

# 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 service in active duty in the United Sates Armed Forces and was separated with any discharge type except dishonorable and who service 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 NYSDOL Career Center Services for Veterans and Eligible Persons <https://dol.ny.gov/system/files/documents/2022/10/nysdol-career-center-service-for-veteran-and-eligible-persons.pdf> for more information about priority of service and serving veteran customers.

## OSOS DATA ENTRY

### GENERAL INFO TAB

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

Record or review the customer's **Education Level**. This information may be located on a Career Center registration form or already in OSOS if the customer is scheduled based on an Unemployment Insurance claim. Always verify if existing information is correct.

Be sure to include an email address and revise the **Customer Assignment** section to reflect which staff and office is primarily providing service.

**CUSTOMER** PROVIDER EMPLOYER STAFF HELP ADMIN

Customer Search **Customer Detail** Logout

Test, Jamie SSN: OSOS ID: NY016787988 1 of 1

General Info Eligibility Add'l Info Resume Data Planning Comp Assess Programs Outcomes Saved Searches Services Tests

**Customer Info**

**Customer Data**

\*SSN: Active \*Status: Active \*Job Seeker: Active \*Ethnic Heritage and Language: [Blank]

\*Username: TestJamie \*Password: Test1234

\*Last Name: Test \*First Name: Jamie

\*Date of Birth: 05/21/1990 \*Gender: Female \*Portfolio Level: JobZone Adult

\*Address 1: 1234 No Street 123

Address 2: [Blank]

\*City: NoWhere \*State: New York

\*ZIP Code: 12345 County: Chemung Country: United States Metro: [Blank]

Phone: 123-456-7890 Ext. [Blank] Alt. Phone: [Blank] Ext. [Blank] Fax: [Blank]

Email: testjamie@mailinator.com

Enrollments: JZ/CZ Manager: No Add to Case Load

**Education**

**Education & Employment**

\*Education Level: 12 Grade - HS Graduate

\*School Status: Not Attending School; Secondary School Graduate/Equivalent

\*Employment Status: Not Employed

Underemployed [Blank] Long Term Unemployed [Blank]

**Citizenship**

\*U.S. Citizen:

**Contact Preferences**

Use Postal  Pri. Phone  Alt. Phone  Fax

Email

**Customer Assignment**

Staff Assigned: MANG, TAMARA

Agency: Department of Labor GER LAKES WORKS CAREER CENTER Change Office

UI Claimant: [Blank]

Registered: 05/20/2022 Origin: [Blank] Profiled: [Blank] Profiled Date: [Blank]

Internet Resume  Confidential Work Search Record

Save Start Match |M| Activity |A| I.A. Referrals |R| Correspond IVR Links |L| Get To Srch Q

Comments Tag Schedule WIOA Eligibility |W| Summary |U| JobZone Reload Custom

## ELIGIBILITY TAB

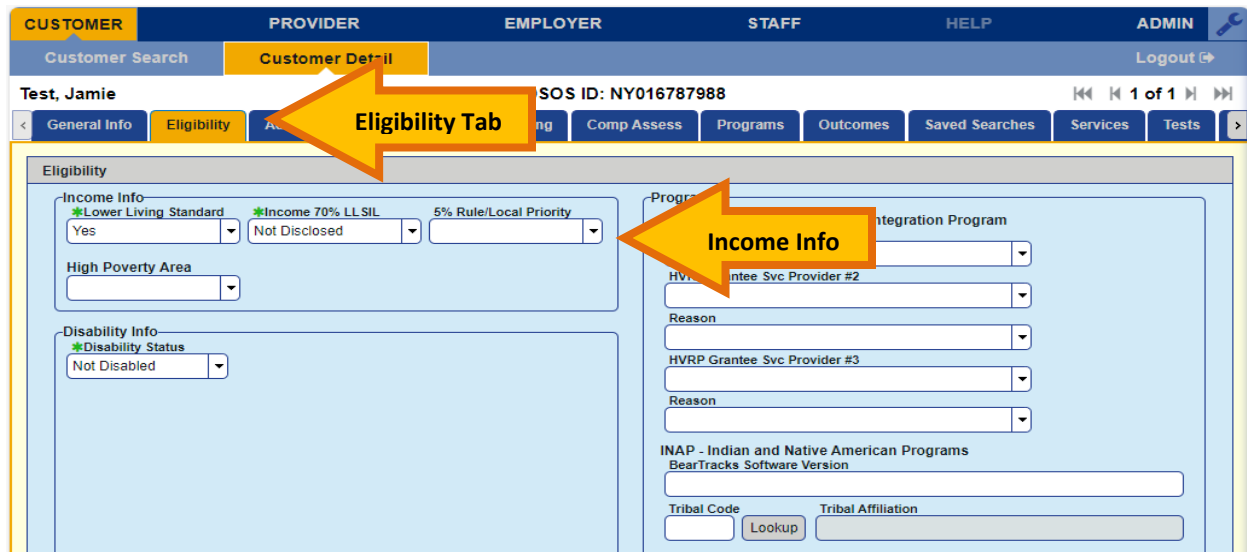
Complete the **Income Info** section to record the customer's low-income eligibility for Disabled Veterans' Outreach Program (DVOP) and other Career Center Services.

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 under Income Eligibility Guidelines [https://dol.ny.gov/workforce-professionals-tools?f%5B0%5D=filter\\_term%3A801](https://dol.ny.gov/workforce-professionals-tools?f%5B0%5D=filter_term%3A801) section of the NYSDOL website. If the customer is determined low-income, select "Yes" from either the **Lower Living Standard** (Poverty Guidelines) or the **Income 70% LLSIL** (LLSIL Guidelines) drop-down, depending on which standard the determination was based on.

Do not select Yes in both Low-Income fields.

Refer to the Veterans' Program Terms and Definitions

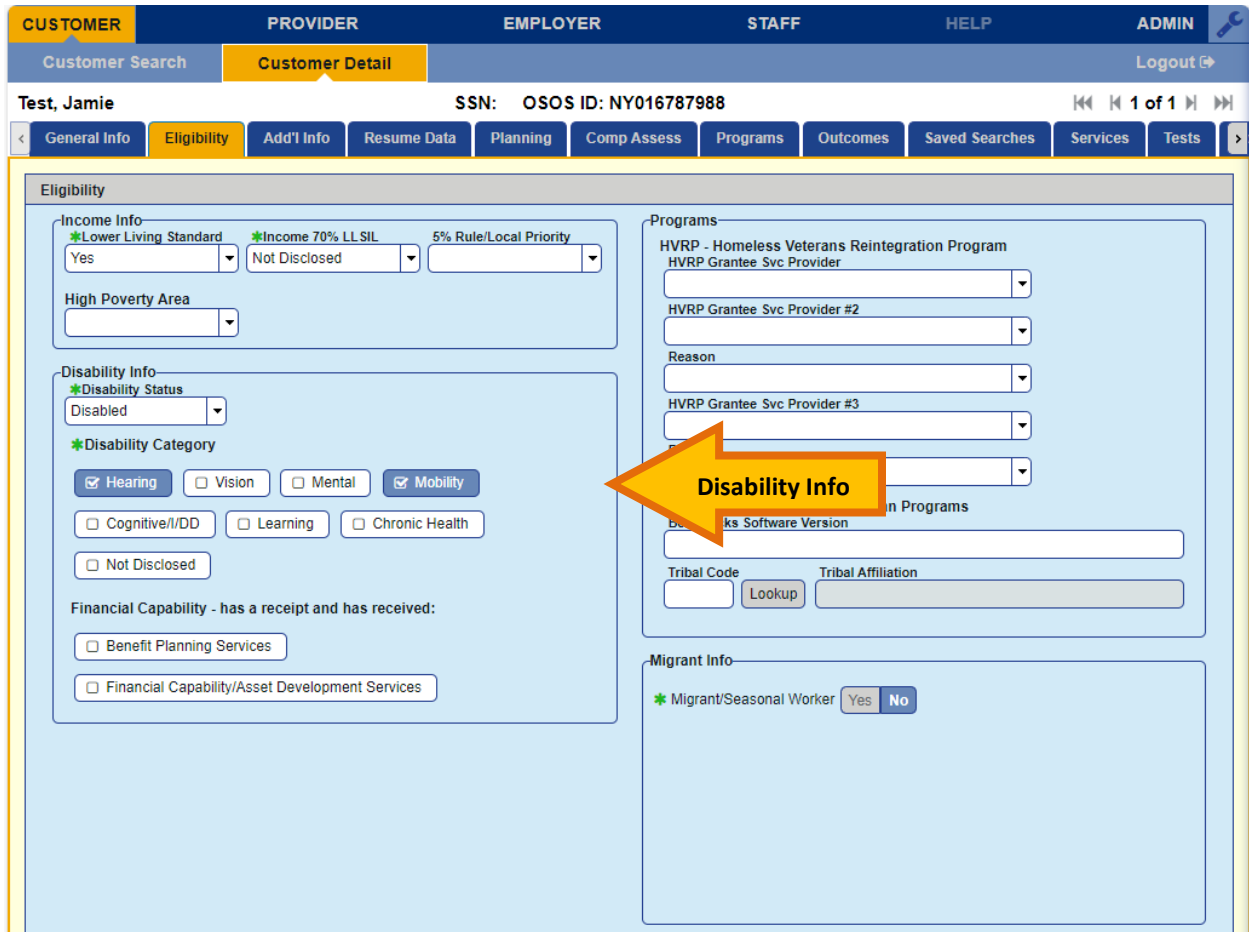
[https://dol.ny.gov/system/files/documents/2023/10/vp-terms-and-definitions\\_1.pdf](https://dol.ny.gov/system/files/documents/2023/10/vp-terms-and-definitions_1.pdf) resources document for the definition of a "Low-Income Veteran".



The screenshot shows the OSOS Customer Detail page for Jamie Test (SOS ID: NY016787988). The 'Eligibility' tab is selected, as indicated by an orange arrow labeled 'Eligibility Tab'. The 'Income Info' section is highlighted with an orange arrow labeled 'Income Info'. This section includes dropdown menus for 'Lower Living Standard' (set to 'Yes'), 'Income 70% LLSIL' (set to 'Not Disclosed'), and '5% Rule/Local Priority'. Other fields include 'High Poverty Area', 'Disability Status' (set to 'Not Disabled'), and 'Integration Program' with sub-sections for HVRP and INAP.

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 this, select "Not Disclosed".

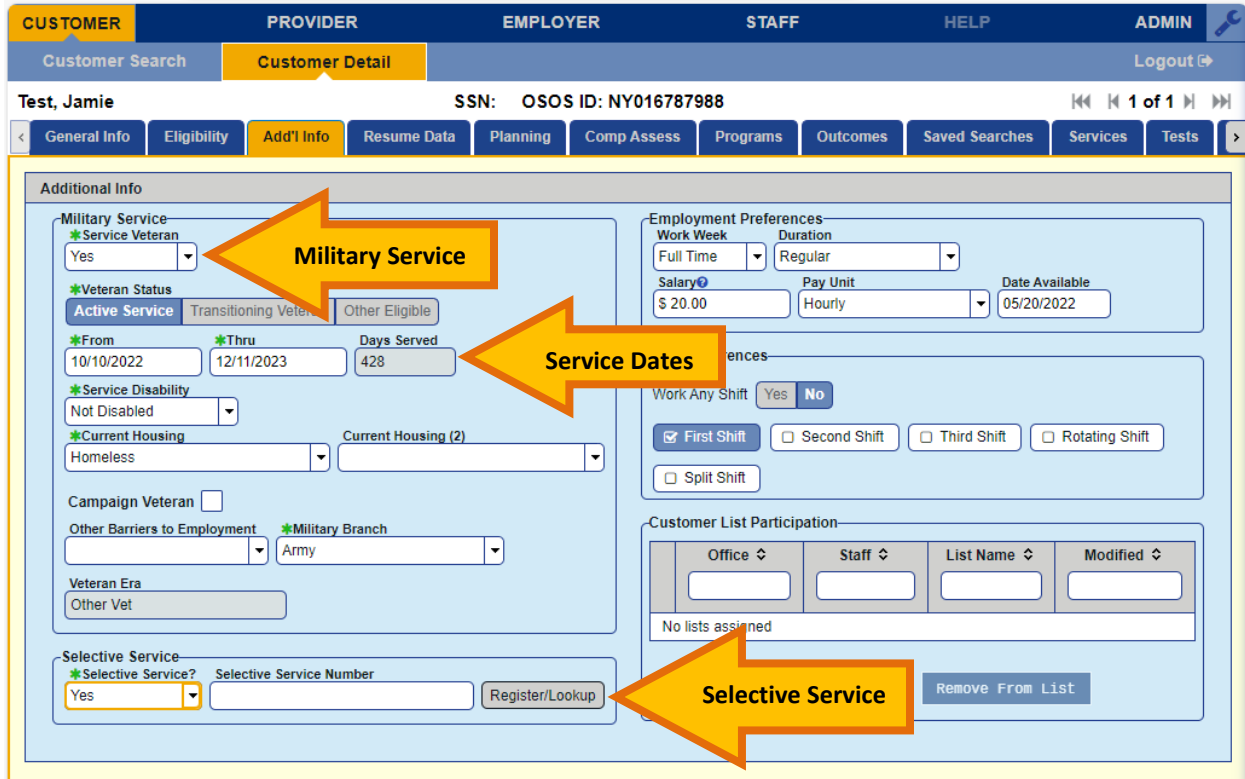


## ADDITIONAL INFO TAB

**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** button. When the **Active Service** 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 'Customer Detail' page for 'Test, Jamie' (SSN: OSOS ID: NY016787988). The 'Add'l Info' tab is selected, showing the following sections:

- Military Service:** Includes 'Service Veteran' (Yes), 'Veteran Status' (Active Service), 'From' (10/10/2022), 'Thru' (12/11/2023), 'Days Served' (428), 'Service Disability' (Not Disabled), 'Current Housing' (Homeless), 'Campaign Veteran' (No), 'Other Barriers to Employment', 'Military Branch' (Army), and 'Veteran Era' (Other Vet).
- Employment Preferences:** Includes 'Work Week' (Full Time), 'Duration' (Regular), 'Salary' (\$ 20.00), 'Pay Unit' (Hourly), 'Date Available' (05/20/2022), and 'Work Any Shift' (Yes/No).
- Service Dates:** Includes 'First Shift', 'Second Shift', 'Third Shift', 'Rotating Shift', and 'Split Shift' options.
- Selective Service:** Includes 'Selective Service?' (Yes) and 'Selective Service Number' field.

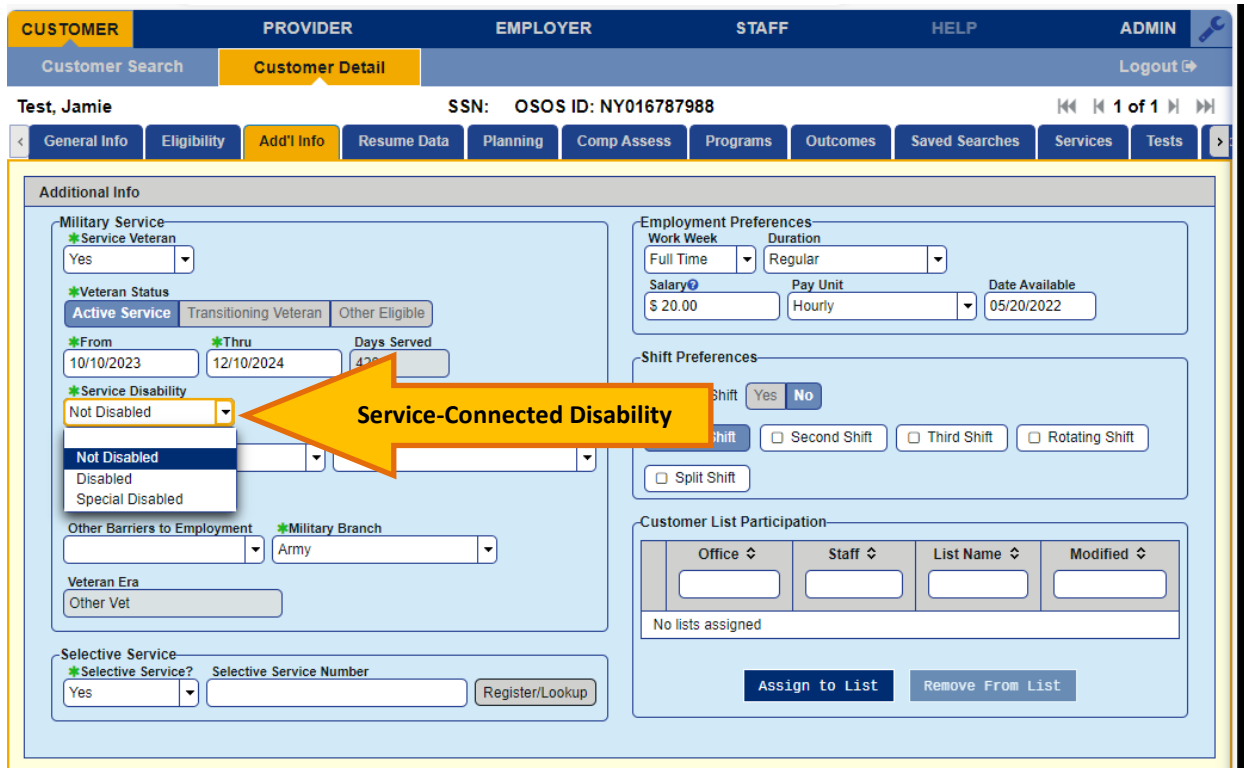
The **Service Disability**, **Current Housing**, and **Military Branch** are required for Active Service members.

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 alone is not a barrier that would qualify the veteran 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 system interface for a customer named Jamie Test. The 'Additional Info' section is expanded, showing various fields for military and service information. The 'Service Disability' dropdown menu is open, displaying three options: 'Not Disabled', 'Disabled', and 'Special Disabled'. A yellow arrow points to the 'Not Disabled' option, with the text 'Service-Connected Disability' written next to it. Other fields include 'Military Service' (Service Veteran), 'Veteran Status' (Active Service), 'From' (10/10/2023), 'Thru' (12/10/2024), 'Days Served' (425), 'Employment Preferences' (Work Week: Full Time, Duration: Regular, Salary: \$ 20.00, Pay Unit: Hourly, Date Available: 05/20/2022), 'Shift Preferences' (First Shift, Second Shift, Third Shift, Rotating Shift, Split Shift), and 'Customer List Participation' (No lists assigned).

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 "Not Disclosed" from the drop-down menu.



**CUSTOMER** PROVIDER EMPLOYER STAFF HELP ADMIN

Customer Search **Customer Detail** Logout

Test, Jamie SSN: OSOS ID: NY016787988 1 of 1

General Info Eligibility **Add'l Info** Resume Data Planning Comp Assess Programs Outcomes Saved Searches Services Tests

**Additional Info**

**Military Service**

\*Service Veteran: Yes

\*Veteran Status: Active Service (Transitioning Veteran, Other Eligible)

\*From: 10/10/2023 \*Thru: 12/10/2024 Days Served: 428

\*Service Disability: Not Disabled

\*Current Housing: Own Home (dropdown menu open)

\*Selective Service?: Yes

**Employment Preferences**

Work Week: Full Time Duration: Regular

Salary: \$ 20.00 Pay Unit: Hourly Date Available: 05/20/2022

**Shift Preferences**

Work Any Shift: Yes No

First Shift  Second Shift  Third Shift  Rotating Shift

Split Shift

**Customer List Participation**

Office	Staff	List Name	Modified

No lists assigned

Assign to List Remove From List



**Current Housing**

Select the appropriate Military Branch from the drop-down menu.

\*Military Branch

Army (dropdown menu open)

- Air Force
- Air Force Reserve
- Air National Guard
- Army**
- Army National Guard
- Army Reserve
- Coast Guard Reserve
- Marine Corps Reserve
- Marines
- Navy
- New York Reserve



**Military Branch**



If the veteran customer is a transitioning service member, select the **Transitioning Veteran** 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 **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 [https://dol.ny.gov/system/files/documents/2023/10/vp-terms-and-definitions\\_1.pdf](https://dol.ny.gov/system/files/documents/2023/10/vp-terms-and-definitions_1.pdf) 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

\*Veteran Status  
 Active Service | Transitioning Veteran | **Other Eligible**

Other Barriers to Employment  \*Military Branch  
 Army

Veteran Era  
 Other Eligible

*(An orange arrow points to the 'Other Eligible' button in the Veteran Status section.)*

Sample comment:

CUSTOMER	PROVIDER	EMPLOYER	STAFF	HELP	ADMIN
Customer Search		Customer Detail			Logout
Test, Jamie		SSN: OSOS ID: NY016787988			1 of 1
General Info	Eligibility	Add'l Info	Resume Data	Planning	Comp Assess
Programs	Outcomes	Saved Searches	Services	Tests	
1-1 of 1					
<input type="checkbox"/>	Created	Staff Assigned	Comments	Type	
<input type="checkbox"/>	06/03/2024	MANG, TAMARA	Customer is an eligible spouse per VA letter.	<input type="text"/>	
1-1 of 1					

*(An orange arrow points to the 'Comments' field in the table.)*

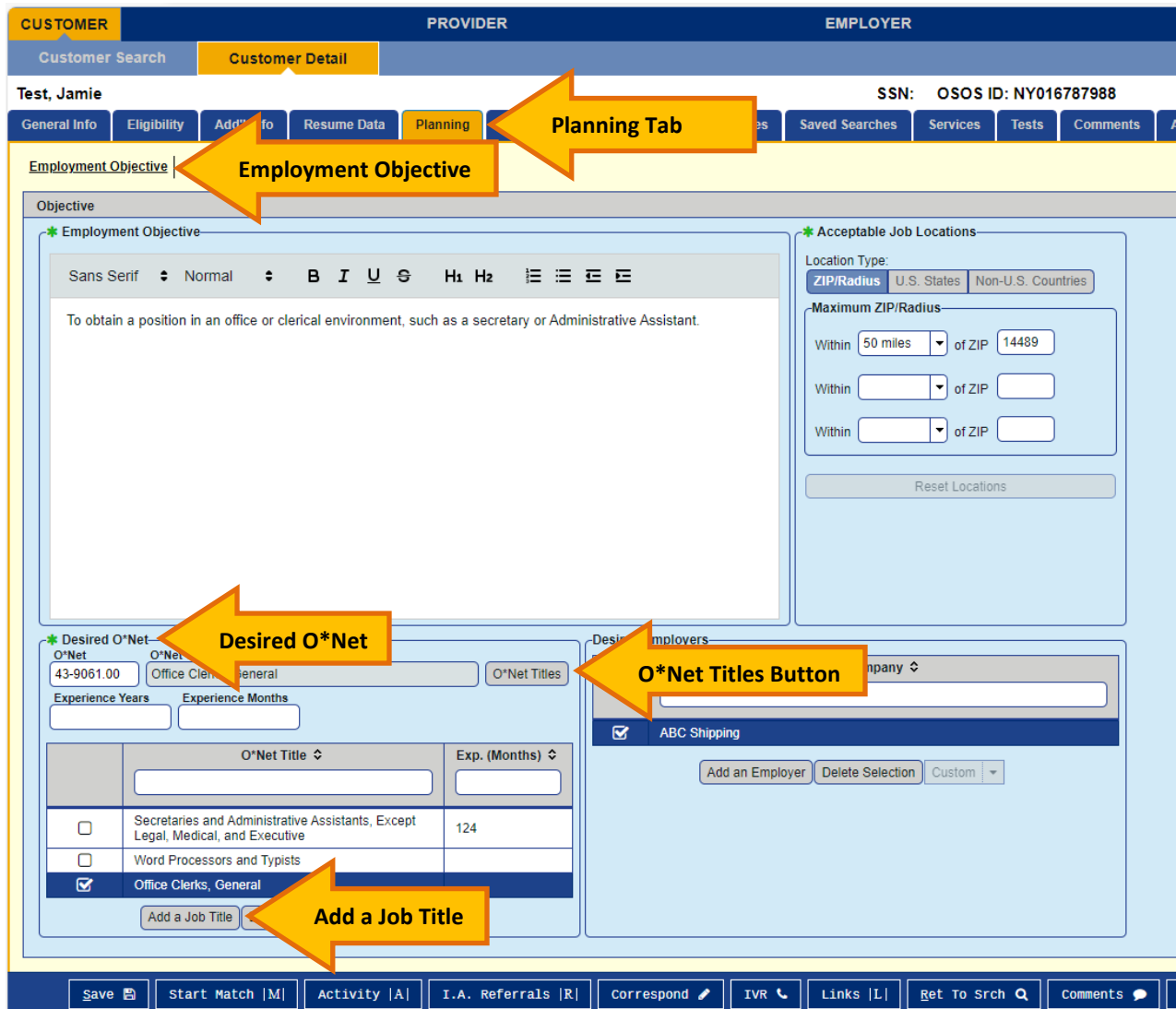


*Note: The **Selective Service** data field must also be completed. This is necessary to create the WIOA enrollment and access WIOA funding when entering L2 level services.*

## PLANNING TAB

In the **Employment Objective** link, click the **Add a Job Title** button to enter **Desired O\*Net** codes and titles within the **Planning** 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 Profile standard, at least one O\*Net code in the **Desired O\*Net** section should 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 shows the OSOS interface for a customer named Jamie Test. The 'Planning' tab is active, and the 'Employment Objective' section is expanded. Annotations highlight key features:

- Planning Tab:** Points to the 'Planning' tab in the top navigation bar.
- Employment Objective:** Points to the 'Employment Objective' link in the left sidebar.
- Desired O\*Net:** Points to the 'Desired O\*Net' section, which includes a table of selected O\*Net titles.
 

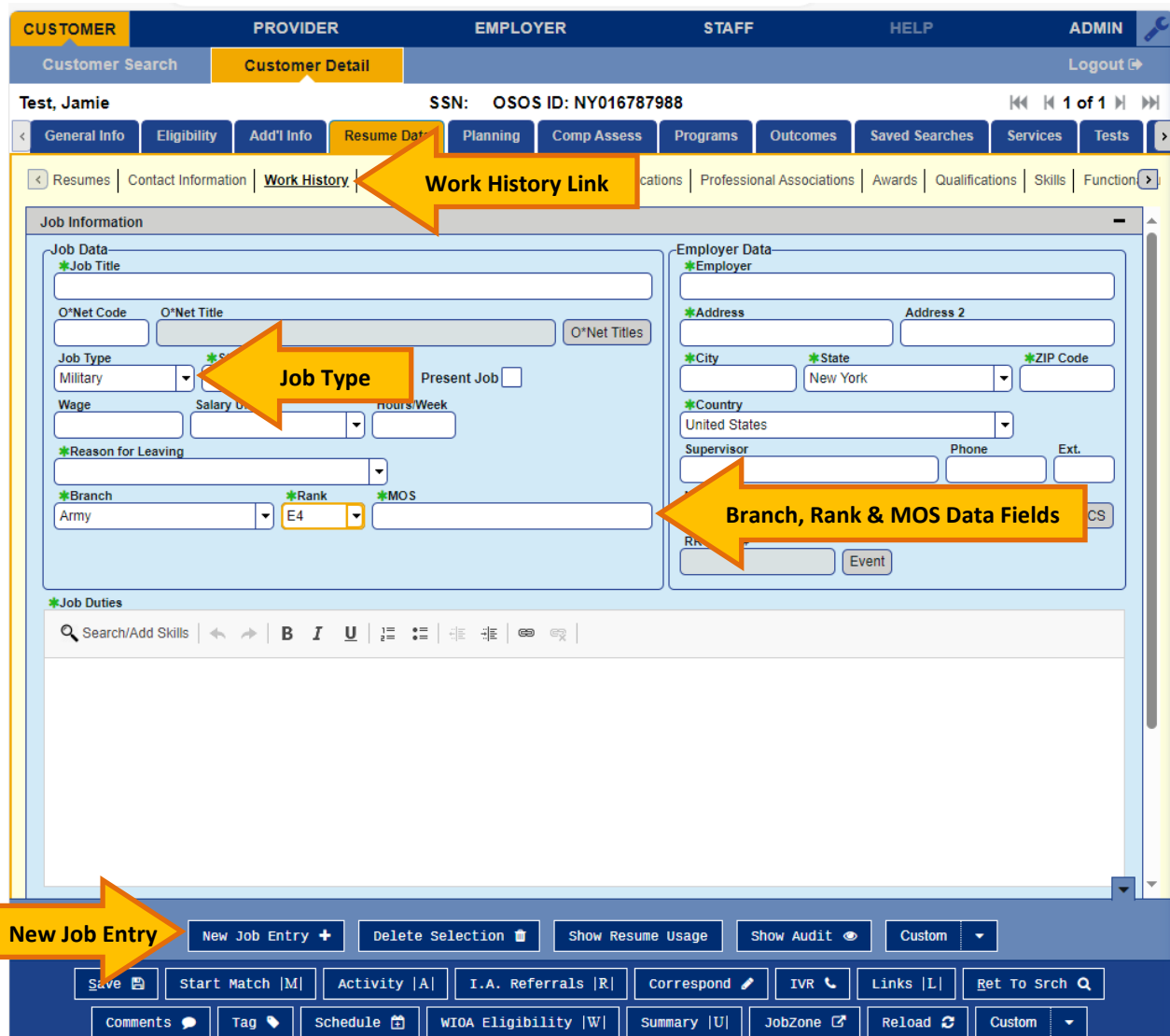
	O*Net Title	Exp. (Months)
<input type="checkbox"/>	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	124
<input type="checkbox"/>	Word Processors and Typists	
<input checked="" type="checkbox"/>	Office Clerks, General	
- O\*Net Titles Button:** Points to the 'O\*Net Titles' button in the 'Desired O\*Net' section.
- Add a Job Title:** Points to the 'Add a Job Title' button at the bottom of the 'Desired O\*Net' section.

Other visible elements include the 'Acceptable Job Locations' section with a 'Maximum ZIP/Radius' of 50 miles for ZIP 14489, and a list of desired employers including 'ABC Shipping'.

## RESUME DATA - WORK HISTORY LINK

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.**



The screenshot displays the OSOS system interface for a customer named Jamie Test. The 'Resume Data' tab is active, and the 'Work History' link is highlighted with a yellow arrow. The 'Job Information' form is shown with several fields highlighted by yellow arrows:

- Work History Link:** A yellow arrow points to the 'Work History' link in the breadcrumb navigation.
- Job Type:** A yellow arrow points to the 'Job Type' dropdown menu, which is currently set to 'Military'.
- Branch, Rank & MOS Data Fields:** A yellow arrow points to the 'Branch' (set to 'Army'), 'Rank' (set to 'E4'), and 'MOS' fields.
- New Job Entry:** A yellow arrow points to the 'New Job Entry' button at the bottom of the page.

The form includes sections for Job Data, Employer Data, and Job Duties. The Job Data section contains fields for Job Title, O\*Net Code, O\*Net Title, Job Type, Wage, Salary, and hours/Week. The Employer Data section contains fields for Employer, Address, City, State, ZIP Code, Country, Supervisor, and Phone. The Job Duties section has a rich text editor for entering job duties.



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.



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

**CUSTOMER** PROVIDER EMPLOYER

Customer Search Customer Detail

Test, Jamie SSN: OSOS ID: NY016787988

General Info Eligibility Add'l Info Resume Data Planning Comp Assess Programs Outcomes Saved Searches Services Tests Comments

Resumes | Contact Information | **Work History** | Driver's License | Schools | Licenses/Certifications | Professional Associations | Awards | Qualifications | Skills | Functional Areas | Other

**Job Information**

**Job Data**

\*Job Title

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

Job Type \*Start Date \*End Date Present Job

Wage Salary Unit Hours/Week

\*Reason for Leaving

\*Branch \*Rank \*MOS

Army E4 42A

**Employer Data**

\*Employer

\*Address Address 2

\*City \*State \*ZIP Code

New York

\*Country

United States

Supervisor Phone Ext.

NAICS Title NAICS

RR Event # Event

**Job Duties**

Search/Add Skills

Perform routine administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

**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 <https://www.cool.osd.mil/>



The O\*Net OnLine Military Crosswalk website <https://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.



O\*NET OnLine

Occupation keyword search

Help ▾ Find Occupations ▾ Advanced Searches ▾ O\*NET Data ▾ Crosswalks ▾

Share ▾ Sites ▾

## Military Crosswalk Search

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

Branch

Select a branch: ▾

0963

Go

Job Title

Examples: 0963, radio chief

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 conversation with the veteran customer on what preferences exist for future employment.



## Military Crosswalk Search

Codes matching "42a"

Army (MOS)

Search again: 42a

1 code shown from the Military Occupational Classification (MOC)

Code	Military Title
42A	<a href="#">13 Human Resources Specialist</a> Army — Enlisted

The following military titles are no longer in active use:

Code	Military Title
42A	<a href="#">1 Adjutant General, General</a> Army — Commissioned Officer only

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/>



### Careers similar to Army MOS code

## 42a

Print Share

Your search matched the Army MOS code:

**42A** Human Resources Specialist (Enlisted)

Learn more about this military classification from [Careers in the Military](#).

Try another search:

Army (MOS)

42a

Examples: 15W, radio operator

Showing top 13 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:

Icon legend

★	<a href="#">Executive Secretaries &amp; Executive Administrative Assistants</a>	🕒 Job prep: First term	💰 Pay grade: E3
★	<a href="#">Human Resources Assistants</a>	🕒 Job prep: First term	💰 Pay grade: E3
★	☀️ <a href="#">Office Clerks, General</a>	🕒 Job prep: First term	💰 Pay grade: E3
★	<a href="#">Word Processors &amp; Typists</a>	🕒 Job prep: First term	💰 Pay grade: E4
★	☀️ <a href="#">Human Resources Specialists</a>	🕒 Job prep: First term plus prep	💰 Pay grade: E4
★	☀️ <a href="#">First-Line Supervisors of Office &amp; Administrative Support Workers</a>	🕒 Job prep: First term plus prep	💰 Pay grade: E5
★	<a href="#">Labor Relations Specialists</a>	🕒 Job prep: First term plus prep	💰 Pay grade: E5
★	☀️ <a href="#">Human Resources Managers</a>	🕒 Job prep: Long term	💰 Pay grade: 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 screenshot below displays the O\*Net job title:

**CUSTOMER** PROVIDER EMPLOYER

Customer Search Customer Detail

Test, Jamie SSN: OSOS ID: NY016787988

General Info Eligibility Add'l Info Resume Data Planning Comp Assess Programs Outcomes Saved Searches Services Tests Comments

Resumes | Contact Information | **Work History** | Driver's License | Schools | Licenses/Certifications | Professional Associations | Awards | Qualifications | Skills | Functional Areas | Other

**Job Information**

**Job Data**

\*Job Title  
Word Processors and Typists

O\*Net Code 43-9022.00 O\*Net Title Word Processors and Typists O\*Net Titles

Job Type Military \*Start Date 10/10/2022 \*End Date 12/10/2023 Present Job

Wage \$ 26172.00 Salary Unit Yearly Hours/Week 40

\*Reason for Leaving

\*Branch Army \*Rank E4 \*MOS 42A

**Employer Data**

\*Employer  
United States Army

Address Fort Drum Address 2

\*City Fort Drum \*State New York ZIP Code 13062

\*Country United States

Supervisor Phone Ext.

NAICS Title NAICS

RR Event # Event

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

Test, Jamie SSN: OSOS ID: NY016787988

General Info Eligibility Add'l Info Resume Data Planning Comp Assess Programs Outcomes Saved Searches Services Tests Comments

Resumes | Contact Information | **Work History** | Driver's License | Schools | Licenses/Certifications | Professional Associations | Awards | Qualifications | Skills | Functional Areas | Other

**Job Information**

**Job Data**

\*Job Title  
Human Resources Specialist

O\*Net Code 43-9022.00 O\*Net Title Word Processors and Typists O\*Net Titles

Job Type Military \*Start Date 10/10/2022 \*End Date 12/10/2023 Present Job

Wage \$ 26172.00 Salary Unit Yearly Hours/Week 40

\*Reason for Leaving

\*Branch Army \*Rank E4 \*MOS 42A

**Employer Data**

\*Employer  
United States Army

Address Fort Drum Address 2

\*City Fort Drum \*State New York ZIP Code 13062

\*Country United States

Supervisor Phone Ext.

NAICS Title NAICS

RR Event # Event



Complete all the required fields in this tab, including the **Reason for Leaving** data field.

If the veteran customer collecting Unemployment Insurance benefits or meets any other criteria under [Program Guidance Letter 22-01](#), 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.

Test, Jamie SSN: OSOS ID: NY016787988

General Info | Eligibility | Add'l Info | **Resume Data** | Planning | Comp Assess | Programs | Outcomes | Saved Searches | Services | Tests | Comments

Resumes | Contact Information | **Work History** | Driver's License | Schools | Licenses/Certifications | Professional Associations | Awards | Qualifications | Skills | Functional Areas | Other S

### Job Information

<b>*Job Data</b>		<b>*Employer Data</b>	
*Job Title Human Resources Specialist		*Employer United States Army	
O*Net Code 43-9022.00	O*Net Title Word Processors and Typists	*O*Net Titles	
Job Type Military	*Start Date 10/10/2022	*End Date 12/10/2023	Present Job <input type="checkbox"/>
Wage \$ 26172.00	Salary Unit Yearly	Hours/Week 40	
*Reason for Leaving Category 1-DW	*QDD 12/10/2005	*Tenure 14	
*Branch Army	*Rank E4	*MOS 42A	

**Reason for Leaving / Dislocated Worker Information**

\*Job Duties  
Search/Add Skills | B I U | Performs personnel and administrative functions. Participates in occupational performance evaluations.



## CUSTOM TAB - DOB

Per WIOA guidelines, date of birth must be verified.

To access the **DOB** popup window, select the arrow next to the **Custom** functional button at the bottom right of the screen and select **DOB** from the popup.

The screenshot shows the OSOS Customer Detail page for 'Test, Jamie'. The page has a navigation bar with tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP, ADMIN. Below the navigation bar, there are sub-tabs: Customer Search, Customer Detail, and Logout. The main content area has a header with 'Test, Jamie' and 'SSN: OSOS ID: NY016787988'. Below the header, there are several tabs: General Info, Eligibility, Add'l Info, Resume Data, Planning, Comp Assess, Programs, Outcomes, Saved Searches, Services, Tests, Comments, Attachments, Correspondence, Audit. The 'General Info' tab is active, showing a form with fields for Customer Data (SSN, Status, Job Seeker, Ethnic Heritage and Race), Citizenship (U.S. Citizen), Education & Employment (Education Level, School Status, Employment Status), Contact Preferences (Use Postal, Pri. Phone, Alt. Phone, Fax, Email), and Customer Assignment (Staff Assigned, Agency, Department of Labor, UI Claimant, Seek). At the bottom right of the page, there is a 'Custom' button with a dropdown arrow. An orange arrow points to this button with the text 'Custom Tab Button'.

The screenshot shows the 'Custom' dropdown menu. The menu is open, showing a list of options: Languages Spoken, IWR Additional Info, BE Events, WIOA Referrals, Primary Language, DOB, DEI, DEI Round 6, DEI Round 8, THRIVE. The 'DOB' option is highlighted, and an orange arrow points to it with the text 'DOB'. There is a 'Cancel' button at the bottom of the menu.



In the **DOB** window, the veteran customer's date of birth will populate from the **General Information** tab into the **Linked Date of Birth** field. 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. In this case, no additional action is needed.

The **DOB** popup window must be completed if the veteran customer's DOB has not already been verified through UI. Click the **Add** button to access the tab fields.

The screenshot displays the 'DOB' window with the following sections:

- Data Element Verification**
  - Customer Detail:** DMV # (empty field), Linked Date of Birth (02/19/1988)
  - Record Sent:** DOB Sent (empty field)
  - Process Response:** Match Found (empty field), Match Not Found (empty field)
  - Other Verification Sources:** UI DOB (02/19/1988), Verification Source (dropdown menu)

At the bottom, there is a table with columns for 'Add', 'DMV #', and 'DOB'. Below the table are buttons for 'Add', 'Print Record', 'Print Record/w Audit', 'Audit', 'Save', 'Cancel', 'Help', and 'Custom'.

Two orange arrows point to the 'UI DOB Verification' field and the 'Add' button.


To verify date of birth using the customer's New York State motor vehicle operator's license, enter the license number into the **DMV #** field and save the information. The result of the DMV match will populate later in the **Process Response** section of the tab.

If another verification source was used to verify date of birth, enter this in the **Verification Source** dropdown menu.

DOB

Data Element Verification

Customer Detail

DMV # 

Linked Date of Birth  
11/18/2004

Record Sent

DOB Sent

Process Response


Match Found

Match Not Found

Other Verification Sources

UI DOB

Verification Source

Government ID Card 

Copy of ID

Baptismal Record

Birth Certificate

DD-214

**Government ID Card**

Hospital Record of Birth

Passport

Public Assist./Social Srvc. Record

School Record/ID Card

Work Permit

DMV #

DOB

Print Record

Print Record/w Audit

Audit

Cancel

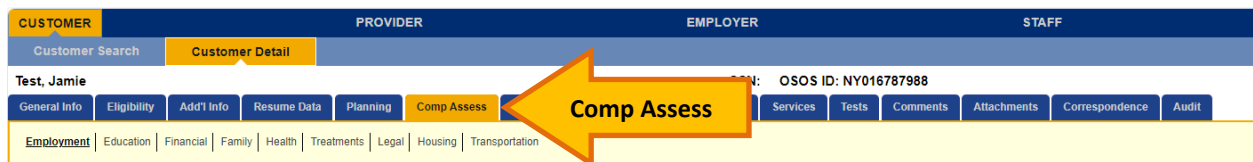
Help

Custom

## COMPREHENSIVE ASSESSMENT

To record additional eligibility criteria in OSOS, staff will need to update the Comprehensive Assessment tab. 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 links within the Comp Assess window that require data entry are:

- Employment
- Education
- Family
- Housing



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





## COMP ASSESS - EMPLOYMENT LINK

The **Employment** link 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 shows the OSOS COMP ASSESS - EMPLOYMENT LINK form for customer Test, Jamie. The form is divided into several sections:

- Employment Link:** This section contains fields for Origination Date (06/09/2022), Last Update (07/19/2024), Staff Assigned (MANG, TAMARA), Employment Objective (Job Title: Teachers and Instructors, All Other), Wage Desired (20.00 Per Hourly), Geographical Location (Within 50 miles of 14489), and Current Employment Status (Not Employed).
- Job Behavior and Skills:** This section contains fields for Job Behavior and Skills - Employment Behavior, Job Seeking Skills, Job Keeping Skills, and Summary of Occupational strengths and Weaknesses.
- Cultural Barriers To Employment:** This section contains a dropdown menu for Youth Needing Additional Assistance?, a dropdown menu for Serious Barriers to Employment?, a dropdown menu for Cultural Barriers to Employment (set to Yes), a text box for Cultural Barriers, and a dropdown menu for Other Barriers to Employment?

Three orange arrows point to these sections: 'Employment Link' points to the Employment section, 'Job Behavior and Skills' points to the Job Behavior and Skills section, and 'Cultural Barriers To Employment' points to the Cultural Barriers to Employment section.



## COMP ASSESS - EDUCATION LINK

The **Education** link contains two required (green dot) data fields in the **Math and 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 Customer Detail window for a customer named Jamie. The interface includes a top navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP, and ADMIN. Below this is a sub-navigation bar with tabs for Customer Search, Customer Detail, and Logout. The main content area shows the 'Education' section, which is highlighted with a yellow background. The 'Education' section contains several fields and sections:

- Math and Reading:** A dropdown menu for 'Basic Skills Deficient/Low Levels of Literacy' with options: 'Yes - Basic Skills Deficient', 'No', 'Yes - Basic Skills Deficient', 'Yes - Low Level Of Literacy', 'Both', and 'Not Attending School, Secondary School Graduate/Equivalent'. A dropdown for 'English Language Learner' is set to 'Yes'.
- Training Information:** A section with a 'Training Completed' field and four text boxes for 'Training in Progress', 'Job-Related Interests', 'Job-Related Aptitudes', and 'Training Needs'.
- Learning Disabilities:** A section with a checkbox for 'Customer below appropriate grade level?', a checkbox for 'Pell Grant Recipient?', and a checked checkbox for 'Any indication of learning disabilities?'. Below this is a text box for 'Learning Disabilities'.

Four orange callout boxes with arrows point to these sections: 'Education Link' points to the 'Education' tab, 'Math and Reading' points to the 'Math and Reading' section, 'Learning Disabilities' points to the 'Any indication of learning disabilities?' checkbox, and 'Training Information' points to the 'Training Information' section.

The bottom of the window features a toolbar with buttons for Save, Start Match, Activity, I.A. Referrals, Correspond, IVR, Links, Ret To Srch, Comments, Tag, Schedule, WIOA Eligibility, Summary, JobZone, Reload, and Custom.

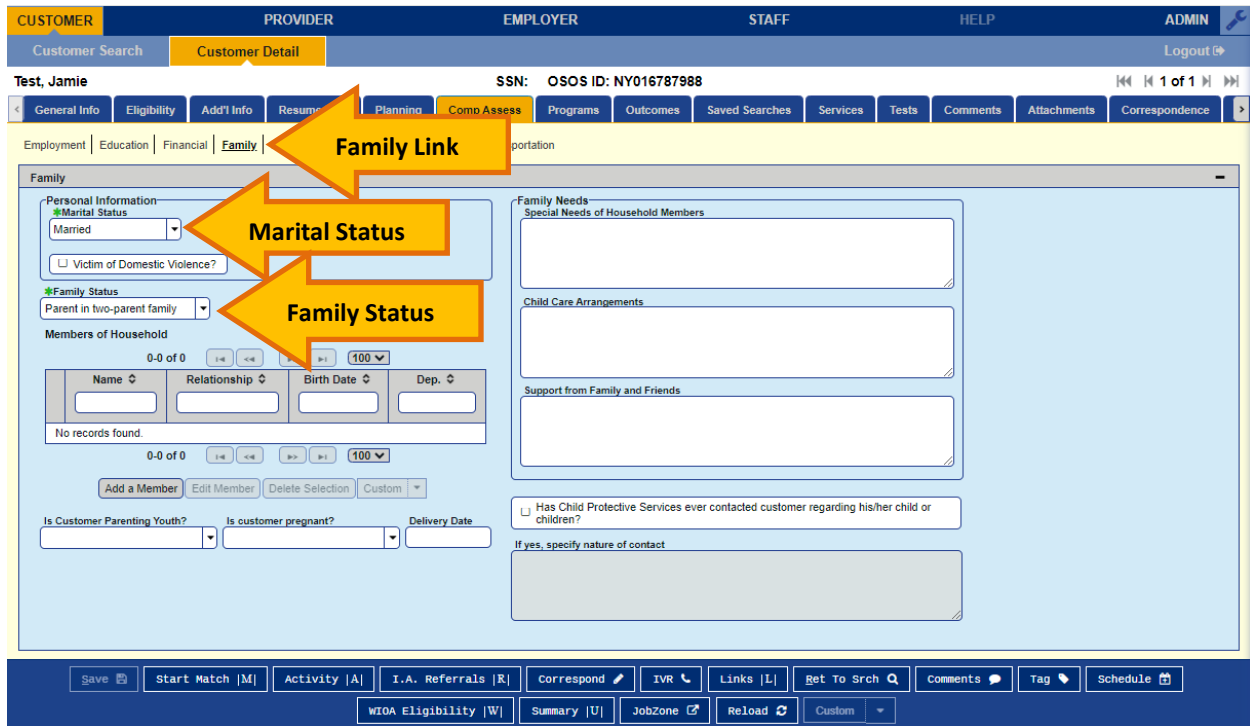
## COMP ASSESS - FAMILY LINK

The **Family** link contains two required (green dot) data fields.

Choose an option from the dropdown 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.



The screenshot shows the OSOS interface for a customer named Jamie Test. The 'Family Link' section is active, displaying various form fields. Three orange arrows highlight specific areas: one points to the 'Family Link' tab, another to the 'Marital Status' dropdown menu, and a third to the 'Family Status' dropdown menu. The 'Personal Information' section includes a 'Marital Status' dropdown (set to 'Married') and a 'Family Status' dropdown (set to 'Parent in two-parent family'). Below this is a 'Members of Household' table with columns for Name, Relationship, Birth Date, and Dep. The 'Family Needs' section includes 'Special Needs of Household Members', 'Child Care Arrangements', and 'Support from Family and Friends'. There are also checkboxes for 'Victim of Domestic Violence?' and 'Has Child Protective Services ever contacted customer regarding his/her child or children?'. The bottom of the screen features a navigation bar with buttons for 'Save', 'Start Match', 'Activity', 'I.A. Referrals', 'Correspond', 'IVR', 'Links', 'Get To Srch', 'Comments', 'Tag', 'Schedule', 'WIOA Eligibility', 'Summary', 'Jobzone', 'Reload', and 'Custom'.



## COMP ASSESS - LEGAL LINK

The **Legal** link 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** link. 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**.

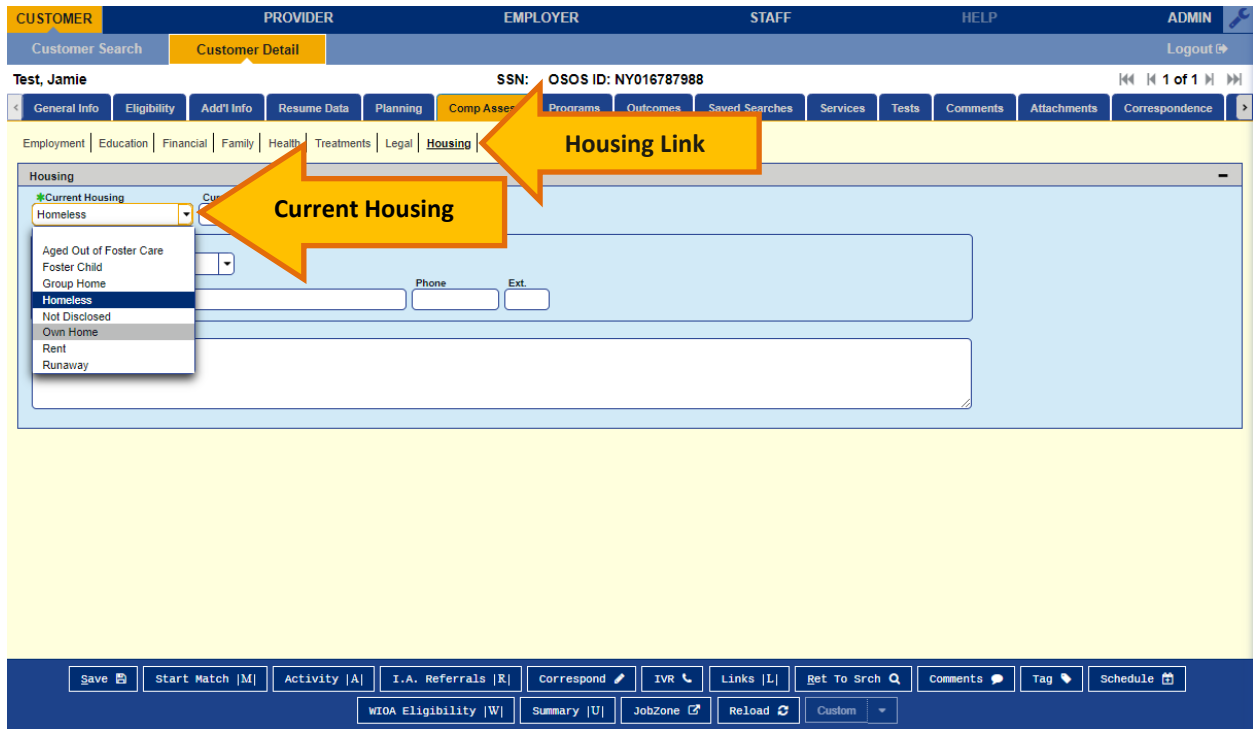
The **Probation Officer** contact and **Current Legal Issues** data fields are not required; however, these fields can be helpful to staff working with another agency to assist the customer with securing employment.

Record relevant comments in the Customer Detail **Comments** tab, such as 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 Jamie. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP, and ADMIN. Below this, there are sub-tabs for Customer Search and Customer Detail. The main content area shows the 'Legal Link' section, which is highlighted with a yellow arrow. The 'Legal Link' section contains a dropdown menu for 'Offender Status' with options: Yes, No, and Not Disclosed. A yellow arrow points to this dropdown. Below the dropdown are input fields for 'Ext' and a large text area for comments. The bottom of the interface features a toolbar with various action buttons such as Save, Start Match, Activity, I.A. Referrals, Correspond, IVR, Links, Ret To Srch, Comments, Tag, Schedule, WIOA Eligibility, Summary, Jobzone, Reload, and Custom.

## COMP ASSESS - HOUSING

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



The screenshot displays the OSOS web interface for a customer named Jamie Test. The navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP, and ADMIN. The main content area shows the 'Customer Detail' page for 'Test, Jamie' with SSN: OSOS ID: NY016787988. The 'Comp Assess' tab is active, and the 'Housing' link is highlighted with an orange arrow labeled 'Housing Link'. Below this, the 'Housing' section is visible, featuring a dropdown menu for 'Current Housing' with an orange arrow labeled 'Current Housing'. The dropdown menu lists options: Homeless, Aged Out of Foster Care, Foster Child, Group Home, Homeless, Not Disclosed, Own Home, Rent, and Runaway. The 'Homeless' option is currently selected. Below the dropdown are input fields for 'Phone' and 'Ext.'. At the bottom of the page, there is a toolbar with various action buttons such as 'Save', 'Start Match', 'Activity', 'I.A. Referrals', 'Correspond', 'IVR', 'Links', 'Get To Srch', 'Comments', 'Tag', 'Schedule', 'WIOA Eligibility', 'Summary', 'JobZone', 'Reload', and 'Custom'.



## COMP ASSESS - TRANSPORTATION LINK

The **Transportation** link 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.

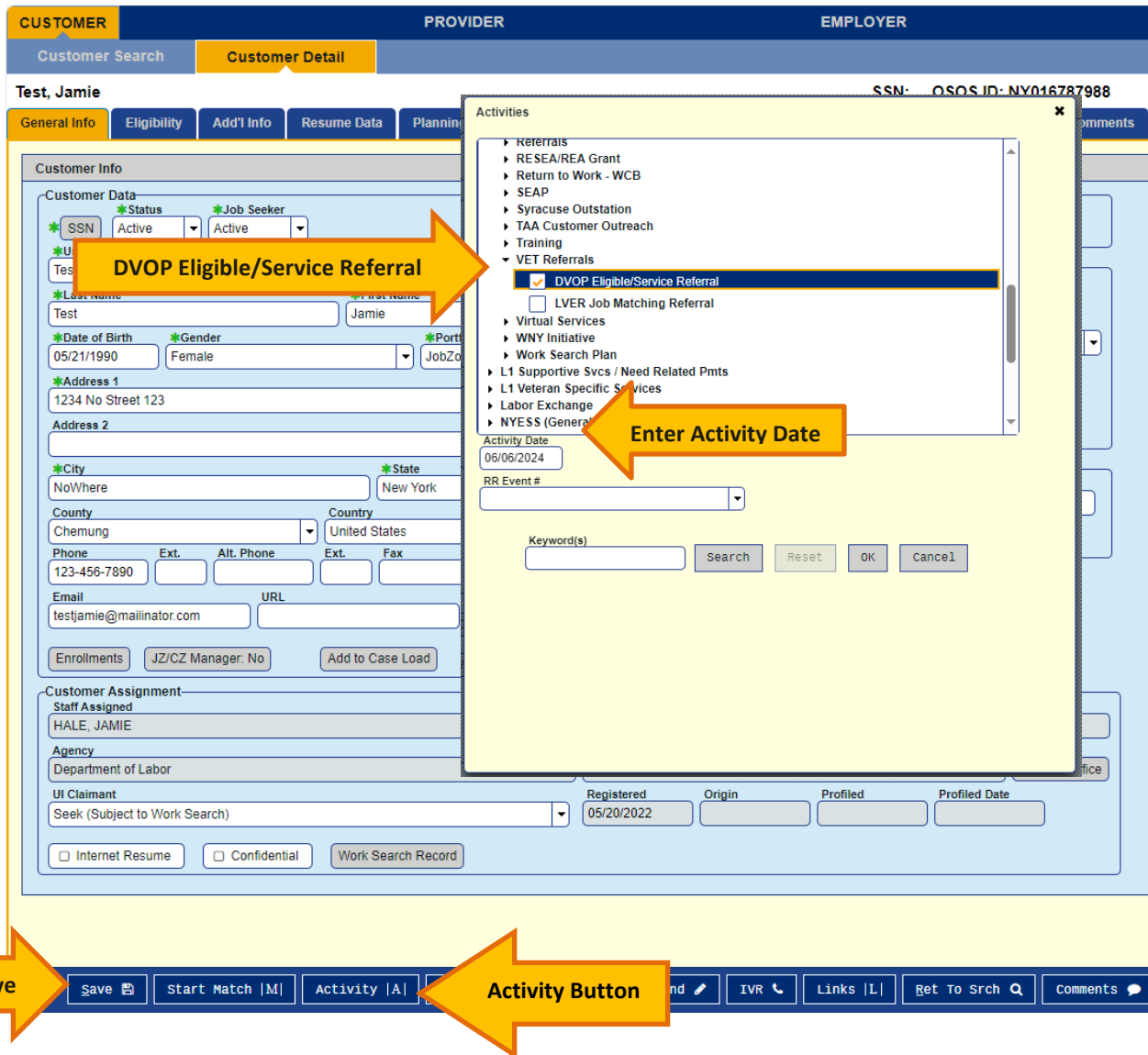
The screenshot displays the OSOS system interface for a customer named Jamie Test. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP, and ADMIN. Below this, there are sub-tabs for Customer Search and Customer Detail. The main content area shows the 'Comp Assess' section with various tabs like General Info, Eligibility, Add'l Info, Resume Data, Planning, Comp Assess, Programs, Outcomes, Saved Searches, Services, Tests, Comments, Attachments, and Correspondence. The 'Transportation' link is highlighted with a yellow arrow. The 'Transportation' form contains sections for License Information, Endorsements, and Transportation Information. The 'Transportation Information' section includes checkboxes for 'Does customer own a vehicle?' (checked), 'Does customer have auto insurance?' (unchecked), and 'Transportation available to customer:' with options 'Own vehicle' (checked), 'Motorcycle', 'Bus/Rail', 'None', and 'Other'. A yellow arrow points to the 'Transportation' link, and another yellow arrow points to the 'Comments' tab at the bottom of the interface.

## 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**. 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.

Click the **OK** button.

Click the **Save** button.



The screenshot displays the OSOS system interface for a customer named Jamie Test. The main window shows the 'Customer Detail' page with various fields for personal information, contact details, and employment status. A yellow arrow points to the 'DVOP Eligible/Service Referral' text in the 'Customer Info' section.

An 'Activities' dialog box is open, showing a list of activity types. A yellow arrow points to the 'DVOP Eligible/Service Referral' option, which is selected. Another yellow arrow points to the 'Activity Date' field, which contains the date '06/06/2024'. The dialog box also includes a search field for keywords and buttons for 'Search', 'Reset', 'OK', and 'Cancel'.

At the bottom of the screen, a navigation bar contains several buttons. A yellow arrow points to the 'Activity |A|' button, labeled 'Activity Button'. Another yellow arrow points to the 'Save' button, labeled 'Click Save'.

This is a sample of the recorded activity. They will be displayed in the **Services** tab, **Activities** link.

Test, Jamie SSN: OSOS ID: NY016787988

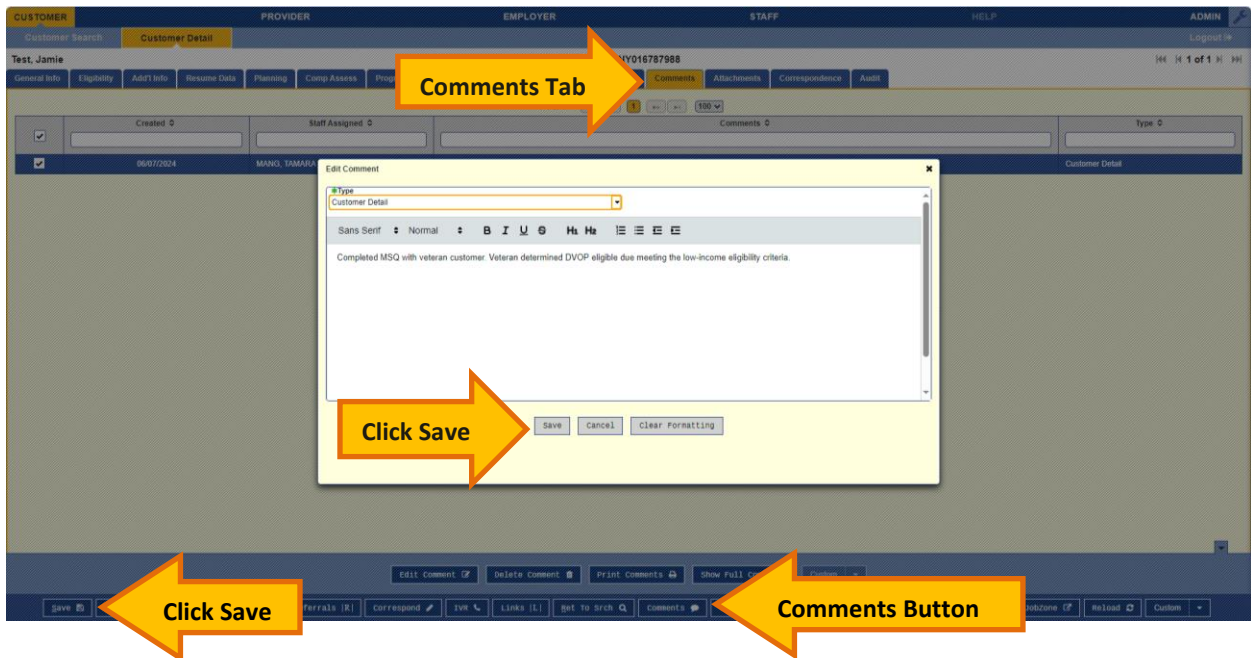
General Info | Eligibility | Add'l Info | Resume Data | Planning | Comp Assess | Programs | Outcomes | Saved Searches | **Services** | Tests | Comments | Attachments | Correspondence | Audit

Activities | Services | History

1-20 of 20 100

Activity	Activity Date	Office	Staff	Employer	Job ID
<input checked="" type="checkbox"/> DVOP Eligible/Service Referral	06/07/2024	OSOS/REOS Central Support Unit	MANG, TAMARA		
<input type="checkbox"/> Assessment Interview, Initial Assessment	03/05/2024	ALBANY	Fusco, Aiko		
<input type="checkbox"/> Referred to Training	03/04/2024	ALBANY	Fusco, Aiko		

Record a Comment detailing the activity. Click the Save buttons on both the Comment box and the customer record.



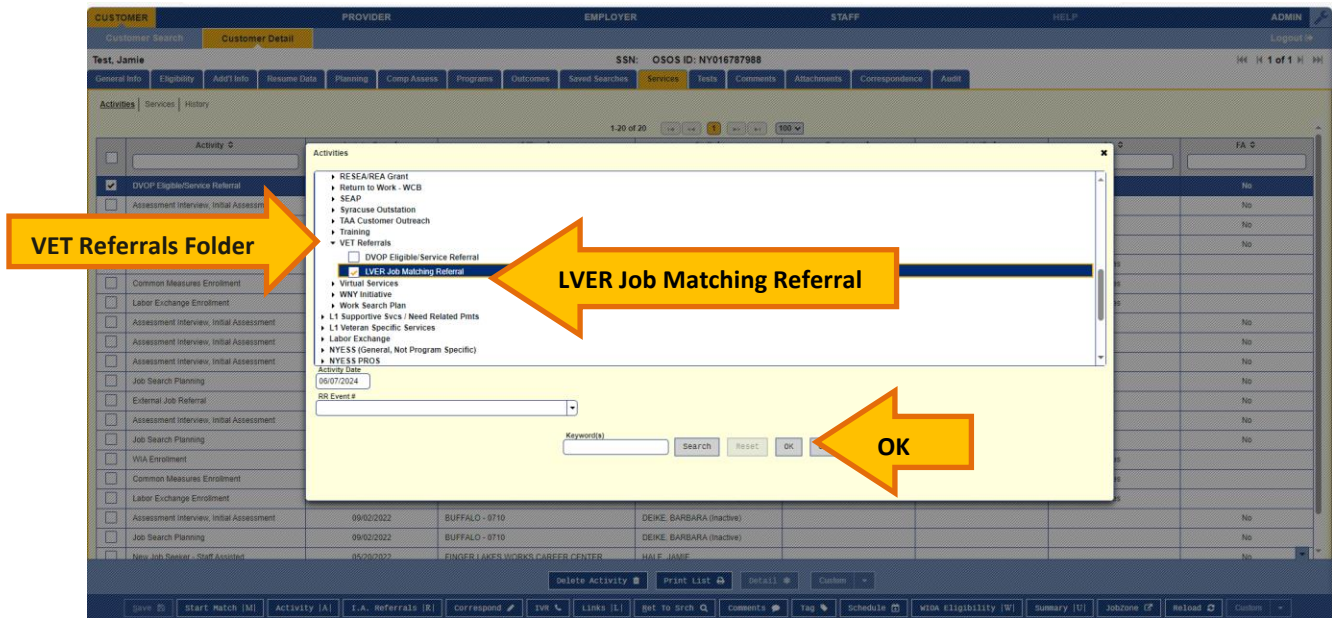
The screenshot shows the OSOS interface for customer 'Test, Jamie' (SSN: NY016787988). The 'Comments Tab' is selected. An 'Edit Comment' dialog box is open, containing a text area with the text: 'Completed MSQ with veteran customer. Veteran determined DVOP eligible due meeting the low-income eligibility criteria.' The dialog has 'Save', 'Cancel', and 'Clear Formatting' buttons. An orange arrow points to the 'Comments Tab' in the top navigation. Another orange arrow points to the 'Save' button in the dialog box. A third orange arrow points to the 'Comments Button' in the bottom footer area.



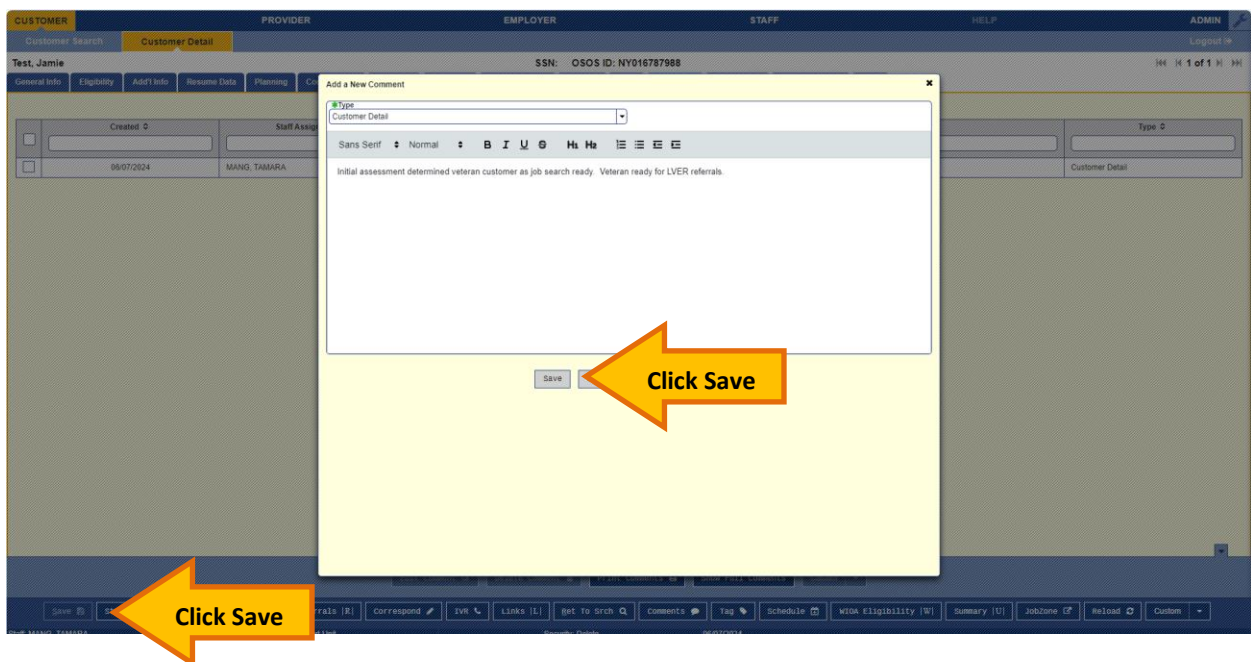


After determining a veteran is ready for job referrals, staff will record the **LVER Job Matching Referral** activity. This activity should be recorded after each subsequent appointment.

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.



Record a Comment detailing the activity. Click the Save buttons on both the Comment box and the customer record.





## RESOURCES AND ASSISTANCE

For additional guides and resources [https://dol.ny.gov/workforce-professionals-tools?%2Fworkforce-professionals-tools=&q=/workforce-professionals-tools%3F/workforce-professionals-tools%3D&f%5B0%5D=filter\\_term%3A811](https://dol.ny.gov/workforce-professionals-tools?%2Fworkforce-professionals-tools=&q=/workforce-professionals-tools%3F/workforce-professionals-tools%3D&f%5B0%5D=filter_term%3A811)

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)