

Equal Opportunity OSOS Guide



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BACKGROUND

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

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

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

PURPOSE

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

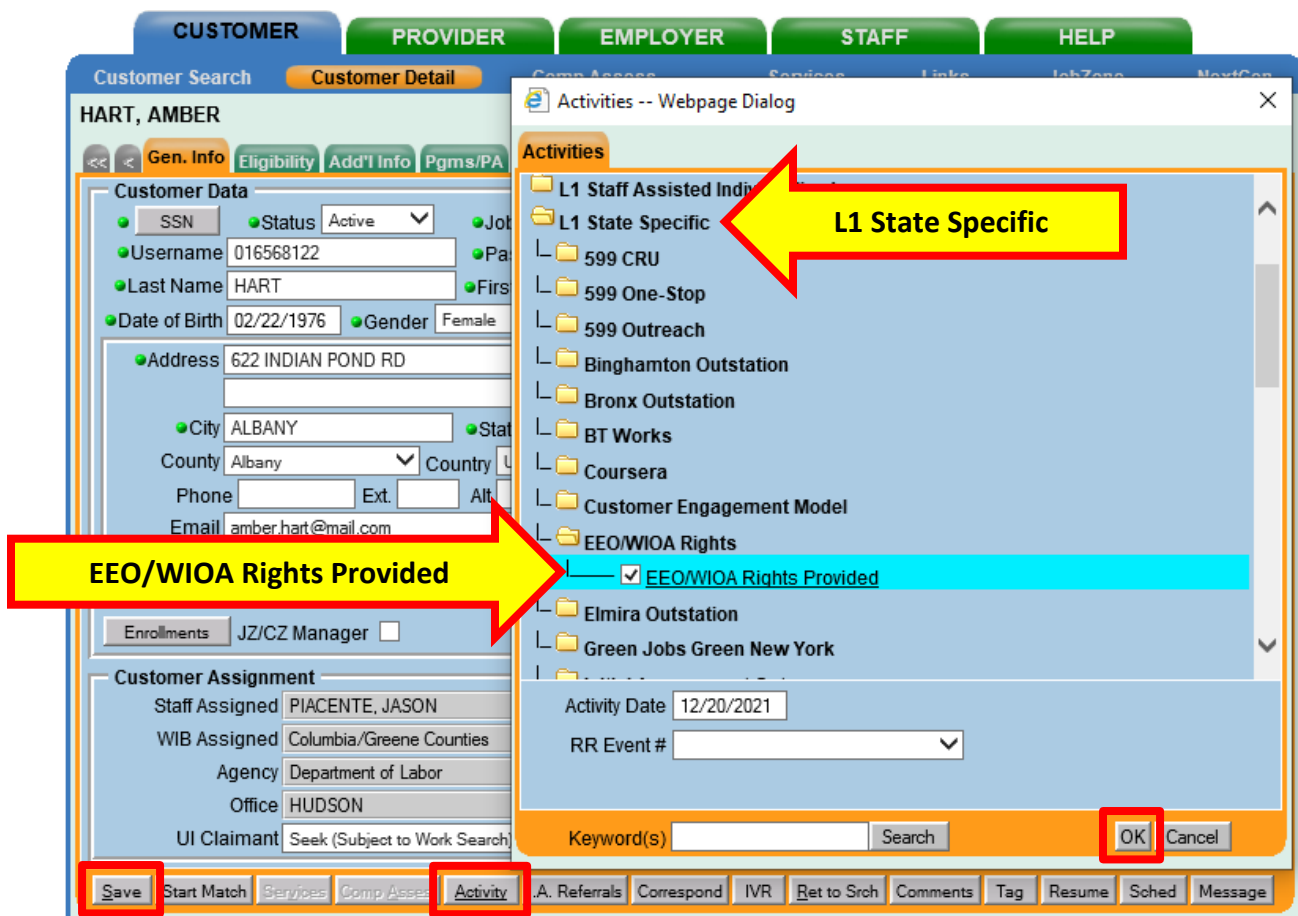
This guide provides instructions on how to conduct the OSOS data entry when providing equal opportunity information to customers.

OSOS DATA ENTRY

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

ACTIVITY

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



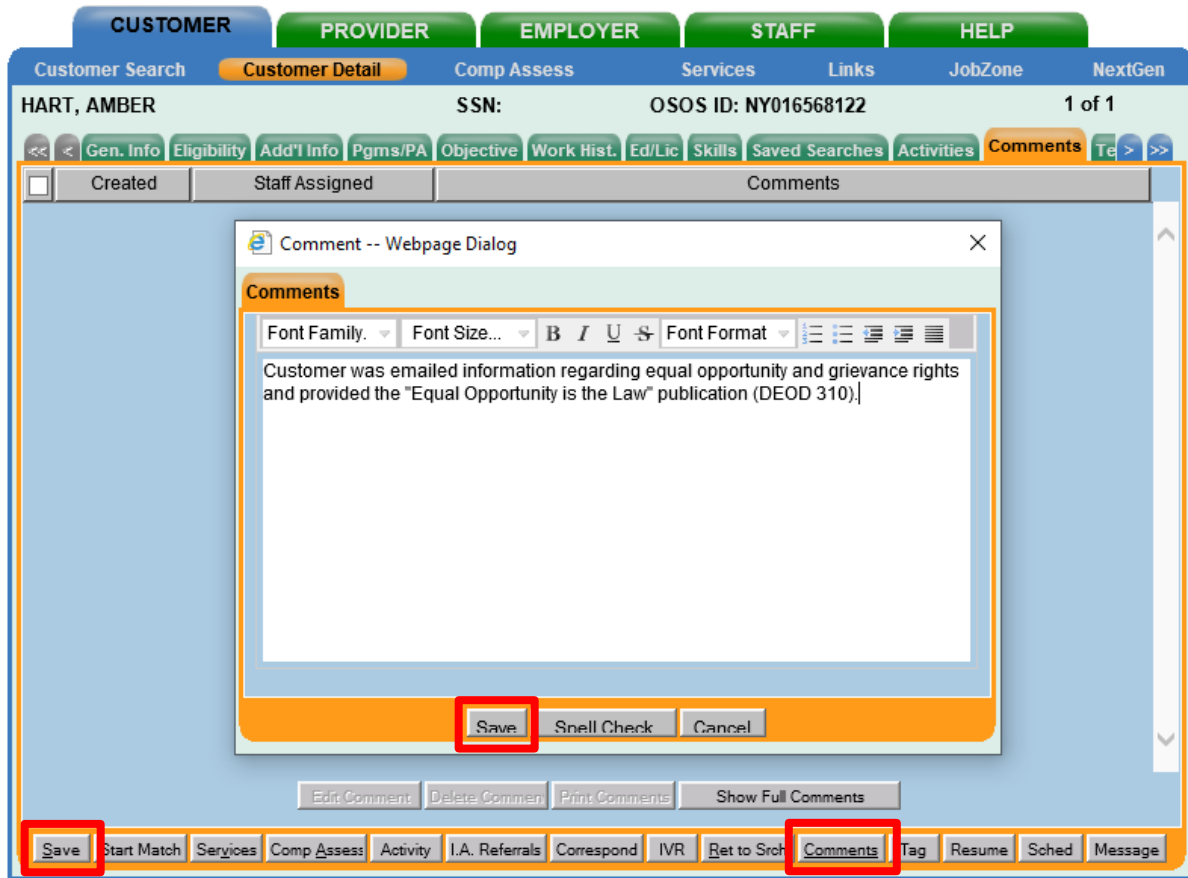
The screenshot displays the OSOS interface. The main window shows 'Customer Detail' for 'HART, AMBER'. The 'Activities -- Webpage Dialog' window is open, showing a tree view of activities. The 'L1 State Specific' folder is selected, and the 'EEO/WIOA Rights Provided' activity is highlighted. The 'Activity Date' field is set to 12/20/2021. The 'Save' and 'Activity' buttons are highlighted with red boxes.



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

COMMENT

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




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

RESOURCES AND ASSISTANCE

Additional program information, OSOS guides and other resources can be found at:
<https://dol.ny.gov/workforce-professionals-tools>

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

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

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

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