BUSINESS LEADS		
Service	**Definition**	**Comments**
BUSINESS LEAD SOURCE		**All leads are recorded by using the Activity tab. Select business leads, select Business Lead Source, and record the appropriate lead source.**
BT Works (Lead)	This should be recorded when there is a lead from the **Bronx to Work** Strikeforce initiative	Bronx Works is aimed at connecting job seekers to positions in Bronx County and the surrounding region. New Yorkers can view the county they live in, see which industries are growing and find out what jobs are available in that economic sector.
Business/Labor Organization (Lead)	This should be recorded when a lead comes from a Business or Labor Organization. May include chambers of commerce or unions	Some examples of a Labor Organization are, National Education Association, NYS United Teachers, NYS Fire Fighters
Career Fair	This should be recorded when a lead originates from a Career Fair where NYSDOL or LWIA is an exhibitor	
Central Office	This should be recorded when a Lead Originates in the Central Office (Albany)	
Cold Lead	This should be recorded when there has been **No Contact** with the business in the last year and a new lead has been made	
Contacted by business	This should be recorded when a business Initiates contact	

ESD	This should be recorded when a lead originates from staff at Empire State Development (ESD)	
Event	This should be recorded when a lead originates from an event other than a career fair	Example: Chamber of Commerce
Existing Customer	This should be recorded only in combination with another referral source when a lead is provided and the business is already a customer in OSOS	Example: when provided a lead from Jobs Express that is already an OSOS customer
Expeditious Response	This should be recorded when a lead from an Expeditious Response-mass layoff, much like a Rapid Response lead is given (WARN notice is not required)	Enter the Expeditious Response number in the Comments section
Governor's Office	This should be recorded when a lead is sent from the Governor's Office	
JLBTW- initiative	This should be recorded when working with a business through the Jefferson-Lewis-Back TO Work-Strikeforce initiative	Back to Work initiative is geared towards aiding individuals on Long Term Unemployment
Jobs Express (Lead)	This should be recorded when a lead is recorded on a Jobs Express report	Jobs Express is Part of the NYS Job Bank. Jobs Express sorts the thousands of jobs listed on the Job Bank by region. Job Express identifies-growing industries, economic sector jobs, top businesses hiring in the region, and opportunities in all regions of NY

Layoff Aversion DB	This should be recorded when a lead is provided by the D&B list of distressed businesses	
Media/Internet Job Boards	This should be recorded when an internet Job Board is the source of a lead	Internet job boards are large internet sites that are used to aid in a job search-example, Monster, or indeed
NY Open for Business	This should be recorded when a lead originates from NY Open for Business Survey	NY Open for Business was launched by the Governor's office .NY Open for Business' goal is to promote the many assets of investing in New York so the state can regain its reputation as a business-friendly location
Other	This should be recorded when any other Lead Source is used to find a lead	
Referred by Existing business Customer	This should be recorded when an existing business customer provides a referral to another business	
State/ Partner Agency (Lead)	This should be recorded when a referral is provided by a local, state or federal partner other than ESD	
WARN Notice (Lead)	This should be used when a WARN Notice is received or when it is determined that a WARN notice is needed	Private sector employers in New York State that Employ more than 50 are required to issue a WARN Notice 90 days before closing a plant. They must also notify when there is a layoff that affects 33 percent of the workforce (at least 25 workers) or 250 workers from a single employment site. They must send the Notice to employees, their representatives, the State Labor Department and local workforce

		investment partners
BUSINESS CONTACT-EMAIL/MAIL/TELEPHONE		**All business contacts should be recorded through the Activities tab. Select business leads, select business contact Email/Mail/Telephone, record the appropriate contact method**
Outreach – Business Unreachable (E/M/T)	This should be recorded when a Business could not be contacted by email/mail/telephone	
Outreach – Overview of Services (email/mail)	This should be recorded when an introductory session is conducted with a business to outline available DOL services via email or mail	
Outreach – Overview of Services (Telephone)	This should be recorded when a business is contact via telephone and an introductory session is conducted to outline available DOL services	
Outreach – Overview of Services Follow-up (E/M/T)	This should be recorded when a business is contacted for a second or additional time and is provided follow up services Via email/mail /telephone	
Outreach – Special Project (Email/Mail)	This should be recorded when a business is contacted via email or mail to inform the business about a special project	Introduction to a special program or new initiative. (Example, New York Youth Works, Work for Success) Record specifics in comments

Outreach- Special Project (Telephone)	This should be recorded when a business is contacted via telephone to inform the business about a special project	
Outreach – Special Project Follow-up (E/M/T)	This should be recorded when a business is contacted for a second or additional time and is provided follow up services on a special program via email/mail/telephone	
BUSINESS CONTACT - ONSITE		
Outreach – Overview of Services (onsite)	This should be recorded when an introductory session is conducted with a business to outline available DOL services. (onsite/in person)	
Outreach – Overview of Services Follow-up (onsite)	This should be recorded when a business is contacted for a second or additional time and is provided follow up services (onsite/in person)	
Outreach – Special Project (onsite)	This should be recorded when a business is contacted about a special project (onsite/in person)	
Outreach – Special Project Follow-up (onsite)	This should be recorded when a business is contacted for a second or additional time to provide follow up information/services regarding a special project or new initiative (onsite/in person)	

BUSINESS STATUS		
Service	**Definition**	**Comments**
Job Search Ready	This should be recorded when a business indicates that there is no need for in depth services at this time. Job order development, job matching and referrals can still be provided for any open job orders. No further services will be provided	Staff should perform an analysis in order to determine if a business is Job Search Ready
Job Development Services	This should be recorded if the business is in need of Job Development Services	Staff should perform an analysis in order to determine if a business is in need of Job Development Services. Example of Job Development Services include recruiting assistance or any of the services in the One Stop Business Services toolkit
Layoff Aversion	Layoff Aversion Status should be recorded if a business has been analyzed, including an onsite visit to determine if the business is in distress and could benefit from turnaround services	

SERVICES TO BUSINESSES		
Service	**Definition**	**Comments**
EVENTS		**All Events are recorded through the Activity tab. Select service to business, select event, record appropriate event**
Business/Labor Association Event	This should be recorded when a business attends an organized labor event where DOL services are discussed/presented	Information on the type of services discussed/presented should be recorded in Comments. If the business is a new contact, only create a record in OSOS if there is a reasonable anticipation of future marketing/services
Economic Development Event	This should be recorded when a business attends an Economic Development Event where DOL services are discussed/presented	This may include Regional Economic Development Council Meetings
Governor's Office Event	This should be recorded when a business attends a Governor's Office Event where DOL Services are discussed/presented	
Other Event: Local Event	This should be recorded when a business attends a local event where DOL services are discussed/presented (other than the events listed above)	Information on type of services discussed/presented should be recorded in Comments. If the business is a new contact, only create a record in OSOS if there is a reasonable anticipation of future marketing/services

HIRING INCENTIVES		**All Hiring Incentives are recorded through the Activity tab. Select service to business, select Hiring Incentives, record appropriate activity**
Special Programs/Governor's Initiatives	This should be recorded when assisting a business with application materials, technical aspects and reporting requirements of a special program from the Governor's office or another source	
Tax Credits Certification	This should be recorded when staff certify for a business that job applicants meet the eligibility criteria established for various State and Federal tax credit programs	Examples include; Work Opportunity Tax Credit, Minimum Wage Reimbursement credit, Hire a Vet Credit, New York Youth Works, Workers with Disabilities Employment Tax Credit (WETC)
LABOR MARKET INFORMATION		**The LMI is recorded through the Activity tab. Select service to business, select Labor Market Information, record appropriate activity**
Economic/Labor Market Information	This should be recorded when a business is provided with Labor Market information	Labor Market Information includes, prevailing wage data, analysis of talent pool for specific occupations or job categories, and information on economic conditions
RECRUITING ASSISTANCE		**Recruiting Assistance is recorded through the Activity tab. Select service to business, select Recruiting Assistance, record appropriate activity**
Career Fair Participation	This should be recorded when a business participates in a One Stop system, DOL,	If the business is a new contact, only create a record in OSOS if there is a reasonable

	or other partner sponsored Career Fairs	anticipation of future marketing/services.
Customized Recruitment	This should be recorded when staff assist a business in developing a customized recruitment strategy based on individual staffing needs	A customized recruitment can be held on Site (company) or at any NYS Career Center.
Job Bank Indexing/Services	This should be recorded when businesses complete an indexing request on the NYS Job Bank website	Businesses are able to automatically post jobs to job bank from accessing/making changes on their corporate website.
Job Matching	This should be recorded when staff match a job order for a business	Information on the number of customer matches should be recorded in Comments.
Job Matching (OJT)	This should be recorded when candidates are matched for an OJT job order	Information on the number of job matches should be recorded in Comments
Job Order Development	This activity should be recorded when staff assists a business with the content of its job order to improve matching results. Or if outreach to a business generates new job orders that were not previously offered	This should only be recorded when more extensive services have been provided
Job Order Entry (OJT)	This should be recorded when staff enters an OJT job order	
Job Skills Review	This should be recorded when providing a special screening process above and beyond normal Job Bank processes. This should include at least one intensive service. This is not recorded when a routine service is provided to a business	Examples of intensive services are, review of job applications, screening interviews, program eligibility assessments

Jobs Express Follow-up	This should be recorded when staff reach out to a business to follow up on services provided on Job Express, including job matching and referrals	Staff offers any further assistance with Jobs Express services
Recruiting Assistance Follow-up	This should be recorded when staff reach out to a business to follow up on job orders, matches, referrals or outcomes from recruiting events	
Referred Customers	This should be recorded when candidates are presented to a business for consideration for a job opening	Information on the number of candidates presented should be recorded in Comments
Referred Customers (OJT)	This should be recorded when candidates are presented to a business for consideration for an OJT position	Information on the number of candidates presented should be recorded in Comments
SMART Technology	This should be recorded when staff use the SMART Technology to assist a business in recruiting	Skills Matching and Referral Technology (SMART).
Veteran Conference Services	This should be recorded when staff provide matches, referrals, or job order development to a business for a Veteran jobseeker through a Veteran Conference. This may include using specialized knowledge of the business to create opportunities without current job orders. This should only be used when the candidate(s) have had a Veteran Conference.	Do not record this if a Veteran Conference has not taken place