

Documenting Dislocated Worker Status OSOS Guide



Table of Contents

Purpose	2
Searching for the Customer	3
Quick Search	4
Dislocated Worker	6
Category 1 - Dislocated Worker	7
Category 2 – DW Mass Layoff or Closure	14
Category 3 - DW Self-Employed.....	16
Category 4 - DW Displaced Homemaker	18
Category 5 - DW Spouse of a Member of the Armed Forces	21
Comments and Data Element Validation.....	23
Additional Categories.....	24
Resources and Assistance	26



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.

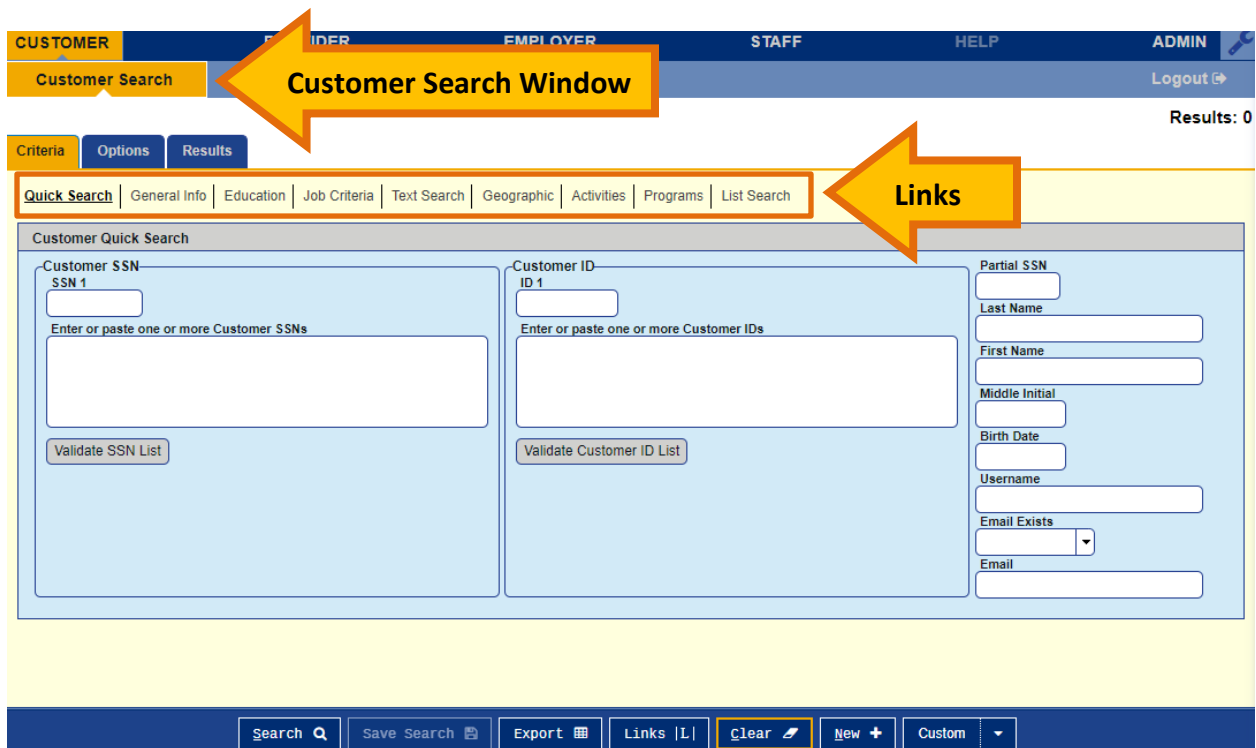
This guide provides instructions on how to properly document dislocated worker status in OSOS.

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.



The screenshot shows the OSOS Customer Search interface. At the top, a navigation bar includes 'CUSTOMER', 'EMPLOYER', 'STAFF', 'HELP', and 'ADMIN'. Below this is a 'Customer Search' header with a 'Logout' link and 'Results: 0'. A yellow arrow labeled 'Customer Search Window' points to the 'Customer Search' header. Below the header are tabs for 'Criteria', 'Options', and 'Results'. Under 'Criteria', there are links for 'Quick Search', 'General Info', 'Education', 'Job Criteria', 'Text Search', 'Geographic', 'Activities', 'Programs', and 'List Search'. A yellow arrow labeled 'Links' points to these links. The main search area is titled 'Customer Quick Search' and contains three columns of input fields: 'Customer SSN - SSN 1' with a 'Validate SSN List' button, 'Customer ID - ID 1' with a 'Validate Customer ID List' button, and 'Partial SSN' with fields for 'Last Name', 'First Name', 'Middle Initial', 'Birth Date', 'Username', 'Email Exists' (a dropdown), and 'Email'. At the bottom, a dark blue bar contains buttons for 'Search', 'Save Search', 'Export', 'Links |L|', 'Clear', 'New +', and 'Custom'.

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**.

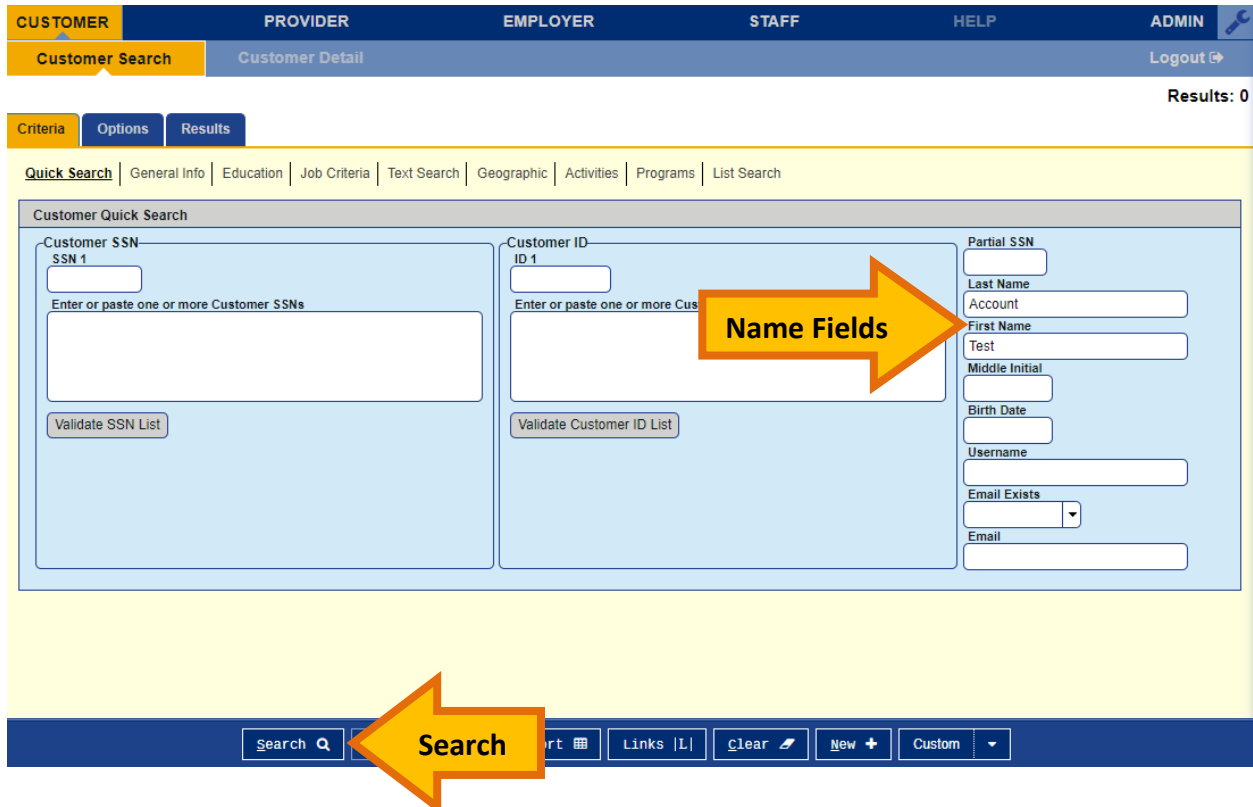
SEARCHING BY CUSTOMER FULL OR PARTIAL NAME

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.

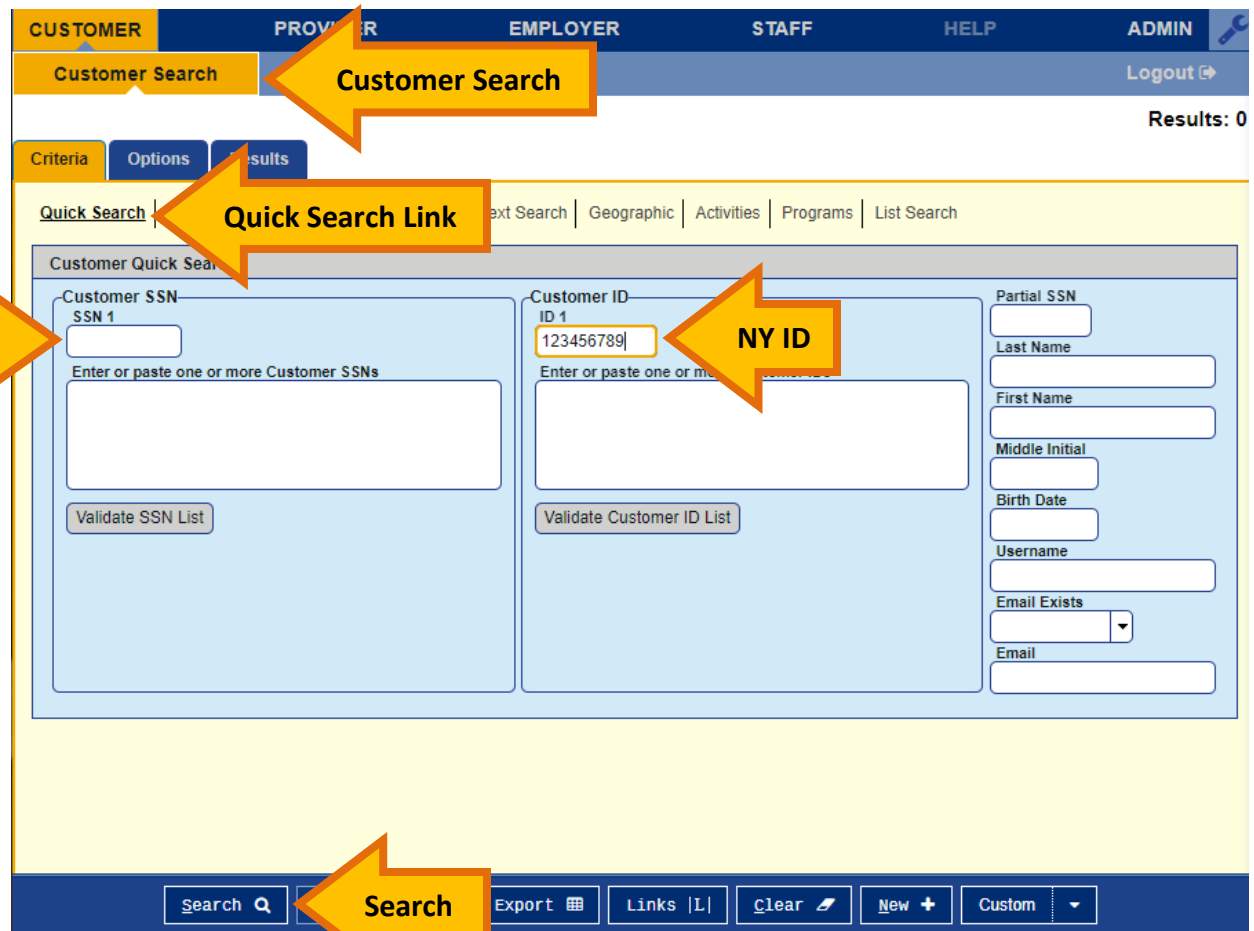
Click the **Search** button.



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.



The screenshot shows the OSOS Customer Search interface. At the top, there is a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP, and ADMIN. Below this is a 'Customer Search' section with a 'Quick Search' link highlighted by an orange arrow labeled 'Quick Search Link'. The search criteria are divided into two main sections: 'Customer SSN' and 'Customer ID'. The 'Customer SSN' section has a text input field with 'SSN 1' and a 'Validate SSN List' button, with an orange arrow labeled 'SSN' pointing to it. The 'Customer ID' section has a text input field with '123456789' and a 'Validate Customer ID List' button, with an orange arrow labeled 'NY ID' pointing to it. To the right of these sections are several other input fields: 'Partial SSN', 'Last Name', 'First Name', 'Middle Initial', 'Birth Date', 'Username', 'Email Exists' (a dropdown menu), and 'Email'. At the bottom of the search area, there is a 'Search' button highlighted by an orange arrow labeled 'Search', along with 'Export', 'Links |L|', 'Clear', 'New +', and 'Custom' buttons. In the top right corner of the search area, it says 'Results: 0'.

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

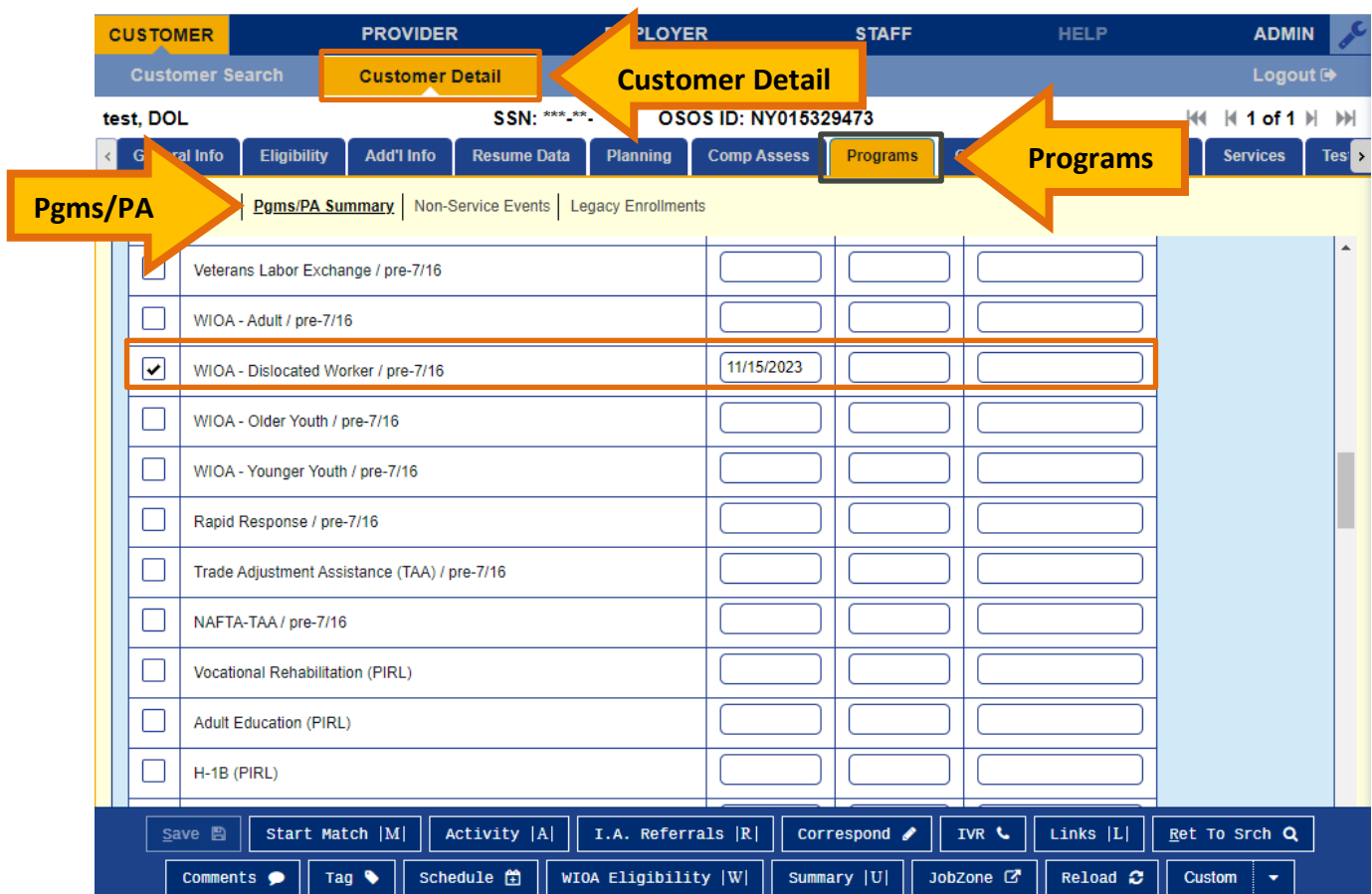
Dislocated Worker status is documented in the **Customer Detail** window, **Resume Data** tab, **Work History** link of OSOS.



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.



The screenshot shows the OSOS interface with the following elements:

- Navigation Bar:** CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP, ADMIN.
- Customer Search:** Customer Detail (highlighted with an orange arrow).
- Customer Information:** test, DOL; SSN: ***-**-****; OSOS ID: NY015329473.
- Programs Tab:** Programs (highlighted with an orange arrow).
- Pgms/PA Summary:** Pgms/PA Summary (highlighted with an orange arrow).
- Programs Table:**

Program Name	Start Date	End Date	Other
<input type="checkbox"/> Veterans Labor Exchange / pre-7/16			
<input type="checkbox"/> WIOA - Adult / pre-7/16			
<input checked="" type="checkbox"/> WIOA - Dislocated Worker / pre-7/16	11/15/2023		
<input type="checkbox"/> WIOA - Older Youth / pre-7/16			
<input type="checkbox"/> WIOA - Younger Youth / pre-7/16			
<input type="checkbox"/> Rapid Response / pre-7/16			
<input type="checkbox"/> Trade Adjustment Assistance (TAA) / pre-7/16			
<input type="checkbox"/> NAFTA-TAA / pre-7/16			
<input type="checkbox"/> Vocational Rehabilitation (PIRL)			
<input type="checkbox"/> Adult Education (PIRL)			
<input type="checkbox"/> H-1B (PIRL)			
- Footer:** Save, Start Match |M|, Activity |A|, I.A. Referrals |R|, Correspond, IVR, Links |L|, Ret To Srch Q, Comments, Tag, Schedule, WIOA Eligibility |W|, Summary |U|, JobZone, Reload, Custom.



CATEGORY 1 - DISLOCATED WORKER

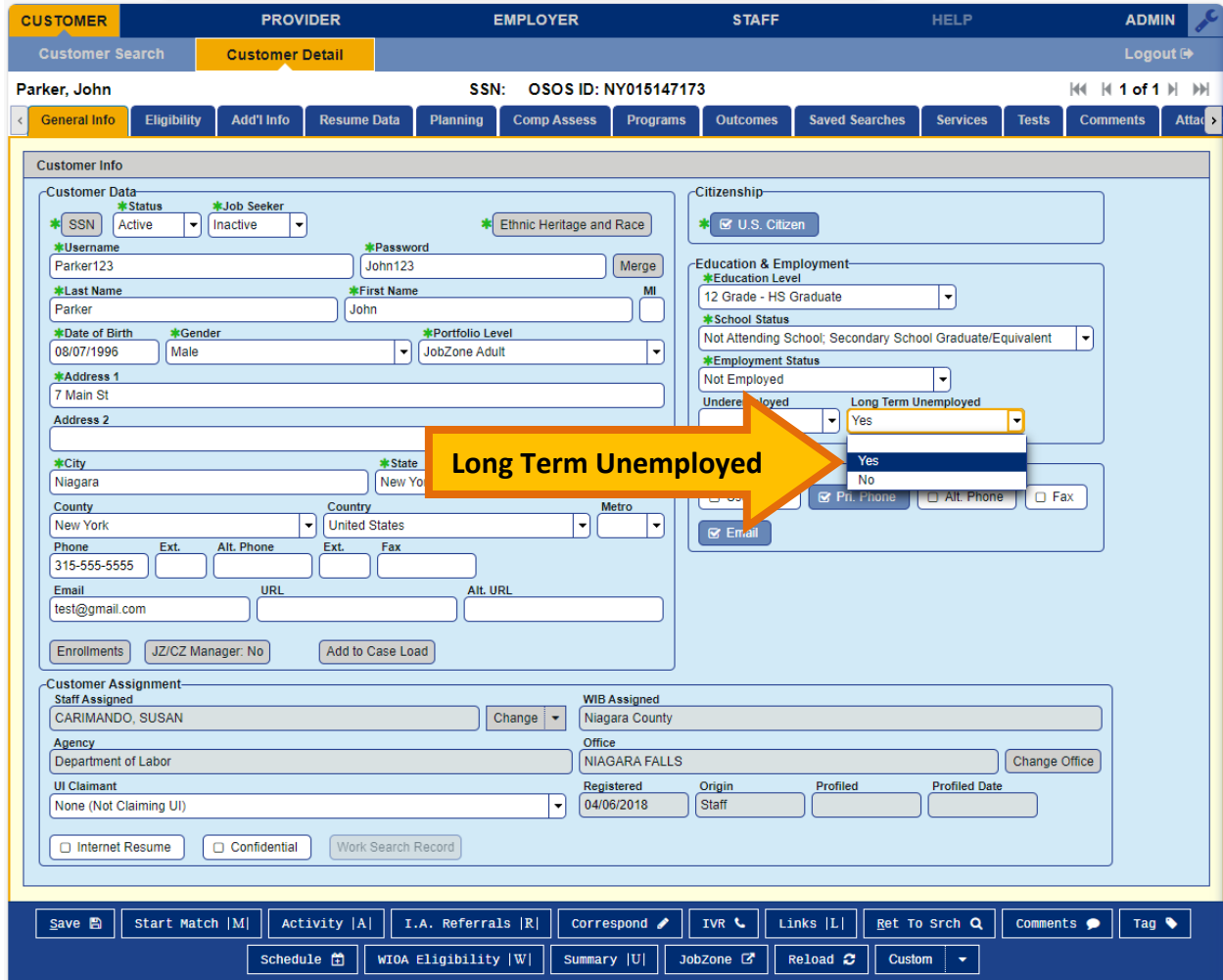
To properly document a dislocated worker, the **Work History** link of the **Customer Detail** window must be completed. The customer's most recent job prior to the participation in the WIOA Dislocated Worker program must be recorded.

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.



The screenshot shows the OSOS Customer Detail page for Parker, John. The page is divided into several sections:

- Customer Data:** Includes fields for SSN (Active), Job Seeker (Inactive), Username (Parker123), Password (John123), Last Name (Parker), First Name (John), Date of Birth (08/07/1996), Gender (Male), Portfolio Level (JobZone Adult), Address 1 (7 Main St), City (Niagara), State (New York), Country (New York), and Metro (United States).
- Citizenship:** Includes a dropdown for U.S. Citizen.
- Education & Employment:** Includes Education Level (12 Grade - HS Graduate), School Status (Not Attending School; Secondary School Graduate/Equivalent), and Employment Status (Not Employed). The Long Term Unemployed dropdown is open, showing 'Yes' selected.
- Customer Assignment:** Includes Staff Assigned (CARIMANDO, SUSAN), Agency (Department of Labor), UI Claimant (None (Not Claiming UI)), and Registered (04/06/2018).

An orange arrow points to the 'Long Term Unemployed' dropdown menu, which is currently set to 'Yes'.



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.

The screenshot displays the OSOS system interface for a customer named Parker, John. The interface is divided into several sections: CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP, and ADMIN. The main navigation bar includes links for Customer Search, Customer Detail, and Logout. The current view is the 'Resume Data' section, which is highlighted in yellow. Below the navigation bar, there are tabs for General Info, Eligibility, Add'l Info, Resume Data, Planning, Comp Assess, Programs, Outcomes, Saved Searches, Services, Tests, Comments, and Attachments. The 'Resume Data' section is further divided into Job Information and Job Duties. The Job Information section contains fields for Job Data and Employer Data. The Job Data section includes fields for Job Title, O*Net Code, O*Net Title, Job Type, Start Date, End Date, Wage, Salary Unit, Hours/Week, Reason for Leaving, QDD, and Tenure. The Reason for Leaving dropdown is highlighted with an orange box and set to 'Category 1-DW'. The Employer Data section includes fields for Employer, Address, City, State, ZIP Code, Country, Supervisor, Phone, Ext., NAICS, Title, and RR Event #. The Job Duties section includes a search/add skills field and a text area for job duties. The bottom of the interface features a toolbar with various action buttons such as New Job Entry, Delete Selection, Show Resume Usage, Show Audit, Custom, Save, Start Match, Activity, I.A. Referrals, Correspond, IVR, Links, Ret To Srch, Comments, Tag, Schedule, WIOA Eligibility, Summary, JobZone, Reload, and Custom.



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.

The screenshot displays the OSOS Customer Detail page for a customer with SSN: OSOS ID: NY012187901. The page is divided into several sections, including Job Information and Employer Data. The Job Information section contains fields for Job Title, O*Net Code, O*Net Title, Job Type, Start Date, End Date, Wage, Salary Unit, Hours/Week, Reason for Leaving, QDD, and Tenure. The Employer Data section contains fields for Employer, Address, City, State, ZIP Code, Country, Supervisor, Phone, Ext., NAICS, Title, and RR Event #. The QDD and Tenure fields are highlighted with an orange box, indicating they are the focus of the instructions. The QDD field is populated with 05/15/2022 and the Tenure field is populated with 24. The Reason for Leaving field is populated with Category 1-DW. The Job Information section also includes a Job Duties section with a search/add skills button and a rich text editor.

Field	Value
Job Title	Telemarketer
O*Net Code	41-9041.00
O*Net Title	Telemarketers
Job Type	Full Time
Start Date	04/01/2005
End Date	05/15/2022
Wage	\$ 28.00
Salary Unit	Hourly
Hours/Week	40
Reason for Leaving	Category 1-DW
QDD	05/15/2022
Tenure	24



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.

The screenshot shows the OSOS Customer Detail form for a customer named 'Test, Test' with SSN: OSOS ID: NY012187901. The 'Gen. Info' tab is active. The 'Customer Data' section includes fields for SSN, Status (Active), Job Seeker (Active), Ethnic Heritage and Race, Username (1234test), Password (098f6bcd4621d373cade4e832627b4f6), Last Name (Test), First Name (Test), MI, Date of Birth (01/01/1977), Gender (Not Disclosed), Portfolio Level (Twelfth Grade), Address 1 (12345 Testing Street), Address 2, City (Schenectady), State (New York), ZIP Code (11561), County (Nassau), Country (United States), Metro, Phone (444-444-4444), Ext., Alt. Phone, Ext., Fax, Email, URL, and Alt. URL. The 'Citizenship' section has 'U.S. Citizen' selected. The 'Education & Employment' section includes Education Level (12 Grade - no Diploma), School Status (Not Attending School or Secondary School Dropout), and Employment Status (Employed). The 'Underemployed' dropdown is set to 'Yes' and the 'Long Term Unemployed' dropdown is set to 'No'. Two orange arrows point to the 'Underemployed' and 'Employment Status' fields with labels 'Underemployed' and 'Employment Status' respectively. The 'Customer Assignment' section shows Staff Assigned (Administrator, SelfService), Agency (Department of Labor), UI Claimant, WIB Assigned (NYSDDL - CO), Office (NY9999), Registered (11/05/2009), Origin (Self Service), and Profiled Date. The bottom of the form has a navigation bar with buttons for Save, Start Match, Activity, I.A. Referrals, Correspond, IVR, Links, Get To Srch, Comments, Tag, Schedule, WIOA Eligibility, Summary, CareerZone, Reload, and Custom. The footer shows Staff: MANG, TAMARA, Office: OSOS/REOS Central Support Unit, Security: Delete, and 07/22/2024.

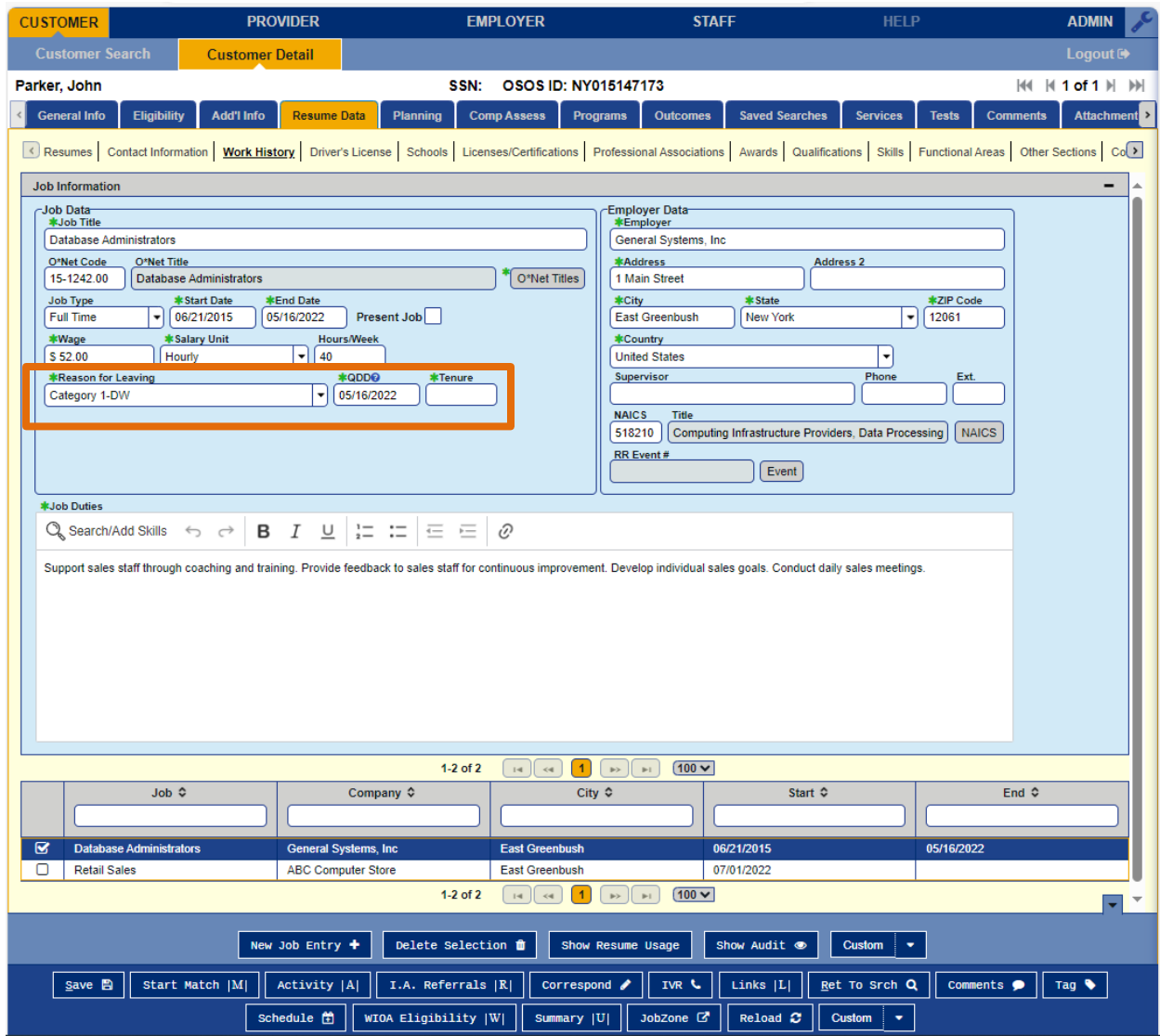


For underemployed individuals, create two entries in the **Work History** link within the **Resume Data** tab.

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 screenshot shows the OSOS interface for a customer named Parker, John. The 'Resume Data' tab is active, and the 'Work History' section is expanded. The 'Job Information' form is displayed, with the 'Reason for Leaving' dropdown menu highlighted in orange and set to 'Still employed'. The 'Job Data' section includes fields for Job Title (Retail Sales), O*Net Code (41-2031.00), O*Net Title (Retail Salespersons), Job Type (Full Time), Start Date (07/01/2022), Wage (\$ 17.00), and Salary Unit (Hourly). The 'Employer Data' section includes Employer (ABC Computer Store), Address (999 Second Street), City (East Greenbush), State (New York), and Country (United States). The 'Job Duties' section contains the text 'Assist customers on the sales floor.' Below the form is a table of job entries with columns for Job, Company, City, Start, and End. The second entry is selected, showing 'Retail Sales' at 'ABC Computer Store' in 'East Greenbush' starting on '07/01/2022'. The interface includes navigation buttons at the bottom for actions like 'New Job Entry', 'Delete Selection', 'Show Resume Usage', 'Show Audit', 'Save', 'Start Match', 'Activity', 'I.A. Referrals', 'Correspond', 'IVR', 'Links', 'Ret To Srch', 'Comments', 'Tag', 'Schedule', 'WIOA Eligibility', 'Summary', 'JobZone', 'Reload', and 'Custom'.

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.



Customer Detail | Parker, John | SSN: OSOS ID: NY015147173

Resumes | Contact Information | **Work History** | Driver's License | Schools | Licenses/Certifications | Professional Associations | Awards | Qualifications | Skills | Functional Areas | Other Sections

Job Information

Job Data

*Job Title: Database Administrators

O*Net Code: 15-1242.00 | O*Net Title: Database Administrators | O*Net Titles

Job Type: Full Time | *Start Date: 06/21/2015 | *End Date: 05/16/2022 | Present Job:

*Wage: \$ 52.00 | *Salary Unit: Hourly | Hours/Week: 40

*Reason for Leaving: Category 1-DW | *QDD#: 05/16/2022 | *Tenure

Employer Data

*Employer: General Systems, Inc

*Address: 1 Main Street | Address 2

*City: East Greenbush | *State: New York | *ZIP Code: 12061

*Country: United States

Supervisor: | Phone: | Ext.:

NAICS: 518210 | Title: Computing Infrastructure Providers, Data Processing | NAICS

RR Event#: | Event:

Job Duties

Support sales staff through coaching and training. Provide feedback to sales staff for continuous improvement. Develop individual sales goals. Conduct daily sales meetings.

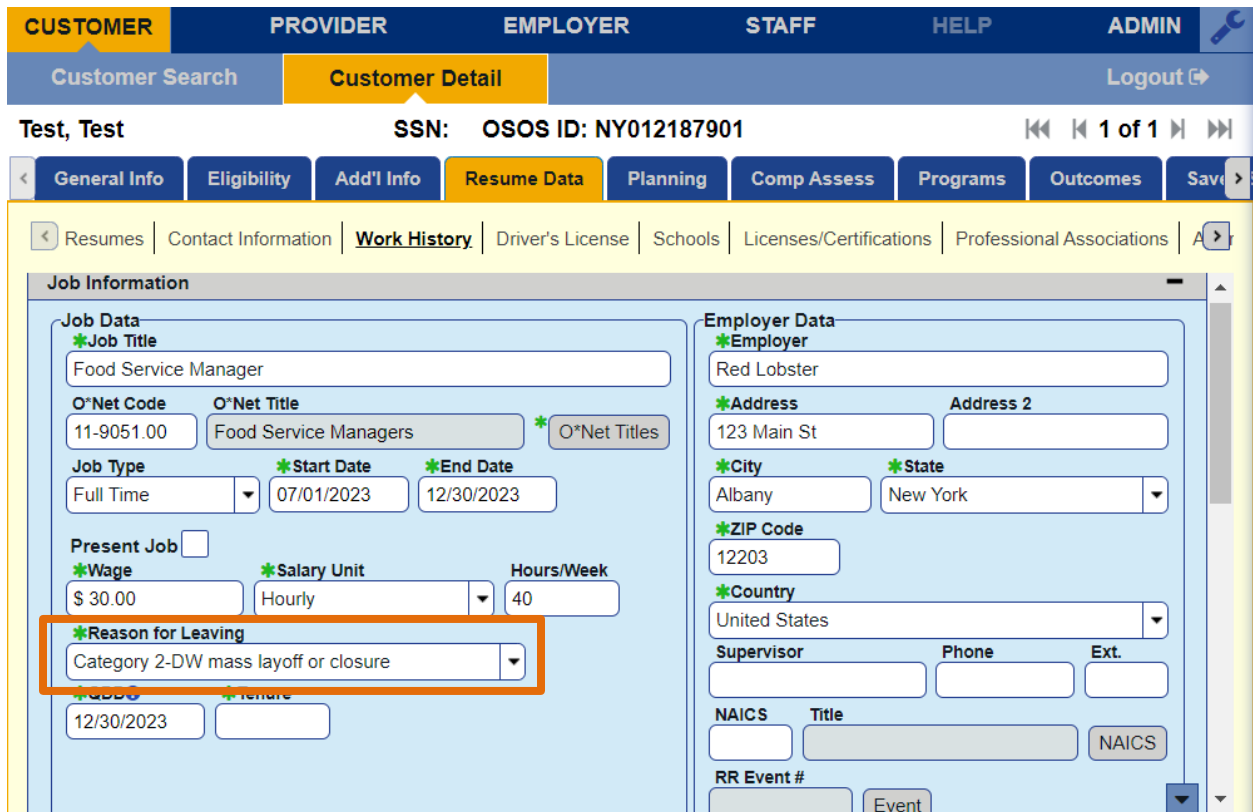
Job	Company	City	Start	End
<input checked="" type="checkbox"/> Database Administrators	General Systems, Inc	East Greenbush	06/21/2015	05/16/2022
<input type="checkbox"/> Retail Sales	ABC Computer Store	East Greenbush	07/01/2022	



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.



The screenshot shows the OSOS system interface for a customer named "Test, Test" with SSN: OSOS ID: NY012187901. The "Work History" tab is active, and the "Reason for Leaving" dropdown menu is highlighted with an orange box, showing the selected option "Category 2-DW mass layoff or closure".

Job Information

Job Data

- *Job Title: Food Service Manager
- O*Net Code: 11-9051.00
- O*Net Title: Food Service Managers
- *O*Net Titles: [Empty]
- Job Type: Full Time
- *Start Date: 07/01/2023
- *End Date: 12/30/2023
- Present Job:
- *Wage: \$ 30.00
- *Salary Unit: Hourly
- Hours/Week: 40
- *Reason for Leaving: Category 2-DW mass layoff or closure
- *QDD: 12/30/2023
- *Termination: [Empty]

Employer Data

- *Employer: Red Lobster
- *Address: 123 Main St
- Address 2: [Empty]
- *City: Albany
- *State: New York
- *ZIP Code: 12203
- *Country: United States
- Supervisor: [Empty]
- Phone: [Empty]
- Ext.: [Empty]
- NAICS: [Empty]
- Title: [Empty]
- RR Event #: [Empty]
- Event: [Empty]



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.

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

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

Resumes | Contact Information | **Work History** | Driver's License | Schools | Licenses/Certifications | Professional Associations | Awards | Qualifications

Job Information

Job Data		Employer Data	
*Job Title Food Service Manager		*Employer Red Lobster	
O*Net Code 11-9051.00	O*Net Title Food Service Managers	*Address 123 Main St	Address 2
Job Type Full Time	*Start Date 07/01/2023	*City Albany	*State New York
	*End Date 12/30/2023	*ZIP Code 12203	
	Present Job <input type="checkbox"/>	*Country United States	
*Wage \$ 30.00	*Salary Unit Hourly	Supervisor	Phone
Hours/Week 40		Ext.	
*Reason for Leaving Category 2-DW mass layoff or closure	*QDD 12/30/2023	NAICS	Title
*Tenure 6		NAICS	
*Job Duties		RR Event #	Event

New Job Entry + | Delete Selection | Show Resume Usage | Show Audit | Custom



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.

The screenshot displays the OSOS Customer Detail page for a customer with SSN: OSOS ID: NY012187901. The page is titled "Test, Test" and shows navigation tabs for "General Info", "Eligibility", "Add'l Info", "Resume Data", "Planning", "Comp Assess", "Programs", "Outcomes", "Saved Searches", "Services", and "Tests". The "Resume Data" tab is active, and the "Work History" sub-tab is selected. The "Job Information" section is expanded, showing "Job Data" and "Employer Data" fields. The "Reason for Leaving" field is highlighted with an orange border, showing "Category 3-DW self-employed" selected, with a "QDD" of "12/30/2023" and a "Tenure" of "6".

Job Data		Employer Data	
*Job Title	Farmer	*Employer	Self-Employed
O*Net Code	45-2092.00	Address	123 Main St
O*Net Title	Farmworkers and Laborers, Crop, Nursery, and Greenhouse	Address 2	
Job Type	Full Time	*City	Albany
*Start Date	07/01/2023	*State	New York
*End Date	12/30/2023	ZIP Code	12203
Present Job	<input type="checkbox"/>	*Country	United States
Wage	\$ 30.00	Supervisor	
Salary Unit	Hourly	Phone	
Hours/Week	40	Ext.	
*Reason for Leaving	Category 3-DW self-employed	NAICS	
QDD	12/30/2023	Title	
Tenure	6	RR Event #	



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.

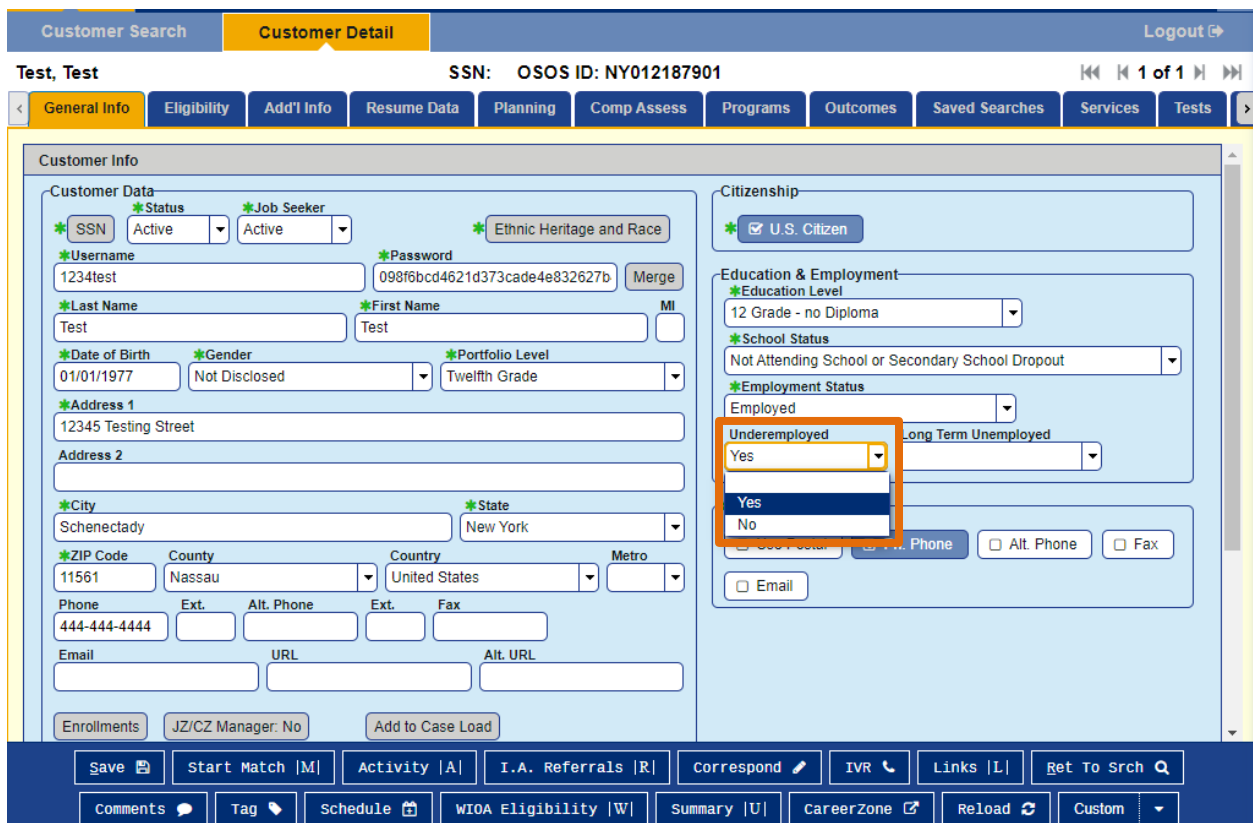
The screenshot displays the OSOS Customer Detail page for a customer with SSN: OSOS ID: NY012187901. The 'Work History' tab is active, showing a job entry for a 'Farmer' position. The 'Reason for Leaving' field is highlighted with an orange box, indicating the selection of 'Category 3-DW self-employed'. The 'QDD' (Qualifying Dislocation Date) is set to 12/30/2023, and the 'Tenure' is set to 6 months. Other fields include Job Title (Farmer), O*Net Code (45-2092.00), O*Net Title (Farmworkers and Laborers, Crop, Nursery, and Greenhouse), Job Type (Full Time), Start Date (07/01/2023), End Date (12/30/2023), Wage (\$30.00), Salary Unit (Hourly), and Hours/Week (40). The Employer Data section shows the employer as 'Self-Employed' with an address of 123 Main St, Albany, New York, 12203.

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.



The screenshot shows the OSOS Customer Detail form for a customer with SSN: OSOS ID: NY012187901. The 'Customer Info' tab is active, and the 'Employment Status' dropdown is set to 'Employed'. The 'Underemployed' dropdown is set to 'Yes'. The 'Education & Employment' section shows 'Education Level' as '12 Grade - no Diploma' and 'School Status' as 'Not Attending School or Secondary School Dropout'. The 'Address 1' field contains '12345 Testing Street'. The 'City' field contains 'Schenectady' and the 'State' field contains 'New York'. The 'ZIP Code' field contains '11561' and the 'Country' field contains 'United States'. The 'Phone' field contains '444-444-4444'. The 'Email' field is empty.



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.

CUSTOMER PROVIDER EMPLOYER STAFF HELP ADMIN

Customer Search Customer Detail Logout

Parker, John SSN: OSOS ID: NY015147173 1 of 1

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

Resumes Contact Information Work History Driver's License Schools Licenses/Certifications Professional Associations Awards Qualifications Skills Functional Areas Other Sections

Job Information

Job Data

Job Title: Homemaker

O*Net Code: O*Net Title: O*Net Titles:

Job Type: Full Time Start Date: 11/15/2011 End Date: 05/25/2022 Present Job:

Wage: \$ 0.01 Salary Unit: Other Hours/Week: 40

Reason for Leaving: Category 4-DW displaced homemaker

Employer Data

Employer: Samantha Sears

Address: 1652 Reynolds Ave Address 2:

City: Syracuse State: New York ZIP Code:

Country: United States

Supervisor: Phone: Ext.:

RR Event #: Event:

Job Duties

Search/Add Skills: B I U : = : = : = : =

Homemaker

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Homemaker	Samantha Sears	Syracuse	11/15/2011	05/25/2022
<input type="checkbox"/> Retail Sales	ABC Computer Store	East Greenbush	07/01/2022	

1-2 of 2

New Job Entry + Delete Selection Show Resume Usage Show Audit Custom

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| JobZone Reload Custom



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.

CUSTOMER PROVIDER EMPLOYER STAFF HELP ADMIN

Customer Search Customer Detail Logout

Parker, John SSN: OSOS ID: NY015147173 1 of 1

General Info Eligibility Add'l Info **Resume Data** Planning Comp Assess Programs Outcomes Saved Searches Services Tests Comments Attachment

Resumes Contact Information **Work History** Driver's License Schools Licenses/Certifications Professional Associations Awards Qualifications Skills Functional Areas Other Sections

Job Information

Job Data

*Job Title: Homemaker

*O*Net Code: O*Net Title: O*Net Titles:

Job Type: Full Time *Start Date: 11/15/2011 *End Date: 05/25/2022 Present Job:

*Wage: \$ 0.01 *Salary Unit: Other Hours/Week: 40

*Reason for Leaving: Category 4-DW displaced homemaker

Employer Data

*Employer: Samantha Sears

*Address: 1652 Reynolds Ave Address 2:

*City: Syracuse *State: New York *ZIP Code:

*Country: United States

Supervisor: Phone: Ext.:

NAICS: Title: NAICS:

RR Event #: Event:

Job Duties

Search/Add Skills: B I U **Homemaker**

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Homemaker	Samantha Sears	Syracuse	11/15/2011	05/25/2022
<input type="checkbox"/> Retail Sales	ABC Computer Store	East Greenbush	07/01/2022	

New Job Entry + Delete Selection Show Resume Usage Show Audit Custom

Save Start Match |M| Activity |A| I.A. Referrals |R| Correspond IVR Links |L| Ret To Srch Comments Tag

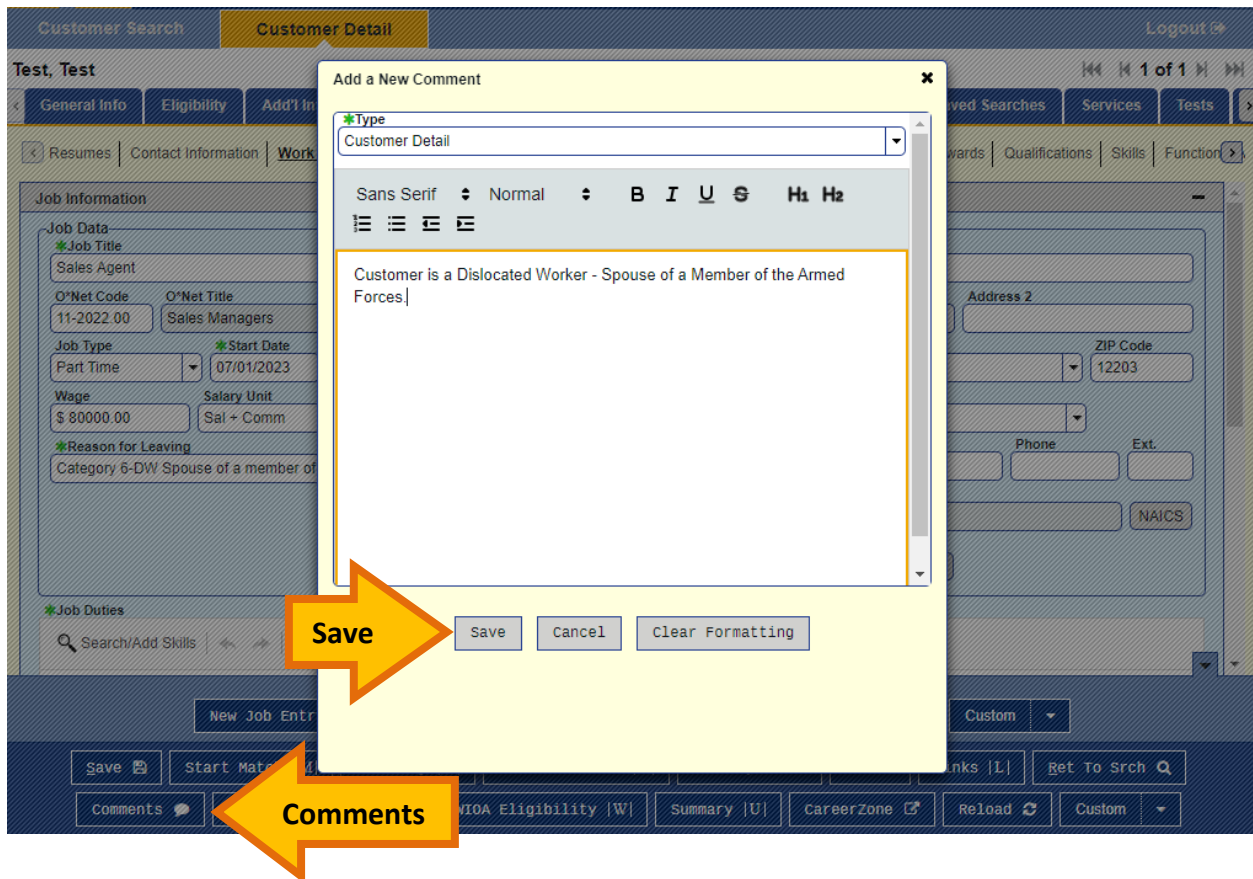
Schedule WIOA Eligibility |W| Summary |U| JobZone Reload Custom

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**.

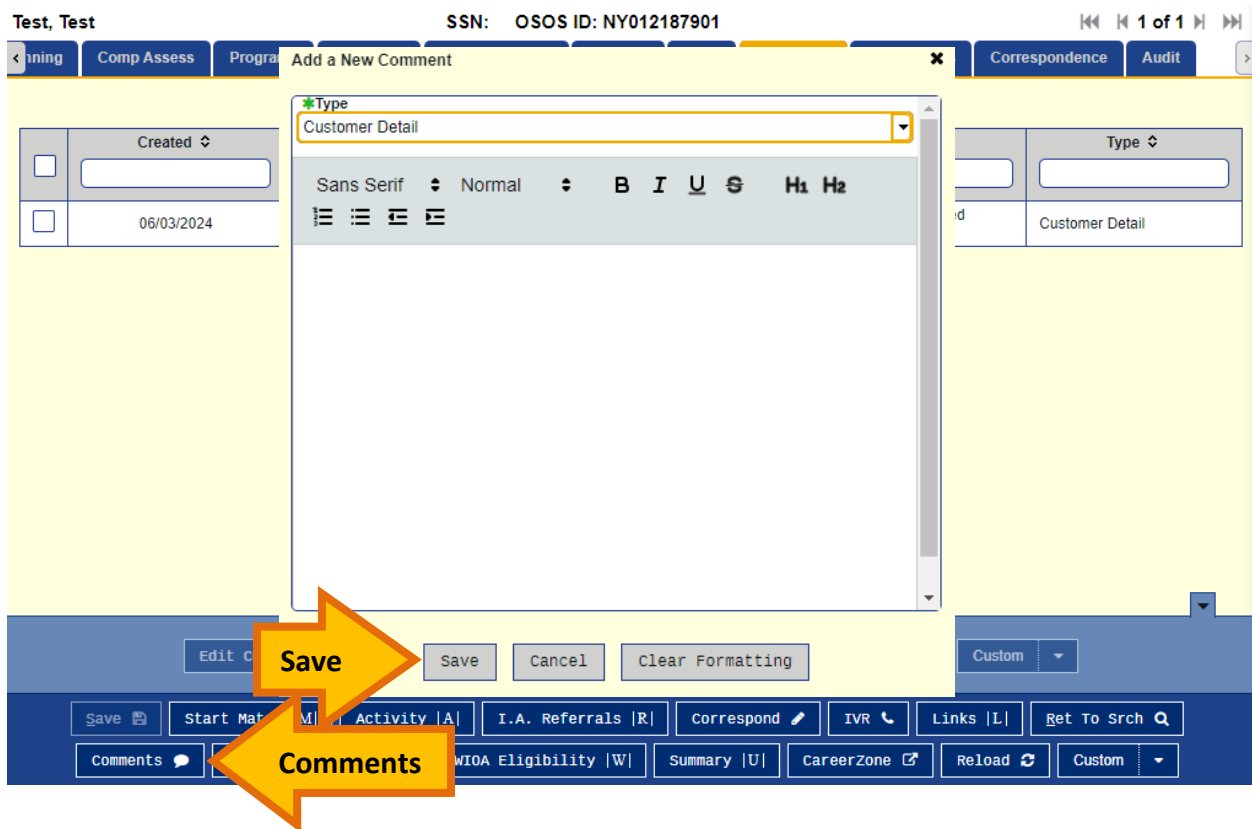


The screenshot shows the OSOS Customer Detail page. A modal dialog box titled "Add a New Comment" is open in the foreground. The dialog has a dropdown menu for "Type" set to "Customer Detail". Below the dropdown is a rich text editor with a toolbar showing "Sans Serif", "Normal", "B", "I", "U", "S", "H1", and "H2". The text area contains the text "Customer is a Dislocated Worker - Spouse of a Member of the Armed Forces|". At the bottom of the dialog are three buttons: "Save", "Cancel", and "Clear Formatting". A yellow arrow points from the "Save" button in the dialog to the "Comments" button in the background interface. Another yellow arrow points from the "Comments" button in the background interface to the "Save" button in the dialog.

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.



The screenshot displays the 'Add a New Comment' dialog box within the OSOS system. At the top, the user's name 'Test, Test' and the customer's SSN 'OSOS ID: NY012187901' are visible. The dialog features a 'Type' dropdown menu currently set to 'Customer Detail'. Below this is a rich text editor with a toolbar containing options for font style (Sans Serif), size (Normal), bold (B), italic (I), underline (U), strikethrough (ABC), and heading levels (H1, H2). A 'Save' button is prominently highlighted with a yellow arrow pointing to it. The bottom of the screen shows a navigation bar with various system buttons, including 'Comments', 'Save', 'Cancel', 'Clear Formatting', and 'Custom'. The 'Comments' button is also highlighted with a yellow arrow.



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](#).

The screenshot displays the OSOS Customer Detail page for a specific customer. The page is divided into several sections:

- Customer Search / Customer Detail:** The top navigation bar shows the current page is 'Customer Detail'.
- Test, Test:** The main header area displays 'SSN: OSOS ID: NY012187901' and navigation controls.
- Navigation Tabs:** A row of tabs includes 'Eligibility', 'Add'l Info', 'Resume Data', 'Planning', 'Comp Assess', 'Programs', 'Outcomes', 'Saved Searches', 'Services', 'Tests', and 'Comments'. The 'Resume Data' tab is currently selected.
- Work History Section:** A sub-navigation bar shows 'Resumes', 'Contact Information', 'Work History', 'Driver's License', 'Schools', 'Licenses/Certifications', 'Professional Associations', 'Awards', 'Qualifications', 'Skills', and 'Function'. 'Work History' is selected.
- Job Data Section:**
 - *Job Title:** Manufacturing Tech
 - O*Net Code:** 51-2031.00
 - O*Net Title:** Engine and Other Machine Assemblers
 - Job Type:** Part Time
 - *Start Date:** 07/01/2023
 - *End Date:** 12/30/2023
 - Present Job:**
 - *Wage:** \$ 80000.00
 - *Salary Unit:** Sal + Comm
 - Hours/Week:** 40
 - *Reason for Leaving:** Category 5-DW Dislocated due to foreign trade (highlighted with an orange box)
- Employer Data Section:**
 - *Employer:** Randolphs
 - *Address:** 123 Main St
 - Address 2:** (empty)
 - *City:** Albany
 - *State:** New York
 - *ZIP Code:** 12203
 - *Country:** United States
 - Supervisor:** (empty)
 - Phone:** (empty)
 - Ext.:** (empty)
 - NAICS:** (empty)
 - Title:** (empty)
 - RR Event #:** (empty)
 - Event:** (empty)
- TAA / NAFTA-TAA Section:**
 - *Petition Number:** (empty)
 - *Application Date:** (empty)
 - *Petition Certification Date:** (empty)
 - *Advers. Affect. Incumb. Wkr.:** (empty)
 - *Tenure:** 6
 - *Qualifying Separation Date:** (empty)
 - Eligibility Determination:** Eligibility
 - *Program:** (empty)
 - Liabile/Agent State:** (empty)

At the bottom of the page, there are several action buttons: 'New Job Entry +', 'Delete Selection', 'Show Resume Usage', 'Show Audit', and 'Custom'. Below these are various utility buttons like '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', and another 'Custom' dropdown.



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

<input type="checkbox"/>	Rapid Response / pre-7/16			
<input checked="" type="checkbox"/>	Trade Adjustment Assistance (TAA) / pre-7/16	01/10/2024		
<input type="checkbox"/>	NAFTA-TAA / pre-7/16			
<input type="checkbox"/>	Vocational Rehabilitation (PIRL)			
<input type="checkbox"/>	Adult Education (PIRL)			
<input type="checkbox"/>	H-1B (PIRL)			
<input type="checkbox"/>	Other WIOA Programs (PIRL)			
<input type="checkbox"/>	Stimulus Summer Youth			
<input type="checkbox"/>	Registered Apprenticeship - Managed (PIRL)			
<input type="checkbox"/>	Industry Standara			
<input type="checkbox"/>	Welfare (M/W)			

Save | Start Match |M| | Activity |A| | I.A. Referrals |R| | Correspond | | IVR | | Links |L| | Ret To Srch |Q|

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