

OSOS Ticket to Work Guide



TABLE OF CONTENTS

PURPOSE	1
OSOS DATA ENTRY	2
RESOURCES AND ASSISTANCE	9

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](#)

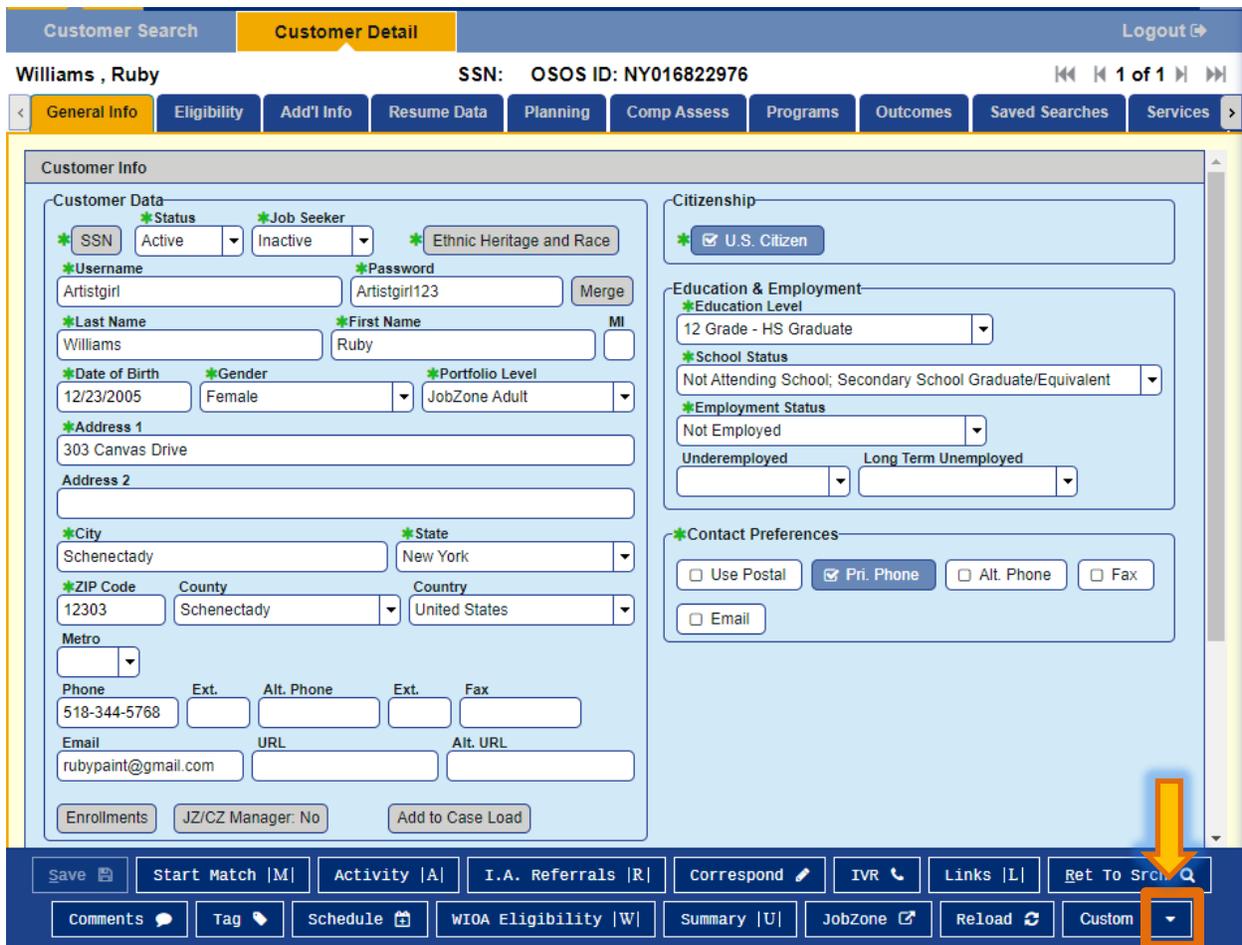
OSOS DATA ENTRY

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.



Customer Search | **Customer Detail** | Logout

Williams , Ruby | SSN: OSOS ID: NY016822976 | 1 of 1

General Info | Eligibility | Add'l Info | Resume Data | Planning | Comp Assess | Programs | Outcomes | Saved Searches | Services

Customer Info

Customer Data

*SSN: Active | *Job Seeker: Inactive | *Ethnic Heritage and Race

*Username: Artistgirl | *Password: Artistgirl123 | Merge

*Last Name: Williams | *First Name: Ruby | MI

*Date of Birth: 12/23/2005 | *Gender: Female | *Portfolio Level: JobZone Adult

*Address 1: 303 Canvas Drive

Address 2

*City: Schenectady | *State: New York

*ZIP Code: 12303 | County: Schenectady | Country: United States

Metro

Phone: 518-344-5768 | Ext. | Alt. Phone | Ext. | Fax

Email: rubypaint@gmail.com | URL | Alt. URL

Enrollments | JZ/CZ Manager: No | Add to Case Load

Citizenship

* U.S. Citizen

Education & Employment

*Education Level: 12 Grade - HS Graduate

*School Status: Not Attending School; Secondary School Graduate/Equivalent

*Employment Status: Not Employed

Underemployed | Long Term Unemployed

Contact Preferences

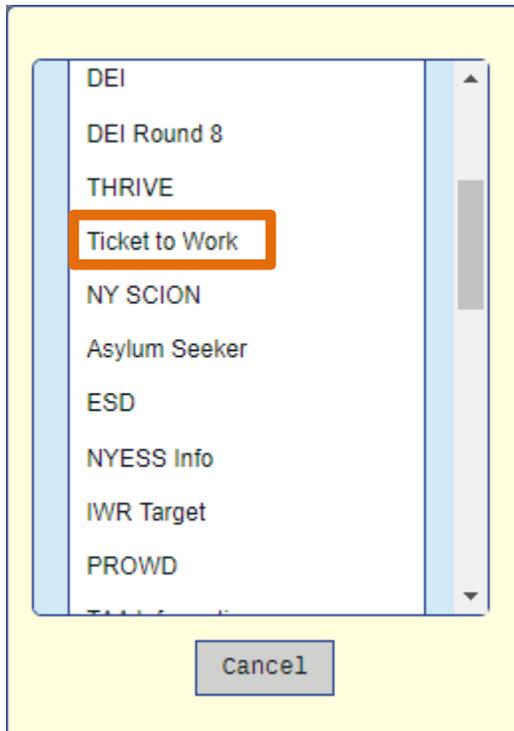
Use Postal | Pri. Phone | Alt. Phone | Fax

Email

Save | Start Match |M| | Activity |A| | I.A. Referrals |R| | Correspond | | IVR | | Links |L| | Ret To Src | |

Comments | Tag | Schedule | WIOA Eligibility |W| | Summary |U| | JobZone | | Reload | | Custom | ▾

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.

Ticket to Work

Ticket Assignment per NYESS Provider

Date TTW Brochure was Signed

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

Ticket Assignment Per SSA

Actual Assignment Date

Unassignment Date

Assignment Status

	Create Office	Create Admin	Creation Date	Assignment Date	Unassignment Date	CD08 ID
<input checked="" type="checkbox"/>	NY6003	SERAFINI, STOYKA	06/24/2024			177585

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.

	Create Office	Create Admin	Creation Date	Assignment Date	Unassignment Date	CD08 ID
<input checked="" type="checkbox"/>	NY6003	SERAFINI, STOYKA	06/24/2024			177585

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.

	Create Office	Create Admin	Creation Date	Assignment Date	Unassignment Date	CD08 ID
<input type="checkbox"/>						



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

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
<input checked="" type="checkbox"/>						f724911c-4a6d-404c-9fbb-33990b690493



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.

Print Preview ✕

Printed for SERAFINI,STOYKA
Thursday, August 29, 2024

Customer
Seeker ID: NY016822976
Modify Resp Admin:
SSN:
Last Name: Williams
First Name: Ruby
MI:
UI Claimant: Seek (Subject to Work Search)

Ticket to Work
Date TTW Brochure was Signed: 06/07/2024
Date IEP or IWP was Signed:
null:
Actual Assignment Date:
Unassignment Date:
Assignment Status:
null:
null:
null:
null:
null:

Export File Type:

Print Preview ✕

Printed for SERAFINI,STOYKA
Thursday, August 29, 2024

Customer
 Seeker ID: NY016822976
 Modify Resp Admin:
 SSN:
 Last Name: Williams
 First Name: Ruby
 MI:
 UI Claimant: Seek (Subject to Work Search)

Ticket to Work
 Date TTW Brochure was Signed: 06/07/2024
 Date IEP or IWP was Signed:
 null:
 Actual Assignment Date:
 Unassignment Date:
 Assignment Status:
 null:
 null:
 null:
 null:
 null:

Audit

Export File Type: HTML

The **Audit** information lists any changes made to the record.

OSOS Audit ✕

<p>Created</p> <p>Administrator <input style="width: 100%;" type="text"/></p> <p>Office <input style="width: 100%;" type="text"/></p> <p>Date/Time <input style="width: 100%;" type="text"/></p>	<p>Last Modified</p> <p>Administrator <input style="width: 100%;" type="text"/></p> <p>Office <input style="width: 100%;" type="text"/></p> <p>Date/Time <input style="width: 100%;" type="text"/></p>
---	---



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