

Employability Profile OSOS Guide



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PURPOSE

Staff-assisted Adult and Dislocated Worker (DW) Career Center customers must have a complete customer record (Employability Profile) entered into the One Stop Operating System (OSOS) within 5 days of the Initial Assessment. The purpose is to increase the likelihood of identifying suitable employment opportunities for the customer.

The information contained in the Employability Profile enhances the customer's employment options by:

- ensuring a proper assessment; and
- forming the basis for a quality resume; and
- improving the job matching and referral services

OSOS DATA ENTRY

The Employability Profile requires data entry in four OSOS tabs:

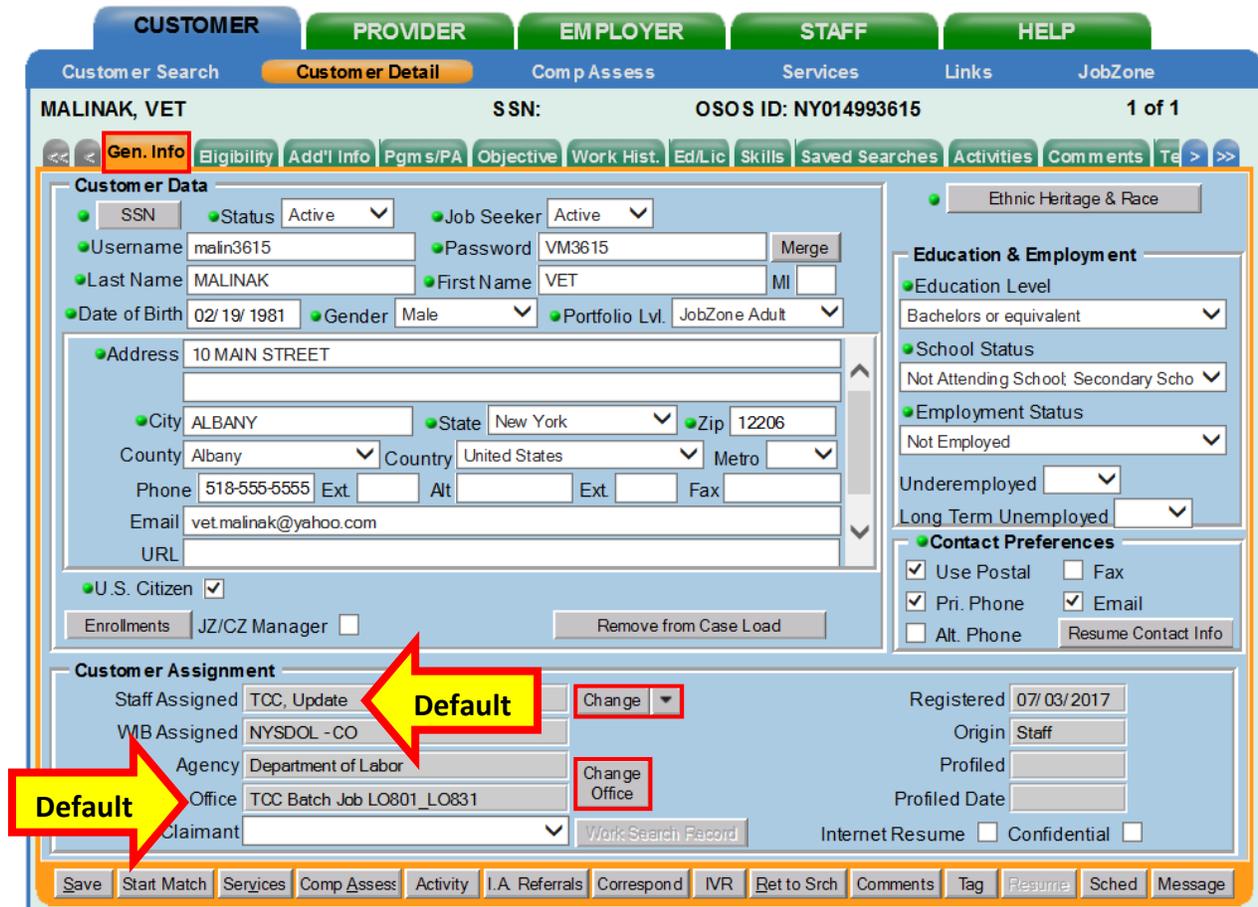
- General Information tab
- Objective tab
- Work History tab
- Education/License tab

The system will automatically create an OSOS record or update an existing record whenever a customer files for unemployment insurance (UI) benefits. This record may contain various default entries that will require updating by staff. When meeting with the customer, staff must review the OSOS record and update any information that is no longer valid.

GENERAL INFORMATION TAB

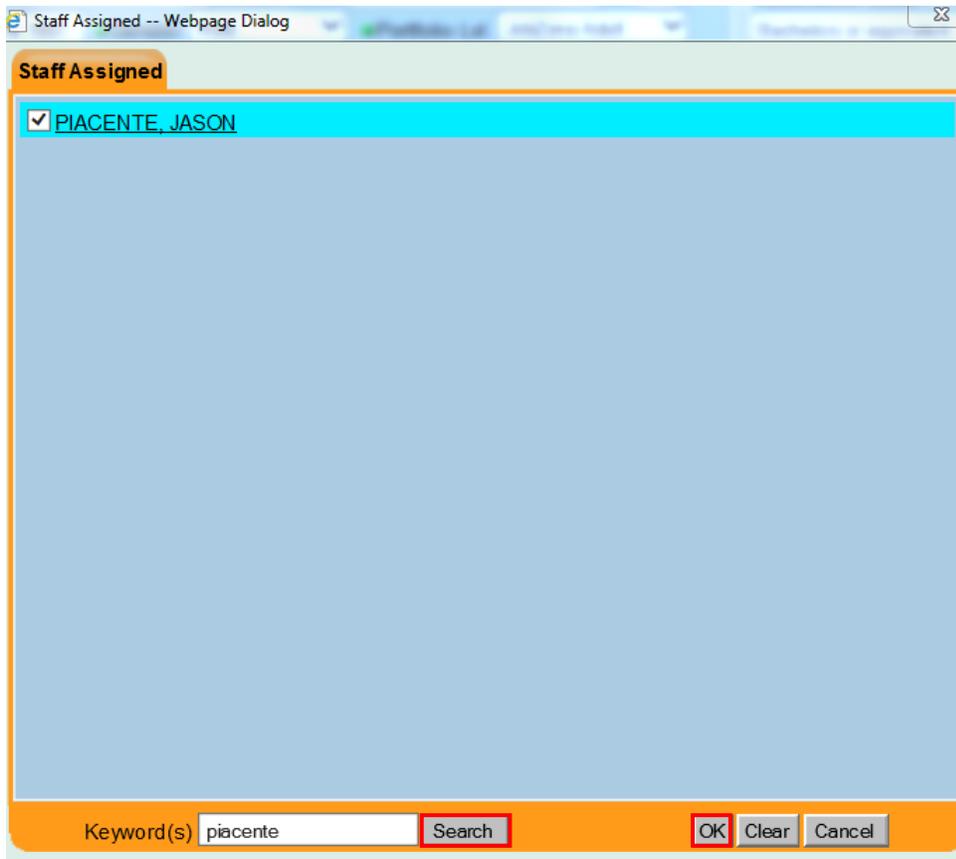
Staff must change the *TCC, Update* default entry in the **Staff Assigned** data field to the name of the staff person providing services to the customer. The *TCC Batch Job* default entry in the **Office** data field must be changed to the customer's Career Center or service provider.

Clicking the arrow next to the **Change** button will allow staff to quickly assign the customer to themselves. Alternatively, staff can click on the **Change** button to open a new dialog box and search for the appropriate staff person.



The screenshot displays the OSOS interface for a customer named MALINAK, VET. The 'Gen. Info' tab is active. The 'Customer Data' section contains personal information such as SSN (main3615), Username (main3615), Last Name (MALINAK), First Name (VET), Date of Birth (02/19/1981), and Address (10 MAIN STREET, ALBANY, NY 12206). The 'Customer Assignment' section shows the current 'Staff Assigned' as 'TCC, Update' and 'Office' as 'TCC Batch Job LO801_LO831'. Red arrows point to 'Change' buttons next to these fields, with a 'Default' label. A 'Change Office' button is also visible. The bottom of the page features a navigation bar with buttons for Save, Start Match, Services, Comp Asses, Activity, I.A. Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, and Message.

Select the name of the appropriate staff person and click the **OK** button.



Staff Assigned -- Webpage Dialog

Staff Assigned

PIACENTE, JASON

Keyword(s)



Click the **Change Office** button to select the office where services are being provided to the customer.

Staff Assigned	PIACENTE, JASON	Change
MB Assigned	NYS DOL - CO	
Agency	Department of Labor	Change Office
Office	TCC Batch Job LO801_LO831	
UI Claimant		Work Search Record

Clicking the **Change Office** button will navigate the user to the **WIB - Agency - Office Selector - - Webpage Dialog** box. Enter the name of the office as the keyword and click the **Search** button. If unsure of the office name, the user may scroll through the listings to locate the appropriate office.

Select the name of the appropriate office and click the **OK** button.

WIB - Agency - Office Selector

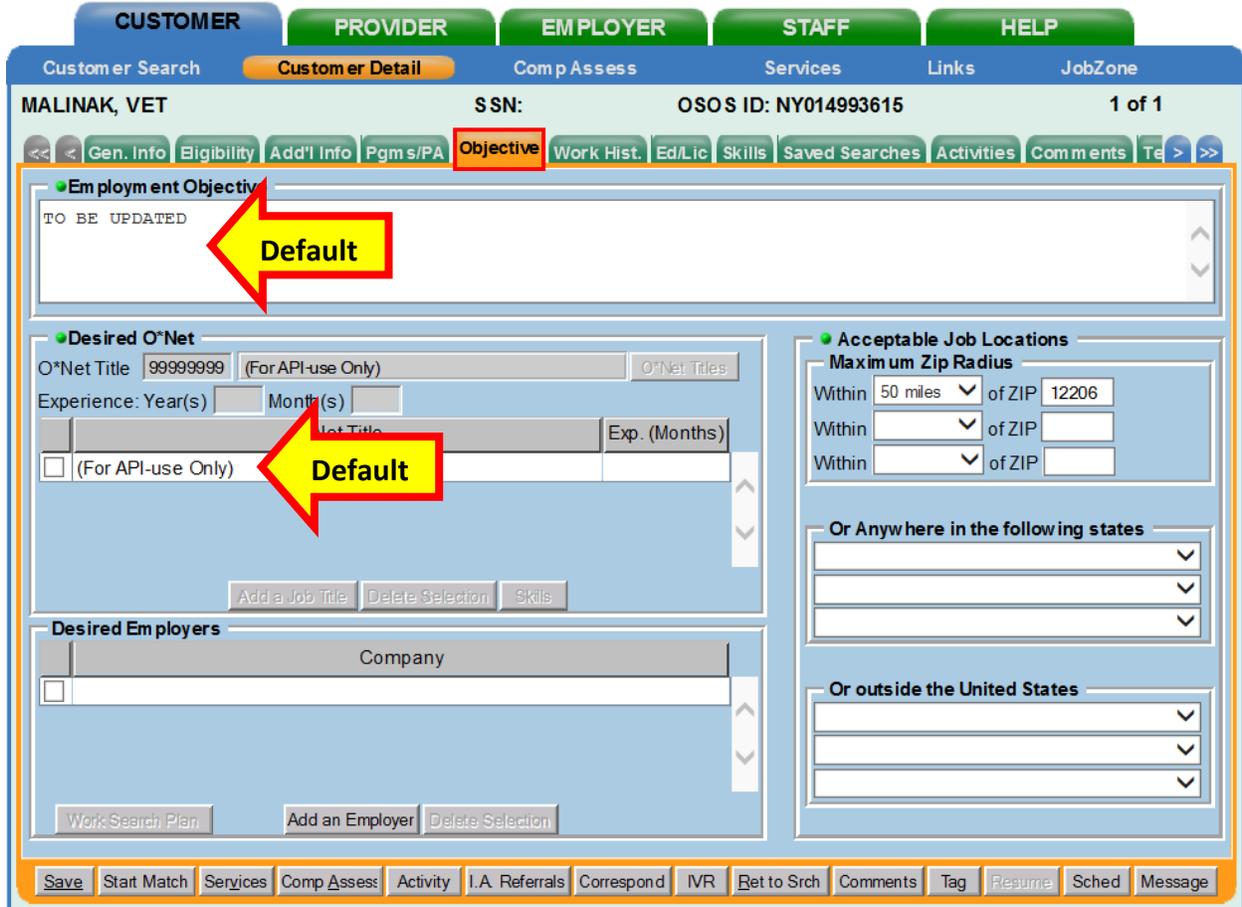
- Albany/Rensselaer/Schenectady Counties
 - Contractor
 - ILCHV-Indepnd Liv Ctr/Hudson Valley-Troy
- Columbia/Greene Counties
 - Contractor
 - COARC - Hudson
 - ILCHV-Indepnd Liv Ctr/HudsonValley-Hudsn
 - Mental Health Assoc of Columbia-Hudson
 - NoEast Career Planning - Hudson
- Department of Labor
 - HUDSON
- DVA - Division of Veterans Affairs
 - Hudson DVA
- New York City
 - Contractor
 - Hudson Guild
- Putnam/Westchester Bal.
 - Department of Labor

Keyword(s) hudson Search OK Clear Cancel

OBJECTIVE TAB

The system populates "TO BE UPDATED" as the default entry in the **Employment Objective** data field. This must be changed to meet the Employability Profile measure.

In some instances, the system will populate "99999999" (*For API-use Only*) as the default entries in the **Desired O*Net** section. These entries must be deleted and updated.

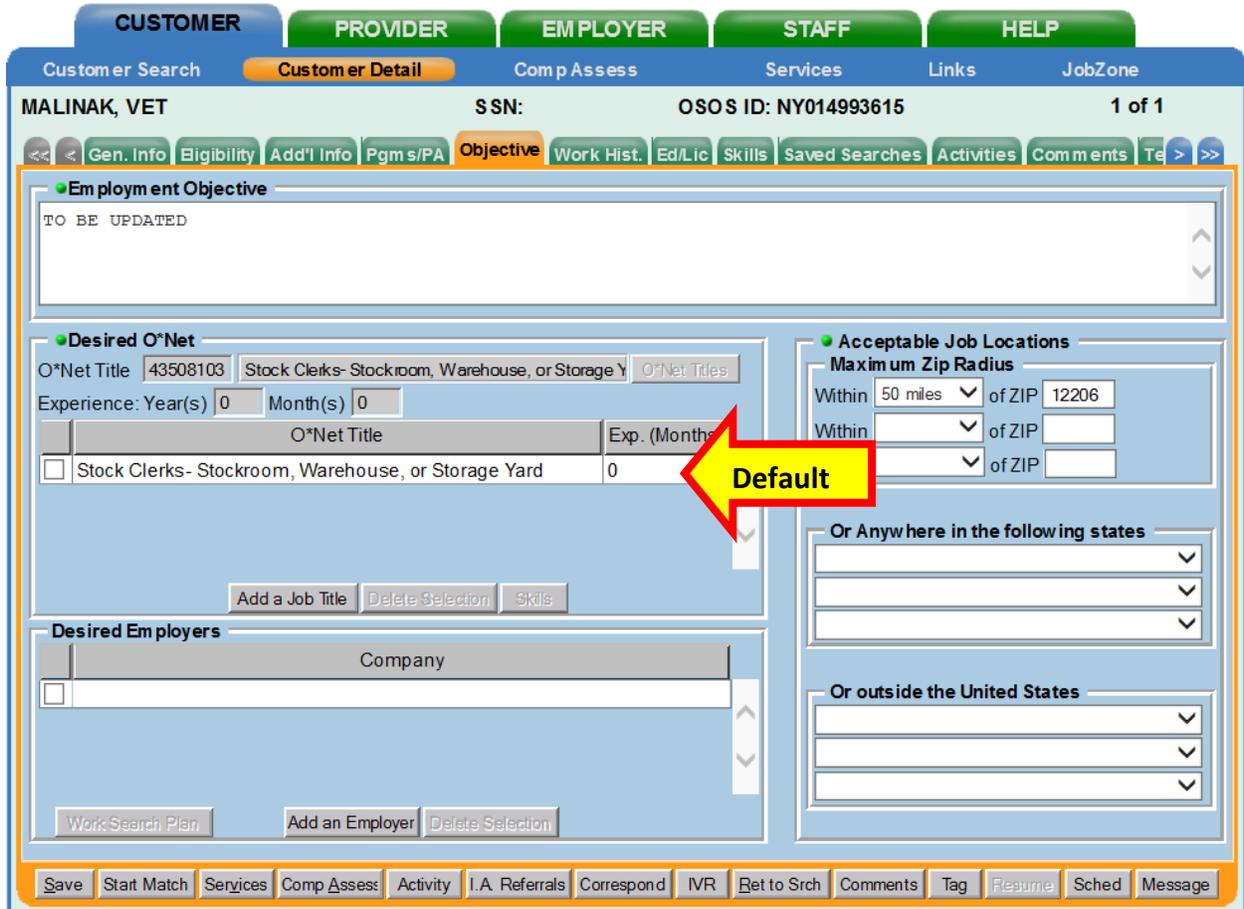


The screenshot displays the 'Objective' tab for a customer named MALINAK, VET. The interface includes a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this, there are sub-tabs for Customer Search, Customer Detail (selected), Comp Assess, Services, Links, and JobZone. The main content area shows the following sections:

- Employment Objective:** A text field containing "TO BE UPDATED". A red arrow points to this field with the label "Default".
- Desired O*Net:** A section with a table for job titles. The first row has "O*Net Title" as "99999999 (For API-use Only)". A red arrow points to this entry with the label "Default".
- Acceptable Job Locations:** A section with a "Maximum Zip Radius" dropdown set to "50 miles" and a ZIP code field containing "12206". Below this are sections for "Or Anywhere in the following states" and "Or outside the United States", each with a list of dropdown menus.
- Desired Employers:** A section with a table for companies. It includes buttons for "Add a Job Title", "Delete Selection", and "Skills".

At the bottom of the interface, there is a row of buttons: Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, and Message.

The system may sometimes populate a single O*Net Title with "0" entered into the **Exp. (Months)** data field.



The screenshot displays the OSOS web interface for a customer profile. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The main content area shows the customer's name (MALINAK, VET), SSN, and OSOS ID. The 'Objective' tab is selected, showing the 'Employment Objective' field (TO BE UPDATED) and the 'Desired O*Net' section. In the 'Desired O*Net' table, the 'Exp. (Months)' field for the selected O*Net Title 'Stock Clerks- Stockroom, Warehouse, or Storage Yard' is populated with '0'. A red arrow points to this field, with a yellow box containing the word 'Default' next to it. The 'Acceptable Job Locations' section includes a 'Maximum Zip Radius' dropdown set to '50 miles' and a ZIP code field set to '12206'. The 'Desired Employers' section is empty. The bottom navigation bar includes buttons for Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, and Message.



After conferring with the customer, staff must replace any default entry with an appropriate objective. The **Employment Objective** must align with the type of employment the customer is qualified to secure.

Complete the **Desired O*NET** section. A completed **Desired O*Net** section includes:

- Recording the **Exp. (Months)** field for each **O*Net Title**; and
- At least one of the **O*NET Titles** must match an O*Net title from the **Work History** tab.

Click the **Add a Job Title** button to enter multiple **Desired O*Net** codes and titles within the **Objective** tab. If the O*Net code is not known for a specific occupation or occupational cluster, click the **O*Net Titles** button to connect to O*Net OnLine. Enter multiple **Desired O*Net** codes and titles as appropriate to maximize the likelihood of identifying employment opportunities during the job matching process. To ensure quality job matching, staff should verify that the customer has the qualifications necessary for each additional O*Net title selected. Any additional **Desired O*Net** titles should relate to what the customer's current objectives are.

The screenshot displays the OSOS system interface for customer MALINAK, VET. The 'Objective' tab is active, showing the following sections:

- Employment Objective:** A text area containing "To obtain a position as a stock clerk, order filler, or warehouse worker." A red arrow labeled "Update Objective" points to this text.
- Desired O*Net:** A section with a table of O*Net titles and experience. A red arrow labeled "Update Experience" points to the "Experience: Year(s)" field. Below the table, a red arrow labeled "Add O*Net Titles as appropriate" points to the "Add a Job Title" button.
- Acceptable Job Locations:** A section with a table for "Maximum Zip Radius" and "Or outside the United States".

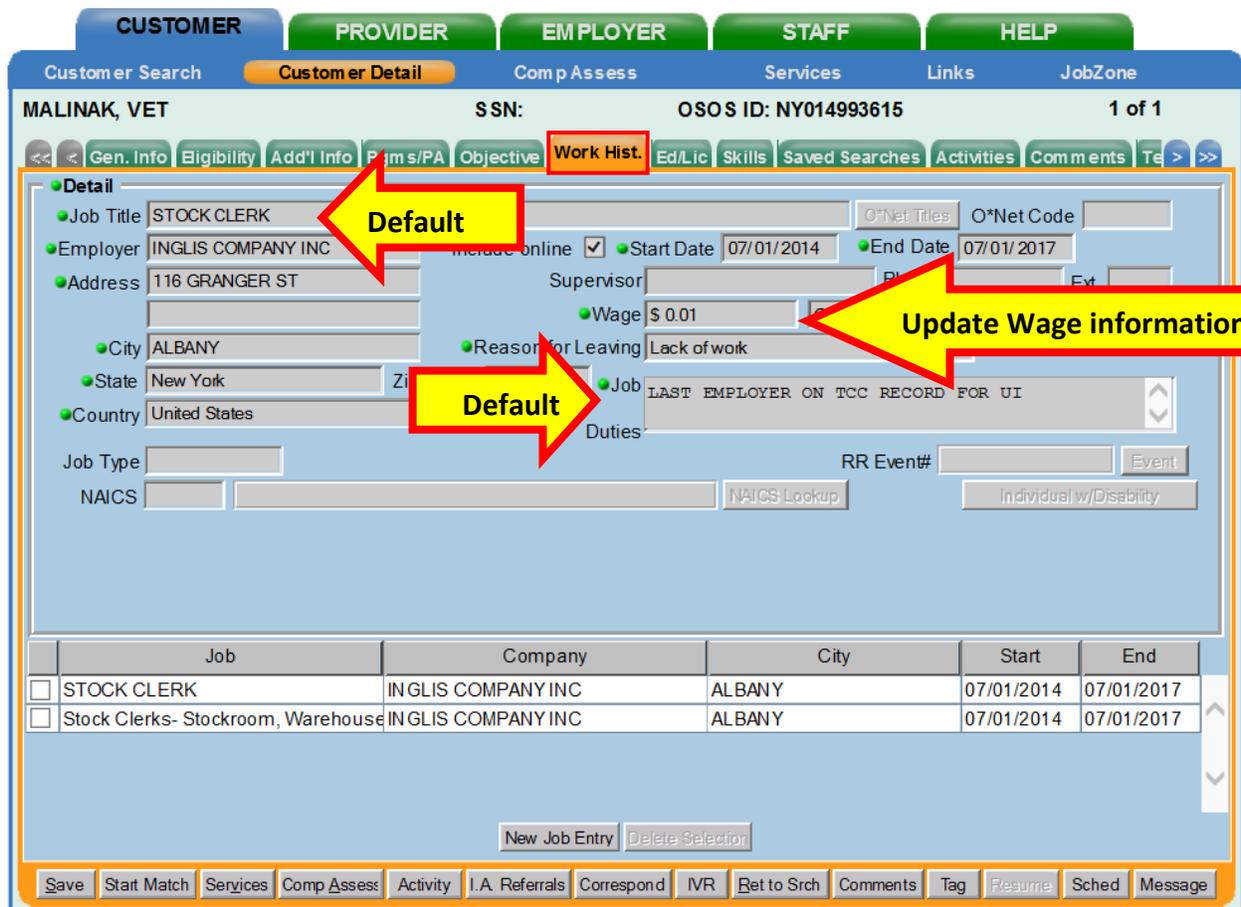
O*Net Title	Exp. (months)
<input type="checkbox"/> Stock Clerks- Stockroom, Warehouse, or Storage Yard	36
<input type="checkbox"/> Stock Clerks and Order Fillers	36
<input type="checkbox"/> Laborers and Freight, Stock, and Material Movers, Hand	36

WORK HISTORY TAB

Enter at least one complete job entry describing the last position the customer held and eliminate any duplicated work histories. Staff must update any data fields that indicate "TCC Update", "TO BE UPDATED", or "LAST EMPLOYER ON TCC RECORD FOR UI".

A complete job entry must have accurate information entered in all required (green dot) fields:

- Job Title
- Employer
- Start and End dates (unless still employed)
- Address (including City, State, and Country)
- Wage
- Reason for Leaving
- Job Duties



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

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

MALINAK, VET | SSN: | OSOS ID: NY014993615 | 1 of 1

Gen. Info | Eligibility | Add'l Info | P/ims/PA | Objective | **Work Hist.** | Ed/Lic | Skills | Saved Searches | Activities | Comments | Te | >>

Detail

• Job Title: STOCK CLERK **Default**

• Employer: INGLIS COMPANY INC

• Address: 116 GRANGER ST

• City: ALBANY

• State: New York

• Country: United States

• Start Date: 07/01/2014

• End Date: 07/01/2017

• Wage: \$ 0.01 **Update Wage information**

• Reason for Leaving: Lack of work **Default**

• Job: LAST EMPLOYER ON TCC RECORD FOR UI

Job Type: | RR Event#: | Event

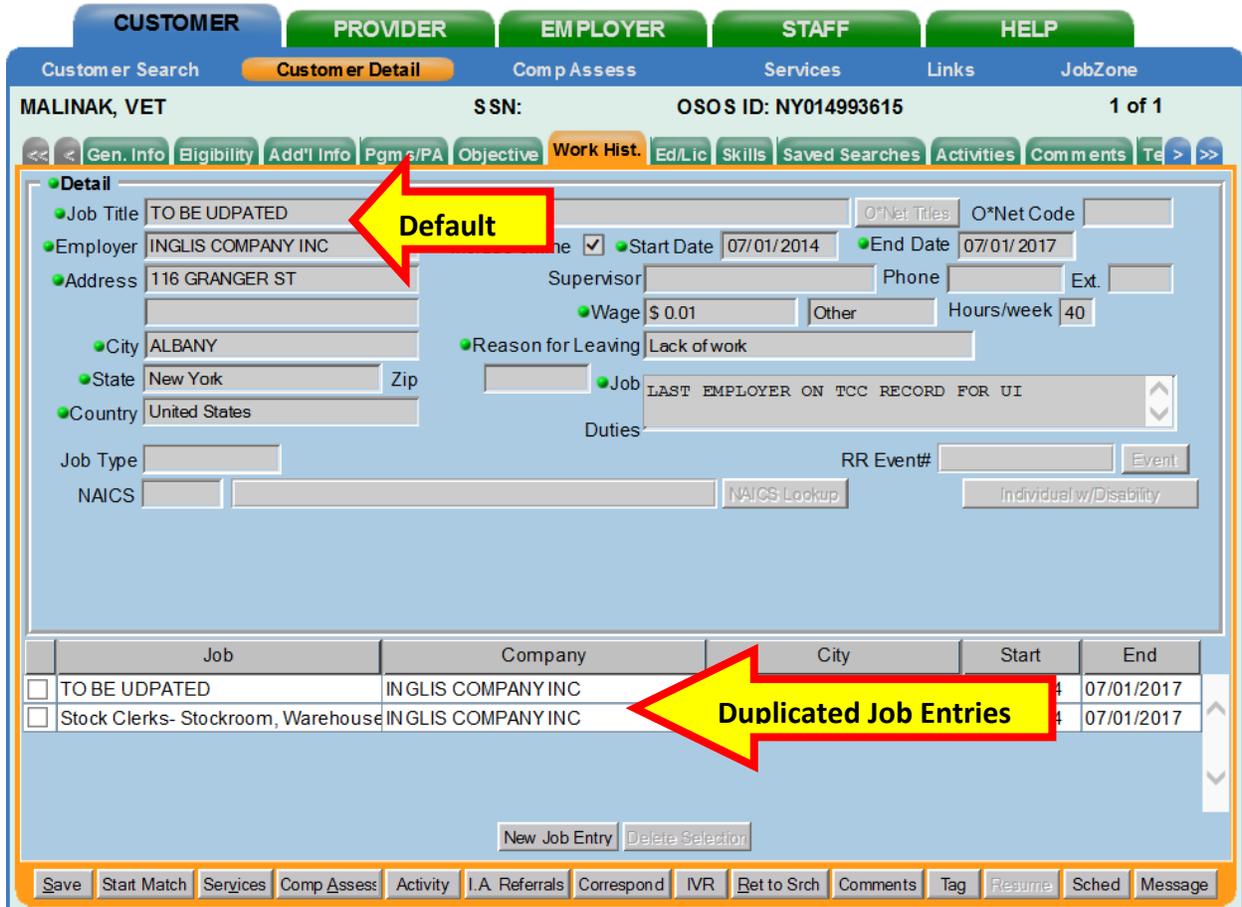
NAICS: | NAICS Lookup | Individual w/Disability

Job	Company	City	Start	End
<input type="checkbox"/> STOCK CLERK	INGLIS COMPANY INC	ALBANY	07/01/2014	07/01/2017
<input type="checkbox"/> Stock Clerks- Stockroom, Warehouse	INGLIS COMPANY INC	ALBANY	07/01/2014	07/01/2017

New Job Entry | Delete Selection

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

Often an automated job entry will not include a **Job Title** or **O*Net Code** and may be duplicated as shown in the screen shot below:

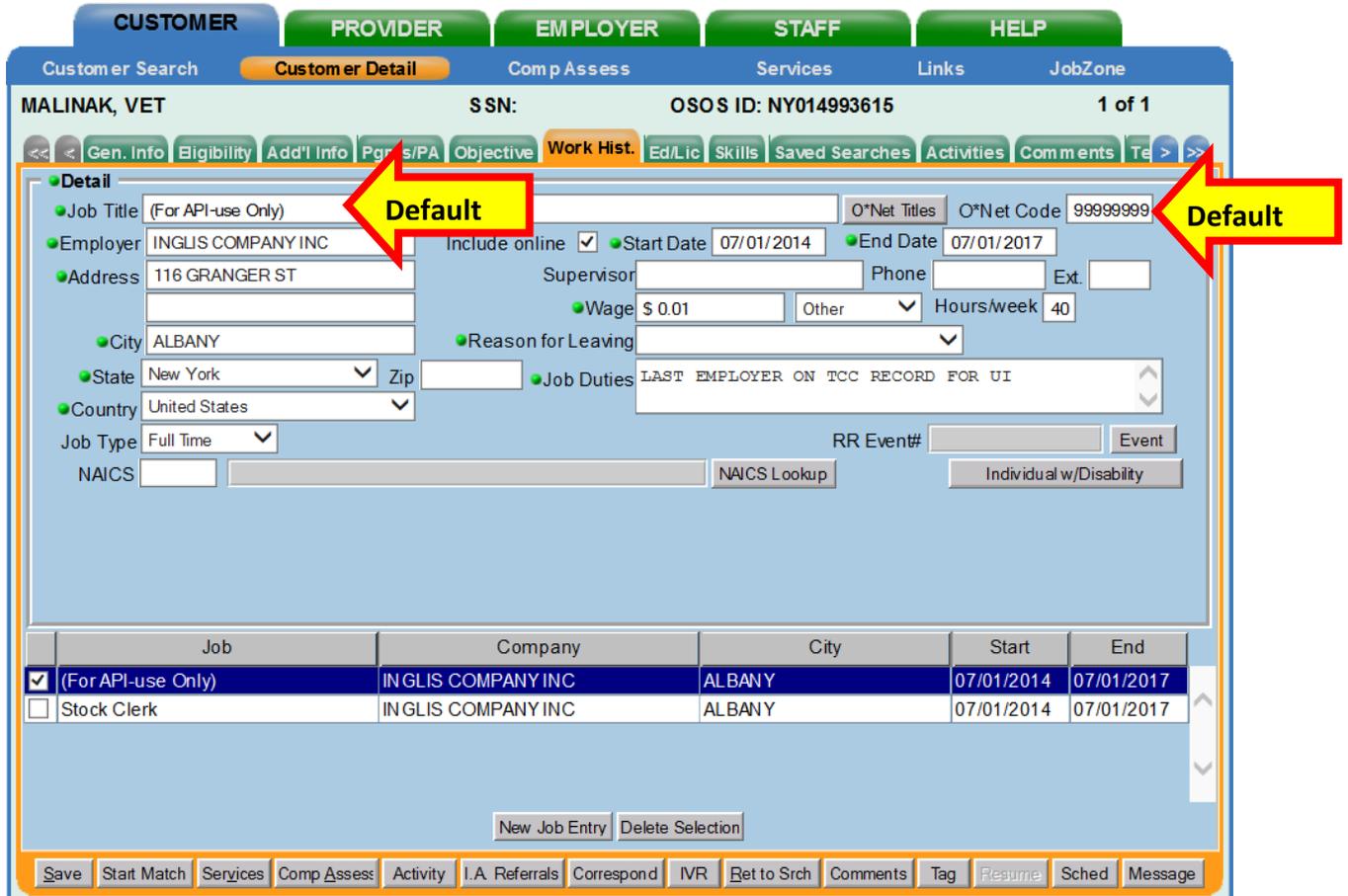


Default

Job	Company	City	Start	End
<input type="checkbox"/> TO BE UDPATED	INGLIS COMPANY INC		07/01/2017	07/01/2017
<input type="checkbox"/> Stock Clerks- Stockroom, Warehouse	INGLIS COMPANY INC		07/01/2017	07/01/2017

Duplicated Job Entries

Sometimes the **Job Title** and **O*Net Code** will default to “(For API-use Only)” with a code of “99999999”.



CUSTOMER | PROVIDER | EMPLOYER | STAFF | HELP

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

MALINAK, VET | SSN: | OSOS ID: NY014993615 | 1 of 1

Gen. Info | Eligibility | Add'l Info | Pgrs/PA | Objective | **Work Hist.** | Ed/Lic | Skills | Saved Searches | Activities | Comments | Te

Detail

- Job Title: (For API-use Only) **Default** | O*Net Titles | O*Net Code: 99999999 **Default**
- Employer: INGLIS COMPANY INC | Include online: | Start Date: 07/01/2014 | End Date: 07/01/2017
- Address: 116 GRANGER ST | Supervisor: | Phone: | Ext: |
- City: ALBANY | Wage: \$ 0.01 | Other: | Hours/week: 40
- State: New York | Reason for Leaving: |
- Country: United States | Job Duties: LAST EMPLOYER ON TCC RECORD FOR UI
- Job Type: Full Time | RR Event#: | Event: |
- NAICS: | NAICS Lookup: | Individual w/Disability:

	Job	Company	City	Start	End
<input checked="" type="checkbox"/>	(For API-use Only)	INGLIS COMPANY INC	ALBANY	07/01/2014	07/01/2017
<input type="checkbox"/>	Stock Clerk	INGLIS COMPANY INC	ALBANY	07/01/2014	07/01/2017

New Job Entry | Delete Selection

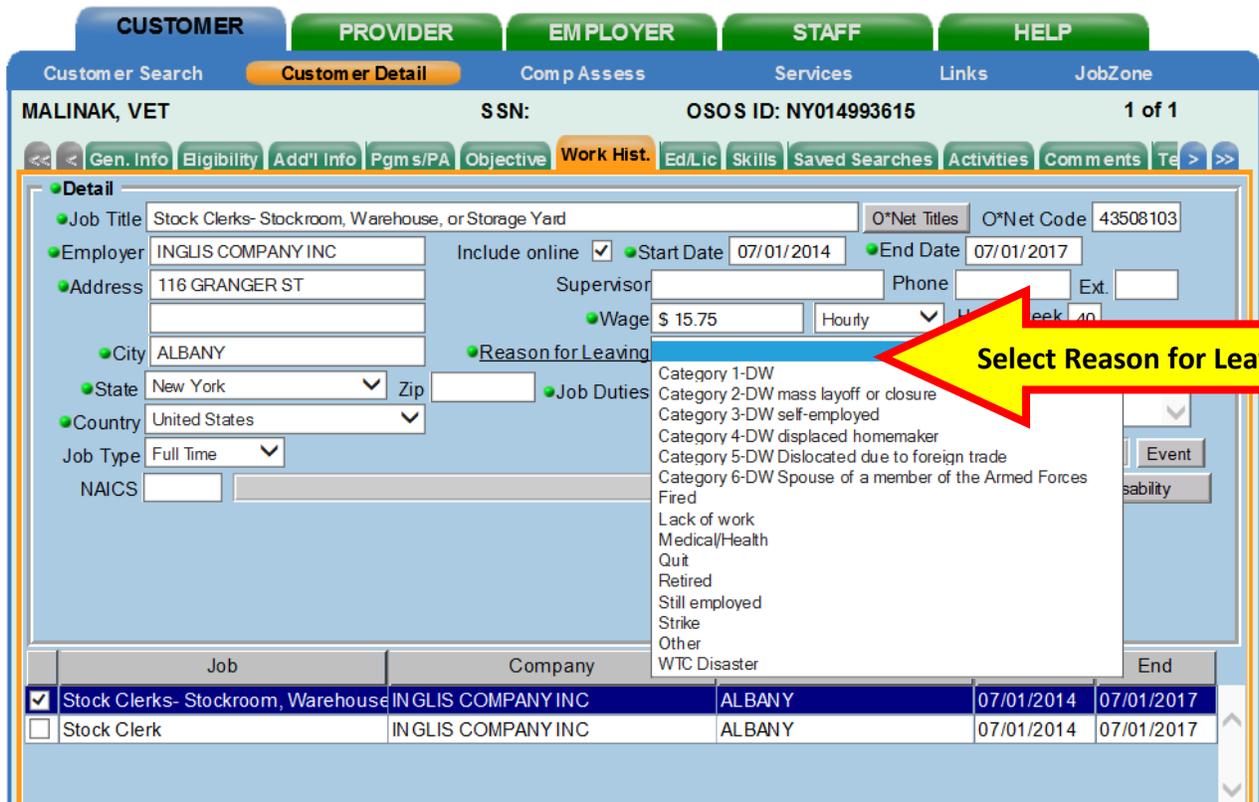
Save | Start Match | Services | Comp Assess | Activity | I.A. Referrals | Correspond | IVR | Ret to Srch | Comments | Tag | Resume | Sched | Message

Any of these default entries are not sufficient and must be updated to meet the Employability Profile measure.

REASON FOR LEAVING

Complete all the required fields in the **Work History** tab, including the **Reason for Leaving** data field. If the customer meets the definition of a dislocated worker, then the **Reason for Leaving** data field must be indicative of this. Selecting a category of dislocated worker will provide access to the **Dislocated Worker Information** section.

Please refer to [Program Guidance Letter 22-01](#) for more information and definitions of dislocated workers.



CUSTOMER | PROVIDER | EMPLOYER | STAFF | HELP

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

MALINAK, VET | SSN: | OSOS ID: NY014993615 | 1 of 1

Gen. Info | Eligibility | Add'l Info | Pgm s/PA | Objective | **Work Hist.** | Ed/Lic | Skills | Saved Searches | Activities | Comments | Te >>

Detail

Job Title: Stock Clerks- Stockroom, Warehouse, or Storage Yard | O*Net Titles | O*Net Code: 43508103

Employer: INGLIS COMPANY INC | Include online | Start Date: 07/01/2014 | End Date: 07/01/2017

Address: 116 GRANGER ST | Supervisor: | Phone: | Ext: |

City: ALBANY | Wage: \$ 15.75 | Hourly | Weekly | Monthly | Week: 40

State: New York | Zip: | Country: United States | Job Duties: |

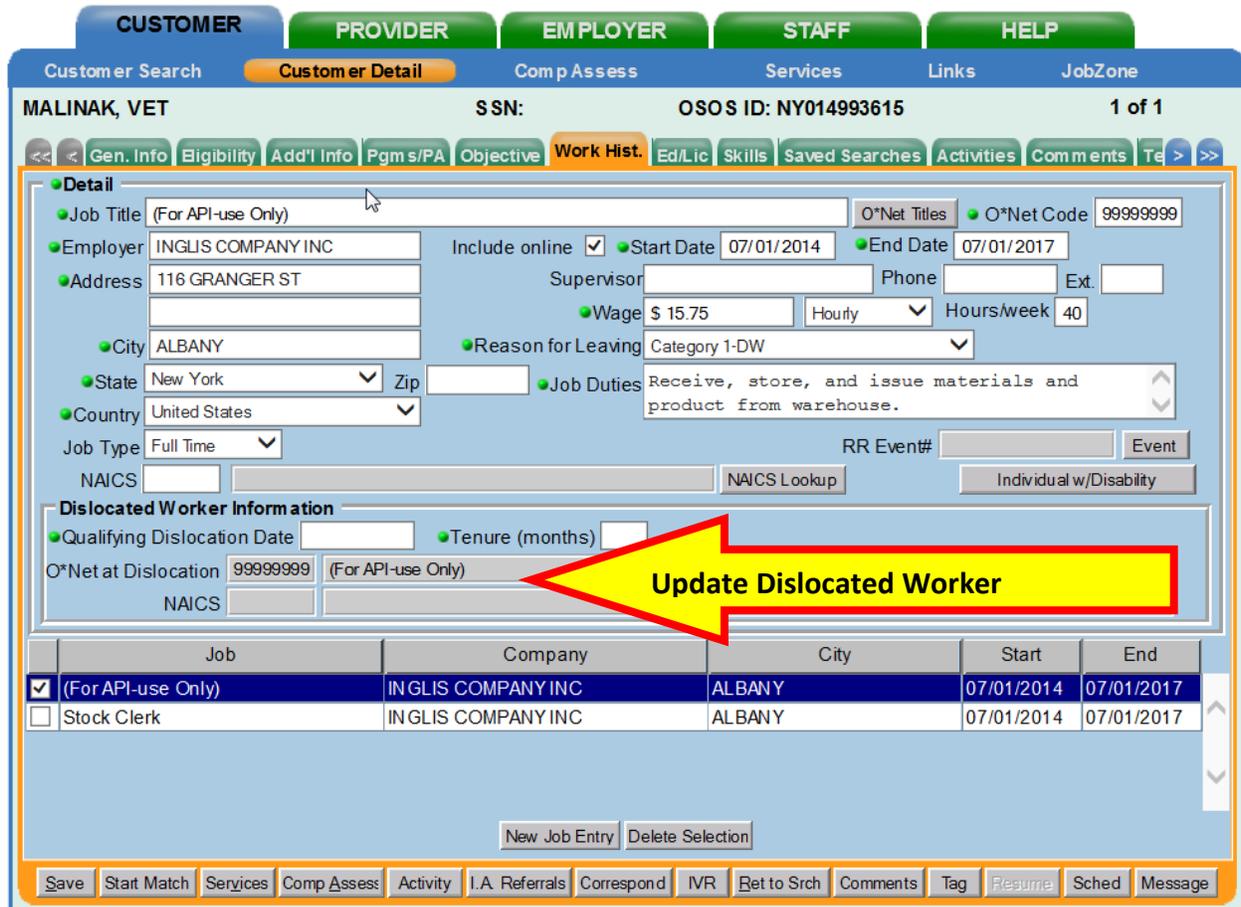
Job Type: Full Time | NAICS: |

Reason for Leaving

- Category 1-DW
- Category 2-DW mass layoff or closure
- Category 3-DW self-employed
- Category 4-DW displaced homemaker
- Category 5-DW Dislocated due to foreign trade
- Category 6-DW Spouse of a member of the Armed Forces
- Fired
- Lack of work
- Medical/Health
- Quit
- Retired
- Still employed
- Strike
- Other
- WTC Disaster

	Job	Company		End
<input checked="" type="checkbox"/>	Stock Clerks- Stockroom, Warehouse	INGLIS COMPANY INC	ALBANY	07/01/2017
<input type="checkbox"/>	Stock Clerk	INGLIS COMPANY INC	ALBANY	07/01/2017

The **O*Net at Dislocation** data fields in the **Dislocated Worker Information** section will automatically populate from the title and code recorded above. Enter the customer's **Qualifying Dislocation Date** and the **Tenure (months)**.



Dislocated Worker Information

Qualifying Dislocation Date: Tenure (months):

O*Net at Dislocation: 99999999 (For API-use Only)

Job	Company	City	Start	End
<input checked="" type="checkbox"/> (ForAPI-use Only)	INGLIS COMPANY INC	ALBANY	07/01/2014	07/01/2017
<input type="checkbox"/> Stock Clerk	INGLIS COMPANY INC	ALBANY	07/01/2014	07/01/2017



The **Qualifying Dislocation Date** and **Tenure (months)** can be taken from the Work History tab in REOS. The Qualifying Dislocation Date is the Last Day Worked recorded in REOS, and the Tenure (months) is the number entered in the **Calculated Exp. (months)** data field in REOS.



Re-Employment Operating System

Customer Detail

Customer Activity | Appointments/Correspondence | **Work History** | UI Issues | Log and Control

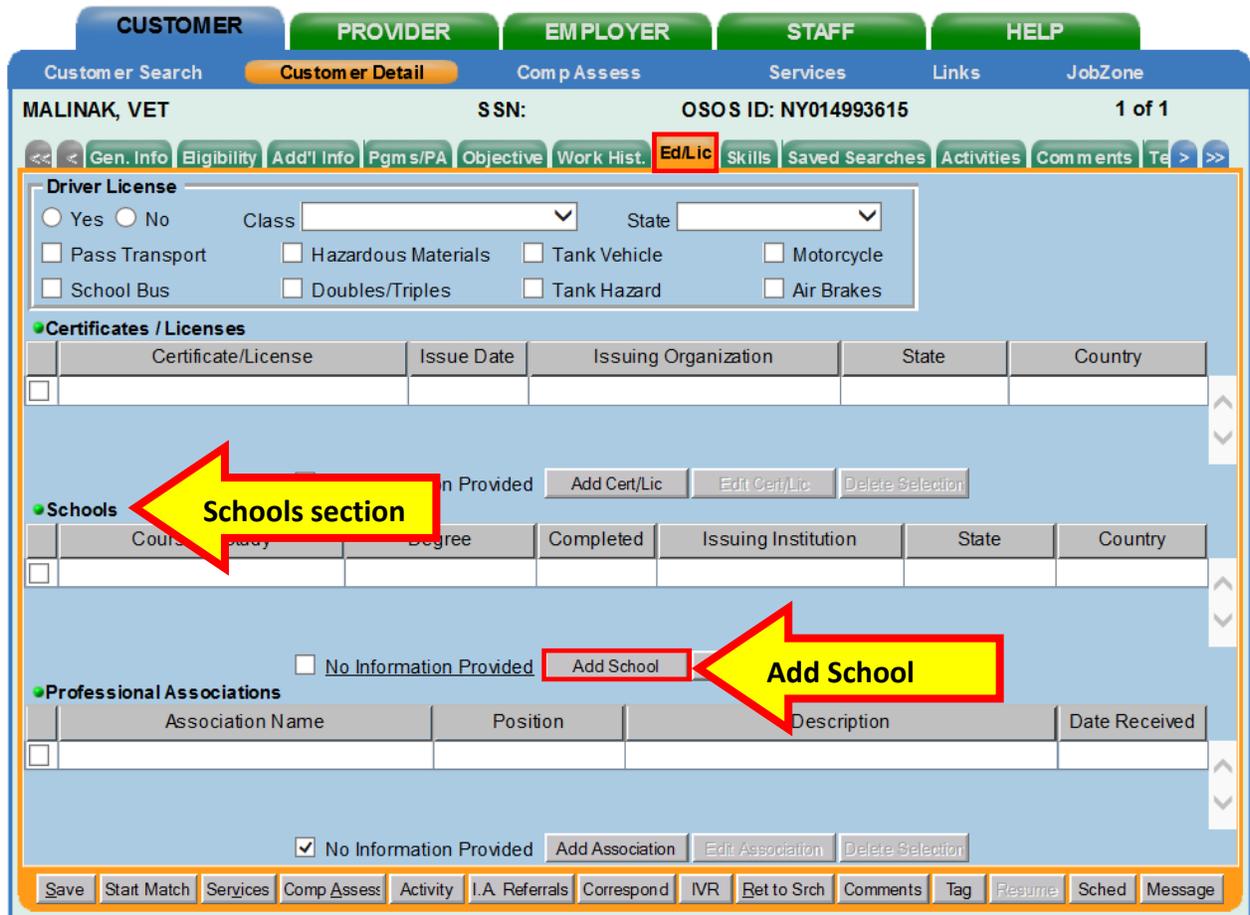
Last Day Worked: 05/22/2017

Calculated Exp. (months): 120

Employer: City: State: NY Zip Code:

EDUCATION / LICENSE TAB

The **Schools** section must have at least one complete entry for customers who possess an Associate's Degree or higher (i.e. Bachelor, Master, or Doctorate). This information must match the **Education Level** information in the **Education & Employment** section on the **General Info** tab. Click the **Add School** button to add the customer's school information.



The screenshot shows the OSOS interface for customer MALINAK, VET. The 'Ed/Lic' tab is selected, and the 'Schools' section is highlighted with a red arrow pointing to the 'Add School' button. The 'Add School' button is also highlighted with a red arrow.

Driver License

Yes No Class: State:

Pass Transport Hazardous Materials Tank Vehicle Motorcycle

School Bus Doubles/Triples Tank Hazard Air Brakes

Certificates / Licenses

	Certificate/License	Issue Date	Issuing Organization	State	Country
<input type="checkbox"/>					

No Information Provided Add Cert/Lic Edit Cert/Lic Delete Selection

Schools

	Course	Degree	Completed	Issuing Institution	State	Country
<input type="checkbox"/>						

No Information Provided Add School

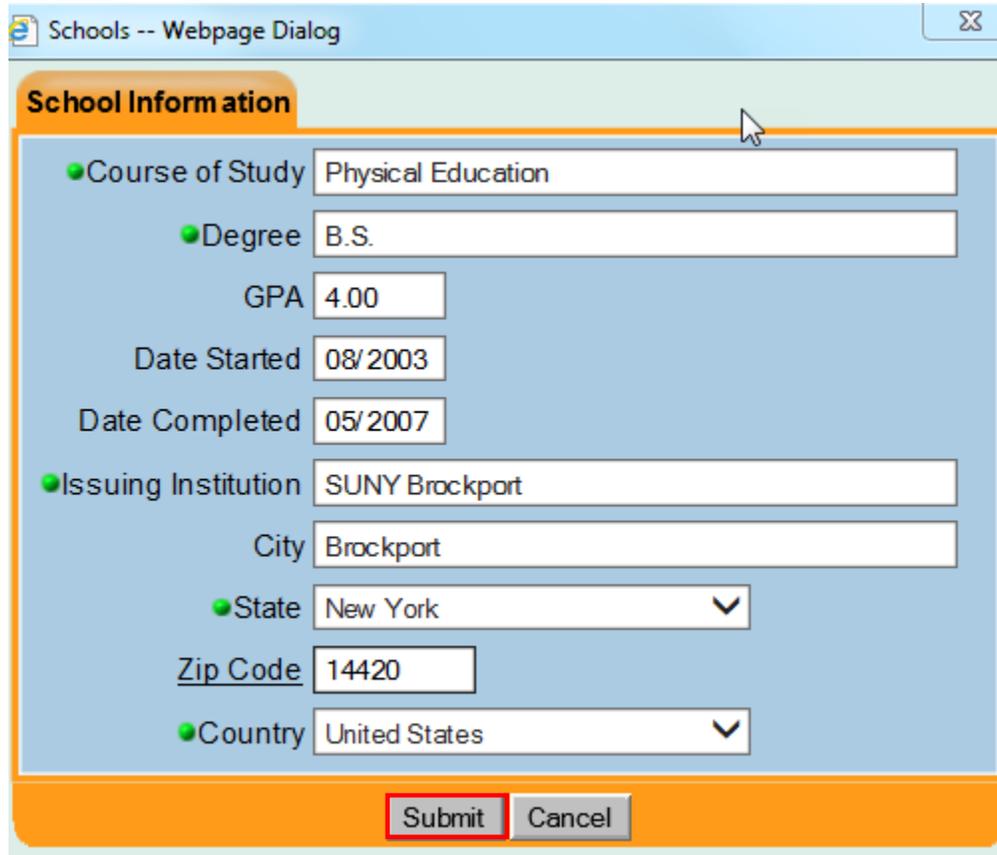
Professional Associations

	Association Name	Position	Description	Date Received
<input type="checkbox"/>				

No Information Provided Add Association Edit Association Delete Selection

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

Clicking the **Add School** button will navigate the user to the **Schools -- Webpage Dialog** box. Enter the information into the required (green dot) data fields and click the **Submit** button.



The screenshot shows a web browser window titled "Schools -- Webpage Dialog". The main content area is titled "School Information" and contains several input fields, each with a green dot indicating it is required. The fields are: Course of Study (Physical Education), Degree (B.S.), GPA (4.00), Date Started (08/2003), Date Completed (05/2007), Issuing Institution (SUNY Brockport), City (Brockport), State (New York), Zip Code (14420), and Country (United States). At the bottom of the form are two buttons: "Submit" and "Cancel". The "Submit" button is highlighted with a red border.

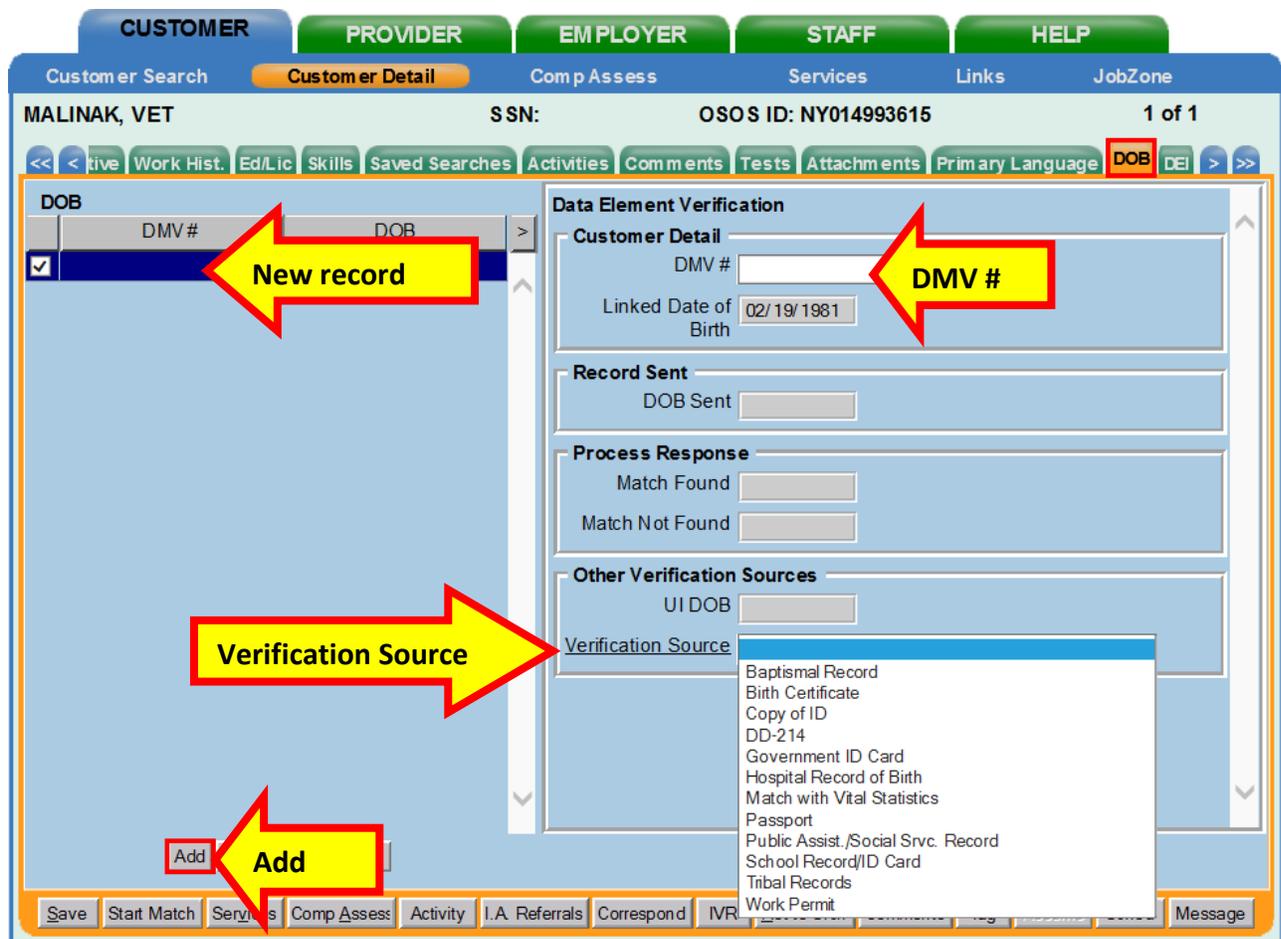
● Course of Study	Physical Education
● Degree	B.S.
GPA	4.00
Date Started	08/2003
Date Completed	05/2007
● Issuing Institution	SUNY Brockport
City	Brockport
● State	New York
Zip Code	14420
● Country	United States

Submit Cancel

DOB TAB

The **DOB** tab is not a requirement under the Employability Profile measure. However, date of birth must be verified. In the **DOB** tab, the customer's date of birth will populate from the **General Information** tab. If the customer is receiving unemployment insurance, their date of birth will be verified by the UI Division and the **UI DOB** date will be populated.

The **DOB** tab must be completed if the customer's DOB is not verified through UI. Click the **Add** button to access the **Data Element Verification (DV)** sections and verify the birth date using the customer's motor vehicle operator's license (**DMV #**) or **Other Verification Source**.



The screenshot displays the OSOS interface for a customer named MALINAK, VET. The 'DOB' tab is selected, showing a table with columns for 'DMV #' and 'DOB'. A 'New record' button is highlighted with a red arrow. To the right, the 'Data Element Verification' section contains several input fields: 'DMV #', 'Linked Date of Birth' (populated with 02/19/1981), 'DOB Sent', 'Match Found', and 'Match Not Found'. Below these is the 'Other Verification Sources' section, which includes a dropdown menu for 'Verification Source'. A red arrow points to this dropdown, which is open, showing a list of verification sources such as 'Baptismal Record', 'Birth Certificate', 'Copy of ID', 'DD-214', 'Government ID Card', 'Hospital Record of Birth', 'Match with Vital Statistics', 'Passport', 'Public Assist./Social Svc. Record', 'School Record/ID Card', 'Tribal Records', and 'Work Permit'. At the bottom left, an 'Add' button is highlighted with a red arrow. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The bottom navigation bar includes buttons for Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, and Message.



RESOURCES AND ASSISTANCE

[NYS DOL Program Guidance Letter 22-01](#)

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

https://dol.ny.gov/workforce-professionals-tools?f%5B0%5D=filter_term%3A811

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

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