

# 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.

The screenshot shows the OSOS Customer Detail window for a customer named Test, Jersey. The window has a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP, and ADMIN. The CUSTOMER tab is active, and the Customer Detail sub-tab is selected. The customer's SSN is \*\*\*-\*\*-6789 and the OSOS ID is NY015240920. The Programs tab is highlighted with a yellow arrow. Below the Programs tab, the Non-Service Events section is active, also highlighted with a yellow arrow. This section contains a table for Current Public Assistance with columns for Reg Date, Term Date, and Grant Number. The table lists various programs such as TANF (PIRL), TANF Exhausting within 2 Years (PIRL), TANF Exhaustee, GA - General Assistance (State/Local) (PIRL), RCA - Refugee Cash Assistance (PIRL), SSI - Supplemental Security Income Title XVI (PIRL), SNAP / Food Stamps (PIRL), SSDI - Social Security Disability Insurance (PIRL), Russell Nat'l School Lunch Act (PIRL), Foster Child Payments (PIRL), TWEP - Tribal Work Experience Program (PIRL), USDA Commodity Program (PIRL), Medicaid, and Home Relief. Each row has a checkbox and input fields for the dates and grant number. At the bottom of the window, there is a toolbar with buttons for Save, Start Match |M|, Activity |A|, I.A. Referrals |R|, Correspond, IVR, Links |L|, Get To Srch, Comments, Tag, Schedule, WIOA Eligibility |W|, Summary |U|, JobZone, Reload, and Custom.

	Reg Date	Term Date	Grant Number
<input type="checkbox"/> TANF (PIRL)			
<input type="checkbox"/> TANF Exhausting within 2 Years (PIRL)			
<input type="checkbox"/> TANF Exhaustee			
<input type="checkbox"/> GA - General Assistance (State/Local) (PIRL)			
<input type="checkbox"/> RCA - Refugee Cash Assistance (PIRL)			
<input type="checkbox"/> SSI - Supplemental Security Income Title XVI (PIRL)			
<input type="checkbox"/> SNAP / Food Stamps (PIRL)			
<input type="checkbox"/> SSDI - Social Security Disability Insurance (PIRL)			
<input type="checkbox"/> Russell Nat'l School Lunch Act (PIRL)			
<input type="checkbox"/> Foster Child Payments (PIRL)			
<input type="checkbox"/> TWEP - Tribal Work Experience Program (PIRL)			
<input type="checkbox"/> USDA Commodity Program (PIRL)			
<input type="checkbox"/> Medicaid			
<input type="checkbox"/> Home Relief			



## NON-SERVICE EVENTS

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

Test, Jersey      SSN: \*\*\*-\*\*-6789    OSOS ID: NY015240920      << 1 of 1 >>

< General Info Eligibility Add'l Info Resume Data Planning Comp Assess **Programs** Outcomes Saved Searches >

Pgms/PA History | Pgms/PA Summary | **Non-Service Events** | Legacy Enrollments

**Customer Non-Service Event**

<p>*Non-Service Type</p> <p>*Start Date    End Date    Disallow Service?</p> <p>Warning Text</p> <p>Notes</p>	<p>Created Staff</p> <p>Office</p> <p>Date</p>	<p>Last Modified Staff</p> <p>Office</p> <p>Date</p>
---	--	--

Attachment

Upload    Download    Attached File Name    Delete

0-0 of 0    << >>    100

Non-Service Type	Start Date	End Date	Warning Text	Date Modified
no non-service event data				

0-0 of 0    << >>    100

**Add +**    Custom

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.

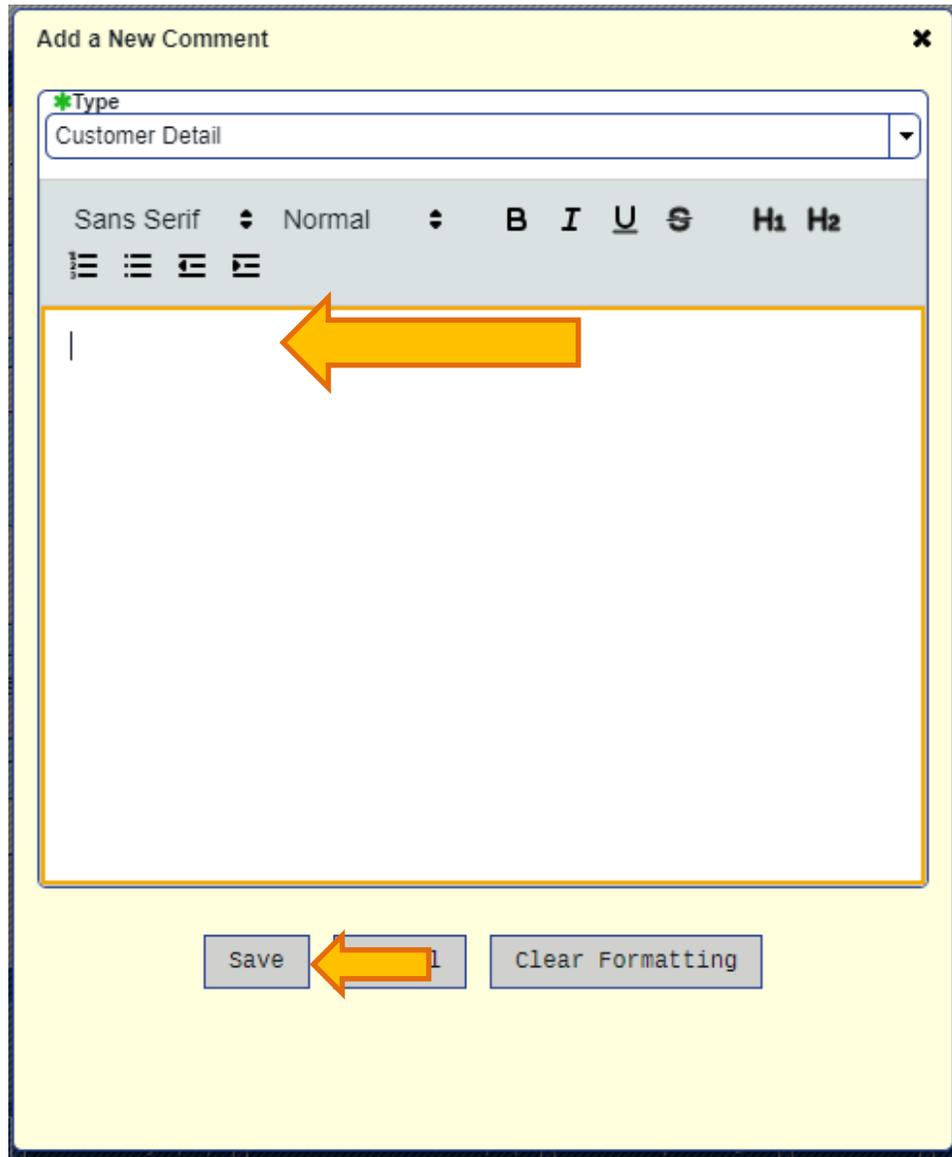
**Service Suspension End Dates** should never be entered by Career Center staff. Certain long-term suspensions cannot be lifted until the customer writes a letter requesting permission to re-enter the Career Centers, even if the original term of the suspension has already been served. This request must 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.

Non-Service Type	Start Date	End Date	Warning Text	Date Modified
Service Suspension	07/18/2024			

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

Save | Start Match |M| | Activity |A| | I.A. Referrals |R| | Correspond | IVR | Links |L|  
Ret To Srch | Comments | Schedule | WIOA Eligibility |W| | Summary |U| | JobZone |  
Reload | Custom

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 G H1 H2

|

Save Clear Formatting



## RESOURCES AND ASSISTANCE

For additional guides [https://dol.ny.gov/workforce-professionals-tools?f%5B0%5D=filter\\_term%3A811](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](mailto:help.osos@labor.ny.gov)