



Opioid Crisis National Dislocated Worker Grant Training OSOS Guide



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PURPOSE

The purpose of the Opioid Crisis National Dislocated Worker Grant (DWG) is to address the economic and workforce related impacts on communities affected by the opioid epidemic. New York State (NYS) will enable eligible applicants to serve or retrain workers in communities impacted by the health and economic effects of widespread opioid use, addiction, and overdose. Through the Opioid Crisis DWG, the New York State Department of Labor will partner with 12 Local Workforce Development Boards (LWDB) in NYS to provide training and support activities to dislocated workers (including displaced homemakers), individuals temporarily or permanently laid off as a consequence of the Opioid Crisis, a long-term unemployed individual, and self-employed individuals who became unemployed or significantly underemployed as a result of the Opioid Crisis; and to provide training that builds the skilled workforce in professions that could impact the causes and treatment of the opioid crisis, including addiction and substance-abuse treatment, mental health treatment, and pain management.

Employment and training activities must follow one or both of the following approaches: Reintegration of eligible participants who volunteer that they have been impacted by the opioid crisis; or, providing career, training, and supportive services to eligible participants aimed at boosting the number of qualified professionals in fields that can have an impact on the crisis.

OSOS is a case management system designed to record a process in which services are provided to jobseekers and employers. This process must detail an assessment of a customer's situation as it pertains to their search for employment. It must then detail a specific plan of action set in place to provide these services and achieve defined goals. Lastly, the outcome of this plan must be documented to measure its success in achieving the desired goals.

This guide will provide detailed instructions on how to conduct the OSOS data entry for the Opioid Crisis DWG.

For additional information on the Opioid Crisis DWG:

https://wdr.doleta.gov/directives/attach/TEGL/TEGL_4-18.pdf



PARTICIPANT DATA ENTRY

ENTER THE PROVIDER

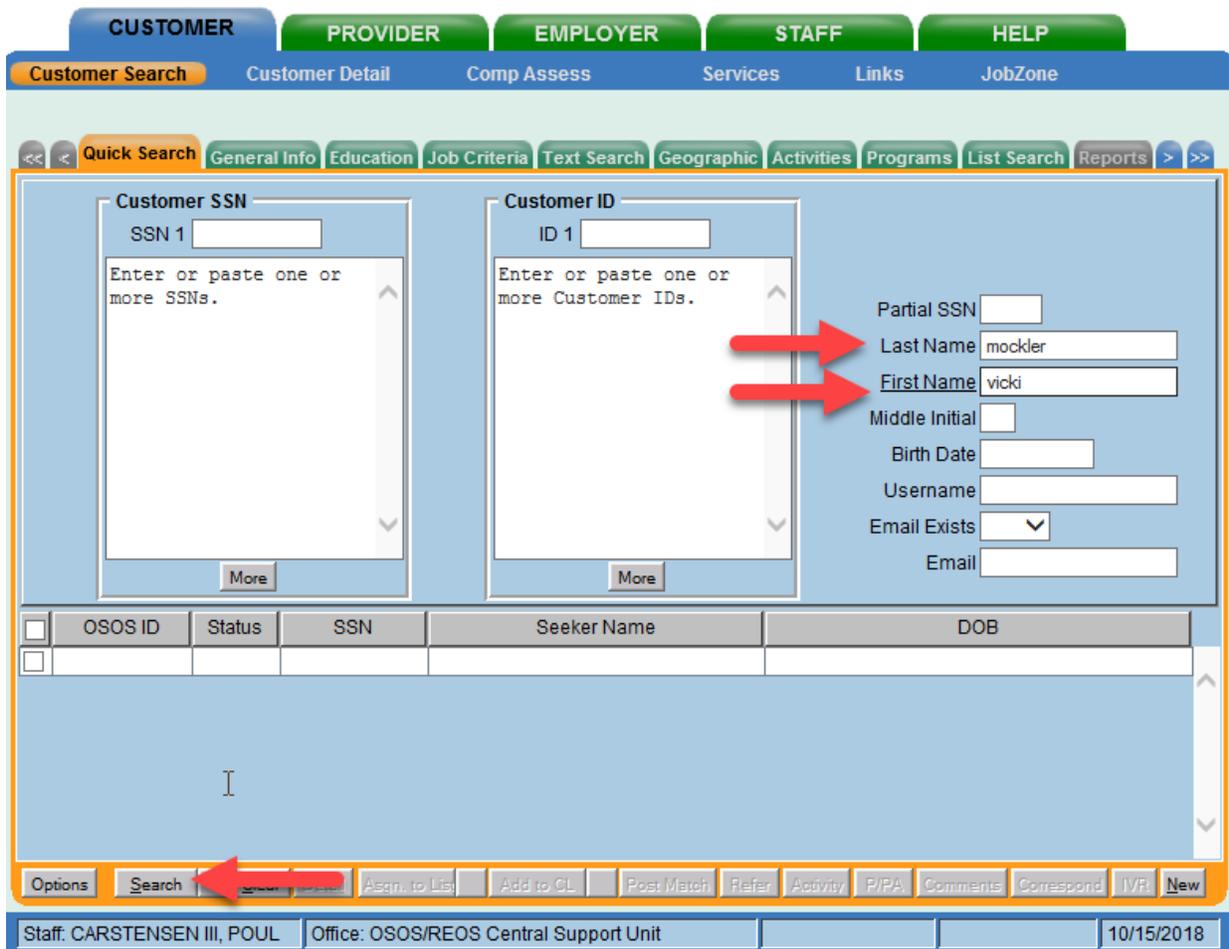
Begin by ensuring that the training provider information is in OSOS. Once this is verified, staff may record participant data relevant to the services being provided. If training provider information is not already in OSOS, it can be entered using the step-by-step instructions found in the OSOS guide located here:

<https://labor.ny.gov/workforcenypartners/osos/OSOS-Guide-Creating-Providers-Services-and-Offerings.pdf>

CUSTOMER SEARCH

Start by conducting a Customer Search in the **Customer** module, **Customer Search** window, and **Quick Search** tab.

Search for the customer by Last Name and First Name. Once you find the customer's record in OSOS you may use the customer's NY ID number for any subsequent customer search.



The screenshot shows the OSOS Customer Search interface. The 'Quick Search' tab is selected. The 'Customer ID' field is populated with 'ID 1'. The 'Last Name' field contains 'mockler' and the 'First Name' field contains 'vicki'. A red arrow points to the 'Search' button at the bottom left. The status bar at the bottom shows 'Staff: CARSTENSEN III, POUL', 'Office: OSOS/REOS Central Support Unit', and the date '10/15/2018'.

OSOS ID	Status	SSN	Seeker Name	DOB

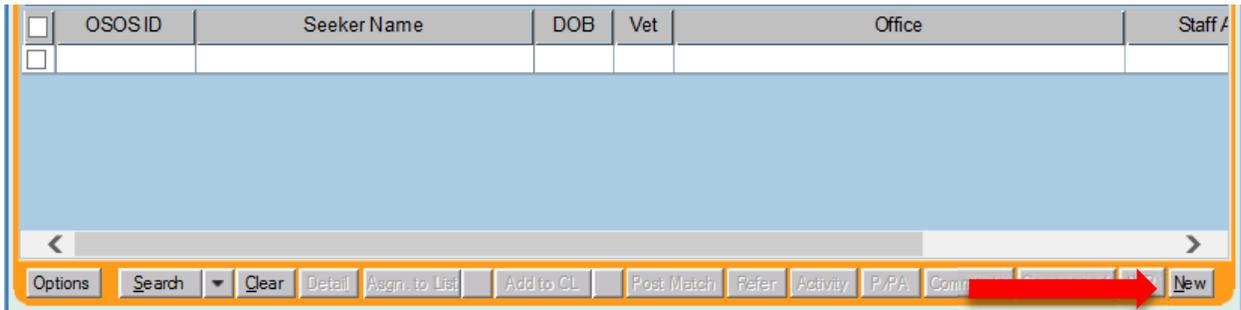


If a customer name search returns multiple records for the same customer, contact the OSOS Help Desk at help.osos@labor.ny.gov or 518-457-6586 to determine which record should be used.

If no matches are found you will need to create a new record for the customer in OSOS, as customers served under this grant must be registered with NYS's Career Centers. Detailed instructions for creating a basic customer record can be found here:

<https://labor.ny.gov/workforcenypartners/osos/Creating-a-Basic-Customer-Record-OSOS-Guide-12-10-2018.pdf>

To create a new customer record, click **New** at the bottom of the screen and fill in the necessary information in the Customer Detail tabs.





UPDATE THE CUSTOMER RECORD

It is important to note that the services available to customers under this grant are different based on what the customer discloses during their appointment. Customers served under this grant must be dislocated workers. Opioid Crisis DWG funding can only be used to fund trainings in the specific training fields identified to have an impact on the opioid crisis. These fields are as follows: addiction treatment; mental health treatment focused on conditions that can lead to or exacerbate opioid addiction; and pain management services and practices that the applicant demonstrates could help reduce or avoid prescription painkiller addiction. Any dislocated worker can receive training in these fields under this grant.

If a customer discloses that they have been personally impacted by the opioid crisis, not only can they enter training in one of the fields identified above but they are also eligible to seek career and training services in other professions including, but not limited to, medical and health professions encompassed in the Opioid Crisis DWG grant. Training and job placement assistance to aid participants in finding and filling jobs in identified emerging or high-demand sectors are also allowed for customers who reveal that they are or have been impacted by the opioid crisis. To maximize the number of customers served under this grant, staff should inquire about the customer's relationship to the opioid crisis during their appointment if the customer displays an interest in training in a field determined to be in-demand that is other than the fields identified to have an impact on the opioid crisis. Customers do not have to disclose this information. However, staff should explain the benefit of disclosure as it relates to funding the training they are interested in.

It is imperative that each customer served under the grant be documented as a dislocated worker to receive Opioid Crisis DWG funded services. Following the checklist found at <https://labor.ny.gov/workforcenypartners/PDFs/dislocated-worker-osos-checklist.pdf> will ensure the customer is eligible. The OSOS fields for documenting Dislocated Worker status can be found in the **Customer** module, **Customer Detail** window, **Work History** tab.

To properly document a dislocated worker, the Work History tab must be completed. Start and end dates must be provided, and Category 2 and Category 6 dislocated workers must have an O*Net code. In addition, each category of dislocated worker will have different required fields depending on the category selected.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

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

Mockler, Vicki L. SSN: OSOS ID: NY014381191 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 Database Administrators O*Net Titles O*Net Code 15114100

Employer Database Solutions Include online Start Date 01/01/2001 End Date

Address 123 Data Way Supervisor John Smith Phone 518-485-2601 Ext.

Wage \$ 60000.00 Yearly Hours/week 40

City Albany Reason for Leaving Category 1-DW

State New York Zip 12240 Job Duties Administer, test, and implement computer databases, applying knowledge of database

Country United States Job Type Full Time RR Event# Event

NAICS NAICS Lookup

Dislocated Worker Information

Qualifying Dislocation Date 01/15/2019 Tenure (months) 8

O*Net at Dislocation 15114100 Database Administrators

NAICS

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Database Administrators	Database Solutions	Albany	01/01/2001	

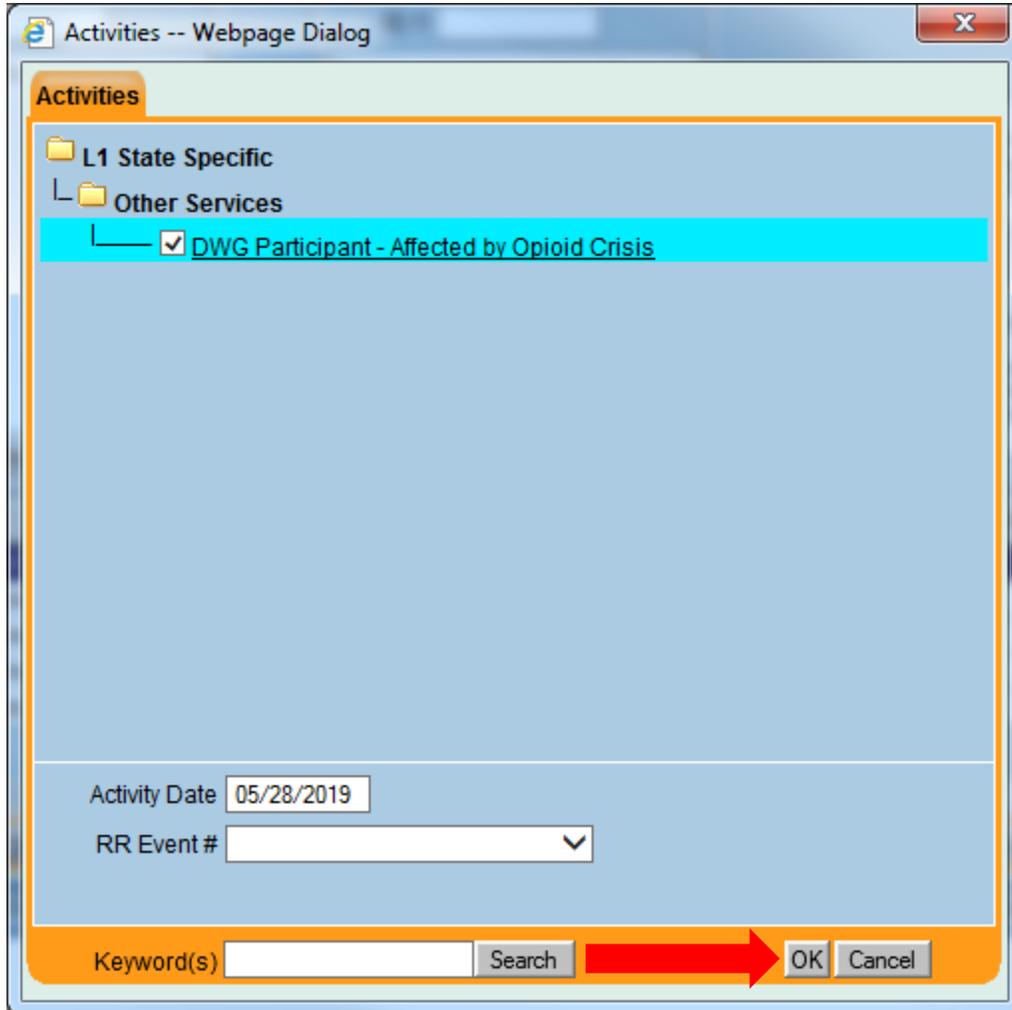
New Job Entry Delete Selection

Save Start Match Services Comp Assess **Activity** R Get to Strch Comments Tag Resume Sched Message

Staff: KENNEDY, JOHN Office: Hempstead Works Unsaved Changes Security: Delete 04/22/2019

If the customer discloses that they have been personally affected by the opioid crisis, staff must take the DWG Participant- Affected by the Opioid Crisis activity. To select this activity, click on the gray **Activity** button located at the bottom of the screen.

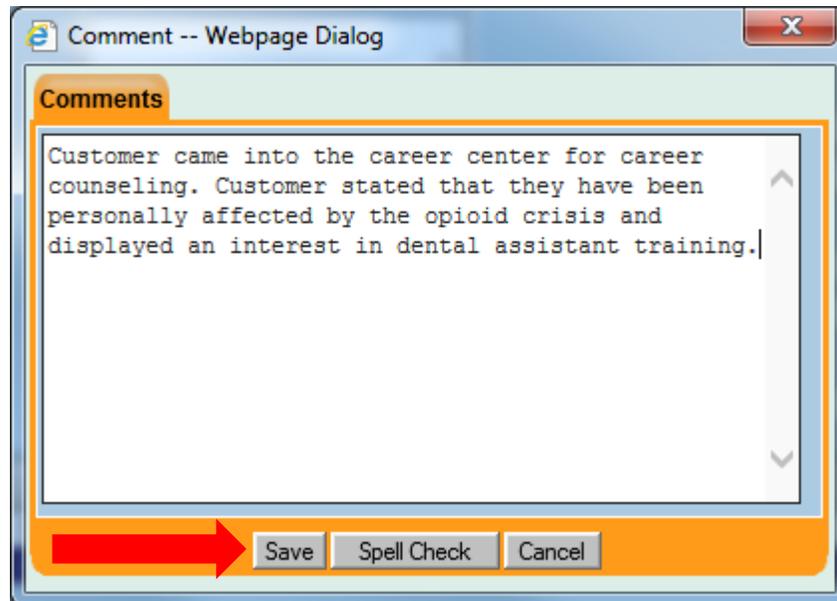
Then select the **L1 State Specific** folder. From here, click on **Other Services** and select **DWG Participant – Affected by Opioid Crisis**. This activity should **only** be taken when the customer reveals that they have been personally affected by the crisis. Now click **OK** at the bottom of the Activities Webpage Dialog box.



Once the Activities Webpage Dialog box closes, click the gray **Save** button located at the bottom of the **Customer Detail** screen.



In addition to documenting dislocated worker status in the **Work History** tab and taking the OSOS activity, staff must also record the customer's disclosure of being affected by the opioid crisis in an OSOS comment. This comment should only outline that the customer disclosed they have been affected by the opioid crisis and must not contain any personal or health related information. After recording the comment, click **Save** at the bottom of the screen.





RECORD THE SERVICE

Once you have created/updated the customer's record, documented DW status, and taken the appropriate activity if applicable, proceed to the Services Window to enter services that are being provided to the customer.

Click the **New Service** button at the bottom of the screen.

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

Customer Search Customer Detail Comp Assess **Services** LI **Services**

Mockler, Vicki L. SSN: OSOS ID: NY014381191

<< < **Services** > >>

Detail

Provider Name: Adirondack Community College
 Location Name: Adirondack Community College
 Provider ID: 3006 Offering ID: 93562
 Plan. Start Date: 02/05/2018 Plan. End Date: 03/11/2018
 Actual Start Date: 02/05/2018 Actual End Date:
 Completed Successfully:
 Next Contact Date:
 Program Service Type:
 Part Time Learn.: Distance Learn.:
 Program:
 Minimum Hours: Number of Weeks:
 O*Net: O*Net:
 NAICS: NAICS:

Funding

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>				

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

	Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input type="checkbox"/>	Adirondack Community College	Hospitality & Tourism	02/05/2018		
<input type="checkbox"/>	SS/IO Provider	SS/IO Provider Service	11/28/2017	11/28/2017	Basic Career Services
<input type="checkbox"/>	Functional Alignment PY 2006	Assessment Interview, Initial Assessm	11/27/2017	11/27/2017	Basic Career Svcs - Sta
<input type="checkbox"/>	Functional Alignment PY 2006	Workforce Information Svcs. Staff Assis	11/27/2017	11/27/2017	Basic Career Svcs - Sta

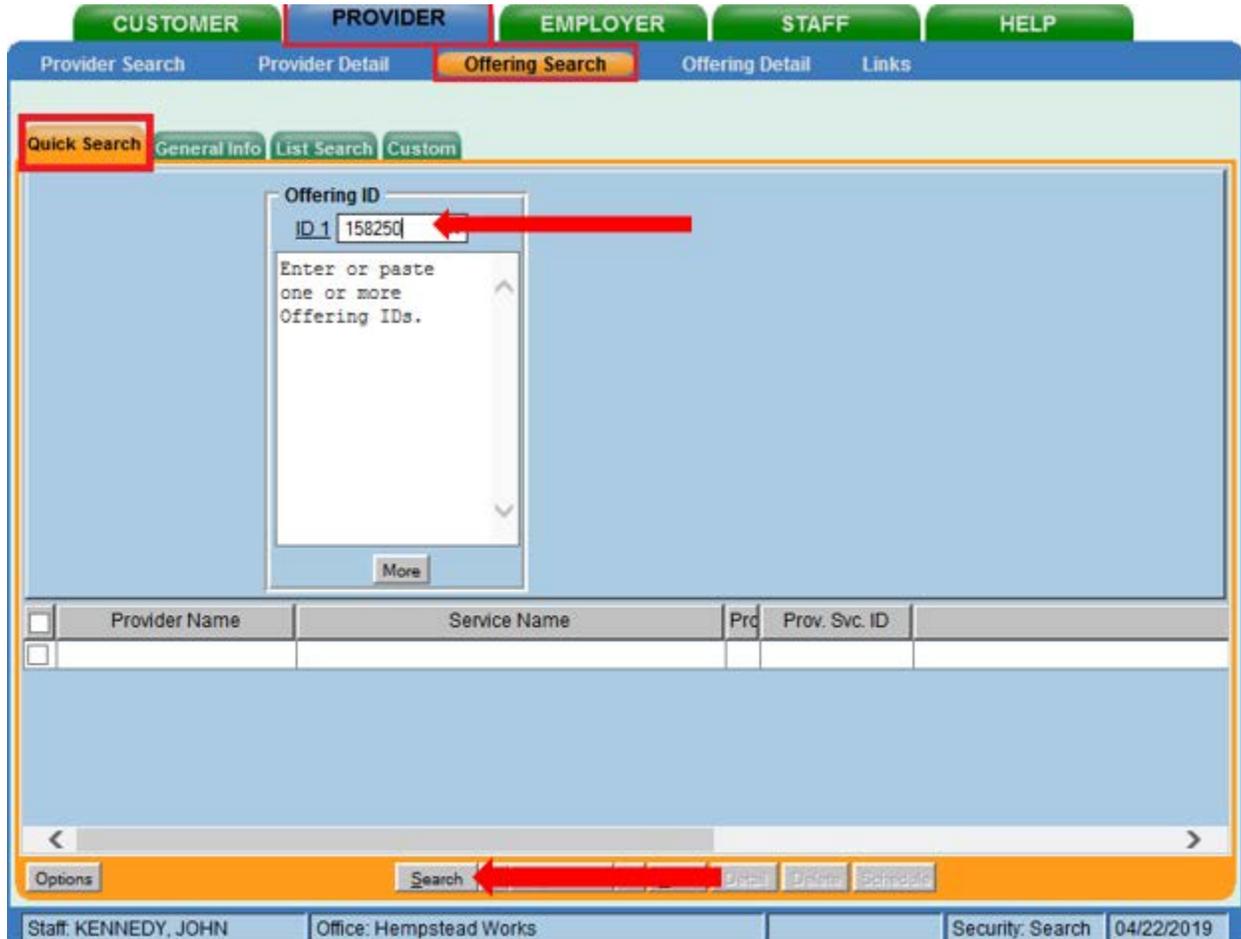
Options Print List **New Service**

Staff: CARSTENSEN III, POUL Office: OSOS/REOS Central Support Unit Security: Delete 10/15/2018



After you click the **New Service** button, OSOS will automatically navigate to the **Provider** module. Within the **Provider** module, OSOS will navigate to the **Offering Search** window, **Quick Search** tab.

If you know the **Offering ID** number, type it in the search box and click **Search**.

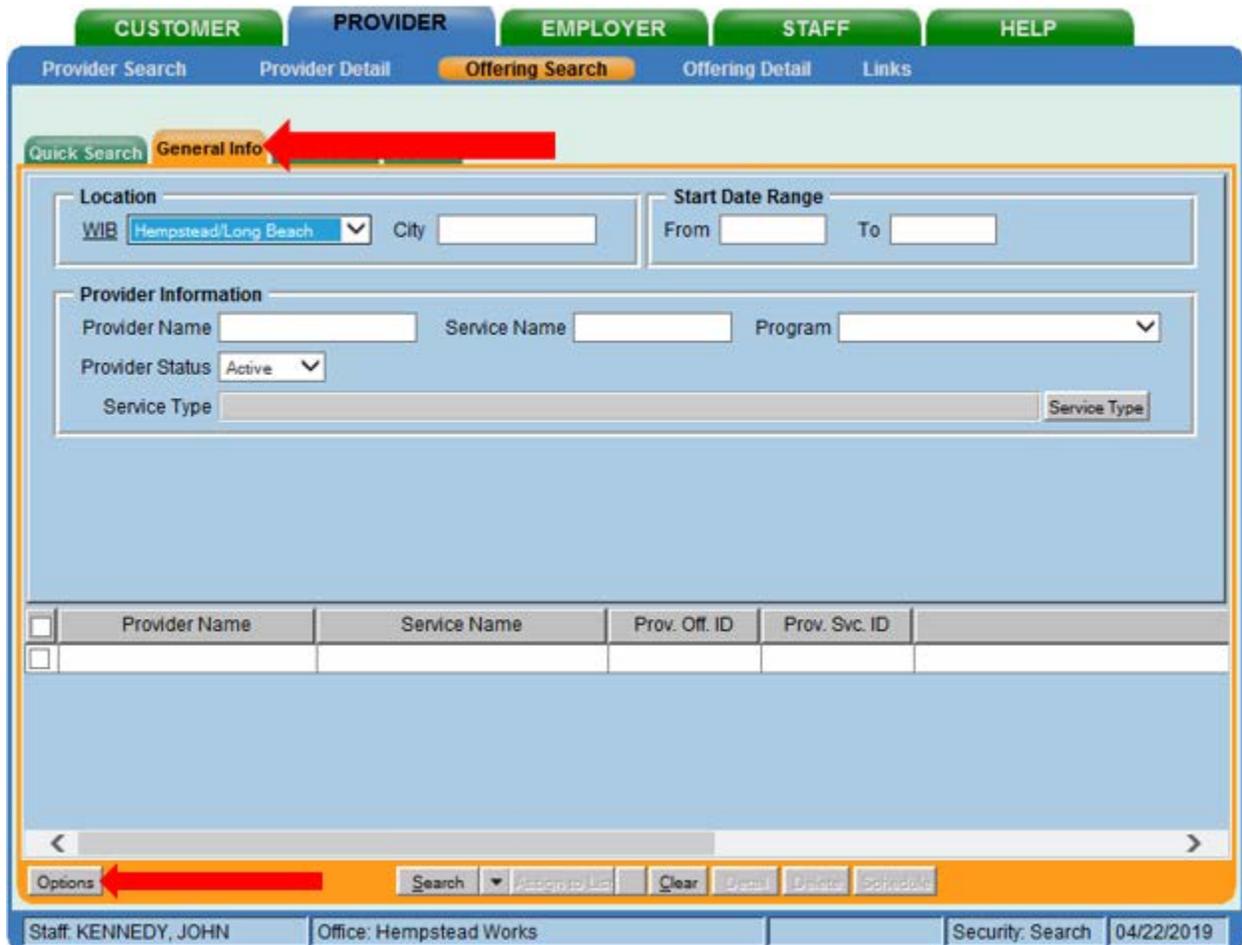


If you do not know the **Offering ID**, click the **General Info** tab to search by other criteria.

For Occupational Skills Training to be funded through the Opioid Crisis DWG, the training provider/service must have been auto-loaded in OSOS from the Eligible Training Provider List (ETPL).

To help you determine whether a provider has been auto-loaded from the ETPL, the search options in OSOS should be adjusted before conducting the search.

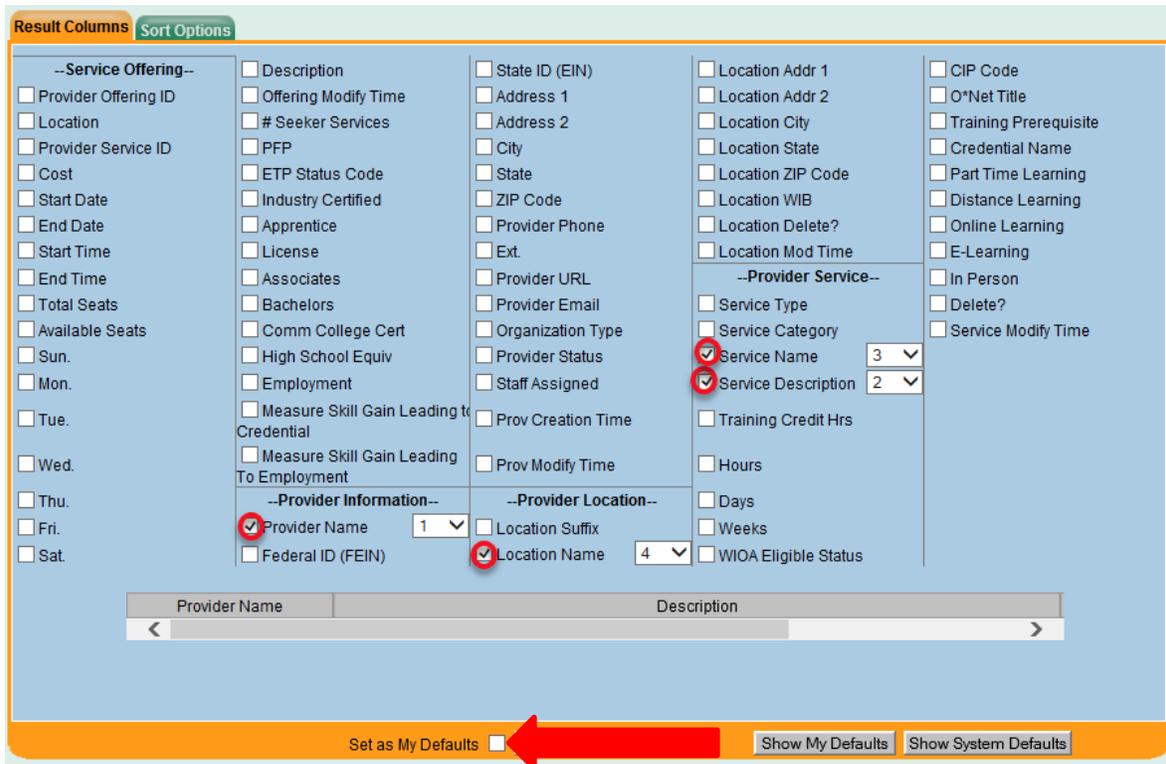
To do this, click on **Options** at the bottom of the screen.



The screenshot displays the OSOS web application interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Provider Search, Provider Detail, Offering Search (highlighted), Offering Detail, and Links. The main content area has two sub-tabs: Quick Search and General Info (highlighted with a red arrow). The General Info section contains several input fields: Location (with a dropdown menu showing 'WIB Hempstead/Long Beach' and a 'City' field), Start Date Range (with 'From' and 'To' fields), Provider Information (with 'Provider Name', 'Service Name', 'Program' dropdown, and 'Provider Status' dropdown set to 'Active'), and 'Service Type' with a 'Service Type' button. Below the form is a table with columns: Provider Name, Service Name, Prov. Off. ID, and Prov. Svc. ID. At the bottom of the screen, there is a toolbar with buttons: Options (highlighted with a red arrow), Search, Actions to List, Clear, Update, Delete, and Schedule. The footer shows: Staff: KENNEDY, JOHN; Office: Hempstead Works; Security: Search; 04/22/2019.

A pop-up window will appear containing a list of categories you can choose to display for your search results. Select the following four categories: Provider Name, Service Name, Location Name, and Service Description. The Service Description is especially important because this field will indicate if the service was autoloaded from the ETPL.

Uncheck any other categories that may already be checked and click **Save**.



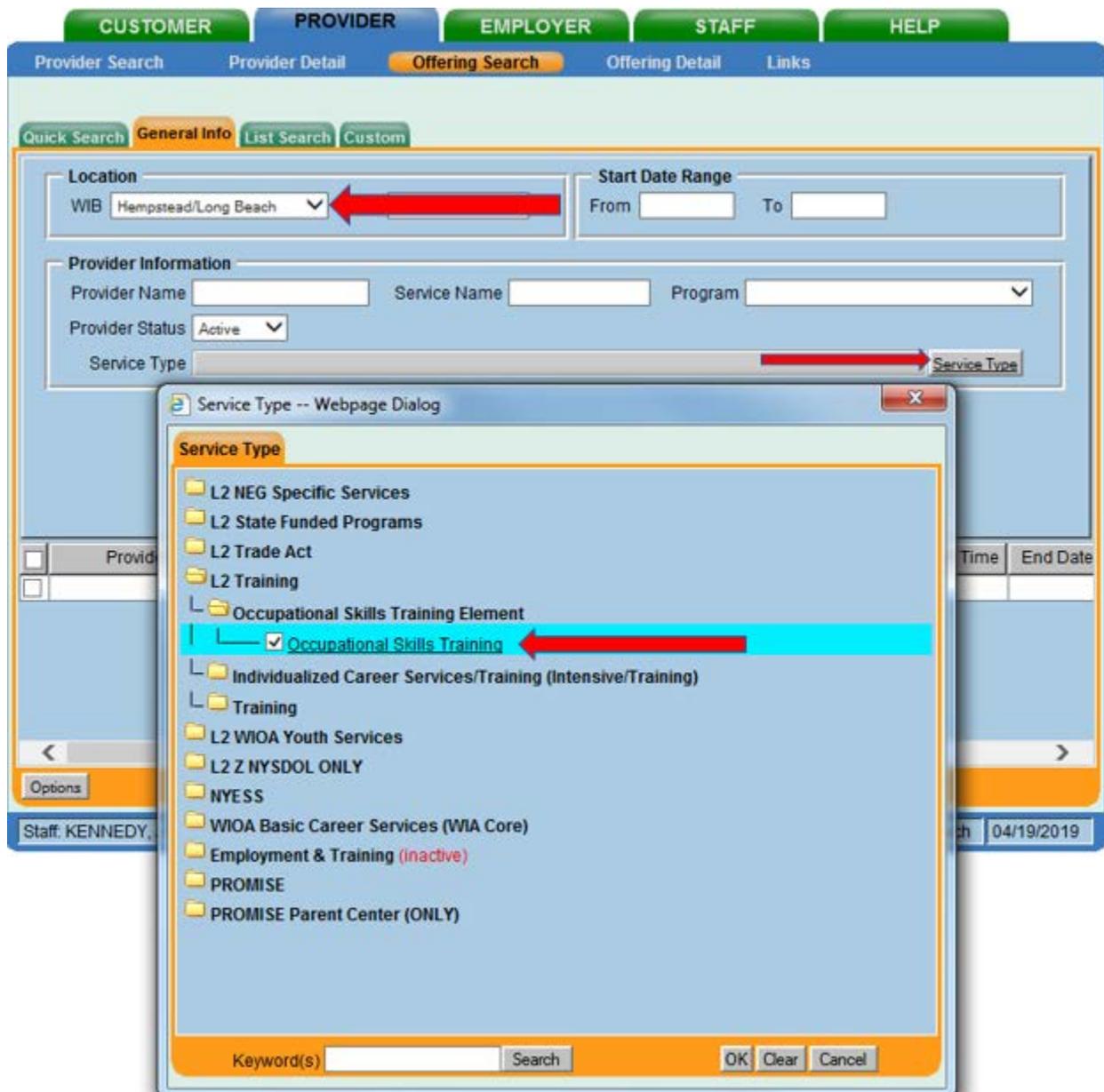

*You can check the box to “**Save My Defaults**” before you save so that you do not have to set these options each time you conduct a search.*

Now that the options have been customized, select the **WIB**.

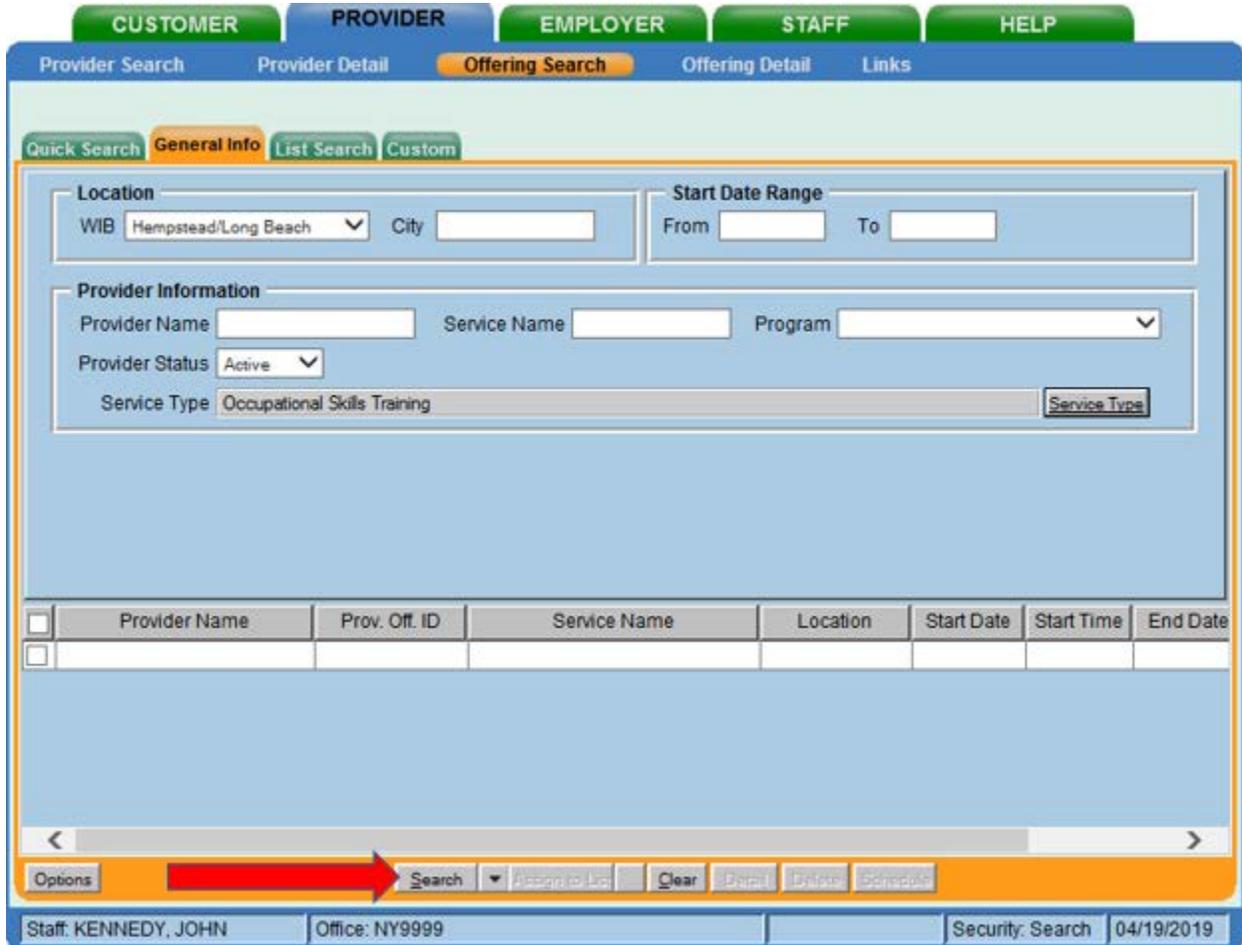
Enter any known information in the available data fields. OSOS will allow you to enter a partial name for the **Provider Name** and **Service Name** fields.

Then, click **Service Type**.

Select the appropriate **Service Type** from the pop-up dialog box. Click **OK**.



Once the search criteria have been entered, click **Search**.

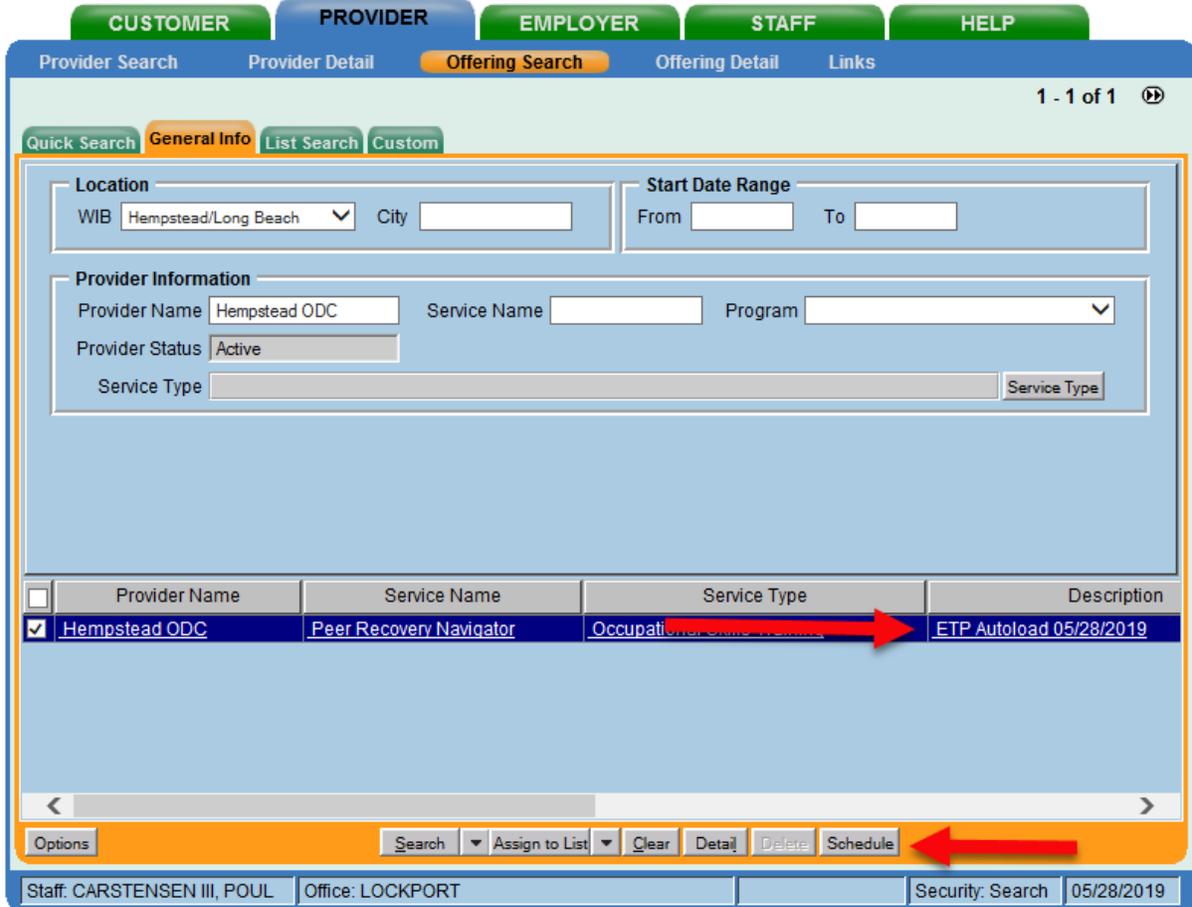


The screenshot shows the OSOS web application interface for the 'Offering Search' function. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Provider Search, Provider Detail, Offering Search (highlighted), Offering Detail, and Links. The main content area has sub-tabs: Quick Search, General Info (highlighted), List Search, and Custom. The search criteria section includes:

- Location:** WIB Hempstead/Long Beach (dropdown), City (text input), Start Date Range (From/To text inputs).
- Provider Information:** Provider Name (text input), Service Name (text input), Program (dropdown), Provider Status (Active dropdown), Service Type (Occupational Skills Training dropdown).

Below the search criteria is a table with the following columns: Provider Name, Prov. Off. ID, Service Name, Location, Start Date, Start Time, and End Date. The table is currently empty. At the bottom of the search area, there are buttons: Options, Search (with a red arrow pointing to it), Assign to Loc, Clear, Detail, Delete, and Schedule. The footer of the application displays: Staff: KENNEDY, JOHN; Office: NY9999; Security: Search; 04/19/2019.

The results will display in the bottom half of the screen. Select the appropriate Provider/Service from the results and click **Schedule**.



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

1 - 1 of 1

Quick Search **General Info** List Search Custom

Location: WIB City Start Date Range: From To

Provider Information: Provider Name Service Name Program Provider Status Service Type

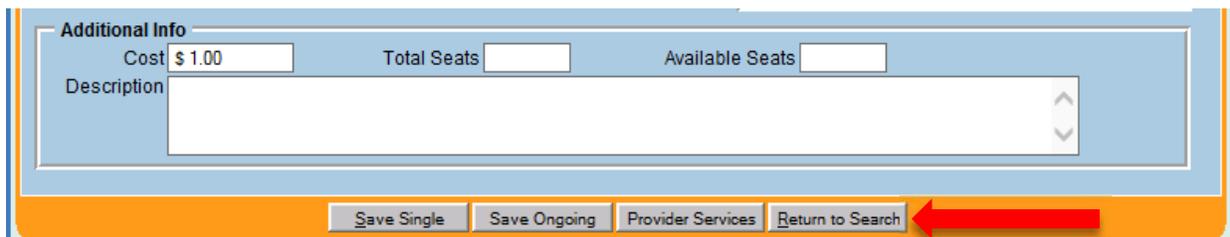
<input type="checkbox"/>	Provider Name	Service Name	Service Type	Description
<input checked="" type="checkbox"/>	Hempstead ODC	Peer Recovery Navigator	Occupational Case Management	ETP Autoload 05/28/2019

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

Staff: CARSTENSEN III, POUL Office: LOCKPORT Security: Search 05/28/2019



*If your search only returns one result, OSOS will navigate directly to the **Offering Detail** window for that provider. Click the **Return to Search** button at the bottom of the screen to navigate back to the **General Info** tab. This will allow you to schedule the service.*



Additional Info: Cost Total Seats Available Seats

Description

Save Single Save Ongoing Provider Services **Return to Search**



By clicking **Schedule**, the service will be added to the customer's record, and OSOS will automatically navigate to the **Services** tab.

Select the service from the list in the bottom half of the screen and complete the following data entry in the **Detail** window (left hand side).

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

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

Mockler, Vicki L. SSN: OSOS ID: NY014381191 Record Saved

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

Detail

Service Name: Peer Recovery Navigator

Service Desc.: ETP Autoload 05/28/2019

Service ID: 158275

Service Type: Occupational Skills Training

Provider Name: Hempstead ODC

Location Name: Headquarters

Provider ID: 97222 Offering ID: 158250

Plan. Start Date: Plan. End Date:

Actual Start Date: Actual End Date:

Completed Successfully:
 Next Contact Date:

Program Service Type:

Part Time Learn.: Distance Learn.:

Funding

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>				

Total Funding: Add Edit Delete

Petition #:

RR Event #:

Incumbent Worker Training:

	Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type
<input type="checkbox"/>	Tompkins County E + T	Tutoring Assistance			
<input checked="" type="checkbox"/>	Hempstead ODC	Peer Recovery Navigator			
<input type="checkbox"/>	Hempstead-ECSDW	ECSDW-Counseling-Individual	05/17/2019	05/17/2019	
<input type="checkbox"/>	SS/IO Provider	SS/IO Provider Service	12/27/2018	12/27/2018	Basic Career Services

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

Save Customer Detail Comp Assess Comments Check Labor Market Information

Staff: CARSTENSEN III, POUL Office: LOCKPORT Security: Search 05/28/2019



Plan. Start Date – Enter the date on which the service is planned to begin.

Plan. End Date – Enter the date on which the service is planned to end. Enter the same date you entered for Plan. Start Date if it is a one-day service.

Actual Start Date – Enter the date on which the service began

Actual End Date – This field can be left blank until the service ends. If the service is a one-day service, enter the same date that you entered in the Actual Start Date field.

Next Contact Date – Enter a date on which to follow up with the participant. This date should be within 90 days of the first service to verify the program status and prevent the participant from exiting the enrollment.

Program Service Type – Select the appropriate program service type corresponding to the type of service.

O*NET – The O*Net code must be entered for a training service. If you do not know the O*NET code, refer to [O*NET Titles in OSOS Guide](#).

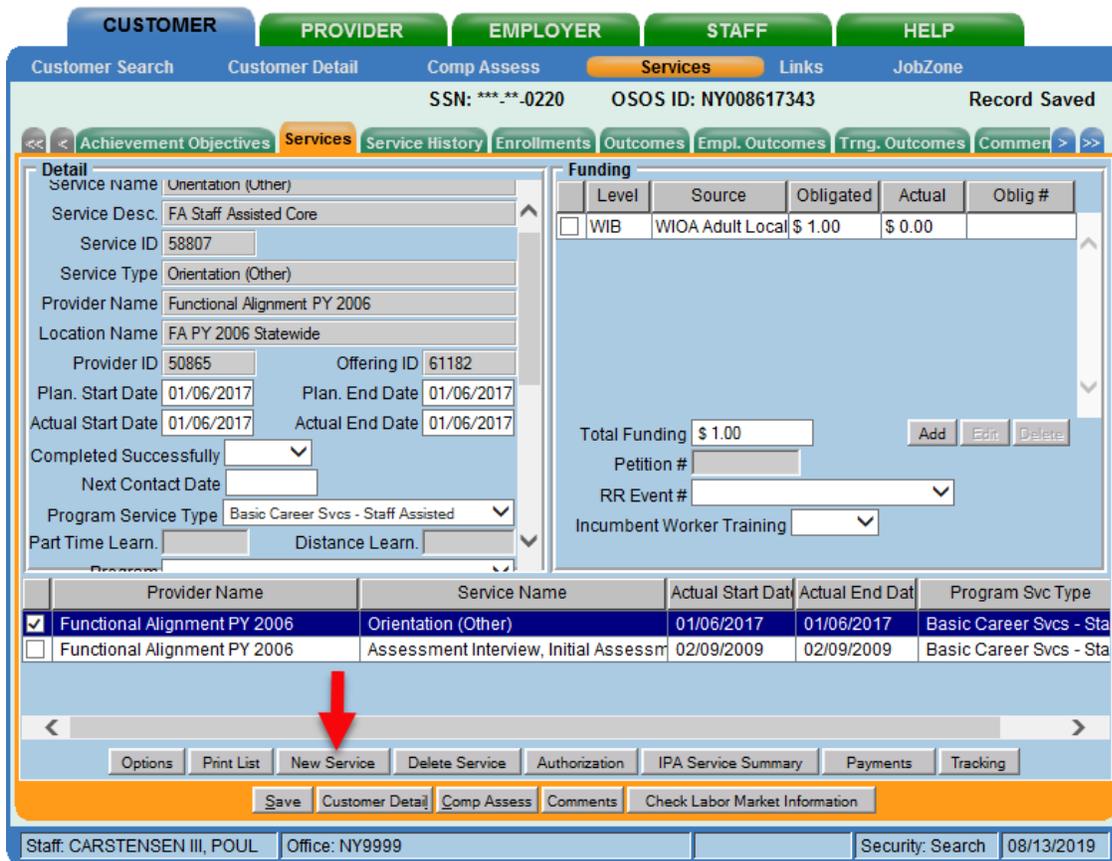
Staff Assigned—Click the “**Change**” button to enter the staff assigned to this participant. You may choose the down arrow and select “Assign to Me” if you are the staff member assigned to this participant.

WIB Assigned, Agency, Office – These fields will auto load information attached to the service. If the information is incorrect, click the **Change Office** button to update.

TEMPORARY DISASTER EMPLOYMENT

If a customer is placed in employment that is the result of temporary disaster relief in combating the opioid crisis, staff should enter the service as follows:

Start the scheduling process by clicking the **New Service** button at the bottom of the **Services** tab.



The screenshot shows the OSOS interface with the 'Services' tab active. The 'Detail' section includes fields for Service Name, Service Desc, Service ID, Service Type, Provider Name, Location Name, Provider ID, Offering ID, Plan. Start Date, Plan. End Date, Actual Start Date, Actual End Date, Completed Successfully, Next Contact Date, Program Service Type, Part Time Learn., and Distance Learn. The 'Funding' section includes a table with columns for Level, Source, Obligated, Actual, and Oblig #. Below the table are fields for Total Funding, Petition #, RR Event #, and Incumbent Worker Training. At the bottom of the form, there is a 'New Service' button highlighted with a red arrow.

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>	WIB	WIOA Adult Local	\$ 1.00	\$ 0.00

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type	
<input checked="" type="checkbox"/>	Functional Alignment PY 2006	Orientation (Other)	01/06/2017	01/06/2017	Basic Career Svcs - Sta
<input type="checkbox"/>	Functional Alignment PY 2006	Assessment Interview, Initial Assessm	02/09/2009	02/09/2009	Basic Career Svcs - Sta

In the **Offering Search** screen, select the proper WIB and click the **Service Type** button.

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

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

Quick Search **General Info** List Search Custom

Location
WIB

Start Date Range
From To

Provider Information
Provider Name Service Name Program

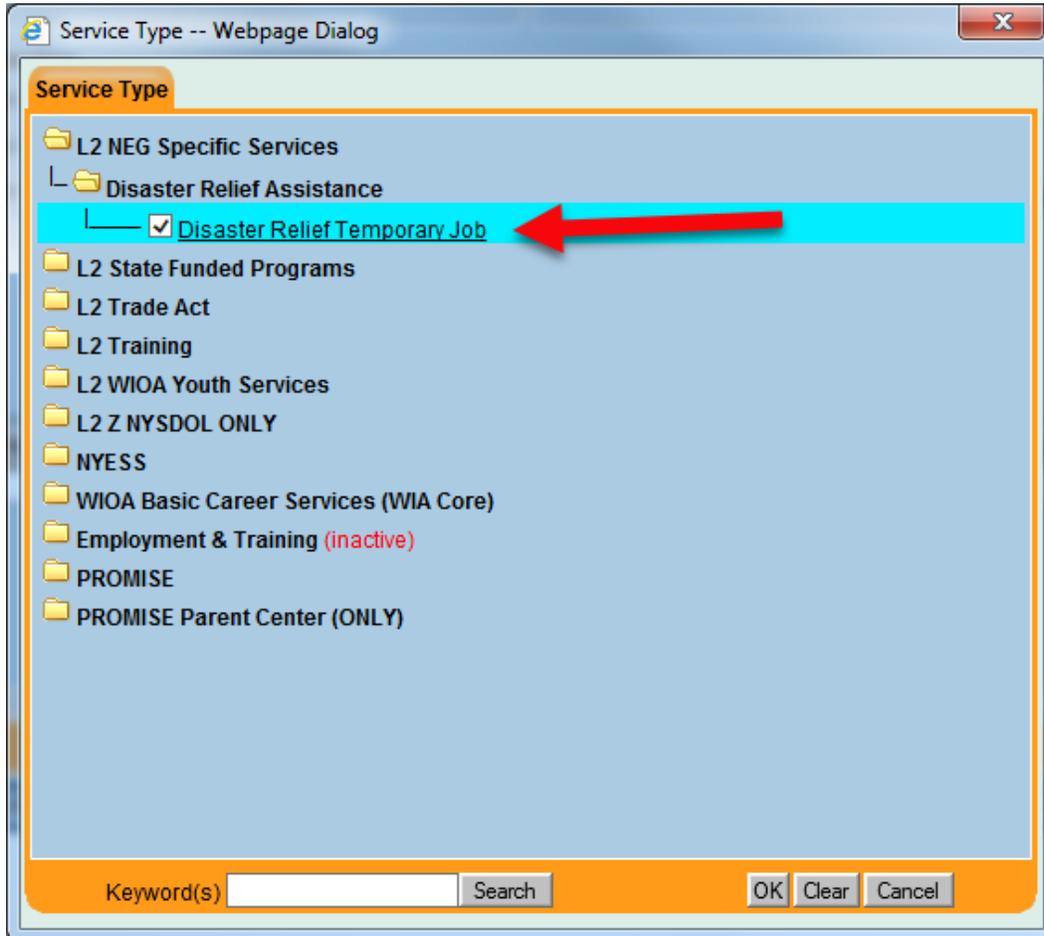
Provider Status

Service Type

<input type="checkbox"/>	Provider Name	Service Name	Service Type
<input type="checkbox"/>			

Staff: CARSTENSEN III, POUL Office: NY9999 Security: Search 08/13/2019

From the **L2 NEG Specific Services** category, select the **Disaster Relief Assistance** folder and check the **Disaster Relief Temporary Job** service type. Hit Search to return results.



CUSTOMER PROVIDER EMPLOYER STAFF HELP

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

Quick Search **General Info** List Search Custom

Location WIB City Start Date Range From To

Provider Information
Provider Name Service Name Program
Provider Status
Service Type

<input type="checkbox"/>	Provider Name	Service Name	Service Type
<input type="checkbox"/>			

Staff: CARSTENSEN III, POUL Office: NY9999 Security: Search 08/13/2019

Choose the correct offering and hit **Schedule**. This will bring OSOS back to the **Customer** module.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

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

1 - 11 of 11

Quick Search **General Info** List Search Custom

Location
 WIB Hempstead/Long Beach City **Start Date Range**
 From To

Provider Information
 Provider Name Service Name Program ▼
 Provider Status Active
 Service Type Disaster Relief Temporary Job Service Type

<input type="checkbox"/>	Provider Name	Service Name	Service Type
<input type="checkbox"/>	NEG Disaster - Nassau Cou	Disaster Relief Temporary Job-Ir	Disaster Relief Temporary Job
<input checked="" type="checkbox"/>	NEG Disaster Sandy - Nass	Disaster Relief Temporary Job-S	Disaster Relief Temporary Job
<input type="checkbox"/>	NEG Disaster Sandy - Nass	Disaster Relief Temporary Job-S	Disaster Relief Temporary Job
<input type="checkbox"/>	NEG Disaster Sandy - Nass	Disaster Relief Temporary Job-S	Disaster Relief Temporary Job
<input type="checkbox"/>	NEG Disaster Sandy - Nass	Disaster Relief Temporary Job-S	Disaster Relief Temporary Job
<input type="checkbox"/>	NEG Disaster Sandy - Nass	Disaster Relief Temporary Job-S	Disaster Relief Temporary Job
<input type="checkbox"/>	NEG Disaster Sandy - Nass	Disaster Relief Temporary Job-S	Disaster Relief Temporary Job

Options Search Assign to List Clear Detail Delete Schedule

Staff: CARSTENSEN III, POUL Office: NY9999 Security: Search 08/13/2019

ADD FUNDING

Next, complete the **Funding** section (right hand side) for the service.



Please note that if activities were previously documented and now appear in OSOS as functionally aligned services, staff are not required to reenter them as a new service to attach Opioid Crisis funding. Rather, staff should remove the Dislocated Worker funding associated with the functionally aligned service and replace it with Opioid Crisis DWG 2018 funding.

To do this, enter \$1.00 in the **Total Funding** field.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

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

Mockler, Vicki L. SSN: OSOS ID: NY014381191

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

Detail

Service Name: Disaster Relief Temporary Job-Irene/Lee

Service Desc: Disaster Relief Temporary Job-Irene/Lee

Service ID: 99032

Service Type: Disaster Relief Temporary Job

Provider Name: NEG Disaster - Nassau County - Hempstead

Location Name: Nassau County DPW-Hempstead

Provider ID: 74105 Offering ID: 106421

Plan. Start Date: 01/30/2019 Plan. End Date: 01/31/2019

Actual Start Date: 01/30/2019 Actual End Date: 01/31/2019

Completed Successfully:

Next Contact Date:

Program Service Type: ITA-Training

Part Time Learn. Distance Learn.

Funding

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>				

Total Funding **Add**

Petition #

RR Event #

Incumbent Worker Training

	Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type
<input type="checkbox"/>	Additions Care Center of Albany, Inc.	CASAC Certification Program	09/01/2017		ITA-Training
<input type="checkbox"/>	SS/IO Provider	SS/IO Provider Service	10/12/2016	10/12/2016	Basic Career Services
<input type="checkbox"/>	SS/IO Provider	SS/IO Provider Service	03/14/2016	03/14/2016	Basic Career Services
<input checked="" type="checkbox"/>	NEG Disaster - Nassau County - Hem	Disaster Relief Temporary Job-Irene/L	01/30/2019	01/31/2019	ITA-Training

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

Save Customer Detail Comp Assess Comments Check Labor Market Information

Staff: CARSTENSEN III, POUL Office: Clinton County - OneWorkSource Security: Delete 08/30/2019

Click the **Add** button.



OSOS is not used as a financial tracking system. It is only used to track programmatic services provided. For this reason, the \$1.00 entry acts as a placeholder so that the system will designate a funding source to be attached to the service. This allows the system to track services provided under this grant.



After you click **Add**, a pop-up window will appear with a list of funding sources.

Check the box next to **Opioid Crisis DWG** to select that funding source. Enter **\$1.00** in the **Obligated Amount** field and click **OK**.

Funding -- Webpage Dialog

	Level	Funding Source	Year	Remaining	NEG/Contract/Grant #
<input type="checkbox"/>	WIB	WIOA Adult Local	2017	\$ 998840.00	
<input type="checkbox"/>	WIB	WIOA Adult Local	2018	\$ 98824.00	
<input type="checkbox"/>	WIB	WIOA Dislocated Worker Local	2017	\$ 987142.00	
<input type="checkbox"/>	WIB	WIOA Dislocated Worker Local	2018	\$ 89720.00	
<input type="checkbox"/>	WIB	Youth Statewide 15%	2017	\$ 999998.00	
<input type="checkbox"/>	State	Youth Statewide 15%	2018	\$ 99914.00	
<input type="checkbox"/>	WIB	Dislocated Worker Statewide 15%	2017	\$ 999993.00	
<input type="checkbox"/>	State	Dislocated Worker Statewide 15%	2018	\$ 99952.00	
<input type="checkbox"/>	State	Adult Statewide 15%	2018	\$ 99777.00	
<input type="checkbox"/>	WIB	Stimulus Adult Statewide 15%	2017	\$ 1000000.00	
<input type="checkbox"/>	WIB	DEI Supplemental	2017	\$ 9965.00	
<input type="checkbox"/>	WIB	Trade and Economic Transition DWG	2018	\$ 10000.00	
<input type="checkbox"/>	WIB	Hurricane Maria DWG	2017	\$ 100000.00	EM-31592-18-60-A-36
<input checked="" type="checkbox"/>	WIB	Opioid Crisis DWG	2018	\$ 100000.00	DW-33018-19-60-A-36

Obligated Amount: x

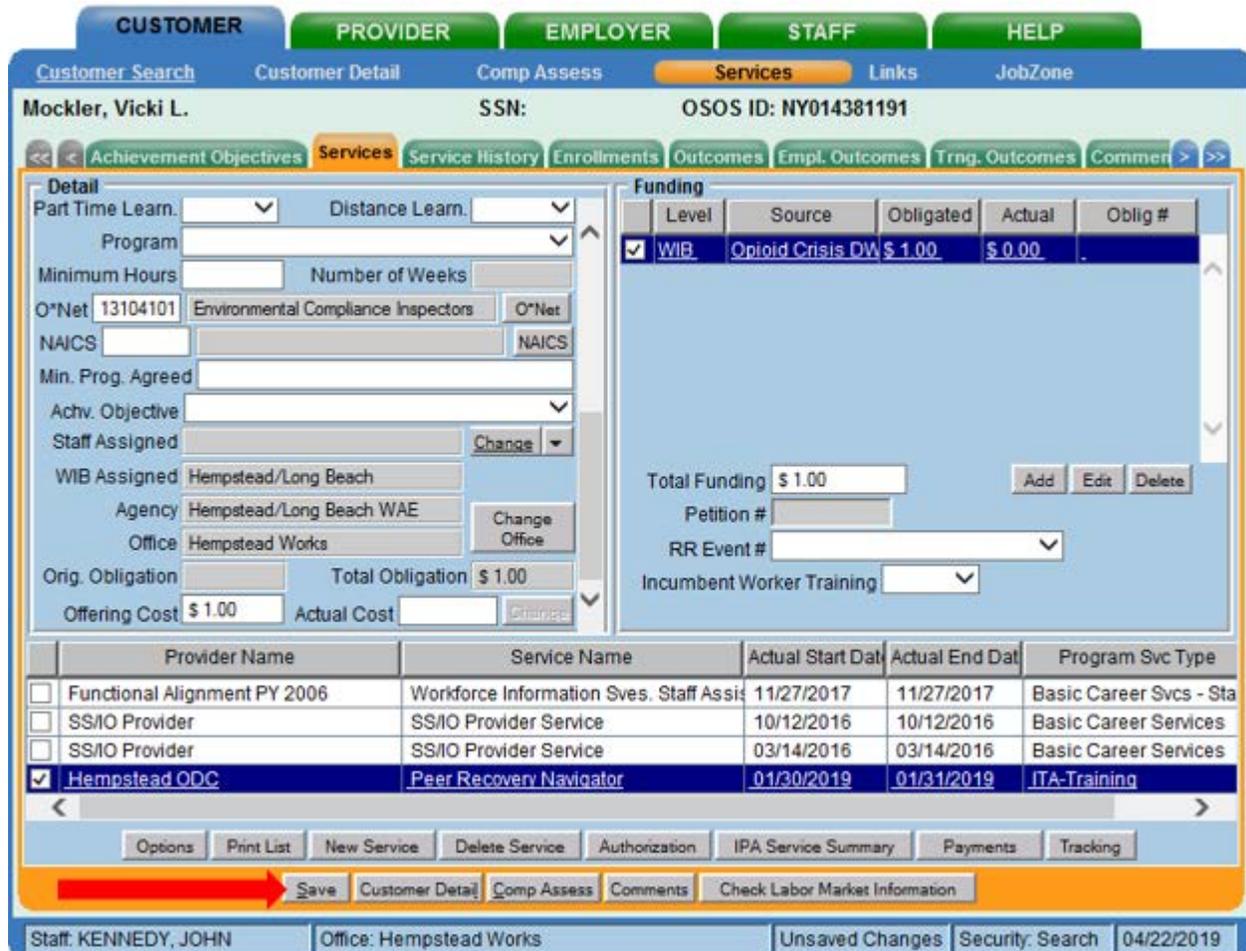
OR

Obligated Percentage:

WIB:
Office:
Region:

The funding will now appear in the **Funding** section on the right-hand side of the screen.

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



Customer | **PROVIDER** | **EMPLOYER** | **STAFF** | **HELP**

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

Mockler, Vicki L. | SSN: | OSOS ID: NY014381191

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

Detail

Part Time Learn. Distance Learn.

Program

Minimum Hours Number of Weeks

O*Net 13104101 Environmental Compliance Inspectors O*Net

NAICS NAICS

Min. Prog. Agreed

Achv. Objective

Staff Assigned

WIB Assigned Hempstead/Long Beach

Agency Hempstead/Long Beach WAE

Office Hempstead Works

Orig. Obligation Total Obligation \$ 1.00

Offering Cost \$ 1.00 Actual Cost

Funding

Level	Source	Obligated	Actual	Oblig #
<input checked="" type="checkbox"/>	WIB	Opioid Crisis DW	\$ 1.00	\$ 0.00

Total Funding \$ 1.00

Petition #

RR Event #

Incumbent Worker Training

	Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input type="checkbox"/>	Functional Alignment PY 2006	Workforce Information Sves. Staff Assis	11/27/2017	11/27/2017	Basic Career Svcs - Sta
<input type="checkbox"/>	SS/IO Provider	SS/IO Provider Service	10/12/2016	10/12/2016	Basic Career Services
<input type="checkbox"/>	SS/IO Provider	SS/IO Provider Service	03/14/2016	03/14/2016	Basic Career Services
<input checked="" type="checkbox"/>	Hempstead ODC	Peer Recovery Navigatior	01/30/2019	01/31/2019	ITA-Training

Staff: KENNEDY, JOHN | Office: Hempstead Works | Unsaved Changes | Security: Search | 04/22/2019



*The service must be closed when it has ended. To close a service, navigate to the **Customer** module, **Services** window, **Services** tab. Select the service that must be closed. Then enter the end date for the training service and click **Save**. The service is now closed.*



ENTER COMMENTS

Comments are used to record case management notes. All users should record comments, details about services, and case notes that concern the customer being served.

Click on the **Comments** button at the bottom of the **Customer Detail** window. The **Comment Webpage Dialog** box will appear. Enter the comment and click the **Save** button on the Webpage Dialog box.

The comment will then appear listed on the **Comments** tab next to the date the comment was entered. Remember to save the entire customer record when you are finished entering comments.

The screenshot displays the OSOS Customer Detail window for Vicki L. Mockler. The 'Comments' tab is active, showing a table of comments. A 'Comment -- Webpage Dialog' box is open, allowing the user to edit a comment. The dialog box contains the text: 'Customer came into the career center and received counseling services. Counseling was provided in conjunction with Opioid Crisis DWG grant.' The dialog box has 'Save', 'Spell Check', and 'Cancel' buttons. The background window shows a navigation menu with 'Customer Detail' selected, and a status bar at the bottom indicating 'Staff: KENNEDY, JOHN', 'Office: Hempstead Works', 'Unsaved Changes', 'Security: Delete', and '04/22/2019'.

Created	Staff Assigned	Comments	
<input checked="" type="checkbox"/>	04/22/2019	KENNEDY, JOHN	Customer came into the career center and received counseling services. Counseling was provided in conjunction with Opioid Crisis DWG grant.
<input type="checkbox"/>	11/29/2017	MOCKLER, VICKI L.	We discussed the work provided. Provided an overview of the work scheduled to attend an
<input type="checkbox"/>	08/04/2015	MOCKLER, VICKI L.	



ENTER OUTCOMES

When working with customers and providing services under the Opioid Crisis DWG, training and employment data entry must be completed in the same manner as it is entered for WIOA customers receiving funded services. All training and employment outcomes must be documented in the Training and Employment Outcomes tabs.

Guidance on entering Training and Employment outcomes can be found at <https://labor.ny.gov/workforcenypartners/osos/WIOA-Performance-Measures-and-Outcomes-Guide.pdf>



RESOURCES AND ASSISTANCE

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

<https://labor.ny.gov/workforcenypartners/osos.shtm>

Dislocated Worker Checklist

<https://labor.ny.gov/workforcenypartners/PDFs/dislocated-worker-osos-checklist.pdf>

OSOS Guide: Creating a Basic Customer Record

<https://labor.ny.gov/workforcenypartners/osos/Creating-a-Basic-Customer-Record-OSOS-Guide-12-10-2018.pdf>

OSOS Guide: Creating Providers Services and Offerings

<https://labor.ny.gov/workforcenypartners/osos/OSOS-Guide-Creating-Providers-Services-and-Offerings.pdf>

OSOS Guide: WIOA Performance Measures and Outcomes

<https://labor.ny.gov/workforcenypartners/osos/WIOA-Performance-Measures-and-Outcomes-Guide.pdf>

TEGL 4- 18 :

https://wdr.doleta.gov/directives/attach/TEGL/TEGL_4-18.pdf

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

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