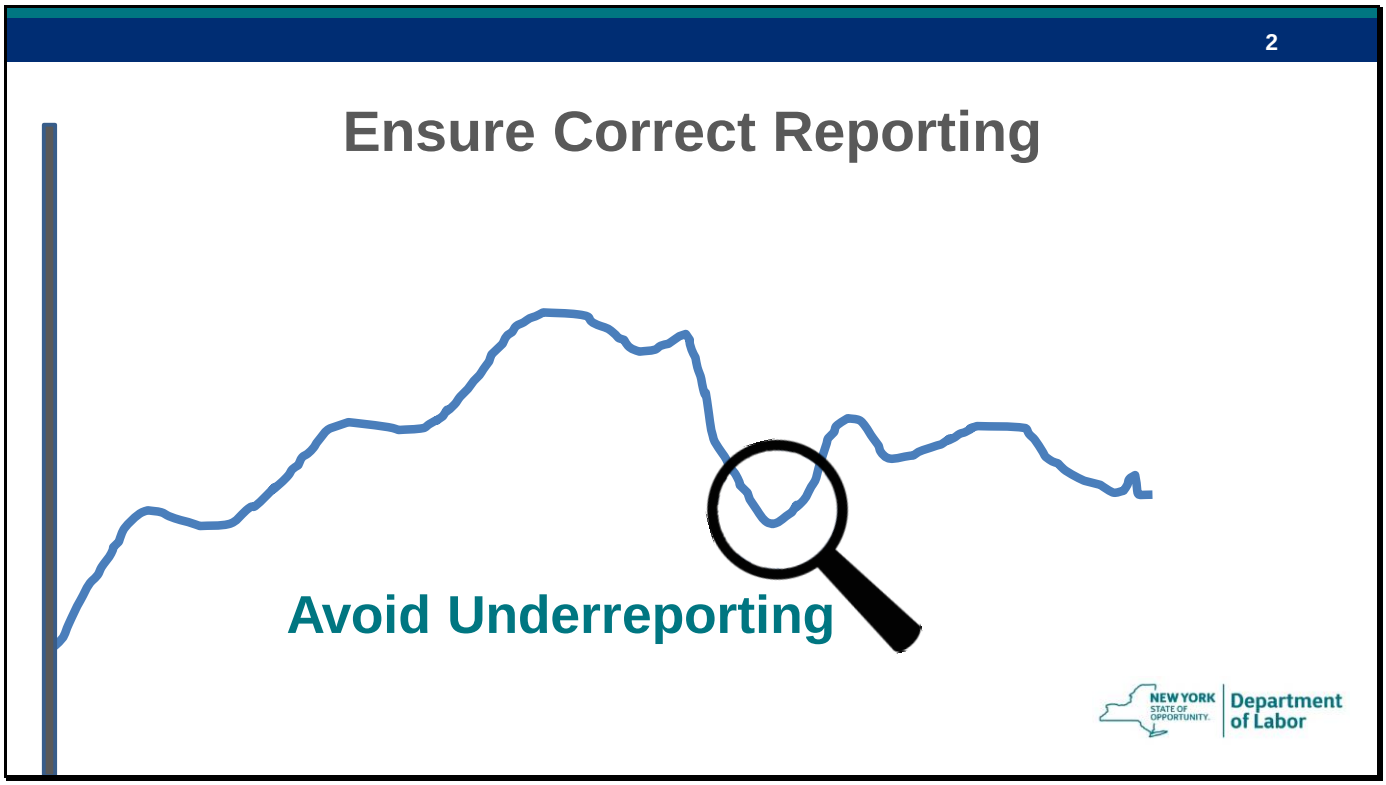
Youth Service Types and Outcomes:
Changes in OSOS

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.

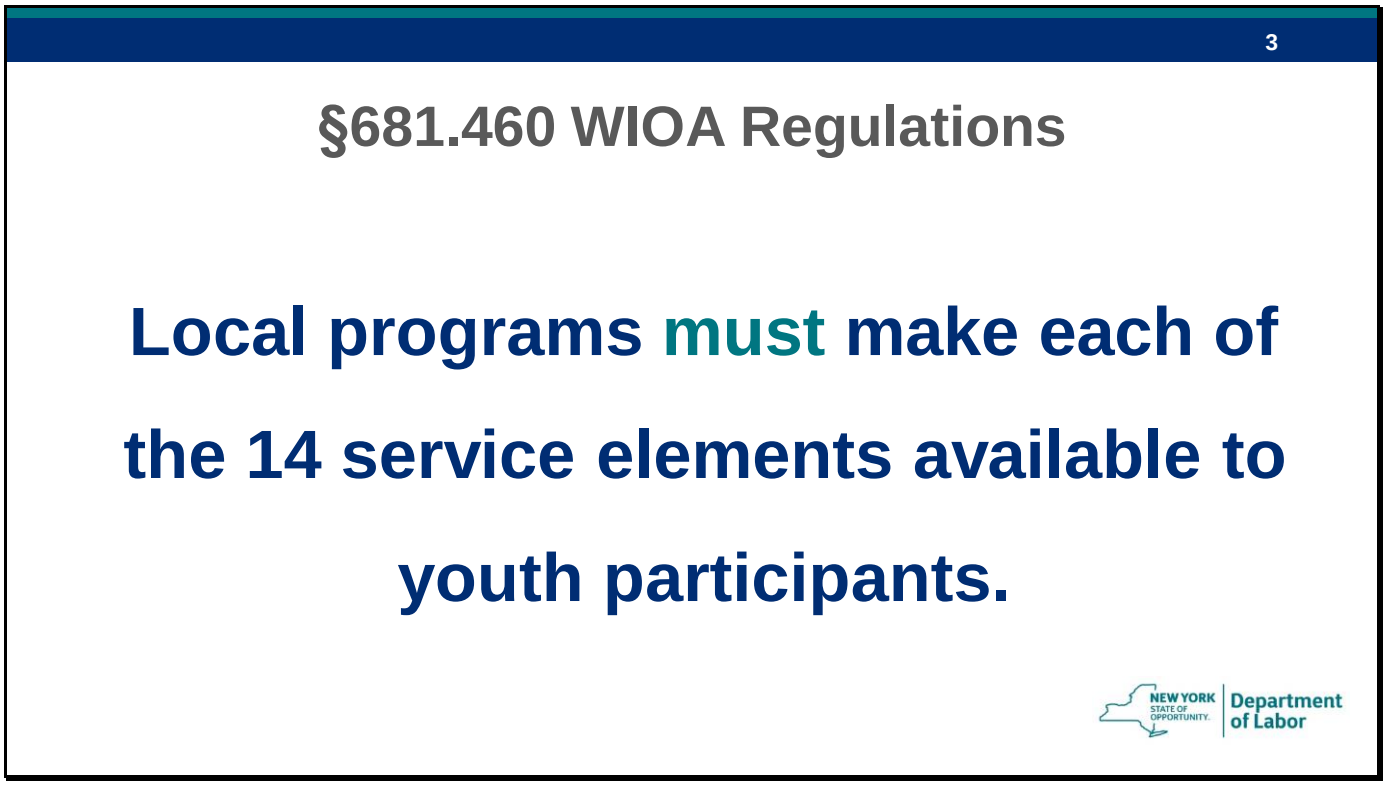


The purpose of this webinar is to help us all correctly report the work we do in youth programs.

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



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.

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Avoid Underreporting

Comply with WIOA

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

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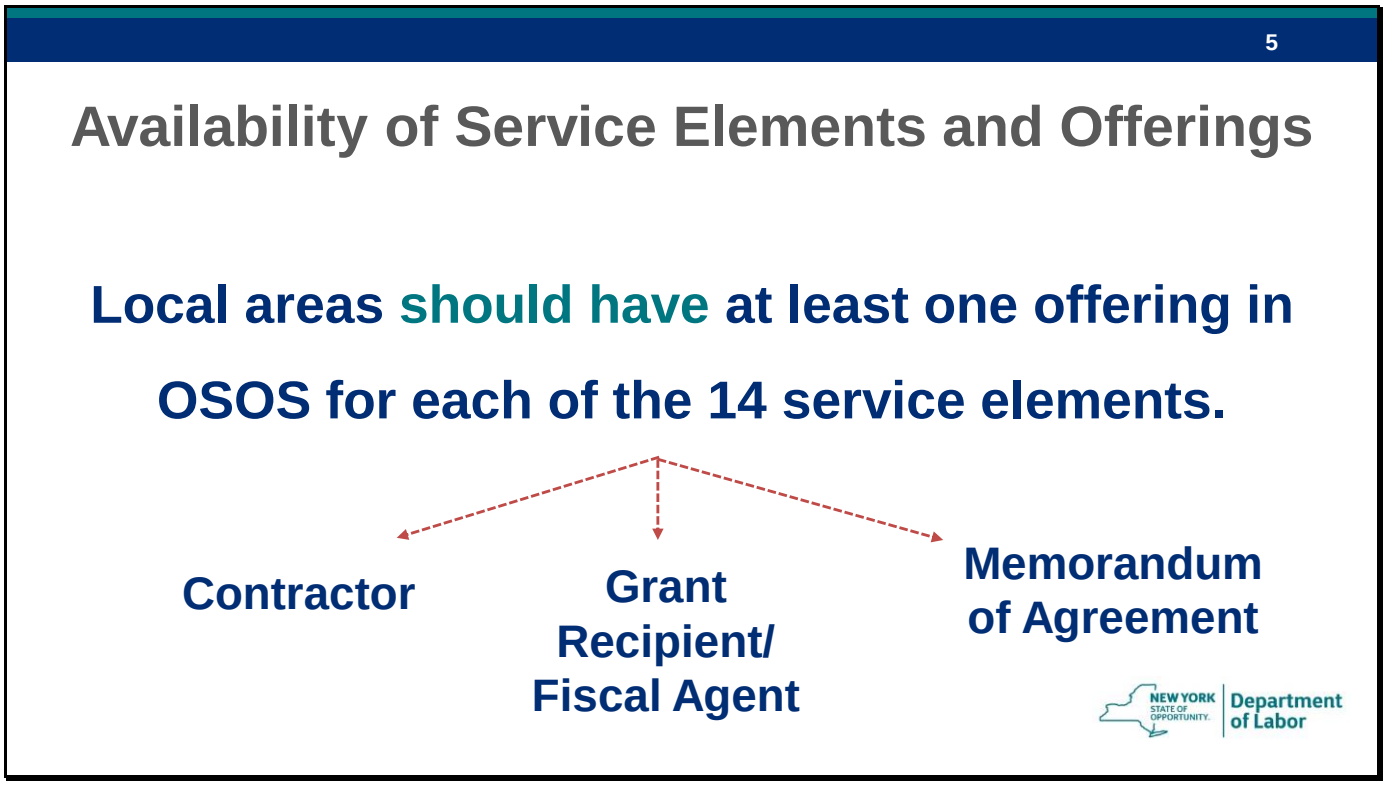
It translates into this.

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.



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

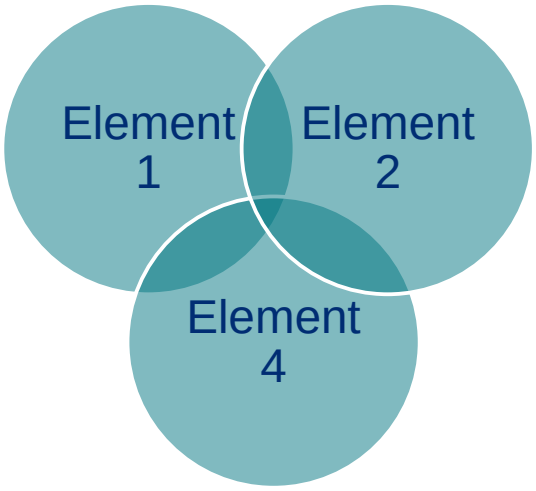
If you don't have offerings for all 14 service elements in OSOS, please:

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

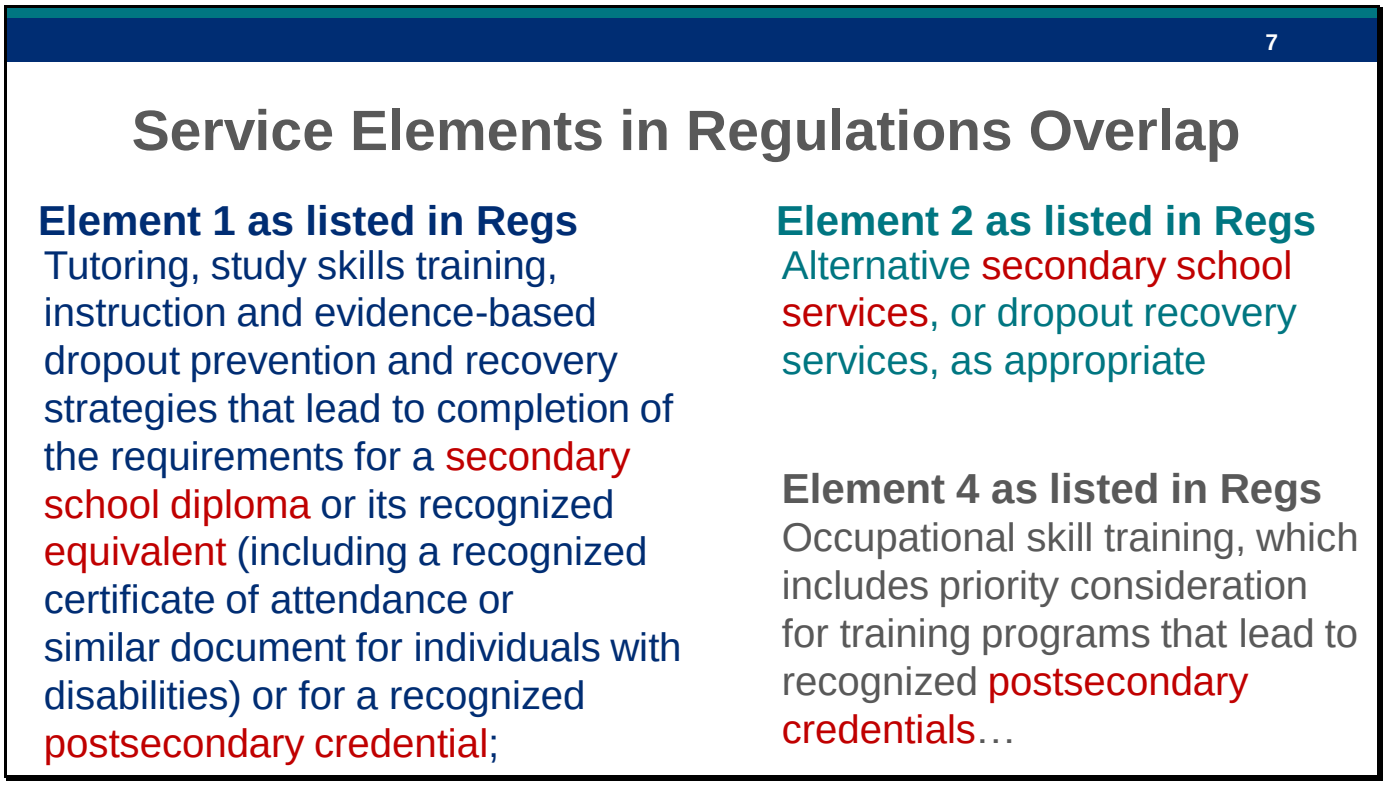
Service Elements in Regulations Overlap



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

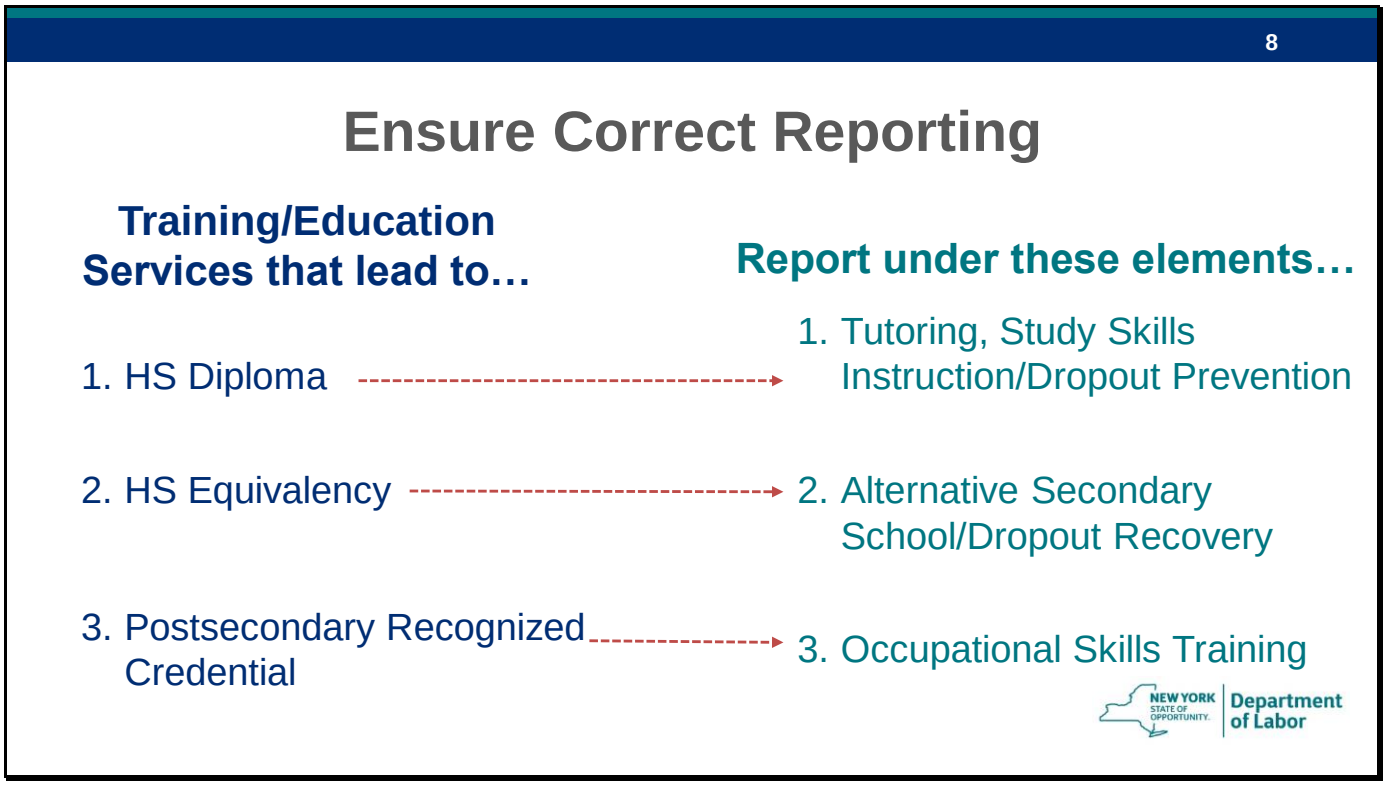
Let me share an example



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



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.

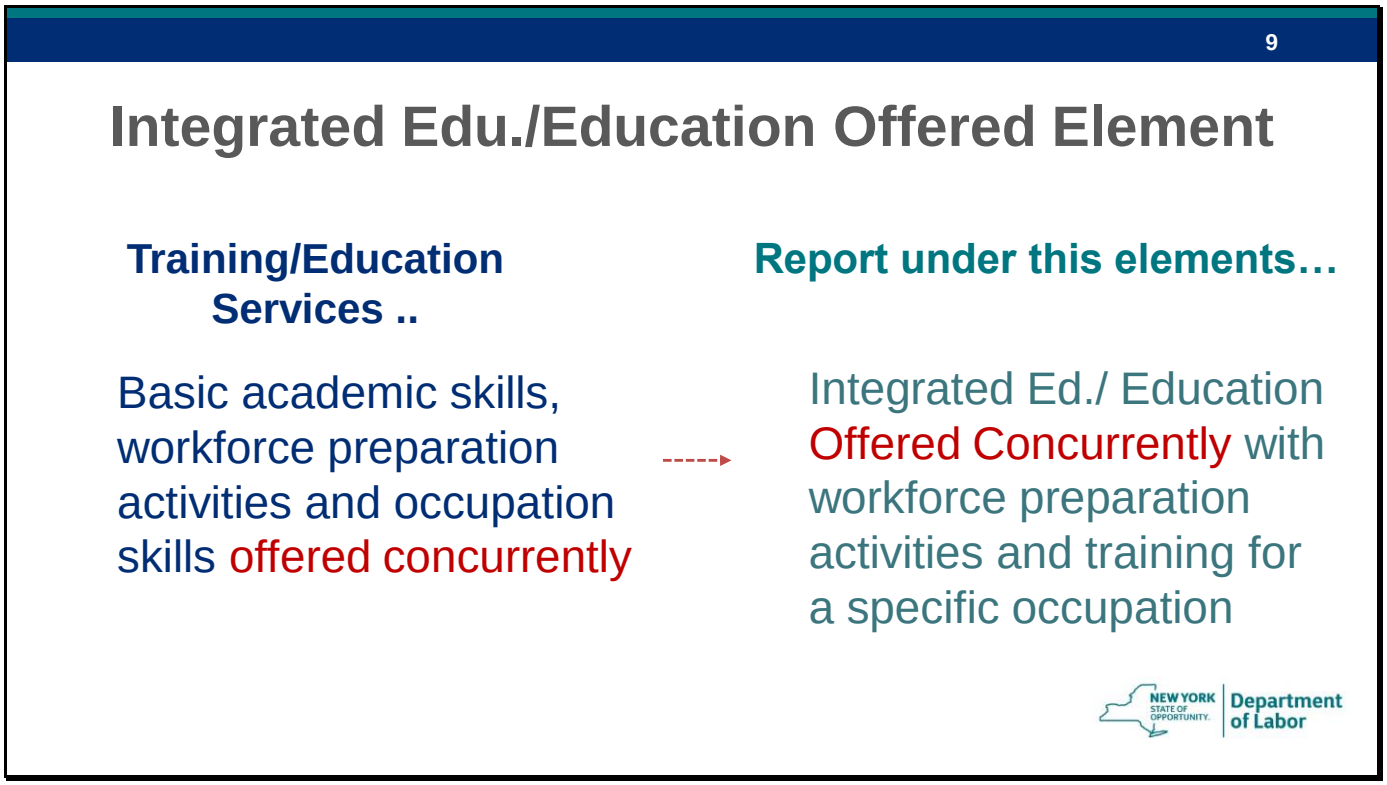
However, if it the training leads to postsecondary recognized credentials please report the service under Occupational Skills Training service element.

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…

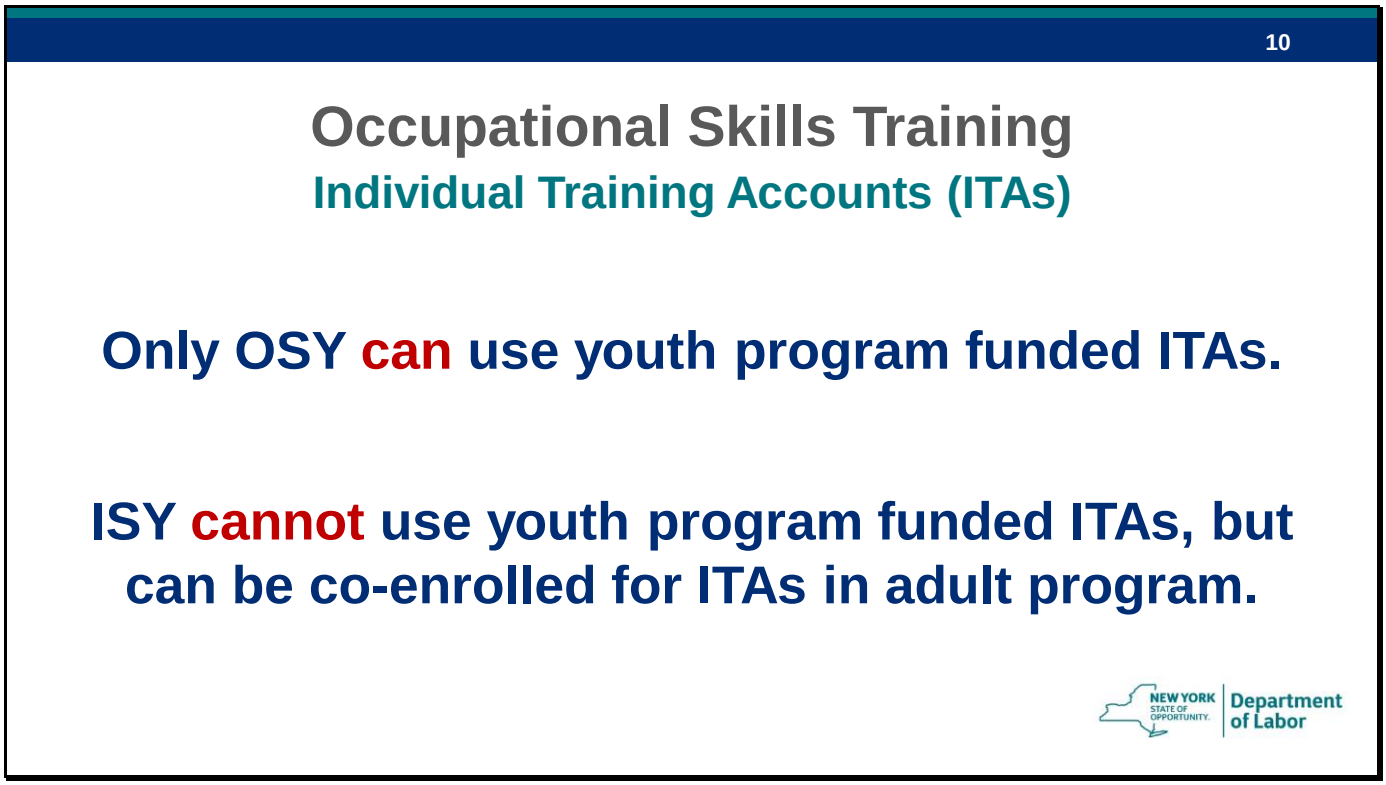


….is the Integrated education or Education Offered concurrently with workforce preparation for a specific occupation element

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.

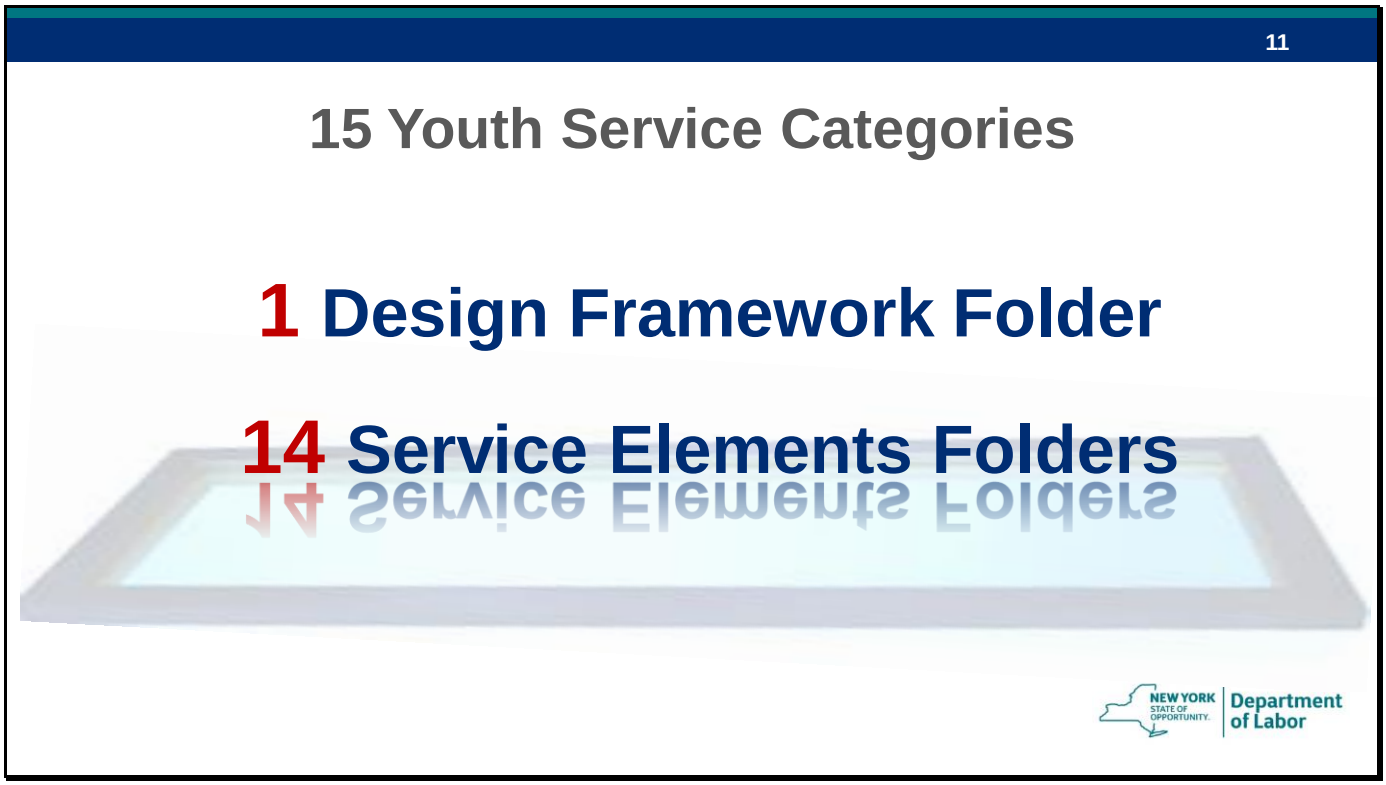
Another WIOA policy aspect to remember for correct reporting is…



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.



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

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.

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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

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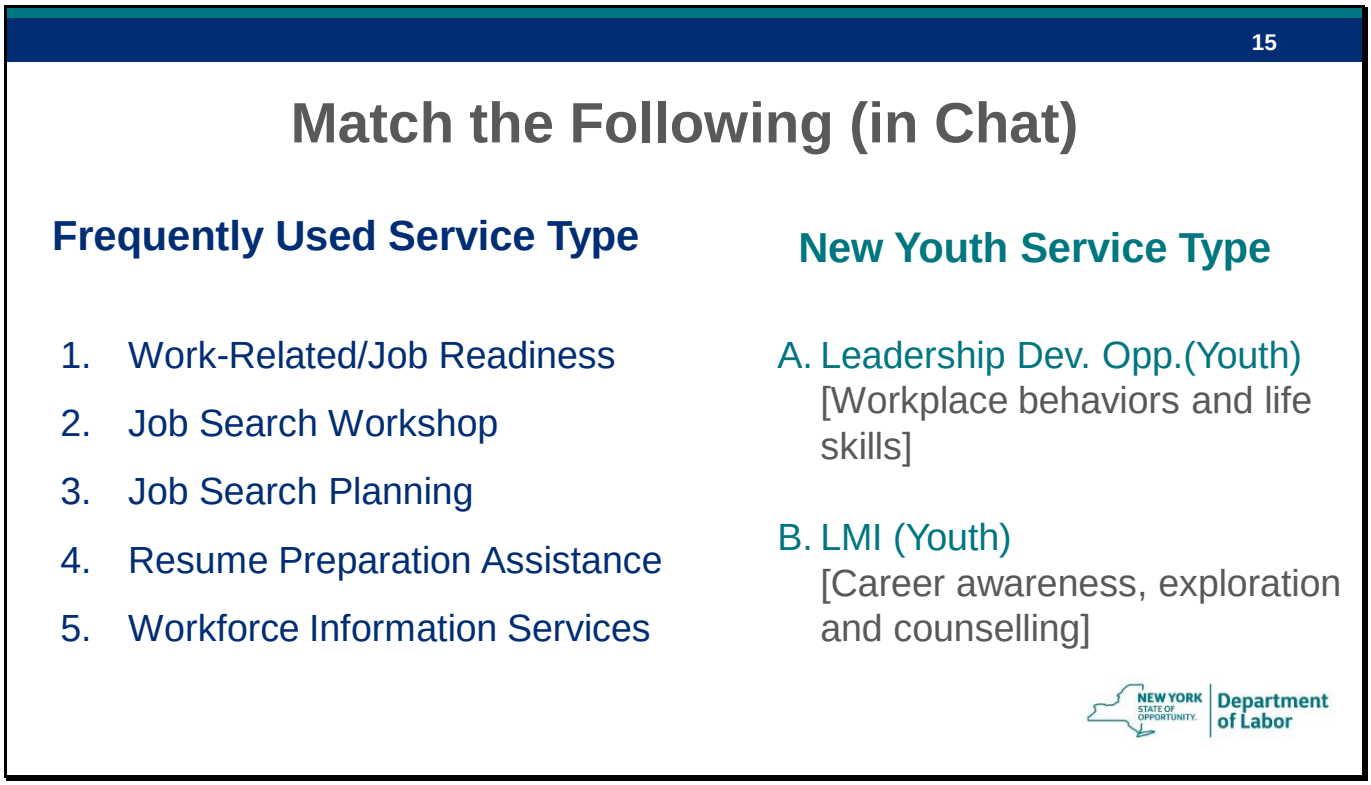
On this are listed some frequently used types which are attached to youth in local areas. Such service types don't have word Youth in them and they won't be part of youth service elements or design framework folder.

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



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

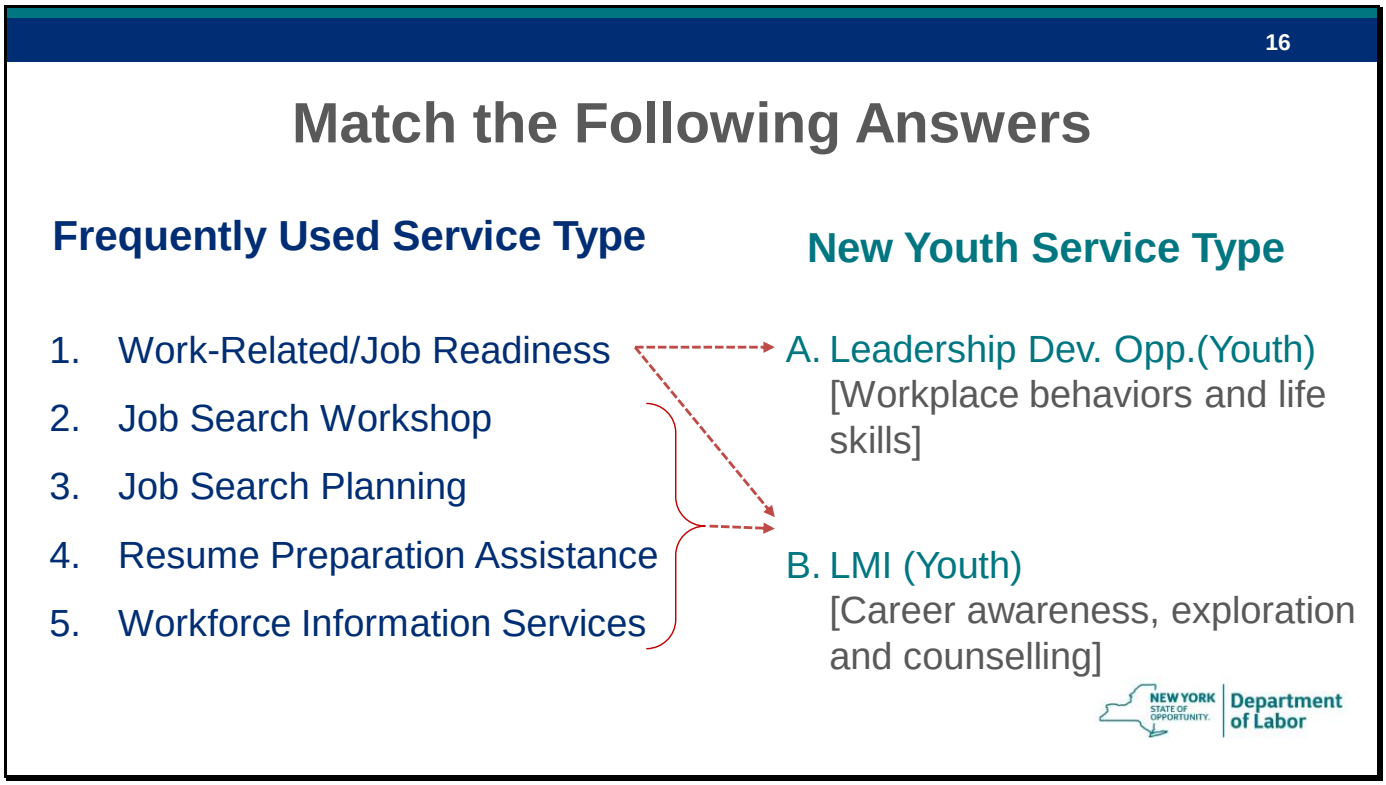
The right-hand column gives you option of 2 service elements that you can potentially match these frequently used service types. The grey text in brackets is what the service element includes according to the TEGL definition…its like a hint.

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



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

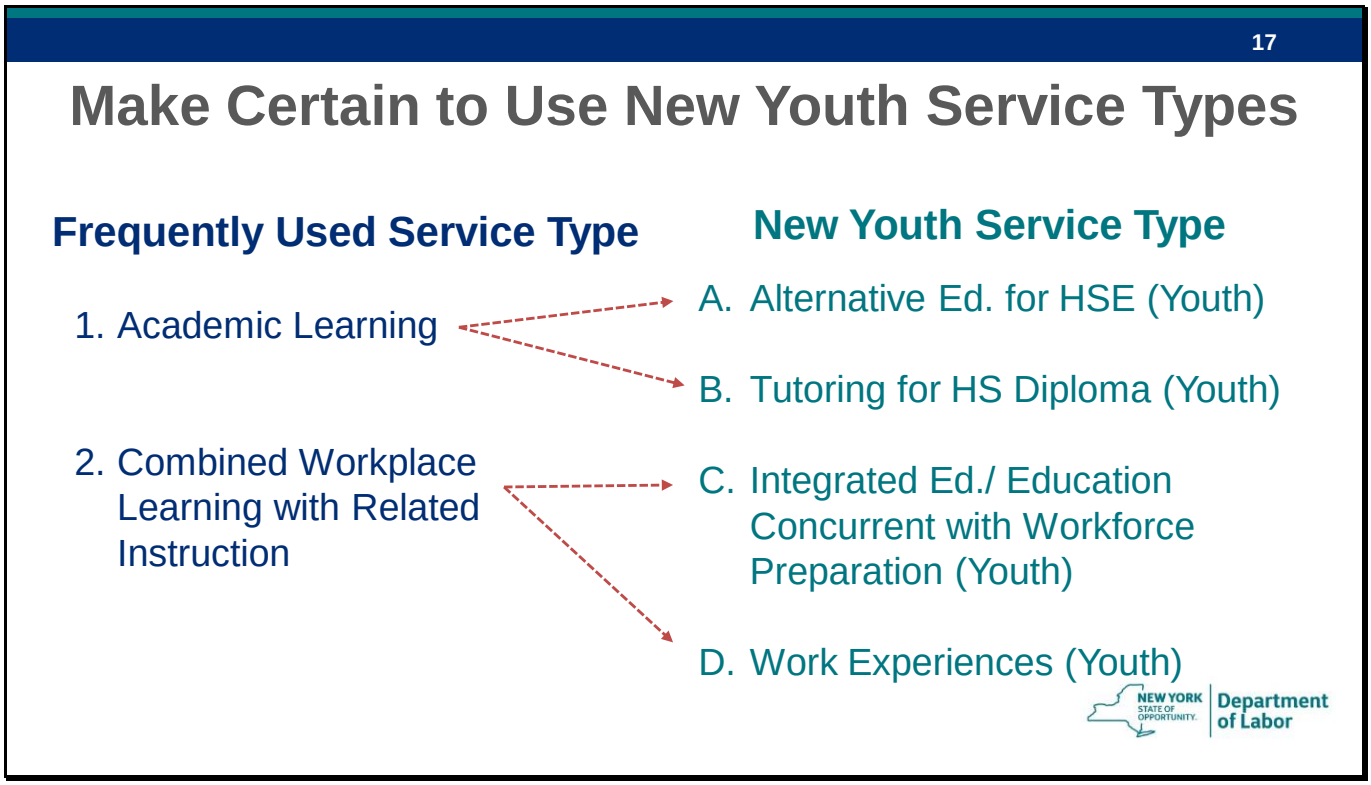
Workforce Information Services seems mostly will fit with LMI as career guidance and counselling.

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.

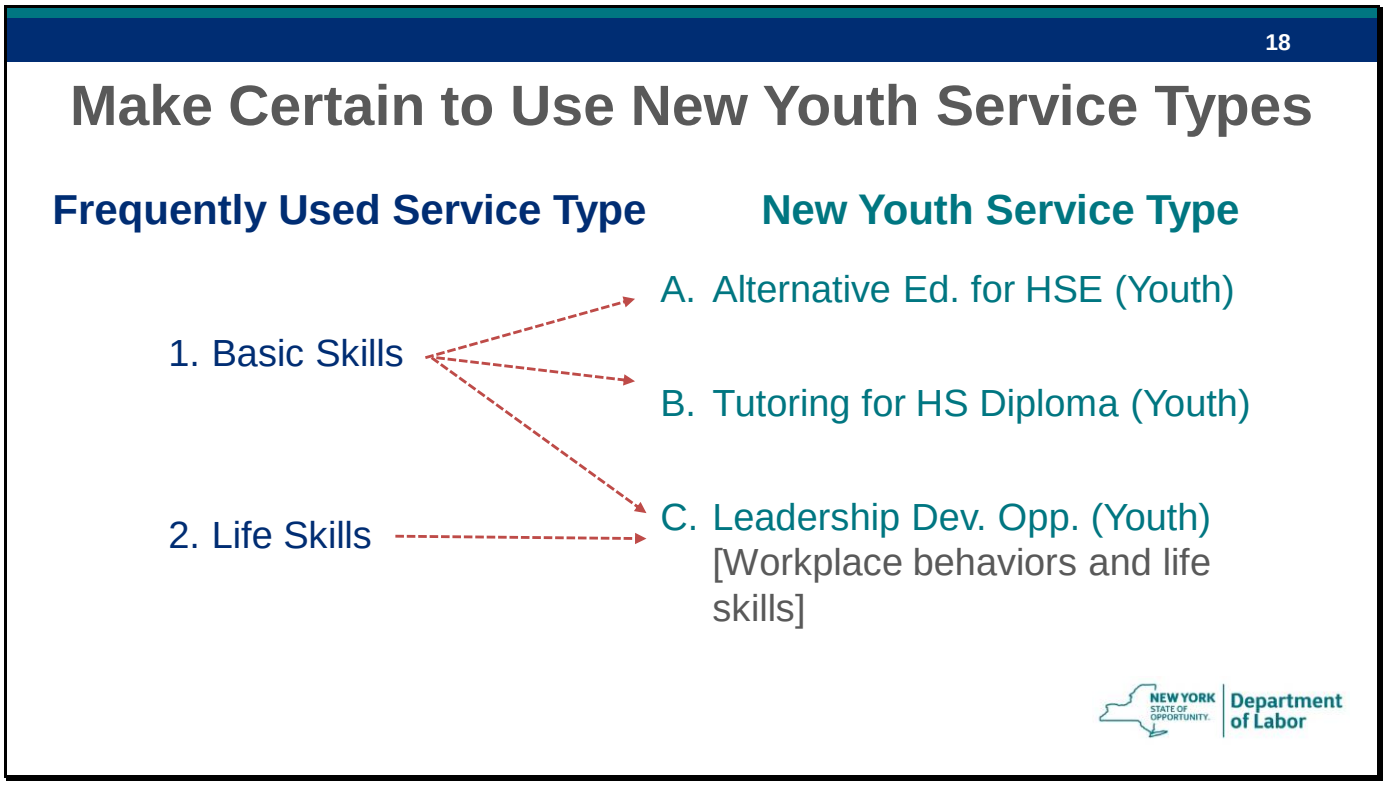
Just as an FYI: Leadership Development Opportunities includes many more service examples in TEGL 21-16, such as being on Standing Youth Committee, civic engagement, peer interactions etc. On this slide, we have listed only the relevant hints.

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.



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.



Other examples:

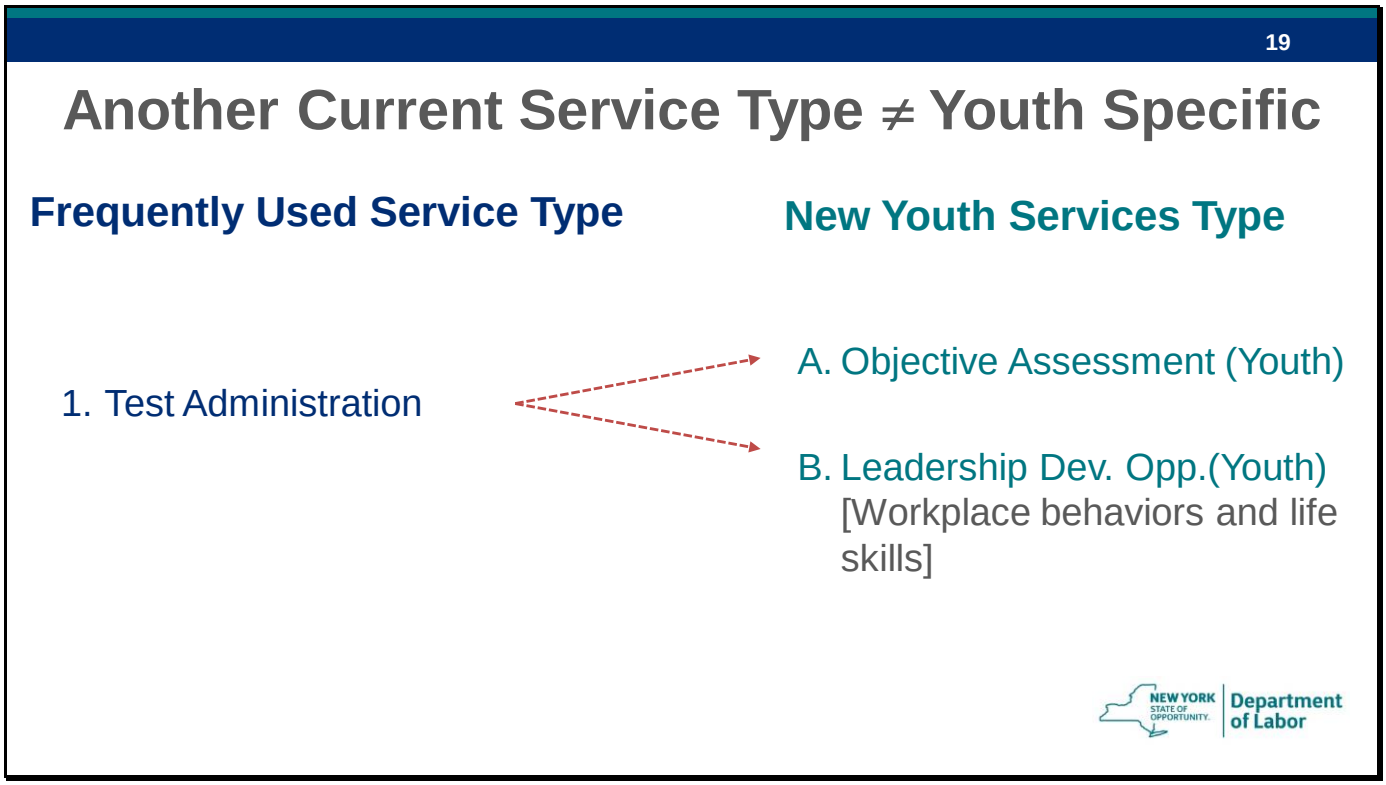
If you are teaching youth basic academic skills for HSE it can be reported under Alternative Edu. If these academic skills are for HS diploma it should be reported under tutoring element.

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 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?

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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**

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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

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.

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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.

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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.

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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.

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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.

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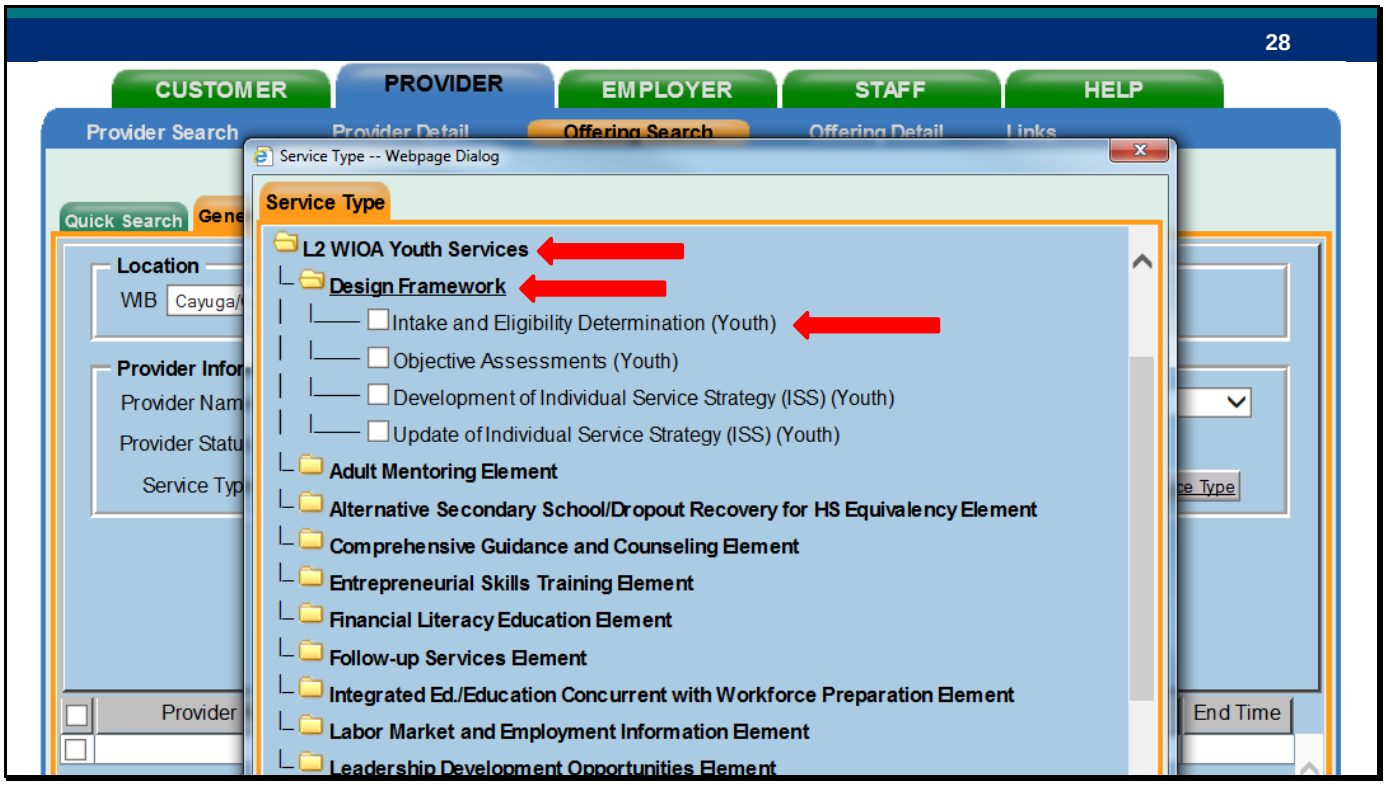
So after the new youth services types that mirror the elements are available in OSOS, please make sure to match all the local services to the youth elements and design framework services. If you have created an offering with an adult/dislocated worker service type or a service type that is not Youth,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

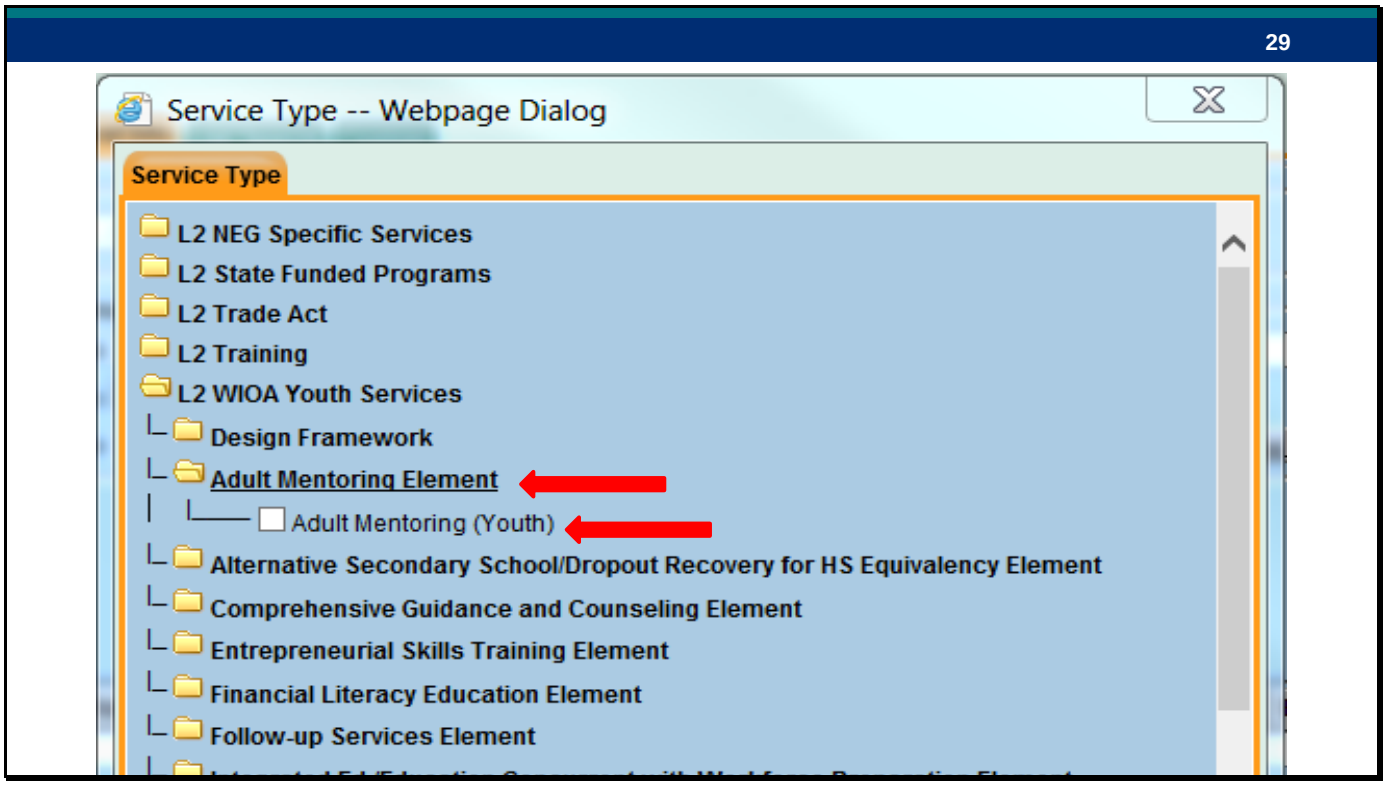
Now I am going to request our OSOS experts to show you the details of reporting in OSOS.



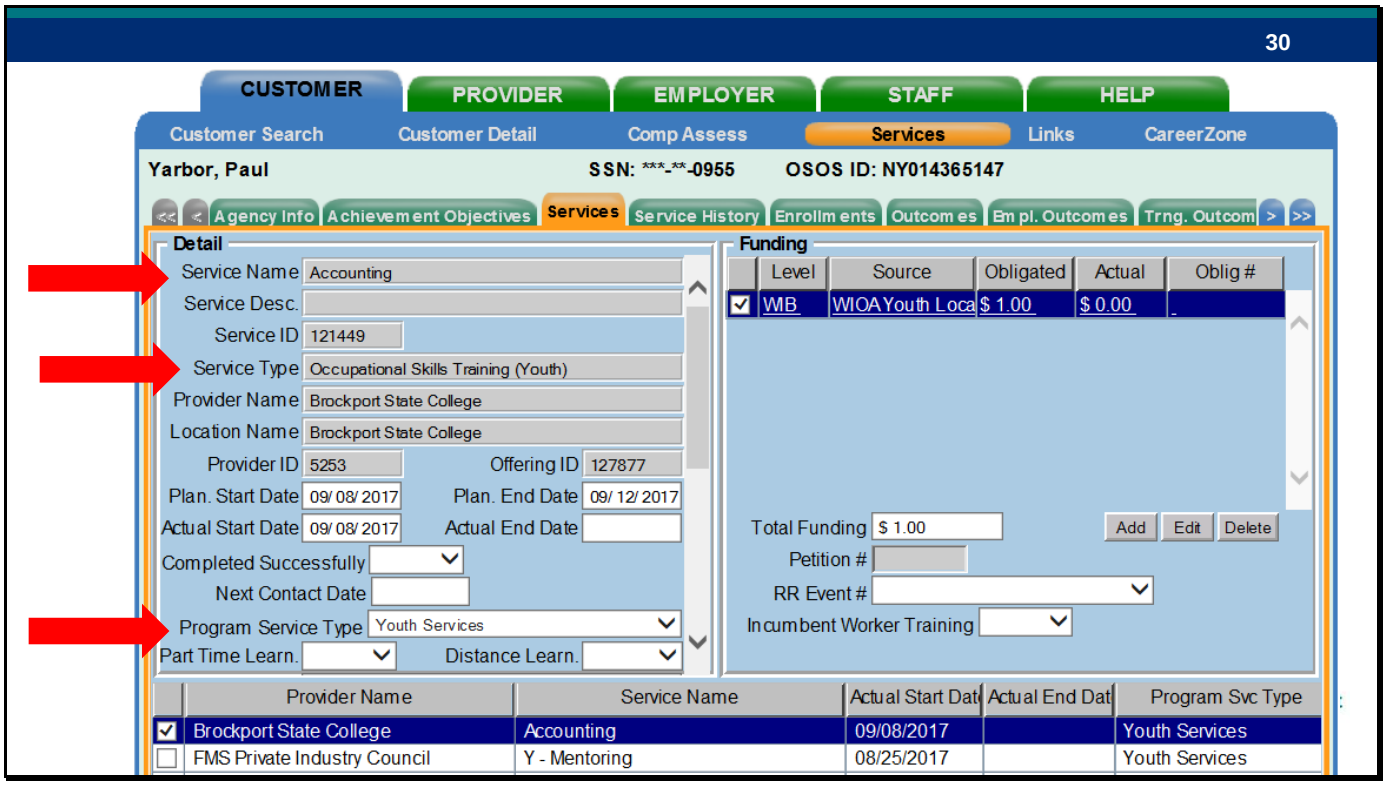
Good Morning everyone! The screen that we are looking at right now is a preview of the way the L2 WIOA Youth Services are going to look in OSOS. As you can see we have reorganized the way you will see the services in OSOS. We are planning to implement these changes beginning Monday, October 2nd.

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 Juie 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 Juie 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.

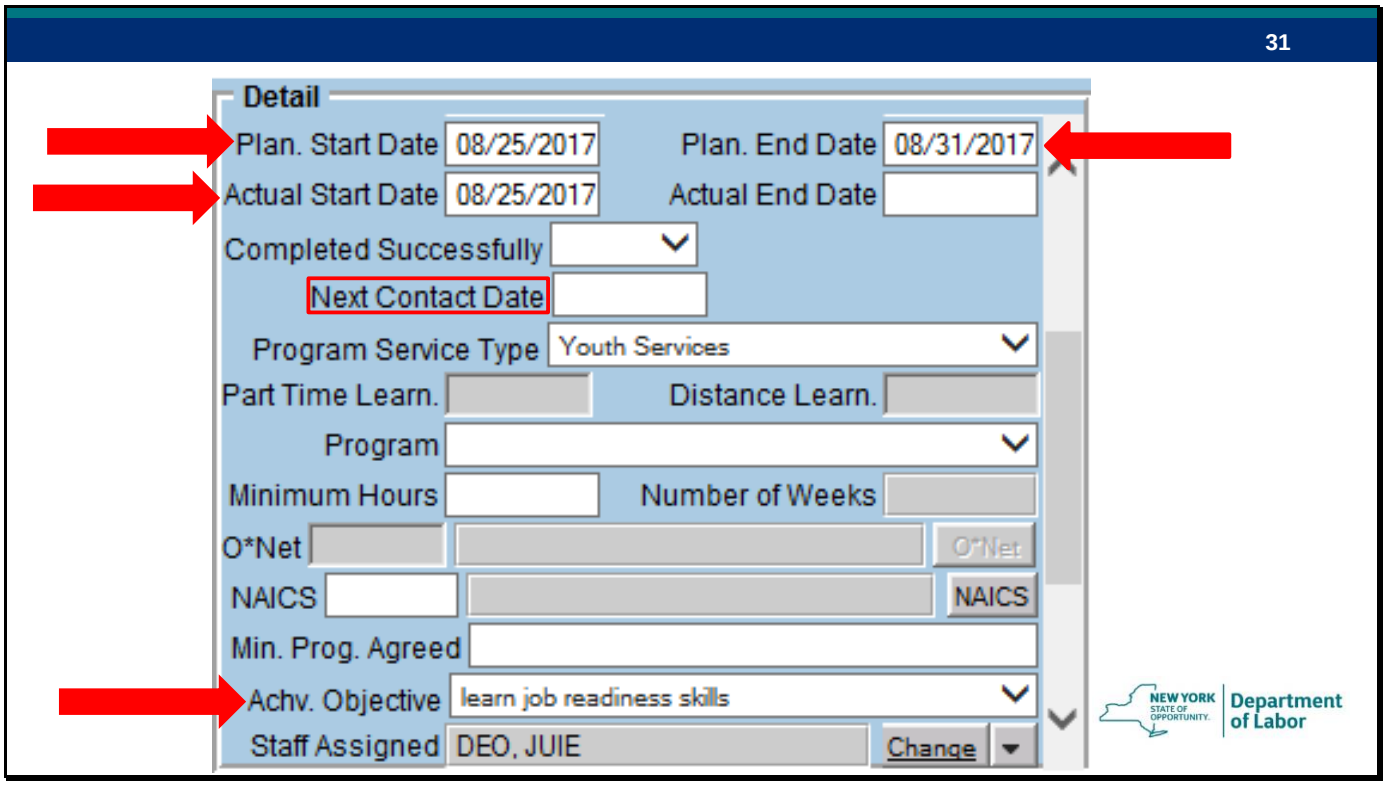


I also wanted to point out that all the WIOA Youth service types can now be identified by the (Youth) in parenthesis. If there is no Youth in parenthesis indicator, then it is not a youth service that you are selecting. This is especially important when you use the keyword search feature in OSOS. For 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.



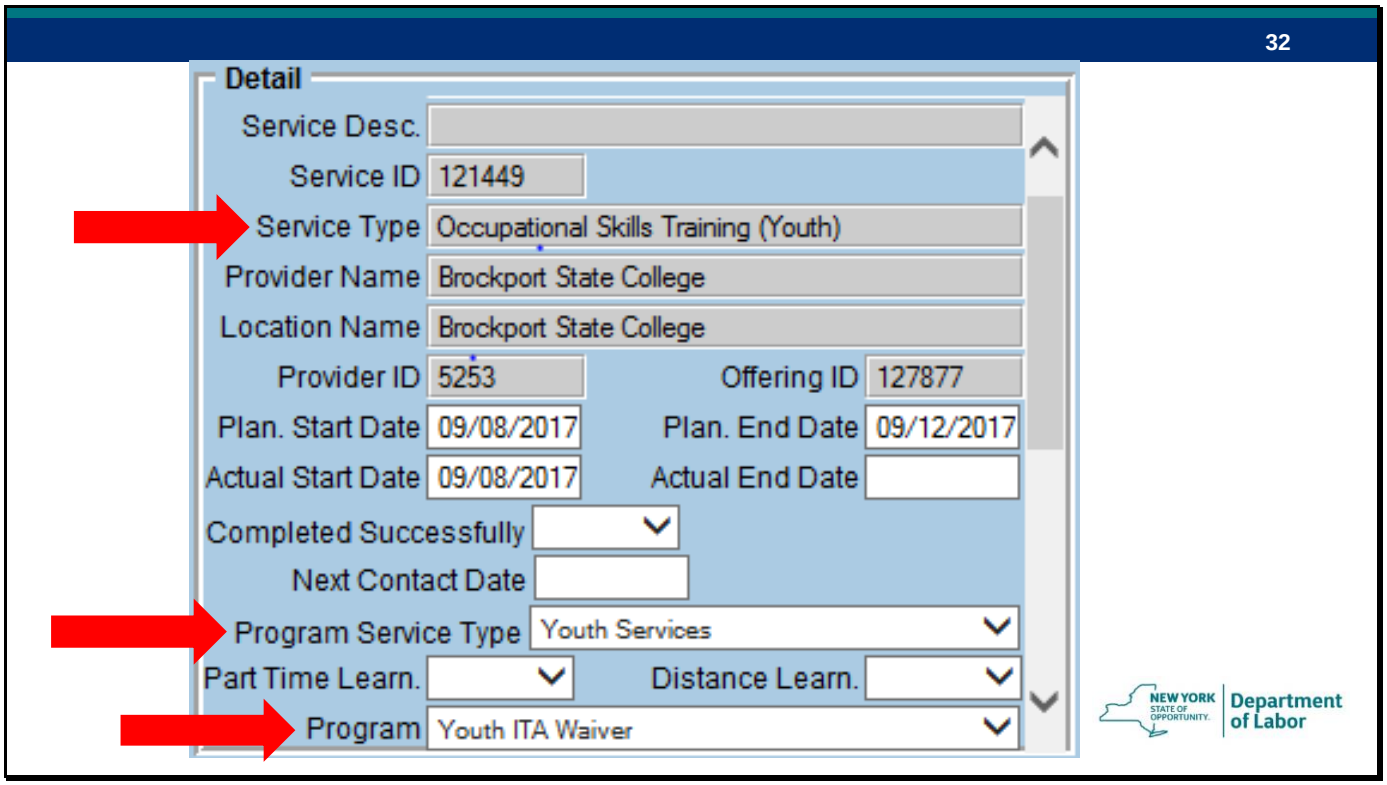
Once you have selected your service type, you will be brought back to the Services tab where information about the service will be entered. I just want to take a minute to explain some of the fields that we will see here.

The first thing that I want to point out is the Service Name and you can see the top arrow is pointing to that. This is a free form text field and the Provider can decide what the offering will be called. This will not affect any performance or reporting. The next two arrows are the most important pieces when it comes to reporting. The second arrow, the Service Type is the WIOA Youth Element that is being provided. The Program Service Type is the third arrow down. When working with a youth customer, you will always select Youth Services or Follow up for the Program Service Type. With regard to reporting, this selection determines that it counts for youth services.

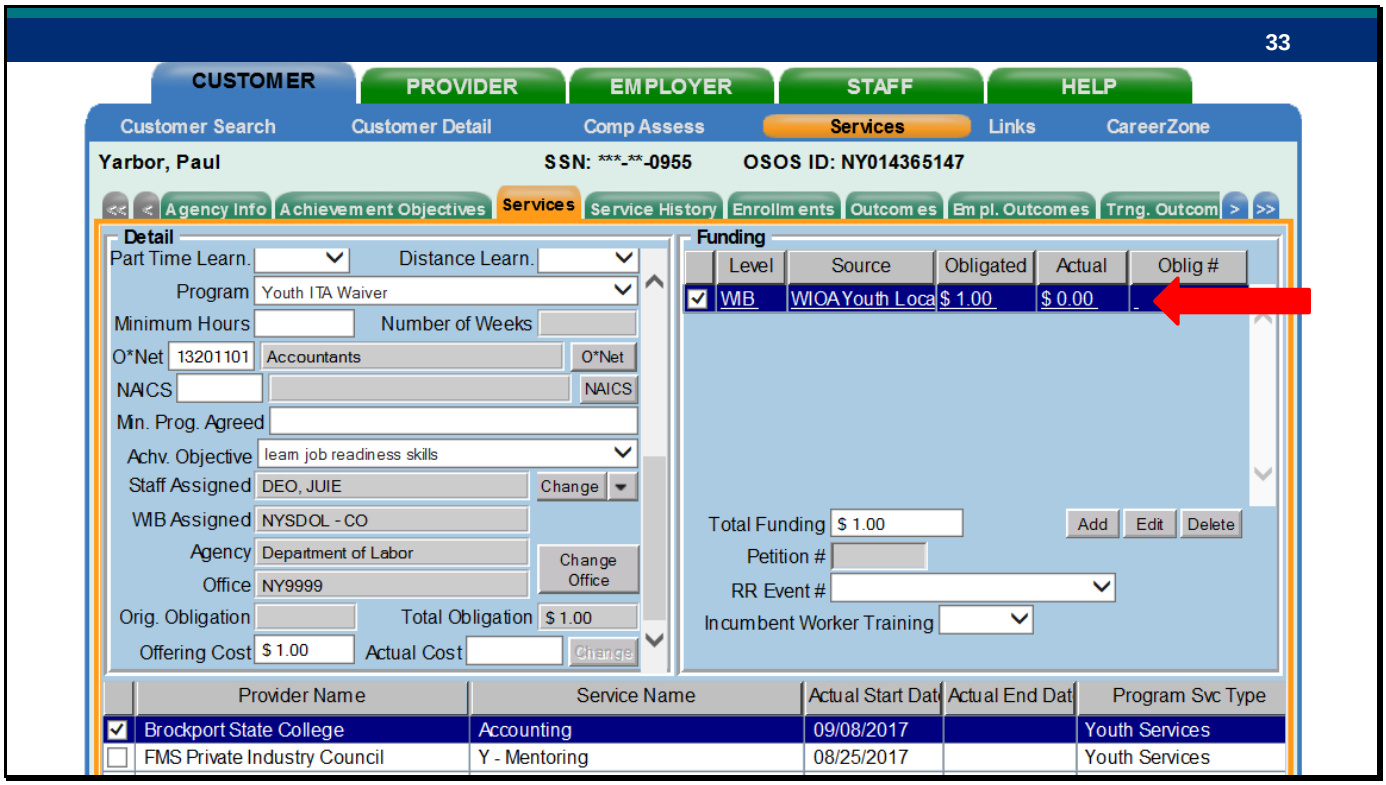


There are a few other fields that information needs to be added in when youth providers are entering services. For youth customers, the Plan Start Date, Plan End Date, Actual Start Date, and Achievement Objective need to be entered to attach the service and save the record.

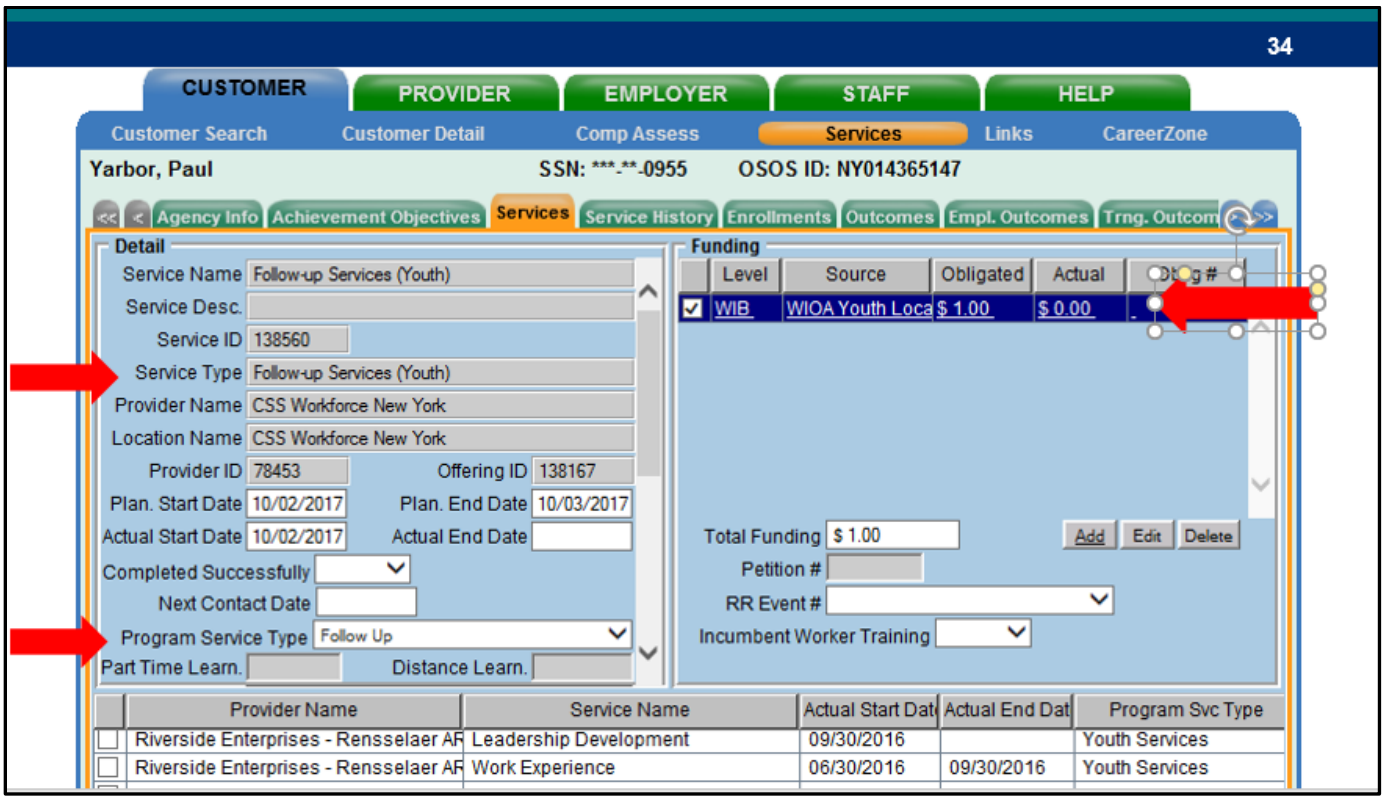
The other thing that I wanted to point out here is the Next Contact Date. If the Actual Start Date for the service is after the current date, you will not be able to fund the service. This Next Contact Date can be a very helpful tool to use as a reminder to fund the service when the actual training date 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.



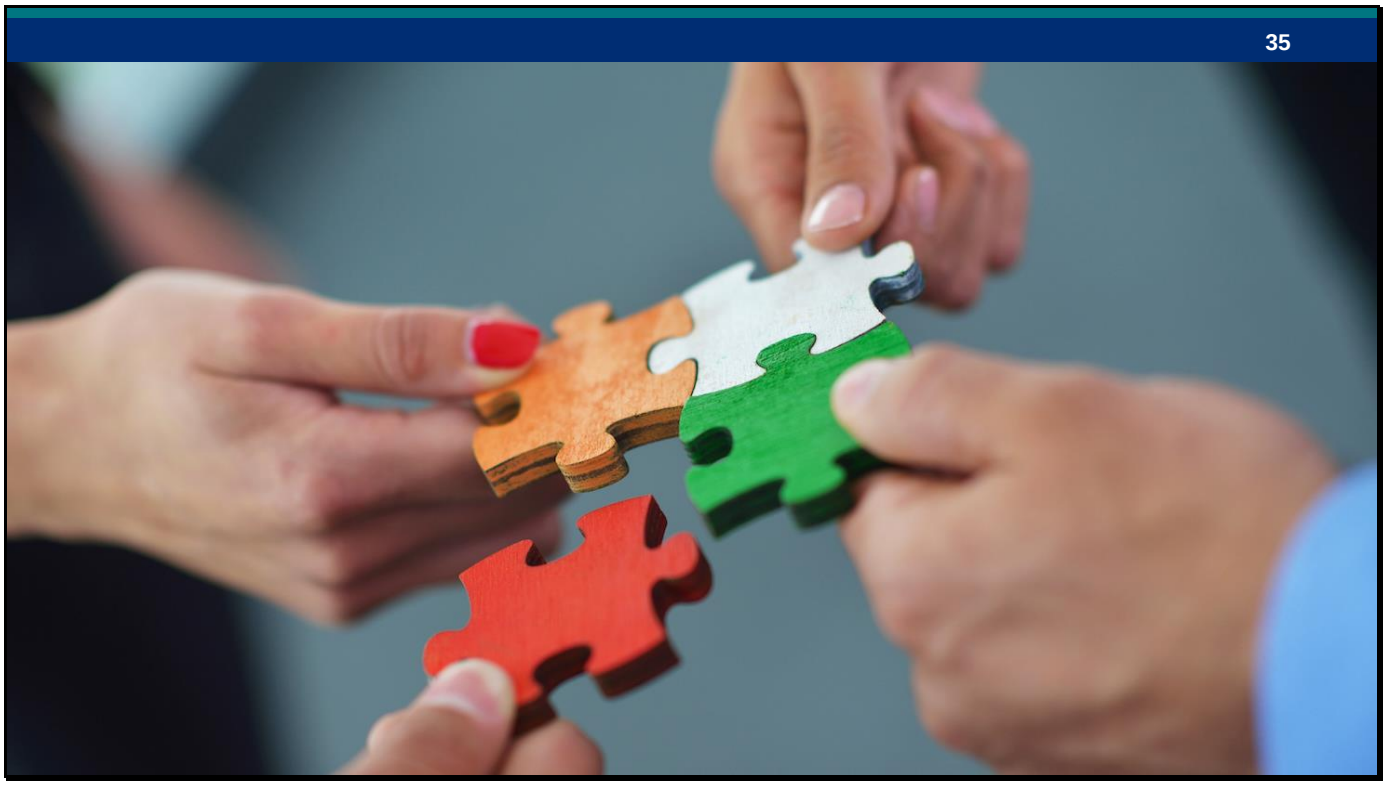
So just to quickly recap, when adding a service for a youth customer, you are always going to select either Youth Services or Follow up for the Program Service Type. Many providers have asked the question of how they would enter a youth that is in an ITA training. The only way that this can be done currently 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.



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.



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

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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!

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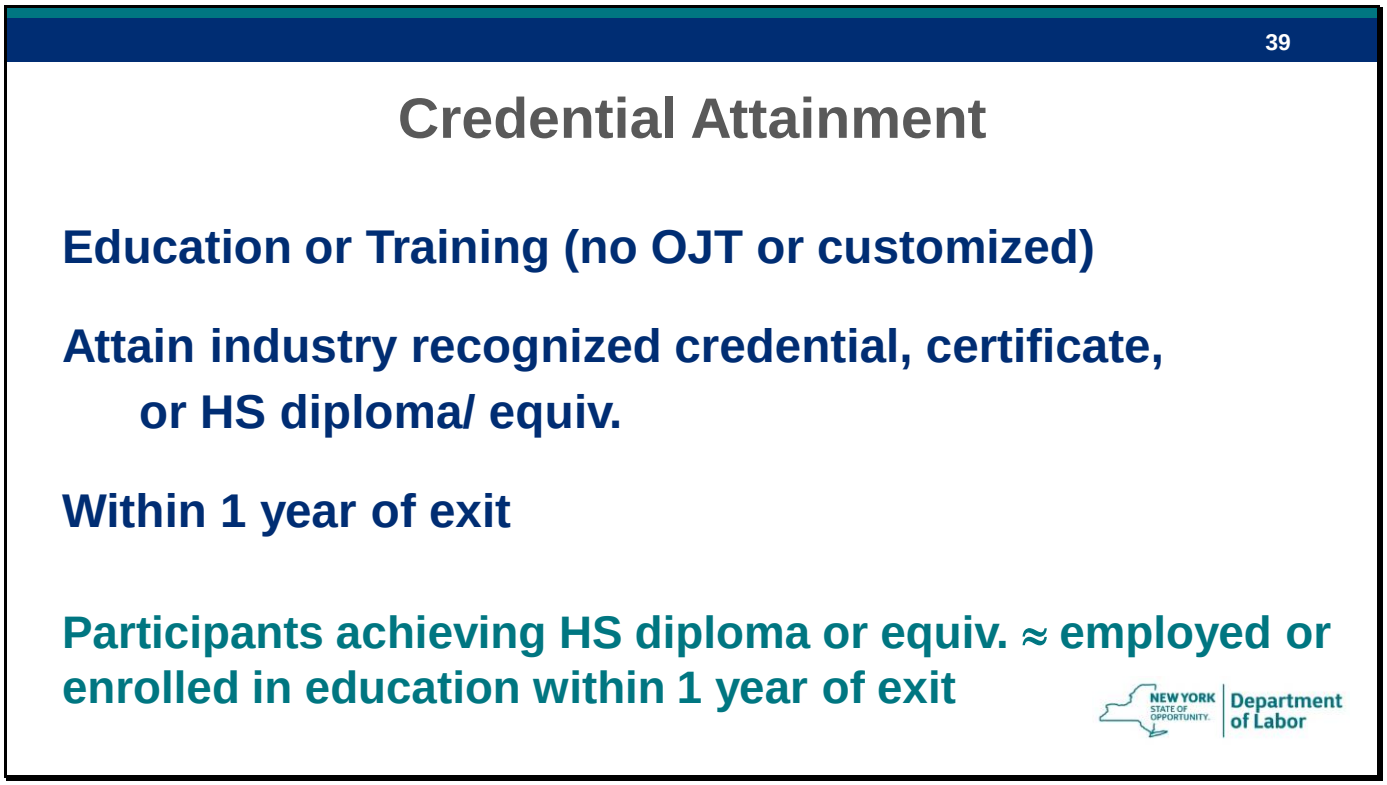
Median Earnings

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

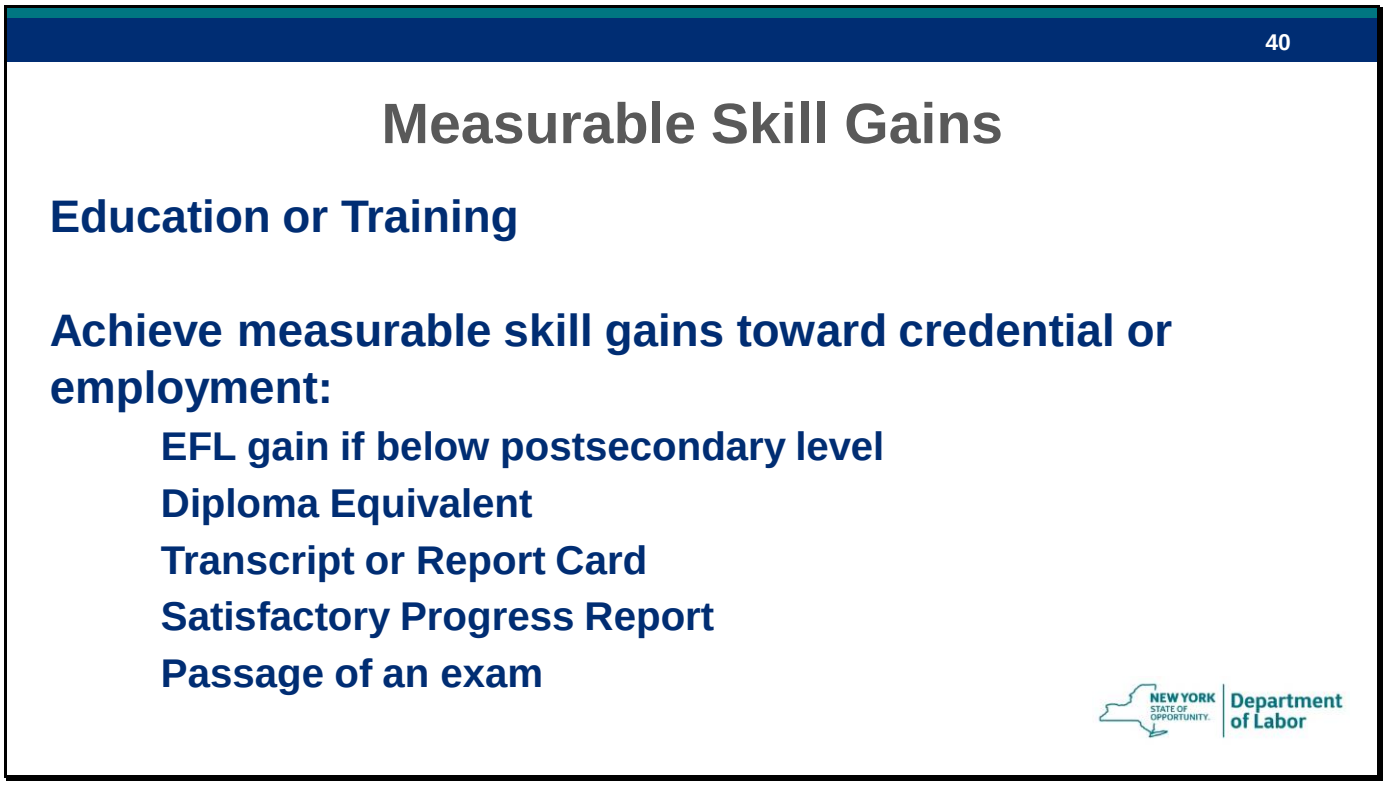


Credential Attainment

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

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.

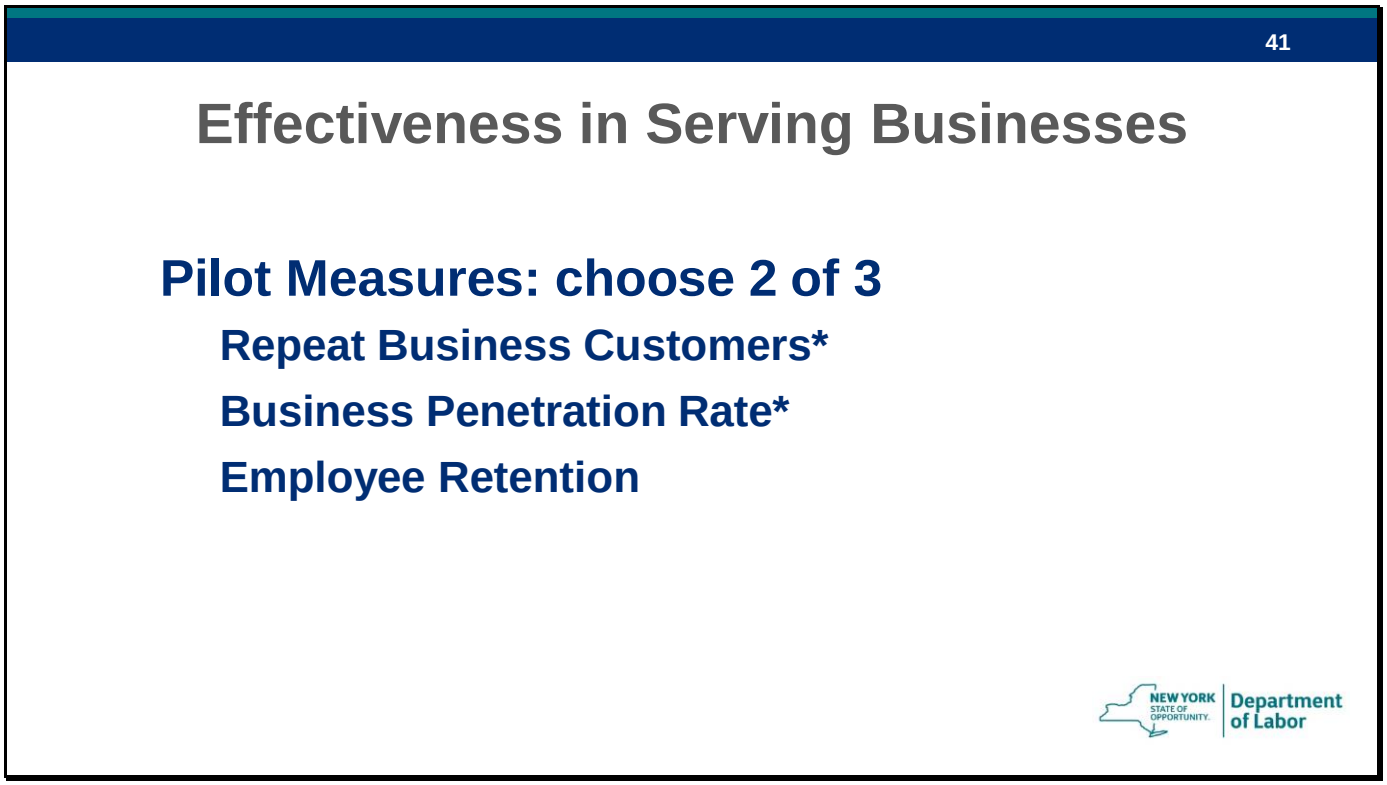
Achievement of at least 1 educational functioning level by a participant who is below postsecondary level

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

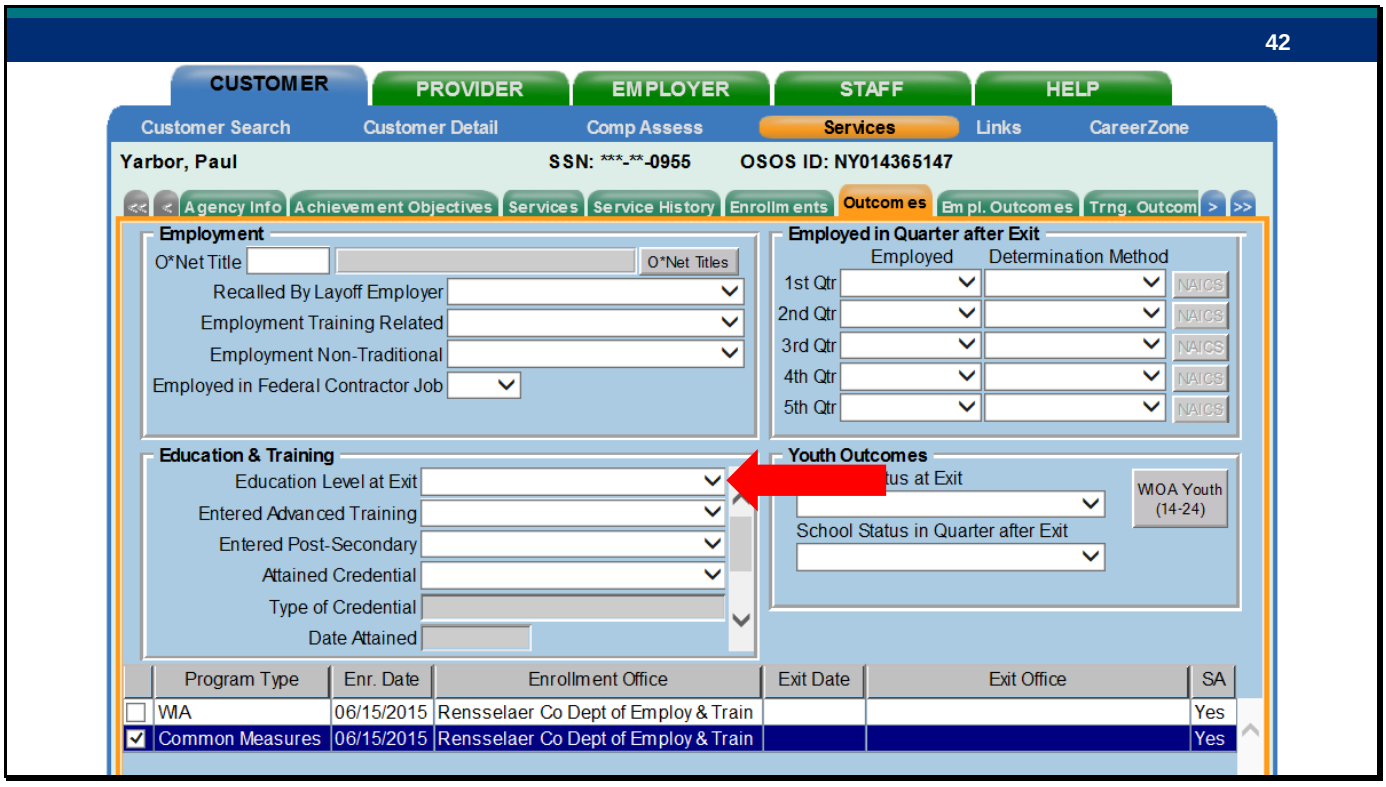
USDOL proposed 3 pilot measures. States can choose 2 to report

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

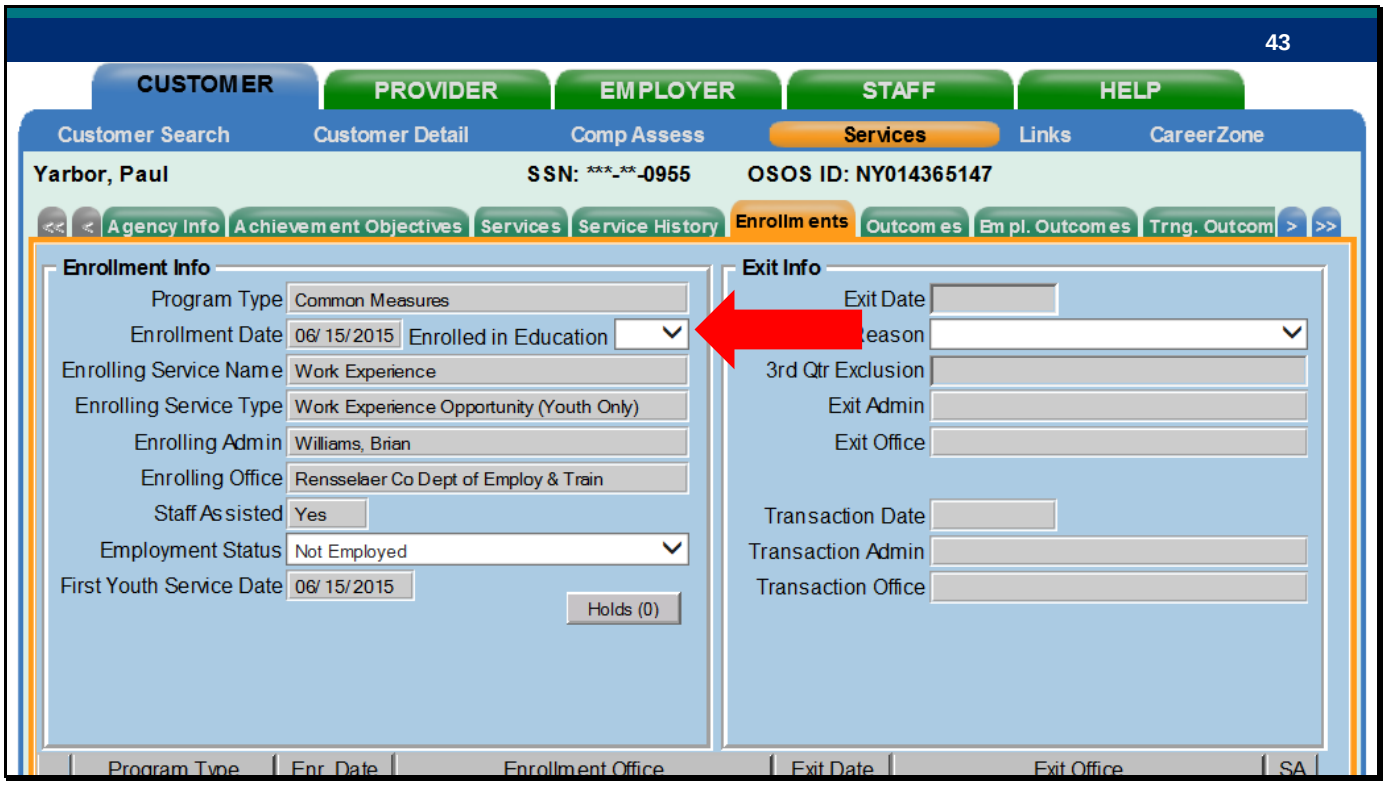
Business Penetration Rate: % of Businesses Statewide (determined by Quarter Census of Employment and Wages (QCEW)) who are receiving services.

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.

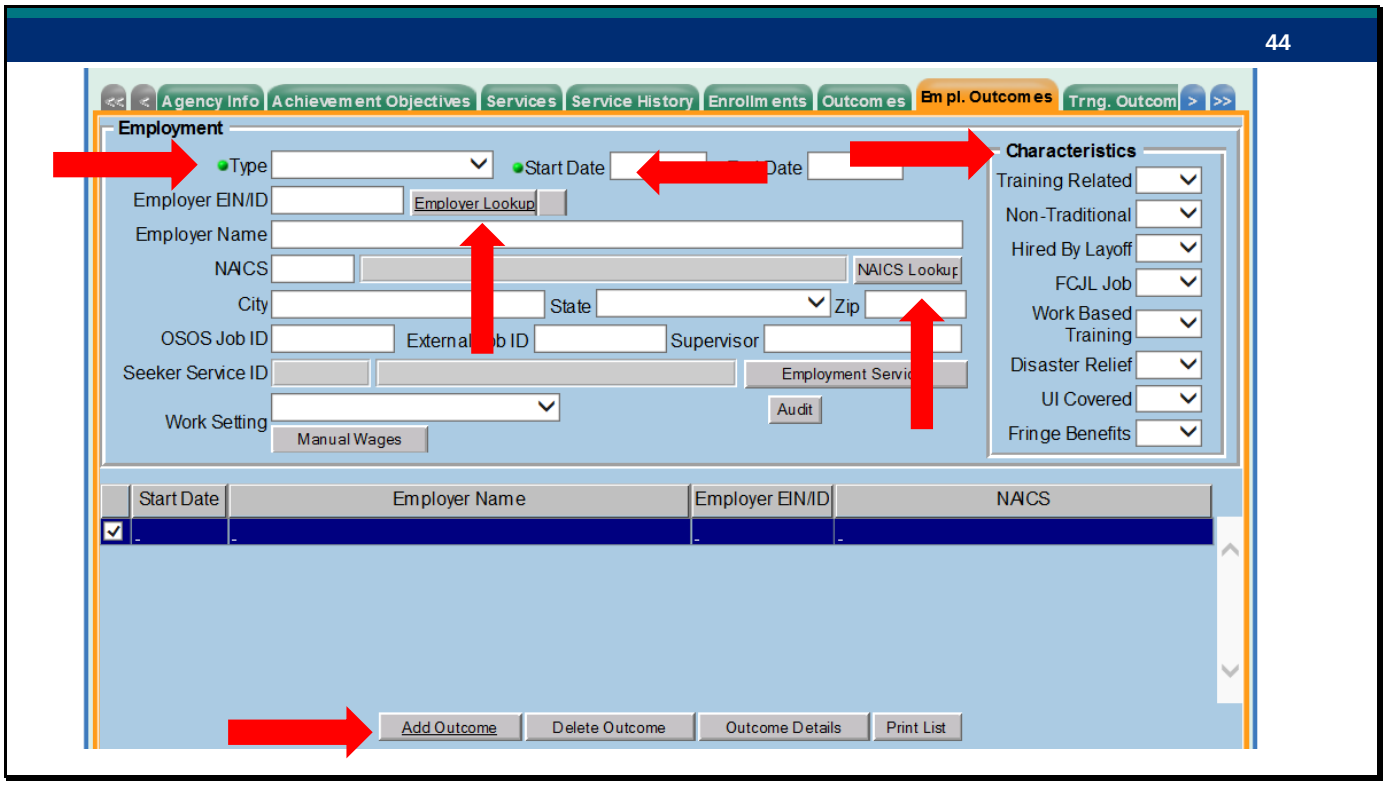
NYS chose to report on Repeat Business Customers and Business Penetration Rate



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.



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.

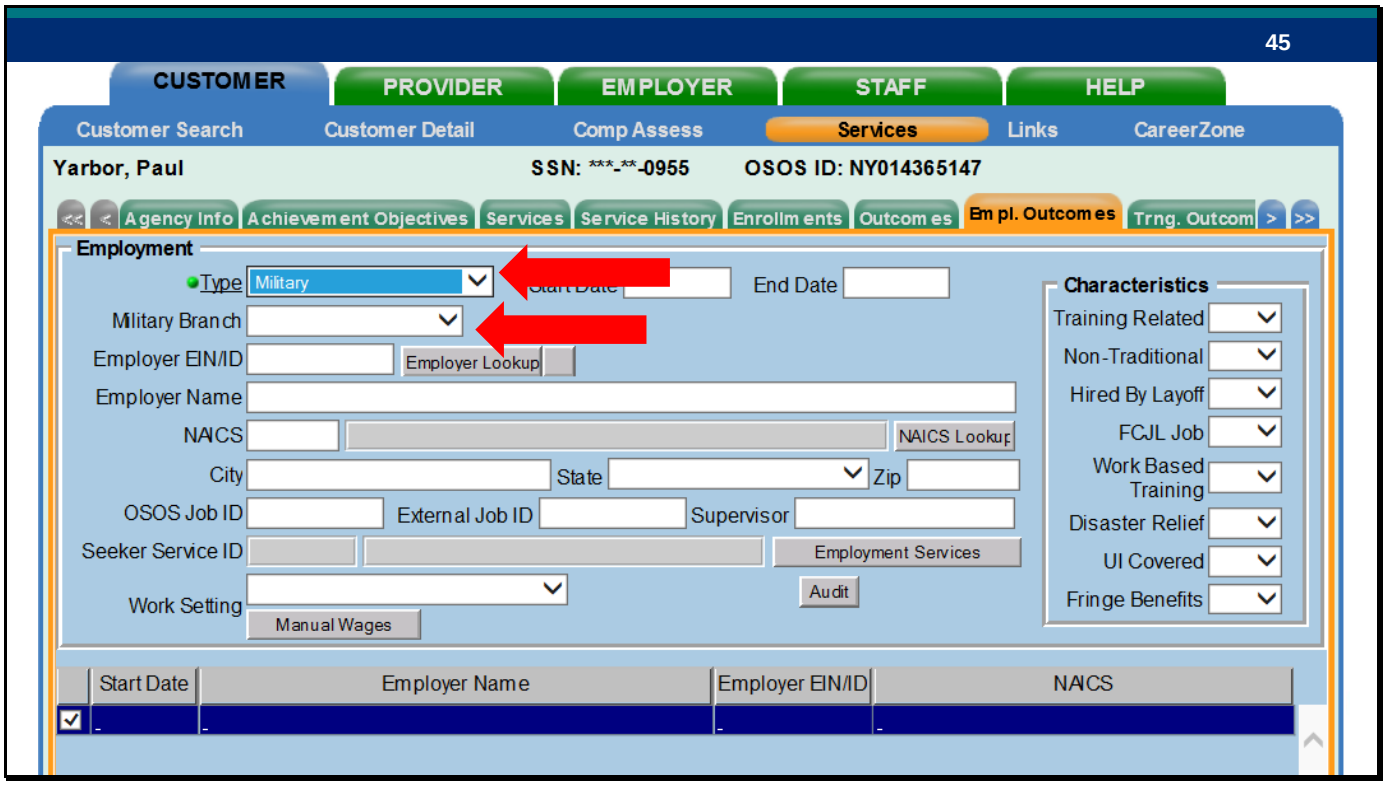


The first new tab we will look at is Employment Outcomes. Most of the fields are pretty self-explanatory but there are a few that I'd like to highlight. It is important to note that in order to add an employment outcome and enter information in the fields, you will need to select "Add Outcome" at the 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.

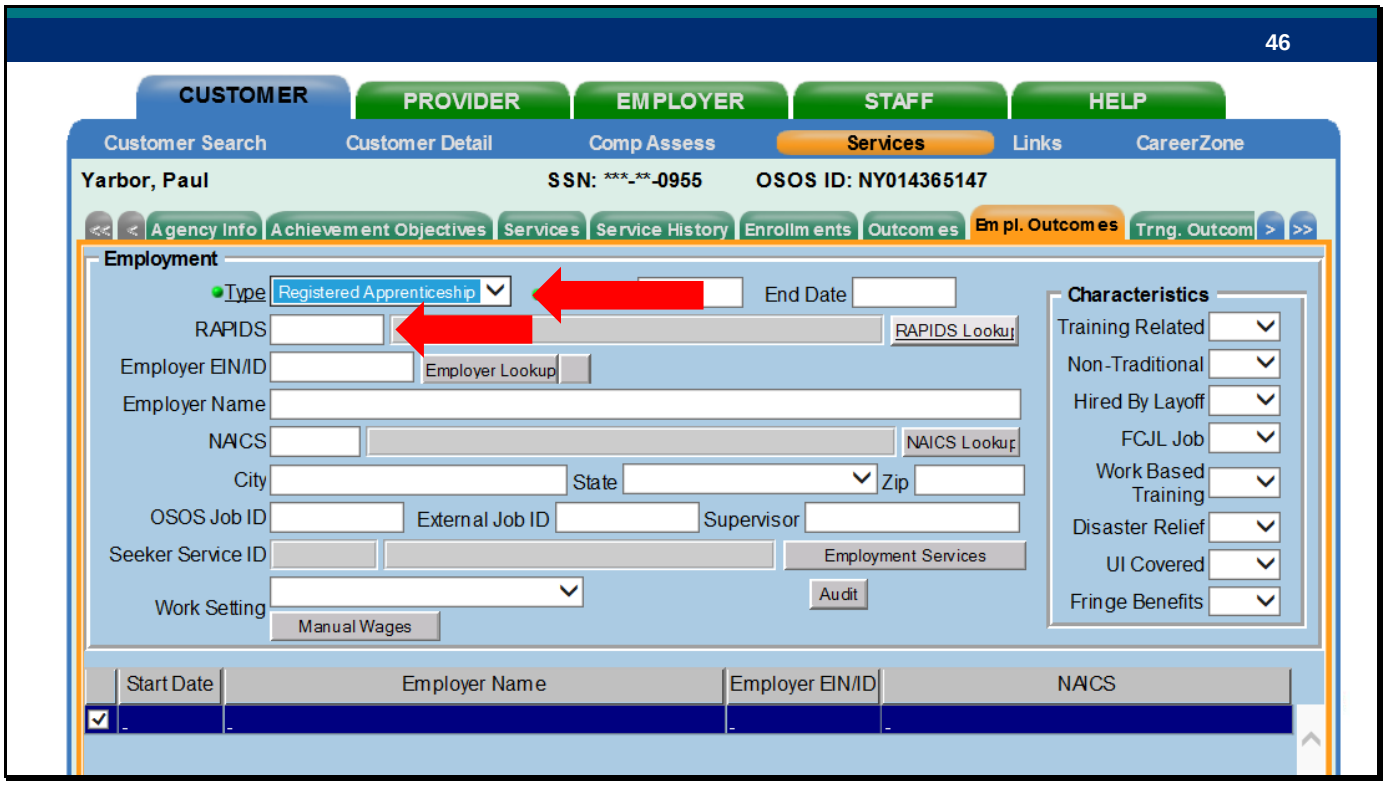
To the right you will see Job Characteristics- these are details about the customers employment type that should be documented.

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

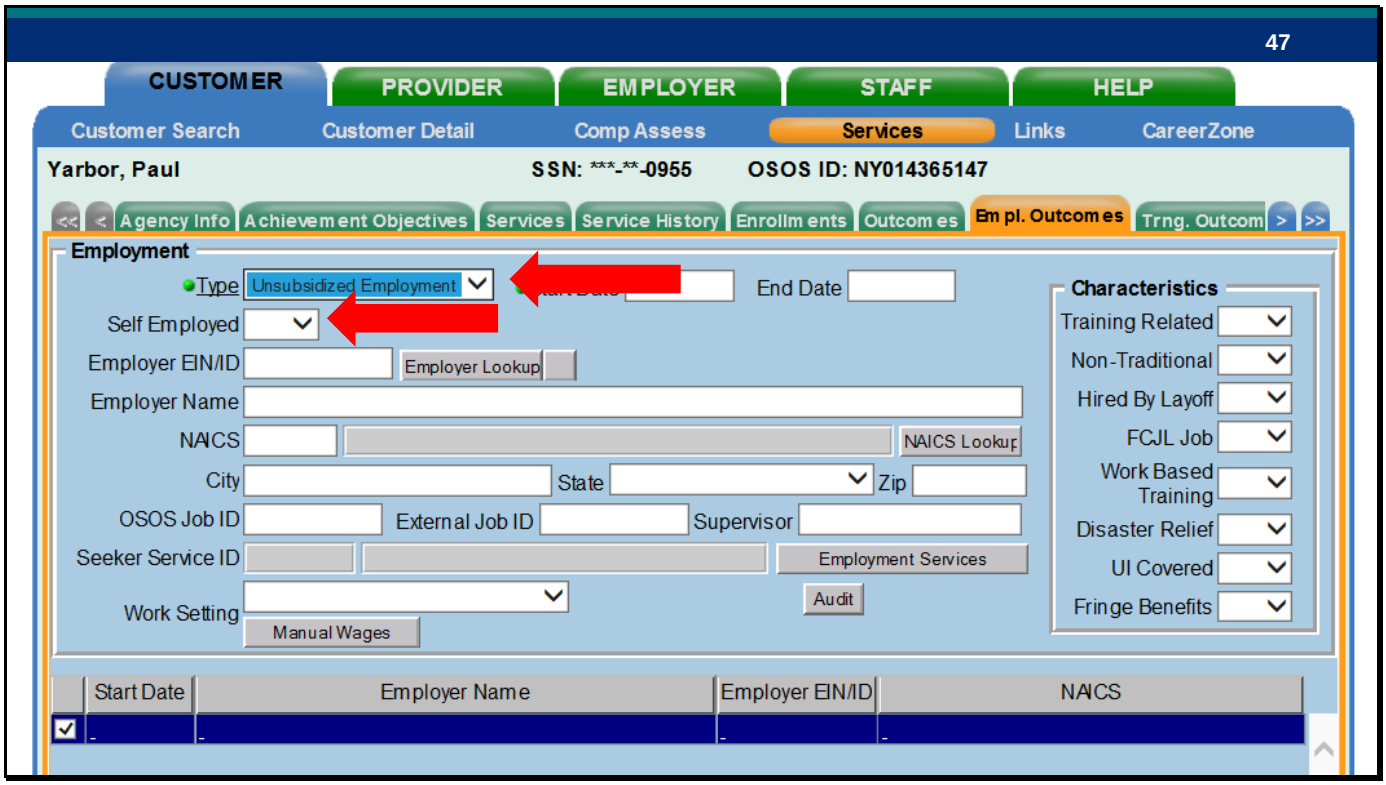
The employer lookup button- this can be used if the EIN of the customers new employer is known. Entering the EIN and using the lookup button will autofill Employer Name, City, State, ZIP. The NAICS lookup works the same way- enter the numerical code and the code title will fill. There are a few other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



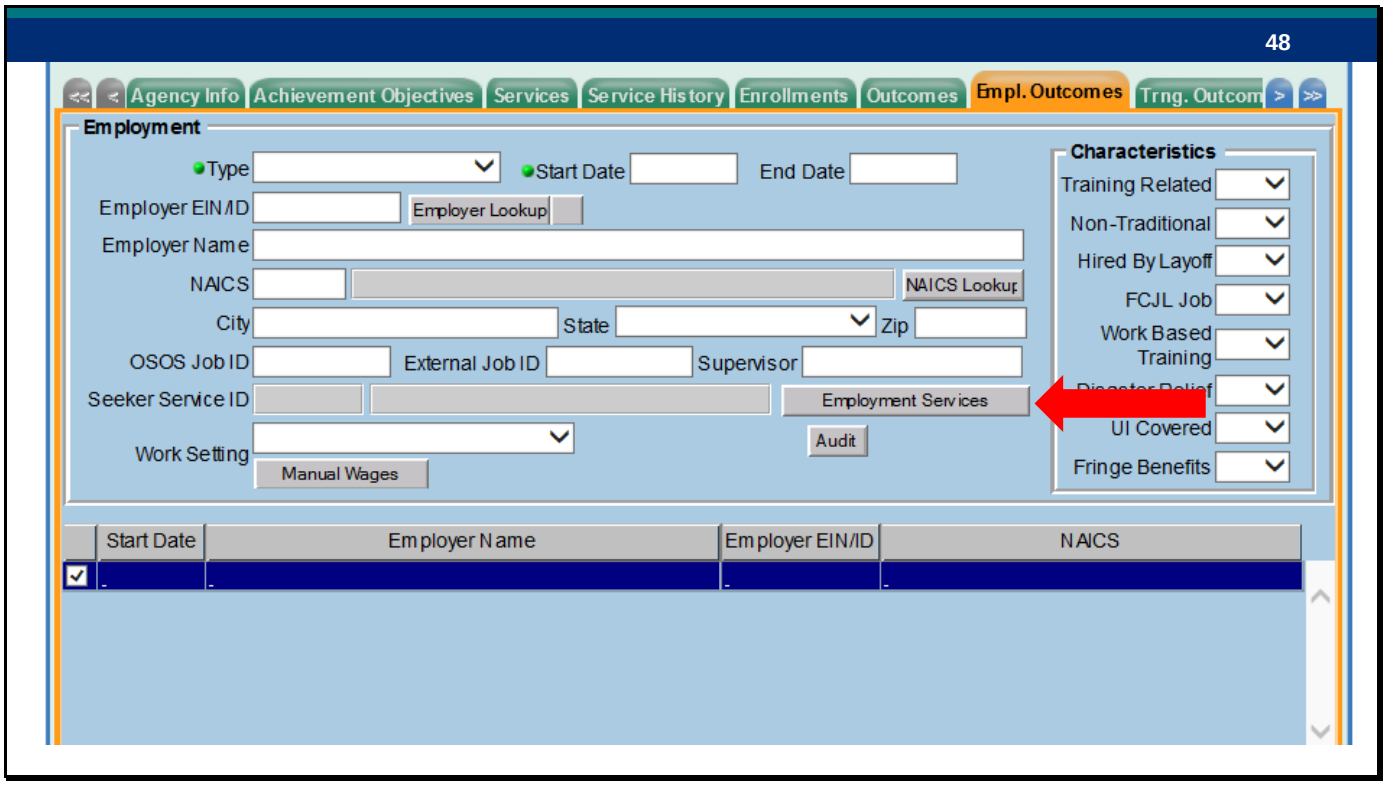
There are a few different employment types- Unsubsidized Employment, Registered Apprenticeship, and Military. They don't alter the tab much but there are small differences to each selection. The first type is Military. The only change to this selection is a new field for the branch that the customer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



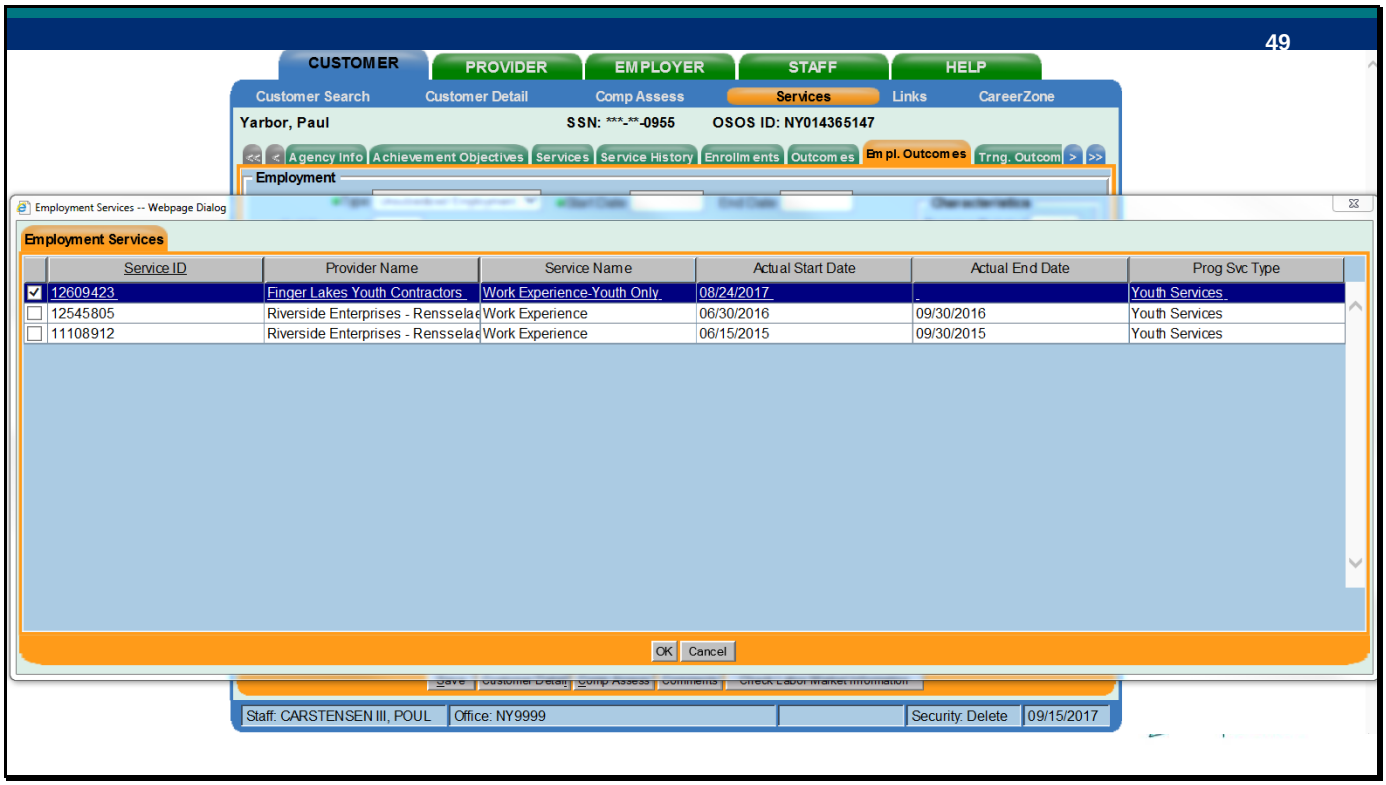
The second employment type is a Registered Apprenticeship. RAPIDS stands for Registered Apprenticeship Partners Information Data System and is not currently used for data entry in NY but it will appear so we wanted to make you aware of it.



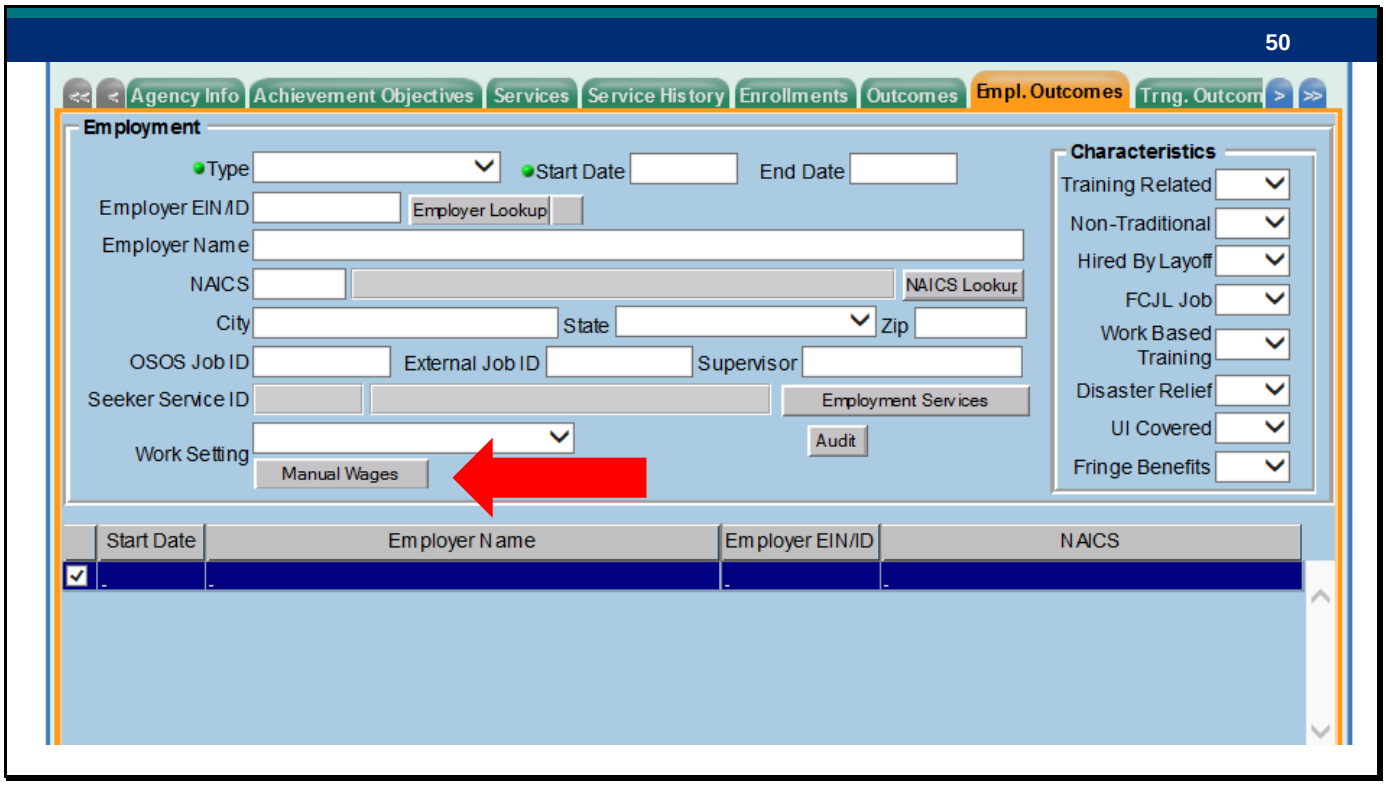
The last employment type is Unsubsidized Employment. The change in this screen is whether the customer is self-employed or not. Although it is not required it is recommended that staff collect as much information as possible.



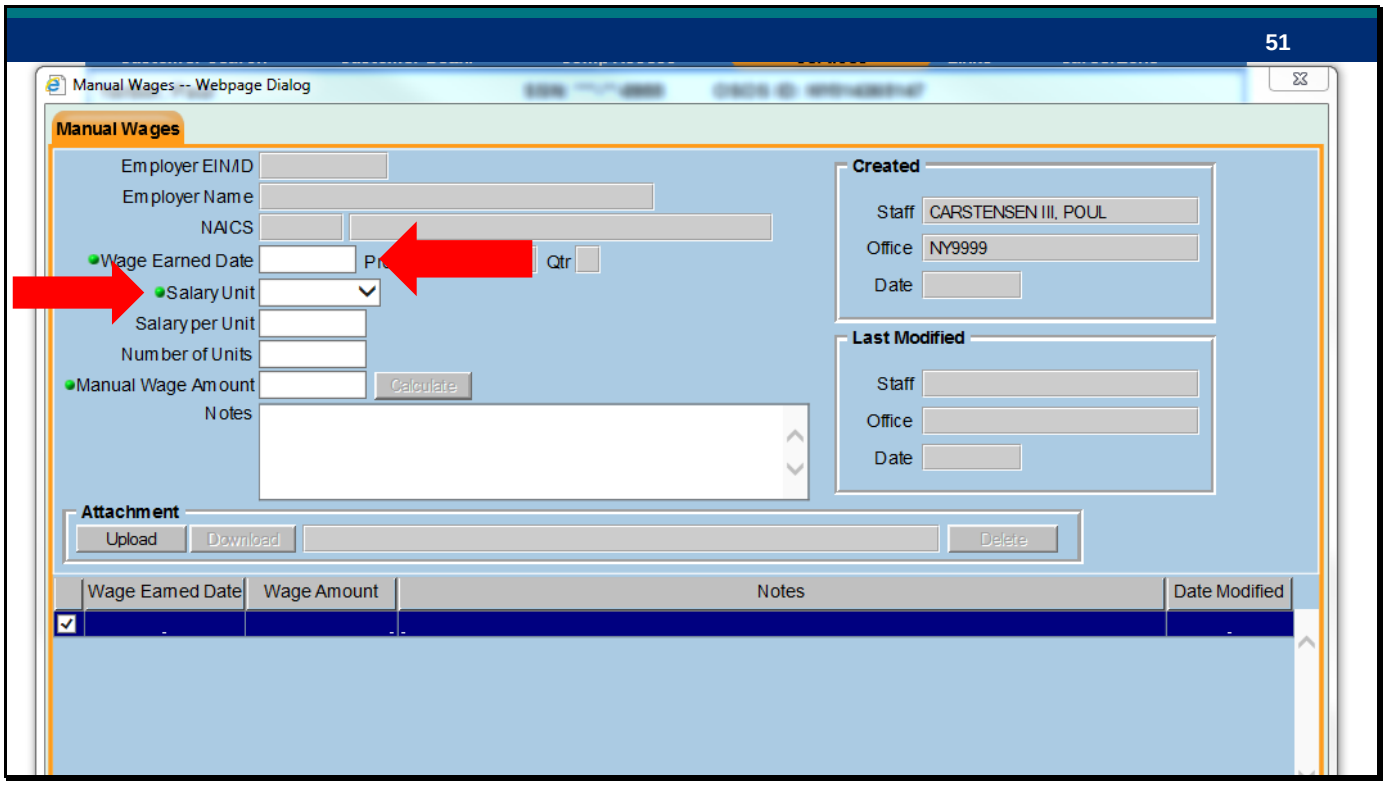
By clicking on the Employment Services tab in the new Employment Outcomes tab you can associate previously scheduled services with an outcome.



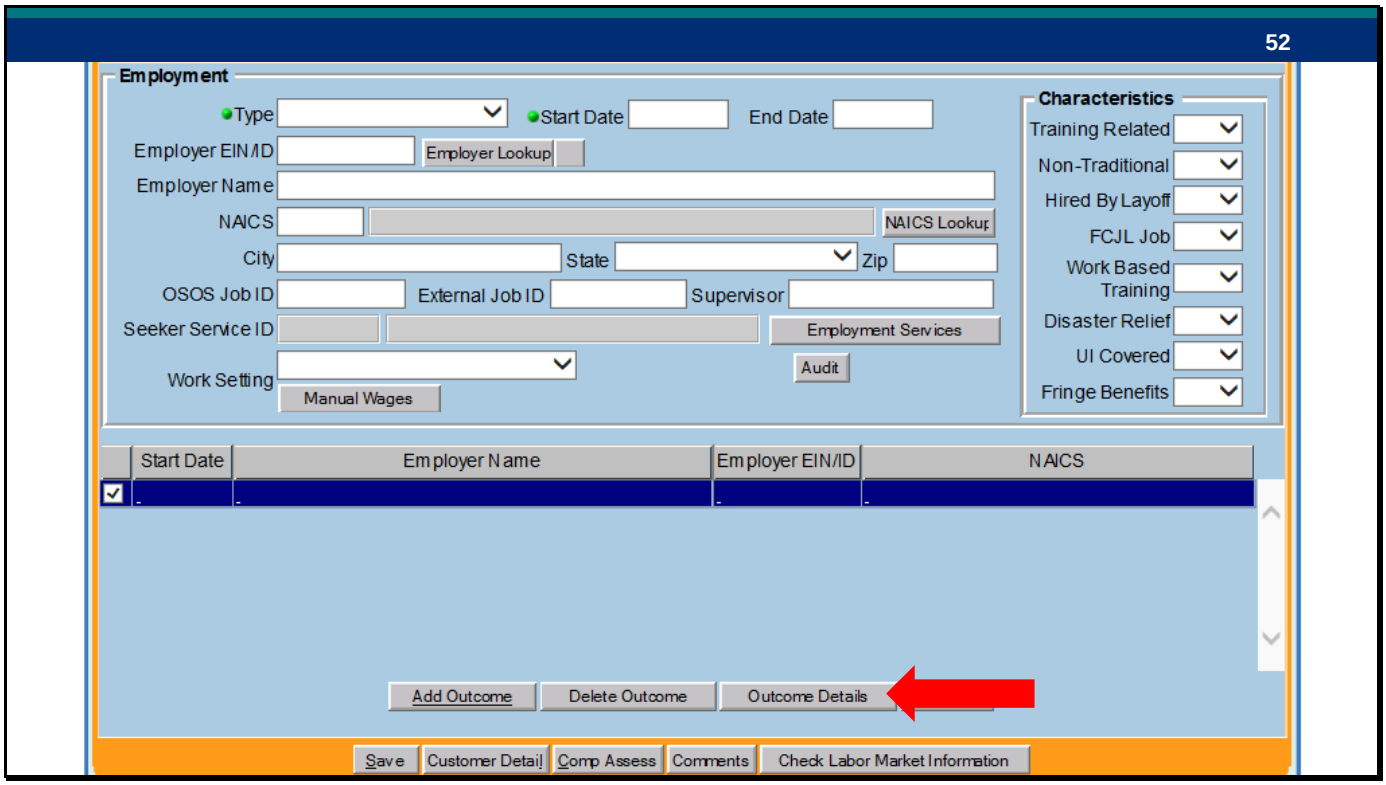
When you press employment services button, select the correct service, click OK, and the service will populate the Seeker Service ID Field.



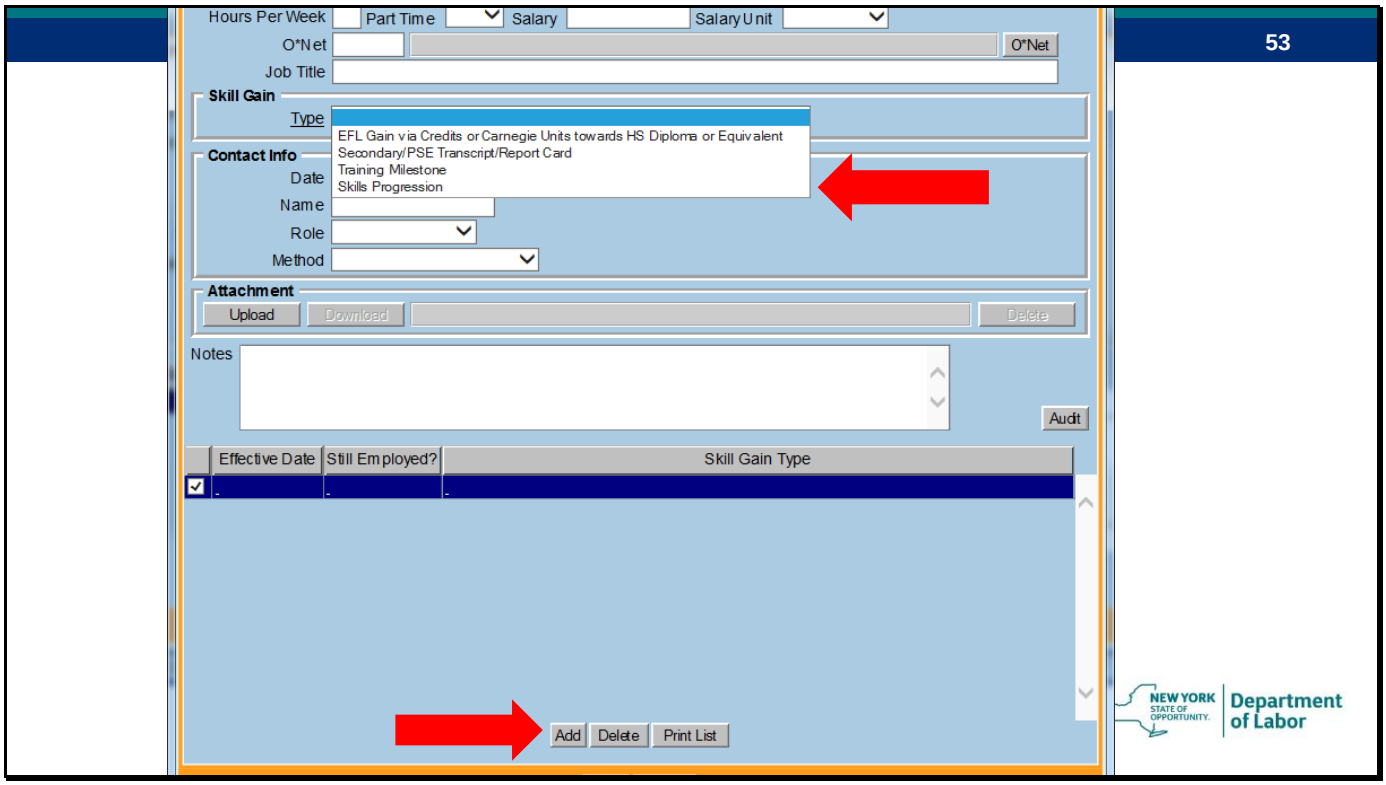
You can also enter wage data related to the employment outcome by using the Manual Wages button.



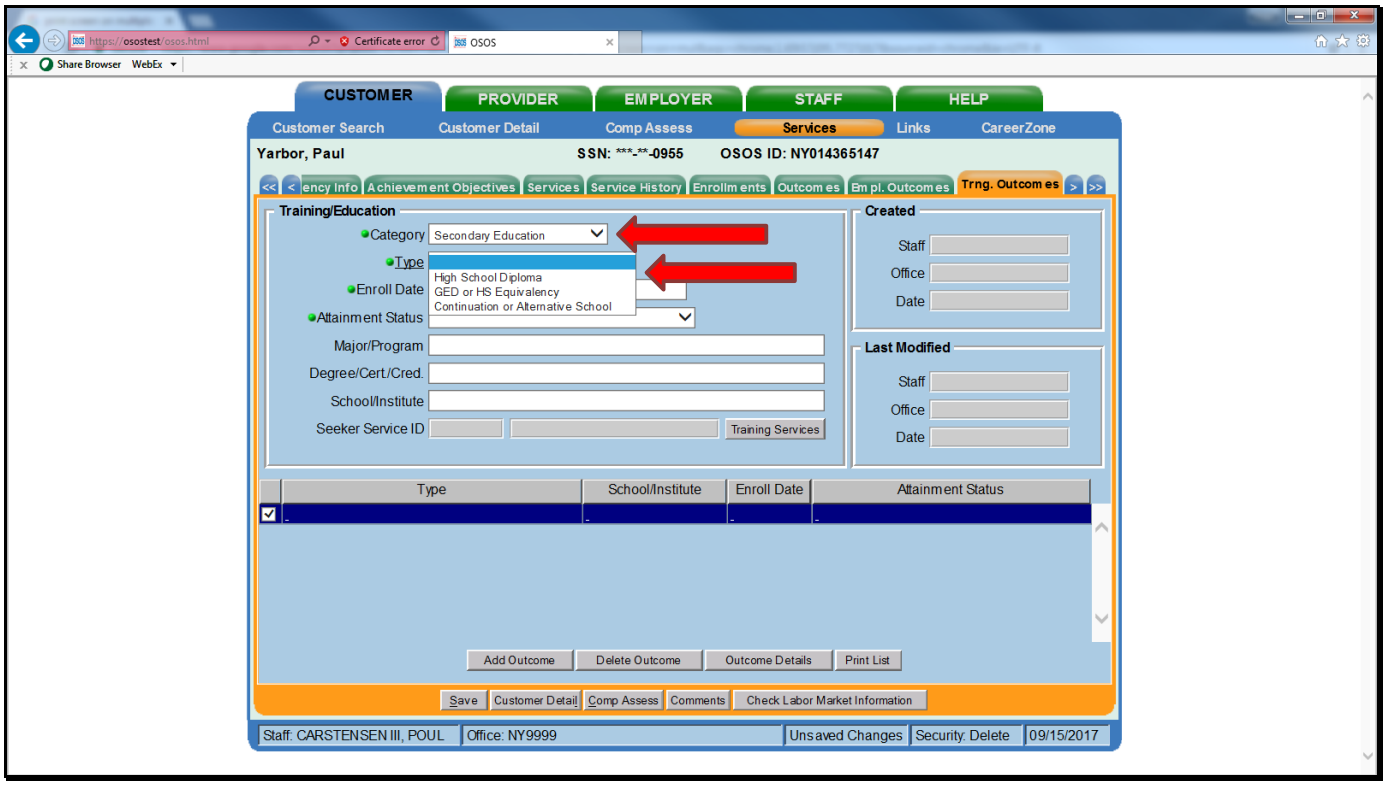
Data entered here will count toward the Median Earnings performance measure. Note that only customers without an SSN will have data taken from this screen. As Jon mentioned this is the only way that someone without an SSN will be entered into the measure - all other median wage calculations will still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



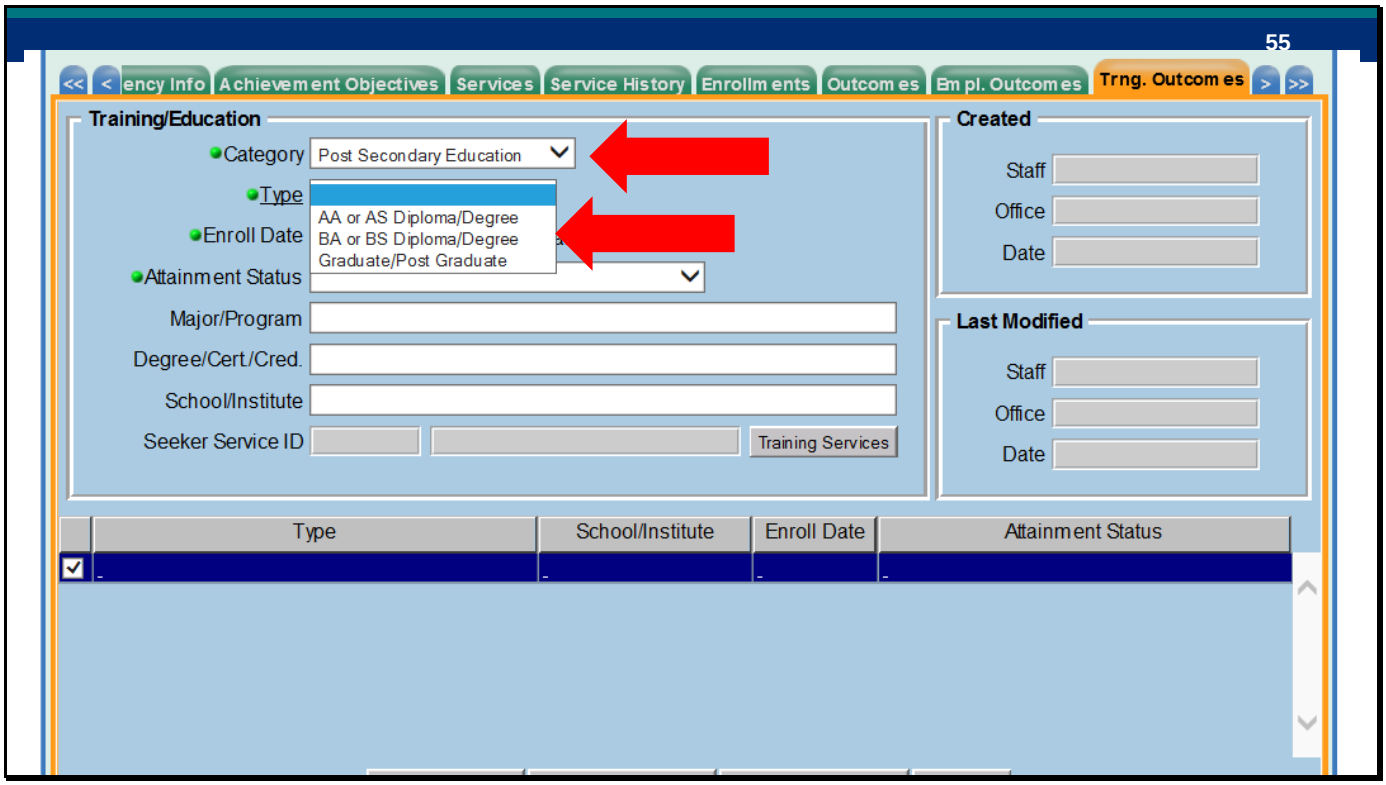
At the bottom of the Employment Outcomes tab is a button labeled Employment Outcome Details. In terms of performance you will still enter data for the "Employed after 2nd and 4th Quarter after Exit" measure here for Common Measures enrollments. The employment type, start date, and end date will autofill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



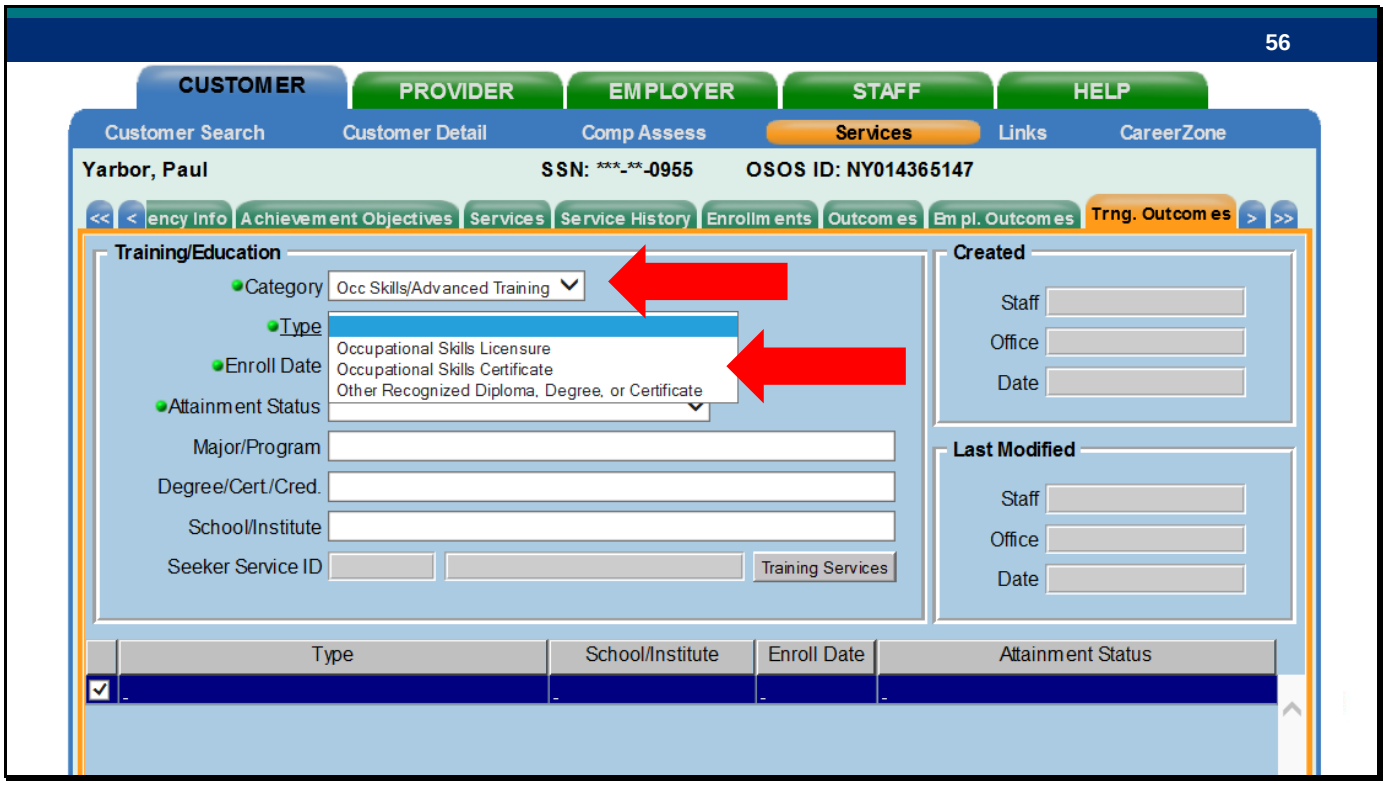
Employment Outcomes Details is where you will document skills for the Measurable Skills Gain performance measure. You will need to click Add at the bottom of the screen to enter information in the fields. There are multiple skills gains types but Skills Progression is the one that is most closely related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



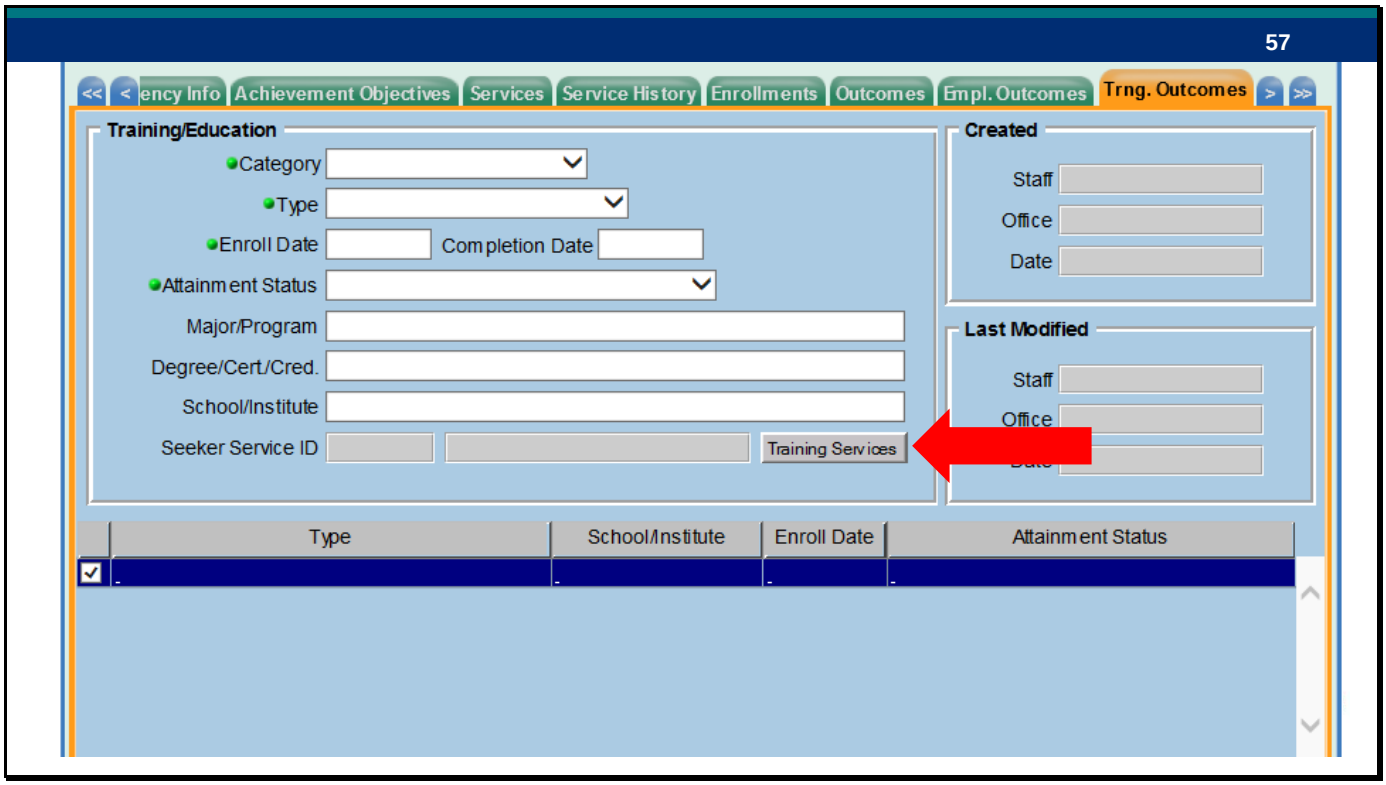
Moving to Training outcomes you can see there are significant differences from the employment outcomes page. Training/Education outcomes are sorted by category, the first of which is Secondary Education. The three Secondary Education outcome types are HS Diploma, Equivalency degree, or Alternative school.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



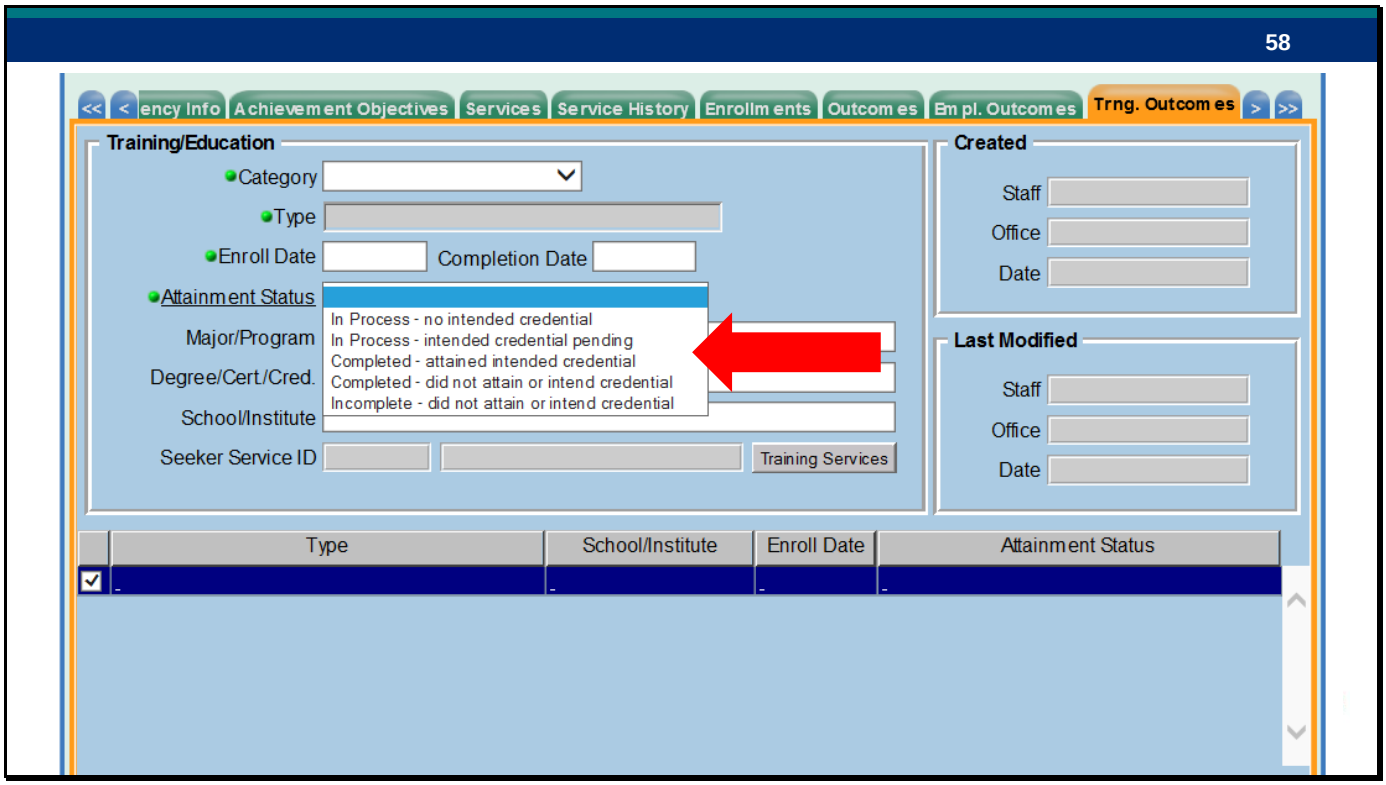
The second category is Post-Secondary Education. There are three outcomes, all corresponding to the type of diploma the customer is trying to attain.



The 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.

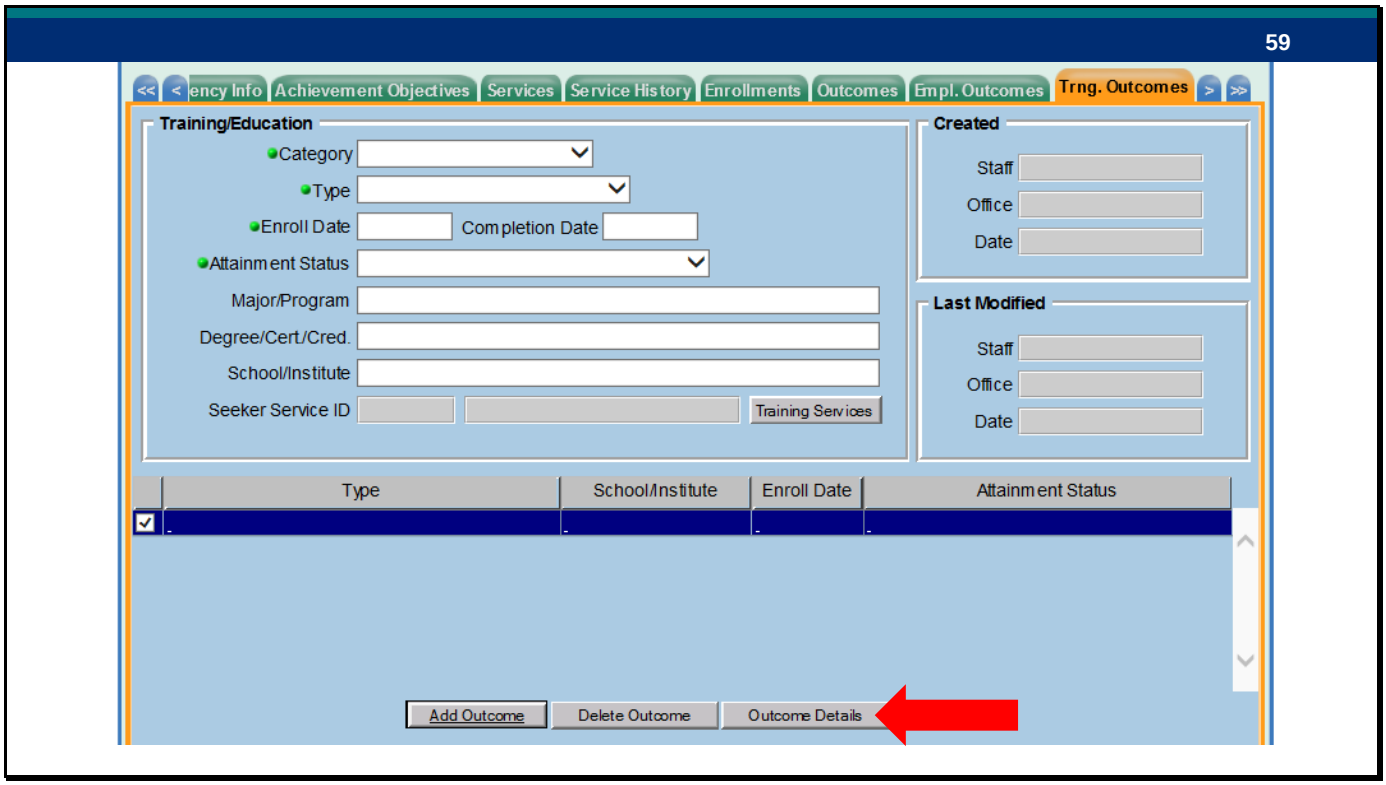


The training services button in the middle of the screen functions the same as the employment services button- any related training service can be linked to a training outcome this way.

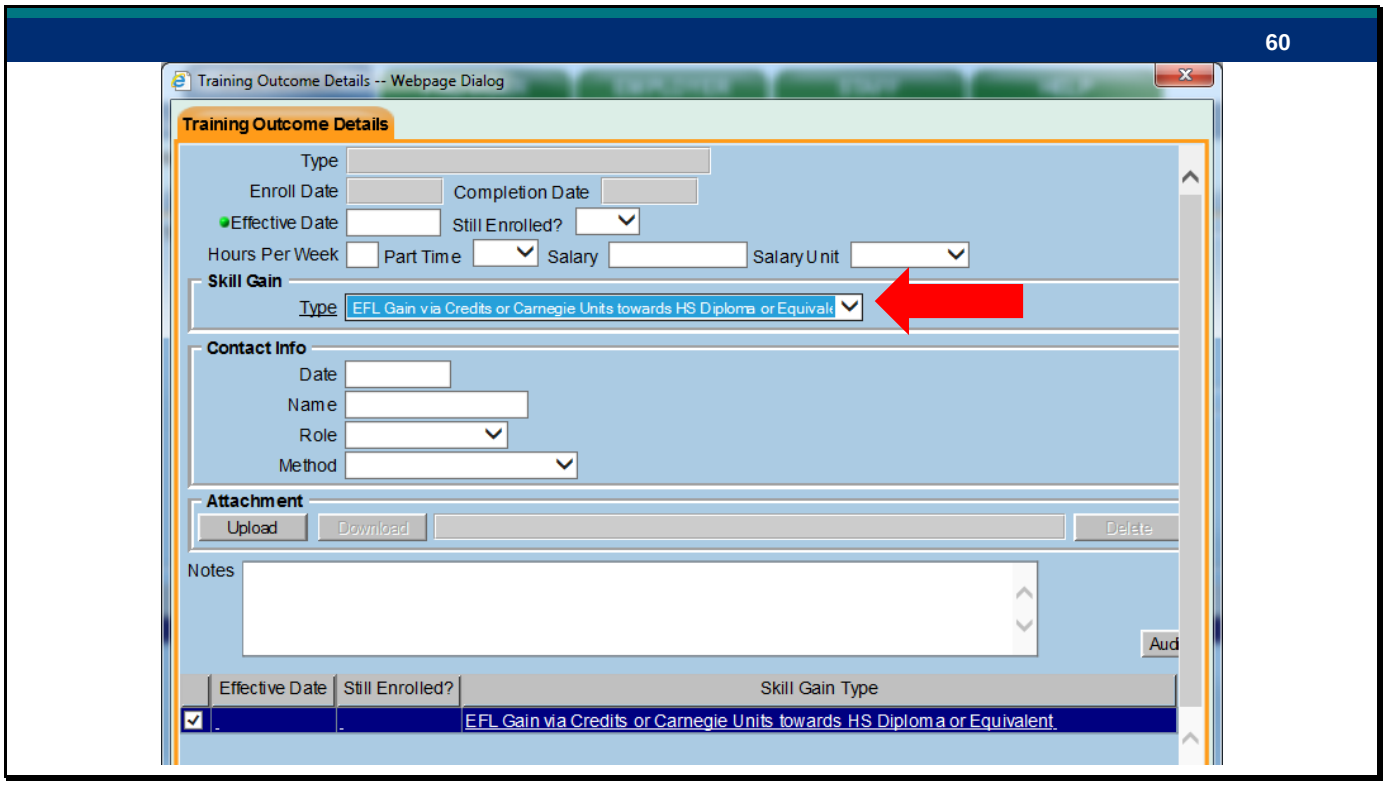


For any outcome category, the attainment status field must be filled in. There are five attainment statuses:

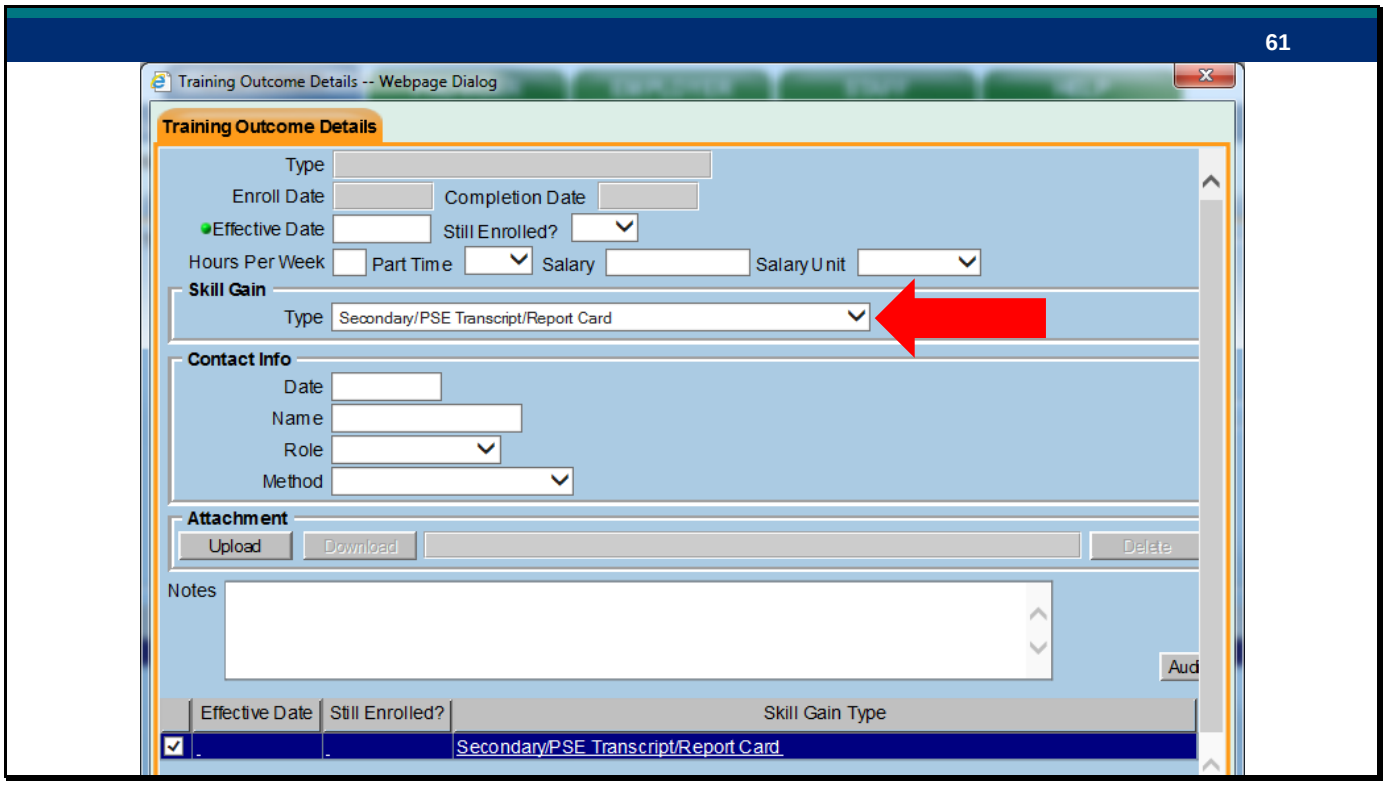
In Process, No intended credential
In Process, Intended credential pending
Completed, attained intended credential
Completed, did not attain or intend credential
Incomplete, did not attain or intend credential



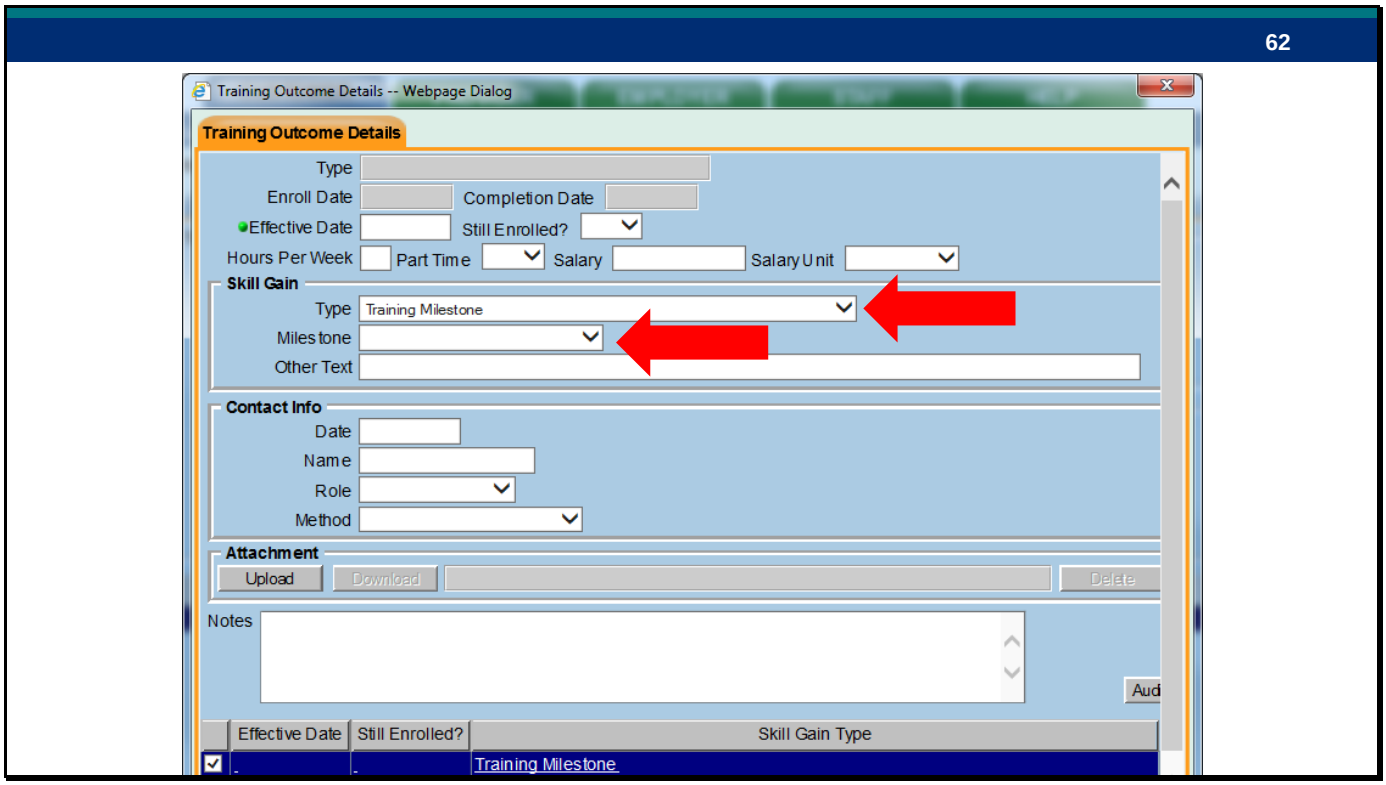
The outcome details button functions the same in the Training Outcomes Tab as it does in the Employment Outcomes Tab. This is where measurable skills gain can be tracked for the performance measure. In addition to Skills progression there are three more Skills gain types that relate directly to performance.



The first is EFL Gain.



The second is Secondary/PSE Transcript/Report card



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

NEW YORK STATE OF OPPORTUNITY. Department of Labor

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?

NEW YORK STATE OF OPPORTUNITY. Department of Labor

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.