# Desk Guide for Provider Module Data Entry and Maintenance

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# OSOS DESCRIPTION AND ACCESS INFORMATION

America's One Stop Operating System (OSOS) is a case management, tab and button driven system, used to record data related to the Wagner/Peyser (Labor Exchange or LEX) and Workforce Investment Act (WIA) programs. This guide describes how to populate and maintain the **Provider** module.

OSOS has specific minimum requirements for computers and connectivity settings. The specific computer and connection information is found at http://labor.ny.gov/workforcenypartners/osos/OSOSTroubleshootingDeskGuide.pdf.

**Note:** Some field names in this desk guide are abbreviated, to match how they are displayed in OSOS. Also, the graphics used in this guide are fabricated and not true indicators of the OSOS application at the time of publication.

Throughout this guide, symbols are used to highlight certain information:

Indicates important information

Indicates Best Practices

Indicates the information flagged pertains to **Youth participants**

OSOS is accessed by Department of Labor users connected to the HSEN network at https://nyosos.labor.state.nyenet/osos.html and requires a username and password that must be obtained by the local OSOS security coordinator from the NYS Department of Labor.

Other users connect to OSOS via https://osos.labor.ny.gov/osos.html.

The **Provider** module in OSOS stores information about the various service Providers across the state, including locations, contact information and offered services. **Provider Create** permission is required to access and make changes to this module.



⚠️ **Responsibility for populating the Provider module has historically been that of the Local Workforce Investment Area Security Coordinator or their designee. It is strongly recommended by WIA Central Security that a limited number of staff have access to this module to prevent duplication and errors. Staff accessing this module should be well-versed in OSOS, with a good understanding of the system.**
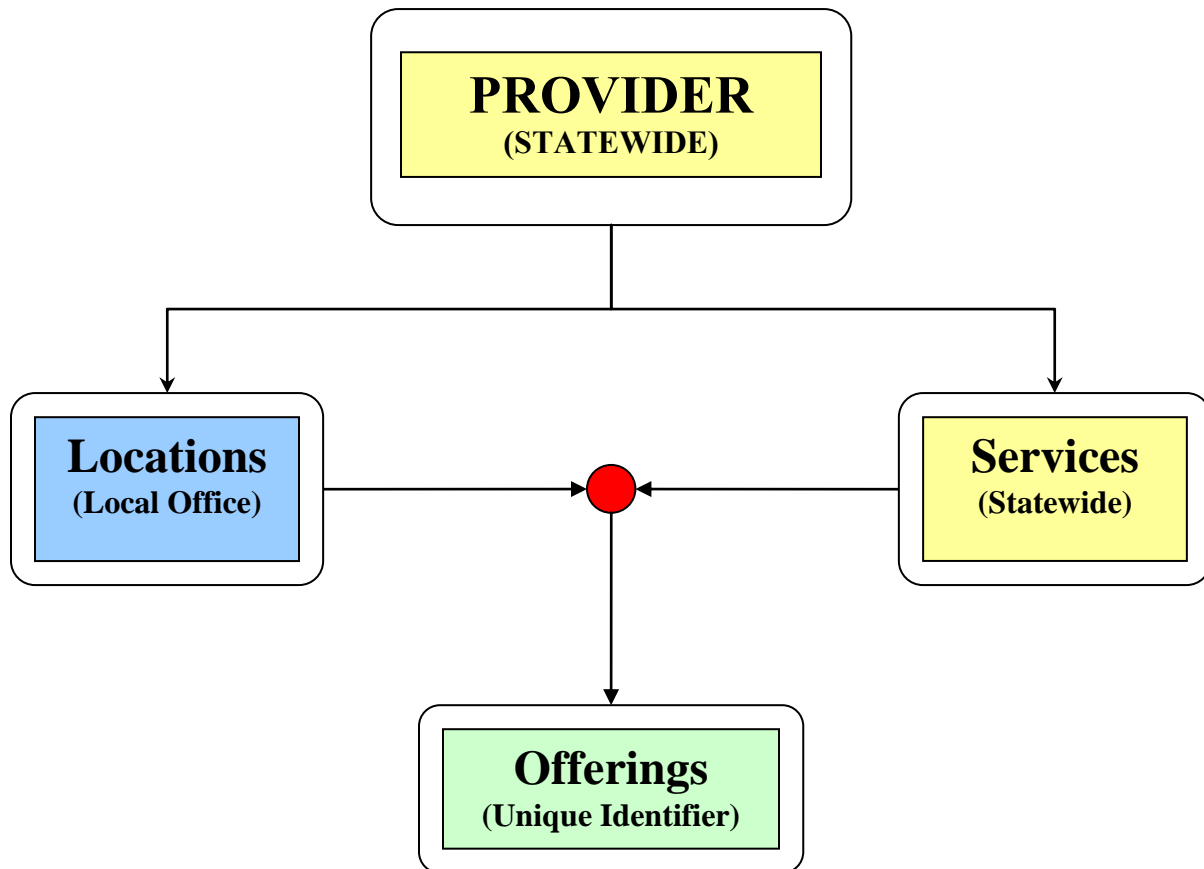
The Provider module is where all Level 2 (L2) services are created and stored, so they can be linked to customer records. These include **Training, Trade Act, State funded programs, NEG Specific,** and **Youth Specific** services.

The Common Measures functional alignment efforts of 2006 changed how staff-assisted services are recorded in OSOS. Staff-assisted services (L1 services) are **not** entered through the Provider module, but are recorded via the **Activities** tab in the Customer Detail module. The L2 services listed in the Activities screen should **not** be used at this time.

Understanding and correctly populating the Provider module helps to ensure that an accurate picture of a customer's history can be created and maintained.

# OSOS PROVIDER MODULE STRUCTURE

Before entering or editing data in the Provider module, it is important to understand how it is structured.  This flowchart shows the relationships between the different components of the Provider module.

```
                    ┌─────────────────────┐
                    │   PROVIDER          │
                    │   (STATEWIDE)       │
                    └─────────────────────┘
                              │
          ┌───────────────────┴───────────────────┐
          ▼                                        ▼
┌─────────────────────┐                  ┌─────────────────────┐
│   Locations         │────────●◄────────│   Services          │
│   (Local Office)    │         │         │   (Statewide)       │
└─────────────────────┘         │         └─────────────────────┘
                                ▼
                    ┌─────────────────────┐
                    │   Offerings         │
                    │   (Unique Identifier)│
                    └─────────────────────┘
```

Providers and their Services are entered into OSOS as statewide entities.   Each Provider can have many Locations, attached to different WIBs or different offices within the same WIB.  Entering a new Provider into OSOS does **not** give the creating WIB exclusive rights to that Provider record. Other WIBs who also use the Provider may add Locations which reflect their use of the Provider.

All Providers should be entered into OSOS only once, with the various locations and services attached.  Unfortunately, some providers have been entered multiple times, leading to duplication, confusion and data entry errors.  The duplicate records need to be corrected and guidance on that process is provided (see **Provider Consolidation to Eliminate Duplicate Records**).

Providers can have many different Services available to all offices, though not every office will necessarily use all services. The creation of an Offering is what associates a particular Service with a particular Location (office). Offerings are used by OSOS to identify **what service (Service)** a customer received and **what office (Location)** was responsible for providing it to the customer.

# General Steps to Create a New Provider

⚠️ **Before creating a new Provider it is important to search for the provider in OSOS, using any possible combinations of spellings and abbreviations, to avoid duplicating Provider records.**

The following steps are the general order in which data for a new Provider should be entered into OSOS. Detailed instructions on these stages follow.

1) Create the Provider
   - Enter information such as the full name, main address and contact information
   - This information should refer to the headquarters or main address of the Provider
2) Enter a Location
   - Provides a means of tracking multiple locations within one WIB or across many WIBs
   - At least one Location must be entered to save the Provider in OSOS.
   - Allows more than one WIB to use the Provider record
3) Create Services
   - Once created, Services may have Offerings added to link to any Location
4) Create Offerings
   - The most unique identifier, combining information about what Service was provided and which Location provided it.

# THE PROVIDER SEARCH SECTION

**Again, before entering a new Provider, it is essential that a search of the Provider's name be performed *without specifying a particular WIB*. The Provider may have been entered previously by another WIB or NYSDOL Central staff during the ETPL approval process** (see **OSOS and the ETPL**).



As with other search screens in OSOS, the full name is neither required nor recommended. The first few letters of the name will generally suffice to bring up the Provider desired. One should also consider alternate spellings and acronyms. For example, The CDL School is found in OSOS as the following, among others:

- Commercial Driver Training
- Comm. Driving School
- Commercial Drivers License School, Inc.
- The CDL School, Inc.

The typo in the third name in the example above is an actual entry in OSOS. As you can see, typing out the full name would not have brought up all of the results. An additional search using "The" in the search field returned the final entry.

Using this method to search provides an opportunity to discover duplications and errors which require correction. For Providers with many entries by multiple WIBs, coordination between OSOS Central Security and the affected WIBs will be necessary to clean up these Providers.

⚠️ **Do not, under any circumstances, delete or change the Provider information of another WIB without their consent and cooperation.**

For duplications which affect only **one** WIB, one record should be chosen as the "official" record and the others should be deleted or discontinued after consolidating the information (see **Provider Consolidation to Eliminate Duplicate Records**).



To search for a Provider, click on **Provider Search**. Enter the first few letters of the name into the **Provider Name** field. Do **NOT** enter information in any other field - a broad search will prevent duplicates from being entered accidentally.  Click on the **Search** button.

If the Provider is found in OSOS, click on the entry to hi-light it and click on **Detail**. Otherwise, a new record can be created by clicking on the **New** button on the bottom right of the screen.

Note that this search will only return Providers whose Status is **Active**. If you suspect a Provider to be in OSOS as **Inactive**, set the Status field to blank and search again. The Provider can be reactivated from the Provider Detail, Gen'l Info tab. Note that this search also picked up another Provider, Commercial Press, which can be ignored.

Other search criteria can also be used if you are returning to a previously identified record or if you are searching for Providers in a certain area. For example, the OSOS ID field allows you to retrieve a specific Provider record by the Provider ID, much like the Customer ID (NY#########) allows you to retrieve a particular customer.

You may also choose to search by WIB or city. Be aware that this type of search is not recommended when checking to see if a new Provider record should be created.

# THE PROVIDER DETAIL SECTION



## General Info Tab

The **General Info** tab is comprised of 3 sections: **Provider Info**, **Billing Address** and **Locations**. The graphic above shows the basic information for the Provider and the Locations where this Provider offers services.  **Provider Info** and **Billing Address** should reflect the primary location of the Provider, their "headquarters" or main billing address. Other satellite offices can be specified in **Locations**.

Fields of note in **Provider Info**:

- **Provider Status** - as with Customer records, Archived and Deleted status can only be used by WIA Central Security staff. **Inactive** status may be used **ONLY** when multiple records of a Provider are being consolidated and the "extras" cannot be deleted (see **Provider Consolidation to Eliminate Duplicate Records**).

- **Federal and State IDs** - optional, but users are encouraged to enter the numbers when available.
- **Organization Type** - choose one which best describes the Provider.



- **Provider's Name** - this field will hold up to 80 characters (including spaces).
- **Phone number, URL** and **Email** - also optional but should be entered if available.

The **Billing Address** section should have the Provider's primary address listed. If there are satellite offices, they can be listed under **Locations**.

All Providers must have at least one **Location** for a new record to be created. This may be the Billing Address or some other locale.  Additional Locations may be added to a Provider by any WIB. The example on page 10 shows a Provider with only one Location.  The graphic below shows one with multiple Locations in multiple WIBs.

# Adding a New Location

By adding their own Location to the Provider, each WIB is able to create Offerings for their own use.



Click on the **New Location** button on the lower left of this box. Enter the Provider's name in the **Location Name** field. This fields holds up to 80 characters (including spaces).

It is **strongly** recommended that Providers with multiple locations and the same name have some sort of identifying "tag" to differentiate between the offices. For example, "Sunny Day One Stop – Maple Avenue" and "Sunny Day One Stop – Elm Street," or add the name of the LWIA, if multiple areas share the same Provider (see **Creating Offerings**).

If the Provider's name is long, it may be necessary to abbreviate in the **Location Name** field in order to add an identifying tag. For example: "Commercial Driver Training, Inc. - Ulster" could be abbreviated to "CDT – Ulster."

If the Location and the Billing Address are the same, click on the **Copy Address** button and click on **OK** to agree to overwrite the information. This will bring over the Billing Address information. If they are not the same, enter the appropriate address information. Click on **Save**.

## Contact Info Tab

The **Contact Info** tab allows you to enter contact information for multiple staff within the same Provider and attach the contacts to a certain Location. In the graphic below, John Rayne is the contact attached to the Ulster Location of the Provider. Other contacts may be entered for other Locations, as well. The other contact listed, Ray Reed, is attached to the NYC Location. Up to 12 Provider Contacts may be listed.

## Services Tab

The **Services** tab is where all services a Provider offers are created or listed. Not all Services will be attached to all Locations. For example, looking at the graphic below, one WIB may only choose to create offerings for "A+ Professional" and "Class A" training, while another WIB creates Offerings for the whole list. How it is set up depends entirely on which training classes a given WIB is offering to its clients.



**Adding Services to a Provider**

Training services that are added to OSOS must be approved on the **Eligible Training Provider List** (found at: https://applications.labor.ny.gov/ETPL/). When entering Eligible Training Provider List (ETPL) services, be sure to open up the site to facilitate entering data into OSOS (see **OSOS and the ETPL**).

Check to be sure the Service is not already listed. If it is, perform an **Offering Search** to be sure an Offering does not already exist (see **Provider Offering Search Section**).

If it is not, click on **New Service** on the lower left of the screen. In the upper right of the Service Detail box, click on **Service**. This will open a dialog box called **Service Category/Type Selector**.



Click on the appropriate **L2 category**.

![Warning icon] **Reminder - Do not enter L1 Services in the Provider module!**
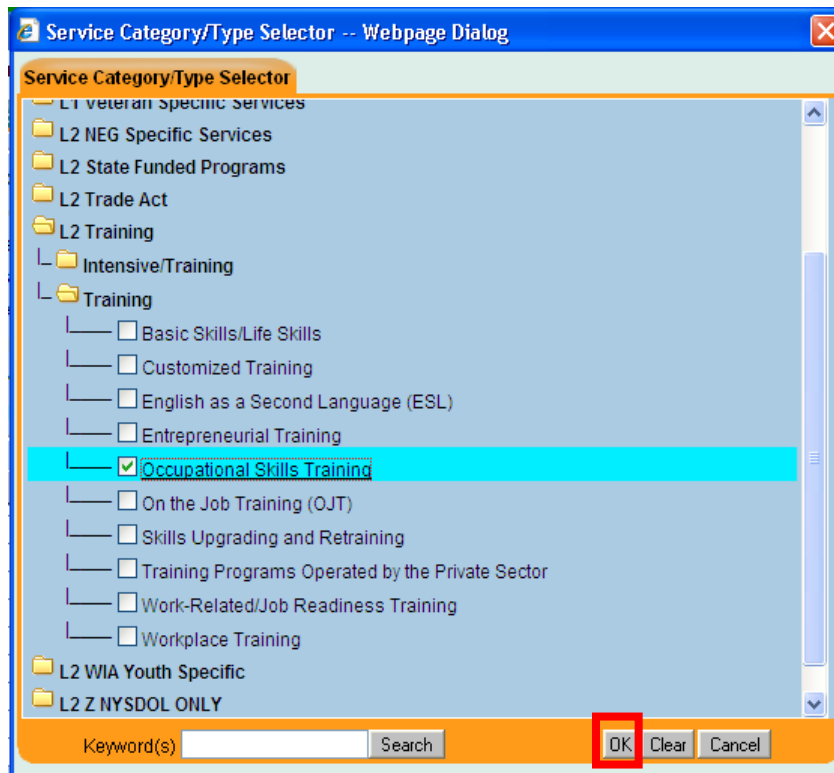


The general category will open into one or more specific service type(s). Click on the one that best describes the service you want to create.

⭐ If you need assistance determining which category a given service may fall under, see **Definitions of L2 Services**. See also **L2 Service Types**, below, for a general discussion of **L2 Service Types**.

Click on **OK** to choose the category and close the dialog box.

Enter a name for the service in the **Service Name** field. For ETPL services, copy and paste the name of the service from the ETPL. Enter a description of the service in the **Description** field. This may be just the name of the service or a brief description. This field holds up to 200 characters (including spaces). The ETP description may also be used by copying and pasting the description.

If you have entered a Training service (i.e. a service whose completion **is intended to lead to a credential**), including OJT or Customized Training, change the **WIA Eligible Status** field to **Approved**.



Click on **Save** in the bottom left of the screen. The Service will not be available to attach to a client record until an **Offering** is created (see **Creating Offerings**).

# L2 Service Types

- **L2 NEG Specific Services** - the **National Emergency Grant** (NEG) is given to areas for specific emergencies. The collapse of Carrier in the central New York triggered an NEG for certain WIBs. This Service Type should **only** be used if a WIB has received one of these grants.

- **L2 State Funded Programs** - State funded programs include Displaced Homemaker Programs and Chamber of Commerce On-the-Job training programs, which are funded from State, not Federal, funds. These programs count toward statewide performance but not a WIB's local performance, unless a customer is co-funded with WIA local program dollars.
    - The L2 State Funded Service Type must **NOT** be used for WIA or Trade Act Services.

- **L2 Trade Act** - Trade Act services are provided to those customers who are eligible for Trade benefits as determined by USDOL. These Service Types can be set up as Services under the agency providing Trade Act funded services, usually the One Stop.

- **L2 Training** - it is very important when setting up training services to choose the correct **Service Type**. Under the category **L2 Training**, you will find two sub-categories: **Intensive/Training** and **Training**.
    - **Intensive/Training** - the three choices listed, **Academic Learning**, **Literacy Training** and **Mobility Training**, may count as either an Intensive service or a Training service, depending on what **Program Service Type** (PST) is chosen when the service is attached to a customer. If the PST is set as **ITA Training or Non-ITA Training**, it will trigger OSOS to look for a credential on the Outcomes tab. Choosing a PST of **Intensive** will not trigger the credential flag.
    - **Training** - all of the choices listed will trigger the credential flag no matter what PST is chosen in the customer record, **EXCEPT Basic Skills / Life Skills**, **English as a Second Language (ESL)** and **Work-Related / Job Readiness Training**. These three Service Types can be used in the same manner as the Intensive/Training choices, triggering the credential flag if the PST is ITA Training or Non-ITA Training, or not if the PST is Intensive.
    - This allows for the flexibility to record all Training, whether it leads to a certificate/credential or not.

- **L2 WIA Youth Specific** - at a minimum, the 10 required elements of the Youth Program should be created for a Youth Provider. Other Youth services may be created as needed and appropriate.

# Service Performance Tab

This tab is not generally used; however, it provides a place to keep track of statistics for individual Services given by a Provider.  This must be manually maintained.



# Comments Tab

The Comments tab is used like the other Comments sections in OSOS.  Click on the **Comments** button in the bottom right and then save, to leave a comment about a Provider.

# THE PROVIDER OFFERING SEARCH SECTION

An **Offering Search** should be run before adding offerings to an existing Provider, especially if multiple users are able to access the Provider module. This will help prevent duplication of the offering. This is the same process followed when scheduling a Service in a customer's record.

On the top blue bar, click on **Offering Search**. Click on the **General Info** tab to bring up the search fields. **Quick Search** is not used for this process.

The WIB you are assigned to will automatically appear in the WIB drop-down. In the **Provider Name** field, enter the first few letters of the name of your Provider. For example, if you wished to search for Joe's School of Mechanics, you would only need to type "joe" in the Provider Name field. In the screen shot below, "commer" has been entered to search for Commercial Driver Training Providers.

If you are searching for specific services, in the Service Name field you may also enter the first few letters of the **Service Name**.



Click **Search**.

Notice that despite many Services listed for this Provider (see graphic), only two Offerings have been created by this particular WIB. To view more specific information about a given Offering, click on it once to hi-light and then click on the **Detail** button.

# THE PROVIDER OFFERING DETAIL SECTION



This graphic shows the Detail for an existing Offering for the Provider in the Ulster location.

## Creating Offerings

It is always a good idea when dealing with existing Providers and Services, to check for existing Offerings before creating new ones. This can be done in the Offering Search section of the Provider module (see **Provider Offering Search Section**). This is not necessary, however, when working with a new Provider.

An Offering should be linked to a Service as soon as the Service is created, otherwise it will not be available to add to a customer's record. An exception would be if a new Location is added to the Provider at a later date, which could require additional offerings to be entered for existing Services at that time.

Click once on the **Service** to which you wish to add an Offering. Click on the **New Offering** button on the lower right of the screen. This will open the **Offering Detail** screen.



Note that certain information is brought over from the **Provider Detail** section, such as the **Service Category**, **Type** and **Description,** and the address of the Location listed first in the **Locations** listings. The **Service Name** is listed at the top.

In the **Location box**, use the Location drop-down menu to choose the office to which the offering is being attached.
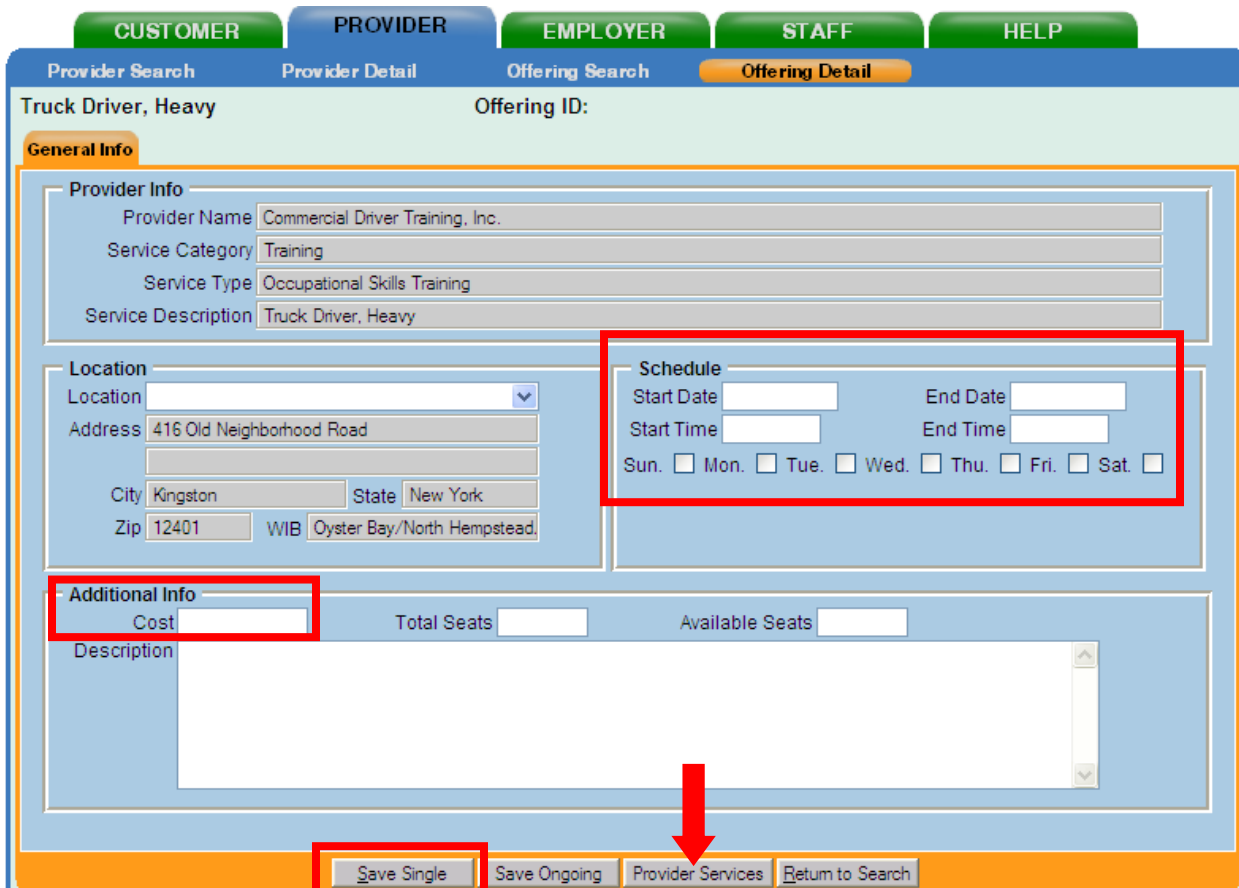


It was recommended, in the **Adding a New Location** section to differentiate between multiple locations with the same name. It is at this step in creating an Offering that having a distinct name for each location is crucial.

**Without distinct names for each location, you will not be able to distinguish which is the appropriate location in the drop-down menu.**



Do **not** enter Start and End Dates and Times in the **Schedule** box. Click on **at least one** day of the week in the Schedule box. In the **Additional Info** box, add "1" to the **Cost** field. Leave the **Total Seats** and **Available Seats** fields empty.

Click on the **Save Single** button on the lower left of the screen (**do not use Save Ongoing**). To return to the Provider Services screen, click on the **Provider Services** button. Repeat for the next Service, if needed.

# DELETING OR DISCONTINUING ITEMS FROM THE PROVIDER MODULE

Deleting items from the Provider module is very similar to deleting from a Customer's record. The items must be deleted in the **reverse order** they were entered.  All Offerings attached to a Service must be deleted before the Service itself can be deleted.  All Services must be deleted from a Provider before the Provider can be deleted.  If an Offering has been used and is attached to customer records, OSOS will not allow it to be deleted, which will prevent deletion of the Service and the Provider.  If an item cannot be deleted, it should be discontinued.

> ⚠️ **Do not, under any circumstances, delete or change the Provider information of another WIB without their consent and cooperation.**

To discontinue a Provider, as part of consolidation or if the LWIA is no longer using the Provider, it is necessary to flag those Offerings, Services and Providers which are no longer to be used.  The method recommended by OSOS Central Security is to change the name of the service by adding **zDNUz** as a prefix (which stands for **Do Not Use**).  For example, **Case Management** would become **zDNUzCase Management**.  Adding the letter "**z**" makes the service drop to the bottom of the list when alphabetizing search results. Details are described below in the "Discontinuing" sections.

## Deleting an Offering

1. Search for the Offering you wish to delete (see **Provider Offering Search Section**).
2. Click once on the **Offering** you wish to delete to hi-light.
3. To delete the Offering, click on the **Delete** button at the bottom of the screen.
4. Click on **Return to Search** button and move to the next offering to be deleted and repeat.
5. If the **Delete** button is grayed out, the Offering is connected to customers and cannot be deleted. See **Discontinuing an Offering**, below.

## Discontinuing an Offering

1. Search the Offering you wish to discontinue (see **Provider Offering Search Section**).
2. Click once on the **Offering** you wish to discontinue to hi-light.
3. Click on **Detail**.
4. On the **Offering Detail** screen, remove the $1 from the **Cost** field, and any data in the **Scheduling** section (Start Date or End Date or Times), so all the fields are blank. Leave at least one day of the week checked off. Click on the **Save Single** button.
5. Click on **Return to Search** button and move to the next offering to be discontinued and repeat.

## Deleting a Service

1. Perform an Offering search to be sure all Offerings associated with the Service have been deleted (see **Deleting an Offering**, above).
2. Go to the **Provider Detail** section, **Services** tab.
3. Click once on the **Service** you wish to delete to hi-light.
4. Click on the **Delete Selection** button. Click on **OK** to delete the Service.
5. Click on **Save.**
6. If the **Delete** button is grayed out, the Service cannot be deleted. See **Discontinuing a Service**, below.

## Discontinuing a Service

1. Click once on the **Service** that needs to be discontinued.
2. Click on the **Service Name** field and add **zDNUz** to the beginning of the Service name.
3. Make the **WIA Eligible Status** field **Suspended**.
4. Click on **Save**.

## Discontinuing a Location

A location should be inactivated when no Services are being provided at that location. This is **not** the same as inactivating or deleting the Provider.

⚠️ **Never inactivate or delete a location which is assigned to another WIB!**

1. On the **General Info** tab of the Provider Detail section, click on the **Location** in the upper right corner that needs to be inactivated.
2. Add **zDNUz** to the beginning of the Location Name field.
3. Click on **Save**.
   - Note that it is possible to delete a Location, as long as it has not been used to create an Offering.
     → Click on the Location to be deleted.
     → If the **Delete Location** button is **NOT** grayed out, the Location has not been used and may be deleted.
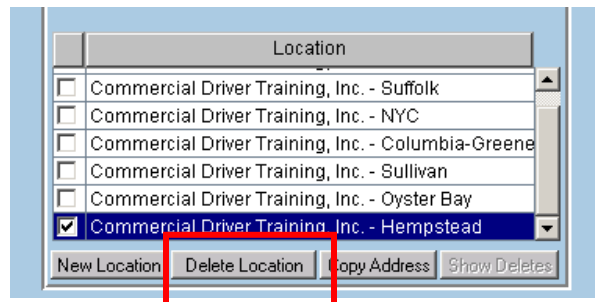
## Deleting a Provider

⚠️ **Only delete a Provider whose locations are all in your WIB. If you feel another WIB's data is in error, contact the WIB and let them know or contact OSOS Central Security. <span style="color:red">Do not, under any circumstances, delete or change the Provider information of another WIB without their consent and cooperation.</span>**

1. Search for and retrieve the Provider you wish to delete.
2. Remove or discontinue all Offerings as described above.
3. Remove or discontinue all Services as described above.
4. Click on the **Delete Selection** button.
5. Click on **OK** to delete the Provider.
6. Click on **Save**.

## Discontinuing a Provider

1. Remove or discontinue all Offerings, as described above.
2. Remove or discontinue all Services, as described above.
3. On the General Information tab, add **zDNUz** to the beginning of the Provider's name.
4. Click on **Save**.

# PROVIDER CONSOLIDATION TO ELIMINATE DUPLICATE RECORDS

When a Provider is found to have multiple records, the information must be consolidated into one record and the other records deleted or discontinued.  For Providers with Locations in multiple WIBs, this process **must** be coordinated with all the WIBs affected and WIA Central Security.

⚠️ **Do not, under any circumstances, delete or change the Provider information of another WIB without their consent and cooperation.**

You may, however, consolidate a Provider with only your Location into a Provider record with multiple WIBs.

## Steps to Consolidation

1) Determine how many records exist for the Provider, for example Commercial Driver Training.

- Perform a Provider search (see **Provider Search Section**).  You may need to perform more than one search if the Provider may be listed under another name or acronym.
  - → The first search, using "commer" as the search criteria, returned 4 Provider IDs. A second search, using "the", returned one.

| ☐ | Provider ID | Provider Name | City | Organization Type |
|---|---|---|---|---|
| ☑ | 4141 | Commercial Driver Training | Kingston | Private |
| ☑ | 2046 | Commercial Driver Training, Inc. | Kingston | Private |
| ☑ | 2047 | Commercial Drivers License School, Inc. | Menands | Private |
| ☐ | 31074 | Commercial Driving School of NY (Provider not on E | Bronx | Private |
| ☐ | 20616 | Commercial Press | Canton | Private |
| ☐ | 65104 | Commercial Travelers | Utica | |
| ☑ | 39213 | Commerciasl Drivers License School, Inc | Menands | Private |

| ☐ | Provider ID | Provider Name | City | Organization Type |
|---|---|---|---|---|
| ☐ | 47757 | The After School Corp. (TASC) | New York | Non-profit |
| ☐ | 36050 | The Arc of Monroe County | Rochester | |
| ☐ | 60073 | The Art Insitute of New York City | New York | Other |
| ☐ | 51862 | The Buffalo Debt Collection and Customer Service A | Lackawanna | Non-profit |
| ☑ | 16389 | The CDL School Inc. | Menands | Private |
| ☐ | 38352 | The CFA/CADD Training School | New York | Private |
| ☐ | 36120 | The Car Connection | Middleville | Other |
| ☐ | 36120 | The Career Center | New York | Private |

- → It is a good idea to make a list of the **OSOS Provider ID numbers** and the **exact name of the Provider**, or print out the lists with the Print List button, so that all records can be accounted for, especially if they are drawn off of multiple searches.

2) Review each record to determine which records can be safely consolidated.
   - Look for records where all Locations are within your WIB.
   - Do not delete or deactivate records with Locations belonging to other WIBs.
3) Review each of the remaining records to determine which would be the best to designate as the "official" record.
   - It is best to choose the record with the most information, as the duplicate data may already exist in the official record.
   - Make a note of the Provider ID number of the record you designate as official, as you will be returning to it often. The graphic below shows the field on the Provider Search tab which allows you to search by Provider ID.



4) Carefully compare the duplicate record to the official record before beginning data transfer.
   - It is helpful to have two sessions of OSOS open for this step, to more easily switch between the duplicate and official records.
   - Watch for the following:
     → **Locations which are named differently but have the same street address.** Confirm whether the offices are actually different or if the office is known by multiple names.
     → **Services which are named the same or are a variant.** For example, Microsoft Word Level 1 may be listed as MS Word 1. If a variant exists, do not enter the Service again - use the variant.
       ° Services may be edited for more accurate names, but be certain that your edits make the record clear. Changing the name of an existing service to your local variant may confuse other areas which may also use this service.
5) Begin transferring data from the duplicate records to the official record. Do **NOT** try to delete or deactivate any information at this point.
   - Data which should be transferred to the official record include (see **Provider Detail Section** for instructions on adding data to a Provider record):
     → **Locations**
     → **Contact Information**
     → **Services** - Remember to add new Offerings to the Services that already exist in the official record.
     → **Comments** - if there are pertinent Comments, they may be copied and pasted into the official record. Because the Comments are dated automatically with the current date, be sure to add the original date to the Comment when you paste it.
6) Once all pertinent data has been transferred to the official record, deletion or deactivation of the duplicate record(s) must be done (see **Deleting or Discontinuing Items from the Provider Module** for details of this process).

# OSOS AND THE ELIGIBLE TRAINING PROVIDER LIST (ETPL)

Training providers who are eligible to receive Individual Training Accounts (ITAs) through WIA Title I-B funds are listed on the Eligible Training Provider list (ETP), located at: https://applications.labor.ny.gov/ETPL/.

When a Provider is approved on the ETP, an entry is made for them in OSOS by WIA Central staff.  Field staff are then able to retrieve the record and add Services and Offerings.  If you cannot find a Provider in OSOS who has been approved on the ETP, be sure and contact WIA Central Security staff.

More information on the ETP can be found at the above-mentioned website or contact Catherine Laccetti at ETP@labor.ny.gov.

# RESOURCES

Additional **desk guides and resources**, found at: http://www.labor.ny.gov/workforcenypartners/tools.shtm.