

# Equal Opportunity OSOS Guide



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## BACKGROUND

In accordance with the Workforce Innovation & Opportunity Act (WIOA), the New York State Department of Labor (NYSDOL) prohibits discrimination because of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I - financially assisted program or activity.

It is the policy of the NYSDOL and Local Workforce Development Area (LDWA) to ensure nondiscrimination and equal opportunity in the operation and administration of all programs, services, and activities funded in whole or in part with WIOA funds. Any individual covered by WIOA who believes he or she, or a specific class of individuals, has been discriminated against has the right to file a formal complaint. Recipients of Title I WIOA funds must take appropriate steps to ensure that they are providing universal access to their programs and activities.

During an initial appointment staff will include a discussion of an individual's right under the nondiscrimination and equal opportunity provisions of WIOA. They will also be informed of their right to file a complaint of discrimination with the EO Officer or the Director of the Civil Rights Center (CRC).

## PURPOSE

The One Stop Operating System (OSOS) is the primary case management system used for tracking all services provided to customers throughout the Workforce Development System.

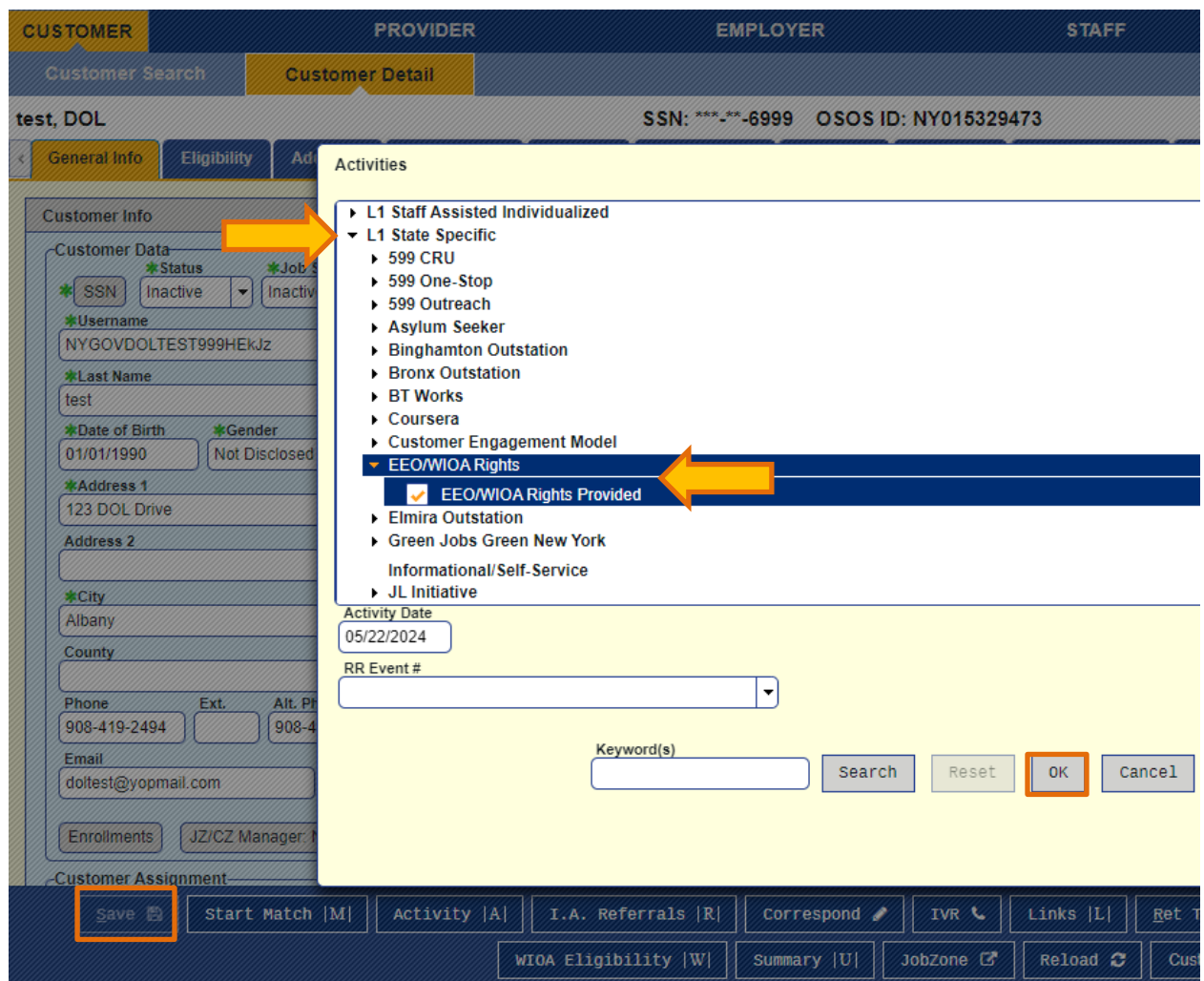
This guide provides instructions on how to conduct the OSOS data entry when providing equal opportunity information to customers.

## OSOS DATA ENTRY

To document an individual's rights under the nondiscrimination and equal opportunity provisions of WIOA, staff must record an **Activity** and corresponding **comment** in OSOS.

### ACTIVITY

To record the **Equal Opportunity Activity**, click the **Activity** button at the bottom of the **Customer Detail** window to access the **Activities - - web page dialogue** box. Click the **L1 State Specific** folder and then the **EEO/ WIOA Rights** folder to select the **EEO/WIOA Rights Provided** activity. Click the **OK** button and then the **Save** button.



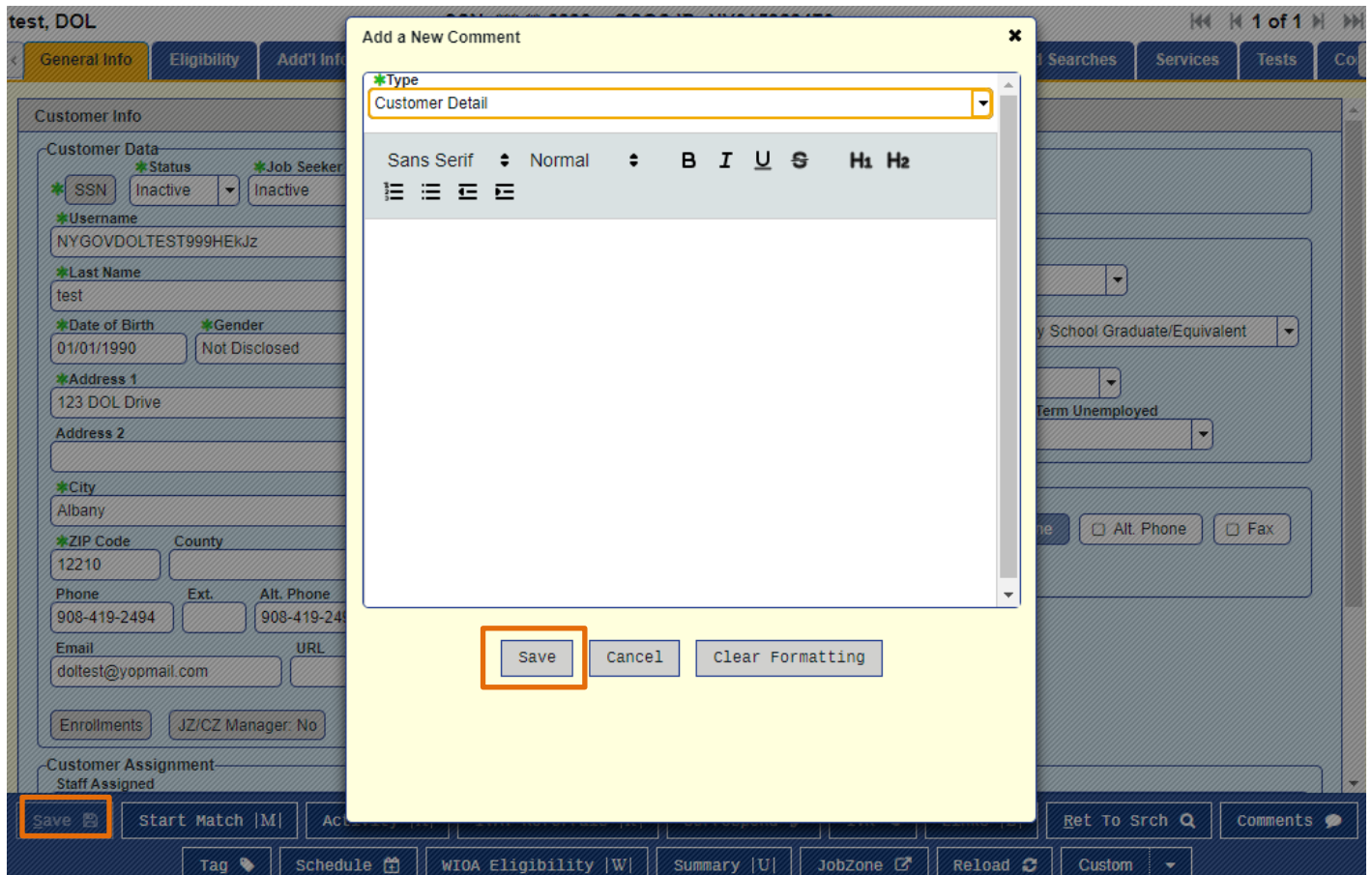
The screenshot shows the OSOS Customer Detail window for a customer named 'test, DOL'. The 'Activities' dialog box is open, displaying a tree view of activity categories. The 'EEO/WIOA Rights' folder is expanded, and the 'EEO/WIOA Rights Provided' activity is selected. The 'Activity Date' field is set to 05/22/2024. The 'Save' button in the bottom toolbar is highlighted with a red box.



*The **Activity Date** field will default to the current date. If completing data entry for a previous date, staff must change this field to reflect the date the information was provided to the customer.*

## COMMENTS

Click the **Comments** button at the bottom of the screen. The **Add a New Comment – Webpage Dialog** box will appear. Enter the corresponding comment and click both **Save** buttons.



The screenshot displays the OSOS interface for a customer profile. The background shows the 'Customer Info' section with fields for SSN, Username, Last Name, Date of Birth, Gender, Address, City, ZIP Code, County, Phone, Ext., Alt. Phone, Email, and URL. The 'Add a New Comment' dialog box is open in the foreground, featuring a dropdown menu for comment type (set to 'Customer Detail'), a rich text editor with formatting options (Bold, Italic, Underline, Strikethrough, Header 1, Header 2), and three buttons at the bottom: 'Save' (highlighted with an orange box), 'Cancel', and 'Clear Formatting'. The 'Save' button in the background is also highlighted with an orange box.



*Staff must include in their comment how the equal opportunity information was provided to the customer, for example "via email", "in-person" or "postal mail".*



## RESOURCES AND ASSISTANCE

Additional program information, OSOS guides and other resources can be found at:  
[https://dol.ny.gov/workforce-professionals-tools?f%5B0%5D=filter\\_term%3A811](https://dol.ny.gov/workforce-professionals-tools?f%5B0%5D=filter_term%3A811)

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

By email: [help.osos@labor.ny.gov](mailto:help.osos@labor.ny.gov)

Publication: Equal Opportunity is the Law (DEOD 310):

<https://dol.ny.gov/system/files/documents/2021/03/deod310.pdf>