



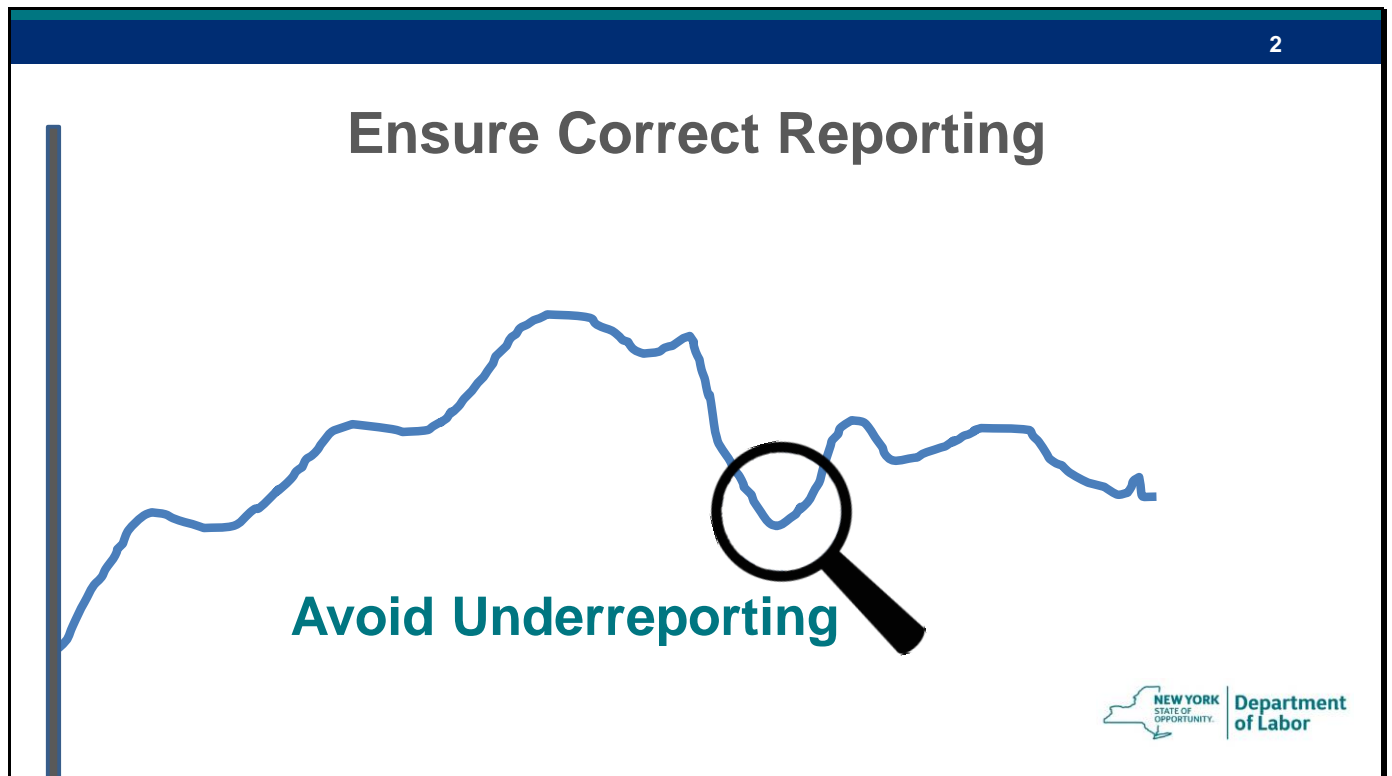
Youth Service Types and Outcomes: Changes in OSOS

September 20, 2017

Presented by:

NYSDOL Youth & One-Stop Operating System (OSOS) Team

To view the full recording, visit <https://dews.webex.com>. On the right-hand side of the page at the top, click on “View session recordings.” Select: “Youth Service Types and Outcomes Changes in OSOS” then Select “View” for the recording to begin.



The purpose of this webinar is to help us all correctly report the work we do in youth programs.

We continue to get guidance from the US department of labor and One -Stop Operating System (OSOS) keeps getting modified to comply with WIOA.

We all are changing, adjusting together to meet the requirements of the law and youth in our State...first, I want to thank you all for continually learning about correct reporting.

And now I am going to cover some aspects related to WIOA policy and reporting

§681.460 WIOA Regulations

Local programs must make each of the 14 service elements available to youth participants.



We all know this.

That the local programs must make all the 14 service elements available to youth.

These elements are described in the regulations and further clarifications are provided in the Training and Employment Guidance Letter (TEGL) 21-16 by the US Department of Labor.

So, in practice, how does this requirement translate into OSOS? The purpose of this webinar is to help us all correctly report the work we do in youth programs.

We continue to get guidance from the US department of labor and One-Stop Operating System (OSOS) keeps getting modified to comply with WIOA.

We all are changing, adjusting together to meet the requirements of the law and youth in our State...first, I want to thank you all for continually learning about correct reporting.

And now I am going to cover some aspects related to WIOA policy and reporting

Avoid Underreporting Comply with WIOA

Local areas should have at least one offering in OSOS for each of the 14 service elements.



It translates into this.

Each local area should have at least one offering in OSOS for each service element.

Offerings identify the service provider, location, the service element type, and service name.

Availability of Service Elements and Offerings

Local areas should have at least one offering in OSOS for each of the 14 service elements.



These offerings can be provided through contracts, directly by grant recipients/fiscal agents, or through Memorandums of Agreements (MOAs).

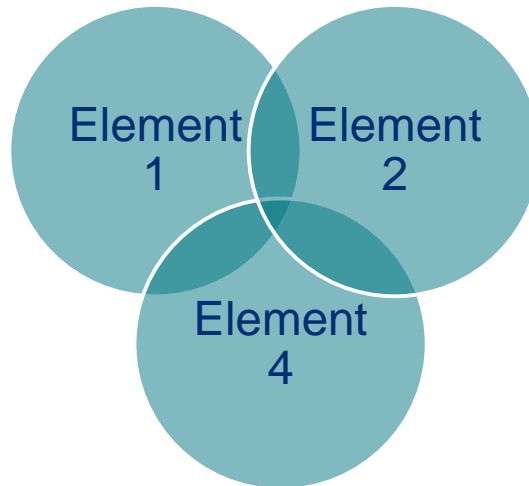
If you don't have offerings for all 14 service elements in OSOS, please:

Check offerings for missing elements are available in your area and then

Work with your staff that has OSOS permissions to add provider offerings for creating offerings for the missing service elements.

Another aspect to note for correct reporting is

Service Elements in Regulations Overlap



The names of the service elements overlap in the regulations

but the TEGL spells out exactly what type of services should be reported under which service element

Let me share an example

Service Elements in Regulations Overlap

Element 1 as listed in Regs

Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a **secondary school diploma** or its recognized **equivalent** (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized **postsecondary credential**;

Element 2 as listed in Regs

Alternative **secondary school services**, or dropout recovery services, as appropriate

Element 4 as listed in Regs

Occupational skill training, which includes priority consideration for training programs that lead to recognized **postsecondary credentials**...

This is how element 1, 2 and 4 are listed in the regulations. Do you see the overlap?

For example, if you are offering training that helps youth achieve a post-secondary credential, it can be reported under the Tutoring element or it can be reported under the occupational skills training

To avoid this duplicative and unclear reporting and address the overlap in elements in the regulations, the TEGL 21-16 provides the clarification

Ensure Correct Reporting

Training/Education Services that lead to...

1. HS Diploma

2. HS Equivalency

3. Postsecondary Recognized
Credential

Report under these elements...

1. Tutoring, Study Skills
Instruction/Dropout Prevention

2. Alternative Secondary
School/Dropout Recovery

3. Occupational Skills Training



The clarification from the TEGL is that:

If a training or education service aims to lead to a HS diploma, it should be reported under Tutoring service element.

If it aims to lead to HS Equivalency, then the service should be reported under Alternative Secondary School service element.

However, if it the training leads to postsecondary recognized credentials please report the service under Occupational Skills Training service element.

This clarification from the TEGL will avoid duplicative or over reporting.

I cannot stress enough that do not use the regulations for defining the elements, rather use the clarifications and definitions from the TEGL for correct reporting.

As part of the follow-up for this webinar we will send you definitions of the service elements.

Another service element to note...

Integrated Edu./Education Offered Element

Training/Education Services ..

Basic academic skills, workforce preparation activities and occupation skills **offered concurrently**



Report under this elements...

Integrated Ed./ Education **Offered Concurrently** with workforce preparation activities and training for a specific occupation



...is the Integrated education or Education Offered concurrently with workforce preparation for a specific occupation element

This element overlaps with alternative secondary education, work experience or occupational skills training but if all these are offered concurrently...at the same time, then only please report it under Integrated Education element.

There is a nifty chart on page 13 of the TEGL 21-16 that will show you overlapping elements that is helpful.

Another WIOA policy aspect to remember for correct reporting is...

Occupational Skills Training Individual Training Accounts (ITAs)

Only OSY can use youth program funded ITAs.

ISY cannot use youth program funded ITAs, but can be co-enrolled for ITAs in adult program.



Under the Occupational Skills Training element.

Youth program funded Individual Training Accounts (ITAs) can only be used for Out-of-School Youth.

ISY cannot use youth program funded ITAs but ISY older than 18 can be co-enrolled into adult program for ITAs, as necessary.

15 Youth Service Categories

1 Design Framework Folder

14 Service Elements Folders



To assist with correct reporting, early October, the OSOS L2 WIOA Youth Group will be changed.

It will have only 15 Youth Categories or folders. One folder for services in Design Framework that is Eligibility Determination, Objective Assessments and Individual Services Strategy related service types.

Then the remaining 14 folders or categories will mirror the 14 service elements.

This change will be done to avoid incorrect and underreporting of youth service elements. The incorrect or underreporting happens because youth services are attached to an adult service or incorrect youth element

Match Local Service with Youth Service Category



For this new service type folder structure to work and once the new Youth Services Types are available in OSOS,

your team will need to review your service offerings in OSOS and make sure that they are attached to a correct service type (either design framework or service element specific to youth).

For example, if a local service you are offering is job readiness training

what you will need to decide is which of the 14 service elements the job readiness training fits into.

If your job readiness training includes training on work place and team behaviors, it might fit into leadership development opportunities as defined in the TEGL 21-16.

However, if your job readiness is about career awareness or career exploration, then you should report it under Labor Market Information service element.

So, once the service types in OSOS are changed, we are requesting you to double check that you are using correct youth service types.

Also, what I am trying to get at is...

Avoid Underreporting of Elements

1 local youth service may include multiple youth elements.



That a local service you are offering might include multiple elements and You may want to report a local service for multiple elements.

Now, let us get into specifics

Examples of Frequently Used Service Types

Work-Related/Job Readiness	Basic Skills
Job Search Workshop	Life Skills
Job Search Planning	Combined Workplace Learning
Resume Prep. Assistance	Academic Learning
Workforce Information Services	Test Administration
Job Development Contact	ESL Services

Don't have (Youth) in these



On this are listed some frequently used types which are attached to youth in local areas. Such service types don't have word Youth in them and they won't be part of youth service elements or design framework folder.

So the local service entered in OSOS with service types that don't have the word youth in them will not be accurately reported as a youth service and rather underreported.

So to help you match your local services with 14 elements and design framework we will send you definitions of these 14 elements as follow-up document to this webinar.

Let us try some examples together

Match the Following (in Chat)

Frequently Used Service Type

1. Work-Related/Job Readiness
2. Job Search Workshop
3. Job Search Planning
4. Resume Preparation Assistance
5. Workforce Information Services

New Youth Service Type

- A. Leadership Dev. Opp.(Youth)
[Workplace behaviors and life skills]
- B. LMI (Youth)
[Career awareness, exploration and counselling]



So, in the left hand column, you can see 5 frequently used service types that do not exactly match with 14 WIOA service elements.

The right-hand column gives you option of 2 service elements that you can potentially match these frequently used service types. The grey text in brackets is what the service element includes according to the TEGL definition...its like a hint.

So in chat please match each frequently used service type with new youth service type from the right column.

For example, Work-Related/Job Readiness will fit into Leadership Development or LMI? Which of these new youth service elements will Workforce Information Services will fit into?

I will give you some time moment to all to write your responses in chat.(On going commentary as necessary)

Now let us look at the possible answers

Match the Following Answers

Frequently Used Service Type

1. Work-Related/Job Readiness
2. Job Search Workshop
3. Job Search Planning
4. Resume Preparation Assistance
5. Workforce Information Services

New Youth Service Type

- A. Leadership Dev. Opp.(Youth)
[Workplace behaviors and life skills]
- B. LMI (Youth)
[Career awareness, exploration and counselling]



Here are the possibilities of matching that come from the TEGL definitions. Let us go from bottom to top.

Workforce Information Services seems mostly will fit with LMI as career guidance and counselling.

Resume preparation assistance, job search planning and workshops, etc., you can categorize mostly as career awareness, counselling, which is the LMI element.

As I mentioned before, Work related/Job Readiness can fit into leadership development or in LMI or in both based on what exactly you are providing under it.

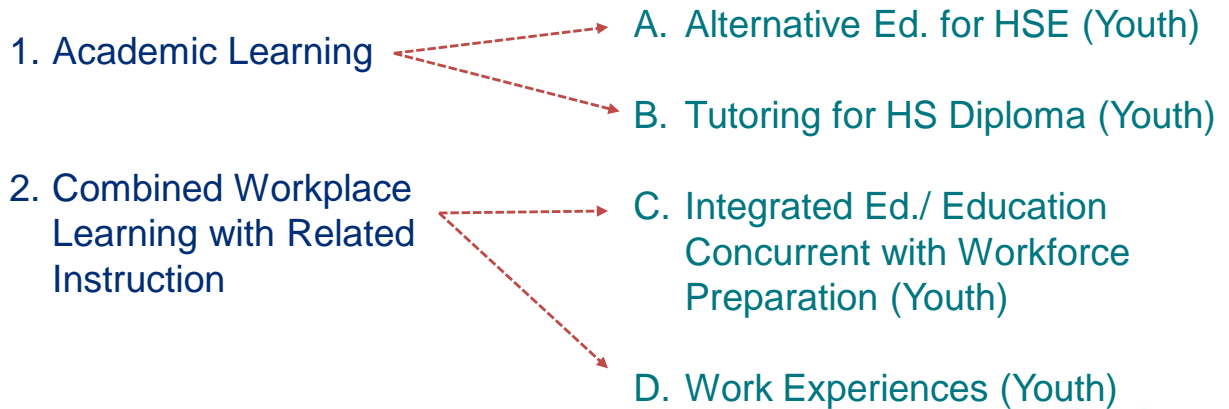
Just as an FYI: Leadership Development Opportunities includes many more service examples in TEGL 21-16, such as being on Standing Youth Committee, civic engagement, peer interactions etc. On this slide, we have listed only the relevant hints.

I am repeating this...because it is critically important: At a local level you will need to decide which local service fits into which of the 14 elements or design framework. And when in doubt you can always reach out to your program monitor or the youth office.

Make Certain to Use New Youth Service Types

Frequently Used Service Type

New Youth Service Type



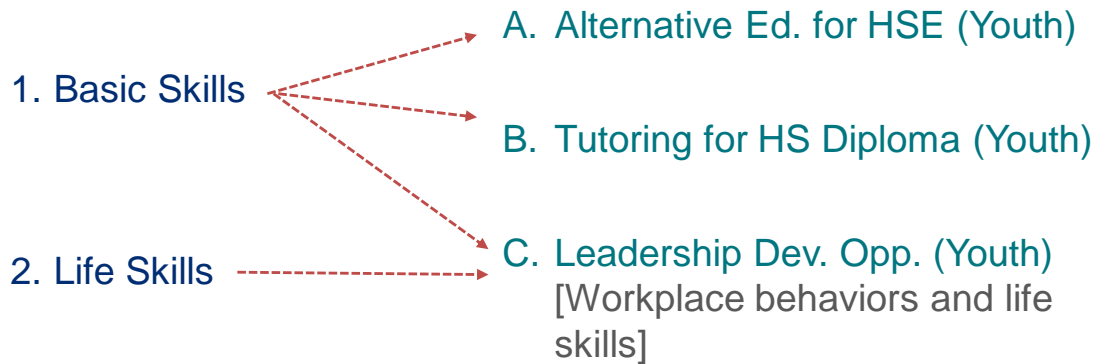
Another example, academic learning, could match with alternative ed, if it is for HSE or Tutoring if the training is for HS diploma.

Combined Workplace Learning with Related Instruction could be integrated education or any types of work experiences such as on the job training, or internship etc. It depends what you are offering under the frequently used service type.

Make Certain to Use New Youth Service Types

Frequently Used Service Type

New Youth Service Type



Other examples:

If you are teaching youth basic academic skills for HSE it can be reported under Alternative Edu. If these academic skills are for HS diploma it should be reported under tutoring element.

However, if you are teaching basic skills related to work place behaviors, it can be reported under leadership development.

You know what you are offering the best, will need to decide under which element it fits.

Life skills seems to fit into leadership development.

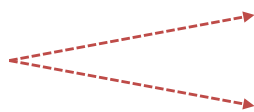
If the local service that you are providing to the youth is about learning about life skills such as parenting, cooking, hygiene or others, it could fit into Leadership Development based on the definition of the element from TEGl 21-16.

Another Current Service Type ≠ Youth Specific

Frequently Used Service Type

New Youth Services Type

1. Test Administration



A. Objective Assessment (Youth)

B. Leadership Dev. Opp.(Youth)
[Workplace behaviors and life skills]



Another current service type that we see frequently used and won't be youth specific is test administration.

So if you testing for let us say measurable skill gains, you may count it under objective assessment. Objective Assessment can be done throughout the youth's participation and along with initial objective assessment. It does not create an enrollment.

However, if you are using the current test administration services type for NWRC testing, then it might be better categorized as work place behaviors based testing which is part of leadership development.

Email YouthOffice@labor.ny.gov

Another Frequently Used Service Type ≠ Youth Specific

Job Development Contact

A. What do you provide under
Job Development Contact?

B. In future, under which WIOA
service element you might
report it?



Job Development Contact is another frequently used service type that is not youth WIOA element specific.

We need your input on this one...please email youthoffice@labor.ny.gov about what exact services you provide as part of Job Development Contact and what WIOA youth services element you may categorize Job Development Contact into

Complete Reporting...

Local Service



**Design Framework or
14 Service Elements**



So after the service types in OSOS are changed,

your team makes sure to review your local services, the adult/dw services types you are using and correctly match your local youth services with the new youth only design framework and 14 service elements.

In OSOS you create appropriate Service Names that your providers would understand and have new offering IDs for ease of attaching a service

....still one aspect is remaining for complete reporting

Complete Reporting...

Local Service



**Design Framework or
14 Service Elements**

**Write a comment in OSOS
with details of the service**

Use SENSE model



After attaching a service to a youth make sure to write a comment in OSOS about what exact service was provided

And don't forget to use the SENSE model to organize the comments. SENSE model tells how to write quality and effective comment with S for situation, E for evaluation, N for next steps, S for sufficient information and E for employment related. As part of the follow-up for previous webinar you would have gotten information about the SENSE model and we will include it in follow-up this time too.

Correct Elements Reporting...

Case management should not be reported as one of the 14 Youth Program elements.



Just a quick reminder that the TEGL 21-16 also stresses that the case management should not be reported as one of the 14 program elements. Case management is part of design framework under WIOA and it is expected that you manage the case from the from recruitment to follow-up to ensure achievement of outcomes and goals set in the Individual Service Strategy.

I will quickly summarize the points we discussed for correct reporting...

For Correct Reporting...

Have at least one offering for each element.



Please make sure that you have at least one offering for each element in OSOS in your area

For Correct Reporting...

Have at least one offering for each element.

Services aiming for HS Diploma/Equiv./Postsecondary Credential are reported in 3 separate elements.



Training and education services that have a different goal (whether HS diploma, equivalency or post-secondary) need to be reported under separate elements.

For Correct Reporting...

Have at least one offering for each element.

Services aiming for HS Diploma/Equiv./Postsecondary Credential are reported in 3 separate elements.

Youth program funded ITAs only for OSY.



Only OSY are eligible for youth program funded ITAs

For Correct Reporting...

Have at least one offering for each element.

Services aiming for HS Diploma/Equiv./Postsecondary Credential are reported in 3 separate elements.

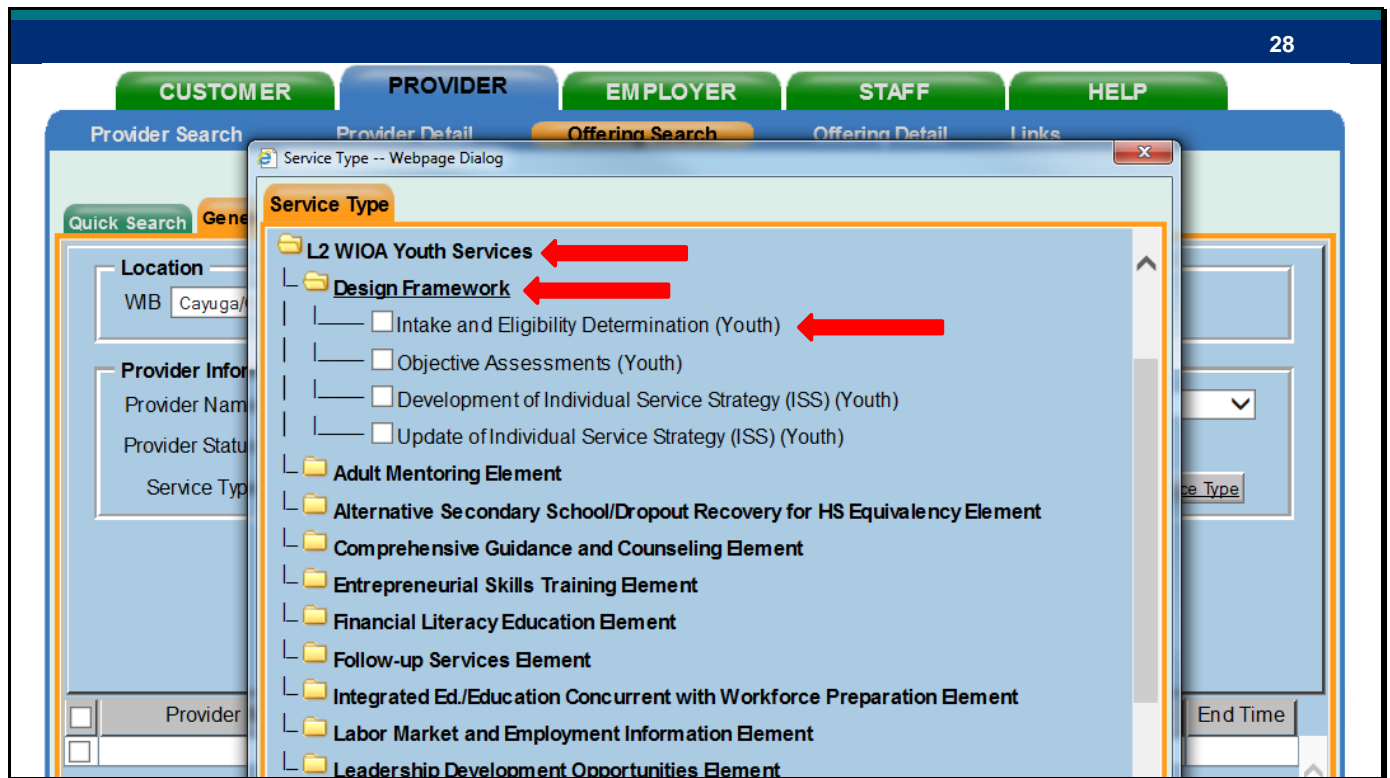
Youth program funded ITAs only for OSY.

After new Youth Service Types are in OSOS, match local services with the elements and framework.



So after the new youth services types that mirror the elements are available in OSOS, please make sure to match all the local services to the youth elements and design framework services. If you have created an offering with an adult/dislocated worker service type or a service type that is not Youth, it will not get reported as a youth service.

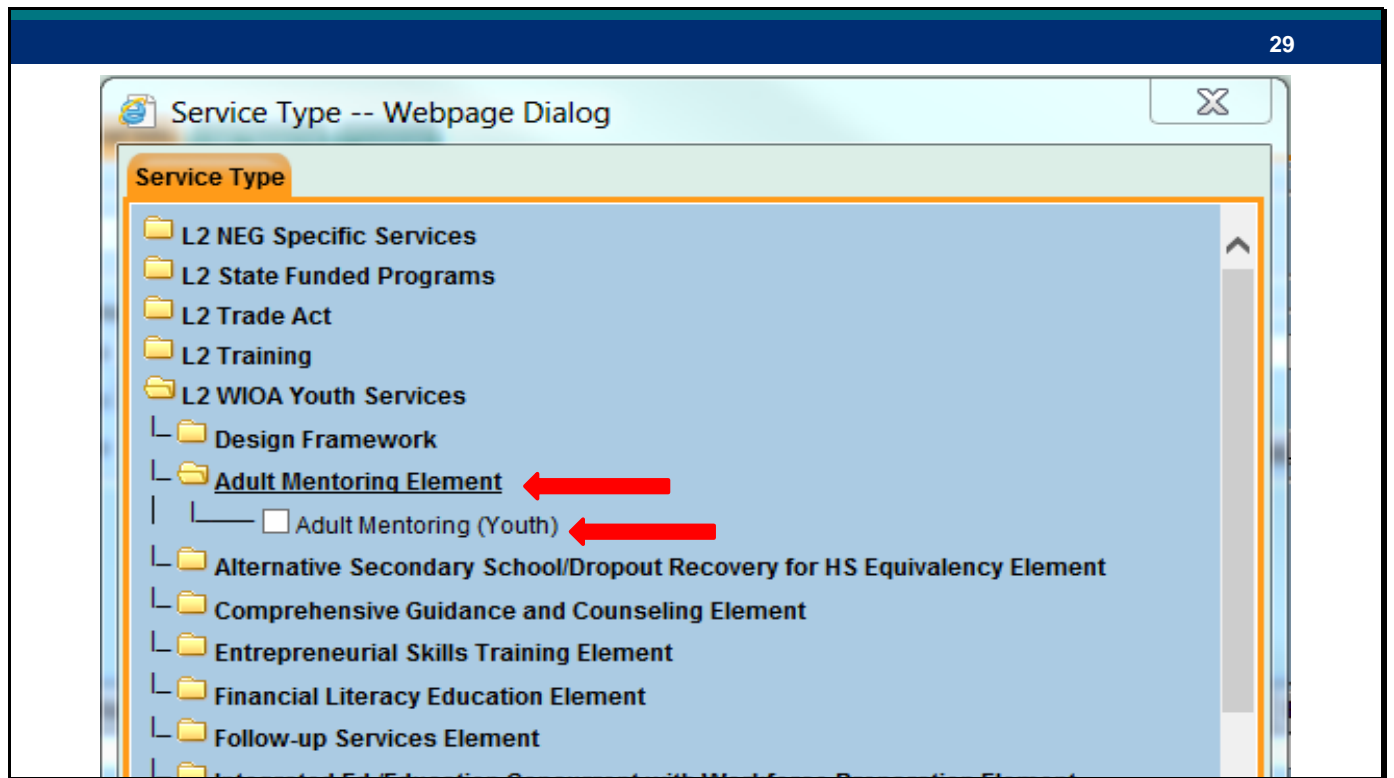
Now I am going to request our OSOS experts to show you the details of reporting in OSOS.



Good Morning everyone! The screen that we are looking at right now is a preview of the way the L2 WIOA Youth Services are going to look in OSOS. As you can see we have reorganized the way you will see the services in OSOS. We are planning to implement these changes beginning Monday, October 2nd.

I just wanted to take a minute to go through and explain the set-up or hierarchy of the folders that you are looking at. OSOS services are organized into three hierarchies. The first is the Group. In this case the Group that we are looking at is the L2 WIOA Youth Services. Within that folder, there are now 15 Categories. As Julie discussed earlier, these Categories will now mirror the WIOA Youth 14 Elements with one other Category that encompasses the Design Framework Service. Within each of the Categories or WIOA Youth Program Elements are the Service Types or the check boxes that you will select when entering the Program Service Type for your customer.

You will also notice that we have removed several other categories that you can currently see in OSOS. As Julie stated earlier, the service types that were removed were done so because we now must determine which of the fourteen elements those services fit into.



I also wanted to point out that all the WIOA Youth service types can now be identified by the (Youth) in parenthesis. If there is no Youth in parenthesis indicator, then it is not a youth service that you are selecting. This is especially important when you use the keyword search feature in OSOS. For instance, if a staff person were to do a keyword search for Follow Up, there may be several options that come up. Youth providers should only pick the service types that are designated with the word Youth and have the word Element at the end.

The screenshot shows a 'Detail' form for a service record. Red arrows point to the following fields:

- Plan. Start Date: 08/25/2017
- Plan. End Date: 08/31/2017
- Actual Start Date: 08/25/2017
- Actual End Date: (empty)
- Next Contact Date: (empty, highlighted with a red box)
- Achv. Objective: learn job readiness skills

Other visible fields include: Completed Successfully (dropdown), Program Service Type (Youth Services), Part Time Learn., Distance Learn., Program (dropdown), Minimum Hours, Number of Weeks, O*Net, NAICS, Min. Prog. Agreed, and Staff Assigned (DEO, JUIE). The New York State Department of Labor logo is in the bottom right corner.


There are a few other fields that information needs to be added in when youth providers are entering services. For youth customers, the Plan Start Date, Plan End Date, Actual Start Date, and Achievement Objective need to be entered to attach the service and save the record.

The other thing that I wanted to point out here is the Next Contact Date. If the Actual Start Date for the service is after the current date, you will not be able to fund the service. This Next Contact Date can be a very helpful tool to use as a reminder to fund the service when the actual training date arrives. This will generate a message/reminder to the staff person's Inbox and then they can go back in the record and fund the service.

The screenshot shows a 'Detail' form for a service. The form contains the following fields and values:

Service Desc.	
Service ID	121449
Service Type	Occupational Skills Training (Youth)
Provider Name	Brockport State College
Location Name	Brockport State College
Provider ID	5253
Offering ID	127877
Plan. Start Date	09/08/2017
Plan. End Date	09/12/2017
Actual Start Date	09/08/2017
Actual End Date	
Completed Successfully	<input type="checkbox"/>
Next Contact Date	
Program Service Type	Youth Services
Part Time Learn.	<input type="checkbox"/>
Distance Learn.	<input type="checkbox"/>
Program	Youth ITA Waiver

Red arrows point to the 'Service Type', 'Program Service Type', and 'Program' fields.

 **Department of Labor**

So just to quickly recap, when adding a service for a youth customer, you are always going to select either Youth Services or Follow up for the Program Service Type. Many providers have asked the question of how they would enter a youth that is in an ITA training. The only way that this can be done currently is to select Occupational Skills Training for the Service Type. For the Program Service Type, you will need to select Youth Services. Do not select ITA Training because this option will not properly report that the youth is receiving an ITA training. To indicate that the youth is in an ITA, use the drop down next to Program to select Youth ITA Waiver. Following these steps will allow you to fund the service with Youth Funds and ensure that the service is being reported appropriately.

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

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

Yarbor, Paul SSN: ***-**-0955 OSOS ID: NY014365147

<< < Agency Info Achievement Objectives **Services** Service History Enrollments Outcomes Empl. Outcomes Trng. Outcom > >>

Detail

Part Time Learn. Distance Learn.

Program Youth ITA Waiver

Minimum Hours Number of Weeks

O*Net 13201101 Accountants O*Net

NAICS NAICS

Min. Prog. Agreed

Achv. Objective learn job readiness skills

Staff Assigned DEO, JUIE

WB Assigned NYSDOL - CO

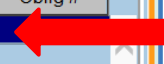
Agency Department of Labor

Office NY9999

Orig. Obligation Total Obligation \$ 1.00

Offering Cost \$ 1.00 Actual Cost

Funding

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

Total Funding \$ 1.00

Petition #

RR Event #

Incumbent Worker Training

	Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/>	Brockport State College	Accounting	09/08/2017		Youth Services
<input type="checkbox"/>	FMS Private Industry Council	Y - Mentoring	08/25/2017		Youth Services

Here you can see that we indicated the youth was in an ITA, we were able to save the service, and then fund the service with WIOA Youth Local Funds. Currently, this is the only work around that we have to fund an ITA with WIOA Youth funds and ensure that it is reported correctly. In a coming version of OSOS, this will be corrected, but for now, for reporting purposes, this is the only way that a Youth ITA should be entered. Once the change is made we will provide additional guidance.

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

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

Yarbor, Paul SSN: ***-**-0955 OSOS ID: NY014365147

<< < Agency Info Achievement Objectives **Services** Service History Enrollments Outcomes Empl. Outcomes Trng. Outcom >>

Detail

Service Name: Follow-up Services (Youth)
 Service Desc.:
 Service ID: 138560
 Service Type: Follow-up Services (Youth)
 Provider Name: CSS Workforce New York
 Location Name: CSS Workforce New York
 Provider ID: 78453 Offering ID: 138167
 Plan. Start Date: 10/02/2017 Plan. End Date: 10/03/2017
 Actual Start Date: 10/02/2017 Actual End Date:
 Completed Successfully:
 Next Contact Date:
 Program Service Type: Follow Up
 Part Time Learn.: Distance Learn.:

Funding

Level	Source	Obligated	Actual	Obj #
<input checked="" type="checkbox"/>	WIB	WIOA Youth Loca	\$ 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 type="checkbox"/> Riverside Enterprises - Rensselaer AF	Leadership Development	09/30/2016		Youth Services
<input type="checkbox"/> Riverside Enterprises - Rensselaer AF	Work Experience	06/30/2016	09/30/2016	Youth Services

As I mentioned earlier, you will almost always use Youth Services as the Program Service Type when attaching a service. The exception to this is when you are entering Follow-up services. Staff are required to provide follow up services to youth for one year after the last service is provided. To record Follow up services, you will need to select the Follow up Services Element as your Service Type. You will then select Follow up for your Program Service Type. This is selected because providing follow up services should not create or extend an enrollment. Once you attach the service and save, you can then fund the Follow up service with WIOA Local Youth Funds.



Finally, I just wanted to reiterate what Juie said earlier. Local areas are required to provide all 14 elements. The way provider offerings are created has not changed. There are a limited number of individuals in each local area that have these permissions. It is important that you work with your partner who can add new offerings to ensure that there is an offering available for each of the new service elements.

I also wanted to mention that offerings can be searched by their Offering ID number. A best practice for staff working with youth customers would be to keep a cheat sheet of offering ID's used by a given provider to make it easier to select the appropriate service when entering data.

I am now going to pass it over to Jon Wing to discuss the Performance Measures.

Primary Indicators of Performance

Youth Education and Employment in the:

- 2nd Quarter after Exit Quarter
- 4th Quarter after Exit Quarter

Median Earnings

Credential Attainment

Measurable Skill Gains

Effectiveness in Serving Businesses



Unlike WIA, Adults, Dislocated Worker and Youth are all held to almost the same 5 measures under WIOA. Effectiveness in Serving Businesses is not split by program.

Education and Employment Rate

2nd Quarter After Exit

4th Quarter After Exit

Participants without SSN are **not excluded!**



Employment or Education in the 2nd/4th Quarter after Exit

ALL exiting participants included in denominator, not just those unemployed at enrollment

For Youth, placement in education also counts for these measures, not for Adults and DW

Participants without SSN are NOT excluded from wage based measures. This is a big change from WIA. These participants must have supplemental wage data entered to count positively in these measures!

Median Earnings

Wages in 2nd Quarter After Exit

Participants without SSN are **not excluded!**



Median Earnings

Wages in 2nd Quarter after exit, the denominator is the number of participants employed in the 2nd quarter after exit.

Credential Attainment

Education or Training (no OJT or customized)

Attain industry recognized credential, certificate, or HS diploma/ equiv.

Within 1 year of exit

Participants achieving HS diploma or equiv. ≈ employed or enrolled in education within 1 year of exit



Credential Attainment

Denominator: Participants enrolled in an education or training program (excluding those in on-the-job training and customized training)

Numerator: Those who attain an industry recognized postsecondary credential, certificate of completion or certificate approved by the NYS Education Department (SED) or another State agency, or a secondary school diploma or equivalent within 1 year of exit

If the participant attains a secondary school diploma or equivalent, the participant must also be employed or enrolled in an education or training program leading to a postsecondary credential to count positively

Measurable Skill Gains

Education or Training

Achieve measurable skill gains toward credential or employment:

EFL gain if below postsecondary level

Diploma Equivalent

Transcript or Report Card

Satisfactory Progress Report

Passage of an exam



Measurable Skill Gains

Denominator: Participants are in an education or training program that leads to a recognized postsecondary credential or employment

Numerator: Those who are achieving measurable skill gains toward such a credential or employment.

Achievement of at least 1 educational functioning level by a participant who is below postsecondary level

Attainment of a secondary school diploma or equivalent

Secondary or postsecondary transcript or report card that meets the academic standard

Satisfactory or better progress report towards milestones from an employer or training provider

Successful passage of an exam required for an occupation or progress in attaining skills for an occupation

Effectiveness in Serving Businesses

Pilot Measures: choose 2 of 3

Repeat Business Customers*

Business Penetration Rate*

Employee Retention



Effectiveness in serving businesses

USDOL proposed 3 pilot measures. States can choose 2 to report

Repeat Business Customers: % of Businesses Customers Served in current program year as well as the past 3 program years.

Business Penetration Rate: % of Businesses Statewide (determined by Quarter Census of Employment and Wages (QCEW)) who are receiving services.

Employee Retention: DOL Participants who are employed in the 2nd quarter after exit who continue to be employed by the same business in the 4th quarter after exit.

NYS chose to report on Repeat Business Customers and Business Penetration Rate

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CUSTOMER
PROVIDER
EMPLOYER
STAFF
HELP

Customer Search
Customer Detail
Comp Assess
Services
Links
CareerZone

Yarbor, Paul
SSN: ***-**-0955
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Trng. Outcom
>
>>

Employment

O*Net Title

Recalled By Layoff Employer

Employment Training Related

Employment Non-Traditional

Employed in Federal Contractor Job

Education & Training

Education Level at Exit

Entered Advanced Training

Entered Post-Secondary

Attained Credential

Type of Credential

Date Attained

Employed in Quarter after Exit

Quarter	Employed	Determination Method	NAICS
1st Qtr	<input type="text"/>	<input type="text"/>	<input type="text"/>
2nd Qtr	<input type="text"/>	<input type="text"/>	<input type="text"/>
3rd Qtr	<input type="text"/>	<input type="text"/>	<input type="text"/>
4th Qtr	<input type="text"/>	<input type="text"/>	<input type="text"/>
5th Qtr	<input type="text"/>	<input type="text"/>	<input type="text"/>

Youth Outcomes

Status at Exit

School Status in Quarter after Exit

	Program Type	Enr. Date	Enrollment Office	Exit Date	Exit Office	SA
<input type="checkbox"/>	WIA	06/15/2015	Rensselaer Co Dept of Employ & Train			Yes
<input checked="" type="checkbox"/>	Common Measures	06/15/2015	Rensselaer Co Dept of Employ & Train			Yes

This is the screen as it appears for Youth customers. General outcome details like Education level at exit can be entered here but more detailed outcome information should be recorded in the employment and training outcomes tabs.

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CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess Services Links CareerZone

Yarbor, Paul **SSN: ***-**-0955** **OSOS ID: NY014365147**

<< < Agency Info Achievement Objectives Services Service History Enrollments Outcomes Empl. Outcomes Trng. Outcom > >>

Enrollment Info	Exit Info
Program Type: Common Measures	Exit Date: <input type="text"/>
Enrollment Date: 06/15/2015 Enrolled in Education: <input type="checkbox"/>	Reason: <input type="text"/>
Enrolling Service Name: Work Experience	3rd Qtr Exclusion: <input type="text"/>
Enrolling Service Type: Work Experience Opportunity (Youth Only)	Exit Admin: <input type="text"/>
Enrolling Admin: Williams, Brian	Exit Office: <input type="text"/>
Enrolling Office: Rensselaer Co Dept of Employ & Train	Transaction Date: <input type="text"/>
Staff Assisted: Yes	Transaction Admin: <input type="text"/>
Employment Status: Not Employed	Transaction Office: <input type="text"/>
First Youth Service Date: 06/15/2015	
<input type="button" value="Holds (0)"/>	

Program Type | Enr. Date | Enrollment Office | Exit Date | Exit Office | SA

Moving to the Enrollments tab this is where data entry for the Credential Attainment measure will take place. To enroll a customer in this measure Common measures must be selected under Program type and Enrolled in Education must be set to YES under Enrollment Info.

The first new tab we will look at is Employment Outcomes. Most of the fields are pretty self-explanatory but there are a few that I'd like to highlight. It is important to note that in order to add an employment outcome and enter information in the fields, you will need to select "Add Outcome" at the bottom of the screen. The only required fields are Type and Start date but we do recommend entering as much information as possible to ensure the customer's record is as accurate as possible.

To the right you will see Job Characteristics- these are details about the customer's employment type that should be documented.

Training Related: was training provided that led to this job

Non-Traditional: occupation where one gender is <25% of employed persons

Hired by layoff: customer was hired by company that laid them off

FCJL: Federal Contractor Job Listing

Work Based Training: Registered Apprenticeship, OJT, Incumbent Worker Training, Transitional Job

Disaster Relief: Any hiring associated with disaster relief employment grants

UI covered: Is a job covered by Unemployment Insurance

Fringe Benefits: does job offer vacation, retirement, etc

The employer lookup button- this can be used if the EIN of the customer's new employer is known. Entering the EIN and using the lookup button will autofill Employer Name, City, State, ZIP. The NAICS lookup works the same way- enter the numerical code and the code title will fill. There are a few other buttons that we will cover in a few minutes

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CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess Services Links CareerZone

Yarbor, Paul SSN: ***-**-0955 OSOS ID: NY014365147

Agency Info Achievement Objectives Services Service History Enrollments Outcomes Empl. Outcomes Trng. Outcom

Employment

Type **Military** Start Date End Date

Military Branch

Employer EIN/ID

Employer Name

NAICS

City State Zip

OSOS Job ID External Job ID Supervisor

Seeker Service ID

Work Setting

Characteristics

Training Related

Non-Traditional

Hired By Layoff

FCJL Job

Work Based Training

Disaster Relief

UI Covered

Fringe Benefits

	Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/>	-	-	-	-

There are a few different employment types- Unsubsidized Employment, Registered Apprenticeship, and Military. They don't alter the tab much but there are small differences to each selection. The first type is Military. The only change to this selection is a new field for the branch that the customer has entered.

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

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

Yarbor, Paul SSN: ***-**-0955 OSOS ID: NY014365147

<< < Agency Info Achievement Objectives Services Service History Enrollments Outcomes **Empl. Outcomes** Trng. Outcom > >>

Employment

Type **Registered Apprenticeship** End Date

RAPIDS **RAPIDS Lookup**

Employer EIN/ID **Employer Lookup**

Employer Name

NAICS **NAICS Lookup**

City State Zip

OSOS Job ID External Job ID Supervisor

Seeker Service ID **Employment Services**

Work Setting **Audit**

Manual Wages

Characteristics

Training Related

Non-Traditional

Hired By Layoff

FCJL Job

Work Based Training

Disaster Relief

UI Covered

Fringe Benefits

Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/>			

The second employment type is a Registered Apprenticeship. RAPIDS stands for Registered Apprenticeship Partners Information Data System and is not currently used for data entry in NY but it will appear so we wanted to make you aware of it.

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CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess Services Links CareerZone

Yarbor, Paul **SSN: ***-**-0955** **OSOS ID: NY014365147**

<< < Agency Info Achievement Objectives Services Service History Enrollments Outcomes Empl. Outcomes Trng. Outcom > >>

Employment

Type **Unsubsidized Employment** End Date

Self Employed

Employer EIN/ID

Employer Name

NAICS

City State Zip

OSOS Job ID External Job ID Supervisor

Seeker Service ID

Work Setting

Characteristics

Training Related

Non-Traditional

Hired By Layoff

FCJL Job

Work Based Training

Disaster Relief

UI Covered

Fringe Benefits

	Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/>	-	-	-	-

The last employment type is Unsubsidized Employment. The change in this screen is whether the customer is self-employed or not. Although it is not required it is recommended that staff collect as much information as possible.

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Agency Info | Achievement Objectives | Services | Service History | Enrollments | Outcomes | **Empl. Outcomes** | Trng. Outcom

Employment

Type Start Date End Date

Employer EIN/ID

Employer Name

NAICS

City State Zip

OSOS Job ID External Job ID Supervisor

Seeker Service ID

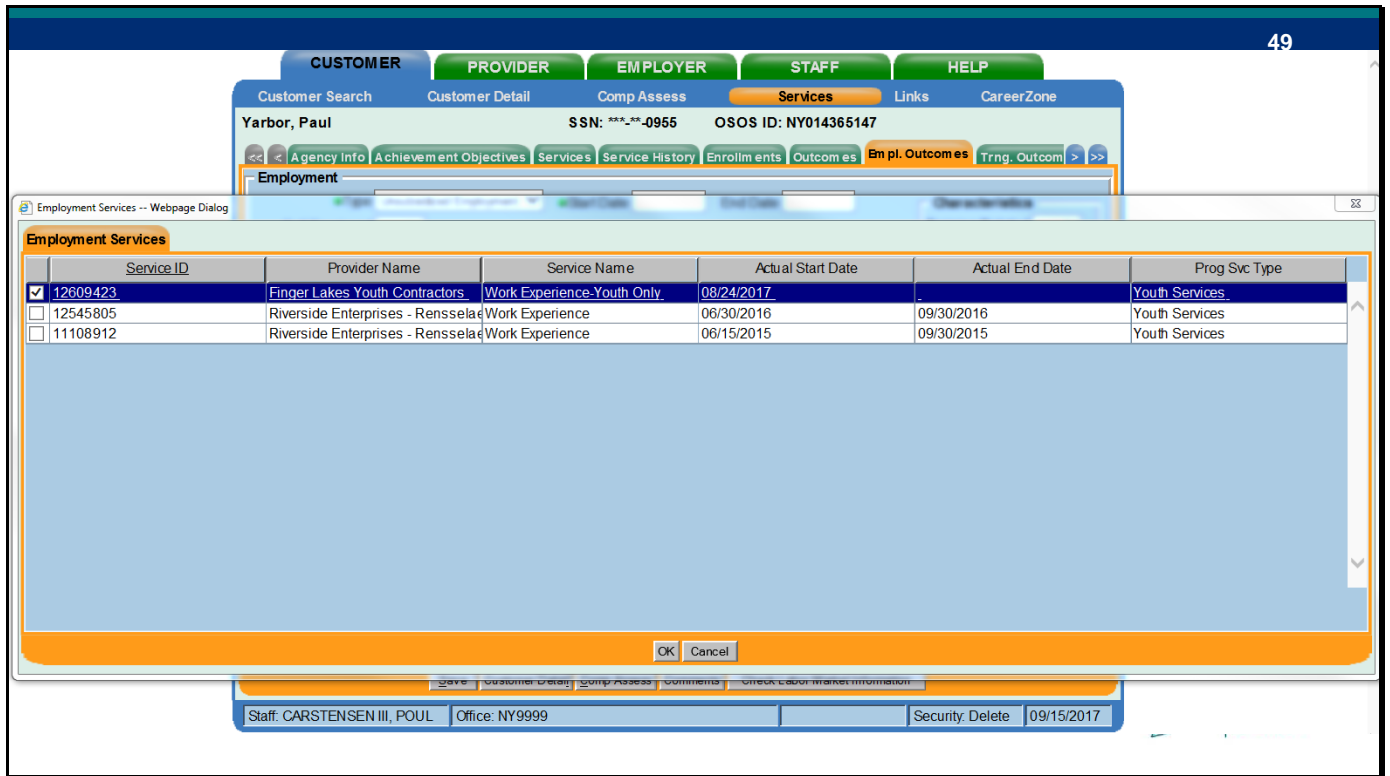
Work Setting

Characteristics

- Training Related
- Non-Traditional
- Hired By Layoff
- FCJL Job
- Work Based Training
- Disaster Relief
- UI Covered
- Fringe Benefits

	Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/>				

By clicking on the Employment Services tab in the new Employment Outcomes tab you can associate previously scheduled services with an outcome.



When you press employment services button, select the correct service, click OK, and the service will populate the Seeker Service ID Field.

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Agency Info | Achievement Objectives | Services | Service History | Enrollments | Outcomes | **Empl. Outcomes** | Trng. Outcom

Employment

Type Start Date End Date

Employer EIN/ID

Employer Name

NAICS

City State Zip

OSOS Job ID External Job ID Supervisor

Seeker Service ID

Work Setting

Characteristics

Training Related

Non-Traditional

Hired By Layoff

FCJL Job

Work Based Training

Disaster Relief

UI Covered

Fringe Benefits

	Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/>				

You can also enter wage data related to the employment outcome by using the Manual Wages button.

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Manual Wages -- Webpage Dialog

Manual Wages

Employer EIMD

Employer Name

NAICS

Wage Earned Date Pr Qtr

Salary Unit

Salary per Unit

Number of Units

Manual Wage Amount

Notes

Created

Staff

Office

Date

Last Modified

Staff

Office

Date

Attachment

Wage Eamed Date	Wage Amount	Notes	Date Modified
<input checked="" type="checkbox"/>			

Data entered here will count toward the Median Earnings performance measure. Note that only customers without an SSN will have data taken from this screen. As Jon mentioned this is the only way that someone without an SSN will be entered into the measure - all other median wage calculations will still be done through wage matching in OSOS.

Employment
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Type Start Date End Date

Employer EIN/ID

Employer Name

NAICS

City State Zip

OSOS Job ID External Job ID Supervisor

Seeker Service ID

Work Setting

Characteristics

Training Related

Non-Traditional

Hired By Layoff

FCJL Job

Work Based Training

Disaster Relief

UI Covered

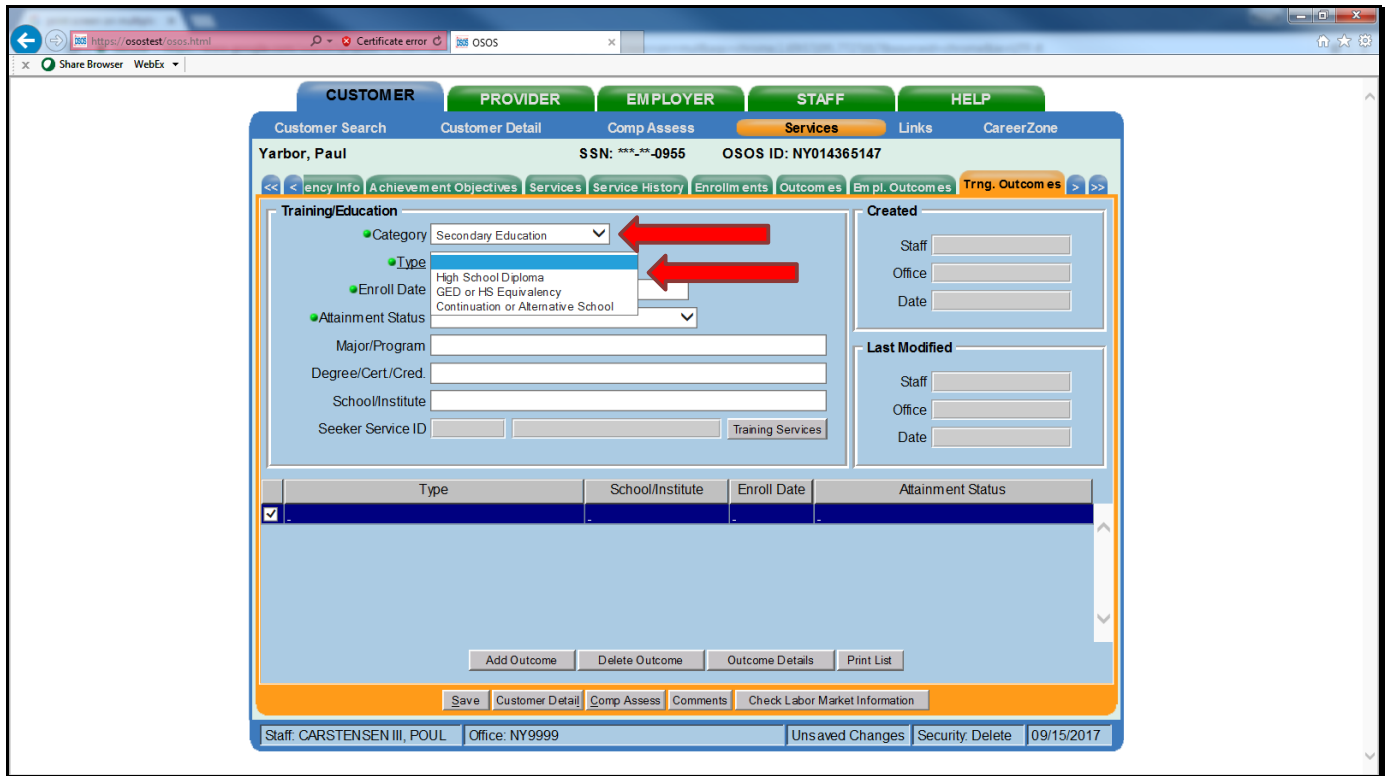
Fringe Benefits

	Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/>				

At the bottom of the Employment Outcomes tab is a button labeled Employment Outcome Details. In terms of performance you will still enter data for the “Employed after 2nd and 4th Quarter after Exit” measure here for Common Measures enrollments. The employment type, start date, and end date will autofill from the previous screen.

The screenshot shows a web form for 'Employment Outcomes Details'. At the top right, the number '53' is displayed. The form includes several sections: 'Hours Per Week' (set to 'Part Time'), 'Salary', and 'Salary Unit' (all dropdown menus); 'O*Net' and 'Job Title' (text input fields); 'Skill Gain' (with a dropdown menu currently showing 'Skills Progression'); 'Contact Info' (with fields for Date, Name, Role, and Method); 'Attachment' (with 'Upload', 'Download', and 'Delete' buttons); and 'Notes' (a large text area with an 'Audit' button). At the bottom, there is a table with columns 'Effective Date', 'Still Employed?', and 'Skill Gain Type'. Below the table are 'Add', 'Delete', and 'Print List' buttons. Two red arrows highlight the 'Skills Progression' dropdown and the 'Add' button. The 'NEW YORK STATE OF OPPORTUNITY Department of Labor' logo is in the bottom right corner.

Employment Outcomes Details is where you will document skills for the Measurable Skills Gain performance measure. You will need to click Add at the bottom of the screen to enter information in the fields. There are multiple skills gains types but Skills Progression is the one that is most closely related to employment outcomes. We will cover the other types in training outcomes.



Moving to Training outcomes you can see there are significant differences from the employment outcomes page. Training/Education outcomes are sorted by category, the first of which is Secondary Education. The three Secondary Education outcome types are HS Diploma, Equivalency degree, or Alternative school. You must enter an enrollment date and attainment status for this category, and it is recommended you enter a completion date when applicable.

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[Agency Info](#) | [Achievement Objectives](#) | [Services](#) | [Service History](#) | [Enrollments](#) | [Outcomes](#) | [Empl. Outcomes](#) | **Trng. Outcomes**

Training/Education

- Category ←
- Type ←
- Enrollment Date ←
- Attainment Status

Major/Program

Degree/Cert./Cred.

School/Institute

Seeker Service ID

Created

Staff

Office

Date

Last Modified

Staff

Office

Date

	Type	School/Institute	Enroll Date	Attainment Status
<input checked="" type="checkbox"/>	-	-	-	-

The second category is Post-Secondary Education. There are three outcomes, all corresponding to the type of diploma the customer is trying to attain.

The screenshot shows a web application interface for a customer named Paul Yarbor. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this, there are sub-tabs for Customer Search, Customer Detail, Comp Assess, Services (highlighted), Links, and CareerZone. The customer's SSN is masked as ***-**-0955 and the OSOS ID is NY014365147. The main content area is titled 'Training/Education' and contains several form fields: Category (set to 'Occ Skills/Advanced Training'), Type (a dropdown menu with three options: 'Occupational Skills Licensure', 'Occupational Skills Certificate', and 'Other Recognized Diploma, Degree, or Certificate'), Enroll Date, Attainment Status, Major/Program, Degree/Cert/Cred., School/Institute, and Seeker Service ID. To the right of the form are sections for 'Created' and 'Last Modified', each with input fields for Staff, Office, and Date. At the bottom, there is a table with columns for Type, School/Institute, Enroll Date, and Attainment Status, with a single row containing a checkmark in the first column.

The last type is occupational skills training. It also has three types: occupational skills licensure (form of government regulation requiring a license to pursue a particular profession or vocation for compensation), occupational skills certificate (given within the context of a license), or Other recognized diploma/degree/certificate.

The screenshot displays a web application interface for 'Trng. Outcomes'. The 'Training/Education' section is active, showing a dropdown menu for 'Attainment Status' with five options. A red arrow points to the 'Completed - did not attain or intend credential' option. The interface includes navigation tabs at the top, a 'Created' section with input fields for Staff, Office, and Date, and a 'Last Modified' section with similar input fields. A table below the form shows columns for Type, School/Institute, Enrollment Date, and Attainment Status.

	Type	School/Institute	Enroll Date	Attainment Status
<input checked="" type="checkbox"/>	-	-	-	-


For any outcome category, the attainment status field must be filled in. There are five attainment statuses:

- In Process, No intended credential
- In Process, Intended credential pending
- Completed, attained intended credential
- Completed, did not attain or intend credential
- Incomplete, did not attain or intend credential

The screenshot displays the 'Trng. Outcomes' tab in a web application. The interface includes a navigation bar at the top with tabs for 'Agency Info', 'Achievement Objectives', 'Services', 'Service History', 'Enrollments', 'Outcomes', 'Enpl. Outcomes', and 'Trng. Outcomes'. The 'Trng. Outcomes' tab is active, showing a form for 'Training/Education' with fields for Category, Type, Enroll Date, Completion Date, Attainment Status, Major/Program, Degree/Cert./Cred., School/Institute, and Seeker Service ID. There are also 'Created' and 'Last Modified' sections with fields for Staff, Office, and Date. A table below the form has columns for Type, School/Institute, Enroll Date, and Attainment Status, with a single row containing a checkmark in the first column. At the bottom, there are three buttons: 'Add Outcome', 'Delete Outcome', and 'Outcome Details', with a red arrow pointing to the 'Outcome Details' button.

The outcome details button functions the same in the Training Outcomes Tab as it does in the Employment Outcomes Tab. This is where measurable skills gain can be tracked for the performance measure. In addition to Skills progression there are three more Skills gain types that relate directly to performance.

Training Outcome Details


Type
Enroll Date Completion Date
Effective Date Still Enrolled?
Hours Per Week Part Time Salary Salary Unit
Skill Gain
Type: **EFL Gain via Credits or Carnegie Units towards HS Diploma or Equivalent** 
Contact Info
Date
Name
Role
Method
Attachment
Upload Download Delete
Notes
Aud

Effective Date	Still Enrolled?	Skill Gain Type
<input checked="" type="checkbox"/>	<input type="checkbox"/>	EFL Gain via Credits or Carnegie Units towards HS Diploma or Equivalent.

The first is EFL Gain.

Training Outcome Details -- Webpage Dialog

Training Outcome Details

Type
Enroll Date Completion Date
Effective Date Still Enrolled?
Hours Per Week Part Time Salary Salary Unit
Skill Gain
Type 
Contact Info
Date
Name
Role
Method
Attachment
Upload Download Delete
Notes
Aud

Effective Date	Still Enrolled?	Skill Gain Type
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Secondary/PSE Transcript/Report Card

The second is Secondary/PSE Transcript/Report card

Training Outcome Details

Type
Enroll Date Completion Date
Effective Date Still Enrolled?
Hours Per Week Part Time Salary Salary Unit

Skill Gain

Type
Milestone
Other Text

Contact Info

Date
Name
Role
Method

Attachment

Notes

Effective Date	Still Enrolled?	Skill Gain Type
<input checked="" type="checkbox"/>	<input type="text"/>	Training Milestone

And the third is Training milestone. If training milestone is selected then an additional field will appear to explain what the milestone was.



Email YouthOffice@labor.ny.gov

Another Frequently Used Service Type ≠ Youth Specific

Job Development Contact

A. What do you provide under
Job Development Contact?

B. In future, under which WIOA
service element you might
report it?



Please don't forget to email us about the Job Development Contact.



We want to make data entry easier for you so your we can help make your work count. Always feel free to reach out to us about OSOS or other youth program questions. If you are dealing with something issue, it's very likely that some other youth provider in the State is dealing with it or already has figured out the solutions. ...together we can make data entry simpler.