

# OYCEA-City of Albany OSOS Guide



## TABLE OF CONTENTS

Purpose .....	1
Searching for the Customer .....	2
Search Options .....	3
Quick Search .....	5
Basic Customer Record .....	11
Basic Customer Record Details .....	12
Case Notes .....	14
Comprehensive Assessment .....	15
Services .....	18
Entering an Achievement Objective .....	18
Entering the Service .....	20
Saving the first enrolling service .....	<b>Error! Bookmark not defined.</b>
Closing a Service .....	28
Follow Up Services .....	30
Resources and Assistance .....	34

## PURPOSE

The One-Stop Operating System (OSOS) is the primary case management system used for tracking all services provided to customers throughout the Workforce Development System. OSOS collects substantial information from customers, businesses, and training providers. This information is also used to prepare required State and Federal reports.

This guide provides instructions on how to conduct the OSOS data entry for the Opportunity Youth Career Exploration and Access (OYCEA) Program.

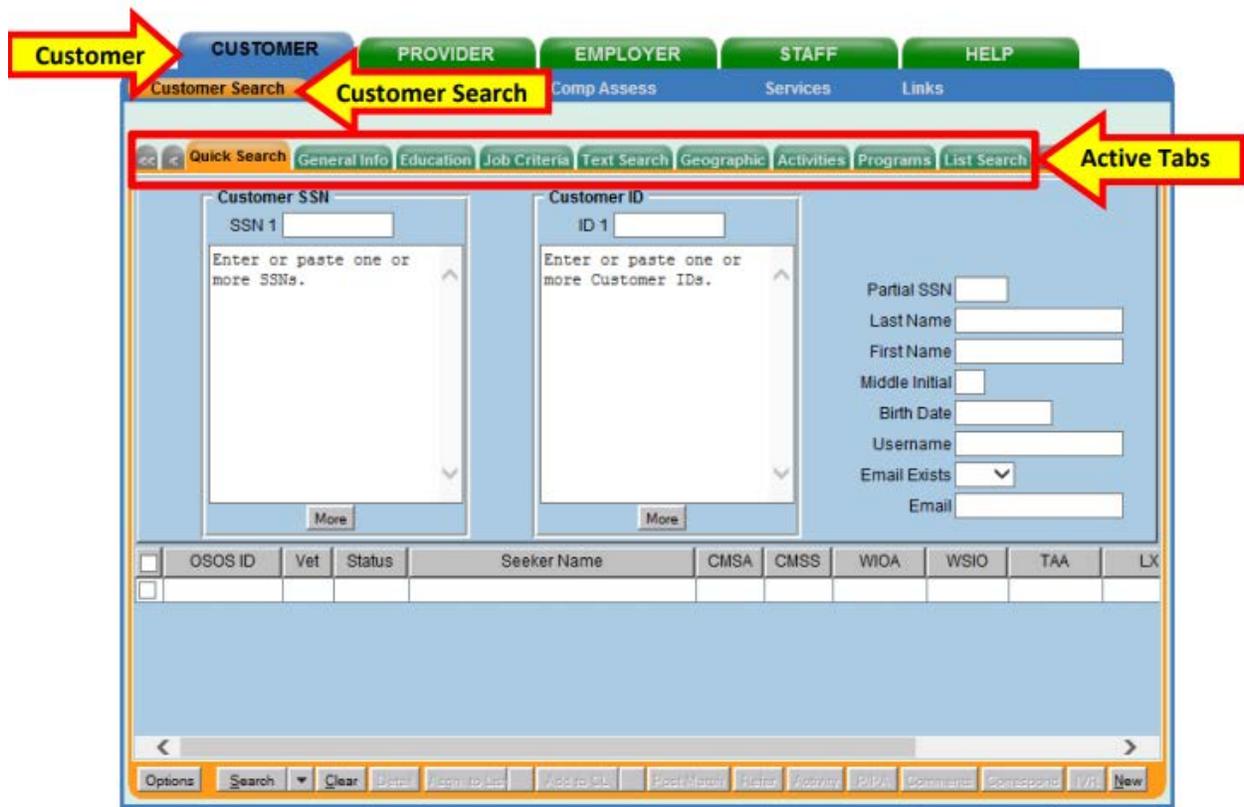
Please see the OYCEA RFP for additional information on the OYCEA Program: [OYCEA RFP](#)

## SEARCHING FOR THE CUSTOMER

The first time staff enter customer data into OSOS, it is important to determine if a record already exists for the customer. In addition, there may be instances where there are two existing records, or duplicate records, for the customer. When this occurs, we often see that one account has a Social Security Number and one does not. Following the instructions below ensures that any duplicate records can be found and addressed accordingly.

Searches are performed within the **Customer Search** window, in the **Customer** module.

While searches are most commonly performed from the **Quick Search** tab, any of the active tabs can be used in the search process. In addition, once you are case managing a customer, and their Customer ID is known, you may search for the customer using the Customer ID field.



**Customer** CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Search Comp Assess Services Links

Quick Search General Info Education Job Criteria Text Search Geographic Activities Programs List Search **Active Tabs**

Customer SSN  
SSN 1   
Enter or paste one or more SSNs.

Customer ID  
ID 1   
Enter or paste one or more Customer IDs.

Partial SSN   
Last Name   
First Name   
Middle Initial   
Birth Date   
Username   
Email Exists   
Email

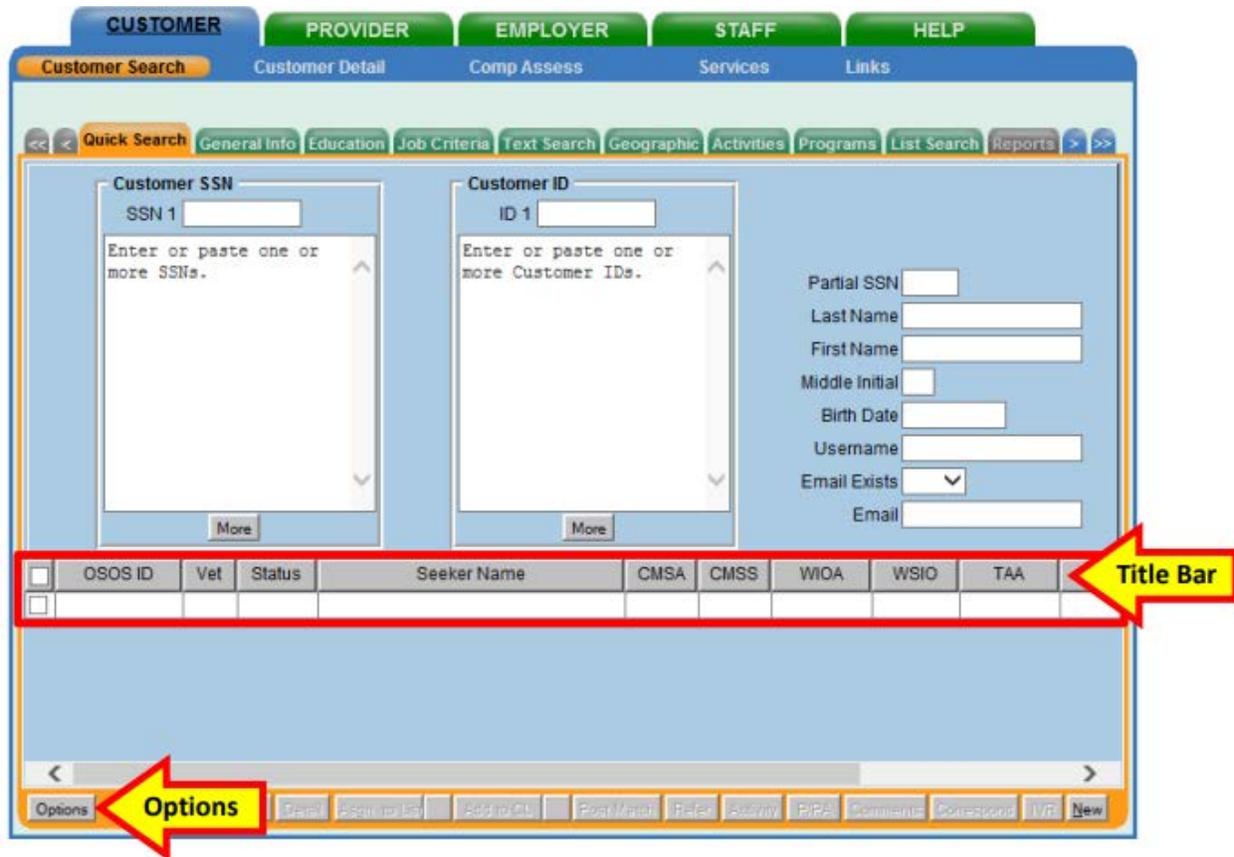
<input type="checkbox"/>	OSOS ID	Vet	Status	Seeker Name	CMSA	CMSS	WIOA	WSIO	TAA	LX
<input type="checkbox"/>										

Options Search Clear Print Home to List Add to CL Post-Nav Home Archive PIPA Comments Respond IVR New

## SEARCH OPTIONS

Before conducting a customer search, staff should customize their search options that will be displayed in the **Title Bar**.

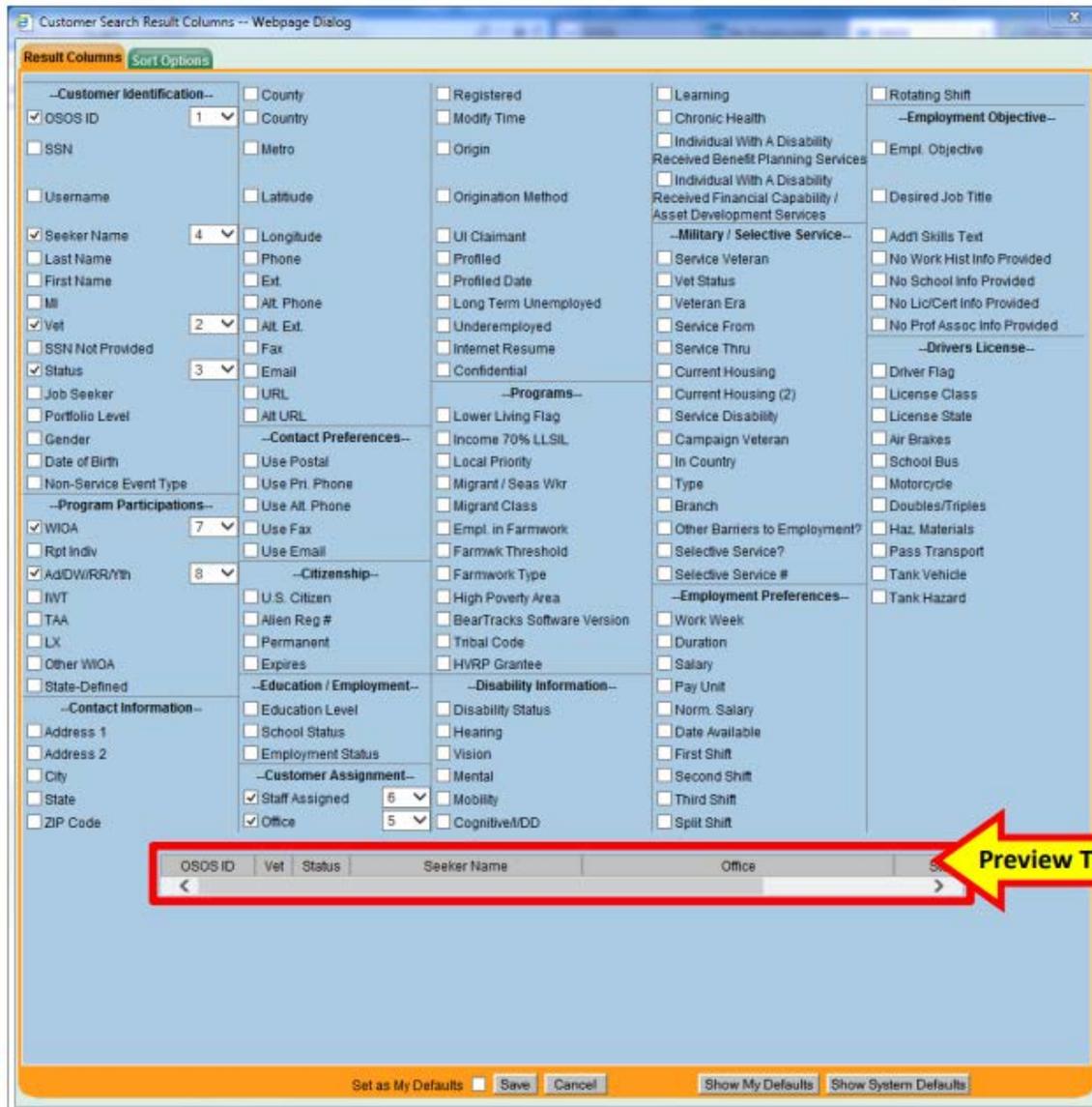
To access the search options, click on the **Options** button at the bottom left of the screen.



The screenshot shows the OSOS Customer Search interface. At the top, there are tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs for Customer Search, Customer Detail, Comp Assess, Services, and Links. The main search area includes fields for Customer SSN (SSN 1) and Customer ID (ID 1), along with other search criteria like Partial SSN, Last Name, First Name, Middle Initial, Birth Date, Username, Email Exists, and Email. A red box highlights the 'Title Bar' at the bottom of the search results area, which contains columns: OSOS ID, Vet, Status, Seeker Name, CMSA, CMSS, WIOA, WSIO, TAA. A red arrow points to the 'Options' button at the bottom left of the interface.

The **Customer Search Result Columns** pop-up window displays all the fields that can be added to the title bar. These fields can be selected or de-selected by clicking on the checkbox next to them.

The number to the right of the field name indicates the order in which the fields will be displayed on the title bar. Staff can change this order by manually re-numbering the selected fields or by clicking and dragging the sections in the gray preview title bar at the bottom of the pop-up.



Helpful fields that staff should consider including in their search results are: **OSOS ID, Seeker Name, Status, Date of Birth, and City.**



*Seeker Name and Date of Birth are both important fields to include, as staff can use this information to easily identify potential duplicate OSOS records. Duplicate records should be emailed to [Help.OSOS@labor.ny.gov](mailto:Help.OSOS@labor.ny.gov)*

Once staff have selected the fields and the display order that will be most useful to them, click the **Set as My Default** checkbox and then click the **Save** button. This ensures that these settings will remain as the default settings used each time that the staff member runs a customer search in OSOS. These settings can be changed at any time, either to alter the defaults or to run a single search.

## QUICK SEARCH

A customer search is most commonly performed from the **Customer Search** window, **Quick Search** tab. There are numerous ways a customer search can be conducted depending on the information the staff has obtained. Staff will mainly search by **Customer Full** or **Partial Name**.

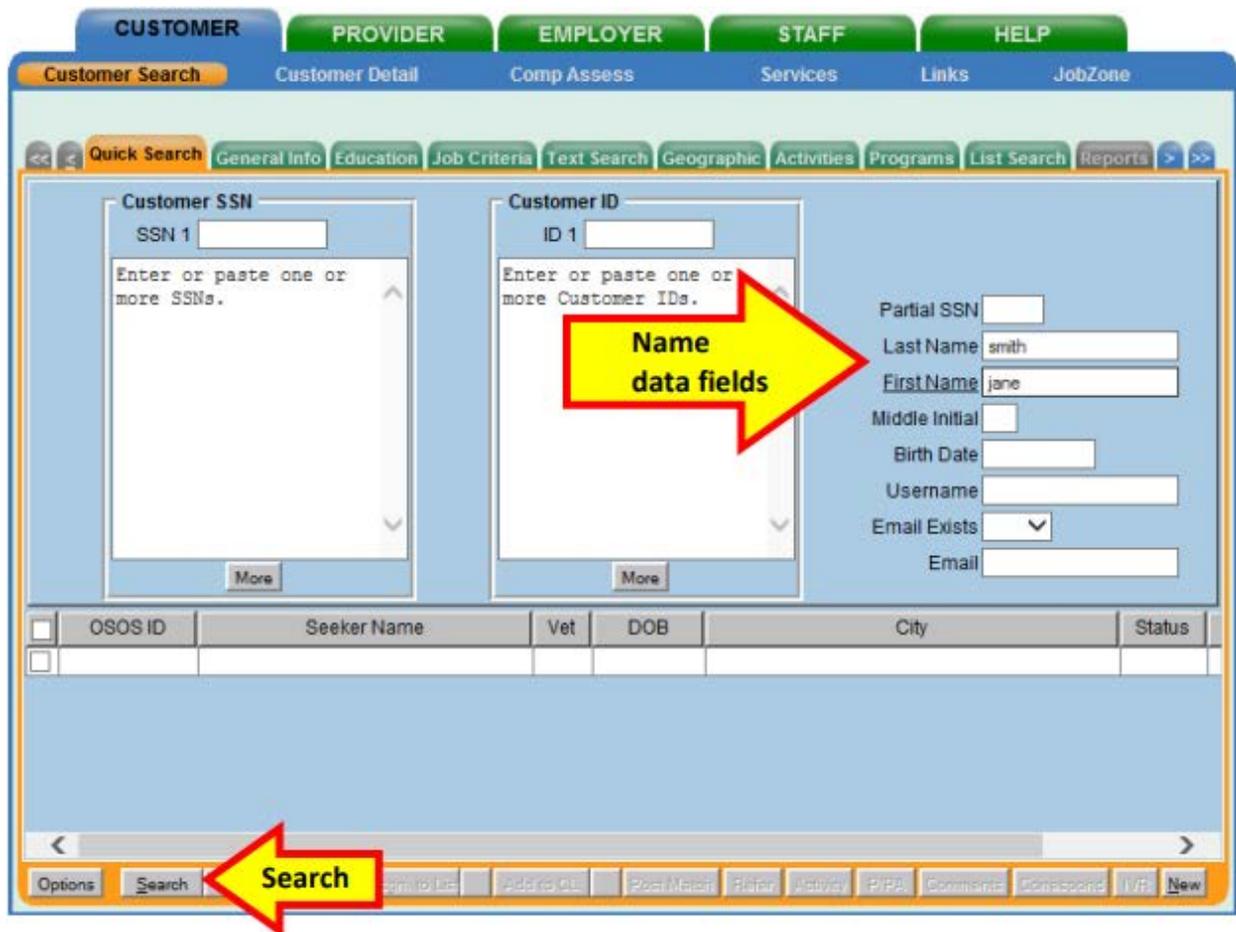
### SEARCHING BY CUSTOMER FULL OR PARTIAL NAME

Staff may search for a customer record by full or partial name. Enter as much information as is known in the **Last Name** and **First Name** data fields.



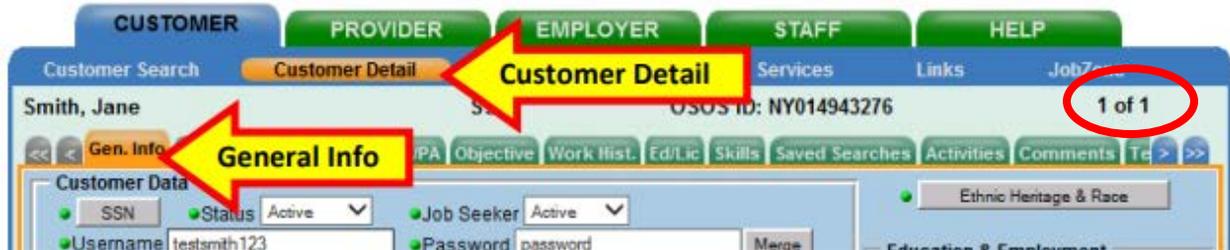
*As a best practice, staff should perform a name search for any customer they are working with to determine if duplicate OSOS records exist for the same customer. If a duplicate record is found, please contact [help.osos@labor.ny.gov](mailto:help.osos@labor.ny.gov)*

Click the **Search** button.

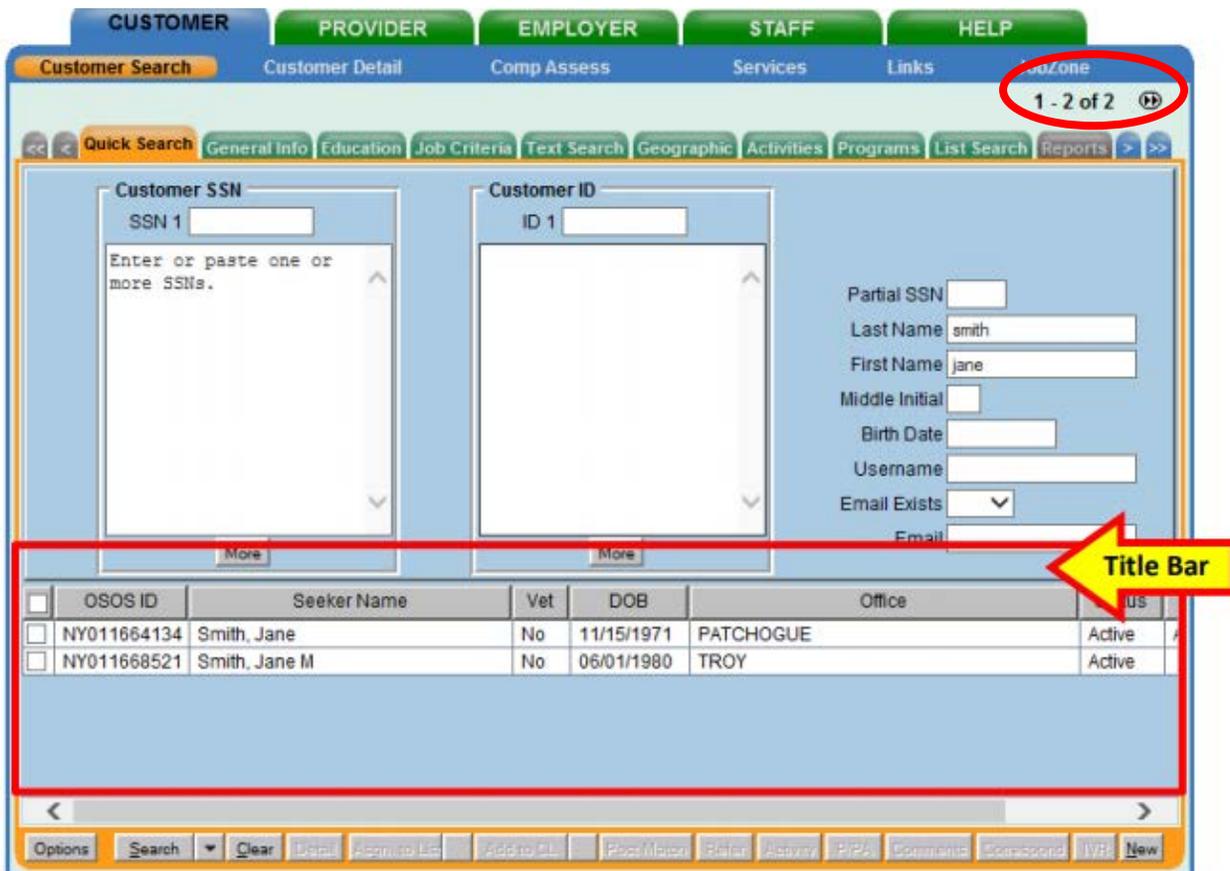


The screenshot shows the OSOS Customer Search window. At the top, there are tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, Comp Assess, Services, Links, and JobZone. The main interface has a 'Quick Search' tab selected, with other tabs like General Info, Education, Job Criteria, Text Search, Geographic, Activities, Programs, List Search, and Reports. The search form includes two large text areas for 'Customer SSN' and 'Customer ID'. To the right, there are fields for 'Partial SSN', 'Last Name' (containing 'smith'), 'First Name' (containing 'jane'), 'Middle Initial', 'Birth Date', 'Username', 'Email Exists' (a dropdown menu), and 'Email'. A yellow arrow points to the 'Last Name' and 'First Name' fields with the text 'Name data fields'. At the bottom of the form, there is a 'Search' button, also highlighted with a yellow arrow. Below the search form is a table with columns: OSOS ID, Seeker Name, Vet, DOB, City, and Status. The table is currently empty.

If there is only one result returned, OSOS will display the customer's record. It will default to the **General Information** tab of the **Customer Detail** window.



If there is more than one customer record matching the search criteria, the customers' information will be displayed in the window below the data entry fields.



If the search yields more than one result, staff can view all the records by first clicking on the check box in the top left-hand corner of the gray title bar. This will select all the results. Staff can then click on **Detail** at the bottom of the screen to review all selected customer records.

<input type="checkbox"/>	OSOS ID	DOB	Status	Office	
<input checked="" type="checkbox"/>	Schenectady, Andrew	NY015298310	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	Schenectady, April	NY015298309	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	Schenectady, Chris	NY015298322	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	Schenectady, Dan	NY015298317	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	Schenectady, Derek	NY015298312	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	Schenectady, Hallie	NY015298308	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	Schenectady, Hannah	NY015298320	01/01/19	Active	Uniondale Union Free School District

Options Search Clear Detail Post Match Refer Activity P/PA Comments Correspond IVR New

Select All

Detail



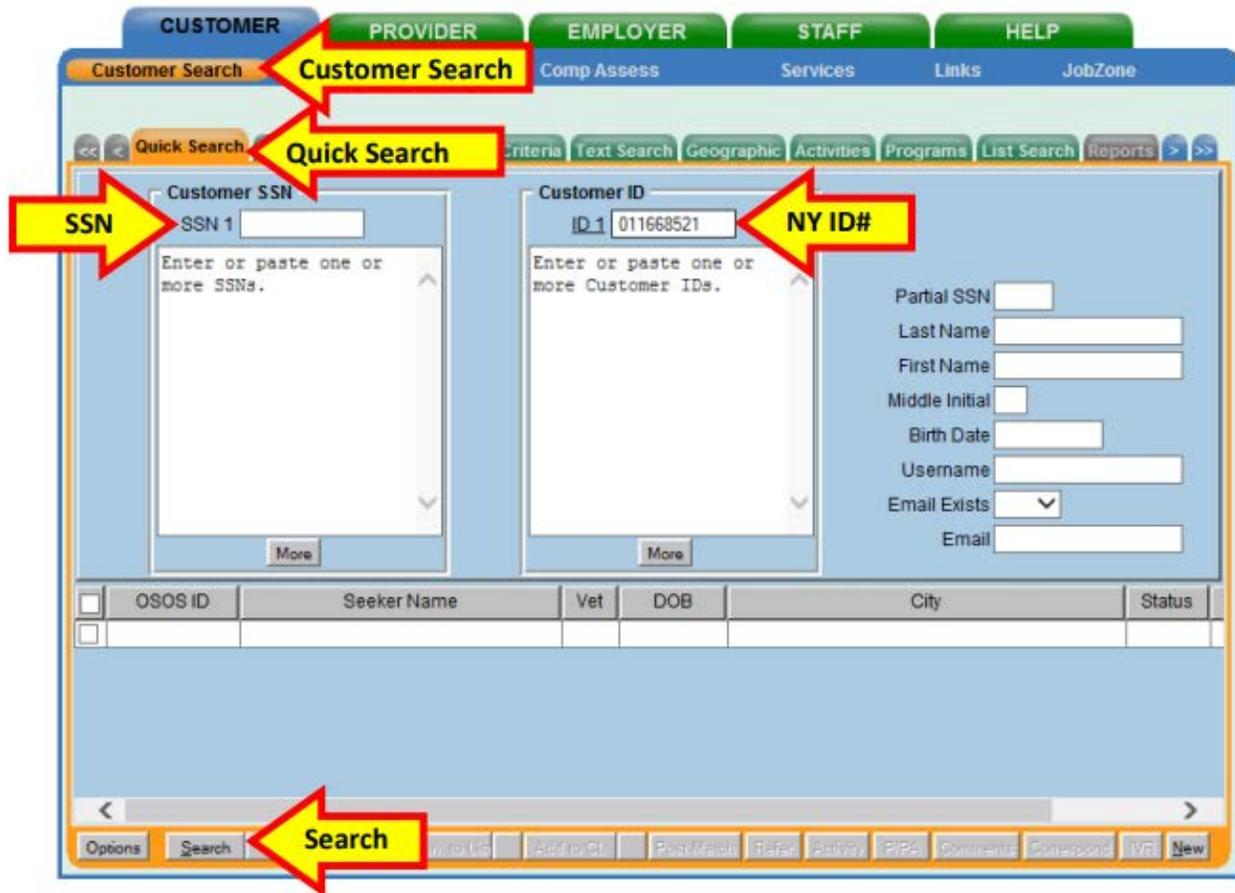
OSOS will display the customer record of the first customer selected. Use the arrows at the top right corner of the screen to toggle through the customer records. Staff can review the records to identify the customer they were searching for, as well as to identify potential duplicate records.

The screenshot displays the OSOS Customer Detail interface for Jane Smith. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this, a secondary navigation bar shows options like Customer Search, Customer Detail (selected), Comp Assess, Services, Links, and CareerZone. The main header area displays the customer's name (Smith, Jane), SSN, and OSOS ID (NY01), along with a 'Toggle Arrows' icon and a page indicator '1 of 4'. A secondary navigation bar contains tabs for Gen. Info, Eligibility, Add'l Info, Pgms/PA, Objective, Work Hist., Ed/Lic, Skills, Saved Searches, Activities, and Comments. The main content area is divided into several sections: 'Customer Data' with fields for SSN, Status (Active), Job Seeker (Active), Username (testsmith123), Password, Last Name (Smith), First Name (Jane), MI, Date of Birth (06/01/1980), Gender (Female), Portfolio Lvl, JobZone Adult, Address (123 Main Street), City (Albany), State (New York), Zip (12206), County (Albany), Country (United States), Metro, Phone, Email (janesmith@test.edu), and URL; 'Education & Employment' with fields for Education Level (HS + 2 yr Associates Degree), School Status (Not Attending School; Secondary Scho), Employment Status (Not Employed), Underemployed, and Long Term Unemployed; and 'Contact Preferences' with checkboxes for Use Postal, Fax, Pri. Phone, Email, and Alt. Phone. The 'Customer Assignment' section includes fields for Staff Assigned, WIB Assigned (Albany/Rensselaer/Schenectady Counties), Agency (Department of Labor), Office (ALBANY), and UI Claimant. A bottom navigation bar contains buttons for Save, Start Match, Devoid, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Bet to Srch, Comments, Tag, Resume, Sched, and Message.

### SEARCHING BY FULL SOCIAL SECURITY NUMBER OR NY ID

Once staff are case managing a particular customer, they can search by **Customer SSN** or **Customer ID** in the **Quick Search** tab to find the customer record.

Then click the **Search** button at the bottom of the screen.

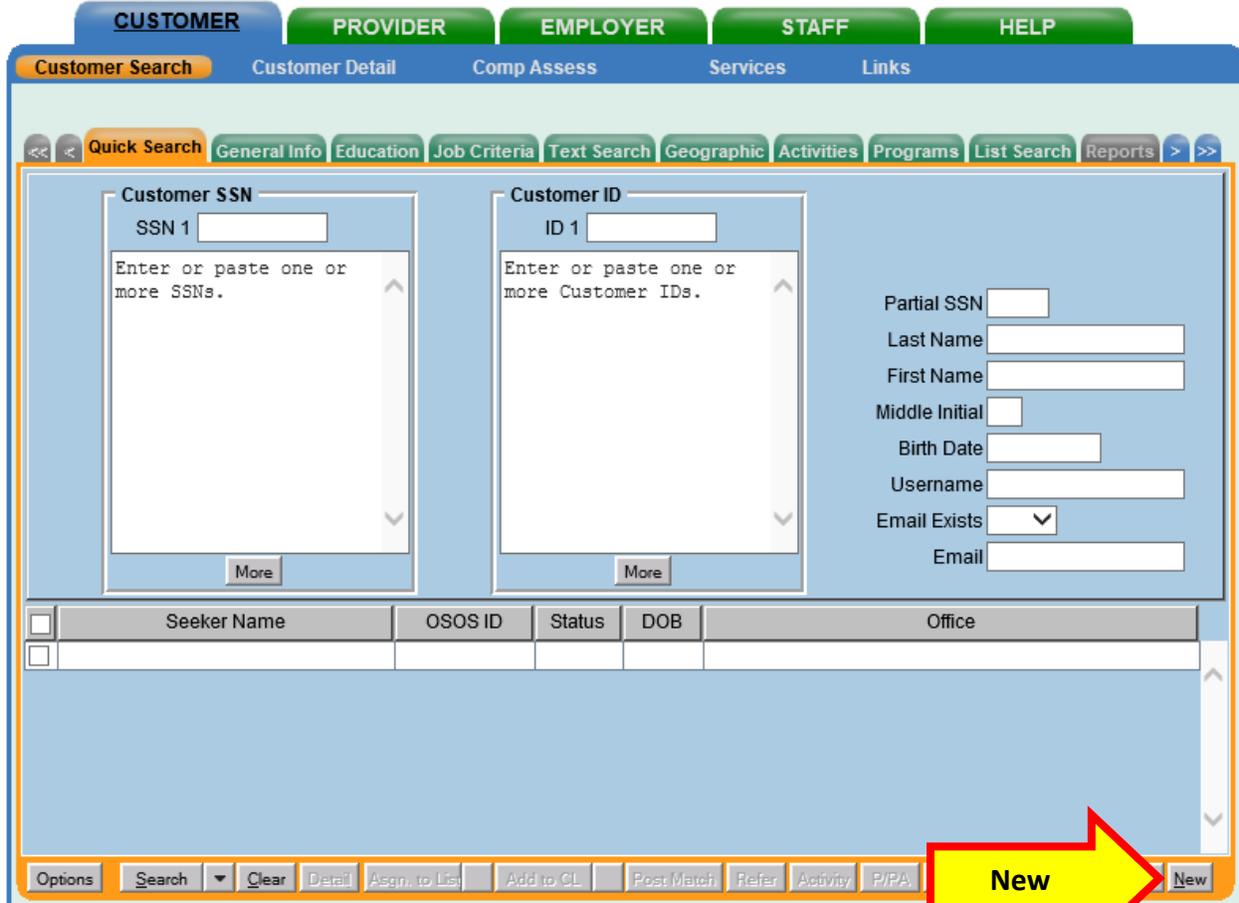


If there is a matching record, OSOS will display the customer's record. If there is no matching record, the system will display **No Matches Found** in the upper right-hand corner.



*The search can be based on either SSN or ID number, but it cannot be based on both. Including data in both the **Customer SSN** field and the **Customer ID** field will result in an error message.*

If an existing customer record cannot be found, click the **New** button at the bottom of the screen to create a new customer record.



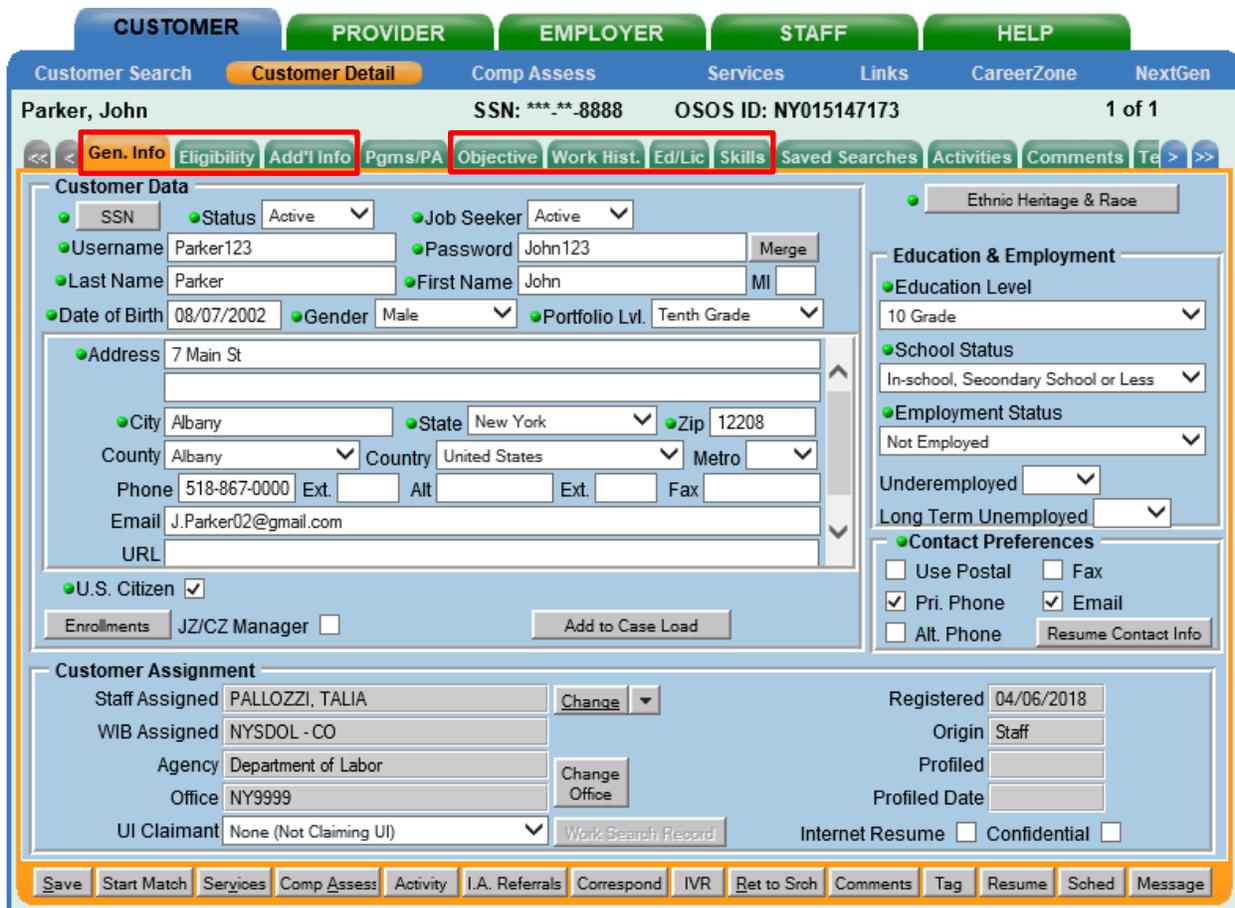
For detailed information on searching for a customer record, please see the [Performing a Customer Search OSOS Guide](#).

For detailed information on creating a customer record, please see the [Creating a Basic Customer Record OSOS Guide](#).

## BASIC CUSTOMER RECORD

Creating or updating a basic customer record requires data entry in seven tabs. These tabs are located in the **Customer** module, **Customer Detail** window. They are:

- **Gen. Info** tab (General Information)
- **Eligibility** tab
- **Add'l Info** tab (Additional Information)
- **Objective** tab
- **Work Hist.** tab (Work History)
- **Ed/Lic** tab (Education/Licenses)
- **Skills** tab



The screenshot shows the OSOS Customer Detail window for John Parker. The 'Gen. Info' tab is selected and highlighted with a red box. The form contains various fields for personal information, contact details, and employment status. Green dots are placed before the labels of required fields.

**Customer Data**

- SSN: \*\*\*-\*\*-8888
- Status: Active
- Job Seeker: Active
- Username: Parker123
- Password: John123
- Last Name: Parker
- First Name: John
- Date of Birth: 08/07/2002
- Gender: Male
- Portfolio Lvl.: Tenth Grade
- Address: 7 Main St
- City: Albany
- State: New York
- Zip: 12208
- County: Albany
- Country: United States
- Phone: 518-867-0000
- Email: J.Parker02@gmail.com
- U.S. Citizen:

**Education & Employment**

- Education Level: 10 Grade
- School Status: In-school, Secondary School or Less
- Employment Status: Not Employed
- Underemployed:
- Long Term Unemployed:

**Contact Preferences**

- Use Postal:
- Pri. Phone:
- Fax:
- Alt. Phone:
- Email:

**Customer Assignment**

- Staff Assigned: PALLOZZI, TALIA
- WIB Assigned: NYSDOL - CO
- Agency: Department of Labor
- Office: NY9999
- UI Claimant: None (Not Claiming UI)
- Registered: 04/06/2018
- Origin: Staff
- Profiled:
- Profiled Date:
- Internet Resume:
- Confidential:



*All required fields in OSOS are indicated by a green dot ● in front of the field name.*

To save the basic customer record, all required fields must be completed. However, to best serve the customer, staff should always enter as much information as possible.



*Do not click Save until all the required information, in all tabs, is recorded for the complete basic customer record. If Save is selected before the data is completely entered, it will generate an error message. If this error message does appear, you will still be able to continue with the record by clicking OK and continuing to enter the information. Instead, when creating the customer record, simply select the next appropriate tab. Click Save when all the required information has been entered.*

Staff must review all of the information in the customer record each time they work with the customer. This ensures that the record reflects the most up to date and accurate information.

### BASIC CUSTOMER RECORD DETAILS

For detailed instructions on creating a basic customer record, please see the [Creating a Basic Customer Record OSOS Guide](#).

Below are some noteworthy points for filling out the tabs located within the **Customer Detail** window.

- **Gen. Info tab**
  - **SSN:** Select the **SSN** button. If the customer provides their SSN it must be entered. Having an SSN in OSOS is very important because customer SSNs are used to match against wages and determine if the customer is employed. This also affects performance measures. Entering a customer's SSN helps prevent duplicate records. If the customer does not provide their SSN, select **Not Disclosed**. The SSN field is located "behind" a button in order to keep it as confidential as possible.
  - **Ethnic Heritage & Race:** Select the **Ethnic Heritage & Race** button. If the customer provides Ethnic Heritage and/or Race information, select the most appropriate choice. If no information is provided, select **Not Disclosed**. This information is located "behind" the button in order to keep it as confidential as possible. NYSDOL is required to collect this information under the Workforce Innovation and Opportunity Act (WIOA) as a part of our federal reporting.
  - **Education Level** - Select the highest level of education completed.
  - **Portfolio Level** - Select the highest level of education completed.



*Note: If you are creating a new customer record, the Portfolio Level selected should reflect the highest grade level that the youth has completed. If an OSOS record already exists for the youth, **do not change the Portfolio Level in OSOS.***



- **Eligibility tab**
  - **Income Info - Lower Living Standard** and **Income 70% LLSIL** are required fields. Select **Yes**, **No** or **Not Disclosed**. Where appropriate, select Yes only for Lower Living Standard OR Income 70% SSIL. Do not select Yes for both. The Income Eligibility Guidelines can be found on the [DOL Programs & Tools webpage](#), under Income Eligibility Guidelines.
  - **High Poverty Area**: This field is required for any customer 25 years old or younger. It is one of the fields that determines eligibility for the WIOA Youth Program. Information to determine High Poverty Area can be found [here](#).
  - **Disability Status**: If **Disabled** is selected, staff must select at least one **Disability Category**. Please note, **Not Disclosed** is an option if the customer does not want to identify their disability.
  - **Migrant Seasonal**: If **Yes** is selected, additional required fields will be displayed.
- **Add'l Info**
  - **Service Veteran**: Select **Yes**, **No**, or **Not Disclosed**. If **No** or **Not Disclosed** is selected, no additional information is required. However, if **Yes** is selected, it will display additional required fields.
  - **Selective Service**: All males over the age of 18 must be registered with Selective Service and this information must be recorded. Select the check box and enter the participant's Selective Service number. If the participant does not know their Selective Service number, click on **Register/Lookup**. This opens the Selective Service System website in a new browser tab. Use this site to conduct online verification of selective service registration using the participant's last name, SSN and date of birth.
- **Pgms/PA**: This tab does not contain any required information. However, if your customer discloses that they are receiving public assistance, such as free or reduced school lunch, it should be recorded here. Select the type of public assistance using the check box next to the title, and then fill in the **Reg Date**. If the customer is unsure of when they began receiving public assistance, ask them for their best approximation.
- **Objective**
  - **Employment Objective**: This summarizes the customer's qualifications and desired position.
  - **Desired O\*Net**: At least one **O\*Net title** is required. Click the **Add a Job Title** button. Then, click the **O\*Net Titles** button. This opens the Select O\*Net Webpage Dialogue box. Use the Keyword search at the bottom or the O\*Net folder hierarchy to find the customer's desired job title. Check the box next to the job title. Then click **Select**.

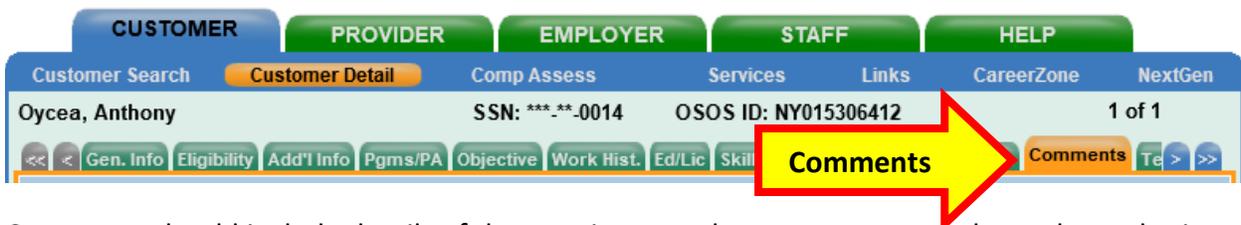
- **Acceptable Job Locations:** Enter at least one **Acceptable Job Location**.
- **Work History**
  - Select **New Job Entry** to enter a work history for the customer. Enter all required fields and any additional information provided by the customer.
  - If the customer does not have any Work History, select **No Information Provided**.
- **Ed/Lic**
  - There are three required sections within this tab; **Certificates/Licenses**, **Schools**, and **Professional Associations**. If the customer does not have information to enter in these sections, select **No Information Provided** under each section.
- **Skills**
  - **Additional Skills Text:** Enter any additional skills and abilities that are important to the customer's job performance.



*Once the **Skills** tab is completed, and the entire basic customer record has been entered, click the **Save** button at the bottom of the screen. **Record Saved** will briefly be displayed in the upper right-hand corner when the record is successfully saved. If there are fields missing information, an **Error Message** pop up box will indicate the error.*

## CASE NOTES

It is important to document case notes in the customer record. It is best practice to record case notes every time staff work with the customer. Case notes are documented in the **Customer** module, **Customer Detail** window, **Comments** tab.



Case notes should include details of the appointment that are not recorded anywhere else in OSOS. They should be clear, factual, relevant to employment, and show a logical progression. Case notes allow staff to gain a more complete understanding of the customer's situation.

It is best practice to use the SENSE model when documenting case notes. Details on the SENSE model can be found in the [Writing an Effective Youth Program Case Note in OSOS Guide](#).

## COMPREHENSIVE ASSESSMENT

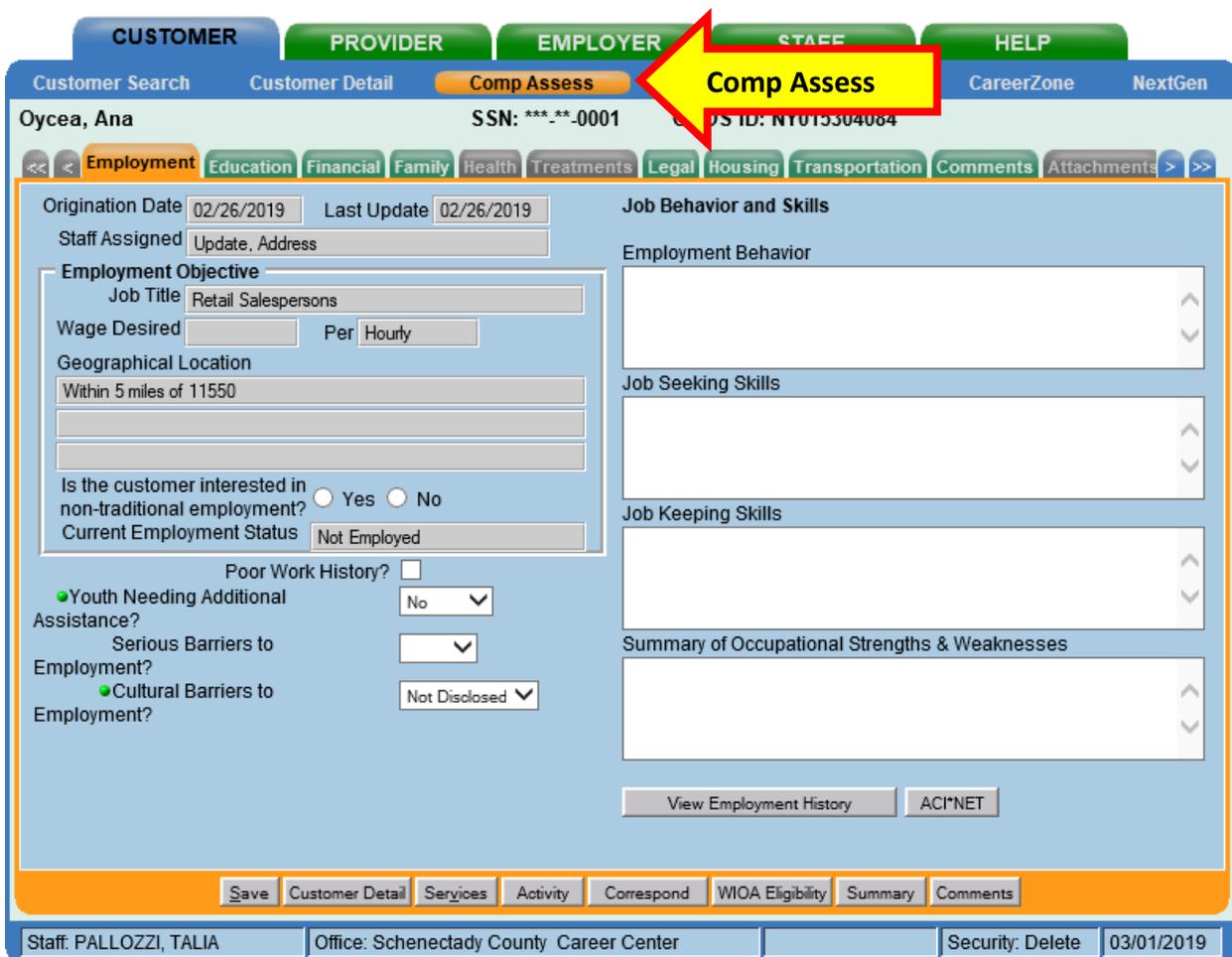
Information documented in the Comprehensive Assessment window is important for recording the customer's barriers and challenges. For detailed instructions on completing the Comprehensive Assessment, please see the [Comprehensive Assessment & Supplemental Data Guide](#).

Many of the fields in Comp Assess are used to determine eligibility in the WIOA Youth program. However, for the purposes of the OYCEA grant, providers should only enter information that is known. If the information is unknown, please select **Not Disclosed**.

The **Comp Assess** window is located in the **Customer** module.



*When information is entered into the Comprehensive Assessment section, all required data fields (as indicated by a green dot) must be completed in order to save the record.*



The screenshot displays the 'Comp Assess' window for customer 'Oyce, Ana'. The interface includes a navigation bar with tabs for 'CUSTOMER', 'PROVIDER', 'EMPLOYER', 'STAFF', and 'HELP'. The 'Comp Assess' tab is highlighted with a yellow arrow. Below the navigation bar, there are tabs for 'Customer Search', 'Customer Detail', 'Comp Assess', 'CareerZone', and 'NextGen'. The main content area is divided into several sections:

- Employment Objective:** Includes fields for 'Job Title' (Retail Salespersons), 'Wage Desired', 'Per' (Hourly), and 'Geographical Location' (Within 5 miles of 11550).
- Job Behavior and Skills:** Includes sections for 'Employment Behavior', 'Job Seeking Skills', and 'Job Keeping Skills', each with a scrollable text area.
- Summary of Occupational Strengths & Weaknesses:** A scrollable text area for notes.
- Barriers to Employment:** Includes radio buttons for 'Is the customer interested in non-traditional employment?' (Yes/No) and dropdown menus for 'Youth Needing Additional Assistance?' (No), 'Serious Barriers to Employment?' (dropdown), and 'Cultural Barriers to Employment?' (Not Disclosed).

At the bottom of the window, there are buttons for 'Save', 'Customer Detail', 'Services', 'Activity', 'Correspond', 'WIOA Eligibility', 'Summary', and 'Comments'. The footer shows 'Staff: PALLOZZI, TALIA', 'Office: Schenectady County Career Center', 'Security: Delete', and '03/01/2019'.



Below are some noteworthy points for filling out the tabs located within the **Comprehensive Assessment** window.

#### **Employment tab**

- **Youth Needing Additional Assistance:** Local area determines what youth will fall into this category. For the purposes of this grant, select **No**.
- **Cultural Barriers to Employment:** This information is collected as a requirement under WIOA and is not related to this grant. Select **Not Disclosed**.

#### **Education tab**

- **Basic Skills Deficient/Low Levels of Literacy:** Providers do not need to determine basic skills deficiency. Only enter this information if it is known. If unknown, select **No**.
- **English Language Learner:** An English Language Learner will have limited ability in speaking, reading, writing or understanding English. They may also meet one of the following two conditions:
  - Their native language is a language other than English; or
  - They live in a family or community where a language other than English is the main language.

**Financial tab** - Do not enter any information into this tab.

#### **Family tab**

- **Marital Status** - Select the option that most closely reflects the customer's marital status. Or, select **Not Disclosed**.
- **Family Status** - Select the option that most closely reflects the customer's family status. In most cases, such as a non-parenting youth, the customer is considered an **Other Family Member**. Or, select **Not Disclosed**.
- **Is Customer parenting youth?** - Female youth customers are considered parenting once pregnant. Alternatively, male youth customers are only considered parenting once their child is born.



*Female customers will have the additional required field **Is customer pregnant?** If **Yes** is selected, staff must enter a **Delivery Date**.*

**Health** tab and **Treatments** tab are both greyed out and not accessible. They require no action.

**Legal** tab - There is no required information located in this tab. However, if the customer discloses that they are an ex-offender, staff should select **Yes**. If the customer identifies as an



ex-offender, record relevant comments in the **Customer Detail** window, **Comments** tab. Information recorded would include when the conviction occurred, and whether the customer has work restrictions. Comments must be specific to job search restrictions and work search restrictions only.

### **Housing tab**

- **Current Housing** - Select the option that most closely reflects the customer's current housing status. Many youth will not own or rent their own home, so this information should be based on their care taker. For instance, if the youth lives in a home owned by their parent(s), select **Own**. Or, select **Not Disclosed**.

**Transportation tab- License Information** is populated from the **Ed/Lic** tab under the **Customer Detail** window. It is important to record applicable **Transportation Information** to identify if the customer can access services and obtain education or employment. Check any boxes that apply and record relevant comments related to work restrictions or job search restrictions in the **Customer Detail** window, **Comments** tab.

**Comments** - Do not use the **Comments** tab located within the **Comp Assess** window. Any **Comments** must be recorded in the **Customer Detail** window, **Comments** tab.

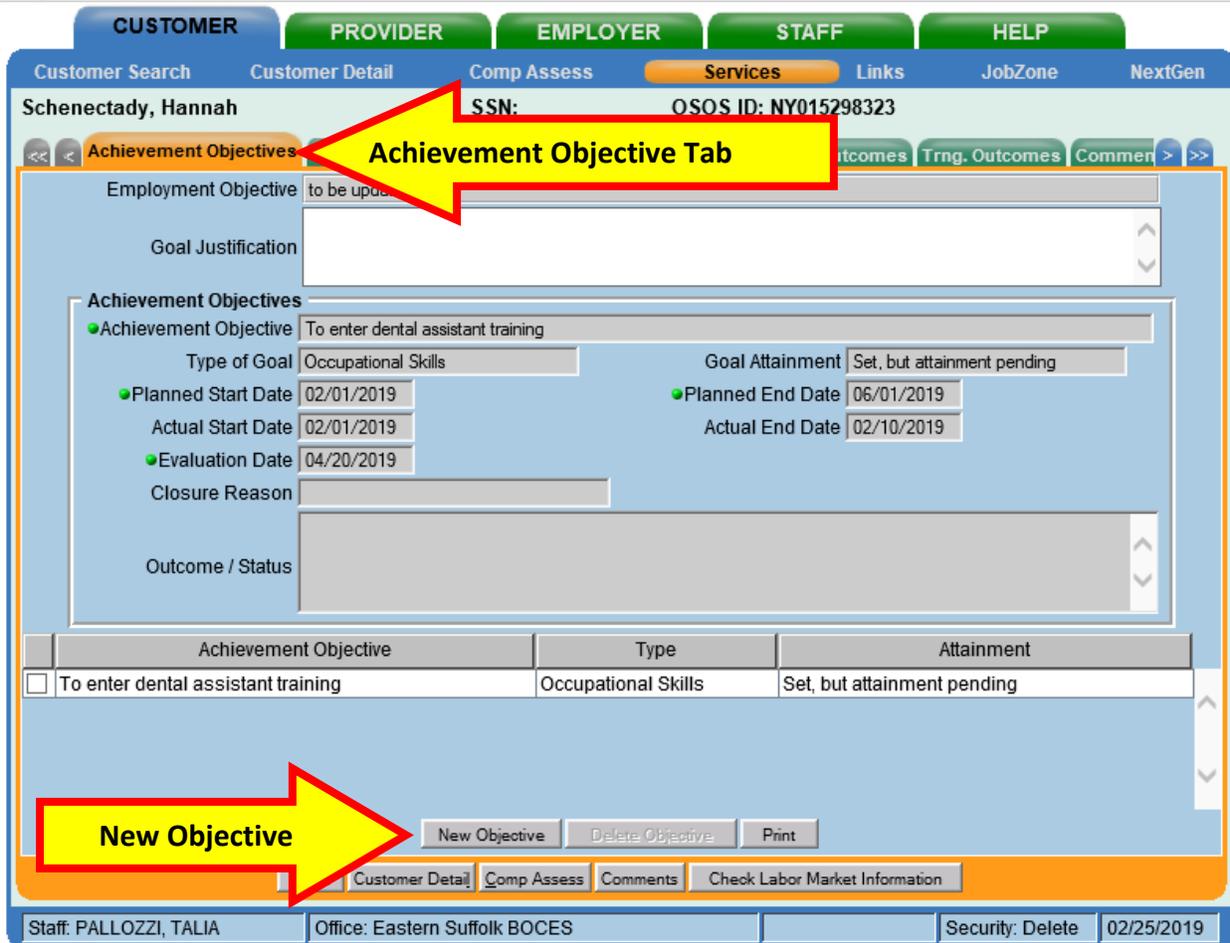
## SERVICES

Staff use Services in OSOS to record the services provided to the customer.

### ENTERING AN ACHIEVEMENT OBJECTIVE

In order to enter a Youth Service for the customer, an **Achievement Objective** must first be saved in the customer record.

Select the **Customer** module, **Services** window, **Achievement Objectives** tab. Select the **New Objective** button at the bottom of the screen.



The screenshot shows the OSOS interface for a customer named Hannah Schenectady. The 'Services' window is active, and the 'Achievement Objectives' tab is selected. The interface displays a form for entering an achievement objective, including fields for Goal Justification, Type of Goal, Goal Attainment, Planned Start/End Dates, and Actual Start/End Dates. A table below the form lists the current objective: 'To enter dental assistant training' with a type of 'Occupational Skills' and an attainment of 'Set, but attainment pending'. At the bottom of the screen, a 'New Objective' button is highlighted with a yellow arrow.

Achievement Objective	Type	Attainment
<input type="checkbox"/> To enter dental assistant training	Occupational Skills	Set, but attainment pending

Enter the **Achievement Objective, Type of Goal, Planned Start Date, Actual Start Date, Evaluation Date, Goal Attainment and Planned End Date.** Click **Save**.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess **Services** Links CareerZone NextGen

Parker, John SSN: \*\*\*-\*\*-8888 OSOS ID: NY015147173

<< < **Achievement Objectives** Services Service History Enrollments Outcomes Empl. Outcomes Trng. Outcomes Commen >>

Employment Objective To secure employment as a retail manager.

Goal Justification

**Achievement Objectives**

- Achievement Objective Develop a career goal
  - Type of Goal Work Readiness
  - Goal Attainment Set, but attainment pending
  - Planned Start Date 07/30/2019
    - Planned End Date 10/01/2019
    - Actual Start Date 07/30/2019
      - Actual End Date
    - Evaluation Date 09/01/2019
      - Closure Reason
    - Outcome / Status

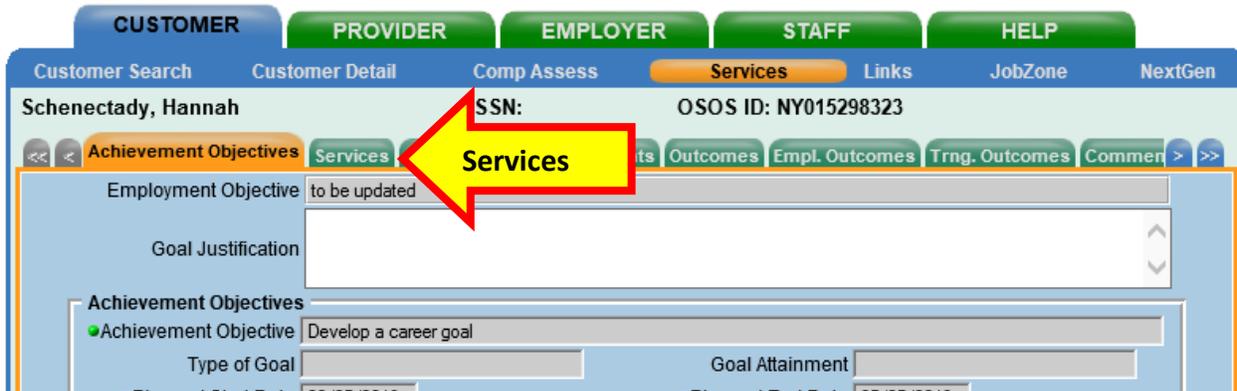
Achievement Objective	Type	Attainment
<input checked="" type="checkbox"/> Develop a career goal	Work Readiness	Set, but attainment pending

New Objective Delete Objective Print

**Save** Save Customer Detail Comp Assess Comments Check Labor Market Information

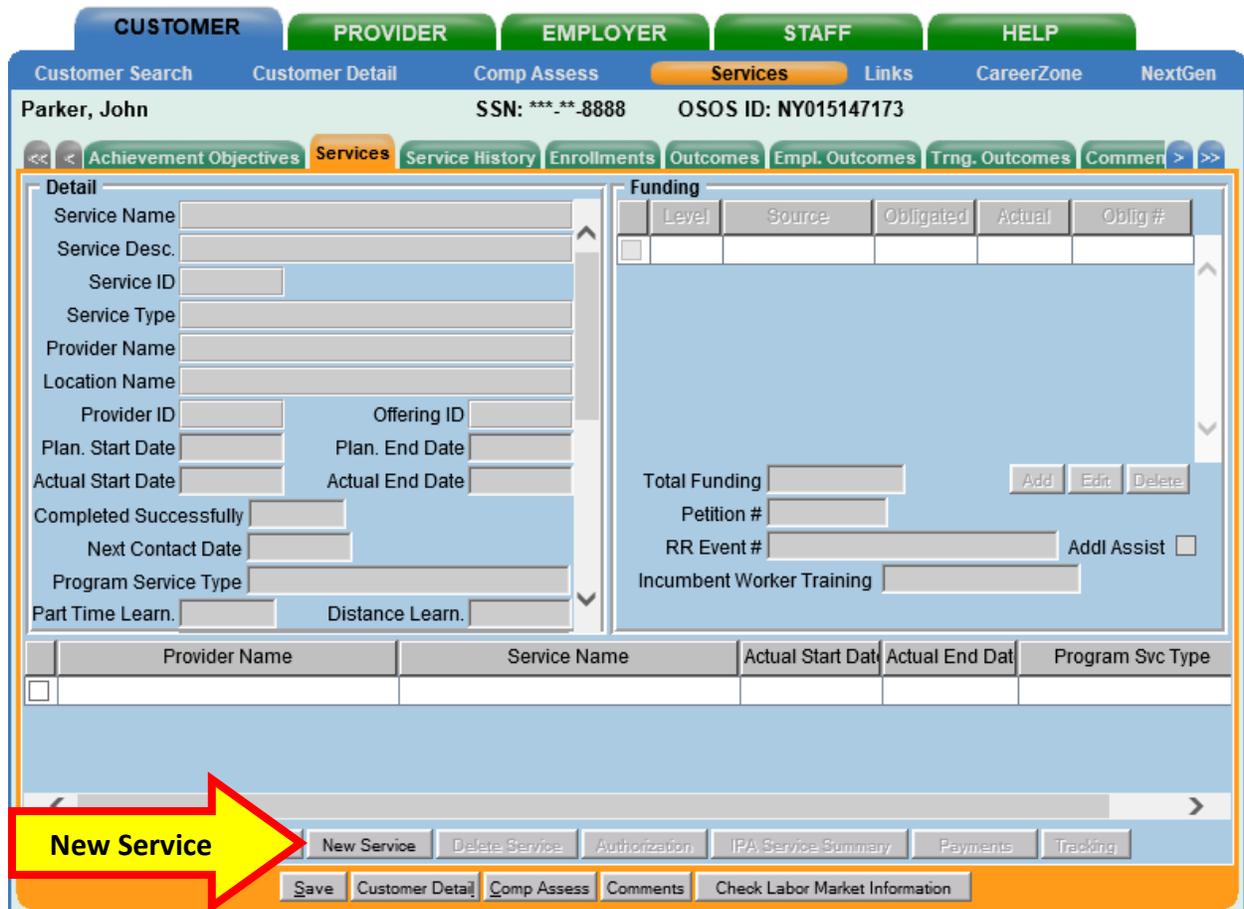
## ENTERING THE SERVICE

Once there is an appropriate **Achievement Objective** saved in the customer record, you can enter a Service. Select the **Services** tab.



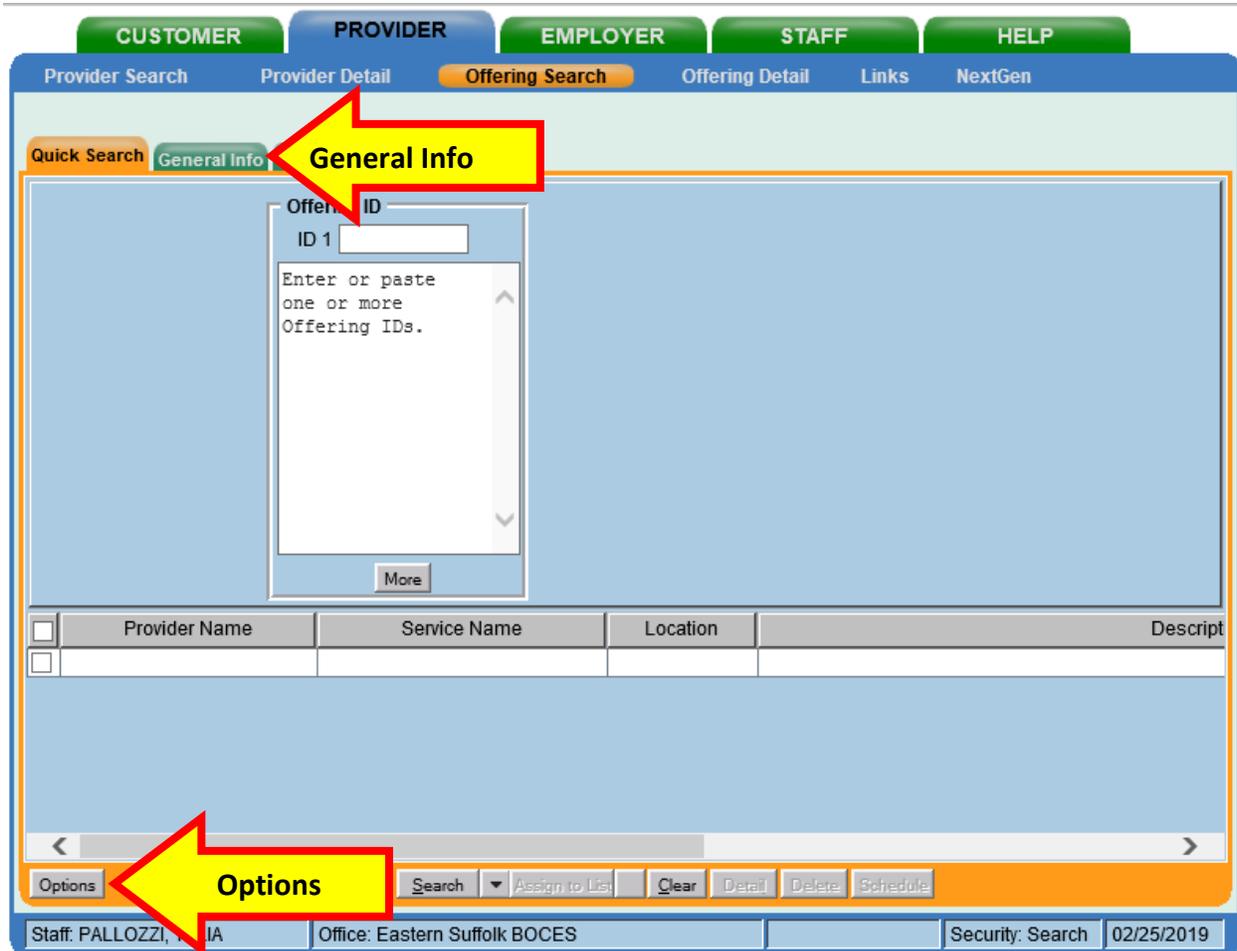
The screenshot shows the OSOS interface for customer Hannah Schenectady. The 'Services' tab is highlighted in orange. A red arrow points to the 'Services' tab. The interface includes a navigation bar with 'CUSTOMER', 'PROVIDER', 'EMPLOYER', 'STAFF', and 'HELP'. Below the navigation bar are tabs for 'Customer Search', 'Customer Detail', 'Comp Assess', 'Services', 'Links', 'JobZone', and 'NextGen'. The 'Services' tab is active, showing a form for entering service details. The form includes fields for 'Employment Objective' (to be updated), 'Goal Justification', and 'Achievement Objectives'. A list of achievement objectives is shown, with 'Develop a career goal' selected. The 'Type of Goal' and 'Goal Attainment' fields are also visible.

Select the **New Service** button.



The screenshot shows the OSOS interface for customer John Parker. The 'Services' tab is highlighted in orange. A red arrow points to the 'New Service' button. The interface includes a navigation bar with 'CUSTOMER', 'PROVIDER', 'EMPLOYER', 'STAFF', and 'HELP'. Below the navigation bar are tabs for 'Customer Search', 'Customer Detail', 'Comp Assess', 'Services', 'Links', 'CareerZone', and 'NextGen'. The 'Services' tab is active, showing a form for entering service details. The form includes fields for 'Service Name', 'Service Desc.', 'Service ID', 'Service Type', 'Provider Name', 'Location Name', 'Provider ID', 'Offering ID', 'Plan. Start Date', 'Plan. End Date', 'Actual Start Date', 'Actual End Date', 'Completed Successfully', 'Next Contact Date', 'Program Service Type', 'Part Time Learn.', and 'Distance Learn.'. A 'Funding' table is also visible, with columns for 'Level', 'Source', 'Obligated', 'Actual', and 'Oblig #'. The 'Total Funding' field is highlighted. The 'New Service' button is highlighted in orange.

This navigates to the **Provider** module, **Offering Search** window, **Quick Search** tab. Select the **General Info** tab.



Before searching for the Service, click the **Options** button to customize your search results. This opens the Offering Search Results Columns Webpage Dialogue box. Select the following display results, using the order provided below:

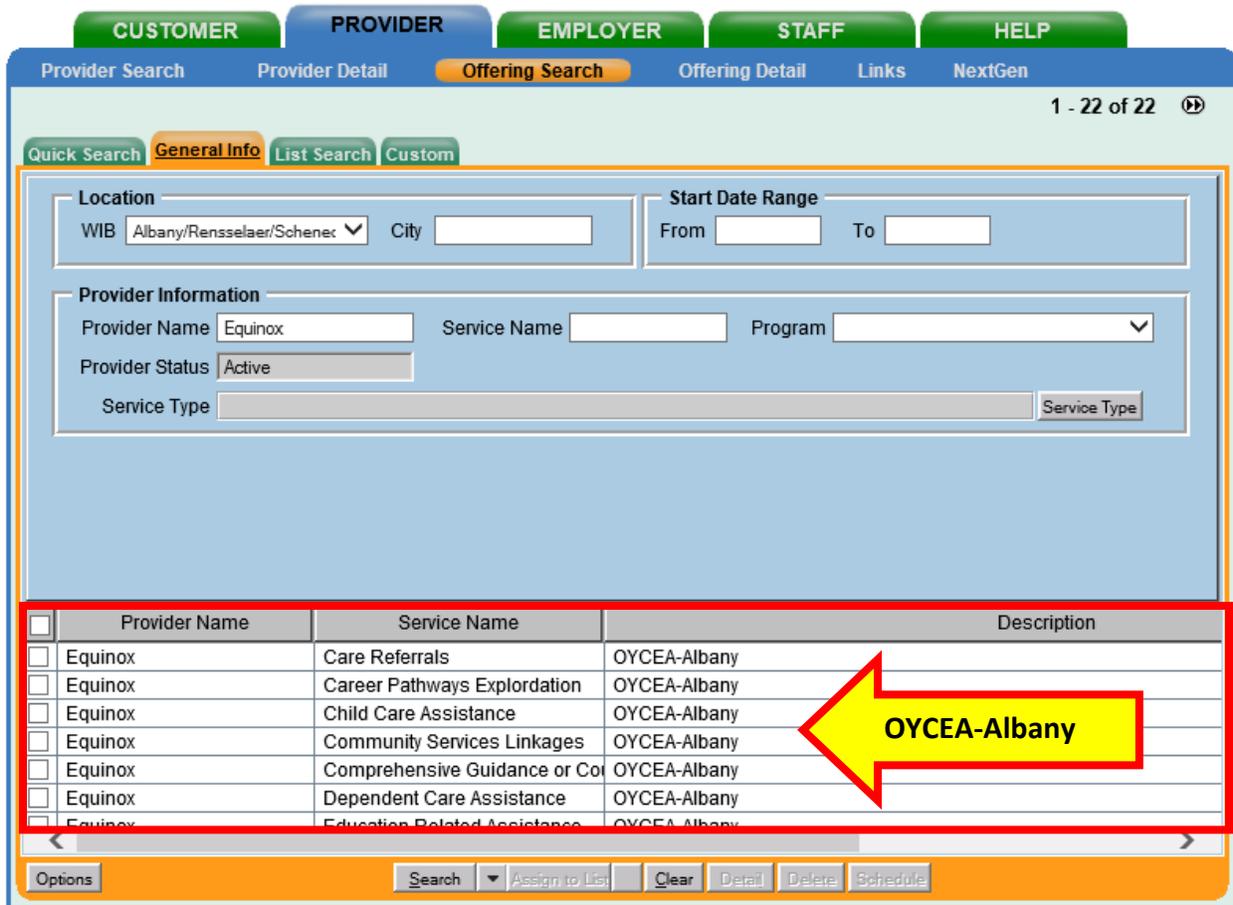
- **Provider Name** (1)
- **Service Name** (2)
- **Service Description** (3)
- **Location Name** (4)

Select the **Set as My Defaults** check box. Then, click **Save**.

This brings you back to the **Provider** module, **Offering Search** window, **Quick Search** tab. Select the **General Info** tab.

Verify the correct **WIB** is selected, enter your organization's name into the **Provider Name** field and click the **Search** button. The search results will be presented at the bottom.

Select the **Description** column to sort the results alphabetically by Description. Then scroll down to view the **OYCEA-Albany** offerings.



Provider Search    Provider Detail    **Offering Search**    Offering Detail    Links    NextGen

1 - 22 of 22

Quick Search    **General Info**    List Search    Custom

**Location**  
 WIB: Albany/Rensselaer/Schenectady    City:   
**Start Date Range**  
 From:  To:

**Provider Information**  
 Provider Name: Equinox    Service Name:     Program:   
 Provider Status: Active  
 Service Type:

<input type="checkbox"/>	Provider Name	Service Name	Description
<input type="checkbox"/>	Equinox	Care Referrals	OYCEA-Albany
<input type="checkbox"/>	Equinox	Career Pathways Explordation	OYCEA-Albany
<input type="checkbox"/>	Equinox	Child Care Assistance	OYCEA-Albany
<input type="checkbox"/>	Equinox	Community Services Linkages	OYCEA-Albany
<input type="checkbox"/>	Equinox	Comprehensive Guidance or Co	OYCEA-Albany
<input type="checkbox"/>	Equinox	Dependent Care Assistance	OYCEA-Albany
<input type="checkbox"/>	Equinox	Education Related Assistance	OYCEA-Albany

Options    Search    Assign to List    Clear    Detail    Delete    Schedule



*All of the Services for OYCEA participants will be identified by listing **OYCEA-Albany** in the Description. Do not select any Service that does not have this description.*

Select the appropriate service that is being provided and click **Schedule**.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Provider Search    Provider Detail    **Offering Search**    Offering Detail    Links    NextGen

1 - 22 of 22

Quick Search    **General Info**    List Search    Custom

**Location**  
 WIB  City

**Start Date Range**  
 From  To

**Provider Information**  
 Provider Name     Service Name     Program

Provider Status

Service Type  Service Type

<input type="checkbox"/>	Provider Name	Service Name	Description
<input type="checkbox"/>	Equinox	Housing Assistance	OYCEA-Albany
<input checked="" type="checkbox"/>	Equinox	Initial Assessment	OYCEA-Albany
<input type="checkbox"/>	Equinox	Legal Aid Services	OYCEA-Albany
<input type="checkbox"/>	Equinox	Ongoing Assessment	OYCEA-Albany
<input type="checkbox"/>	Equinox	Reasonable Accom - Ind w/Disab	OYCEA-Albany
<input type="checkbox"/>	Equinox	Summer Youth Employment	OYCEA-Albany
<input type="checkbox"/>	Equinox	Transportation Assistance	OYCEA-Albany

Options    Search    Assign to List    Clear    Detail    Delete    Schedule

Schedule



This brings you to the **Customer** module, **Services** window, **Services** tab.

Enter in the following fields: **Plan Start Date**, **Plan End Date**, and **Actual Start Date**.

Many services may be provided in one day. If this is the case, enter the same date for the **Actual Start Date** and **Actual End Date** of the service. From the drop downs, select options for **Completed Successfully** (yes/no), **Program Service Type** (will be Youth Services except when entering a Follow-up Service), **Program** (OYCEA City of Albany), and the appropriate **Achievement Objective**.

If the service provided is ongoing, do not enter an **Actual End Date** until the service is complete. Instructions for closing a service are provided later in this guide. From the drop downs, select **Program Service Type** (will be Youth Services except when entering a Follow-up Service). This will be addressed later in the Guide), **Program** (OYCEA City of Albany), and the appropriate **Achievement Objective**.

Click the **Save** button.

**CUSTOMER** PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess **Services** Links CareerZone NextGen

Parker, John SSN: \*\*\*-\*\*-8888 OSOS ID: NY015147173

<< < Achievement Objectives **Services** Service History Enrollments Outcomes Empl. Outcomes Trng. Outcomes Commen >>

**Detail**

Plan. Start Date 07/31/2019 Plan. End Date 07/31/2019  
Actual Start Date 07/31/2019 Actual End Date 07/31/2019

Completed Successfully Yes  
Next Contact Date  
Program Service Type Youth Services  
Part Time Learn. Distance Learn.  
Program OYCEA City of Albany  
Minimum Hours Number of Weeks  
O\*Net O\*Net  
NAICS NAICS  
Min. Prog. Agreed  
Achv. Objective Develop a career goal  
Staff Assigned Change

**Funding**

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>				

Total Funding Add Edit Delete  
Petition #  
RR Event #  
Incumbent Worker Training

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/> Equinox	Initial Assessment	07/31/2019	07/31/2019	Youth Services

Options Print List New Service Delete Service Authorization IPA Service Summary Payments Tracking

Save **Save** Up Assess Comments Check Labor Market Information

Next, you will attach the funding. Enter 1 into the **Total Funding** field. Then click the **Add** button.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search   Customer Detail   Comp Assess   **Services**   Links   CareerZone   NextGen

Parker, John   SSN: \*\*\*-\*\*-8888   OSOS ID: NY015147173

<< < Achievement Objectives **Services** Service History Enrollments Outcomes Empl. Outcomes Trng. Outcomes Commen > >>

**Detail**

Plan. Start Date: 07/31/2019   Plan. End Date: 07/31/2019

Actual Start Date: 07/31/2019   Actual End Date: 07/31/2019

Completed Successfully: Yes

Next Contact Date:

Program Service Type: Youth Services

Part Time Learn.    Distance Learn.

Program: OYCEA City of Albany

Minimum Hours:    Number of Weeks:

O\*Net:    O\*Net:

NAICS:    NAICS:

Min. Prog. Agreed:

Achv. Objective: Develop a career goal

Staff Assigned:    Change

**Funding**

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>				

Total Funding: \$ 1.00   Add

Petition #:

RR Event #:

Incumbent Worker Training:

	Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/>	Equinox	Initial Assessment	07/31/2019	07/31/2019	Youth Services

Options   Print List   New Service   Delete Service   Authorization   IPA Service Summary   Payments   Tracking

Save   Customer Detail   Comp Assess   Comments   Check Labor Market Information





The **Funding Webpage Dialogue** box will open. For services that start prior to July 1, 2019, select **Youth Statewide 15%** funding for **2018**. For services that start July 1, 2019 or after, select **Youth Statewide 15%** funding for **2019**.

Enter 1 in the **Obligated Amount** field. This will automatically populate the **Obligated Percentage** field as 100. Click **OK**.

Funding -- Webpage Dialog

**Funding**

	Level	Funding Source	Year	Remaining	NEG/Contract/Grant #
<input type="checkbox"/>	WIB	Youth Statewide 15%	2017	\$ 100000.00	
<input type="checkbox"/>	State	Youth Statewide 15%	2018	\$ 99898.00	
<input checked="" type="checkbox"/>	WIB	Youth Statewide 15%	2019	\$ 99976.00	
<input type="checkbox"/>	WIB	Dislocated Worker Statewide 15%	2017	\$ 100000.00	
<input type="checkbox"/>	State	Dislocated Worker Statewide 15%	2018	\$ 99996.00	
<input type="checkbox"/>	WIB	Dislocated Worker Statewide 15%	2019	\$ 100000.00	
<input type="checkbox"/>	WIB	Adult Statewide 15%	2017	\$ 100000.00	
<input type="checkbox"/>	State	Adult Statewide 15%	2018	\$ 99998.00	
<input type="checkbox"/>	WIB	Adult Statewide 15%	2019	\$ 100000.00	
<input type="checkbox"/>	State	WIRED	2018	\$ 15000.00	WR12
<input type="checkbox"/>	State	H-1B Nursing	2018	\$ 5000.00	AA123451655A26
<input type="checkbox"/>	State	Workforce Learning Link	2017	\$ 99996.00	1013
<input type="checkbox"/>	State	Industry Standard	2018	\$ 4999.00	NY222215

Obligated Amount  OR Obligated Percentage

WIB   
 Office   
 Region

The appropriate funding has now populated the **Funding** section. Click **Save** at the bottom of the screen.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess **Services** Links CareerZone NextGen

Parker, John SSN: \*\*\*-\*\*-8888 OSOS ID: NY015147173

<< < Achievement Objectives **Services** Service History Enrollments Outcomes Empl. Outcomes Trna. Outcomes Commen > >>

**Detail**

Plan. Start Date: 07/31/2019 Plan. End Date: 07/31/2019  
 Actual Start Date: 07/31/2019 Actual End Date: 07/31/2019

Completed Successfully: Yes  
 Next Contact Date:

Program Service Type: Youth Services

Part Time Learn.  Distance Learn.

Program: OYCEA City of Albany

Minimum Hours  Number of Weeks

O\*Net  NAICS

Min. Prog. Agreed

Achv. Objective: Develop a career goal

Staff Assigned  Change

**Funding**

Level	Source	Obligated	Actual	Oblig #
<input checked="" type="checkbox"/>	WIB Youth Statewide	\$ 1.00	\$ 0.00	.

Total Funding: \$ 1.00 Add Edit Delete

Petition #:

RR Event #:

Incumbent Worker Training:

	Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type
<input checked="" type="checkbox"/>	Equinox	Initial Assessment	07/31/2019	07/31/2019	Youth Services

Options List New Service Delete Service Authorization IPA Service Summary Payments Tracking

Save Customer Detail Comp Assess Comments Check Labor Market Information





## CLOSING A SERVICE

It is important that Services are closed when appropriate. Funded services, other than Follow-Up Services, that remain open will prevent a customer from exiting their enrollment.

To close the Service, navigate to the **Customer** module, **Services** window, **Services** tab. Select the Service that has ended and must be closed.

**CUSTOMER**   **PROVIDER**   **EMPLOYER**   **STAFF**   **HELP**

Customer Search   Customer Detail   Comp Assess   **Services**   Links   CareerZone   NextGen

Parker, John   SSN: \*\*\*-\*\*-8888   OSOS ID: NY015147173

<< < **Achievement Objectives** **Services** Service History Enrollments Outcomes Empl. Outcomes Trng. Outcomes Comment >>

**Detail**

Service Name: Summer Youth Employment  
 Service Desc: OYCEA-Albany  
 Service ID: 141022  
 Service Type: Summer Employment/Internships Summer Only (You  
 Provider Name: Equinox  
 Location Name: Headquarters  
 Provider ID: 88486   Offering ID: 141591  
 Plan. Start Date: 06/24/2019   Plan. End Date: 07/26/2019  
 Actual Start Date: 06/24/2019   Actual End Date:   
 Completed Successfully:   
 Next Contact Date:   
 Program Service Type: Youth Services  
 Part Time Learn.   Distance Learn.

**Funding**

Level	Source	Obligated	Actual	Oblig #
<input checked="" type="checkbox"/>	State	Youth Statewide	\$ 1.00	\$ 0.00

Total Funding: \$ 1.00   Add   Edit   Delete  
 Petition #   
 RR Event #   
 Incumbent Worker Training

	Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input type="checkbox"/>	Equinox	Initial Assessment	07/31/2019	07/31/2019	Youth Services
<input checked="" type="checkbox"/>	Equinox	Summer Youth Employment	06/24/2019	.	Youth Services

Options   Print List   New Service   Delete Service   Authorization   IPA Service Summary   Payments   Tracking

Save   Customer Detail   Comp Assess   Comments   Check Labor Market Information

Enter the **Actual End Date** and select **Completed Successfully** (yes/no). Click **Save**. The service is now closed.

**CUSTOMER**   **PROVIDER**   **EMPLOYER**   **STAFF**   **HELP**

Customer Search   Customer Detail   Comp Assess   **Services**   Links   CareerZone   NextGen

Parker, John   SSN: \*\*\*-\*\*-8888   OSOS ID: NY015147173

<< < **Achievement Objectives** **Services** Service History Enrollments Outcomes Empl. Outcomes Trng. Outcomes Comment >>

**Detail**

Plan. Start Date 06/24/2019   Plan. End Date 07/26/2019

Actual Start Date 06/24/2019   **Actual End Date 07/26/2019**

**Completed Successfully Yes** ▼

Next Contact Date

Program Service Type Youth Services ▼

Part Time Learn.    Distance Learn.

Program OYCEA City of Albany ▼

Minimum Hours    Number of Weeks

O\*Net    O\*Net

NAICS    NAICS

Min. Prog. Agreed

Achv. Objective Develop a career goal ▼

Staff Assigned    Change ▼

**Funding**

Level	Source	Obligated	Actual	Oblig #
<input checked="" type="checkbox"/>	State	Youth Statewide	\$ 1.00	\$ 0.00

Total Funding \$ 1.00   Add   Edit   Delete

Petition #

RR Event #

Incumbent Worker Training

	Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input type="checkbox"/>	Equinox	Initial Assessment	07/31/2019	07/31/2019	Youth Services
<input checked="" type="checkbox"/>	Equinox	Summer Youth Employment	06/24/2019	07/26/2019	Youth Services

Options   Print List   New Service   Delete Service   Authorization   IPA Service Summary   Payments   Tracking

**Save**   **Save**   Comp Assess   Comments   Check Labor Market Information

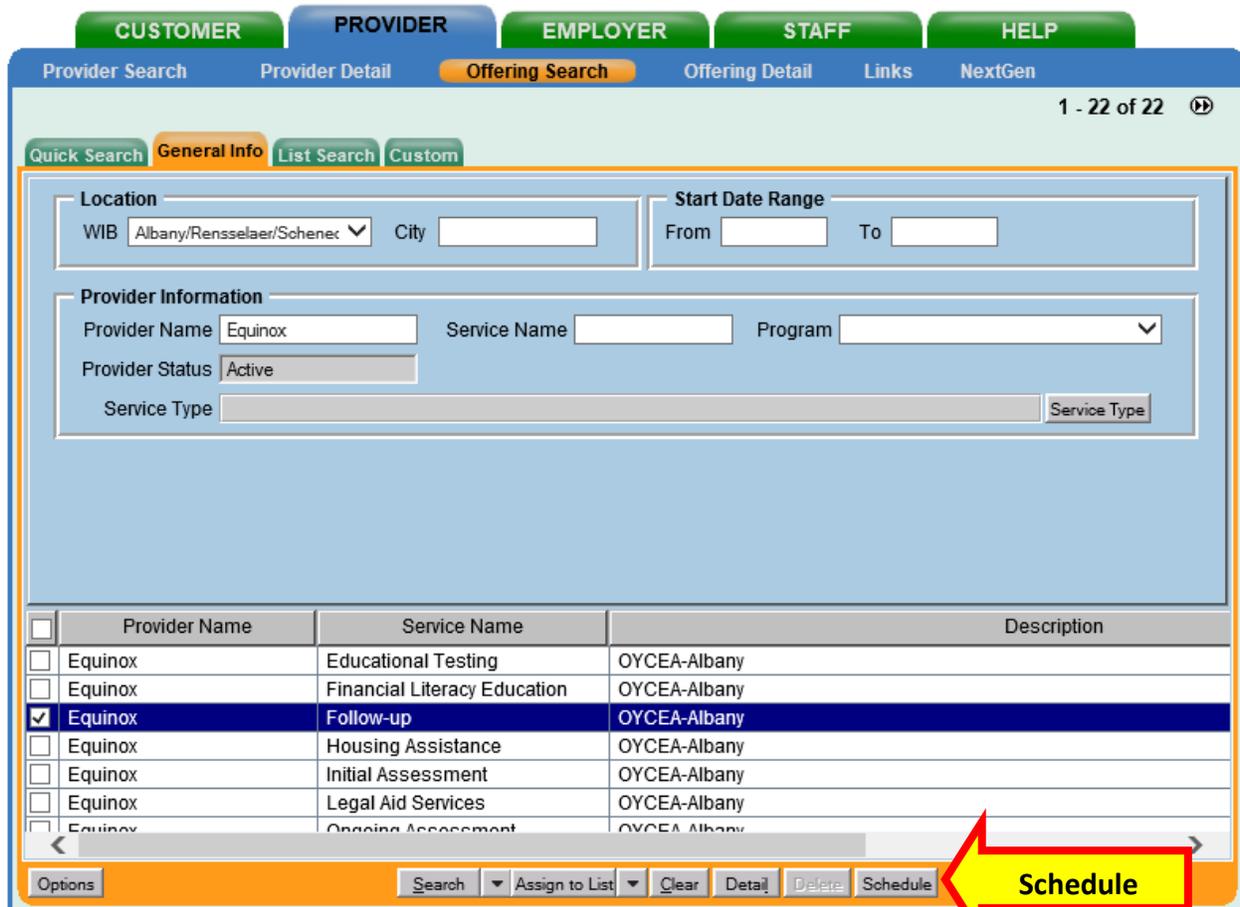
## FOLLOW UP SERVICES

The process for entering follow up services is similar to the directions above. Navigate to the **Customer** module, **Services** window, **Services** tab. Select the **New Service** button. This will bring you to the **Provider** module, **Offering Search** window, **Quick Search** tab. Select the **General Info** tab.

Verify the correct **WIB** is selected, enter your organization's name into the **Provider Name** field and click the **Search** button. The search results will be presented at the bottom.

Select the **Description** column to sort the results alphabetically by Description. Then scroll down to view the **OYCEA-Albany** offerings (as indicated in the Description column). Select **Follow up** (as indicated in the Service Name column).

Click the **Schedule** button.



Provider Search    Provider Detail    **Offering Search**    Offering Detail    Links    NextGen

1 - 22 of 22

Quick Search    **General Info**    List Search    Custom

**Location**  
 WIB Albany/Rensselaer/Schenectady    City  
**Start Date Range**  
 From    To

**Provider Information**  
 Provider Name Equinox    Service Name    Program  
 Provider Status Active  
 Service Type    Service Type

<input type="checkbox"/>	Provider Name	Service Name	Description
<input type="checkbox"/>	Equinox	Educational Testing	OYCEA-Albany
<input type="checkbox"/>	Equinox	Financial Literacy Education	OYCEA-Albany
<input checked="" type="checkbox"/>	Equinox	Follow-up	OYCEA-Albany
<input type="checkbox"/>	Equinox	Housing Assistance	OYCEA-Albany
<input type="checkbox"/>	Equinox	Initial Assessment	OYCEA-Albany
<input type="checkbox"/>	Equinox	Legal Aid Services	OYCEA-Albany
<input type="checkbox"/>	Equinox	Ongoing Assessment	OYCEA-Albany

Options    Search    Assign to List    Clear    Detail    Delete    **Schedule**

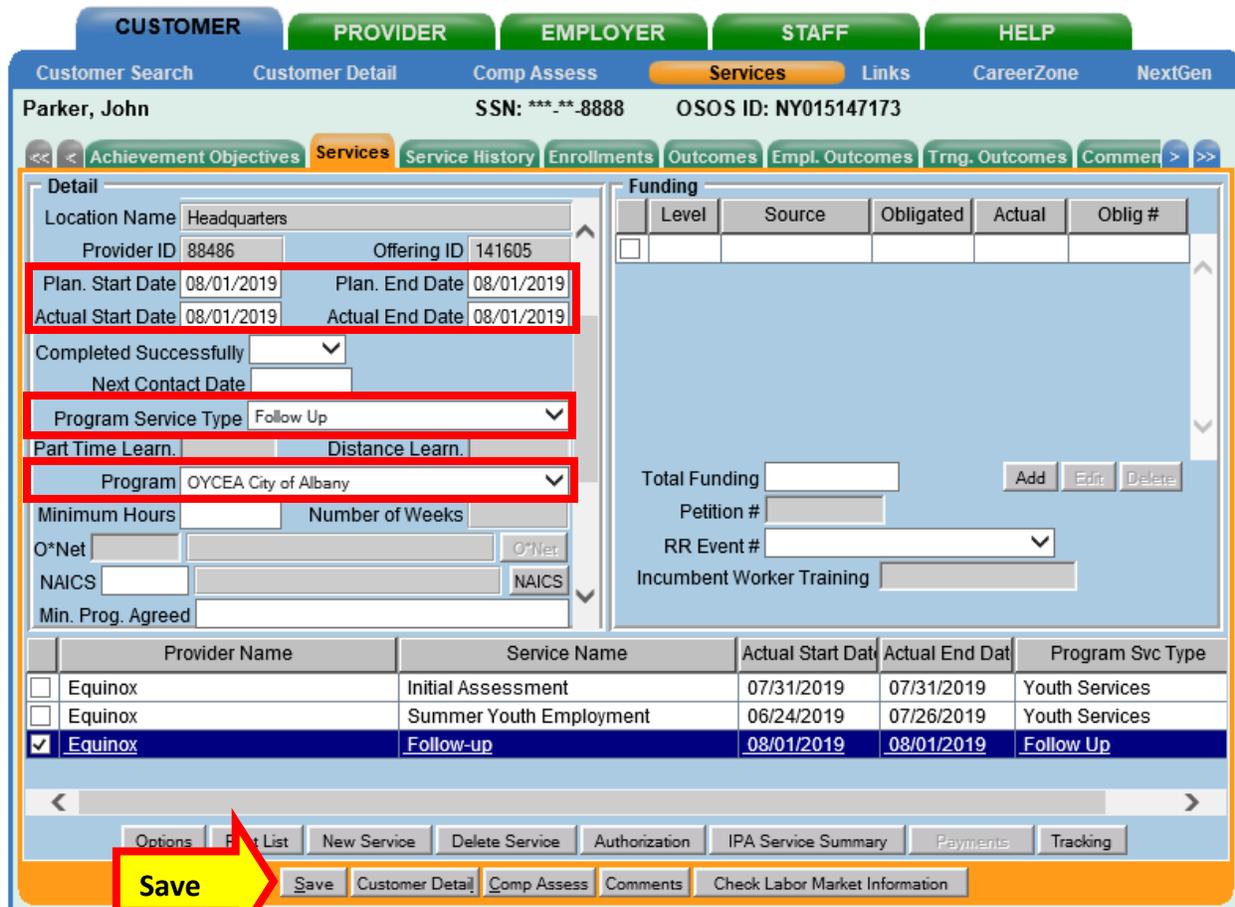
This brings you to the **Services** window, **Services** tab.

Enter **Plan. Start Date**, **Plan. End Date**, **Actual Start Date**, and **Actual End Date**. Then, select the **Program Service Type**. Last, select the appropriate **Achievement Objective** associated with this service.



*When entering follow up Services in OSOS, the **Program Service Type** is always **Follow up**. Also, is important to note that the **Actual Start Date** for the follow up service must be at least one day after the **Actual End Date** of the last enrolling/non follow up service.*

When this required information is entered, click the **Save** button at the bottom of the screen.



**CUSTOMER** | **PROVIDER** | **EMPLOYER** | **STAFF** | **HELP**

Customer Search | Customer Detail | Comp Assess | **Services** | Links | CareerZone | NextGen

Parker, John | SSN: \*\*\*-\*\*-8888 | OSOS ID: NY015147173

<< < Achievement Objectives | **Services** | Service History | Enrollments | Outcomes | Empl. Outcomes | Trng. Outcomes | Comments >>

**Detail**

Location Name: Headquarters  
 Provider ID: 88486 | Offering ID: 141605  
 Plan. Start Date: 08/01/2019 | Plan. End Date: 08/01/2019  
 Actual Start Date: 08/01/2019 | Actual End Date: 08/01/2019  
 Completed Successfully:   
 Next Contact Date:   
 Program Service Type: Follow Up  
 Part Time Learn.:  | Distance Learn.:   
 Program: OYCEA City of Albany  
 Minimum Hours:  | Number of Weeks:   
 O\*Net:  | O\*Net:   
 NAICS:  | NAICS:   
 Min. Prog. Agreed:

**Funding**

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>				

Total Funding:  Add Edit Delete  
 Petition #:   
 RR Event #:   
 Incumbent Worker Training:

	Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input type="checkbox"/>	Equinox	Initial Assessment	07/31/2019	07/31/2019	Youth Services
<input type="checkbox"/>	Equinox	Summer Youth Employment	06/24/2019	07/26/2019	Youth Services
<input checked="" type="checkbox"/>	Equinox	Follow-up	08/01/2019	08/01/2019	Follow Up

Options | Print List | New Service | Delete Service | Authorization | IPA Service Summary | Payments | Tracking

**Save** | Save | Customer Detail | Comp Assess | Comments | Check Labor Market Information

Next, you will attach the funding. Enter 1 into the **Total Funding** field. Then click the **Add** button.

**CUSTOMER**   **PROVIDER**   **EMPLOYER**   **STAFF**   **HELP**

Customer Search   Customer Detail   Comp Assess   **Services**   Links   CareerZone   NextGen

Parker, John   SSN: \*\*\*-\*\*-8888   OSOS ID: NY015147173

<< < **Achievement Objectives** **Services** Service History Enrollments Outcomes Empl. Outcomes Trng. Outcomes Commen > >>

**Detail**

Location Name: Headquarters

Provider ID: 88486   Offering ID: 141605

Plan. Start Date: 08/01/2019   Plan. End Date: 08/01/2019

Actual Start Date: 08/01/2019   Actual End Date: 08/01/2019

Completed Successfully:    Next Contact Date:

Program Service Type: Follow Up

Part Time Learn.    Distance Learn.

Program: OYCEA City of Albany

Minimum Hours:    Number of Weeks:

O\*Net:    NAICS:

Min. Prog. Agreed:

**Funding**

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>				

Total Funding: \$ 1.00   **Add**

Petition #:

RR Event #:

Incumbent Worker Training:

	Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input type="checkbox"/>	Equinox	Initial Assessment	07/31/2019	07/31/2019	Youth Services
<input type="checkbox"/>	Equinox	Summer Youth Employment	06/24/2019	07/26/2019	Youth Services
<input checked="" type="checkbox"/>	Equinox	Follow-up	08/01/2019	08/01/2019	Follow Up

Options   Print List   New Service   Delete Service   Authorization   IPA Service Summary   Payments   Tracking

Save   Customer Detail   Comp Assess   Comments   Check Labor Market Information



The **Funding Webpage Dialogue** box will open. For services that start prior to July 1, 2019, select **Youth Statewide 15%** funding for **2018**. For services that start July 1, 2019 or after, select **Youth Statewide 15%** funding for **2019**.

Enter 1 in the **Obligated Amount** field. This will automatically populate the **Obligated Percentage** field as 100. Click **OK**.

Funding -- Webpage Dialog

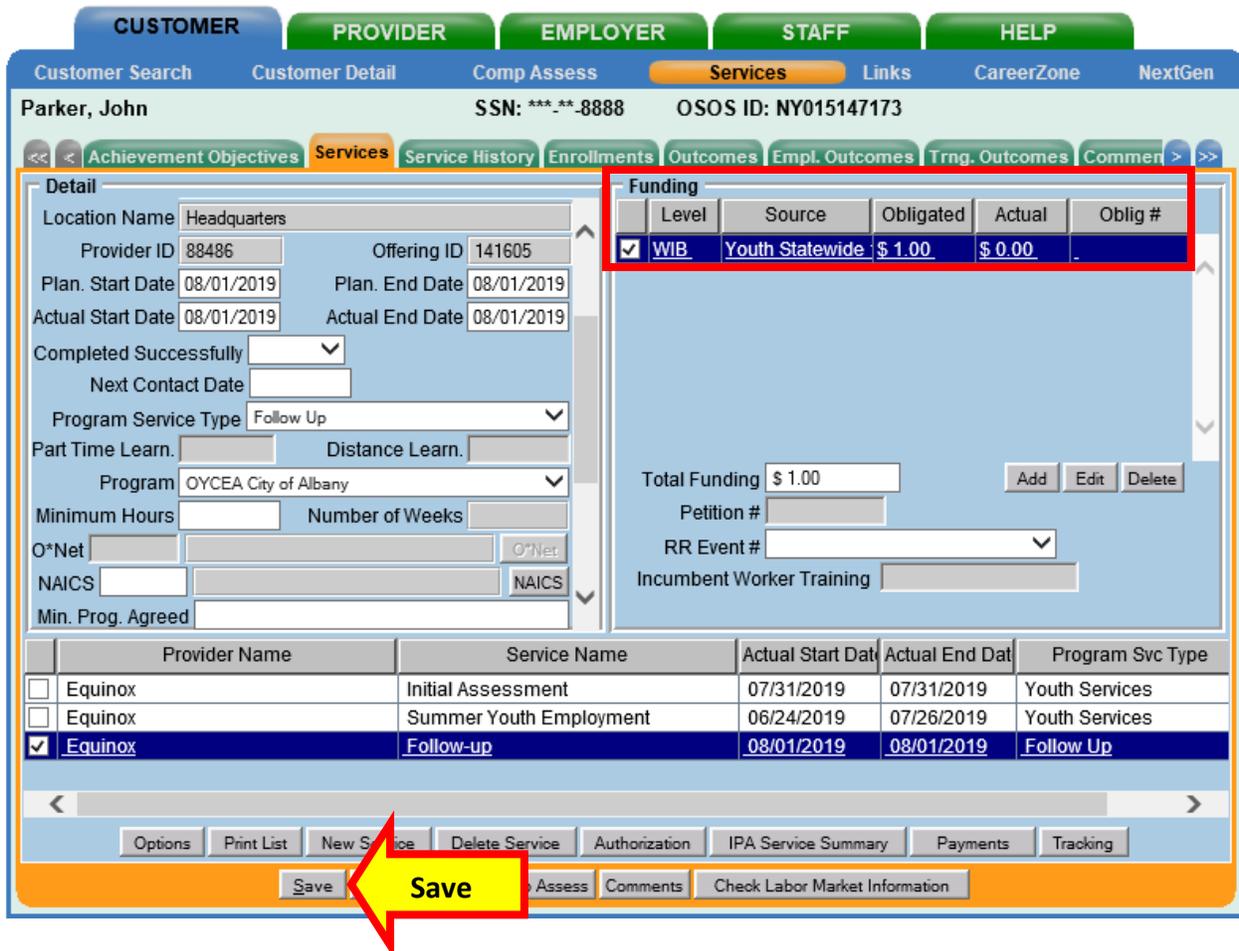
**Funding**

	Level	Funding Source	Year	Remaining	NEG/Contract/Grant #
<input type="checkbox"/>	WIB	Youth Statewide 15%	2017	\$ 100000.00	
<input type="checkbox"/>	State	Youth Statewide 15%	2018	\$ 99897.00	
<input checked="" type="checkbox"/>	WIB	Youth Statewide 15%	2019	\$ 99975.00	
<input type="checkbox"/>	WIB	Dislocated Worker Statewide 15%	2017	\$ 100000.00	
<input type="checkbox"/>	State	Dislocated Worker Statewide 15%	2018	\$ 99996.00	
<input type="checkbox"/>	WIB	Dislocated Worker Statewide 15%	2019	\$ 100000.00	
<input type="checkbox"/>	WIB	Adult Statewide 15%	2017	\$ 100000.00	
<input type="checkbox"/>	State	Adult Statewide 15%	2018	\$ 99998.00	
<input type="checkbox"/>	WIB	Adult Statewide 15%	2019	\$ 100000.00	
<input type="checkbox"/>	State	WIRED	2018	\$ 15000.00	WR12
<input type="checkbox"/>	State	H-1B Nursing	2018	\$ 5000.00	AA123451655A26
<input type="checkbox"/>	State	Workforce Learning Link	2017	\$ 99996.00	1013
<input type="checkbox"/>	State	Industry Standard	2018	\$ 4999.00	NY222215

Obligated Amount  OR Obligated Percentage

WIB   
 Office   
 Region

The appropriate funding has now populated the **Funding** section. Click **Save** at the bottom of the screen.



**Detail**

Location Name: Headquarters  
 Provider ID: 88486 Offering ID: 141605  
 Plan. Start Date: 08/01/2019 Plan. End Date: 08/01/2019  
 Actual Start Date: 08/01/2019 Actual End Date: 08/01/2019  
 Completed Successfully:   
 Next Contact Date:   
 Program Service Type: Follow Up  
 Part Time Learn.  Distance Learn.   
 Program: OYCEA City of Albany  
 Minimum Hours  Number of Weeks   
 O\*Net  NAICS   
 Min. Prog. Agreed

**Funding**

Level	Source	Obligated	Actual	Oblig #
<input checked="" type="checkbox"/>	WIB Youth Statewide	\$ 1.00	\$ 0.00	

Total Funding \$ 1.00 Add Edit Delete  
 Petition #   
 RR Event #   
 Incumbent Worker Training

	Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input type="checkbox"/>	Equinox	Initial Assessment	07/31/2019	07/31/2019	Youth Services
<input type="checkbox"/>	Equinox	Summer Youth Employment	06/24/2019	07/26/2019	Youth Services
<input checked="" type="checkbox"/>	Equinox	Follow-up	08/01/2019	08/01/2019	Follow Up

Options Print List New Service Delete Service Authorization IPA Service Summary Payments Tracking

Save **Save** Assess Comments Check Labor Market Information



Enter a case note in the **Customer** module, **Customer Detail** window, **Comments** tab to provide details regarding the Follow up service.



## RESOURCES AND ASSISTANCE

[OYCEA RFP](#)

[NYS DOL Programs and Tools Website](#)

[Performing a Customer Search OSOS Guide](#)

[Creating a Basic Customer Record OSOS Guide](#)

[Comprehensive Assessment & Supplemental Data Guide](#)

[High Poverty Area Guidelines](#)

[Military Service Questionnaire](#)

[Writing an Effective Youth Program Case Note in OSOS Guide](#)

Additional program information, OSOS guides and other resources can be found at:

<http://labor.ny.gov/workforcenypartners/osos.shtm>

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)