

OSOS Verifying Date of Birth in the DOB Tab Guide



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PURPOSE

Individuals must meet eligibility requirements to receive services under the various programs administered through the One-Stop system. Data element validation (DEV) refers to the proper validation of information as it is captured and entered into the One Stop Operating System (OSOS). The **DOB** tab captures just one of the data elements, *date of birth (DOB)*. The collection and validation of information necessary to comply with federal requirements and reporting is a shared responsibility across the programs. For additional information on data elements, please reference, [Technical Advisory #23-03](#), Data Element Validation for the Workforce Investment Act, Wagner-Peyser, Veterans Employment and Training Service and Trade Adjustment Assistance Programs.

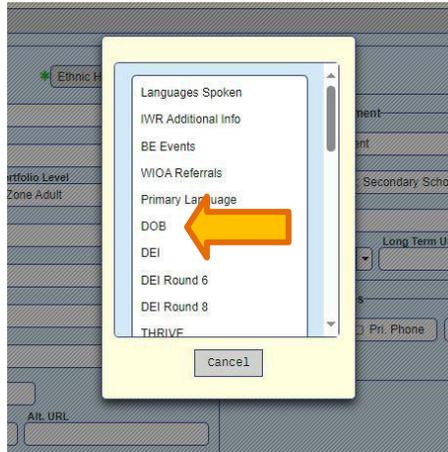
OSOS DATA ENTRY

There are two methods to verify DOB in NYS: through the Unemployment Insurance (UI) system or by using a source document, like a driver license. Both methods need to be recorded on the **DOB** tab.

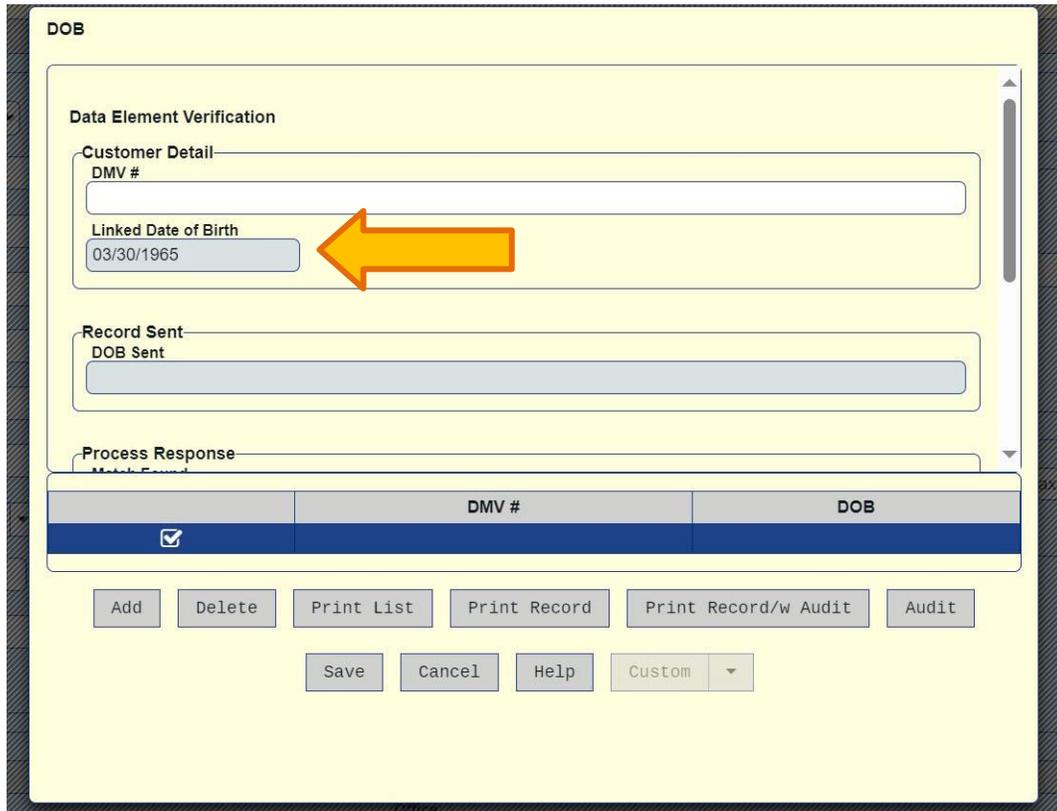
The **DOB** Widow is located in the **Customer** module, **Custom Functional Button** drop-down button.

The screenshot displays the OSOS Customer Detail page for Nancy A. Brown. The page is divided into several sections: Customer Data, Citizenship, Education & Employment, and Contact Preferences. The Customer Data section includes fields for SSN, Username, Last Name, First Name, Date of Birth, Gender, Portfolio Level, Address 1, Address 2, City, State, and ZIP Code. The Citizenship section shows U.S. Citizen status. The Education & Employment section includes Education Level, School Status, and Employment Status. The Contact Preferences section is partially visible. At the bottom of the page, there is a navigation bar with various buttons: Save, Start Match |M|, Activity |A|, I.A. Referrals |R|, Correspond, IVR, Links |L|, Ret To S, Comments, Tag, Schedule, WIOA Eligibility |W|, Summary |U|, JobZone, Reload, and Custom. A yellow arrow points to the Custom button.

Once the Custom Menu Window appears click on the **DOB** option.

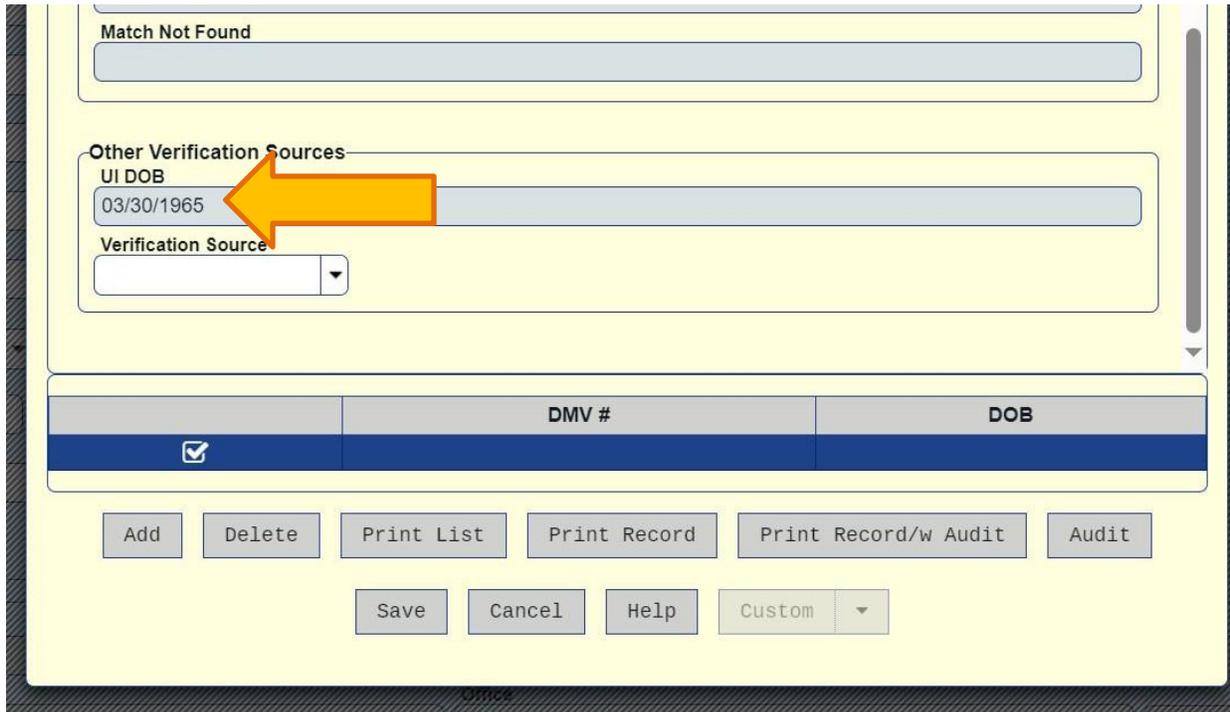


The customer's DOB from the **General Info** tab will automatically populate the **Linked Date of Birth** field.



UI DOB MATCH

If a customer's OSOS record is initially created by the Telephone Claims Center (TCC) Add Process, the **UI DOB** field will automatically be updated. Staff will not be able to write to or edit this field. Customers with the **UI DOB** field populated do not require further validation.



The screenshot shows a software interface with a yellow background. At the top, there is a text box labeled "Match Not Found" with a greyed-out input field. Below it is a section titled "Other Verification Sources" containing a "UI DOB" field with the value "03/30/1965" and a "Verification Source" dropdown menu. A large orange arrow points to the "UI DOB" field. Below this is a table with two columns: "DMV #" and "DOB". The first row of the table has a checkmark in the first column. At the bottom of the interface are several buttons: "Add", "Delete", "Print List", "Print Record", "Print Record/w Audit", "Audit", "Save", "Cancel", "Help", and "Custom" with a dropdown arrow.



For any customer who is currently receiving UI or has received UI in the past, DOB is considered validated through the UI system. Therefore, any customer listed as a UI claimant or exhaustee for the current or any previous enrollment is considered validated for DOB.

SOURCE DOCUMENT VERIFICATION

If a customer's DOB has not been verified through UI, the easiest and recommended way to verify the customer's DOB is through the **DOB** tab. The **DOB** tab can verify a customer's DOB by accessing the Department of Motor Vehicles (DMV) - Customer Identification Verification (CIDV) service and comparing the DOB on file, if the customer has NYSDMV-issued identification (ID) like a driver license or non-driver identification card. If the customer does not have NYSDMV-issued ID, follow the steps below.

DOB

Data Element Verification

Customer Detail

DMV #

Linked Date of Birth

Record Sent

DOB Sent

Process Response

Match Found

Match Not Found

Other Verification Sources

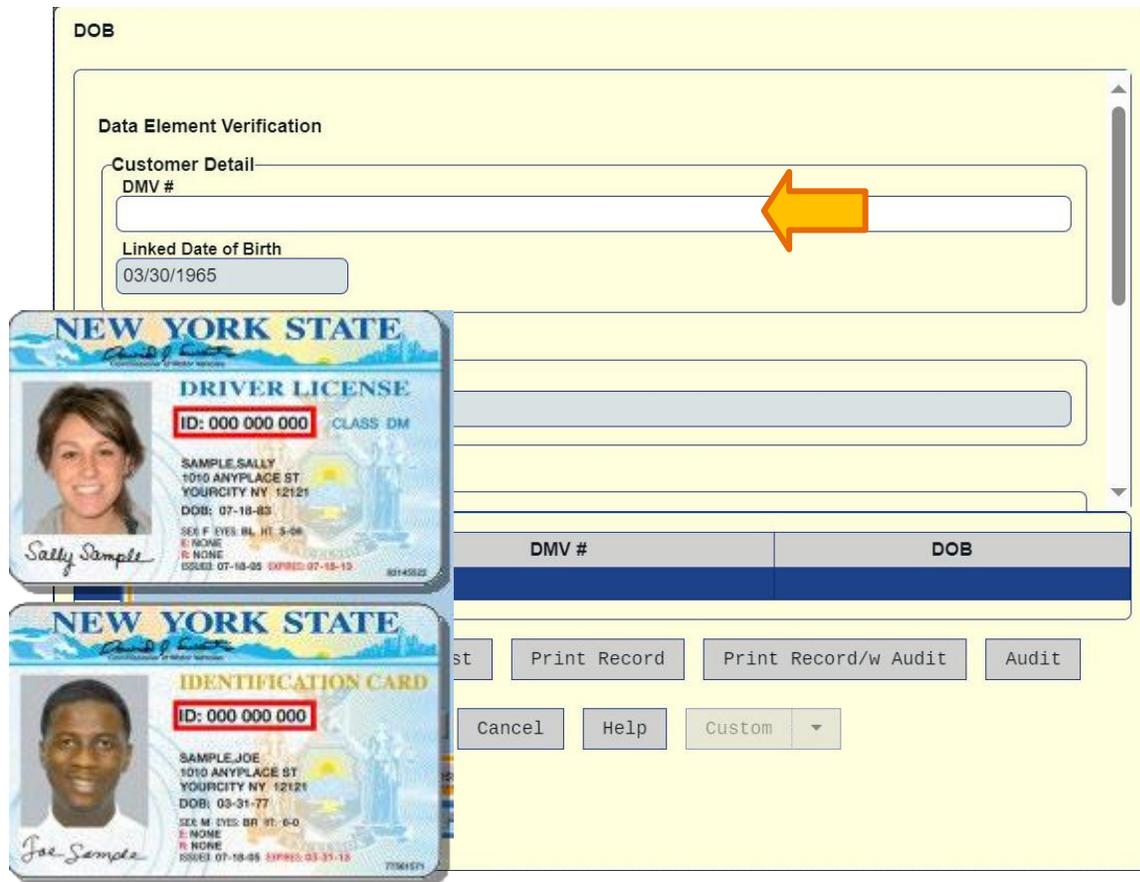
UI DOB

Verification Source

	DMV #	DOB
☑		

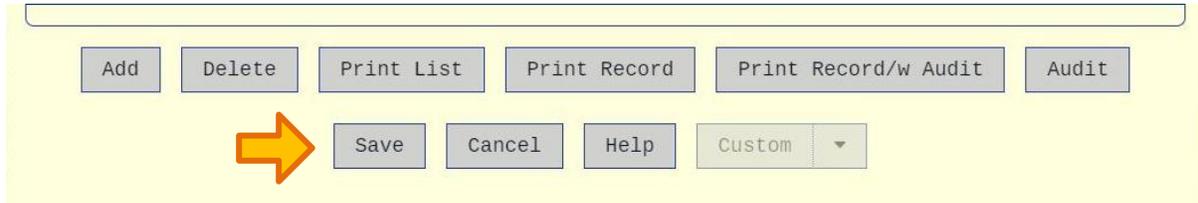
Click on the **Add** button on the bottom left of the window to create a new **DOB** tab entry. Once added, this entry is automatically selected, as indicated by the check mark. This will activate the editable fields in the window: **DMV #** and **Verification Source**.

Enter the nine-digit DMV ID number listed above the name on the customer's NYSDMV-issued ID in the **DMV #** field.



*Be sure to enter exactly nine digits. The **DMV #** field will not permit more than nine digits, but, unlike other fields in OSOS, will not appear red if you have entered less than nine digits.*

Hit the **Save** button at the bottom of the screen to save the record.



The validation process will be triggered, and the customer’s DMV ID number will be sent to the DMV-CIDV service for validation.

The response from the DMV – CIDV service will populate the Process Response box (**Match Found** or **Match Not Found** fields) with the current date.

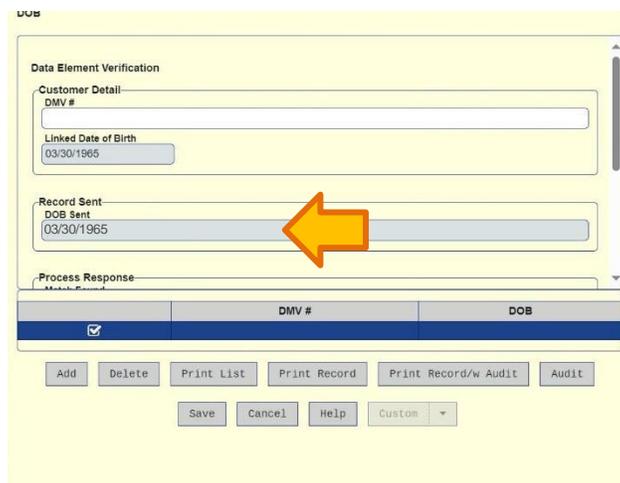


The verification process can take several minutes. During this time, do not enter additional data elsewhere in OSOS as this information may be lost.

To see the result of the verification process, the customer record will need to be refreshed. To do this, navigate to the menu bar at the bottom of the window within the **Customer** module and click the **Reload** button.



If, after refreshing the data, the **DOB Sent** field in the **Record Sent** box is still blank, wait a minute or two and try refreshing again. Once the process is complete, the **DOB Sent** field in the **Record Sent** box will be populated with the DOB that was sent.



MATCH FOUND

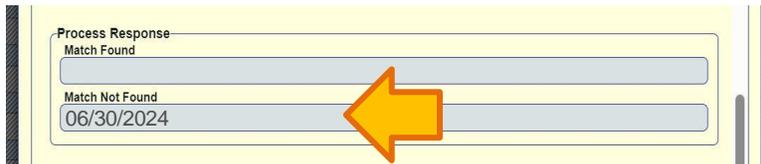
If today's date is in the **Match Found** field, the customer's DOB has been verified and you are done entering data on this tab.



A screenshot of a form with a yellow background. It contains two input fields. The top field is labeled "Match Found" and contains the date "06/30/2024". A yellow arrow points to this field. The bottom field is labeled "Match Not Found" and is empty.

MATCH NOT FOUND

If today's date is in the **Match Not Found** field, either the DMV ID number or the DOB has been entered incorrectly. A new DOB entry will need to be created to record the corrected information.



A screenshot of a form with a yellow background. It contains two input fields. The top field is labeled "Match Found" and is empty. The bottom field is labeled "Match Not Found" and contains the date "06/30/2024". A yellow arrow points to this field.

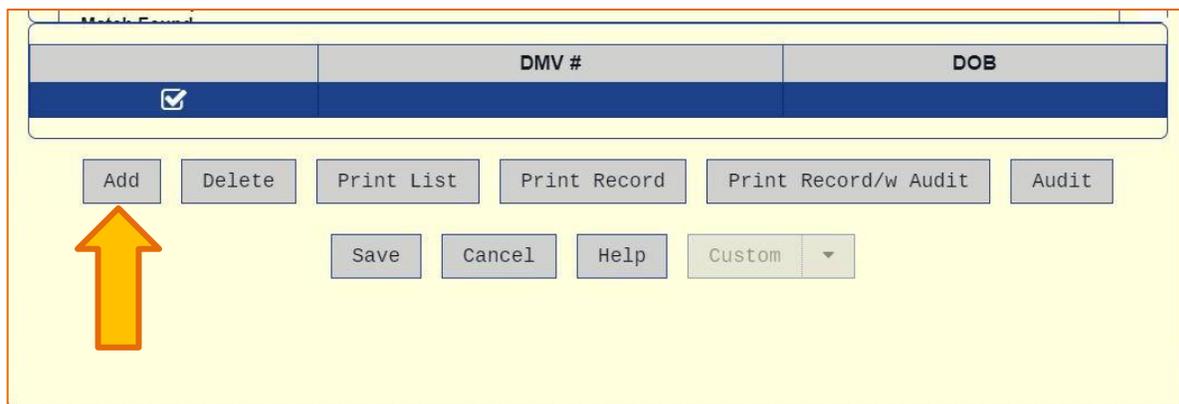


*Do not edit the **DMV #** field after the verification process has begun. Create a new DOB entry to record the corrected information.*

Re-check the customer's DMV ID number to make sure there were no typographical errors. If the DMV ID was entered incorrectly, again, **do not change this information in the DMV # field of the current DOB entry.**

If the DOB is incorrect, revise the customer's DOB in the **Date of Birth** field on **Genral Info** tab of the **Customer Detail** window.

To create a new DOB entry, when on the **DOB** tab, click the **Add** button again.



A screenshot of a software interface for the DOB tab. At the top, there is a table with columns for "DMV #" and "DOB". Below the table is a row of buttons: "Add", "Delete", "Print List", "Print Record", "Print Record/w Audit", and "Audit". Below these buttons is another row: "Save", "Cancel", "Help", and "Custom" with a dropdown arrow. A yellow arrow points to the "Add" button.



The new entry will be selected automatically.

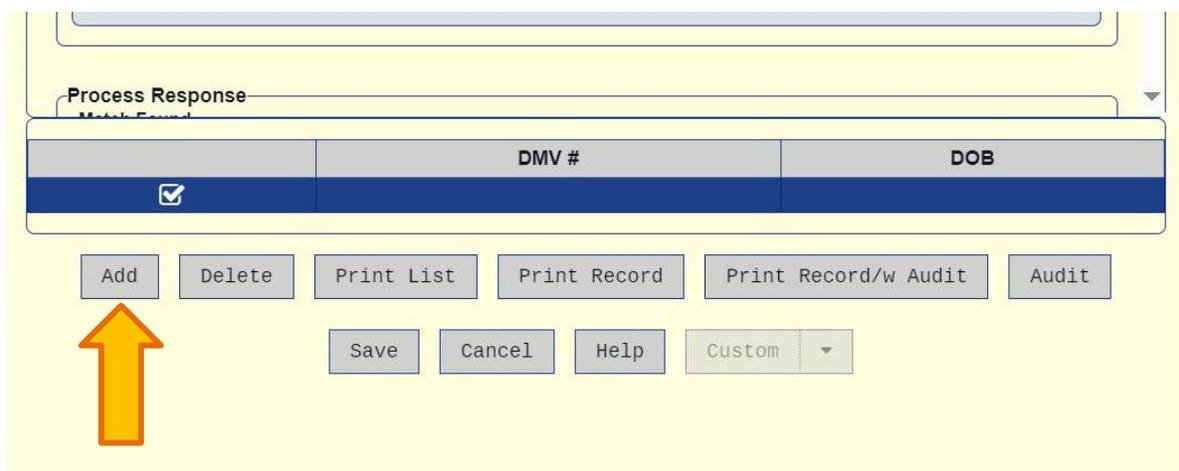
If the match was not found due to an error in typing the DOB or the DMV ID number, complete the fields on the right as directed above and send the information again.

If the match was not found for any other reason or if the customer does not have a NYSDMV-issued ID, you will need to verify DOB using another source document.

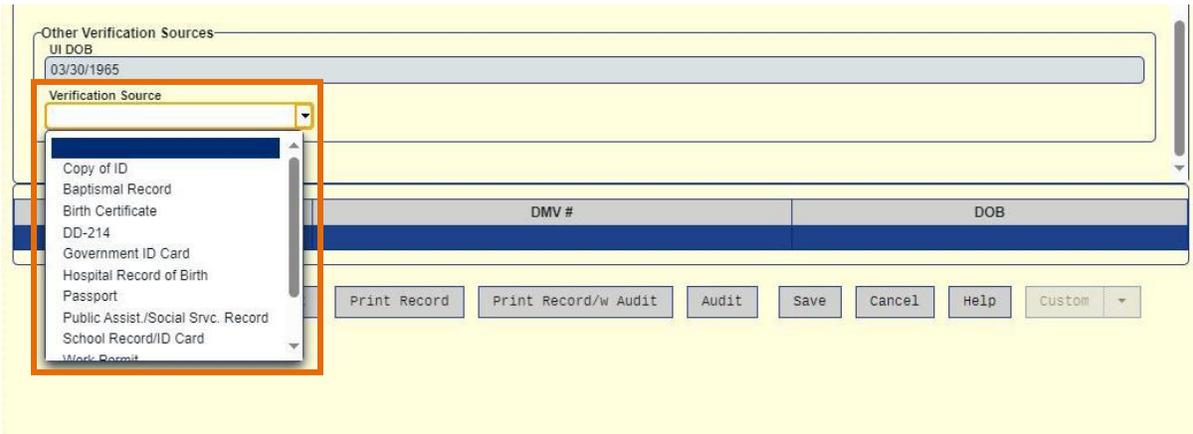
OTHER SOURCE DOCUMENTS

If the customer's DOB has not been verified through the UI system or through the DMV-CIDV system, you will need to verify the customer's DOB using another acceptable source document (refer to TA 11-12.2).

To record this information in OSOS, navigate to the **DOB** tab in the **Customer Detail** window of the **Customer** module. If you haven't already, create a new DOB entry by clicking on the **Add** button.



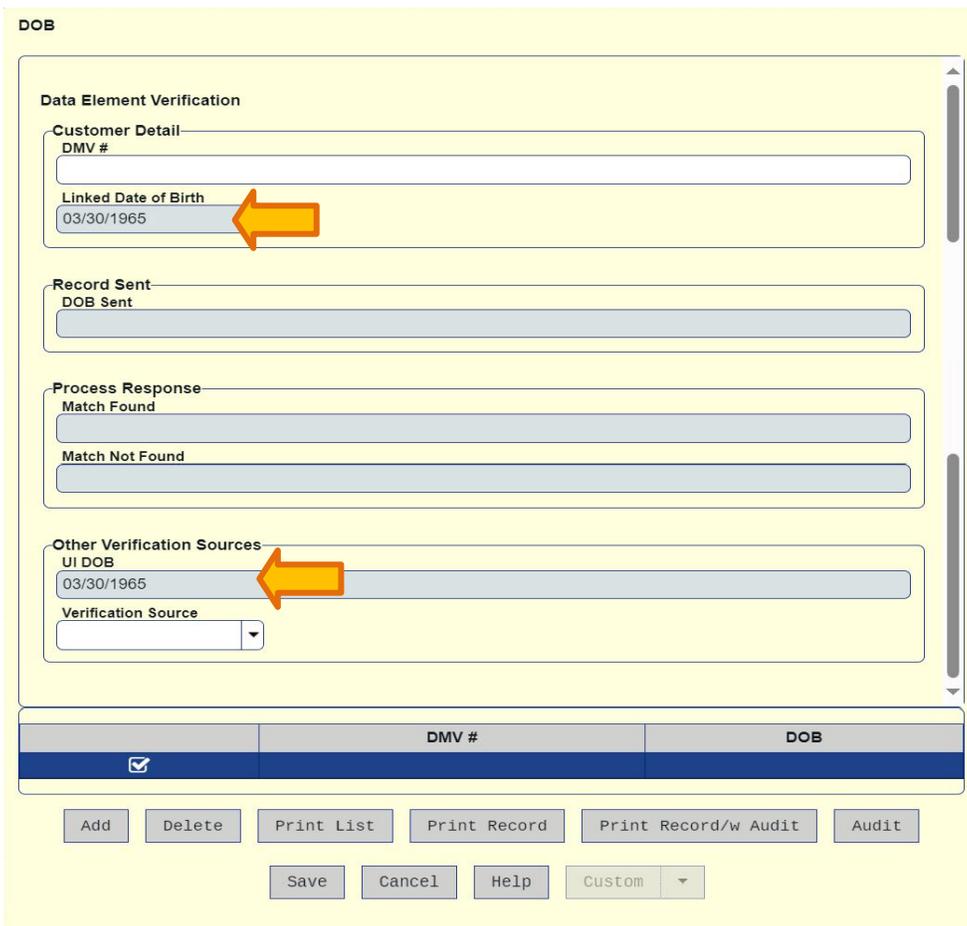
Select the type of source document used in the **Verification Source** field of the **Other Verification Sources** box. Refer to TA 11-12.2 for additional actions that may be necessary when using another source document.



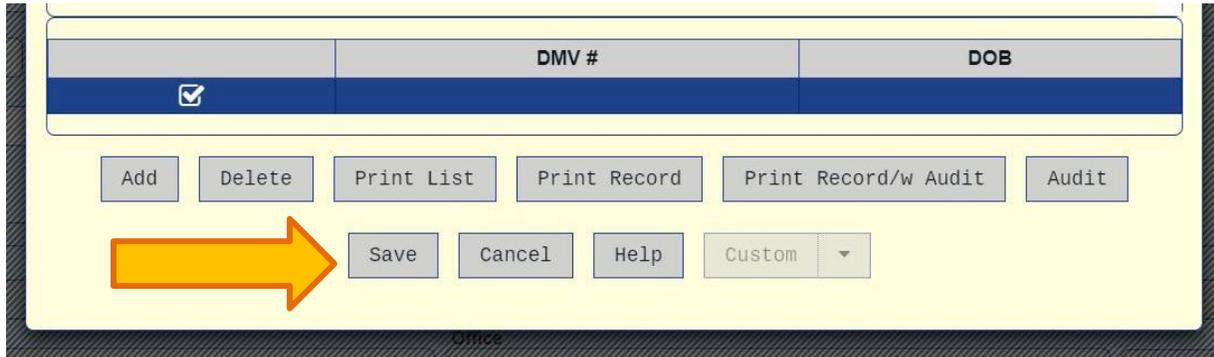
Populating this field will not trigger the validation process.



*A DOB entry should have exactly one of the following fields completed: **DMV#, UI DOB, Verification Source.***



Click the **Save** button to save the record.



The screenshot shows a software interface with a table and a set of buttons. The table has two columns: 'DMV #' and 'DOB'. A single row is highlighted in blue and has a checkmark in the first column. Below the table are several buttons: 'Add', 'Delete', 'Print List', 'Print Record', 'Print Record/w Audit', and 'Audit'. A second row of buttons includes 'Save', 'Cancel', 'Help', and 'Custom' with a dropdown arrow. A large orange arrow points to the 'Save' button.

	DMV #	DOB
<input checked="" type="checkbox"/>		

Buttons: Add, Delete, Print List, Print Record, Print Record/w Audit, Audit, Save, Cancel, Help, Custom



RESOURCES AND ASSISTANCE

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

[Workforce Professionals Tools | Department of Labor \(ny.gov\)](#)

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

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

[TA 23-03 Data Element Validation](#) for Titles I and III under the Workforce Innovation and Opportunity Act (WIOA), National Dislocated Worker Grants (NDWGs), the Trade Adjustment Assistance (TAA) Program, and the Jobs for Veterans State Grants (JVSG) Program