Ticket to Work OSOS Guide

OSOS
One-Stop Operating System

PURPOSE

The purpose of the Ticket to Work guide is to provide step by step guidance for users to enter specific information into the Ticket to Work tab.

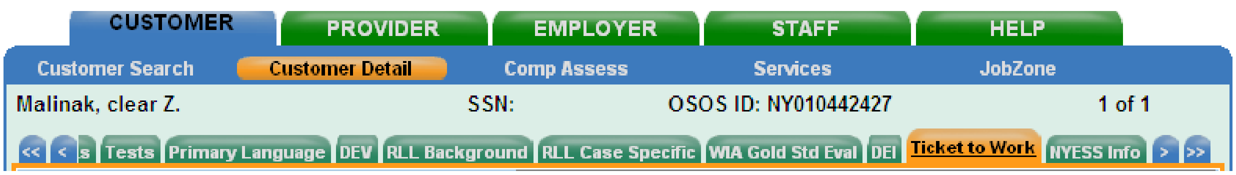
Access to the Ticket to Work tab in OSOS is granted to select users in offices that have a contract with Research Foundation for Mental Hygiene (RFMH) to partner in the New York Employment Service Systems (NYESS) Administrative Employment Networks (AEN).

This guide addresses the Ticket to Work tab data entry only. Additional guides exist to assist the user to login, search for a customer and understand OSOS at http://labor.ny.gov/workforcenypartners/osos.shtm.

OSOS DATA ENTRY

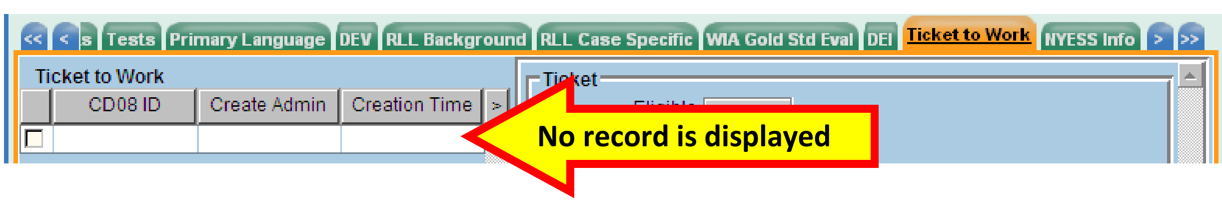
First search OSOS to see if the customer record exists. Additional information for searching a customer record and creating a new record exist at the link provided above.

The Ticket to Work tab is located within the Customer Detail window of the Customer module.

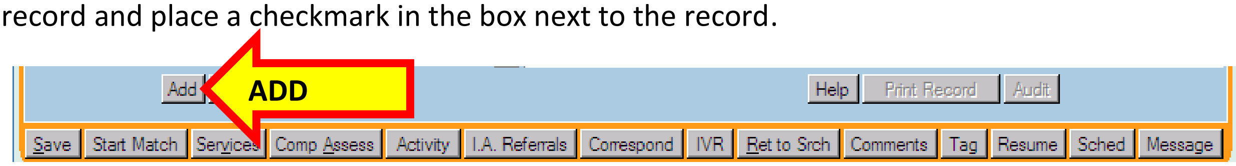


If you do not see the Ticket to Work tab, click the blue double arrows on the right hand side of the tabs to navigate to the right. Gray arrows indicate that you cannot navigate any further in that direction. If the Ticket to Work tab is still not visible, contact your security coordinator to request an update to your OSOS account.

Look to see if a Ticket to Work record already exists.

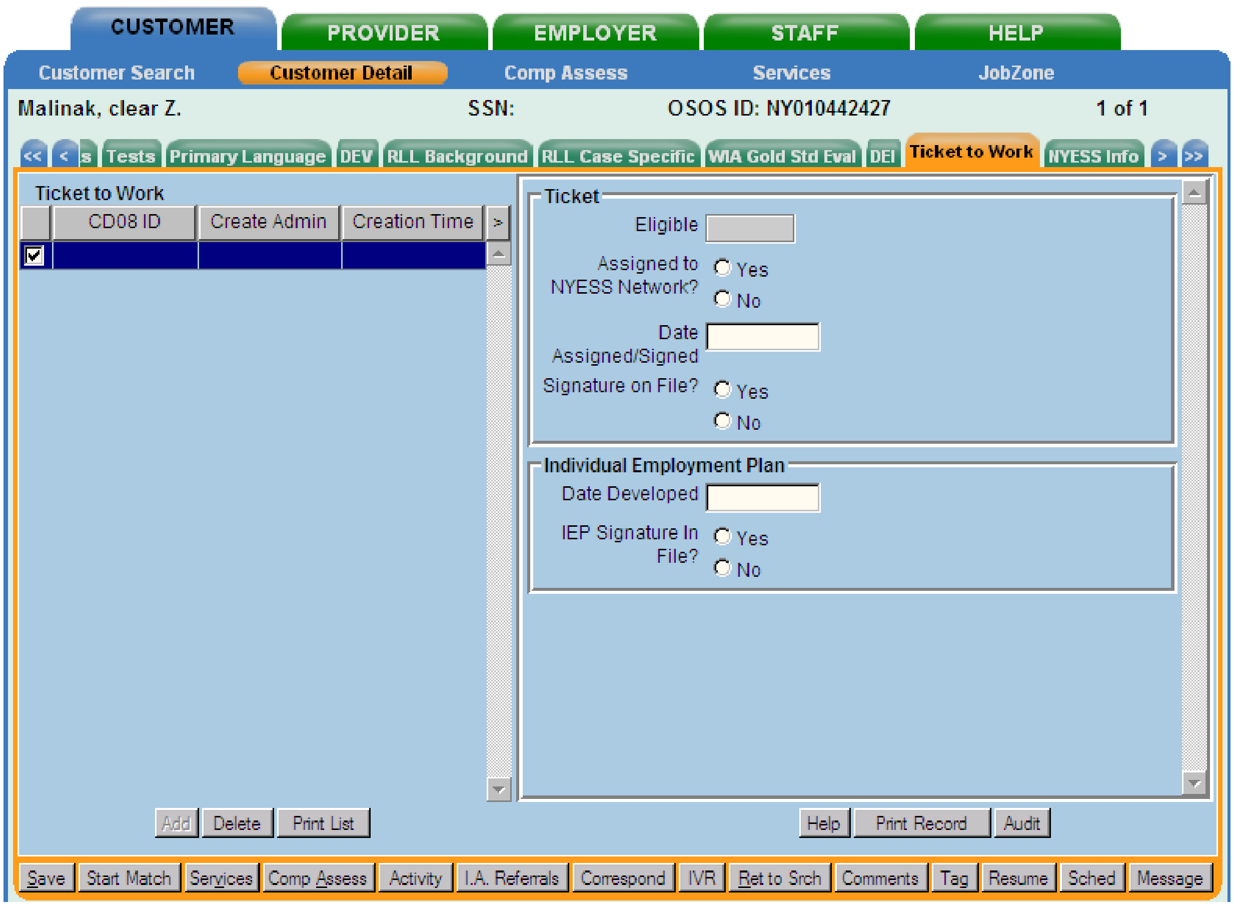


If a record exists, you may access the record by placing a checkmark in the box next to the appropriate record. If no record exists, click the **ADD** button to create a new Ticket to Work record and place a checkmark in the box next to the record.



NOTE: Only one record in the Ticket to Work tab may be attached to a customer/consumer.

You will now be able to enter information into the data fields.



The **Eligible** data field is a Read Only field that will not contain any data at this time.

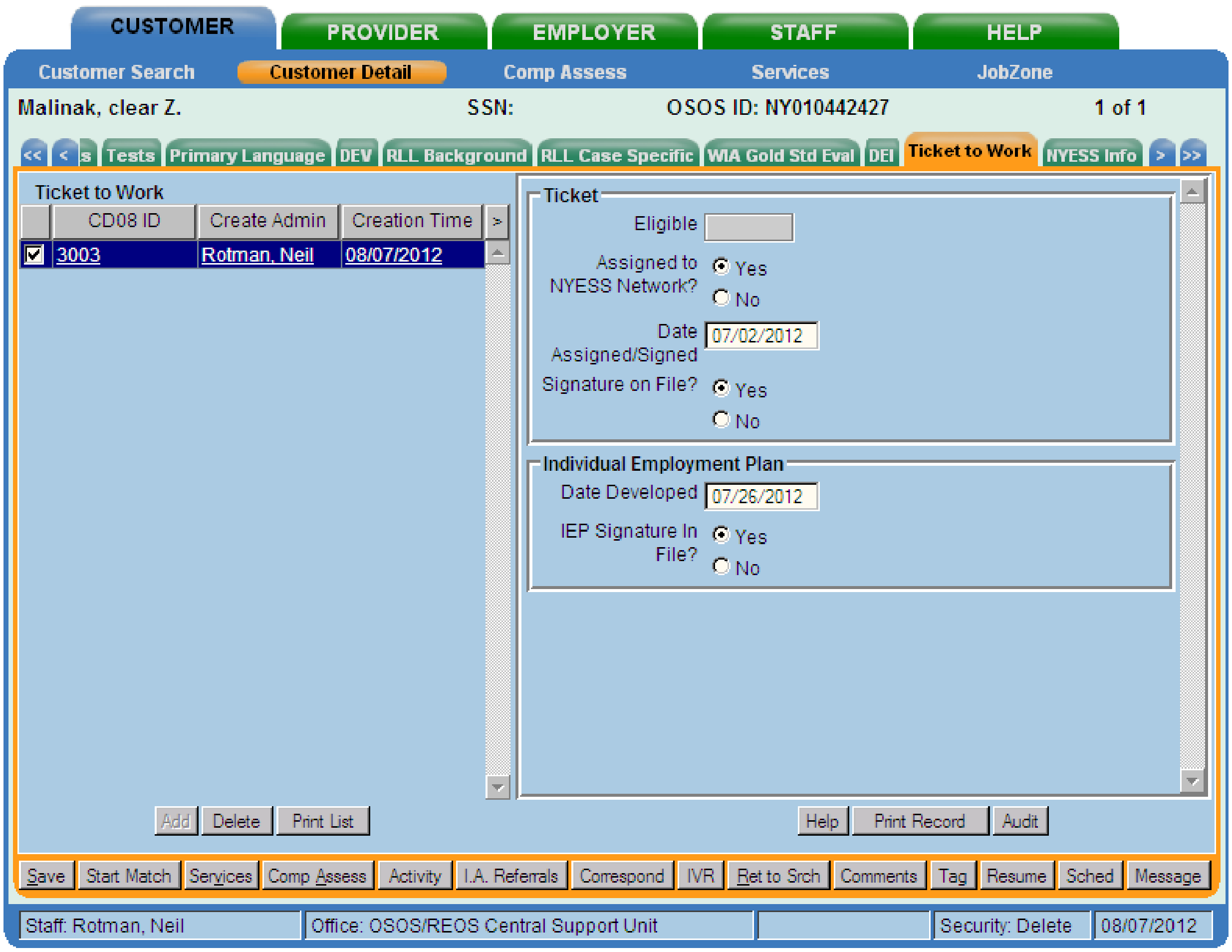
Select the radio button to indicate if the customer has been **Assigned to a NYESS Network**, and if yes, enter the **Date** assigned. If you are unsure when the customer was assigned, then use the earliest known date.

Indicate if the customer has their **Signature on File** by selecting the yes or no radio button and click the Save button at the bottom left corner of the screen. The signature on file may be a hard copy file or an electronic or scanned copy.

When the **Individual Employment Plan** (IEP) is developed, enter the **Date Developed** and indicate if the customer has signed the IEP by selecting the appropriate radio button. A copy of the IEP must be retained in the Local Office as a hard copy in the customer's file or an electronic or scanned copy.

Click the **Save** button. A value will appear in the CD08 ID column. The **Create Admin** and **Creation Time** will not appear until you refresh the record by searching the record again. Refreshing the record sends the new data entry to the database and solicits updated information in return.

You may change any information in the record by placing a checkmark next to the appropriate record and entering the revised information. Remember to click **Save** when completed.



The Help button is not yet operational.

Note: NYESS contractors must ensure they have recorded the Activity NYESS > Service Plan > NYESS Service Plan Development.

DOL, LWIA and/or One Stop Center users must also record the Level 1 service (Activity) L1 Staff Assisted Intensive > Individual Employment Plan > Individual Employment Plan (LEX Enrolling).

Once the record has been saved and the screen refreshed, the **Print Record** will allow you to print the details of the record with or without the **Audit** information. The **Audit** information lists any changes made to the record.

Custom Tab Record Print - Windows Internet Explorer

Customer

Seeker ID: NY010442427
SSN:
Last Name: Malinak
First Name: clear
MI: Z
UI Claimant:

Ticket to Work Details

Eligible:
Assigned to NYESS Network?: Yes
Date Assigned/Signed: 07/02/2012
Signature on File?: Yes
Date Developed: 07/26/2012
IEP Signature In File?: Yes

Audit

Create Admin: Rotman, Neil
Modify Admin: Rotman, Neil
Create Office: OSOS/REOS Central Support Unit
Modify Office: OSOS/REOS Central Support Unit
Create Date: 08/07/2012
Modify Date: 08/07/2012

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