

# Military Service OSOS Guide



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## PURPOSE

Career Center staff must be proficient in accurately recording veteran status and eligibility in OSOS. Information is obtained during the initial assessment to develop a service plan and next steps. Accurate recording is crucial for providing meaningful service to the veteran customer.

The term “veteran/covered veteran” means a person who served active duty in the United States Armed Forces and was separated with any discharge type except dishonorable and who served at least one day of active duty for other than training purposes.

Staff will provide priority of service to all veterans and eligible spouses regardless of who sees them in the Career Center. They are scheduled with the next available staff person and provided a one-to-one service rather than in a group setting. They are also given priority for the receipt of employment, training, and placement services.

Refer to the *Veteran Career Center Service Guide* for more information about priority of service and serving veteran customers.



## OSOS DATA ENTRY

### GEN. INFO TAB

Data enter or review the information in the **General Information** tab with the veteran customer.

Record or review the customer's **Education Level**. This information may be located on a Career Center registration form or in OSOS if the customer has been scheduled from an Unemployment Insurance (UI) download. Verify that the information is correct.

Enter an email address and revise the **Customer Assignment** section to reflect the staff providing services and the office where services are being provided.

The screenshot shows the OSOS Customer Detail form for MALINAK, VET. The form is divided into several sections:

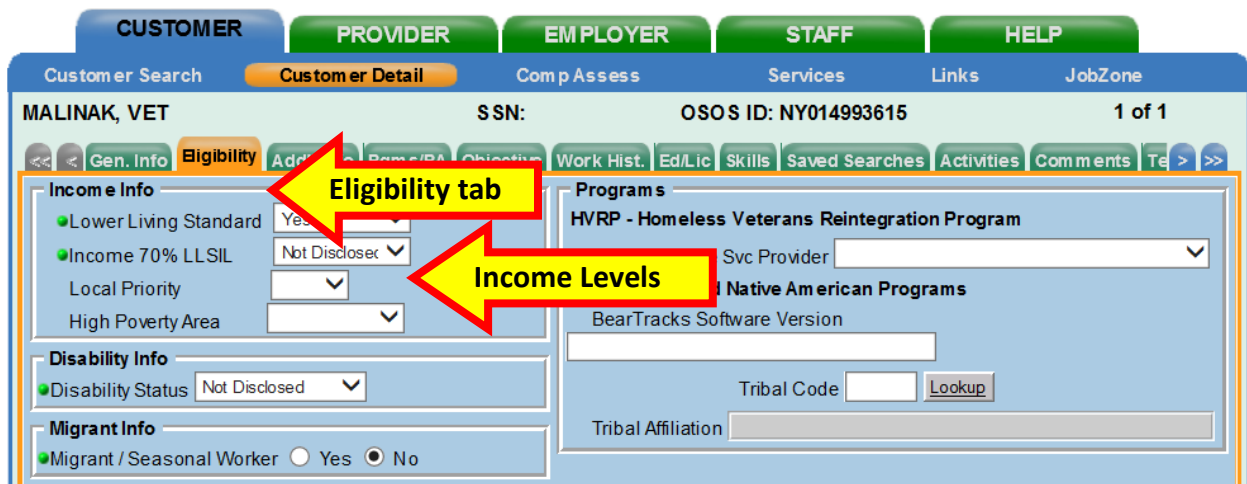
- Customer Data:** Includes fields for SSN (main3615), Status (Active), Job Seeker (Active), Username (main3615), Password (VM3615), Last Name (MALINAK), First Name (VET), Date of Birth (02/19/1981), Gender (Female), Address (10 MAIN STREET), City (ALBANY), State (New York), Zip (12206), County (Albany), Country (United States), Metro, Phone (518-555-5555), Email (vet.malinak@yahoo.com), and URL.
- Education & Employment:** Includes fields for Education Level (12 Grade - HS Graduate), School Status (Not Attending School, Secondary Scho), Employment Status (Not Employed), Underemployed, and Long Term Unemployed.
- Customer Assignment:** Includes fields for Staff Assigned (PIACENTE, JASON), WB Assigned (Columbia/Greene Counties), Agency (Department of Labor), Office (HUDSON), and UI Claimant.

Red arrows point to the 'Education Level' dropdown, the 'Email' field, and the 'Customer Assignment' section.

## ELIGIBILITY TAB

Complete the **Income Info** section to record the customer's low-income eligibility for Disabled Veterans' Outreach Program (DVOP) and other Career Center services. Determine the customer's income eligibility using either the 70% Lower Living Standard Income Level (LLSIL) or the 100% of Poverty Income Guidelines tables. All staff must use current Poverty Income and LLSIL guidelines to determine eligibility for services. Current tables can be found under Income Eligibility Guidelines located on the *Programs & Tools for Workforce Professionals* section of the NYSDOL website. If the customer is eligible, select "Yes" from either the **Lower Living Standard** (Poverty Guidelines) or the **Income 70% LLSIL** (LLSIL Guidelines) drop-down, but not both.

Refer to the *Veterans' Program - Terms and Definitions* resource document for the definition of a "Low-Income Veteran".



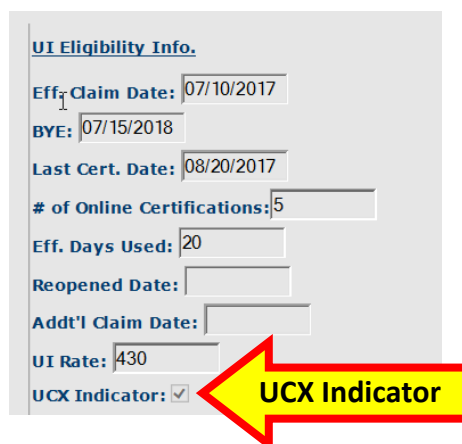
The screenshot shows the OSOS Customer Detail page for a customer named MALINAK, VET. The 'Eligibility' tab is selected. The 'Income Info' section contains the following fields:

- Lower Living Standard: Yes
- Income 70% LLSIL: Not Disclosed
- Local Priority: [Dropdown]
- High Poverty Area: [Dropdown]

Other sections visible include 'Disability Info' (Disability Status: Not Disclosed) and 'Migrant Info' (Migrant / Seasonal Worker: No).



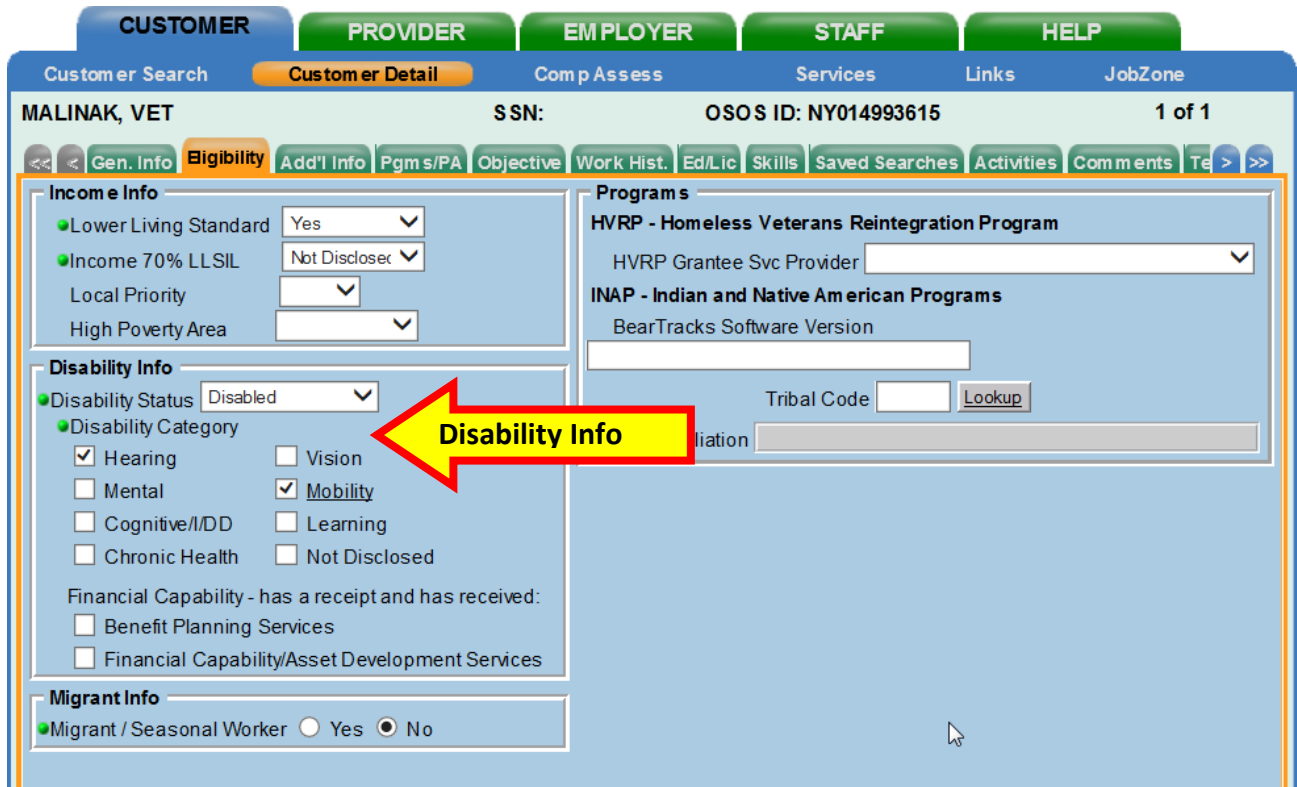
Note: Veteran customers collecting UI benefits on a UCX claim may meet low-income eligibility guidelines. UCX claimants can be identified in the Re-Employment Operating System (REOS). The **UCX Indicator** is located in the **UI Eligibility Info** section of the **General Customer Info** tab.



The screenshot shows the 'UI Eligibility Info' section with the following fields:

- Eff. Claim Date: 07/10/2017
- BYE: 07/15/2018
- Last Cert. Date: 08/20/2017
- # of Online Certifications: 5
- Eff. Days Used: 20
- Reopened Date: [Empty]
- Add'l Claim Date: [Empty]
- UI Rate: 430
- UCX Indicator:

Next, complete the **Disability Info** section. If the veteran customer discloses a disability, select "Disabled" in the **Disability Status** field. If "Disabled" is selected, the **Disability Category** section will appear. From the list, select the customer's disability category, if the customer chose not to disclose, select "Not Disclosed".



The screenshot shows the OSOS Customer Detail form for MALINAK, VET. The form is divided into several sections:

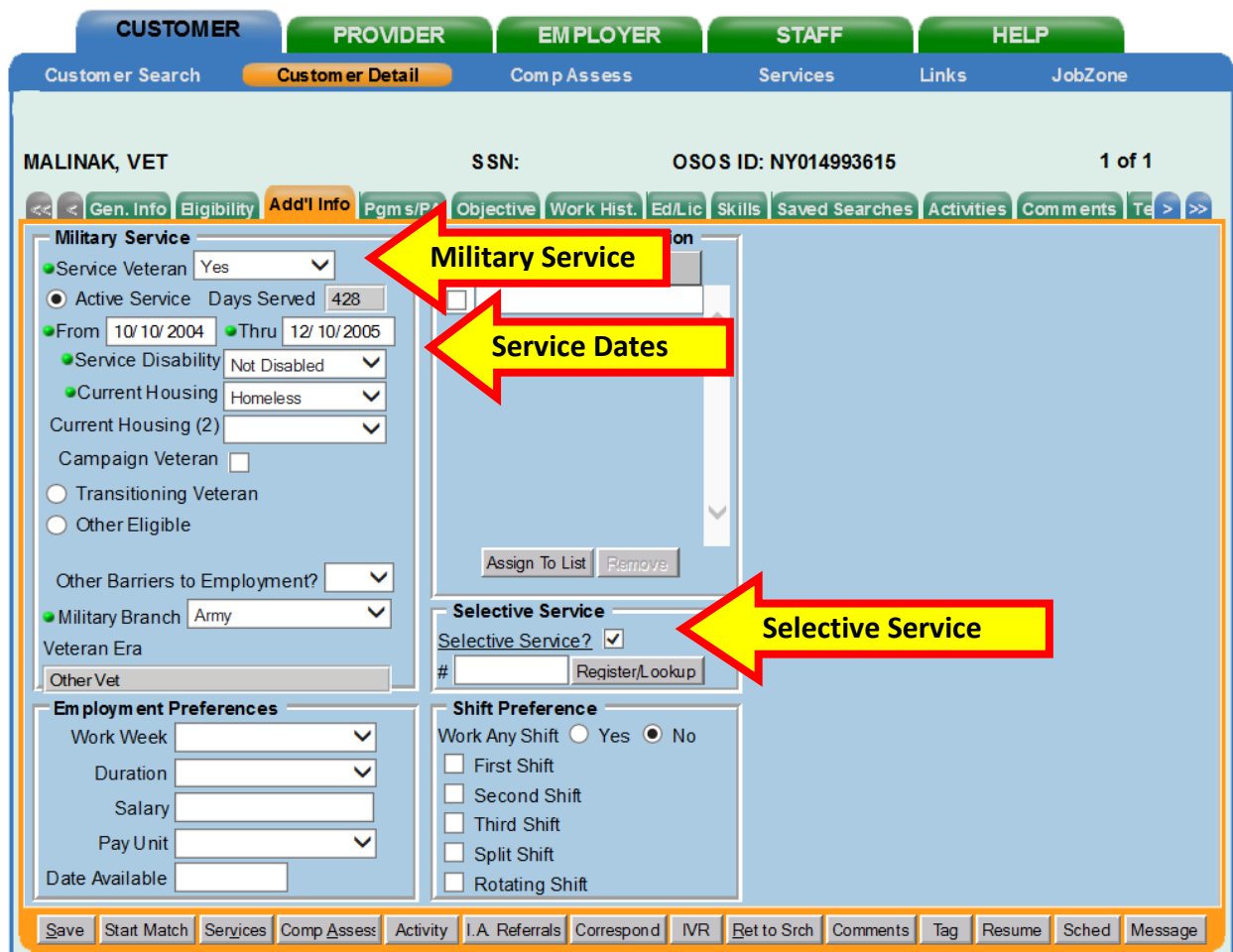
- Income Info:** Includes fields for Lower Living Standard (Yes), Income 70% LLSIL (Not Disclosed), Local Priority, and High Poverty Area.
- Disability Info:** This section is highlighted with a red arrow and a yellow box labeled "Disability Info". It includes:
  - Disability Status: Disabled
  - Disability Category:
    - Hearing
    - Mental
    - Cognitive//DD
    - Chronic Health
    - Vision
    - Mobility
    - Learning
    - Not Disclosed
  - Financial Capability - has a receipt and has received:
    - Benefit Planning Services
    - Financial Capability/Asset Development Services
- Migrant Info:** Includes a field for Migrant / Seasonal Worker with radio buttons for Yes and No (No is selected).
- Programs:** Includes HVRP - Homeless Veterans Reintegration Program and INAP - Indian and Native American Programs.

## ADD'L INFO TAB

**Military Service** and other eligible populations are captured in the **Additional Information** tab. Select "Yes" from the **Service Veteran** drop-down menu to indicate the customer is a veteran, transitioning veteran, eligible spouse, Wounded Warrior, or caregiver. Once selected, additional data fields will appear.

If the veteran indicates they served on active duty, select the **Active Service** radio button. When the **Active Service** radio button is selected, the dates of active duty service are required. After entering the dates, the **Days Served** data field will automatically populate. The **Days Served** provides a computation regarding the 180+ days required to establish veteran eligibility. Confirm with the customer that these dates do not include training dates performed while serving in a Reserve Component. Veteran service dates pre-populated into OSOS from UI will always default to a two-year service period. Update service dates as needed.

Refer to the *Veterans' Program - Terms and Definitions* resource document for the definitions of "Active Duty", "Veteran", "Transitioning Service Member", "Eligible Spouse", "Wounded Warrior", "Caregiver" and "Reserve Component".



The screenshot displays the OSOS interface for the 'Add'l Info' tab. The customer name is MALINAK, VET, with SSN and OSOS ID visible. The 'Military Service' section includes a dropdown for 'Service Veteran' (set to Yes), a radio button for 'Active Service' (selected), and a 'Days Served' field (428). Below this, 'Service Dates' are entered as 10/10/2004 to 12/10/2005. Other options include 'Service Disability' (Not Disabled), 'Current Housing' (Homeless), and 'Campaign Veteran' (unchecked). The 'Selective Service' section has 'Selective Service?' checked. At the bottom, there are sections for 'Employment Preferences' and 'Shift Preference'.

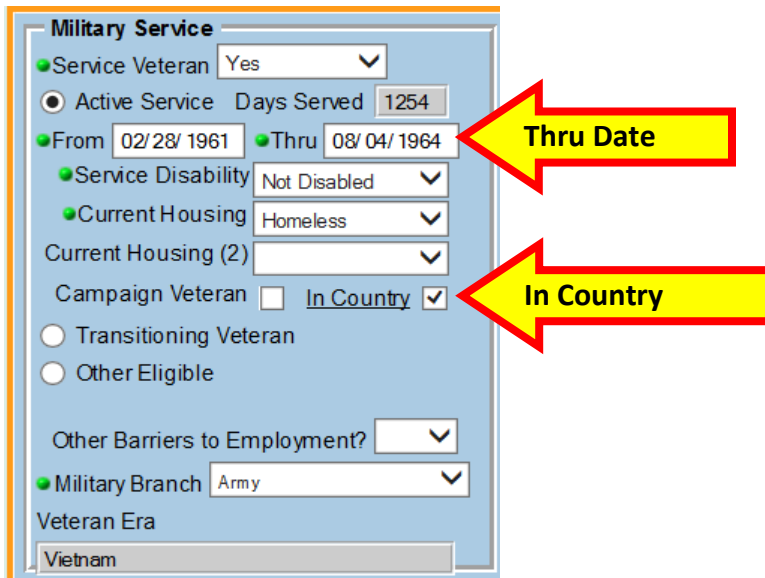


Note: The **Selective Service** data field must be checked. This is necessary to create the WIOA enrollment and access WIOA funding when entering L2 level services.



Note: If the **Thru** date of the veteran's dates of active duty service is between February 28, 1961 and August 4, 1964 the **In Country** data field will appear. Verify with the veteran if they served in the Republic of Vietnam during that period. If so, select the **In Country** check box to indicate the veteran is a Vietnam-Era veteran.

Refer to the *Veterans' Program - Terms and Definitions* resource document for the definition of "Vietnam-Era Veteran".



The screenshot shows a "Military Service" form with the following fields and values:

- Service Veteran: Yes
- Active Service: Days Served 1254
- From: 02/28/1961
- Thru: 08/04/1964
- Service Disability: Not Disabled
- Current Housing: Homeless
- Current Housing (2):
- Campaign Veteran:  In Country:
- Transitioning Veteran:
- Other Eligible:
- Other Barriers to Employment?:
- Military Branch: Army
- Veteran Era: Vietnam

Two yellow arrows point to the "Thru" date field and the "In Country" checkbox, with labels "Thru Date" and "In Country" respectively.



The **Service Disability**, **Current Housing**, and **Military Branch** are required for Active Service members.

**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 >>

**Military Service**

- Service Veteran Yes
- Active Service Days Served 428
- From 10/10/2004 Thru 12/10/2005
- Service Disability Not Disabled
- Current Housing Homeless
- Current Housing (2)
- Campaign Veteran
- Transitioning Veteran
- Other Eligible
- Other Barriers to Employment?
- Military Branch Army
- Veteran Era
- Other Vet

**Customer List Participation**

List Name

Assign To List Remove

Active Service? Register/Lookup

**Employment Preferences**

- Work Week
- Duration
- Salary
- Pay Unit
- Date Available

**Shift Preference**

Work Any Shift  Yes  No

- First Shift
- Second Shift
- Third Shift
- Split Shift
- Rotating Shift

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





If the veteran has been determined by the U.S. Department of Veterans Affairs (VA) to have a service connected disability, then select the appropriate **Service Disability** in the **Military Service** section. A veteran with a 0% service connected disability rating is considered a **Disabled Veteran**, but is not eligible for DVOP services.



Note: If the veteran discloses a disability in the **Eligibility** tab, it may not qualify as a service connected disability as determined by the VA. However, if the veteran discloses a **Service Disability**, then the **Disability Status** data field in the **Eligibility** tab must indicate "Disabled".

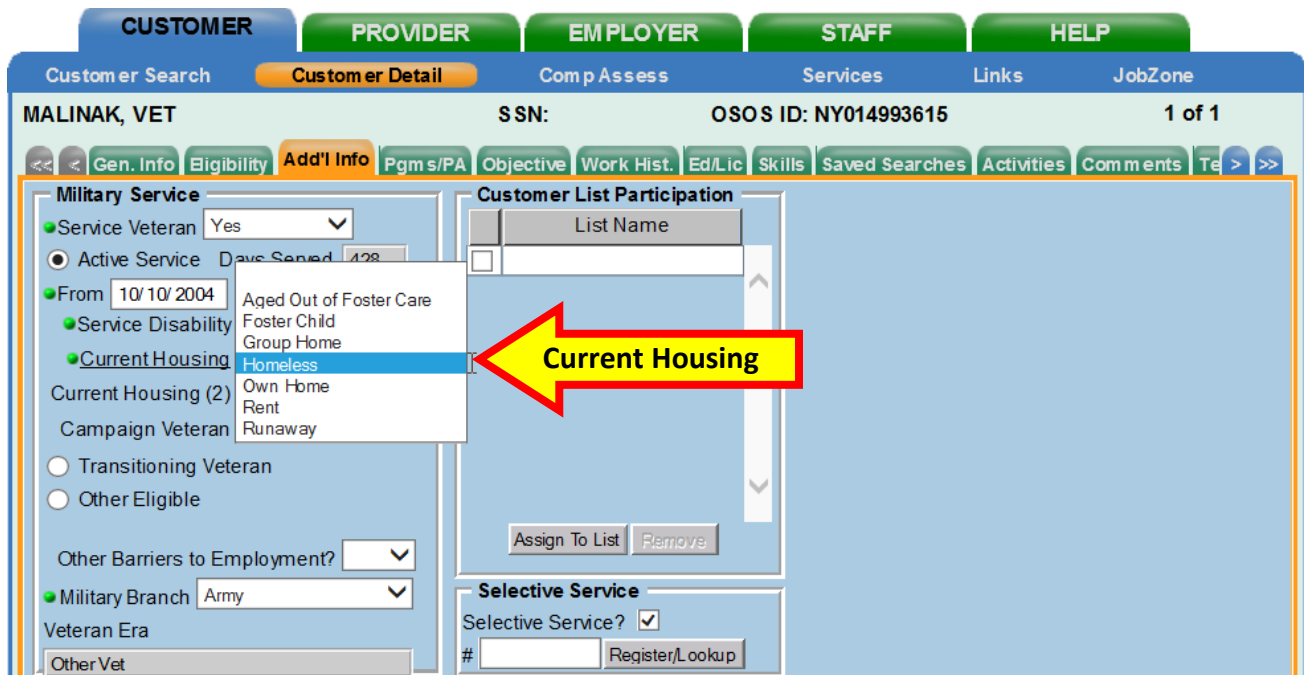
Refer to the *Veterans' Program - Terms and Definitions* resource document for the definitions of "Disabled Veteran" and "Special Disabled Veteran".

The screenshot shows the OSOS Customer Detail page for MALINAK, VET. The page is divided into several tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The CUSTOMER tab is active, and the Customer Detail sub-tab is selected. The page displays the customer's name, SSN, and OSOS ID. The Military Service section is highlighted with a red box, and the Service Disability dropdown menu is open, showing the options: Not Disabled, Disabled, and Special Disabled. A yellow arrow points to the dropdown menu, and a yellow box with the text "Service Connected Disability" is overlaid on the arrow.

Record the customer's **Current Housing** in the first required data field as indicated by the green dot. Disregard the options in the drop-down menu that are not appropriate for veteran customers such as "Foster Child" and "Runaway". The relevant eligibility criterion is the "Homeless" option. This will need to be recorded as appropriate.

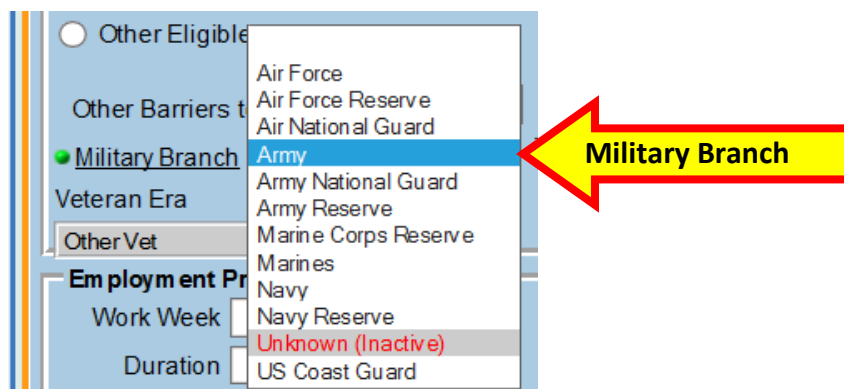


Note: **Current Housing** is a required data field, if the customer does not disclose their current housing situation then select "Rent" from the drop-down menu.



The screenshot shows the OSOS system interface for a customer named MALINAK, VET. The page is titled 'Customer Detail' and includes tabs for 'Gen. Info', 'Eligibility', 'Add'l Info', 'Pgms s/PA', 'Objective', 'Work Hist.', 'Ed/Lic', 'Skills', 'Saved Searches', 'Activities', 'Comments', and 'Te'. The 'Current Housing' dropdown menu is open, showing options: Homeless, Own Home, Rent, and Runaway. A red arrow points to the 'Homeless' option.

Select the appropriate **Military Branch** from the drop-down menu:



The screenshot shows the 'Military Branch' dropdown menu open. The menu is open, showing options: Air Force, Air Force Reserve, Air National Guard, Army, Army National Guard, Army Reserve, Marine Corps Reserve, Marines, Navy, Navy Reserve, Unknown (Inactive), and US Coast Guard. A red arrow points to the 'Army' option.



If the veteran customer is a transitioning service member, select the **Transitioning Veteran** radio button. The **Type** data field will become mandatory. Ignore the "Spouse" option and select either "Discharge" or "Retirement" from the drop-down menu. Selecting either of these options will require the **From** and **Planned Thru** data fields to be completed. Record the date that the customer entered military service in the **From** data field and the future date for when they will be separated in the **Planned Thru** data field.



Note: When recording a customer as a transitioning service member, the **Employment Status** data field in the **General Information** tab must indicate "Employed - Rcvd Notice of Termination" in order to save the record.

Refer to the *Veterans' Program - Terms and Definitions* resource document for the definition of "Transitioning Service Member".

The screenshot displays the OSOS Customer Detail form for MALINAK, VET. The form is divided into several sections:

- Military Service:** Includes radio buttons for Service Veteran (Yes), Active Service, and Transitioning Veteran (selected). The Type dropdown is set to Discharge. The From date is 12/09/2013 and the Planned Thru date is 12/10/2017. Service Disability is set to Not Disabled. Campaign Veteran and Other Eligible are unchecked. Other Barriers to Employment? is a dropdown menu. Military Branch is set to Army. Veteran Era is a dropdown menu.
- Customer List Participation:** Includes a List Name field and Assign To List/Remove buttons.
- Selective Service:** Includes a Selective Service? checkbox (checked) and a Register/Lookup button.
- Employment Preferences:** Includes Work Week, Duration, Salary, Pay Unit, and Date Available dropdown menus.
- Shift Preference:** Includes Work Any Shift (Yes/No) radio buttons and checkboxes for First Shift, Second Shift, Third Shift, Split Shift, and Rotating Shift.

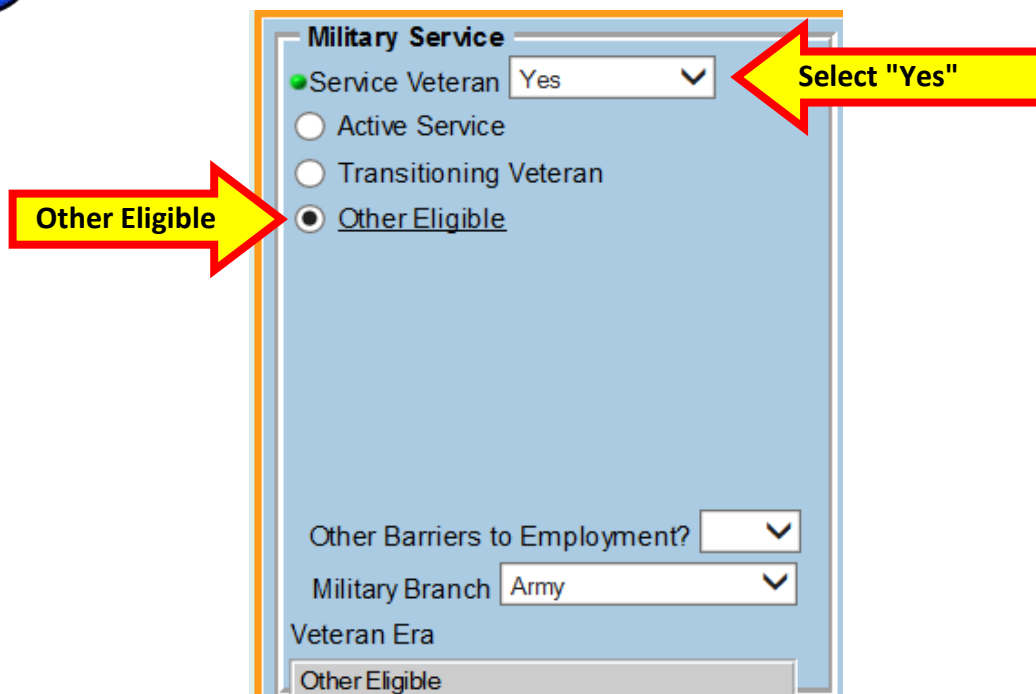
Red arrows highlight the 'Type' dropdown, the 'From' and 'Planned Thru' date fields, and the 'Transitioning Veteran' radio button.

The **Other Eligible** data field is used to record the additional eligible categories for DVOP services. The **Other Eligible** category includes eligible spouse, Wounded Warrior, or caregiver. If **Other Eligible** is selected, a comment must be recorded identifying the criteria used in determining the customer as **Other Eligible**.

Refer to the *Veterans' Program - Terms and Definitions* resource document for the definitions of "Eligible Spouse", "Wounded Warrior", and "Caregiver".



Note: The **Other Eligible** category will not display until "Yes" is selected from the **Service Veteran** drop-down menu.



**Military Service**

- Service Veteran Yes Select "Yes"
- Active Service
- Transitioning Veteran
- Other Eligible Other Eligible

Other Barriers to Employment?

Military Branch

Veteran Era

Sample comment:



**CUSTOMER** PROVIDER EMPLOYER STAFF HELP

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

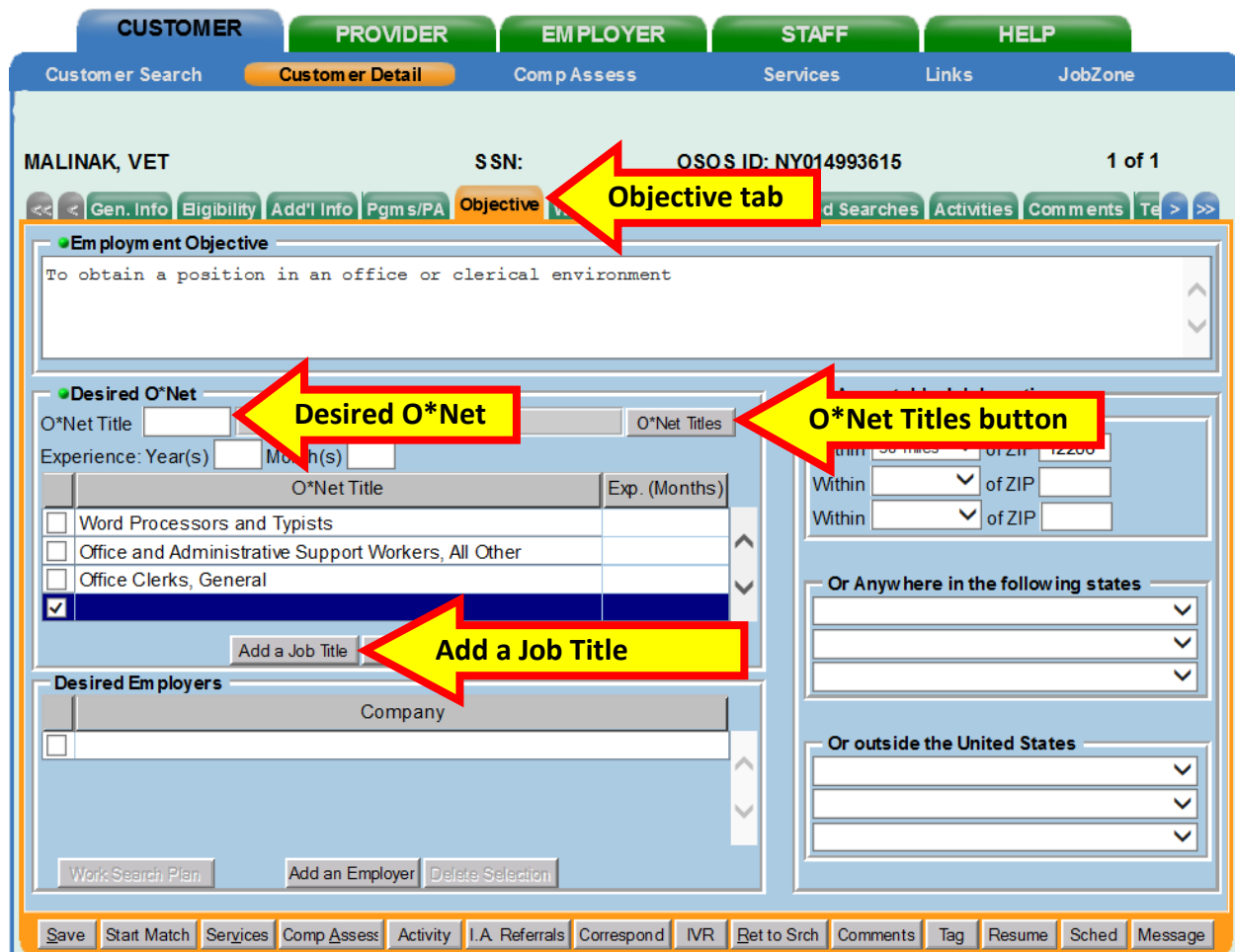
MALINAK, VET SSN: OSOS ID: NY014993615 1 of 1

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

Created	Staff Assigned	Comments
<input checked="" type="checkbox"/> 07/06/2017	PIACENTE, JASON	Customer is an eligible spouse per VA letter.

## OBJECTIVE 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. In accordance with the Employability Customer Service Indicator, at least one O\*Net code in the **Desired O\*Net** section must match an **O\*Net Code** from the customer's work history. Any additional **Desired O\*Net** titles should relate to what the customer's current objectives are.



The screenshot displays the OSOS system interface for a customer named MALINAK, VET. The interface includes a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this is a breadcrumb trail: Customer Search, Customer Detail, Comp Assess, Services, Links, and JobZone. The main content area shows the customer's details (MALINAK, VET, SSN, OSOS ID: NY014993615) and a series of tabs: Gen. Info, Eligibility, Add'l Info, Pgms/PA, Objective, Searches, Activities, Comments, and Te. The Objective tab is selected and highlighted with a red arrow labeled "Objective tab".

Under the Objective tab, there are three main sections:

- Employment Objective:** A text area containing the text "To obtain a position in an office or clerical environment".
- Desired O\*Net:** A section with an input field for "O\*Net Title" (highlighted with a red arrow labeled "Desired O\*Net") and a button for "O\*Net Titles" (highlighted with a red arrow labeled "O\*Net Titles button"). Below this is a table with columns for "O\*Net Title" and "Exp. (Months)". The table contains three rows:
 

O*Net Title	Exp. (Months)
<input type="checkbox"/> Word Processors and Typists	
<input type="checkbox"/> Office and Administrative Support Workers, All Other	
<input checked="" type="checkbox"/> Office Clerks, General	

 Below the table is an "Add a Job Title" button (highlighted with a red arrow labeled "Add a Job Title").
- Desired Employers:** A section with a "Company" input field and an "Add an Employer" button.

At the bottom of the interface, there is a row of buttons: Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, and Message.

## WORK HISTORY TAB

When recording military service work history, it is a best practice to fill in the **Job Type** information first, discuss the position and duties with the veteran customer, and then fill in the **Job Duties** field. This will allow for a conversation to facilitate the initial assessment of the customer's knowledge, skills, abilities, and experience.

To enter a new job title, click the **New Job Entry** button. Start by selecting the **Job Type** as "Military" and then enter the **Branch** of service. Once the **Branch** is selected, enter the **Rank**. Selecting the **Rank** will require the Military Occupational Specialty (**MOS**) field to be completed. **Although not indicated by a green dot, the MOS data field is required to save the record.**



Note: Various military branches identify their Military Occupational Classifications (MOC) or specialty job titles using terms other than **MOS**. The **MOS** data field will accept different codes depending on the **Branch** of service selected. The table below provides information regarding how military branches refer to their MOCs and an example of how to enter the code into the **MOS** data field. If the veteran customer knows their military job title, but is unsure of their MOC code, staff can use the *O\*Net Online Crosswalk Search* to find the appropriate code.

Branch	MOC	OSOS Data Entry Example
Air Force	Air Force Specialty Code (AFSC)	1C131
Army	MOS	42A
US Coast Guard*	Rating	110
Marines	MOS	3381
Navy	Navy Enlisted Classification (NEC)	1121

\*OSOS does not accept traditional U.S. Coast Guard ratings in the **MOS** data field. Refer to the *Coast Guard Rating OSOS Conversion Chart* to find the applicable OSOS data entry code for each Coast Guard rating.

**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.** Activities Comments Te >>

**Detail**

Job Title  O\*Net Titles  O\*Net Code

Employer  Include online  Start Date  End Date

Address  Supervisor  Phone  Ext.

City  Wage  Hourly  Hours/week 40

State New York  Zip  Reason for Leaving

Country United States  Job Duties

Type Military  Branch Army  Rank E4  MOS

NAICS  NAICS Lookup  Individual w/Disability

Job	Company	City	Start	End
<input checked="" type="checkbox"/>				

**New Job Entry button**

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

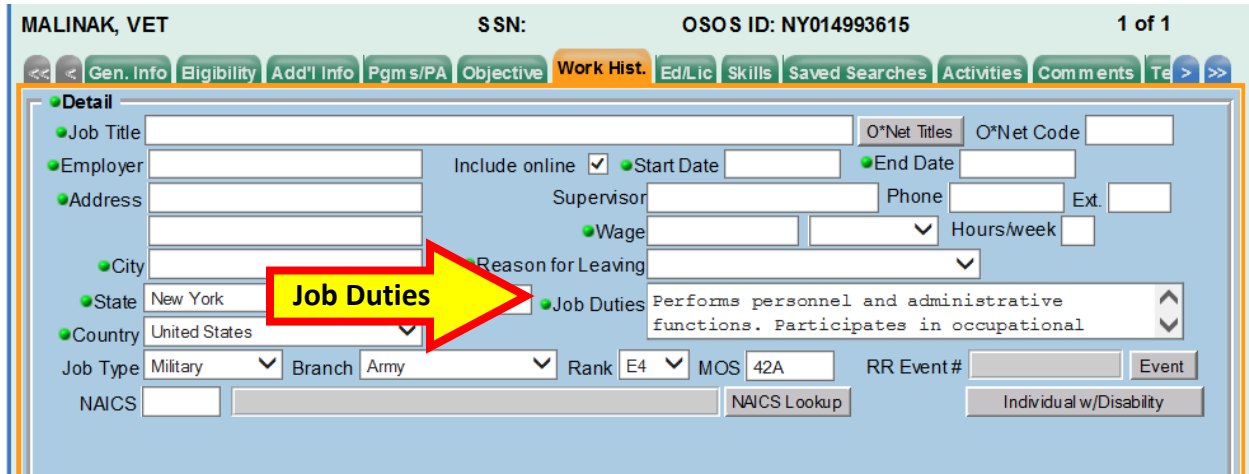
**Work History tab**

**Job Type**

**Branch, Rank, & MOS data fields**

**New Job Entry button**

After the MOS has been identified, discuss with the veteran their military experience and enter that information into the **Job Duties** data field.



The screenshot shows the OSOS system interface for a user named MALINAK, VET. The interface includes a navigation bar with tabs for Gen. Info, Eligibility, Add'l Info, Pgm s/PA, Objective, Work Hist., Ed/Lic, Skills, Saved Searches, Activities, Comments, and Te. The 'Work Hist.' tab is selected. The 'Detail' section is expanded, showing various fields for job information. A yellow arrow points to the 'Job Duties' field, which contains the text: 'Performs personnel and administrative functions. Participates in occupational'. Other fields include Job Title, Employer, Address, City, State (New York), Country (United States), Job Type (Military), Branch (Army), Rank (E4), MOS (42A), and RR Event#.



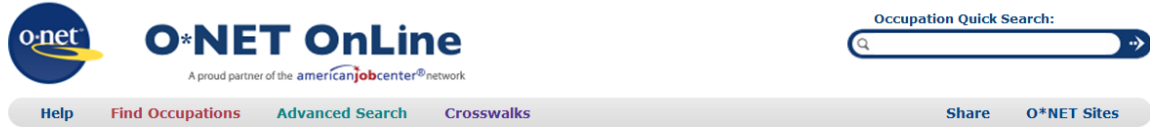
Note: The Credentialing Opportunities On-Line (COOL) websites are helpful resources to obtain specific details on military occupation job duties. Each military branch has a COOL website:

- Air Force: <https://afvec.langley.af.mil/afvec/Public/COOL/Resources.aspx>
- Army: <https://www.cool.army.mil/>
- US Coast Guard: <https://www.gocoastguard.com/active-duty-careers/enlisted-opportunities/view-job-descriptions>
- Marines: <https://www.cool.navy.mil/usmc/>
- Navy: <https://www.cool.navy.mil/usn/index.htm>



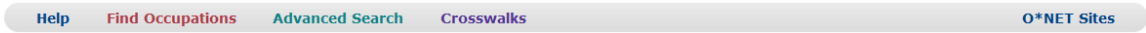


The O\*Net OnLine Military Crosswalk website, <http://www.onetonline.org/crosswalk/MOC>, provides a list of related civilian O\*Net occupations for various military job titles. Select the branch and enter the veteran customer's MOC or job title and click the **Go** button.

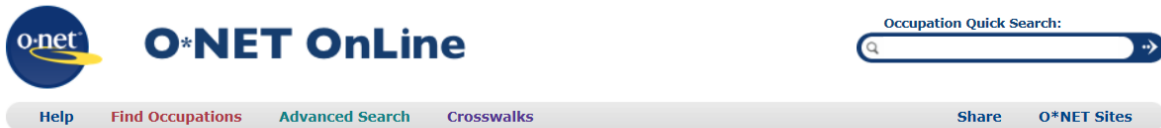


### Military Crosswalk Search

Search codes or titles from the **Military Occupational Classification (MOC)**.



This will generate a list of similar civilian job titles from which the veteran customer may use to detail their skills. The career crosswalks may not be exact, but can add to the conversation with the veteran customer on what preferences exist for future employment.



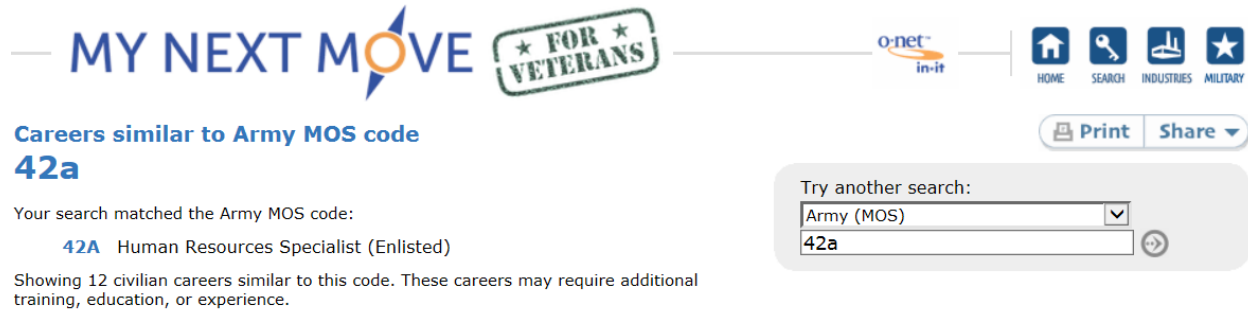
### Military Crosswalk Search for: 42a

Search again:

**1 code matching "42A" in Military Occupational Classification (MOC)**

- 42A Human Resources Specialist (Army - Enlisted)**
  - 11-3011.00 [Administrative Services Managers](#)
  - 11-3121.00 [Human Resources Managers](#)
  - 13-1071.00 [Human Resources Specialists](#) ● Bright Outlook
  - 13-1075.00 [Labor Relations Specialists](#)
  - 13-1141.00 [Compensation, Benefits, and Job Analysis Specialists](#)
  - 13-1151.00 [Training and Development Specialists](#) ✔ Green
  - 43-1011.00 [First-Line Supervisors of Office and Administrative Support Workers](#) ●
  - 43-3051.00 [Payroll and Timekeeping Clerks](#)
  - 43-4161.00 [Human Resources Assistants, Except Payroll and Timekeeping](#)
  - 43-6011.00 [Executive Secretaries and Executive Administrative Assistants](#)
  - 43-9022.00 [Word Processors and Typists](#)
  - 43-9061.00 [Office Clerks, General](#) ●

Another useful website for identifying skills and experience from military service and converting these skills to a civilian O\*Net title is My Next Move for Veterans:  
<https://www.mynextmove.org/vets/>



MY NEXT MOVE **★ FOR ★ VETERANS**

o-net in-it HOME SEARCH INDUSTRIES MILITARY

Print Share

Try another search:  
 Army (MOS)

Your search matched the Army MOS code:  
**42A** Human Resources Specialist (Enlisted)

Showing 12 civilian careers similar to this code. These careers may require additional training, education, or experience.

Tasks in these careers match **most** duties of the military job:

★ Where in the Army?	Ready for a job?	Pay Grade	Bright Outlook	green	REGISTERED APPRENTICESHIP
★ <a href="#">Executive Secretaries &amp; Executive Administrative Assistants</a>	✓ First term	E3	•	•	•
★ <a href="#">Human Resources Assistants</a>	✓ First term	E3	•	•	•
★ <a href="#">Office Clerks, General</a>	✓ First term	E3	•	•	•
★ <a href="#">Word Processors &amp; Typists</a>	✓ First term	E4	•	•	•
★ <a href="#">Human Resources Specialists</a>	✚ First term plus prep	E4	•	•	•
★ <a href="#">First-Line Supervisors of Office &amp; Administrative Support Workers</a>	✚ First term plus prep	E5	•	•	•
★ <a href="#">Labor Relations Specialists</a>	✚ First term plus prep	E5	•	•	•
★ <a href="#">Human Resources Managers</a>	✚ Long term	E6	•	•	•



Once an **O\*Net Code** has been identified, it can be copied and pasted into OSOS. When copying and pasting into the **O\*Net Code** data field, be sure to delete the ( - ) that displays in the code. The **O\*Net Code** will automatically populate the **Job Title**. It is acceptable to keep the O\*Net title or enter a corresponding civilian or military Job. The screen below displays the O\*Net job title:

**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 >>

**Detail**

Job Title: Word Processors and Typists **Job Title** O\*Net Code: 43902200 **O\*Net Code**

Employer: United States Army include online  Start Date: 10/10/2004 End Date: 12/10/2005

Address: Fort Drum Supervisor: Phone: Ext:

City: Fort Drum Wage: \$ 26172.00 Yearly Hours/week: 40

State: New York Zip: Reason for Leaving:

Country: United States Job Duties: Performs personnel and administrative functions. Participates in occupational

Job Type: Military Branch: Army Rank: E4 MOS: 42A RR Event#: Event

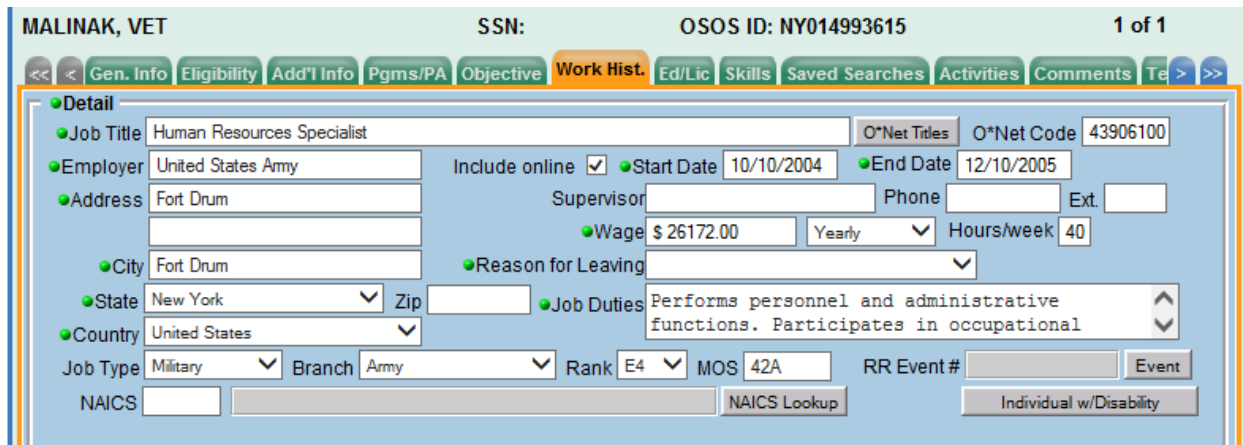
NAICS: NAICS Lookup Individual w/Disability

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Word Processors and Typists	United States Army	Fort Drum	10/10/2004	12/10/2005

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 screen below displays the customer's military job title with the same **O\*Net Code** as above:



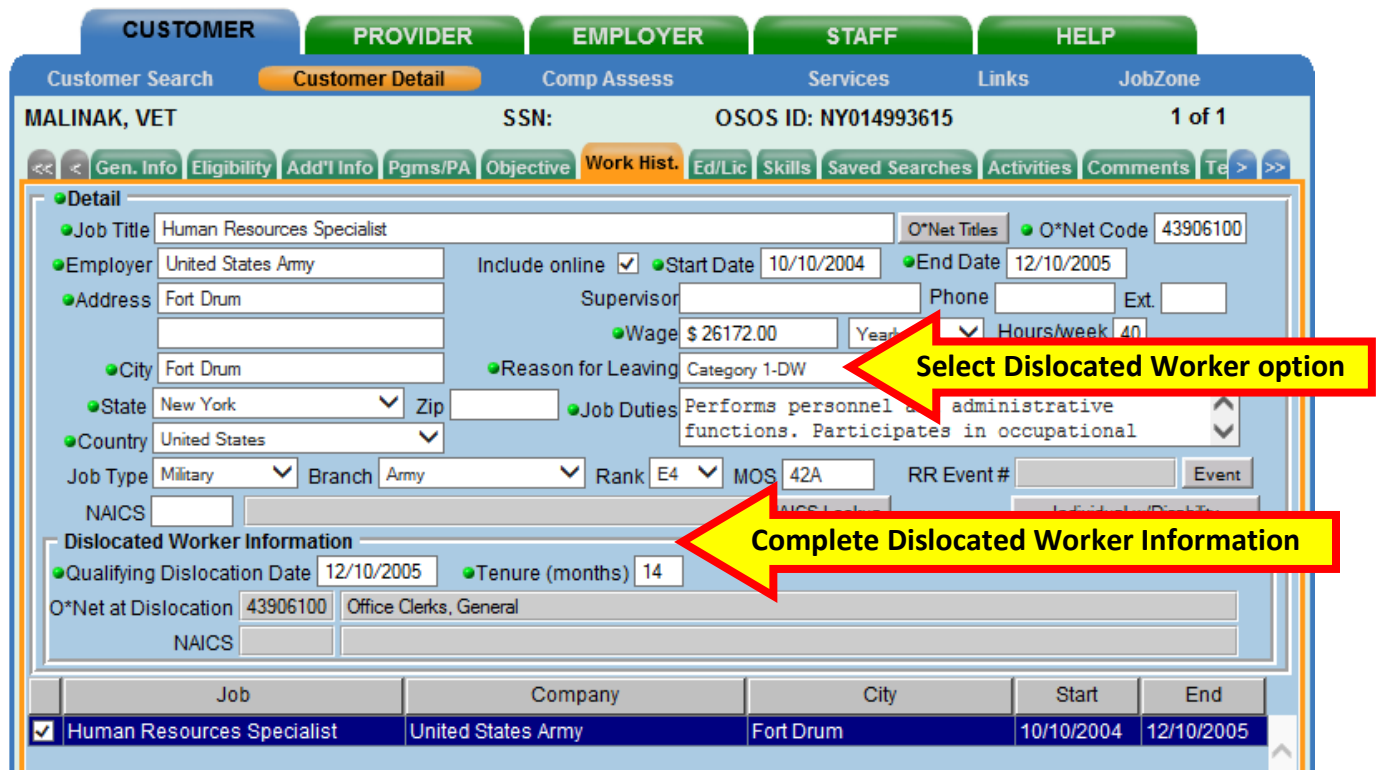
MALINAK, VET SSN: OSOS ID: NY014993615 1 of 1

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

**Detail**

- Job Title: Human Resources Specialist O\*Net Titles O\*Net Code 43906100
- Employer: United States Army Include online  Start Date 10/10/2004 End Date 12/10/2005
- Address: Fort Drum Supervisor: Phone: Ext:
- City: Fort Drum Wage: \$ 26172.00 Yearly Hours/week 40
- State: New York Reason for Leaving:
- Country: United States Job Duties: Performs personnel and administrative functions. Participates in occupational
- Job Type: Military Branch: Army Rank: E4 MOS: 42A RR Event # Event
- NAICS NAICS Lookup Individual w/Disability

Complete all the required fields in this tab, including the **Reason for Leaving** data field. If the veteran customer is profiled 50-100, likely to exhaust UI benefits, and/or collecting benefits on a UCX claim, then the **Reason for Leaving** must be recorded as "Category 1-DW". This will provide access to the **Dislocated Worker Information** section. Complete the **Dislocated Worker Information** section using the veteran customer's military separation date as the **Qualifying Dislocation Date** and calculate the **Tenure (months)**. The **O\*Net at Dislocation** data fields will automatically populate from the title and code selected above.



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: Human Resources Specialist O\*Net Titles O\*Net Code 43906100
- Employer: United States Army Include online  Start Date 10/10/2004 End Date 12/10/2005
- Address: Fort Drum Supervisor: Phone: Ext:
- City: Fort Drum Wage: \$ 26172.00 Yearly Hours/week 40
- State: New York Reason for Leaving: Category 1-DW
- Country: United States Job Duties: Performs personnel and administrative functions. Participates in occupational
- Job Type: Military Branch: Army Rank: E4 MOS: 42A RR Event # Event
- NAICS NAICS Lookup Individual w/Disability

**Dislocated Worker Information**

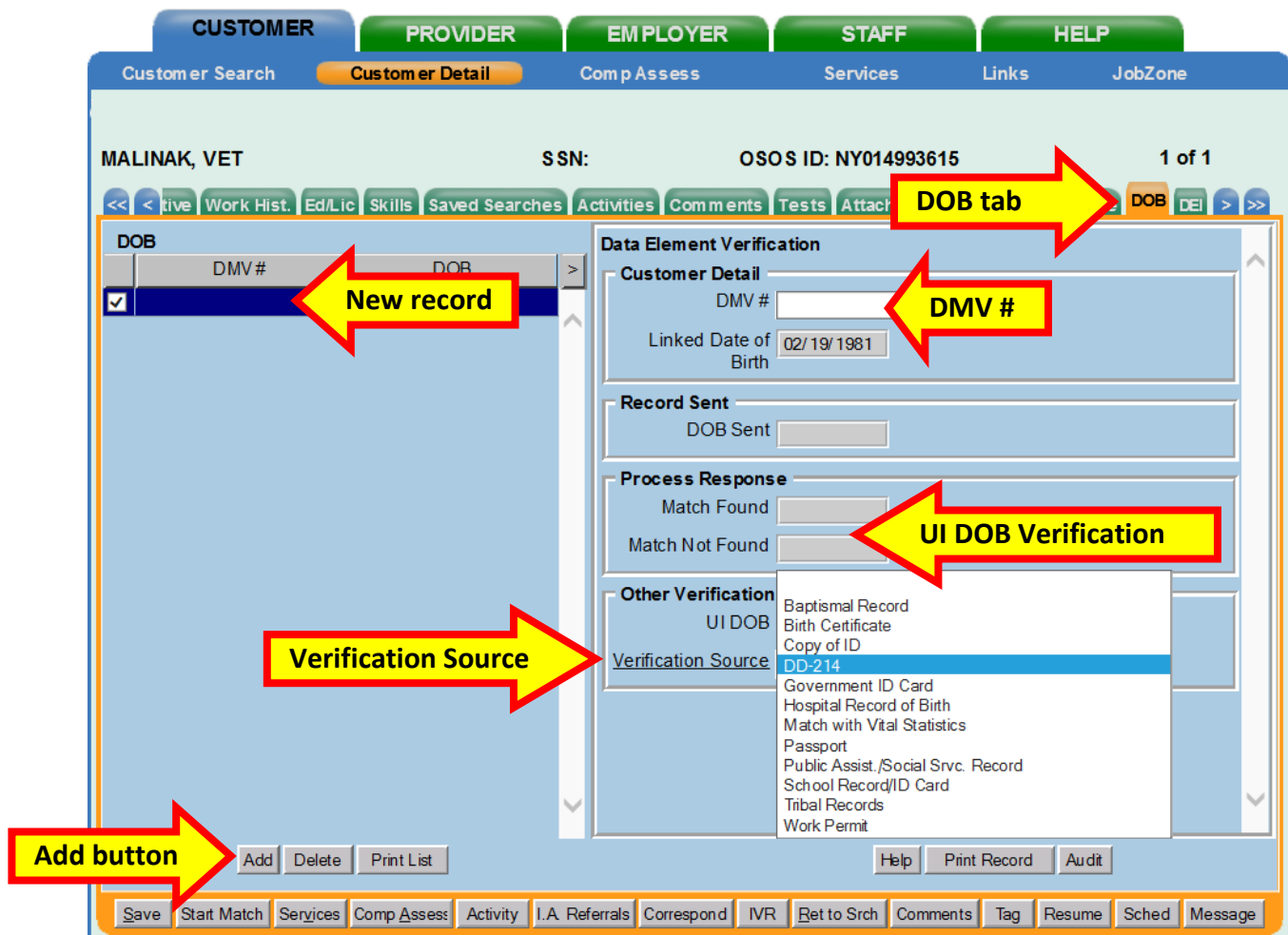
- Qualifying Dislocation Date: 12/10/2005 Tenure (months): 14
- O\*Net at Dislocation: 43906100 Office Clerks, General
- NAICS

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Human Resources Specialist	United States Army	Fort Drum	10/10/2004	12/10/2005

## DOB TAB

Per WIOA guidelines, date of birth must be verified. In the **DOB** tab, the veteran customer's date of birth will populate from the **General Information** tab. If the veteran 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 veteran customer's DOB is not verified through UI. Click the **Add** button to access the **Data Element Verification (DEV)** 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 a customer named MALINAK, VET. The system shows the following details:

- Customer Information:** MALINAK, VET, SSN: [redacted], OSOS ID: NY014993615, 1 of 1.
- Navigation:** CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP. Sub-navigation: Customer Search, Customer Detail, Comp Assess, Services, Links, JobZone.
- DOB Tab:** MALINAK, VET, SSN: [redacted], OSOS ID: NY014993615, 1 of 1.
- Data Element Verification (DEV) Section:**
  - Customer Detail:** DMV # [input field], Linked Date of Birth: 02/19/1981.
  - Record Sent:** DOB Sent [input field].
  - Process Response:** Match Found [input field], Match Not Found [input field].
  - Other Verification:**
    - UI DOB
    - Verification Source: DD-214 (selected), Government ID Card, Hospital Record of Birth, Match with Vital Statistics, Passport, Public Assist./Social Srvc. Record, School Record/ID Card, Tribal Records, Work Permit.
- Buttons:** Add, Delete, Print List, Help, Print Record, Audit.
- Bottom Bar:** Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, Message.

## COMPREHENSIVE ASSESSMENT

To record additional DVOP eligibility criteria in OSOS, staff will need access to the Comprehensive Assessment window in OSOS. When any information is entered into the Comp Assess section, all required data fields (as indicated by a green dot) must be completed to save the record. The tabs within the Comp Assess window that require data entry are:

- Employment
- Education
- Family
- Housing

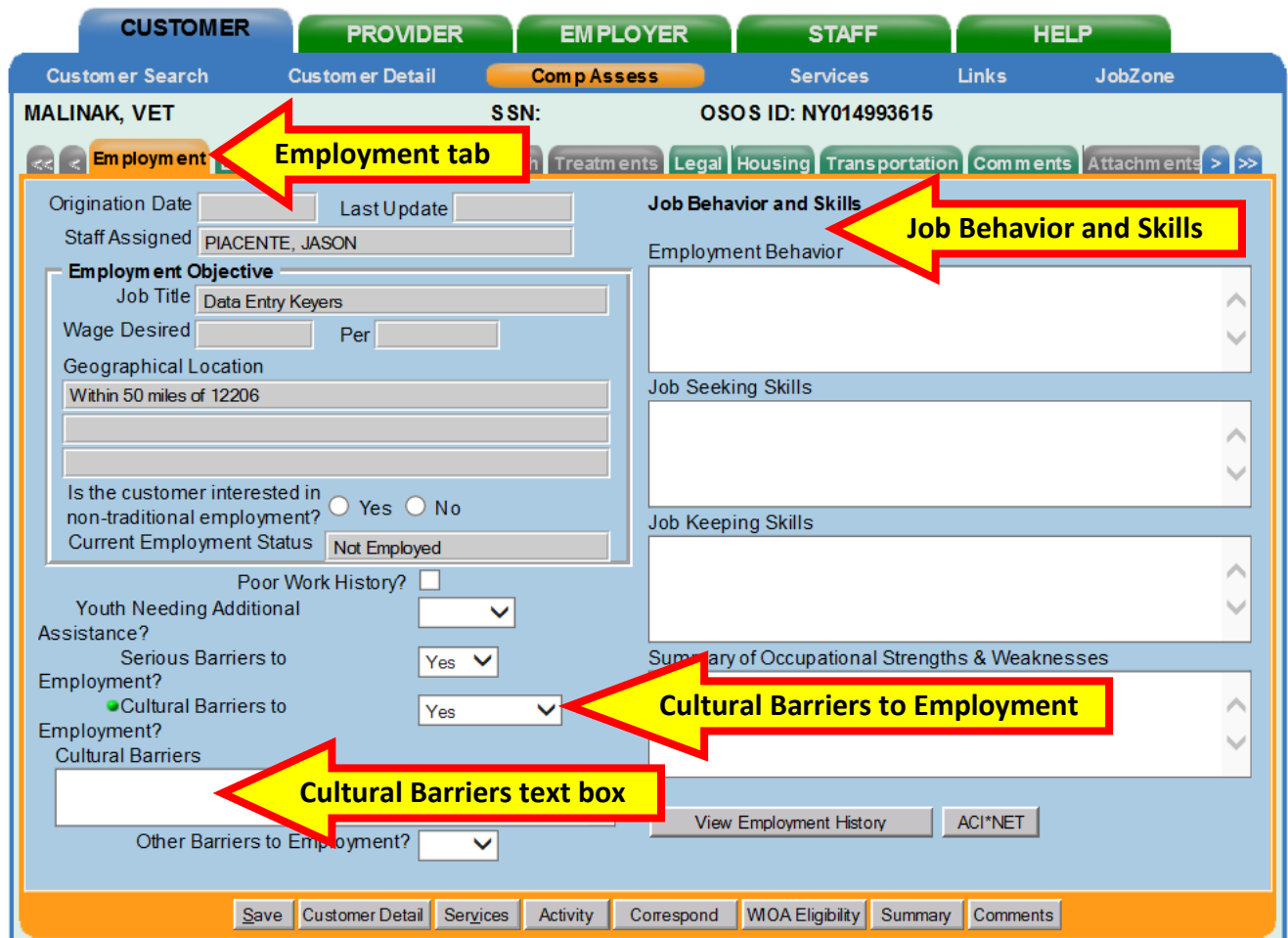


Note: Not all tabs within the **Comp Assess** window are required to be completed. The **Health** and **Treatment** tabs are inaccessible and require no data entry. The **Legal** and **Transportation** tabs have no required data fields, but staff should record available information in these tabs as appropriate. And although the **Financial** tab is accessible, staff must not enter any information into this tab.

## EMPLOYMENT TAB

The **Employment** tab contains one required (green dot) data field. Record if the customer has any **Cultural Barriers to Employment**. WIOA defines a cultural barrier as having attitudes, beliefs, customs, or practices that may make it hard for an individual to find work. If the customer explains the cultural barrier indicate this in the **Cultural Barriers** text box.

The **Employment Objective** section will be pre-populated with the information already recorded in the **Objective** tab within the **Customer Detail** window. Complete the **Job Behavior and Skills** section with any available information. Indicate if the customer has any **Serious Barriers to Employment** and explain in the Customer Detail **Comments** tab.



The screenshot displays the OSOS system interface for a customer named MALINAK, VET. The interface includes a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The main content area shows the Employment tab selected, with a red arrow pointing to it. The Employment tab contains several sections:

- Employment Objective:** Includes fields for Job Title (Data Entry Keyers), Wage Desired, and Geographical Location (Within 50 miles of 12206).
- Job Behavior and Skills:** Includes sections for Employment Behavior, Job Seeking Skills, Job Keeping Skills, and Summary of Occupational Strengths & Weaknesses. A red arrow points to this section.
- Cultural Barriers to Employment:** A dropdown menu is set to "Yes". A red arrow points to this dropdown.
- Cultural Barriers text box:** A text input field for describing cultural barriers. A red arrow points to this field.

Other fields include Origination Date, Last Update, Staff Assigned (PIACENTE, JASON), and Current Employment Status (Not Employed). The interface also includes a "View Employment History" button and an "ACI\*NET" button.



## EDUCATION TAB

The **Education** tab contains two required (green dot) data fields in the **Math & Reading** section. In the **Basic Skills Deficient/Low Levels of Literacy** field, choose an option from the drop-down list. In the **English Language Learner** field, choose "Yes" or "No" from the drop-down list.

**Education** and **Current School Status** in the **Education Completed** section will be pre-filled with the information entered in the **Education & Employment** section of the **Gen. Info** tab of the **Customer Detail** window.

If the customer discloses a learning disability (the check box in **the Disability Info** section of the **Eligibility** tab is marked), then the check box next to **Any indication of learning disabilities?** will be automatically marked.

Lastly, fill in any **Training Information** in the five text boxes on the right, if applicable.

The screenshot displays the OSOS system interface for customer MALINAK, JET. The interface includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The Education tab is selected, showing fields for Math & Reading, Education Completed, and Learning Disabilities. Training Information fields are also visible.

**Education tab** (yellow arrow pointing to the Education tab)

**Math & Reading** (yellow arrow pointing to the Math & Reading section)

**Training Information** (yellow arrow pointing to the Training Information section)

**Learning Disabilities** (yellow arrow pointing to the Learning Disabilities section)

Customer: MALINAK, JET  
SSN: [REDACTED]  
OSOS ID: NY014993615

Navigation: Customer Search, Customer Detail, **Comp Assess**, Services, Links, JobZone

Sub-tabs: Education, Financial, Family, Health, Treatments, Legal, Housing, Transportation, Comments, Attachments

**Math & Reading**

- Basic Skills Deficient/Low Levels of Literacy: No
- English Language Learner: Yes - Basic Skills Deficient

**Education Completed**

Education: HS grad or Disabled w/ Cert./IEP  
Current School Status: Not Attending School, Secondary School

Customer below appropriate grade level?

Pell Grant Recipient?

Award Amount: [REDACTED]

Any indication of learning disabilities?

Learning Disabilities: [REDACTED]

**Training Information**

- Training Completed: [REDACTED]
- Training in Progress: [REDACTED]
- Job-Related Interests: [REDACTED]
- Job-Related Attitudes: [REDACTED]
- Training Needs: [REDACTED]

Buttons: Save, Customer Detail, Services, Activity, Correspond, WOA Eligibility, Summary, Comments



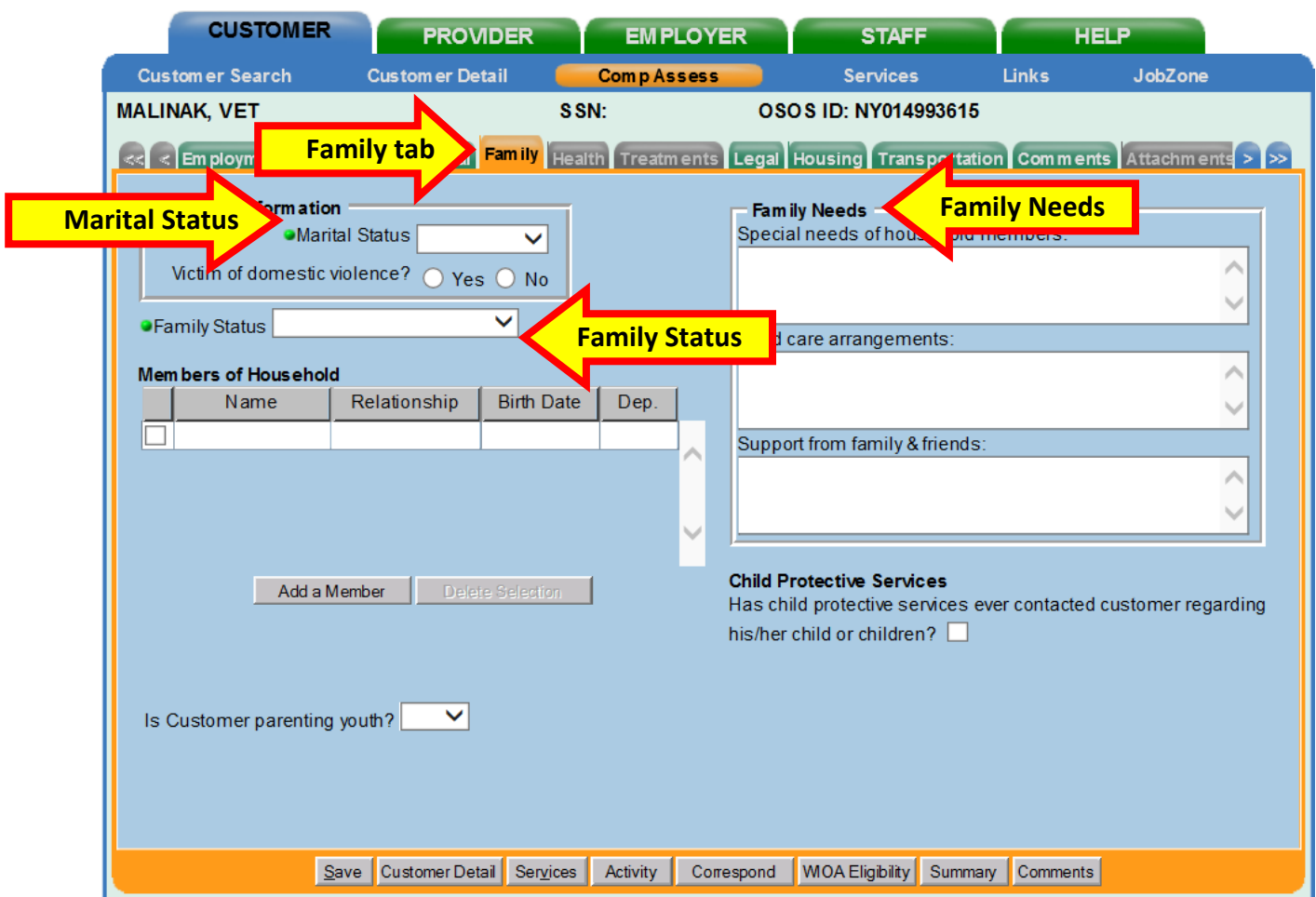
## FAMILY TAB

The **Family** tab contains two required (green dot) data fields. Choose an option from the drop-down list next to **Marital Status** in the **Personal Information** section.

Choose an option from the drop-down list next to the **Family Status** field. Choose "Not Disclosed" if the customer chooses not to disclose this information.

List **Members of Household** if the customer chooses to disclose this information.

Lastly, enter any relevant information in the three text boxes in the **Family Needs** section.



The screenshot shows the OSOS interface for a customer named MALINAK, VET. The 'Family' tab is selected, highlighted by a red arrow labeled 'Family tab'. In the 'Personal Information' section, the 'Marital Status' dropdown menu is highlighted by a red arrow labeled 'Marital Status'. Below it, the 'Family Status' dropdown menu is highlighted by a red arrow labeled 'Family Status'. The 'Members of Household' table is visible, with an 'Add a Member' button below it. On the right side, the 'Family Needs' section contains three text input boxes, with the top one highlighted by a red arrow labeled 'Family Needs'. At the bottom, there are buttons for 'Save', 'Customer Detail', 'Services', 'Activity', 'Correspond', 'WMOA Eligibility', 'Summary', and 'Comments'.

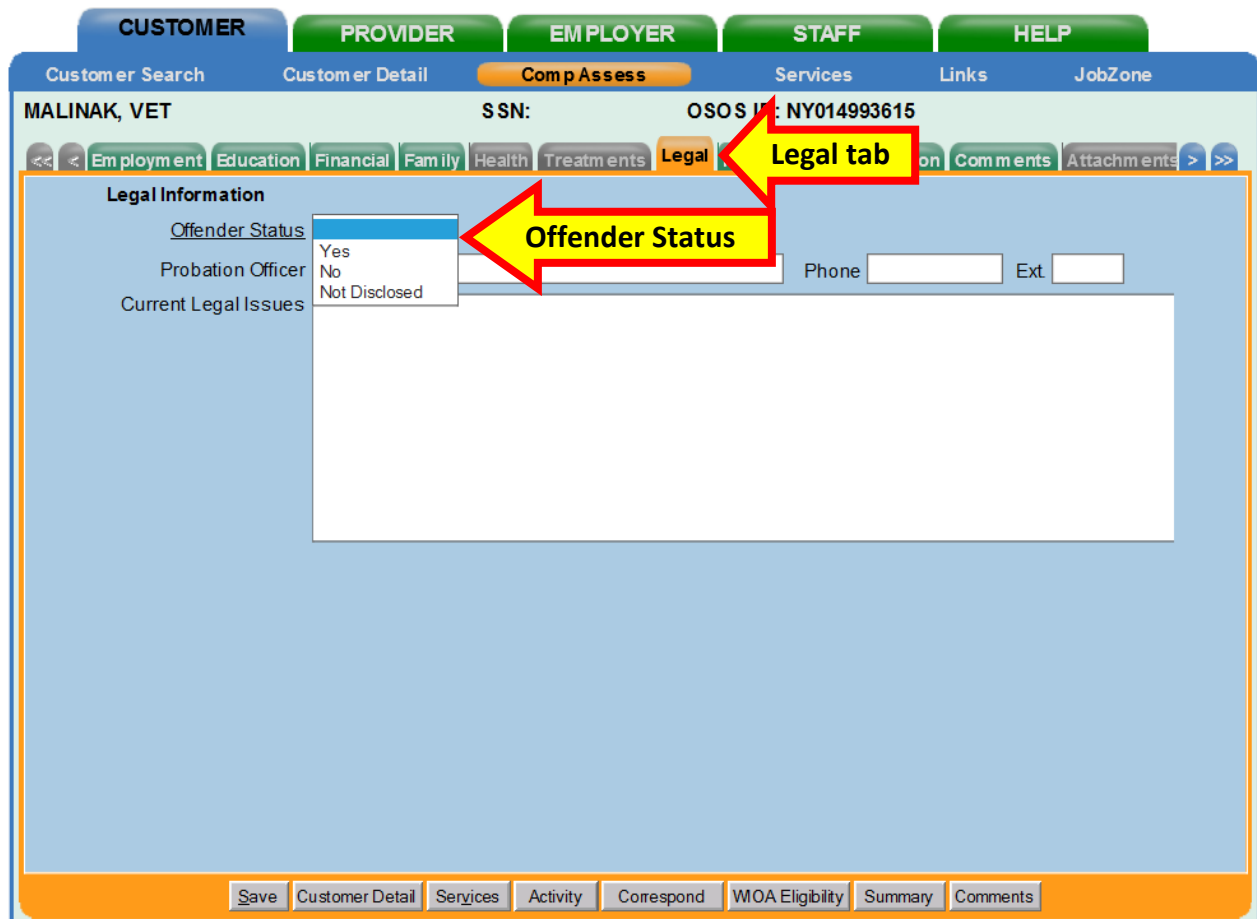
## LEGAL TAB

The **Legal** tab contains no required (green dot) data fields. However, it does contain fields relevant to DVOP eligibility. Record if the customer is an ex-offender in the **Legal** tab. WIOA defines an offender as an individual who has been subject to any stage of the criminal justice process, individuals who need help overcoming barriers to employment resulting from a record of arrest or conviction for crimes against persons or property, status offenses, or other crimes. A prior conviction can be a barrier to securing employment and indicate a need to provide additional services.

Choose "Yes", "No", or "Not Disclosed" in the drop-down list next to **Offender Status**.

The **Probation Officer** contact and **Current Legal Issues** data fields are not required however; these fields can be helpful to staff working with another agency to assist the customer with securing employment.

Record relevant comments in the Customer Detail **Comments** tab, such as when the conviction occurred, and whether the customer has work restrictions. Comments should be specific to job search restrictions and work restrictions only.

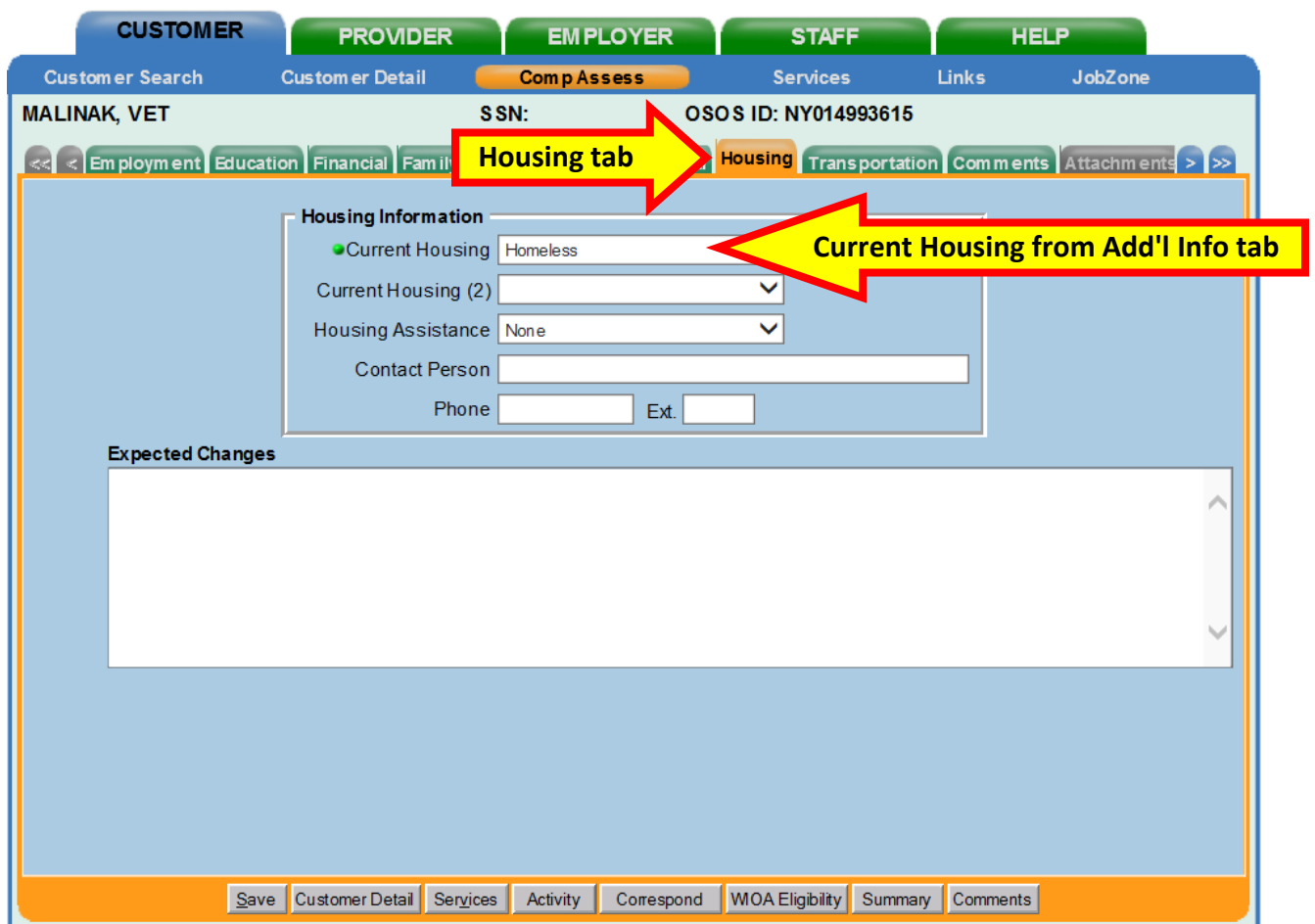


The screenshot displays the OSOS system interface for a customer named MALINAK, VET. The interface includes a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this is a sub-navigation bar with tabs for Customer Search, Customer Detail, Comp Assess, Services, Links, and JobZone. The main content area shows the Legal Information section with a dropdown menu for Offender Status (Yes, No, Not Disclosed) and fields for Probation Officer, Current Legal Issues, Phone, and Ext. Red arrows point to the 'Legal tab' and 'Offender Status' fields.

## HOUSING TAB

The **Housing** tab contains one required (green dot) data field. The **Current Housing** will automatically populate with data from the **Current Housing** listed in the **Additional Information** tab in the **Customer Detail** window. Update and add any additional information into the data fields.

If **Housing Assistance** is needed, enter "Other" in this section. A best practice is to add the current date in the **Expected Changes** section when updating this tab.



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

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

MALINAK, VET SSN: OSOS ID: NY014993615

Employment Education Financial Family **Housing tab** Housing Transportation Comments Attachments

**Housing Information**

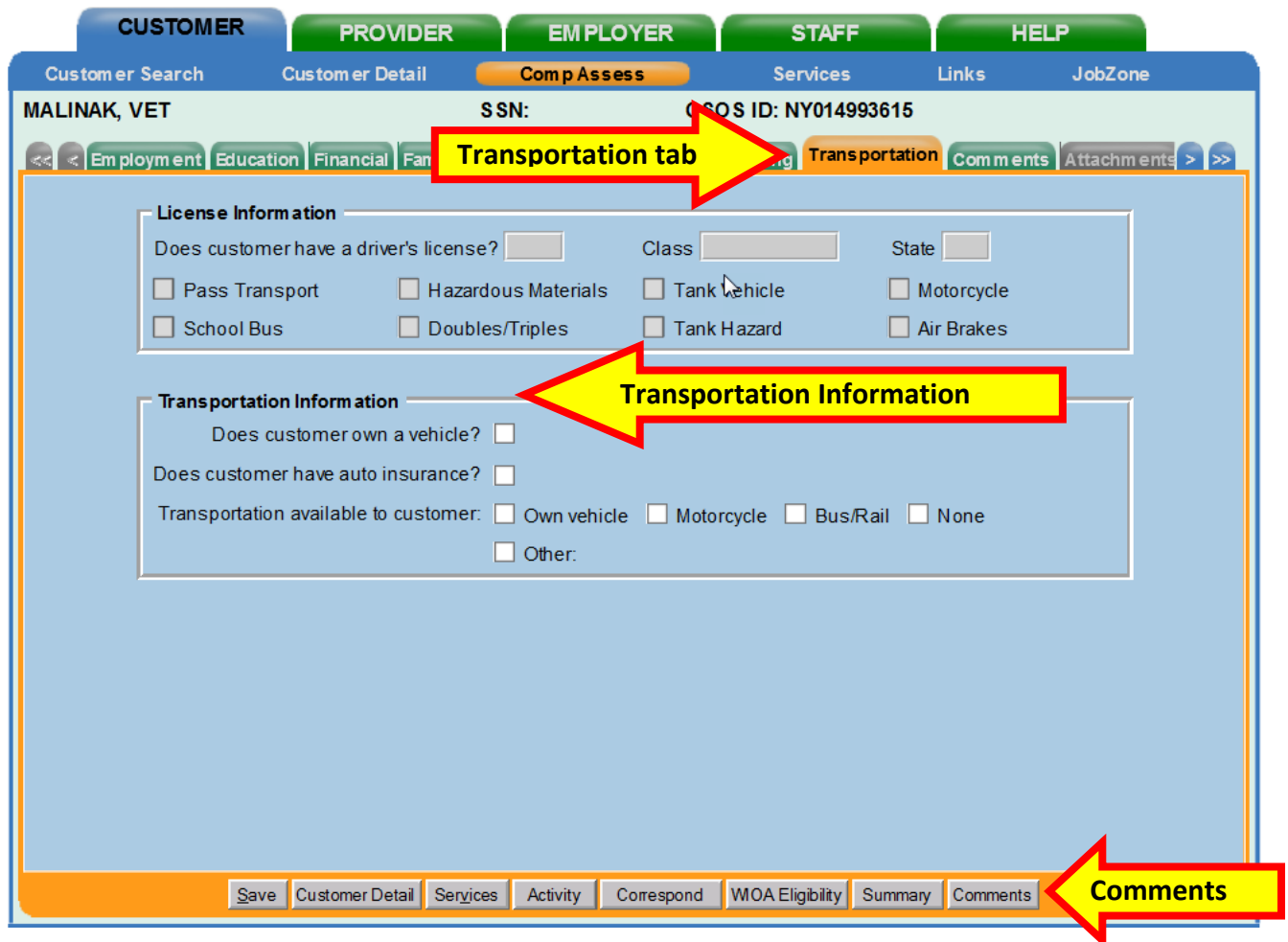
- Current Housing Homeless
- Current Housing (2) [Dropdown]
- Housing Assistance None [Dropdown]
- Contact Person [Text Field]
- Phone [Text Field] Ext. [Text Field]

**Expected Changes**

Save Customer Detail Services Activity Correspond MOA Eligibility Summary Comments

## TRANSPORTATION TAB

The **Transportation** tab contains no required (green dot) data fields. However, it is important to record applicable **Transportation Information** to identify if the customer can access services and obtain employment. Check any boxes that apply and record relevant comments in the Customer Detail **Comments** tab.



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

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

MALINAK, VET SSN: OSOS ID: NY014993615

<< < Employment Education Financial Family **Transportation tab** Transportation Comments Attachments > >>

**License Information**

Does customer have a driver's license?  Class  State

Pass Transport  Hazardous Materials  Tank Vehicle  Motorcycle

School Bus  Doubles/Triples  Tank Hazard  Air Brakes

**Transportation Information**

Does customer own a vehicle?

Does customer have auto insurance?

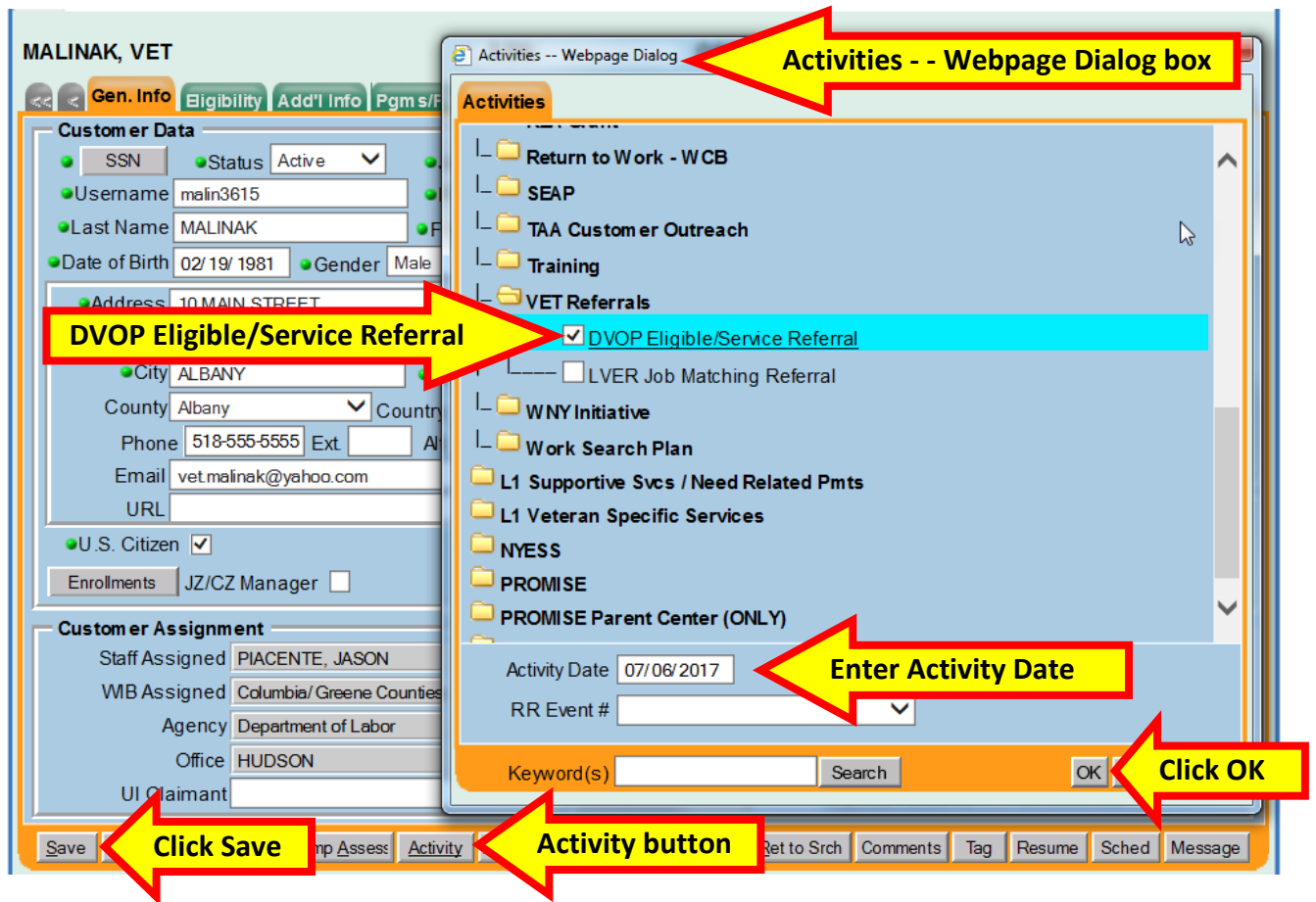
Transportation available to customer:  Own vehicle  Motorcycle  Bus/Rail  None

Other:

Save Customer Detail Services Activity Correspond MOA Eligibility Summary **Comments**

## RECORDING ACTIVITIES AND COMMENTS

If the customer is determined eligible for DVOP services, the DVOP referral activity must be recorded. Click the **Activity** button to access the **Activities - - Webpage Dialog** box. Click the **L1- State Specific** folder and then the **VET Referrals** folder to select the **DVOP Eligible/Service Referral**. Enter the date that the activity was provided and click the **OK** button and then the **Save** button.



**Activities - - Webpage Dialog box**

**DVOP Eligible/Service Referral**

**Enter Activity Date**

**Click OK**

**Click Save**

**Activity button**

This is a sample of the recorded activity:

Activity	Activity Date	Office	Staff	Employer	Job ID	SA	FA
<input type="checkbox"/> New Job Seeker - Staff Assisted	07/03/2017	NY9999	PIACENTE, JASON				No
<input checked="" type="checkbox"/> DVOP Eligible/Service Referral	07/06/2017	NY9999	PIACENTE, JASON				

Record a **Comment** detailing the activity and click both **Save** buttons:

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 > >>

Created	Staff Assigned	Comments
<input checked="" type="checkbox"/> 07/06/2017	PIACENTE, JASON	Completed MSQ with veteran customer. Veteran determined DVOP eligible due meeting the low-income eligibility criteria.

**Edit Comment**

Completed MSQ with veteran customer. Veteran determined DVOP eligible due meeting the low-income eligibility criteria.

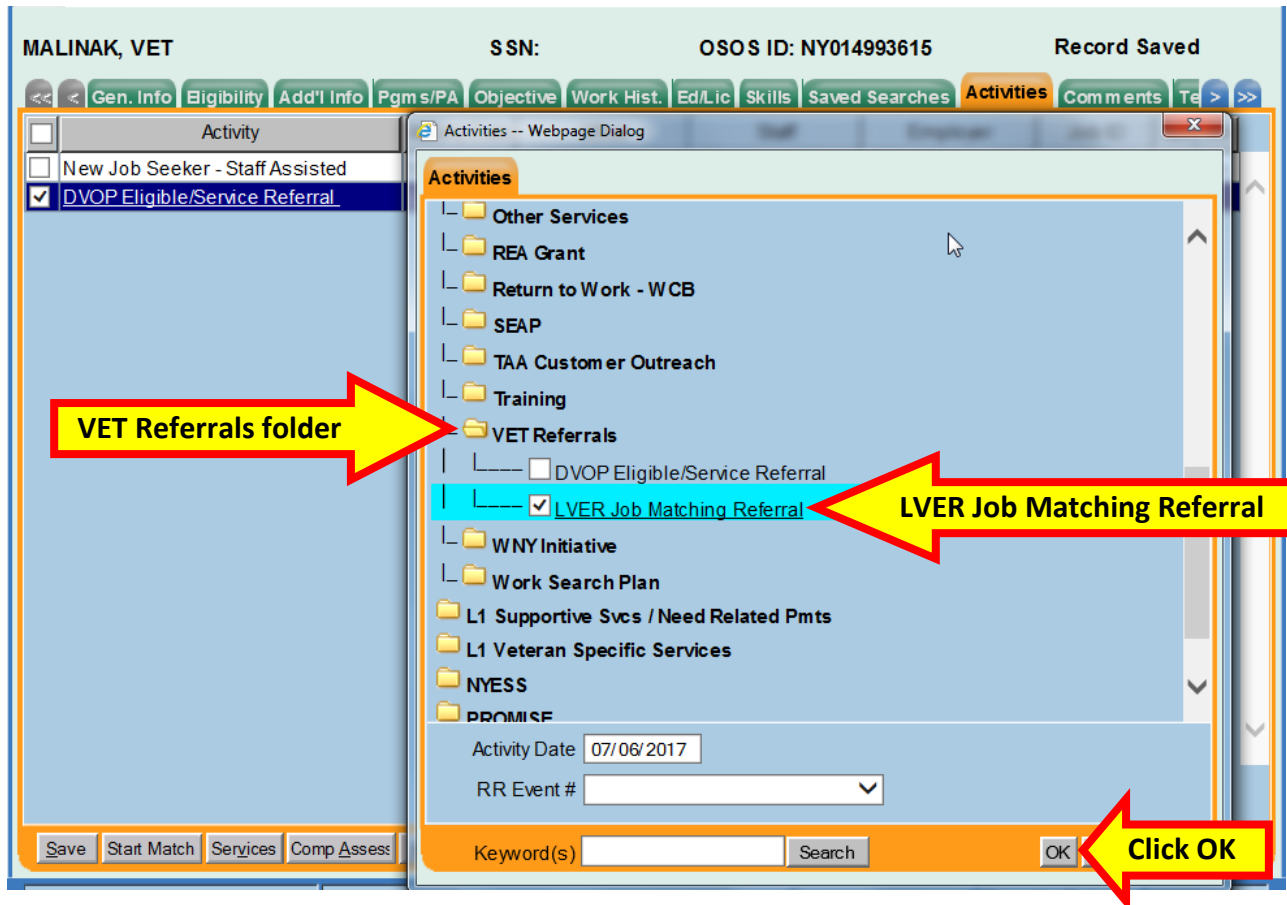
Save   Spell Check   Cancel

Edit Comment   Delete Comment   Print Comments

Save   **Click Save**   Assess   Activity   I.A. Referrals   Correspond   IVR   Ret to Srch   Comments   **Comments button**

After determining a veteran is ready for job referrals, staff will record the **LVER Job Matching Referral** activity. This activity should be recorded after each subsequent appointment with a veteran customer that is Job Search Ready.

If a customer's eligible veteran status changes, e.g., they were previously incorrectly identified as a veteran, Career Center staff should notify the LVER to remove that customer from their caseload and record a supporting comment.



MALINAK, VET      SSN:      OSOS ID: NY014993615      Record Saved

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

Activity

- New Job Seeker - Staff Assisted
- DVOP Eligible/Service Referral

**VET Referrals folder**

**LVER Job Matching Referral**

**Click OK**

Activities -- Webpage Dialog

**Activities**

- Other Services
- REA Grant
- Return to Work - WCB
- SEAP
- TAA Customer Outreach
- Training
- VET Referrals
  - DVOP Eligible/Service Referral
  - LVER Job Matching Referral
- WNY Initiative
- Work Search Plan
- L1 Supportive Svcs / Need Related Pmts
- L1 Veteran Specific Services
- NYESS
- PROMISE

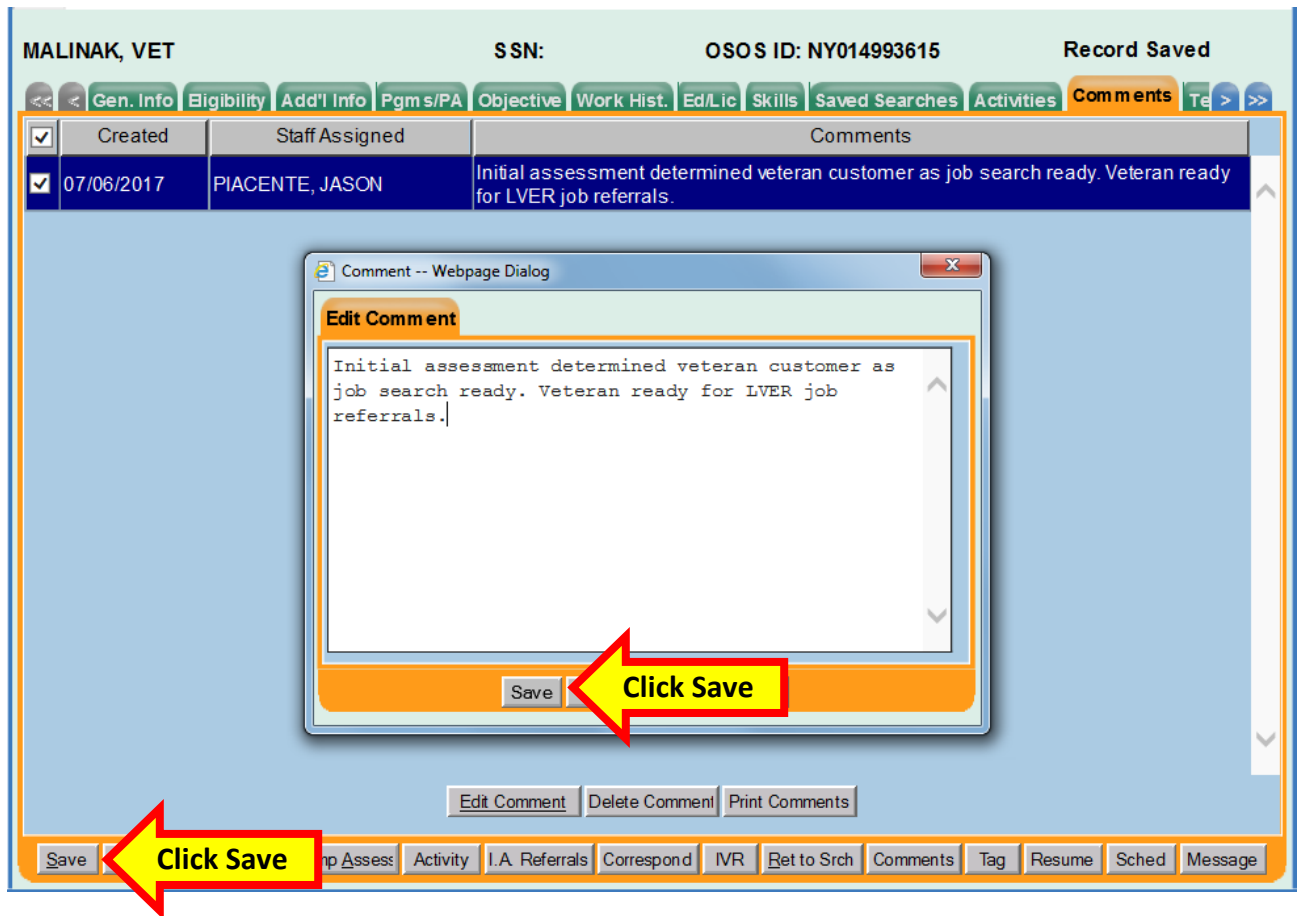
Activity Date 07/06/2017

RR Event #

Save   Start Match   Services   Comp Assess

Keyword(s)   Search   OK

Record a **Comment** detailing the activity and click both **Save** buttons:



The screenshot displays the OSOS interface for a veteran's profile. At the top, the name 'MALINAK, VET' is shown, along with 'SSN:' and 'OSOS ID: NY014993615'. A 'Record Saved' status is visible in the top right. Below this is a navigation bar with tabs for 'Gen. Info', 'Eligibility', 'Add'l Info', 'Pgms/PA', 'Objective', 'Work Hist.', 'Ed/Lic', 'Skills', 'Saved Searches', 'Activities', and 'Comments'. The 'Comments' tab is active, showing a table with columns for 'Created', 'Staff Assigned', and 'Comments'. A single entry is visible with the date '07/06/2017' and staff member 'PIACENTE, JASON'. The comment text reads: 'Initial assessment determined veteran customer as job search ready. Veteran ready for LVER job referrals.' Below the table, a 'Comment -- Webpage Dialog' window is open, titled 'Edit Comment'. It contains a text area with the same comment text and a 'Save' button. A red arrow points to this 'Save' button with the text 'Click Save'. At the bottom of the dialog, there are buttons for 'Edit Comment', 'Delete Comment', and 'Print Comments'. Below the dialog, a main 'Save' button is also highlighted with a red arrow and the text 'Click Save'. The bottom navigation bar includes buttons for 'Save', 'Assess', 'Activity', 'I.A. Referrals', 'Correspond', 'IVR', 'Ret to Srch', 'Comments', 'Tag', 'Resume', 'Schd', and 'Message'.





## **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](mailto:help.osos@labor.ny.gov)*

*Veterans' Program - Terms and Definitions*

*Veteran Career Center Service Guide*

*TA 16-1 Poverty Income and Lower Living Standard Income Level Guidelines*

*Coast Guard Rating OSOS Conversion Chart*