

# Displaced Homemaker Program OSOS Guide



## TABLE OF CONTENTS

Purpose .....	- 2 -
Creating an OSOS Account.....	- 2 -
OSOS Data Entry.....	- 3 -
System Requirements .....	- 3 -
Logging Into OSOS.....	- 4 -
change the Temporary password .....	- 4 -
Searching for DHP customers .....	- 6 -
Required/green-dotted fields .....	- 9 -
Programs and Public Assistance .....	- 9 -
Work History Tab .....	- 12 -
Primary Language Tab.....	- 13 -
Comprehensive Assessment Window .....	- 15 -
Education Tab - Limited English Field .....	- 16 -
Family Tab.....	- 17 -
Health tab .....	- 19 -
Legal tab.....	- 20 -
Entering DHP Services.....	- 21 -
Agency Info Tab.....	- 22 -
Adding a DHP Service.....	- 24 -
Funding the Service.....	- 30 -
Enrollment verification .....	- 33 -
Ending the Service.....	- 36 -
Exiting the Customer.....	- 37 -
Recording Education & Training Outcomes - Outcomes Tab .....	- 38 -
Recording Employment Outcomes - Jobs Info Tab.....	- 39 -
Resources and Assistance .....	- 42 -



## PURPOSE

The New York State Displaced Homemaker Program (DHP), with contractors operating in multiple statewide locations, provides specialized services for those individuals who have been displaced from their careers as unpaid homemakers. For reference, a complete listing of NYS Displaced Homemaker Centers with contact information is included in the [Resources](#) section.

In New York State, DHP service providers have contracted with the New York State Department of Labor (NYSDOL) to enter customer information and services in OSOS.

## CREATING AN OSOS ACCOUNT

Once a contract has been approved and executed, contractor staff will need to set up an OSOS account to enter the required information into OSOS.

Accounts are requested through the local security coordinator, or by sending an email to [osos.wtd@labor.ny.gov](mailto:osos.wtd@labor.ny.gov). For more information about setting up an OSOS account, contact the [OSOS Accounts Unit](#) or the guide: [Accessing the System](#).

Access to OSOS is granted after:

- A signed Interagency Agreement (found at <http://www.labor.ny.gov/workforcenypartners/ta/ta00-41att.html>) is on file with NYSDOL.
- The OSOS user signs an [Individual Access and Confidentiality Agreement](#) that will be kept on file with NYSDOL or the local area security coordinator.
- The OSOS user completes [OSOS confidentiality training](#).

Refer to the OSOS access information found in the user guide on page 4, and in the Internet Explorer browser information at <http://www.workforcenewyork.org/osos/iebrowser.pdf>, to ensure appropriate computer settings are used.

OSOS is accessed through the following URL: <https://osos.labor.ny.gov>. The login screen will appear after the system has downloaded the necessary files.

Guidance on accessing OSOS and creating customer records in OSOS is provided separately on the Department of Labor's website.

This guide will cover:

- Ensuring that required fields for DHP have been entered
- Entering DHP services



## OSOS DATA ENTRY

### SYSTEM REQUIREMENTS

OSOS has minimum system requirements to run properly. These system requirements are described in the OSOS website.

The OSOS website address DHP providers should use is: <https://osos.labor.ny.gov>.

The first time a user logs in to the URL, the validation page will appear.

**AOSOS Validation Site**  
Software Requirements  
NY TEST v6.1.03

[Click for the AOSOS Mediated Application](#) **Click to Login**

Supported Operating Systems		
Microsoft Windows 98	Microsoft Windows ME	Microsoft Windows XP
Microsoft Windows NT	Microsoft Windows 2000	Microsoft Windows Vista
Microsoft Windows 7		

Supported Browsers		
Microsoft Internet Explorer 7	Microsoft Internet Explorer 8 o Must use compatability mode * o Enable Protected Mode in Windows Vista and 7 **	Microsoft Internet Explorer 9 o Must use compatability mode * o Enable Protected Mode in Windows Vista and 7 **

Supported Resolution	
800x600 or higher	Small Fonts

Supported for Correspondence		
Microsoft Word 97	Microsoft Word 2000	Microsoft Word 2002
Microsoft Word 2003	Microsoft Word 2007	Microsoft Word 2010

Required steps for all Operating Systems, all Browser Versions [show](#) **Click "Show" for System Settings**

\* Extra steps for Internet Explorer 8 [show](#)

\*\* Extra steps for Windows Vista or 7 using Internet Explorer 8 [show](#)

Take a moment to check that the computer meets the minimum system requirements and follow any necessary additional steps required.



*Notice that in order for OSOS to run properly, the computer must have Microsoft Windows 98 or newer and Internet Explorer 7, Internet Explorer 8 or Internet Explorer 9 running in compatibility mode.*

Click the *Click for the AOSOS Mediated Application* to load the login screen. Please be patient since it may take a few minutes to finish loading.



## LOGGING INTO OSOS

Create a shortcut to save the full URL. The new shortcut will navigate directly to the Login screen rather than the validation site. Enter the assigned username and temporary password in the **Username** and **Password** fields. Then click the **Login** button below to log into OSOS.

The OSOS username and password are case-sensitive and must be entered exactly as provided by WIA Central Security. After entering the username and password, click the Login button, or, tab and press the Enter key to log into the system.

AOSOS  
America's One-Stop Operating System  
NY TEST v6.1.03

Username:

Password:

Login

## CHANGE THE TEMPORARY PASSWORD

After logging into OSOS for the first time with your temporary password, change the password to one that no one else will know.

When logged into OSOS, the system will automatically navigate to the **Inbox** tab of the **Staff** module. Click the **Preferences** window.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

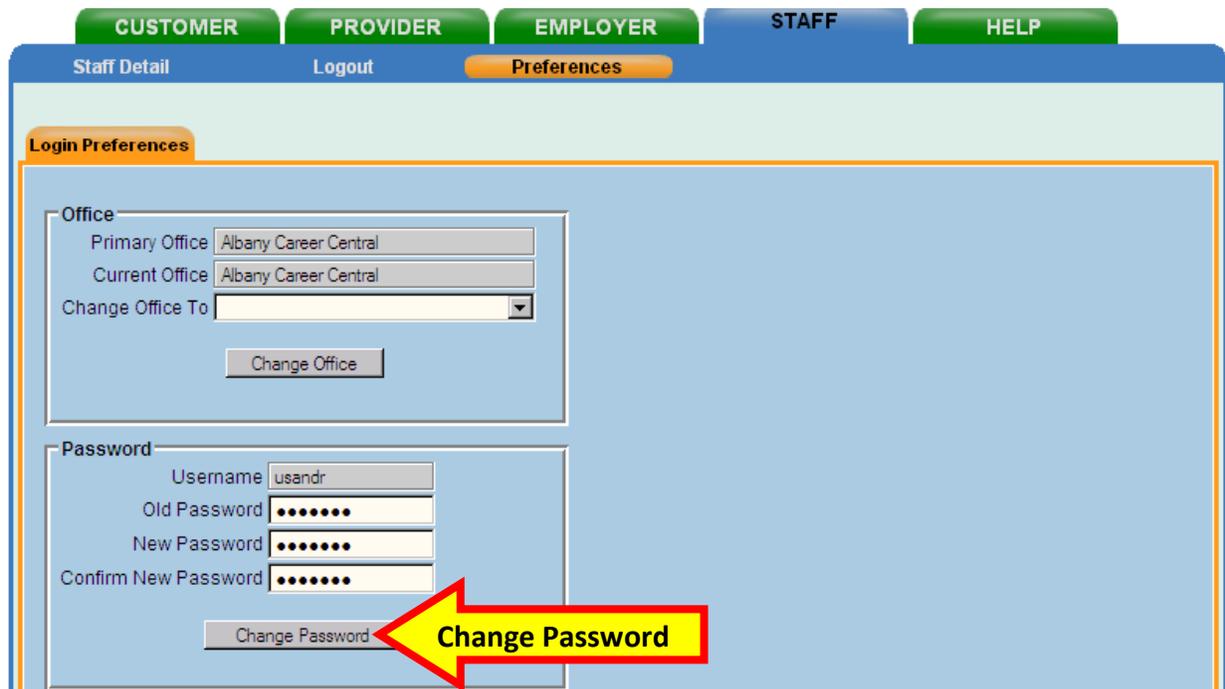
Staff Detail Logout Preferences **Preferences**

Inbox Referrals In Fund Approval Messages

Appointments and Reminders for Monday, October 21, 2013

<input type="checkbox"/>	Start Date	End Date	Start Time	End Time	Name	Event	Description
--------------------------	------------	----------	------------	----------	------	-------	-------------

Type the temporary password in the **Old Password** field and enter the new password in the **New Password** field. The new password can be between 6 – 12 characters, and only letters and numbers can be used. Any symbols, spaces and punctuation will not be accepted in the OSOS password. Type the new password again in the **Confirm New Password** field. Click the **Change Password** button to complete the change.



The screenshot shows the OSOS interface with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The STAFF tab is active, showing 'Staff Detail', 'Logout', and 'Preferences'. Under 'Login Preferences', there are sections for 'Office' and 'Password'. The 'Password' section includes fields for Username (usandr), Old Password, New Password, and Confirm New Password. A 'Change Password' button is located below these fields, highlighted with a red arrow and a yellow box containing the text 'Change Password'.

If the passwords entered in the **New Password** and **Confirm New Password** fields do not match; the new password does not meet the OSOS password criteria; or the old password was entered incorrectly in the **Old Password** field, an error message which will prompt a repeat of the process. If the password was successfully changed, a pop-up message will confirm the password was changed.



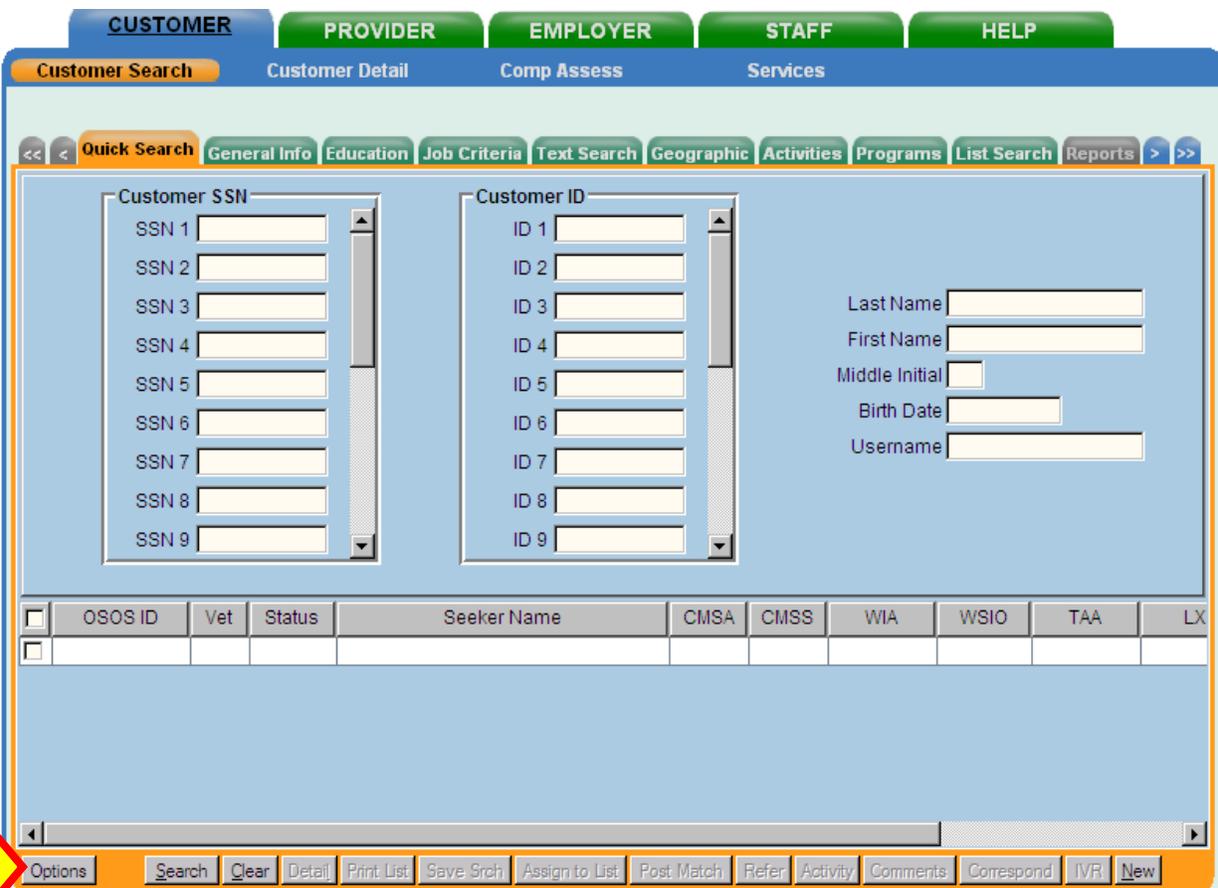
*It is strongly recommend that the password be changed every few months to maintain confidentiality.*

## SEARCHING FOR DHP CUSTOMERS

After logging in, navigate to the **Customer** module. By default, the **Quick Search** tab of the **Customer Search** window displays. Use this tab to search for customers by Social Security number (**Customer SSN**), OSOS Identification Number (**Customer ID** that begins with "NY0"), or by name (**Last Name** and **First Name**).

If searching by name, at least one letter must be entered in the **Last Name** field. Be sure to enter as much of the customer's first and last name as is known.

It is possible to specify what information is desired in the search results by clicking the **Options** button.



The screenshot displays the OSOS Customer Search interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, Comp Assess, and Services. The main search area features a 'Quick Search' tab and several other search options: General Info, Education, Job Criteria, Text Search, Geographic, Activities, Programs, List Search, and Reports. The search fields are organized into two columns: 'Customer SSN' (with fields SSN 1 through SSN 9) and 'Customer ID' (with fields ID 1 through ID 9). To the right of these are fields for 'Last Name', 'First Name', 'Middle Initial', 'Birth Date', and 'Username'. Below the search fields is a table with columns: OSOS ID, Vet, Status, Seeker Name, CMSA, CMSS, WIA, WSIO, TAA, LX. At the bottom of the interface is a toolbar with buttons: Options, Search, Clear, Detail, Print List, Save Srch, Assign to List, Post Match, Refer, Activity, Comments, Correspond, IVR, and New. A red arrow points to the 'Options' button.



The Options button will allow the user to select what categories and in which order to display in the search results.

Customer Search Result Columns -- Webpage Dialog

Result Columns Sort Options

--Customer Identification--

OSOS ID 1

SSN

Username

Seeker Name

Last Name 2

First Name 3

MI

Vet

SSN Not Provided

Status 4

Job Seeker

Portfolio Level

Gender

Date of Birth

--Program Enrollments--

Pgm CMSA

Pgm CMSS

Pgm WIA 5

Pgm WSIO

Pgm TAA

Pgm LX

Pgm SSY

Pgm SSP

--Contact Information--

Address 1

Address 2

City

State

ZIP Code

County

Country

Metro

Phone

Ext.

Alt. Phone

Alt. Ext.

Fax

Email

URL

Alt URL

Third URL

--Contact Preferences--

Use Postal

Pri. Phone

Alt. Phone

Fax

Email

--Citizenship--

U.S. Citizen

Alien Reg #

Permanent

Expires

--Education / Employment--

Education Level

School Status

Employment Status

--Customer Assignment--

Staff Assigned

Office

Registered

Modify Time

Origin

Origination Method

UI Claimant 6

Profiled

Profiled Date

Internet Resume

Confidential

--Programs--

Lower Living Flag

Income 70% LLSIL

Local Priority

Disability Status

Disability Category

Migrant / Seas Wkr

Migrant Class

Empl. in Farmwork

Farmwk Threshold

Farmwork Type

--Military / Selective Service--

Service Veteran

Vet Status

Veteran Era

Service From

Service Thru

Current Housing

Service Disability

Campaign Veteran

In Country

Type

Branch

Selective Service?

Selective Service #

--Employment Preferences--

Work Week

Duration

Salary

Pay Unit

Norm. Salary

Date Available

First Shift

Second Shift

Third Shift

Split Shift

Rotating Shift

--Employment Objective--

Empl. Objective

Desired Job Title

Add'l Skills Text

--Drivers License--

Driver Flag

License Class

License State

Air Brakes

School Bus

Motorcycle

Doubles/Triples

Haz. Materials

Pass Transport

Tank Vehicle

Tank Hazard

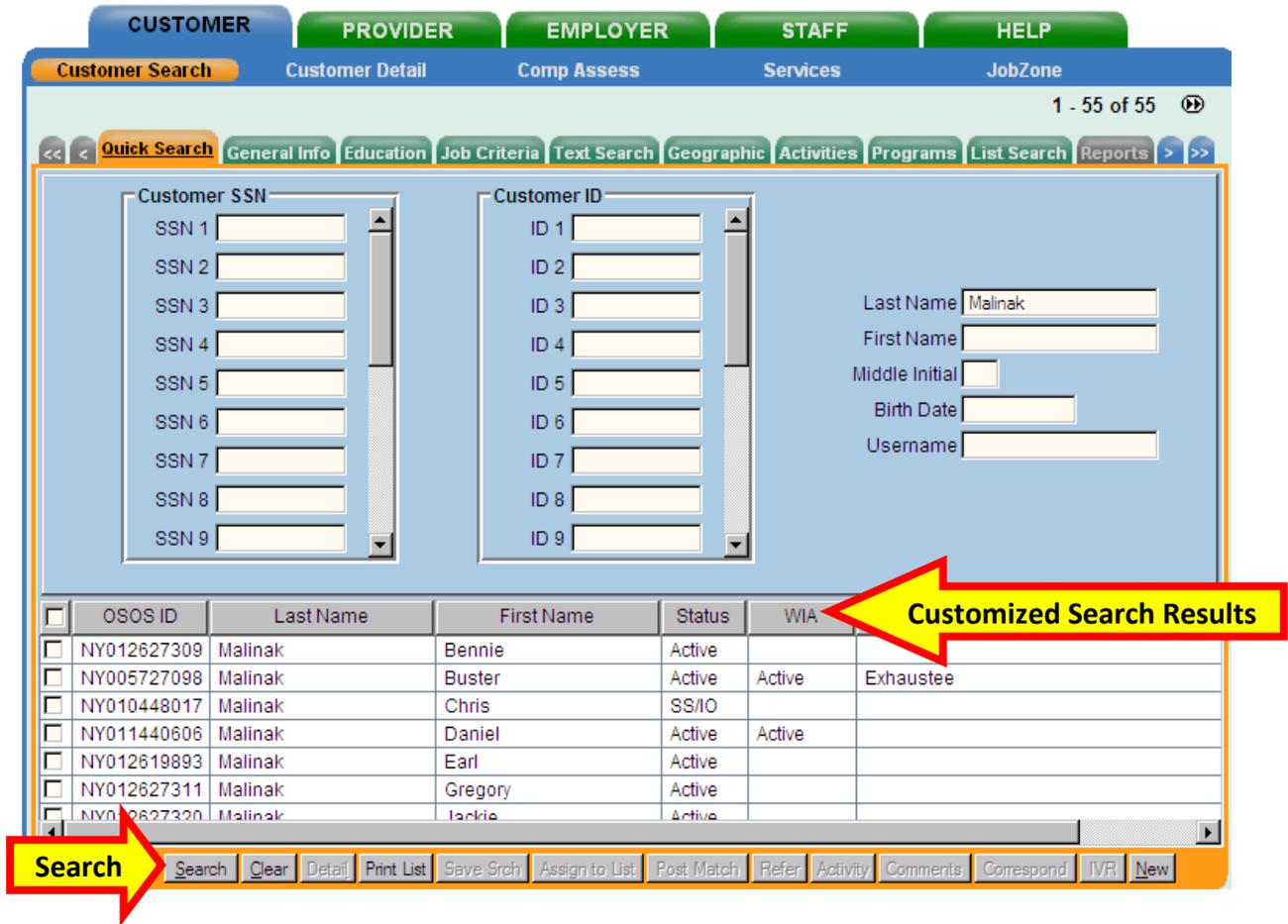
Current Housing (2)

OSOS ID Last Name First Name Status WIA UI Claimant

Save Show Defaults Cancel

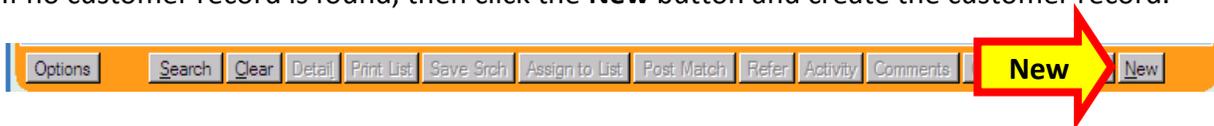
Click **Save** when done.

Click the **Search** button.



<input type="checkbox"/>	OSOS ID	Last Name	First Name	Status	WIA	
<input type="checkbox"/>	NY012627309	Malinak	Bennie	Active		
<input type="checkbox"/>	NY005727098	Malinak	Buster	Active	Active	Exhaustee
<input type="checkbox"/>	NY010448017	Malinak	Chris	SS/IO		
<input type="checkbox"/>	NY011440606	Malinak	Daniel	Active	Active	
<input type="checkbox"/>	NY012619893	Malinak	Earl	Active		
<input type="checkbox"/>	NY012627311	Malinak	Gregory	Active		
<input type="checkbox"/>	NY012627320	Malinak	Jackie	Active		

If no customer record is found, then click the **New** button and create the customer record.



## REQUIRED/GREEN-DOTTED FIELDS

When entering new customer or completing a pending record in OSOS, all green-dotted fields are required. Green dotted fields exist in the **Gen. Info**, **Add'l Info**, **Objective**, **Work Hist.**, **Ed/Lic** and **Skills** tabs within the **Customer Detail** window. The customer record must be saved with the **Status** field set to *Active* before services can be added on the record. The Service Veteran fields are only required if applicable to the customer.




*The **Date of Birth** and **Gender** fields are not green-dotted, but are required to access the Comprehensive Assessment window, determine when selective service registration is required, and when the customer receives services. Do not change the **Portfolio Lvl** field.*

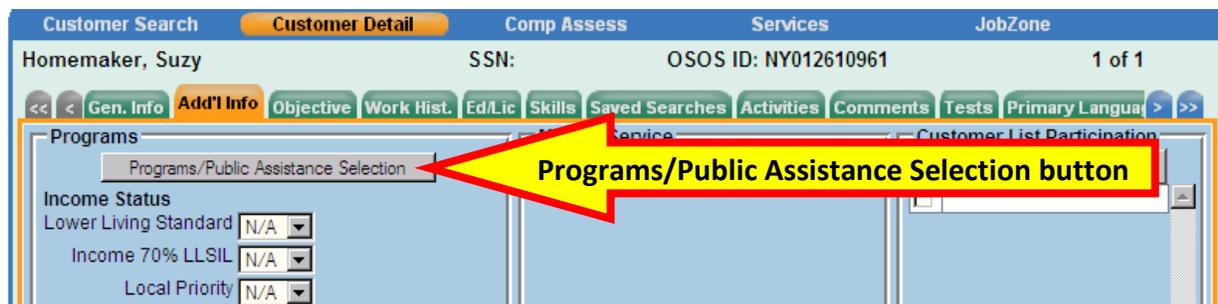
In addition to the required green-dotted fields, there are additional fields and tabs that need to be completed and/or checked for the Displaced Homemaker Program.

## PROGRAMS AND PUBLIC ASSISTANCE

For DHP eligibility, it is required to track:

- The customer's status as a displaced homemaker
- Any public assistance benefits the customer is receiving, such as TANF or food stamps

In OSOS, this information should be recorded in the **Programs/Public Assistance** Webpage Dialog. Click the **Programs/Public Assistance Selection** button in the **Add'l Info** tab.



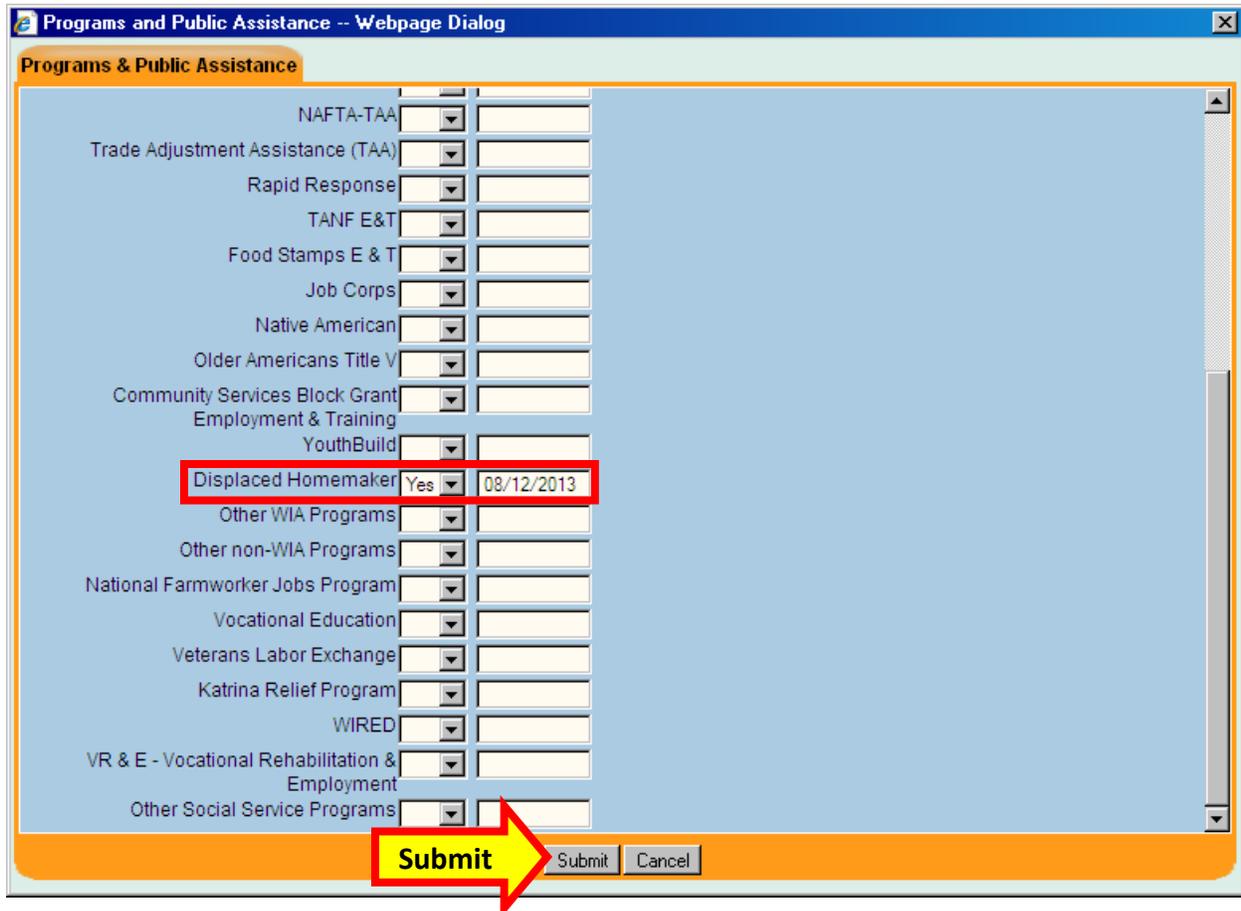


This will bring up the **Programs/Public Assistance - - Webpage Dialog**.

On the right hand side of the tab under **Public Assistance**, select **Yes** from the drop-down field next to any benefits the customer is receiving, and type the date the customer first started receiving these benefits. If the date is unknown, it is acceptable to type in today's date.

Programs	Date	Public Assistance	Date
Wagner-Peyser		TANF Yes	07/03/2013
WIA -- Adult		TANF Exhaustee	
WIA -- Older Youth		GA-General Assistance (State/Local)	
WIA -- Younger Youth		RCA-Refugee Cash Assistance	
Welfare (WTW)		SSI-Supplemental Security Income	
Dislocated Worker		Food Stamps Yes	07/03/2013
UI -- Unemployment Insurance		SSDI - Social Security Disability Insurance	
UI -- 599 Unemployment Insurance		Medicaid	
UI Reemployment		Home Relief	
Vocational Rehabilitation			
Veterans Workforce Investment			
Adult Education			
NAFTA-TAA			
Trade Adjustment Assistance (TAA)			
Rapid Response			
TANF E&T			
Food Stamps E & T			
Job Corps			
Native American			
Older Americans Title V			
Community Services Block Grant			

Scrolling further down under the **Programs** fields on the left hand side of the tab, select *Yes* from the drop-down field next to **Displaced Homemaker** and enter the date the customer first started receiving services as a displaced homemaker.



Program Name	Yes/No	Date
NAFTA-TAA		
Trade Adjustment Assistance (TAA)		
Rapid Response		
TANF E&T		
Food Stamps E & T		
Job Corps		
Native American		
Older Americans Title V		
Community Services Block Grant Employment & Training		
YouthBuild		
<b>Displaced Homemaker</b>	<b>Yes</b>	<b>08/12/2013</b>
Other WIA Programs		
Other non-WIA Programs		
National Farmworker Jobs Program		
Vocational Education		
Veterans Labor Exchange		
Katrina Relief Program		
WIRED		
VR & E - Vocational Rehabilitation & Employment		
Other Social Service Programs		

**Submit** Submit Cancel

When finished entering this information, click **Submit** to add these changes to the record.

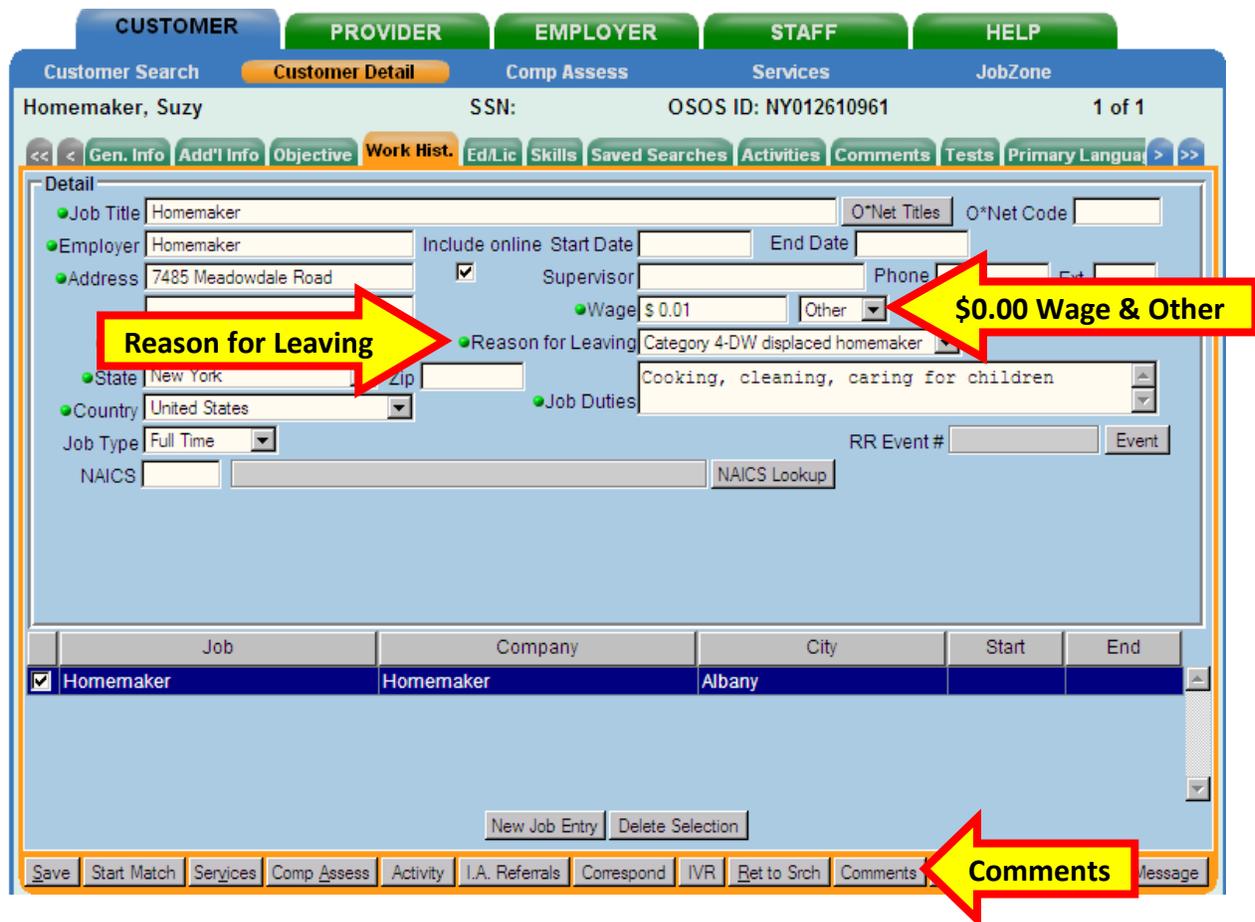
## WORK HISTORY TAB

While working with DHP customer, be sure to confirm that the customer's work history in OSOS is accurate and up-to-date. Make any changes or updates as necessary.

For eligible displaced homemakers, the **Reason for Leaving** field on the applicable job entry must be set as **Category 4-DW displaced homemaker**.



*If the customer has no work history, or the most recent job was as a homemaker, create a new job entry with the job title Homemaker and select the **Category 4-DW displaced homemaker** from the drop-down menu in the **Reason for Leaving** field. **Wage** is a required field. Because homemaker is typically an unpaid position, enter \$0.01 in the **Wage** field and **Other** in the **Unit** drop-down field is acceptable.*



The screenshot shows the OSOS interface for a customer named Suzy Homemaker. The 'Work Hist.' tab is active, and the 'Reason for Leaving' field is set to 'Category 4-DW displaced homemaker'. The 'Wage' field is set to '\$0.01' and the 'Unit' dropdown is set to 'Other'. A table below shows a job entry for 'Homemaker' at 'Albany'. A 'Comments' button is highlighted at the bottom.

Job	Company	City	Start	End
<input checked="" type="checkbox"/>	Homemaker	Albany		

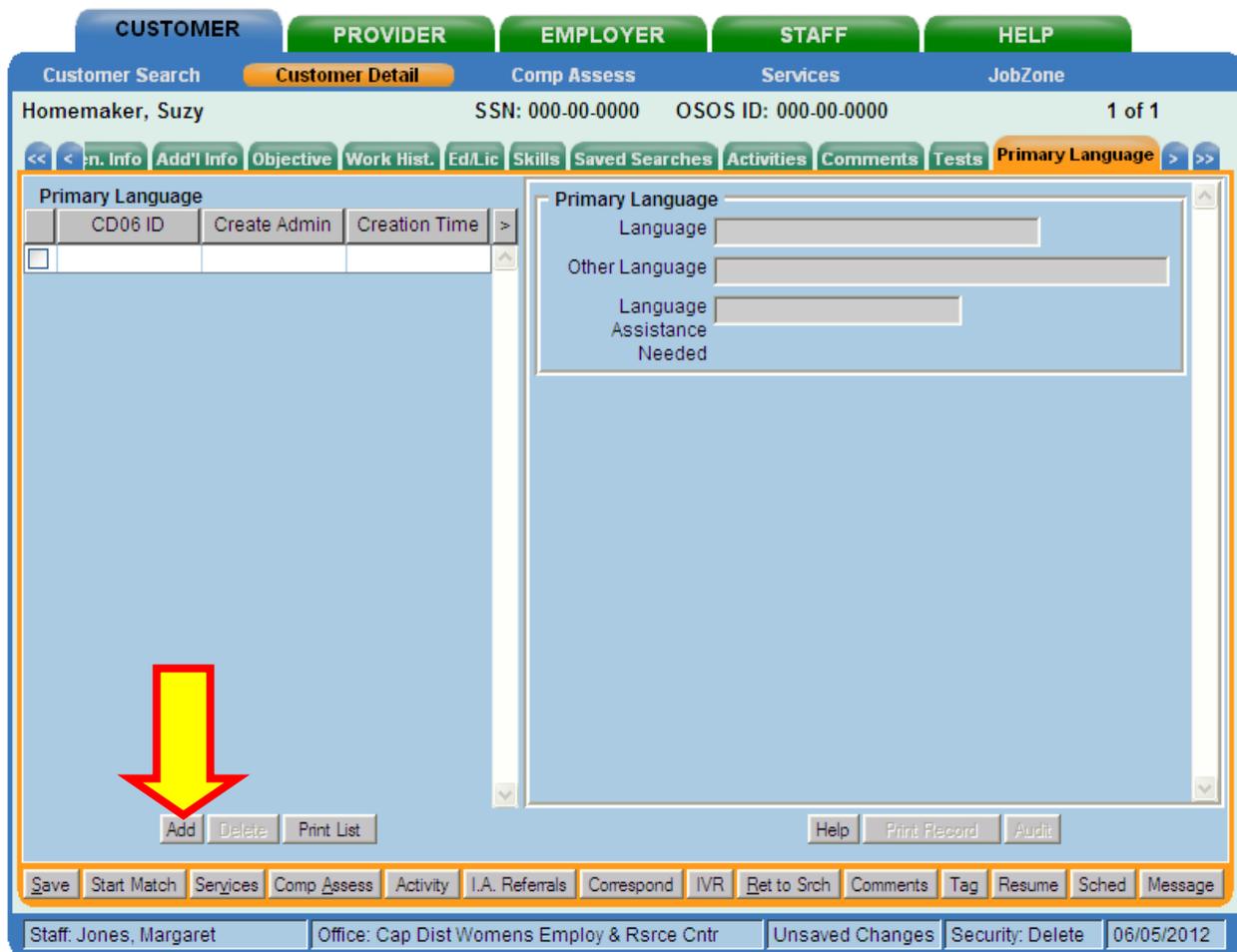
Once the customer is designated as a *Category 4-DW Displaced Homemaker*, click the **Comments** button to enter a comment describing the customer's eligibility criteria and verification as a displaced homemaker.

## PRIMARY LANGUAGE TAB

In order for all DHP customers to be able to access program services, it is important to record on the **Primary Language** tab if the customer has a primary language other than English, and if the customer will require translation services to receive services. This information should be self-reported by the customer, usually during an initial assessment.

Additional guidance regarding completing the **Primary Language** tab is also available in the [Language Services OSOS Guide](#) available on the OSOS website.

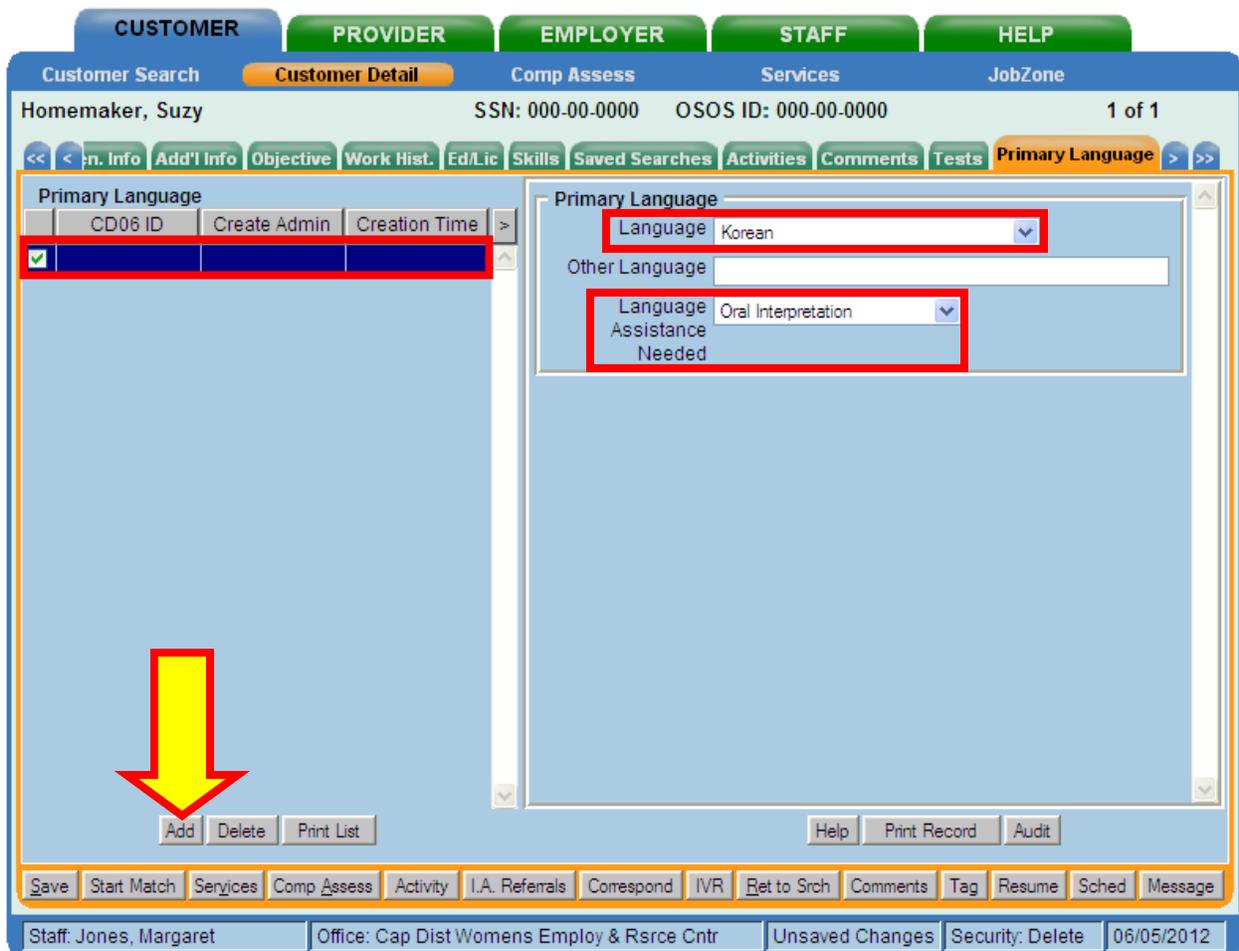
To record a customer's primary language other than English on the **Primary Language** tab, click the **Add** button.



The screenshot displays the OSOS web application interface for the 'Primary Language' tab. At the top, there are navigation tabs for 'CUSTOMER', 'PROVIDER', 'EMPLOYER', 'STAFF', and 'HELP'. Below these are sub-tabs for 'Customer Search', 'Customer Detail' (which is active), 'Comp Assess', 'Services', and 'JobZone'. The main header shows the customer's name 'Homemaker, Suzy', SSN '000-00-0000', OSOS ID '000-00-0000', and '1 of 1' records. A secondary navigation bar includes tabs for 'In. Info', 'Add'l Info', 'Objective', 'Work Hist.', 'Ed/Lic', 'Skills', 'Saved Searches', 'Activities', 'Comments', 'Tests', and 'Primary Language' (which is selected). The 'Primary Language' section contains a table with columns 'CD06 ID', 'Create Admin', and 'Creation Time'. A large yellow arrow points to the 'Add' button located at the bottom left of the table. To the right of the table is a form for adding a new language entry, with fields for 'Language', 'Other Language', and 'Language Assistance Needed'. At the bottom of the interface, there are buttons for 'Add', 'Delete', 'Print List', 'Help', 'Print Record', and 'Audit'. The footer of the application shows 'Staff: Jones, Margaret', 'Office: Cap Dist Womens Employ & Rsrcr Cntr', 'Unsaved Changes', 'Security: Delete', and the date '06/05/2012'.

This will create a new entry and activate the fields on the right hand side of the tab for data entry.

- **Language:** Select the customer's primary language from the drop-down list
- **Other Language:** Only use if the customer's primary language is not listed in the **Language** drop-down menu
- **Language Assistance Needed:** Select what type of language assistance, if any, the customer needs - the options are: *No Assistance Needed, Oral Interpretation, Sign Language* and *Written Translation*



The screenshot shows the OSOS Customer Detail form for 'Homemaker, Suzy'. The 'Primary Language' section is active, showing a table with one entry and a form to the right. The table has columns for 'CD06 ID', 'Create Admin', and 'Creation Time'. The form on the right has 'Language' set to 'Korean' and 'Language Assistance Needed' set to 'Oral Interpretation'. A yellow arrow points to the 'Add' button at the bottom left of the form.

When finished entering this information, click **Save**.

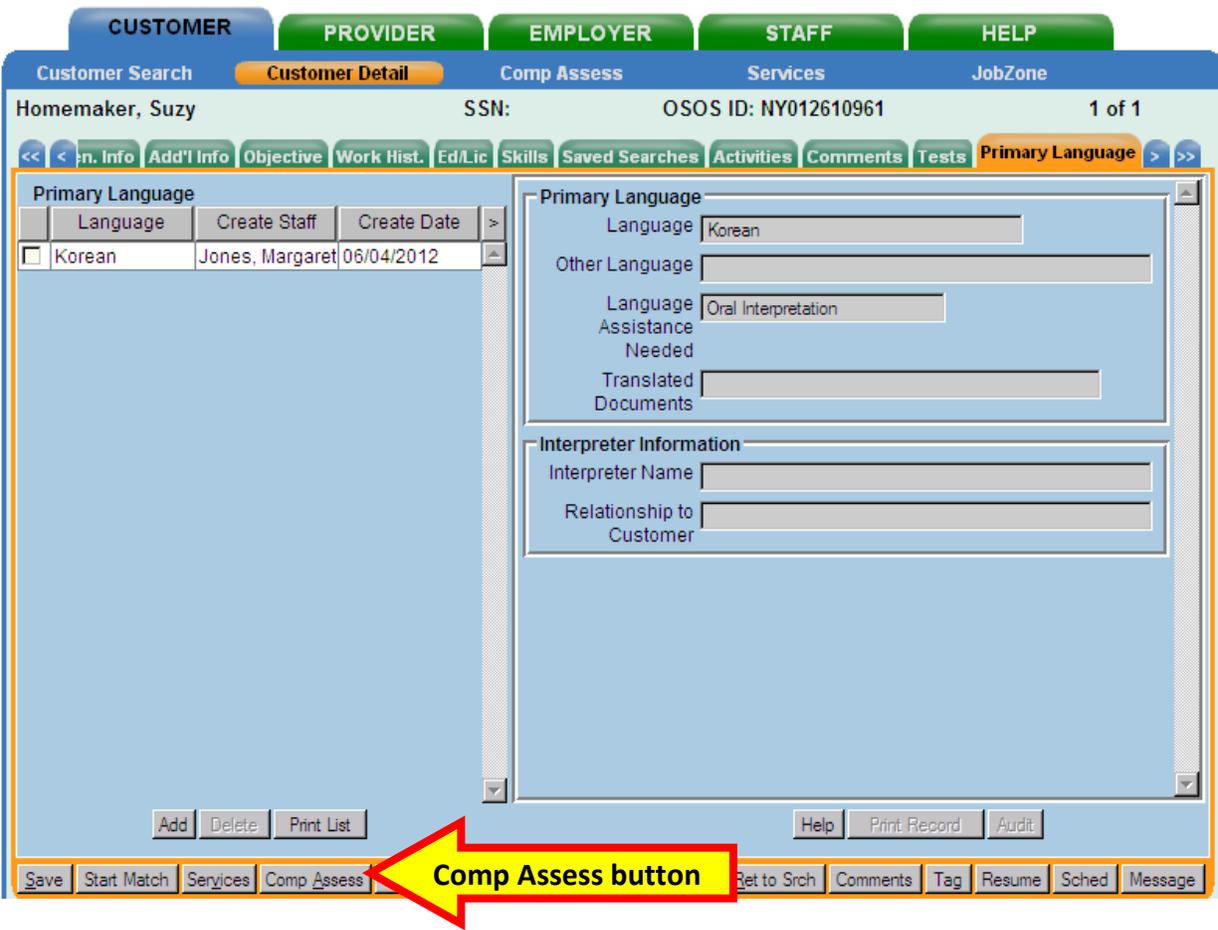
## COMPREHENSIVE ASSESSMENT WINDOW

There are a few fields in the **Comprehensive Assessment** window which should be recorded for DHP. Since the **Comprehensive Assessment** window is mainly used by NYSDOL for case management purposes, please enter only the fields indicated in this section of the guide. Any notes and comments entered in the **Comprehensive Assessment** window must be factual, must respect the privacy of the individual and are subject to customer review under the Freedom of Information Law (FOIL).



*Any highly sensitive data of a confidential nature should not be entered into OSOS. To flag something applicable to the customer's ability to acquire and retain a job, enter **See hard file** in the pertinent field in **Comprehensive Assessment**. This is an indicator for all users that there is something that might need to be discussed privately with other counselors or users, on an as-needed basis.*

To access the **Comprehensive Assessment** window, click on the **Comp Assess** button at the bottom of any screen in the **Customer Detail** window.



The screenshot shows the OSOS Customer Detail window for a customer named Suzy Homemaker. The window has several tabs at the top: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail (selected), Comp Assess, Services, and JobZone. The main content area shows the Primary Language section with a table and a form. The table has columns for Language, Create Staff, and Create Date. The form has fields for Language (Korean), Other Language, Language Assistance Needed (Oral Interpretation), Translated Documents, Interpreter Name, and Relationship to Customer. At the bottom of the window, there is a row of buttons: Save, Start Match, Services, Comp Assess (highlighted with a red arrow and labeled 'Comp Assess button'), Get to Srch, Comments, Tag, Resume, Sched, and Message.

Language	Create Staff	Create Date
<input type="checkbox"/> Korean	Jones, Margaret	06/04/2012



By default, the **Employment** tab in the **Comp Assess** window will be displayed. Enter any relevant information for the customer.

#### EDUCATION TAB - LIMITED ENGLISH FIELD

On the **Education** tab under **Math & Reading**, select *Yes* or *No* for the **Limited English** field to indicate whether or not the customer has limited English proficiency. The **Limited English** field is a required field for any DHP participating in the SNAP program. It is not required for the DHP-TANF or DHP Statewide program.



*If Yes is selected in the **Limited English** field, the **Primary Language** tab in the **Customer Detail** window should be also be completed as outlined in the previous section of this guide.*

The screenshot shows the OSOS 'Comp Assess' window for a customer named Suzy Homemaker. The 'Education' tab is selected, and the 'Math & Reading' section is highlighted. A red arrow points to the 'Limited English' dropdown menu, which is labeled 'Limited English' in a yellow box. The form includes fields for 'Is the customer basic skills deficient?', 'Limited English', 'Education Completed', 'Current School Status', 'Customer below appropriate grade level?', 'Pell Grant Recipient?', 'Award Amount', and 'Any indication of learning disabilities?'. The 'Training Information' section on the right contains dropdown menus for 'Training', 'Training in Progress', 'Job-Related Interests', 'Job-Related Aptitudes', and 'Training Needs'. The bottom of the window has buttons for 'Save', 'Customer Detail', 'Services', 'Activity', 'Correspond', 'WIA Eligibility', 'Summary', and 'Comments'.

## FAMILY TAB

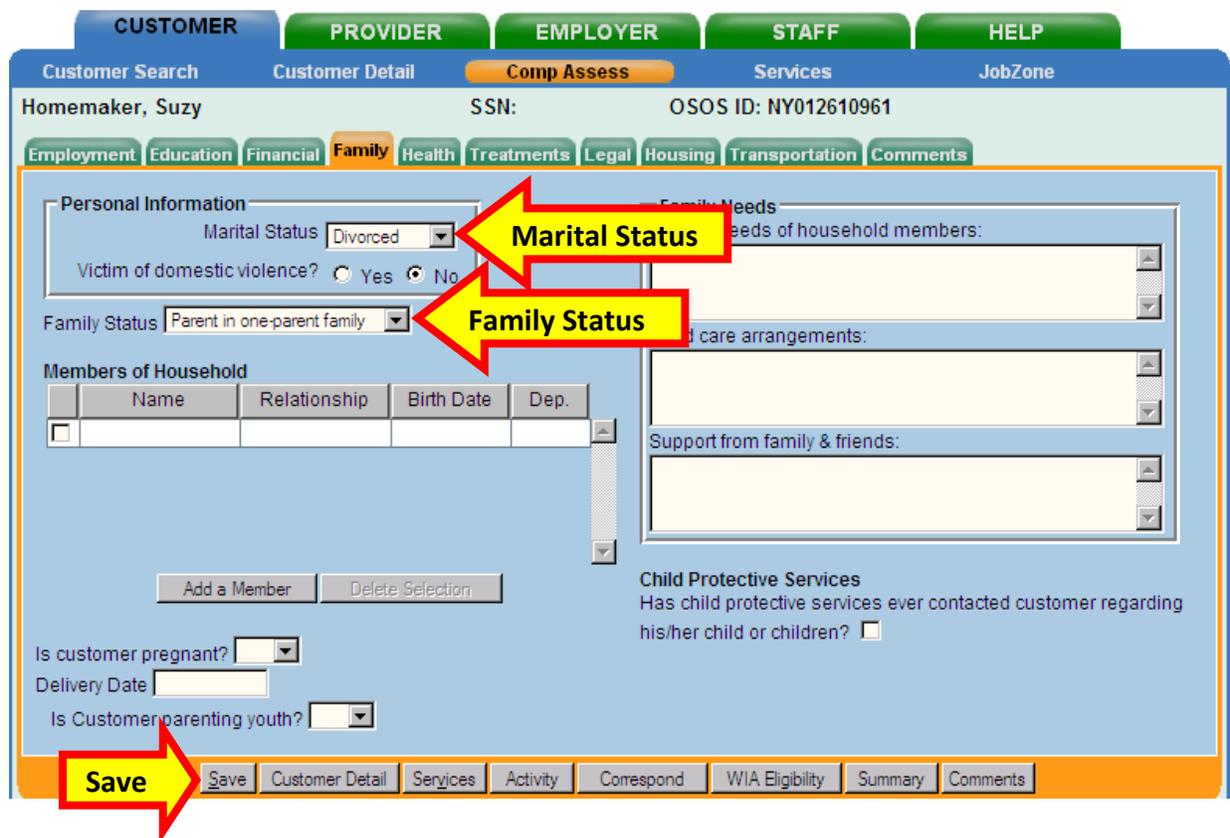
Information entered on the **Family** tab in the **Comp Assess** window can be useful in determining a customer's eligibility for DHP and the Family and Marital Status is a required field for any participant in the SNAP program, and would be helpful for DHP eligibility. The number in the family is required for TANF eligibility.

Under **Personal Information**, from the **Marital Status** drop-down menu, select either:

- *Divorced,*
- *Married or*
- *Unmarried*

From the **Family Status** drop-down menu, select either:

- *Not a family member,*
- *Not reported,*
- *Other family member,*
- *Parent in one parent family or*
- *Parent in two parent family.*



The screenshot shows the OSOS 'Comp Assess' window for a customer named Suzy Homemaker. The 'Family' tab is selected, and the 'Marital Status' dropdown is set to 'Divorced' and the 'Family Status' dropdown is set to 'Parent in one-parent family'. The 'Save' button is highlighted with a red arrow.

**Personal Information**

Marital Status: Divorced

Victim of domestic violence?  Yes  No

Family Status: Parent in one-parent family

**Members of Household**

	Name	Relationship	Birth Date	Dep.
<input type="checkbox"/>				

Add a Member Delete Selection

Is customer pregnant?

Delivery Date:

Is Customer parenting youth?

**Child Protective Services**

Has child protective services ever contacted customer regarding his/her child or children?

**Save** Save Customer Detail Services Activity Correspond WIA Eligibility Summary Comments



Complete any other relevant data fields. When finished entering information in the **Comp Assess** window, click **Save**.

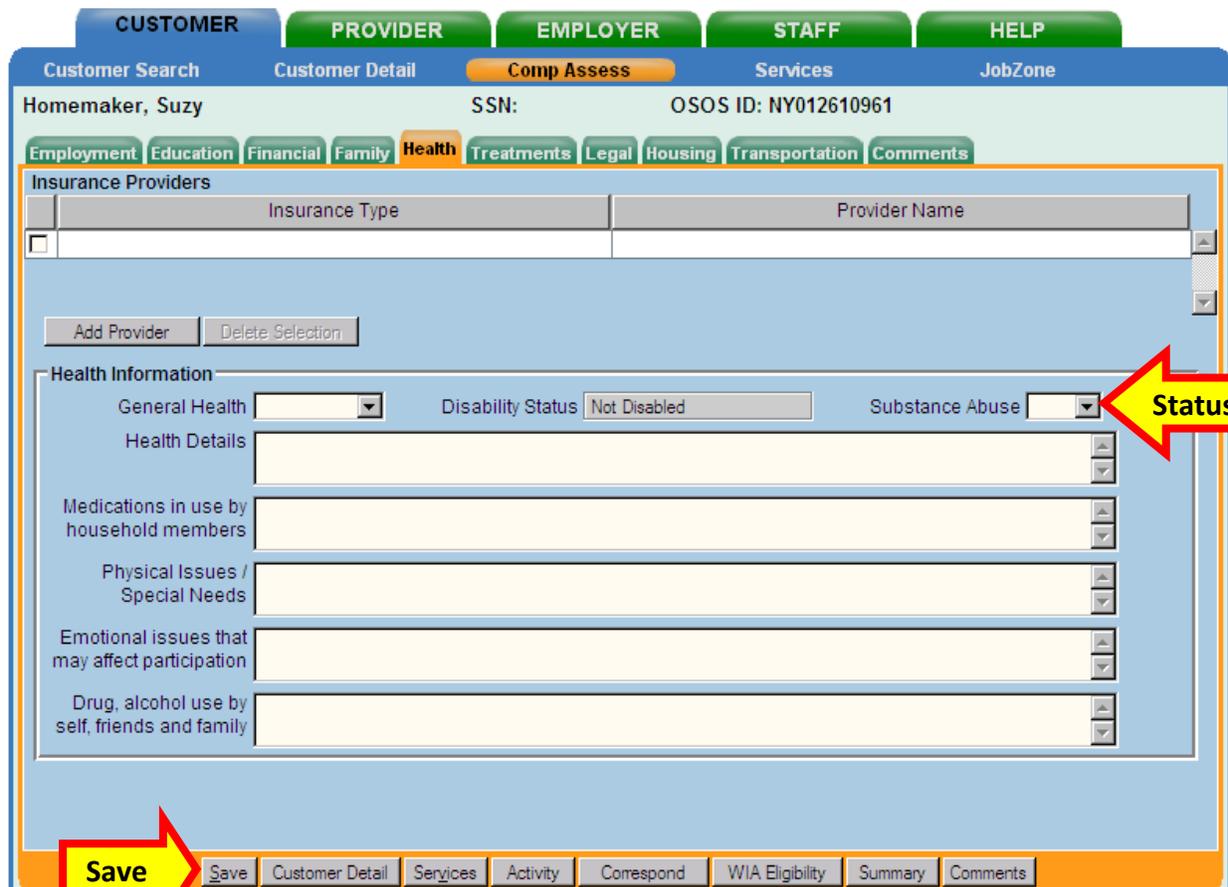
## HEALTH TAB

Substance abuse Information entered on the **Health** tab in the **Comp Assess** window is a required field for any DHP participating in the SNAP program.

Under the **Substance Abuse** drop-down menu, select either:

- *Yes, or*
- *No*

It is not necessary to complete any of the other fields. If you choose to enter additional information, list only facts, and not opinions, as those details relate to the customer's program. When unsure if the confidentiality of the information may be sufficiently protected, do not enter it into the text box. Instead note "See hard copy in file" and keep the file in a locked drawer.



The screenshot shows the OSOS 'Comp Assess' window for a customer named Suzy Homemaker. The 'Health' tab is selected, and the 'Substance Abuse' dropdown menu is highlighted with a red arrow labeled 'Status Abuse'. The 'Save' button at the bottom is also highlighted with a red arrow.

Customer: Homemaker, Suzy  
SSN: [Redacted] OSOS ID: NY012610961

Insurance Providers

Insurance Type	Provider Name
<input type="checkbox"/>	

Health Information

General Health: [Dropdown] Disability Status: Not Disabled Substance Abuse: [Dropdown]

Health Details: [Text Box]

Medications in use by household members: [Text Box]

Physical Issues / Special Needs: [Text Box]

Emotional issues that may affect participation: [Text Box]

Drug, alcohol use by self, friends and family: [Text Box]

Buttons: Save, Customer Detail, Services, Activity, Correspond, WIA Eligibility, Summary, Comments

When finished, click **Save**.



## LEGAL TAB

Information entered on the **Legal** tab in the **Comp Assess** window is a required field for any DHP participating in the SNAP program.

Under **Offender Status** drop-down menu, select either:

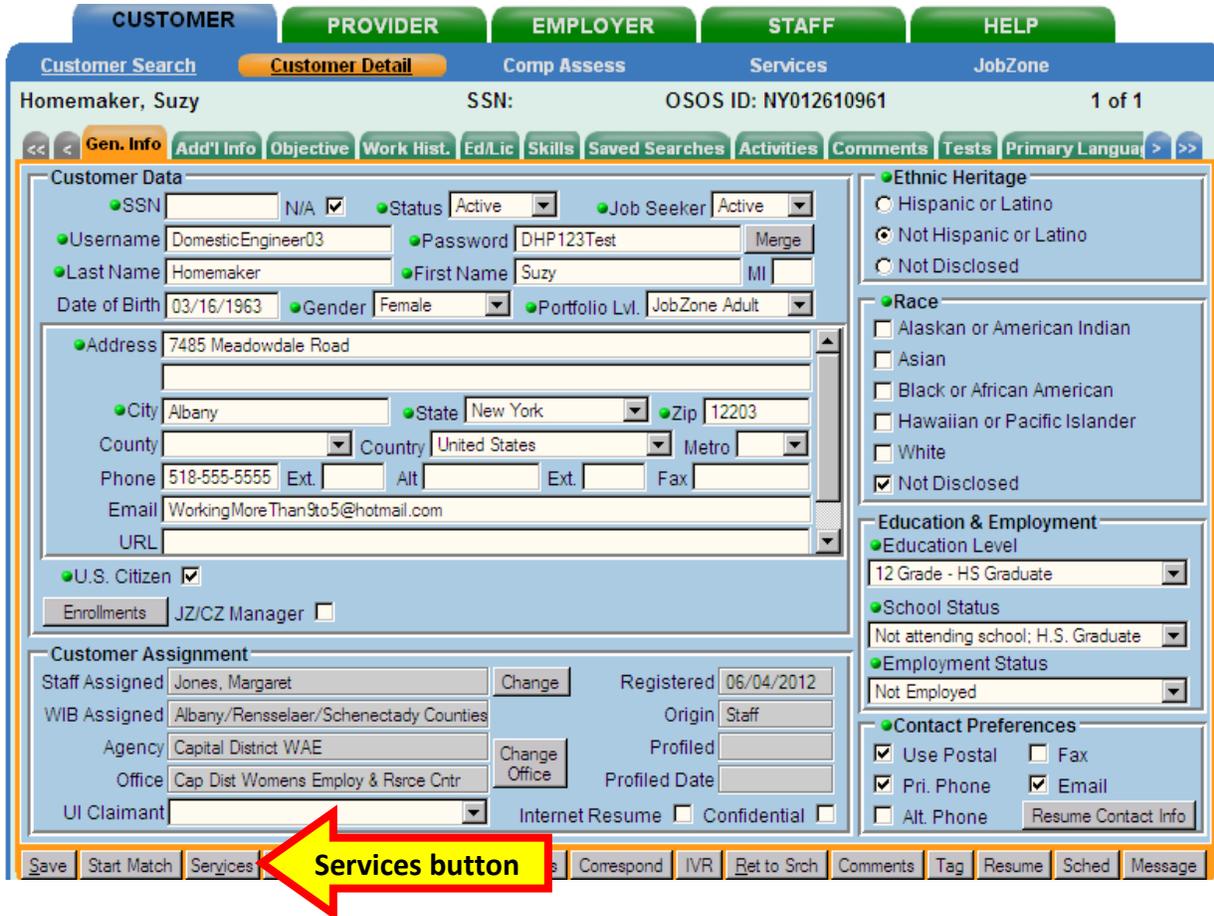
- *Yes, or*
- *Not Applicable*

If a probation officer has been assigned to the customer, enter the name, telephone number and any extension in the appropriate data field. List only facts, and not opinions, as those details relate to the customer's program in the Current Legal Issues text box. When unsure if the confidentiality of the information may be sufficiently protected, do not enter it into the text box. Instead note "See hard copy in file" and keep the file in a locked drawer.

The screenshot displays the OSOS 'Comp Assess' window for customer 'Homemaker, Suzy'. The 'Legal' tab is selected, showing the 'Legal Information' section. The 'Offender Status' dropdown menu is set to 'Not Applicable'. Below this, there are input fields for 'Probation Officer', 'Phone', and 'Ext.'. A large text area for 'Current Legal Issues' is currently empty. The bottom navigation bar contains buttons for 'Save', 'Customer Detail', 'Services', 'Activity', 'Correspond', 'WIA Eligibility', 'Summary', and 'Comments'.

## ENTERING DHP SERVICES

Click the **Services** button.



The screenshot shows the OSOS Customer Detail page for Suzy Homemaker. The page is divided into several sections:

- Customer Data:** Includes fields for SSN (N/A), Status (Active), Job Seeker (Active), Username (DomesticEngineer03), Password (DHP123Test), Last Name (Homemaker), First Name (Suzy), Date of Birth (03/16/1963), Gender (Female), Portfolio Lvl. (JobZone Adult), Address (7485 Meadowdale Road), City (Albany), State (New York), Zip (12203), Phone (518-555-5555), Email (WorkingMoreThanSto5@hotmail.com), and U.S. Citizen (checked).
- Customer Assignment:** Shows Staff Assigned (Jones, Margaret), WIB Assigned (Albany/Rensselaer/Schenectady Counties), Agency (Capital District WAE), Office (Cap Dist Womens Employ & Rsrce Cntr), and UI Claimant.
- Registration Info:** Registered (06/04/2012), Origin (Staff), and Profiled.
- Demographics:** Ethnic Heritage (Not Hispanic or Latino), Race (Not Disclosed), Education Level (12 Grade - HS Graduate), School Status (Not attending school; H.S. Graduate), and Employment Status (Not Employed).
- Contact Preferences:** Use Postal (checked), Pri. Phone (checked), Email (checked).

At the bottom of the page, there is a navigation bar with buttons: Save, Start Match, **Services** (highlighted with a red arrow and labeled "Services button"), Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, and Message.



OSOS will navigate to the **Agency Info** tab in the **Services** window. The Agency will need to be added or activated if it is not already active before entering a customer service.

#### AGENCY INFO TAB

On the **Agency Info** tab, you will need to make sure that the appropriate Workforce Area Entity (WAE) is listed as an active agency before adding services.



*The WAE that must be added to a customer's record will not be the same as the name of your entity/office/center, etc. Each WAE corresponds to a specific Local Workforce Investment Area (LWIA) designated by NYSDOL. It is an OSOS system requirement which must be added before services can be entered.*

To add a new active agency on your customer's record, click on **New Agency**.

Agency Info | Achievement Objectives | Services | Service History | Enrollments | Outcomes | Comments | Audit | Training Ad

Agency:   
Intake Date:  Enrollment Date:   
Termination Date:   
Termination Reason:   
Status:  **No Status**

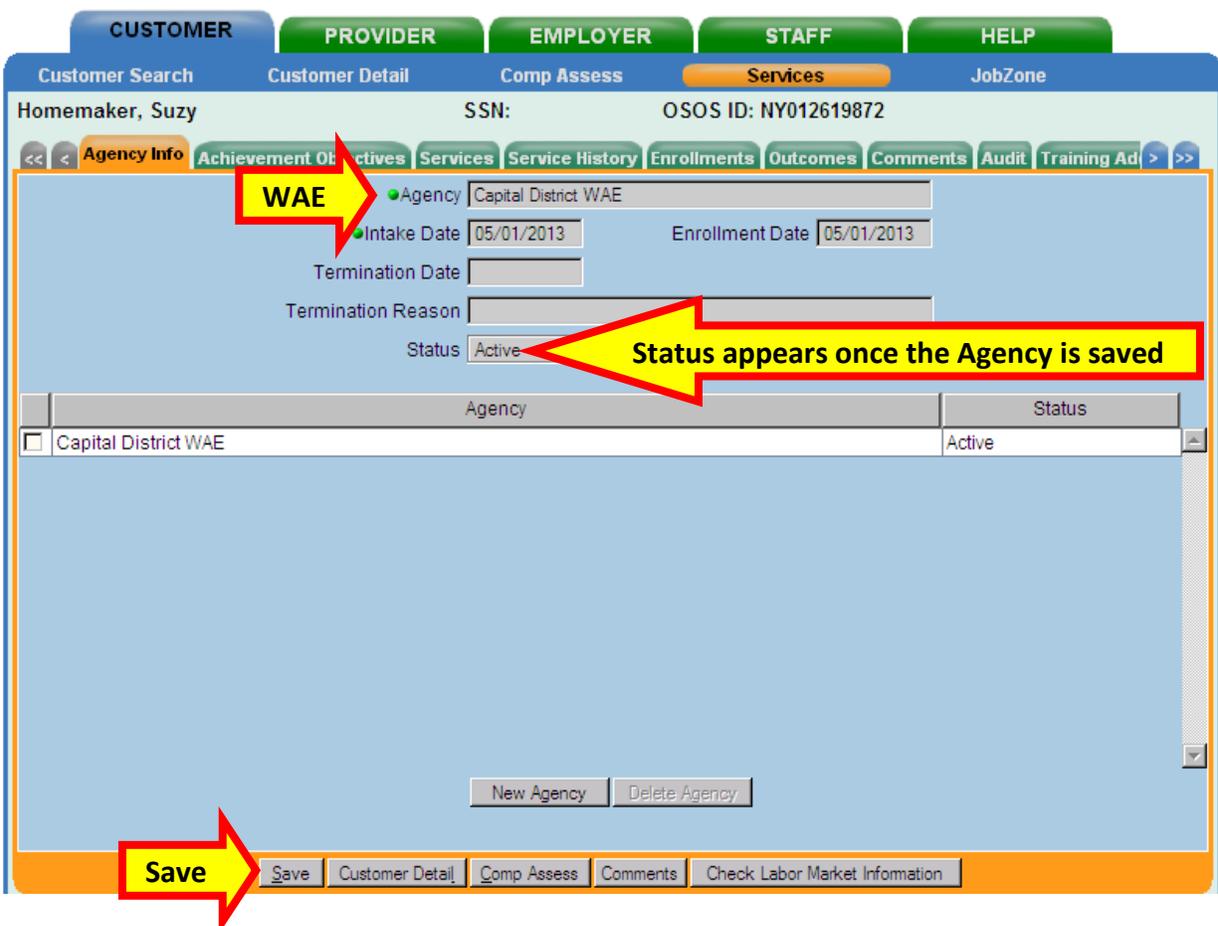
Agency	Status
--------	--------

**New Agency** | New Agency | Delete Agency

Save | Customer Detail | Comp Assess | Comments | Check Labor Market Information

This will allow access to the data fields in the upper part of the screen.

- **Agency:** Select the geographic WAE that corresponds with the office's location from the drop-down list of options. In the example below, the user's office is the *Capital District Employment and Resource Center*, so the appropriate WAE to select is the *Capital District WAE*
- **Intake Date:** Enter the date when services were first provided to the customer in the format of mm/dd/yyyy. The slashes will automatically populate through the OSOS system
- **Enrollment Date:** Although not green-dotted, this field is required and is usually entered as the same date enter as the **Intake Date**



The screenshot shows the OSOS interface for a customer named Suzy Homemaker. The 'Agency Info' tab is active, displaying the following information:

- Agency: Capital District WAE
- Intake Date: 05/01/2013
- Enrollment Date: 05/01/2013
- Termination Date: (empty)
- Termination Reason: (empty)
- Status: Active

Below the form is a table with the following data:

Agency	Status
<input type="checkbox"/> Capital District WAE	Active

At the bottom of the screen, there are buttons for 'New Agency' and 'Delete Agency'. A 'Save' button is highlighted with a red arrow.

When finished entering the **Agency Info** information, click **Save**.

It is possible that the WAE corresponding to the office location may already be listed as an **active** agency on the customer's record. If this is the case, **do not** add a new agency entry - instead, continue with the following steps to add services.

## ADDING A DHP SERVICE



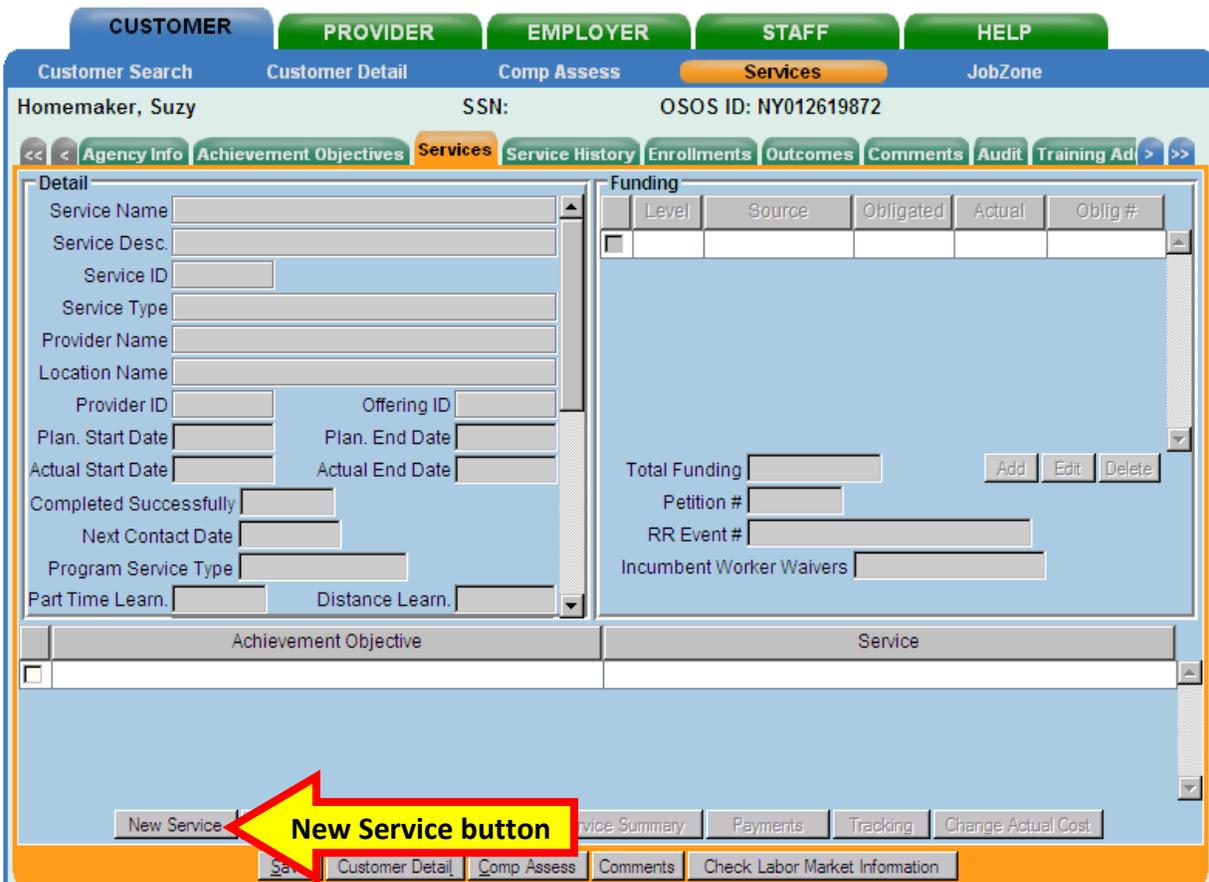
***DHP funded services must be entered as L2 services in the Services module. No DHP funded service should be entered using the Activity button.***

***DHP funded services will create a standalone enrollment.***

If DHP funded services are mistakenly entered using the Activity button, they will automatically generate a Wagner / Peyser enrollment. The decision to co-enroll customers into the WIA or Wagner / Peyser program is the responsibility of the DHP grant recipient and Local Workforce Investment area.

Local Workforce Investment Areas (LWIAs) may also be providing staff assisted core, intensive, or training services to the customer, and the customer may be co-enrolled with WIA and/or Wagner / Peyser program funds.

To add a new DHP service to the customer's record, you will need to start on the **Services** tab of the **Services** window. Click on the **New Service** button towards the bottom of the screen.



The screenshot shows the OSOS interface for a customer named Suzy Homemaker. The 'Services' tab is active, displaying a form with two main sections: 'Detail' and 'Funding'.

**Detail Section:**

- Service Name: [Text Field]
- Service Desc.: [Text Field]
- Service ID: [Text Field]
- Service Type: [Text Field]
- Provider Name: [Text Field]
- Location Name: [Text Field]
- Provider ID: [Text Field] Offering ID: [Text Field]
- Plan. Start Date: [Text Field] Plan. End Date: [Text Field]
- Actual Start Date: [Text Field] Actual End Date: [Text Field]
- Completed Successfully: [Text Field]
- Next Contact Date: [Text Field]
- Program Service Type: [Text Field]
- Part Time Learn.: [Text Field] Distance Learn.: [Text Field]

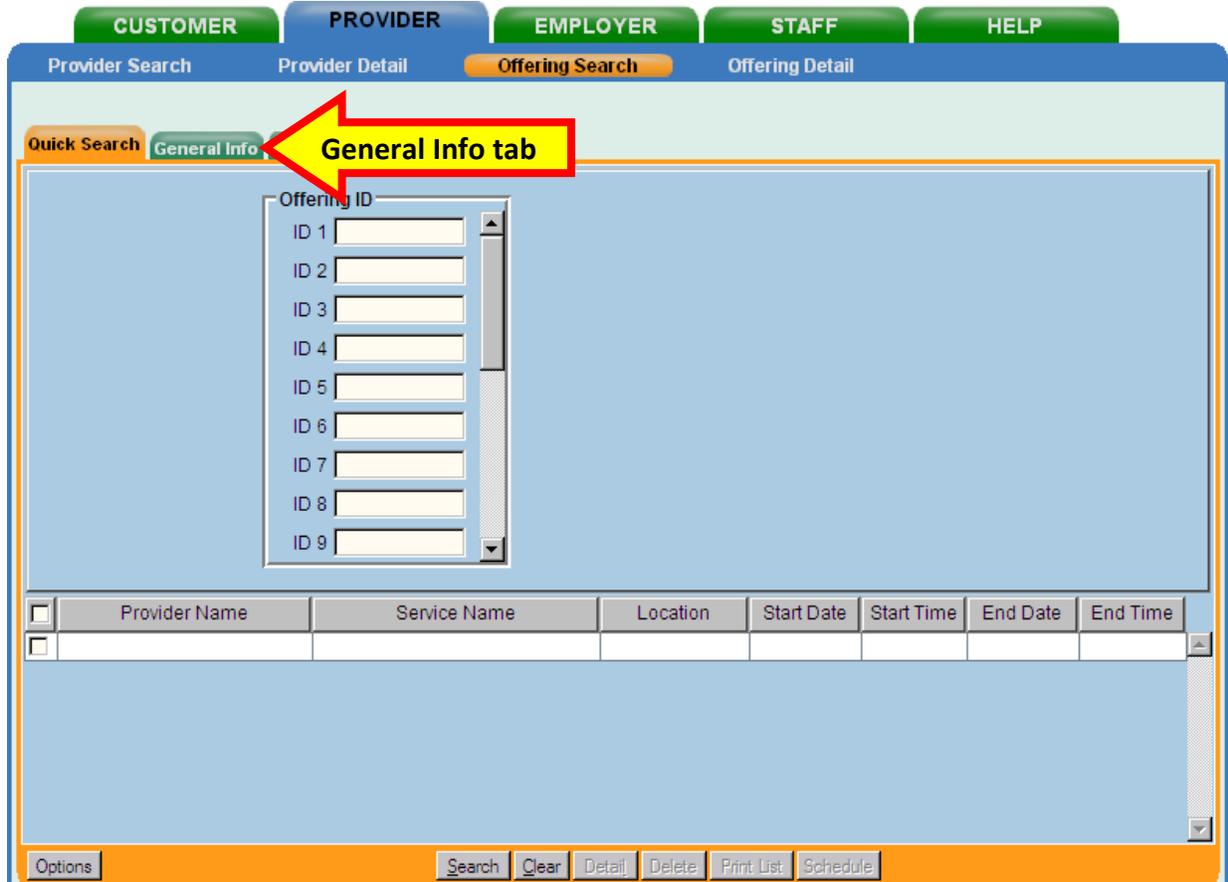
**Funding Section:**

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>				

Below the table are fields for Total Funding, Add, Edit, Delete, Petition #, RR Event #, and Incumbent Worker Waivers.

At the bottom of the window, a red arrow points to the **New Service** button.

OSOS will automatically navigate to the **Quick Search** tab in the **Offering Search** window. Click the **General Info** tab.



The screenshot shows the OSOS interface with the following elements:

- Top navigation bar: CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP
- Sub-navigation bar: Provider Search, Provider Detail, Offering Search, Offering Detail
- Tab bar: Quick Search, General Info (highlighted with a red arrow and a yellow box labeled "General Info tab")
- Main content area: A list of "Offering ID" fields (ID 1 through ID 9) and a table with columns: Provider Name, Service Name, Location, Start Date, Start Time, End Date, End Time.
- Bottom bar: Options, Search, Clear, Detail, Delete, Print List, Schedule

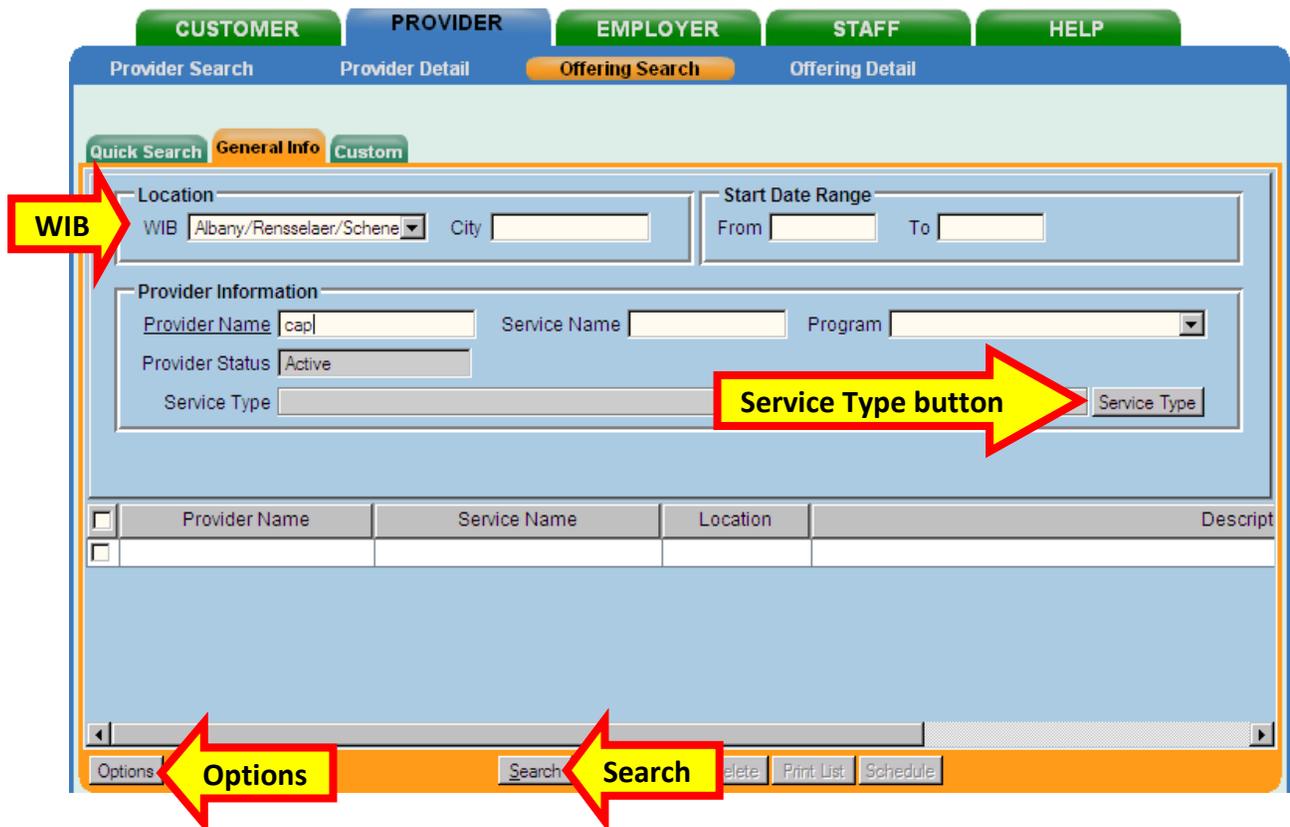
In the **General Info** tab, OSOS will automatically default to the WIB in which the user has logged in. Add additional information that is known to narrow the search for the appropriate service.

Enter the following search criteria, if known:

- **WIB:** select the **WIB** (Workforce Investment Board) from the drop-down menu corresponding to the county where the DHP office is located
- **Provider Name:** Enter the first few letters or words of the DHP office name
- **Service Name:** Enter the first few letters or words of the service name
- **Service Type button:** Select the appropriate service type from the drop down menu
- **Options:** The Options button will allow the user to select what categories and in which order to display in the search results. The user may also choose to view 25, 50 or 100 search results at a time



*Since provider names are often abbreviated or truncated in OSOS, it is highly advisable to enter only the first few letters of the name in the **Provider Name** field. Typing and searching on the entire provider name will often result in no search results found.*



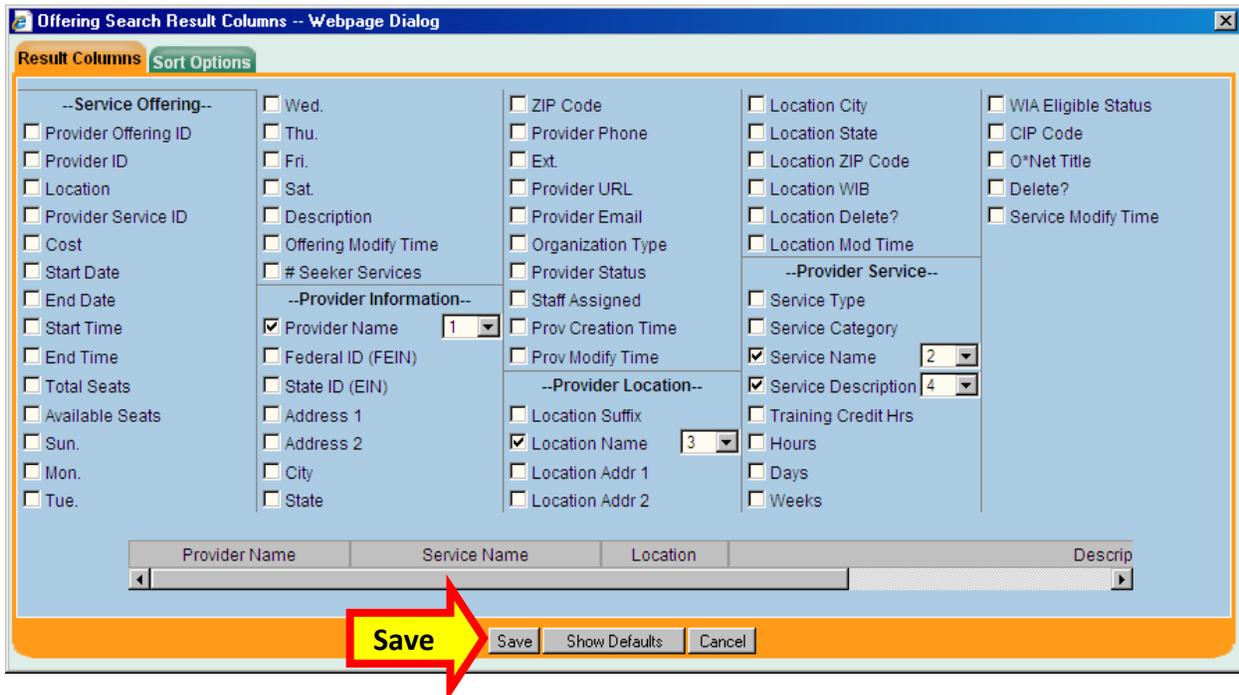
The screenshot shows the OSOS interface with the following elements and annotations:

- Navigation Tabs:** CUSTOMER, PROVIDER (selected), EMPLOYER, STAFF, HELP.
- Sub-Tabs:** Provider Search, Provider Detail, Offering Search (selected), Offering Detail.
- Search Modes:** Quick Search, General Info (selected), Custom.
- Location:** WIB (Albany/Rensselaer/Schene) [Annotation: WIB]
- Start Date Range:** From [ ] To [ ]
- Provider Information:**
  - Provider Name: [cap]
  - Service Name: [ ]
  - Program: [ ]
  - Provider Status: Active
  - Service Type: [ ] [Annotation: Service Type button]
- Table:**

<input type="checkbox"/>	Provider Name	Service Name	Location	Descript
<input type="checkbox"/>				
- Footer:** Options [Annotation: Options], Search [Annotation: Search], Delete, Print List, Schedule.

The Options button will allow the user to select what categories and in which order to display in the search results.

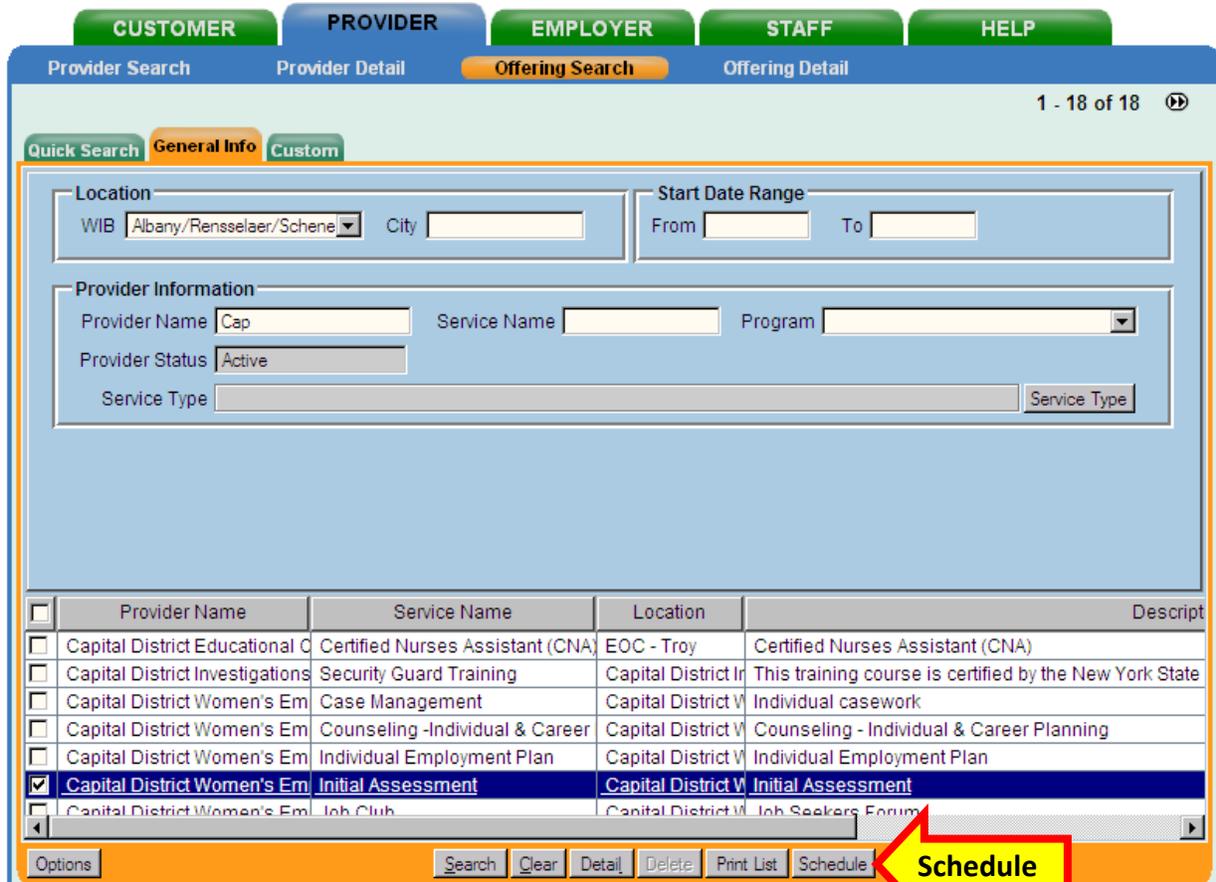
When finished entering the search criteria, click the **Search** button.



Click the **Save** button when finished.

This will return a list of search results. If more than one provider entity is listed in the search results, click the **Service Name** column header to sort the results in ascending or descending order. Click the column header again to reverse the order.

Review the information to identify the appropriate service. Click the checkbox to select the service. Click the **Schedule** button.



The screenshot shows the 'Offering Search' page in the OSOS application. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Provider Search, Provider Detail, Offering Search (selected), and Offering Detail. The page displays search filters for Location (WIB Albany/Rensselaer/Schenectady), Start Date Range, and Provider Information (Provider Name: Cap, Service Name, Program, Provider Status: Active, Service Type). Below the filters is a table of search results with columns for Provider Name, Service Name, Location, and Description. The row for 'Capital District Women's Employment' with 'Initial Assessment' service is selected. At the bottom, there are buttons for Options, Search, Clear, Detail, Delete, Print List, and Schedule. A red arrow points to the 'Schedule' button.

<input type="checkbox"/>	Provider Name	Service Name	Location	Description
<input type="checkbox"/>	Capital District Educational C	Certified Nurses Assistant (CNA)	EOC - Troy	Certified Nurses Assistant (CNA)
<input type="checkbox"/>	Capital District Investigations	Security Guard Training	Capital District In	This training course is certified by the New York State
<input type="checkbox"/>	Capital District Women's Em	Case Management	Capital District W	Individual casework
<input type="checkbox"/>	Capital District Women's Em	Counseling -Individual & Career	Capital District W	Counseling - Individual & Career Planning
<input type="checkbox"/>	Capital District Women's Em	Individual Employment Plan	Capital District W	Individual Employment Plan
<input checked="" type="checkbox"/>	Capital District Women's Em	Initial Assessment	Capital District W	Initial Assessment
<input type="checkbox"/>	Capital District Women's Em	Job Club	Capital District W	Job Seekers Forum



OSOS will automatically navigate back to the **Services** tab with the newly added service. Complete the required fields in the **Detail** section of the tab.

For each service added in OSOS, you must include:

- **Plan. Start Date:** Enter the planned started date when the service is expected to start in the format of mm/dd/yyyy
- **Plan. End Date:** Enter the date the service is expected to end
- **Actual Start Date:** Enter the date the service begins. This cannot be a future date
- **Program Service Type:** Select the program service type corresponding to the service

The screenshot displays the OSOS interface for a customer named Suzy Homemaker. The 'Services' tab is active, showing a list of services with 'Initial Assessment' selected. The 'Detail' section contains the following fields:

- Service Name: Initial Assessment
- Service Desc.: Initial Assessment
- Service ID: 36833
- Service Type: Assessment Interview, Initial Assessment
- Provider Name: Capital District Women's Employ. & Resource Cntr.
- Location Name: Capital District WERC
- Provider ID: 35024
- Offering ID: 36564
- Plan. Start Date: 05/01/2013
- Plan. End Date: 05/01/2013
- Actual Start Date: 05/01/2013
- Actual End Date: (empty)
- Completed Successfully: (dropdown menu)
- Next Contact Date: (text field)
- Program Service Type: Core Staff Assisted (dropdown menu)
- Part Time Learn.: (checkbox)
- Distance Learn.: (checkbox)

The 'Funding' section includes a table with columns: Level, Source, Obligated, Actual, and Oblig #. Below the table are fields for Total Funding, Add, Edit, Delete, Petition #, RR Event #, and Incumbent Worker Waivers.

At the bottom, there are buttons for 'New Service', 'Delete Service', 'Authorization', 'IPA Service Summary', 'Payments', 'Tracking', 'Change Actual Cost', 'Save', 'Customer Detail', 'Comp Assess', 'Comments', and 'Check Labor Market Information'.

When these fields have been completed, click the **Save** button.

**Note:** The Service Detail section must be saved prior to any data entry in the Funding section.



## FUNDING THE SERVICE

Next, the appropriate funding source must be attached to the service for reporting purposes.

Enter the appropriate amount in the **Total Funding** field based upon the criteria listed below:

- If the user's agency/program is solely providing this service to the customer, enter \$1
- If the user's agency/program is providing half of the service to the customer, enter \$.50
- If the user's agency/program is providing some other percentage of the service to the customer, enter the appropriate amount in decimal form (e.g., if providing 1/3 of the service to the customer, enter \$0.33; if 1/4, then enter \$0.25)

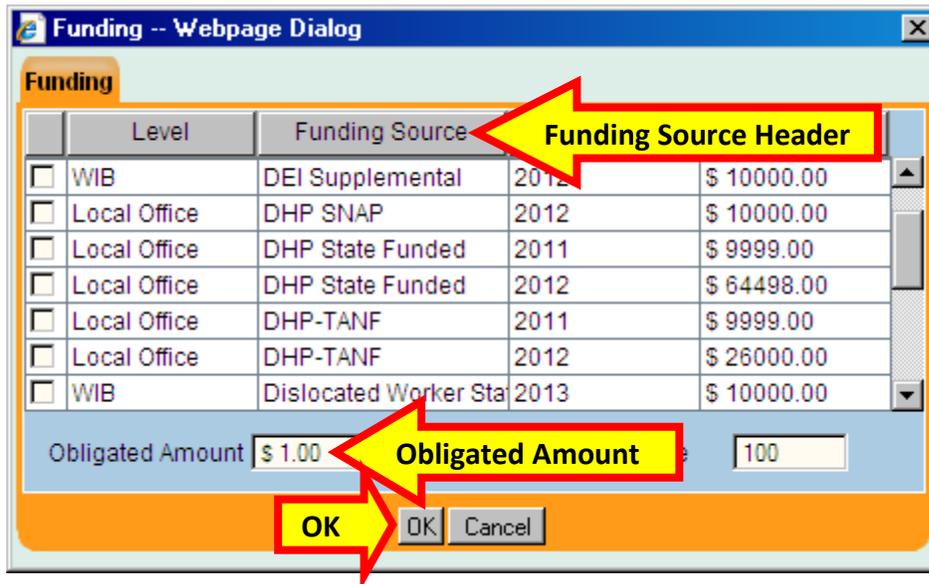
**Note: The \$1 or decimal amount used to fund services in OSOS is not reflective of any real costs of service. It is the convention used for tracking services in the system. Only use appropriate decimals to fund a service when the customer is being served by more than one agency or program for the same service. The total of all funding must equal \$1.**

Click the **Add** button.

The screenshot displays the OSOS web application interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, Comp Assess, Services (highlighted), and JobZone. The main content area shows details for a customer named 'Homemaker, Suzy' with SSN: OSOS ID: NY012610961. The 'Services' tab is active, showing a list of services. The 'Detail' section for the selected service 'Initial Assessment' includes fields for Service Name, Service Desc, Service ID, Service Type, Provider Name, Location Name, Provider ID, Offering ID, Plan. Start Date, Plan. End Date, Actual Start Date, Actual End Date, Completed Successfully, Next Contact Date, Program Service Type, Part Time Learn., and Distance Learn. The 'Funding' section is highlighted, showing a table with columns for Level, Source, Obligated, Actual, and Oblig #. The 'Total Funding' field is set to \$ 1.00, and the 'Add' button is highlighted with a red arrow. A yellow box with the number '1' is also present next to the Total Funding field. At the bottom, there are buttons for New Service, Delete Service, Authorization, IPA Service Summary, Payments, Tracking, Change Actual Cost, Save, Customer Detail, Comp Assess, Comments, and Check Labor Market Information.

This will bring up the **Funding -- Webpage Dialog** window. Click on the **Funding Source** column header to sort funds and select the appropriate *Local Office* level DHP funding source.

Type \$1 again in the **Obligated Amount** field and click **OK**.



*In the **Funding Webpage Dialog** window, only the funding streams authorized for use by an office will be visible for selection. Funding streams may only appear here if the customer is eligible for services funded by a particular program (i.e., the customer must be eligible for DHP-TANF for those funds to be visible).*

The funding has now been added for this service. Click **Save** to save your changes.

**CUSTOMER**   **PROVIDER**   **EMPLOYER**   **STAFF**   **HELP**

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

Homemaker, Suzy   SSN:   OSOS ID: NY012610961

<< < Agency Info Achievement Objectives **Services** Service History Enrollments Outcomes Comments Audit Training Ad > >>

**Detail**

Service Name: Initial Assessment

Service Desc: Initial Assessment

Service ID: 36833

Service Type: Assessment Interview, Initial Assessment

Provider Name: Capital District Women's Employ. & Resource Cntr.

Location Name: Capital District WERC

Provider ID: 35024   Offering ID: 36564

Plan. Start Date: 05/01/2013   Plan. End Date: 05/01/2013

Actual Start Date: 05/01/2013   Actual End Date:

Completed Successfully:

Next Contact Date:

Program Service Type: Core Staff Assisted

Part Time Learn.:    Distance Learn.:

**Funding**

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>	Local O DHP-TANF	\$ 1.00	\$ 0.00	

Total Funding: \$ 1.00   Add   Edit   Delete

Petition #:

RR Event #:

Incumbent Worker Waivers:

Achievement Objective	Service
<input checked="" type="checkbox"/>	Initial Assessment

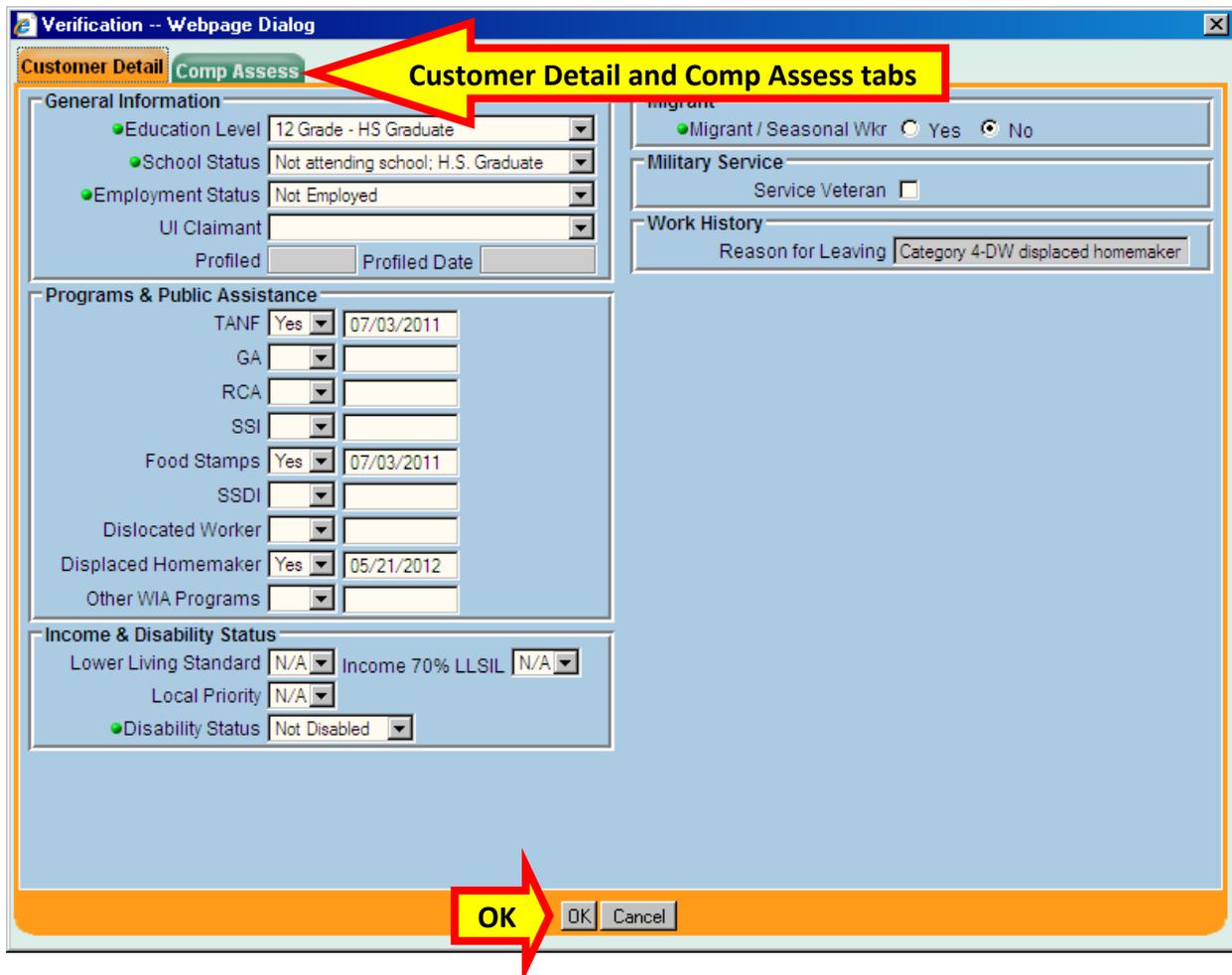
 
  
  
  
  
  

Save

### ENROLLMENT VERIFICATION

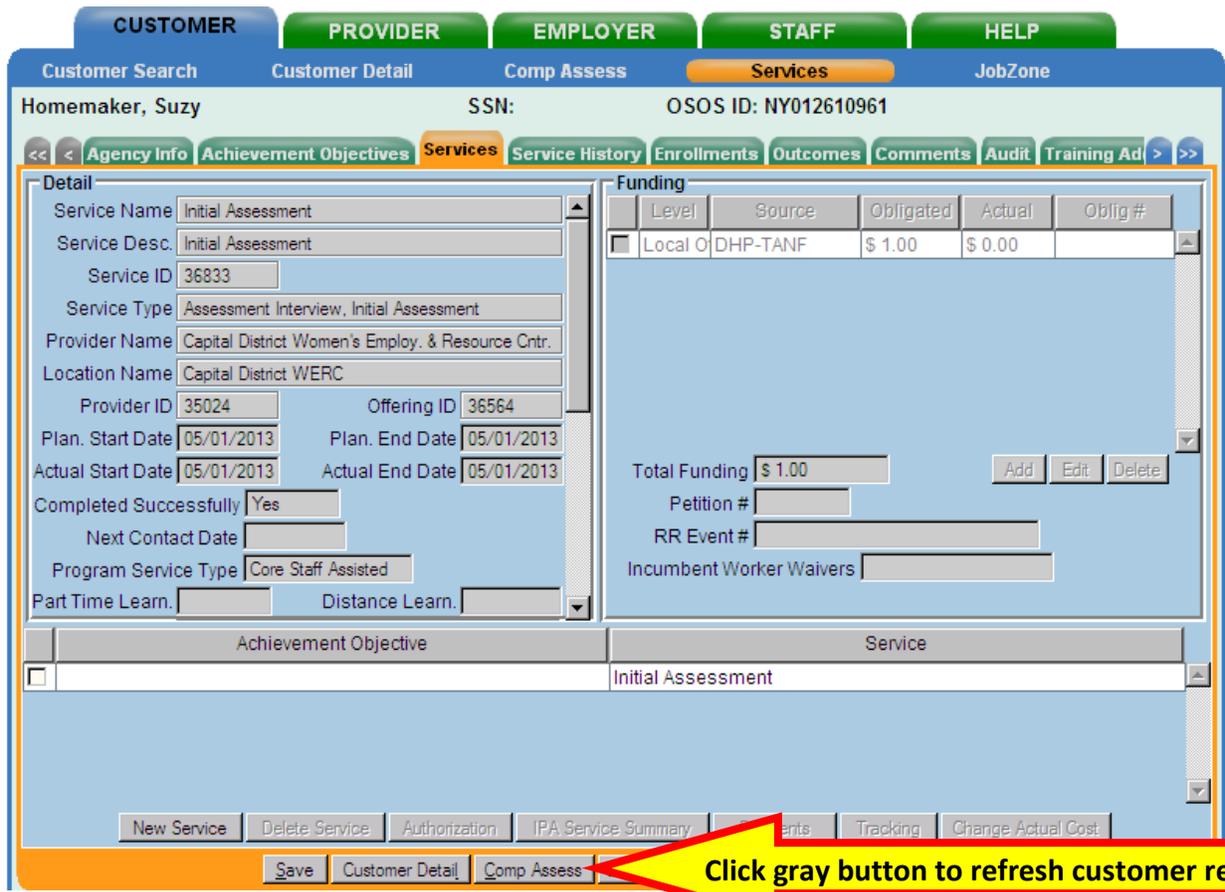
If this is the first time this funding stream has been used to fund a DHP service for this customer, a **Verification - - Webpage Dialog** window will appear, with various fields populated from the **Customer Detail** and **Comp Assess** windows of the customer's record. Review the **Customer Detail** and **Comp Assess** tabs of this window to confirm that the information is correct. Make any applicable changes, if necessary. Any changes made in the **Verification - - Webpage Dialog** window will populate the related data fields throughout OSOS when the page is saved.

Click **OK** to exit the window.




*Be sure to add comments and case notes to support the service provision and describe details about services provided. Record factual information only and include the date the service was provided in the comment (see TA 11-12). Click on the **Comments** button, enter the comment, click the **Save** button to exit the window and then save changes before leaving the **Services** module.*

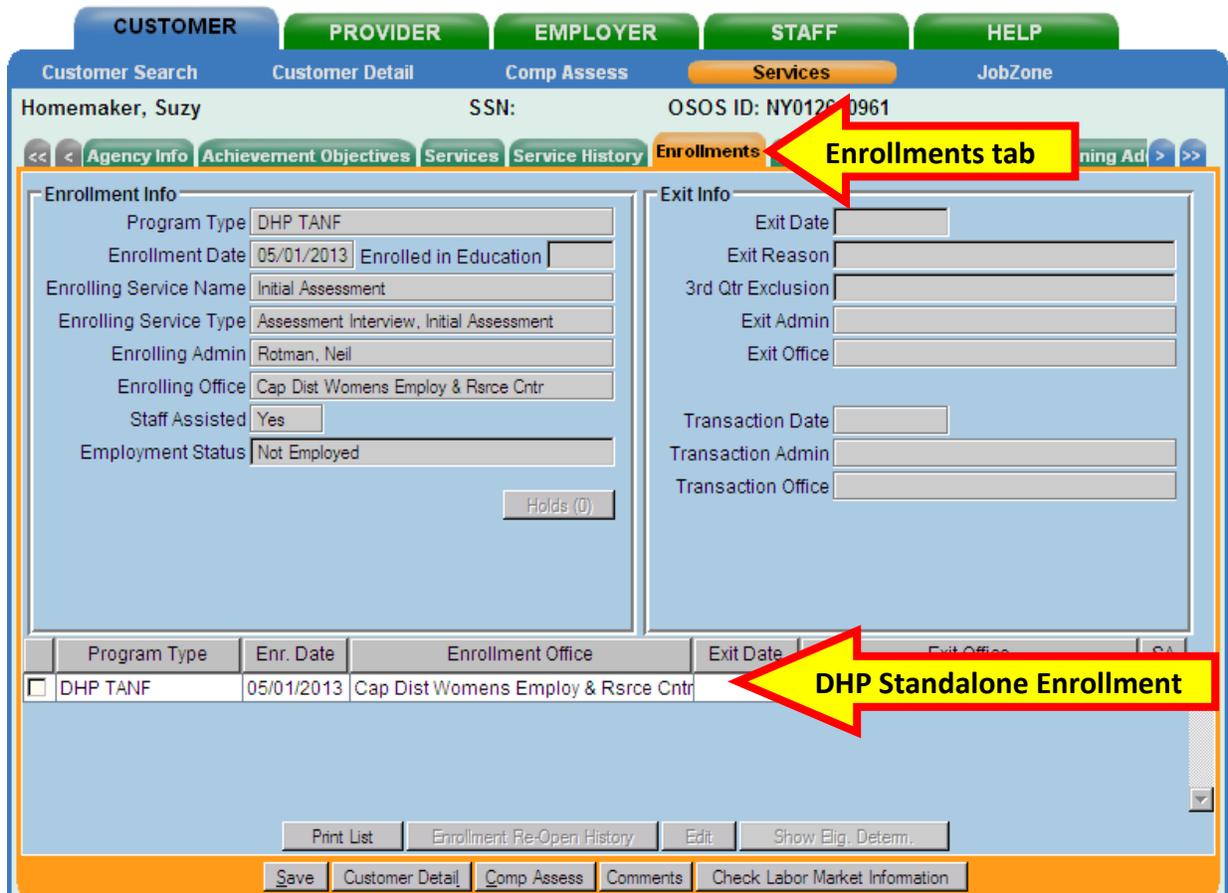
Once the first DHP funded service and enrollment verification has been saved, the customer record must be refreshed before the enrollment will become visible in the **Enrollments** tab. To refresh the record, click either the gray **Customer Detail** or **Comp Assess** button at the bottom of the page and then click the gray **Services** button to return to the Services window.



The screenshot shows the OSOS system interface for a customer named Suzy Homemaker. The 'Services' tab is active, displaying details for an 'Initial Assessment' service. The service is provided by the Capital District Women's Employ. & Resource Cntr. at the Capital District WERC. The plan and actual dates are 05/01/2013. The service is completed successfully. The funding table shows a total funding of \$1.00 from the Local DHP-TANF source. The bottom toolbar contains buttons for 'New Service', 'Delete Service', 'Authorization', 'IPA Service Summary', 'Events', 'Tracking', 'Change Actual Cost', 'Save', 'Customer Detail', and 'Comp Assess'. A red arrow points to the 'Comp Assess' button with the text 'Click gray button to refresh customer record'.

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>	Local DHP-TANF	\$ 1.00	\$ 0.00	

Click the **Enrollments** tab. The enrollment will now be visible.

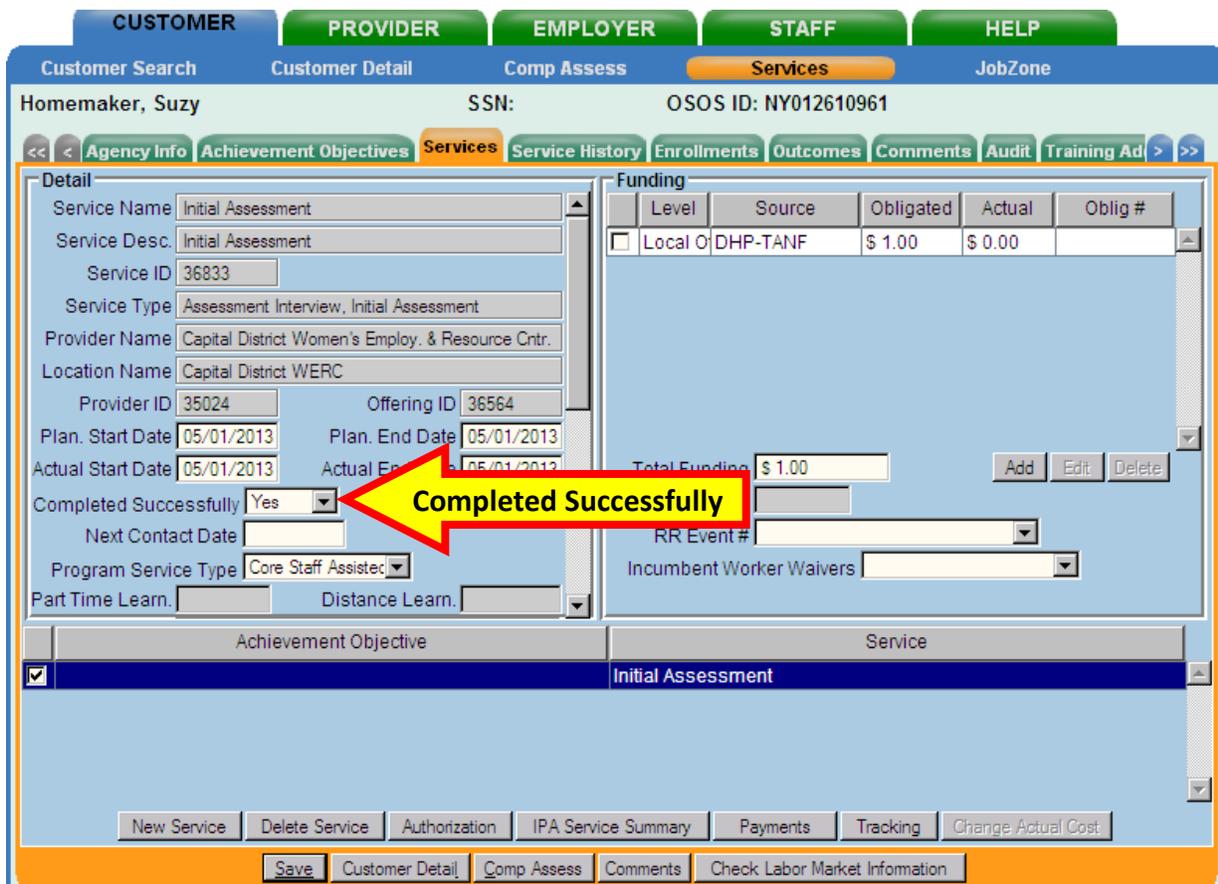



***Additional data entry and documentation may be required for customers co-enrolled in WIA and DHP programs with regards towards data element validation (DEV). Refer to [TA 11-12: Data Element Validation for the Workforce Investment Act, Wagner-Peyser, Veterans Employment and Training Service and Trade Adjustment Assistance/Trade and Globalization Adjustment Assistance Programs](#)***

## ENDING THE SERVICE

When the L2 service has ended, you will need to close the service by adding its end date and indicating whether or not the customer has successfully completed the service:

- **Actual End Date:** Enter the end date of the service in the format of mm/dd/yyyy
- **Completed Successfully:** Select *Yes* or *No* to indicate whether or not the customer successfully completed the service



The screenshot displays the OSOS interface for a customer named 'Homemaker, Suzy'. The 'Services' tab is active, showing details for an 'Initial Assessment' service. A red arrow points to the 'Completed Successfully' dropdown menu, which is currently set to 'Yes'. The text 'Completed Successfully' is written in yellow on the arrow.

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>	Local O DHP-TANF	\$ 1.00	\$ 0.00	

Additional details from the form include:

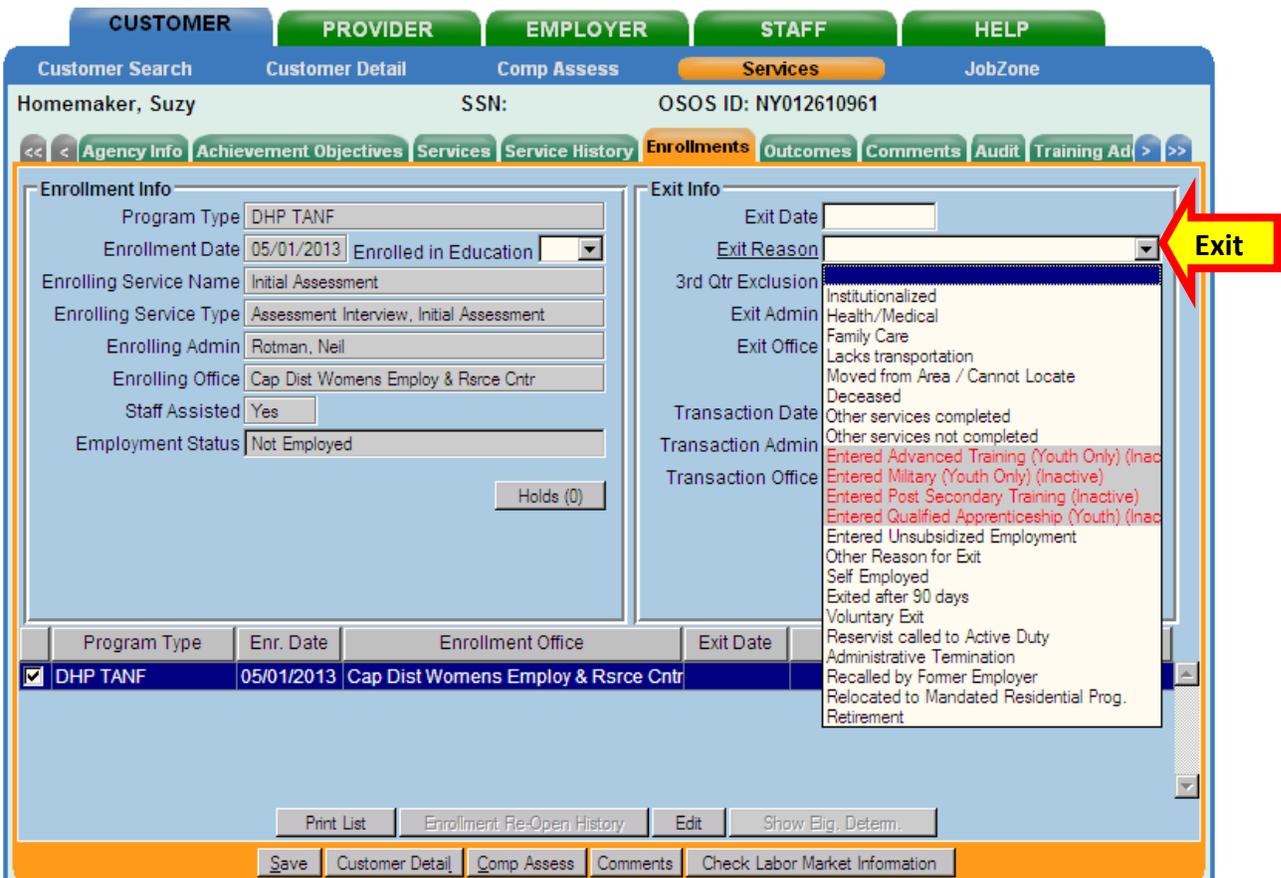
- Service Name: Initial Assessment
- Service Desc: Initial Assessment
- Service ID: 36833
- Service Type: Assessment Interview, Initial Assessment
- Provider Name: Capital District Women's Employ. & Resource Cntr.
- Location Name: Capital District WERC
- Provider ID: 35024, Offering ID: 36564
- Plan. Start Date: 05/01/2013, Plan. End Date: 05/01/2013
- Actual Start Date: 05/01/2013, Actual End Date: 05/01/2013
- Total Funding: \$ 1.00
- Completed Successfully: Yes
- Program Service Type: Core Staff Assisted

## EXITING THE CUSTOMER

If all L2 services have been closed and no services are provided during a 90 day period, the enrollment will automatically exit with the date that the last service ended.

It is possible that the customer may need to be exited previous to the automatic 90 day exit. If any of the following exit reasons applies to your customer, click on the **Enrollments** tab of the **Services** window, select the appropriate enrollment, enter the applicable date when the customer was exited and select one of the following exit reasons from the **Exit Reason** drop-down field: *Deceased, Institutionalized, Health/Medical, Family Care or Reservist called to Active Duty.*

Click **Save** to save your changes.



The screenshot shows the OSOS interface for a customer named Suzy Homemaker. The 'Enrollments' tab is selected, and the 'Exit Info' section is active. The 'Exit Reason' dropdown menu is open, displaying a list of reasons for exit. A red arrow points to the 'Exit' button next to the dropdown.

Program Type	Enr. Date	Enrollment Office	Exit Date
<input checked="" type="checkbox"/> DHP TANF	05/01/2013	Cap Dist Womens Employ & Rsrce Cntr	



*If more than one DHP fund is used to fund services for a customer, two different DHP enrollments will be created. Each enrollment will automatically exit or must be manually exited separately. If one of the DHP funds is no longer used to fund services for the customer, the respective enrollment will exit after 90 days as long as no other services are being funded with those DHP funds.*



## RECORDING EDUCATION & TRAINING OUTCOMES - OUTCOMES TAB

After the customer has been exited, all outcomes related to employment, education and/or training should be recorded for the customer.

On the **Outcomes** tab of the **Services** window, select the appropriate enrollment and complete the following fields in the **Education & Training** section for the customer after exit:

- **Entered Advanced Training:** Select *Yes* or *No* as appropriate
- **Entered Post-Secondary:** Select *Yes* or *No* as appropriate
- **Attained Credential:** If this field is populated, do not change - if it is blank, choose the appropriate option from the list
- If the customer attained a credential, enter the corresponding **Type of Credential** and **Date attained** fields as well

The screenshot shows the OSOS Services window for customer Suzy Homemaker (SSN: OSOS ID: NY012610961). The 'Outcomes' tab is selected, and the 'Education & Training' section is highlighted. The 'Education & Training' section contains the following fields:

- Education Level at Exit: 12 Grade - HS Graduate
- Entered Advanced Training: Yes
- Entered Post-Secondary: No
- Attained Credential: Yes
- Type of Credential: Occupational skills cert. or credential
- Date Attained: 07/28/2013

The 'Employment' section contains the following fields:

- O\*Net Title
- Recalled By Layoff Employer
- Employment Training Related
- Employment Non-Traditional
- Employed in Federal Contractor Job

The 'Employed in Quarter and Exit' section contains the following fields:

Employed in Quarter	Employed after Exit	Determination Method
1st Quarter		
2nd Quarter		
3rd Quarter		
4th Quarter		
5th Quarter		

The 'Program Type' table contains the following data:

Program Type	Enr. Date	Enrollment Office	Exit Date	Exit Office	SA
<input checked="" type="checkbox"/> DHP TANF	05/01/2013	Cap Dist Womens Employ & Rsrce Cntr	05/01/2013	Cap Dist Womens Employ & Rsrce Cntr	Yes

Buttons at the bottom include: Save, Customer Detail, Comp Assess, Comments, Check Labor Market Information, Print List, Lit/Num Testing.



## RECORDING EMPLOYMENT OUTCOMES - JOBS INFO TAB

If the customer becomes employed, data enter the information in the **Jobs Info** tab of the **Services** window.



*If the customer is employed, go to the **Gen. Info** tab of the **Customer Detail** window and update the **Employment Status** field. Select **Employed** and change the **Job Seeker** status to **Inactive** if the customer is not looking for work. This is good case management for all staff working with the customer and will prevent the customer from receiving job matches and referrals while actively employed.*

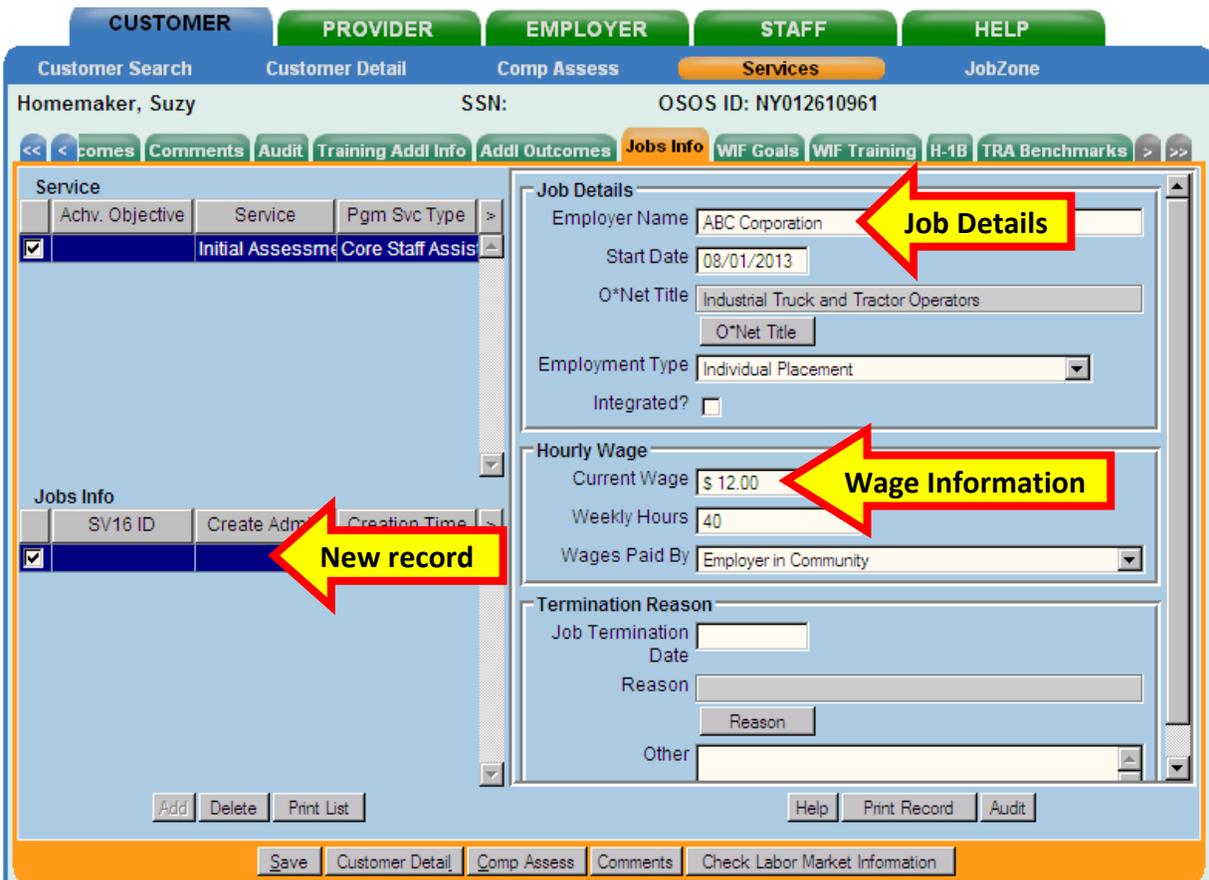
Select the appropriate enrollment in the **Jobs Info** tab.

Click the **Add** button.

The screenshot shows the OSOS interface for a customer named 'Homemaker, Suzy'. The 'Services' window is open, and the 'Jobs Info' tab is selected. The 'Jobs Info' tab contains a table with columns for 'Service', 'Achv. Objective', 'Service', and 'Pgm Svc Type'. The first row is selected, showing 'Initial Assessment Core Staff Ass.'. Below the table, there are fields for 'SV16 ID', 'Create Admin', and 'Creation Time'. At the bottom left, the 'Add' button is highlighted with a red arrow. The right side of the window shows the 'Job Details' form, which includes fields for 'Employer Name', 'O\*Net Title', 'Employment Type', 'Hourly Wage' (Current Wage, Weekly Hours, Wages Paid By), and 'Termination Reason' (Job Termination Date, Reason, Other). The 'Add' button is also highlighted with a red arrow.

This will create a new **Jobs Info** record and activate the fields on the right hand side of the tab for data entry. Be sure to enter the following fields if the customer has a job placement outcome to record:

- **Employer Name:** Enter the name of the employer where the customer is employed
- **Start Date:** Enter the date when the customer started work with this employer
- **Current Wage:** Enter the customer's hourly wage at this job
- **Weekly Hours:** Enter the number of hours the customer works each week



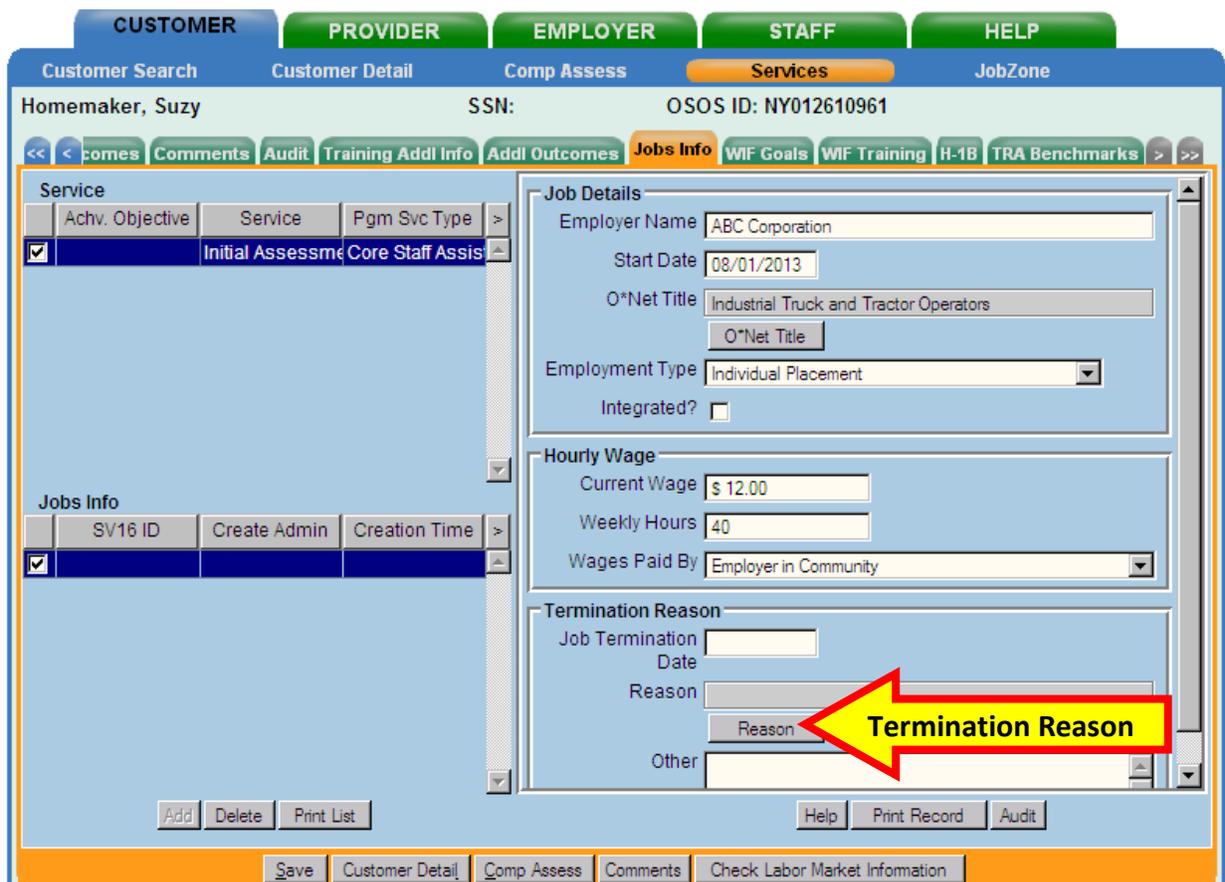
The screenshot displays the OSOS software interface for a customer named Suzy Homemaker. The interface is divided into several sections:

- Customer Information:** Customer Name: Homemaker, Suzy; SSN: [redacted]; OSOS ID: NY012610961.
- Navigation Tabs:** CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP.
- Service Tab:** Shows a table with columns: Achv. Objective, Service, Pgm Svc Type. One record is selected: Initial Assessment Core Staff Assis.
- Jobs Info Tab:** Shows a table with columns: SV16 ID, Create Adm, Creation Time. One record is selected, indicated by a red arrow labeled "New record".
- Job Details Form:**
  - Employer Name: ABC Corporation (indicated by a red arrow labeled "Job Details")
  - Start Date: 08/01/2013
  - O\*Net Title: Industrial Truck and Tractor Operators
  - Employment Type: Individual Placement
  - Integrated?:
- Hourly Wage Form:**
  - Current Wage: \$ 12.00 (indicated by a red arrow labeled "Wage Information")
  - Weekly Hours: 40
  - Wages Paid By: Employer in Community
- Termination Reason Form:**
  - Job Termination Date: [redacted]
  - Reason: [redacted]
  - Other: [redacted]

Click **Save**.

If the customer stops working at this place of employment at any time, this information should be entered in the **Termination Reason** fields.

- **Job Termination Date:** Enter the date the customer stopped working at this job
- **Reason:** Click the **Reason** button. Select the appropriate reason from the **Reason Hierarchy - - Webpage Dialog** describing why the customer stopped working at the job (*Moved, Quit Job, etc.*)
- **Other:** Enter the reason the customer stopped working at the job in this field only if there is no corresponding reason in the **Reason Hierarchy - - Webpage Dialog**



The screenshot shows the OSOS web application interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, Comp Assess, Services (highlighted), and JobZone. The main content area displays information for a customer named 'Homemaker, Suzy' with SSN: and OSOS ID: NY012610961. The 'Jobs Info' tab is active, showing a table of jobs. The 'Termination Reason' section is highlighted with a red arrow pointing to the 'Reason' field.

Achv. Objective	Service	Pgm Svc Type
<input checked="" type="checkbox"/>	Initial Assessment	Core Staff Assis

**Job Details**

Employer Name: ABC Corporation  
 Start Date: 08/01/2013  
 O\*Net Title: Industrial Truck and Tractor Operators  
 Employment Type: Individual Placement  
 Integrated?

**Hourly Wage**

Current Wage: \$ 12.00  
 Weekly Hours: 40  
 Wages Paid By: Employer in Community

**Termination Reason**

Job Termination Date:   
 Reason:  **Termination Reason**  
 Other:



*If at any time, any of the customer's information changes on this tab, such as **Current Wage, Weekly Hours or Job Termination Date/Reason**, please update the information and save the changes.*



## RESOURCES AND ASSISTANCE

List of NYS Displaced Homemaker Centers

<http://www.labor.ny.gov/careerservices/displaced-homemaker.shtm>

TA 11-12: Data Element Validation for the Workforce Investment Act, Wagner-Peyser, Veterans Employment and Training Service and Trade Adjustment Assistance/Trade and Globalization Adjustment Assistance Programs

<http://labor.ny.gov/workforcenypartners/ta/TA11-12.pdf>

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

<http://labor.ny.gov/workforcenypartners/tools.shtm>

Language Services OSOS Guide: <http://labor.ny.gov/workforcenypartners/osos/osos-guide-language-services.pdf>

OSOS Accounts Unit:

By phone: (518) 457-1964

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

Accessing the System: <http://labor.ny.gov/workforcenypartners/osos/osos-guide-accessing-the-system.pdf>

Interagency Agreement: <http://www.labor.ny.gov/workforcenypartners/ta/ta00-41att.html>

Individual Access and Confidentiality Agreement:

<http://www.labor.ny.gov/workforcenypartners/ta/ta00-41att2.html>

OSOS confidentiality training:

[http://www.nyess.ny.gov/training/hipaa\\_security/Cornerstones/Confidentiality\\_Home.htm](http://www.nyess.ny.gov/training/hipaa_security/Cornerstones/Confidentiality_Home.htm)

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)