OSOS Ticket to Work Guide

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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 custom tab.

Access to the Ticket to Work custom 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 custom tab data entry only. Additional guides exist to assist the user to login, search for a customer and understand OSOS at Workforce Professionals Tools | Department of Labor
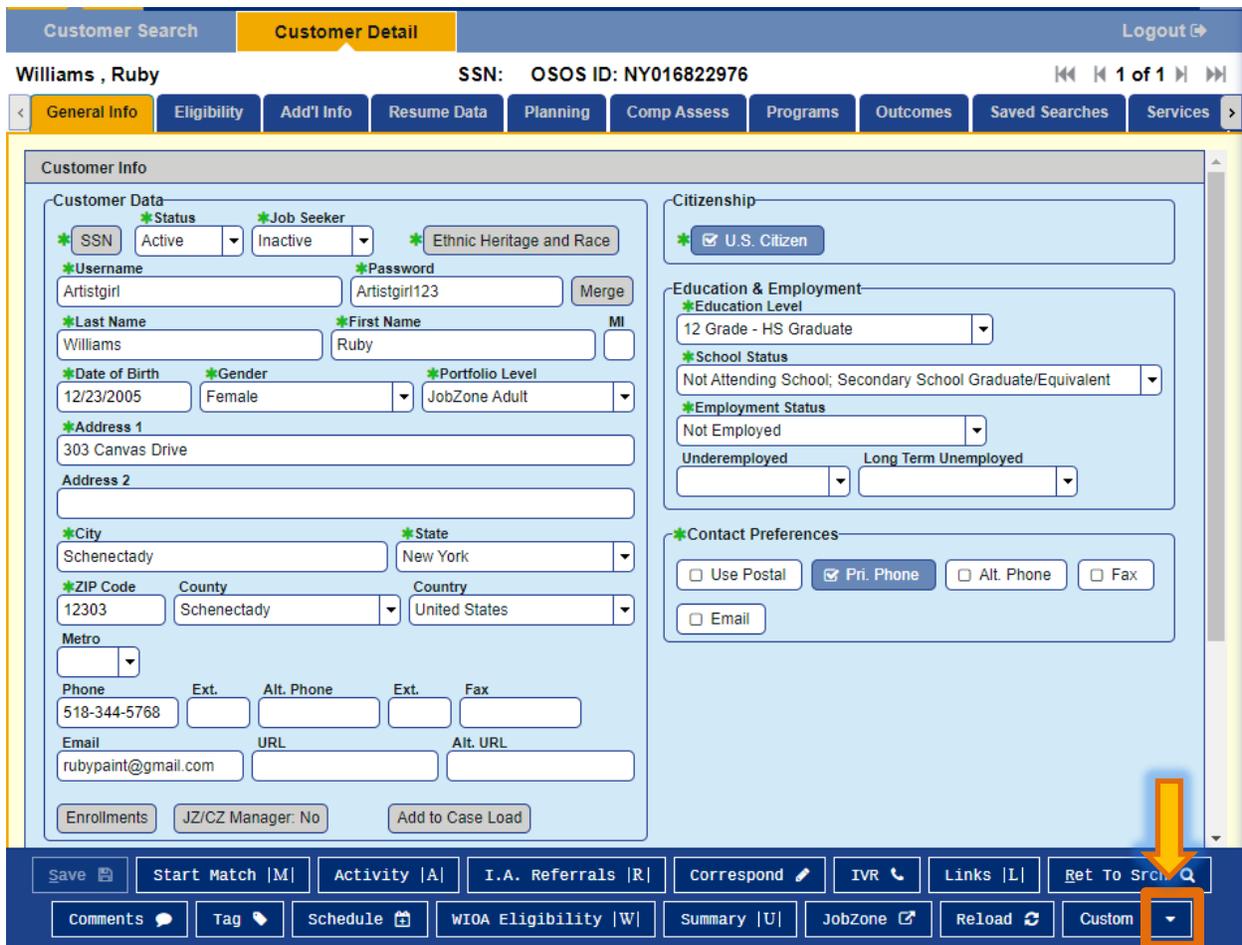
OSOS DATA ENTRY

First, search OSOS to see if the customer record exists. Additional information can be found here for searching a customer record: https://dol.ny.gov/system/files/documents/2024/10/osos-performaing-a-customer-search-guide.pdf and creating a new customer record https://dol.ny.gov/system/files/documents/2024/10/osos-creating-a-basic-customer-record-guide.pdf

To access the Ticket to Work, click on the **Custom** down arrow button, located at the bottom right corner.

Scroll down until you see **Ticket to Work**.
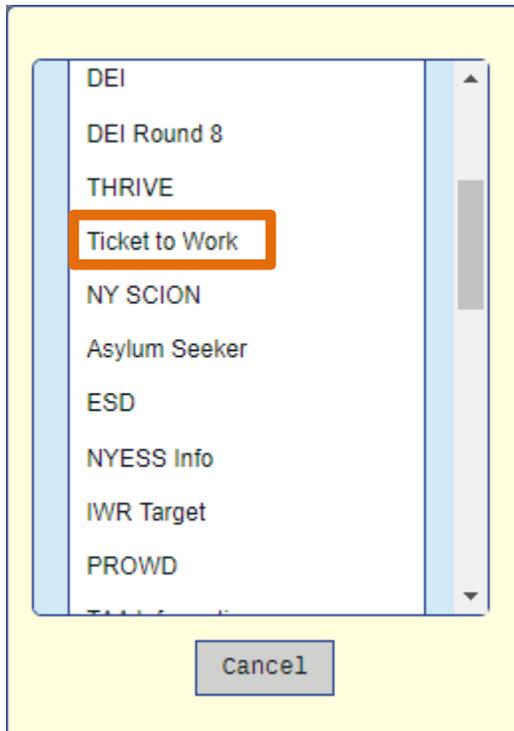
Click on **Ticket to Work**. If the Ticket to Work custom tab is still not visible, contact your security coordinator to request an update to your OSOS account.

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 a 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 custom tab may be attached to a customer/consumer.

In the Ticket Assignment per NYESS Provider section, enter the **date**.

Ticket Assignment per NYESS Provider
Date TTW Brochure was Signed
06/07/2024

Date IEP or IWP was Signed

Please enter the signed TTW Brochure date above. Then, copy and paste the URL below and submit your IWP to NYESS: https://employment1st.com/TTW/NYESS_Provider_IWP.html

Copy and paste the URL below and submit your IWP to NYESS: https://employment1st.com/TTW/NYESS_Provider_IWP.html

For the Ticket Assignment Per SSA fields, as stated below: The fields are not fillable but are populated when assignment or un-assignment occurs. The SSA Response field indicates the result of the most recent Ticket assignment or un-assignment attempt.

Ticket Assignment Per SSA
Actual Assignment Date

Unassignment Date

Assignment Status

The Ticket Assignment per SSA fields are not fillable but are populated when assignment or unassignment occurs. The SSA Response field indicates the result of the most recent Ticket assignment or unassignment attempt.

Underneath the Assignment Status, there are the instructions for a customer's Ticket to be eligible, the following must be true:

- A signed TTW Brochure must be on file and available if requested.
- A signed Individualized Employment Plan (IEP) or Individual Work Plan (IWP) must be on file and available if requested.
- The NYESS customer record must be active.
- Qualifying activities must be documented in the customer record. Click here: https://employment1st.com/NYESS/NYESS_Training_Evaluation.html

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

Enter the date for **Date TTW Brochure was Signed** located under the Ticket Assignment per NYESS Provider. If you are unsure when the customer was assigned, then use the earliest known date.

```
┌─Ticket Assignment per NYESS Provider─────────────────────
  Date TTW Brochure was Signed
  ┌──────────────────────────────────────────────────────┐
  │ 06/07/2024                                           │
  └──────────────────────────────────────────────────────┘
```

When the **Individual Employment Plan (IEP)** is developed and the customer has signed the IEP, then a copy of the IEP must be submitted to NYESS. Copy and paste the URL below to submit the IEP to NYESS. https://employment1st.com/TTW/NYESS_Provider_IWP.html

```
┌─Ticket Assignment per NYESS Provider─────────────────────
  Date TTW Brochure was Signed
  ┌──────────────────────────────────────────────────────┐
  │ 06/07/2024                                           │
  └──────────────────────────────────────────────────────┘
  Date IEP or IWP was Signed
  ┌──────────────────────────────────────────────────────┐
  │                                                      │
  └──────────────────────────────────────────────────────┘

  Please enter the signed TTW Brochure date above. Then, copy and paste the URL below and submit your IWP to NYESS:
  https://employment1st.com/TTW/NYESS_Provider_IWP.html
```

Click the **Save** button. 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.

	Create Office	Create Admin	Creation Date	Assignment Date	Unassignment Date	CD08 ID
☑						f724911c-4a6d-404c-9fbb-33990b690493

[Add] [Delete] [Print List] [Print Record] [Print Record/w Audit] [Audit]

[Save] [Cancel] [Help] [Custom ▼]

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.

RESOURCES AND ASSISTANCE

For additional guides: https://dol.ny.gov/workforce-professionals-tools?%2Fworkforce-professionals-tools=&q=/workforce-professionals-tools%3F/workforce-professionals-tools%3D&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