

Trade Adjustment Assistance - Eligibility and Intake OSOS Guide



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BACKGROUND

The Trade Adjustment Assistance (TAA) Program is a federal program that provides a path for employment growth and opportunity through aid to U.S. workers who have lost their jobs as a result of international trade. The TAA program seeks to provide these trade-affected workers with opportunities to obtain the skills, resources, and support they need to become reemployed. TAA provides assistance such as job search, relocation, retraining, and income support. The Trade Adjustment Assistance Reauthorization Act 2015 (TAARA) is retroactive to January 1, 2014 and expands group eligibility requirements, individual benefits and available services. TAARA is effective until June 30, 2021. Consult the [Trade Adjustment Assistance Desk Guide](#) for additional information regarding Trade Act programs.

A [petition](#) must be filed with the United States Department of Labor (USDOL) by or on behalf of a group of workers who have lost, or may lose their jobs, or experienced a reduction in wages as a result of international trade. After USDOL investigates the facts behind the petition, it applies statutory criteria to determine whether international trade was an important cause of the threatened, or actual job loss, or wage reduction. If USDOL grants the petition to certify the worker group, individual workers in the group may apply to their State Workforce Agency for TAA benefits and services. TAARA applies to all petitions filed during that period, which are designated with a series of numbers from TA-W-85,000 and above.

PURPOSE

OSOS is a case management system designed to record a process in which services are provided to jobseekers and businesses. This process must detail an assessment of a customer's situation as it pertains to their search for employment. It must then detail a specific plan of action set in place to provide these services and achieve defined goals. Lastly, the outcome of this plan must be documented to measure its success in achieving the desired goals.

Case management for TAA eligible customers may start with outreach or a Rapid Response event. Regardless of how the customer service is facilitated, an initial assessment should be immediately provided and a determination regarding the initial assessment outcome (Career Development Services or Job Search Ready Services) must be entered into OSOS to comply with NYS policy.

This guide will provide detailed instructions on how to conduct outreach to TAA eligible customers and record the OSOS data entry describing the outreach performed. It will cover data entry required for every TAA customer after receiving an initial assessment including accurately completing the Work History tab to document the customer's TAA eligible status.



CUSTOMER OUTREACH

The Unemployment Insurance Division (UID) Special Programs Unit (SPU) is responsible for determining overall program eligibility for individuals. To trigger the outreach process the SPU mails an eligibility application form to customers who are potentially eligible for the Trade Act program. To apply for eligibility the customer must complete and return the Request for Determination of Entitlement to TAA/TRA/RTAA (TA720) form.

TAA Central Office provides career centers with a weekly summary of TA720 forms that were mailed. This summary report, the TAA TA720 Outreach Report, lists potentially eligible customers who received a TA720 the previous week. TAA Central Office emails the TAA TA 720 Outreach Report to the local TAA Coordinator and Career Center Managers and directs the local office to conduct an initial outreach.

	A	B	C	D	F	G	H	I	J	K	L	M	N	O	P
1	Coordinator	OSOS_ID	LAST_NAME	FIRST_NAME	ADDRESS	CITY	STATE	ZIP	COUNTY	Company_Name	PETITION	CERT_DATE	LDW	PACKET_APP_P	
2	Jean Wieland	NY014601536	Malinak	Mary	39 Michiga	Blue Point	NY	11706	Suffolk	The NPD Group	91185	1/10/2016	1/28/2016	4/18/2016	
3	Jean Wieland	NY014320943	Smith	Jonathan	36 Long St	Happauge	NY	11746	Suffolk	The NPD Group	91185	1/10/2016	5/26/2015	4/18/2016	
4	Jean Wieland	NY014384825	Kelly	Joan	151 Gerarct	Rocky Poir	NY	11980	Suffolk	The NPD Group	91185	1/10/2016	7/13/2015	4/18/2016	
5	Jean Wieland	NY014393302	Jones	Bridget	17 Evelyn I	Montauk P	NY	11725	Suffolk	The NPD Group	91185	1/10/2016	8/12/2015	4/18/2016	
6	Jean Wieland	NY014405323	Fish	Bonita	26 Midland	Commack	NY	11798	Suffolk	The NPD Group	91185	1/10/2016	8/6/2015	4/18/2016	
7	Jean Wieland	NY014414144	Case	Justin	15 Elderber	Dix Hills	NY	11746	Suffolk	The NPD Group	91185	1/10/2016	9/4/2015	4/18/2016	
8	Jean Wieland	NY009040630	Furst	Yugo	31 West St	Yaphank	NY	11701	Suffolk	The NPD Group	91185	1/10/2016	2/9/2015	4/18/2016	
9															

Upon receipt of the TAA TA720 Outreach Report, the Career Center TAA Specialist must reach out to each customer listed and offer career center contact information and guide the customer in completing and returning the TA720 form. The customer must mail or fax the completed TA720 form to SPU.

Once the TA720 is returned and SPU determines entitlement, SPU mails the Determination of Eligibility for Trade Adjustment Assistance (TA722) to the customer indicating eligibility for TAA and TRA; listing TAA program benefits; and specifying and describing the importance of meeting the training enrollment deadline.

Each week, TAA Central Office also provides career centers with a summary of TAA eligible customers who were issued a TA722 during the previous week. This report, the TAA TA722 Report is sent to the local TAA Coordinator and Career Center Managers for potential outreach. The Career Center TAA Specialist must determine which of the customers on the report are already interacting with the Career Center. The Career Center must outreach to those customers not currently active with a viable employment plan. Working with the customer, Center staff must develop a plan for the use of Trade Act benefits. Those customers who will need training must be offered assistance with creating an approvable training plan to be enrolled in training or issued a waiver from training before the training enrollment deadline date.



Ideally, the potential TAA customer will receive four contacts spaced apart:

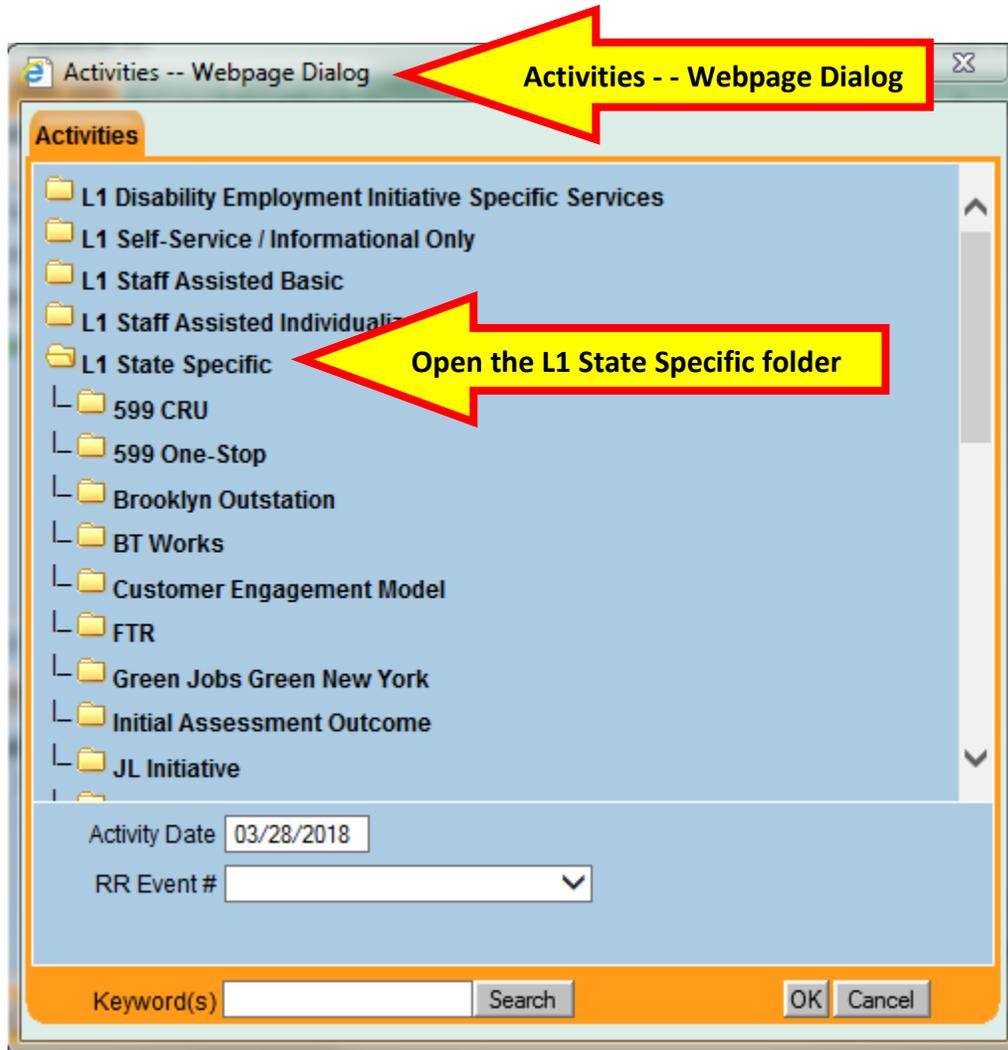
1. the TA720 letter (Application for Trade Adjustment Assistance) mailed from the SPU;
2. the outreach contact letter/call/email from the Career Center to follow up with all customers on the TA720 Report (Initial Outreach);
3. the TA722 (Determination of Eligibility for Trade Adjustment Assistance) from the SPU, and
4. the outreach contact letter/call/email from the Career Center to those who were determined TAA/TRA/RTAA eligible.

Staff are required to enter an Activity (L1 service) and a comment into the customer's OSOS record describing each outreach performed with regard to the TA720 and any TA722 outreach.

Click the **Activity** button at the bottom of the customer's OSOS record to access the **Activities - Webpage Dialog** screen.

The screenshot displays the OSOS Customer Detail interface for a customer named Miller, Trade Act H. The interface includes a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this is a sub-navigation bar with tabs for Customer Search, Customer Detail (selected), Comp Assess, Services, Links, and JobZone. The main content area shows customer information including SSN (OSOS ID: NY013451035), SSN, Status (Active), Job Seeker (Active), Username (01), Password (password), Last Name (Miller), First Name (Trade Act), Date of Birth (02/05/1982), Gender (Female), and Address (123 Address Place). There are also sections for Education & Employment, Contact Preferences, and Customer Assignment. A yellow arrow points to the 'Activities' button at the bottom of the screen.

Click the folder icon to open the **L1 State Specific** folder.

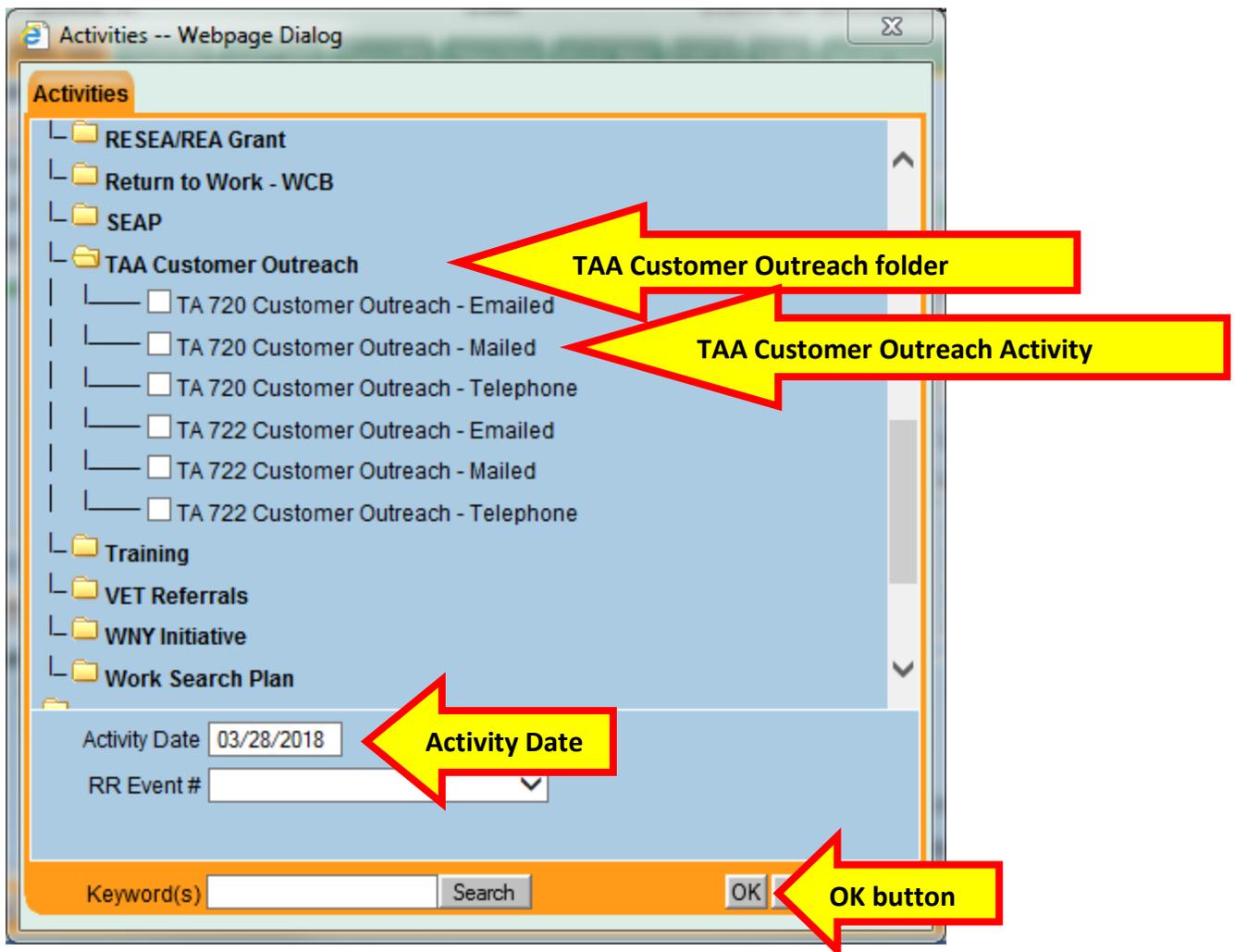


Click the **TAA Customer Outreach** folder to access the six activities.

Select the appropriate activity and change the **Activity Date**, to reflect the date that the outreach was conducted.

Click the **OK** button to add the activity to the customer's record.

Repeat these steps to record activities for each outreach that was conducted.



Activities -- Webpage Dialog

Activities

- RESEA/REA Grant
- Return to Work - WCB
- SEAP
- TAA Customer Outreach**
 - TA 720 Customer Outreach - Emailed
 - TA 720 Customer Outreach - Mailed
 - TA 720 Customer Outreach - Telephone
 - TA 722 Customer Outreach - Emailed
 - TA 722 Customer Outreach - Mailed
 - TA 722 Customer Outreach - Telephone
- Training
- VET Referrals
- WNY Initiative
- Work Search Plan

Activity Date: 03/28/2018

RR Event #: [dropdown]

Keyword(s): [input] Search

OK



These activities will not create or extend an enrollment.



The activity will then be visible in the **Customer** module > **Customer Detail** window > **Activities** tab:

Customer Search Customer Detail Comp Assess Services Links JobZone

Miller, Trade Act H. SSN: OSOS ID: NY013451035 1 of 1

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

Activity	Activity Date	Office	Staff	Employer	Job	SA	FA
<input type="checkbox"/> TA 722 Customer Outreach - Mailed	03/28/2018	OSOS/REOS Centr	KLIN				No
<input type="checkbox"/> Self Service (OSOS)	03/26/2018	NY9999	Adminis				No
<input type="checkbox"/> Self Service (OSOS)	03/22/2018	NY9999	Administrator,				No
<input type="checkbox"/> Self Service (OSOS)	03/20/2018	NY9999	Administrator, Self				No
<input type="checkbox"/> Self Service (OSOS)	03/16/2018	NY9999	Administrator, Self				No
<input type="checkbox"/> Self Service (OSOS)	02/28/2018	NY9999	Administrator, Self				No
<input type="checkbox"/> Self Service (OSOS)	01/26/2018	NY9999	Administrator, Self				No

The activity will also be visible in the **Service** module > **Customer Detail** window > **Service History** tab:

Customer Search Customer Detail Comp Assess **Services** Trng. Outcom

Miller, Trade Act H. SSN: OSOS ID: NY013451035

Agency Info Achievement Objectives **Services** **Service History**

Service	Date	Staff	Agency	Office	SA
<input type="checkbox"/> Certified Nurse Training			Department of Labor	HERKIMER	
<input checked="" type="checkbox"/> TA 722 Customer Outreach - Mailed			Department of Labor	OSOS/REOS Central S	
<input type="checkbox"/> CNA training classes	03/28/2018		Department of Labor	HERKIMER	
<input type="checkbox"/> Self Service (OSOS)	03/26/2018	SelfService Administr	Department of Labor	NY9999	
<input type="checkbox"/> Self Service (OSOS)	03/22/2018	SelfService Administr	Department of Labor	NY9999	
<input type="checkbox"/> Self Service (OSOS)	03/20/2018	SelfService Administr	Department of Labor	NY9999	
<input type="checkbox"/> Self Service (OSOS)	03/16/2018	SelfService Administr	Department of Labor	NY9999	
<input type="checkbox"/> Self Service (OSOS)	02/28/2018	SelfService Administr	Department of Labor	NY9999	
<input type="checkbox"/> Accounting & Office Management	02/01/2018	Business Engagemen	Department of Labor	OSOS/REOS Central S	
<input type="checkbox"/> Self Service (OSOS)	01/26/2018	SelfService Administr	Department of Labor	NY9999	
<input type="checkbox"/> Career Guidance - Intensive	01/09/2018	PAMELA MILLER	Department of Labor	OSOS/REOS Central S	
<input type="checkbox"/> Assessment Interview, Initial Assessment	01/09/2018	PAMELA MILLER	Department of Labor	OSOS/REOS Central S	
<input type="checkbox"/> Live Chat - Job Search/Career Exploration	01/09/2018	PAMELA MILLER	Department of Labor	OSOS/REOS Central S	
<input type="checkbox"/> Assessment Interview, Initial Assessment	01/09/2018	PAMELA MILLER	Department of Labor	OSOS/REOS Central S	
<input type="checkbox"/> Self Service (OSOS)	01/09/2018	SelfService Administr	Department of Labor	NY9999	
<input type="checkbox"/> Career Guidance - Individualized	01/09/2018	PAMELA MILLER	Department of Labor	OSOS/REOS Central S	
<input type="checkbox"/> Career Exploration Workshop	01/09/2018	PAMELA MILLER	Department of Labor	OSOS/REOS Central S	
<input type="checkbox"/> Self Service (OSOS)	01/03/2018	SelfService Administr	Department of Labor	NY9999	
<input type="checkbox"/> Self Service (OSOS)	01/02/2018	SelfService Administr	Department of Labor	NY9999	
<input type="checkbox"/> Self Service (OSOS)	12/20/2017	SelfService Administr	Department of Labor	NY9999	
<input type="checkbox"/> Self Service (OSOS)	12/07/2017	SelfService Administr	Department of Labor	NY9999	

Detail Print List Edit Eligibility

Save Customer Detail Comp Assess Comments Check Labor Market Information



Using the **Comments** button at the bottom of the **Customer Detail** window, enter a comment referencing the contact information that was used. Click the **Save** button to add the comment.

The screenshot shows the 'Customer Assignment' window. It contains several fields: Staff Assigned (Administrator, SelfService), WIB Assigned (NYS DOL - CO), Agency (Department of Labor), Office (NY9999), and UI Claimant. There are also buttons for 'Change', 'Change Office', and 'Work Search Record'. On the right side, there are fields for Registered (08/13/2013), Origin, Profiled, Profiled Date, Internet Resume (checked), and Confidential (unchecked). At the bottom, there is a row of buttons: Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Ret to Srch, and Comments. A large yellow arrow with a red outline points to the 'Comments' button.

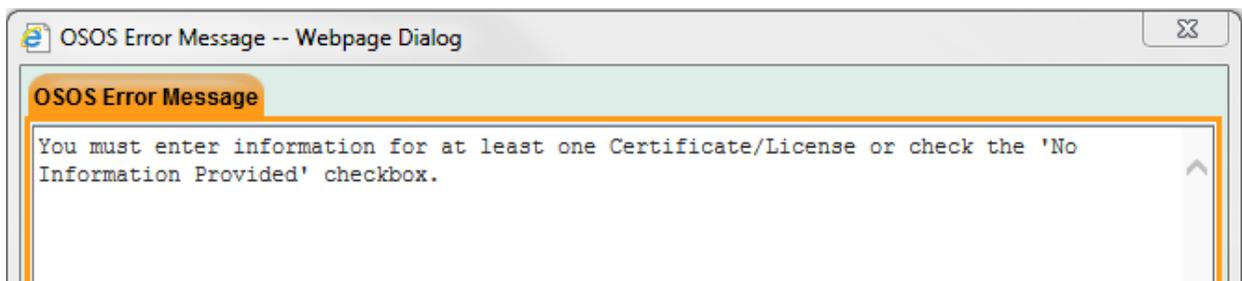
The screenshot shows a 'Comment -- Webpage Dialog' window. It has a title bar with a close button. The main area is titled 'Comments' and contains a text box with the text 'TA722 outreach via mail to 45 Malinak Circle'. Below the text box are three buttons: Save, Spell Check, and Cancel. A large yellow arrow with a red outline points to the 'Save' button.



Additional data entry may be necessary to save the customer record. Required fields are marked with a green dot. Data must be entered in the following fields in order to save the record:

- Social Security Number
- Status, Job Seeker
- Last Name, First Name
- Gender
- Portfolio Level
- Address, City, State, Zip, County, Country
- U.S. Citizen
- Ethnic Heritage
- Race
- Service Veteran
- Education Level
- School Status
- Employment Status
- At least one contact preference must be entered
- Income Info – Lower Living Standard and Income 70% LLSIL
- Disability Status
- Migrant / Seasonal Worker
- Certificates/ Licenses, Schools, and Professional Organizations, or check the No Information Provided checkbox for each.
- Skills

If you attempt to save a record that does not have data in all required fields, an OSOS pop-up error message will indicate which fields are missing data.





INITIAL ASSESSMENT

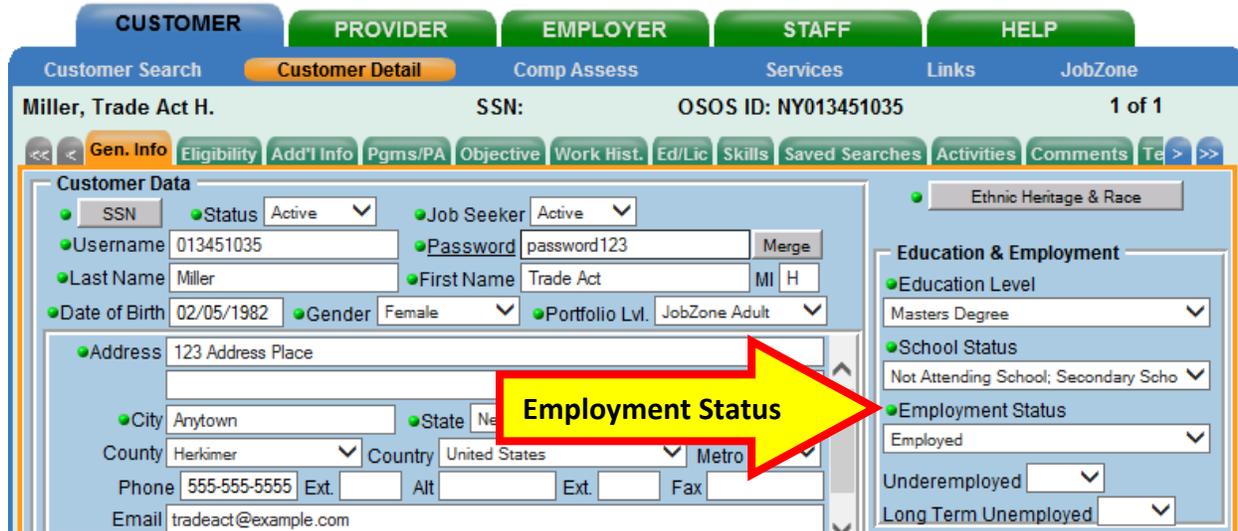
Upon initial contact with any customer connected to an existing OSOS record, all information must be reviewed and updated as necessary to ensure a complete record. A complete OSOS record must also be created for a new customer. The customer's job readiness skills should be addressed to develop a preliminary determination of the customer's needs and what services exist to meet those needs. All subsequent services should be driven by staff's assessment of the customer's needs at that point in time.



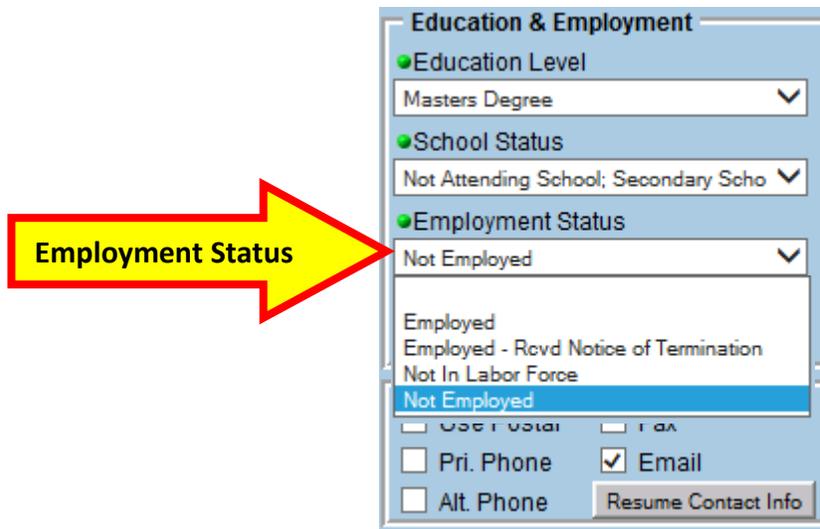
TAA related data entry requires prerequisites to the customer record. The following sections detail the additional information needed for TAA data entry.

EMPLOYMENT STATUS

The **Employment Status** must be accurately recorded at the time of participation. It is recorded in the **Customer** module > **Customer Detail** window > **General Info** tab. Generally, Trade Act customers will be listed as **Employed - Rcvd Notice of Termination** or **Not Employed**.



The screenshot shows the OSOS Customer Detail window for Miller, Trade Act H. The 'General Info' tab is active. In the 'Education & Employment' section, the 'Employment Status' dropdown menu is highlighted with a yellow arrow. The current selection is 'Employed'.



This close-up shows the 'Employment Status' dropdown menu. The 'Not Employed' option is selected and highlighted in blue. Other visible options include 'Employed', 'Employed - Rcvd Notice of Termination', and 'Not In Labor Force'.



ADDITIONAL INFORMATION TAB

Selective Service information must be recorded for male participants born on or after January 1, 1960. It is located in the **Customer** module > **Customer Detail** window > **Add'l Info** tab.

The **Register/Lookup** button can be used to identify the customer's Selective Service number. Enter the Selective Service number, then click the **Save** button.

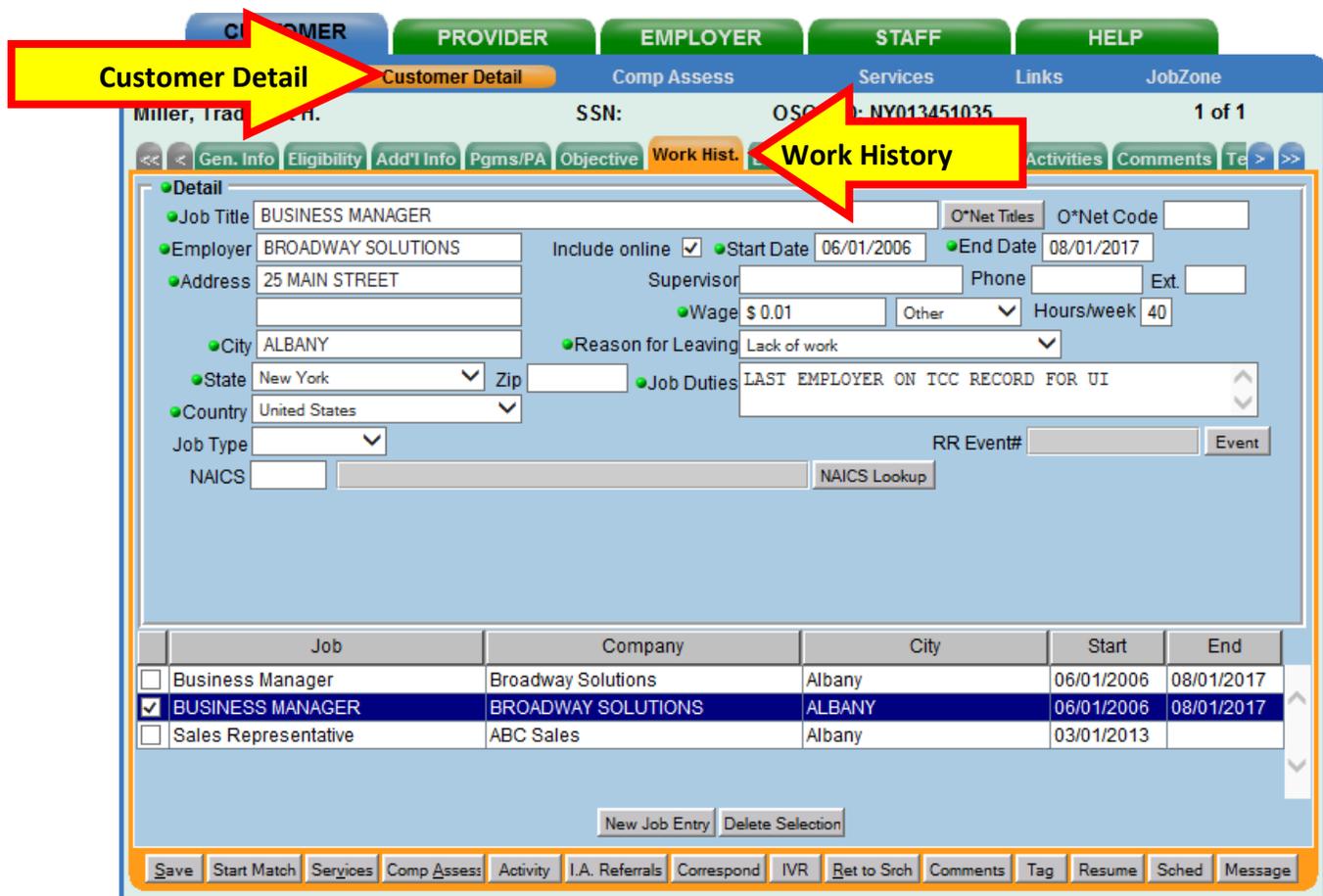
A screenshot of a software interface window titled "Selective Service". Inside the window, there is a label "Selective Service?" followed by a checked checkbox. Below this, there is a text input field containing the number "756324162" and a button labeled "Register/Lookup".

Customers who have chosen not to comply with Selective Service registration requirements are not eligible for WIOA funding and not able to be registered as Dislocated Workers. The only exception to this is if the customer is able to provide convincing evidence to the agency providing the benefit that their failure to register was not knowing and willful. For further information regarding Selective Service Requirements under WIOA, please reference [Technical Advisory 12-9.1](#).

WORK HISTORY

A Rapid Response event may result in the creation of a new customer record that includes the affected worker's work history, including a current job if the customer is still employed. The Unemployment Insurance (UI) automated process that integrates with OSOS may create duplicate job listings in an existing customer record. Any duplicate job listings must be combined into a single inclusive job history.

Navigate to the **Customer** module > **Customer Detail** window > **Work History** tab to edit the customer's work history information. Select the box next to the appropriate work history from the list at the bottom of the screen.



Customer Detail

Customer Detail Comp Assess Services Links JobZone

Miller, Trad SSN: OSC NY013451035 1 of 1

Gen. Info Eligibility Add'l Info Pgms/PA Objective **Work Hist.** Activities Comments Te

Detail

- Job Title: BUSINESS MANAGER
- Employer: BROADWAY SOLUTIONS
- Address: 25 MAIN STREET
- City: ALBANY
- State: New York
- Country: United States
- Job Type: [Dropdown]
- Job Duties: LAST EMPLOYER ON ICC RECORD FOR UI
- Start Date: 06/01/2006
- End Date: 08/01/2017
- Wage: \$ 0.01
- Hours/week: 40
- Reason for Leaving: Lack of work

Job	Company	City	Start	End
<input type="checkbox"/> Business Manager	Broadway Solutions	Albany	06/01/2006	08/01/2017
<input checked="" type="checkbox"/> BUSINESS MANAGER	BROADWAY SOLUTIONS	ALBANY	06/01/2006	08/01/2017
<input type="checkbox"/> Sales Representative	ABC Sales	Albany	03/01/2013	

New Job Entry Delete Selection

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



Staff must correct and complete the work history information to be retained. This may require adding the **O*Net Code, Address, Wage, Job Duties, and NAICS code.**

The screenshot shows the 'Work Hist.' tab in the OSOS system. The job details are as follows:

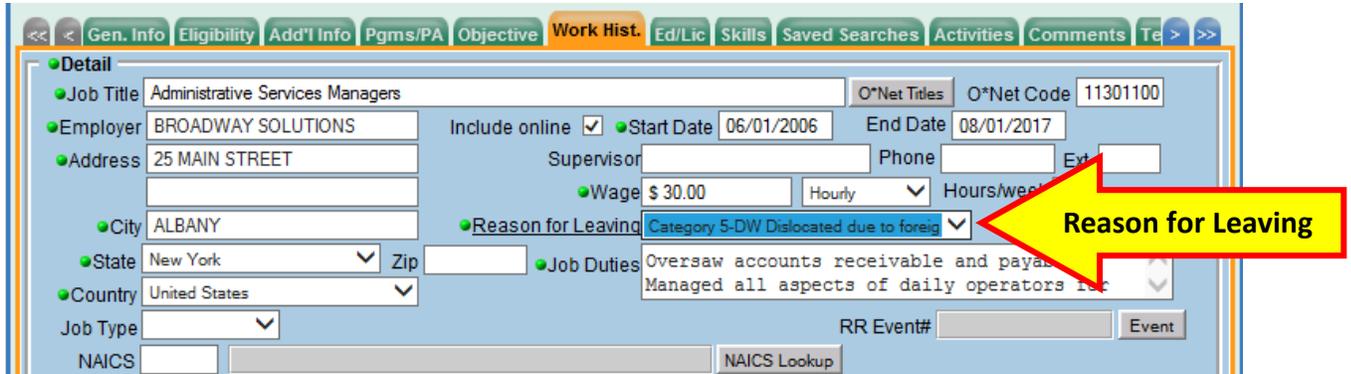
Job	Company	City	Start	End
<input checked="" type="checkbox"/> Administrative Services Managers	Broadway Solutions	Albany	06/01/2006	08/01/2017

A yellow arrow labeled 'Event button' points to the 'Event' button located next to the 'Job Duties' field.

Whenever a Rapid Response event occurs, Rapid Response staff will create the event in OSOS and usually attach it to the work history. However, if the Rapid Response number is not visible and staff can see that a Rapid Response orientation occurred by reviewing the activities in the OSOS record, they should contact the local Rapid Response coordinator. If the coordinator is able to provide the appropriate number, click the Rapid Response **Event** button and enter it into the **Rapid Response Lookup** dialog box. Click the **OK** button to save the **Rapid Response Event Number**.

The screenshot shows the 'Work Hist.' tab in the OSOS system. The job details are the same as in the previous screenshot. A yellow arrow labeled 'Rapid Response #' points to the 'RR Event#' field, which contains the value 'RR-NY-2017-51880A'.

The **Reason for Leaving** data field for the trade affected job must state **Category 5 DW - Dislocated due to foreign trade.**

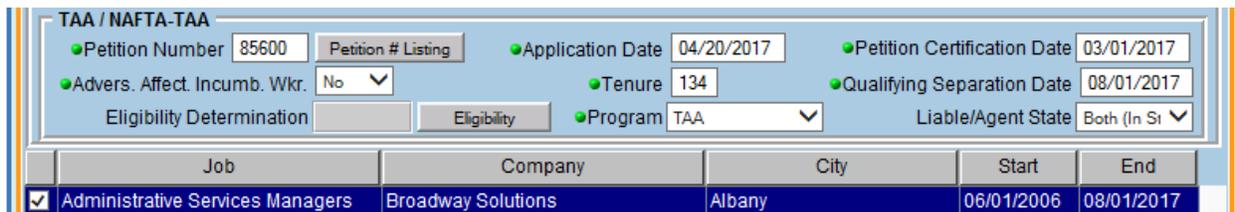


Work Hist. tab details:

- Job Title: Administrative Services Managers
- Employer: BROADWAY SOLUTIONS
- Address: 25 MAIN STREET
- City: ALBANY
- State: New York
- Country: United States
- Start Date: 06/01/2006
- End Date: 08/01/2017
- Wage: \$ 30.00
- Reason for Leaving: Category 5-DW Dislocated due to foreign trade
- Job Duties: Oversaw accounts receivable and payables; Managed all aspects of daily operators...

When the **Reason for Leaving** is set to **Category 5 – DW Dislocated due to foreign trade**, additional fields are displayed in the **TAA / NAFTA-TAA** section requiring specific information.

The data in this section needs to be entered or verified.



TAA / NAFTA-TAA details:

- Petition Number: 85600
- Application Date: 04/20/2017
- Petition Certification Date: 03/01/2017
- Advers. Affect. Incumb. Wkr.: No
- Tenure: 134
- Qualifying Separation Date: 08/01/2017
- Program: TAA
- Liabile/Agent State: Both (In St)

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Administrative Services Managers	Broadway Solutions	Albany	06/01/2006	08/01/2017



The additional fields include:

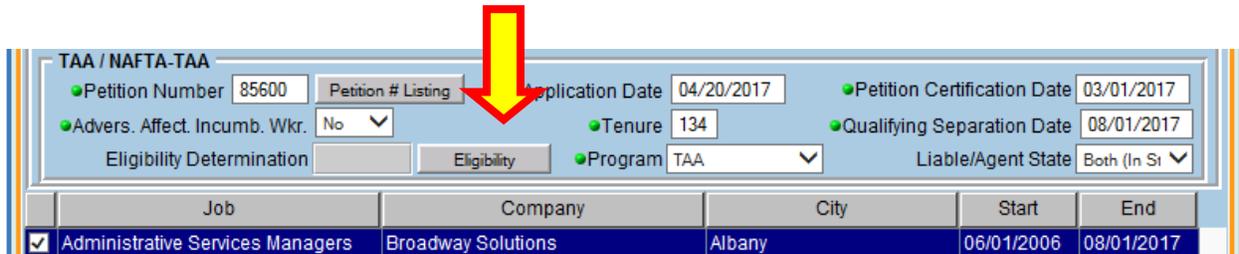
- **Petition Number** (includes a button with a hyperlink for petition search): This is the petition number for the trade certification. If there is an alphabetic suffix, it must be included. The petition number is used in the **Services** module to link the customer to the Trade Act enrollment.
- **Adversely Affected Incumbent Worker**: This is an employee that has received a letter of threatened status. This letter grants eligibility (solely) for the training benefit. The Career Center may provide service to an **Adversely Affected Incumbent Worker** that is receiving training while still employed. In this situation, the work history should leave the **End Date** field blank and state **Category 5 – DW Dislocated due to foreign trade** rather than **Still Employed** in the **Reason for Leaving** field. The **Qualifying Separation Date** will not become a required field until the employment has ended.
- **Application Date**: This is the date the customer signed the TA720 and returned it to SPU. If the customer has been determined by NYSDOL to be an **Adversely Affected Incumbent Worker (AAIW)**, the **Application Date** entered will be the mailing date on the customer's "threatened status letter." The **Application Date** must be a date that is before or equal to the **Eligibility Determination Date**. For purposes of AAIWs, the **Eligibility Determination Date** entered will also be the mailing date of the customer's "threatened status letter."
- **Tenure**: This is the total number of months that the customer was employed with the employer of record ending with the customer's **Qualifying Separation Date** or **Last Day Worked** on the customer's TA722 Determination of Entitlement to Trade Adjustment Assistance.
- **Program**: The TAA option in the drop down covers all amendments to TAA regulations. Included are the Trade Adjustment Assistance (TAA), Trade and Globalization Adjustment Assistance (TGAA), Trade Adjustment Assistance Extension Act (TAAEA) or Trade Adjustment Assistance Reauthorization Act of 2015 (TAARA). For all programs listed above, the customer is eligible to receive services and/or benefits based on the petition certification.
- **Petition Certification Date**: This is the date on which USDOL approves a petition for trade program eligibility. (Available on TAA Outreach Report, distributed via email and at the USDOL website:
https://www.doleta.gov/tradeact/petitioners/taa_search_form.cfm)



- **Qualifying Separation Date:** This is the date of separation from trade-impacted employment that qualifies the customer to receive benefits and/or services under the Trade Act. It is the **Last Day Worked** on the customer's TA722.

- **Liable/Agent State:** This field identifies the trade-related liable or agent state.
 - Select **Both (In State)** if the customer resides in New York State and New York is responsible for determining the customer's entitlement to TAA; paying the UI and TRA benefits; issuing waivers from training, and monitoring training.
 - Select **Liable** if the customer resides *outside* of New York State and New York is the entity responsible for determining the customer's entitlement to TAA; paying the UI and TRA benefits; issuing waivers from training, and monitoring training.
 - Select **Agent** if the customer resides within New York State and a state *other than New York* is the entity responsible for assisting customers to file claims for TAA program benefits and services. The Agent State is responsible for the costs of an approved training program, including subsistence and transportation costs. The Agent State will continue to monitor the customer's training progress.

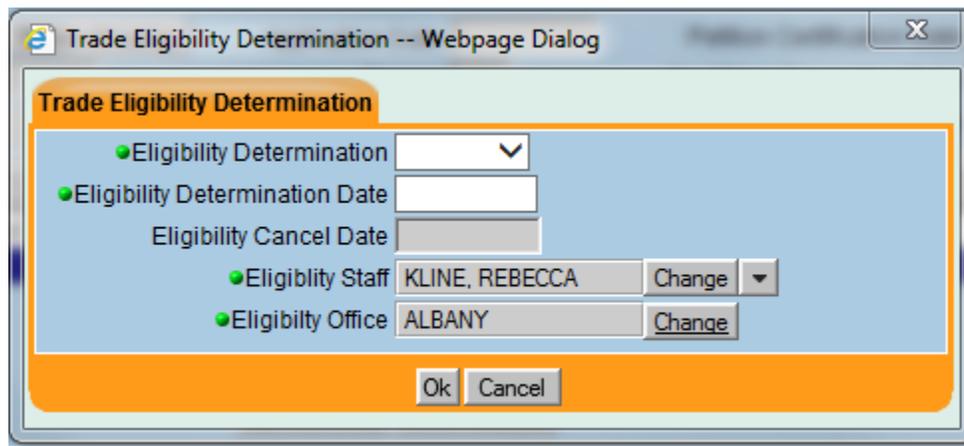
- The **Eligibility Determination** field is accessed by clicking the **Eligibility** button.



TAA / NAFTA-TAA

Petition Number 85600
 Petition # Listing
 Application Date 04/20/2017
 Petition Certification Date 03/01/2017
 Advers. Affect. Incumb. Wkr. No
 Tenure 134
 Qualifying Separation Date 08/01/2017
 Eligibility Determination
 Eligibility
 Program TAA
 Liable/Agent State Both (In St)

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Administrative Services Managers	Broadway Solutions	Albany	06/01/2006	08/01/2017



Trade Eligibility Determination -- Webpage Dialog

Trade Eligibility Determination

Eligibility Determination
 Eligibility Determination Date
 Eligibility Cancel Date
 Eligibility Staff KLINE, REBECCA
 Eligibility Office ALBANY

- **Eligibility Determination:** This defaults to a blank space and must be changed to **Eligible** or **Ineligible** when a determination is rendered indicating if the customer is, or is not eligible, for TAA benefits.
- **Eligibility Determination Date:** This is the mailing date of the TA722 form that informed the customer of their eligibility for Trade Act services.
- The **Eligibility Cancel Date** is the date that the customer is no longer eligible for Trade Act funding. For example, if a customer misses their training enrollment deadline, fails to attend regularly scheduled training waiver reviews without justification, or secures suitable employment, then local staff will enter the **Eligibility Cancel Date**.
- The **Eligibility Staff** and **Eligibility Office** will automatically populate, but may be changed by any user.

Click the **Save** button after all work history information is complete.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess Services Links JobZone

Miller, Trade Act H. SSN: OSOS ID: NY013451035 1 of 1

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

Detail

Job Title: Administrative Services Managers O*Net Titles O*Net Code: 11301100

Employer: Broadway Solutions Include online Start Date: 06/01/2006 End Date: 08/01/2017

Address: 25 Main Street Supervisor: Phone: Ext:

City: Albany Wage: \$ 30.00 Hourly Hours/week:

State: New York Reason for Leaving: Category 5-DW Dislocated due to foreign

Country: United States Job Duties: Oversaw accounts receivable and payable. Managed all aspects of daily operations for

Job Type: Full Time RR Event#: Event

NAICS NAICS Lookup

TAA / NAFTA-TAA

Petition Number: 85600 Petition # Listing Application Date: 04/20/2017 Petition Certification Date: 03/01/2017

Advers. Affect. Incumb. Wkr.: No Tenure: 134 Qualifying Separation Date: 08/01/2017

Eligibility Determination Eligibility Program: TAA Liable/Agent State: Both (In St)

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Administrative Services Managers	Broadway Solutions	Albany	06/01/2006	08/01/2017
<input type="checkbox"/> Sales Representative	ABC Sales	Albany	03/01/2013	

New Job Entry Delete Selection

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



Saving the **Eligibility Determination** will create an activity in the **Activities** tab.

The screenshot shows the OSOS software interface. At the top, there are tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail (selected), Comp Assess, Services, Links, and JobZone. The main content area displays customer information for 'Miller, Trade Act H.' with SSN and OSOS ID. Below this is a navigation bar with tabs: Gen. Info, Eligibility, Add'l Info, Pgms/PA, Objective, Work Hist., and Activities (selected). A table of activities is shown below the navigation bar. A yellow arrow points to the 'Activities' tab, and another yellow arrow points to a row in the table labeled 'Trade Eligibility Determination - Eligibl'. The table has columns for checkboxes, activity names, dates, locations, and staff names.

<input type="checkbox"/>	Activity Name	Date	Location	Staff	Yes	No
<input type="checkbox"/>	TA 722 Customer Outreach - Mailed	09/21/2011	Albany Career Cen	Rotman, Neil		
<input checked="" type="checkbox"/>	Trade Eligibility Determination - Eligibl	09/21/2011	Albany Career Cen	Rotman, Neil		
<input type="checkbox"/>	TA 720 Customer Outreach - Mailed	09/19/2011	Albany Career Cen	Rotman, Neil		
<input type="checkbox"/>	Trade Act Enrollment	07/30/2010	Albany Career Cen	Rotman, Neil	Yes	
<input type="checkbox"/>	Common Measures Enrollment	02/21/2010	Albany Career Cen	Rotman, Neil	Yes	
<input type="checkbox"/>	WIA Enrollment	02/21/2010	Albany Career Cen	Rotman, Neil	Yes	
<input type="checkbox"/>	Trade Eligibility Determination - Eligibl	02/18/2010	Warren County Em	Rotman, Neil		

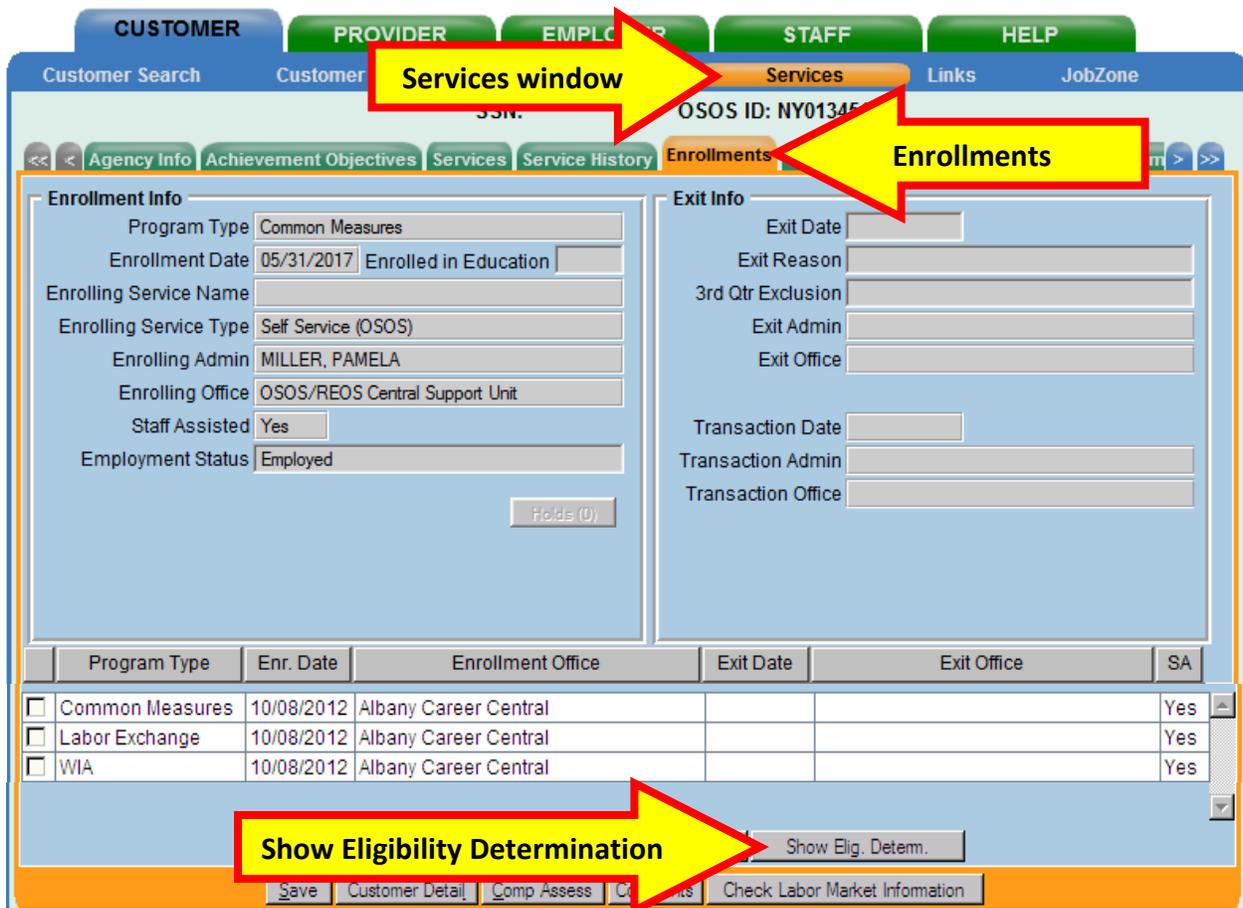
This is not the Trade Act enrollment.

After functional alignment occurs, enrollments will include:

- WIA / WIOA
- Common Measures
- Labor Exchange

To view enrollments, navigate to the **Customer** module > **Services** window > **Enrollments** tab.

Click the **Show Eligibility Determination** button to view the details of any determination.



The screenshot shows the OSOS interface with the following elements highlighted by red arrows:

- Services window**: Points to the 'Services' tab in the top navigation bar.
- Enrollments**: Points to the 'Enrollments' tab in the sub-navigation bar.
- Show Eligibility Determination**: Points to the 'Show Elig. Detem.' button at the bottom of the interface.

The main content area displays enrollment details for OSOS ID: NY01345. It is divided into two sections: Enrollment Info and Exit Info.

Enrollment Info:

- Program Type: Common Measures
- Enrollment Date: 05/31/2017
- Enrolled in Education:
- Enrolling Service Name: [Empty]
- Enrolling Service Type: Self Service (OSOS)
- Enrolling Admin: MILLER, PAMELA
- Enrolling Office: OSOS/REOS Central Support Unit
- Staff Assisted: Yes
- Employment Status: Employed

Exit Info:

- Exit Date: [Empty]
- Exit Reason: [Empty]
- 3rd Qtr Exclusion: [Empty]
- Exit Admin: [Empty]
- Exit Office: [Empty]
- Transaction Date: [Empty]
- Transaction Admin: [Empty]
- Transaction Office: [Empty]

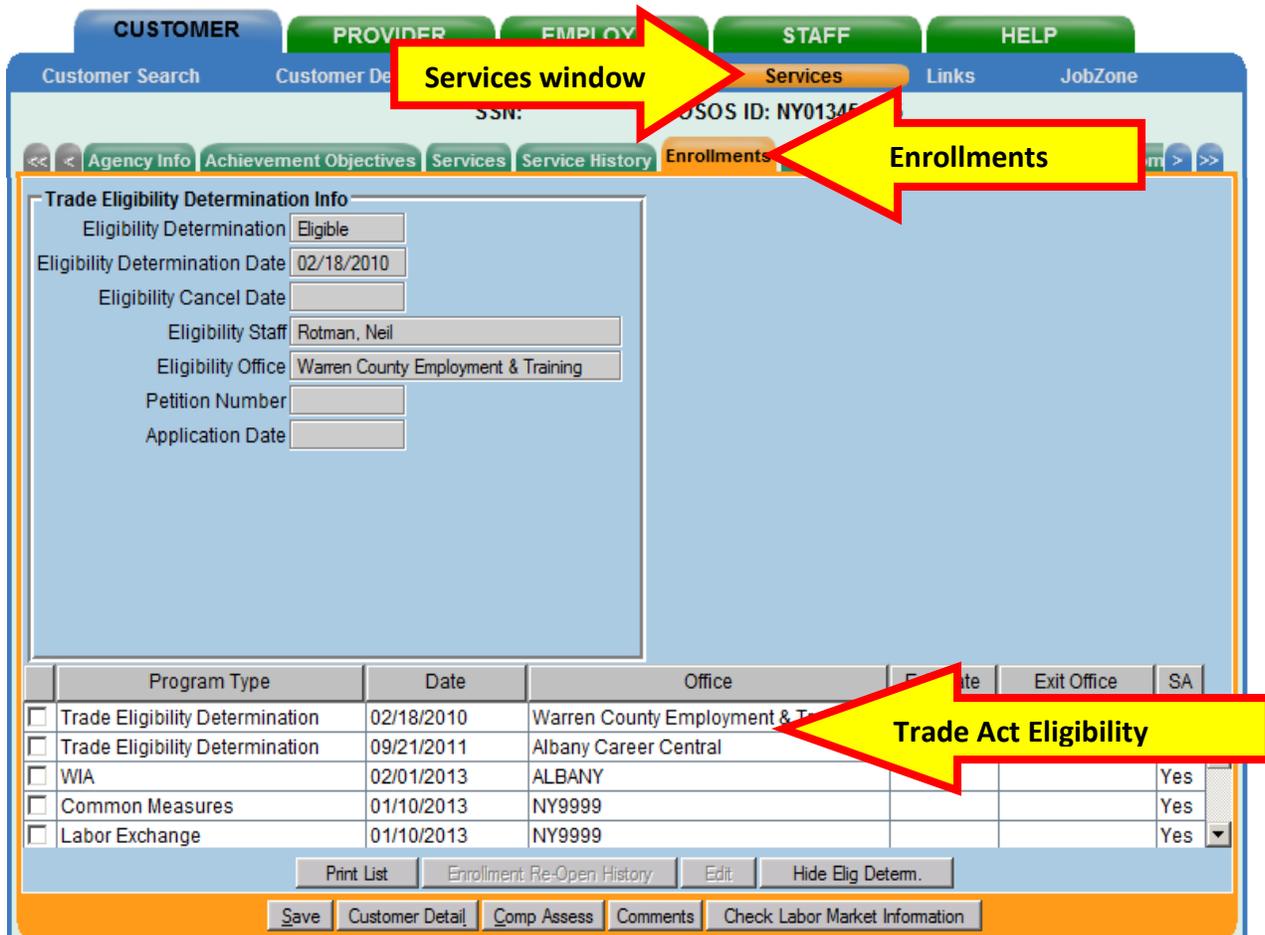
Below the details is a table with the following data:

	Program Type	Enr. Date	Enrollment Office	Exit Date	Exit Office	SA
<input type="checkbox"/>	Common Measures	10/08/2012	Albany Career Central			Yes
<input type="checkbox"/>	Labor Exchange	10/08/2012	Albany Career Central			Yes
<input type="checkbox"/>	WIA	10/08/2012	Albany Career Central			Yes

At the bottom of the interface, there are several buttons: Save, Customer Detail, Comp Assess, [Empty], [Empty], and Check Labor Market Information.

This is the Trade Act Determination and not an enrollment. Without attaching the petition number to an L2 service, the Trade Act enrollment will not have occurred yet.

The **Eligibility Determination Date** can be viewed in the **Customer** module > **Services** window > **Enrollments** tab. It is not necessary to navigate to the **Customer** module > **Customer Detail** window > **Work History** tab.



Services window

Enrollments

Trade Act Eligibility

	Program Type	Date	Office	Enroll Date	Exit Office	SA
<input type="checkbox"/>	Trade Eligibility Determination	02/18/2010	Warren County Employment & Training			
<input type="checkbox"/>	Trade Eligibility Determination	09/21/2011	Albany Career Central			
<input type="checkbox"/>	WIA	02/01/2013	ALBANY			Yes
<input type="checkbox"/>	Common Measures	01/10/2013	NY9999			Yes
<input type="checkbox"/>	Labor Exchange	01/10/2013	NY9999			Yes

COMPREHENSIVE ASSESSMENT

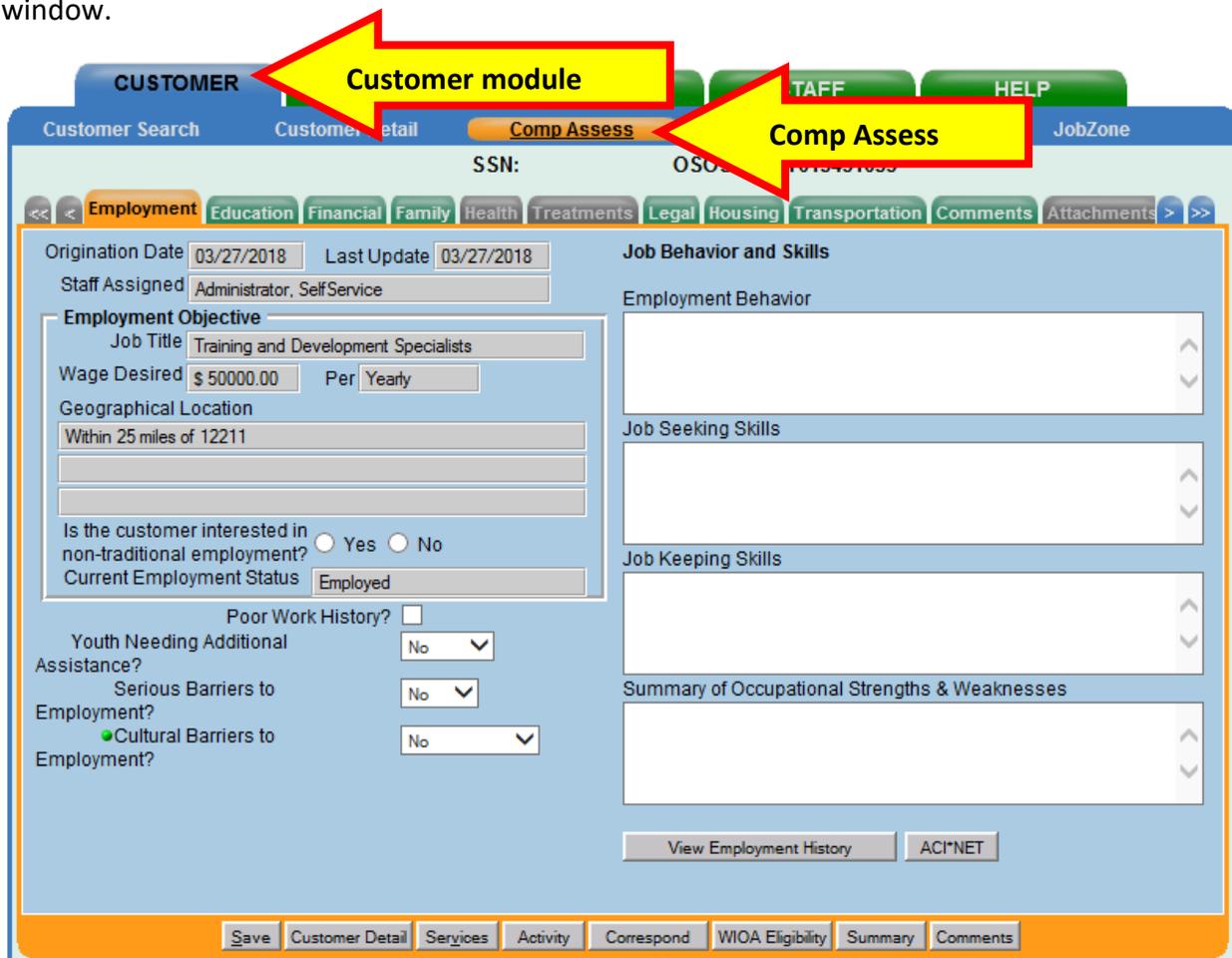
Trade Act customers are usually co-enrolled in WIOA and must therefore comply with the Data Element Validation (DEV) requirements per the following Technical Advisories:

- TA 11-12.2 Data Element Validation for the Workforce Investment Act, Wagner-Peyser, Veterans Employment and Training Service and Trade Adjustment Assistance/Trade and Globalization Adjustment Assistance Programs
- TA 10-3.1 Requirements for the Collection of Additional Participant Demographic Information upon Receipt of Intensive or Training Services under Title I-B of the Workforce Investment Act of 1998

All Technical Advisories are available on the New York State Department of Labor’s [Policy Directives](#) page.

It is necessary to complete data fields required for dislocated workers and staff must verify this data through the customer’s self-attestation.

To access the Comprehensive Assessment tabs, select the **Customer** module > **Comp Assess** window.



The screenshot displays the OSOS Customer module interface. At the top, there are navigation tabs: CUSTOMER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, **Comp Assess**, and JobZone. The main content area is titled 'SSN: OSOS 161941655'. Below the title is a horizontal menu with tabs: Employment, Education, Financial, Family, Health, Treatments, Legal, Housing, Transportation, Comments, and Attachments. The 'Employment' tab is active, showing a form with the following fields:

- Origination Date: 03/27/2018, Last Update: 03/27/2018
- Staff Assigned: Administrator, SelfService
- Employment Objective: Job Title: Training and Development Specialists
- Wage Desired: \$ 50000.00, Per: Yearly
- Geographical Location: Within 25 miles of 12211
- Is the customer interested in non-traditional employment? Yes No
- Current Employment Status: Employed
- Poor Work History?
- Youth Needing Additional Assistance? No (dropdown)
- Serious Barriers to Employment? No (dropdown)
- Cultural Barriers to Employment? No (dropdown)
- Job Behavior and Skills: Employment Behavior, Job Seeking Skills, Job Keeping Skills, Summary of Occupational Strengths & Weaknesses

At the bottom of the form, there are buttons for 'View Employment History' and 'ACI*NET'. Below the form is a navigation bar with buttons: Save, Customer Detail, Services, Activity, Correspond, WIOA Eligibility, Summary, and Comments.

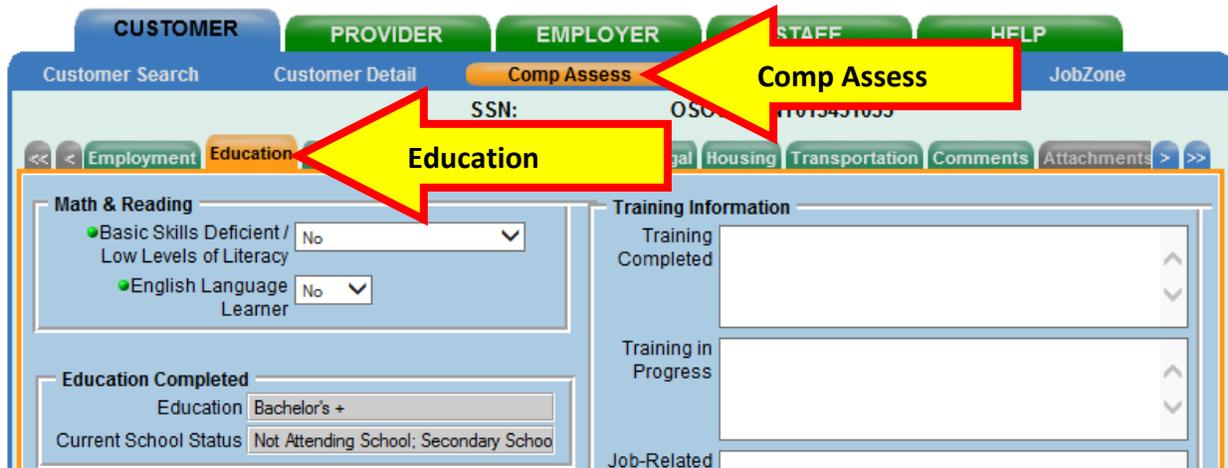
For detailed guidance on completing these tabs, please view the [Comprehensive Assessment and Supplemental Data OSOS Guide](#).



All required fields are marked with a green dot. Once information has been entered in one of the Comp Assess fields, all required fields must be completed in order to save the record.

As noted in the above referenced Technical Advisories, Dislocated Workers who are Limited English Proficiency and/or a Single Parent require additional data entry as summarized below.

Limited English Proficiency must be recorded in the **English Language Learner** field. This is located in the **Customer** module > **Comp Assess** window > **Education** tab.



The screenshot shows the 'Comp Assess' window with the 'Education' tab selected. The 'English Language Learner' field is marked with a green dot and set to 'No'. The 'Education Completed' field is set to 'Bachelor's +'. The 'Training Information' section is empty.

If applicable, Single Parent status must be recorded in the **Family Status** field. This is located in the **Customer** module > **Comp Assess** window > **Family** tab.



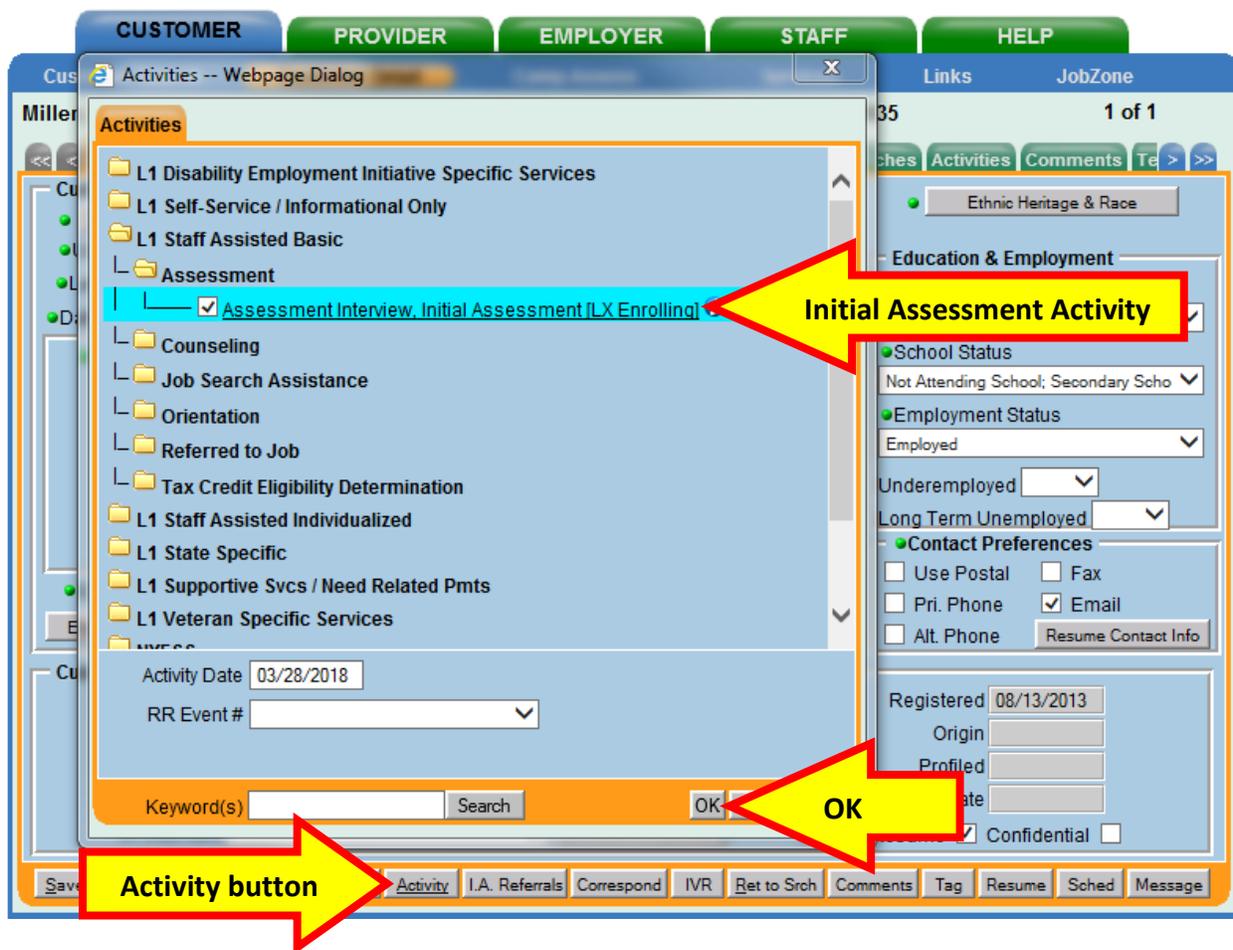
The screenshot shows the 'Comp Assess' window with the 'Family' tab selected. The 'Family Status' field is marked with a green dot and set to 'Parent in one-parent family'. The 'Family Needs' section is empty.

INITIAL ASSESSMENT ACTIVITY

An activity, also known as an L1 service, must be recorded for the initial assessment. This activity will create a WIOA, Common Measures, and Labor Exchange (LEX) enrollment and will extend an existing Trade Act enrollment. It will not create a Trade Act enrollment by itself.

Click the **Activity** button at the bottom of the page to access the **Activities -- Webpage Dialog** screen. Navigate to the **L1 Staff Assisted Basic, Assessment**, and select the **Assessment Interview, Initial Assessment** activity.

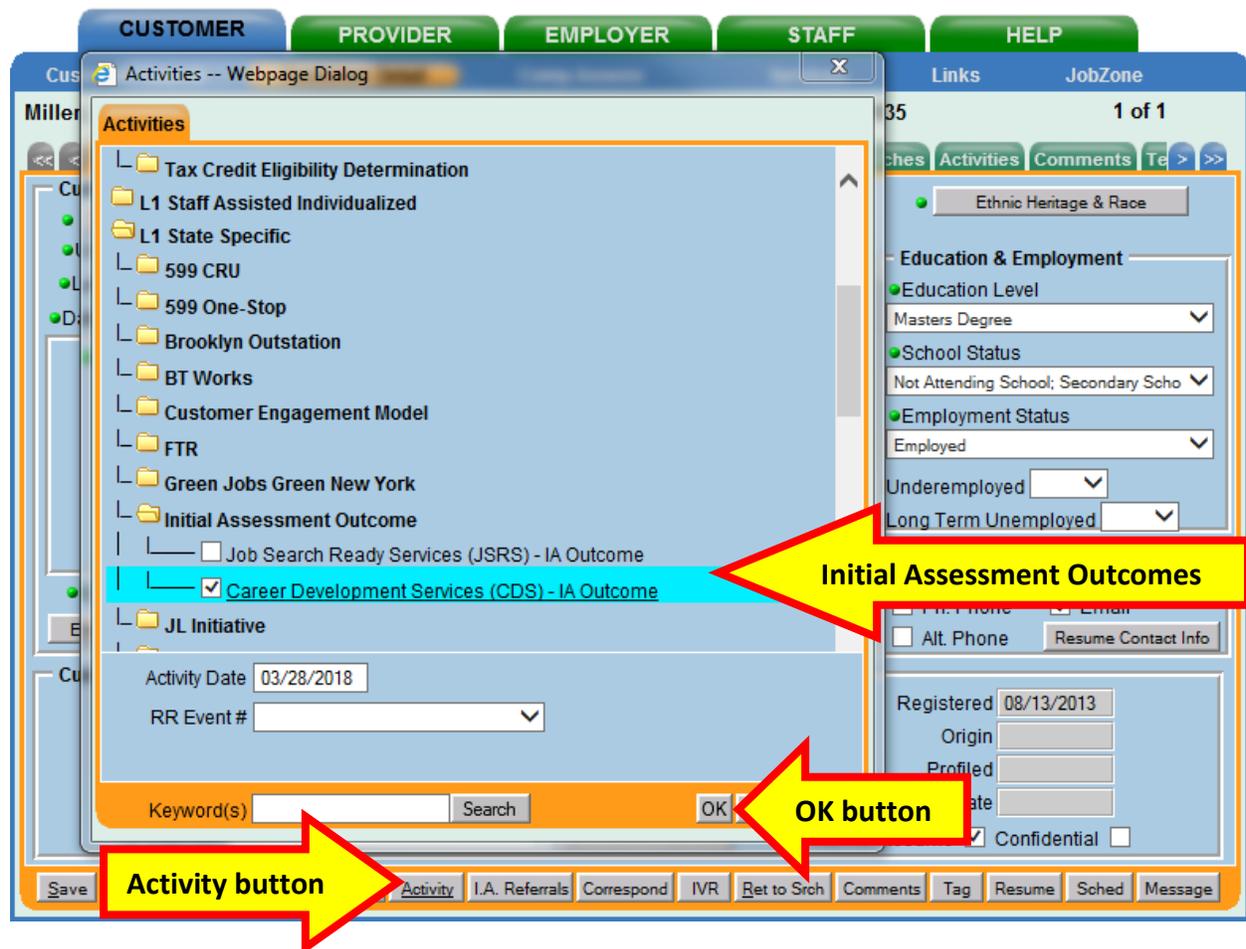
Click the **OK** button to record the activity.



The initial assessment is intended to decide which level of services a customer needs: Job Search Ready Services (JSRS) or Career Development Services (CDS). This assessment must be made on the same day the customer receives his or her first staff-assisted service, with the exception of a Rapid Response Orientation or a job referral. It must be indicated in the customer record by adding the appropriate **Initial Assessment Outcome** activity.

Click the **Activity** button at the bottom of the page to access the **Activities -- Webpage Dialog** screen. Navigate to the **L1 State Specific, Initial Assessment Outcome** folders and select either the **Job Search Ready Services (JSRS)-IA Outcome** or **Career Development Services (CDS)-IA Outcome** activity as appropriate.

Click the **OK** button to record the activity.





If the activity being recorded is the first service (i.e. the enrolling service), the **Edit--Webpage Dialog** window appears, as shown below. The **Customer Detail** tab (shown below) and the **Comp Assess** tab (next page) contain required fields that are designated with a green dot. Verify all data and update information as required.

Click **Save**.

Customer Detail

General Information

OSOS ID: NY01513029 | Seeker Status: Active

Gender: Male

U.S. Citizen:

Education Level: 12 Grade - HS Graduate

School Status: Not Attending School; Secondary School

Employment Status: Not Employed

Underemployed: | Long Term Unemployed:

UI Claimant: | Profiled: | Profiled Date:

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

Income & Disability Status

Lower Living Standard: Not Disclosed

Income 70% LLSIL: Not Disclosed

Local Priority: | High Poverty Area:

Disability Status: Not Disclosed

Disability Category

Hearing Vision
 Mental Mobility
 Cognitive Learning
 Chronic Health Not Disclosed

Financial Capability - has a receipt and has received:
 Benefit Planning Services
 Financial Capability/Asset Develop. Services

Migrant

Migrant / Seasonal Wkr: Yes No

Migrant Class:
Farmwork Type:
Empl. in Farmwork:
Farmwork Threshold:

Military Service

Service Veteran: No Yes
Selective Service?:

Programs

HVRP Grantee:

Work History

Job Title:
Company:
City:
Start Date: End Date:

Created

Staff: DEWEY, JENNIFER
Office: OSOS/REOS Central Sup
Date: 03/30/2018

Program(s) Verified: Trade Act

Last Modified

Staff: DEWEY, JENNIFER
Office: OSOS/REOS Central Sup
Date: 03/30/2018

Eligibility Data Effective Date: 03/30/2018

Apply Updates to Customer Record
 Apply Eligibility Updates Thru Today: 04/02/2018
 Apply Eligibility Updates Thru This Date:

Edit -- Webpage Dialog

Customer Detail **Comp Assess** **Comp Assess**

Employment

Poor Work History?

Youth Needing Additional Assistance

Serious Barriers to Employment?

● Cultural Barriers to Employment? No

Education

● Basic Skills Deficient/Low Levels of Literacy No

● English Language Learner? No

Customer below appropriate grade level?

Pell Grant Recipient?

Any indication of learning disabilities?

Family

● Marital Status Not Disclosed

● Family Status Not Disclosed

Is Customer Pregnant?

Delivery Date

Is Customer Parenting Youth?

Legal

Offender Status

Housing

● Current Housing Own Home

Current Housing (2)

Created

Staff DEWEY, JENNIFER

Office OSOS/REOS Central Sup

Date 03/30/2018

Program(s) Verified Trade Act

Last Modified

Staff DEWEY, JENNIFER

Office OSOS/REOS Central Sup

Date 03/30/2018

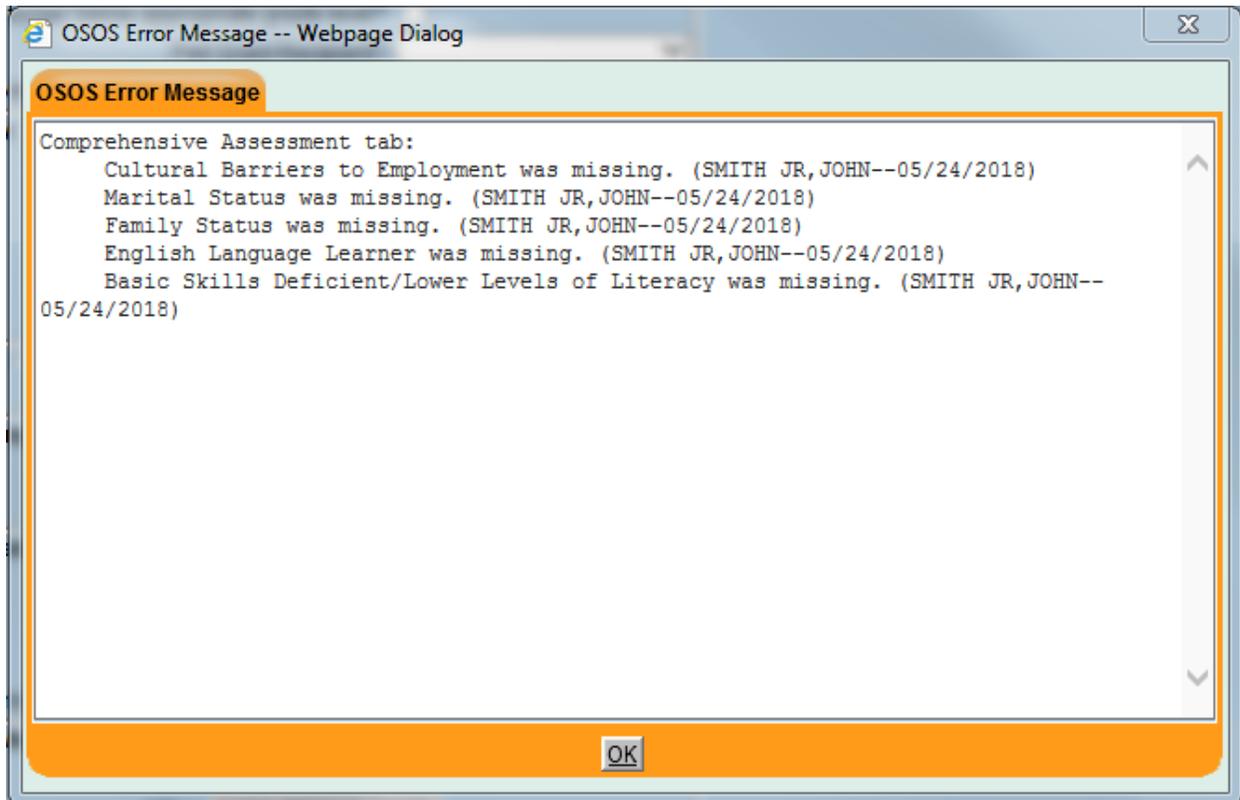
Eligibility Data Effective Date 03/30/2018

Apply Updates to Customer Record

Apply Eligibility Updates Thru Today 04/02/2018

Apply Eligibility Updates Thru This Date

If you attempt to save the **Edit--Webpage Dialog** without data in all required fields, an OSOS pop-up error message will indicate which fields are missing data.



More in-depth services may be necessary to determine the customer's job readiness. These may include career counseling or guidance.

After the initial assessment, staff should continue to evaluate and update the customer's situation as necessary. Assessment should be considered an ongoing process which may change along with a customer's varying needs and decisions.



RESOURCES AND ASSISTANCE

Additional ETA program information and other resources can be found at:

<http://www.doleta.gov/tradeact/factsheet.cfm>

TAA Program Guides: <https://labor.ny.gov/workforcenypartners/tools.shtm>

TAA Quick Guide for Petitions: <https://labor.ny.gov/workforcenypartners/taa/quick-guide-for-petitions-ta-w-80000.pdf>

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

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

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

By email: help.osos@labor.ny.gov