Military Service
OSOS Guide
TABLE OF CONTENTS
Purpose ........................................................................................................................................ 1
OSOS Data Entry ....................................................................................................................... 2
    Gen. Info tab ....................................................................................................................... 2
    Eligibility tab ..................................................................................................................... 3
    Add'l Info tab .................................................................................................................... 5
    Objective tab .................................................................................................................... 12
    Work History tab ............................................................................................................. 13
    DOB tab ............................................................................................................................ 20
Comprehensive Assessment ...................................................................................................... 21
    Employment tab ............................................................................................................... 22
    Education tab .................................................................................................................. 23
    Family tab ....................................................................................................................... 24
    Legal tab .......................................................................................................................... 25
    Housing tab ..................................................................................................................... 26
    Transportation tab ......................................................................................................... 27
Recording Activities and Comments ....................................................................................... 28
Resources and Assistance ......................................................................................................... 32

PURPOSE
Career Center staff must be proficient in accurately recording veteran status and eligibility in
OSOS. Information is obtained during the initial assessment to develop a service plan and next
steps. Accurate recording is crucial for providing meaningful service to the veteran customer.

The term “veteran/covered veteran” means a person who served active duty in the United
States Armed Forces and was separated with any discharge type except dishonorable and who
served at least one day of active duty for other than training purposes.

Staff will provide priority of service to all veterans and eligible spouses regardless of who sees
them in the Career Center. They are scheduled with the next available staff person and
provided a one-to-one service rather than in a group setting. They are also given priority for the
receipt of employment, training, and placement services.

Refer to the Veteran Career Center Service Guide for more information about priority of service
and serving veteran customers.
OSOS DATA ENTRY

GEN. INFO TAB
Data enter or review the information in the General Information tab with the veteran customer.

Record or review the customer’s Education Level. This information may be located on a Career Center registration form or in OSOS if the customer has been scheduled from an Unemployment Insurance (UI) download. Verify that the information is correct.

Enter an email address and revise the Customer Assignment section to reflect the staff providing services and the office where services are being provided.
ELIGIBILITY TAB

Complete the **Income Info** section to record the customer’s low-income eligibility for Disabled Veterans' Outreach Program (DVOP) and other Career Center services. Determine the customer’s income eligibility using either the 70% Lower Living Standard Income Level (LLSIL) or the 100% of Poverty Income Guidelines tables. All staff must use current Poverty Income and LLSIL guidelines to determine eligibility for services. Current tables can be found under Income Eligibility Guidelines located on the *Programs & Tools for Workforce Professionals* section of the NYSDOL website. If the customer is eligible, select "Yes" from either the **Lower Living Standard** (Poverty Guidelines) or the **Income 70% LLSIL** (LLSIL Guidelines) drop-down, but not both.

Refer to the *Veterans’ Program - Terms and Definitions* resource document for the definition of a "Low-Income Veteran".

Note: Veteran customers collecting UI benefits on a UCX claim may meet low-income eligibility guidelines. UCX claimants can be identified in the Re-Employment Operating System (REOS). The **UCX Indicator** is located in the **UI Eligibility Info** section of the **General Customer Info** tab.
Next, complete the **Disability Info** section. If the veteran customer discloses a disability, select "Disabled" in the **Disability Status** field. If "Disabled" is selected, the **Disability Category** section will appear. From the list, select the customer’s disability category, if the customer chose not to disclose, select "Not Disclosed".
ADD'L INFO TAB

Military Service and other eligible populations are captured in the Additional Information tab. Select "Yes" from the Service Veteran drop-down menu to indicate the customer is a veteran, transitioning veteran, eligible spouse, Wounded Warrior, or caregiver. Once selected, additional data fields will appear.

If the veteran indicates they served on active duty, select the Active Service radio button. When the Active Service radio button is selected, the dates of active duty service are required. After entering the dates, the Days Served data field will automatically populate. The Days Served provides a computation regarding the 180+ days required to establish veteran eligibility. Confirm with the customer that these dates do not include training dates performed while serving in a Reserve Component. Veteran service dates pre-populated into OSOS from UI will always default to a two-year service period. Update service dates as needed.

Refer to the Veterans' Program - Terms and Definitions resource document for the definitions of "Active Duty", "Veteran", "Transitioning Service Member", "Eligible Spouse", "Wounded Warrior", "Caregiver" and "Reserve Component".

![Military Service and Service Dates](image-url)
Note: The Selective Service data field must be checked. This is necessary to create the WIOA enrollment and access WIOA funding when entering L2 level services.

Note: If the Thru date of the veteran’s dates of active duty service is between February 28, 1961 and August 4, 1964 the In Country data field will appear. Verify with the veteran if they served in the Republic of Vietnam during that period. If so, select the In Country check box to indicate the veteran is a Vietnam-Era veteran.

Refer to the Veterans’ Program - Terms and Definitions resource document for the definition of "Vietnam-Era Veteran".
The Service Disability, Current Housing, and Military Branch are required for Active Service members.
If the veteran has been determined by the U.S. Department of Veterans Affairs (VA) to have a service connected disability, then select the appropriate Service Disability in the Military Service section. A veteran with a 0% service connected disability rating is considered a Disabled Veteran, but is not eligible for DVOP services.

Note: If the veteran discloses a disability in the Eligibility tab, it may not qualify as a service connected disability as determined by the VA. However, if the veteran discloses a Service Disability, then the Disability Status data field in the Eligibility tab must indicate "Disabled".

Refer to the Veterans' Program - Terms and Definitions resource document for the definitions of "Disabled Veteran" and "Special Disabled Veteran".
Record the customer's **Current Housing** in the first required data field as indicated by the green dot. Disregard the options in the drop-down menu that are not appropriate for veteran customers such as "Foster Child" and "Runaway". The relevant eligibility criterion is the "Homeless" option. This will need to be recorded as appropriate.

**Note:** **Current Housing** is a required data field, if the customer does not disclose their current housing situation then select "Rent" from the drop-down menu.

Select the appropriate **Military Branch** from the drop-down menu:
If the veteran customer is a transitioning service member, select the **Transitioning Veteran** radio button. The **Type** data field will become mandatory. Ignore the "Spouse" option and select either "Discharge" or "Retirement" from the drop-down menu. Selecting either of these options will require the **From** and **Planned Thru** data fields to be completed. Record the date that the customer entered military service in the **From** data field and the future date for when they will be separated in the **Planned Thru** data field.

Note: When recording a customer as a transitioning service member, the **Employment Status** data field in the **General Information** tab must indicate "Employed - Rcvd Notice of Termination" in order to save the record.

Refer to the **Veterans' Program - Terms and Definitions** resource document for the definition of "Transitioning Service Member".
The **Other Eligible** data field is used to record the additional eligible categories for DVOP services. The **Other Eligible** category includes eligible spouse, Wounded Warrior, or caregiver. If **Other Eligible** is selected, a comment must be recorded identifying the criteria used in determining the customer as **Other Eligible**.

Refer to the *Veterans’ Program - Terms and Definitions* resource document for the definitions of "Eligible Spouse", "Wounded Warrior", and "Caregiver".

Note: The **Other Eligible** category will not display until "Yes" is selected from the **Service Veteran** drop-down menu.

Sample comment:
OBJECTIVE TAB
Click the Add a Job Title button to enter multiple Desired O*Net codes and titles within the Objective tab. If the O*Net code is not known for a specific occupation or occupational cluster, click the O*Net Titles button to connect to O*Net OnLine. Enter multiple Desired O*Net codes and titles as appropriate to maximize the likelihood of identifying employment opportunities during the job matching process. To ensure quality job matching, staff should verify that the customer has the qualifications necessary for each additional O*Net title selected. In accordance with the Employability Customer Service Indicator, at least one O*Net code in the Desired O*Net section must match an O*Net Code from the customer’s work history. Any additional Desired O*Net titles should relate to what the customer’s current objectives are.
WORK HISTORY TAB

When recording military service work history, it is a best practice to fill in the Job Type information first, discuss the position and duties with the veteran customer, and then fill in the Job Duties field. This will allow for a conversation to facilitate the initial assessment of the customer’s knowledge, skills, abilities, and experience.

To enter a new job title, click the New Job Entry button. Start by selecting the Job Type as "Military" and then enter the Branch of service. Once the Branch is selected, enter the Rank. Selecting the Rank will require the Military Occupational Specialty (MOS) field to be completed. Although not indicated by a green dot, the MOS data field is required to save the record.

Note: Various military branches identify their Military Occupational Classifications (MOC) or specialty job titles using terms other than MOS. The MOS data field will accept different codes depending on the Branch of service selected. The table below provides information regarding how military branches refer to their MOCs and an example of how to enter the code into the MOS data field. If the veteran customer knows their military job title, but is unsure of their MOC code, staff can use the O*Net Online Crosswalk Search to find the appropriate code.

<table>
<thead>
<tr>
<th>Branch</th>
<th>MOC</th>
<th>OSOS Data Entry Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Force</td>
<td>Air Force Specialty Code (AFSC)</td>
<td>1C131</td>
</tr>
<tr>
<td>Army</td>
<td>MOS</td>
<td>42A</td>
</tr>
<tr>
<td>US Coast Guard*</td>
<td>Rating</td>
<td>110</td>
</tr>
<tr>
<td>Marines</td>
<td>MOS</td>
<td>3381</td>
</tr>
<tr>
<td>Navy</td>
<td>Navy Enlisted Classification (NEC)</td>
<td>1121</td>
</tr>
</tbody>
</table>

*OSOS does not accept traditional U.S. Coast Guard ratings in the MOS data field. Refer to the Coast Guard Rating OSOS Conversion Chart to find the applicable OSOS data entry code for each Coast Guard rating.
**Work History tab**

**Job Type**

**Branch, Rank, & MOS data fields**

**New Job Entry button**
After the MOS has been identified, discuss with the veteran their military experience and enter that information into the **Job Duties** data field.

Note: The Credentialing Opportunities On-Line (COOL) websites are helpful resources to obtain specific details on military occupation job duties. Each military branch has a COOL website:

- Air Force: [https://afvec.langley.af.mil/afvec/Public/COOL/Resources.aspx](https://afvec.langley.af.mil/afvec/Public/COOL/Resources.aspx)
- Army: [https://www.cool.army.mil/](https://www.cool.army.mil/)
- Marines: [https://www.cool.navy.mil/usmc/](https://www.cool.navy.mil/usmc/)
The O*Net OnLine Military Crosswalk website, http://www.onetonline.org/crosswalk/MOC, provides a list of related civilian O*Net occupations for various military job titles. Select the branch and enter the veteran customer's MOC or job title and click the Go button.

![Military Crosswalk Search](image)

Branch | Job Title

This will generate a list of similar civilian job titles from which the veteran customer may use to detail their skills. The career crosswalks may not be exact, but can add to the conversation with the veteran customer on what preferences exist for future employment.

![Military Crosswalk Search](image)
Another useful website for identifying skills and experience from military service and converting these skills to a civilian O*Net title is My Next Move for Veterans:
https://www.mynextmove.org/vets/
Once an O*Net Code has been identified, it can be copied and pasted into OSOS. When copying and pasting into the O*Net Code data field, be sure to delete the (–) that displays in the code. The O*Net Code will automatically populate the Job Title. It is acceptable to keep the O*Net title or enter a corresponding civilian or military Job. The screen below displays the O*Net job title:
The screen below displays the customer’s military job title with the same O*Net Code as above:

Complete all the required fields in this tab, including the Reason for Leaving data field. If the veteran customer is profiled 50-100, likely to exhaust UI benefits, and/or collecting benefits on a UCX claim, then the Reason for Leaving must be recorded as "Category 1-DW". This will provide access to the Dislocated Worker Information section. Complete the Dislocated Worker Information section using the veteran customer’s military separation date as the Qualifying Dislocation Date and calculate the Tenure (months). The O*Net at Dislocation data fields will automatically populate from the title and code selected above.
DOB TAB
Per WIOA guidelines, date of birth must be verified. In the DOB tab, the veteran customer's date of birth will populate from the General Information tab. If the veteran customer is receiving unemployment insurance, their date of birth will be verified by the UI Division and the UI DOB date will be populated.

The DOB tab must be completed if the veteran customer's DOB is not verified through UI. Click the Add button to access the Data Element Verification (DEV) sections and verify the birth date using the customer's motor vehicle operator's license (DMV #) or Other Verification Source.
COMPREHENSIVE ASSESSMENT
To record additional DVOP eligibility criteria in OSOS, staff will need access to the Comprehensive Assessment window in OSOS. When any information is entered into the Comp Assess section, all required data fields (as indicated by a green dot) must be completed to save the record. The tabs within the Comp Assess window that require data entry are:

- Employment
- Education
- Family
- Housing

Note: Not all tabs within the Comp Assess window are required to be completed. The Health and Treatment tabs are inaccessible and require no data entry. The Legal and Transportation tabs have no required data fields, but staff should record available information in these tabs as appropriate. And although the Financial tab is accessible, staff must not enter any information into this tab.
EMPLOYMENT TAB

The Employment tab contains one required (green dot) data field. Record if the customer has any Cultural Barriers to Employment. WIOA defines a cultural barrier as having attitudes, beliefs, customs, or practices that may make it hard for an individual to find work. If the customer explains the cultural barrier indicate this in the Cultural Barriers text box.

The Employment Objective section will be pre-populated with the information already recorded in the Objective tab within the Customer Detail window. Complete the Job Behavior and Skills section with any available information. Indicate if the customer has any Serious Barriers to Employment and explain in the Customer Detail Comments tab.
EDUCATION TAB
The Education tab contains two required (green dot) data fields in the Math & Reading section. In the Basic Skills Deficient/Low Levels of Literacy field, choose an option from the drop-down list. In the English Language Learner field, choose "Yes" or "No" from the drop-down list.

Education and Current School Status in the Education Completed section will be pre-filled with the information entered in the Education & Employment section of the Gen. Info tab of the Customer Detail window.

If the customer discloses a learning disability (the check box in the Disability Info section of the Eligibility tab is marked), then the check box next to Any indication of learning disabilities? will be automatically marked.

Lastly, fill in any Training Information in the five text boxes on the right, if applicable.
FAMILY TAB

The Family tab contains two required (green dot) data fields. Choose an option from the drop-down list next to Marital Status in the Personal Information section.

Choose an option from the drop-down list next to the Family Status field. Choose "Not Disclosed" if the customer chooses not to disclose this information.

List Members of Household if the customer chooses to disclose this information.

Lastly, enter any relevant information in the three text boxes in the Family Needs section.
LEGAL TAB

The Legal tab contains no required (green dot) data fields. However, it does contain fields relevant to DVOP eligibility. Record if the customer is an ex-offender in the Legal tab. WIOA defines an offender as an individual who has been subject to any stage of the criminal justice process, individuals who need help overcoming barriers to employment resulting from a record of arrest or conviction for crimes against persons or property, status offenses, or other crimes. A prior conviction can be a barrier to securing employment and indicate a need to provide additional services.

Choose "Yes", "No", or "Not Disclosed" in the drop-down list next to Offender Status.

The Probation Officer contact and Current Legal Issues data fields are not required however; these fields can be helpful to staff working with another agency to assist the customer with securing employment.

Record relevant comments in the Customer Detail Comments tab, such as when the conviction occurred, and whether the customer has work restrictions. Comments should be specific to job search restrictions and work restrictions only.
HOUSING TAB

The Housing tab contains one required (green dot) data field. The Current Housing will automatically populate with data from the Current Housing listed in the Additional Information tab in the Customer Detail window. Update and add any additional information into the data fields.

If Housing Assistance is needed, enter "Other" in this section. A best practice is to add the current date in the Expected Changes section when updating this tab.
TRANSPORTATION TAB
The Transportation tab contains no required (green dot) data fields. However, it is important to record applicable Transportation Information to identify if the customer can access services and obtain employment. Check any boxes that apply and record relevant comments in the Customer Detail Comments tab.
RECORDING ACTIVITIES AND COMMENTS

If the customer is determined eligible for DVOP services, the DVOP referral activity must be recorded. Click the Activity button to access the Activities - - Webpage Dialog box. Click the L1- State Specific folder and then the VET Referrals folder to select the DVOP Eligible/Service Referral. Enter the date that the activity was provided and click the OK button and then the Save button.
This is a sample of the recorded activity:

```
<table>
<thead>
<tr>
<th>Activity</th>
<th>Activity Date</th>
<th>Office</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Job Seeker, Staff Assisted</td>
<td>07/03/2017</td>
<td>NY9999</td>
<td>Piacente, Jason</td>
</tr>
<tr>
<td>DVOP Eligible/Service Referral</td>
<td>07/06/2017</td>
<td>NY9999</td>
<td>Piacente, Jason</td>
</tr>
</tbody>
</table>
```

Record a **Comment** detailing the activity and click both **Save** buttons:
After determining a veteran is ready for job referrals, staff will record the **LVER Job Matching Referral** activity. This activity should be recorded after each subsequent appointment with a veteran customer that is Job Search Ready.

If a customer's eligible veteran status changes, e.g., they were previously incorrectly identified as a veteran, Career Center staff should notify the LVER to remove that customer from their caseload and record a supporting comment.
Record a Comment detailing the activity and click both Save buttons:
RESOURCES AND ASSISTANCE

Additional program information, OSOS guides, and other resources can be found at:
https://labor.ny.gov/workforcenypartners/osos.shtm

For further assistance, please contact the OSOS Help Desk:
By phone: (518) 457-6586
By email: help.osos@labor.ny.gov

Veterans' Program - Terms and Definitions
Veteran Career Center Service Guide
TA 16-1 Poverty Income and Lower Living Standard Income Level Guidelines
Coast Guard Rating OSOS Conversion Chart