Rapid Response (WARN)/ Expeditious Response OSOS Guide

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6-21-2013

OSOS DESCRIPTION AND ACCESS INFORMATION

The desk guide referenced above provides detailed information about how to use OSOS to enter customer data and services funded by the Workforce Investment Act (WIA) and/or Wagner / Peyser (W/P) funds.

Note: some field names in the desk guides are abbreviated, to match how they are displayed in OSOS. The graphics used in the guides are from fabricated test cases and not indicators of true customer records at the time of publication.

OSOS is accessed through the following URLs:
https://osos.labor. ny.gov (for those outside the NY networks) or
https://OSOS.labor.state.nyenet (for those connecting within the NY networks).

The **Validation** screen will appear. Click the link at the top of the page to forward to the OSOS log in screen. The login screen will appear after the system has downloaded the necessary files. Use the username and password provided by the OSOS / REOS Support Unit. The OSOS username and password are case-sensitive and must be entered exactly as provided by OSOS Central Security. After entering the username and password, click the **Login** button or, tab until the **Login** button is highlighted and press the **Enter** key to log into the system. Please note that passwords must be kept confidential and should not be shared with anyone, including supervisory staff.
When logging into OSOS for the first time after receiving your user account information, go to the **Staff** module, **Preferences** window and change your assigned temporary password to a password that only you know. Use this same screen to change your password periodically in the future.

PURPOSE

To provide local workforce investment area staff with information and guidance on:

- Setting up Employer records
- Entering information from **WARN** notices and/or **Expeditious Response** notices
- Linking affected workers (Job Seekers) service to the **Rapid Response** event.

Background: This guide is to be used in conjunction with the Rapid Response Guidance Letter No. 1 issued November 8, 2012. **Rapid Response** and **Expeditious Response** events are crisis intervention activities and are not a substitution for Career Center services. **Rapid Response** and **Expeditious Response** end dates are usually not determined when first listed in OSOS. Once the Rapid Response Coordinators and Career Center management have agreed to the date that the customers will transition over to the Career Center, the Rapid Response Coordinators need to ensure that this end date is entered into the respective Employer record.
Additionally in NYS, **Rapid Response** funds are provided to staffing rather than specific services. Therefore, services may be provided by any staff, partner or authorized contractor and attached to the **Rapid Response** or **Expeditious Response** event number.

EMPLOYERS

EMPLOYER MODULE DATA ENTRY

WARN notices are posted by the NYS DOL Dislocated Worker Office:

Date of Notice: 1/18/2013 Amended: 6/20/2013

Control Number: 2012-0152

Rapid Response Specialist: David Schultz and David Croston

Reason Stated for Filing: Plant Closing

Company:
BorgWarner Morse TEC/Powerdered Metal Operation (PMO)
3690 Luker Road
Cortland, NY 13045

County: Cortland | WIB Name: CAYUGA/CORT | Region: Central Region
County: Tompkins / WIB Name: TOMPKINS /Region: Southern Region

Contact: Michael Rubino, Senior Manager, Human Resources and Labor Relations

Phone: (607) 266-5247

Business Type: Automobile parts manufacturing & testing

Number Affected: 25

Total Employees: -----

Layoff Date: Layoffs will occur between 5/10/2013 and 10/31/2013.

Closing Date: Production will cease on 6/14/2013 and plant closing will occur on 10/31/2013

Reason for Dislocation: Economic

ERNUM: -----

Union: Teamsters Local 317

Classification: Plant Closing

The **Expeditious Response** notification is not provided in the same form as a **Warn** notice. In an **Expeditious Response**, the regional Rapid Response Coordinator receives notice from a reliable workforce intelligence source that the business is planning to lay off employees. Such sources may be the business, an affiliated union, newspaper article, etc. The Rapid Response Coordinator will release an **Expeditious Response** event e-mail message to the appropriate individuals.

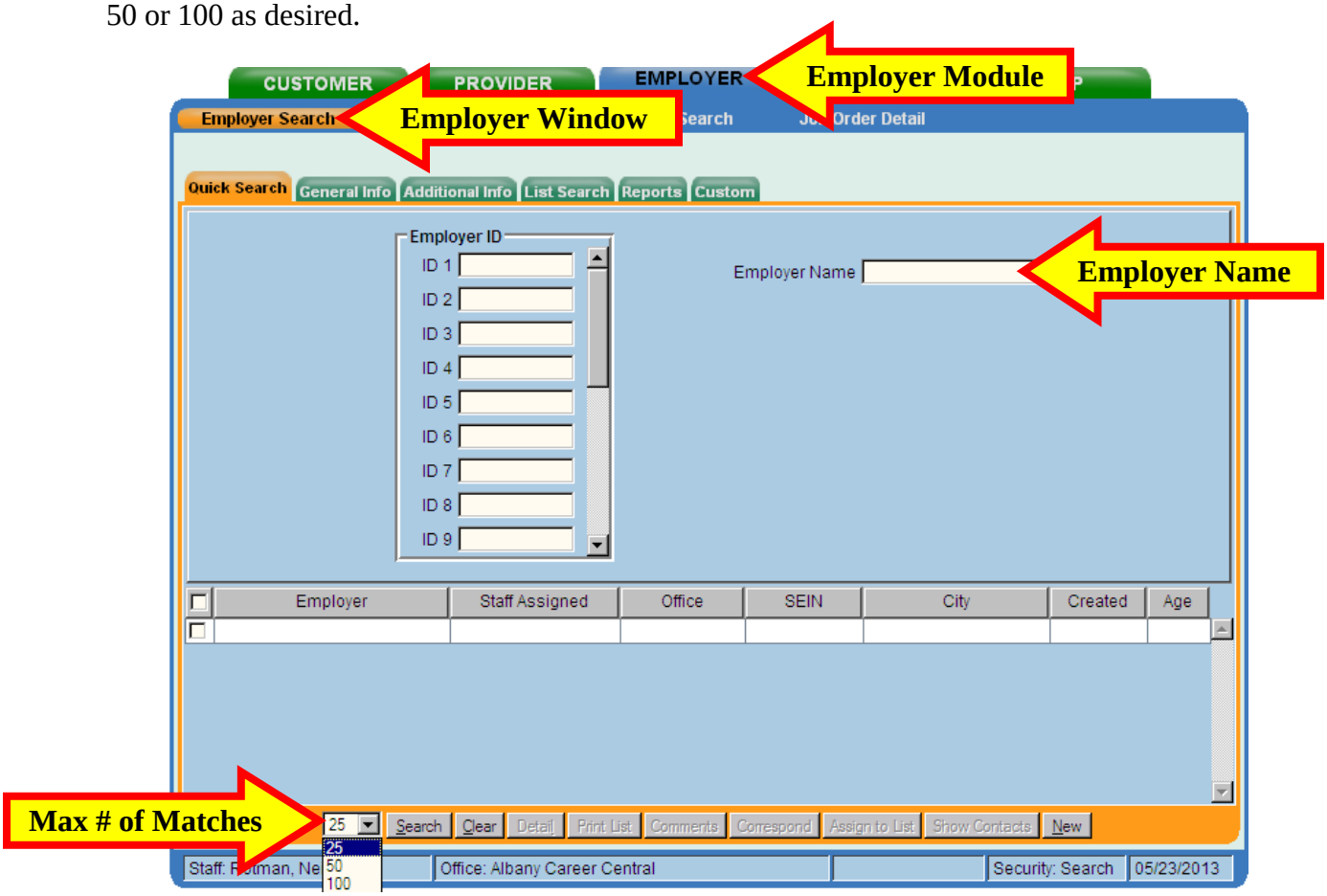
OSOS DATA ENTRY

Upon receipt of a **WARN** notice or **Expeditious Response** notification, the regional Rapid Response Coordinator must sign on to OSOS and navigate to the **Employer** module Search screen.

In the **Employer Name** data field, enter the first 3 or 4 letters of the employer's business name or the complete name.

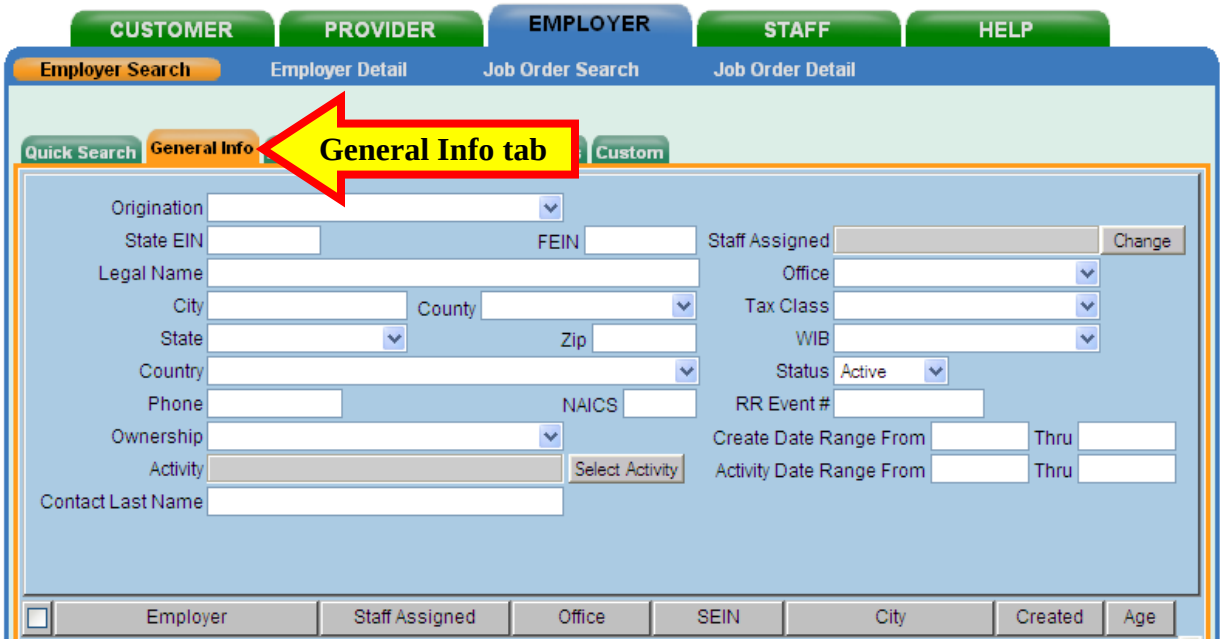
Click the **Search** button at the bottom of the screen.

To return more than 25 results, click the down arrow to the left of the **Search** button and select 50 or 100 as desired.

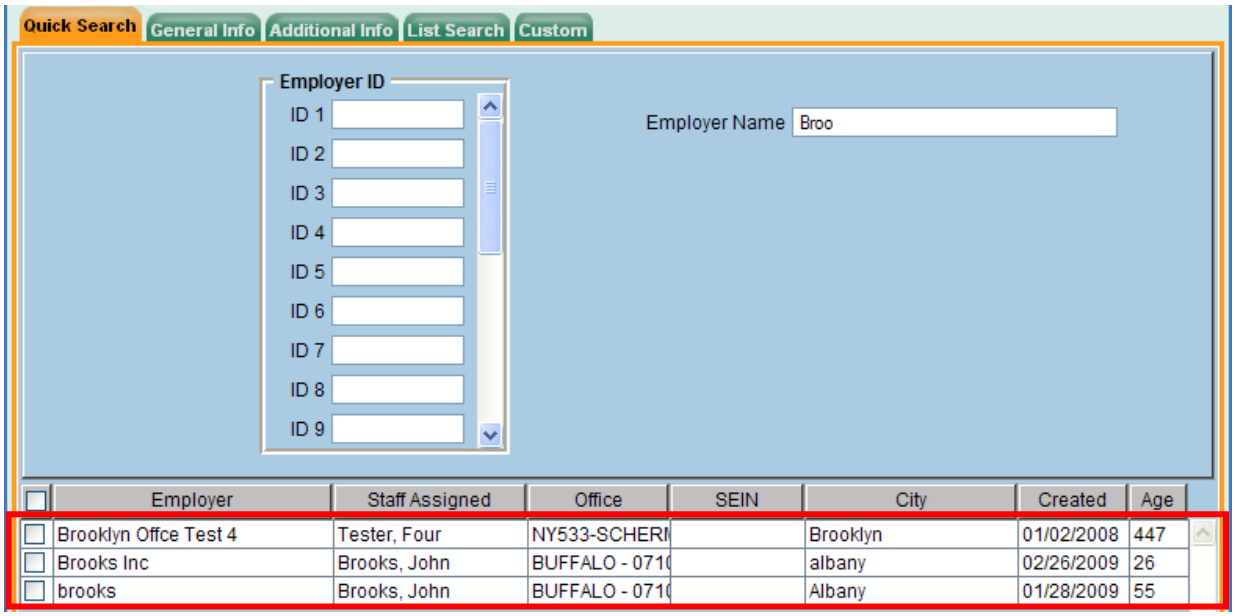


If no results or the desired employer record is not returned, use the following steps to create a new search:

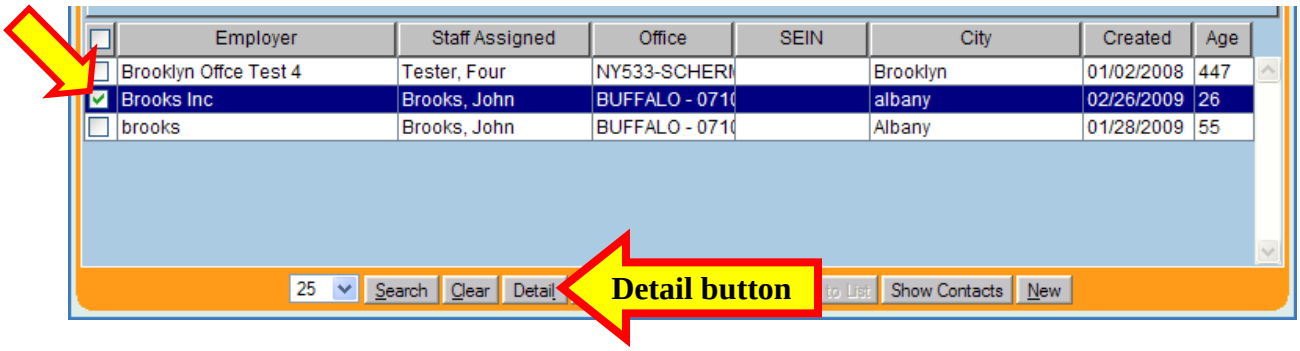
- check your spelling of the Employer's name and retry search
- use the **General Info** tab and select more specific fields and retry search



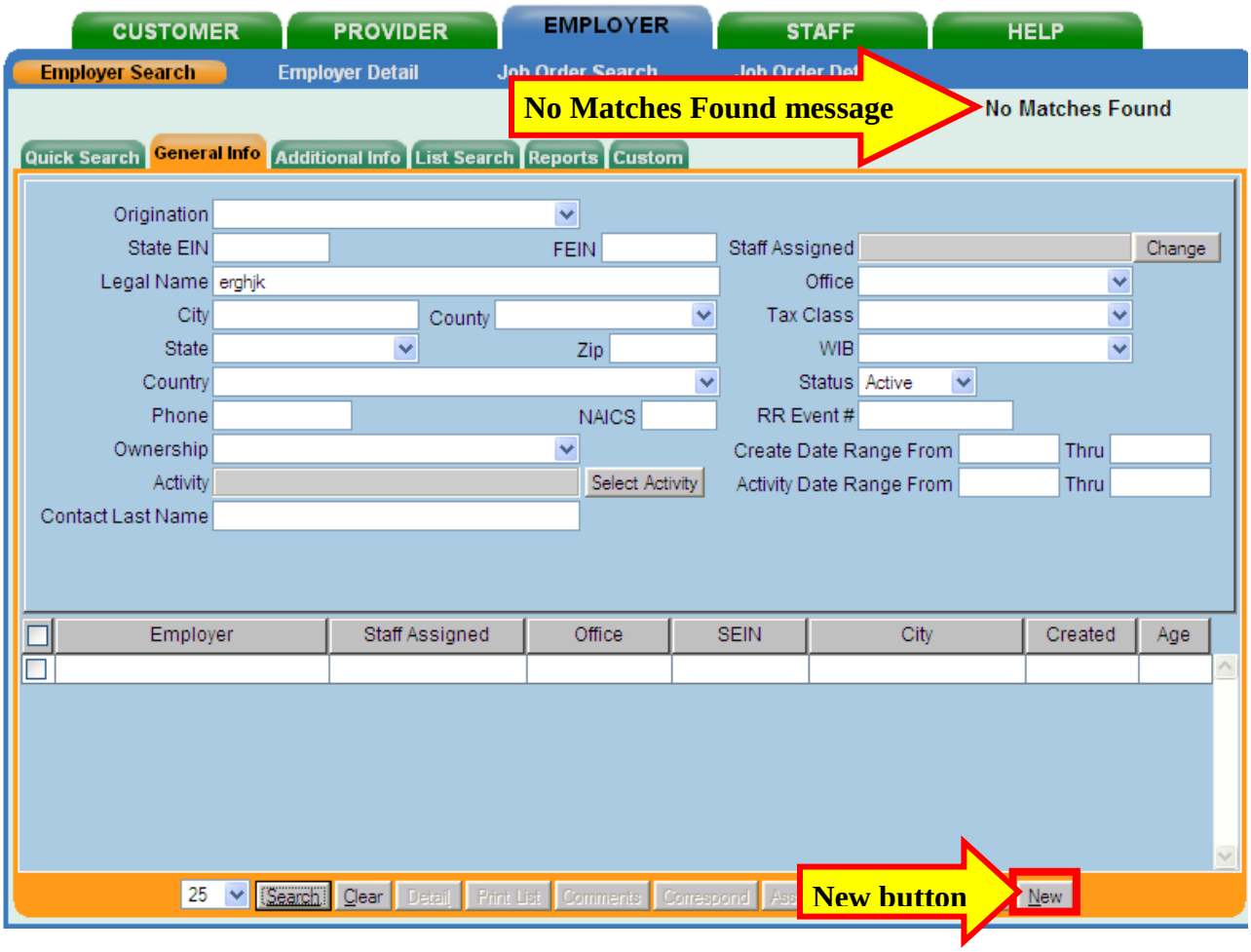
Results based on the **Employer Name** criteria will show on the bottom half of the screen.



To select the desired employer, check the box in front of the row that contains the desired employer's identifying information. Click the **Detail** button at the bottom of the screen to navigate to the **Employer** record.

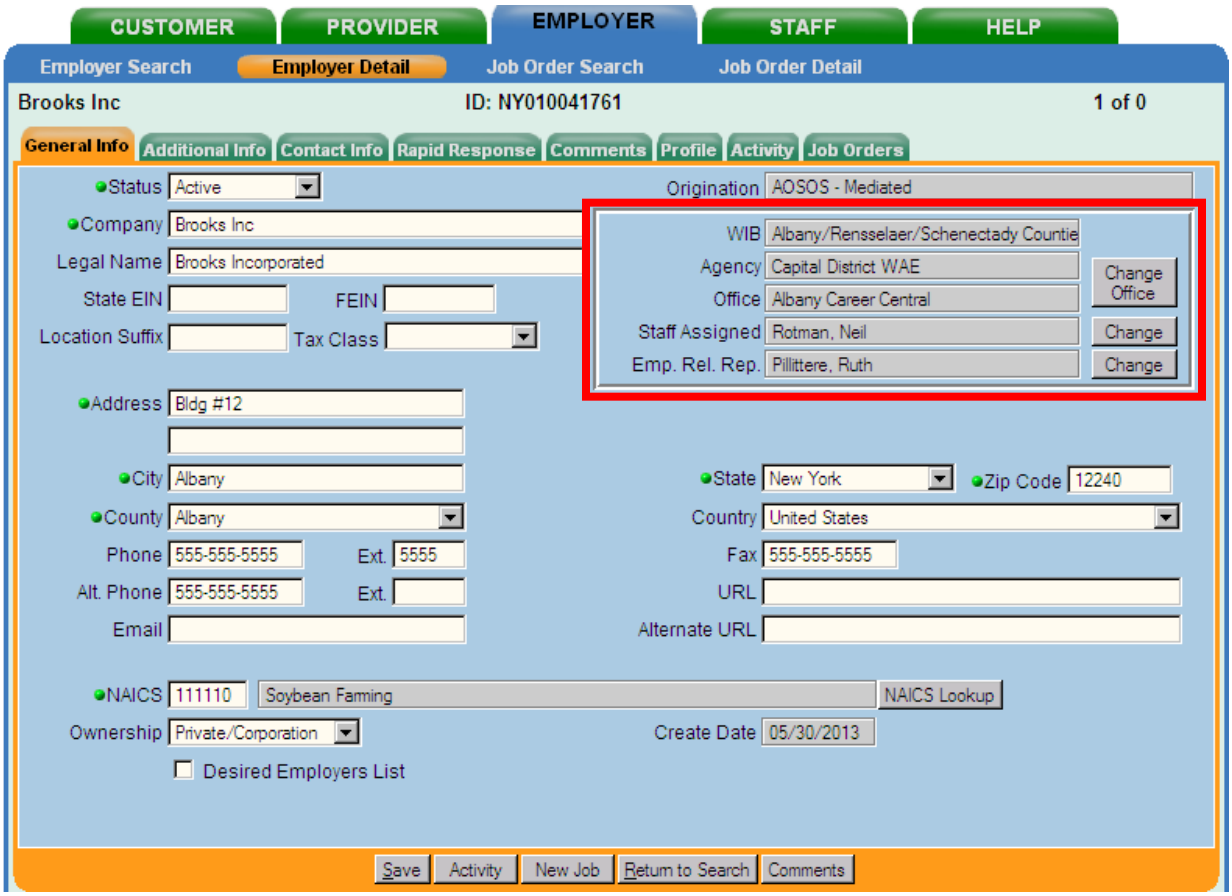


If still no results are found for the employer, click the **New** button on bottom right of screen to navigate to the **Employer Detail** screen.



The employer record must be created before any affected worker may be attached to the Rapid Response and Expeditious Response event.

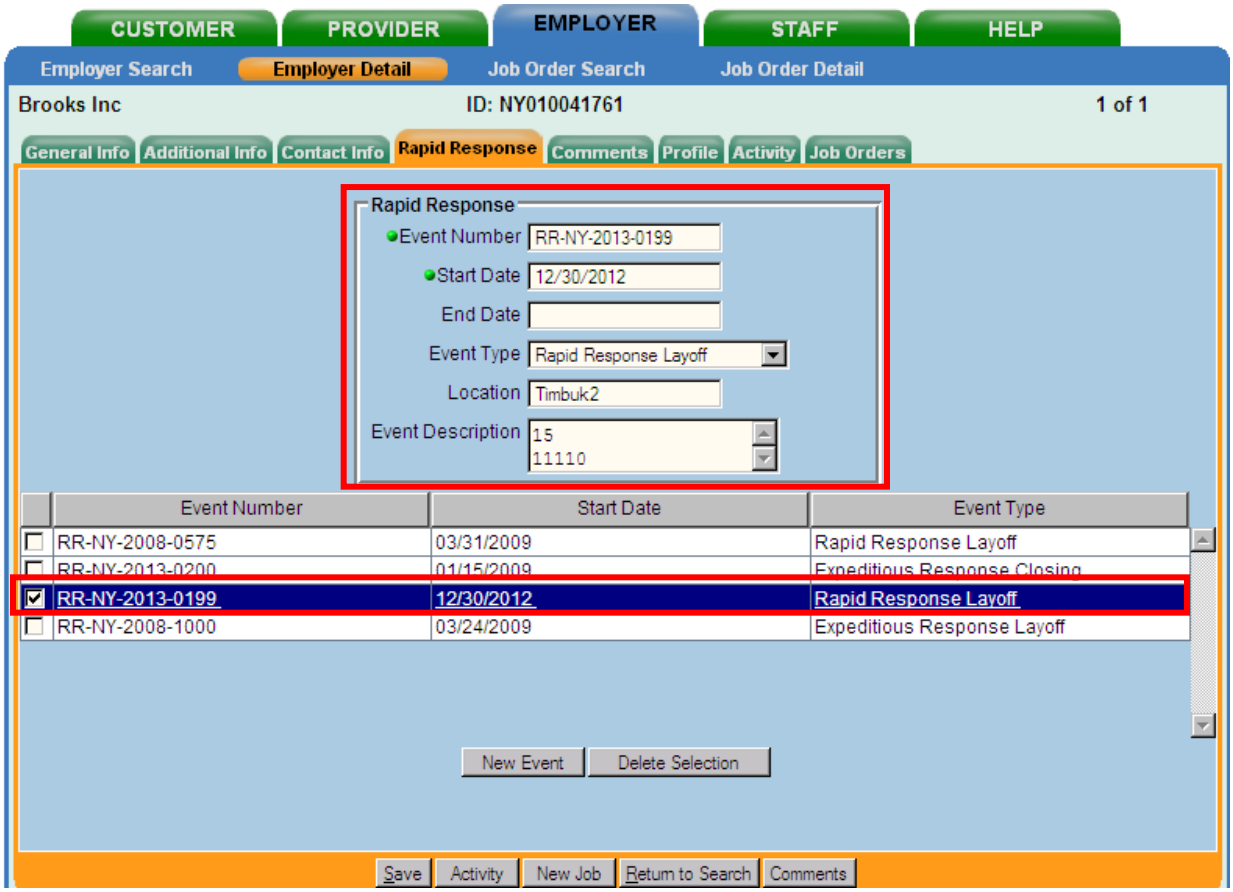
Complete the data fields to enter a new **Employer** record. Be sure that your name, **WIB**, **Agency**, **Office** information is correct. The **Emp. Rel. Rep** is called **Business Representative** in New York State. It is possible that the **Staff Assigned** and **Emp. Rel. Rep.** may be the same individual. The **General Info** screen in the **Employer Detail** window will appear like this:



Select the **Rapid Response** tab to navigate to the Rapid Response screen.

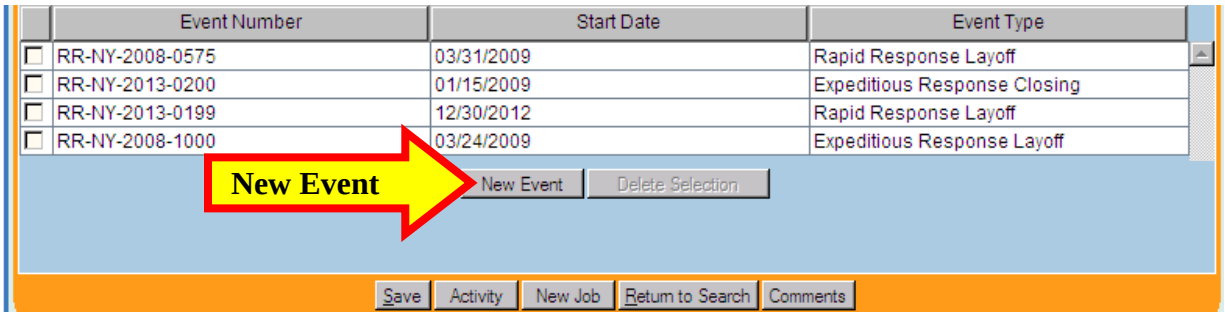
Any Expeditious or Rapid Response events for the particular employer will be listed in the **Rapid Response** tab.

To select a specific existing Rapid Response event, check the box in front of the appropriate row. This will make the data entry boxes on the top half of the screen active.

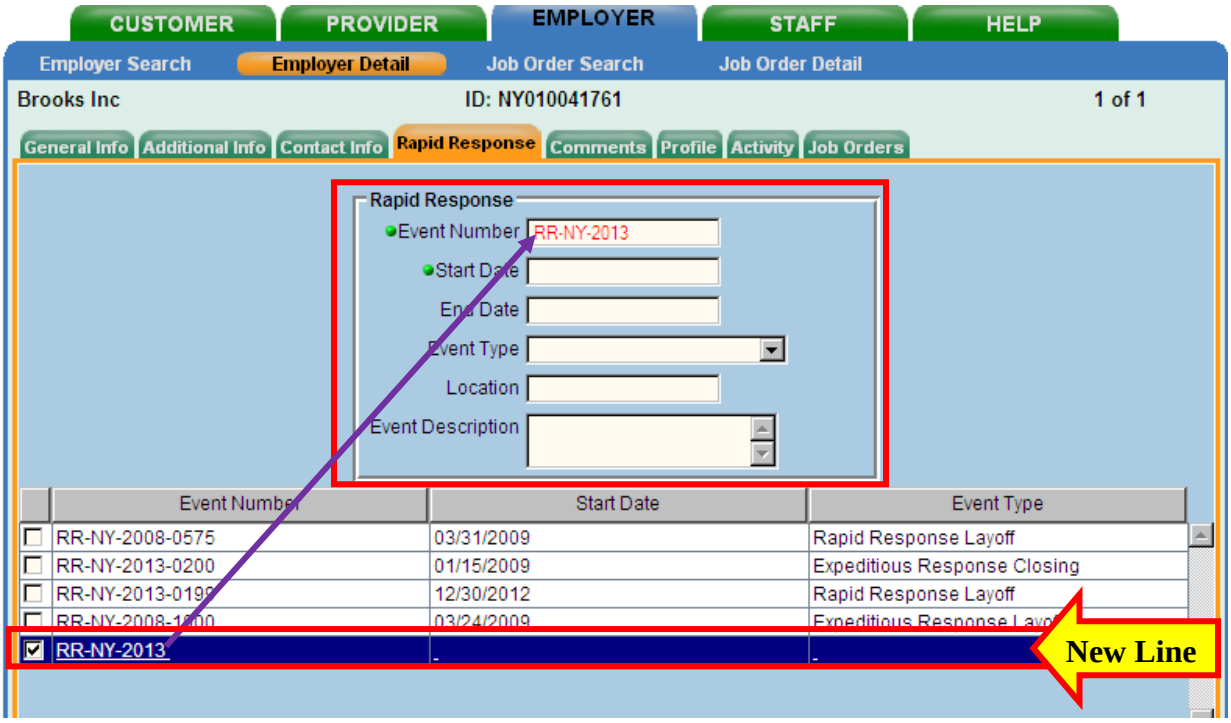


Note: Only staff with appropriate security levels will be able to Add (Insert), Update, and/or Delete data. All staff with security access to the Employer module will be able to View the data.

To create a new Rapid Response event, click on the **New Event** button (see screen print next page).



This creates a new row on the bottom half of the screen with only a partial event number. The Rapid Response event data fields on the top half of the screen become active and ready for data entry based on information from the WARN notice or Expeditious Response notice.

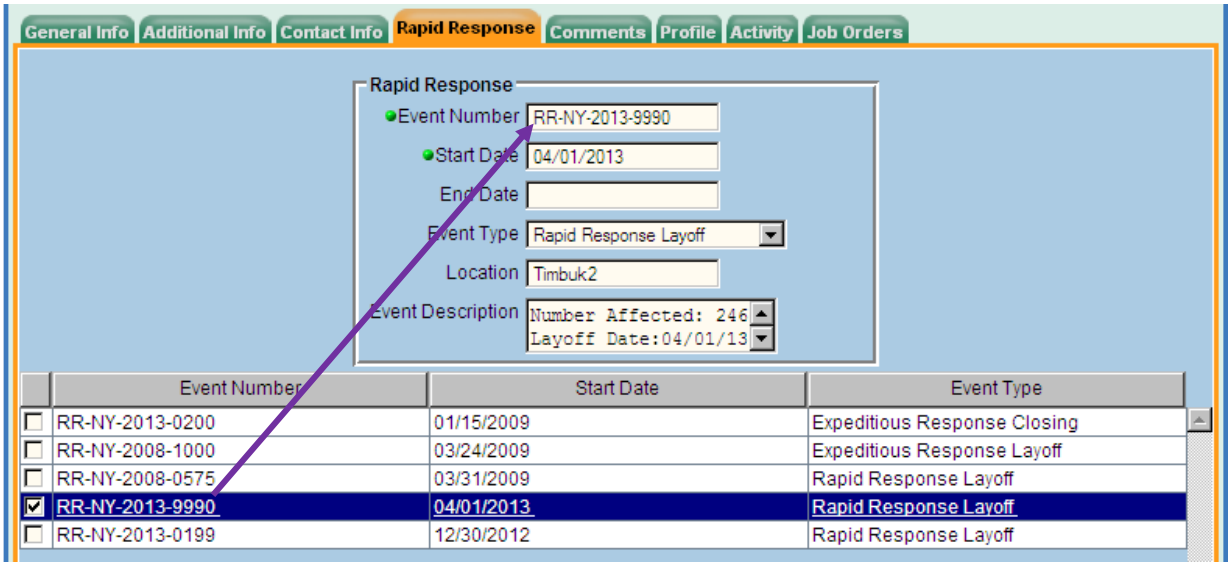


Note: Two of the six (6) data fields have a "green dot" in front of them, which indicates they must be filled in order for OSOS to save the Rapid Response Tab data and create a new Rapid Response event.

1. **Event Number**: Control # from the WARN / Expeditious Response Package

- The beginning of the control number is Pre-populated with "**RR-NY-**" and the current program year (ie: "2013")
- If different, replace the default year in OSOS with the correct **Program Year** (PY) included in the Control # followed by a four digit ascending identification number included in the package
- WARN id's range from YYYY-0001 through YYYY-4999
- Expeditious Response id's range from YYYY-5001 through YYYY-9999

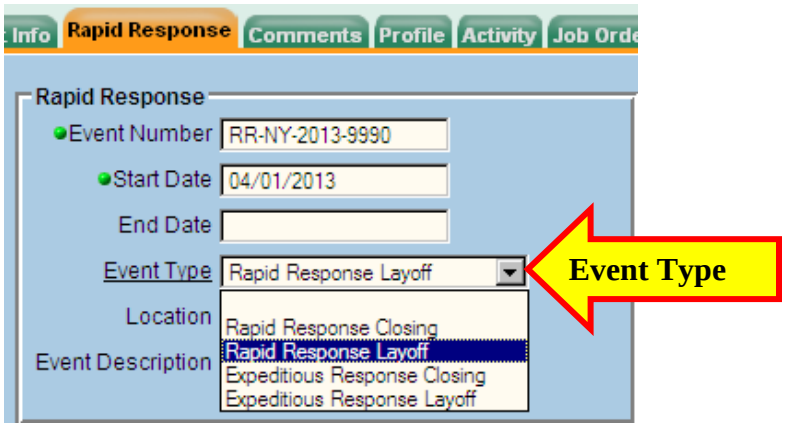
Note: Make sure that the event number is accurate as affected customer records will be attached to this specific number.



2. **Start Date**:

- Rapid Response: The date listed in the WARN notice.
- Expeditious Response: The regional Rapid Response Coordinator will identify the start date.

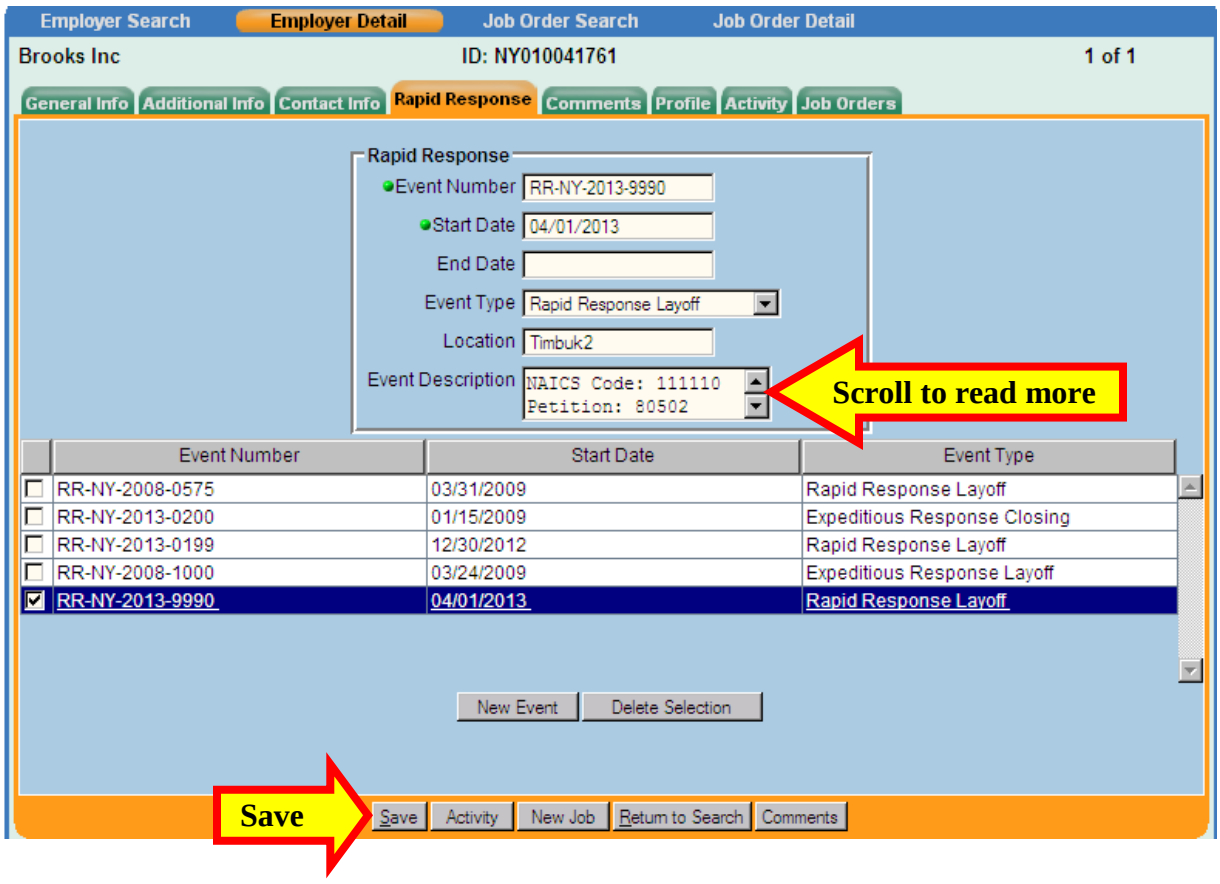
3. **End Date**: The regional Rapid Response Coordinator will work with Career Center management (which may include WIB Directors) to determine a specific date when customers will have completed the transition from Rapid Response and Expeditious Response services to Career Center services. This date will become the **End Date**.
4. **Event Type**: Click the drop down list box arrow and select appropriate choice



5. **Location**: enter the city where the event is occurring.
6. **Event Description**: four (4) specific informational items must be noted in the text box. You will need to scroll through the text as the box does not expand to fit the text.

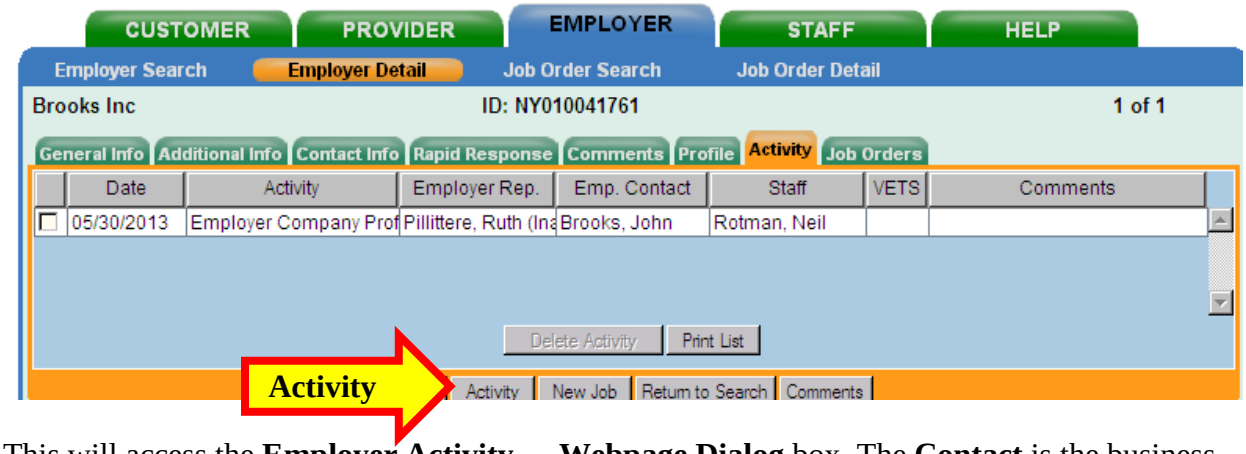
    - **Number Affected** -- ####
    - **Layoff Date** – mm/dd/yyyy
    - **NAICS Code**: found in the Employer module / Employer Detail window / General Info screen.
    - **TAA Petition Number**, if applicable move to bottom of Event Description data entry box. Type "Petition #" followed by the actual petition number.

Click the **Save** button at the bottom of the screen.

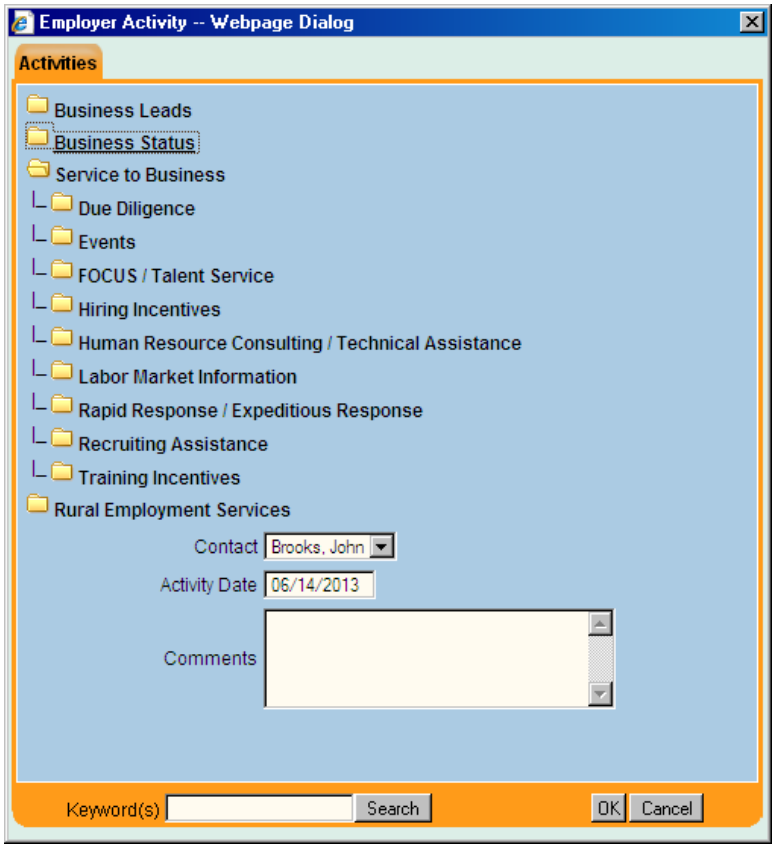


EMPLOYER ACTIVITIES

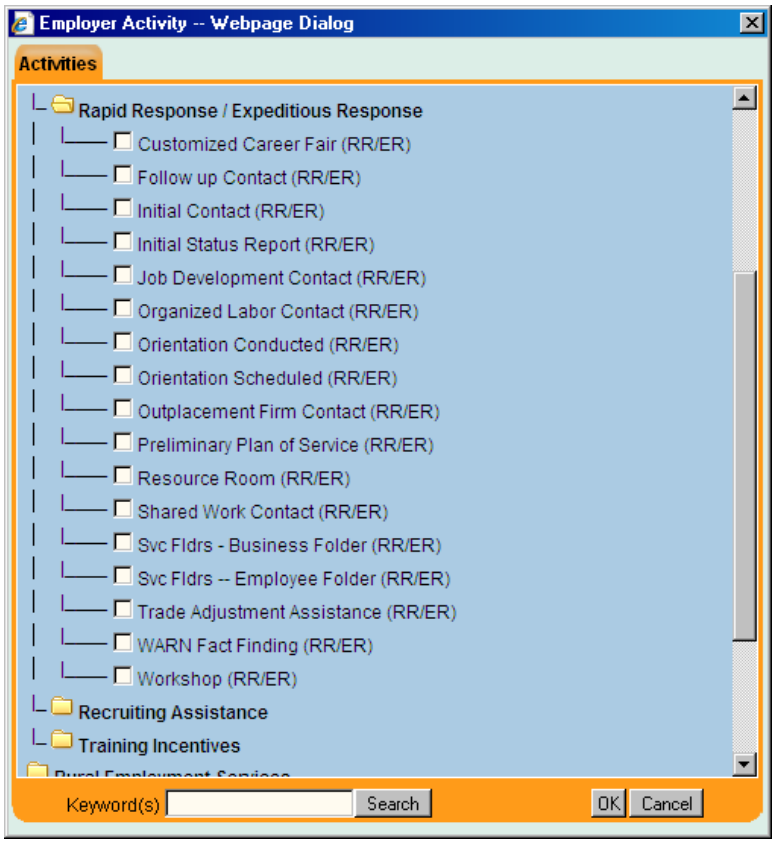
Select the **Activity** tab in the **Employer Detail** window. Click the **Activity** button at the bottom of the page.



This will access the **Employer Activity - - Webpage Dialog** box. The **Contact** is the business contact. The **Activity Date** will default to the current date. Be sure to change the date if the activity occurred at an earlier date. Enter the **Rapid Response** or **Expeditious Response** number in the **Comments** section.



The **Service to Business** contains a number of **Rapid Response / Expeditious Response** specific activities:



Below are the definitions of these activities:

- Customized Career Fair - Career Fair involving recruiting business and pertinent training providers based on affected worker skill set matches. Also includes participation by supportive service organizations based on identified need.
- Follow up Contact - Subsequent follow up with business.
- Initial Contact - Made with business to provide Rapid Response (RR) service information and acquiring further pertinent account details.
- Initial Status Report - Initial status report released.
- Job Development Contact - Used when job leads are presented to business for impacted employees, based on labor market information, workforce intelligence, and OSOS job orders.
- Organized Labor Contact - Initial and continuing contacts with organized labor.
- Orientation Conducted - RR Orientation conducted.
- Orientation Scheduled - Orientation scheduled with date, time, and ongoing service plan formalization.
- Outplacement Firm Contact - Contact made with outplacement firm to offer assistance.

- Preliminary Plan of Service - Preliminary plan of service completed and updated status report released.
- Resource Room - Resource Room set up for impacted employees use.
- Shared Work Contact - Discussion of Shared Work with business for attempted layoff aversion.
- Service Folders-Business Folder - Information folder(s) given to business.
- Service Folders-Employee Folder - Service folder for employees delivered onsite or offsite in lieu of or in addition to orientation.
- Trade Adjustment Assistance - Assistance with filing petition, providing information, or workshop.
- WARN Fact Finding - Providing business with information about WARN guidelines and acquiring pertinent layoff details toward preliminarily determining if the thresholds are triggered or additional affected workers be included.
- Workshop - Workshop conducted - enter activity for each one conducted.

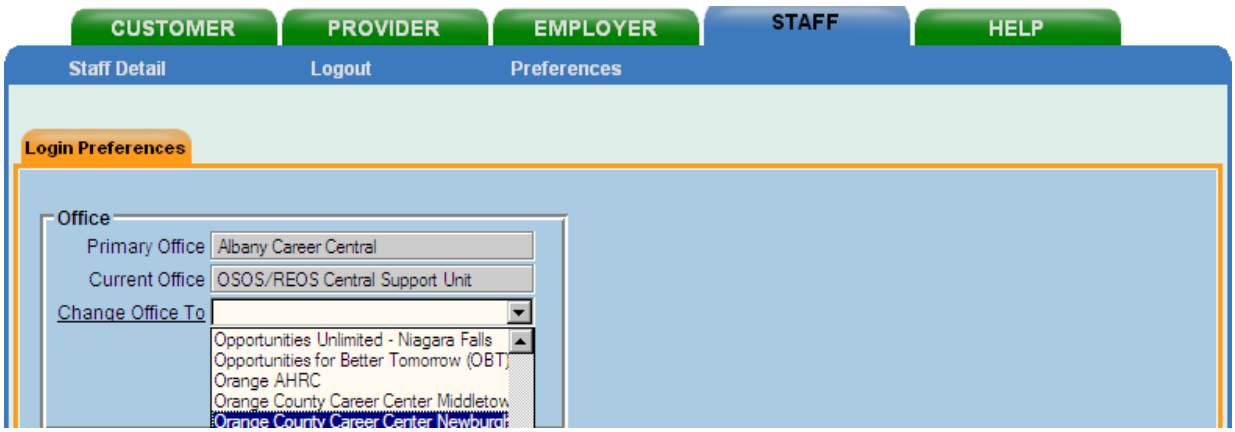
AFFECTED WORKERS / JOB SEEKERS

CUSTOMER MODULE DATA ENTRY

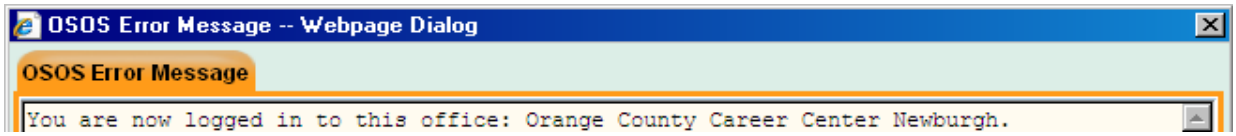
Please Note: Users need to be sure to log into the appropriate primary or secondary office based on the customer's county of residence.

SECONDARY OFFICES

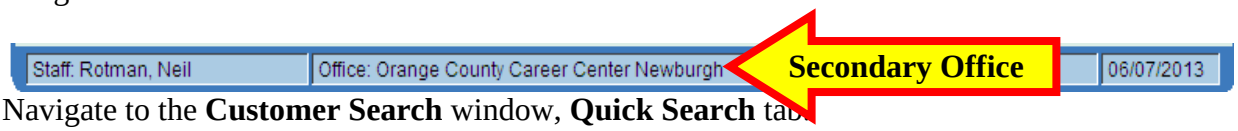
The **Staff Preferences** tab is where users assigned to work in multiple offices and enter data for multiple locations can change the office to which they are assigned during the user session. To make offices available, a user must have their OSOS administrative account modified to include the various office(s) as secondary offices. This is accomplished through the local security coordinator. Once the user has logged into OSOS with their primary account, they must click on the **Login Preferences** tab in the **Staff** module, then select the appropriate office based upon the customer's county of residence from the **Change Office To** drop-down menu.



A confirmation message will appear that says "*You are now logged in to this office:* (office name)." If that is correct, click on the **OK** button to proceed. If it is not the appropriate office, go back to the **Change Office To** button to highlight the appropriate office.



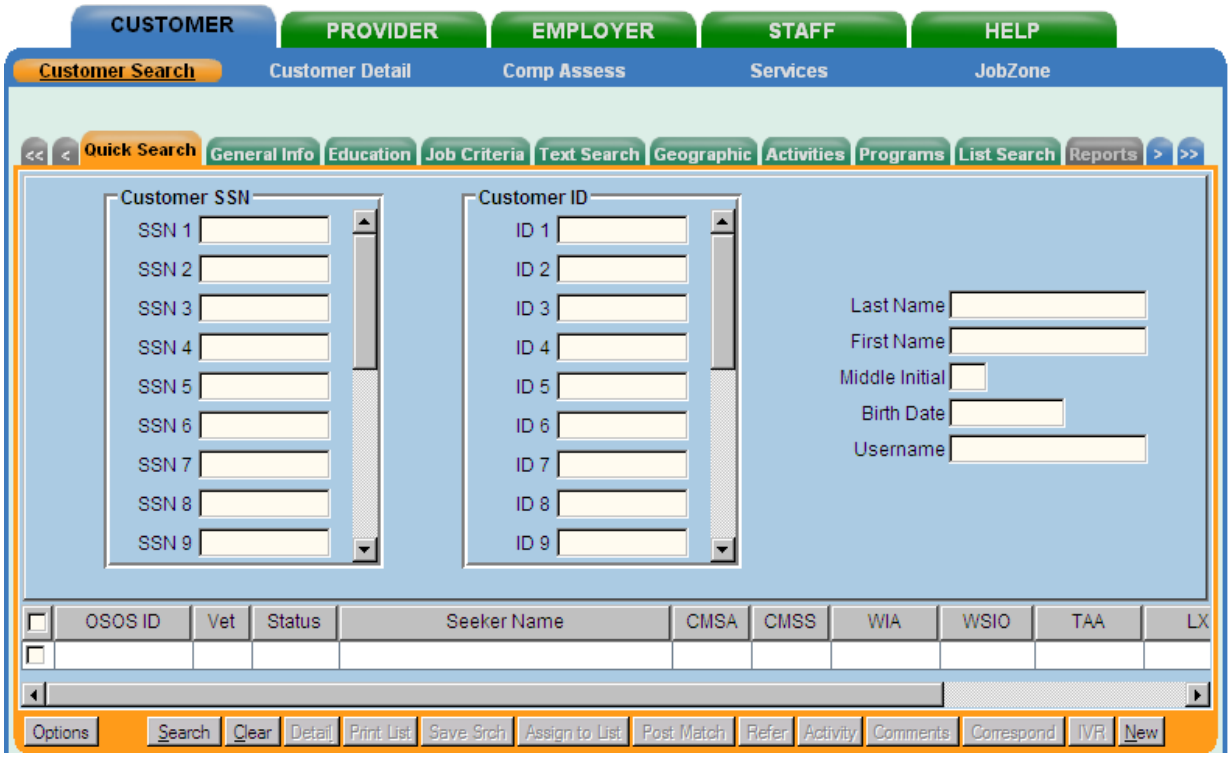
Once the office has changed in NYOSOS, the secondary office will appear in the office designation field at the bottom of the screen.



Navigate to the **Customer Search** window, **Quick Search** tab.

Search on **Customer SSN**, **Customer ID** (**OSOS ID**), or **Last Name** and **First Initial** if known. Click the **Search** button at bottom left of screen.

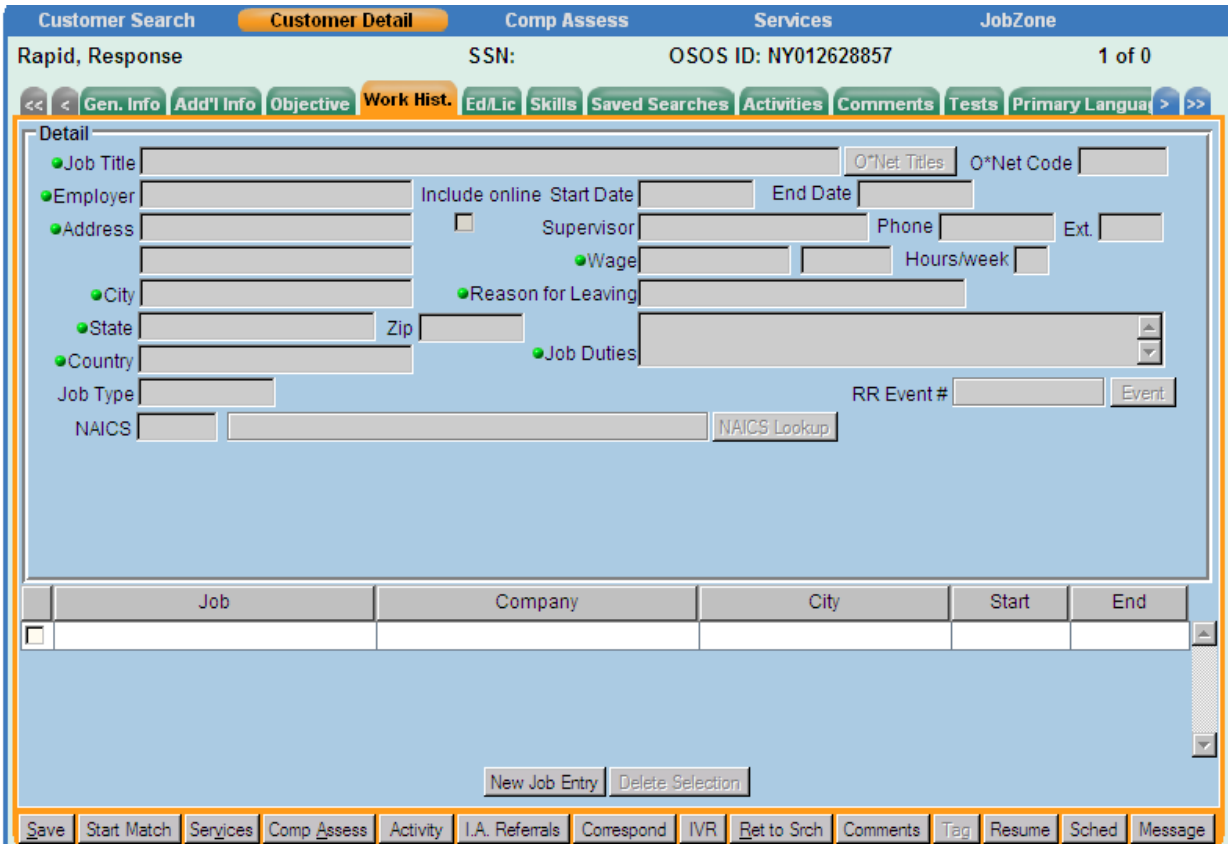
REA and **REOS** schedules should be reviewed to identify any active Expeditious and Rapid Response customers. Similarly, any Expeditious and Rapid Response customer records should be reviewed to identify any active **REA** or **REOS** customers. The customer's service history in OSOS should be reviewed towards incorporating subsequent services that will be beneficial and to avoid any duplication of services. A customer that recently completed a Rapid Response Orientation may not gain anything from participating in a **REOS Orientation** two weeks later.



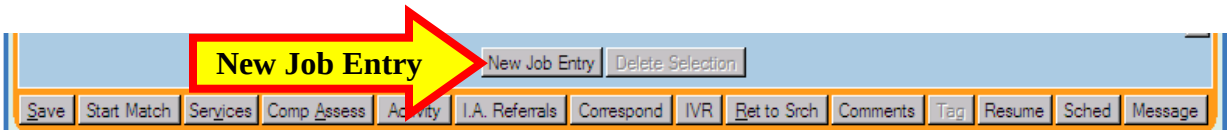
If no match is found or the desired individual is not included in the results based on a name search, check the name spelling and search again.

If still no results, click the **New** button at bottom right of screen and create a new customer record. For specifics on creating a new Customer record, please use the OSOS Help Tab or go to: http://www.labor.state.ny.us/workforcenypartners/osos/deskguidecust.pdf.

Navigate to the **Work History** tab once the customer record is found.



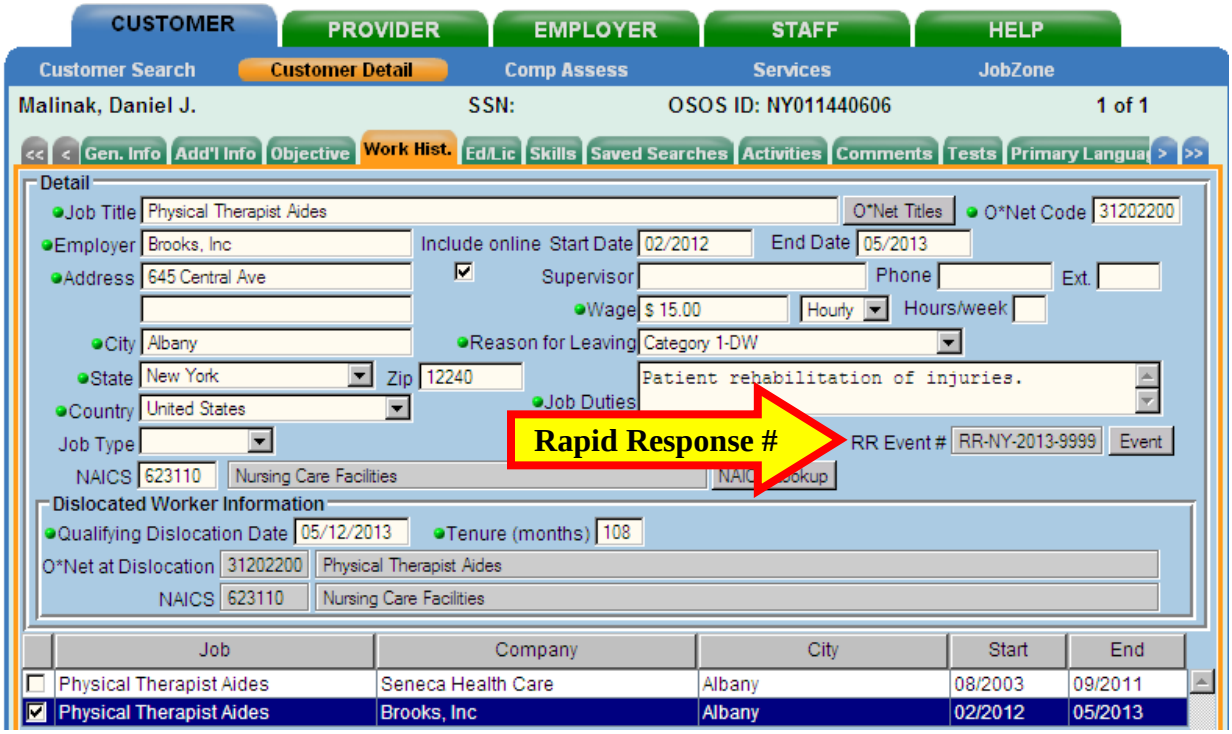
If no work history record exists, click the **New Job Entry** button near the bottom center of the screen.



This will activate the data entry boxes in the top half of the screen.

If a single or multiple **Work History** records exist, check the box in front of the appropriate **Work History** row on the bottom of the screen. This activates the data entry boxes on the top of the screen.

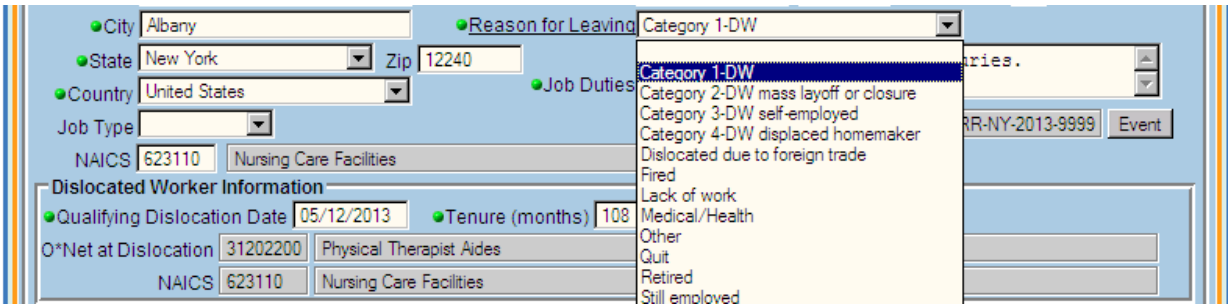
Note: Be sure to review all the work history entries and update where necessary. Remove duplicate entries.



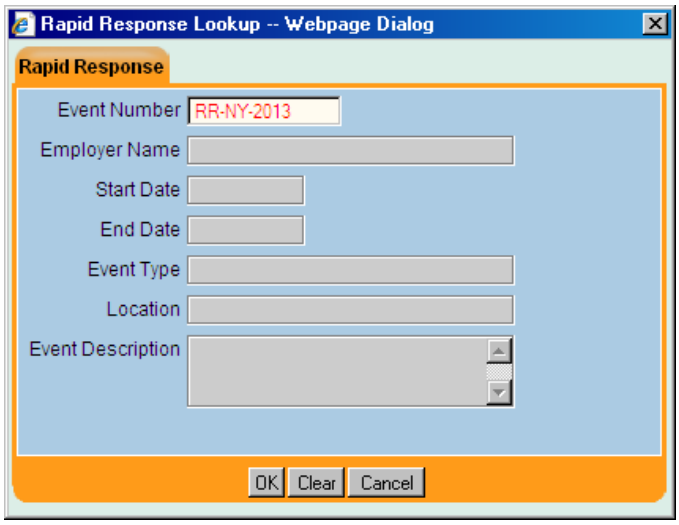
Data fields with green dots ● in front must be completed in order to save the record. The employer name should be the same as listed in the Employer record.

The reason for leaving may include any of the 4 DW categories or **Still employed**. **Dislocated due to foreign trade** should only be selected once customer has been determined eligible.

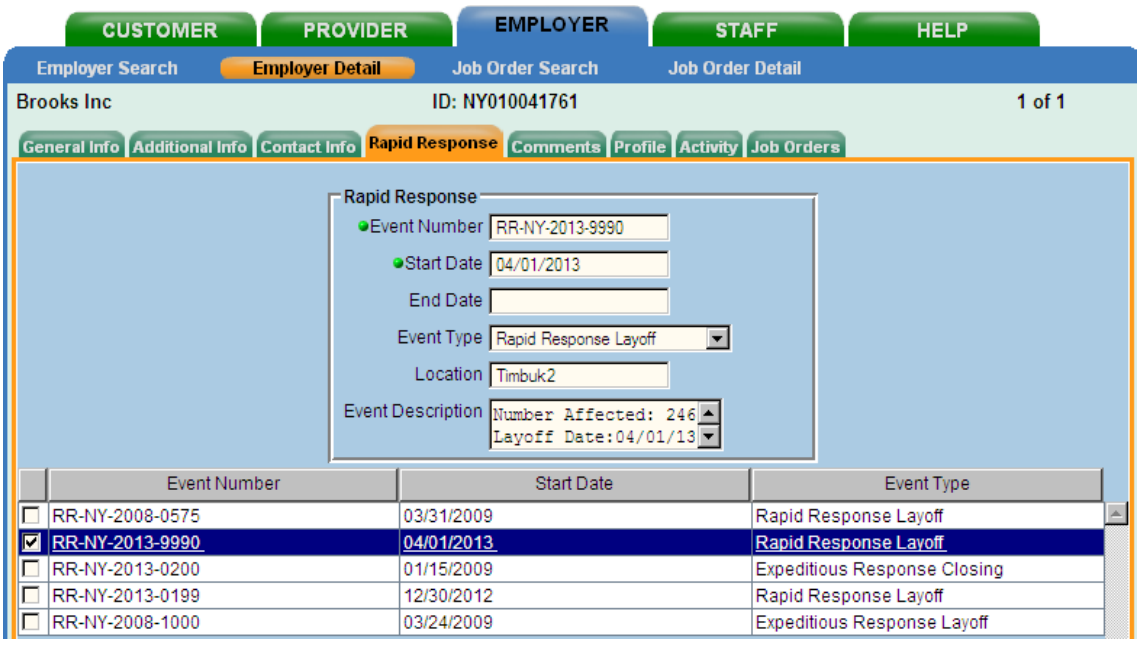
Be sure to update the Reason for Leaving where necessary.



To enter the Rapid Response (RR) Event #, click on the **Event** button on the right-hand side of the middle of the screen – below the Job Duties data entry field. This will bring up the **Rapid Response Lookup - - Webpage Dialog** box.

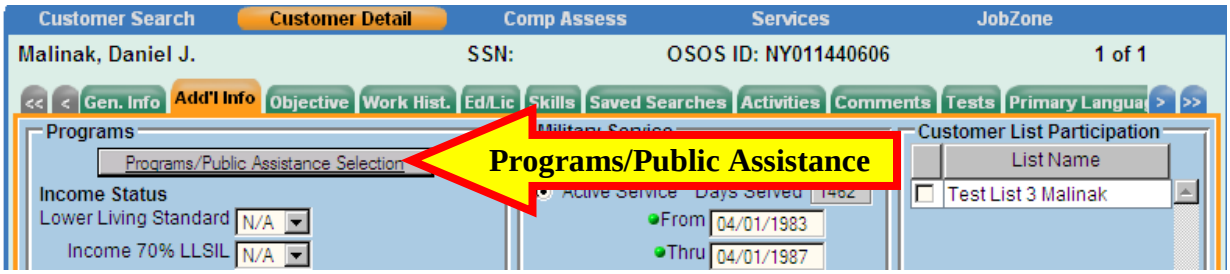


Type the Rapid Response Event Number from the Rapid Response tab in the respective Employer record.



The remaining fields will automatically populate with data from the **Rapid Response** tab in the **Employer Detail** window. These fields are read only fields. If the information is not correct, click the Clear button and enter the correct **Event Number**.

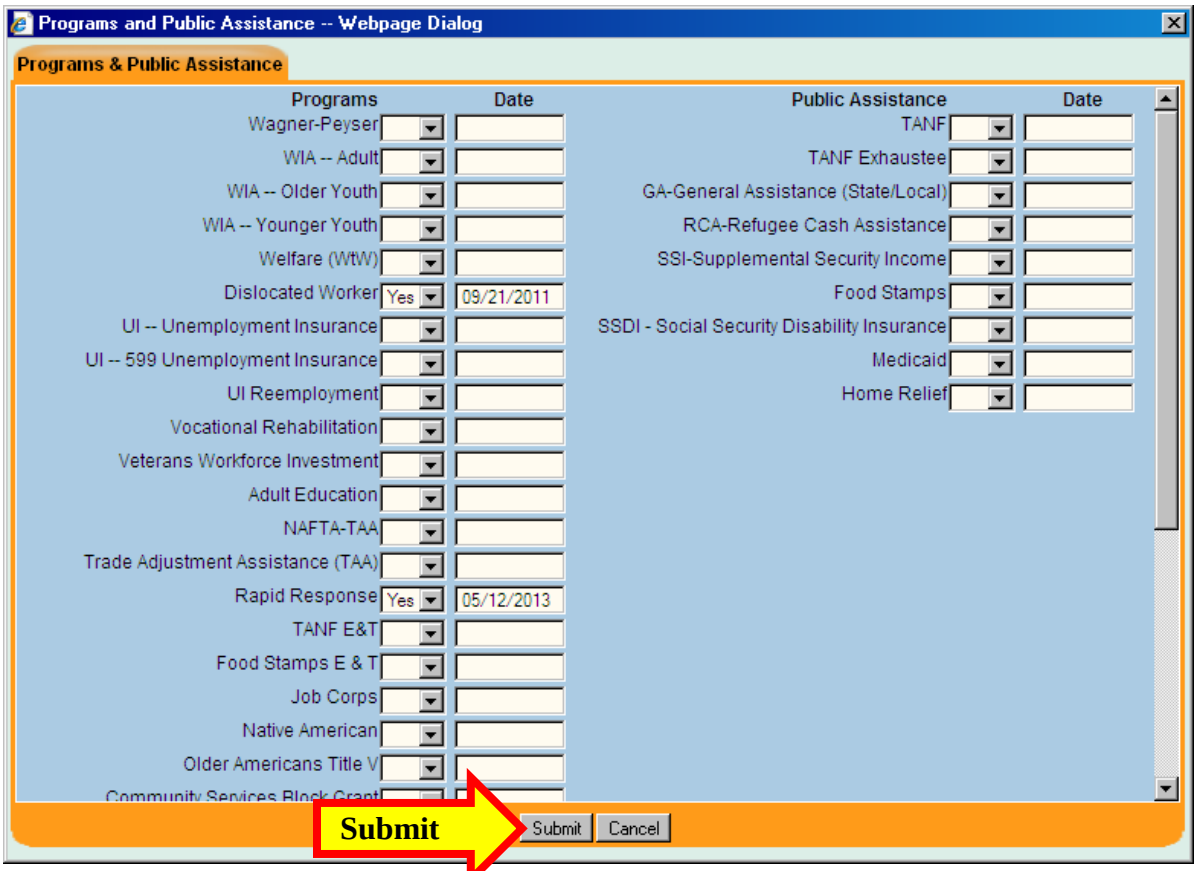
Click the **OK** button. Click the **Save** button.
The customer's record is now ready to have services added and linked to a specific **Rapid Response Event Number**. Navigate to the **Add'l Info** tab and click the **Programs/Public Assistance** button.



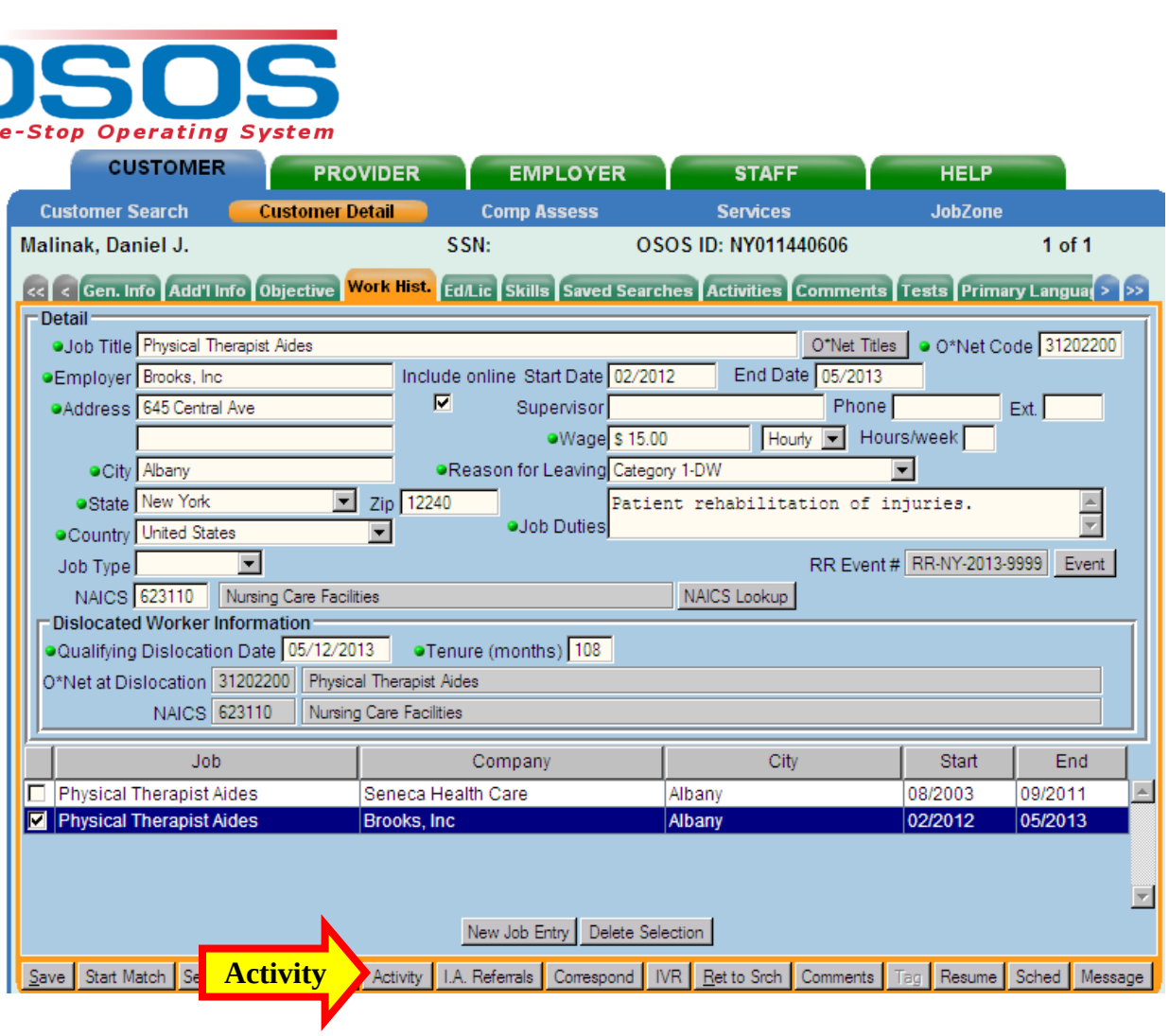
Click on the arrow in the box immediately following **Rapid Response** and select **YES**. In the **Date** box to the right, type in the **Start Date** from the **Rapid Response** notification letter.

You may also need to click **Yes** and add the date for additional programs such as **Dislocated Worker**, **NAFTA-TAA**, **Trade Adjustment Assistance**, **Food Stamps**, etc. If the actual date may not be determined, then enter the earliest date known to be accurate.

Click the **Submit** button.



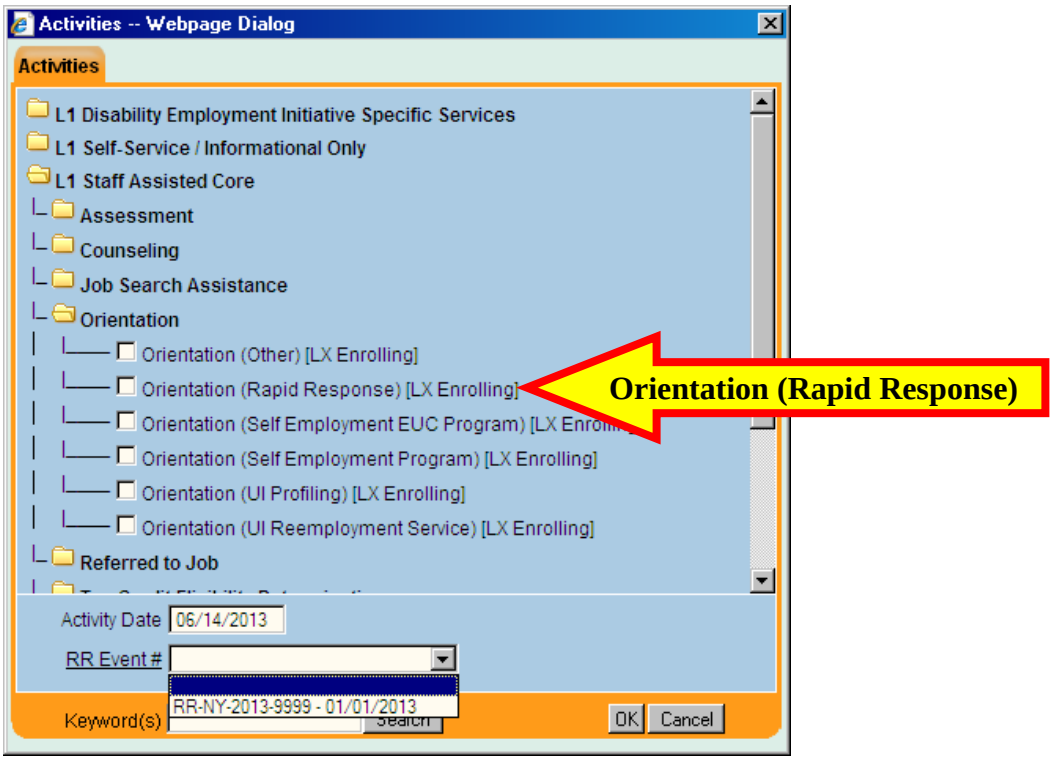
Click the **Activity** button to add an L1 Service.


OSOS
One-Stop Operating System
CUSTOMER
PROVIDER
EMPLOYER
STAFF
HELP
Customer Search
Customer Detail
Comp Assess
Services
JobZone
Malinak, Daniel J.
SSN:
OSOS ID: NY011440606
1 of 1
Gen. Info
Add'l Info
Objective
Work Hist.
Ed/Lic
Skills
Saved Searches
Activities
Comments
Tests
Primary Langua
Detail
Job Title
Physical Therapist Aides
O*Net Titles
O*Net Code
31202200
Employer
Brooks, Inc
Include online
Start Date
02/2012
End Date
05/2013
Address
645 Central Ave
Supervisor
Phone
Ext.
Wage
$ 15.00
Hourly
Hours/week
City
Albany
Reason for Leaving
Category 1-DW
State
New York
Zip
12240
Job Duties
Patient rehabilitation of injuries.
Country
United States
Job Type
RR Event #
RR-NY-2013-9999
Event
NAICS
623110
Nursing Care Facilities
NAICS Lookup
Dislocated Worker Information
Qualifying Dislocation Date
05/12/2013
Tenure (months)
108
O*Net at Dislocation
31202200
Physical Therapist Aides
NAICS
623110
Nursing Care Facilities
Job
Company
City
Start
End
Physical Therapist Aides
Seneca Health Care
Albany
08/2003
09/2011
Physical Therapist Aides
Brooks, Inc
Albany
02/2012
05/2013
New Job Entry
Delete Selection
Save
Start Match
Activity
I.A. Referrals
Correspond
IVR
Ret to Srch
Comments
Tag
Resume
Sched
Message
Activity

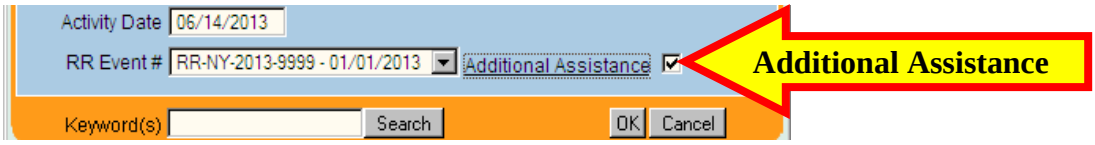
From the **Activities - - Webpage Dialog** screen, select the appropriate service. A specific **Orientation (Rapid Response)** is available. Be sure that the **Activity Date** reflects the actual date that the service was provided.

At the bottom of the dialog box, click the drop down arrow at the right-side of the RR Event # data entry field.

A customized drop down list box of all Rapid Response Event Numbers included in the **Work History** tab for this customer will appear. If this is the first **Rapid Response Event**, then only the one number will appear. If more than one number exists, then select the appropriate RR Event Number.

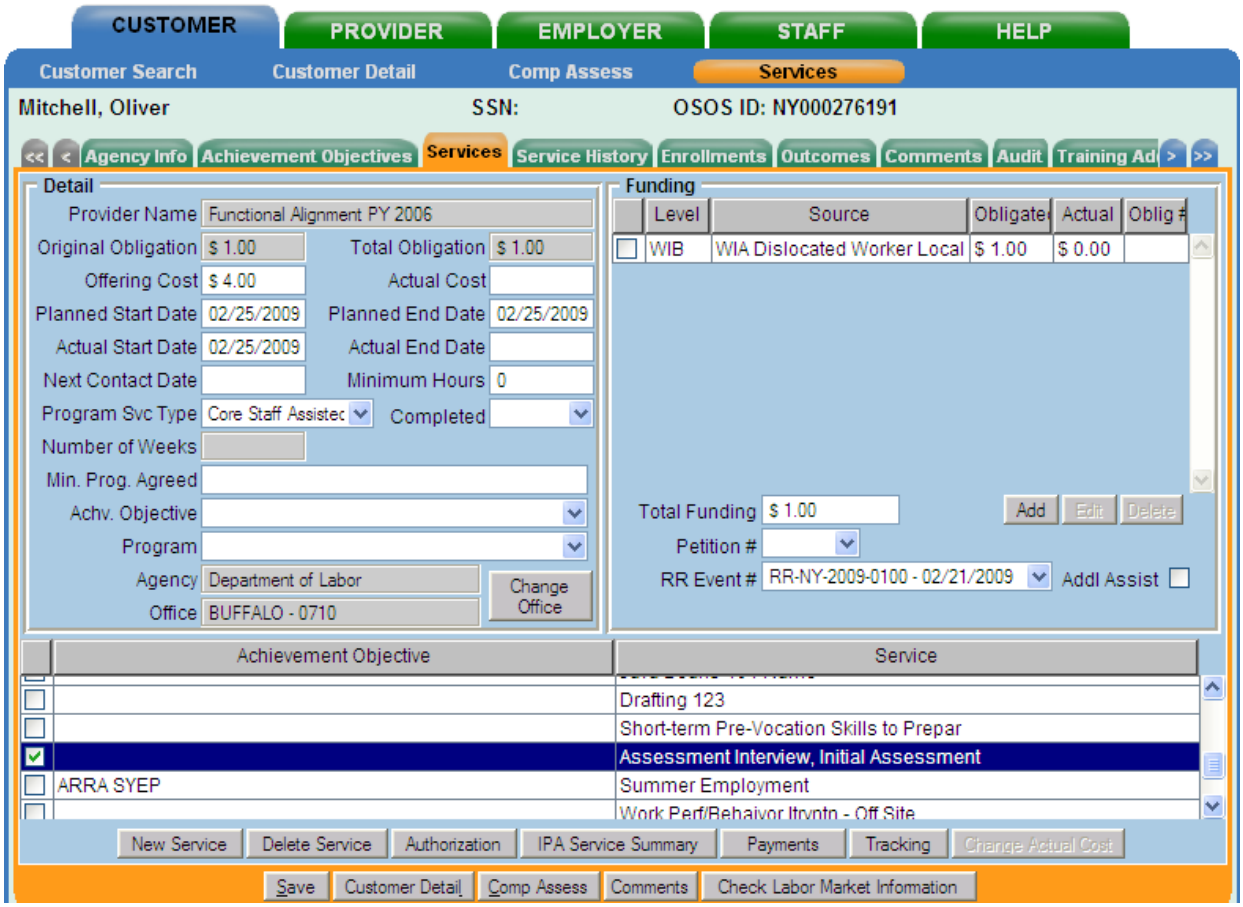


Rapid Response Additional Assistance monies may be issued to specific Local Workforce Investment Area(s) via a Supplemental Fund distribution. To enter a L1 service (screen print below left) provided with the supplemental Rapid Response **Additional Assistance** monies, check the **Additional Assistance** box.



Click the **OK** button. Click the **Save** button.

Subsequent to a rapid response or expeditious response event, a user may find that an L1 connected activity has functionally aligned to create an L2 service. That user is responsible to update the record and link the L2 service to the RR Event Number. Click the down arrow and select the appropriate RR Event Number from the customized drop down list box. It may also be appropriate to change the funding to **WIA Dislocated Worker Local**.



Rapid Response **Additional Assistance** monies may be issued to specific **Local Workforce Investment Area**(s) via a **Supplemental Fund** distribution. If **Rapid Response Additional Assistance** funds are being used, check the box to the right labeled **Addl Assist**.

Click the **Save** button.

If the Rapid Response service functionally aligns, remember to enter an actual end date and change funding to WIA level WIA Dislocated Worker funds.

RESOURCES AND ASSISTANCE

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

http://labor.ny.gov/workforcenypartners/osos.shtm

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

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