

Attainment of a Degree or Certificate OSOS Guide



ACKNOWLEDGEMENTS

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PURPOSE

This guide will provide a comprehensive overview of which fields need to be recorded in the Customer Detail, Services, and Outcomes tabs of OSOS to record positive outcomes for youth placed in the Attainment of a Degree or Certificate WIOA Performance Indicator.



*If a customer has an existing OSOS record, make sure all information is verified and updated as needed. Throughout the guide you will see the statement “**requires supporting documentation.**” Please refer to [page 11](#) of this guide to Technical Advisory (TA) 11-12. This TA refers to the documents needed to support data recorded in OSOS.*

WHAT IS THE ATTAINMENT OF A DEGREE OR CERTIFICATE MEASURE?

Of those youth **Enrolled in Education** (at the date of first youth service or at any point during the program):

Number of youth who obtain a diploma, High School Equivalency or certificate/credential by the end of the 3rd quarter after the youth’s exit date

Divided by the number of youth participants who exit during the quarter

Credentials can be obtained while a person is still receiving services or at any point by the end of the third quarter after exit. Credentials earned at any time during program should be entered in OSOS. Please remember credentials earned will not be counted until the third quarter after the individual officially exits in OSOS.

Enrolled in Education refers to: Secondary school; Post-secondary school; Alternative school; Adult apprenticeship; Youth apprenticeship; Adult education programs; or Any other program that leads to a diploma, degree, license certificate or certification. Participants could come into the WIOA Youth Program already working towards a Credential.

Definition of Credential

A **Credential** is awarded in recognition of an individual’s attainment of measurable technical or occupational skills necessary to obtain employment or advance within an occupation. These technical or occupational skills are generally based on standards developed or endorsed by employers.



Certificates awarded by Local Workforce Development Boards (LWDBs) are not included in this definition, nor are work readiness certificates as neither document “measurable technical or occupational skills necessary to gain employment or advance within an occupation.”

A variety of different public and private entities issue credentials. Below is a list of types of organizations and institutions that award industry recognized credentials.

A state educational agency or a state agency responsible for administering vocational and technical education within a state.

An institution of higher education described in Section 102 of the Higher Education Act (20 USC 1002) that is qualified to participate in the student financial assistance programs authorized by Title IV of that Act. This includes community colleges, proprietary schools, and all other institutions of higher education that are eligible to participate in federal student financial aid programs.

A professional, industry, or employer organization (e.g., National Institute for Automotive Service Excellence certification, or a National Institute for Metalworking Skills, Inc., Machining Level I credential) or a product manufacturer or developer (e.g., Microsoft Certified Database Administrator, Certified Novell Engineer, or a Sun Certified Java Programmer) using a valid and reliable assessment of an individual’s knowledge, skills and abilities.

ETA’s Office of Apprenticeship or a State Apprenticeship Agency.

A public regulatory agency, upon an individual’s fulfillment of educational, work experience, or skill requirements that are legally necessary for an individual to use an occupational or professional title or to practice an occupation or profession (e.g., Federal Aviation Administration aviation mechanic license, or a state licensed asbestos inspector).

A program that has been approved by the Department of Veterans Affairs to offer education benefits to veterans and other eligible persons.

Job Corps centers that issue certificates.

An institution of higher education which is formally controlled, or has been formally sanctioned or chartered, by the governing body of an Indian tribe or tribes.

Examples of Credentials include:

- Educational Diplomas and Certificates (typically for one academic year or less of study);
- Educational Degrees, such as an Associate’s (2-year), Bachelor’s (4-year), or Master’s degree;
- Registered Apprenticeship Certificate;
- Occupational Licenses (typically, but not always, awarded by state government agencies); and
- Industry-recognized or professional association certifications; also known as personnel certifications;
- Other certificates of skills completion.

Please see [TEGL 15-10](#) or the [Resource](#) page at the end of this guide for additional information about Credentials.



According to the United States Department of Labor's Employment & Training Administration (ETA), the Cardiopulmonary Resuscitation (CPR) certificate and the Occupational Safety and Health (OSHA) certificate do not count for the degree/certificate measure as they do not meet ETA's intent of its credential definition. For more information, please visit USDOL at <http://www.doleta.gov/performance/reporting/answers.cfm>

Who is included in this measure?

All youth who are enrolled in education, either on the date of first youth service or at any point during program participation.

Who is excluded from this measure?

Youth who are not enrolled in education, either on the date of first youth service or at any point during program participation; Youth who have a documented exclusion at exit; and Youth who have a documented exclusion in the first, second or third quarters after exit. Documented exclusions include death, institutionalization (incarceration), health/medical, family care, relocation to mandated residential program or reservist called to active duty.

When is this measured?

This is an EXIT measure. It is measured in the third quarter after exit. For example, if a participant exits at any time from July 1, 2014 – September 30, 2014, the third quarter after exit is April 1, 2015 – June 30, 2015.

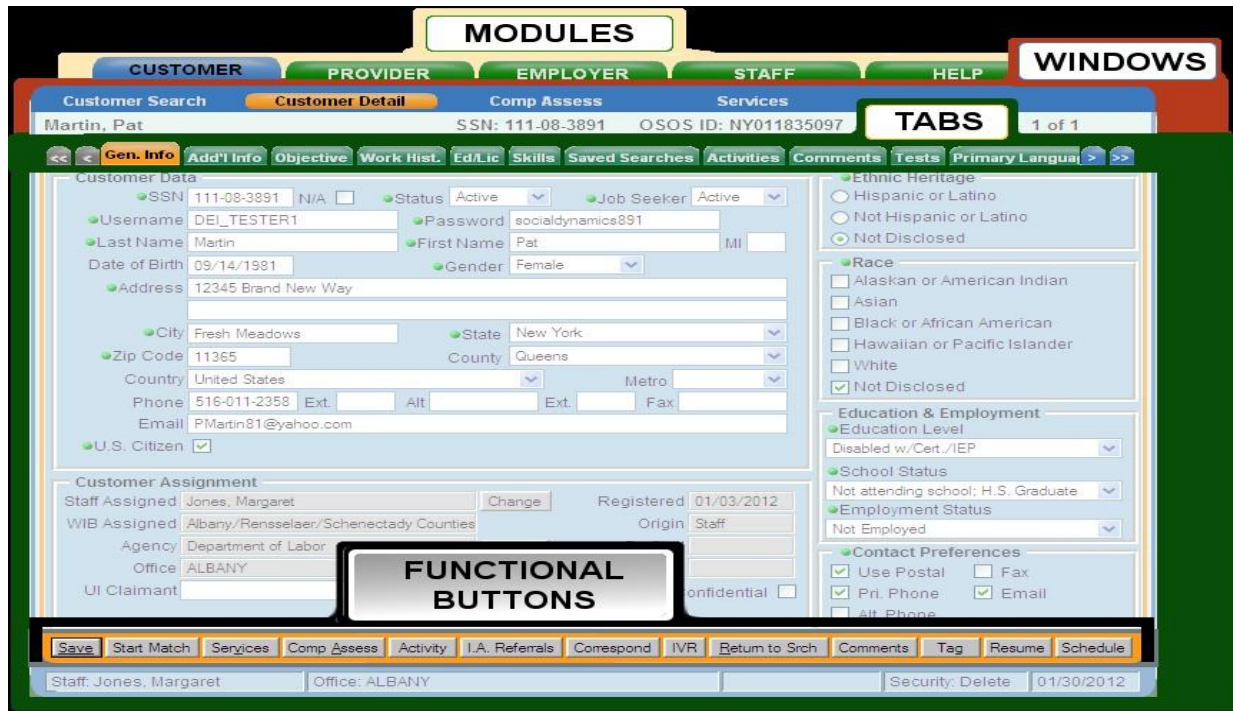
Positive Performance Outcome:

Youth customers who are enrolled in education, and receive a credential by the end of the third quarter after exit are counted as a positive outcome as long as this information is recorded in OSOS.

Please see [TEGL 17-05](#) or the [Resource](#) page for additional information about this measure.

OSOS DATA ENTRY

Below is a screenshot describing the different components of OSOS including Modules, Windows, Tabs and Functional Buttons. These terms will be used throughout this guide.



The screenshot displays the OSOS interface for a customer record. At the top, there are navigation tabs for 'CUSTOMER', 'PROVIDER', 'EMPLOYER', 'STAFF', and 'HELP', with 'CUSTOMER' selected. Below these are sub-tabs for 'Customer Search', 'Customer Detail', 'Comp Assess', and 'Services', with 'Customer Detail' active. The main content area is divided into several sections: 'Customer Data' (SSN, Username, Last Name, Date of Birth, Address, City, Zip Code, Country, Phone, Email, U.S. Citizen), 'Customer Assignment' (Staff Assigned, WIB Assigned, Agency, Office, UI Claimant), and 'Education & Employment' (Ethnic Heritage, Race, Education Level, School Status, Employment Status, Contact Preferences). A 'FUNCTIONAL BUTTONS' box highlights the bottom of the form, which includes buttons for 'Save', 'Start Match', 'Services', 'Comp Assess', 'Activity', 'I.A. Referrals', 'Correspond', 'IVR', 'Return to Srch', 'Comments', 'Tag', 'Resume', and 'Schedule'. The bottom status bar shows 'Staff: Jones, Margaret', 'Office: ALBANY', and 'Security: Delete 01/30/2012'.

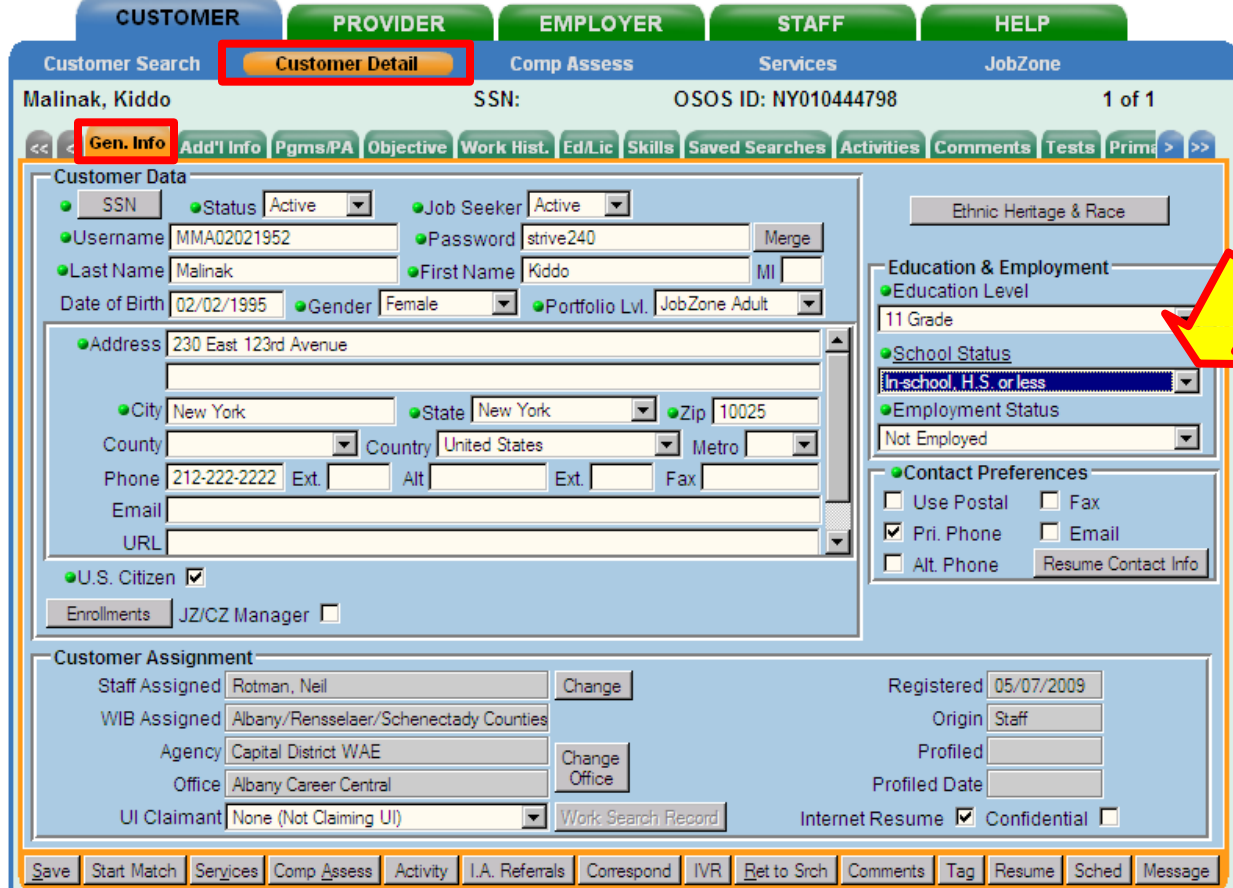


Make sure that the customer record is kept up to date. All information pertaining to the Attainment of a Degree or Certificate must be correct at the time of enrollment. If incorrect information is collected in OSOS, or not collected at all, this can negatively affect program outcomes. If customer has an existing OSOS record, make sure all information is verified and updated as needed. It is good case management to update any fields as the youth's status changes.

CUSTOMER DETAIL WINDOW

For Youth Enrolled In Education at the Time of the First Youth Service in OSOS

To record that a customer is enrolled in school at the time of registration, set **School Status** as: In-school H.S. or less; In-school Alternative School; or In-School, Post-H.S. ([requires supporting documentation](#)). These School Status definitions are on [page 5](#) of this guide. This information must be correct prior to entering the first youth service. When the first youth service is entered, an OSOS Enrollment will be created and the youth will be counted in the measure if he/she was enrolled in school.



CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search **Customer Detail** Comp Assess Services JobZone

Malinak, Kiddo SSN: OSOS ID: NY010444798 1 of 1

Gen. Info Add'l Info Pgms/PA Objective Work Hist. Ed/Lic Skills Saved Searches Activities Comments Tests Prima >>

Customer Data

SSN Status: Active Job Seeker: Active

Username: MMA02021952 Password: strive240 Merge

Last Name: Malinak First Name: Kiddo MI

Date of Birth: 02/02/1995 Gender: Female Portfolio Lvl.: JobZone Adult

Address: 230 East 123rd Avenue

City: New York State: New York Zip: 10025

County: Country: United States Metro:

Phone: 212-222-2222 Ext. Alt. Ext. Fax:

Email: URL:

U.S. Citizen:

Enrollments JZ/CZ Manager:

Education & Employment

Ethnic Heritage & Race:

Education Level: 11 Grade

School Status: **In-school, H.S. or less**

Employment Status: Not Employed

Contact Preferences

Use Postal Fax

Pri. Phone Email

Alt. Phone Resume Contact Info

Customer Assignment

Staff Assigned: Rotman, Neil Change

WIB Assigned: Albany/Rensselaer/Schenectady Counties

Agency: Capital District WAE Change Office

Office: Albany Career Central

UI Claimant: None (Not Claiming UI) Work Search Record

Registered: 05/07/2009

Origin: Staff

Profiled: Profiled Date:

Internet Resume: Confidential:

Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Ret to Srch Comments Tag Resume Sched Message

IN-SCHOOL STATUS DEFINITIONS

In-school, H.S. or less

If the youth has not received a secondary school diploma or its recognized equivalent and is attending any secondary school (including elementary, intermediate, junior high school), whether full or part-time, or is between school terms and intends to return to school.

In-school, Alternative School

If the youth has not received a secondary school diploma or its recognized equivalent and is attending an alternative high school or an alternative course of study approved by the local educational agency whether full or part-time

In-school, Post-H.S.

If the youth has received a secondary school diploma or its recognized equivalent and is attending a post-secondary school or program (whether full or part-time), or is between school terms and intends to return to school.

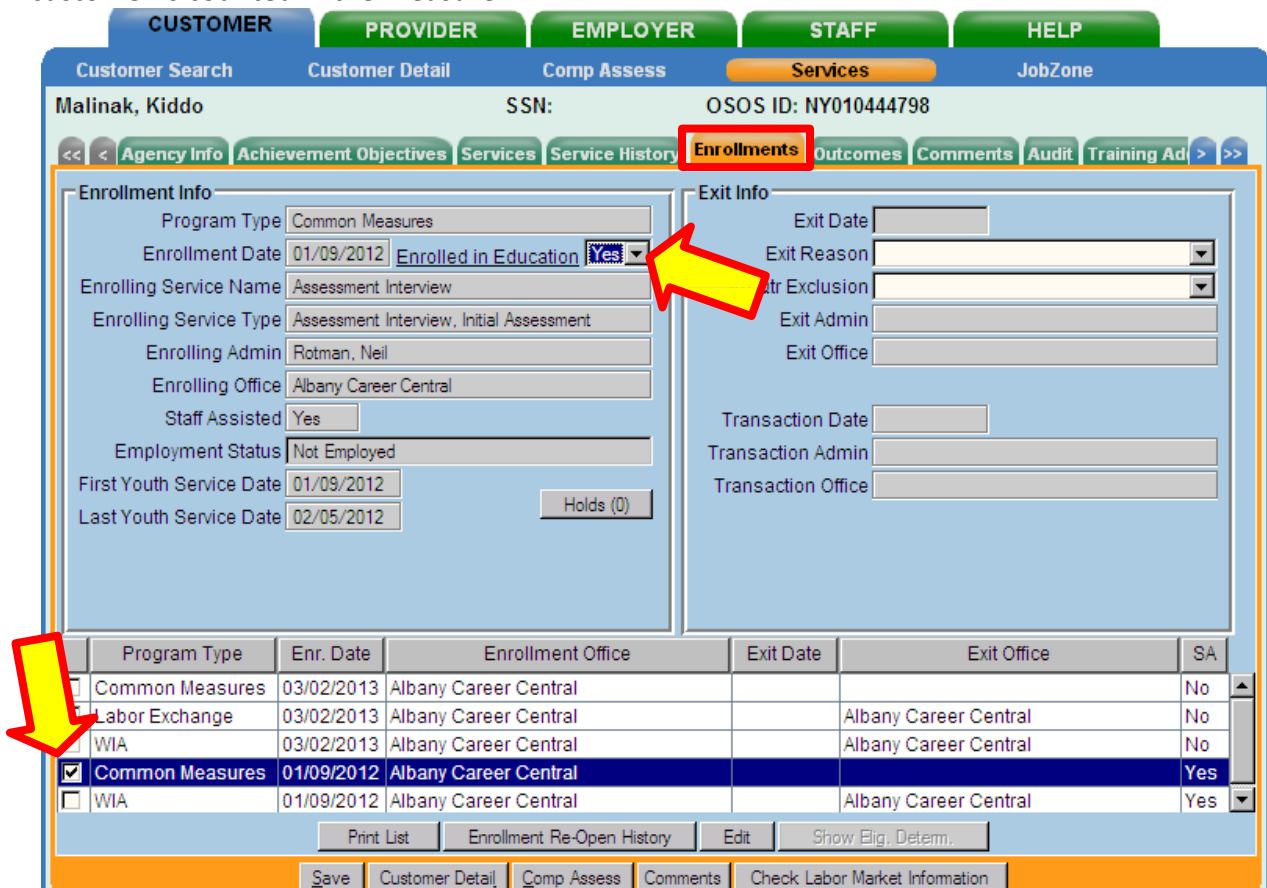


Youth with an IEP Diploma or CDOS Commencement Credential -If a youth was awarded an Individualized Education Program (IEP) diploma or a Career Development and Occupational Studies (CDOS) Certificate by the New York State Education Department, the IEP or CDOS Commencement Credential do not count as a diploma according to New York State. If a youth has received an IEP diploma or CDOS Commencement Credential diploma, indicate the youth’s Education Level as “**12th Grade-no Diploma**” and the School Status as “**Not attending school or H.S. Dropout**” in OSOS. If a youth obtains their high school equivalency while in program and received an IEP Diploma or CDOS Commencement Credential, the steps above will allow you to record a high school equivalency in OSOS to document this as a degree to satisfy the WIOA Youth Program Indicator of Attainment of a Degree or Certificate.

SERVICES WINDOW

For Youth That Become Enrolled In Education During Program Participation

If a youth becomes enrolled in education at any point during an OSOS enrollment, highlight the **Common Measures** enrollment from the list of enrollments at the bottom of the screen to activate the **Enrolled in Education** field under the “**Enrollments**” tab. Select “Yes” in the **Enrolled in Education** field ([requires supporting documentation](#)). This will ensure that the customer is counted in the measure.



Customer: Malinak, Kiddo | SSN: [REDACTED] | OSOS ID: NY010444798

Enrollment Info:

- Program Type: Common Measures
- Enrollment Date: 01/09/2012 | Enrolled in Education: **Yes**
- Enrolling Service Name: Assessment Interview
- Enrolling Service Type: Assessment Interview, Initial Assessment
- Enrolling Admin: Rotman, Neil
- Enrolling Office: Albany Career Central
- Staff Assisted: Yes
- Employment Status: Not Employed
- First Youth Service Date: 01/09/2012
- Last Youth Service Date: 02/05/2012

Exit Info:

- Exit Date: [REDACTED]
- Exit Reason: [REDACTED]
- Exit Exclusion: [REDACTED]
- Exit Admin: [REDACTED]
- Exit Office: [REDACTED]
- Transaction Date: [REDACTED]
- Transaction Admin: [REDACTED]
- Transaction Office: [REDACTED]

| Program Type | Enr. Date | Enrollment Office | Exit Date | Exit Office | SA |
|---|------------|-----------------------|-----------|-----------------------|-----|
| Common Measures | 03/02/2013 | Albany Career Central | | | No |
| Labor Exchange | 03/02/2013 | Albany Career Central | | Albany Career Central | No |
| WIA | 03/02/2013 | Albany Career Central | | Albany Career Central | No |
| <input checked="" type="checkbox"/> Common Measures | 01/09/2012 | Albany Career Central | | | Yes |
| <input type="checkbox"/> WIA | 01/09/2012 | Albany Career Central | | Albany Career Central | Yes |



Even if a youth is in-school at the date of the first youth service (pg. 5), it is recommended you select “Yes” in the **Enrolled in Education** field in the **Enrollmentstab** (see screen shot above). Please note that the **Enrolled in Education** requires supporting documentation found in TA 11-12.

OUTCOMES TAB

Recording the Attainment of Degree or Certificate

The **WIA Youth (14-21)** button in the “Outcomes” tab is used to enter outcomes for customers receiving WIOA Youth-funded services. Highlight the **Common Measures** enrollment from the list of enrollments at the bottom of the screen to activate this section.

The screenshot shows the OSOS interface for customer Malinak, Kiddo (SSN: OSOS ID: NY010444798). The 'Outcomes' tab is active. The 'Employed in Quarter after Exit' section is highlighted with a red box. The 'Youth Outcomes' section has a red box around the 'WIA Youth (14-21)' button, with a yellow arrow pointing to it. The enrollment table at the bottom has a red box around the 'Common Measures' row, with a yellow arrow pointing to it.

| Program Type | Enr. Date | Enrollment Office | Exit Date | Exit Office | SA |
|--|------------|-----------------------|-----------|-------------|-----|
| <input type="checkbox"/> WIA | 01/09/2012 | Albany Career Central | | | Yes |
| <input checked="" type="checkbox"/> Common Measures | 01/09/2012 | Albany Career Central | | | Yes |

This is the **WIA Youth Follow Up Webpage Dialog** box that appears after clicking on the **WIA Youth (14-21)** button in the “Outcomes” tab described on [page 7](#) of this guide.

Select “Yes” in the left dropdown and insert the date that the diploma, GED or Certificate (Credential) was issued (requires supporting documentation).



It is important for federal Data Element Validation to make sure that the dates entered into OSOS match the supporting documentation. The “Date” field should reflect the actual date the credential was issued in the “mm/dd/yyyy” format. If there is no specific day of the month the credential was issued, enter the last day of the



month in the “mm/dd/yyyy” format.

| | Date | Active in 3rd Quarter? |
|---|------|------------------------|
| Attained Cert. of Technical/Occ. Skills | | |
| Attained a GED or HS equiv. | | |
| Attained a HS diploma | | |
| Entered Advanced Training | | |
| Entered Military Service | | |
| Entered Post-Secondary ed. | | |
| Entered Qualified Apprenticeship | | |
| Entered Unsubsidized Employment | | |

| Program Type | WIA | Common Measures | Date | Agency | SA |
|--------------|--------------------------|-------------------------------------|------------|-----------------------|-----|
| | <input type="checkbox"/> | <input checked="" type="checkbox"/> | 01/09/2012 | Albany Career Central | Yes |



For a youth that obtains a credential not listed under the “WIA Youth 14-21” button or the youth earns an additional credential, see [pages 9-10](#) for further data entry guidelines.

For A Youth That Obtains a Credential Not Listed Under The “WIOA Youth 14-21” Button Or Earns an Additional Credential

The “Education and Training” box in the “Outcomes” tab contains additional credentials that are not listed under the “WIA Youth 14-21” button described on [page 7-8](#). If a youth attains an additional credential or a credential not listed under the “WIOA Youth 14-21” button (e.g. Bachelor’s Degree, Associates Degree, etc.), enter the information on the Outcomes tab → Education and Training section → **Attained Credential** field. See [page 10](#) for the “Type of Credentials” and more information.

To activate the **Attained Credential** field, select the **Common Measures** enrollment. Set the **Attained Credential** field as Yes. This will activate the **Type of Credential** and **Date Attained** fields ([requires supporting documentation](#)).

The screenshot shows the OSOS system interface for a customer named Malinak, Kiddo. The 'Outcomes' tab is selected, and the 'Attained Credential' field is highlighted with a red arrow. The 'Common Measures' program type is selected in the enrollment table, also highlighted with a red arrow. The 'Save' button is highlighted with a red box.

| Program Type | Enr. Date | Enrollment Office | Exit Date | Exit Office | SA |
|---|------------|-----------------------|-----------|-------------|-----|
| <input type="checkbox"/> WIA | 01/09/2012 | Albany Career Central | | | Yes |
| <input checked="" type="checkbox"/> Common Measures | 01/09/2012 | Albany Career Central | | | Yes |

After you have selected the **Common Measures** Program Type and set the **Attained Credential** field to "Yes," enter the **Type of Credential** and **Date Attained** ([requires supporting documentation](#)). Click Save when this information is entered.



RESOURCES AND ASSISTANCE

- Additional program information, OSOS guides and other resources can be found at: <http://labor.ny.gov/workforcenypartners/osos.shtm>
- Increase Credentials and Credential Definition TEGL 15-10: http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2967
- Common Measures TEGL 17-05: http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2195
- Data Element Validation TA 11-12 Attachment C and D: <http://www.labor.ny.gov/workforcenypartners/ta/TA11-12.pdf>
- Fields that Impact Performance: http://www.labor.ny.gov/workforcenypartners/osos/osos-cm_youth_performance_outline.pdf
- Time Periods for WIOA Performance Measures: <http://www.labor.ny.gov/workforcenypartners/IWIOA/WIOAtimeperiod101112.pdf>

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

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

For questions related to Youth programs, please contact the NYSDOL Career Development and Youth Initiatives Office:

By email: youthoffice@labor.ny.gov