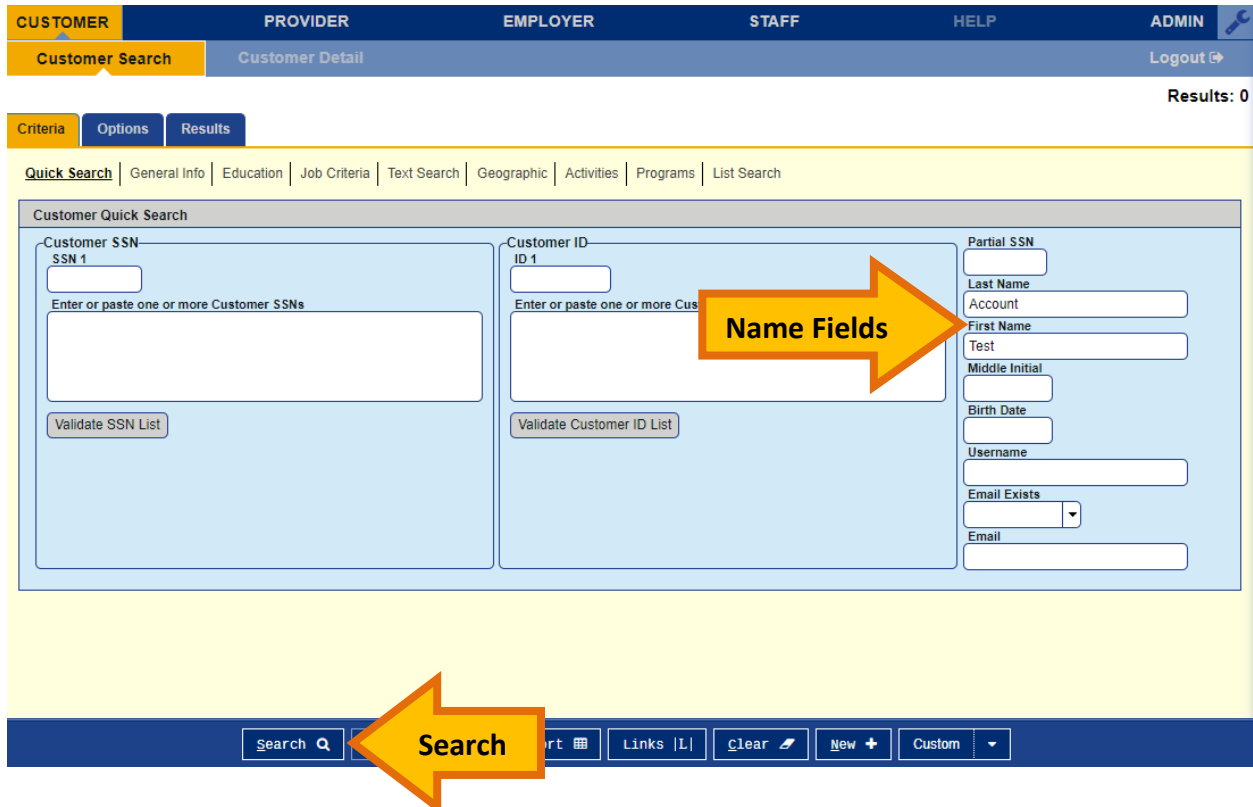
SEARCHING BY CUSTOMER FULL OR PARTIAL NAME

Staff may search for a customer record by full or partial name. Enter as much information as is known in the **Last Name** and **First Name** data fields.

As a best practice, staff should perform a name search for any customer they are working with to determine if duplicate OSOS records exist for the same customer. Due to the potential impact on performance and funding, it is critical that data entry of services is entered in the correct record. If a duplicate record is found, please contact help.osos@labor.ny.gov.
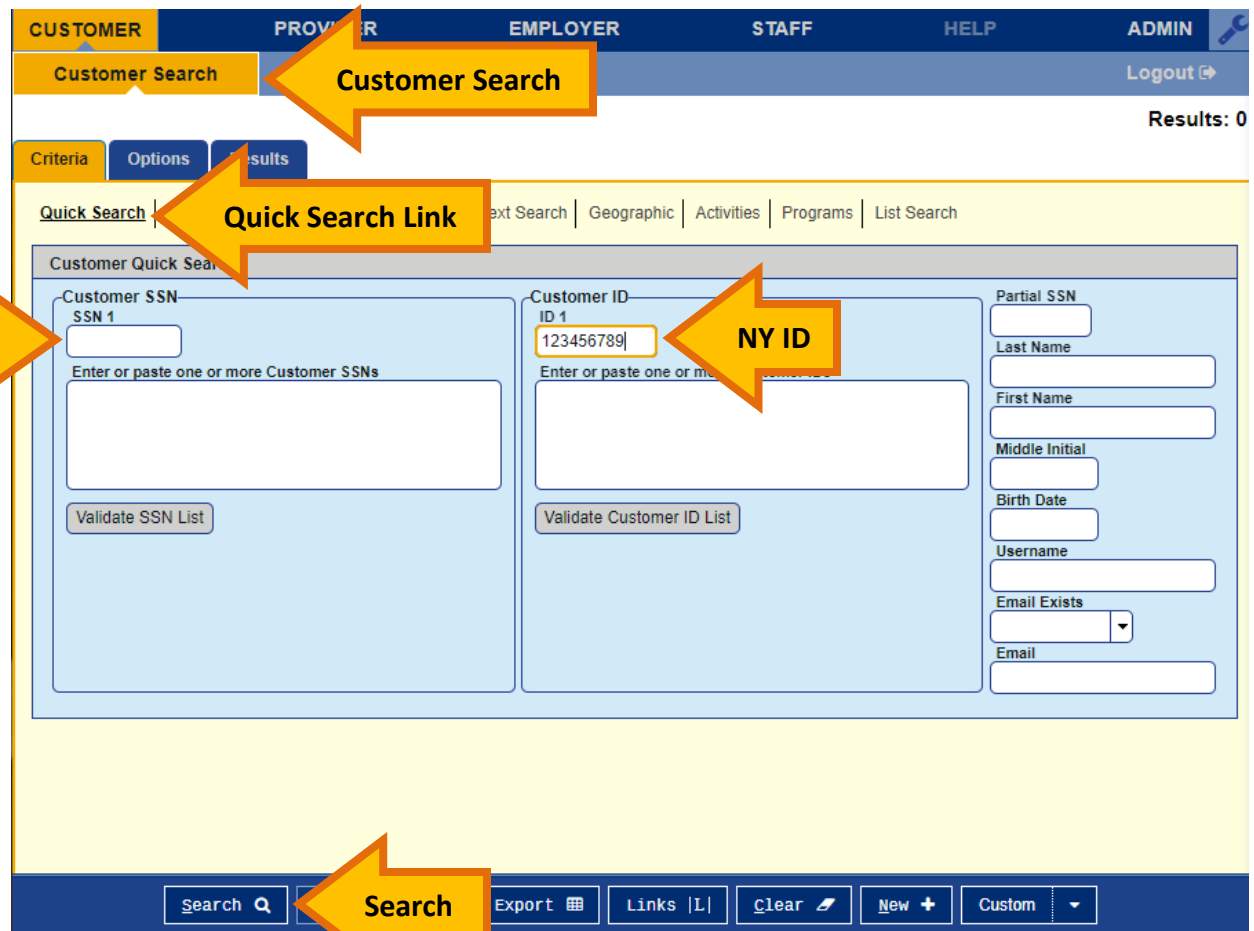
Click the **Search** button.

SEARCHING BY FULL SOCIAL SECURITY NUMBER OR NY ID

Once staff are case managing a particular customer, they can search by **Customer SSN** or **Customer ID** in the **Quick Search** link to find the customer record.

Then click the **Search** button at the bottom of the screen.

If there is a matching record, OSOS will display the customer's record. If there is no matching record, the system will display **Results: 0** in the upper right-hand corner.

*The search can be based on either SSN or ID number, but it cannot be based on both. Including data in both the **Customer SSN** field and the **Customer ID** field will result in an error message.*

DISLOCATED WORKER
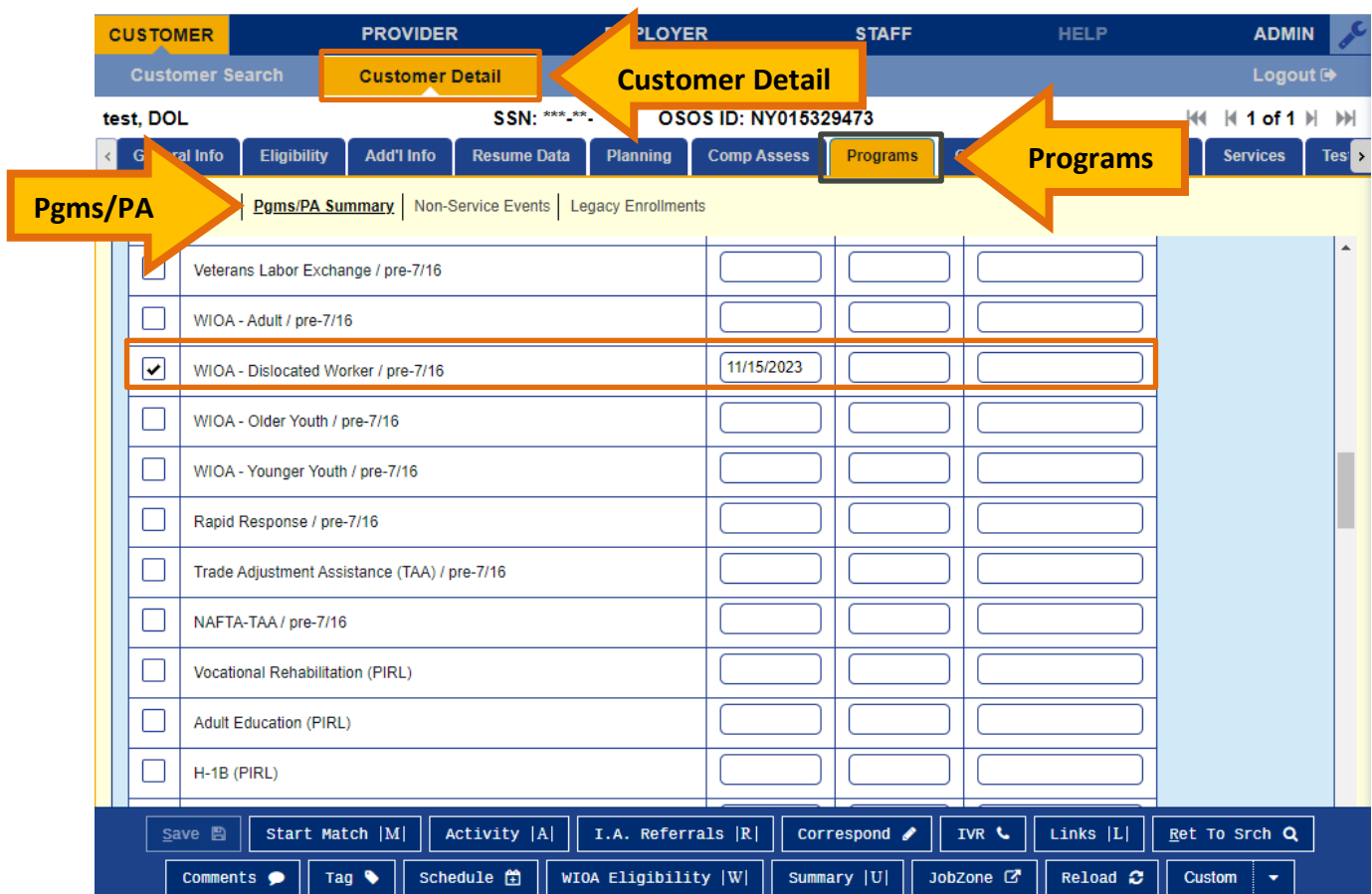
Dislocated Worker status is documented in the **Customer Detail** window, **Resume Data** tab, **Work History** link of OSOS.

Staff must always review the entire OSOS record for accuracy at each customer interaction and update all tabs as appropriate.

Staff must review and update the record fully prior to entering activities or recording services in the customer record. This will cause the customer to be properly enrolled in the WIOA Dislocated Worker program upon first enrolling activity or service.

Enrollment information and date is visible in the **Customer Detail** window, **Programs** tab, **Pgms/PA Summary** link.

CATEGORY 1 - DISLOCATED WORKER

To properly document a dislocated worker, the **Work History** link of the **Customer Detail** window must be completed. The customer's most recent job prior to the participation in the WIOA Dislocated Worker program must be recorded.

Category 1 - Dislocated Category includes customers who:

- have been separated or received notice of separation; and
- are eligible for or have exhausted Unemployment Insurance benefits, or who are not eligible for Unemployment Insurance, but have demonstrated their attachment to the workforce; and
- are unlikely to return to a previous industry or occupation.

This category will include long-term unemployed (LTU) individuals and underemployed individuals who have accepted stop-gap employment. Please refer to PGL #22-01 to identify if the customer you are working with can be classified as a Category 1 Dislocated Worker based on New York State's interpretation of the WIOA Dislocated Worker definitions.

For a customer who is considered a Category 1 Dislocated Worker due to long-term unemployment status, select **Yes** in the **Long-Term Unemployed** field in the **Gen. Info** tab.

Staff must select **Category 1-DW** in the **Reason for Leaving** field to record that a customer falls under the Category 1 - Dislocated Category.

All other required fields in the **Work History** link within **Resume Data** must also be completed.

Selecting Category-1 DW will open the Dislocated Worker Information section.

The Qualifying Dislocation (**QDD**) Date field will populate with the customer's last day of work.

In the **Tenure** field, enter the number of months that customer was employed by their most recent employer.

For a customer who is considered a Category 1 Dislocated Worker due to being underemployed, select **Employed** in the **Employment Status** field and **Yes** in the **Underemployed** field in the **Gen. Info** tab.
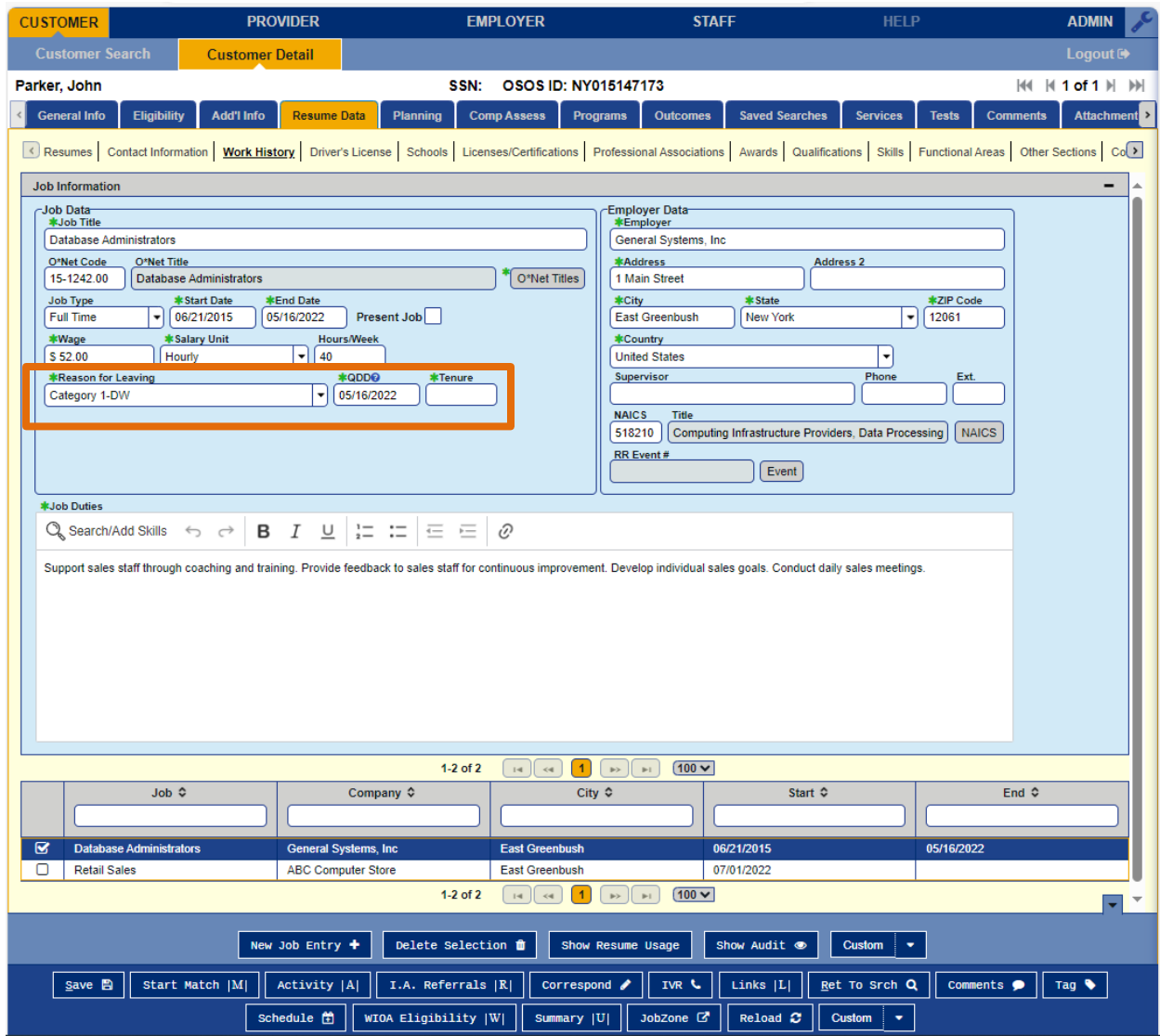
For underemployed individuals, create two entries in the **Work History** link within the **Resume Data** tab.

One entry must reflect the stopgap employment obtained. For this entry, leave the **End Date field** blank and select **Still Employed** in the **Reason for Leaving** field.

The second work history entry must reflect the employment that the customer was displaced from prior to accepting stop-gap employment. Staff must select **Category 1 DW** in the **Reason for Leaving** field and fill out all required fields in the **Dislocated Worker Information** section.

These extra steps are only required when the only way the customer qualifies as a Category 1 - DW is due to underemployment.

CATEGORY 2 – DW MASS LAYOFF OR CLOSURE

In the **Work History** link, staff must select **Category 2 DW Mass Layoff or Closure** in the **Reason for Leaving** field when a customer has been terminated or laid off, or has received a notice of termination or layoff, from employment because of a permanent closure or any substantial layoff at, a plant, facility, military installation, or enterprise.

For customers who are still employed and received a notice of termination, enter the Qualifying Dislocation Date and End Date of employment indicated in the letter, and update the Employment Status on the General info tab to Employed - Rcvd Notice of Termination. If there is no date indicated in the letter, enter the date the letter was received as the Qualifying Dislocation Date and the End Date of employment.

All other required fields in the **Work History** link must also be completed.

Selecting **Category-2 DW mass layoff or closure** will populate two new required fields.

The **Qualifying Dislocation Date (QDD)** field, enter the customer's last day of work. In the **Tenure** field, enter the number of months that customer was employed by their most recent employer.

CATEGORY 3 - DW SELF-EMPLOYED

Staff must select **Category 3 DW Self-Employed** in the **Reason for Leaving** field when a customer who was self-employed is now unemployed as a result of general economic conditions in the individual's community or because of natural disasters.

All other required fields in the **Work History** link must also be completed.

Selecting **Category-3 DW self-employed** will populate two new required fields.

In the **Qualifying Dislocation Date (QDD)** field, enter the customer's last day of work.

In the **Tenure** field, enter the number of months that customer was self-employed.
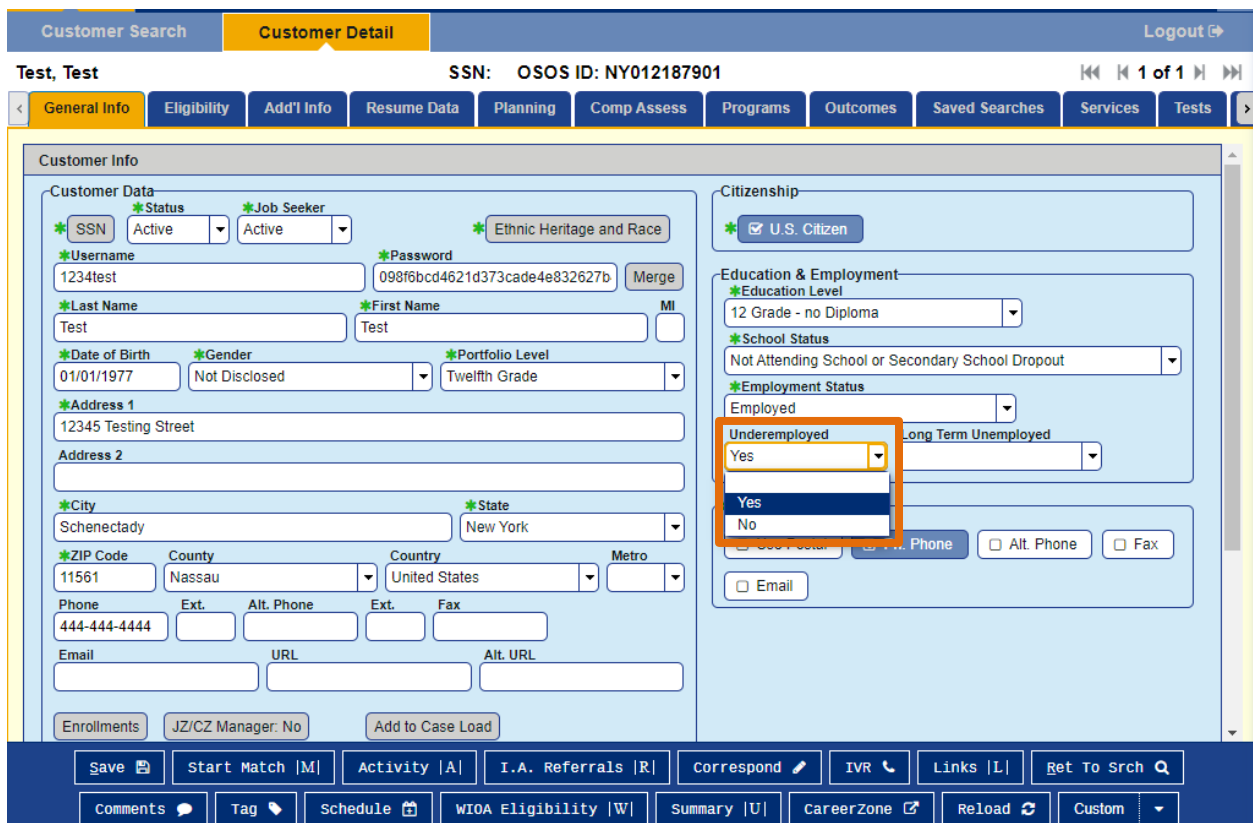
CATEGORY 4 - DW DISPLACED HOMEMAKER

Staff must select **Category 4 DW Displaced Homemaker** in the **Reason for Leaving** field when a customer is an individual who has been providing unpaid services to family members in the home and who either

- has been dependent on the income of another family member but is no longer supported by that income; or
- is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the member;
- and is now unemployed or underemployed and is having trouble in obtaining or upgrading employment.

For a customer who is considered a Category 4 DW due to underemployed status, select **Employed** in the **Employment Status** field and **Yes** in the **Underemployed** field in the **Gen. Info** tab.

In the **Job Title** field, enter Homemaker.

In the **Employer**, **Address**, **City** and **State** fields, enter the customer's name and address. If the customer is underemployed or working part time, enter the employment information in a separate work history entry.

As Category 4 Dislocated Workers have provided unpaid services, enter **$0.01** and **Other** in the **Wage** fields.

All other required fields in the **Work History** link must also be completed.

CATEGORY 5 - DW SPOUSE OF A MEMBER OF THE ARMED FORCES

Staff must select **Category 6 DW Spouse of a Member of the Armed Forces** in the **Reason for Leaving** field when a customer is either

- the spouse of a member of the Armed Forces on active duty, and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
- the spouse of a member of the Armed Forces on active duty and who meets required WIOA criteria.

WIOA defines Dislocated Worker - Spouse of a Member of the Armed Forces as Category 5. However, OSOS currently lists this as Category 6; this is the option which must be selected for customers meeting the above definition.

All other required fields in the **Work History** link must also be completed.

Click the **Comments** function button at the bottom of the screen to record a comment indicating how this customer meets the WIOA definition of a Category 5 Dislocated Worker. This comment should include the following language:

"Customer is a Dislocated Worker-Spouse of a member of the Armed Forces."
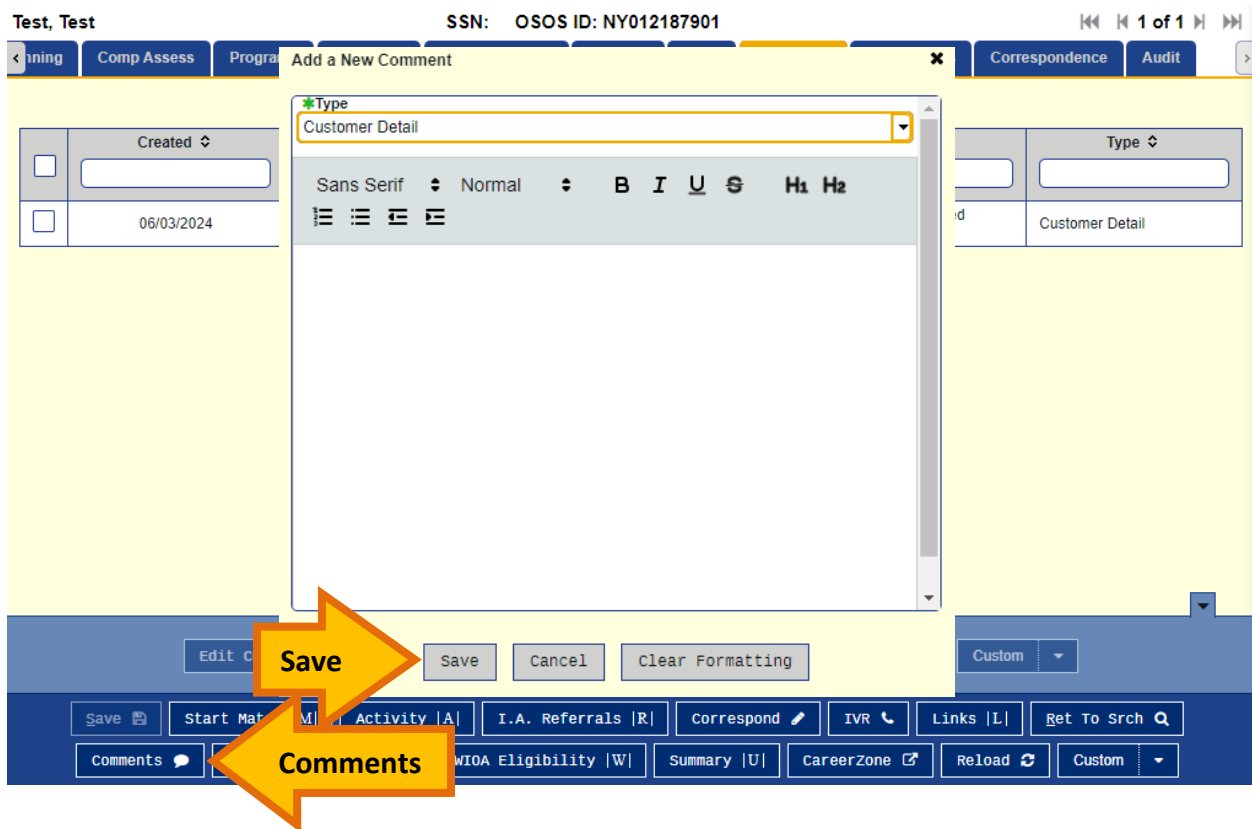
Click **Save**.

COMMENTS AND DATA ELEMENT VALIDATION

For all dislocated worker customers, staff case notes must include a comment indicating how this customer meets the WIOA definition of the selected category of dislocated worker. The comment should also include any necessary information on required data element validation.

To record a comment, click the **Comments** function button at the bottom of the screen. After typing the comment into the Comment box, click **Save** on the Comment box and at the bottom of the record.

ADDITIONAL CATEGORIES

In addition to the WIOA DW categories, NYSDOL also recognizes individuals dislocated due to Foreign Trade as dislocated workers. This includes participants in the Trade Adjustment Assistance (TAA) Program who are part of a worker group covered under a certified trade petition.

In OSOS, these customers are documented as **Category 5-DW Dislocated Due to Foreign Trade** in the **Work History** link.

For detailed guidance on entering TAA eligible dislocated workers in OSOS, please see the TAA Intake and Eligibility OSOS Guide.

Properly documenting Category DW-5 in the **Work History** link and recording the TAA Individual Employment Plan per the guidance in the [TAA Enrollment and Entering the First Service OSOS Guide](#) will cause the customer to be co-enrolled in both the TAA program and the WIOA Dislocated Worker program.

	Customer Search	Customer Detail					Logout

Test, Test   SSN: OSOS ID: NY012187901   ◄◄ ◄ 1 of 1 ► ►►

| Eligibility | Add'l Info | Resume Data | Planning | Comp Assess | Programs | Outcomes | Saved Searches | Services | Tests |

Pgms/PA History | **Pgms/PA Summary** | Non-Service Events | Legacy Enrollments

☐	Rapid Response / pre-7/16			
☑	Trade Adjustment Assistance (TAA) / pre-7/16	01/10/2024		
☐	NAFTA-TAA / pre-7/16			
☐	Vocational Rehabilitation (PIRL)			
☐	Adult Education (PIRL)			
☐	H-1B (PIRL)			
☐	Other WIOA Programs (PIRL)			
☐	Stimulus Summer Youth			
☐	Registered Apprenticeship - Managed (PIRL)			
☐	Industry Standard			
☐	Welfare (WtW)			

Save 🖫 | Start Match |M| | Activity |A| | I.A. Referrals |R| | Correspond ✎ | IVR ☎ | Links |L| | Ret To Srch 🔍

Comments 💬 | Tag 🏷 | Schedule 📅 | WIOA Eligibility |W| | Summary |U| | CareerZone ⧉ | Reload ⟳ | Custom ▾

RESOURCES AND ASSISTANCE

OSOS Guides can be found [here](#).

PGL #[22-01](#): New York State Department of Labor (NYSDOL) guidance and interpretation on the Workforce Innovation and Opportunity Act (WIOA) definition of Dislocated Worker (DW) and recording DWs in the One-Stop Operating System (OSOS)

For further assistance, please contact the OSOS Help Desk:
By phone: (518) 457-6586
By email: help.osos@labor.ny.gov