

# **Language Services OSOS User Guide**

## PURPOSE

New York State's Department of Labor (NYS DOL) Language Interpretation Services are available to ensure that all Workforce Development System staff and partner services are accessible to all Career Center customers regardless of their communicative skills. Oral interpretation and written translation must be available, free of charge, to all customers who have limited ability to read, speak, write or understand English in accordance with New York's Executive Order #26 and [TA 17-2](#). Tracking these services in OSOS will allow the Department of Labor to determine appropriate locations for bilingual staff, how often these services are required, and to assist in analyzing "pockets" of customers who are not proficient in English.

## OSOS DATA ENTRY

Users are required to record a customer who is an English Language Learner in OSOS and whether language assistance will be required to provide services. This information should be captured during the initial assessment for new customers and each subsequent contact when language assistance is required. This information is recorded as individual language assistance L1 activities and in the **Primary Language** tab.

The **Primary Language** tab has been revised in OSOS.

If the customer is proficient with English, there is no need to complete the data fields in the **Primary Language** tab.

If the customer requires the use of sign language to communicate or is an English Language Learner and refuses assistance, the appropriate activity, **Language Assistance Waived**, and the data fields in the **Primary Language** tab need to be completed along with the Governor's [Waiver of Right to Free Oral Interpretation Services](#).

## COMPREHENSIVE ASSESSMENT TAB

If the customer requires language assistance, navigate to the **Education** tab in the **Comprehensive Assessment** window and select **Yes** for **English Language Learner**.



If access to the **Comprehensive Assessment** tabs is blocked, request additional permission through the appropriate security coordinator.

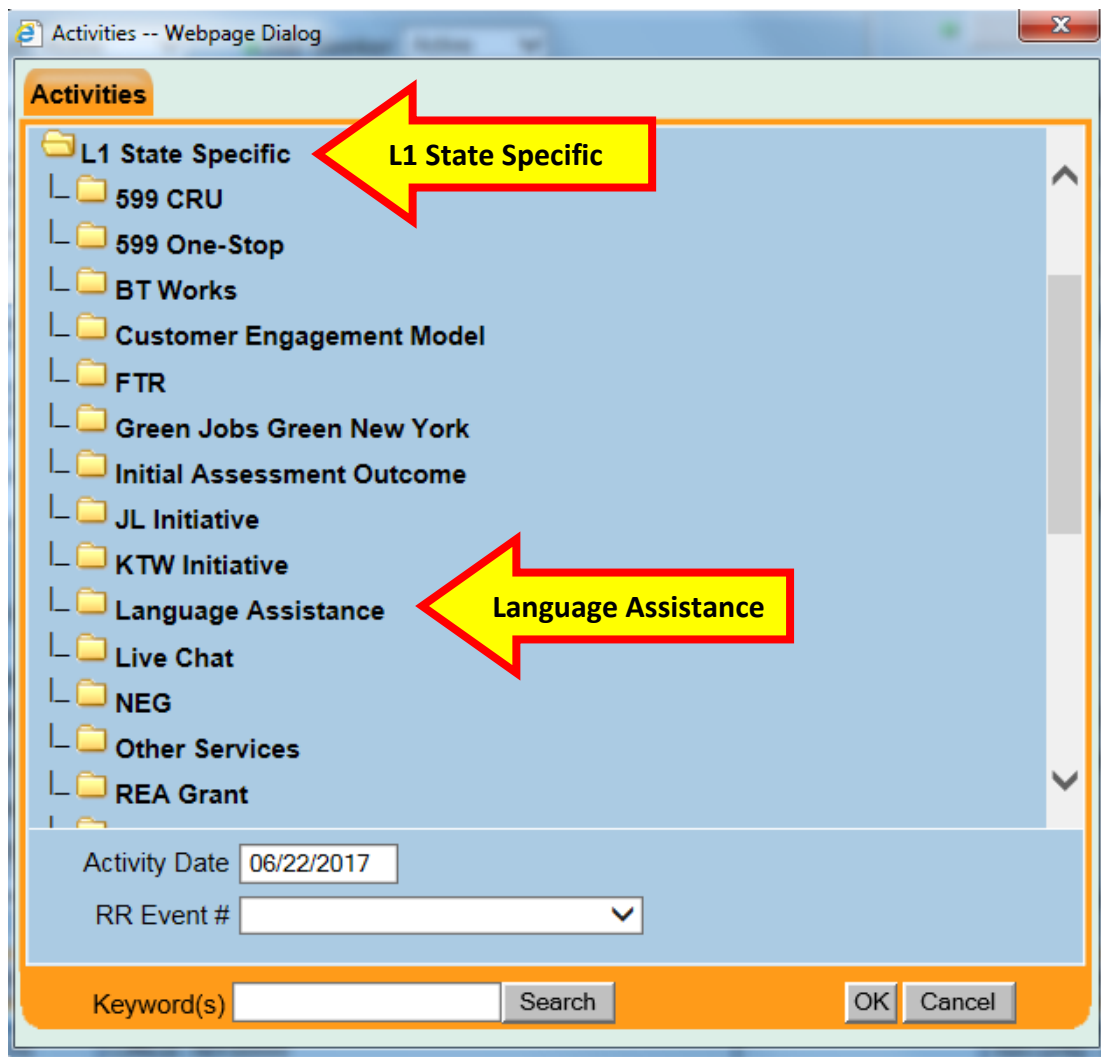
## LANGUAGE ASSISTANCE ACTIVITIES

Whenever language assistance is provided, staff should record an activity in OSOS (these activities do not enroll or extend an enrollment). This includes language assistance provided by bi-lingual Career Center staff, partner staff, and language assistance contractors.

Click the **Activity** button at the bottom of the screen to activate the **Activities - - Webpage Dialog** pop-up screen.



Select the **Language Assistance** folder within **L1 State Specific** folder.

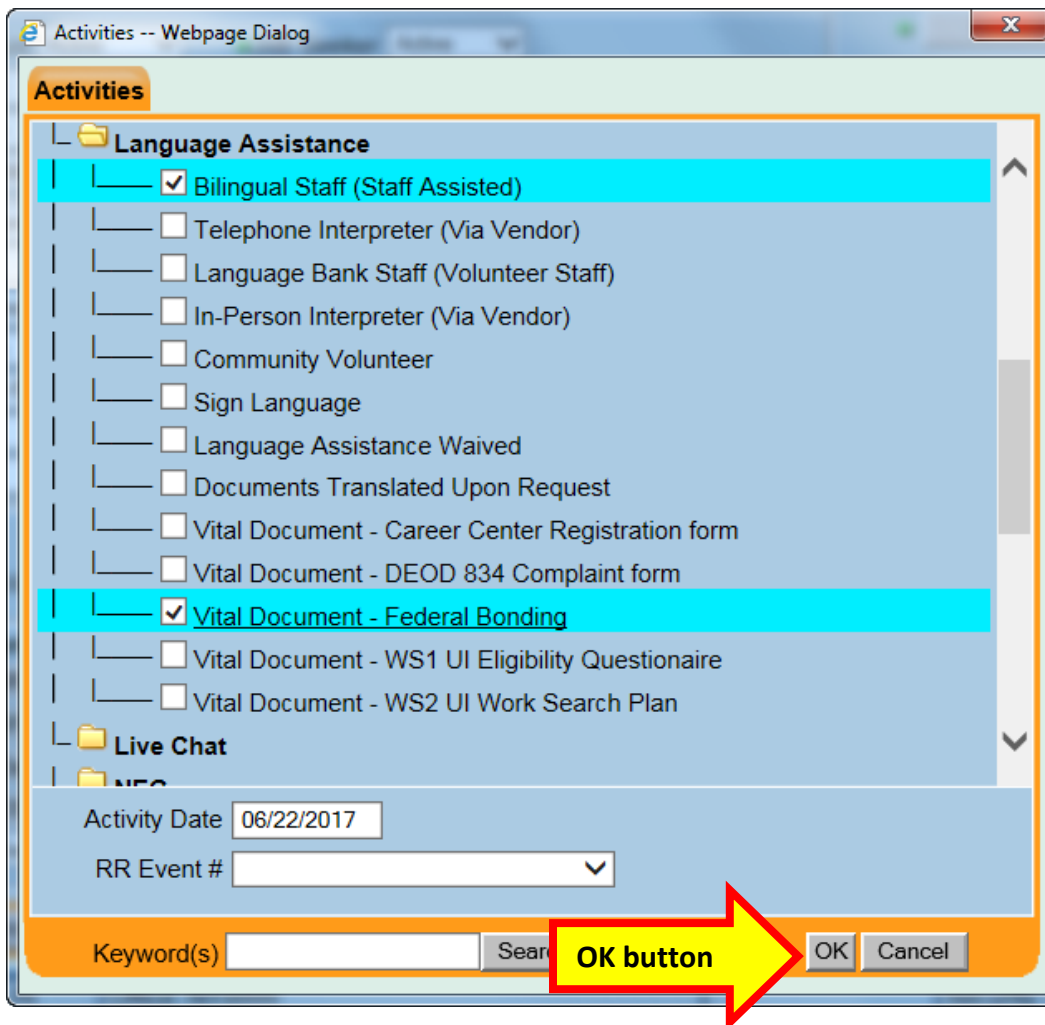


Select the appropriate activity from the open **Language Assistance** folder.

You may check a single or multiple activities for a specific date.

It is a best practice to enter the activities while providing the service to the customer at which time, the current date will automatically populate the **Activity Date** field. If it is necessary to record the activity or activities at a later date, be sure to change the date to reflect when the activity was actually provided.

Click the **OK** button.



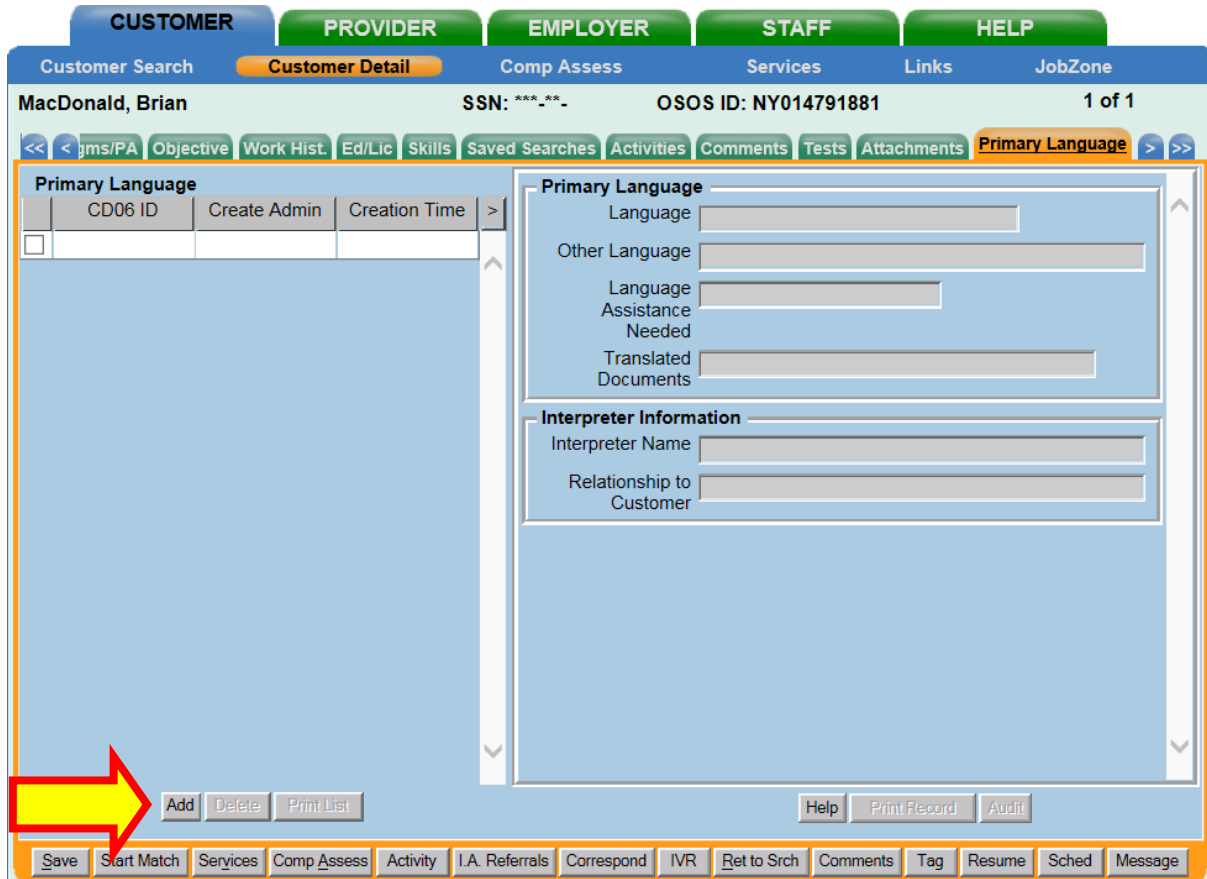
The screenshot shows a dialog box titled "Activities -- Webpage Dialog". It features a tree view under the "Activities" header. The "Language Assistance" folder is expanded, revealing a list of activities with checkboxes. Two activities are checked: "Bilingual Staff (Staff Assisted)" and "Vital Document - Federal Bonding". Below the list, there are input fields for "Activity Date" (06/22/2017) and "RR Event #". At the bottom, there is a "Keyword(s)" field, a "Search" button, and "OK" and "Cancel" buttons. A large yellow arrow with a red outline points directly to the "OK" button.

Click the **Save** button.

Be sure to enter a **Comment** describing what language assistance was provided and what service was accomplished.

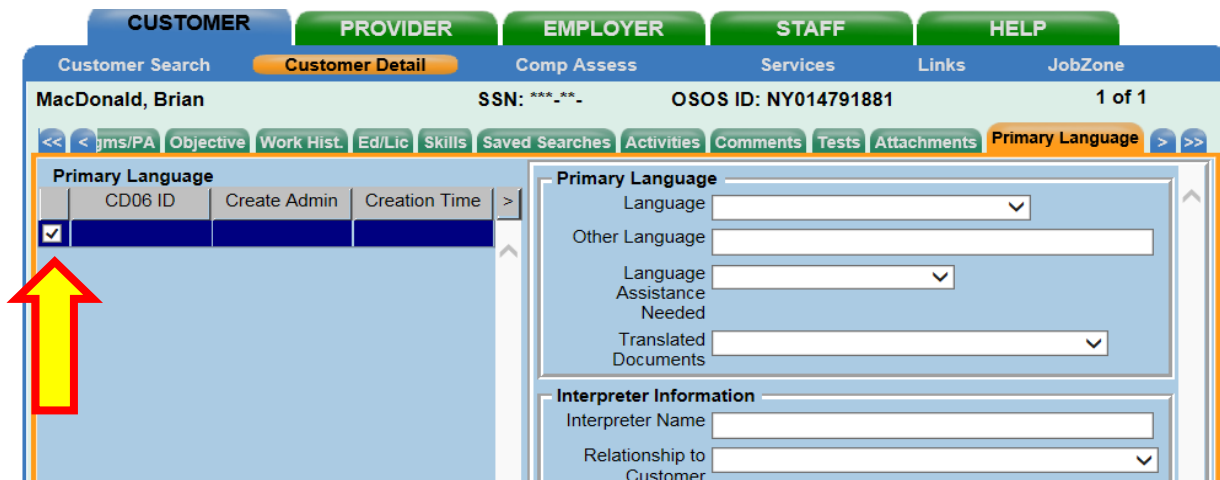
## PRIMARY LANGUAGE TAB

To access the data fields, the user must create a new record by clicking the **Add** button or select the checkbox next to an existing record.



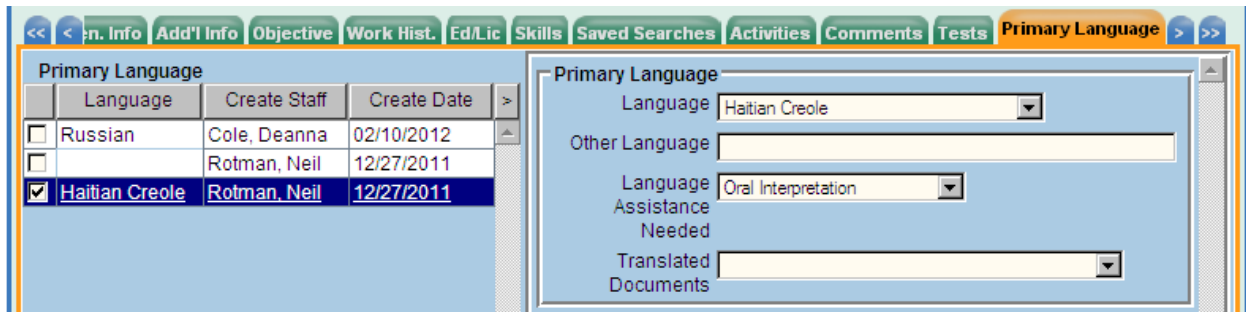
The screenshot shows the OSOS interface for the 'Primary Language' tab. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail (selected), Comp Assess, Services, Links, and JobZone. The main header displays 'MacDonald, Brian', 'SSN: \*\*\*-\*\*-\*\*\*\*', 'OSOS ID: NY014791881', and '1 of 1'. A secondary set of tabs includes: <<, <, jms/PA, Objective, Work Hist., Ed/Lic, Skills, Saved Searches, Activities, Comments, Tests, Attachments, Primary Language (selected), and >>. The main content area is divided into two sections. On the left is a table with columns 'CD06 ID', 'Create Admin', and 'Creation Time'. A red arrow points to the 'Add' button located below this table. On the right is a form with fields for 'Language', 'Other Language', 'Language Assistance Needed', and 'Translated Documents'. Below this is the 'Interpreter Information' section with fields for 'Interpreter Name' and 'Relationship to Customer'. At the bottom of the form are buttons for 'Help', 'Print Record', and 'Audit'. A footer bar contains various system navigation buttons like 'Save', 'Start Match', 'Services', 'Comp Assess', 'Activity', 'I.A. Referrals', 'Correspond', 'IVR', 'Ret to Srch', 'Comments', 'Tag', 'Resume', 'Sched', and 'Message'.

Clicking the **Add** button places a mark in the check box and highlights the line for the newly created record. The data fields will now be accessible.



This screenshot shows the same OSOS interface as the previous one, but with a record selected in the table. The first row in the table is highlighted in blue, and a checkmark is visible in the first column. A red arrow points to this checkmark. The form on the right is now populated with data: 'Language' is set to a dropdown menu, 'Other Language' is an empty text field, 'Language Assistance Needed' is set to a dropdown menu, and 'Translated Documents' is set to a dropdown menu. The 'Interpreter Information' section remains empty.

To access the data fields in an existing record, select the checkbox next to the desired record.



Language	Create Staff	Create Date
<input type="checkbox"/> Russian	Cole, Deanna	02/10/2012
<input type="checkbox"/>	Rotman, Neil	12/27/2011
<input checked="" type="checkbox"/> Haitian Creole	Rotman, Neil	12/27/2011

Primary Language form fields:

- Language: Haitian Creole
- Other Language: [Empty]
- Language Assistance Needed: Oral Interpretation
- Translated Documents: [Empty]

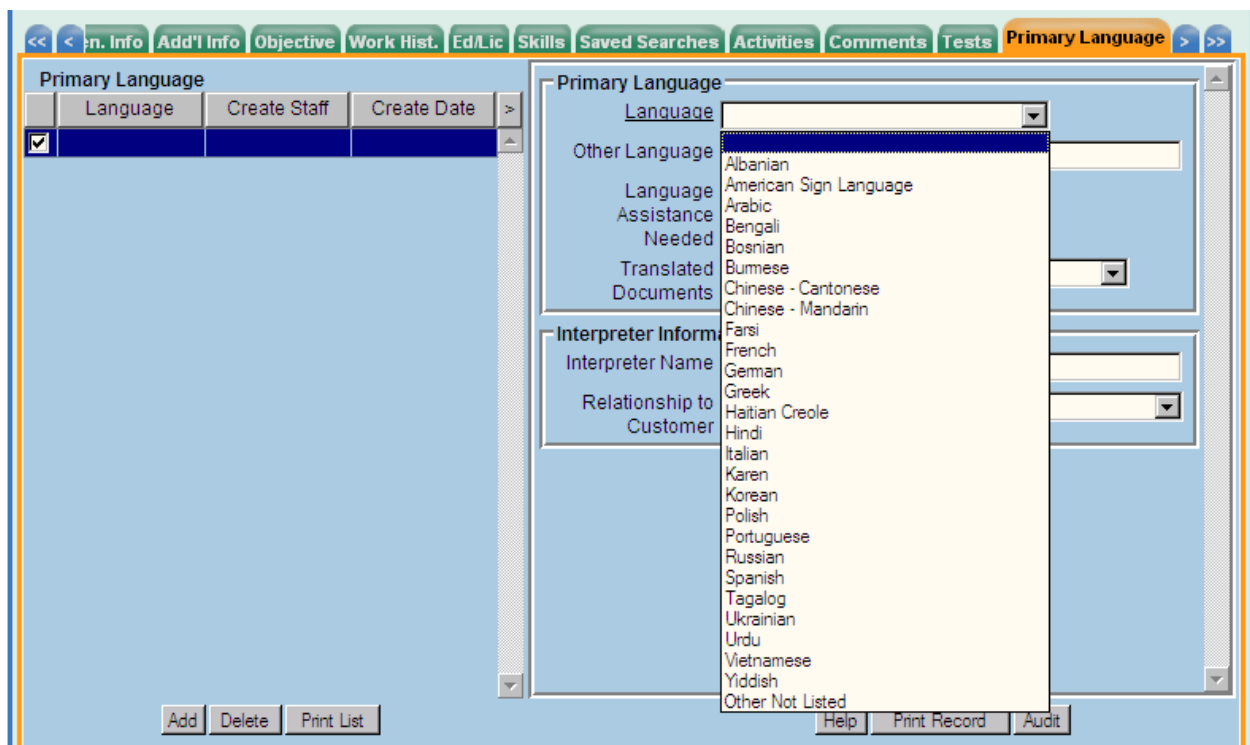
Be sure to create a new record in the Primary Language tab if the service differs from previous information that has been data entered.



*If the customer is fluent in multiple languages, other than English, a new record should be added for each language.*

The **Language** data field contains a drop down list of the most common languages. Select the customer's primary language.

If the language is not listed in the drop down list, then select the **Other Not Listed** option and type the language into the **Other Language** field.



Primary Language table:

Language	Create Staff	Create Date
<input checked="" type="checkbox"/>		

Primary Language form fields:

- Language: [Dropdown menu open]
- Other Language: [Empty]
- Language Assistance Needed: [Empty]
- Translated Documents: [Empty]

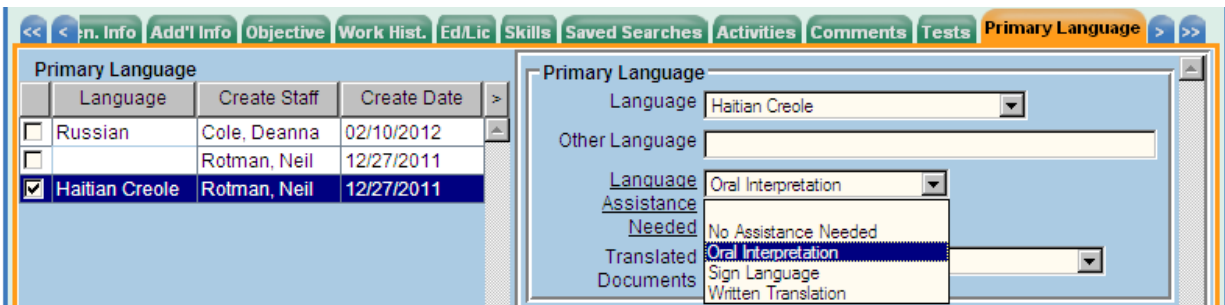
Language dropdown menu options:

- Albanian
- American Sign Language
- Arabic
- Bengali
- Bosnian
- Bumese
- Chinese - Cantonese
- Chinese - Mandarin
- Farsi
- French
- German
- Greek
- Haitian Creole
- Hindi
- Italian
- Karen
- Korean
- Polish
- Portuguese
- Russian
- Spanish
- Tagalog
- Ukrainian
- Urdu
- Vietnamese
- Yiddish
- Other Not Listed

Buttons: Add, Delete, Print List, Help, Print Record, Audit

The **Language Assistance Needed** data field describes which primary service the customer requires:

- **No Assistance Needed** indicates capability communicating in English.
- **Oral Interpretation** refers to verbal translation service.
- **Sign Language** includes any formal language employing a system of hand gestures for communication.
- **Written Translation** refers to the provision of translation services to understand documents and complete forms.



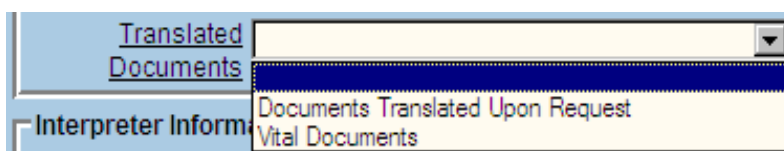
Language	Create Staff	Create Date
<input type="checkbox"/> Russian	Cole, Deanna	02/10/2012
<input type="checkbox"/> Rotman, Neil	Rotman, Neil	12/27/2011
<input checked="" type="checkbox"/> Haitian Creole	Rotman, Neil	12/27/2011

Specify the type of document that the customer has requested assistance in translating. The **Translated Documents** data field refers to the type of document translated for the customer. Enter a **Comment** describing any related information, such as the name of the translated document or form.

**Documents Translated Upon Request** refers to requests from the customer.

**Translated Vital Documents** provided by the Career Centers are located in the [Forms and Publications](#) public web page under **Other Information** section and include:

- Signs/Notices of free language services
- Career Center registration forms (ES100 has been translated)
- Other Intake and application forms
- DEOD 834 Complaint Form and other EEO notices
- WS1 UI Questionnaire (REA Work Search UI Eligibility Questionnaire)
- WS2 UI Work Search Plan
- Notices of denials, losses, or decreases in benefits/services
- Federal Bonding Fact Sheet
- Written Notices of Rights





Record the corresponding activity in the **Language Assistance** folder within **L1 State Specific** for the vital Document that was provided.

**Interpreter Information** fields are available so users may see who has been available to assist the customer. When a customer waives any language assistance because they have provided their own, such as an interpreter, the name of the interpreter should be listed in the section below. Only one name may be attached to a record. If the customer uses different interpreters when receiving services, a new record should be added and the name included.

List the interpreter's relationship to the customer. The interpreter may be labeled as a:

- **Community Member,**
- **Family Member** such as a sister,
- **Friend,**
- **Professional Translator,**
- **Religious Support** such as church sponsor or clergy, etc.
- **Translation Provided by Career Center Staff**

Both data fields should be completed when appropriate, but if the information is not available or missing, either data may be entered independently of the other.

If the information is not available in the drop down menu, please contact the OSOS Help Desk. Additional items may be added as necessary.

A screenshot of a web form titled "Interpreter Information". It contains two input fields: "Interpreter Name" and "Relationship to Customer". The "Relationship to Customer" field is a dropdown menu that is currently open, displaying a list of options: "Community Member", "Family Member", "Friend", "Professional Translator", "Religious Support", and "Translation Provided by One-Stop Staff". The "Customer" text is underlined in the label.





## RESOURCES AND ASSISTANCE

Additional OSOS desk guides and resources can be found at:

<https://labor.ny.gov/workforcenypartners/osos.shtm>

For further assistance with OSOS data entry, please contact the following:

NYOSOS Help Desk

(518) 457-6586

[help.osos@labor.ny.gov](mailto:help.osos@labor.ny.gov)

Additional Language Assistance guides, forms and resources can be found at:

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

For more information or to obtain the Quick Reference Guide for Accessing Interpreting Services and Office codes, contact the Reemploy Mailbox at:

[DEWS.ReEmploy@labor.ny.gov](mailto:DEWS.ReEmploy@labor.ny.gov)

For more information regarding language assistance policy and procedures, contact:

Eric Denk

(607) 778-2836

[Eric.Denk@labor.ny.gov](mailto:Eric.Denk@labor.ny.gov)

TA 17-2:

<https://labor.ny.gov/workforcenypartners/ta/ta17-2.pdf>

Executive Order 26:

<http://governor.ny.gov/executiveorder/26>