

Gun Violence Prevention (GVP) Local Initiative OSOS Guide



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PURPOSE

New York State Department of Labor (NYSDOL) is partnering with Local Workforce Development Areas (LWDAs) to provide job training, credentialing and placement in good-paying jobs to young workers between the ages of 18 and 24, at least 75% of whom must reside in zip codes impacted by high rates of gun violence. In addition to each area’s existing referral network, youth will be referred by trusted community service providers with priority given to referrals from gun violence interveners and other anti-gun violence advocacy organizations.

This effort is one part of Governor Cuomo's first-in-the-nation gun violence disaster emergency and comprehensive strategy to build a safer New York. This initiative treats gun violence as a public health crisis and includes short-term solutions as well as long-term strategies that focus on community-based intervention and prevention strategies to break the cycle of violence.

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. OSOS collects substantial information from customers, businesses, and training providers. This information is also used to prepare required State and Federal reports.



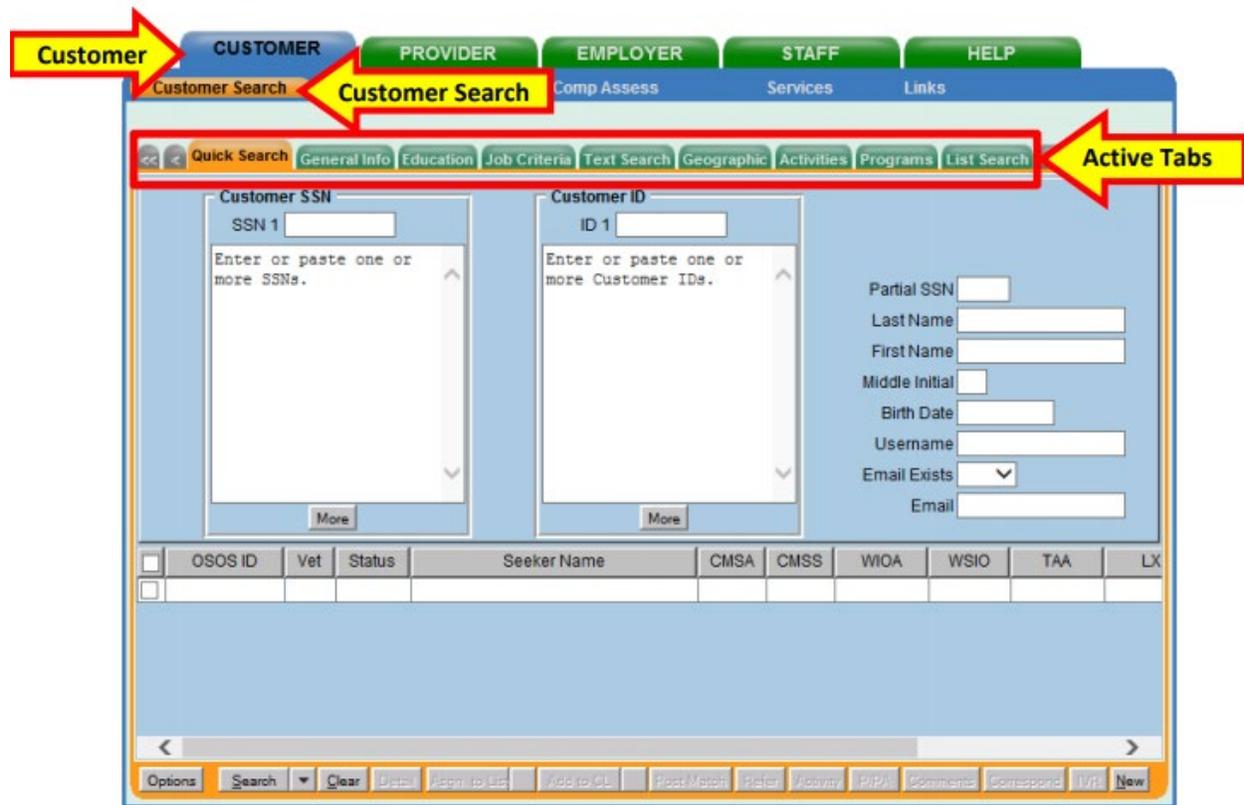
This guide provides instructions on how to conduct the OSOS data entry for the Gun Violence Prevention (GVP) Local Initiative.

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** tab, any of the active tabs 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.



QUICK SEARCH

A customer search is most commonly performed from the **Customer Search** window, **Quick Search** tab. 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**.

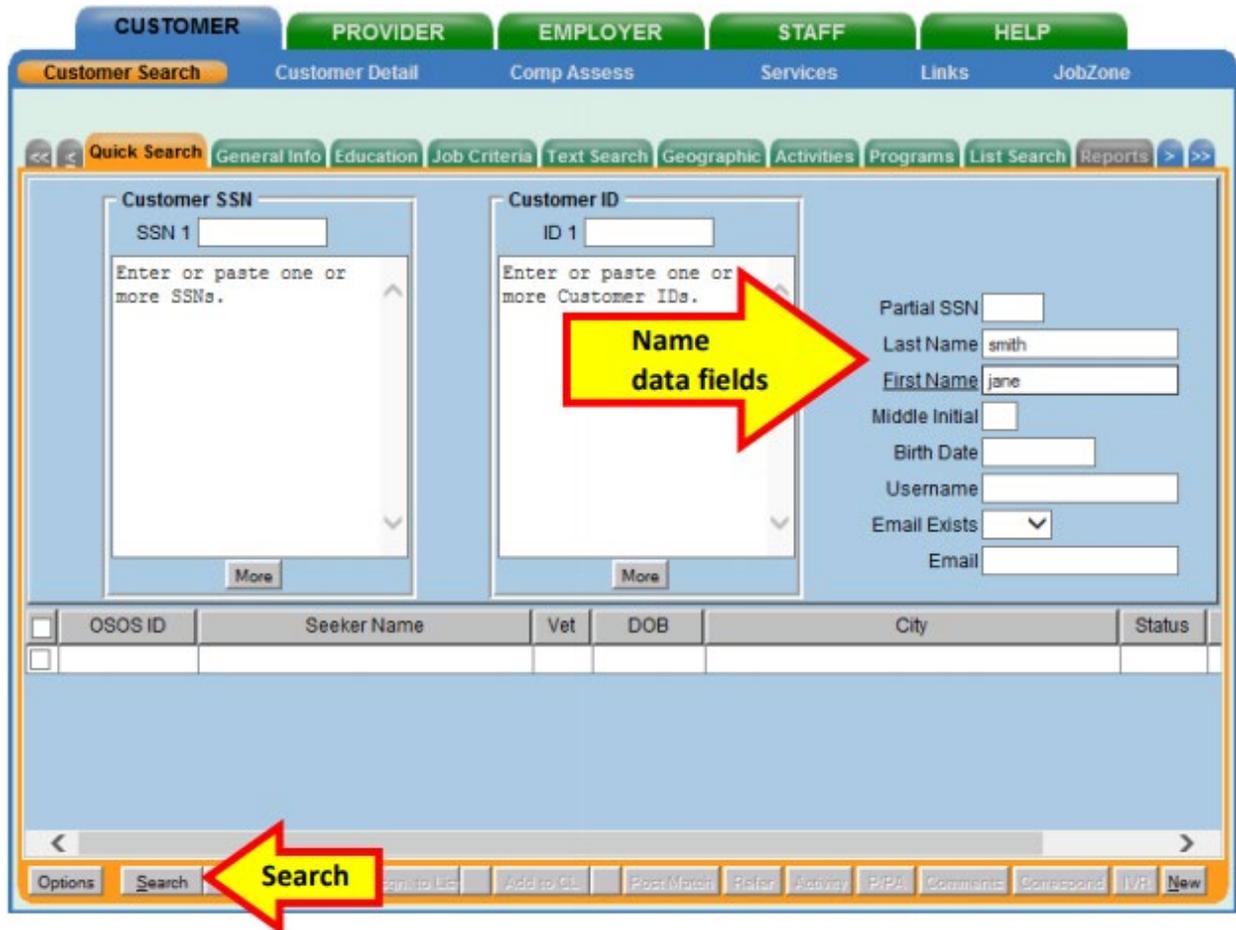
SEARCHING BY CUSTOMER FULL OR PARTIAL NAME

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.



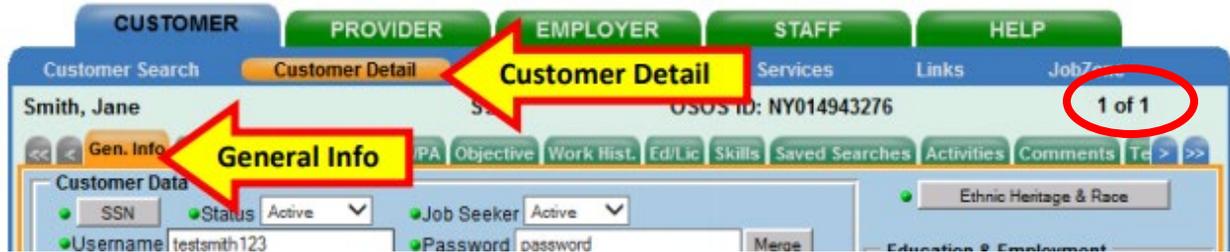
As a best practice, staff should perform a name search for any customer they are working with to determine if duplicate OSOS records exist for the same customer. If a duplicate record is found, please contact help.osos@labor.ny.gov.

Click the **Search** button.

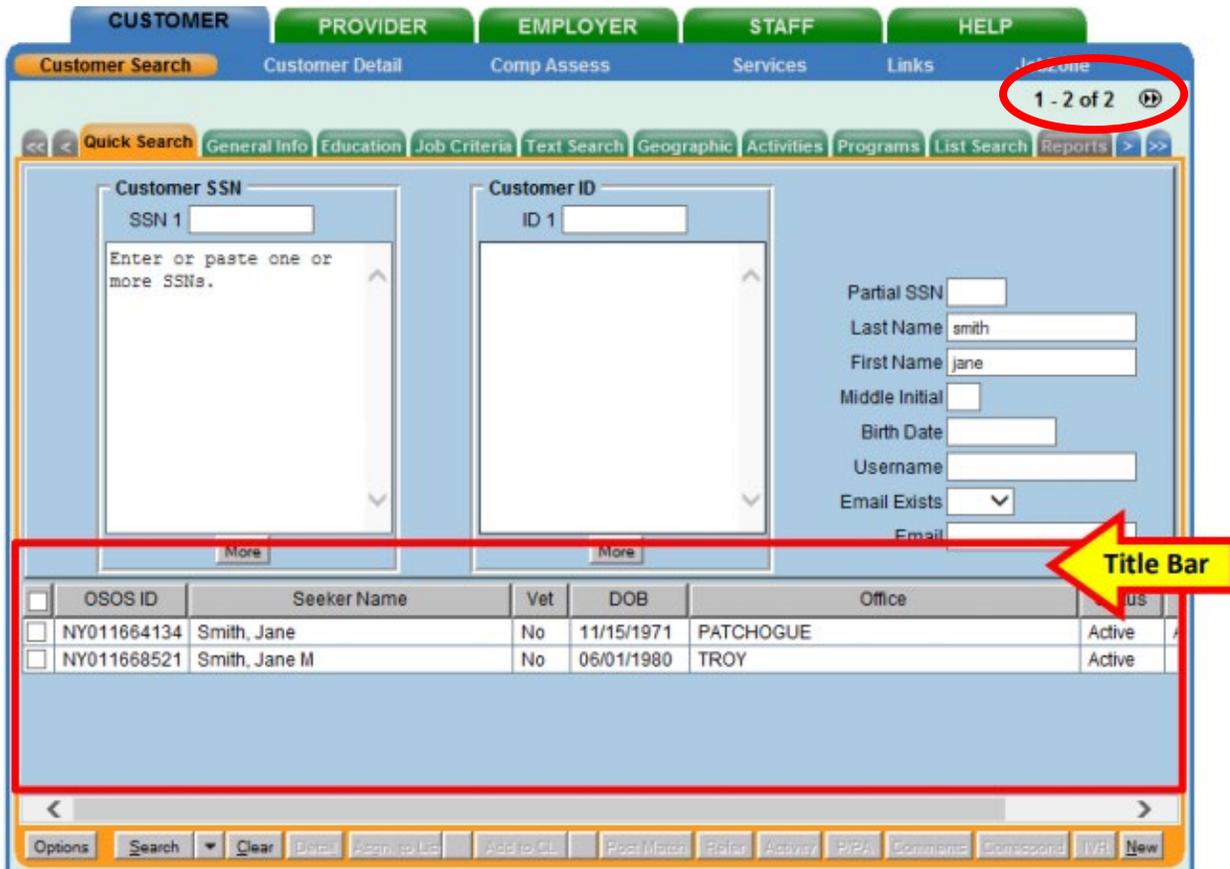


The screenshot shows the OSOS Customer Search interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, Comp Assess, Services, Links, and JobZone. The main search area has a 'Quick Search' tab selected, with other options like General Info, Education, Job Criteria, Text Search, Geographic, Activities, Programs, List Search, and Reports. The search form includes fields for Customer SSN (SSN 1), Customer ID (ID 1), Partial SSN, Last Name (smith), First Name (jane), Middle Initial, Birth Date, Username, Email Exists (dropdown), and Email. A yellow arrow points to the 'Name data fields' (Last Name and First Name). Below the form is a table with columns: OSOS ID, Seeker Name, Vet, DOB, City, and Status. At the bottom, there is a 'Search' button highlighted with a yellow arrow, along with other buttons like Options, Sign to LIF, Add to CL, Post/Match, Refer, Activity, PPA, Comments, Correspond, IVR, and New.

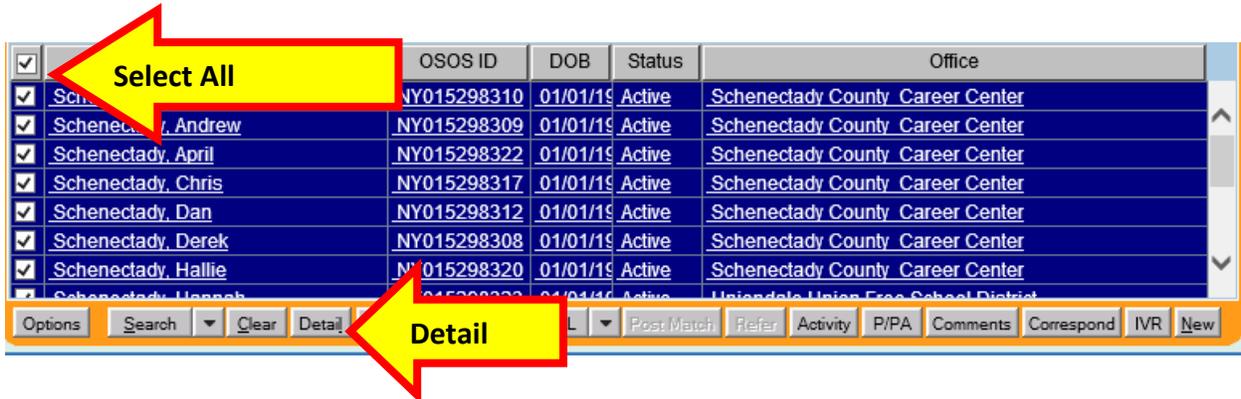
If there is only one result returned, OSOS will display the customer's record. It will default to the **General Information** tab of the **Customer Detail** window.



If there is more than one customer record matching the search criteria, the customers' information will be displayed in the window below the data entry fields.



If the search yields more than one result, staff can view all the records by first clicking on the check box in the top left-hand corner of the gray title bar. This will select all the results. Staff can then click on **Detail** at the bottom of the screen to review all selected customer records.



The screenshot shows a table of search results with columns for OSOS ID, DOB, Status, and Office. A yellow arrow labeled "Select All" points to the top-left checkbox. Another yellow arrow labeled "Detail" points to the "Detail" button in the bottom toolbar.

<input type="checkbox"/>	OSOS ID	DOB	Status	Office
<input checked="" type="checkbox"/>	NY015298310	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	NY015298309	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	NY015298322	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	NY015298317	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	NY015298312	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	NY015298308	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	NY015298320	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	NY015298323	01/01/19	Active	Uniondale Union Free School District

Toolbar: Options Search Clear Detail Post Match Refer Activity P/PA Comments Correspond IVR New



OSOS will display the customer record of the first customer selected. Use the arrows at the top right corner of the screen to toggle through the customer records. Staff can review the records to identify the customer they were searching for, as well as to identify potential duplicate records.

The screenshot displays the OSOS Customer Detail page for Jane Smith. The page is organized into several sections:

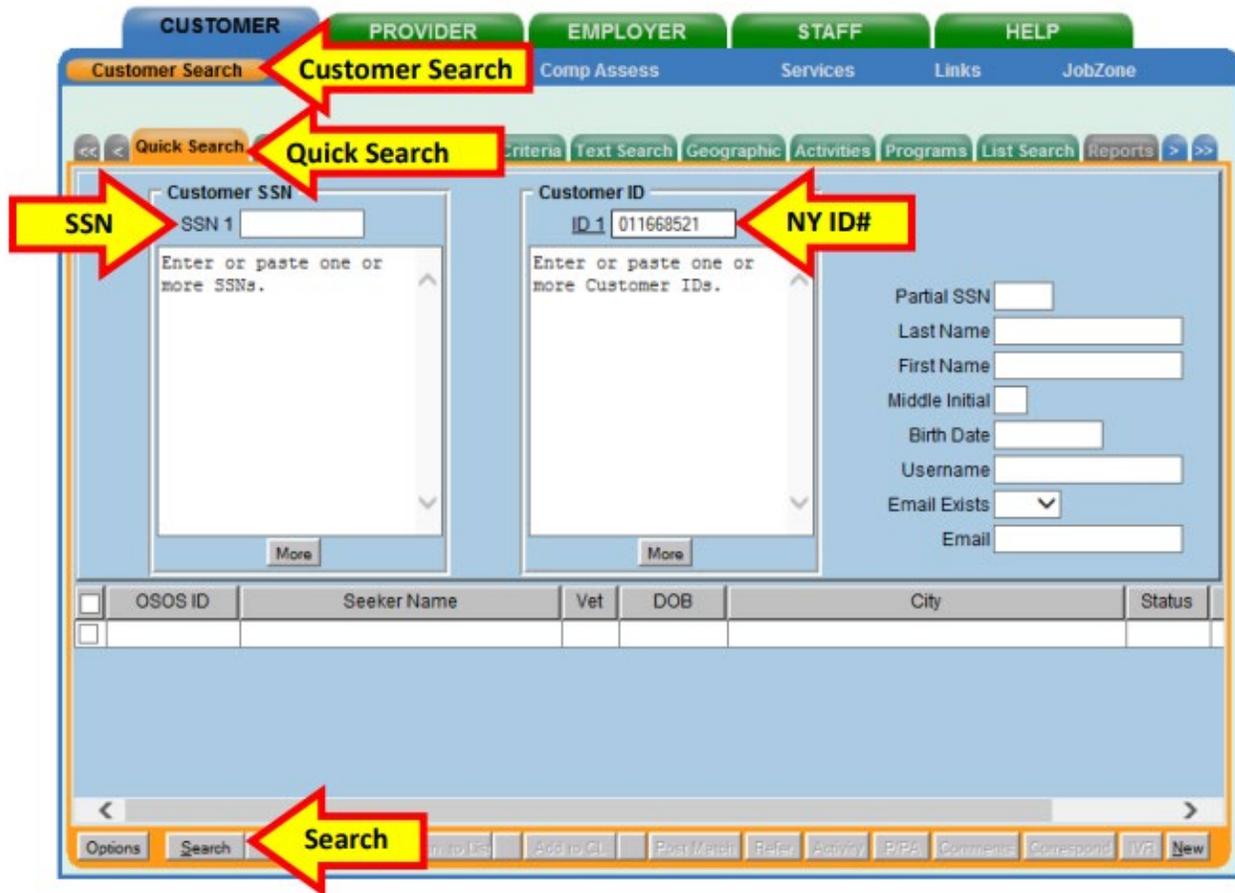
- Customer Data:** Includes fields for SSN, Status (Active), Job Seeker (Active), Username (testsmith123), Password (password), Last Name (Smith), First Name (Jane), MI, Date of Birth (06/01/1980), Gender (Female), Portfolio Lvl, JobZone Adult, Address (123 Main Street), City (Albany), State (New York), Zip (12206), County (Albany), Country (United States), Metro, Phone (518-555-5555), Email (janesmith@test.edu), and URL.
- Customer Assignment:** Shows Staff Assigned, WIB Assigned (Albany/Rensselaer/Schenectady Counties), Agency (Department of Labor), Office (ALBANY), and UI Claimant.
- Registration and Profile:** Registered (03/08/2017), Origin (Staff), Profiled, and Profiled Date.
- Contact Preferences:** Includes checkboxes for Use Postal, Fax, Pri. Phone, Email, and Alt. Phone.

A red arrow points to the 'Toggle Arrows' icon in the top right corner of the record view, which is used to navigate between customer records.

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** tab to find the customer record.

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



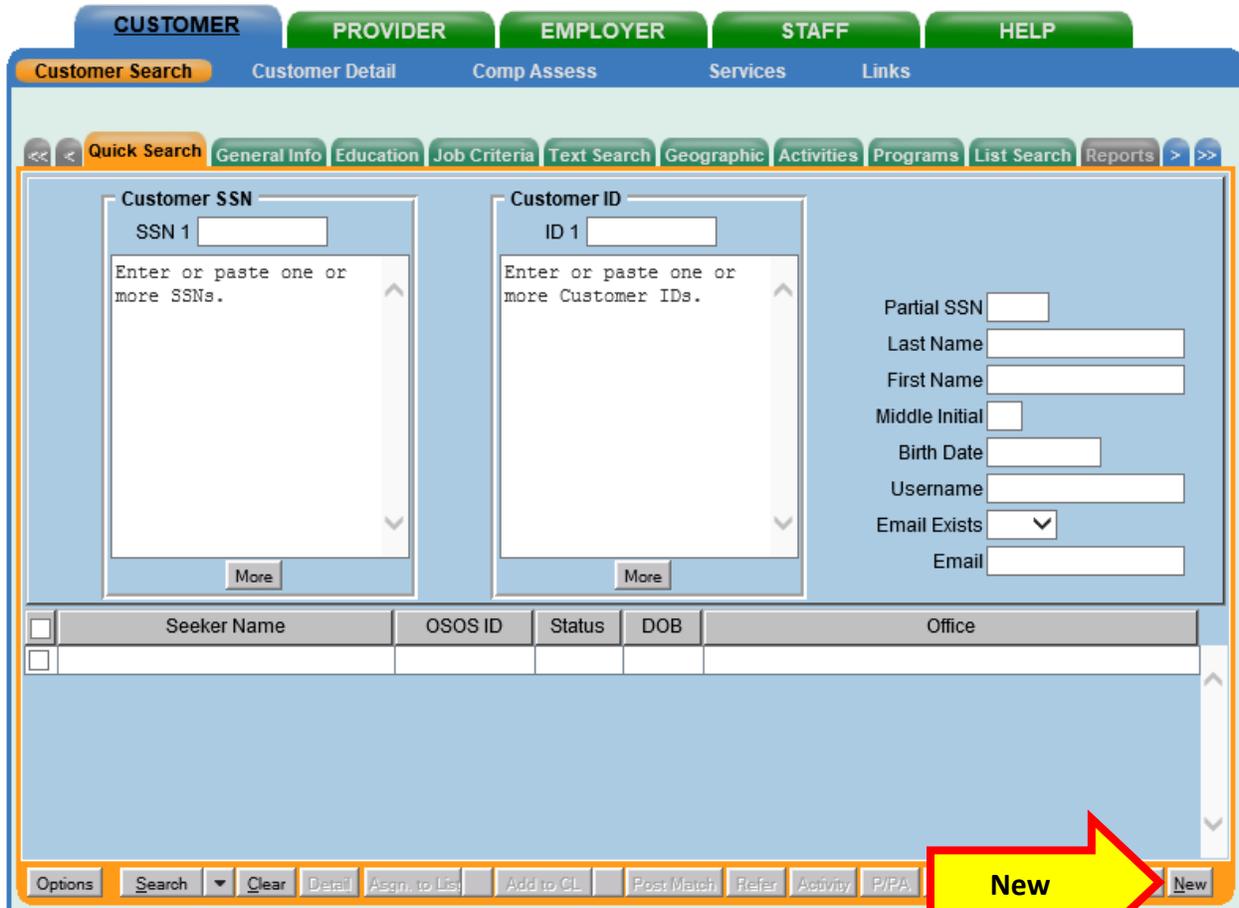
The screenshot shows the OSOS Customer Search interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Comp Assess, Services, Links, and JobZone. The 'Customer Search' sub-tab is active, and within it, the 'Quick Search' sub-tab is selected. The 'Quick Search' section contains two main input areas: 'Customer SSN' and 'Customer ID'. The 'Customer SSN' field has a sub-label 'SSN' and a 'More' button below it. The 'Customer ID' field has a sub-label 'NY ID#' and a 'More' button below it. To the right of these fields are several other input fields: Partial SSN, Last Name, First Name, Middle Initial, Birth Date, Username, Email Exists (a dropdown menu), and Email. Below the input fields is a table with columns: OSOS ID, Seeker Name, Vet, DOB, City, and Status. At the bottom of the interface is a 'Search' button, which is highlighted with a red arrow.

If there is a matching record, OSOS will display the customer's record. If there is no matching record, the system will display **No Matches Found** 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.*

If an existing customer record cannot be found, click the **New** button at the bottom of the screen to create a new customer record.



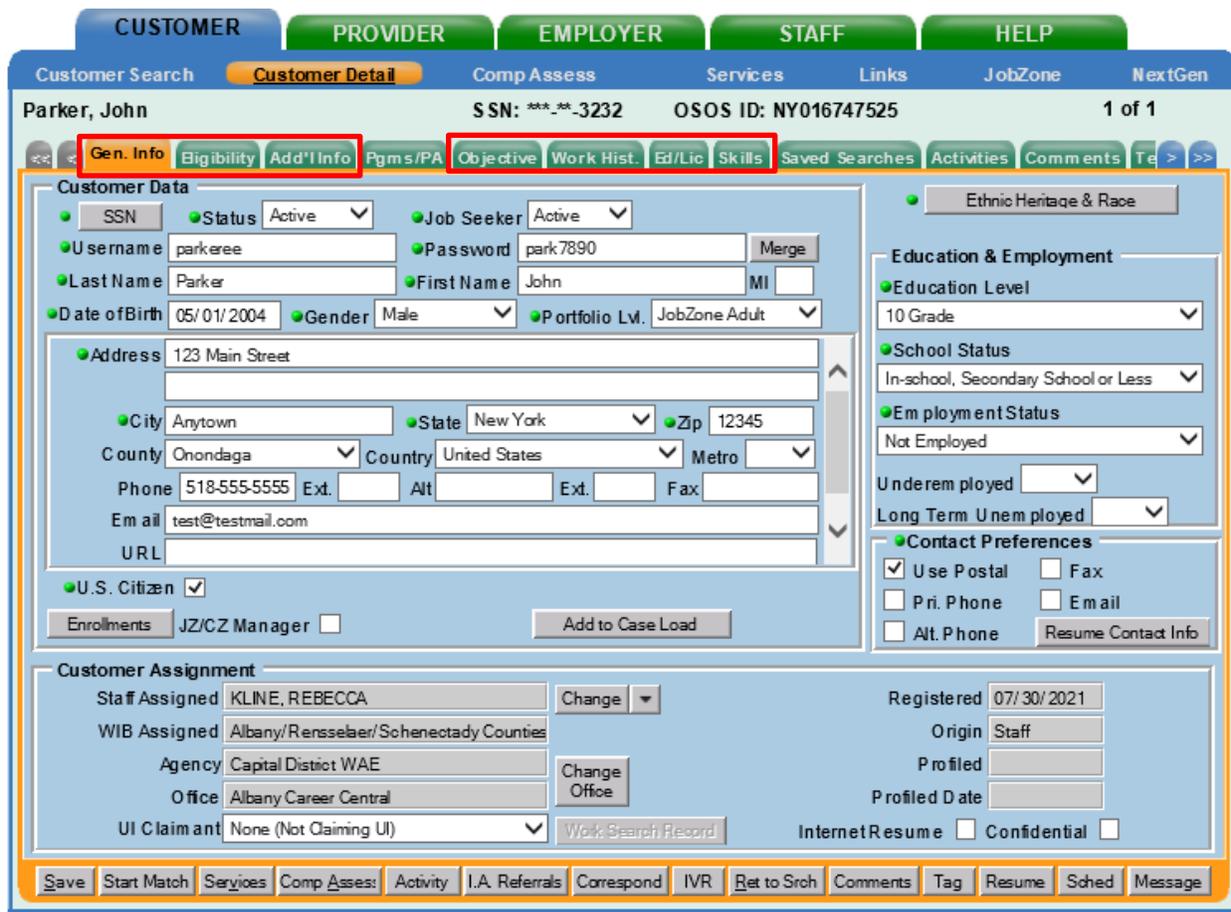
For detailed information on searching for a customer record, please see the [Performing a Customer Search OSOS Guide](#).

For detailed information on creating a customer record, please see the [Creating a Basic Customer Record OSOS Guide](#).

BASIC CUSTOMER RECORD

Creating or updating a basic customer record requires data entry in seven tabs. These tabs are located in the **Customer** module, **Customer Detail** window. They are:

- **Gen. Info** tab (General Information)
- **Eligibility** tab
- **Add'l Info** tab (Additional Information)
- **Objective** tab
- **Work Hist.** tab (Work History)
- **Ed/Lic** tab (Education/Licenses)
- **Skills** tab



CUSTOMER PROVIDER EMPLOYER STAFF HELP

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

Parker, John SSN: ***-**-3232 OSOS ID: NY016747525 1 of 1

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

Customer Data

- SSN
- Status Active
- Job Seeker Active
- Username parkeree
- Password park7890 Merge
- Last Name Parker
- First Name John MI
- Date of Birth 05/01/2004
- Gender Male
- Portfolio Lvl JobZone Adult
- Address 123 Main Street
- City Anytown
- State New York
- Zip 12345
- County Onondaga
- Country United States
- Metro
- Phone 518-555-5555 Ext. Alt. Fax
- Email test@testmail.com
- URL
- U.S. Citizen
- Enrollments JZ/CZ Manager
- Add to Case Load

Education & Employment

- Ethnic Heritage & Race
- Education Level 10 Grade
- School Status In-school, Secondary School or Less
- Employment Status Not Employed
- Underemployed
- Long Term Unemployed
- Contact Preferences
 - Use Postal Fax
 - Pri. Phone Email
 - Alt. Phone Resume Contact Info

Customer Assignment

- Staff Assigned KLINE, REBECCA Change
- WIB Assigned Albany/Rensselaer/Schenectady Counties
- Agency Capital District WAE Change Office
- Office Albany Career Central
- UI Claimant None (Not Claiming UI) Work Search Record
- Registered 07/30/2021
- Origin Staff
- Profiled
- Profiled Date
- Internet Resume Confidential

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



All required fields in OSOS are indicated by a green dot ● in front of the field name.

To save the basic customer record, all required fields must be completed. However, to best serve the customer, staff should always enter as much information as possible.



Do not click Save until all the required information, in all tabs, is recorded for the complete basic customer record. If Save is selected before the data is completely entered, it will generate an error message. If this error message does appear, you will still be able to continue with the record by clicking OK and continuing to enter the information. Instead, when creating the customer record, simply select the next appropriate tab. Click Save when all the required information has been entered.

Staff must review all of the information in the customer record each time they work with the customer. This ensures that the record reflects the most up to date and accurate information.

BASIC CUSTOMER RECORD DETAILS

For detailed instructions on creating a basic customer record, please see the [Creating a Basic Customer Record OSOS Guide](#).

Below are some noteworthy points for filling out the tabs located within the **Customer Detail** window.

General Info Tab

- **SSN:** The SSN field is located "behind" a button in order to keep it as confidential as possible. When the customer provides their SSN it must be entered. Having an SSN in OSOS is very important because customer SSNs are used to match against wages and determine if the customer is employed. Entering a customer's SSN also helps prevent duplicate records.



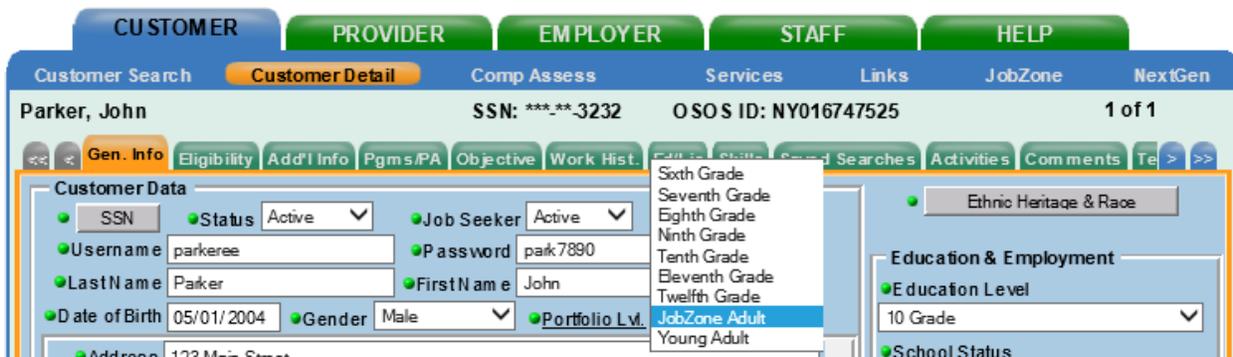
- **Ethnic Heritage & Race:** Select the **Ethnic Heritage & Race** button. If the customer provides Ethnic Heritage and/or Race information, select the most appropriate choice. If no information is provided, select **Not Disclosed**. This information is also located "behind" the button in order to keep it as confidential as possible.

The screenshot shows a web application interface with a navigation bar at the top containing buttons for 'CUSTOMER', 'PROVIDER', 'EMPLOYER', 'STAFF', and 'HELP'. A dialog box titled 'Ethnic Heritage and Race -- Webpage Dialog' is open, displaying the following options:

- 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

The dialog box has 'Ok' and 'Cancel' buttons at the bottom. In the background, a web form is visible with tabs for 'Ethnic Heritage & Race', 'Education & Employment', and 'Contact Preferences'. The 'Education & Employment' section includes dropdown menus for 'Education Level' (10 Grade), 'School Status' (In-school, Secondary School or Less), and 'Employment Status' (Not Employed). The 'Contact Preferences' section includes checkboxes for 'Use Postal', 'Fax', 'Pri. Phone', 'Em ail', and 'Alt. Phone'.

- **Portfolio Level** - A new record will default to **JobZone Adult**. You may keep this designation and therefore create the JobZone account along with the new OSOS record. Or, if the youth is younger than 18, you can choose the highest level of education completed (ex: **Tenth Grade**) in order to create a CareerZone account along with the new OSOS record.
- **Username and Password** - While this is a required field, any record with **Portfolio Lvl** set to **JobZone** will not use these fields for JobZone access. All **Portfolio Lvl**s other than **JobZone Adult** will use these fields as login credentials for CareerZone. Any unique username and any password may be entered in these fields, as long as they are at least 6 characters in length.



The screenshot displays the OSOS Customer Detail form for John Parker. The form includes the following fields and values:

- Customer Data:**
 - SSN: ***-**-3232
 - Status: Active
 - Job Seeker: Active
 - Username: parkeree
 - Password: park7890
 - Last Name: Parker
 - First Name: John
 - Date of Birth: 05/01/2004
 - Gender: Male
 - Portfolio Lvl: JobZone Adult (selected from dropdown)
- Education & Employment:**
 - Education Level: 10 Grade
 - School Status: (empty)

The dropdown menu for Portfolio Lvl includes the following options: Sixth Grade, Seventh Grade, Eighth Grade, Ninth Grade, Tenth Grade, Eleventh Grade, Twelfth Grade, JobZone Adult, and Young Adult.



*Note: If you are creating a new customer record, the Portfolio Level selected should reflect the highest grade level that the youth has completed. If an OSOS record already exists for the youth, **do not change the Portfolio Level in OSOS.***

Additional Info Tab

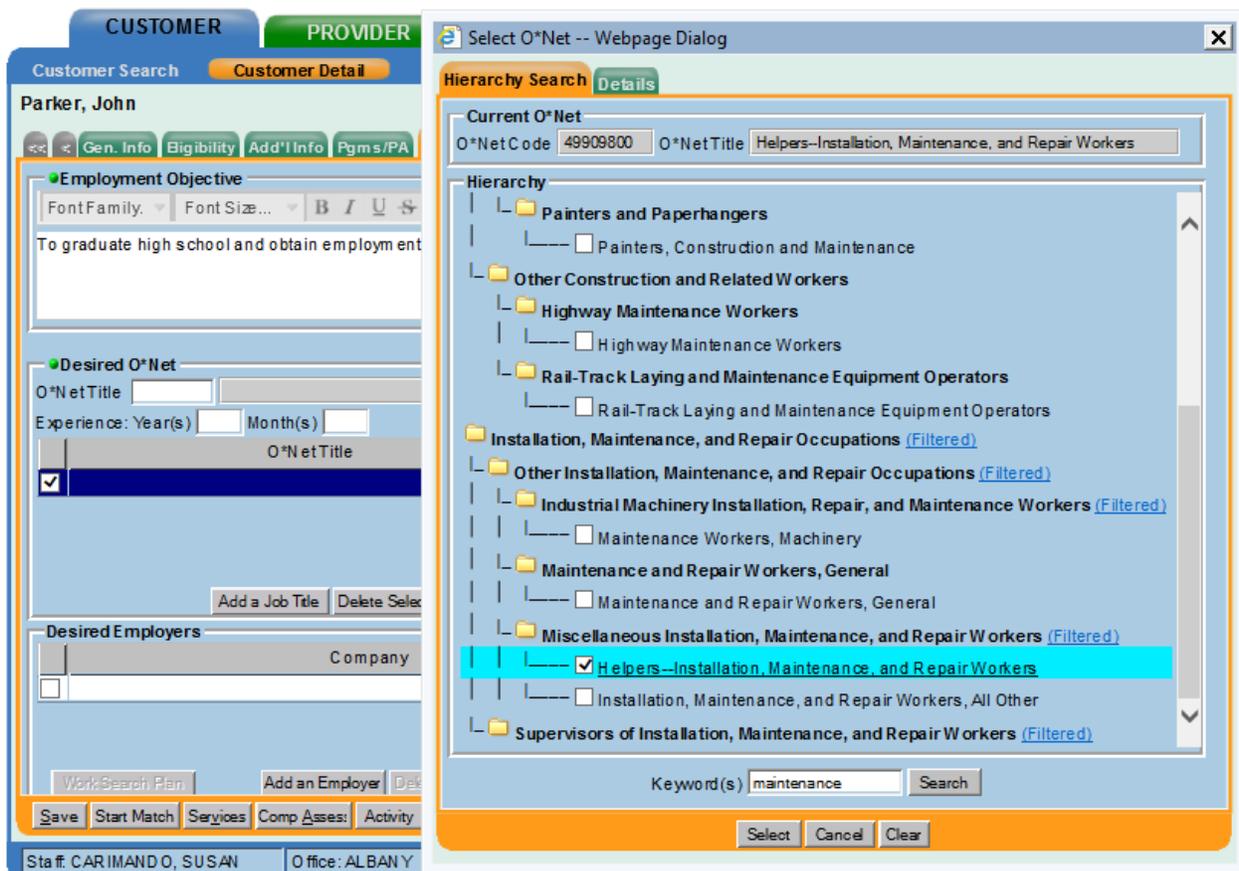
Veteran Status is the only required field on this tab. Additional information entered on this tab can be used to match customers to relevant job postings.

Programs / PA Tab

- This tab does not contain any required information. If the participant is receiving public assistance use the check box next to the title, and then fill in the **Reg Date**. If the customer is unsure of when they began receiving public assistance, ask them for their best approximation.

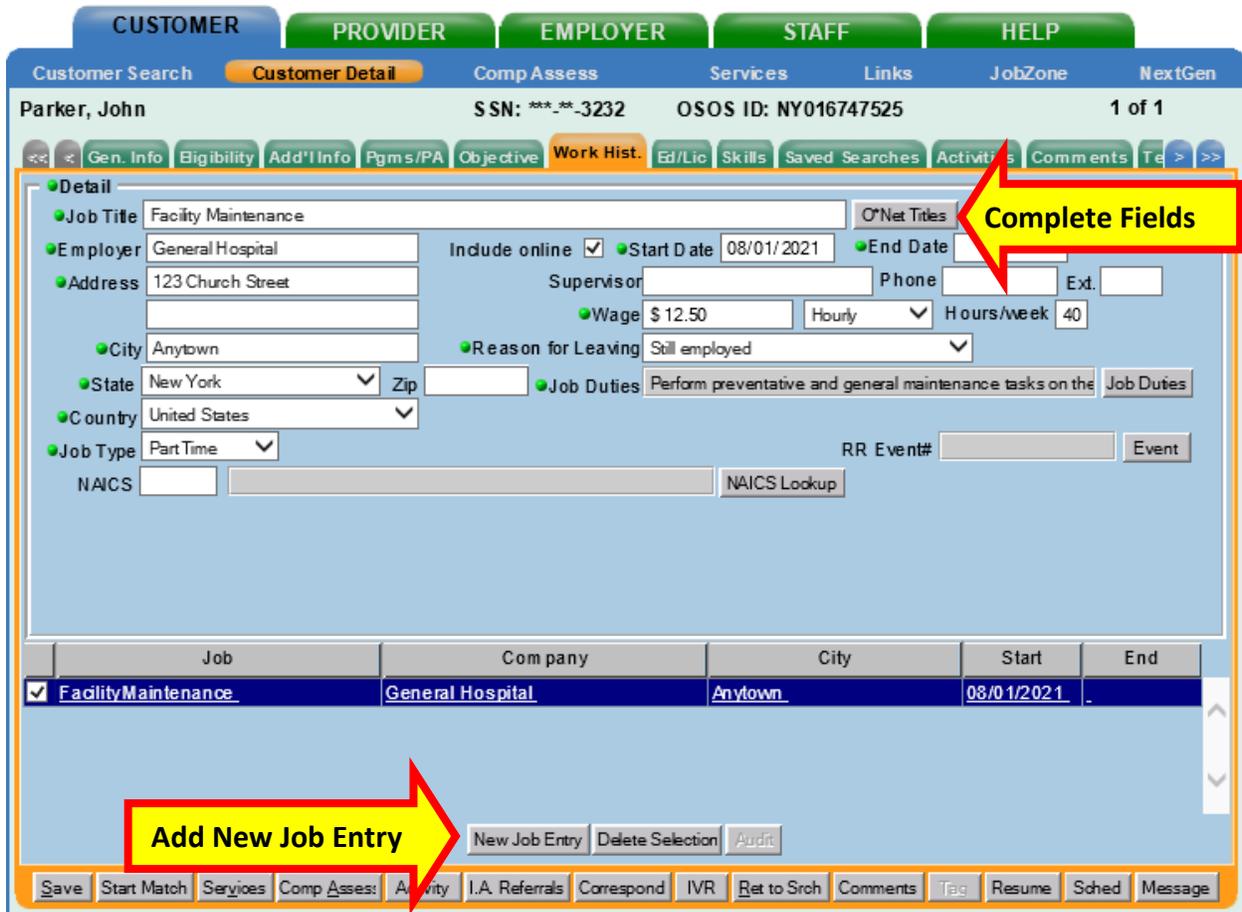
Objective Tab

- Desired O*Net:** At least one **O*Net title** is required. Click the **Add a Job Title** button. Then, click the **O*Net Titles** button. This opens the Select O*Net Webpage Dialogue box. Use the Keyword search at the bottom or the O*Net folder hierarchy to find the job title most closely related to the employment the participant is seeking as a result of the GVP Local Initiative. Check the box next to the job title. Then click **Select**.



Work History Tab

Select New Job Entry to enter a work history for the customer. Enter all required fields and any additional information provided by the customer. Since the population served under the GVP Initiative are youths and young adults, they may not have a work history. If the customer does not have any Work History, select No Information Provided.



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

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

Parker, John SSN: ***-**-3232 OSOS ID: NY016747525 1 of 1

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

Detail

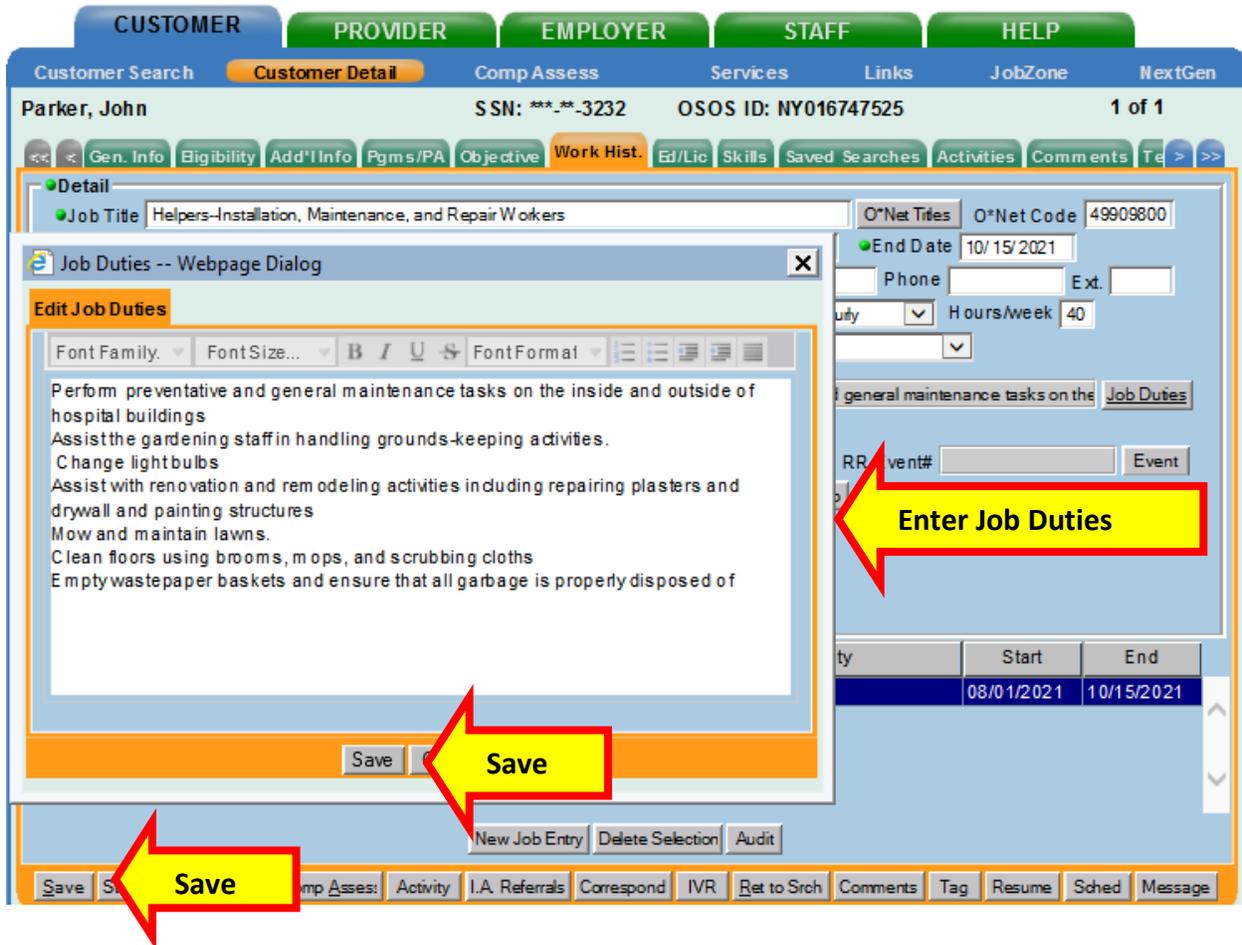
- Job Title: Facility Maintenance O*Net Titles
- Employer: General Hospital Include online Start Date: 08/01/2021 End Date:
- Address: 123 Church Street Supervisor: Phone: Ext.:
- City: Anytown Wage: \$12.50 Hourly Hours/week: 40
- State: New York Zip: Reason for Leaving: Still employed
- Country: United States Job Duties: Perform preventative and general maintenance tasks on the
- Job Type: Part Time RR Event#: Event
- NAICS: NAICS Lookup

Job	Company	City	Start	End
<input checked="" type="checkbox"/> FacilityMaintenance	General Hospital	Anytown	08/01/2021	.

Add New Job Entry New Job Entry Delete Selection Audit

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

Click the **Job Duties** button to open up a new webpage dialog box. Enter the job duties in the freeform text box and click **Save**.



The screenshot shows the OSOS software interface. At the top, there are tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are navigation buttons: Customer Search, Customer Detail, Comp Assess, Services, Links, JobZone, and NextGen. The main area displays customer information for Parker, John, with SSN: ***-**-3232 and OSOS ID: NY016747525. A 'Job Duties -- Webpage Dialog' box is open, showing a text area with the following job duties: 'Perform preventative and general maintenance tasks on the inside and outside of hospital buildings', 'Assist the gardening staff in handling grounds-keeping activities.', 'Change light bulbs', 'Assist with renovation and remodeling activities including repairing plasters and drywall and painting structures', 'Mow and maintain lawns.', 'Clean floors using brooms, mops, and scrubbing cloths', and 'Empty wastepaper baskets and ensure that all garbage is properly disposed of'. A yellow arrow points to the 'Save' button in the dialog box. Another yellow arrow points to the 'Save' button at the bottom of the main screen. A third yellow arrow points to the 'Job Duties' button in the main screen.

Ed/Lic Tab

- There are three required sections within this tab; **Certificates/Licenses**, **Schools**, and **Professional Associations**. If the customer does not have information to enter in these sections, select **No Information Provided** under each section.

Skills Tab

- **Additional Skills Text:** Enter any additional skills and abilities that are important to the customer's job performance.



*Once the **Skills** tab is completed, and the entire basic customer record has been entered, click the **Save** button at the bottom of the screen. **Record Saved** will briefly be displayed in the upper right-hand corner when the record is successfully saved. If there are fields missing information, an Error Message pop up box will indicate the error.*



CASE NOTES

It is important to document case notes in the customer record. It is best practice to record case notes every time staff work with the customer. Case notes are documented in the **Customer** module, **Customer Detail** window, **Comments** tab.



Case notes should include details of the appointment that are not recorded anywhere else in OSOS. They should be clear, factual, relevant to employment, and show a logical progression. Case notes allow staff to gain a more complete understanding of the customer's situation.



COMPREHENSIVE ASSESSMENT

Information documented in the Comprehensive Assessment window is important for recording the customer's barriers and challenges. For detailed instructions on completing the Comprehensive Assessment, please see the [Comprehensive Assessment & Supplemental Data Guide](#).

Many of the fields in Comp Assess are used to determine eligibility under WIOA programs. Since the GVP Local Initiative is a state funded program, participants do not need to be co-enrolled in the WIOA programs. Participants served solely under the GVP Local Initiative will not be included in WIOA performance. For the purposes of this initiative, providers should only enter information that is known. If the information is unknown, please select **No** or **Not Disclosed**.

In order to provide additional services to participants, Local Areas may choose to co-enroll in WIOA. If a customer is being enrolled in both the GVP and WIOA programs, then information required under WIOA must be entered in OSOS. Once a customer is co-enrolled, all WIOA eligibility, data entry, and reporting requirements must be followed. Co-enrolled customers will be included in Local Area Performance measures.

The **Comp Assess** window is located in the **Customer** module.



When information is entered into the Comprehensive Assessment section, all required data fields (as indicated by a green dot) must be completed in order to save the record.

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

Customer Search Customer Detail **Comp Assess** CareerZone NextGen

Parker, John SSN: ID: N101314113

[<<](#) [<](#) **Employment** [Education](#) [Financial](#) [Family](#) [Health](#) [Treatments](#) [Legal](#) [Housing](#) [Transportation](#) [Comments](#) [Attachments](#) [>](#) [>>](#)

<p>Origination Date: 08/09/2019 Last Update: 08/09/2019</p> <p>Staff Assigned: PALLOZZI, TALIA</p> <p>Employment Objective</p> <p>Job Title: First-Line Supervisors of Retail Sales Workers</p> <p>Wage Desired: Per: Hourly</p> <p>Geographical Location: Within 50 miles of 12061</p> <p>Is the customer interested in non-traditional employment? <input type="radio"/> Yes <input type="radio"/> No</p> <p>Current Employment Status: Not Employed</p> <p>Poor Work History? <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> Youth Needing Additional Assistance? No <input type="checkbox"/></p> <p>Serious Barriers to Employment? <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> Cultural Barriers to Employment? Not Disclosed <input type="checkbox"/></p>	<p>Job Behavior and Skills</p> <p>Employment Behavior</p> <p>Job Seeking Skills</p> <p>Job Keeping Skills</p> <p>Summary of Occupational Strengths & Weaknesses</p> <p style="text-align: center;">View Employment History ACINET</p>
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[Save](#) [Customer Detail](#) [Services](#) [Activity](#) [Correspond](#) [WIOA Eligibility](#) [Summary](#) [Comments](#)





Below are some noteworthy points for filling out the tabs located within the **Comprehensive Assessment** window for participants only enrolled in the GVP Local Initiative. However, as a best practice, staff should always enter as much information as known about the customer to better serve and meet their needs.

Employment Tab

- **Youth Needing Additional Assistance:** Local area determines what youth will fall into this category. For the purposes of this initiative, staff may select **No**.
- **Cultural Barriers to Employment:** This information is collected as a requirement under WIOA and is not related to this initiative. Staff may select **Not Disclosed**.

Education Tab

- **Basic Skills Deficient/Low Levels of Literacy:** Providers do not need to determine basic skills deficiency. Only enter this information if it is known. If unknown, select **No**.
- **English Language Learner:** An English Language Learner will have limited ability in speaking, reading, writing or understanding English. They may also meet one of the following two conditions:
 - Their native language is a language other than English; or
 - They live in a family or community where a language other than English is the main language.

Financial Tab - Do not enter any information into this tab.

Family Tab

- **Marital Status** - Select the option that most closely reflects the customer's marital status. Or, select **Not Disclosed**.
- **Family Status** - Select the option that most closely reflects the customer's family status. In most cases, such as a non-parenting youth, the customer is considered an **Other Family Member**. Or, select **Not Disclosed**.
- **Is Customer parenting youth?** - Female youth customers are considered parenting once pregnant. Alternatively, male youth customers are only considered parenting once their child is born.



*Female customers will have the additional required field **Is customer pregnant?** If **Yes** is selected, staff must enter a **Delivery Date**.*



Health tab and **Treatment** tabs are both greyed out and not accessible. They require no action.

Legal Tab - There is no required information located in this tab. However, if the customer discloses that they are an ex-offender, staff should select **Yes**. If the customer identifies as an ex-offender, record relevant comments in the **Customer Detail** window, **Comments** tab. Information recorded would include when the conviction occurred, and whether the customer has work restrictions. Comments must be specific to job search restrictions and work search restrictions only.

Housing Tab

- **Current Housing** - Select the option that most closely reflects the customer's current housing status. Many youth will not own or rent their own home, so this information should be based on their care taker. For instance, if the youth lives in a home owned by their parent(s), select **Own**. Or, select **Not Disclosed**.

Comments Tab - Do not use the **Comments** tab located within the **Comp Assess** window. Any **Comments** must be recorded in the **Customer Detail** window, **Comments** tab.

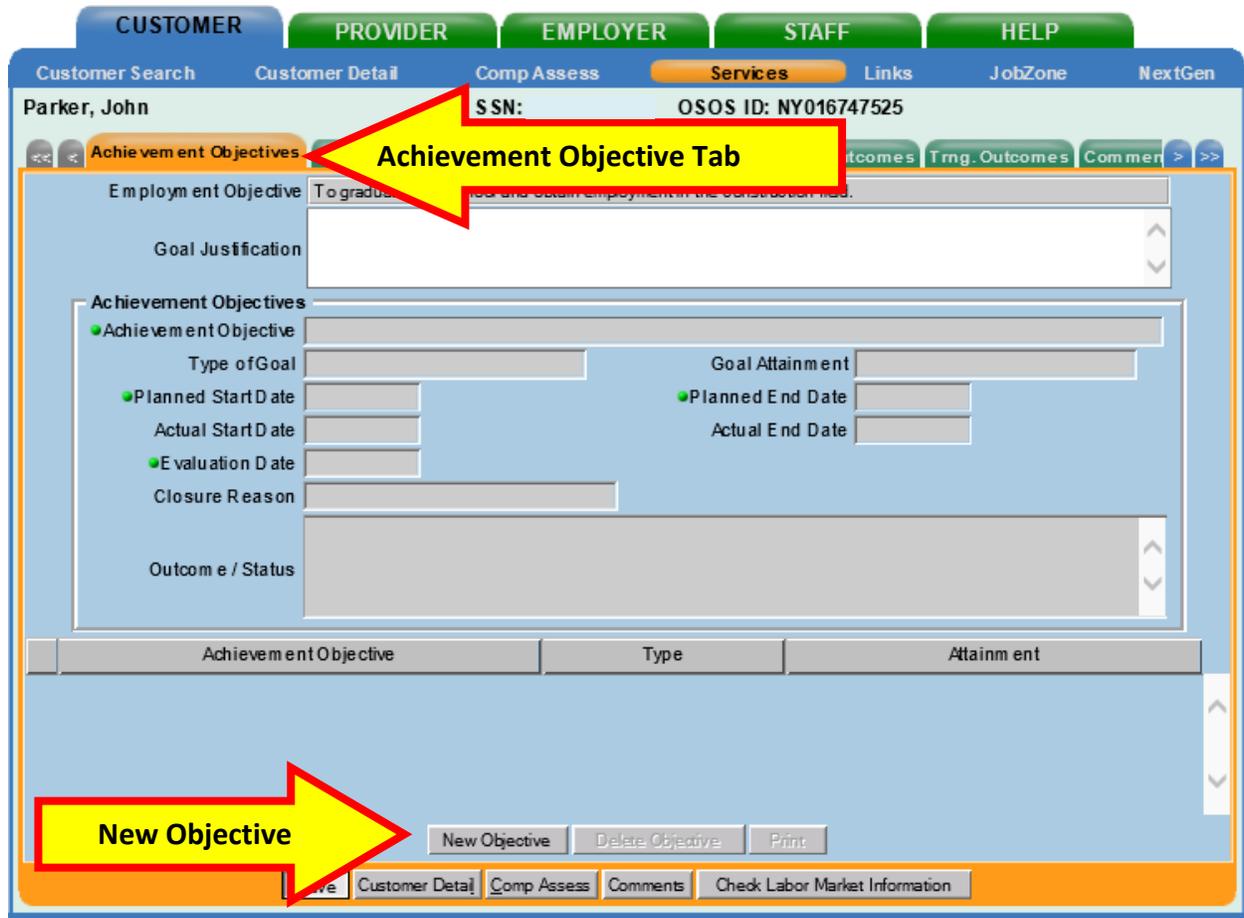
SERVICES

Staff use the **Services** window in OSOS to record the services provided to the customer.

ENTERING AN ACHIEVEMENT OBJECTIVE FOR YOUTH SERVICES

In order to enter a Youth Service for the customer, an **Achievement Objective** must first be saved in the customer record. Please note, if you are recording an Adult Service for this participant, you do not need to record an **Achievement Objective** and can go directly to [Entering the Service](#).

To create an Achievement Objective, select the **Customer** module, **Services** window, **Achievement Objectives** tab. Click the **New Objective** button at the bottom of the screen.



The screenshot displays the OSOS interface for a customer named Parker, John (SSN: OSOS ID: NY016747525). The 'Services' window is active, and the 'Achievement Objectives' tab is selected. The interface 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, JobZone, and NextGen. The main content area shows an 'Employment Objective' section with a text field containing 'To graduate... and obtain employment in the construction ind...'. Below this is a 'Goal Justification' text area. The 'Achievement Objectives' section contains a list of objectives, with the first one selected. This objective has fields for Type of Goal, Goal Attainment, Planned Start Date, Planned End Date, Actual Start Date, Actual End Date, Evaluation Date, Closure Reason, and Outcome / Status. At the bottom of the screen, there are buttons for 'New Objective', 'Delete Objective', and 'Print'. A yellow arrow points to the 'New Objective' button.



Enter the **Achievement Objective, Type of Goal, Planned Start Date and Actual Start Date.**

Planned Start and Actual Start Date should be the date the participant entered into the GVP Local Initiative program.

Evaluation Date is the date halfway between the **Actual Start Date** and the **Planned End Date**

Goal Attainment should be **Set, but attainment pending.**

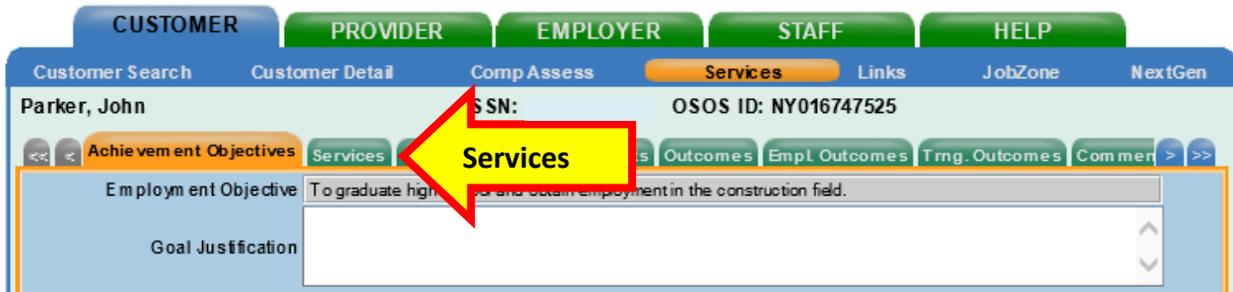
Click **Save.**

The screenshot shows 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 (highlighted), Links, JobZone, and NextGen. The user information is displayed as Parker, John, S SN: OSOS ID: NY016747525. The main section is titled 'Achievement Objectives' and contains several input fields and dropdown menus. The 'Achievement Objectives' section is expanded, showing a list of objectives. The first objective is 'Obtain long-term employment' with a Type of Goal of 'Occupational Skills' and a Goal Attainment of 'Set, but attainment pending'. Below this, there are fields for Planned Start Date (08/01/2021), Actual Start Date (08/01/2021), Evaluation Date (09/01/2021), Planned End Date (10/15/2021), and Actual End Date. A table at the bottom of the form displays the current objective and its status. A red arrow points to the 'Save' button at the bottom left of the form.

Achievement Objective	Type	Attainment
<input checked="" type="checkbox"/> Obtain long-term employment	Occupational Skills	Set, but attainment pending

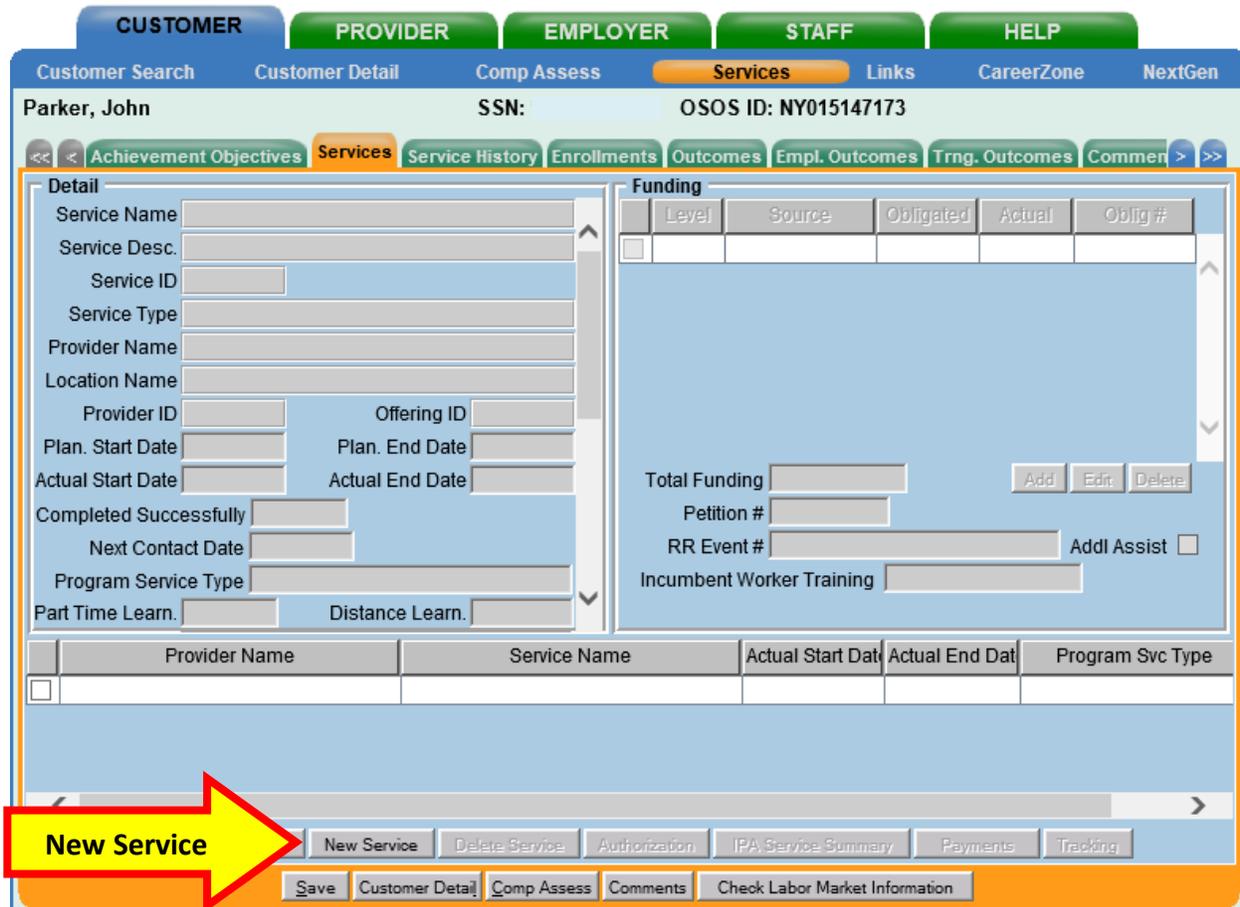
ENTERING THE SERVICE

To record a service, first select the **Services** tab.



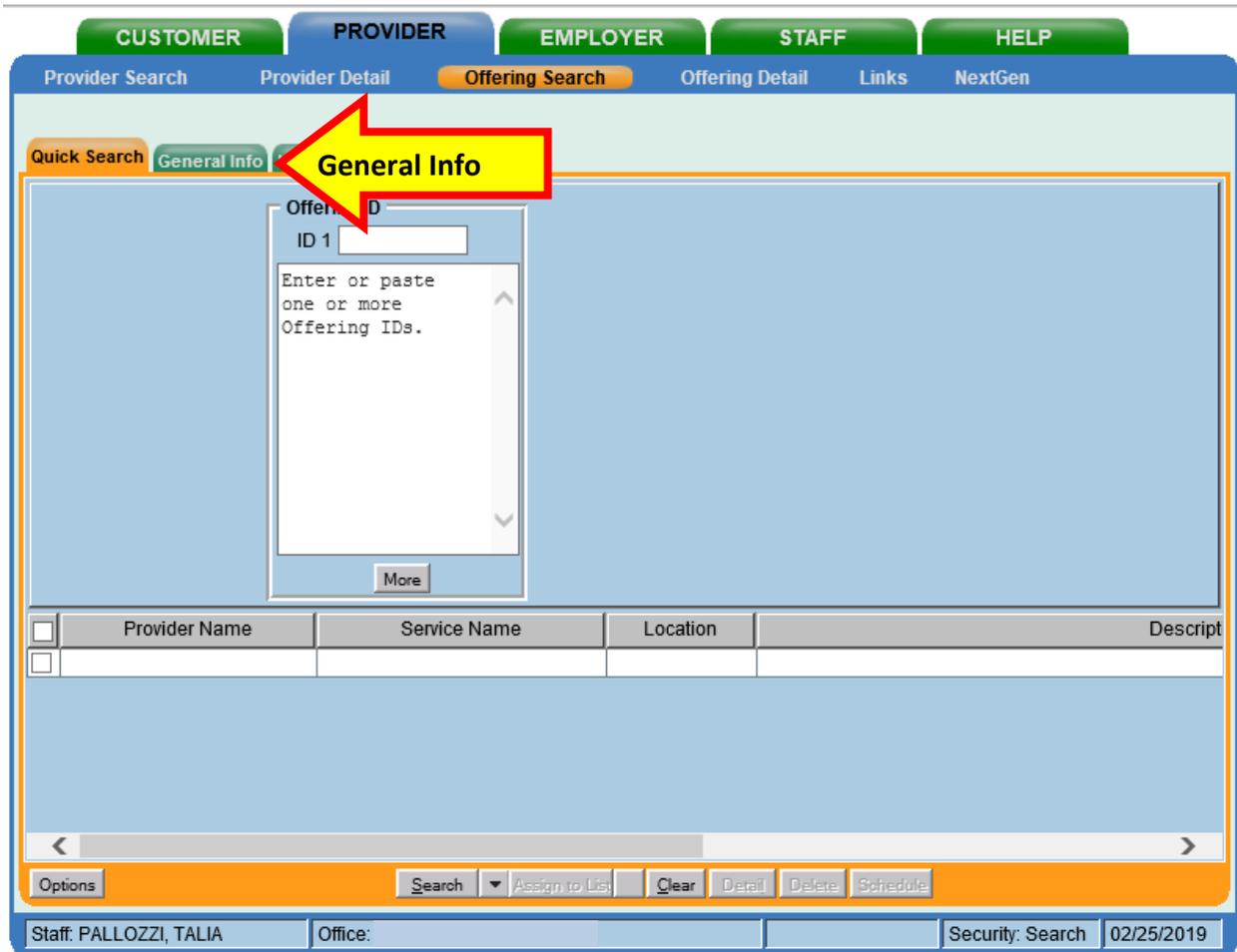
The screenshot shows the OSOS interface with the 'CUSTOMER' tab selected. The 'Services' tab is highlighted in the navigation bar. A red arrow points to the 'Services' tab. The main content area shows the 'Services' tab selected, with a red arrow pointing to the 'Services' tab in the navigation bar. The main content area shows the 'Services' tab selected, with a red arrow pointing to the 'Services' tab in the navigation bar.

Select the **New Service** button.



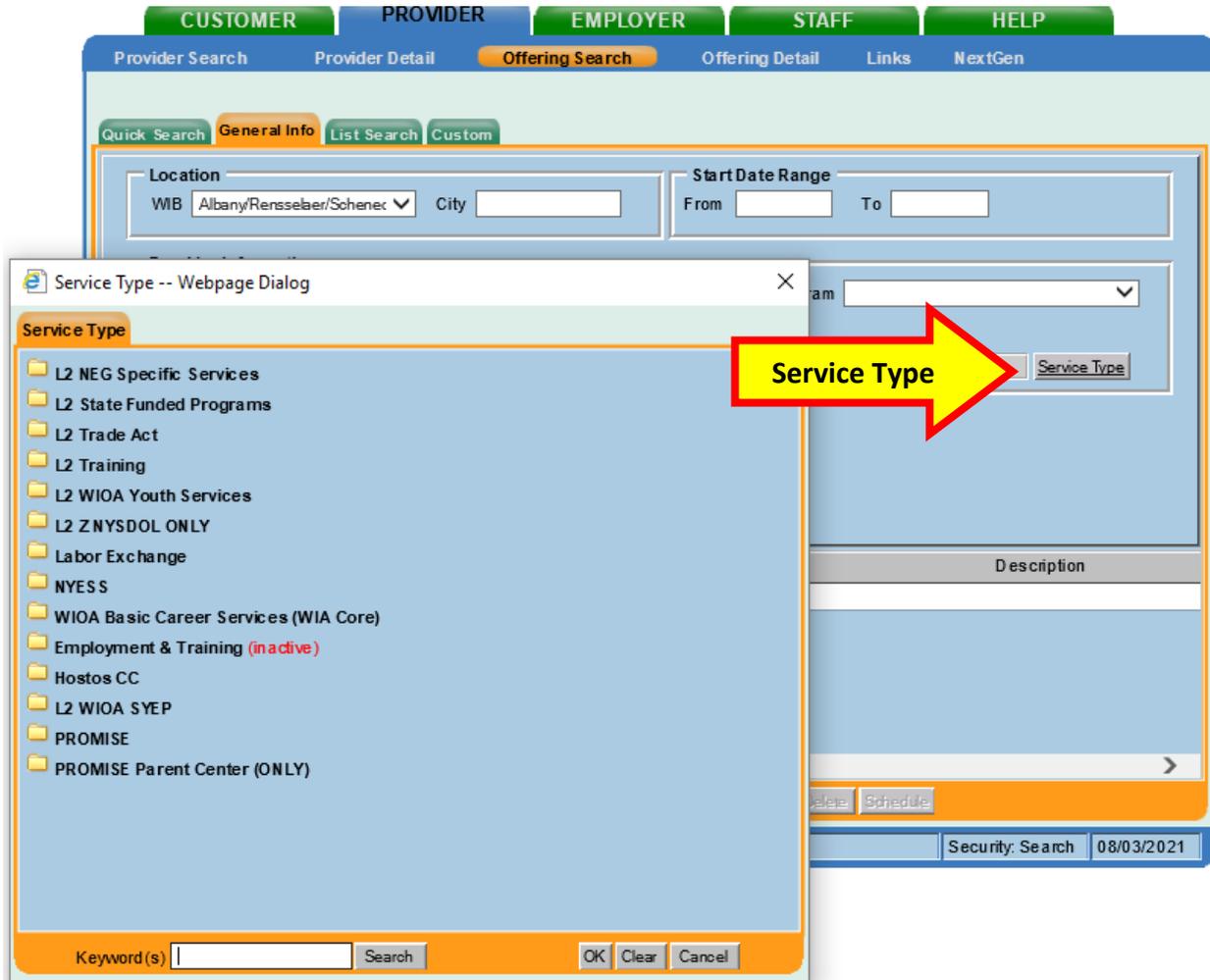
The screenshot shows the OSOS interface with the 'CUSTOMER' tab selected. The 'Services' tab is highlighted in the navigation bar. A red arrow points to the 'New Service' button in the bottom navigation bar. The main content area shows the 'New Service' form, with a red arrow pointing to the 'New Service' button in the bottom navigation bar.

This navigates to the **Provider** module, **Offering Search** window, **Quick Search** tab. Select the **General Info** tab.

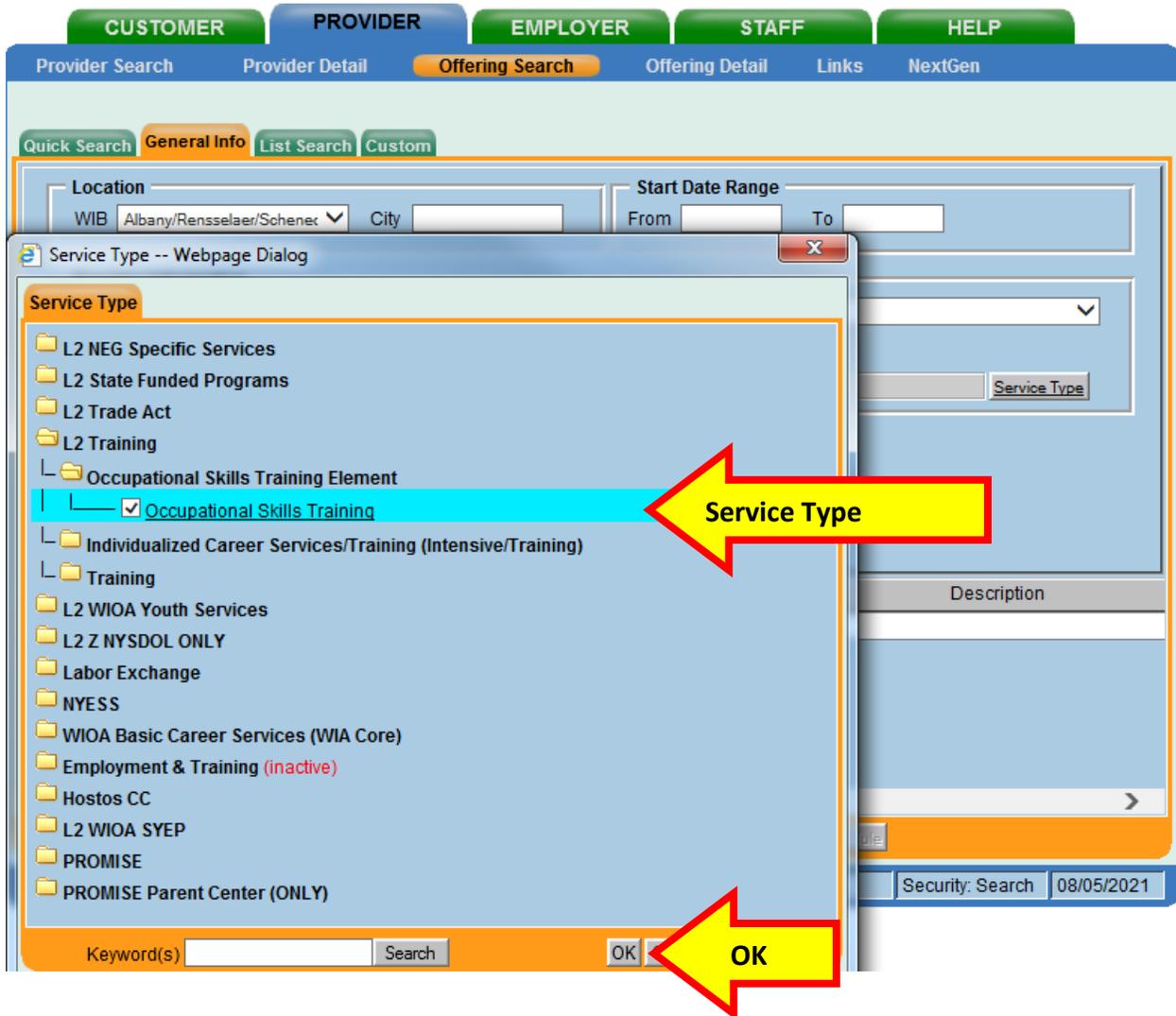


Verify the correct **WIB** is selected

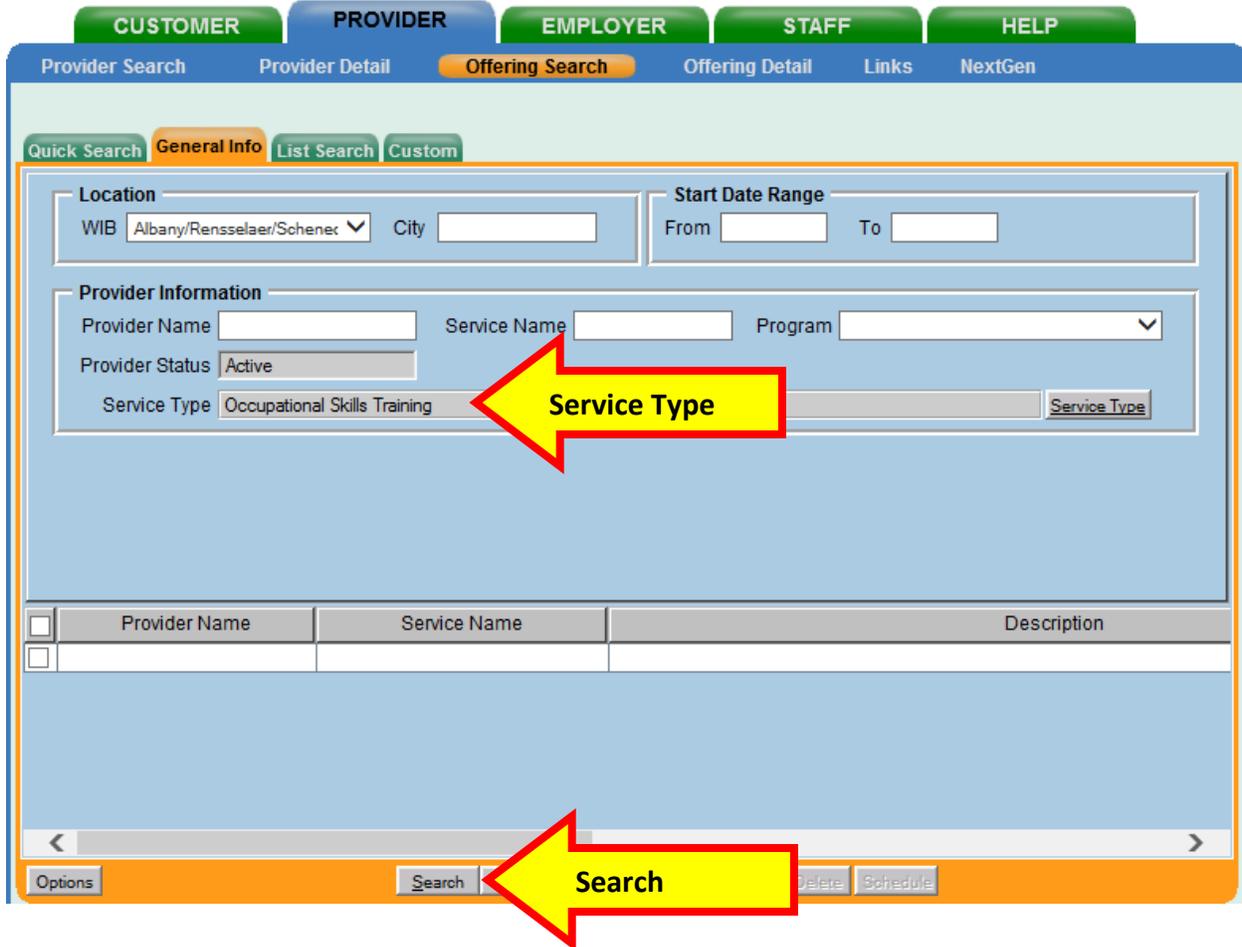
Click the **Service Type** button to bring up a new webpage dialog box.



Select the corresponding **Service Type** being provided to the participant and click **OK**.



Once the **Service Type** is chosen, click **Search**.



Location: WIB Albany/Rensselaer/Schenectady City

Start Date Range: From To

Provider Information:

Provider Name Service Name Program

Provider Status: Active

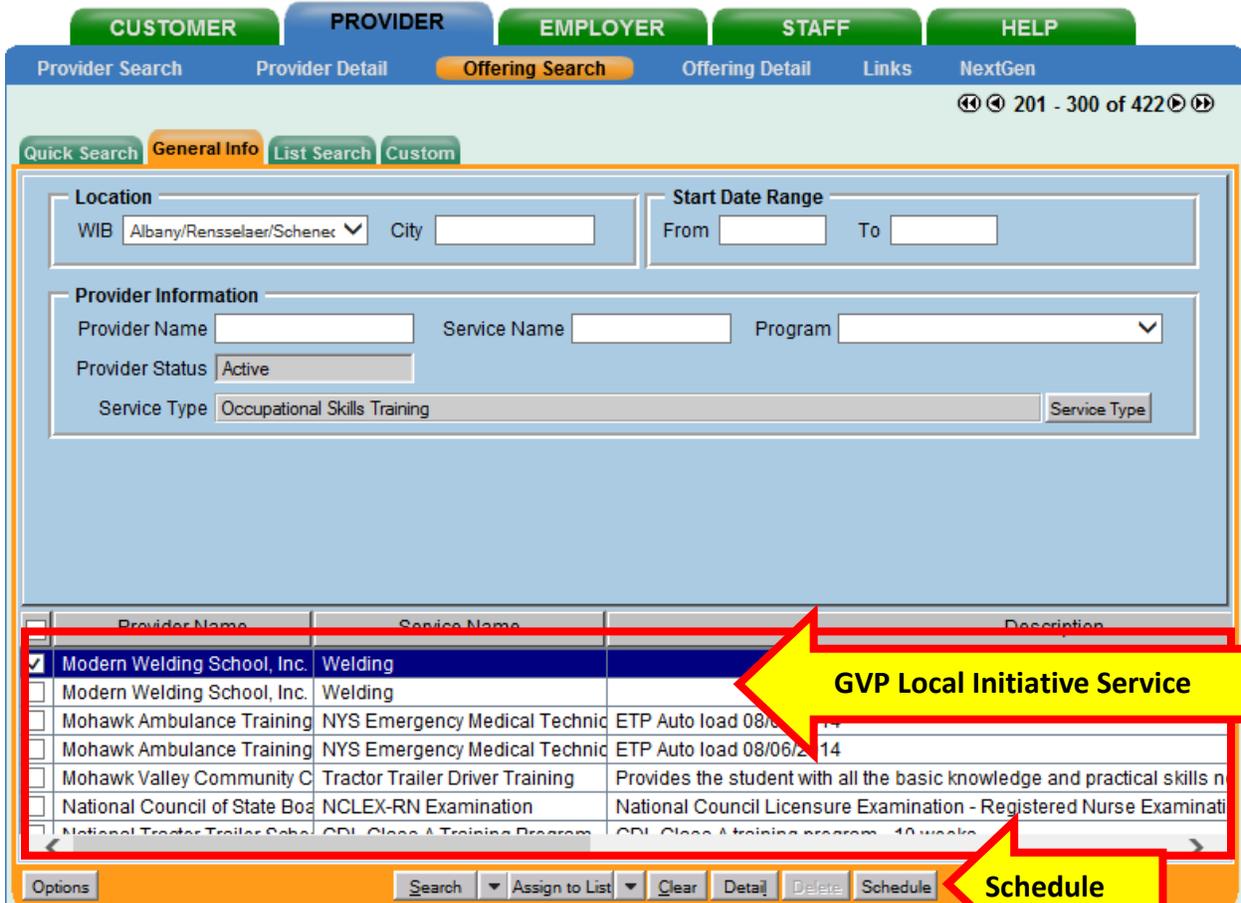
Service Type: Occupational Skills Training **Service Type**

Provider Name	Service Name	Description

Options Search **Search** Delete Schedule

The search results will be presented at the bottom of the screen.

Select the appropriate service that is being provided and click **Schedule**.



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

Quick Search **General Info** List Search Custom

Location: WIB Albany/Rensselaer/Schenectady City: Start Date Range: From: To: 201 - 300 of 422

Provider Information:

Provider Name: Service Name: Program: Provider Status: Active Service Type: Occupational Skills Training

Provider Name	Service Name	Description
<input checked="" type="checkbox"/> Modern Welding School, Inc.	Welding	
<input type="checkbox"/> Modern Welding School, Inc.	Welding	
<input type="checkbox"/> Mohawk Ambulance Training	NYS Emergency Medical Technic	ETP Auto load 08/06/2014
<input type="checkbox"/> Mohawk Ambulance Training	NYS Emergency Medical Technic	ETP Auto load 08/06/2014
<input type="checkbox"/> Mohawk Valley Community C	Tractor Trailer Driver Training	Provides the student with all the basic knowledge and practical skills n
<input type="checkbox"/> National Council of State Boa	NCLEX-RN Examination	National Council Licensure Examination - Registered Nurse Examinati
<input type="checkbox"/> National Tractor Trailer Scho	CDL Class A Training Program	CDL Class A training program - 10 weeks

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



This brings you to the **Customer** module, **Services** window, **Services** tab. Select the Service using the check box in the far-left column.

Enter the following fields in the Detail section: **Plan Start Date, Plan End Date, and Actual Start Date**. If the service provided is ongoing, do not enter an **Actual End Date** until the service is complete. Instructions for closing a service are provided later in this guide. As a best practice, enter a **Next Contact Date** to follow-up. A reminder will show up in your Staff Inbox when it's time to review the Service.

Many services may be provided in one day. If this is the case, enter the same date in all four date fields and select the appropriate option on the **Completed Successfully** drop-down menu. If a training spans over a course of time beyond one day, then you will select **Completed Successfully** (yes/no) once the training has ended.

Customer | PROVIDER | EMPLOYER | STAFF | HELP

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

Parker, John | SSN: | OSOS ID: NY015147173

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

Detail

Plan. Start Date 08/02/2021 | Plan. End Date 02/04/2022
 Actual Start Date 08/02/2021 | Actual End Date
 Completed Successfully
 Next Contact Date 10/15/2021

Program Service Type ITA-Training
 Part Time Learn. No | Distance Learn. No
 Program
 Minimum Hours | Number of Weeks
 O*Net 51412200 | Welding, Soldering, and Brazing Machin | O*Net
 NAICS | NAICS
 Min. Prog. Agreed
 Achv. Objective
 Staff Assigned | Change

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"/>	Modern Welding School, Inc.	Welding	08/02/2021		ITA-Training

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

Save | Customer Detail | Comp Assess | Comments | Check Labor Market Information



Choose an appropriate **Program Service Type**. This will vary based on the service provided. If you are recording an occupational skills training, select **ITA-Training**. If you are recording an On-the-Job training, select **Non-ITA Training**. Other services will be recorded as either **Basic Career Services** (for example, assessment or career guidance) or **Individualized Career Services** (for example, work experience, individualized service strategy, supportive services). Please note, if you are recording a youth service, **Youth Services** cannot be selected as the **Program Service Type** unless funded with WIOA funds.

If you are recording a youth service, select the appropriate **Achievement Objective** from the **Achievement Objective dropdown**.

If you are recording a training service, select the **O*Net Title** which corresponds to the training. You will also need to indicate if the training is part-time (yes/no) and if the training is offered via distance learning (yes/no.)

Click the **Save** button.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

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

Parker, John SSN: OSOS ID: NY015147173

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

Detail

Plan. Start Date 08/02/2021 Plan. End Date 02/04/2022
Actual Start Date 08/02/2021 Actual End Date
Completed Successfully
Next Contact Date 10/15/2021

Program Service Type ITA-Training
Part Time Learn. No Distance Learn. No
Program
Minimum Hours Number of Weeks
O*Net 51412200 Welding, Soldering, and Brazing Machine O*Net
NAICS NAICS
Min. Prog. Agreed
Achv. Objective
Staff Assigned Change

Funding

Level	Source	Obligated	Actual	Oblig #

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"/> Modern Welding School, Inc.	Welding	08/02/2021		ITA-Training

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

Save **Save** Comp Assess Comments Check Labor Market Information

Next, you will attach the funding. Enter 1 into the **Total Funding** field. Then click the **Add** button.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

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

Parker, John SSN: OSOS ID: NY015147173

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

Detail

Plan. Start Date: 08/02/2021 Plan. End Date: 02/04/2022

Actual Start Date: 08/02/2021 Actual End Date:

Completed Successfully: Next Contact Date: 10/15/2021

Program Service Type: ITA-Training

Part Time Learn.: No Distance Learn.: No

Program:

Minimum Hours: Number of Weeks:

O*Net: 51412200 Welding, Soldering, and Brazing Machini O*Net

NAICS: NAICS

Min. Prog. Agreed:

Achv. Objective:

Staff Assigned: Change

Funding

Level	Source	Obligated	Actual	Oblig #

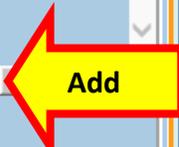
Total Funding: \$ 1.00

Petition #:

RR Event #:

Incumbent Worker Training:

	Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type
<input checked="" type="checkbox"/>	Modern Welding School, Inc.	Welding	08/02/2021	.	ITA-Training





The **Funding Webpage Dialogue** box will open.

Select the **Gun Violence Prevention Local Initiative** funding.

Enter 1 in the **Obligated Amount** field. This will automatically populate the **Obligated Percentage** field as \$1.00 or 100.

Click **OK**.

Funding -- Webpage Dialog

Funding

	Level	Funding Source	Year	Remaining	NEG/Contract/Grant#
<input type="checkbox"/>	WB	WIOA Adult Local	2019	\$ 94330.00	
<input type="checkbox"/>	WB	WIOA Adult Local	2020	\$ 98971.00	
<input type="checkbox"/>	WB	WIOA Adult Local	2021	\$ 99901.00	
<input type="checkbox"/>	WB	WIOA Dislocated Worker Local	2019	\$ 92335.00	
<input type="checkbox"/>	WB	WIOA Dislocated Worker Local	2020	\$ 98086.00	
<input type="checkbox"/>	WB	WIOA Dislocated Worker Local	2021	\$ 99619.00	
<input type="checkbox"/>	WB	WIOA Youth Local	2019	\$ 99525.00	
<input type="checkbox"/>	WB	WIOA Youth Local	2020	\$ 999623.00	
<input type="checkbox"/>	WB	WIOA Youth Local	2021	\$ 99975.00	
<input type="checkbox"/>	WB	Youth Statewide 15%	2019	\$ 98345.00	
<input type="checkbox"/>	WB	Youth Statewide 15%	2021	\$ 100000.00	
<input type="checkbox"/>	WB	Dislocated Worker Statewide 15%	2019	\$ 99996.00	
<input type="checkbox"/>	WB	Dislocated Worker Statewide 15%	2021	\$ 99999.00	
<input type="checkbox"/>	WB	Adult Statewide 15%	2019	\$ 99998.00	
<input type="checkbox"/>	WB	Adult Statewide 15%	2021	\$ 100000.00	
<input type="checkbox"/>	WB	Trade and Economic Transition DWG	2018	\$ 9693.00	DW32566
<input type="checkbox"/>	WB	Employment Recovery - NDWG	2020	\$ 99999.00	DW35478
<input checked="" type="checkbox"/>	WB	Gun Violence Prevention Local Initiative	2020	\$ 100000.00	

Obligated Amount OR Obligated Percentage

WB Albany/Rensselaer/Schenectady Counties
Office ALBANY
Region Capital District

OK

Add

The appropriate funding has now populated the **Funding** section.

Click **Save** at the bottom of the screen.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

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

Parker, John SSN: OSOS ID: NY015147173

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

Detail

Plan. Start Date: 08/02/2021 Plan. End Date: 02/04/2022

Actual Start Date: 08/02/2021 Actual End Date:

Completed Successfully: Next Contact Date: 10/15/2021

Program Service Type: ITA-Training

Part Time Learn.: No Distance Learn.: No

Program:

Minimum Hours: Number of Weeks:

O*Net: 51412200 Welding, Soldering, and Brazing Machin O*Net

NAICS: NAICS

Min. Prog. Agreed:

Achv. Objective:

Staff Assigned: Change

Funding

Level	Source	Obligated	Actual	Oblig #	
<input checked="" type="checkbox"/>	WIB	Gun Violence Pre	\$ 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"/>	Modern Welding School, Inc.	Welding	08/02/2021	.	ITA-Training

Save



CLOSING A SERVICE

It is important that an **Actual End Date** is added to a service when the service has ended. This is called closing the service. Funded services, other than Follow-Up Services, that remain open will prevent a customer from exiting their enrollment.

To close an open service, navigate to the **Customer** module, **Services** window, **Services** tab. Select the service that has ended and must be closed.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

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

Parker, John SSN: OSOS ID: NY015147173

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

Detail

Service Type: Occupational Skills Training

Provider Name: Modern Welding School, Inc.

Location Name: Modern Welding School, Inc.

Provider ID: 2165 Offering ID: 24151

Plan. Start Date: 08/02/2021 Plan. End Date: 02/04/2022

Actual Start Date: 08/02/2021 **Actual End Date:**

Completed Successfully:

Next Contact Date: 10/15/2021

Program Service Type: ITA-Training

Part Time Learn.: No Distance Learn.: No

Program:

Minimum Hours: Number of Weeks:

O*Net: 51412200 Welding, Soldering, and Brazing Machini O*Net

Funding

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>	WIB	Gun Violence Pre	\$ 1.00	\$ 0.00

Total Funding: \$ 1.00

Petition #:

RR Event #:

Incumbent Worker Training:

	Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type
<input checked="" type="checkbox"/>	Modern Welding School, Inc.	Welding	08/02/2021		ITA-Training
<input type="checkbox"/>	Boys & Girls Club of Schenectady	Supportive Services - Child Care	08/02/2021	02/04/2022	Youth Services

< >

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

Save Customer Detail Comp Assess Comments Check Labor Market Information



Enter the **Actual End Date** and select **Completed Successfully** (yes/no).

Click **Save**. The service is now closed.

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

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

Parker, John SSN: OSOS ID: NY015147173

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

Detail

Service Type: Occupational Skills Training
Provider Name: Modern Welding School, Inc.
Location Name: Modern Welding School, Inc.
Provider ID: 2165 Offering ID: 24151
Plan. Start Date: 08/02/2021 **Plan. End Date: 02/04/2022**
Actual Start Date: 08/02/2021 Actual End Date: 02/04/2022
Completed Successfully: Yes
Next Contact Date: 10/15/2021
Program Service Type: ITA-Training
Part Time Learn: No Distance Learn: No
Program:
Minimum Hours: Number of Weeks:
O*Net: 51412200 Welding, Soldering, and Brazing Machini O*Net

Funding

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>	WIB	Gun Violence Pre	\$ 1.00	\$ 0.00

Total Funding: \$ 1.00 Add Edit Delete
Petition #:
RR Event #:
Incumbent Worker Training:
Add Edit Delete

Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type
<input checked="" type="checkbox"/>	Modern Welding School, Inc.	Welding	08/02/2021 02/04/2022	ITA-Training
<input type="checkbox"/>	Boys & Girls Club of Schenectady	Supportive Services - Child Care	08/02/2021 02/04/2022	Youth Services

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

Save **Save** Comp Assess Comments Check Labor Market Information

OUTCOMES

Employment and training outcomes for GVP Local Initiative participants must be recorded in the Employment Outcomes and Training Outcomes tabs of OSOS.

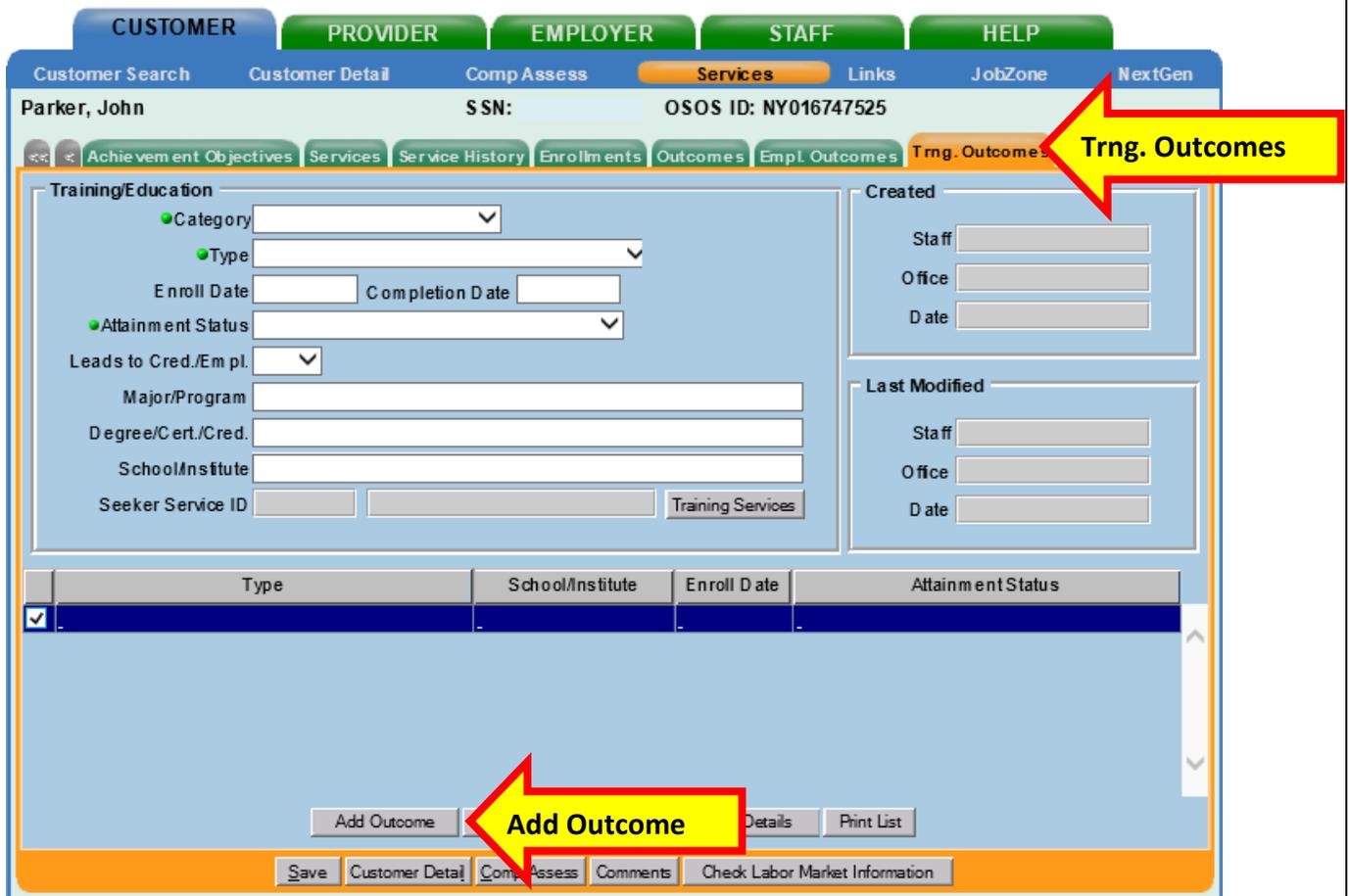


Please note that if a participant is served solely under this initiative, the participants will not be counted in local performance measures and information entered in these tabs will not impact performance numbers. However, if the participant is co-enrolled in WIOA, they will be included in all applicable local and state performance measures. In this case, all outcome information must be entered per the [WIOA Performance Measures and Outcomes OSOS Guide](#).

TRAINING OUTCOMES

When a participant has successfully completed training, it must be noted in the **Trng. Outcomes** tab in the **Services** window.

Click the **Add Outcome** button at the bottom of the screen.



The screenshot displays the OSOS interface for a customer named Parker, John. The 'Trng. Outcomes' tab is selected, and the 'Add Outcome' button is highlighted with a red arrow. The form includes fields for training details and creation/modification information.

Type	School/Institute	Enroll Date	Attainment Status
<input checked="" type="checkbox"/>			



Enter the **Category** and **Type** of the Credential earned due to the completed training.

Enter the **Enroll Date** and the **Completion Date** of the training.

Enter the **Attainment Status** of "Completed - attained intended credential."

Enter the **Certification Date**, the **Major/ Program**, the **Degree/Certificate/Credential** obtained, and the **School/Institute** which granted that credential.

Click **Save**.

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

Parker, John SSN: OSOS ID: NY016747525

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

Training/Education

Category: Occ Skills/Advanced Training
Type: Occupational Skills Certificate
Enroll Date: 08/02/2021 Completion Date: 02/04/2022
Attainment Status: Completed - attained intended credential
Certification Date: 02/04/2022
Leads to Cred./Empl.: Yes
Major/Program: Welding
Degree/Cert./Cred.: Welding Certification
School/Institute: Modern Welding
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	Modern Welding	08/02/2021	Completed - attained intended credential

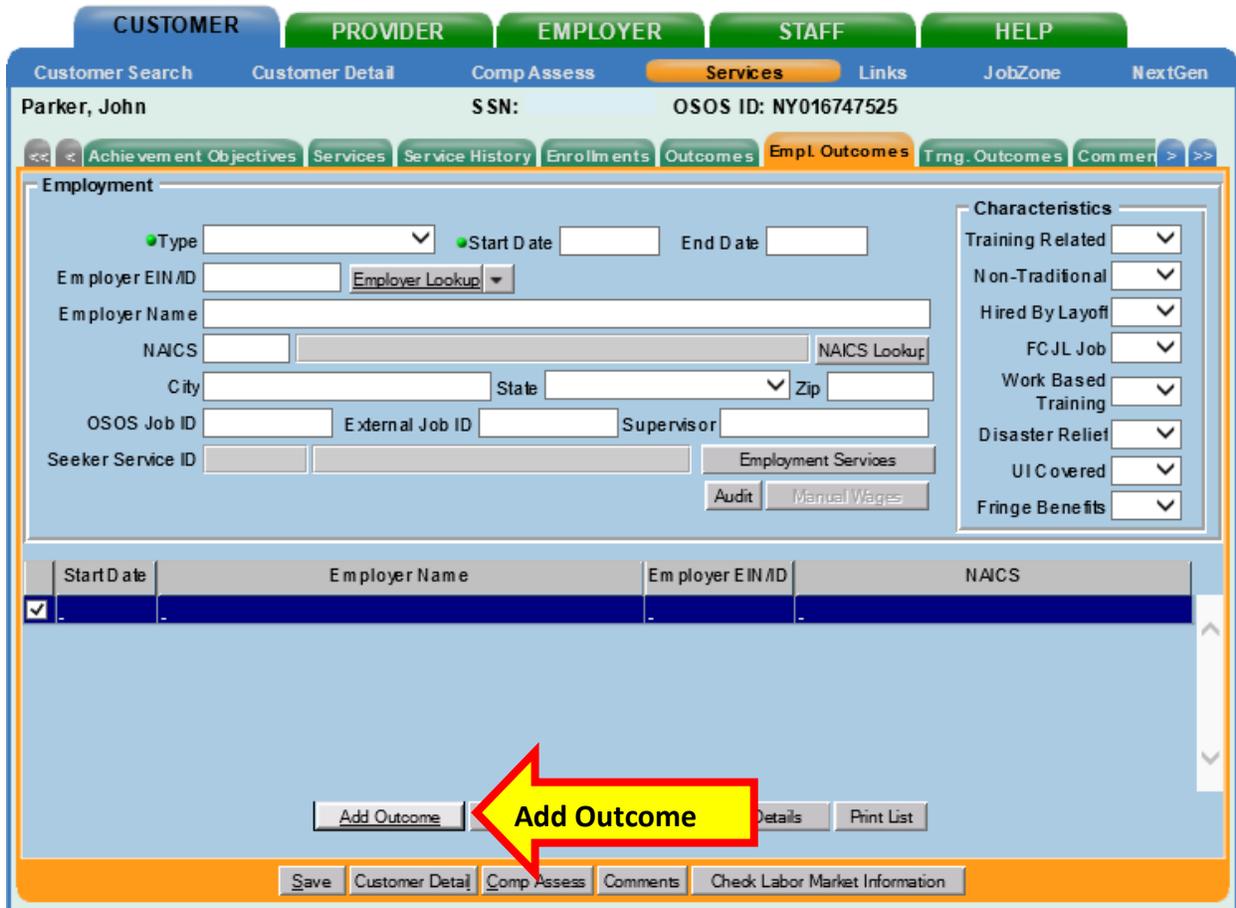
Add Outcome Delete Outcome Outcome Details Print List

Save **Save** Assess Comments Check Labor Market Information

EMPLOYMENT OUTCOMES

When a participant obtains employment, this must be recorded in the **Empl. Outcomes** tab in the **Services** window of OSOS.

Click the **Add Outcome** button at the bottom of the screen.



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

Parker, John SSN: OSOS ID: NY016747525

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

Employment

Type Start Date End Date

Employer EIN/ID

Employer Name

NAICS

City State Zip

OSOS Job ID External Job ID Supervisor

Seeker Service ID

Characteristics

Training Related

Non-Traditional

Hired By Layoff

FCJL Job

Work Based Training

Disaster Relief

UI Covered

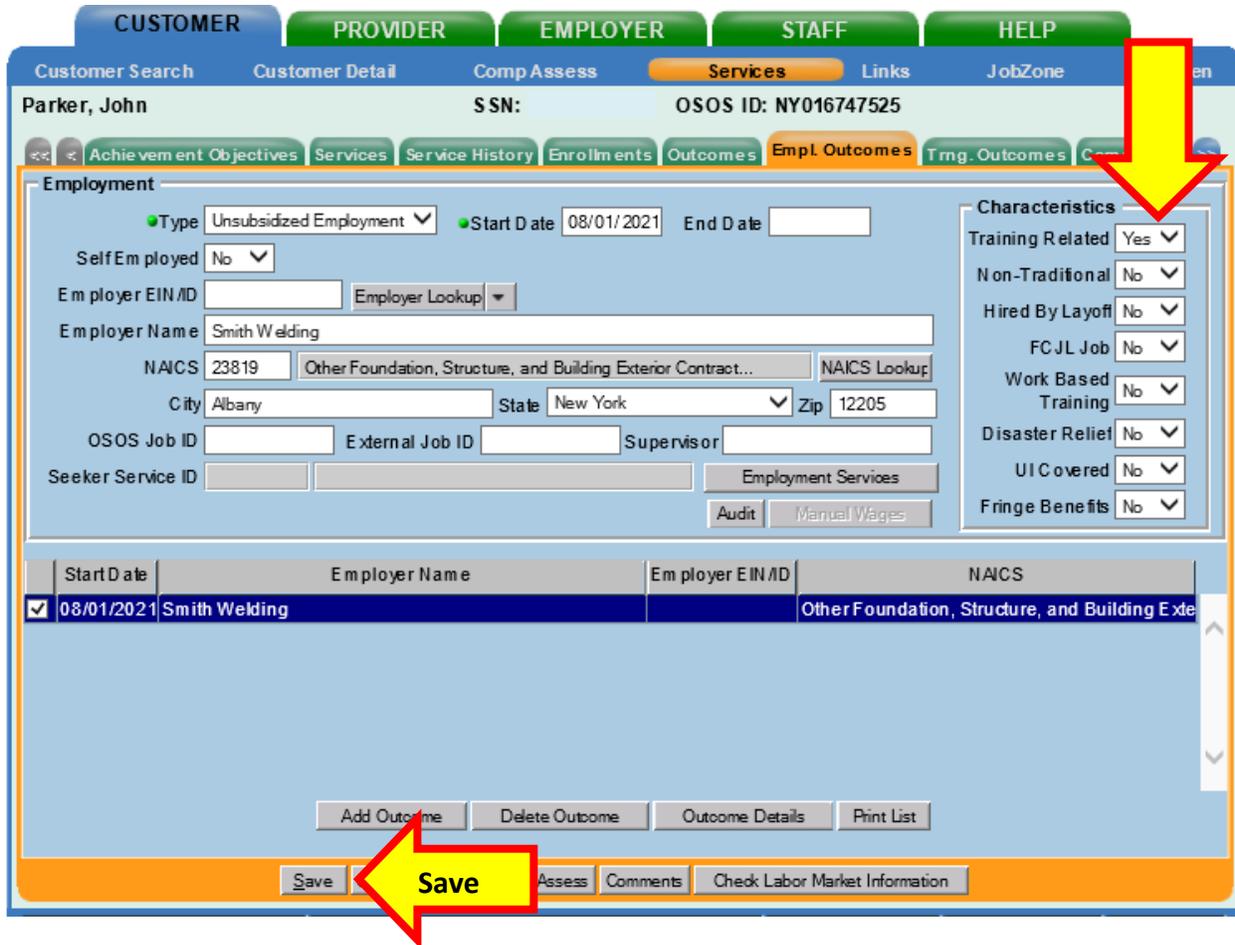
Fringe Benefits

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

Add Outcome

Required fields in this tab are **Type** and **Start Date**, but you should enter as much information as is known about the employment.

Please note the Characteristics section at the right of the screen. If the employment is related to training provided to the customer, remember to mark **Training Related** as **Yes**.



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

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

Parker, John SSN: OSOS ID: NY016747525

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

Employment

Type: Unsubsidized Employment Start Date: 08/01/2021 End Date:

Self Employed: No

Employer EIN/ID: Employer Lookup:

Employer Name: Smith Welding

NAICS: 23819 Other Foundation, Structure, and Building Exterior Contract... NAICS Lookup:

City: Albany State: New York Zip: 12205

OSOS Job ID: External Job ID: Supervisor:

Seeker Service ID: Employment Services:

Audit Manual Wages

Characteristics

Training Related: Yes

Non-Traditional: No

Hired By Layoff: No

FCJL Job: No

Work Based Training: No

Disaster Relief: No

UICovered: No

Fringe Benefits: No

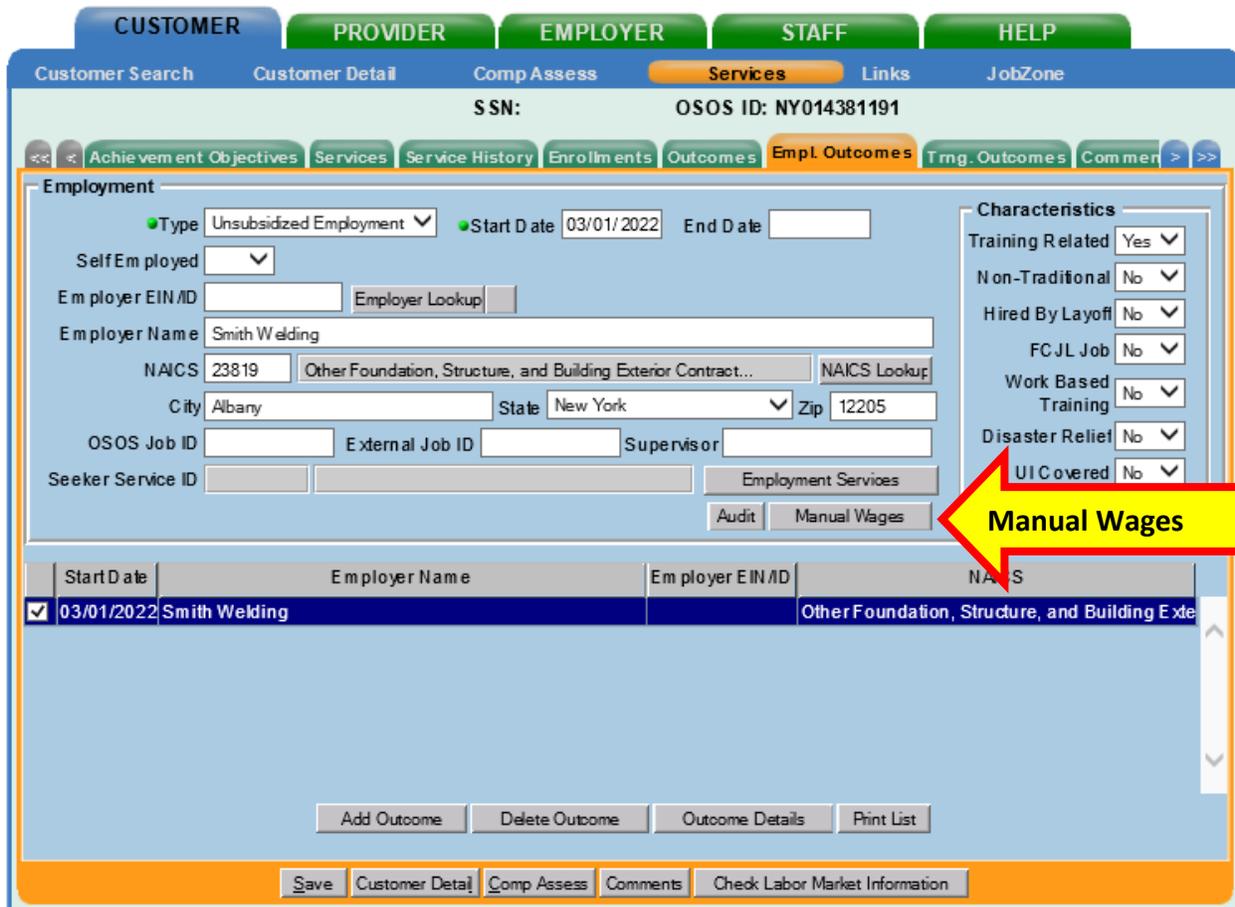
	Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/>	08/01/2021	Smith Welding		Other Foundation, Structure, and Building Exte

Add Outcome Delete Outcome Outcome Details Print List

Save Assess Comments Check Labor Market Information

When the participant wages are known, they must be entered into OSOS.

Click the **Manual Wages** button in the Employment Outcomes tab.



The screenshot shows the OSOS interface with the 'EMPLOYER' tab selected. The 'Employment Outcomes' sub-tab is active. The form contains the following fields:

- Type: Unsubsidized Employment
- Start Date: 03/01/2022
- End Date: (empty)
- Self Employed: (dropdown)
- Employer EIN/ID: (input)
- Employer Name: Smith Welding
- NAICS: 23819 - Other Foundation, Structure, and Building Exterior Contract...
- City: Albany, State: New York, Zip: 12205
- OSOS Job ID, External Job ID, Supervisor: (inputs)
- Seeker Service ID: (input)
- Buttons: Employment Services, Audit, Manual Wages

The 'Characteristics' section on the right includes:

- Training Related: Yes
- Non-Traditional: No
- Hired By Layoff: No
- FCJL Job: No
- Work Based Training: No
- Disaster Relief: No
- UIC covered: No

Below the form is a table with the following data:

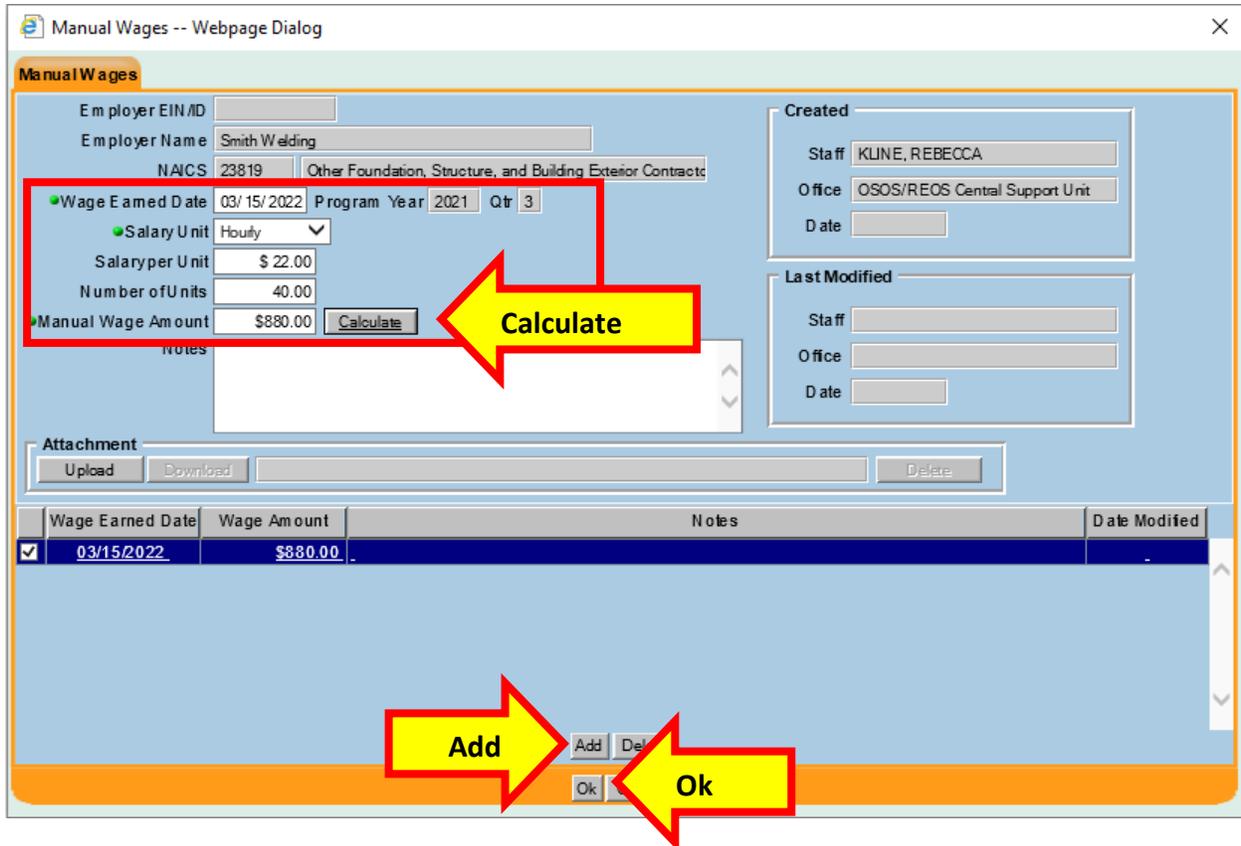
Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/> 03/01/2022	Smith Welding		Other Foundation, Structure, and Building Exterior Contract...

Buttons at the bottom of the table: Add Outcome, Delete Outcome, Outcome Details, Print List.

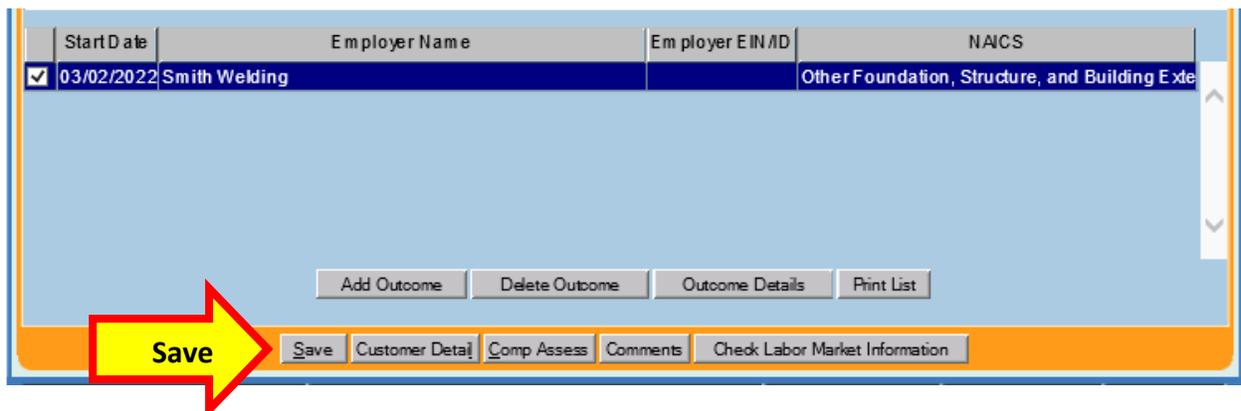
Buttons at the bottom of the page: Save, Customer Detail, Comp Assess, Comments, Check Labor Market Information.

A red arrow points to the 'Manual Wages' button.

This opens the **Manual Wages** webpage dialog.
 Click **Add** to open up the fields.
 Enter the date of the paycheck or wage earned.
 Enter the Salary Unit, the Salary per Unit, and the Number of Units.
 Click the **Calculate** button.
 Click the **OK** button.



Remember to click **Save** at the bottom of the screen.





RESOURCES AND ASSISTANCE

Additional program information, OSOS guides and other resources can be found [on the NYS Department of Labor's website.](#)

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

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