

OSOS Guide for Verifying Date of Birth in the DOB Tab



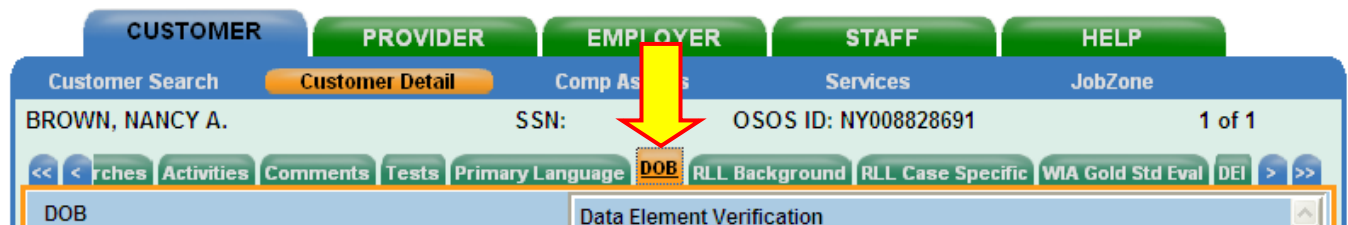
PURPOSE

Individuals must meet eligibility requirements to receive services under the various programs administered through the One-Stop system. Data element validation (DEV) refers to the proper validation of information as it is captured and entered into the One Stop Operating System (OSOS). The **DOB** tab captures just one of the data elements, *date of birth (DOB)*. The collection and validation of information necessary to comply with federal requirements and reporting is a shared responsibility across the programs. For additional information on data elements, please reference, Technical Advisory #11-12, Data Element Validation for the Workforce Investment Act, Wagner-Peyser, Veterans Employment and Training Service and Trade Adjustment Assistance Programs.

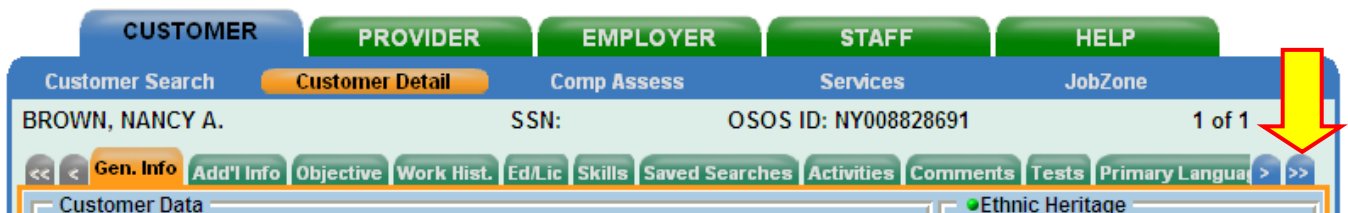
OSOS DATA ENTRY

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

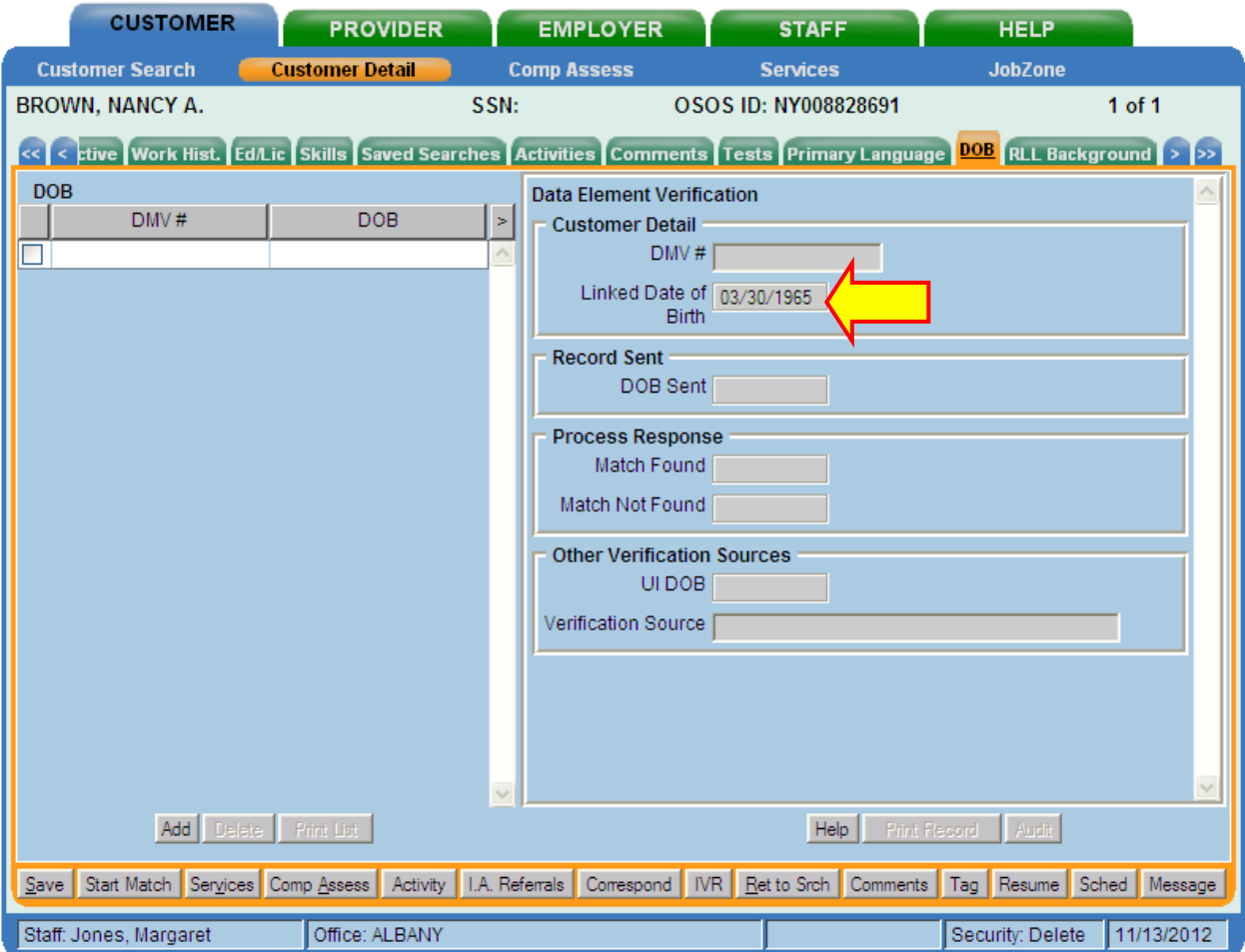
The **DOB** tab is located in the **Customer** module, **Customer Detail** window of OSOS.



If you are unable to view the **DOB** tab, click the double arrow (>>) to view the tabs at the far right in the window.



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



The screenshot shows the OSOS Customer Detail screen for Nancy A. Brown. The 'DOB' tab is selected, and the 'Data Element Verification' section is expanded. The 'Linked Date of Birth' field is populated with '03/30/1965', which is highlighted by a yellow arrow. Other fields in the 'Data Element Verification' section include 'DMV #', 'Record Sent', 'Process Response', and 'Other Verification Sources'.

UI

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



This close-up shows the 'Other Verification Sources' section. The 'UI DOB' field is populated with '05/19/1967' and is highlighted by a yellow arrow. The 'Verification Source' field is empty.

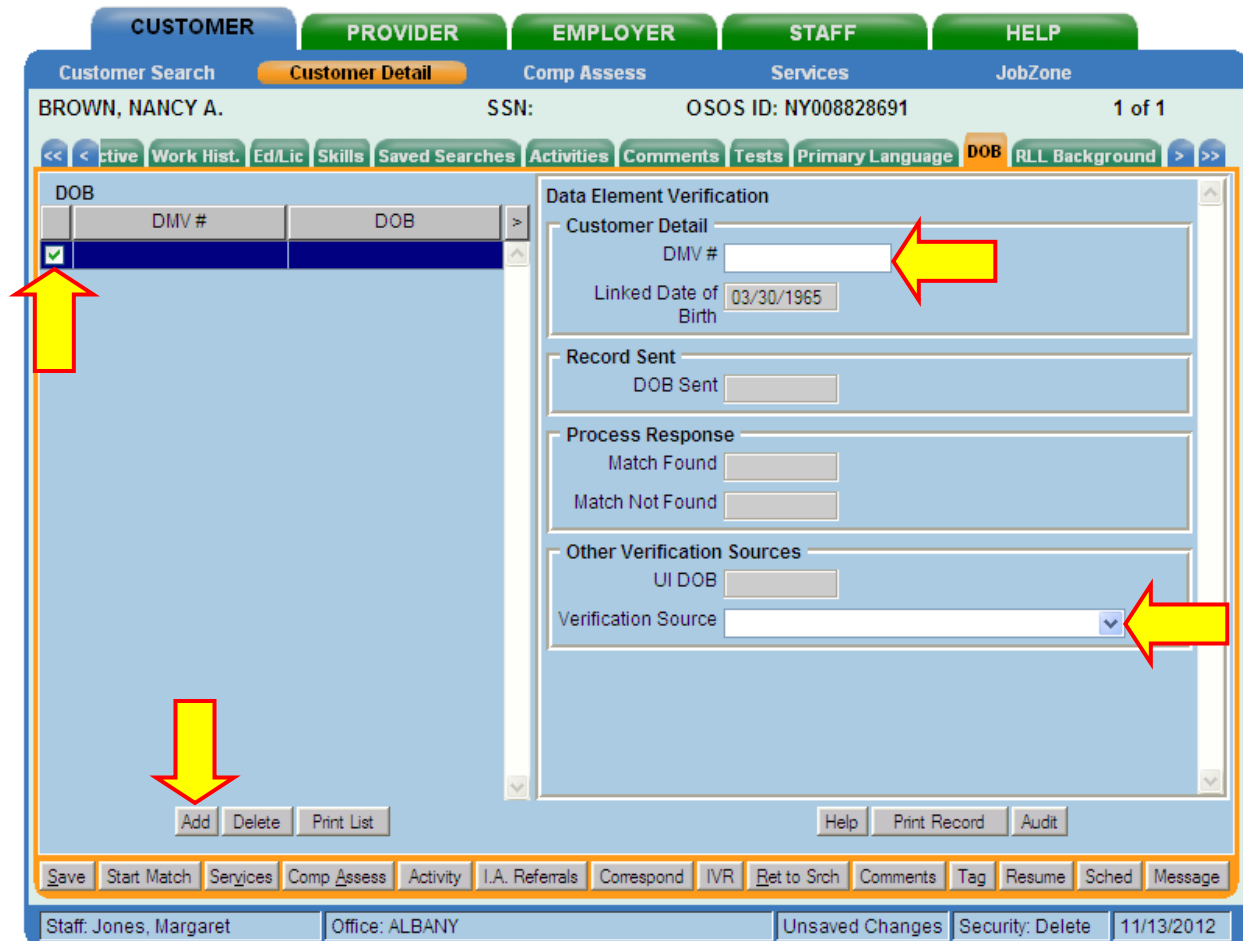


For any customer who is currently receiving UI or has received UI in the past, DOB is considered validated through the UI system. Therefore, any customer listed as a UI claimant or exhaustee for the current or any previous enrollment is considered validated for DOB.

SOURCE DOCUMENT - NYS DEPARTMENT OF MOTOR VEHICLES-ISSUED PHOTO ID

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

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



The screenshot shows the OSOS interface for a customer's details. At the top, there are tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs for Customer Search, Customer Detail (selected), Comp Assess, Services, and JobZone. The customer's name is BROWN, NANCY A., with SSN and OSOS ID displayed. A navigation bar includes options like Work Hist., Ed/Lic, Skills, Saved Searches, Activities, Comments, Tests, Primary Language, DOB (selected), and RLL Background. The main area is divided into a table on the left and a 'Data Element Verification' form on the right. The table has columns for 'DOB' and 'DMV #'. A new entry is added and selected, indicated by a checkmark in the first column. The 'Data Element Verification' form includes fields for 'DMV #', 'Linked Date of Birth' (03/30/1965), 'Record Sent' (DOB Sent), 'Process Response' (Match Found, Match Not Found), and 'Other Verification Sources' (UI DOB, Verification Source dropdown). At the bottom, there are buttons for 'Add', 'Delete', 'Print List', 'Help', 'Print Record', and 'Audit'. A status bar at the very bottom shows 'Staff: Jones, Margaret', 'Office: ALBANY', 'Unsaved Changes', 'Security: Delete', and the date '11/13/2012'.

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



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

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

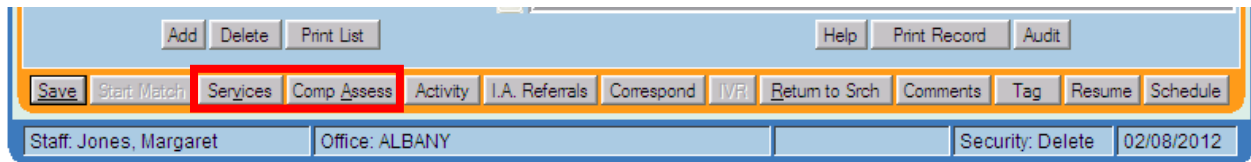
The validation process will be triggered and the customer’s DMV ID number will be sent to the DMV-CIDV service for validation. A “Record Saved” message will appear briefly at the top right corner of the window.

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



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

To see the result of the verification process, the customer record will need to be refreshed. To do this, navigate to either the **Services** window or the **Comp Assess** window within the **Customer** module using one of the buttons at the bottom.



This will refresh the customer record. Return to the **DOB** tab in the **Customer Detail** window.

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

Data Element Verification	
Customer Detail	
DMV #	000000000
Linked Date of Birth	04/16/1989
Record Sent	
DOB Sent	04/16/1989
Process Response	
Match Found	
Match Not Found	02/08/2012
Other Verification Sources	
UI DOB	
Verification Source	



MATCH FOUND

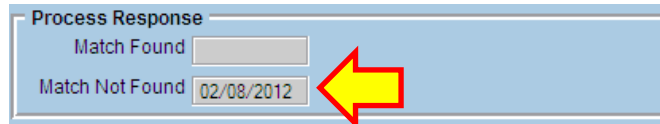
If today's date is in the **Match Found** field, the customer's DOB has been verified and you are done entering data on this tab.

Process Response	
Match Found	02/08/2012
Match Not Found	



MATCH NOT FOUND

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

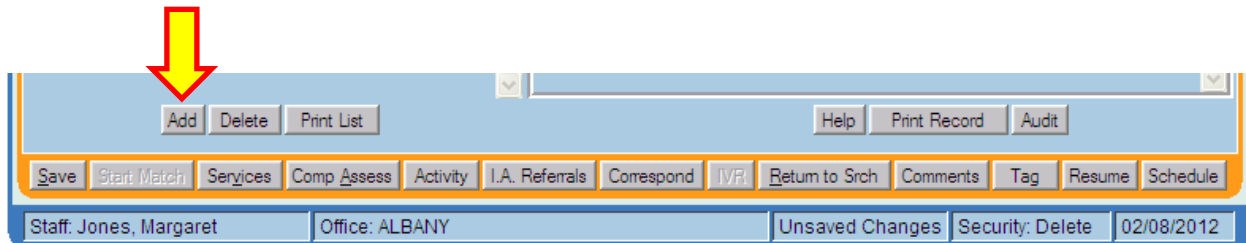



*Do not edit the **DMV #** field after the verification process has begun. Create a new DOB entry to record the corrected information.*

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

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

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



The new entry will be selected automatically.

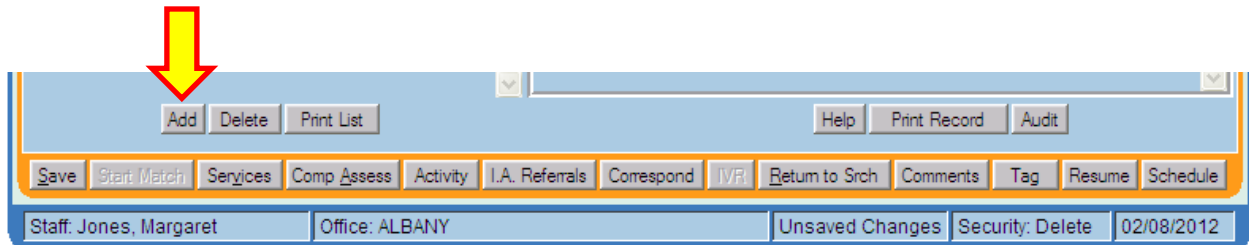
If the match was not found due to an error in typing the DOB or the DMV ID number, complete the fields on the right as directed above and send the information again.

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

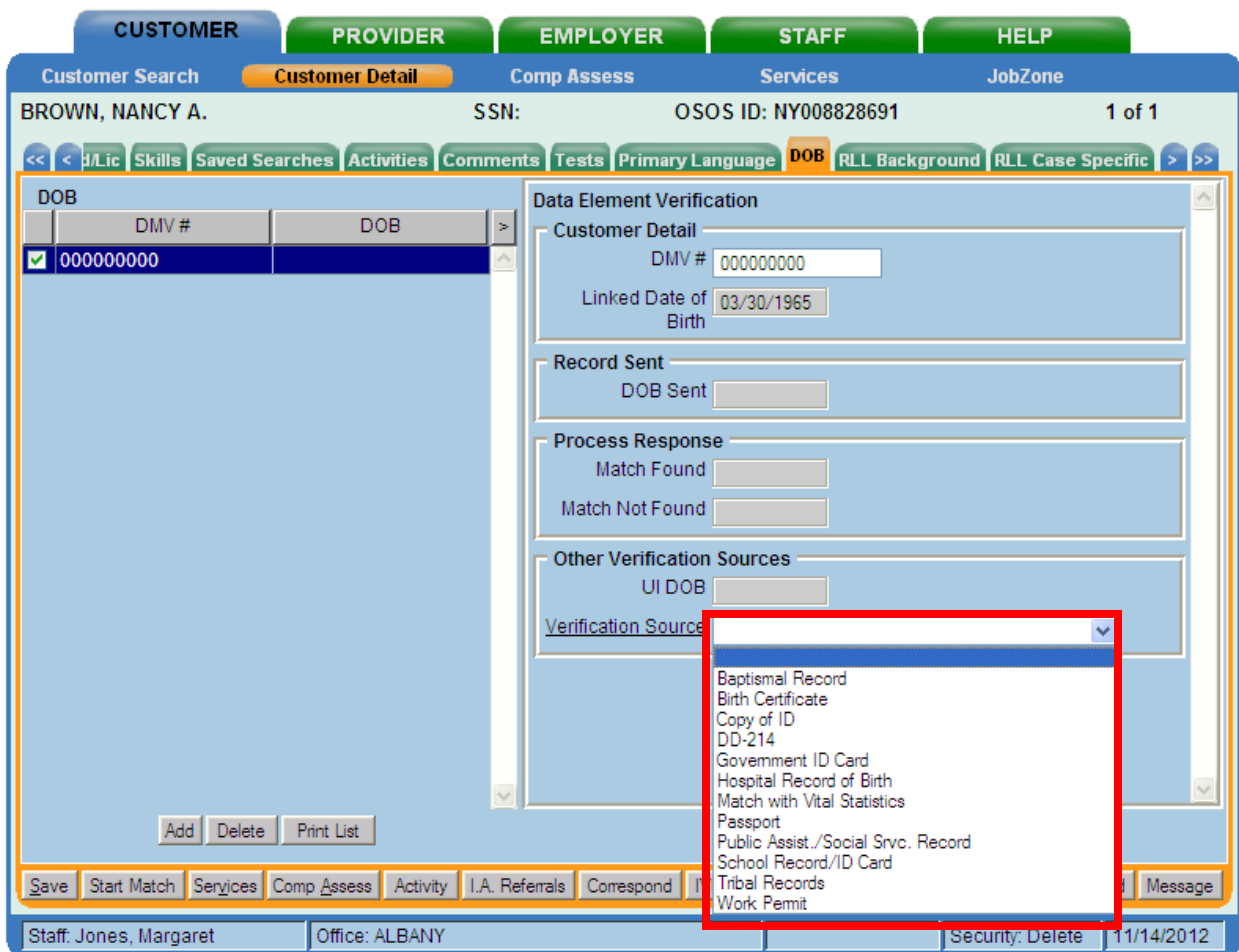
OTHER SOURCE DOCUMENTS

If the customer's DOB has not been verified through the UI system or through the DMV-CIDV system, you will need to verify the customer's DOB using another acceptable source document (refer to TA 11-12).

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



Select the type of source document used in the **Verification Source** field of the **Other Verification Sources** box. Refer to TA 11-12 for additional actions that may be necessary when using another source document.



Populating this field will not trigger the validation process.



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

Data Element Verification

Customer Detail
DMV # <input type="text"/>
Linked Date of Birth <input type="text" value="04/16/1989"/>
Record Sent
DOB Sent <input type="text"/>
Process Response
Match Found <input type="text"/>
Match Not Found <input type="text"/>
Other Verification Sources
UI DOB <input type="text"/>
Verification Source <input type="text"/>

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

<input type="button" value="Save"/>	<input type="button" value="Start Match"/>	<input type="button" value="Services"/>	<input type="button" value="Comp Assess"/>	<input type="button" value="Activity"/>	<input type="button" value="I.A. Referrals"/>	<input type="button" value="Correspond"/>	<input type="button" value="I/F"/>	<input type="button" value="Return to Srch"/>	<input type="button" value="Comments"/>	<input type="button" value="Tag"/>	<input type="button" value="Resume"/>	<input type="button" value="Schedule"/>
Jones, Margaret	Office: ALBANY	Security: Delete	02/08/2012									



RESOURCES AND ASSISTANCE

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

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

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

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

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>