

# OSOS 599 ACTIVITY GUIDE

**L1 STATE SPECIFIC**

**10/2013**

**IMPORTANT REQUIREMENT:** All staff **must** enter the Activity at the time of occurrence to accurately capture the date the Activity was performed. (In the rare exceptions when it is not possible to enter the OSOS 599 Activity on the same date it occurs, please be sure to change the "Activity Date" when entering the Activity from the default (current) date to the actual date the Activity was performed.)

Activity	Definition	Guidance
<b>599OS In Training Disclosure Date</b>	<p>Records the date the UI customer first discloses they are enrolled in training to the Career Center. This date will be used by CRU to determine "timely" disclosure of training which may impact the 599.2 eligibility calculation. As of the <i>In Training Disclosure Date</i>, the customer is to be given a 14-day deadline for submitting a completed 599 application and all required documentation.</p> <p><b>A Training Disclosure Date is recorded for every customer.</b></p>	<p>In COMMENTS, enter the 14-calendar day deadline date that was established via the Pending Documents Advisory for submission of a complete 599 application and supporting documentation. Also enter a brief summary of the training program, if discussed at disclosure.</p> <p>A <u>Pending Documents Advisory</u> and deadline date is not required if the customer provides the application and supporting documentation at the time of disclosure.</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>• Enrolled in training is defined as: Customer has been accepted into training and is registered for classes.</li> <li>• It is important to accurately capture the correct date as it may impact the 599.2 benefits eligibility calculation. The disclosure date is also used to "track" timely receipt of a complete 599 training application.</li> </ul>
<b>599OS Documents Pending</b>	<p>Records the date the UI customer received a completed <u>Section 599 Pending Documents Advisory</u> form listing all required documents needed for a complete application and a 14-calendar day deadline date for submitting all required documents.</p>	<p>In COMMENTS, list all required documents the UI customer must provide and the 14-calendar day deadline date (14 days from the date the UI customer received and signed a completed <u>Section 599 Pending Documents Advisory</u> form).</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>• This date will be used to track "timely" submission of pending documentation required for a complete application. Failure to meet this deadline may impact the "calculation date" used to determine eligibility for 599.2 benefits.</li> <li>• Follow-up may be required to remind the UI customer to provide the documents before the 14-day deadline. Suggest setting up an "OSOS Appointment Scheduler" to trigger follow-up, if necessary.</li> </ul>
<b>599OS Received Complete Application</b>	<p>Records the date the UI customer gave the complete 599 application to Career Center staff.</p>	<p>No specific content documentation required in COMMENTS unless a 14-calendar day deadline from the training disclosure date was established (refer to activity – 599OS In Training Disclosure date). In these situations, Career Center staff should indicate in COMMENTS and on the OS44R if receipt of</p>

		application was considered “timely” for 599.2 calculation purposes. If the UI customer failed to meet the 14-day deadline, but Career Center staff considers receipt of the documentation to be “timely” include an explanation of the extenuating circumstances that justify this recommendation.
<b>599OS Forwarded Incomplete Application</b>	<p>Records the date the Career Center Staff sends the incomplete application to CRU for processing.</p> <p>The application may be incomplete due to lack of customer response or inability to secure and provide all elements of complete application.</p>	<p>In COMMENTS, record all follow-up attempts, including dates if applicable. If application is incomplete because customer could not secure required supporting documentation from provider record a brief summary of situation.</p> <p>Also record confirmation the <u>Section 599 Pending Documents Advisory</u> was sent to FAF with the incomplete application through the FAX Server.</p>
<b>599OS Customer Never Returned Application</b>	Records the instance where the customer discloses they are enrolled in training, is given an application and does not return it within 14 calendar days.	Send Availability issue to UI if customer indicated they were in training at the time the application was given.
<b>599OS Recommend Approval of O/S Application</b>	<p>Records the date Career Center staff submits the 599 recommendation package (OS44R) to the DEWS Central Review Unit with all required documentation in support of approval recommendation.</p> <p><u>NOTE:</u> The following is required for a complete 599 Recommendation Package:</p> <ul style="list-style-type: none"> <li>• OS44R 599 Recommendation Form</li> <li>• OS44 599 Application</li> <li>• Confirmation of Training Acceptance</li> <li>• Confirmation of Full-Time Student Status</li> <li>• In cases where the customer was involved in prior training and/or training plan represents a continuation of training, proof that the customer has the qualifications/aptitude to successfully complete the training is required.</li> </ul>	<p>In COMMENTS, enter a note confirming the customer was given the Availability Advisory. <u>NOTE:</u> Even though the Career Center is recommending approval, the Availability Advisory should be provided to inform the UI customer of the continued need to be available to search for and accept work until a formal 599 determination is received.</p> <p><b>Standard UI Availability Advisory:</b> In order to maintain your eligibility for UI benefits, you must demonstrate that you are ready, willing and able to immediately accept full-time employment in your regular occupation while in school. You must be actively seeking work and you must maintain a complete and accurate record of all your job search efforts.</p>
<b>599OS Recommend Disapproval of O/S Application</b>	Records the date Career Center staff submits the 599 application to DEWS Central Review Unit recommending disapproval. This action is needed in cases where the Career Center is unsuccessful in working with the UI customer to develop an approvable training plan. In this situation, the Career Center staff must advise the UI customer of the continuing need to be available to search for and accept work while collecting UI benefits. If the UI customer is unavailable for work due to participation in training that is not approvable within Section 599 of	<p>In COMMENTS, enter:</p> <ul style="list-style-type: none"> <li>• the reason(s) for recommending disapproval</li> <li>• a note confirming the customer was given the Availability Advisory. Refer to 599OS Recommend Approval of O/S Application, Guidance Column, for Standard UI Availability Advisory.</li> </ul>

	the UI Law, the UI customer may jeopardize continued receipt of UI benefits.	
<b>599OS F/U with Customer on OC Disapproval</b>	Records the date Career Center staff met with the UI customer to discuss the disapproved training program, offer reemployment services and evaluates alternative next steps to assist the customer in meeting their employment goal.	In COMMENTS, enter the results of the meeting and any agreed upon next steps. Specifically note if any discussion took place regarding the development of a new training program. Also include a note confirming the customer was given the Availability Advisory. Refer to 599OS Recommend Approval of O/S Application, Guidance Column, for Standard UI Availability Advisory.
<b>599CRU Received OS44R</b>	Records the date the DEWS Central Review Unit receives the Career Center 599 recommendation package (OS44R).	No specific content documentation required in COMMENTS.
<b>599CRU OC Application Received</b>	Records the date the DEWS Central Review Unit receives an Original Claim (OC) application.	No specific content documentation required in COMMENTS.
<b>599CRU Disapproval of Career Center Application Issued</b>	Records the date CRU issued a determination disapproving the 599 application and the LO316.2 disapproval determination was mailed to the UI customer.	No specific content documentation required in COMMENTS <u>NOTE:</u> Career Center contacts the UI customer to discuss the disapproved training program, offers services and evaluates alternative next steps to assist the customer in meeting their employment goals.
<b>599CRU Disapproval of Original Claim Application Issued</b>	Records the date CRU staff disapproves a UI customer's training program that was disclosed during the Original Claims process.	No specific content documentation required in COMMENTS
<b>599CRU Disapproval – Ineligible for UI</b>	Indicates disapproval of an <u>OC application processed through the CRU Unit</u> based on the customer not being entitled to UI benefits.	No specific content documentation required in COMMENTS
<b>599CRU Disapproval – Exhausted</b>	Indicates disapproval of an <u>OC application processed through the CRU Unit</u> based on the customer having exhausted their UI benefits prior to applying for 599.	No specific contents documentation required in COMMENTS
<b>599CRU Disapproval – Training Not Needed</b>	Indicates disapproval because employment opportunities are not limited, the training is not likely to lead to more regular long-term employment or the training will not upgrade customer's existing skills.	Include in COMMENTS a brief summary of the reason(s) the DEWS 599 CRU or Career Center determined the need for training criteria was not met.
<b>599CRU Disapproval – Less than 12 Hours</b>	Indicates disapproval because the customer does not meet DEWS guidelines for 12 hour/credit requirements.	Include in COMMENTS a brief summary of any effort made by the DEWS 599 CRU or Career Center to assist the UI customer in removing the less than full-time issue.

<b>599CRU Disapproval – Over 24 Months</b>	Indicates disapproval because the training program will not be completed within 24 months of the training application or training start date.	Include in COMMENTS a brief summary of any effort made by the DEWS 599 CRU or Career Center to assist the UI customer in removing the over 24 month to complete issue.
<b>599CRU Disapproval – Competent/Reliable Training Provider</b>	Indicates disapproval because the training provider is not on the ETPL or the training provider’s State SED listings.	Include in COMMENTS a brief summary of any effort made by the DEWS 599 CRU or Career Center to assist the UI customer remove the not a competent/reliable training provider issue.
<b>599CRU Disapproval – Does not lead to Occupational Goal</b>	Indicates disapproval because the training does not relate to the customer’s identified occupational goal.	Include in COMMENTS a brief summary of any efforts made by the DEWS 599 CRU or Career Center to assist the UI customer remove the training does not lead to the chosen occupational goal issue.
<b>599CRU Disapproval – No Reasonable Employment Opportunities</b>	Indicates disapproval because there is no reasonable expectation of employment in the occupation for which the customer is being trained.	Include in COMMENTS a brief summary of any efforts made by DEWS 599 CRU or Career Center to assist the UI customer to remove the no reasonable employment opportunities issue.
<b>599CRU Disapproval – Lack Aptitude</b>	Indicates disapproval because the customer does not have qualifications to successfully complete training (this is based on documentation indicating poor grades and/or attendance).	Include in COMMENTS a brief summary of any efforts made by DEWS 599 CRU or Career Center to assist the UI customer to remove the lack of aptitude issue.
<b>599CRU Dropped Application</b>	Records the date CRU staff drops a 599 application when training ends prior to determination issuance, if there is a disqualification in effect, if there is a TCC issue pending, if the customer is not entitled or is not certifying for benefits, or when the customer provides notice of withdrawn from the program prior to issuance of a determination.	In COMMENTS, record the reason for dropping the application.
<b>599CRU Approval of Career Center Application Issued</b>	Records the date CRU issued a determination approving the 599 application and LO316.1 approval determination was mailed to the UI customer.	No specific content documentation required in COMMENTS. NOTE: Career Center staff is responsible to insure that the approved Training Program is entered into OSOS as a training service to keep the ES/WIA program enrollment for the customer active as long as the customer remains in training.
<b>599CRU Conditional Approval</b>	Records the date CRU issues a conditional approval. <b>Customer must return LO316.1 Training Verification form signed by the school.</b>	599 Approval is pending receipt of required documentation from customer.

<b>599CRU Approval of Original Claim Application Issued</b>	Records the date CRU issues a determination approving the Original Claim application and/or LO316.1 Training Verification form was received.	No specific content documentation required in COMMENTS. NOTE: Career Center staff is responsible to insure that the approved Training Program is entered into OSOS as a training service to keep the ES/WIA program enrollment for the customer active as long as the customer remains in training.
<b>599CRU Termination – Training less than 12 hours</b>	Indicates 599 training approval has been terminated because the customer is no longer attending a minimum of 12 hours of classroom training or is no longer registered for 12 credit hours.	No specific content documentation required in COMMENTS
<b>599CRU Termination – No Longer in Training</b>	Indicates 599 training approval has been terminated because the customer is no longer attending training.	No specific content documentation required in COMMENTS
<b>599CRU Termination – In Different Training</b>	Indicates 599 training approval has been terminated because the customer is no longer attending the training program that was approved under Section 599.	No specific content documentation required in COMMENTS
<b>599CRU Termination – Not Progressing Satisfactorily</b>	Indicates 599 training approval has been terminated because the customer is not making satisfactory progress.	No specific content documentation required in COMMENTS
<b>599CRU Termination – Never Started Training</b>	Indicates 599 training approval has been terminated because the customer never started training.	No specific content documentation required in COMMENTS
<b>599CRU Termination – Other</b>	Indicates 599 training approval has been terminated for a reason other than the above specific termination reasons.	In COMMENTS, explain the reason the training program was terminated.