Employability Profile
OSOS Guide

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PURPOSE

Staff-assisted Adult and Dislocated Worker (DW) Career Center customers must have a complete customer record (Employability Profile) entered into the One Stop Operating System (OSOS) within 5 days of the Initial Assessment. The purpose is to increase the likelihood of identifying suitable employment opportunities for the customer.

The information contained in the Employability Profile enhances the customer's employment options by:

- ensuring a proper assessment; and
- forming the basis for a quality resume; and
- improving the job matching and referral services

OSOS DATA ENTRY

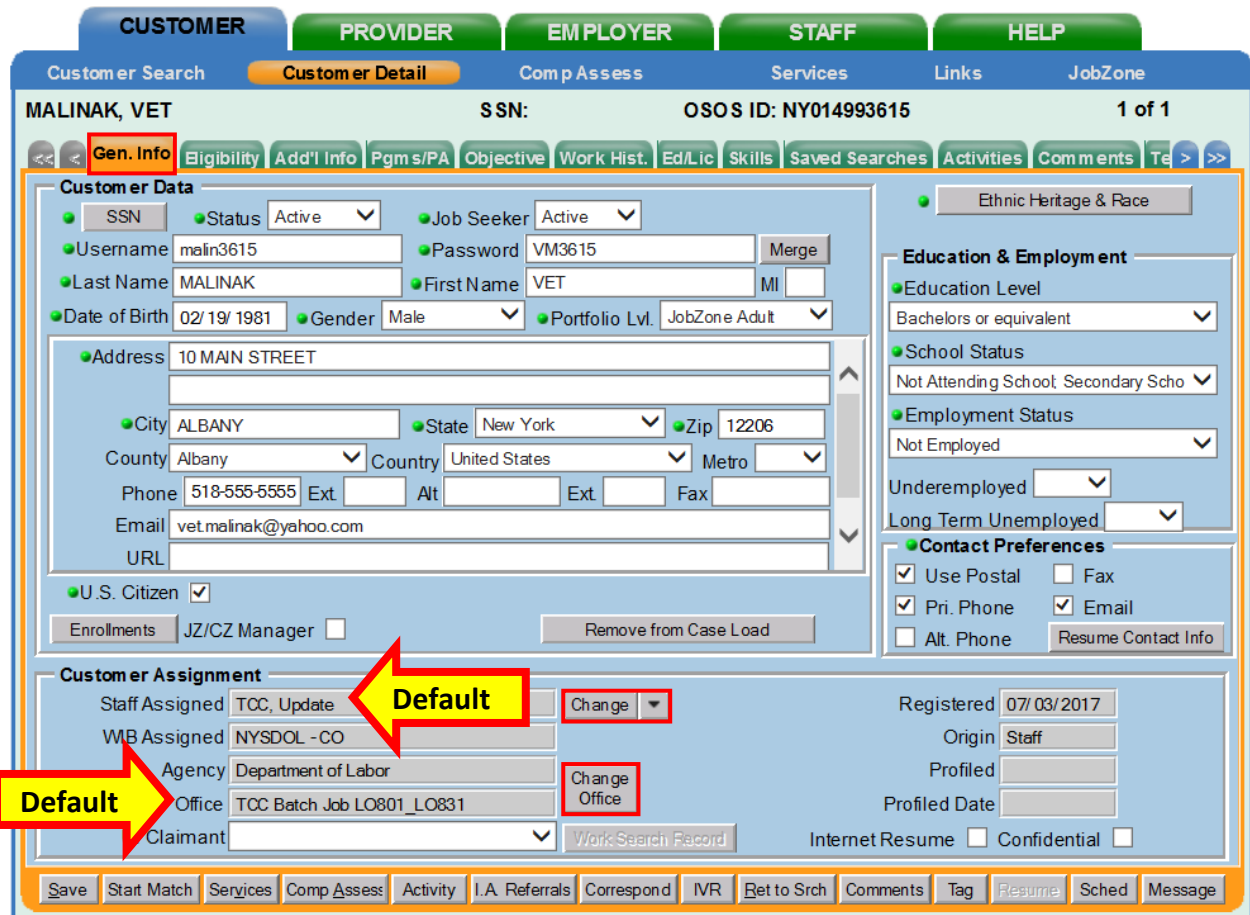The Employability Profile requires data entry in four OSOS tabs:

- General Information tab
- Objective tab
- Work History tab
- Education/License tab

The system will automatically create an OSOS record or update an existing record whenever a customer files for unemployment insurance (UI) benefits. This record may contain various default entries that will require updating by staff. When meeting with the customer, staff must review the OSOS record and update any information that is no longer valid.

GENERAL INFORMATION TAB

Staff must change the "TCC, Update" default entry in the **Staff Assigned** data field to the name of the staff person providing services to the customer. The "TCC Batch Job" default entry in the **Office** data field must be changed to the customer's Career Center or service provider.

Clicking the arrow next to the **Change** button will allow staff to quickly assign the customer to them self. Alternatively, staff can click on the **Change** button to open a new dialog box and search for the appropriate staff person.

Select the name of the appropriate staff person and click the **OK** button.
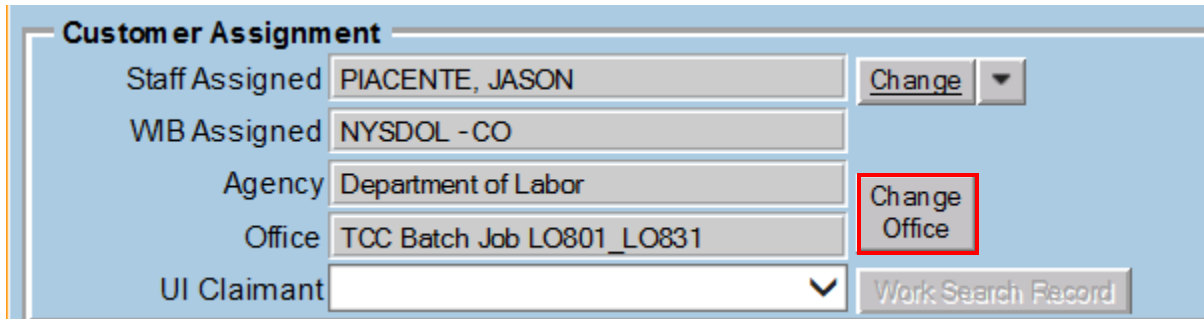
Click the **Change Office** button to select the office where services are being provided to the customer.
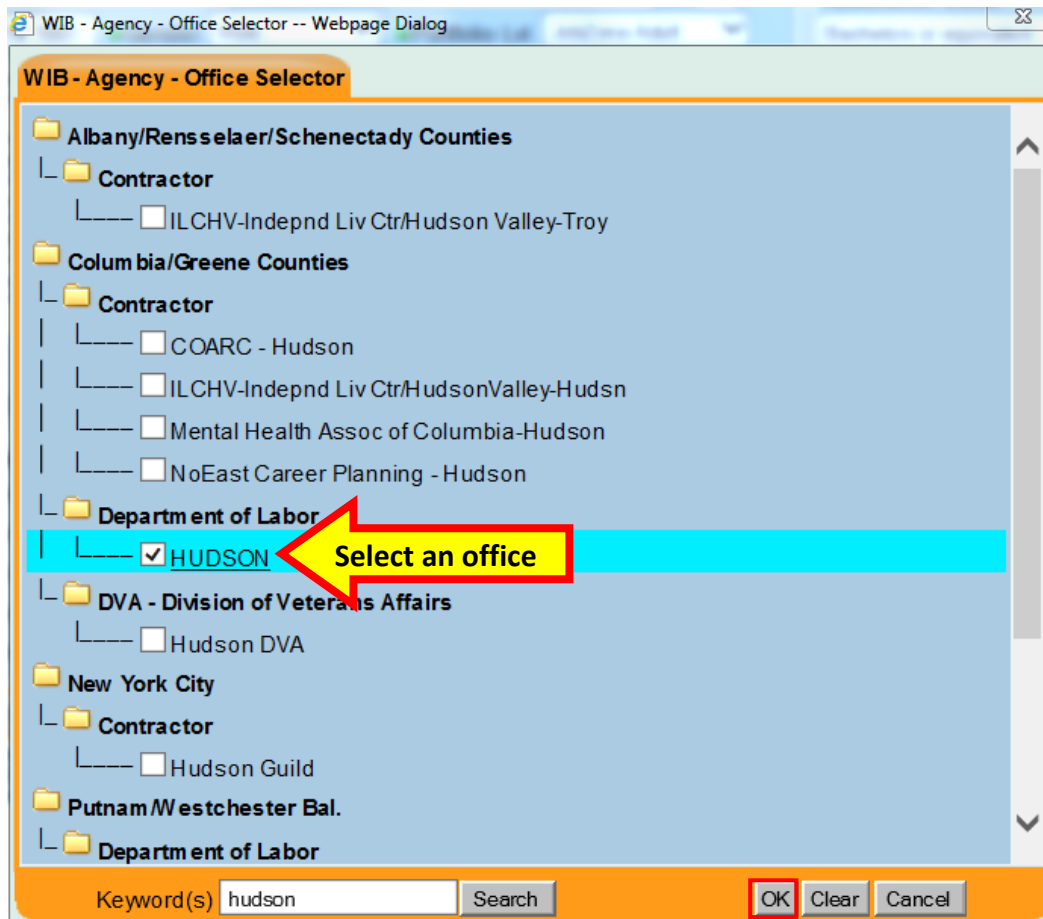
Clicking the **Change Office** button will navigate the user to the **WIB - Agency - Office Selector - - Webpage Dialog** box. Enter the name of the office as the keyword and click the **Search** button. If unsure of the office name, the user may scroll through the listings to locate the appropriate office.
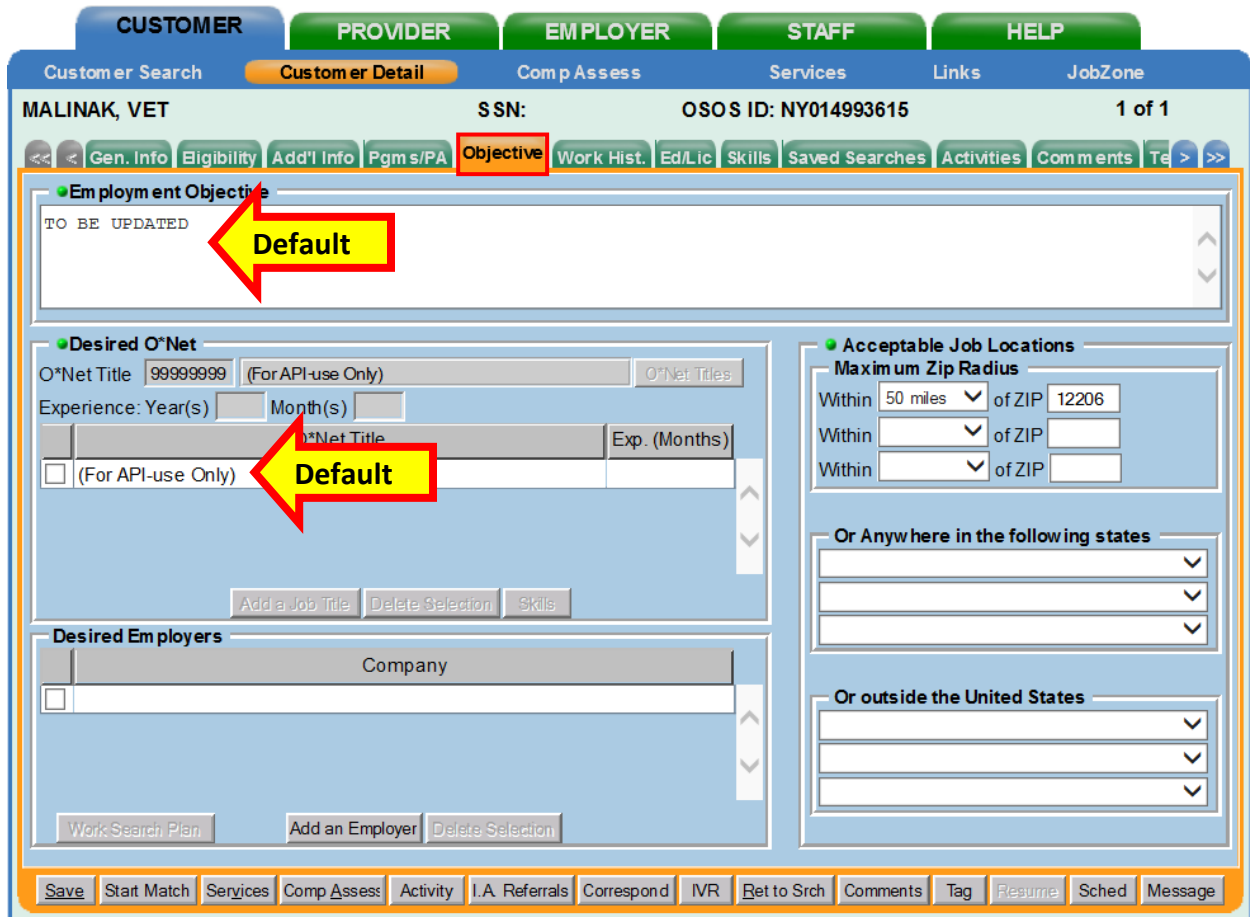
Select the name of the appropriate office and click the **OK** button.

OBJECTIVE TAB

The system populates "TO BE UPDATED" as the default entry in the **Employment Objective** data field. This must be changed to meet the Employability Profile measure.

In some instances, the system will populate "99999999" (For API-use Only)" as the default entries in the **Desired O*Net** section. These entries must be deleted and updated.

The system may sometimes populate a single **O*Net Title** with "0" entered into the **Exp. (Months)** data field.

After conferring with the customer, staff must replace any default entry with an appropriate objective. The **Employment Objective** must align with the type of employment the customer is qualified to secure.

Complete the **Desired O*NET** section. A completed **Desired O*Net** section includes:

- Recording the **Exp. (Months)** field for each **O*Net Title**; and
- At least one of the **O*NET Titles** must match an O*Net title from the **Work History** tab.

Click the **Add a Job Title** button to enter multiple **Desired O*Net** codes and titles within the **Objective** tab. If the O*Net code is not known for a specific occupation or occupational cluster, click the **O*Net Titles** button to connect to *O*Net OnLine*. Enter multiple **Desired O*Net** codes and titles as appropriate to maximize the likelihood of identifying employment opportunities during the job matching process. To ensure quality job matching, staff should verify that the customer has the qualifications necessary for each additional O*Net title selected. Any additional **Desired O*Net** titles should relate to what the customer's current objectives are.

WORK HISTORY TAB

Enter at least one complete job entry describing the last position the customer held and eliminate any duplicated work histories. Staff must update any data fields that indicate "TCC Update", "TO BE UPDATED", or "LAST EMPLOYER ON TCC RECORD FOR UI".
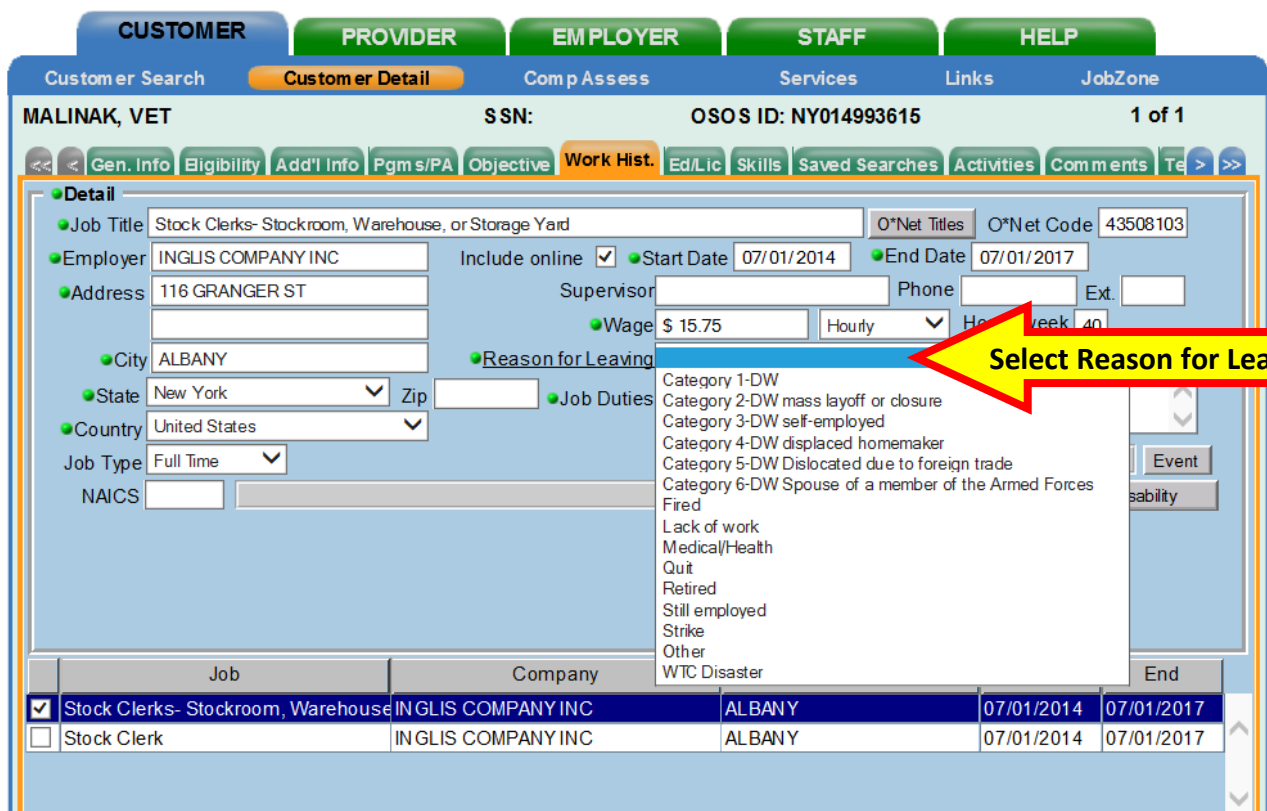
A complete job entry must have accurate information entered in all required (green dot) fields:

- Job Title
- Employer
- Start and End dates (unless still employed)
- Address (including City, State, and Country)
- Wage
- Reason for Leaving
- Job Duties

Often an automated job entry will not include a **Job Title** or **O*Net Code** and may be duplicated as shown in the screen shot below:

Sometimes the **Job Title** and **O*Net Code** will default to "(For API-use Only)" with a code of "99999999".

Any of these default entries are not sufficient and must be updated to meet the Employability Profile measure.

REASON FOR LEAVING

Complete all the required fields in the **Work History** tab, including the **Reason for Leaving** data field. If the customer meets the definition of a dislocated worker, then the **Reason for Leaving** data field must be indicative of this. Selecting a category of dislocated worker will provide access to the **Dislocated Worker Information** section.

Please refer to the *Reasons for Leaving Definitions Guide* resource document for more information.

The **O*Net at Dislocation** data fields will automatically populate from the title and code recorded above. Enter the customer's **Qualifying Dislocation Date** and the **Tenure (months)**.

The **Qualifying Dislocation Date** and **Tenure (months)** can be taken from the **Work History** tab in REOS. The **Qualifying Dislocation Date** is the **Last Day Worked** recorded in REOS and the **Tenure (months)** is the number entered in the **Calculated Exp. (months)** data field.

EDUCATION/LICENSE TAB

The **Schools** section must have at least one complete entry for customers who possess an Associate's Degree or higher (i.e. Bachelor, Master, or Doctorate). This information must match the **Education Level** information in the **Education & Employment** section on the **General Info** tab. Click the **Add School** button to add the customer's school information.

Clicking the **Add School** button will navigate the user to the **Schools - - Webpage Dialog** box. Enter the information into the required (green dot) data fields and click the **Submit** button.

DOB TAB

The **DOB** tab is not a requirement under the Employability Profile measure, however date of birth must be verified. In the **DOB** tab, the customer's date of birth will populate from the **General Information** tab. If the customer is receiving unemployment insurance, their date of birth will be verified by the UI Division and the **UI DOB** date will be populated.

The **DOB** tab must be completed if the customer's DOB is not verified through UI. Click the **Add** button to access the **Data Element Verification** (DV) sections and verify the birth date using the customer's motor vehicle operator's license (**DMV #**) or **Other Verification Source**.

RESOURCES AND ASSISTANCE

Additional program information, OSOS guides, and other resources can be found at:

https://labor.ny.gov/workforcenypartners/osos.shtm

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

By email: *help.osos@labor.ny.gov*

Reasons for Leaving Definitions Guide