Service Suspension OSOS Guide

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PURPOSE

A Service Suspension should be recorded at the time the customer is verbally suspended by Career Center management. Staff should never record this event unless they are directed to do so by supervisory staff.

Managers and supervisors should continue to follow the guidance in the Disruptive Customer Policy. DEWS management must still be contacted immediately, and an Unusual Incident Report (UIR) must still be filed following any disruptive customer situation in the Career Center.

DOL managers and supervisors are made aware of any disruptive customer situation in the Center so that they can assist with filing the UIRs and ensuring that Vicki Mockler is informed of the event. This ensures that the appropriate service suspension letter is sent out from Central Office.

OSOS DATA ENTRY

To record a **Service Suspension**, navigate to the **Customer Detail** window, **Programs** tab and click on the **Non-Service Event** button.

NON-SERVICE EVENTS
This will display the Customer's **Non-Service Event** window. Click **Add** to make an entry.

![OSOS One-Stop Operating System logo]

Select **Service Suspension** from the Non-Service Type drop-down menu.

Customer Non-Service Event

＊Non-Service Type

Service Suspension

- Service Suspension
- Participant has Retired
- Institutionalized (Incarcerated/Resident of 24-Hr Support Facility)
- Receiving Health/Medical Treatment
- Participant Deceased
- Reserve Forces Called to Active Duty
- Foster Care (Youth Only)
- Participant Determined Ineligible
- Correctional Institution (Criminal Offender)

In the **Start Date** field, enter the date that the customer was suspended from the Career Center.

Service Suspension End Dates should never be entered by Career Center staff. Certain long-term suspensions cannot be lifted until the customer writes a letter requesting permission to re-enter the Career Centers, even if the original term of the suspension has already been served. This request must be reviewed and approved before the customer will be permitted back into the Career Centers. Central Office staff will enter in the End Date in OSOS when a customer's Service Suspension has ended.

Details of the service suspension must also be entered as a **comment** in OSOS.

Enter any and all of the details regarding why the customer was suspended in the **comments** section of the customer's record. This will allow other staff and central office to view key details if needed.
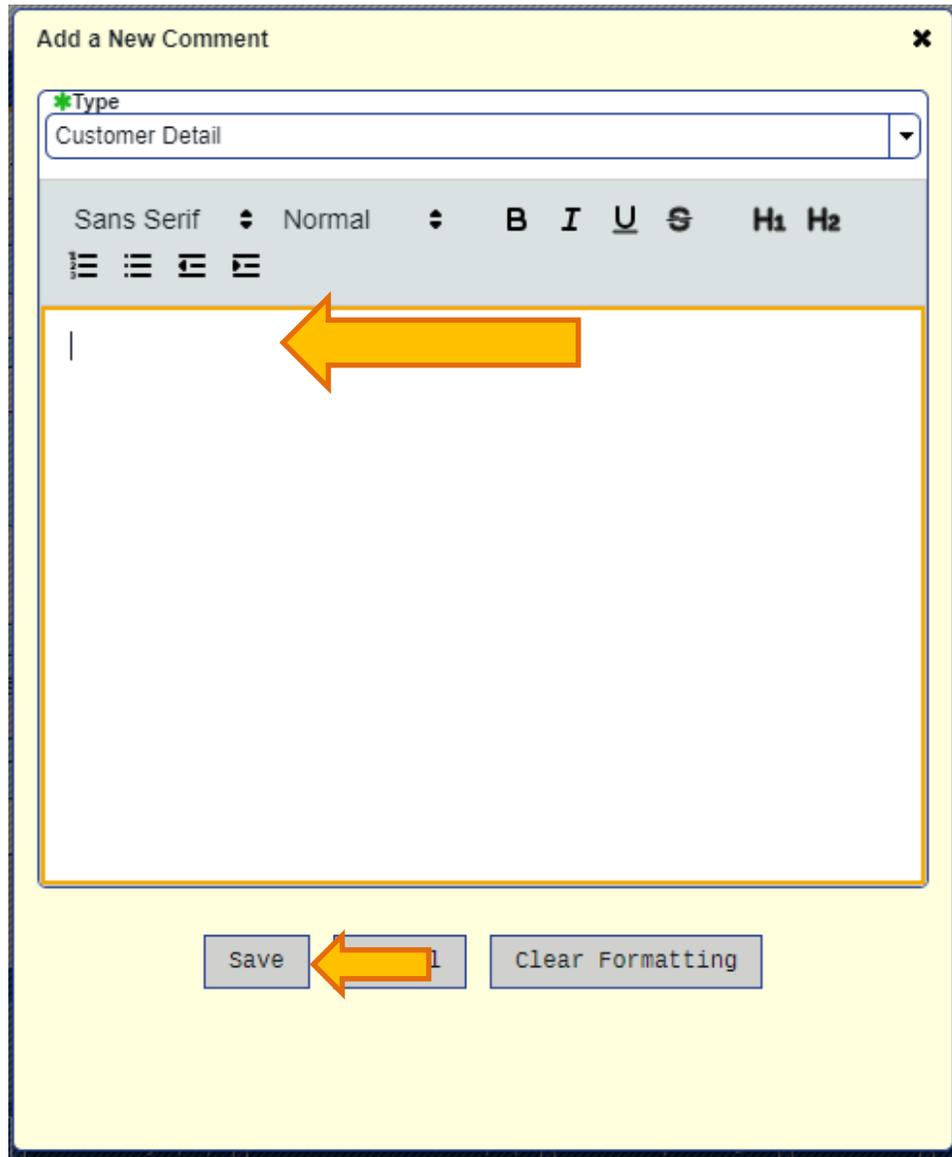
Add a New Comment ✖

*Type
Customer Detail ▾

Sans Serif ⬍ Normal ⬍ **B** *I* U S H₁ H₂

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RESOURCES AND ASSISTANCE

For additional guides 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