

# **Non-Service Event Button - OSOS Guide**



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## PURPOSE

OSOS is the primary case management system used for tracking all services provided to customers throughout the Workforce Development System.

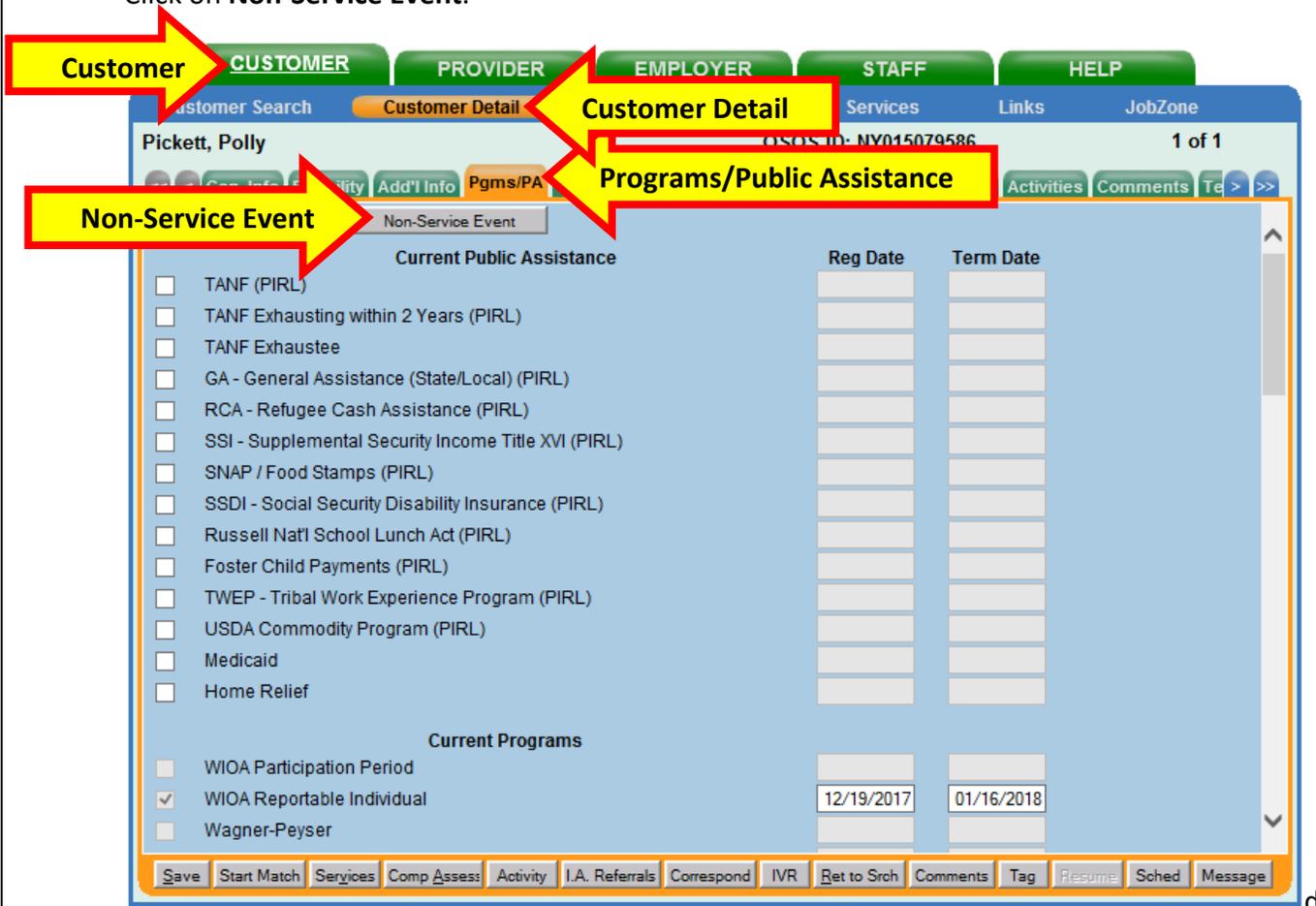
This guide is intended to walk staff through the process and the impacts of recording a Non-Service Event in a customer's OSOS record. It will also provide guidance on when it will be appropriate to record each of the Events.

## RECORDING A NON-SERVICE EVENT

The Non-Service Event button is designed to be a way for staff to record customer circumstances that may impact or restrict the services that could be provide to the customer in the Career Centers.

Non-Service Events are recorded in the **Customer** module. Within the **Customer Detail** window, select the **Programs / Public Assistance** tab.

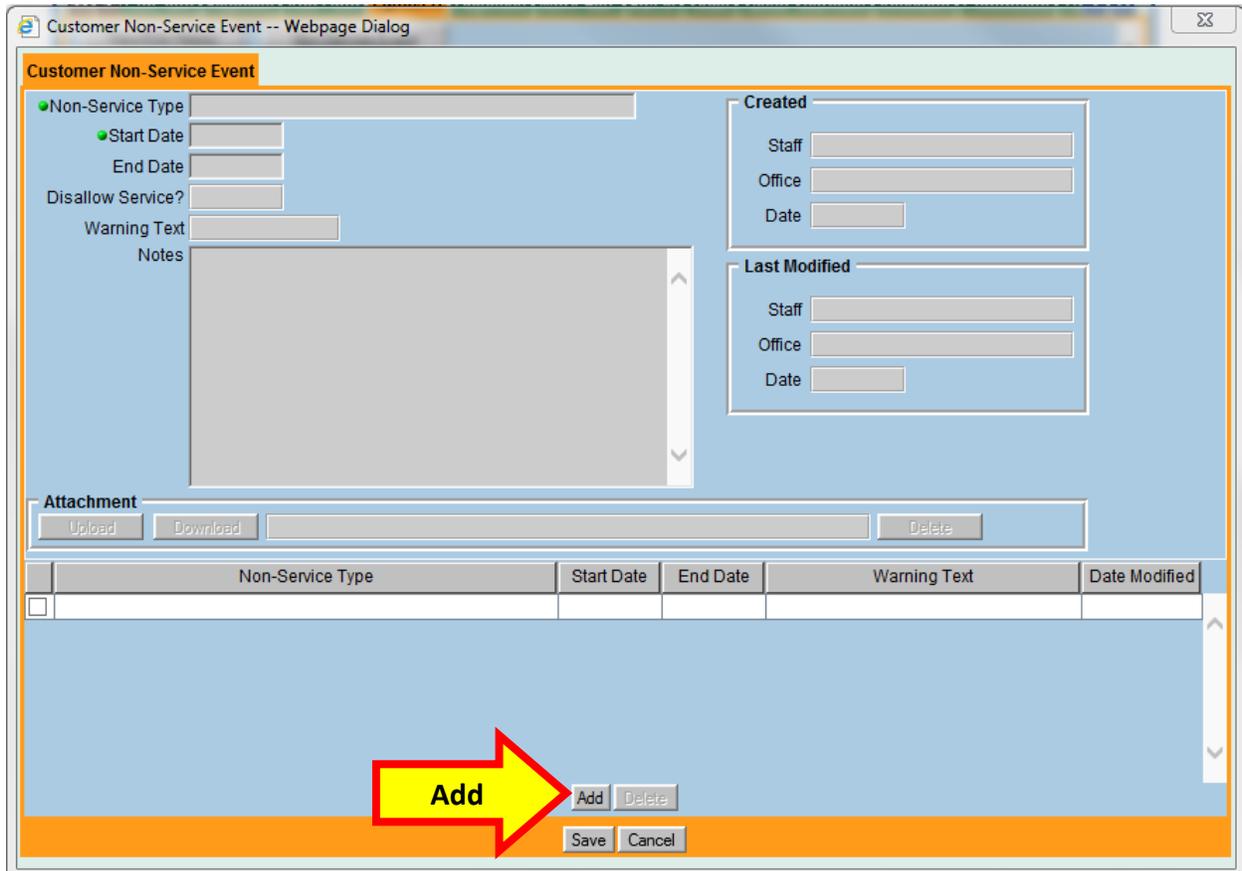
Click on **Non-Service Event**.



The screenshot shows the OSOS Customer Detail window for a customer named Pickett, Polly. The window has a top navigation bar with tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The CUSTOMER tab is selected. Below this is a sub-navigation bar with tabs: Customer Search, Customer Detail, Services, Links, and JobZone. The Customer Detail tab is selected. The main content area shows the customer's current public assistance and programs. A red arrow points to the 'Non-Service Event' button in the top left of the main content area. Another red arrow points to the 'Programs/Public Assistance' tab in the sub-navigation bar. A third red arrow points to the 'Customer Detail' tab in the top navigation bar. The main content area contains a table with columns for 'Current Public Assistance', 'Reg Date', and 'Term Date'. The table lists various programs such as TANF (PIRL), GA - General Assistance (State/Local) (PIRL), RCA - Refugee Cash Assistance (PIRL), SSI - Supplemental Security Income Title XVI (PIRL), SNAP / Food Stamps (PIRL), SSDI - Social Security Disability Insurance (PIRL), Russell Nat'l School Lunch Act (PIRL), Foster Child Payments (PIRL), TWEP - Tribal Work Experience Program (PIRL), USDA Commodity Program (PIRL), Medicaid, and Home Relief. Below this is a section for 'Current Programs' with checkboxes for WIOA Participation Period, WIOA Reportable Individual (checked), and Wagner-Peyser. The WIOA Reportable Individual row shows a registration date of 12/19/2017 and a term date of 01/16/2018. At the bottom of the window is a toolbar with buttons: Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, and Message.

This will bring up the **Customer Non-Service Event** dialog box.

To record a Non-Service Event in the customer's record, click the **Add** button at the bottom of the box.



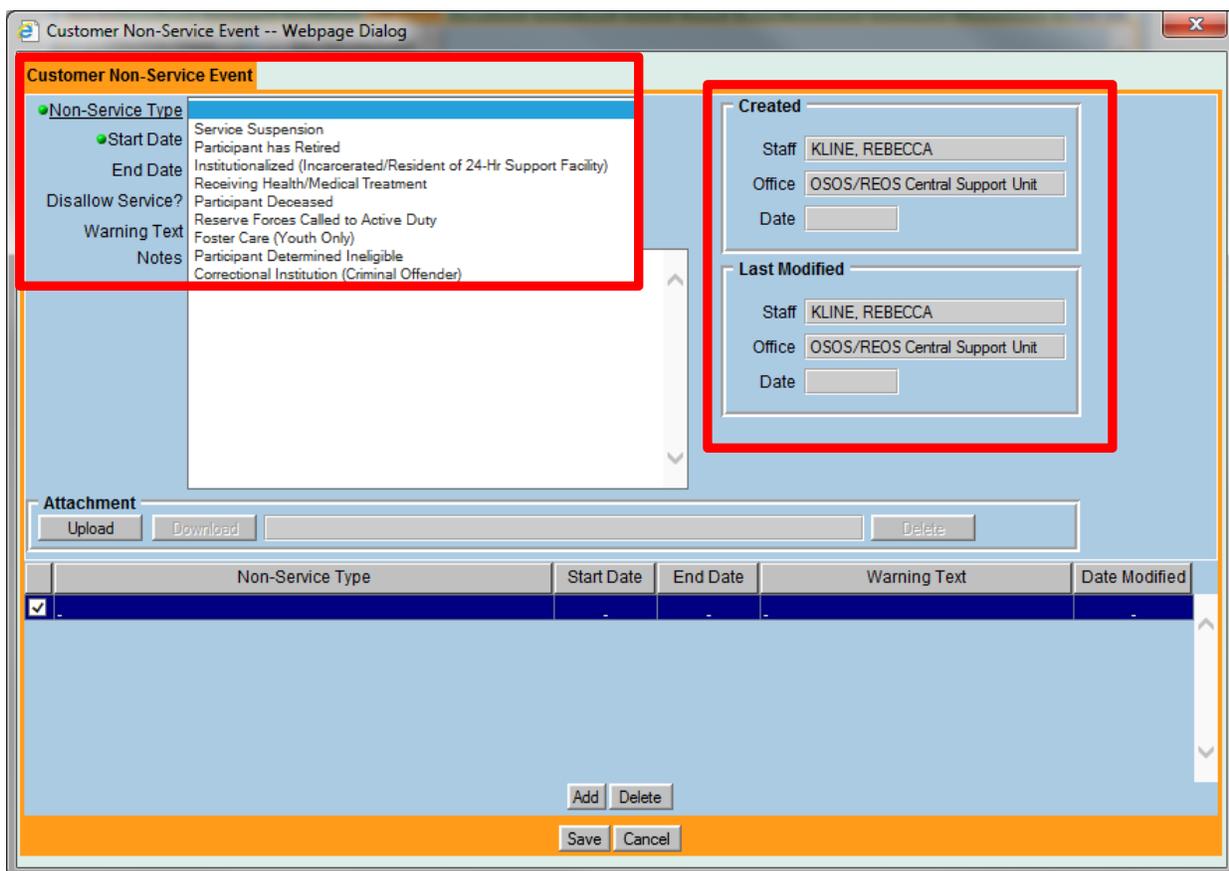
Non-Service Type	Start Date	End Date	Warning Text	Date Modified

Now the dialog box is active and information can be entered.

The boxes on the right side of the pop-up will be automatically populated with name and office of the staff member creating or modifying this customer's Non-Service Event screen.

Once the event is saved, the date will populate automatically here as well.

Click the **Non-Service Type** drop-down menu to select the type of Non-Service Event to be recorded.



Customer Non-Service Event -- Webpage Dialog

**Customer Non-Service Event**

- Non-Service Type
  - Start Date
  - End Date
  - Disallow Service?
  - Warning Text
  - Notes

Service Suspension  
Participant has Retired  
Institutionalized (Incarcerated/Resident of 24-Hr Support Facility)  
Receiving Health/Medical Treatment  
Participant Deceased  
Reserve Forces Called to Active Duty  
Foster Care (Youth Only)  
Participant Determined Ineligible  
Correctional Institution (Criminal Offender)

**Created**

Staff: KLINE, REBECCA  
Office: OSOS/REOS Central Support Unit  
Date: [ ]

**Last Modified**

Staff: KLINE, REBECCA  
Office: OSOS/REOS Central Support Unit  
Date: [ ]

**Attachment**

Upload Download Delete

	Non-Service Type	Start Date	End Date	Warning Text	Date Modified
<input checked="" type="checkbox"/>					

Add Delete

Save Cancel

There are nine events that may be recorded as a Non-Service Event.

Customer Non-Service Event	
● <u>Non-Service Type</u>	Service Suspension
● Start Date	Participant has Retired
End Date	Institutionalized (Incarcerated/Resident of 24-Hr Support Facility)
Disallow Service?	Receiving Health/Medical Treatment
Warning Text	Participant Deceased
Notes	Reserve Forces Called to Active Duty
	Foster Care (Youth Only)
	Participant Determined Ineligible
	Correctional Institution (Criminal Offender)

1. **Service Suspension.** This event should be recorded at the time that the customer is informed by Career Center leadership of their suspension from the Career Center. Staff should never record this event unless they are directed to do so by supervisory staff.



*Please note: Managers and supervisors should continue to follow the guidance in the Disruptive Customer Policy. DEWS management must still be contacted immediately and an Unusual Incident Report (UIR) must still be filed following any disruptive customer situation in the Career Center.*

2. **Participant has Retired.** Staff should record this event when they are informed that the customer has retired from the workforce.

3. **Institutionalized (Incarcerated/Resident of 24 Hour Support Facility).** This should be recorded if the customer has become a resident of an institution or facility providing 24-hour support, such as a hospital or treatment center, during the course of receiving services.

4. **Receiving Health/Medical Treatment.** This event should be recorded if the customer is receiving medical treatment that precludes them from entering unsubsidized employment or continued participation in services. It's important to note that this should only be recorded if the treatment is expected to last longer than 90 days.

Customer Non-Service Event	
● <u>Non-Service Type</u>	Service Suspension
● Start Date	Participant has Retired
End Date	Institutionalized (Incarcerated/Resident of 24-Hr Support Facility)
Disallow Service?	Receiving Health/Medical Treatment
Warning Text	Participant Deceased
Notes	Reserve Forces Called to Active Duty
	Foster Care (Youth Only)
	Participant Determined Ineligible
	Correctional Institution (Criminal Offender)

5. **Participant Deceased.** Staff should record this event when they are informed that the customer has passed away.

6. **Reserve Forces Called to Active Duty.** This should be recorded for a customer who is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.

7. **Foster Care (Youth Only).** This should be recorded when the participant is in the foster care system and exits the program because the participant has moved from the local workforce area as part of such a system. This should only be recorded for customers enrolled in the Title 1 Youth Program.

8. **Participant Determined Ineligible.** Career Center staff should not select this option, as it refers to eligibility to the Vocational Rehabilitation program only.

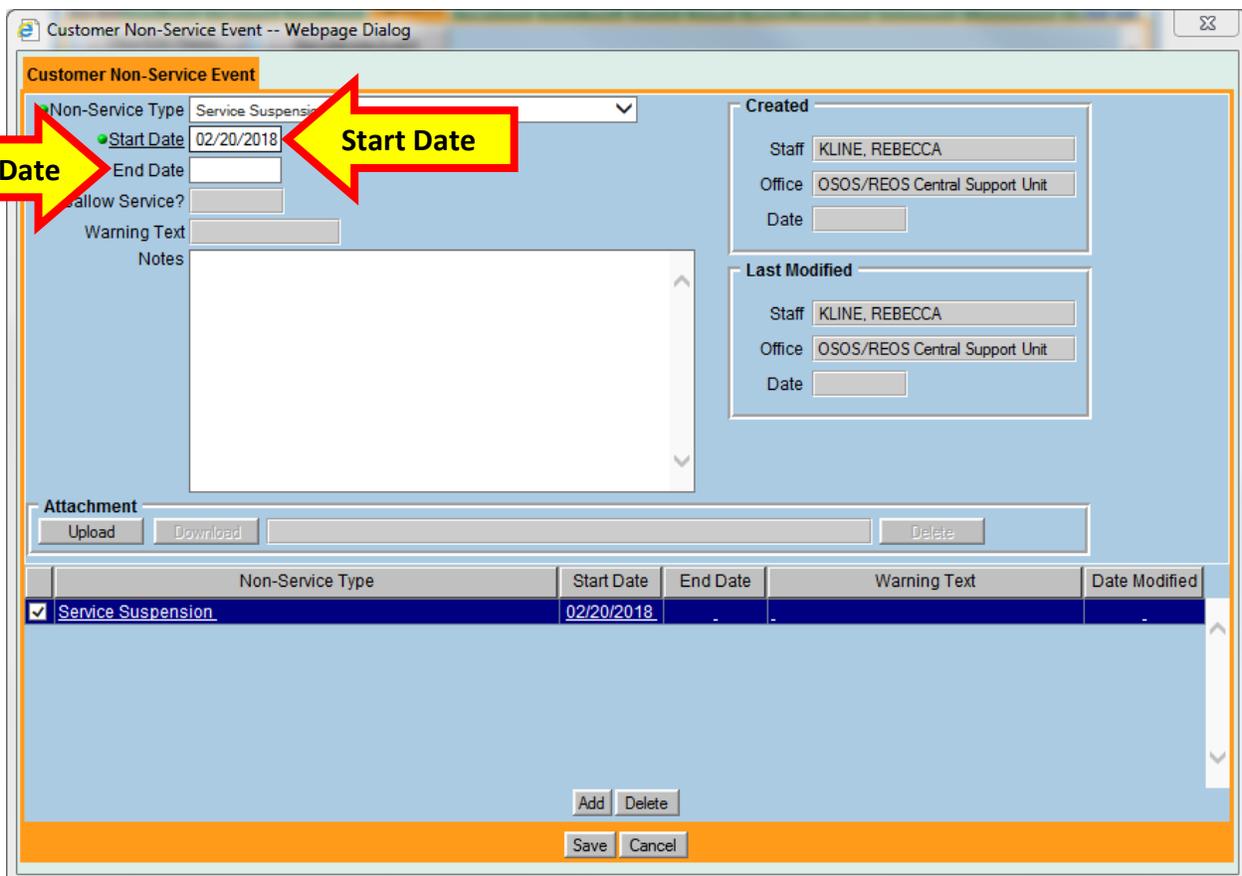
9. **Correctional Institution (Criminal Offender).** This should be recorded for a customer who has become incarcerated in a correctional institution.

The selected Non-Service type will populate in the bottom half of the dialog box.

Enter a **Start Date** for the event.

Staff may also enter the **End Date** if known, except in the case of a Service Suspension. Service suspension End Dates should never be entered by Career Center staff. Central Office staff will enter in the End Date in OSOS when a customer’s suspension has ended.

Staff may enter other relevant information in the **Notes** text field. Notes entered in the Non-Service Event dialog box will not display in the customer’s Comments tab, so details of the suspension or event must also be recorded in a case note using the Comments feature of OSOS.



Customer Non-Service Event -- Webpage Dialog

Customer Non-Service Event

Non-Service Type: Service Suspension

Start Date: 02/20/2018

End Date:

Allow Service?:

Warning Text:

Notes:

Created:

Staff: KLINE, REBECCA

Office: OSOS/REOS Central Support Unit

Date:

Last Modified:

Staff: KLINE, REBECCA

Office: OSOS/REOS Central Support Unit

Date:

Attachment:

Upload Download Delete

	Non-Service Type	Start Date	End Date	Warning Text	Date Modified
<input checked="" type="checkbox"/>	Service Suspension	02/20/2018			

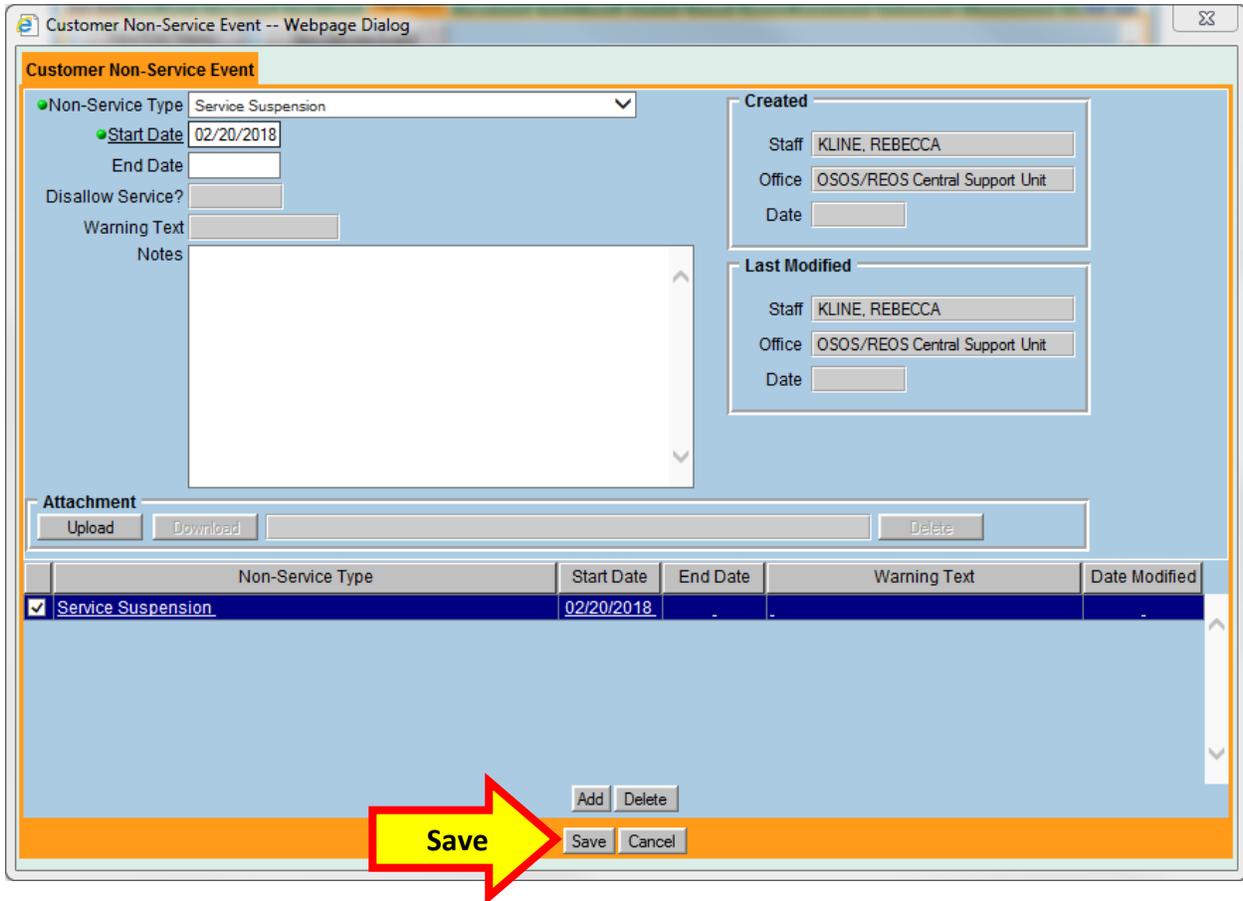
Add Delete

Save Cancel



*Please note, while there is an Upload button to attach a document to an Event, staff should not use this function until further guidance has been provided regarding appropriate use.*

When the form is complete, click **Save** at the bottom of the dialog box.



**Customer Non-Service Event**

● Non-Service Type: Service Suspension

● Start Date: 02/20/2018

End Date: [ ]

Disallow Service?: [ ]

Warning Text: [ ]

Notes: [ ]

**Created**

Staff: KLINE, REBECCA

Office: OSOS/REOS Central Support Unit

Date: [ ]

**Last Modified**

Staff: KLINE, REBECCA

Office: OSOS/REOS Central Support Unit

Date: [ ]

**Attachment**

Upload [ ] Download [ ] Delete [ ]

	Non-Service Type	Start Date	End Date	Warning Text	Date Modified
<input checked="" type="checkbox"/>	Service Suspension	02/20/2018			

Add [ ] Delete [ ]

**Save** [ ] Cancel [ ]



## ACTIVITIES AND SERVICES

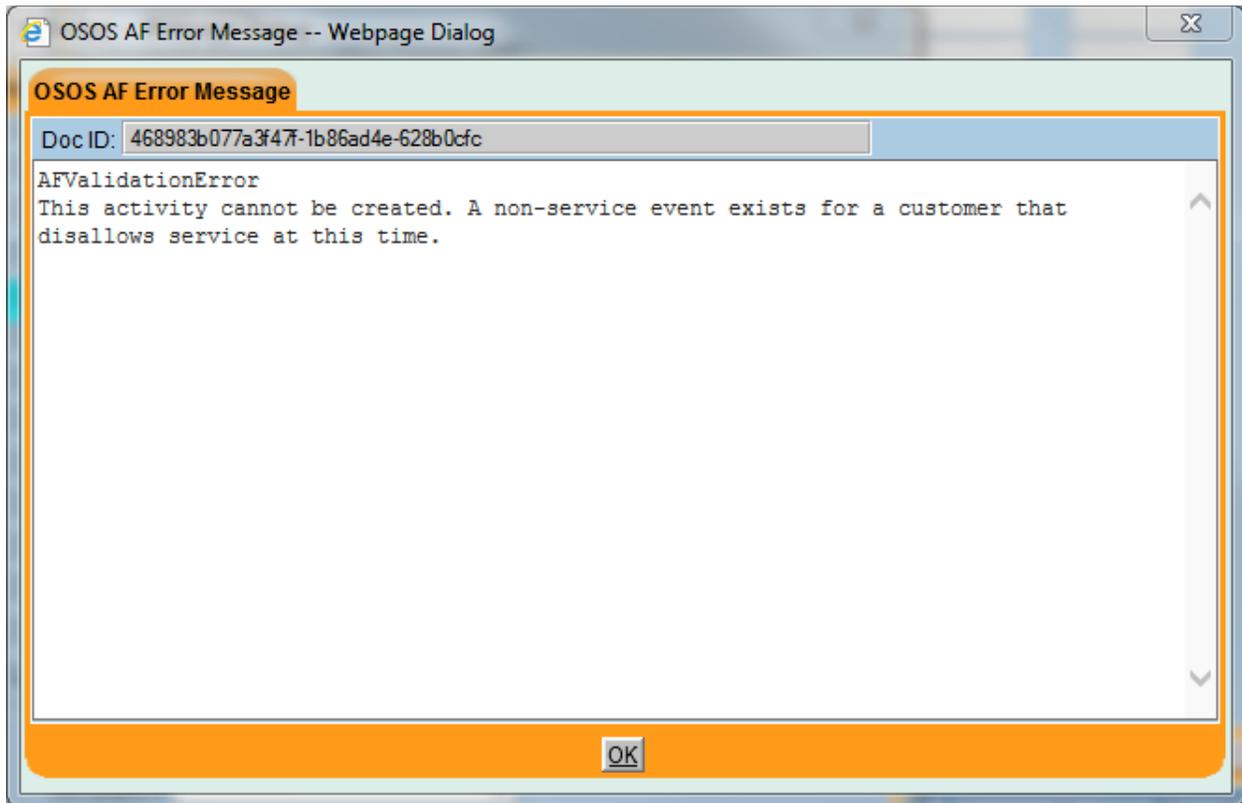
Most Non-Service Events will prevent activities from being added to the customer record. These events will also require that any open service, or services with dates which overlap the dates of the Non-Service event, be edited before the Event will save.

These events are:

- Institutionalized
- Receiving Health/Medical Treatment
- Participant Deceased
- Reserve Forces Called to Active Duty
- Foster Care (Youth Only)
- Participant Determined Ineligible
- Correctional Institution (Criminal Offender)

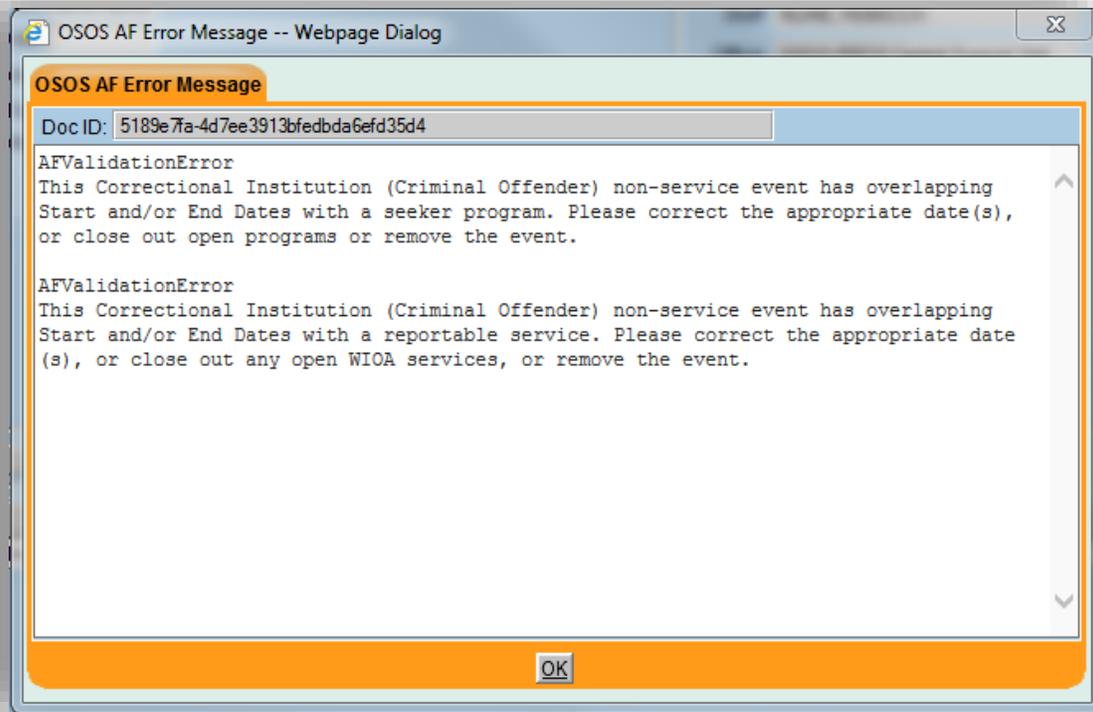
Customer Non-Service Event	
● <u>Non-Service Type</u>	Service Suspension
● <u>Start Date</u>	Participant has Retired
<u>End Date</u>	Institutionalized (Incarcerated/Resident of 24-Hr Support Facility)
<u>Disallow Service?</u>	Receiving Health/Medical Treatment
<u>Warning Text</u>	Participant Deceased
<u>Notes</u>	Reserve Forces Called to Active Duty
	Foster Care (Youth Only)
	Participant Determined Ineligible
	Correctional Institution (Criminal Offender)

When these Events are current in a customer record, staff will see the following error if they attempt to add an activity:



If staff attempt to save one of these Events while the customer has an open or overlapping service, an OSOS pop-up error will advise them of this.

Staff must then navigate to the Services window of the customer record and take the appropriate action.



*Service Suspension and Participant has Retired are the only two Events that can be saved while there are open or overlapping services in the customer record. These two Events will still allow staff to add activities to the customer record while the Event is active.*



Non-Services Events may terminate some current programs on the customer's Programs / Public Assistance tab. This occurs when the Event recorded means that the customer is no longer a participant for WIOA purposes.

Suspension and Retirement do not impact these fields. Customers who have been suspended from the Career Center or who have decided to retire are still considered participants under WIOA.

However, the other Events are considered to be exclusions to WIOA reporting and will terminate the customer's WIOA participation period. The Termination Date on the Programs/Public Assistance tab will auto populate with the last date the customer was given an enrolling service and this customer will be excluded from all performance measures.

The screenshot shows the OSOS interface for a customer named Polly Pickett. The 'Customer Detail' tab is active, and the 'Pgms/PA' sub-tab is selected. A red arrow points to the 'Pgms/PA' tab with the text 'Programs / Public Assistance'. Below this, there are two sections: 'Current Public Assistance' and 'Current Programs'. The 'Current Programs' section contains a table with columns for program names and dates. A red arrow points to the date columns with the text 'Termination Dates'.

Current Public Assistance	Reg Date	Term Date
<input type="checkbox"/> TANF (PIRL)		
<input type="checkbox"/> TANF Exhausting within 2 Years (PIRL)		
<input type="checkbox"/> TANF Exhaustee		
<input type="checkbox"/> GA - General Assistance (State/Local) (PIRL)		
<input type="checkbox"/> RCA - Refugee Cash Assistance (PIRL)		
<input type="checkbox"/> SSI - Supplemental Security Income Title XVI (PIRL)		
<input type="checkbox"/> SNAP / Food Stamps (PIRL)		
<input type="checkbox"/> SSDI - Social Security Disability Insurance (PIRL)		
<input type="checkbox"/> Russell Natl School Lunch Act (PIRL)		
<input type="checkbox"/> Foster Child Payments (PIRL)		
<input type="checkbox"/> TWEP - Tribal Work Experience Program (PIRL)		
<input type="checkbox"/> USDA Commodity Program (PIRL)		
<input type="checkbox"/> Medicaid		
<input type="checkbox"/> Home Relief		

Current Programs	Reg Date	Term Date
<input checked="" type="checkbox"/> WIOA Participation Period	12/19/2017	01/16/2018
<input checked="" type="checkbox"/> WIOA Reportable Individual	12/19/2017	01/16/2018
<input checked="" type="checkbox"/> Wagner-Peyser	12/19/2017	01/16/2018



The history of all recorded Non-Service Events will be visible by clicking on the **Non-Service Event** button in the customer’s **Programs / Public Assistance** tab.

There are two types of events that will also display Warning Text in other places within the customer record during the dates that they are active for the customer.

These two events are the Service Suspension event and the Reserve Forces Called to Active Duty event.

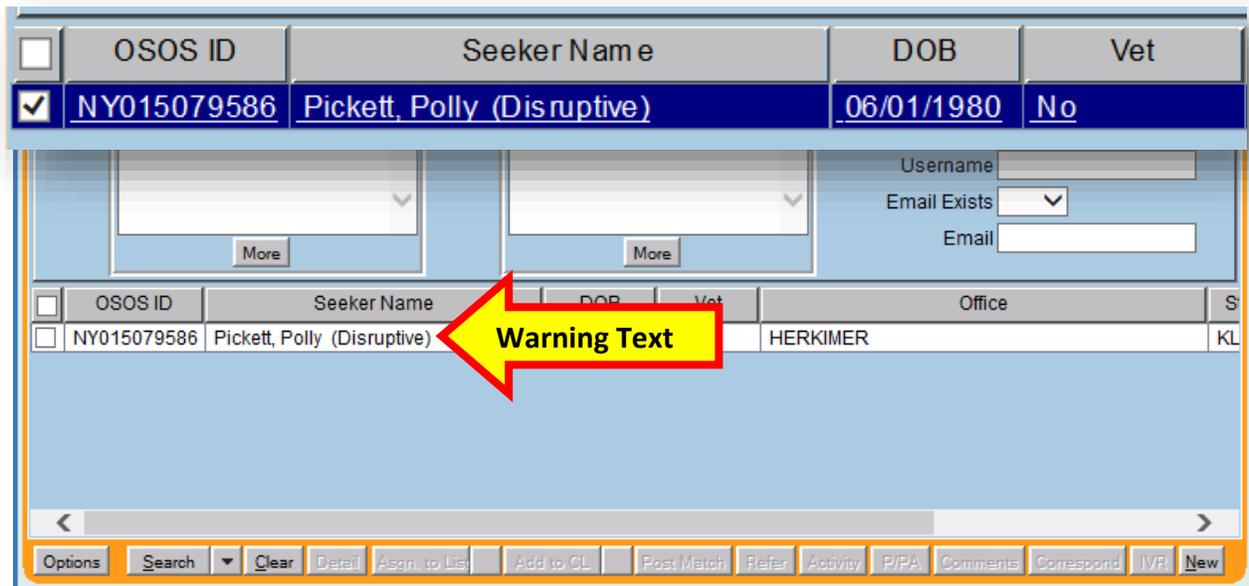
Service Suspension will display the word “**Disruptive**” and Reserve Forces Called to Active Duty will display the word “**Reservist**” in two other places in the customer record.

	Non-Service Type	Start Date	End Date	Warning Text	Date Modified
<input type="checkbox"/>	Service Suspension	01/22/2018		Disruptive	01/23/2018
<input type="checkbox"/>	Reserve Forces Called to Active Duty	01/23/2018		Reservist	01/23/2018
<input type="checkbox"/>	Participant has Retired	01/23/2018			01/23/2018
<input type="checkbox"/>	Institutionalized (Incarcerated/Resident of 24-Hr Support Facility)	01/23/2018			01/23/2018
<input type="checkbox"/>	Receiving Health/Medical Treatment	01/23/2018			01/23/2018
<input type="checkbox"/>	Participant Deceased	01/23/2018			01/23/2018
<input type="checkbox"/>	Foster Care (Youth Only)	01/23/2018			01/23/2018
<input type="checkbox"/>	Participant Determined Ineligible	01/23/2018			01/23/2018

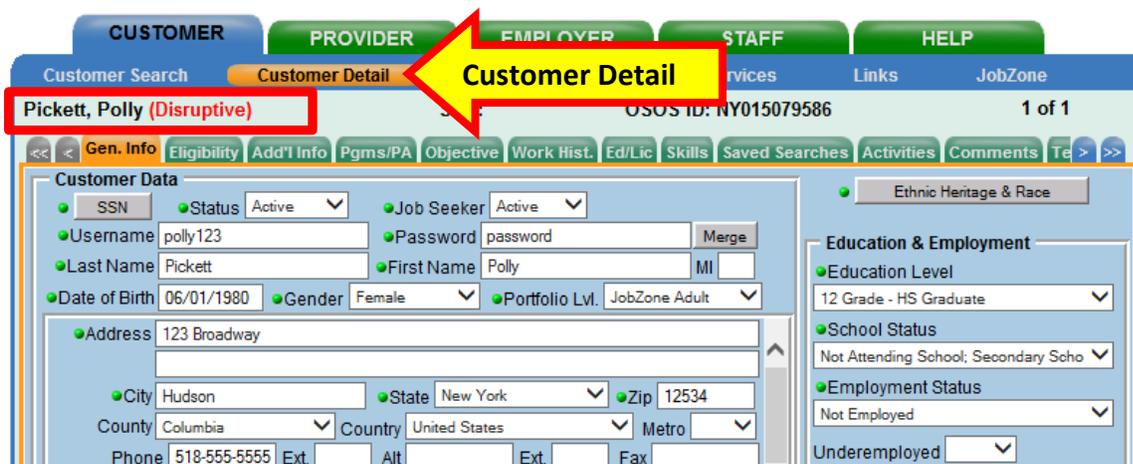
Warning Text is displayed in the customer search results.

When the Suspended event is active in a customer record, you will be able see (Disruptive) next to the customer's name in the customer search results.

When the Reserve Forces Called to Active Duty event is active in a customer record, you will be able see (Reservist) next to the customer's name in the customer search results.



Warning Text is also displayed in in the **Customer Detail** window, next to the customer's name.





Recording a Non-Service Event will automatically add corresponding activities to the customer's Activities tab.

The Start Date of an Event will add an "Initiated" activity.

The End Date of an Event will add a "Terminated" activity.

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

Pickett, Polly | SSN: | OSOS ID: NY015079586 | 1 of 1

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

Activity	Activity Date	Office	Staff	Job	St	FA
<input type="checkbox"/> New Job Seeker - Staff Assisted	12/08/2017	OSOS/REOS	KLINE, REE			No
<input type="checkbox"/> Common Measures Enrollment	12/19/2017	OSOS/REOS	KLINE, REE		Ye	
<input type="checkbox"/> Labor Exchange Enrollment	12/19/2017	OSOS/REOS	KLINE, REE		Ye	
<input type="checkbox"/> Assessment Interview, Initial Assessment	12/19/2017	OSOS/REOS	KLINE, REE			No
<input type="checkbox"/> External Job Referral	12/19/2017	OSOS/REOS	KLINE, REE			No
<input type="checkbox"/> External Job Referral	01/08/2018	OSOS/REOS	KLINE, REE			No
<input type="checkbox"/> DOH Marketplace Information	01/08/2018	OSOS/REOS	KLINE, REE			No
<input type="checkbox"/> Referred to Job FT Regular (Over 150 Days)	01/08/2018	OSOS/REOS	KLINE, REE	M NY		No
<input type="checkbox"/> Not Hired	01/08/2018	OSOS/REOS	KLINE, REE	M NY		No
<input type="checkbox"/> Service Suspension - Initiated	01/15/2018	OSOS/REOS	KLINE, REE			
<input type="checkbox"/> Job Search Planning	01/16/2018	ALBANY	KLINE, REE			No
<input type="checkbox"/> Service Suspension - Terminated	01/20/2018	OSOS/REOS	KLINE, REE			
<input type="checkbox"/> Receiving Health/Medical Treatment - Initiated	01/23/2018	OSOS/REOS	KLINE, REE			
<input type="checkbox"/> Receiving Health/Medical Treatment - Terminated	02/05/2018	OSOS/REOS	KLINE, REE			

Delete Activity | Print List | Detail

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



## **RESOURCES AND ASSISTANCE**

Additional program information, OSOS guides and other resources can be found at:

<http://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)