

# **Trade Adjustment Assistance - Training Waivers OSOS Guide**



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## PURPOSE

The TAA program offers customers various benefits. One of the essential benefits offered through the program is Trade Readjustment Allowance (TRA). TRA is income support payments available to customers attending approved training, who have exhausted their Unemployment Insurance (UI) Benefits. When a customer is determined eligible for Trade Act benefits, they are issued a determination, form TA722. The TA722 states whether the customer is eligible for TRA benefits and notifies them of their Training Enrollment Deadline (TED) date.

To remain eligible for Basic TRA benefits, the customer must be "enrolled" in an approved training program, or placed on a waiver from training, on or before the TED date. The purpose of a waiver is to document the reason the individual will not be able to participate in training before the deadline. These reasons are known as Waiver Types. Current federal regulations offer three Waiver Types:

1. Health – The worker cannot participate in training due to a health reason, but is still ready, willing, and able to work. This requires a completed Individual Employment Plan (IEP) and medical documentation, indicating the customer is unable to participate in the intended training.
2. Training Not Available – There is no school available, no suitable training at a reasonable cost, or no training funds are available. (This waiver type is almost never used, as New York State has many training providers and opportunities). This training requires a completed IEP.
3. Enrollment Unavailable – The first available enrollment date for the approved training is not immediately available but is within 60 days from the date the waiver is issued, or, if the training starts beyond 60 days of the date of the waiver and there are extenuating circumstances for the delay in enrollment. This waiver type requires a completed IEP and training plan that must be approved by TAA Central Office staff.



*TAA customers are considered "enrolled" in training when the training program meets the following requirements:*

- 1. Accepted by the provider*
- 2. Approved by TAA Central Office*
- 3. Begins within 30 days*

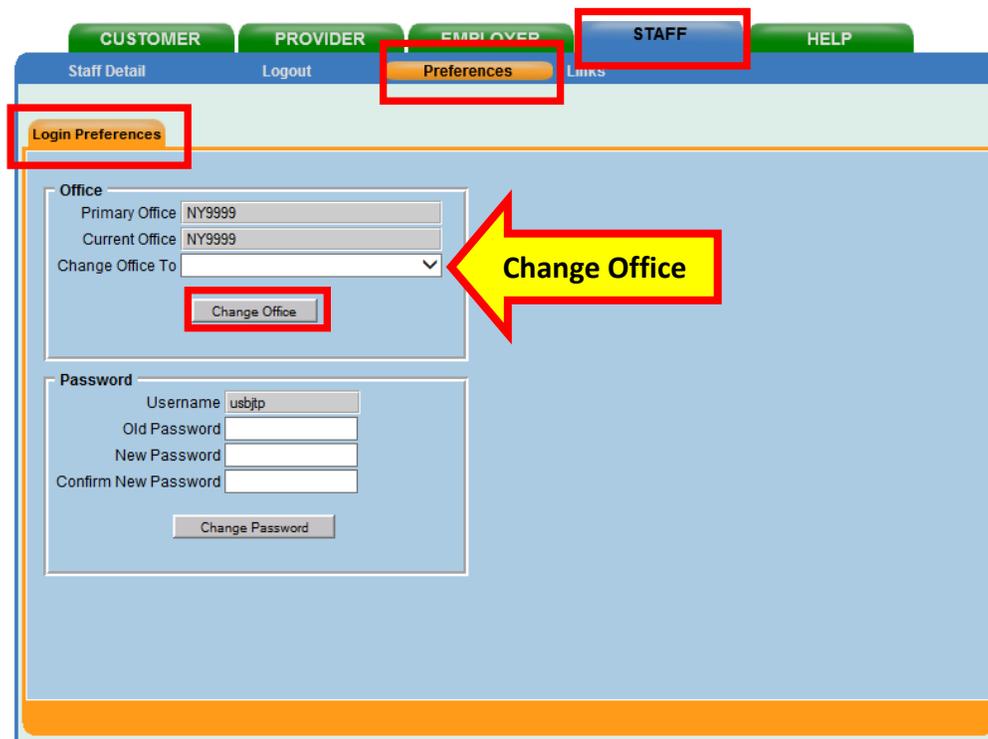
This guide will provide detailed instructions on how to conduct the OSOS data entry for entering a TAA training waiver. It will cover data entry for adding, funding, and ending the waiver service type. This data entry is required to comply with New York State policy and federal reporting.

## LOGGING INTO THE CORRECT OFFICE

Staff must ensure that they are logged into OSOS in the same office associated with the customer before recording any activities or services.

The user's **Primary Office** and the **Current Office** the user is logged into (if the user has any secondary office assignments), is displayed in the **Staff** module > **Preferences** window > **Login Preferences** tab.

To change the current office, select the appropriate office from the **Change Office To** drop-down field and then click the **Change Office** button.



The screenshot shows the OSOS Staff Preferences window. The 'STAFF' tab is selected in the top navigation bar. The 'Preferences' tab is active, and the 'Login Preferences' sub-tab is selected. The 'Office' section contains the following fields:

- Primary Office: NY9999
- Current Office: NY9999
- Change Office To: [Dropdown menu]
- Change Office: [Button]

The 'Password' section contains the following fields:

- Username: usbjtp
- Old Password: [Text input]
- New Password: [Text input]
- Confirm New Password: [Text input]
- Change Password: [Button]

A yellow arrow points to the 'Change Office To' dropdown menu with the text 'Change Office'. The 'Change Office' button is also highlighted with a red box.



## OSOS DATA ENTRY

Staff must record a service for **Career Guidance - Individualized** (formerly Intensive under WIA) in OSOS when discussing training, career development, and the waiver.

Navigate to the **Customer** module > **Customer Detail** window > **Gen. Info** tab. Click the **Activity** button at the bottom of the screen.

The screenshot shows the OSOS Customer Detail window for Phyllis Smith. The 'Customer Detail' tab is highlighted in red. The 'Activity' button at the bottom is also highlighted in red. The form contains the following information:

**Customer Data**

- SSN: 015038197
- Status: Active
- Job Seeker: Active
- Username: 015038197
- Password: DS8197
- Last Name: SMITH
- First Name: PHYLLIS
- Date of Birth: 08/02/1984
- Gender: Female
- Portfolio Lvl.: JobZone Adult
- Address: 292 FLIGHT LOCK ROAD
- City: TROY
- State: New York
- Zip: 12180
- County: Rensselaer
- Country: United States
- Phone: 518-555-6789
- Email: amyvet@email.com
- U.S. Citizen:

**Education & Employment**

- Education Level: HS + 1 yr Postsecondary - No Degree
- School Status: Not Attending School, Secondary Scho
- Employment Status: Not Employed
- Contact Preferences:  Use Postal,  Pri. Phone,  Email

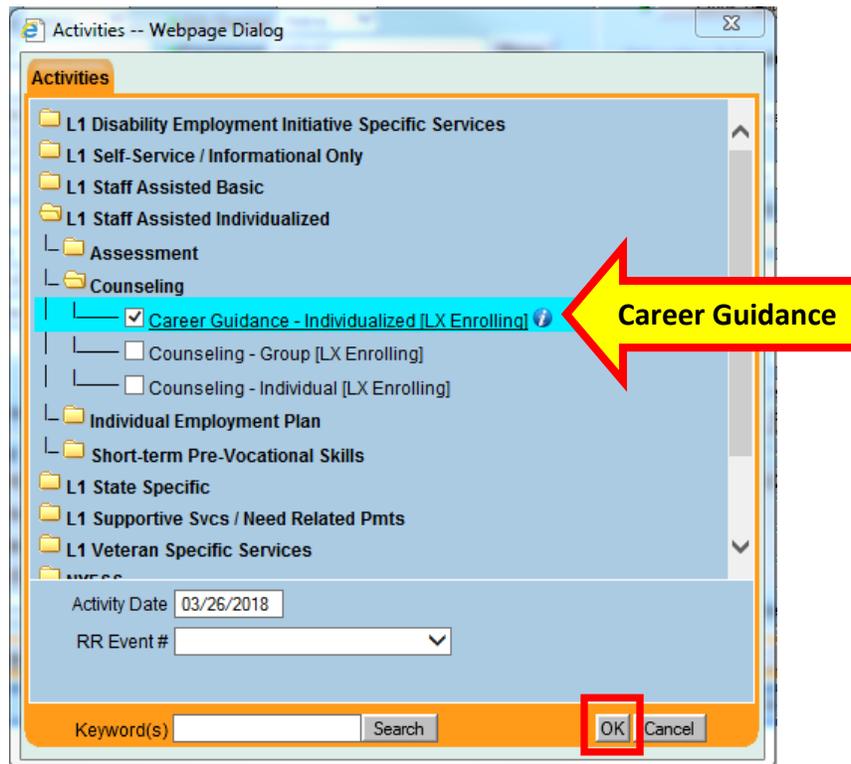
**Customer Assignment**

- Staff Assigned: PIACENTE, JASON
- WIB Assigned: Columbia/Greene Counties
- Agency: Department of Labor
- Office: HUDSON
- UI Claimant: None (Not Claiming UI)
- Registered: 10/12/2017
- Origin: Staff
- Profiled:
- Profiled Date:
- Internet Resume:  Confidential:

Buttons at the bottom: Save, Start Match, Services, Comp Assess, **Activity**, A. Referrals, Correspond, IVR, Ret to Strch, Comments, Tag, Resume, Sched, Message.

This will open the **Activities -- Webpage Dialog** box. Navigate to the **L1 Staff Assisted Individualized, Counseling** folders and select the **Career Guidance - Individualized** activity.

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



The training waiver service cannot be saved unless all of the data is correctly entered in the customer's **Work History** tab. The customer must be:

- Designated as a **Category 5-DW Dislocated due to foreign trade**;
- Associated with a petition number;
- Determined eligible in the **Eligibility Determination** data field

Refer to the [Trade Adjustment Assistance Intake & Eligibility OSOS Guide](#) for more information about accurately completing a TAA customer's **Work History** tab.



## **ENTERING A WAIVER FROM TRAINING SERVICE**

### **WAIVER TYPES**

Waivers allow customers to remain eligible for TRA after their deadline. They waive the requirement that the customer be enrolled in training by the deadline. Waivers must be issued to customers who will not be enrolled in TAA approved training by their Training Enrollment Deadline (TED) date.

To receive a training waiver, an IEP must be developed. In addition, the customer must meet specific requirements depending on the waiver type. The customer must also be entitled to Basic TRA.

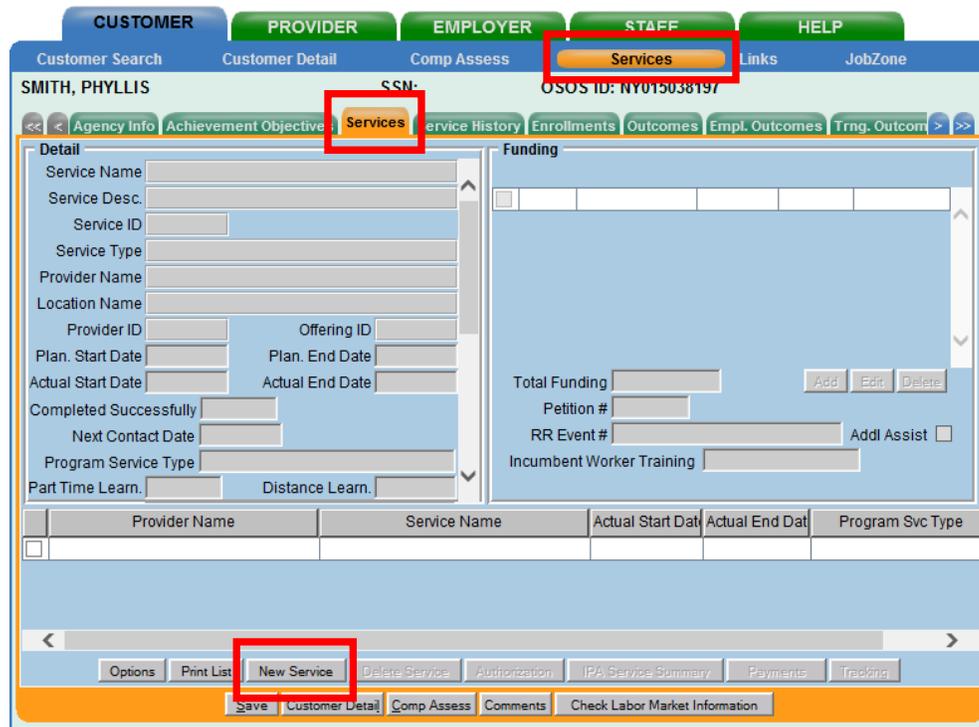
The three waiver types are (for additional detail on waiver types, see Pg. 2 of this guide):

- Enrollment Unavailable (Training plan approved by TAA Central Office Staff)
- Health (Medical documentation)
- Training Not Available (Training plan approved by TAA Central Office Staff)

The length of the initial waiver is for no more than 90 days. Subsequent waivers cannot be issued for more than 30 days.

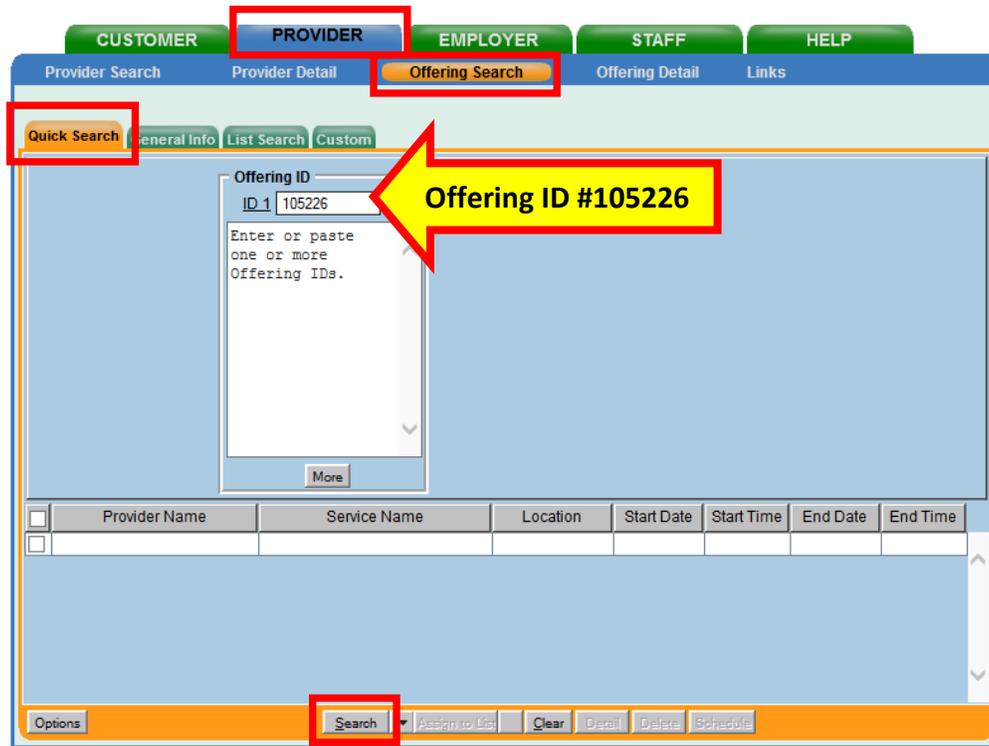
## ENTERING THE NEW TRAINING WAIVER SERVICE

To enter a new training waiver service into a customer's record, navigate to the **Customer** module > **Services** window > **Services** tab. Click the **New Service** button.



The screenshot displays the OSOS system interface for a customer record. The customer name is SMITH, PHYLLIS, and the OSOS ID is NY015038197. The 'Services' tab is selected, and the 'New Service' button is highlighted with a red box. The interface includes a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below the navigation bar, there are links for Customer Search, Customer Detail, Comp Assess, Services, Links, and JobZone. The main content area is divided into a 'Detail' section on the left and a 'Funding' section on the right. The 'Detail' section contains various input fields for service information, including Service Name, Service Desc, Service ID, Service Type, Provider Name, Location Name, Provider ID, Offering ID, Plan. Start Date, Plan. End Date, Actual Start Date, Actual End Date, Completed Successfully, Next Contact Date, Program Service Type, Part Time Learn., and Distance Learn. The 'Funding' section includes fields for Total Funding, Petition #, RR Event #, and Incumbent Worker Training, along with Add, Edit, and Delete buttons. At the bottom of the interface, there is a toolbar with buttons for Options, Print List, New Service, Delete Service, Authorization, IPA Service Summary, Payments, and Tracking. The 'New Service' button is highlighted with a red box.

OSOS will navigate to the **Provider** module > **Offering Search** window > **Quick Search** tab.  
Enter "105226" in the **ID 1** data field in the **Offering ID** section.  
Click the **Search** button.

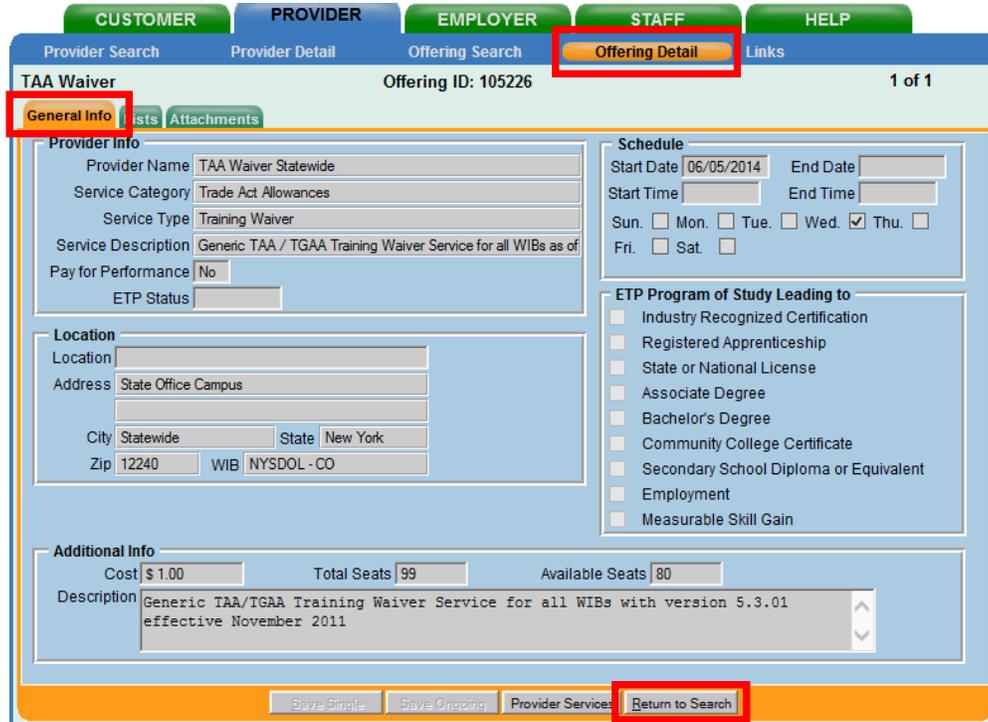


Provider Name	Service Name	Location	Start Date	Start Time	End Date	End Time



*The single statewide offering attached to this provider service is the TAA Waiver (Offering ID 105226). All staff must use this offering to enter the training waiver service.*

OSOS will navigate to the **Provider** module > **Offering Detail** window > **General Info** tab of the TAA Waiver provider. Click the **Return to Search** button.



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

TAA Waiver    Offering ID: 105226    1 of 1

**General Info**    Lists    Attachments

**Provider Info**

Provider Name: TAA Waiver Statewide  
 Service Category: Trade Act Allowances  
 Service Type: Training Waiver  
 Service Description: Generic TAA / TGAA Training Waiver Service for all WIBs as of  
 Pay for Performance: No  
 ETP Status:

**Location**

Location:   
 Address: State Office Campus  
 City: Statewide    State: New York  
 Zip: 12240    WIB: NYSDOL-CO

**Schedule**

Start Date: 06/05/2014    End Date:   
 Start Time:     End Time:   
 Sun.  Mon.  Tue.  Wed.   Thu.   
 Fri.  Sat.

**ETP Program of Study Leading to**

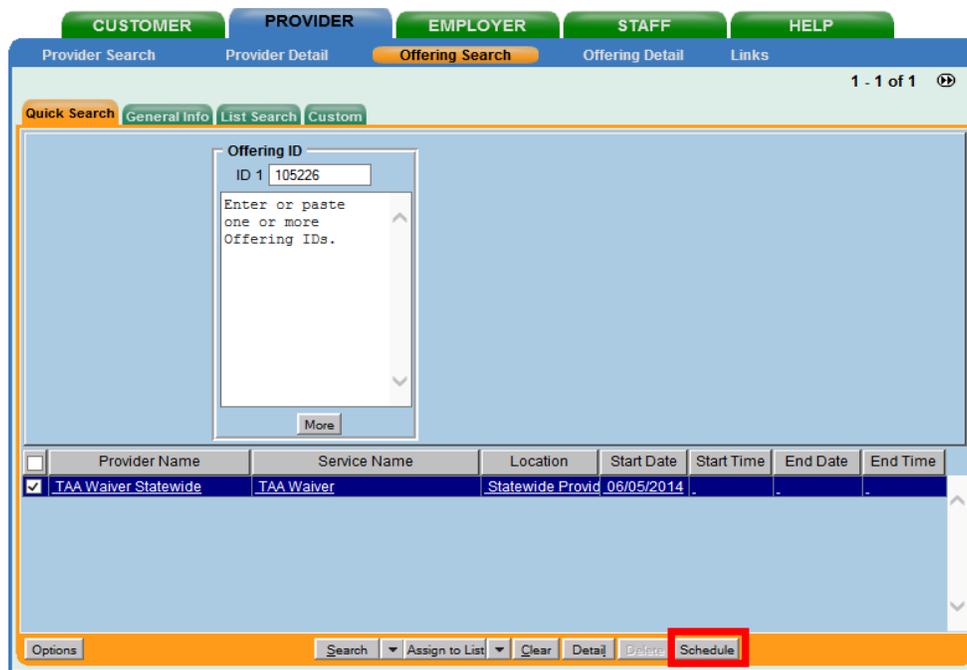
- Industry Recognized Certification
- Registered Apprenticeship
- State or National License
- Associate Degree
- Bachelor's Degree
- Community College Certificate
- Secondary School Diploma or Equivalent
- Employment
- Measurable Skill Gain

**Additional Info**

Cost: \$ 1.00    Total Seats: 99    Available Seats: 80  
 Description: Generic TAA/TGAA Training Waiver Service for all WIBs with version 5.3.01 effective November 2011

Save Single    Save Ongoing    Provider Services    **Return to Search**

To continue entering the training waiver service, click the **Schedule** button.



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

1 - 1 of 1

Quick Search    General Info    List Search    Custom

Offering ID

ID 1 | 105226

Enter or paste one or more Offering IDs.

More

<input type="checkbox"/>	Provider Name	Service Name	Location	Start Date	Start Time	End Date	End Time
<input checked="" type="checkbox"/>	TAA Waiver Statewide	TAA Waiver	Statewide Provid	06/05/2014	.	.	.

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



OSOS will navigate back to the **Customer** module > **Services** window > **Services** tab.  
Complete data entry in the **Detail** section of the **Services** tab, including:

- **Planned Start Date** and **Actual Start Date** for the initial waiver from training is the first date that the trade affected worker meets with staff.
- **Planned End Date** is the first Sunday no more than 90 days from the start date of the initial waiver. The start date for all subsequent waivers from training will be a Monday date. The end date for all subsequent waivers is the first Sunday no more than 30 days from the start date of the last waiver from training issued.
- **Program Service Type**: Select "Individualized Career Services" from the drop-down menu.
- **Next Contact Date**: Career Center staff are required to contact the trade affected worker at 30-day intervals during the initial waiver period. Therefore, enter a **Next Contact Date** that is less than 30 days from the last waiver review. This will create a reminder for the staff person who entered the **Next Contact Date** to contact the customer on or prior to the 30-day waiver contact deadline.

Click the **Save** button.

The screenshot shows the OSOS interface for the 'Services' tab. The 'Detail' section is highlighted with a red box and contains the following information:

- Service Name: TAA Waiver
- Service Desc: Generic TAA / TGAA Training Waiver Service for al
- Service ID: 97730
- Service Type: Training Waiver
- Provider Name: TAA Waiver Statewide
- Location Name: Statewide Provider
- Provider ID: 73912 Offering ID: 105226
- Plan. Start Date: 03/22/2018 Plan. End Date: 05/13/2018
- Actual Start Date: 03/22/2018 Actual End Date: [empty]
- Completed Successfully: [dropdown]
- Next Contact Date: 04/21/2018
- Program Service Type: Individualized Career Services [dropdown]
- Part Time Learn.: [input] Distance Learn.: [input]

The 'Funding' section is also visible, with a table structure:

Level	Source	Obligated	Actual	Oblig #

Below the table, there are fields for Total Funding, Petition #, RR Event #, and Incumbent Worker Training. At the bottom of the screen, the 'Save' button is highlighted in red.



The **Planned Start Date** and **Actual Start Date** of the service cannot be earlier than the:

- **Application Date** – the date the customer signed the TA720
- **Qualifying Separation Date** - the customer's last day of work at trade-affected employer
- **Eligibility Determination Date** - the mail date on the TA722

Note: The **Application Date** will always be on or before the **Eligibility Determinate Date**.

## FUNDING THE TRAINING WAIVER SERVICE

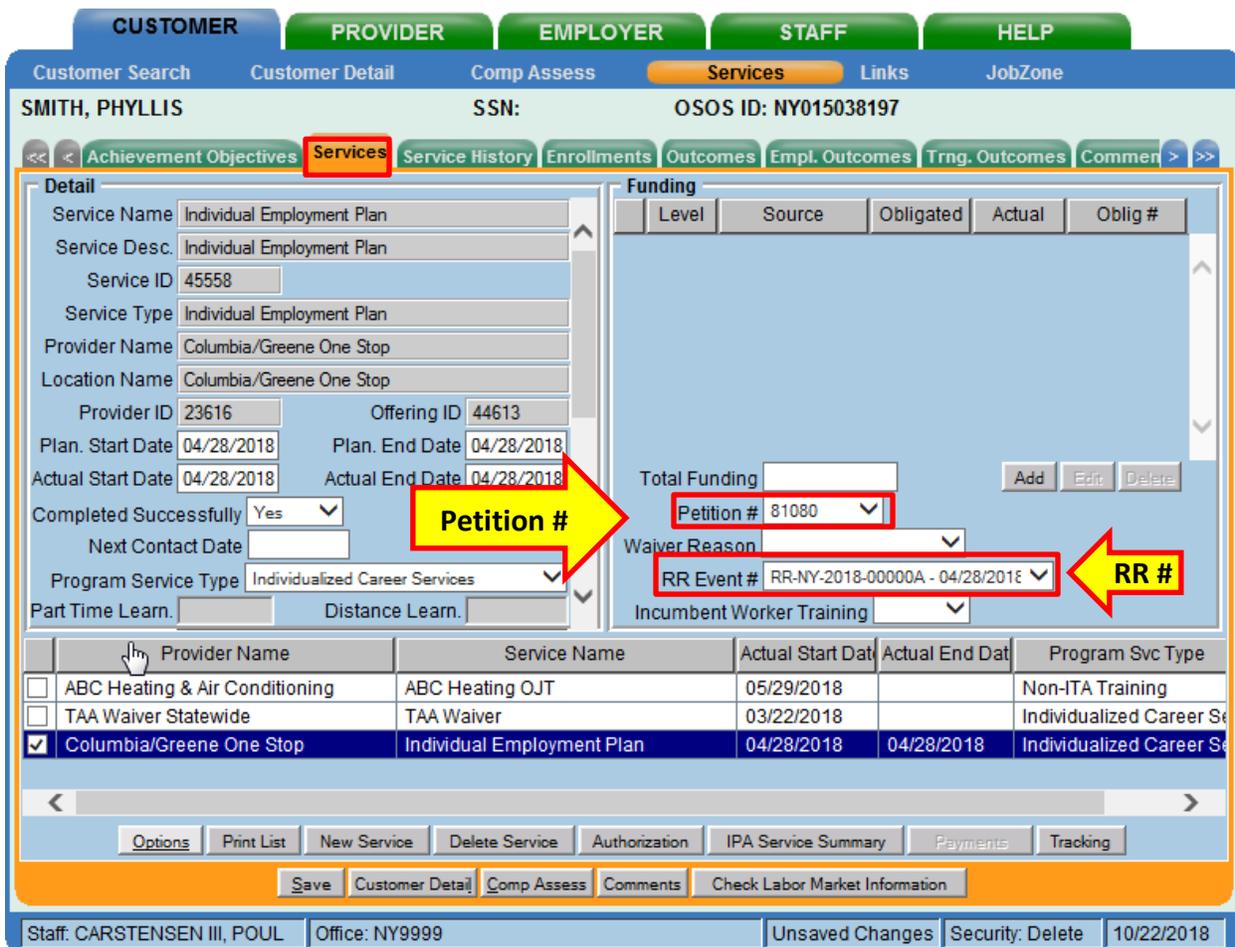
The training waiver cannot be funded with TAA funds. A training waiver service must be funded with Dislocated Worker funds. TAA funds are only used to fund the following benefits:

- TAA Training
- TRA
- RTAA
- Job Search Allowances
- Job Relocation Allowances

In the **Customer** module > **Services** window > **Services** tab, under the **Funding** section, click on the appropriate **Petition #** from the drop-down menu, and the **Rapid Response (RR) Event #** if one exists. Click the **Save** button.



*The **Petition #** drop-down menu will only be available after all of the information has been entered into the customer's **Work History** tab, including the **Eligibility Determination Date**.*



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

Customer Search | Customer Detail | Comp Assess | **Services** | Links | JobZone

SMITH, PHYLLIS | SSN: | OSOS ID: NY015038197

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

Detail		Funding				
		Level	Source	Obligated	Actual	Oblig #
Service Name	Individual Employment Plan					
Service Desc.	Individual Employment Plan					
Service ID	45558					
Service Type	Individual Employment Plan					
Provider Name	Columbia/Greene One Stop					
Location Name	Columbia/Greene One Stop					
Provider ID	23616	Offering ID	44613			
Plan. Start Date	04/28/2018	Plan. End Date	04/28/2018			
Actual Start Date	04/28/2018	Actual End Date	04/28/2018			
Completed Successfully	Yes	Total Funding				Add Edit Delete
Next Contact Date		Petition #	81080			
Program Service Type	Individualized Career Services	Waiver Reason				
Part Time Learn.		RR Event #	RR-NY-2018-00000A - 04/28/2018			
Distance Learn.		Incumbent Worker Training				

	Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type
<input type="checkbox"/>	ABC Heating & Air Conditioning	ABC Heating OJT	05/29/2018		Non-ITA Training
<input type="checkbox"/>	TAA Waiver Statewide	TAA Waiver	03/22/2018		Individualized Career Se
<input checked="" type="checkbox"/>	Columbia/Greene One Stop	Individual Employment Plan	04/28/2018	04/28/2018	Individualized Career Se

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

Save | Customer Detail | Comp Assess | Comments | Check Labor Market Information

Staff: CARSTENSEN III, POUL | Office: NY9999 | Unsaved Changes | Security: Delete | 10/22/2018

Enter \$1.00 into the **Total Funding** data field. Click the **Add** button.

**CUSTOMER** PROVIDER EMPLOYER STAFF HELP

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

SSN: OSOS ID:

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

**Detail**

Service Name: Individual Employment Plan  
 Service Desc: Individual Employment Plan  
 Service ID: 45558  
 Service Type: Individual Employment Plan  
 Provider Name: Columbia/Greene One Stop  
 Location Name: Columbia/Greene One Stop  
 Provider ID: 23616 Offering ID: 44613  
 Plan. Start Date: 04/28/2018 Plan. End Date: 04/28/2018  
 Actual Start Date: 04/28/2018  
 Completed Successfully: Yes  
 Next Contact Date:  
 Program Service Type: Individualized Career Services  
 Part Time Learn.: Distance Learn.:

**Funding**

Level	Source	Obligated	Actual	Oblig #
Total Funding \$1				
Petition # 81080				
Waiver Reason				
RR Event # RR-NY-2018-00000A - 04/28/2018				
Incumbent Worker Training				

Total Funding \$1.00 (highlighted with yellow arrow)

Add (highlighted with yellow arrow)

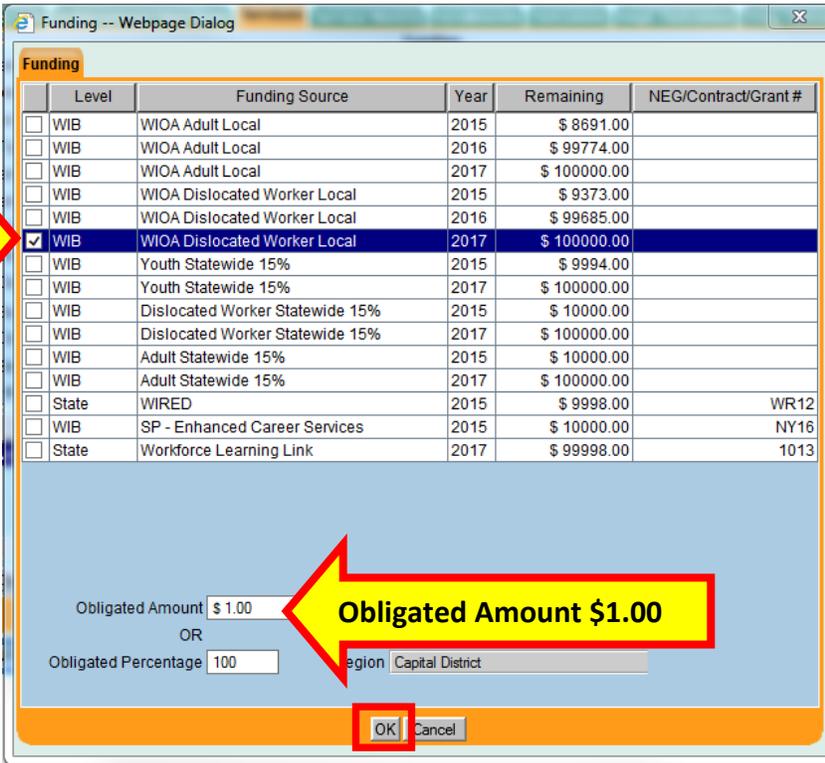
	Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type
<input type="checkbox"/>	ABC Heating & Air Conditioning	ABC Heating OJT	05/29/2018		Non-ITA Training
<input type="checkbox"/>	TAA Waiver Statewide	TAA Waiver	03/22/2018		Individualized Career Se
<input checked="" type="checkbox"/>	Columbia/Greene One Stop	Individual Employment Plan	04/28/2018	04/28/2018	Individualized Career Se

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

Save Customer Detail Comp Assess Comments Check Labor Market Information

Staff: CARSTENSEN III, POUL Office: NY9999 Unsaved Changes Security: Delete 10/22/2018

This will open the **Funding -- Webpage Dialog** box. Select the most recent year "WIOA Dislocated Worker Local" as the **Funding Source**. Enter \$1.00 in the **Obligated Amount** data field. The **Obligated Percentage** field will auto populate. Click the **OK** button.



Level	Funding Source	Year	Remaining	NEG/Contract/Grant#
<input type="checkbox"/>	WIB WIOA Adult Local	2015	\$ 8691.00	
<input type="checkbox"/>	WIB WIOA Adult Local	2016	\$ 99774.00	
<input type="checkbox"/>	WIB WIOA Adult Local	2017	\$ 100000.00	
<input type="checkbox"/>	WIB WIOA Dislocated Worker Local	2015	\$ 9373.00	
<input type="checkbox"/>	WIB WIOA Dislocated Worker Local	2016	\$ 99685.00	
<input checked="" type="checkbox"/>	WIB WIOA Dislocated Worker Local	2017	\$ 100000.00	
<input type="checkbox"/>	WIB Youth Statewide 15%	2015	\$ 9994.00	
<input type="checkbox"/>	WIB Youth Statewide 15%	2017	\$ 100000.00	
<input type="checkbox"/>	WIB Dislocated Worker Statewide 15%	2015	\$ 10000.00	
<input type="checkbox"/>	WIB Dislocated Worker Statewide 15%	2017	\$ 100000.00	
<input type="checkbox"/>	WIB Adult Statewide 15%	2015	\$ 10000.00	
<input type="checkbox"/>	WIB Adult Statewide 15%	2017	\$ 100000.00	
<input type="checkbox"/>	State WIRED	2015	\$ 9998.00	WR12
<input type="checkbox"/>	WIB SP - Enhanced Career Services	2015	\$ 10000.00	NY16
<input type="checkbox"/>	State Workforce Learning Link	2017	\$ 99998.00	1013

Obligated Amount

OR

Obligated Percentage

Region

This will fund the waiver. Click **Save**.



Every time a TAA customer is granted a training waiver, a TAA waiver service must be entered into the **Services** tab. It must be linked to a petition number in the **Petition #** data field, and the **Waiver Reason** drop-down field must be populated with the reason for the waiver. Selecting the Trade Act **Petition #** will activate the **Waiver Reason** drop-down field. Select a waiver reason from the **Waiver Reason** drop down.

**Waiver Reason** drop-down choices are:

- Recall\*
- Marketable Skills\*
- Retirement\*
- Health
- Enrollment Unavailable
- Training Unavailable

\*Current regulations do not allow the use of the "Recall", "Marketable Skills", or "Retirement" waiver reasons. In addition, it is rare in New York State that "Training Unavailable" will be accepted as a legitimate waiver reason. "Health" and "Enrollment Unavailable" are the only two waiver reasons recommended for use.

Click the **Save** button.

The screenshot shows the OSOS interface for a customer named SMITH, PHYLLIS. The 'Services' tab is active, displaying details for a 'TAA Waiver' service. The 'Waiver Reason' dropdown menu is highlighted with a yellow arrow and labeled 'Waiver Reason'. The 'Save' button is highlighted with a red box.

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

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/> TAA Waiver Statewide	TAA Waiver	03/22/2018		Individualized Career S



*"Enrollment Unavailable" & "Training Unavailable" waivers cannot be issued until a training plan has been approved by TAA Central Office staff. All waiver services must be recorded in OSOS. All waivers are issued by using the Trade Act Tracker application. For more information, please contact the TAA unit at [TAA.WDTD@labor.ny.gov](mailto:TAA.WDTD@labor.ny.gov)*

## ENDING THE TRAINING WAIVER SERVICE

The training waiver service can end in one of three ways:

1. Revocation: Training waivers are revoked when the customer begins their scheduled approved training program or has found suitable employment.
2. Termination: Training waivers are terminated when the customer decides not to pursue training.
3. Expiration: Initial training waivers expire after 90 days and subsequent waivers must be issued in 30-day intervals.



*If training has not begun by the end of the 90-day window, subsequent waivers are issued after the initial waiver. When this occurs, the initial training waiver service must be ended and a new training waiver service must be created. All subsequent waivers must have a **Planned End Date** no more than 30 days from their start date.*

When the training waiver service has ended, it must be closed by entering the **Actual End Date** and staff must indicate whether the customer has successfully completed the service.



In the **Customer** module > **Services** window > **Services** tab, under the **Detail** section, complete the following fields:

- **Actual End Date:** Enter the date the waiver was revoked, terminated, or expired.
- **Completed Successfully:**
  - Select "Yes", if the waiver
    - was revoked because the customer entered an approved training program; or
    - expired due to reaching the 90 (initial waivers) or 30 (subsequent waivers) day deadline and a subsequent waiver is issued.
  - Select "No", if the waiver was
    - terminated for non-attendance of scheduled approved training; or
    - revoked because the customer found suitable employment.

Click the **Save** button.

The screenshot shows the OSOS interface for a customer named SMITH, PHYLLIS. The 'Services' tab is active, and the 'Detail' section is expanded. The 'Actual End Date' field is highlighted with a yellow arrow and labeled 'Actual End Date'. The 'Completed Successfully' dropdown is set to 'Yes' and is also highlighted with a yellow arrow and labeled 'Completion'. The 'Save' button is highlighted with a red box.

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

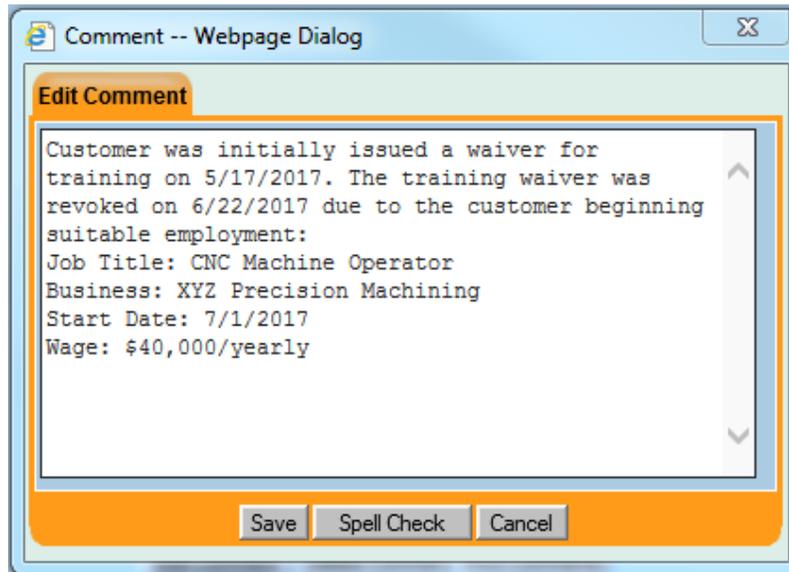
Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type	
<input checked="" type="checkbox"/>	TAA Waiver Statewide	TAA Waiver	03/22/2018	05/17/2018	Individualized Career S



*TAA Central Office staff sends a monthly Completion Report to each local TAA Coordinator alerting them to training that is expected to be completed in the upcoming month. The report includes the customer's OSOS ID number, contact information, and training information, including the scheduled end date. Each local TAA Coordinator should contact customers regarding completion of training per the guidance included with the report.*

## ENTERING COMMENTS

As a best practice, when ending the training waiver service, staff should record relevant, detailed comments. Information such as the start and end dates of the training waiver and details regarding the reason why the waiver has ended should be included in the comment.



Comment -- Webpage Dialog

**Edit Comment**

Customer was initially issued a waiver for training on 5/17/2017. The training waiver was revoked on 6/22/2017 due to the customer beginning suitable employment:  
Job Title: CNC Machine Operator  
Business: XYZ Precision Machining  
Start Date: 7/1/2017  
Wage: \$40,000/yearly

Save Spell Check Cancel



## 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:

<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](mailto:help.osos@labor.ny.gov)