

# Syracuse I-81 Project OSOS Guide



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## PURPOSE

New York State Department of Labor (NYSDOL) has partnered with the Onondaga County Local Workforce Development Area (LWDA) to target job seekers as prospective trainees for immediate enrollments in Career Training Programs for occupations identified by the New York State Department of Transportation (NYSDOT) I-81 Job Title List. In August 2020, City of Syracuse Mayor Ben Walsh launched the “I-81 Viaduct Jobs Project Big Table” community-wide discussion. Outcomes of these collaborative processes resulted in a Trades Pipeline Design “Road Map” with key components to target job seekers as prospective trainees to enroll in Career Training Programs for various occupations including Welder/Fitter, Construction Trades, CDL A & B, and Heavy Equipment Operators.

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

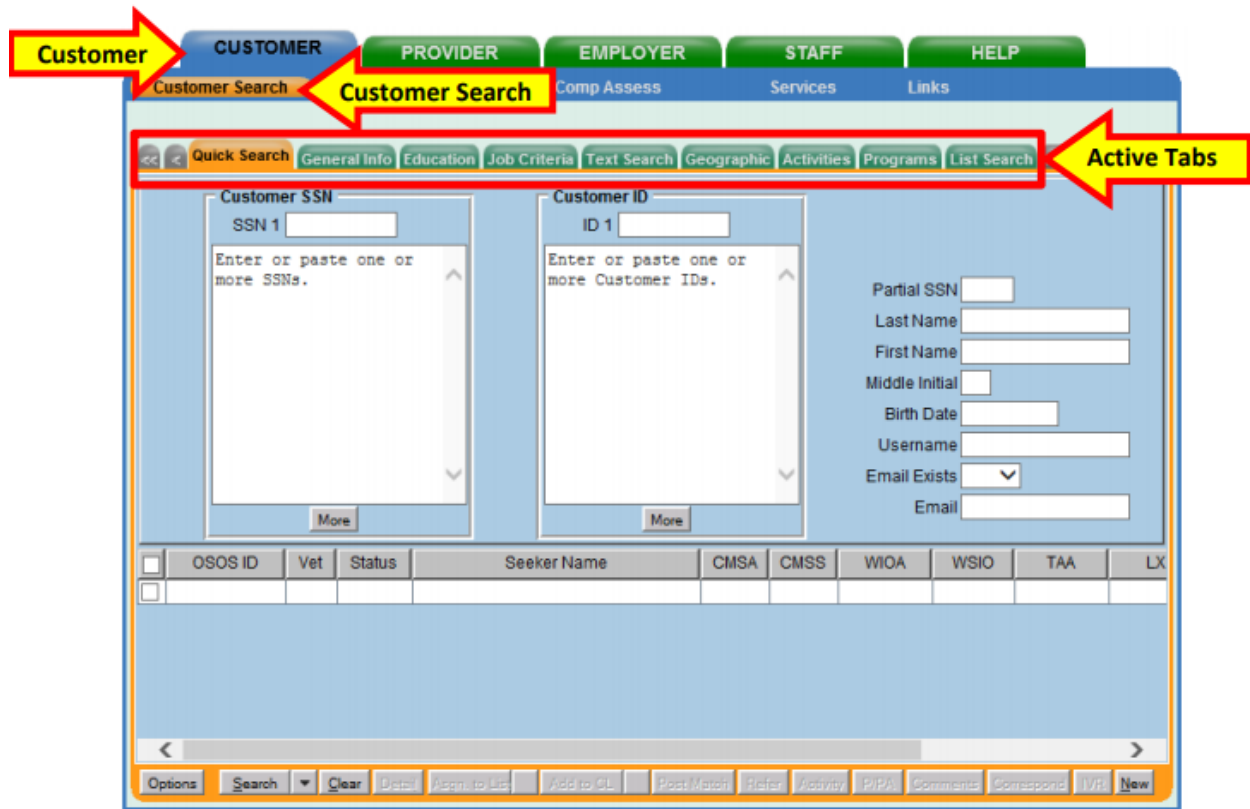
This guide provides instructions on how to conduct the OSOS data entry for the Syracuse I-81 Project.

## SEARCHING FOR THE CUSTOMER

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

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

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



The screenshot shows the OSOS Customer Search interface. At the top, there is a navigation bar with tabs for **CUSTOMER**, **PROVIDER**, **EMPLOYER**, **STAFF**, and **HELP**. Below this is a sub-navigation bar with tabs for **Customer Search**, **Comp Assess**, **Services**, and **Links**. A yellow arrow points to the **Customer** tab in the top bar, and another yellow arrow points to the **Customer Search** tab in the sub-bar. Below the sub-bar is a row of tabs: **Quick Search**, **General Info**, **Education**, **Job Criteria**, **Text Search**, **Geographic**, **Activities**, **Programs**, and **List Search**. A red box highlights these tabs, and a yellow arrow points to it with the label **Active Tabs**. The main search area contains two large text input fields: **Customer SSN** (with sub-field **SSN 1**) and **Customer ID** (with sub-field **ID 1**). Both fields have a placeholder text: "Enter or paste one or more SSNs." and "Enter or paste one or more Customer IDs." respectively. To the right of these fields are several smaller input fields: **Partial SSN**, **Last Name**, **First Name**, **Middle Initial**, **Birth Date**, **Username**, **Email Exists** (a dropdown menu), and **Email**. Below the input fields is a table with columns: **OSOS ID**, **Vet**, **Status**, **Seeker Name**, **CMSA**, **CMSS**, **WIOA**, **WSIO**, **TAA**, and **LX**. At the bottom of the interface is a toolbar with buttons for **Options**, **Search**, **Clear**, **Detail**, **Assign to List**, **Add to CL**, **Post Match**, **Relist**, **Activity**, **PIPA**, **Comments**, **Respond**, **IVR**, and **New**.

## QUICK SEARCH

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

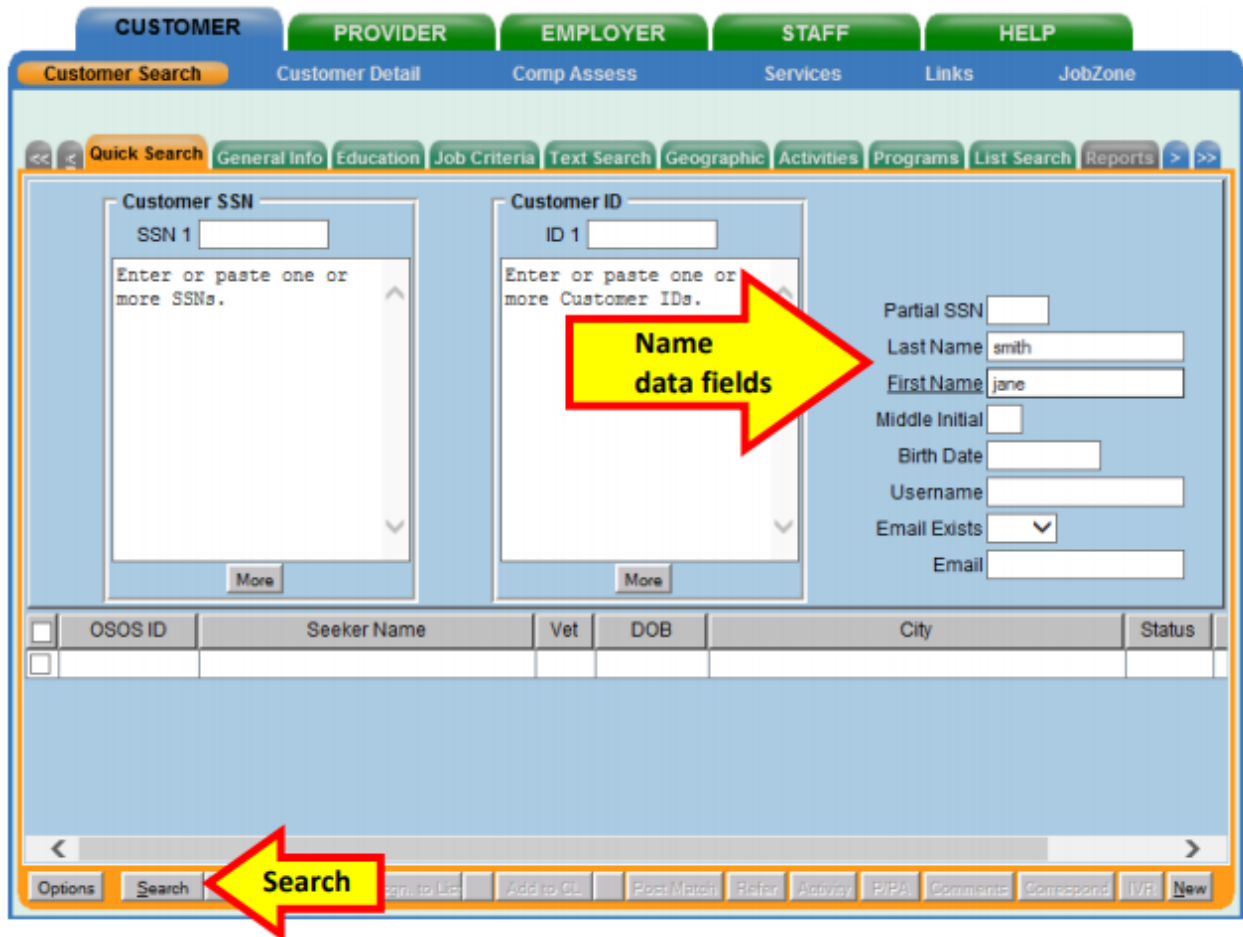
### SEARCHING BY CUSTOMER FULL OR PARTIAL NAME

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



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

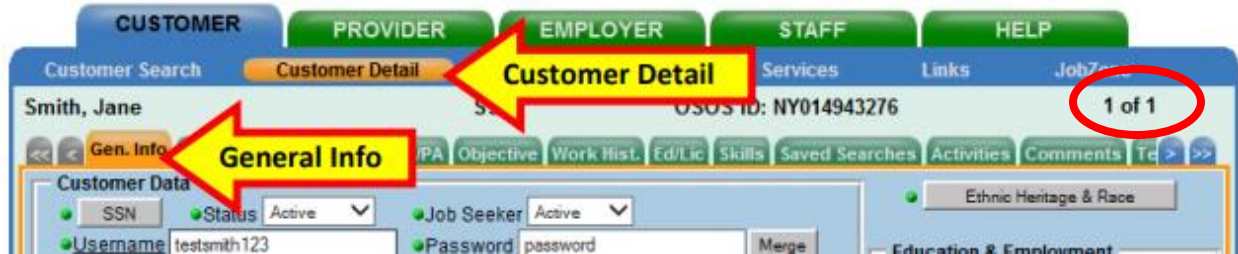
Click the **Search** button.



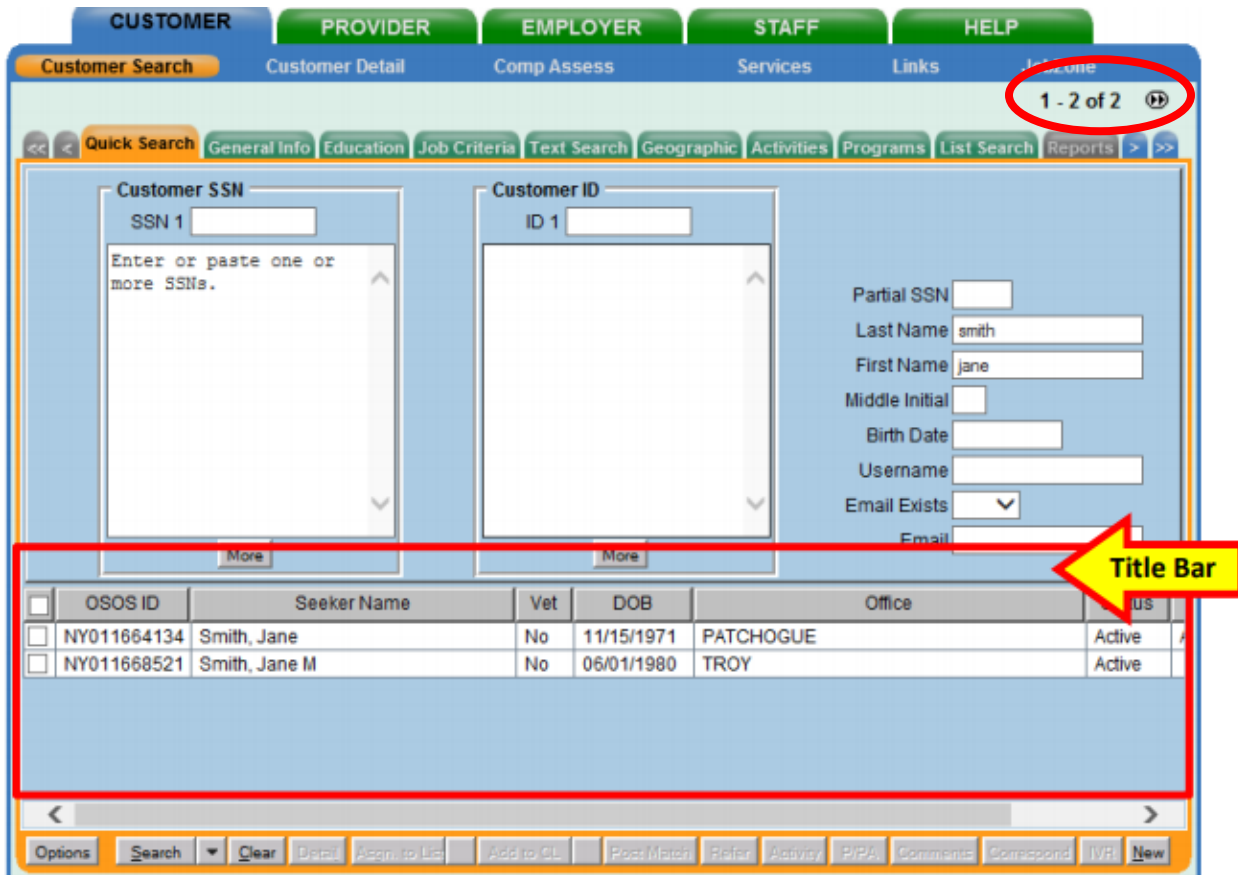
The screenshot shows the OSOS Customer Search interface. At the top, there are tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs for Customer Search, Customer Detail, Comp Assess, Services, Links, and JobZone. The 'Quick Search' sub-tab is selected, showing various search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

OSOS ID	Seeker Name	Vet	DOB	City	Status

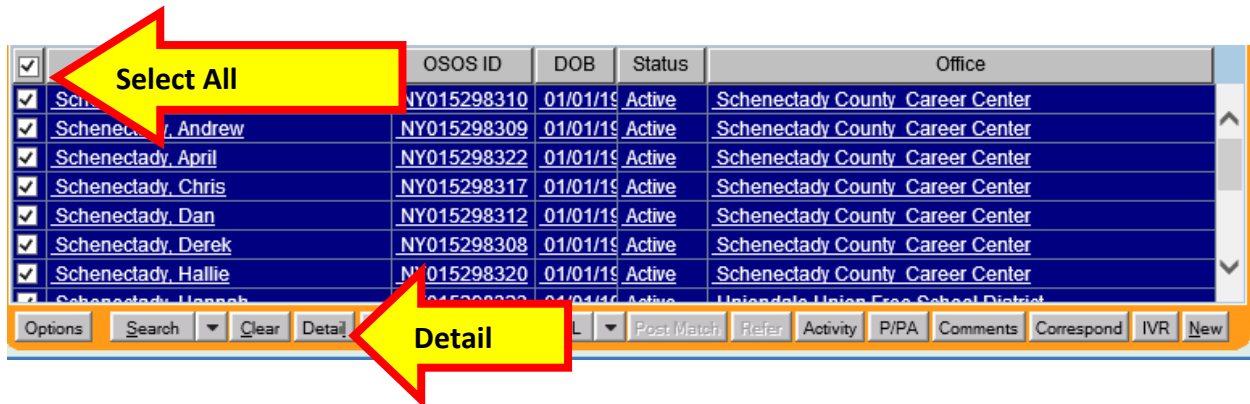
If there is only one result returned, OSOS will display the customer's record. It will default to the **General Information** tab of the **Customer Detail** window.



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



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



The screenshot shows a table of search results with columns for OSOS ID, DOB, Status, and Office. A yellow arrow labeled "Select All" points to the top-left checkbox. Another yellow arrow labeled "Detail" points to the "Detail" button in the bottom toolbar.

<input type="checkbox"/>	OSOS ID	DOB	Status	Office
<input checked="" type="checkbox"/>	NY015298310	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	NY015298309	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	NY015298322	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	NY015298317	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	NY015298312	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	NY015298308	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	NY015298320	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	NY015298323	01/01/19	Active	Uniondale Union Free School District

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



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

**CUSTOMER** PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess Services Links CareerZone

Smith, Jane SSN: OSOS ID: NY01 **Toggle Arrows** 1 of 4

Gen. Info Eligibility Add'l Info Pgms/PA Objective Work Hist. Ed/Lic Skills Saved Searches Activities Comments

**Customer Data**

- SSN: [ ] Status: Active Job Seeker: Active
- Username: testsmith123 Password: password Merge
- Last Name: Smith First Name: Jane MI: [ ]
- Date of Birth: 06/01/1980 Gender: Female Portfolio Lvl: JobZone Adult
- Address: 123 Main Street
- City: Albany State: New York Zip: 12206
- County: Albany Country: United States Metro: [ ]
- Phone: 518-555-5555 Ext: [ ] Alt: [ ] Ext: [ ] Fax: [ ]
- Email: janesmith@test.edu
- URL: [ ]
- U.S. Citizen:

Enrollments JZ/CZ Manager  Add to Case Load

**Customer Assignment**

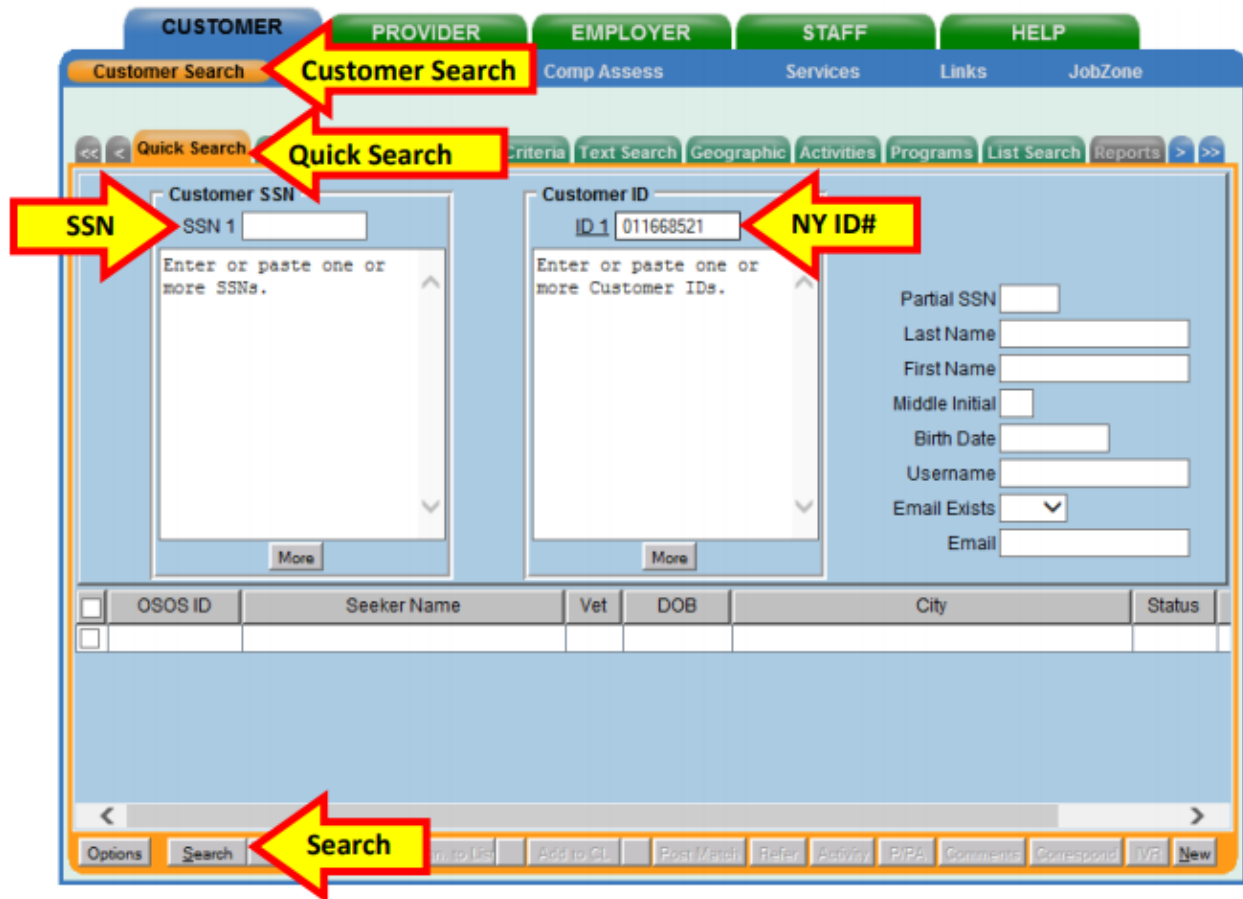
- Staff Assigned: [ ] Change
- WIB Assigned: Albany/Rensselaer/Schenectady Counties
- Agency: Department of Labor Change Office
- Office: ALBANY
- UI Claimant: [ ] Work Search Record
- Registered: 03/08/2017
- Origin: Staff
- Profiled: [ ]
- Profiled Date: [ ]
- Internet Resume:  Confidential:

Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Ret to Srch Comments Tag Resume Sched Message

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

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

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



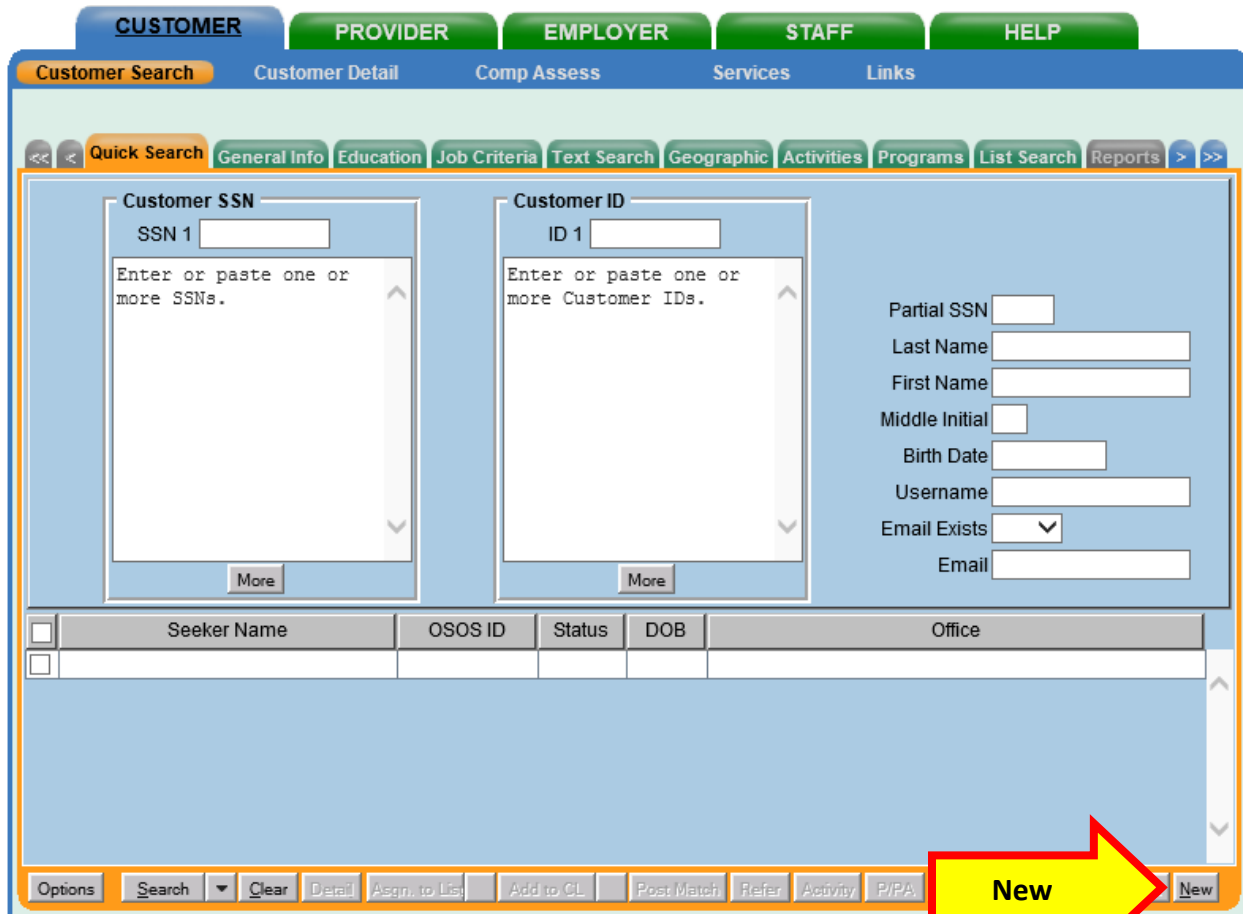
If there is a matching record, OSOS will display the customer's record. If there is no matching record, the system will display **No Matches Found** in the upper right-hand corner.



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



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



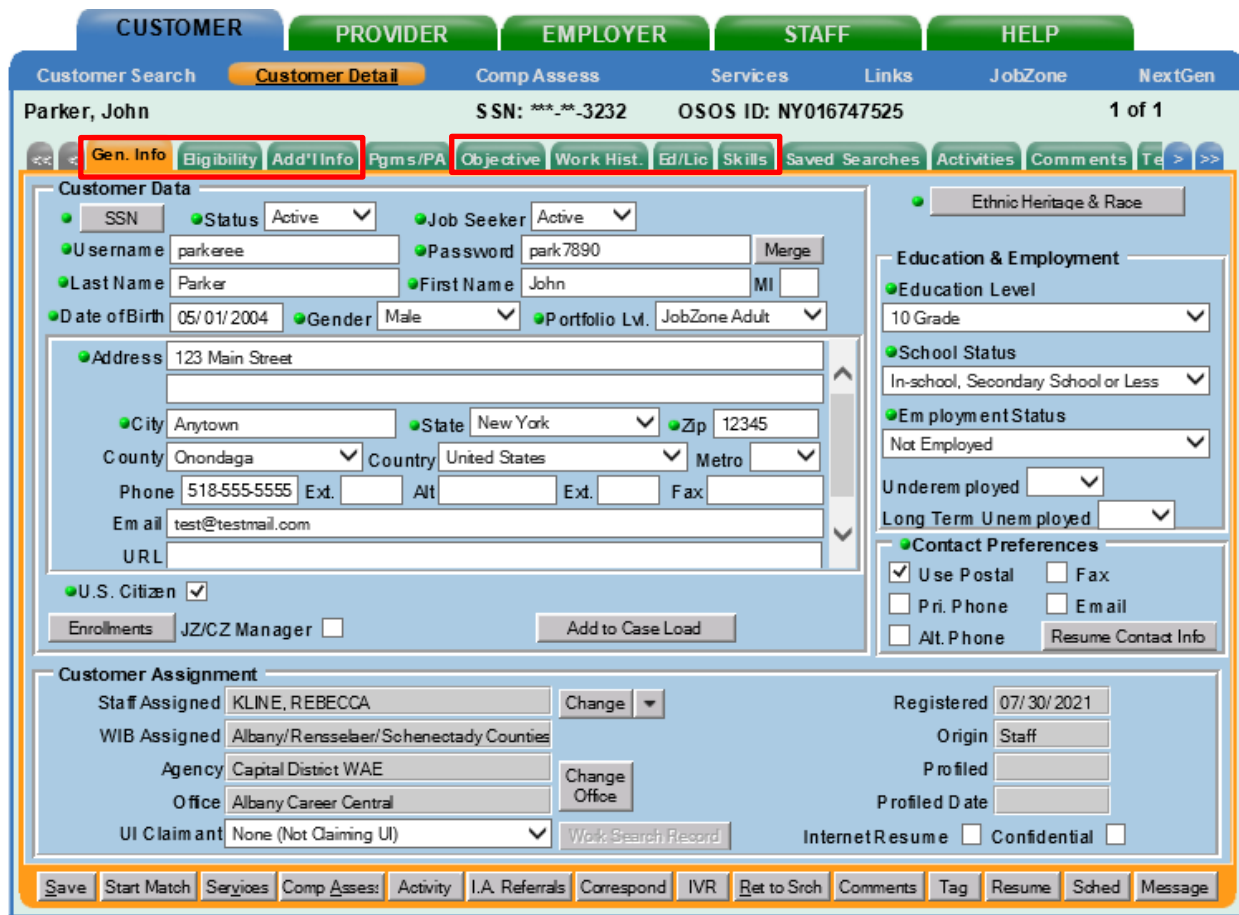
For detailed information on searching for a customer record, please see the [Performing a Customer Search OSOS Guide](#).

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

## BASIC CUSTOMER RECORD

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

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



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

**Customer Data**

- SSN: \*\*\*-\*\*-3232
- Status: Active
- Job Seeker: Active
- Username: parkeree
- Password: park7890
- Last Name: Parker
- First Name: John
- Date of Birth: 05/01/2004
- Gender: Male
- Portfolio Lvl: JobZone Adult
- Address: 123 Main Street
- City: Anytown
- State: New York
- Zip: 12345
- County: Onondaga
- Country: United States
- Phone: 518-555-5555
- Email: test@testmail.com
- U.S. Citizen:

**Customer Assignment**

- Staff Assigned: KLINE, REBECCA
- WIB Assigned: Albany/Rensselaer/Schenectady Counties
- Agency: Capital District WAE
- Office: Albany Career Central
- UI Claimant: None (Not Claiming UI)
- Registered: 07/30/2021
- Origin: Staff
- Profiled:
- Profiled Date:
- Internet Resume:  Confidential:



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

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



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

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

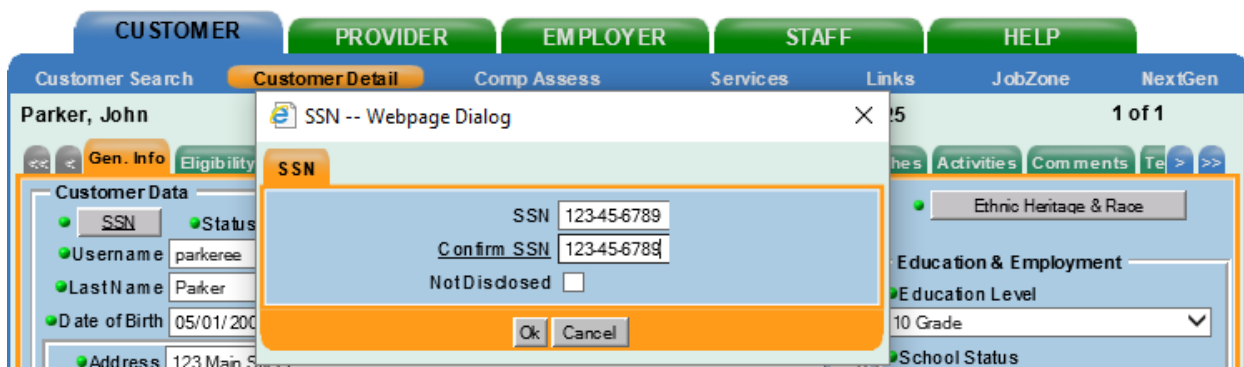
## BASIC CUSTOMER RECORD DETAILS

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

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

### General Info Tab

- **SSN:** The SSN field is located "behind" a button in order to keep it as confidential as possible. When the customer provides their SSN it must be entered. Having an SSN in OSOS is very important because customer SSNs are used to match against wages and determine if the customer is employed. Entering a customer's SSN also helps prevent duplicate records.



The screenshot shows the OSOS Customer Detail window for John Parker. The 'Customer Data' section is visible, with the SSN field highlighted. A dialog box titled 'SSN -- Webpage Dialog' is open, showing the SSN '12345-6789' and a 'Confirm SSN' field with the same value. The 'Not Disclosed' checkbox is unchecked. The dialog box has 'Ok' and 'Cancel' buttons at the bottom.

- **Ethnic Heritage & Race:** Select the **Ethnic Heritage & Race** button. If the customer provides Ethnic Heritage and/or Race information, select the most appropriate choice. If no information is provided, select **Not Disclosed**. This information is also located "behind" the button in order to keep it as confidential as possible.



The screenshot shows a software interface with a navigation bar at the top containing buttons for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. A dialog box titled "Ethnic Heritage and Race -- Webpage Dialog" is open, displaying two sections: "Ethnic Heritage" and "Race".

**Ethnic Heritage and Race**

**Ethnic Heritage**

- Hispanic or Latino
- Not Hispanic or Latino
- Not Disclosed

**Race**

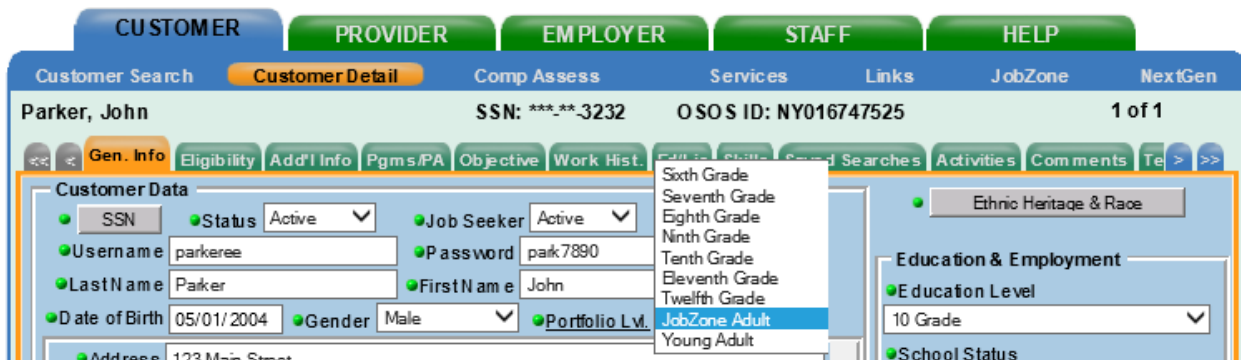
- Alaskan or American Indian
- Asian
- Black or African American
- Hawaiian or Pacific Islander
- White
- Not Disclosed

Buttons: Ok, Cancel

The background form shows a profile for a customer with the following details:

- JobZone: 25
- Page: 1 of 1
- Buttons: Home, Activities, Comments, Tel, >, >>
- Section: Ethnic Heritage & Race
- Section: Education & Employment
  - Education Level: 10 Grade
  - School Status: In-school, Secondary School or Less
  - Employment Status: Not Employed
  - Underemployed: [Dropdown]
  - Long Term Unemployed: [Dropdown]
- Section: Contact Preferences
  - Use Postal:
  - Fax:
  - Pri. Phone:
  - Email:
  - Alt. Phone:
  - Resume Contact Info: [Button]

- **Portfolio Level** - A new record will default to **JobZone Adult**. You may keep this designation and therefore create the JobZone account along with the new OSOS record. Or, if the youth is younger than 18, you can choose the highest level of education completed (ex: **Tenth Grade**) in order to create a CareerZone account along with the new OSOS record.
- **Username and Password** - While this is a required field, any record with **Portfolio Lvl** set to **JobZone** will not use these fields for JobZone access. All **Portfolio Lvl**s other than **JobZone Adult** will use these fields as login credentials for CareerZone. Any unique username and any password may be entered in these fields, as long as they are at least 6 characters in length.



The screenshot shows the OSOS Customer Detail form for John Parker. The form includes the following fields and values:

- Customer Data:**
  - SSN: \*\*\*-\*\*-3232
  - Status: Active
  - Job Seeker: Active
  - Username: parkere
  - Password: park7890
  - Last Name: Parker
  - First Name: John
  - Date of Birth: 05/01/2004
  - Gender: Male
  - Portfolio Lvl: JobZone Adult (selected from dropdown)
- Education & Employment:**
  - Education Level: 10 Grade
  - School Status: (empty)



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

### Additional Info Tab

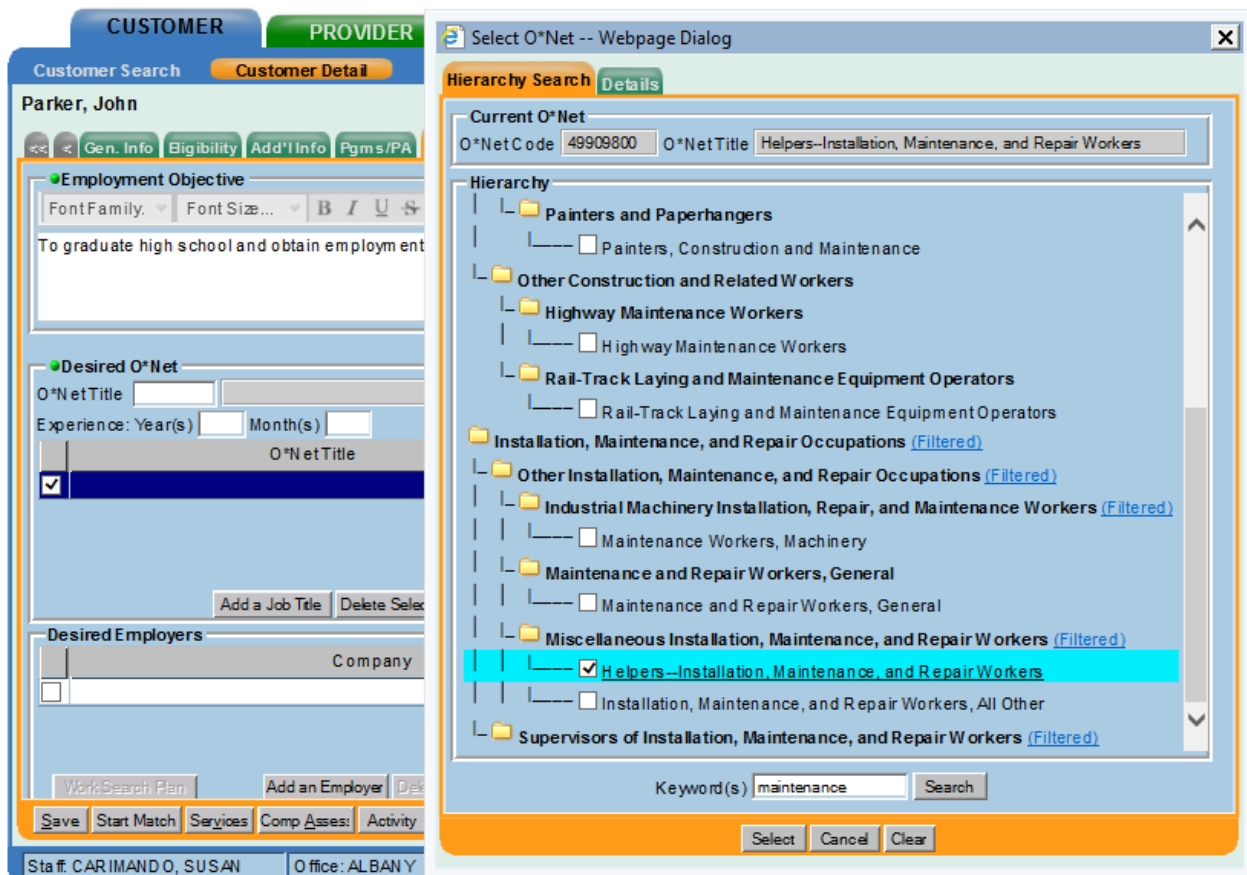
**Veteran Status** is the only required field on this tab. Additional information entered on this tab can be used to match customers to relevant job postings.

### Programs / PA Tab

- This tab does not contain any required information. If the participant is receiving public assistance use the check box next to the title, and then fill in the **Reg Date**. If the customer is unsure of when they began receiving public assistance, ask them for their best approximation.

### Objective Tab

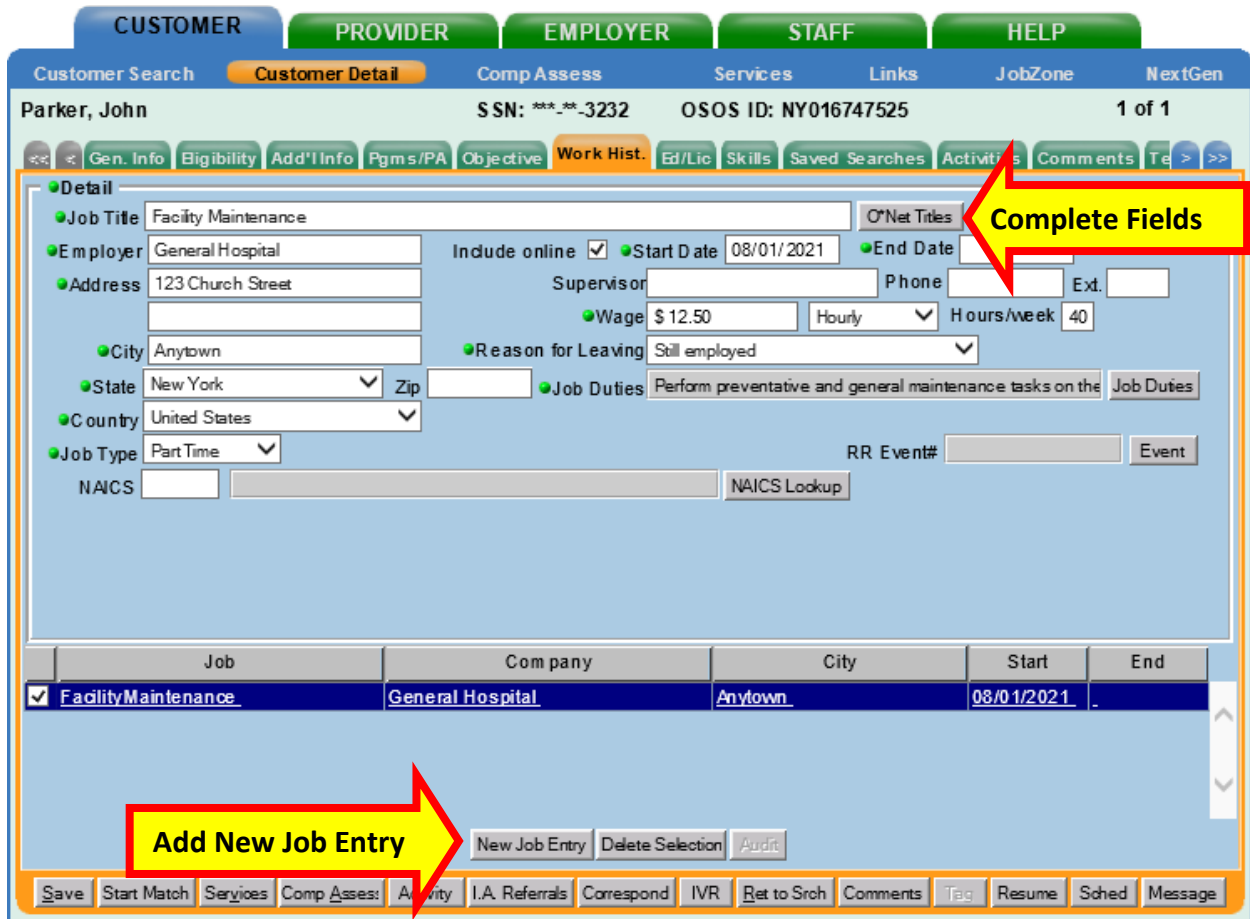
- Desired O\*Net:** At least one **O\*Net title** is required. Click the **Add a Job Title** button. Then, click the **O\*Net Titles** button. This opens the Select O\*Net Webpage Dialogue box. Use the Keyword search at the bottom or the O\*Net folder hierarchy to find the job title most closely related to the employment the participant is seeking. Check the box next to the job title. Then click **Select**.



The screenshot displays the OSOS application interface. On the left, the 'Customer Detail' tab is active for 'Parker, John'. The 'Desired O\*Net' section shows a list of O\*Net titles with a checkmark next to one. Below it, the 'Desired Employers' section is visible. On the right, the 'Select O\*Net -- Webpage Dialog' window is open, showing a hierarchy of O\*Net titles. The 'Current O\*Net' is 'Helpers--Installation, Maintenance, and Repair Workers'. The hierarchy includes folders like 'Painters and Paperhangers', 'Other Construction and Related Workers', 'Highway Maintenance Workers', 'Rail-Track Laying and Maintenance Equipment Operators', 'Installation, Maintenance, and Repair Occupations (Filtered)', 'Other Installation, Maintenance, and Repair Occupations (Filtered)', 'Industrial Machinery Installation, Repair, and Maintenance Workers (Filtered)', 'Maintenance and Repair Workers, General', 'Miscellaneous Installation, Maintenance, and Repair Workers (Filtered)', and 'Supervisors of Installation, Maintenance, and Repair Workers (Filtered)'. The 'Helpers--Installation, Maintenance, and Repair Workers' title is selected with a checkmark. The 'Keyword(s)' field contains 'maintenance' and the 'Search' button is visible. At the bottom of the dialog, there are 'Select', 'Cancel', and 'Clear' buttons.

### Work History Tab

Select New Job Entry to enter a work history for the customer. Enter all required fields and any additional information provided by the customer. If the customer does not have any Work History, select No Information Provided.

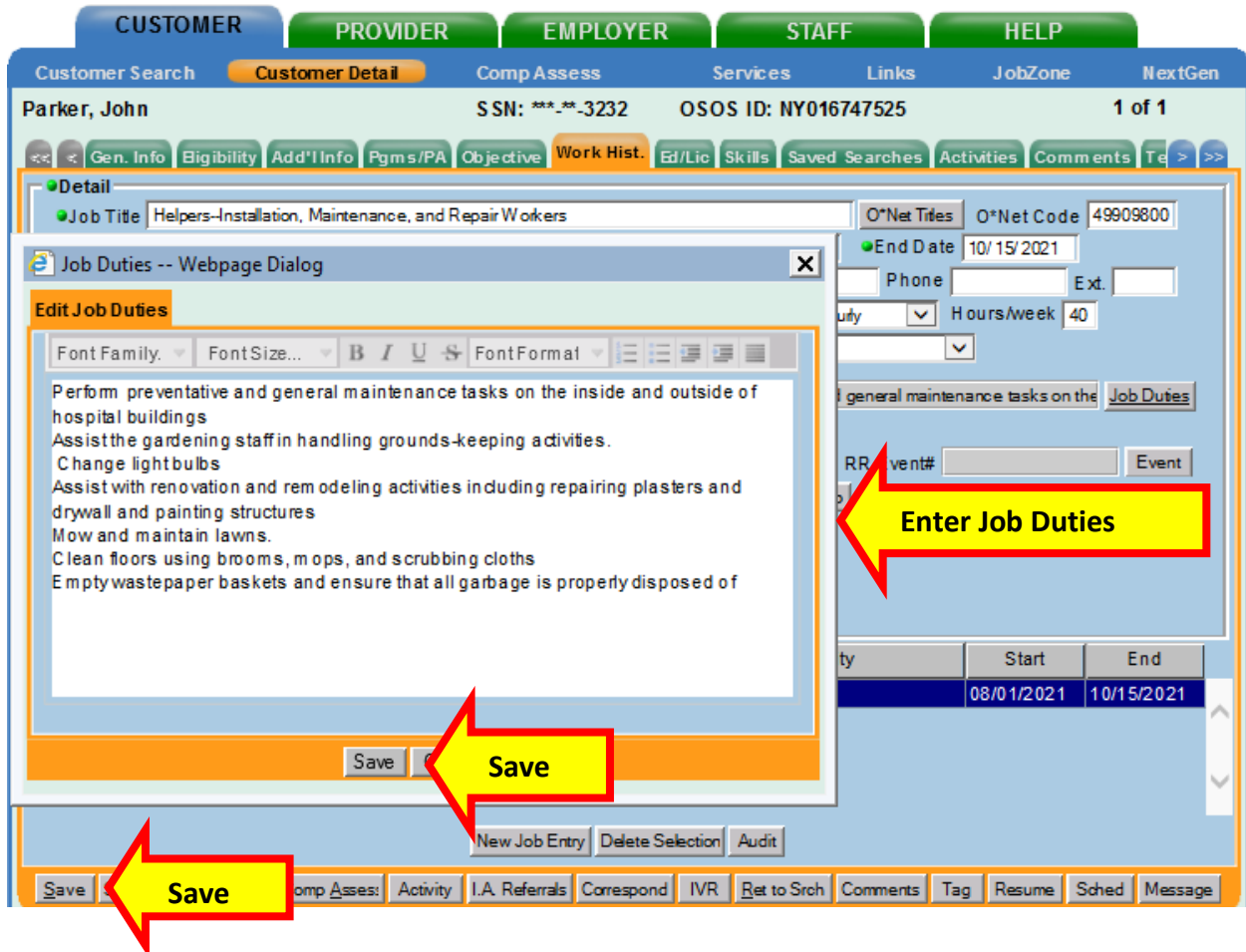


**Complete Fields**

**Add New Job Entry**

Job	Company	City	Start	End
<input checked="" type="checkbox"/> FacilityMaintenance	General Hospital	Anytown	08/01/2021	.

Click the **Job Duties** button to open up a new webpage dialog box. Enter the job duties in the freeform text box and click **Save**.



The screenshot shows the OSOS system interface for a customer named Parker, John. The 'Job Duties' dialog box is open, displaying a list of job duties: 'Perform preventative and general maintenance tasks on the inside and outside of hospital buildings', 'Assist the gardening staff in handling grounds-keeping activities.', 'Change light bulbs', 'Assist with renovation and remodeling activities including repairing plasters and drywall and painting structures', 'Mow and maintain lawns.', 'Clean floors using brooms, mops, and scrubbing cloths', and 'Empty wastepaper baskets and ensure that all garbage is properly disposed of'. A yellow arrow points to the 'Save' button at the bottom of the dialog box. Another yellow arrow points to the 'Save' button at the bottom of the main screen. A third yellow arrow points to the 'Job Duties' button in the main screen.

### Ed/Lic Tab

- There are three required sections within this tab; **Certificates/Licenses**, **Schools**, and **Professional Associations**. If the customer does not have information to enter in these sections, select **No Information Provided** under each section.

### Skills Tab

- **Additional Skills Text**: Enter any additional skills and abilities that are important to the customer's job performance.



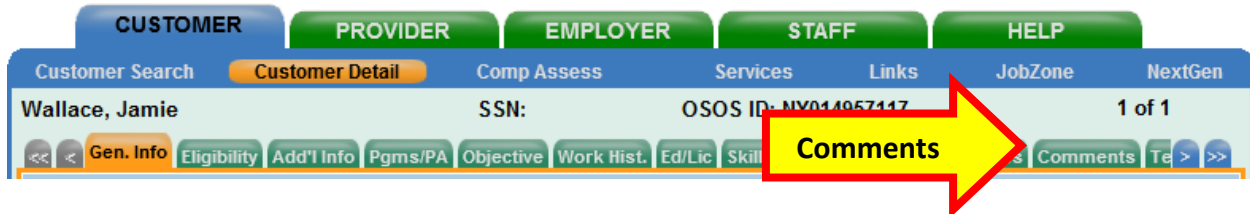
*Once the **Skills** tab is completed, and the entire basic customer record has been entered, click the **Save** button at the bottom of the screen. **Record Saved** will briefly be displayed in the upper right-hand corner when the record is successfully saved. If there are fields missing information,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





## CASE NOTES

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



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



## COMPREHENSIVE ASSESSMENT

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

Many of the fields in Comp Assess are used to determine eligibility under WIOA programs. Since the I-81 Grant is a state funded program, participants do not need to be co-enrolled in the WIOA programs. Participants served solely under this grant will not be included in WIOA performance. For the purposes of this initiative, providers should only enter information that is known. If the information is unknown, please select **No** or **Not Disclosed**.

In order to provide additional services to participants, Local Areas may choose to co-enroll in WIOA. If a customer is being enrolled in both the I-81 Grant and the WIOA programs, then information required under WIOA must be entered in OSOS. Once a customer is co-enrolled, all WIOA eligibility, data entry, and reporting requirements must be followed. Co-enrolled customers will be included in Local Area Performance measures.

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



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

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

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

Parker, John SSN: [REDACTED] ID: N101314113

[Employment](#)
[Education](#)
[Financial](#)
[Family](#)
[Health](#)
[Treatments](#)
[Legal](#)
[Housing](#)
[Transportation](#)
[Comments](#)
[Attachments](#)

Origination Date: 08/09/2019 Last Update: 08/09/2019  
 Staff Assigned: PALLOZZI, TALIA  
**Employment Objective**  
 Job Title: First-Line Supervisors of Retail Sales Workers  
 Wage Desired: [REDACTED] Per: Hourly  
 Geographical Location: Within 50 miles of 12061  
 Is the customer interested in non-traditional employment?  Yes  No  
 Current Employment Status: Not Employed  
 Poor Work History?   
 Youth Needing Additional Assistance? No  
 Serious Barriers to Employment? [REDACTED]  
 Cultural Barriers to Employment? Not Disclosed

**Job Behavior and Skills**  
 Employment Behavior [REDACTED]  
 Job Seeking Skills [REDACTED]  
 Job Keeping Skills [REDACTED]  
 Summary of Occupational Strengths & Weaknesses [REDACTED]

View Employment History ACINET

[Save](#)
[Customer Detail](#)
[Services](#)
[Activity](#)
[Correspond](#)
[WIOA Eligibility](#)
[Summary](#)
[Comments](#)



Below are some noteworthy points for filling out the tabs located within the **Comprehensive Assessment** window for participants only enrolled under the I-81 Grant. However, as a best practice, staff should always enter as much information as known about the customer to better serve and meet their needs.

### Employment Tab

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

### Education Tab

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

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

### Family Tab

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



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



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

**Legal Tab** - There is no required information located in this tab. However, if the customer discloses that they are an ex-offender, staff should select **Yes**. If the customer identifies as an ex-offender, record relevant comments in the **Customer Detail** window, **Comments** tab. Information recorded would include when the conviction occurred, and whether the customer has work restrictions. Comments must be specific to job search restrictions and work search restrictions only.

#### **Housing Tab**

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

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

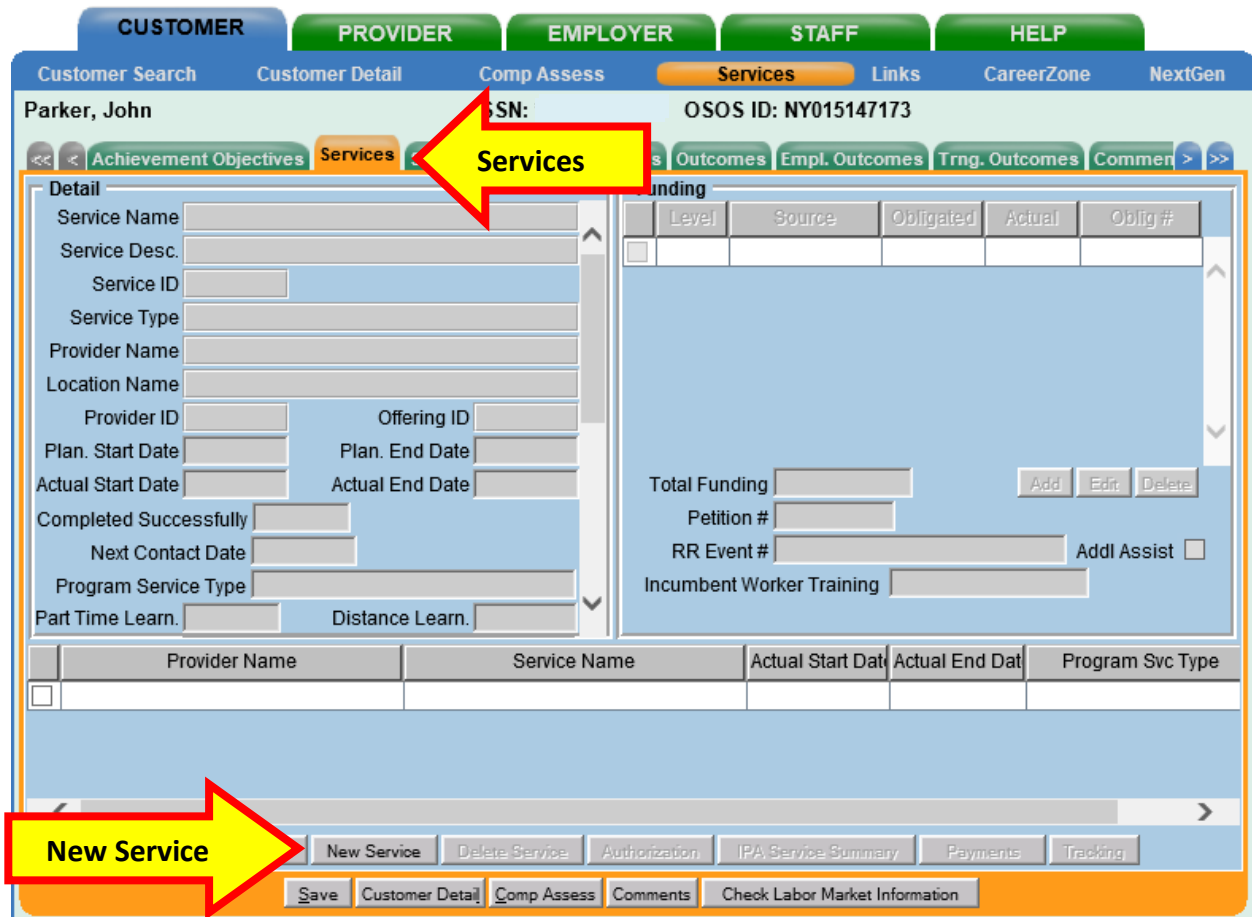
## SERVICES

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

### ENTERING THE SERVICE

To record a service, first select the **Services** tab.

Select the **New Service** button.

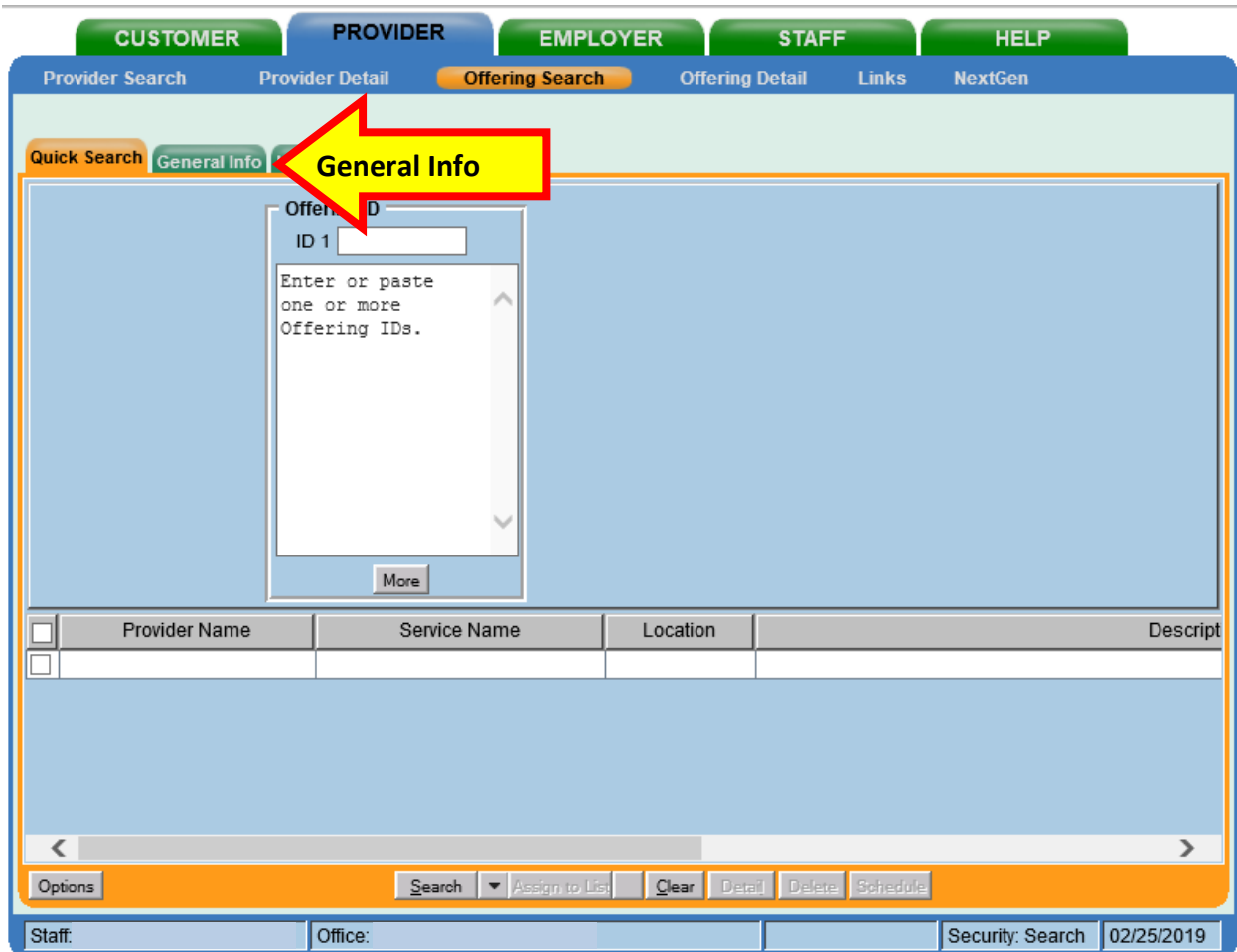


The screenshot shows the OSOS interface for customer Parker, John (SN: OSOS ID: NY015147173). The 'Services' tab is active, and the 'New Service' button is highlighted. The interface includes a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this are sub-tabs for Customer Search, Customer Detail, Comp Assess, Services, Links, CareerZone, and NextGen. The main area contains a 'Detail' section with various input fields for service information, a 'Funding' table, and a 'New Service' button at the bottom.

Level	Source	Obligated	Actual	Oblig #

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type

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

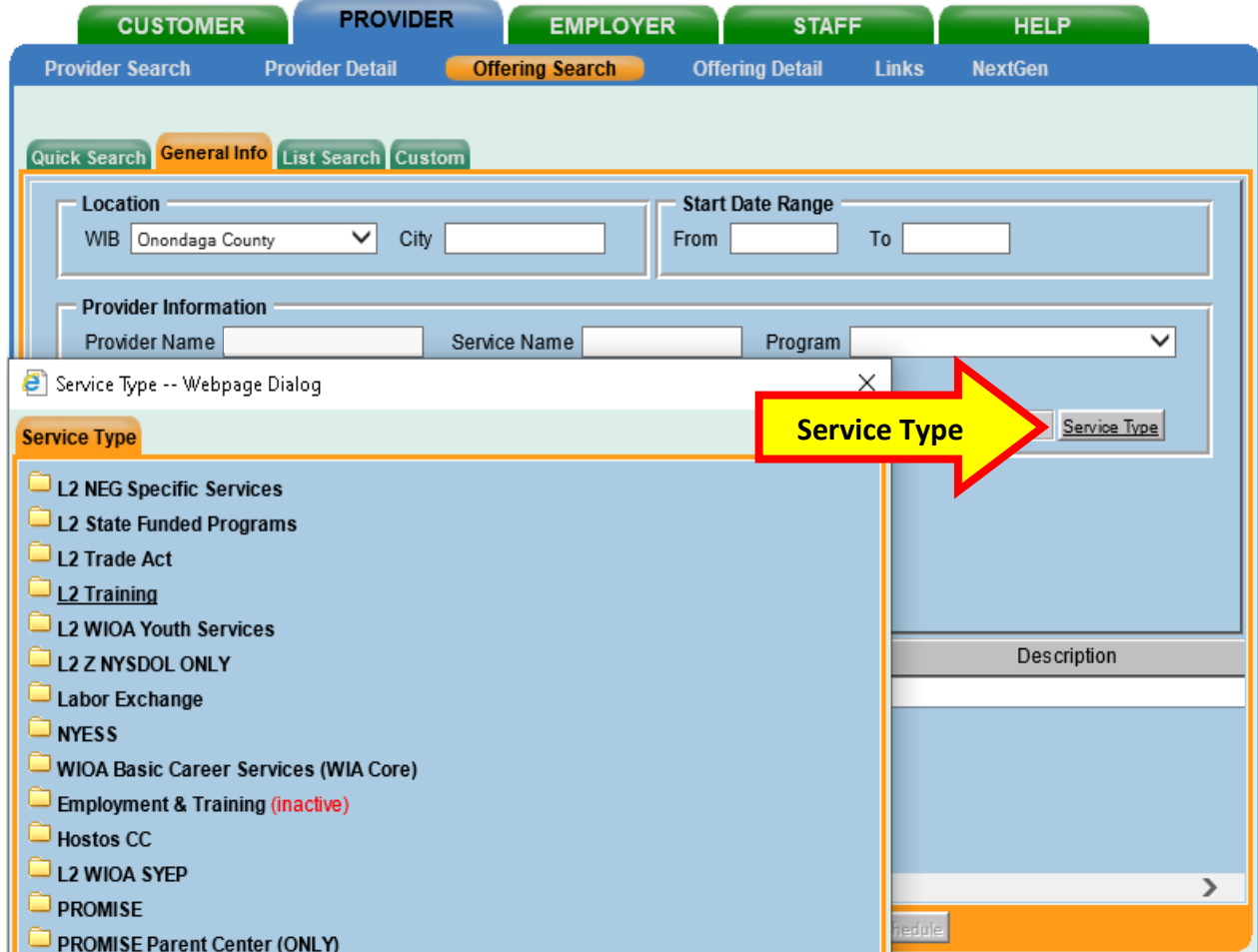


The screenshot shows the OSOS interface with the following elements:

- Top navigation: CUSTOMER, PROVIDER (selected), EMPLOYER, STAFF, HELP
- Sub-navigation: Provider Search, Provider Detail, Offering Search (selected), Offering Detail, Links, NextGen
- Quick Search sub-tabs: Quick Search, General Info (selected)
- General Info form:
  - Offering ID: ID 1 [input field]
  - Text area: Enter or paste one or more Offering IDs.
  - More button
- Table with columns: Provider Name, Service Name, Location, Descript
- Footer: Options, Search, Assign to List, Clear, Detail, Delete, Schedule
- Bottom status bar: Staff, Office, Security: Search, 02/25/2019

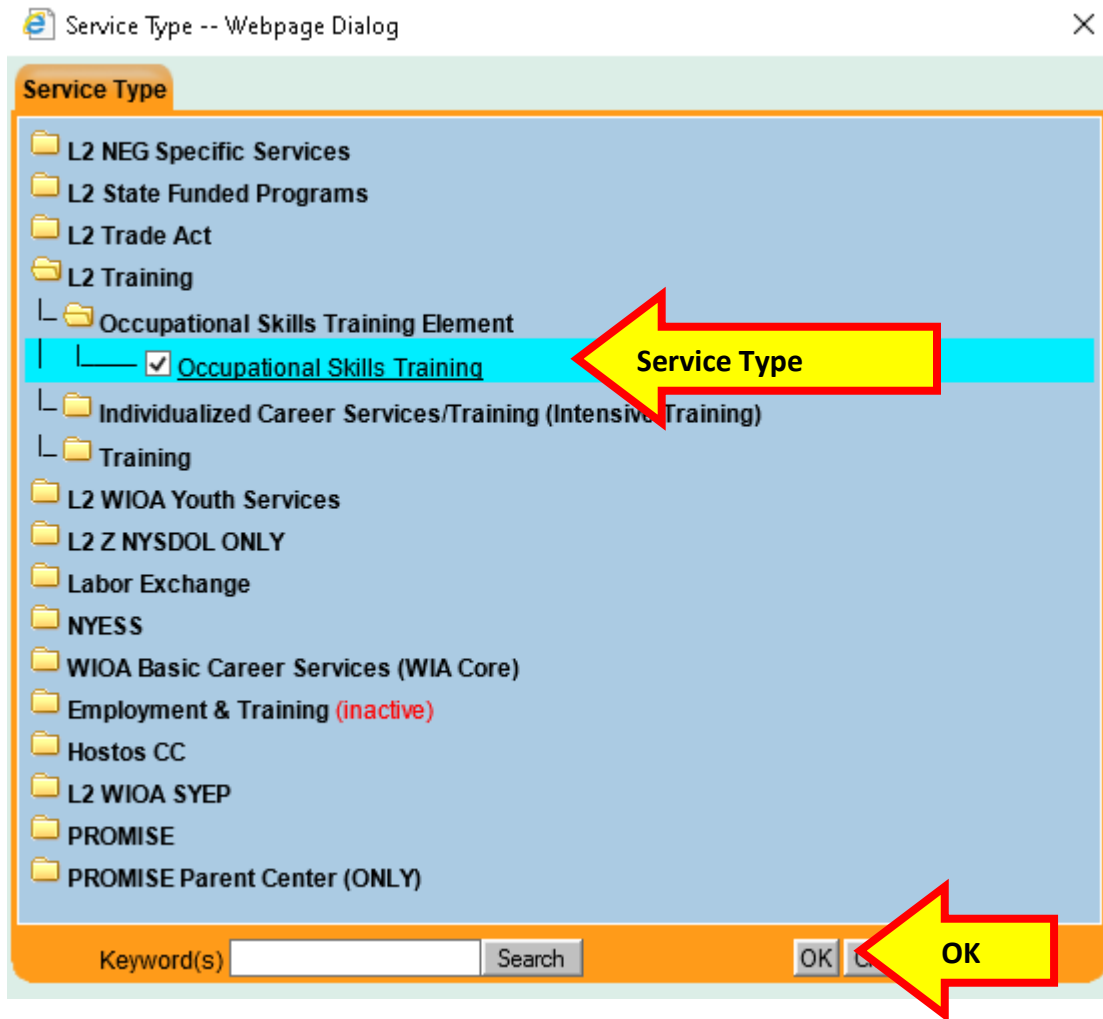
Verify the correct **WIB** is selected

Click the **Service Type** button to bring up a new webpage dialog box.



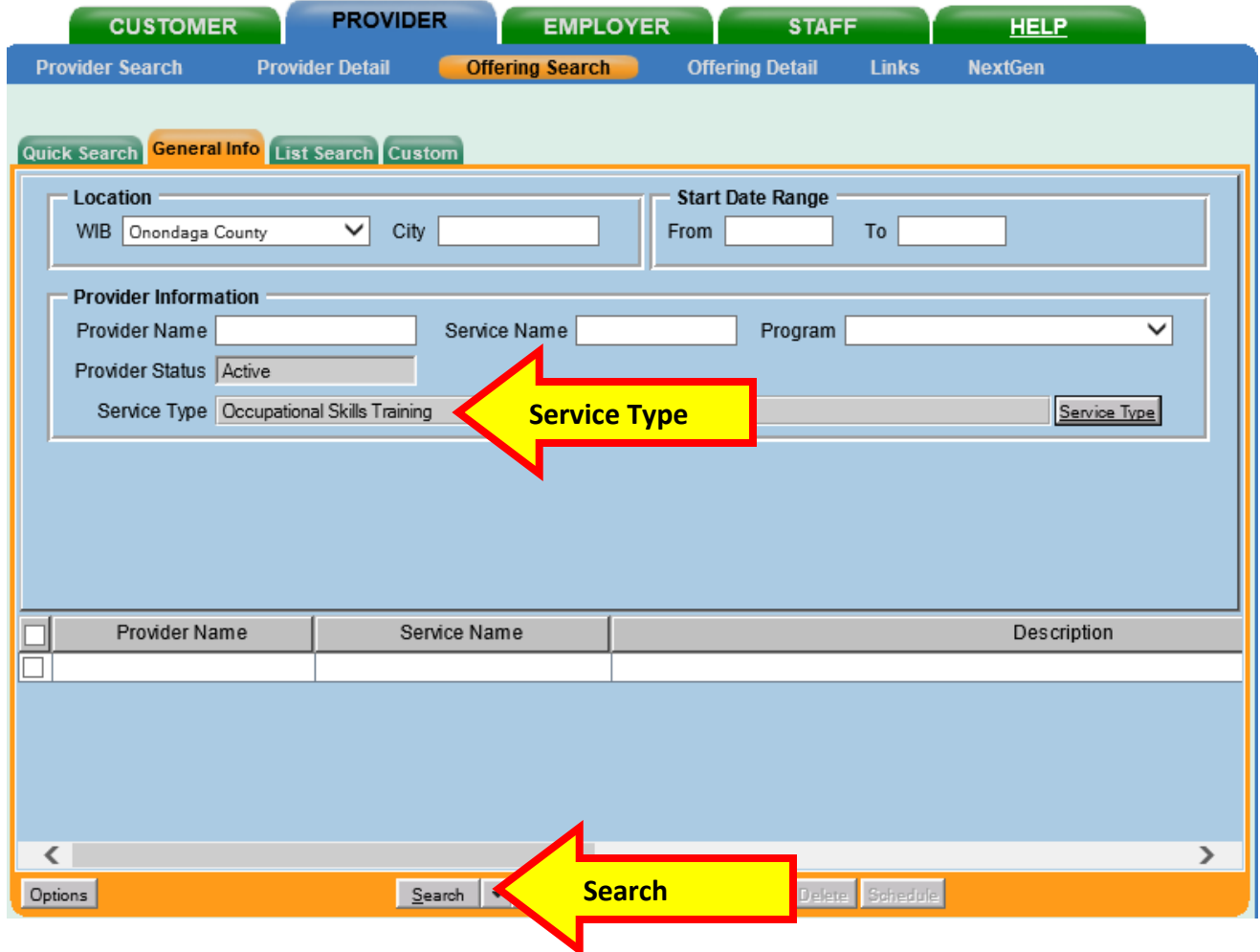
The screenshot displays the OSOS web application interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Provider Search, Provider Detail, Offering Search (highlighted), Offering Detail, Links, and NextGen. The main content area includes a 'Quick Search' section with 'General Info', 'List Search', and 'Custom' options. The 'General Info' section contains a 'Location' field with a dropdown menu set to 'Onondaga County' and a 'City' input field, and a 'Start Date Range' field with 'From' and 'To' input fields. Below this is a 'Provider Information' section with 'Provider Name', 'Service Name', and 'Program' input fields. A 'Service Type -- Webpage Dialog' is open in the foreground, showing a list of service categories on the left and a 'Description' field on the right. A yellow arrow points to a 'Service Type' button in the dialog box. The list of service types includes: L2 NEG Specific Services, L2 State Funded Programs, L2 Trade Act, L2 Training, L2 WIOA Youth Services, L2 Z NYSDOL ONLY, Labor Exchange, NYESS, WIOA Basic Career Services (WIA Core), Employment & Training (inactive), Hostos CC, L2 WIOA SYEP, PROMISE, and PROMISE Parent Center (ONLY).





Select the corresponding **Service Type** being provided to the participant and click **OK**.

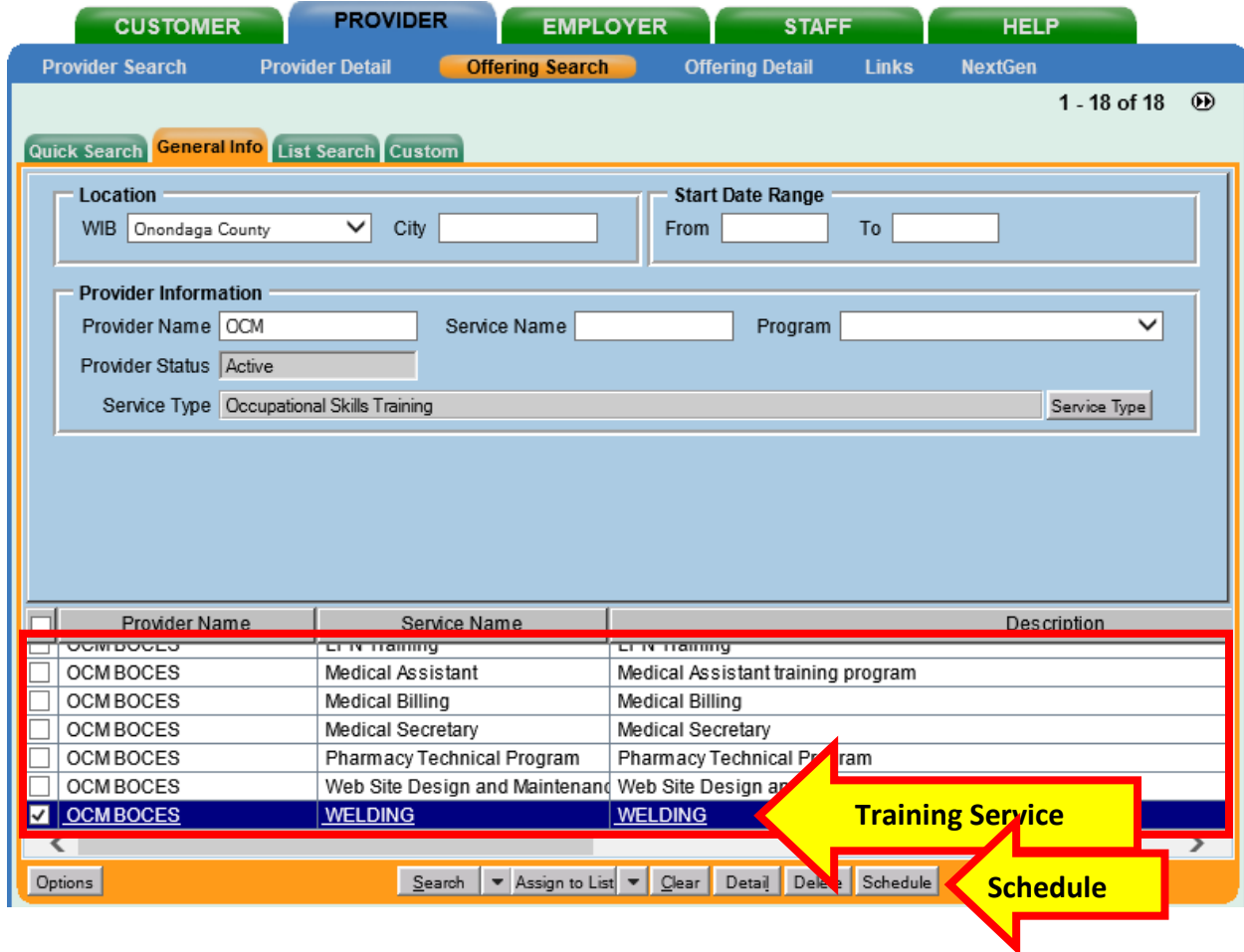
Once the **Service Type** is chosen, click **Search**.



The screenshot shows the OSOS web application interface for the 'Offering Search' function. At the top, there are navigation tabs for 'CUSTOMER', 'PROVIDER', 'EMPLOYER', 'STAFF', and 'HELP'. Below these are sub-tabs for 'Provider Search', 'Provider Detail', 'Offering Search' (which is active), 'Offering Detail', 'Links', and 'NextGen'. The main content area has sub-tabs for 'Quick Search', 'General Info' (active), 'List Search', and 'Custom'. The 'General Info' section contains several input fields: 'Location' (with a dropdown for 'Onondaga County' and a 'City' field), 'Start Date Range' (with 'From' and 'To' fields), 'Provider Information' (with 'Provider Name', 'Service Name', and 'Program' fields), 'Provider Status' (set to 'Active'), and 'Service Type' (set to 'Occupational Skills Training'). A yellow arrow points to the 'Service Type' field. Below the form is a table with columns for 'Provider Name', 'Service Name', and 'Description'. At the bottom, there are buttons for 'Options', 'Search', 'Delete', and 'Schedule'. A yellow arrow points to the 'Search' button.

The search results will be presented at the bottom of the screen.

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



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

1 - 18 of 18

Quick Search    **General Info**    List Search    Custom

**Location**  
 WIB Onondaga County    City    **Start Date Range**  
 From    To

**Provider Information**  
 Provider Name OCM    Service Name    Program  
 Provider Status Active  
 Service Type Occupational Skills Training    Service Type

<input type="checkbox"/>	Provider Name	Service Name	Description
<input type="checkbox"/>	OCMBOCES	LIW Training	LIW Training
<input type="checkbox"/>	OCMBOCES	Medical Assistant	Medical Assistant training program
<input type="checkbox"/>	OCMBOCES	Medical Billing	Medical Billing
<input type="checkbox"/>	OCMBOCES	Medical Secretary	Medical Secretary
<input type="checkbox"/>	OCMBOCES	Pharmacy Technical Program	Pharmacy Technical Program
<input type="checkbox"/>	OCMBOCES	Web Site Design and Maintenance	Web Site Design and Maintenance
<input checked="" type="checkbox"/>	OCMBOCES	WELDING	WELDING

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

**Training Service** (arrow pointing to WELDING row)

**Schedule** (arrow pointing to Schedule button)



This brings you to the **Customer** module, **Services** window, **Services** tab. Select the Service using the check box in the far-left column.

Enter the following fields in the Detail section: **Plan Start Date, Plan End Date, and Actual Start Date**. If the service provided is ongoing, do not enter an **Actual End Date** until the service is complete. Instructions for closing a service are provided later in this guide. As a best practice, enter a **Next Contact Date** to follow-up. A reminder will show up in your Staff Inbox when it's time to review the Service.

Many services may be provided in one day. If this is the case, enter the same date in all four date fields and select the appropriate option on the **Completed Successfully** drop-down menu. If a training spans over a course of time beyond one day, then you will select **Completed Successfully** (yes/no) once the training has ended.

The screenshot shows the OSOS interface for a customer named Parker, John. The 'Services' tab is active, and the 'Detail' section is highlighted with a red box. The 'Detail' section contains the following fields:

- Service Name: WELDING
- Service Desc: WELDING
- Service ID: 143653
- Service Type: Occupational Skills Training
- Provider Name: OCM BOCES
- Location Name: OCM BOCES
- Provider ID: 54963
- Offering ID: 144195
- Plan. Start Date: 08/30/2021
- Plan. End Date: 02/25/2022
- Actual Start Date: 08/30/2021
- Actual End Date: (empty)
- Completed Successfully: (dropdown menu)
- Next Contact Date: 11/02/2021
- Program Service Type: (dropdown menu)
- Part Time Learn.: (dropdown menu)
- Distance Learn.: (dropdown menu)

The 'Funding' section is also visible, showing a table with columns for Level, Source, Obligated, Actual, and Oblig #. Below the table are fields for Total Funding, Petition #, RR Event #, and Incumbent Worker Training.

At the bottom of the window, there is a table with columns for Provider Name, Service Name, Actual Start Date, Actual End Date, and Program Svc Type. The first row is highlighted with a blue background and has a checkmark in the far-left column:

	Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/>	OCM BOCES	WELDING	08/30/2021		

At the bottom of the window, there are buttons for Options, Print List, New Service, Delete Service, Authorization, IPA Service Summary, Payments, and Tracking. At the very bottom, there are buttons for Save, Customer Detail, Comp Assess, and Comments.



Choose an appropriate **Program Service Type**. This will vary based on the service provided. If you are recording an occupational skills training, select **ITA-Training**. If you are recording an On-the-Job training, select **Non-ITA Training**. Other services will be recorded as either **Basic Career Services** (for example, assessment or career guidance) or **Individualized Career Services** (for example, supportive services.)

For **Program**, select the **Syracuse I 81 Project** from the drop-down menu. **Syracuse I 81 Project** needs to be selected when recording a service under this grant.

If you are recording a training service, select the **O\*Net Title** which corresponds to the training. You will also need to indicate if the training is part-time (yes/no) and if the training is offered via distance learning (yes/no.)

Click the **Save** button.

The screenshot shows the OSOS system interface for a customer named Parker, John. The 'Services' tab is active, and the 'Detail' section contains several fields. A red box highlights the following fields: 'Program Service Type' (ITA-Training), 'Part Time Learn.' (No), 'Distance Learn.' (No), 'Program' (Syracuse I 81 Project), and 'O\*Net' (51412200 Welding, Soldering, and Brazing Machin). A yellow arrow points to the 'Save' button at the bottom of the form.

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

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/> OCM BOCES	WELDING	08/30/2021		ITA-Training

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

CUSTOMER PROVIDER EMPLOYER STAFF HELP

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

Parker, John   SSN:   OSOS ID: NY015147173

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

**Detail**

Actual Start Date 08/30/2021   Actual End Date

Completed Successfully

Next Contact Date 11/02/2021

Program Service Type ITA-Training

Part Time Learn. No   Distance Learn. No

Program Syracuse I 81 Project

Minimum Hours   Number of Weeks

O\*Net 51412200   Welding, Soldering, and Brazing Machini   O\*Net

NAICS   NAICS

Min. Prog. Agreed

Achv. Objective

Staff Assigned CARIMANDO, SUSAN   Change

WIB Assigned NYSDOL - CO

**Funding**

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

Total Funding \$ 1.00   Add

Petition #

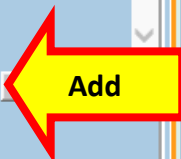
RR Event #

Incumbent Worker Training

	Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type
<input checked="" type="checkbox"/>	OCM BOCES	WELDING	08/30/2021		ITA-Training

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

Save   Customer Detail   Comp Assess   Comments





The **Funding Webpage Dialogue** box will open.

Select the **Adult Statewide 15%** funding.

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

Click **OK**.

**Funding**

	Level	Funding Source	Year	Remaining	NEG/Contract/Grant #
<input type="checkbox"/>	WIB	Youth Statewide 15%	2019	\$ 99960.00	
<input type="checkbox"/>	WIB	Youth Statewide 15%	2021	\$ 100000.00	
<input type="checkbox"/>	WIB	Dislocated Worker Statewide 15%	2019	\$ 99999.00	
<input type="checkbox"/>	WIB	Dislocated Worker Statewide 15%	2021	\$ 100000.00	
<input type="checkbox"/>	WIB	Adult Statewide 15%	2019	\$ 99999.00	
<input checked="" type="checkbox"/>	WIB	Adult Statewide 15%	2021	\$ 99999.00	
<input type="checkbox"/>	WIB	Employment Recovery - NDWG	2020	\$ 100000.00	DW35478
<input type="checkbox"/>	WIB	Gun Violence Prevention Local Initiative	2020	\$ 99998.00	
<input type="checkbox"/>	WIB	Disaster Recovery NDWG	2020	\$ 100000.00	DW-34651

Obligated Amount  OR Obligated Percentage

WIB   
Office   
Region

The appropriate funding has now populated the **Funding** section.

Click **Save** at the bottom of the screen.

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

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

Parker, John   SSN:   OSOS ID: NY015147173

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

**Detail**

Actual Start Date: 08/30/2021   Actual End Date:

Completed Successfully:

Next Contact Date: 11/02/2021

Program Service Type: ITA-Training

Part Time Learn.:    Distance Learn.:

Program: Syracuse I 81 Project

Minimum Hours:    Number of Weeks:

O\*Net:    O\*Net:

NAICS:    NAICS:

Min. Prog. Agreed:

Achv. Objective:

Staff Assigned: CARIMANDO, SUSAN  

WIB Assigned: NYSDOL - CO

**Funding**

Level	Source	Obligated	Actual	Oblig #	
<input checked="" type="checkbox"/>	WIB	Adult Statewide 1	\$ 1.00	\$ 0.00	

Total Funding: \$ 1.00        

Petition #:

RR Event #:

Incumbent Worker Training:

	Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type
<input checked="" type="checkbox"/>	OCM BOCES	WELDING	08/30/2021		ITA-Training





## CLOSING A SERVICE

It is important that an **Actual End Date** is added to a service when the service has ended. This is called closing the service. Funded services, other than Follow-Up Services, that remain open will prevent a customer from exiting their enrollment.

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

**CUSTOMER** PROVIDER EMPLOYER STAFF HELP

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

Parker, John SSN: OSOS ID: NY015147173

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

Detail		Funding				
Service Type	Occupational Skills Training	Level	Source	Obligated	Actual	Oblig #
Provider Name	OCM BOCES	<input checked="" type="checkbox"/>	WIB	Adult Statewide 1	\$ 1.00	\$ 0.00
Location Name	OCM BOCES					
Provider ID	54963	Offering ID	144195			
Plan. Start Date	08/30/2021	Plan. End Date	02/25/2022			
Actual Start Date	08/30/2021	<b>Actual End Date</b>				
Completed Successfully	<input type="checkbox"/>					
Next Contact Date	11/02/2021					
Program Service Type	ITA-Training	Total Funding	\$ 1.00	Add	Edit	Delete
Part Time Learn.	<input type="checkbox"/>	Petition #				
Distance Learn.	<input type="checkbox"/>	RR Event #				
Program	Syracuse I 81 Project	Incumbent Worker Training				
Minimum Hours						
Number of Weeks						
O*Net						

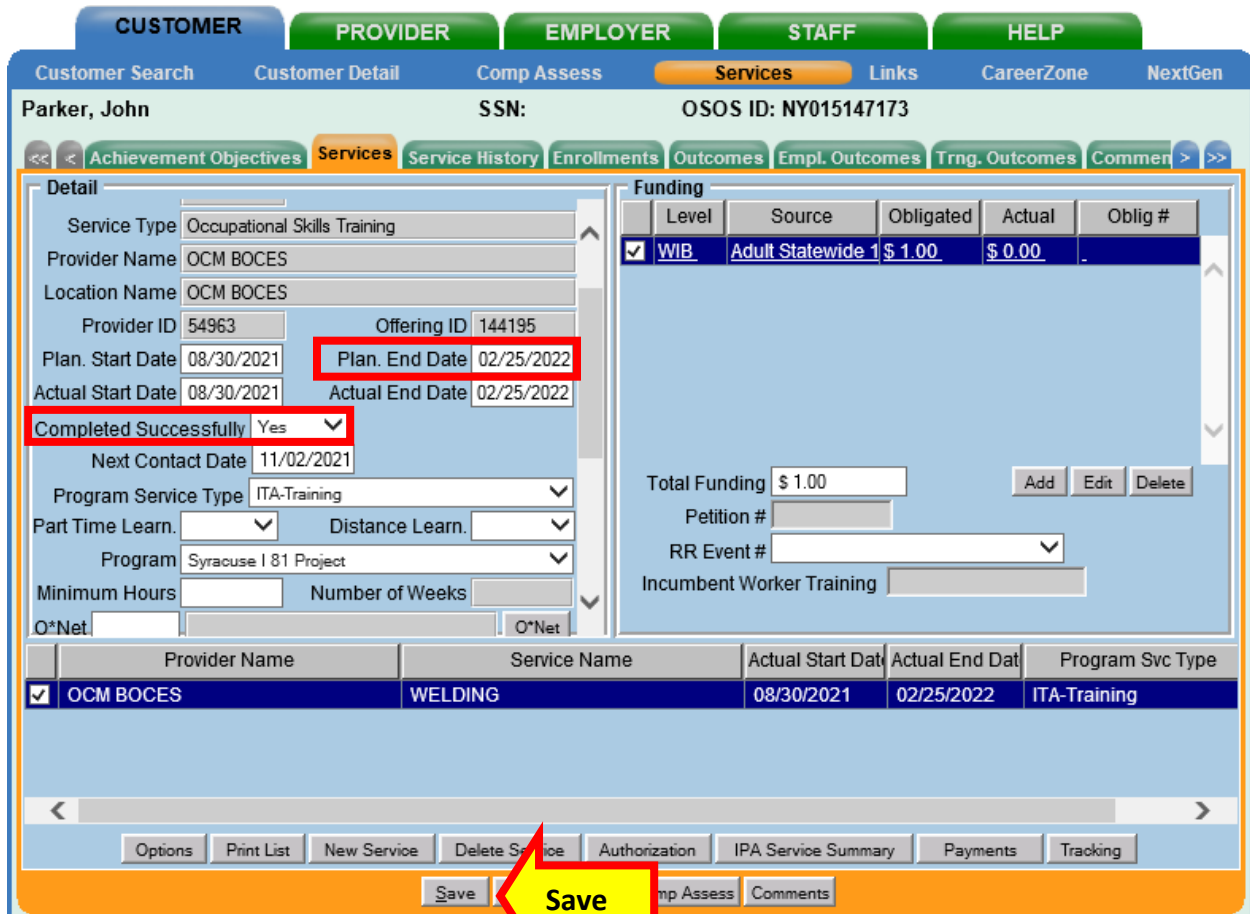
Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/> OCM BOCES	WELDING	08/30/2021		ITA-Training

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

Save Customer Detail Comp Assess Comments

Enter the **Actual End Date** and select **Completed Successfully** (yes/no).

Click **Save**. The service is now closed.



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

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

Parker, John | SSN: | OSOS ID: NY015147173

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

**Detail**

Service Type: Occupational Skills Training

Provider Name: OCM BOCES

Location Name: OCM BOCES

Provider ID: 54963 | Offering ID: 144195

Plan. Start Date: 08/30/2021 | **Plan. End Date: 02/25/2022**

Actual Start Date: 08/30/2021 | Actual End Date: 02/25/2022

**Completed Successfully: Yes**

Next Contact Date: 11/02/2021

Program Service Type: ITA-Training

Part Time Learn.: | Distance Learn.: |

Program: Syracuse I 81 Project

Minimum Hours: | Number of Weeks: |

O\*Net: | O\*Net: |

**Funding**

Level	Source	Obligated	Actual	Oblig #
<input checked="" type="checkbox"/>	WIB. Adult Statewide 1	\$ 1.00	\$ 0.00	

Total Funding: \$ 1.00 | Add | Edit | Delete

Petition #: |

RR Event #: |

Incumbent Worker Training: |

	Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/>	OCM BOCES	WELDING	08/30/2021	02/25/2022	ITA-Training

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

Save | **Save** | Comp Assess | Comments

## OUTCOMES

Employment and training outcomes for Syracuse I-81 grant participants must be recorded in the Employment Outcomes and Training Outcomes tabs of OSOS.

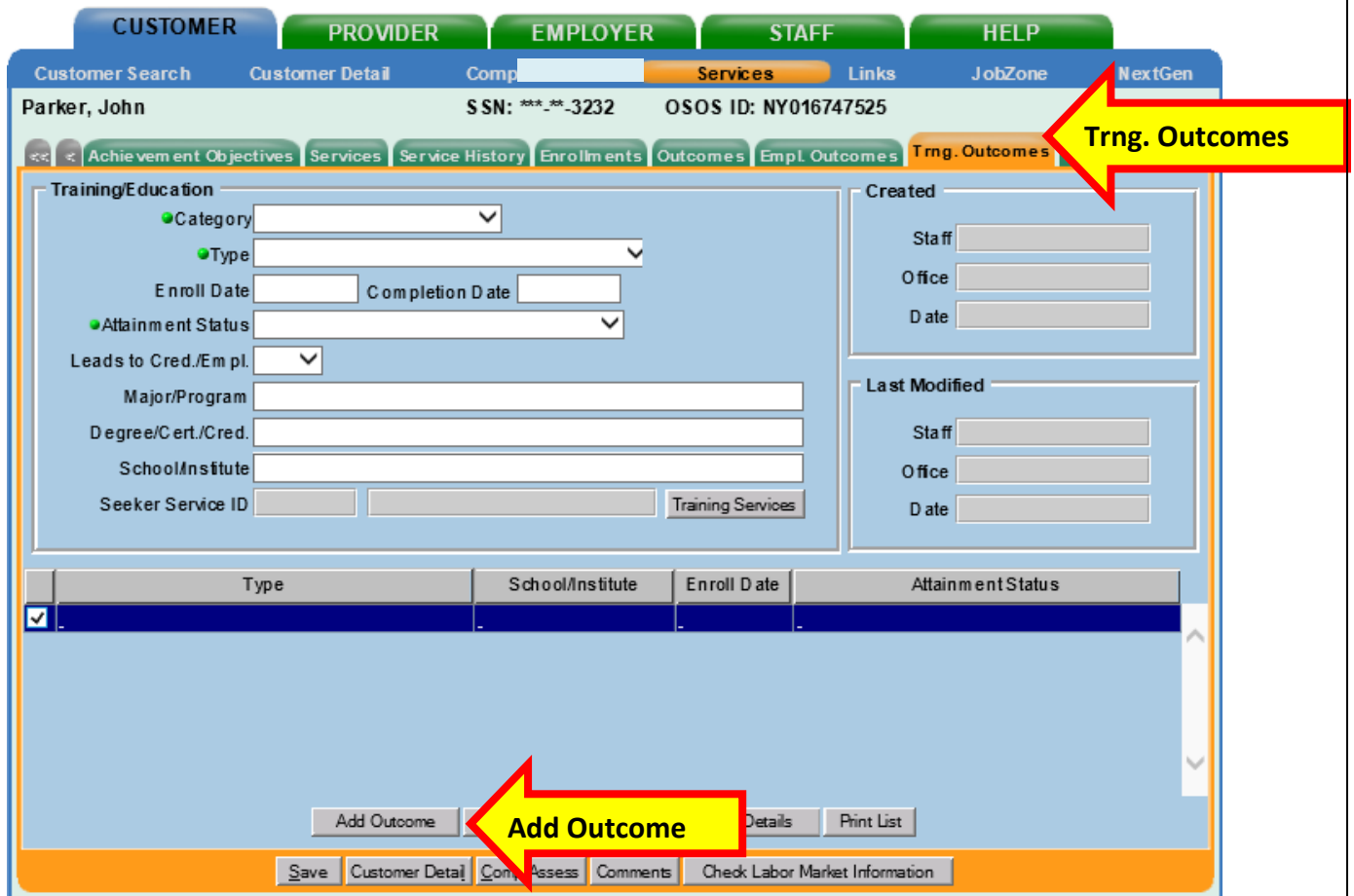


*Please note that if a participant is served solely under this grant, they will only be counted in statewide performance measures. They will not be counted in local performance measures and information entered in these tabs will not impact local performance numbers. However, if the participant is co-enrolled in a WIOA program, they will be included in both local and statewide performance measures. In this case, all outcome information must be entered per the [WIOA Performance Measures and Outcomes OSOS Guide](#).*

## TRAINING OUTCOMES

When a participant has successfully completed training, it must be noted in the **Trng. Outcomes** tab in the **Services** window.

Click the **Add Outcome** button at the bottom of the screen.



The screenshot displays the OSOS interface for a participant named Parker, John. The 'Trng. Outcomes' tab is selected, and the 'Add Outcome' button at the bottom is highlighted with a red arrow. The form includes fields for Category, Type, Enroll Date, Completion Date, Attainment Status, Leads to Cred./Empl., Major/Program, Degree/Cert./Cred., School/Institute, and Seeker Service ID. A table below the form shows one row with a checked checkbox and dashes in the other columns. The 'Add Outcome' button is highlighted with a red arrow.

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



Enter the **Category** and **Type** of the Credential earned due to the completed training.

Enter the **Enroll Date** and the **Completion Date** of the training.

Enter the **Attainment Status** of "Completed - attained intended credential."

Enter the **Certification Date**, the **Major/ Program**, the **Degree/Certificate/Credential** obtained, and the **School/Institute** which granted that credential.

Click **Save**.

**CUSTOMER** PROVIDER EMPLOYER STAFF HELP

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

Parker, John SSN: OSOS ID: NY015147173

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

**Training/Education**

- Category: Occ Skills/Advanced Training
- Type: Occupational Skills Certificate
- Enroll Date: 08/30/2021 Completion Date: 02/25/2022
- Attainment Status: Completed - attained intended credential
- Certification Date: 02/25/2021
- Leads to Cred./Empl.: Yes
- Major/Program: Welding
- Degree/Cert./Cred.: Welding Certification
- School/Institute: OCM BOCES
- Seeker Service ID: [ ] Training Services

**Created**

Staff: [ ]  
Office: [ ]  
Date: [ ]

**Last Modified**

Staff: [ ]  
Office: [ ]  
Date: [ ]

Type	School/Institute	Enroll Date	Attainment Status
<input checked="" type="checkbox"/> Occupational Skills Certificate	OCM BOCES	08/30/2021	Completed - attained intended credential

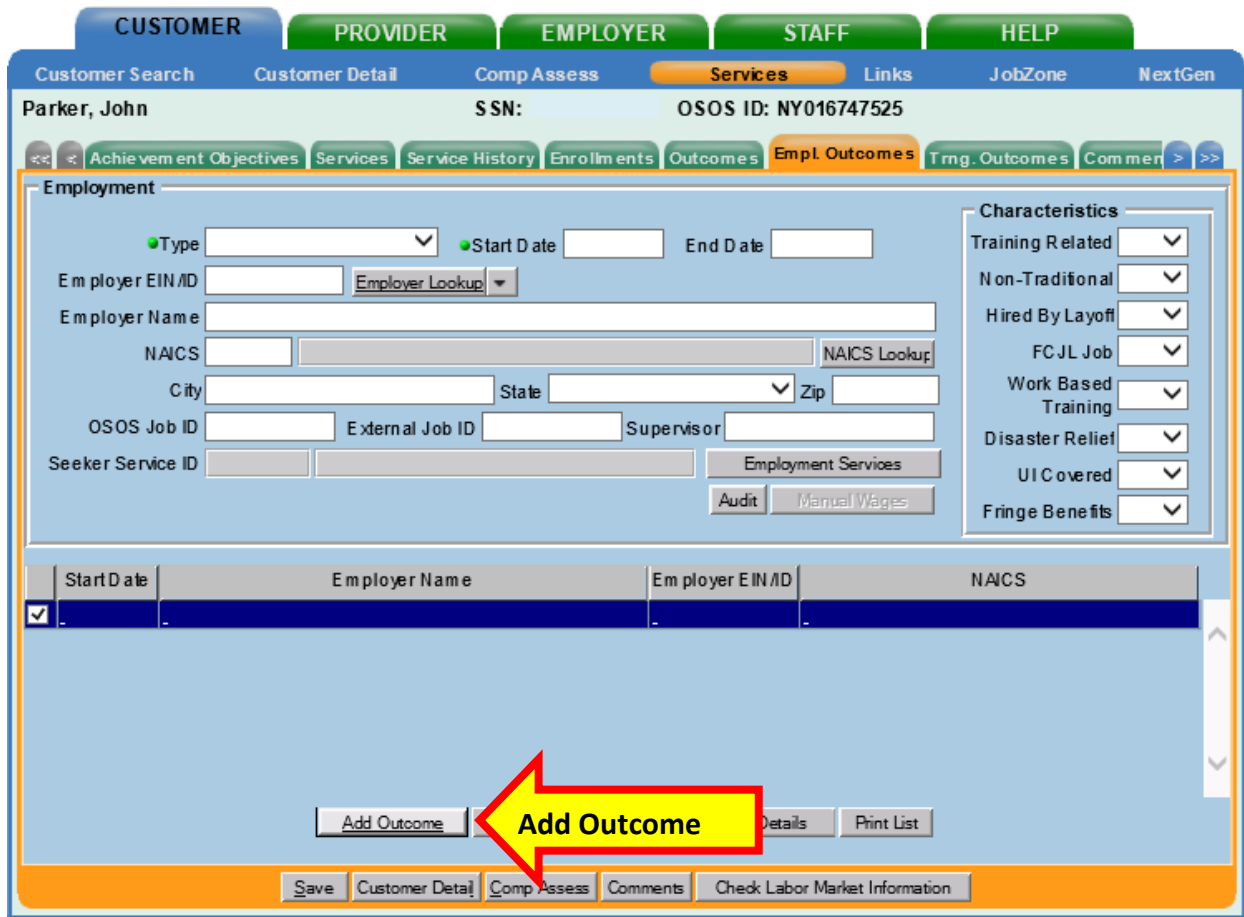
Add Outcome Delete Outcome Outcome Details Print List

Save **Save** Assess Comments

## EMPLOYMENT OUTCOMES

When a participant obtains employment, this must be recorded in the **Empl. Outcomes** tab in the **Services** window of OSOS.

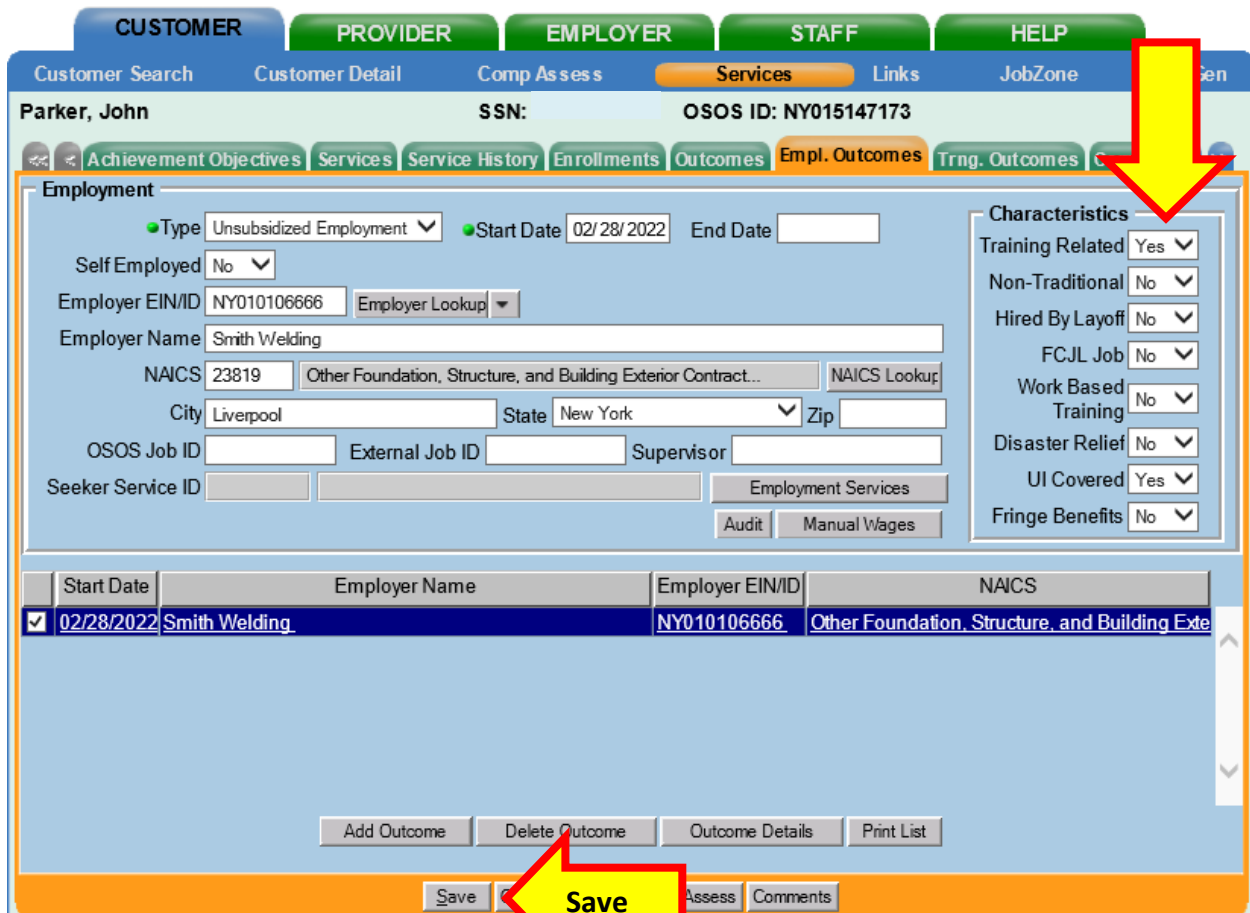
Click the **Add Outcome** button at the bottom of the screen.



The screenshot shows the OSOS interface with the 'Empl. Outcomes' tab selected. The user is logged in as 'Parker, John' with SSN: [redacted] and OSOS ID: NY016747525. The 'Services' window is open, showing a form for adding an employment outcome. The form includes fields for Type, Start Date, End Date, Employer EIN/ID, Employer Name, NAICS, City, State, Zip, OSOS Job ID, External Job ID, Supervisor, and Seeker Service ID. There are also buttons for 'Employer Lookup', 'NAICS Lookup', 'Employment Services', 'Audit', and 'Manual Wages'. A 'Characteristics' section on the right has dropdown menus for Training Related, Non-Traditional, Hired By Layoff, FCJL Job, Work Based Training, Disaster Relief, UI Covered, and Fringe Benefits. Below the form is a table with columns for Start Date, Employer Name, Employer EIN/ID, and NAICS. At the bottom, there is an 'Add Outcome' button highlighted with a red arrow, along with 'Details' and 'Print List' buttons. The footer contains 'Save', 'Customer Detail', 'Comp Assess', 'Comments', and 'Check Labor Market Information' buttons.

Required fields in this tab are **Type** and **Start Date**, but you should enter as much information as is known about the employment.

Please note the Characteristics section at the right of the screen. If the employment is related to training provided to the customer, remember to mark **Training Related** as **Yes**.



**CUSTOMER** PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Asses **Services** Links JobZone Gen

Parker, John SSN: OSOS ID: NY015147173

Achievement Objectives Services Service History Enrollments Outcomes **Empl. Outcomes** Trng. Outcomes

**Employment**

Type: Unsubsidized Employment Start Date: 02/28/2022 End Date:

Self Employed: No

Employer EIN/ID: NY010106666 Employer Lookup:

Employer Name: Smith Welding

NAICS: 23819 Other Foundation, Structure, and Building Exterior Contract... NAICS Lookup:

City: Liverpool State: New York Zip:

OSOS Job ID:  External Job ID:  Supervisor:

Seeker Service ID:  Employment Services:

Audit Manual Wages

**Characteristics**

Training Related: Yes

Non-Traditional: No

Hired By Layoff: No

FCJL Job: No

Work Based Training: No

Disaster Relief: No

UI Covered: Yes

Fringe Benefits: No

	Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/>	02/28/2022	Smith Welding	NY010106666	Other Foundation, Structure, and Building Exte

Add Outcome Delete Outcome Outcome Details Print List

Save **Save** Assess Comments

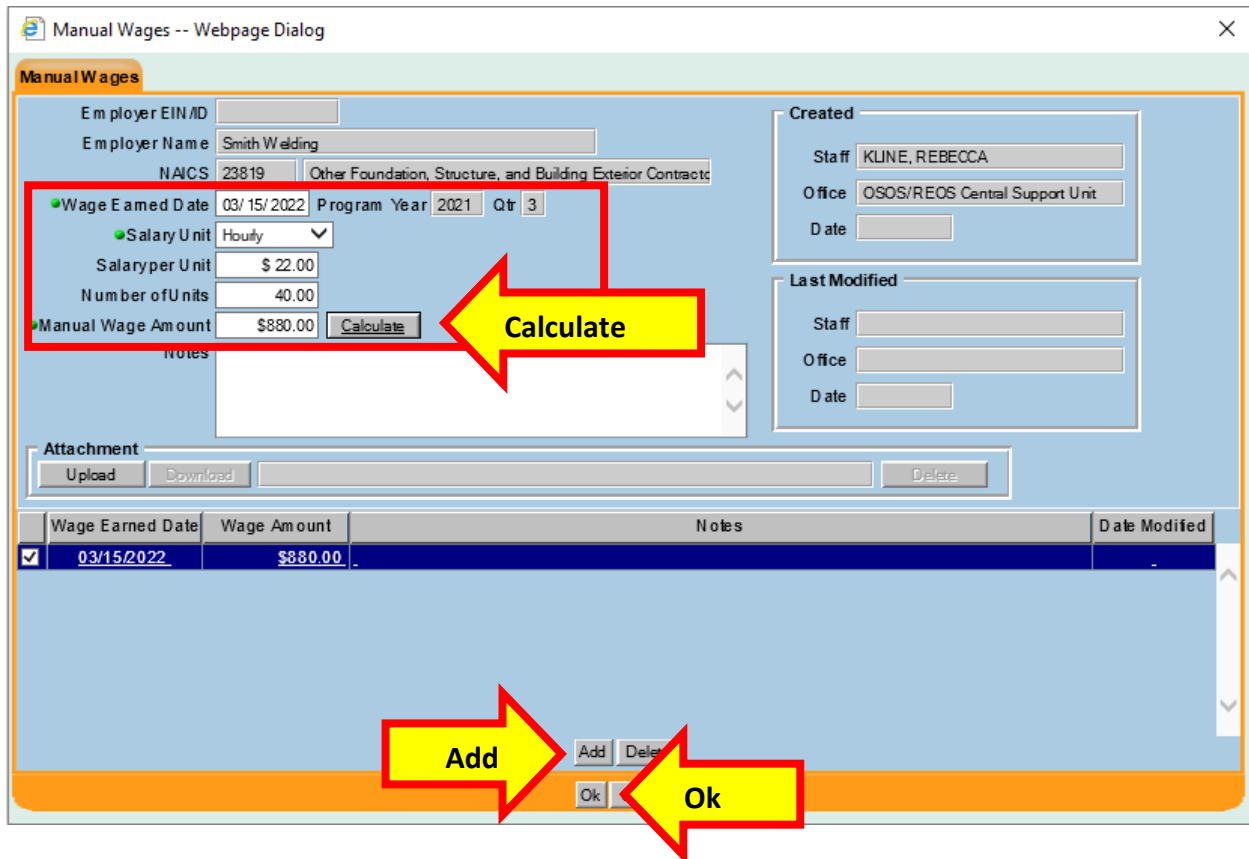


When the participant wages are known, they must be entered into OSOS.

Click the **Manual Wages** button in the Employment Outcomes tab.

The screenshot shows the OSOS web application interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, Comp Asses, Services, Links, JobZone, and NextGen. The main header displays 'SSN:' and 'OSOS ID: NY015147173'. A secondary set of tabs includes Achievement Objectives, Services, Service History, Enrollments, Outcomes, Empl. Outcomes (highlighted), Trng. Outcomes, and Commen. The 'Employment' section contains various input fields: Type (Unsubsidized Employment), Start Date (02/28/2022), End Date, Self Employed (No), Employer EIN/ID (NY010106666), Employer Name (Smith Welding), NAICS (23819), City (Liverpool), State (New York), Zip, OSOS Job ID, External Job ID, Supervisor, and Seeker Service ID. A 'Characteristics' sidebar on the right lists items like Training Related, Non-Traditional, Hired By Layoff, FCJL Job, Work Based Training, Disaster Relief, and UI Covered. A red arrow points to the 'Manual Wages' button. Below the form is a table with columns: Start Date, Employer Name, Employer EIN/ID, and NAICS. The first row is checked and contains: 02/28/2022, Smith Welding, NY010106666, and Other Foundation, Structure, and Building Exte. At the bottom, there are buttons for Add Outcome, Delete Outcome, Outcome Details, Print List, Save, Customer Detail, Comp Assess, and Comments.

This opens the **Manual Wages** webpage dialog.  
 Click **Add** to open up the fields.  
 Enter the date of the paycheck or wage earned.  
 Enter the Salary Unit, the Salary per Unit, and the Number of Units.  
 Click the **Calculate** button.  
 Click the **OK** button.



Manual Wages -- Webpage Dialog

**Manual Wages**

Employer EIN/ID:   
 Employer Name: Smith Welding  
 NAICS: 23819 Other Foundation, Structure, and Building Exterior Contract

Wage Earned Date: 03/15/2022 Program Year: 2021 Qtr: 3  
 Salary Unit: Hourly  
 Salary per Unit: \$ 22.00  
 Number of Units: 40.00  
 Manual Wage Amount: \$880.00

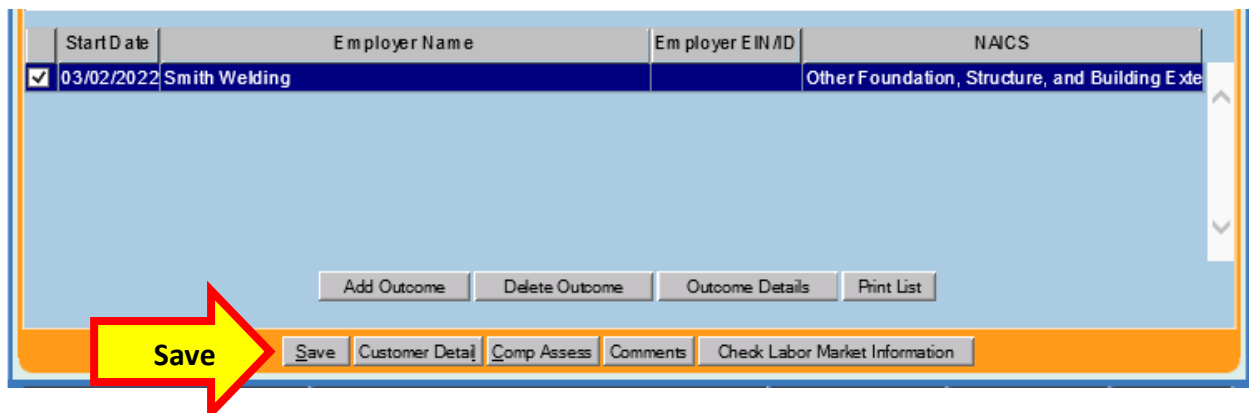
Created: Staff: KLINE, REBECCA  
 Office: OSOS/REOS Central Support Unit  
 Date:

Last Modified: Staff:   
 Office:   
 Date:

Attachment:

Wage Earned Date	Wage Amount	Notes	Date Modified
<input checked="" type="checkbox"/> 03/15/2022	\$880.00		

Remember to click **Save** at the bottom of the screen.



Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/> 03/02/2022	Smith Welding		Other Foundation, Structure, and Building Exterior Contract





## RESOURCES AND ASSISTANCE

Additional program information, OSOS guides and other resources can be found [on the NYS Department of Labor's website.](#)

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

By email: [help.osos@labor.ny.gov](mailto:help.osos@labor.ny.gov)