

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:

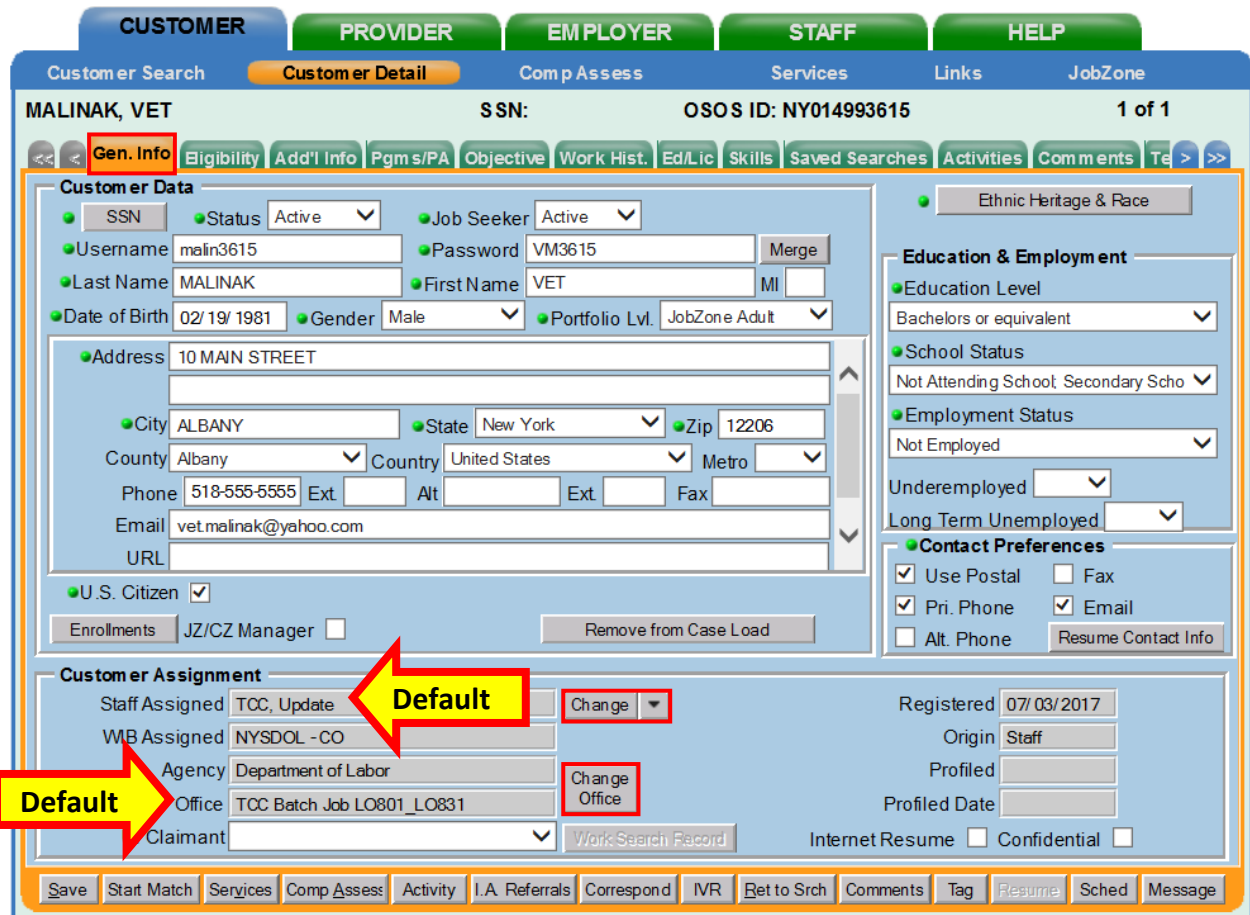
- General Information tab
- Objective tab
- Work History tab
- Education/License tab

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 When meeting with the customer, staff must review the OSOS record and update any information that is no longer valid.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.

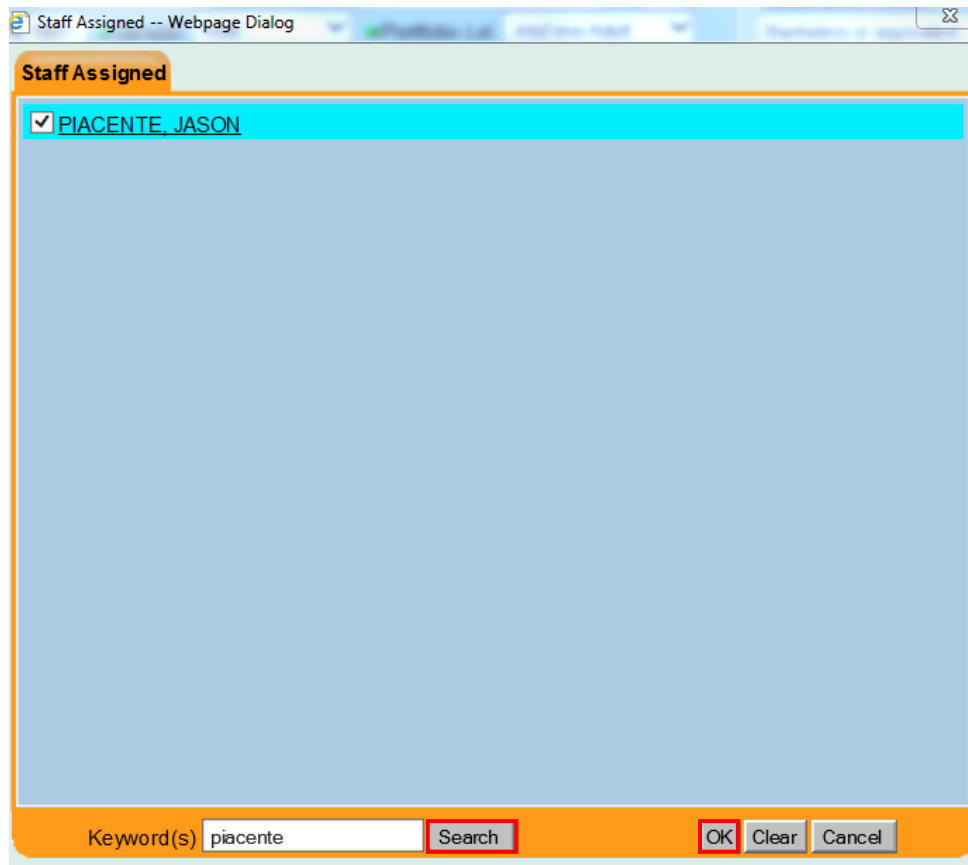


The screenshot displays the OSOS interface for a customer named MALINAK, VET. The 'Gen. Info' tab is selected. The 'Customer Assignment' section contains the following fields:

- Staff Assigned:** TCC, Update (with a red box around the text and a yellow arrow labeled 'Default' pointing to it, and a red box around the 'Change' button next to it).
- WB Assigned:** NYSDOL - CO
- Agency:** Department of Labor
- Office:** TCC Batch Job LO801_LO831 (with a red box around the text and a yellow arrow labeled 'Default' pointing to it, and a red box around the 'Change Office' button next to it).
- Claimant:** (with a dropdown arrow)

Other fields in the 'Customer Assignment' section include: Registered (07/03/2017), Origin (Staff), Profiled, Profiled Date, Internet Resume (checkbox), and Confidential (checkbox).

Select the name of the appropriate staff person and click the **OK** button.



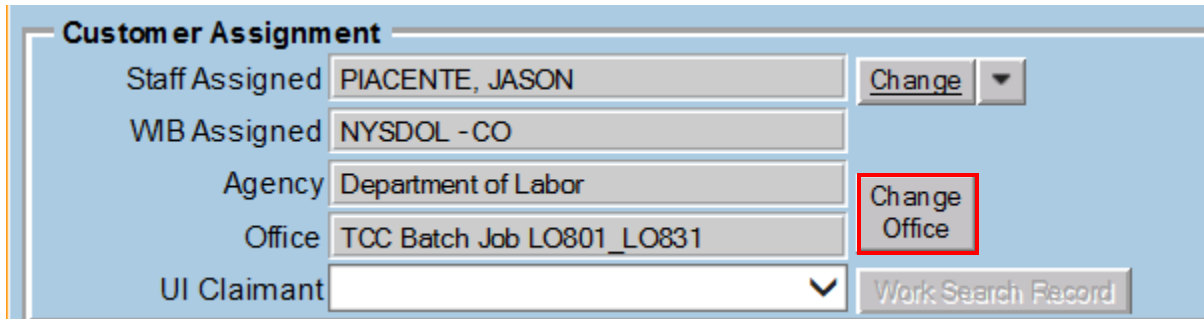
Staff Assigned -- Webpage Dialog

Staff Assigned

PIACENTE, JASON

Keyword(s)

Click the **Change Office** button to select the office where services are being provided to the customer.



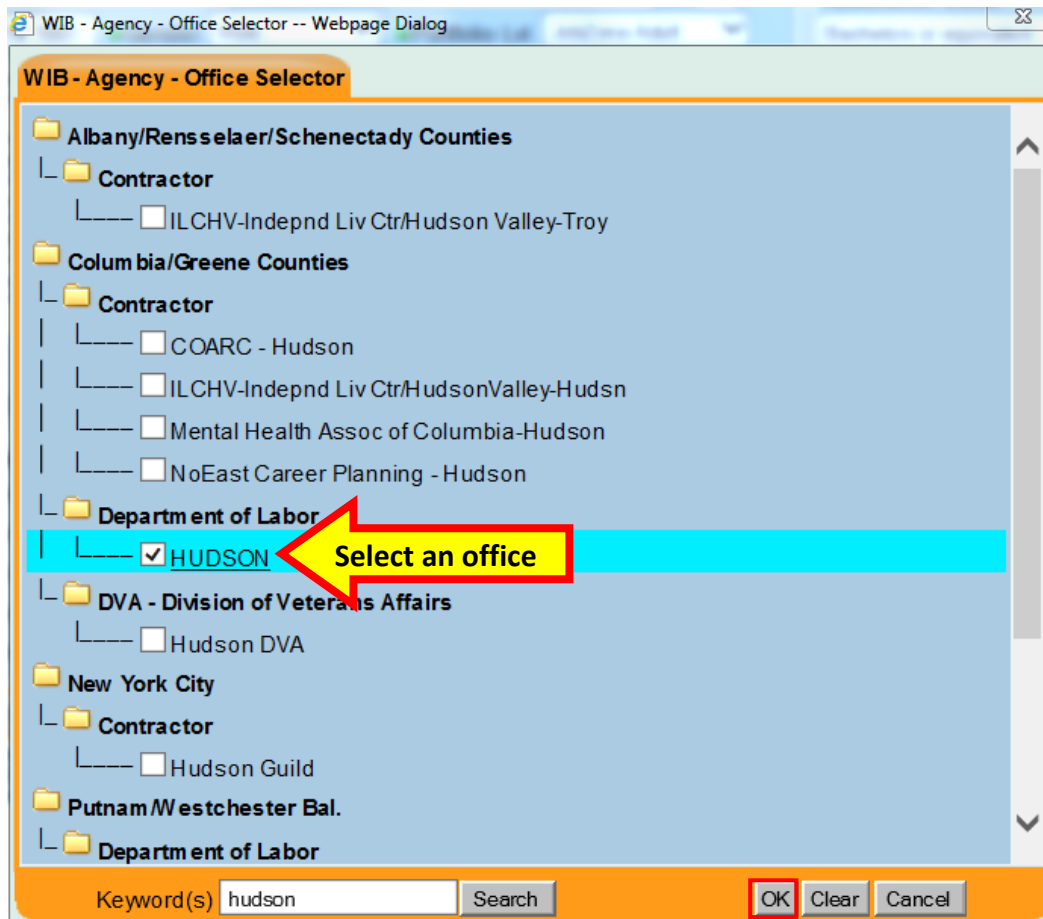
The screenshot shows a 'Customer Assignment' form with the following fields and values:

- Staff Assigned: PIACENTE, JASON
- WB Assigned: NYS DOL - CO
- Agency: Department of Labor
- Office: TCC Batch Job LO801_LO831
- UI Claimant: (empty)

Buttons visible include 'Change' (next to Staff Assigned), 'Change Office' (highlighted with a red box), and 'Work Search Record'.

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.



The screenshot shows the 'WIB - Agency - Office Selector' dialog box. The search results are organized by agency:

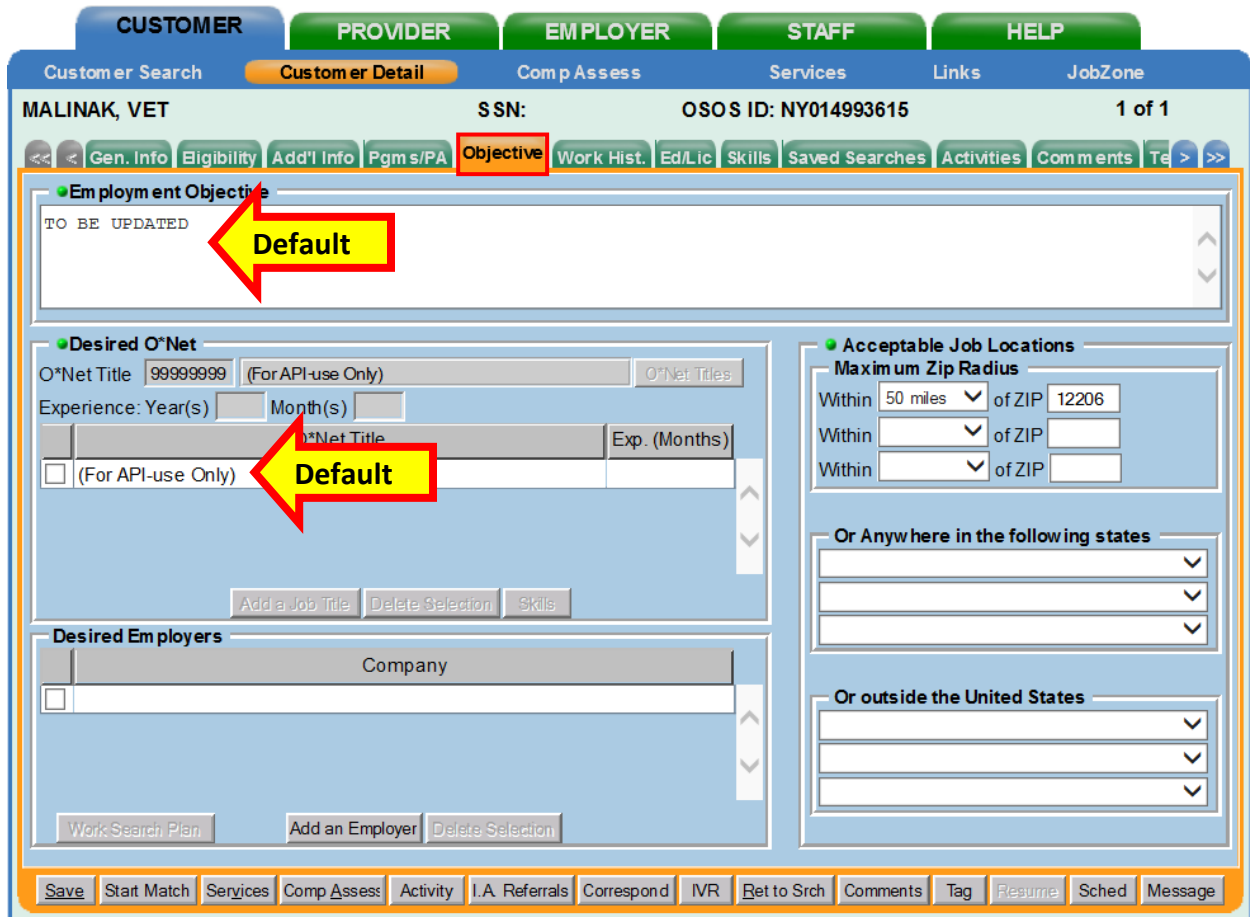
- Albany/Rensselaer/Schenectady Counties
 - Contractor
 - ILCHV-Indepnd Liv Ctr/Hudson Valley-Troy
- Columbia/Greene Counties
 - Contractor
 - COARC - Hudson
 - ILCHV-Indepnd Liv Ctr/HudsonValley-Hudsn
 - Mental Health Assoc of Columbia-Hudson
 - NoEast Career Planning - Hudson
- Department of Labor
 - HUDSON
- DVA - Division of Veterans Affairs
 - Hudson DVA
- New York City
 - Contractor
 - Hudson Guild
- Putnam/Westchester Bal.
 - Department of Labor

A red arrow points to the 'HUDSON' option under 'Department of Labor' with the text 'Select an office'. At the bottom, the 'Keyword(s)' field contains 'hudson', and the 'OK' button is highlighted with a red box.

OBJECTIVE TAB

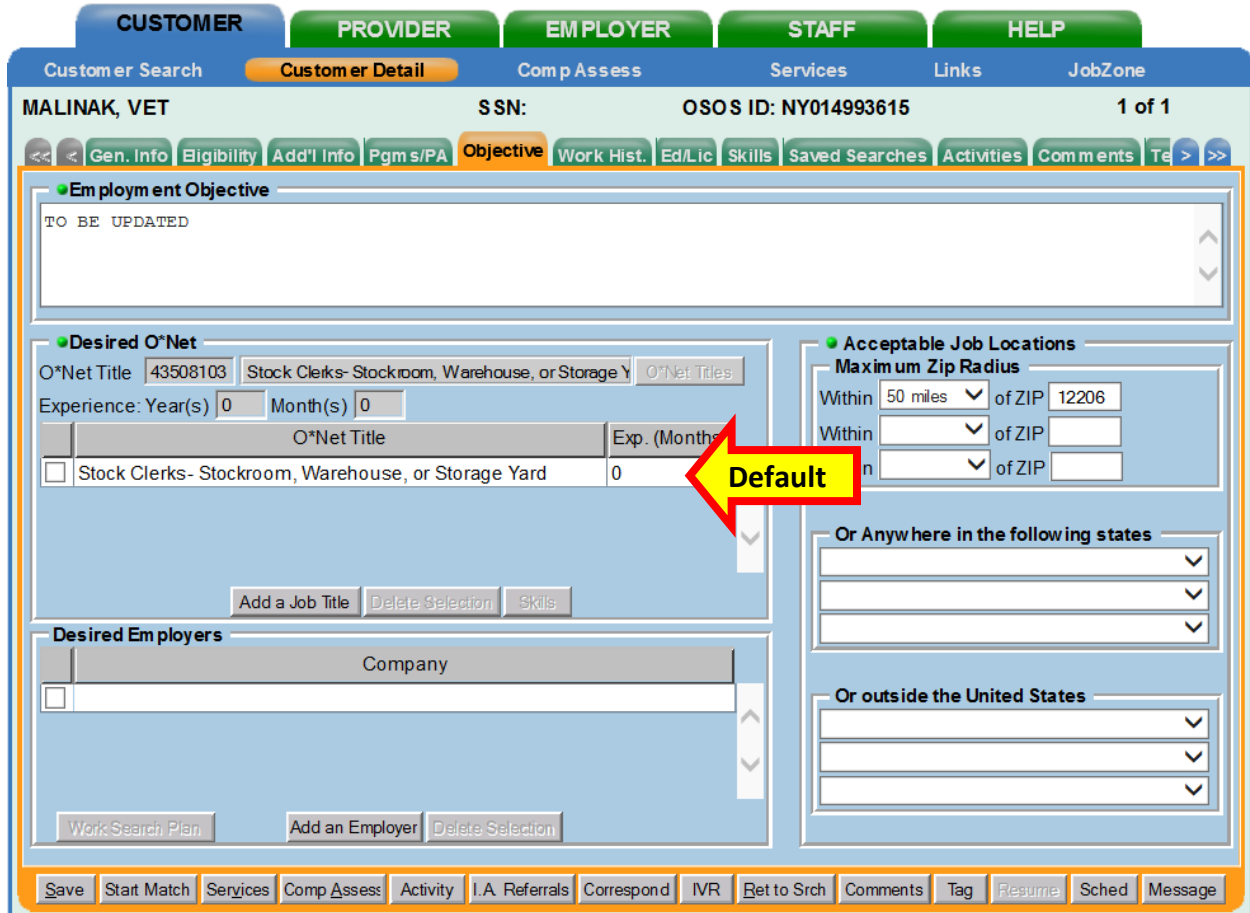
The system populates "TO BE UPDATED" as the default entry in the **Employment Objective** data field. This must be changed to meet the Employability Profile measure.

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 screenshot shows the 'Objective' tab for customer MALINAK, VET. The 'Employment Objective' field is set to 'TO BE UPDATED', which is highlighted as the default value. The 'Desired O*Net' section shows an 'O*Net Title' field with the value '99999999 (For API-use Only)', also highlighted as the default. The interface includes navigation tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP, and various data entry fields for customer details and job preferences.

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



The screenshot shows the OSOS system interface for a customer profile. The customer name is MALINAK, VET, with SSN: and OSOS ID: NY014993615. The 'Objective' tab is selected, showing an 'Employment Objective' field with the text 'TO BE UPDATED'. Below this, the 'Desired O*Net' section includes a table with columns for 'O*Net Title' and 'Exp. (Months)'. The first entry is 'Stock Clerks- Stockroom, Warehouse, or Storage Yard' with '0' in the 'Exp. (Months)' field. A red arrow points to this '0' with the word 'Default' in a yellow box. Other sections include 'Acceptable Job Locations' with a 'Maximum Zip Radius' of 50 miles and ZIP 12206, and 'Desired Employers'.

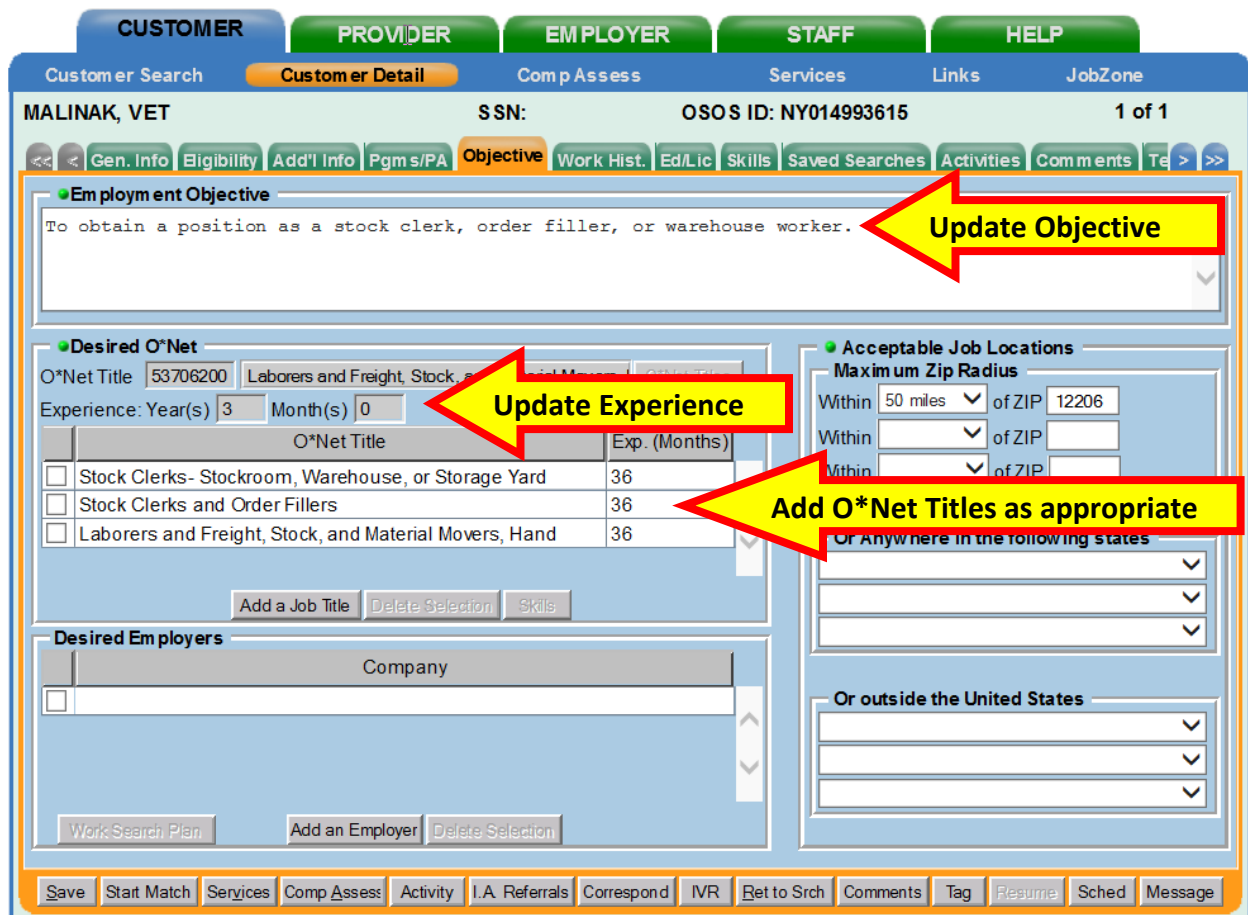
O*Net Title	Exp. (Months)
<input type="checkbox"/> Stock Clerks- Stockroom, Warehouse, or Storage Yard	0

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.



CUSTOMER | PROVIDER | EMPLOYER | STAFF | HELP

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

MALINAK, VET | SSN: | OSOS ID: NY014993615 | 1 of 1

Gen. Info | Eligibility | Add'l Info | Pgm s/PA | **Objective** | Work Hist. | Ed/Lic | Skills | Saved Searches | Activities | Comments | Te | >>

Employment Objective

To obtain a position as a stock clerk, order filler, or warehouse worker. **Update Objective**

Desired O*Net

O*Net Title: 53706200 Laborers and Freight, Stock, and Material Movers, Hand

Experience: Year(s) 3 Month(s) 0 **Update Experience**

O*Net Title	Exp. (Months)
<input type="checkbox"/> Stock Clerks- Stockroom, Warehouse, or Storage Yard	36
<input type="checkbox"/> Stock Clerks and Order Fillers	36
<input type="checkbox"/> Laborers and Freight, Stock, and Material Movers, Hand	36

Add a Job Title | Delete Selection | Skills **Add O*Net Titles as appropriate**

Desired Employers

Company

Acceptable Job Locations

Maximum Zip Radius

Within 50 miles of ZIP 12206

Within of ZIP

Within of ZIP

Or Anywhere in the following states

Or outside the United States

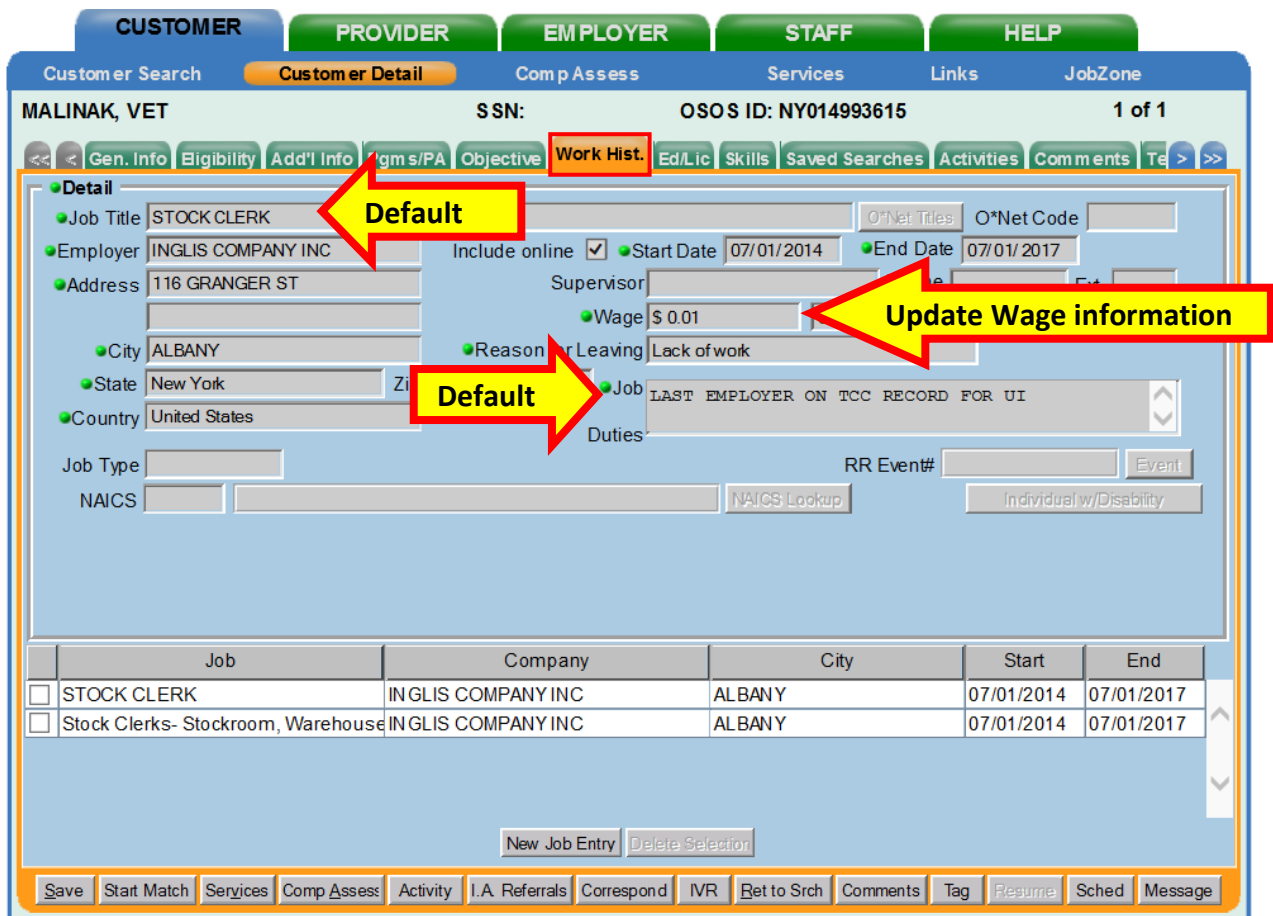
Save | Start Match | Services | Comp Assess | Activity | I.A. Referrals | Correspond | IVR | Ret to Srch | Comments | Tag | Resume | Sched | Message

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



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

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

MALINAK, VET | SSN: | OSOS ID: NY014993615 | 1 of 1

Gen. Info | Eligibility | Add'l Info | Programs/PA | Objective | **Work Hist.** | Ed/Lic | Skills | Saved Searches | Activities | Comments | Te | >>

Detail

• Job Title: STOCK CLERK **Default**

• Employer: INGLIS COMPANY INC

• Address: 116 GRANGER ST

• City: ALBANY

• State: New York

• Country: United States

• Start Date: 07/01/2014

• End Date: 07/01/2017

• Wage: \$ 0.01 **Update Wage information**

• Reason for Leaving: Lack of work **Default**

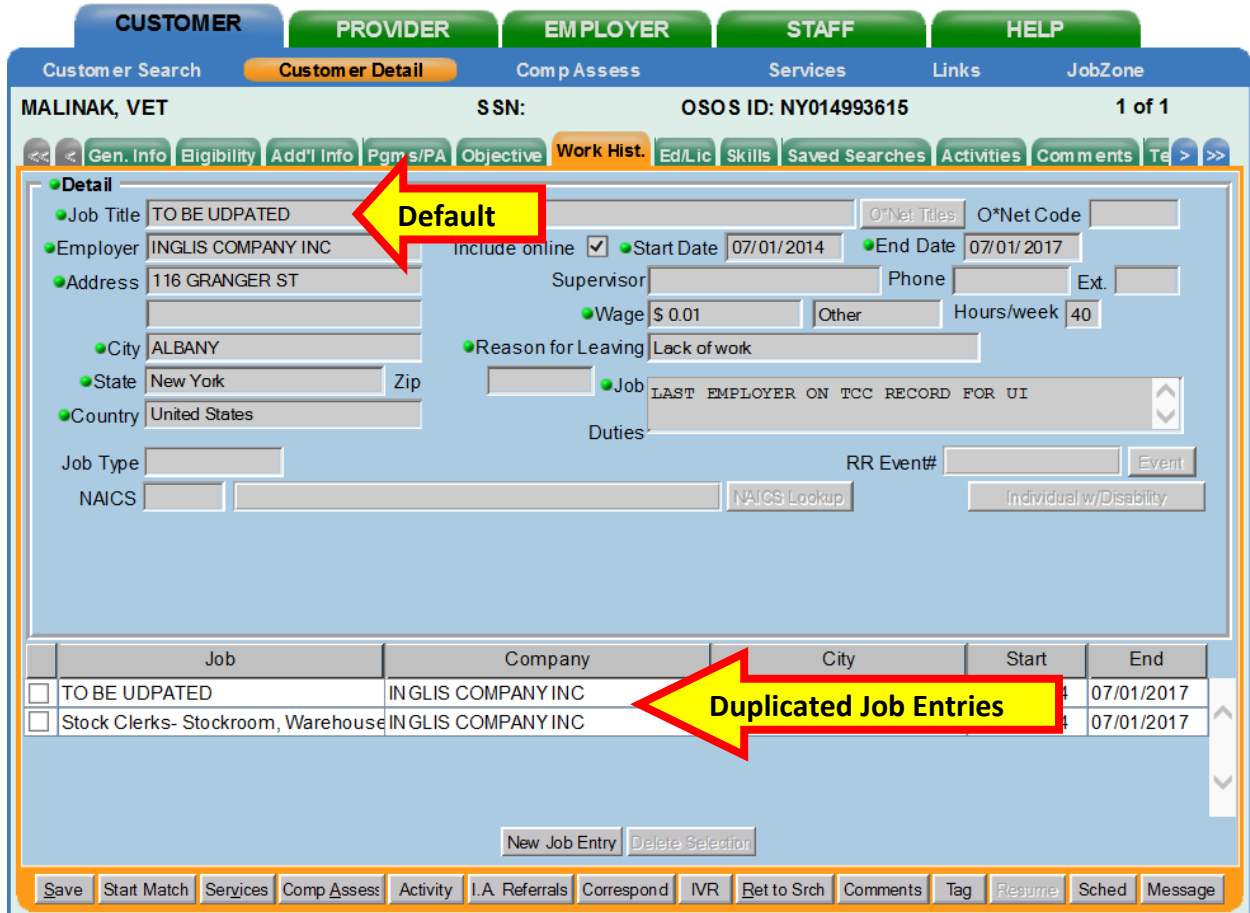
• Job: LAST EMPLOYER ON TCC RECORD FOR UI

Job	Company	City	Start	End
<input type="checkbox"/> STOCK CLERK	INGLIS COMPANY INC	ALBANY	07/01/2014	07/01/2017
<input type="checkbox"/> Stock Clerks- Stockroom, Warehouse	INGLIS COMPANY INC	ALBANY	07/01/2014	07/01/2017

New Job Entry | Delete Selection

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

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:



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

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

MALINAK, VET | SSN: | OSOS ID: NY014993615 | 1 of 1

Gen. Info | Eligibility | Add'l Info | Pgms/PA | Objective | **Work Hist.** | Ed/Lic | Skills | Saved Searches | Activities | Comments | Te | >>

Detail

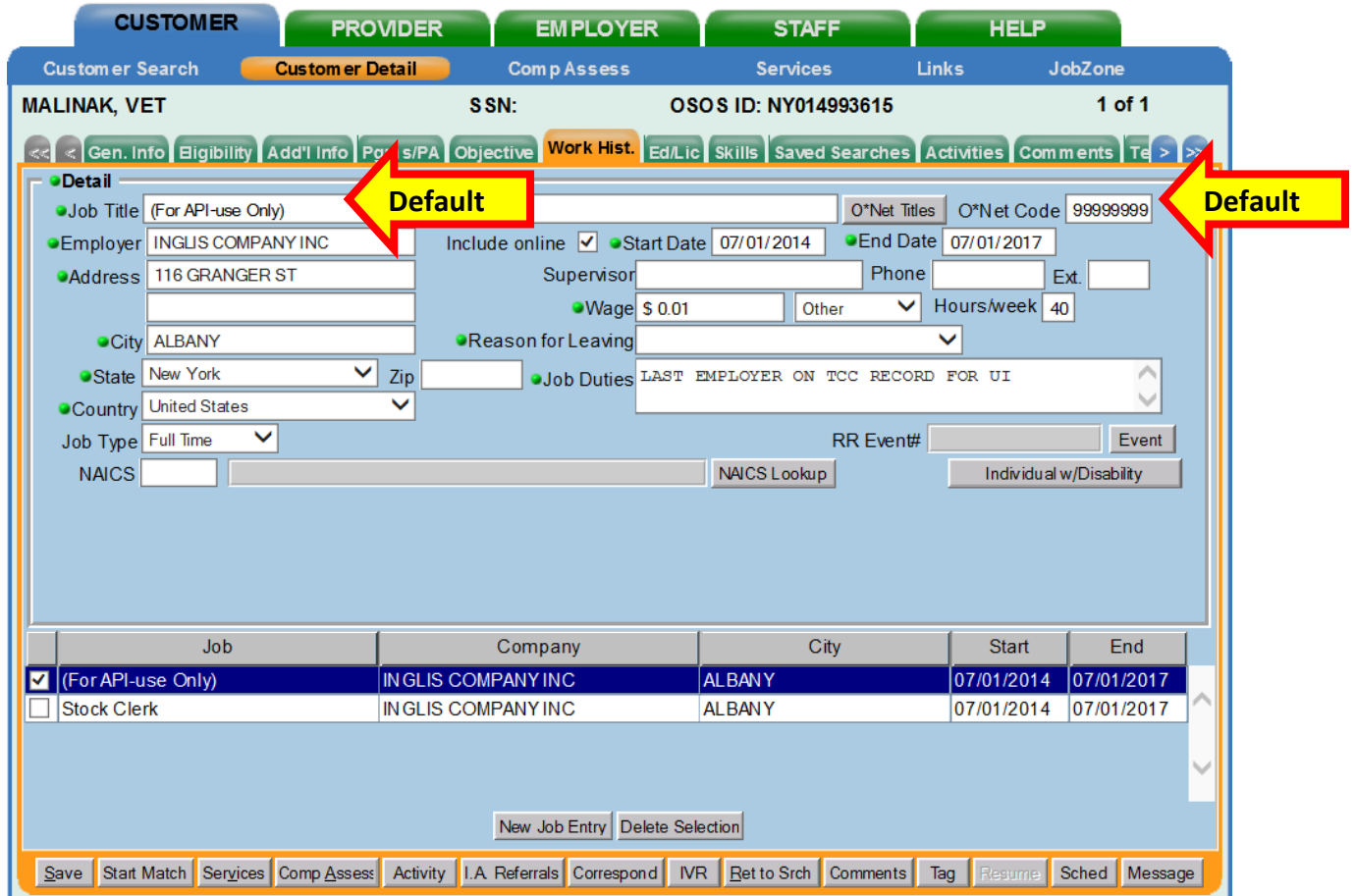
- Job Title: TO BE UDPATED **Default** | O*Net Titles | O*Net Code
- Employer: INGLIS COMPANY INC | Include online | Start Date: 07/01/2014 | End Date: 07/01/2017
- Address: 116 GRANGER ST | Supervisor: | Phone: | Ext: |
- City: ALBANY | Wage: \$ 0.01 | Other: | Hours/week: 40
- State: New York | Zip: | Reason for Leaving: Lack of work
- Country: United States | Job: LAST EMPLOYER ON TCC RECORD FOR UI
- Job Type: | Duties: | RR Event#: | Event
- NAICS: | NAICS Lookup | Individual w/Disability

	Job	Company	City	Start	End
<input type="checkbox"/>	TO BE UDPATED	INGLIS COMPANY INC		07/01/2014	07/01/2017
<input type="checkbox"/>	Stock Clerks- Stockroom, Warehouse	INGLIS COMPANY INC		07/01/2014	07/01/2017

New Job Entry | Delete Selection

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

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



The screenshot displays the 'Customer Detail' page for MALINAK, VET. The page includes a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this, there are sub-tabs for Customer Search, Customer Detail, Comp Assess, Services, Links, and JobZone. The main content area shows the following details:

- Customer:** MALINAK, VET
- SSN:** [Redacted]
- OSOS ID:** NY014993615
- Page:** 1 of 1
- Navigation:** Gen. Info, Eligibility, Add'l Info, Pops/PA, Objective, Work Hist., Ed/Lic, Skills, Saved Searches, Activities, Comments, Te
- Detail Section:**
 - Job Title:** (For API-use Only) (Default)
 - O*Net Titles:** [Redacted]
 - O*Net Code:** 99999999 (Default)
 - Employer:** INGLIS COMPANY INC
 - Address:** 116 GRANGER ST
 - City:** ALBANY
 - State:** New York
 - Country:** United States
 - Job Type:** Full Time
 - Start Date:** 07/01/2014
 - End Date:** 07/01/2017
 - Wage:** \$ 0.01
 - Hours/week:** 40
 - Job Duties:** LAST EMPLOYER ON TCC RECORD FOR UI
- Job History Table:**

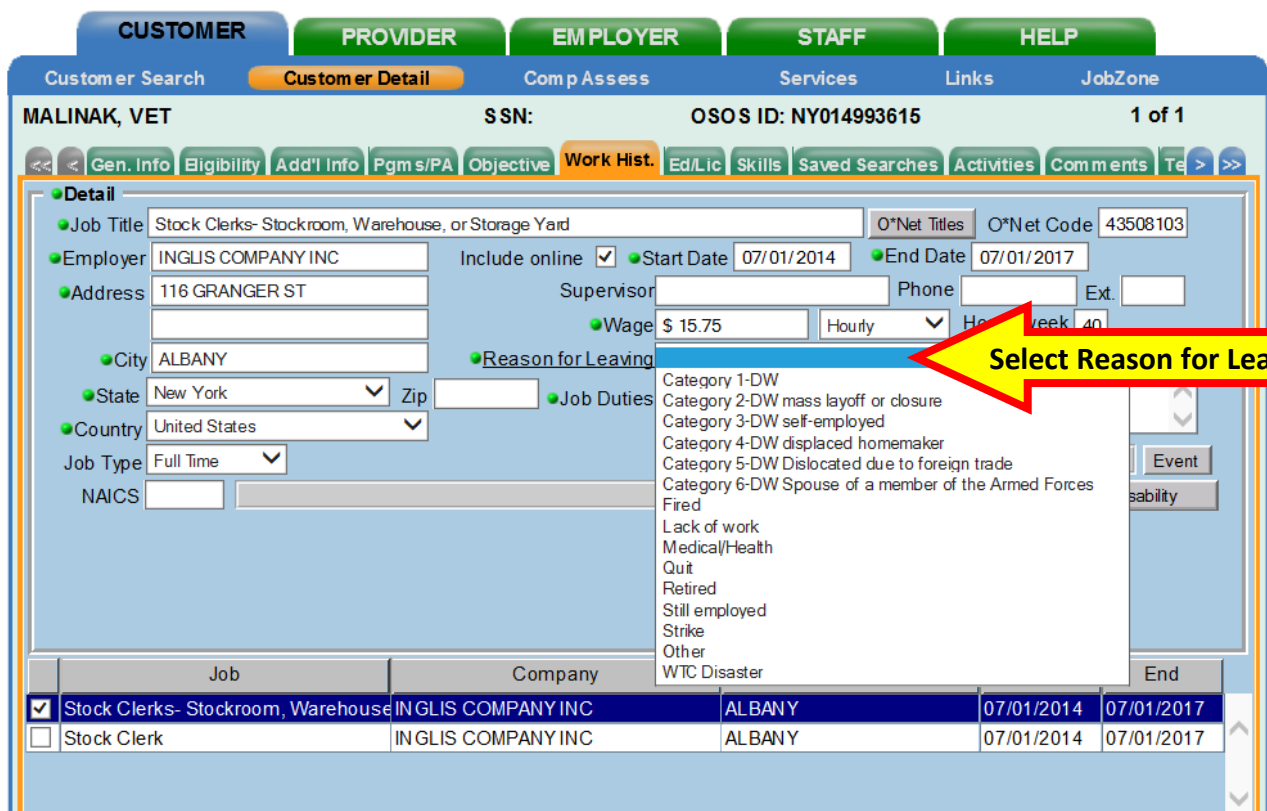
Job	Company	City	Start	End
<input checked="" type="checkbox"/> (For API-use Only)	INGLIS COMPANY INC	ALBANY	07/01/2014	07/01/2017
<input type="checkbox"/> Stock Clerk	INGLIS COMPANY INC	ALBANY	07/01/2014	07/01/2017

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.



Customer: MALINAK, VET | SSN: | OSOS ID: NY014993615 | 1 of 1

Work History Tab: MALINAK, VET | INGLIS COMPANY INC | 116 GRANGER ST | ALBANY, NY | 07/01/2014 - 07/01/2017 | Wage: \$15.75 | Hourly

Reason for Leaving dropdown options:

- Category 1-DW
- Category 2-DW mass layoff or closure
- Category 3-DW self-employed
- Category 4-DW displaced homemaker
- Category 5-DW Dislocated due to foreign trade
- Category 6-DW Spouse of a member of the Armed Forces
- Fired
- Lack of work
- Medical/Health
- Quit
- Retired
- Still employed
- Strike
- Other
- WTC Disaster

Job	Company	City	Start Date	End Date
<input checked="" type="checkbox"/> Stock Clerks- Stockroom, Warehouse	INGLIS COMPANY INC	ALBANY	07/01/2014	07/01/2017
<input type="checkbox"/> Stock Clerk	INGLIS COMPANY INC	ALBANY	07/01/2014	07/01/2017

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)**.

Customer Detail
MALINAK, VET SSN: OSOS ID: NY014993615 1 of 1

Gen. Info | Eligibility | Add'l Info | Pgm s/PA | Objective | **Work Hist.** | Ed/Lic | Skills | Saved Searches | Activities | Comments | Te >>

Detail

Job Title: (For API-use Only) O*Net Titles O*Net Code: 99999999

Employer: INGLIS COMPANY INC Include online: Start Date: 07/01/2014 End Date: 07/01/2017

Address: 116 GRANGER ST Supervisor: Phone: Ext: Wage: \$ 15.75 Hourly: Hours/week: 40

City: ALBANY Reason for Leaving: Category 1-DW

State: New York Zip: Job Duties: Receive, store, and issue materials and product from warehouse.

Country: United States Job Type: Full Time RR Event#: Event

NAICS: NAICS Lookup Individual w/Disability

Dislocated Worker Information

Qualifying Dislocation Date: Tenure (months):

O*Net at Dislocation: 99999999 (For API-use Only) **Update Dislocated Worker Information**

	Job	Company	City	Start	End
<input checked="" type="checkbox"/>	(For API-use Only)	INGLIS COMPANY INC	ALBANY	07/01/2014	07/01/2017
<input type="checkbox"/>	Stock Clerk	INGLIS COMPANY INC	ALBANY	07/01/2014	07/01/2017

New Job Entry Delete Selection

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



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.

Re-Employment Operating System

Customer Detail

Customer Activity | Appointments/Correspondence | **Work History** | UI Issues | Log and Control

Last Day Worked Last Day Worked: 05/22/2017 **Calculated Exp. (months)** Calculated Exp. (months): 129

Employer: City: State: NY Zip Code:

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.

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

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

MALINAK, VET | SSN: | OSOS ID: NY014993615 | 1 of 1

Gen. Info | Eligibility | Add'l Info | Pgm s/PA | Objective | Work Hist. | **Ed/Lic** | Skills | Saved Searches | Activities | Comments | Te | >>

Driver License

Yes No Class: State:

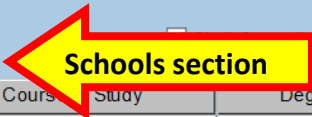
Pass Transport Hazardous Materials Tank Vehicle Motorcycle

School Bus Doubles/Triples Tank Hazard Air Brakes

Certificates / Licenses

	Certificate/License	Issue Date	Issuing Organization	State	Country
<input type="checkbox"/>					

No Information Provided Add Cert/Lic Edit Cert/Lic Delete Selection

Schools  Schools section

	Course	Study	Degree	Completed	Issuing Institution	State	Country
<input type="checkbox"/>							

No Information Provided **Add School** Edit School Delete Selection

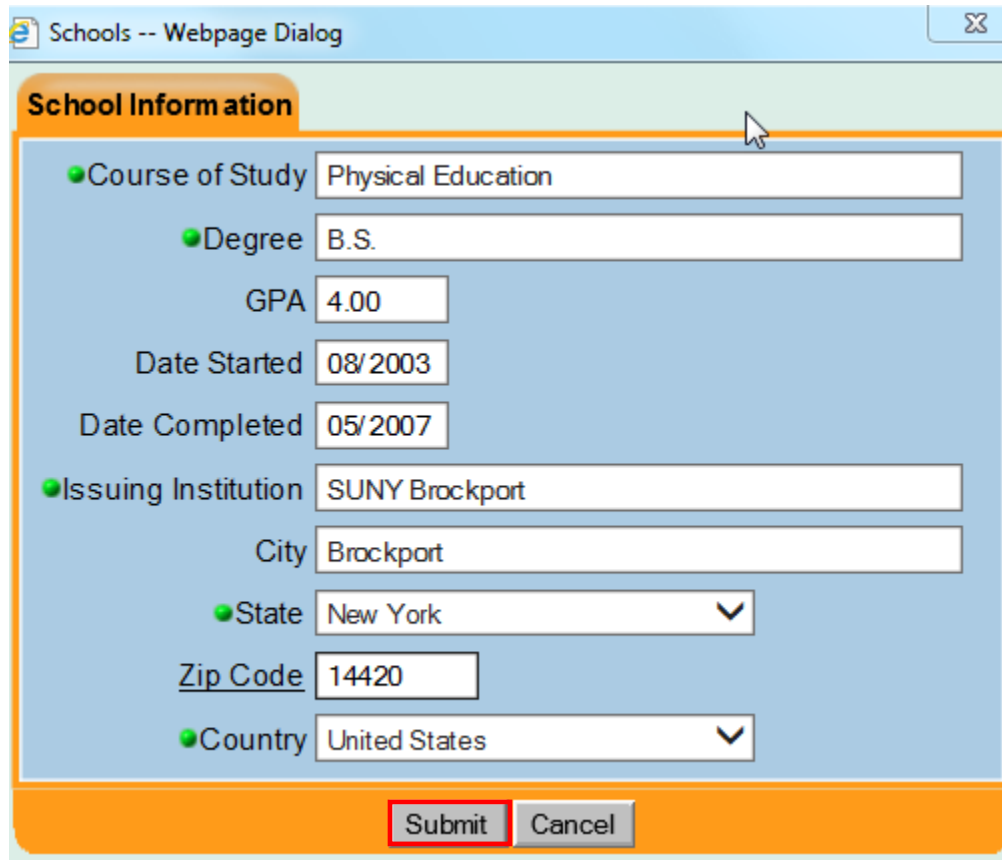
Professional Associations

	Association Name	Position	Description	Date Received
<input type="checkbox"/>				

No Information Provided Add Association Edit Association Delete Selection

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

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.



The screenshot shows a web browser window titled "Schools -- Webpage Dialog". The main content area is titled "School Information" and contains several input fields, each with a green dot indicating it is required. The fields are: "Course of Study" (Physical Education), "Degree" (B.S.), "GPA" (4.00), "Date Started" (08/2003), "Date Completed" (05/2007), "Issuing Institution" (SUNY Brockport), "City" (Brockport), "State" (New York), "Zip Code" (14420), and "Country" (United States). At the bottom of the form are "Submit" and "Cancel" buttons. The "Submit" button is highlighted with a red box.

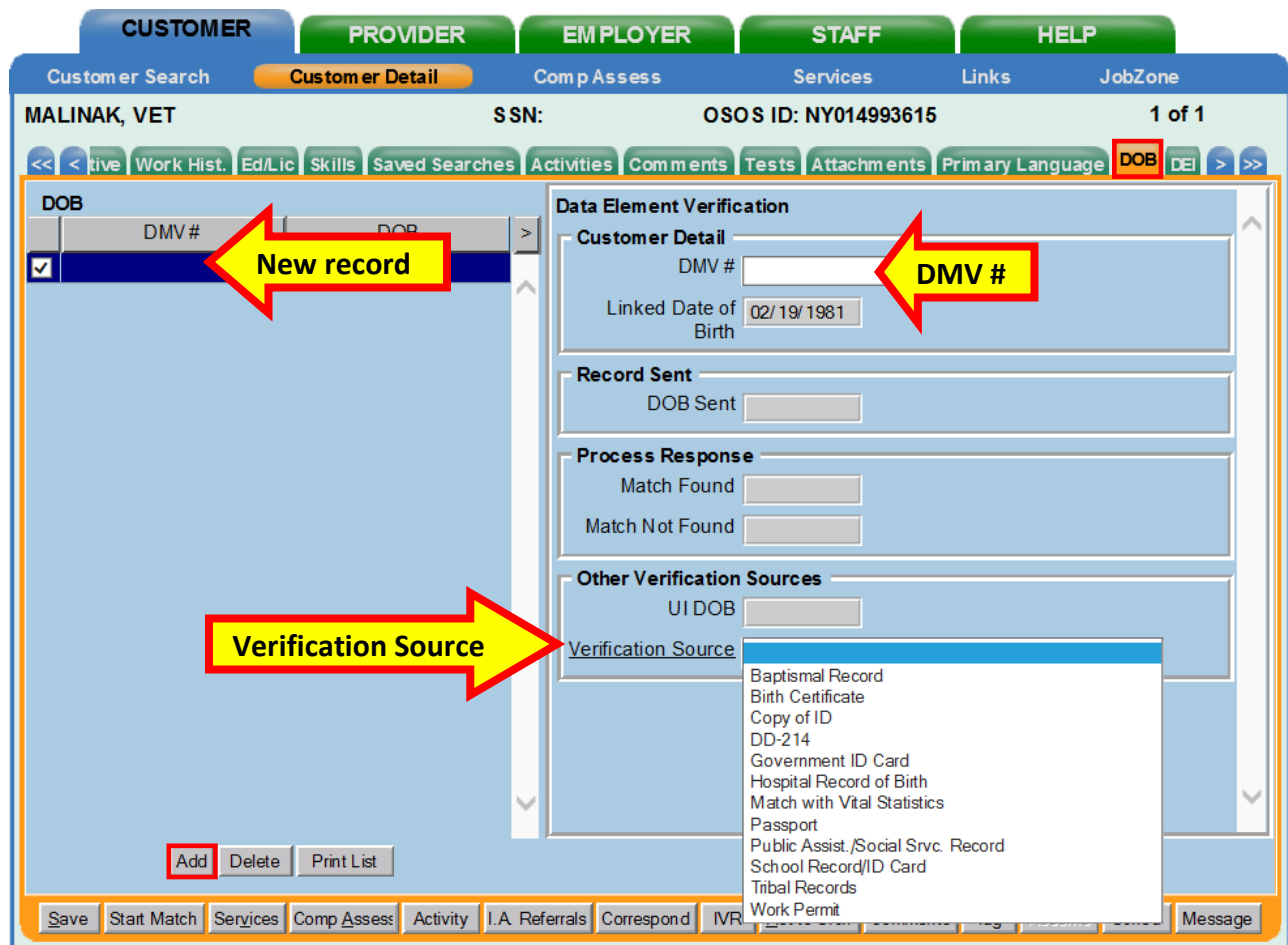
● Course of Study	Physical Education
● Degree	B.S.
GPA	4.00
Date Started	08/2003
Date Completed	05/2007
● Issuing Institution	SUNY Brockport
City	Brockport
● State	New York
Zip Code	14420
● Country	United States

Submit Cancel

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**.



The screenshot displays the OSOS interface for the DOB tab of customer MALINAK, VET. The interface includes a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this is a sub-navigation bar with options like Customer Search, Customer Detail, Comp Assess, Services, Links, and JobZone. The main content area shows a table with columns for DMV# and DOB, and a 'Data Element Verification' section with fields for DMV#, Linked Date of Birth, Record Sent, Process Response, and Other Verification Sources. A dropdown menu is open under 'Verification Source' showing various options like Baptismal Record, Birth Certificate, Copy of ID, DD-214, Government ID Card, Hospital Record of Birth, Match with Vital Statistics, Passport, Public Assist./Social Svc. Record, School Record/ID Card, Tribal Records, and Work Permit. Red arrows point to the 'New record' checkbox, the 'DMV #' field, and the 'Verification Source' dropdown. A red box highlights the 'Add' button at the bottom left.



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