

599 OSOS Data Entry FAQs

1. Under other guidance staff used to enter 599 training program information under the actual program but it generated an error. Staff was instructed to put *UI 599 occupational skills training*. Has this changed?

For WIA/WIOA funded trainings you will need to find the provider in OSOS and add the funding to the ETP auto loaded provider. This guidance has changed and you will need to follow the new steps outlined in the 599 OSOS Data Entry Guide.

2. If the customer's Counselor already entered the training service for the WIA/WIOA funded training, should we enter another service for 599 approvals?

No, as long as staff correctly recorded the data entry necessary to create the WIA/WIOA funded service there is no reason to add a duplicate service. In some cases a WIA/WIOA staff person who is responsible for training will have already entered the service prior to the 599 Weekly Report being sent. Check the service to make sure that the appropriate provider was selected and it is ETP auto load.

The ETP provider offering is an important piece. It is part of the CSI measures, and the corresponding CSI measure requires all WIA/WIOA funded training should only be given to training providers who are approved and on the Eligible Training Provider List. If the appropriate provider name is selected, but the Service Description field in the Offering Detail window does not begin with "ETP Auto load", it will show up as an error on the CSI report.

3. Prior instructions state that when the approvable date is after the actual start date, then the start date should be entered as the approvable date. Is this correct?

For WIA/WIOA funded training the actual start date is the start date of training, found on the 316.1M

For Non WIA/WIOA funded training the actual start date is the Determination Date listed on the 599 Weekly Report.

4. Because funding a service creates an enrollment will this cause a customer to come up on the I/A and I/A Outcomes Error Reports?

It will depend on if the service was entered appropriately:

If it's a WIA/WIOA funded training service, then an initial assessment, initial assessment outcome and IEP is required or it will appear in the CSI error report.

If the 599 training service is not funded by WIA /WIOA and the appropriate 599 UI training program was chosen, the customer will be excluded from the CSI measures.

5. If a customer's planned end date lapses and staff cannot get in touch with the customer, how should staff end the service? Should staff put that the customer did not complete successfully?

Review the customer's file in mainframe to determine if there is additional info on the customer's completion of training. If there is not information regarding the end of training enter NO in the completed successfully field. This outcome can always be changed/updated if different information is found at a later time.

6. If the local office receives no response to reasonable attempts to contact the customer to determine if their training was completed, can the certification ledger flags be used to determine when the training ended?

If the information you need is not found in the customer's file on the UI mainframe select NO in the Completed Successfully field. If additional assistance is needed regarding this, contact the OSOS helpdesk.

7. Will WIA Adult Local always be chosen as the funding source for NON WIA/WIOA funded 599 trainings?

For Non WIOA funded services always select WIA Adult Local as the funding source with zero as the total amount.

8. Can you explain why the verification page may pop up?

The verification page may pop up if the service creates a new enrollment. Make sure the information in the verification page is accurate or enter corrections directly into that page and save the record.

9. Do we enter free training (like HSE or the ATTAIN Lab that are on the ETPL) as 599 occupational training?

A High School Equivalency or TASC would be categorized as Basic Skills Training, not Occupational Skills Training.

10. Could you send the PowerPoint of the webinar?

A corresponding guide has been posted on NYSDOL internet, [599 OSOS Data Entry Guide](#)

11. What happens when a customer exhausts their UI benefits while still in 599-approved training? What goes on the Services tab?

If the customer exhausts their UI benefits continue to use the next contact date to periodically follow up with the customer and still provide the customer with reemployment services as needed. The Service in OSOS should still accurately reflect the date the customer completed training.

12. Should staff be contacting a customer every 60 days, or 60 days prior to the planned end date?

Staff will contact a customer 60 days prior to the planned end date of training.

Enter a Next Contact Date 60 days prior to the Planned End Date. If the Planned End Date is less than 60 days in the future use the Planned End Date as the Next Contact Date.

You can refer to the 599 OSOS Data Entry Guide, pgs.20 & 34 for detailed instructions on the Next Contact Date.

13. Is there an Availability advisory form or document?

Standard UI Availability Advisory: In order to maintain your eligibility for UI benefits, you must demonstrate that you are ready, willing and able to immediately accept full-time employment in your regular occupation while in school. You must be actively seeking work and you must maintain a complete and accurate record of all your job search efforts.

14. When REOS shows a recently attended mandatory appointment there should be no need to schedule the customer for an in office appointment?

If the customer is 599 approved there is no need to call them in for an appointment. Only if the customer completes their training or has dropped out of training will you need to schedule an appointment.

15. Should we schedule a customer in REOS, if the Original Claim 599 application was disapproved and the customer's REA status is "REA Control?"

Contact Gloria Hessell, REA Grant Program Coordinator, at Gloria.Hessell@labor.ny.gov for directions in such cases where this occurs.

16. Is staff supposed to be entering the full Comments on the training for the 599 Activity but not entering IEP activities?

If it's not WIA/WIOA funded there is no need to create an IEP unless you've provided one. If the training is WIA/WIOA funded an IEP should have been done prior to the training approval. Always enter comments in OSOS after contacting the customer.

17. If a customer is taking all online courses, would staff still mark the distance learning section as "no"?

Reach out to the OSOS helpdesk for additional guidance if you find the customer's training is solely distance learning.

18. After a 599 Termination, if a customer has attended a recent mandatory appointment, then there should be no need to schedule the customer for an in office appointment?

If the customer has attended a recent mandatory appointment and was then terminated from the 599 program, use the same time schedule you would normally to schedule this customer. For example, if you would normally schedule that customer in 2-4 weeks, schedule that customer in 2-4 weeks. It does not have to be an immediate appointment.

19. If a customer exhausts UI, for follow up, should it be a formal appointment in REOS?

There is not a mandatory reason you have to use REOS to schedule their appointment if the customer is not collecting UI, but using REOS is recommended because it is a clean way to track your customers. Remember to always document your discussions with the customer into OSOS comments.