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# **Trade and Economic Transition Dislocated Worker Grant Training OSOS Guide**



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## PURPOSE

The purpose of the Trade and Economic Transition (TET) Dislocated Worker Grant (DWG) is to address emerging workforce and economic challenges that may not be limited to one business, one industry, or one geographic area. New York State (NYS) has experienced an economic transition caused by global economic pressures exacerbated by technological change and globalization. Through the TET DWG, the New York State Department of Labor will partner with 30 Local Workforce Development Boards (LWDB) in NYS to coordinate training (classroom and work-based), career, and supportive services to dislocated workers seeking reentry into the workforce and increasing their skill levels to become competitive for growing or high-demand employment opportunities.

OSOS is a case management system designed to record a process in which services are provided to jobseekers and employers. 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.

This guide will provide detailed instructions on how to conduct the OSOS data entry for the TET DWG.

For additional information on the TET DWG:

[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_2-18\\_acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_2-18_acc.pdf)



## PARTICIPANT DATA ENTRY

### RECORD THE SERVICE

After ensuring that the training provider information is in OSOS, staff may record participant data relevant to the services being provided. If training provider information is needed, it can be entered using the step-by-step instructions found in the OSOS guide located here:

<https://labor.ny.gov/workforcenypartners/osos/OSOS-Guide-Creating-Providers-Services-and-Offerings.pdf>



*Please note that if activities were previously documented and now appear in OSOS as functionally aligned services, staff are not required to reenter them as a new service in order to attach TET funding. Rather, staff should remove the Dislocated Worker funding associated with the functionally aligned service and replace it with Trade and Economic Transition DWG 2018 funding.*



Start by conducting a Customer Search in the **Customer** module, **Customer Search** window, and **Quick Search** tab.

Search for the customer by Last Name and First Name. Once you find the customer's record in OSOS you may use the customer's NY ID number for any subsequent customer search.

Customer SSN  
SSN 1   
Enter or paste one or more SSNs.

Customer ID  
ID 1   
Enter or paste one or more Customer IDs.

Partial SSN   
Last Name   
First Name   
Middle Initial   
Birth Date   
Username   
Email Exists   
Email

<input type="checkbox"/>	OSOS ID	Status	SSN	Seeker Name	DOB
<input type="checkbox"/>					

Options Search

Staff: CARSTENSEN III, POUL Office: OSOS/REOS Central Support Unit 10/15/2018

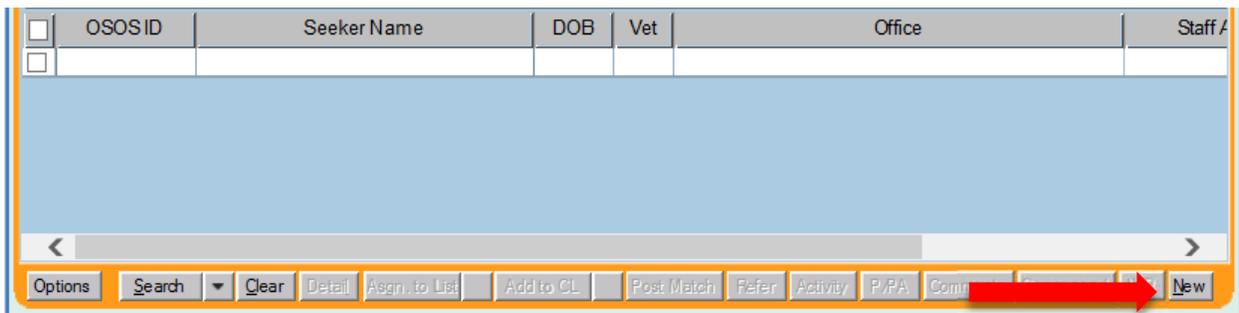


*If a customer name search returns multiple records for the same customer, contact the OSOS help desk at [help.osos@labor.ny.gov](mailto:help.osos@labor.ny.gov) or 518-457-6586 to determine which record should be used.*

If no matches are found, you will need to create a new record for the customer in OSOS, as customers served under this grant must be registered with NYS's Career Centers. Instructions for creating a basic customer record can be found in detail here:

<https://labor.ny.gov/workforcenypartners/osos/Creating-a-Basic-Customer-Record-OSOS-Guide-12-10-2018.pdf>

To do this, click **New** at the bottom of the screen and fill in the necessary details in the **Customer Detail** tabs.





Please note that the customer must be documented as a dislocated worker to receive funded services under this grant. Following the checklist found at <https://labor.ny.gov/workforcenypartners/PDFs/dislocated-worker-osos-checklist.pdf> will ensure the customer is eligible. The OSOS fields for documenting Dislocated Worker status can be found in the **Customer** module, **Customer Detail** window, **Work History** tab.



*Please note, while the screenshot below shows a dislocated worker who was dislocated due to foreign trade, this grant is available to all dislocated workers.*

To properly document a dislocated worker, the Work History tab must be completed. Start and end dates must be provided, and Category 2 and Category 6 dislocated workers must have an O\*Net code. In addition, each category of dislocated worker will have different required fields depending on the category selected. The customer listed below is a Category 5 DW Dislocated worker due to foreign trade, so the TAA/NAFTA-TAA section must be completed in the Work History tab.

The screenshot shows the OSOS Customer Detail window for Vicki L. Mockler. The 'Work Hist.' tab is active. The 'Detail' section shows job information for 'Database Administrators' at 'Database Solutions' in Albany, NY, starting 01/01/2001. The 'Reason for Leaving' is 'Category 5-DW Dislocated due to foreign trade'. The 'TAA / NAFTA-TAA' section is also visible, with fields for Petition Number, Application Date, and Eligibility Determination. A table below lists the job entry.

Job	Company	City	Start	End
<input checked="" type="checkbox"/>	Database Administrators	Database Solutions	Albany	01/01/2001



For Category 1 DW, Category 2 DW mass layoff or closure, Category 3 DW self-employed, and Category 6 DW spouse of a member of the Armed Forces customers, the Dislocated Worker Information section should be completed. Category 4 DW displaced homemaker, does not require additional data entry.

Customer Search Customer Detail Comp Assess Services Links JobZone

Mockler, Vicki L. SSN: OSOS ID: NY014381191 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 Database Administrators O\*Net Titles O\*Net Code 15114100

Employer Database Solutions Include online  Start Date 01/01/2001 End Date

Address 123 Data Way Supervisor John Smith Phone 518-485-2601 Ext.

City Albany Wage \$ 60000.00 Yearly Hours/week 40

State New York Reason for Leaving Category 1-DW

Country United States Job Duties Administer, test, and implement computer databases, applying knowledge of database

Job Type Full Time RR Event# Event

NAICS NAICS Lookup

**Dislocated Worker Information**

Qualifying Dislocation Date Tenure (months)

O\*Net at Dislocation 15114100 Database Administrators

NAICS

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Database Administrators	Database Solutions	Albany	01/01/2001	

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: CARSTENSEN III, POUL Office: NY9999 Unsaved Changes Security: Delete 12/14/2018

More information on documenting dislocated worker status and OSOS data entry assistance can be found in the Resources section at the end of this guide.



Once in the correct customer record, navigate to the **Services** window and then the **Services** tab of the customer record.

Click the **New Service** button at the bottom.

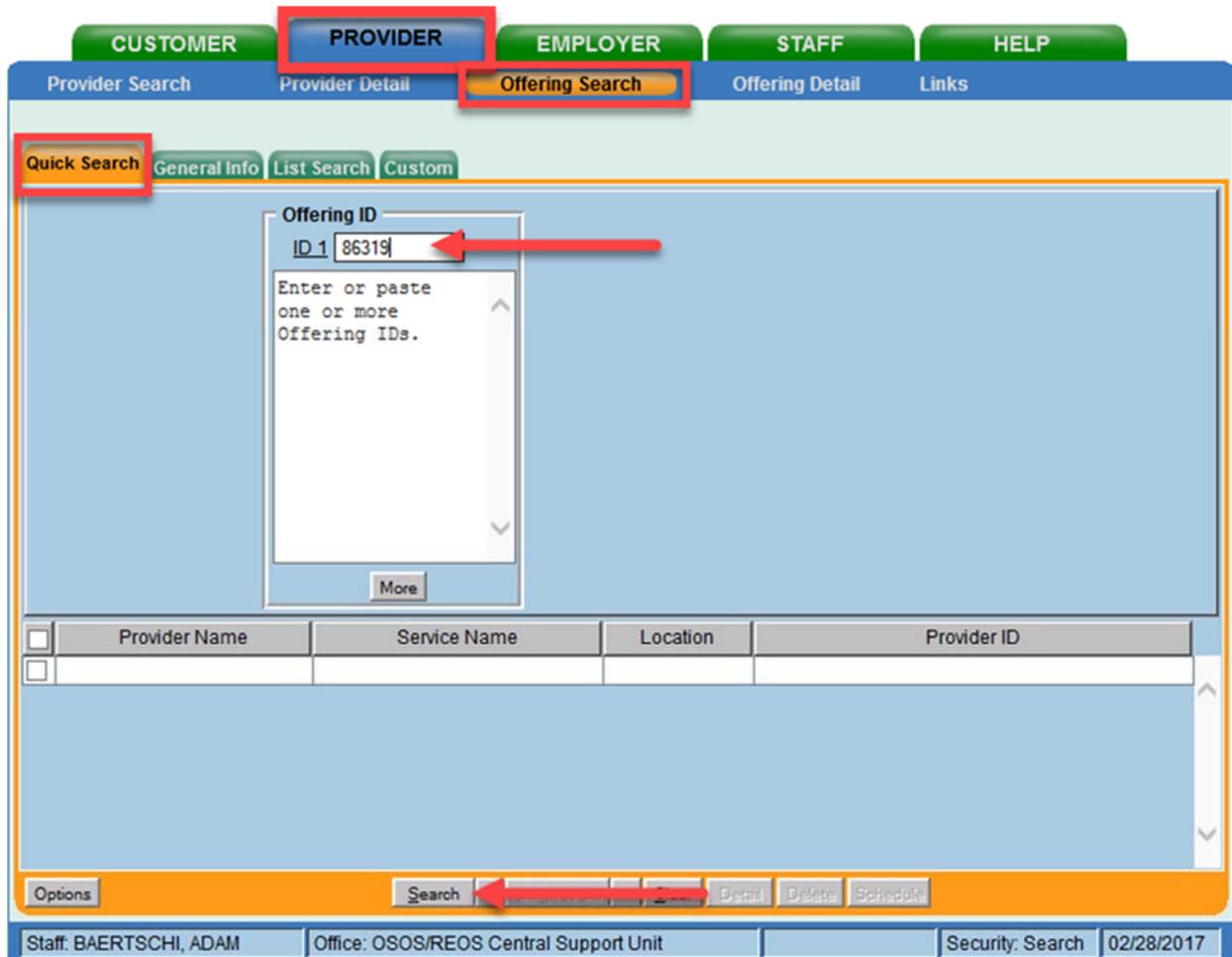
The screenshot displays the OSOS interface for customer **Mockler, Vicki L.** with SSN and OSOS ID: NY014381191. The **Services** tab is selected, showing a **Detail** section with fields for Provider Name (Adirondack Community College), Location Name, Provider ID (3006), Offering ID (93562), Plan. Start Date (02/05/2018), Plan. End Date (03/11/2018), Actual Start Date (02/05/2018), Actual End Date, Completed Successfully, Next Contact Date, Program Service Type, Part Time Learn., Distance Learn., Program, Minimum Hours, Number of Weeks, O\*Net, and NAICS. A **Funding** table is also visible, with columns for Level, Source, Obligated, Actual, and Oblig #. Below the funding table is a table listing services provided by Adirondack Community College, SS/IO Provider, and Functional Alignment PY 2006. The **New Service** button is highlighted with a red arrow.

Level	Source	Obligated	Actual	Oblig #

Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type
<input type="checkbox"/> Adirondack Community College	Hospitality & Tourism	02/05/2018		
<input type="checkbox"/> SS/IO Provider	SS/IO Provider Service	11/28/2017	11/28/2017	Basic Career Services
<input type="checkbox"/> Functional Alignment PY 2006	Assessment Interview, Initial Assessm	11/27/2017	11/27/2017	Basic Career Svcs - Sta
<input type="checkbox"/> Functional Alignment PY 2006	Workforce Information Svcs. Staff Assis	11/27/2017	11/27/2017	Basic Career Svcs - Sta

After you click the **New Service** button, OSOS will automatically navigate to the **Provider** module. Within the **Provider** module, OSOS will automatically navigate to the **Offering Search** window and the **Quick Search** tab.

If you know the **Offering ID** number, type it in the search box and click **Search**.



The screenshot shows the OSOS interface with the following elements:

- Top navigation: CUSTOMER, **PROVIDER**, EMPLOYER, STAFF, HELP
- Sub-navigation: Provider Search, Provider Detail, **Offering Search**, Offering Detail, Links
- Quick Search sub-tabs: **Quick Search**, General Info, List Search, Custom
- Search input: Offering ID ID 1 86319 (with a red arrow pointing to the input)
- Search instructions: Enter or paste one or more Offering IDs.
- Search button: Search (with a red arrow pointing to the button)
- Table headers: Provider Name, Service Name, Location, Provider ID
- Footer: Staff: BAERTSCHI, ADAM | Office: OSOS/REOS Central Support Unit | Security: Search | 02/28/2017



If you do not know the **Offering ID**, click the **General Info** tab to search by other criteria.

For Occupational Skills Training to be funded through the TET grant, the training provider/service must have been auto-loaded into OSOS from the Eligible Training Provider List (ETPL).

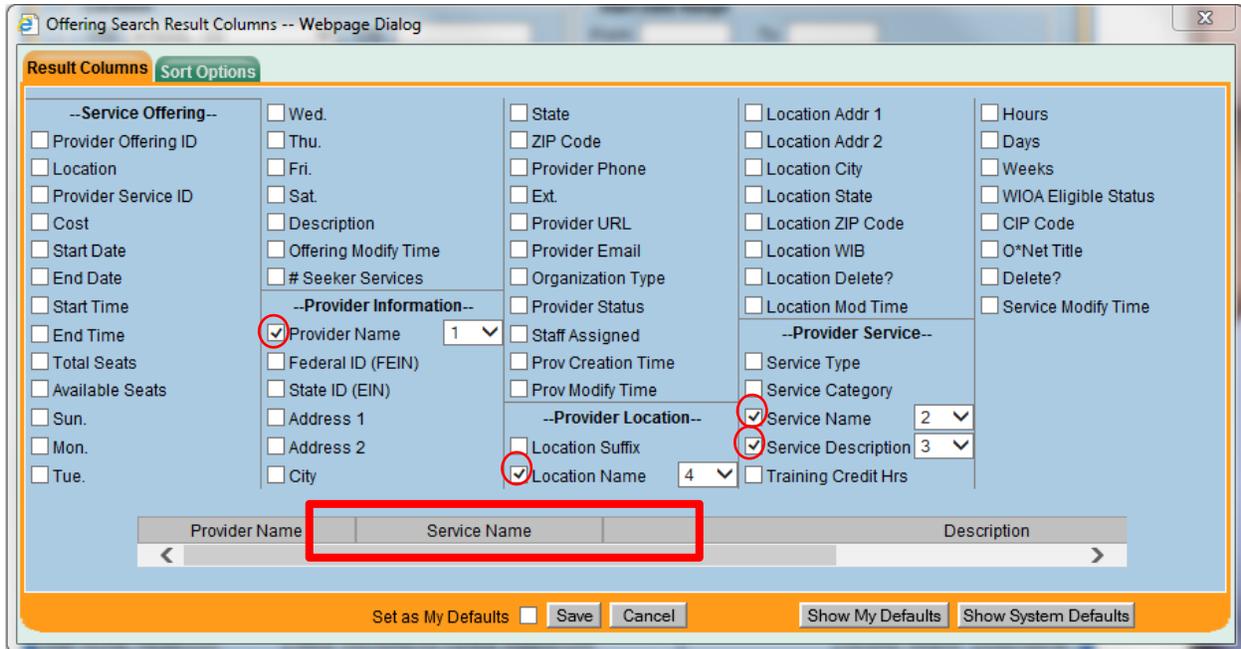
To help you determine whether a provider has been auto-loaded from the ETPL, the search options should be adjusted before conducting the search.

To do this, click on **Options** at the bottom of the screen.

The screenshot shows the OSOS web application interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Provider Search, Provider Detail, Offering Search (highlighted), Offering Detail, and Links. The main content area has two sub-tabs: Quick Search and General Info (highlighted with a red arrow). The General Info section contains several input fields: Location (WIB Oneida/Herkimer/Madison C, City), Start Date Range (From, To), Provider Information (Provider Name, Service Name, Program, Provider Status: Active, Service Type), and a Service Type dropdown. Below the form is a table with columns: Provider Name, Service Name, Prov. Off. ID, and Prov. Svc. ID. At the bottom of the screen, there is an orange bar with buttons: Options (highlighted with a red arrow), Search, Assign to List, Clear, Detail, Delete, and Schedule. The footer shows: Staff: CARSTENSEN III, POUL; Office: OSOS/REOS Central Support Unit; Security: Search; 10/15/2018.

A pop-up window will appear containing a list of categories you can choose to display for your search results. Select the following four categories: Provider Name, Service Name, Location Name, and Service Description. The Service Description is especially important because this field will indicate if the service was autoloaded from the ETPL.

Uncheck any other categories that may already be checked and click **Save**.



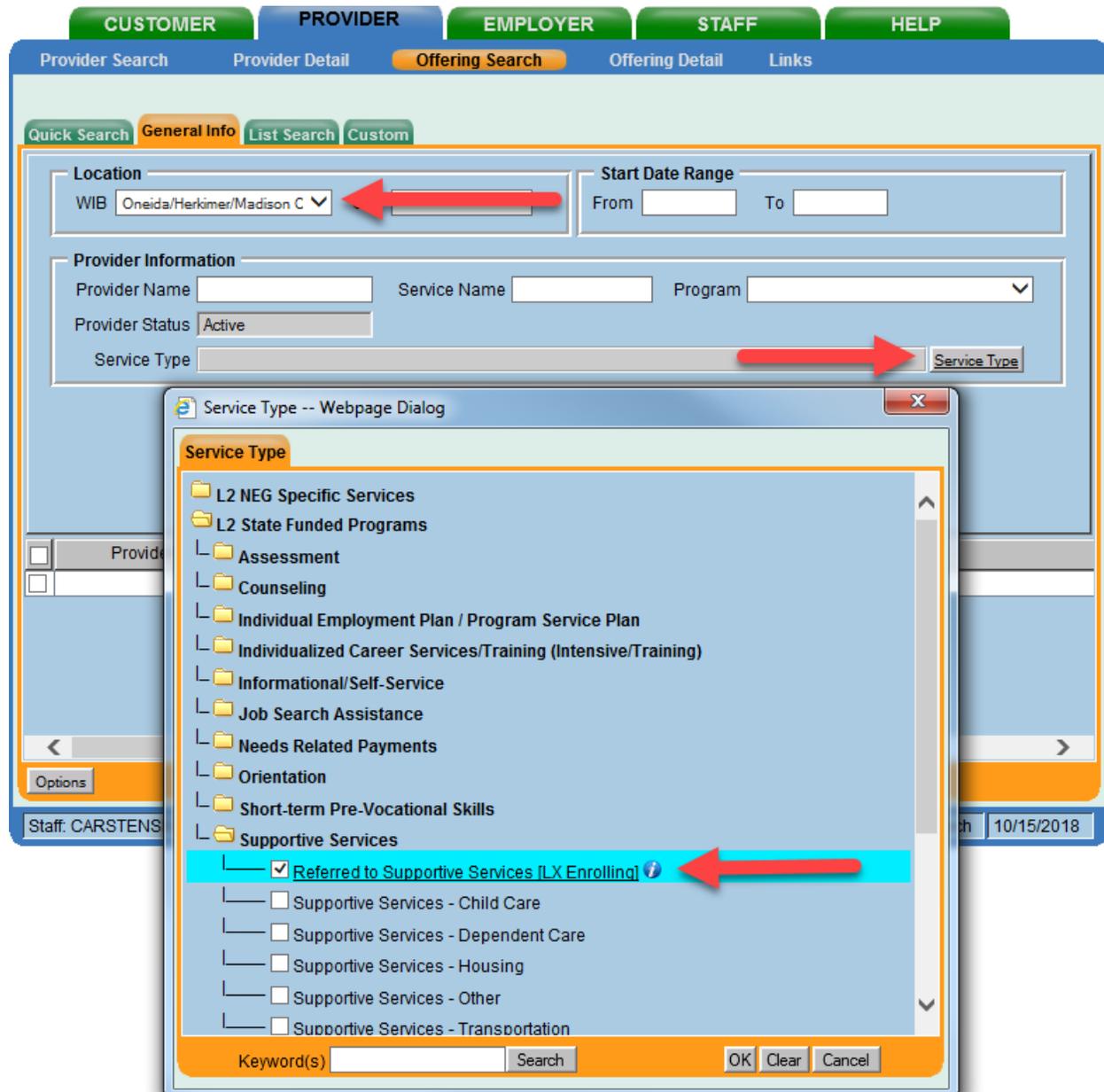

*You can check the box to “**Save My Defaults**” before you save so that you do not have to set these options each time you conduct a search.*

Now that the options have been customized, select the **WIB**.

Enter any known information in the available data fields. OSOS will allow you to enter a partial name for the **Provider Name** and **Service Name** fields.

Then, click **Service Type**.

Select the appropriate **Service Type** from the pop-up dialog box. Click **OK**.



Once the search criteria have been entered, click **Search**.

CUSTOMER **PROVIDER** EMPLOYER STAFF HELP

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

Quick Search **General Info** List Search Custom

**Location**

WIB Oneida/Herkimer/Madison C City

**Start Date Range**

From  To

**Provider Information**

Provider Name  Service Name  Program ▼

Provider Status Active

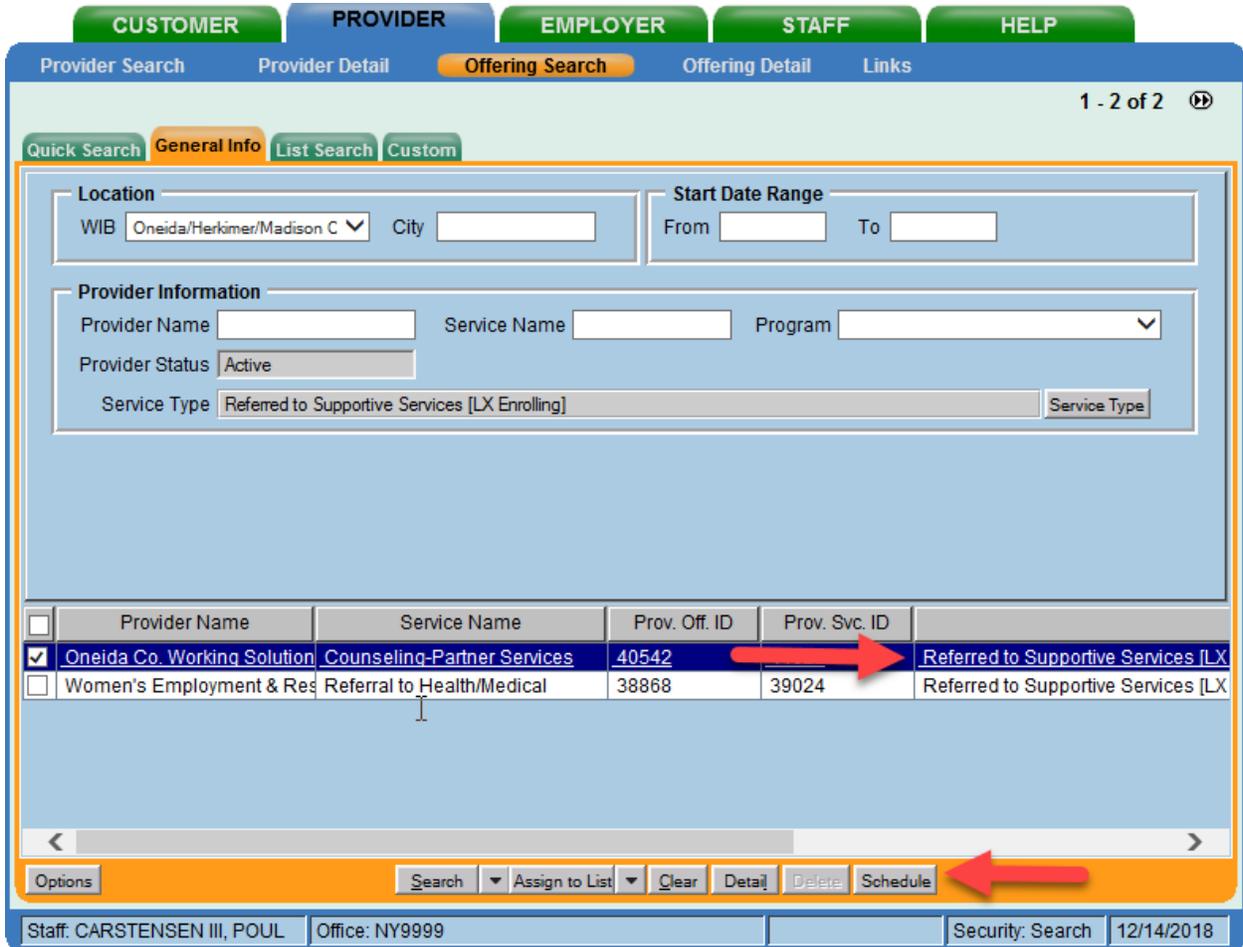
Service Type Referred to Supportive Services [LX Enrolling] Service Type

<input type="checkbox"/>	Provider Name	Service Name	Prov. Off. ID	Prov. Svc. ID
<input type="checkbox"/>				

Options ➔ Search Assign to List Clear Deact Delete Schedule

Staff: CARSTENSEN III, POUL | Office: OSOS/REOS Central Support Unit | Security: Search | 10/15/2018

The results will display in the bottom half of the screen. Select the appropriate Provider/Service from the results and click **Schedule**.



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

1 - 2 of 2

Quick Search    **General Info**    List Search    Custom

Location: WIB Oneida/Herkimer/Madison C    City:    Start Date Range: From:    To:

Provider Information:  
 Provider Name:    Service Name:    Program:    Provider Status: Active    Service Type: Referred to Supportive Services [LX Enrolling]    Service Type

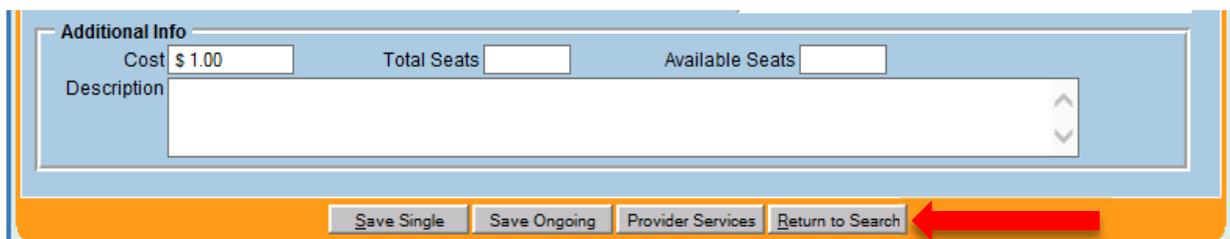
<input type="checkbox"/>	Provider Name	Service Name	Prov. Off. ID	Prov. Svc. ID	
<input checked="" type="checkbox"/>	Oneida Co. Working Solution	Counseling-Partner Services	40542		Referred to Supportive Services [LX]
<input type="checkbox"/>	Women's Employment & Res	Referral to Health/Medical	38868	39024	Referred to Supportive Services [LX]

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

Staff: CARSTENSEN III, POUL    Office: NY9999    Security: Search    12/14/2018



*If your search only returns one result, OSOS will navigate directly to the **Offering Detail** window for that provider. Click the **Return to Search** button at the bottom of the screen to navigate back to the **General Info** tab. This will allow you to schedule the service.*



Additional Info:  
 Cost: \$ 1.00    Total Seats:    Available Seats:    Description:

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



By clicking **Schedule**, the service will be added to the customer's record, and OSOS will automatically navigate to the **Services** tab.

Select the service from the list in the bottom half of the screen and complete the following data entry in the **Detail** window (left hand side).

The screenshot displays the OSOS interface for a customer named Mockler, Vicki L. (SSN: OSOS ID: NY014381191). The 'Services' tab is active, showing a 'Detail' window on the left and a list of services on the right. The 'Detail' window is highlighted with a red border and contains the following information:

- Service Name: Counseling-Partner Services
- Service Desc: Referred to Partner Supportive Services
- Service ID: 41621
- Service Type: Referred to Supportive Services
- Provider Name: Oneida Co. Working Solutions One Stop Center
- Location Name: Oneida Co. Working Solutions One Stop Center
- Provider ID: 20520, Offering ID: 40542
- Plan. Start Date: 10/15/2018, Plan. End Date: 10/15/2018
- Actual Start Date: 10/15/2018, Actual End Date: 10/15/2018
- Completed Successfully:
- Next Contact Date:
- Program Service Type: Individualized Career Services
- Part Time Learn.:  Distance Learn.:

To the right of the 'Detail' window is a 'Funding' table with columns: Level, Source, Obligated, Actual, and Oblig #. Below this are fields for Total Funding, Petition #, RR Event #, and Incumbent Worker Training.

At the bottom, a table lists services with columns: Provider Name, Service Name, Actual Start Date, Actual End Date, and Program Svc Type. The first row is selected:

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/> Oneida Co. Working Solutions One Stop Center	Counseling-Partner Services	10/15/2018	10/15/2018	Individualized Career Services
<input type="checkbox"/> Adirondack Community College	Hospitality & Tourism	02/05/2018		
<input type="checkbox"/> SS/IO Provider	SS/IO Provider Service	11/28/2017	11/28/2017	Basic Career Services
<input type="checkbox"/> Functional Alignment PY 2006	Assessment Interview, Initial Assessment	11/27/2017	11/27/2017	Basic Career Svcs - Sta

Navigation buttons at the bottom include: Options, Print List, New Service, Delete Service, Authorization, IPA Service Summary, Payments, Tracking, Save, Customer Detail, Comp Assess, Comments, and Check Labor Market Information. The footer shows Staff: CARSTENSEN III, POUL, Office: NY9999, Security: Search, and date: 12/14/2018.



**Plan. Start Date** – Enter the date on which the service is planned to begin.

**Plan. End Date** – Enter the date on which the service is planned to end. Enter the same date you entered for Plan. Start Date if it is a one-day service.

**Actual Start Date** – Enter the date on which the service began

**Actual End Date** – This field can be left blank until the service ends. If the service is a one-day service, enter the same date that you entered in the Actual Start Date field.

**Next Contact Date** – Enter a date on which to follow up with the participant. This date should be within 90 days of the first service to verify the program status and prevent the participant from exiting the enrollment.

**Program Service Type** – Select the appropriate program service type corresponding to the type of service.

**O\*NET** – The O\*Net code must be entered for a training service. If you do not know the O\*NET code, refer to [O\\*NET Titles in OSOS Guide](#).

**Staff Assigned**—Click the “**Change**” button to enter the staff assigned to this participant. You may choose the down arrow and select “Assign to Me” if you are the staff member assigned to this participant.

**WIB Assigned, Agency, Office** – These fields will auto load information attached to the service. If the information is incorrect, click the **Change Office** button to update.

## ADD FUNDING

Next, complete the **Funding** section (right hand side) for the service.



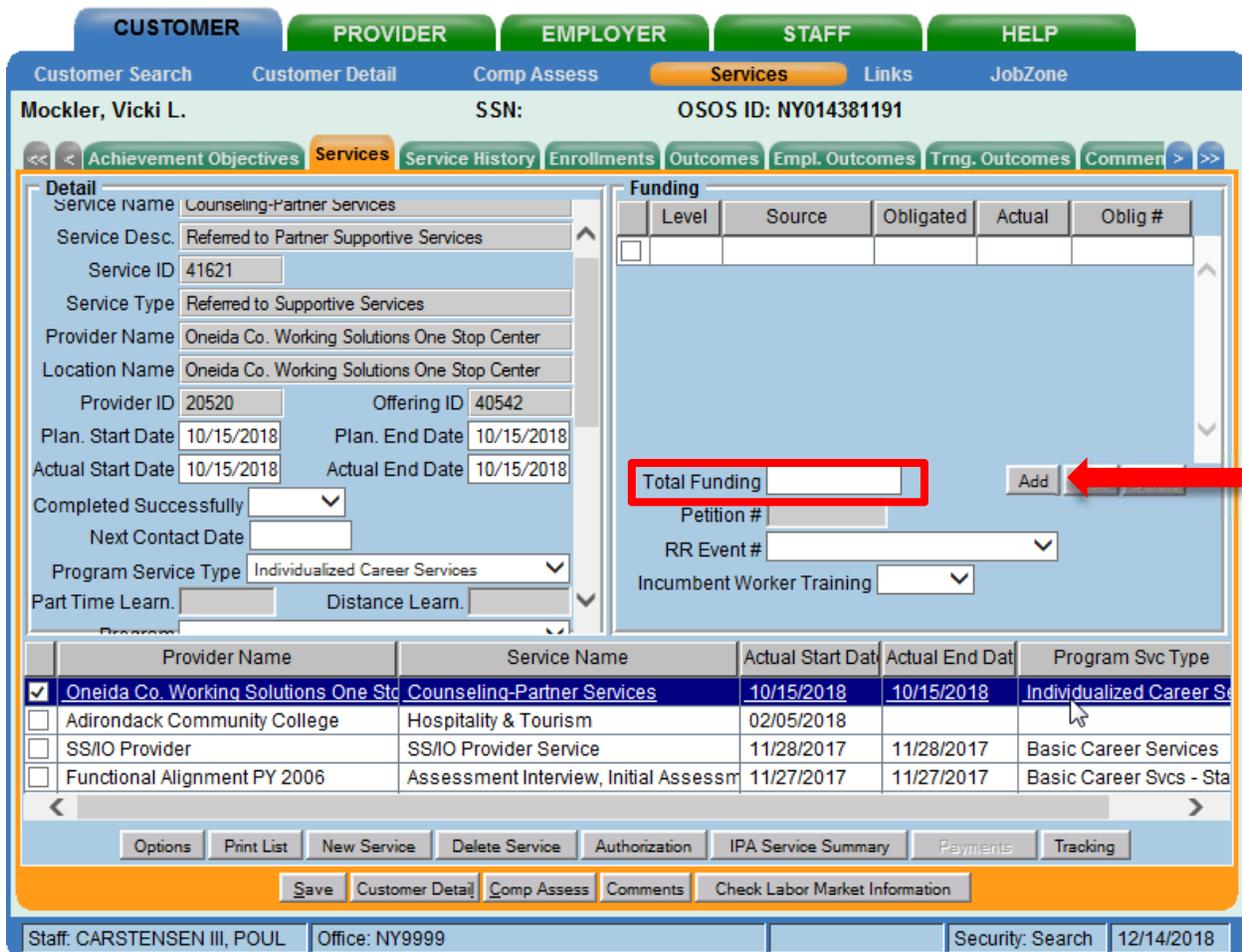
*Please note that if activities were previously documented and now appear in OSOS as functionally aligned services, staff are not required to reenter them as a new service in order to attach TET funding. Rather, staff should remove the Dislocated Worker funding associated with the functionally aligned service and replace it with Trade and Economic Transition DWG 2018 funding.*

To do this, enter \$1.00 in the **Total Funding** field.

Click the **Add** button.



*OSOS is not used as a financial tracking system. It is only used to track programmatic services provided. For this reason, the \$1.00 entry acts as a placeholder so that the system will designate a funding source to be attached to the service. This allows the system to track services provided under this grant.*



The screenshot shows the OSOS interface for a service record. The 'Funding' section is highlighted with a red box. The 'Total Funding' field is empty and highlighted with a red box. A red arrow points to the 'Add' button next to it. Below the 'Funding' section is a table of services.

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

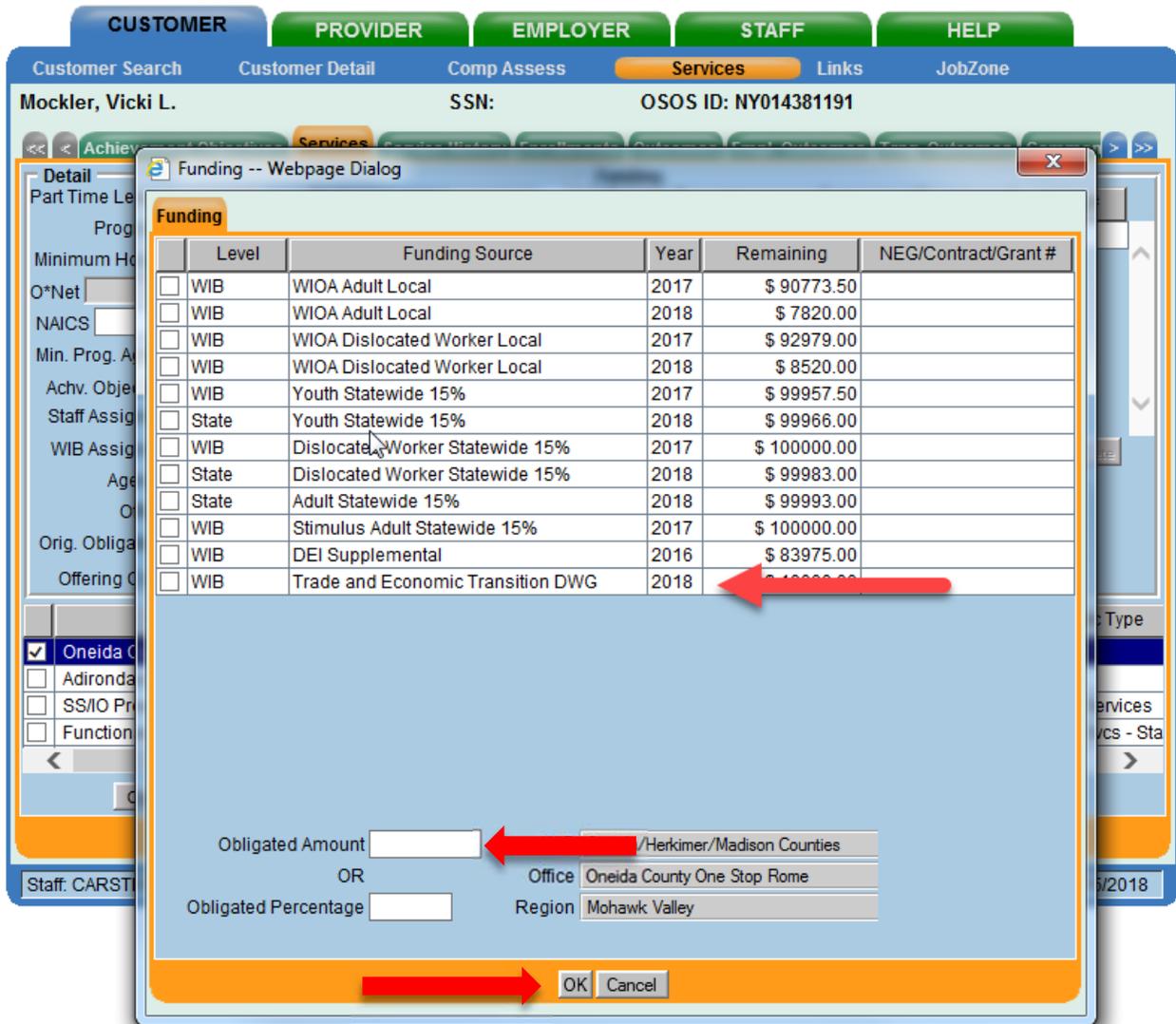
  

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/> Oneida Co. Working Solutions One Stop Center	Counseling-Partner Services	10/15/2018	10/15/2018	Individualized Career Services
<input type="checkbox"/> Adirondack Community College	Hospitality & Tourism	02/05/2018		
<input type="checkbox"/> SS/IO Provider	SS/IO Provider Service	11/28/2017	11/28/2017	Basic Career Services
<input type="checkbox"/> Functional Alignment PY 2006	Assessment Interview, Initial Assessment	11/27/2017	11/27/2017	Basic Career Svcs - Sta

After you click **Add**, a pop-up window will appear with a list of funding sources.

Check the box next to **Trade and Economic Transition DWG** to select that funding source.

Enter **\$1.00** in the **Obligated Amount** field and click **OK**.



**Funding**

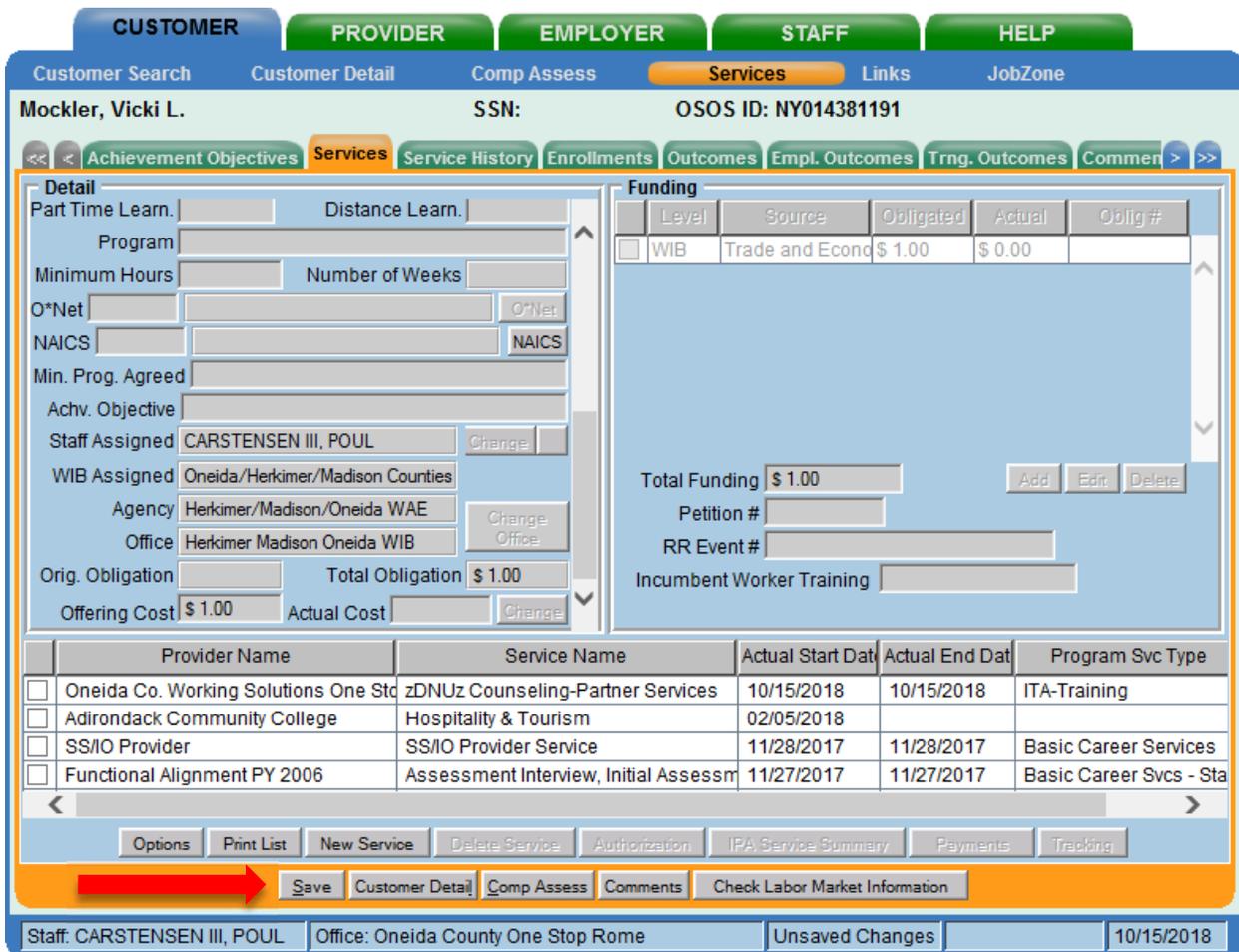
	Level	Funding Source	Year	Remaining	NEG/Contract/Grant #
<input type="checkbox"/>	WIB	WIOA Adult Local	2017	\$ 90773.50	
<input type="checkbox"/>	WIB	WIOA Adult Local	2018	\$ 7820.00	
<input type="checkbox"/>	WIB	WIOA Dislocated Worker Local	2017	\$ 92979.00	
<input type="checkbox"/>	WIB	WIOA Dislocated Worker Local	2018	\$ 8520.00	
<input type="checkbox"/>	WIB	Youth Statewide 15%	2017	\$ 99957.50	
<input type="checkbox"/>	State	Youth Statewide 15%	2018	\$ 99966.00	
<input type="checkbox"/>	WIB	Dislocated Worker Statewide 15%	2017	\$ 100000.00	
<input type="checkbox"/>	State	Dislocated Worker Statewide 15%	2018	\$ 99983.00	
<input type="checkbox"/>	State	Adult Statewide 15%	2018	\$ 99993.00	
<input type="checkbox"/>	WIB	Stimulus Adult Statewide 15%	2017	\$ 100000.00	
<input type="checkbox"/>	WIB	DEI Supplemental	2016	\$ 83975.00	
<input checked="" type="checkbox"/>	WIB	Trade and Economic Transition DWG	2018	\$ 10000.00	

Obligated Amount  /Herkimer/Madison Counties  
 OR Office Oneida County One Stop Rome  
 Obligated Percentage  Region Mohawk Valley

OK Cancel

The funding will now appear in the **Funding** section on the right-hand side of the screen.

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



**CUSTOMER** PROVIDER EMPLOYER STAFF HELP

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

Mockler, Vicki L. SSN: OSOS ID: NY014381191

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

**Detail**

Part Time Learn. Distance Learn. Program Minimum Hours Number of Weeks O\*Net NAICS Min. Prog. Agreed Achv. Objective Staff Assigned CARSTENSEN III, POUL WIB Assigned Oneida/Herkimer/Madison Counties Agency Herkimer/Madison/Oneida WAE Office Herkimer Madison Oneida WIB Orig. Obligation Total Obligation \$ 1.00 Offering Cost \$ 1.00 Actual Cost

**Funding**

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>	WIB Trade and Econ	\$ 1.00	\$ 0.00	

Total Funding \$ 1.00 Add Edit Delete  
Petition #  
RR Event #  
Incumbent Worker Training

	Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type
<input type="checkbox"/>	Oneida Co. Working Solutions One Stop	zDNUz Counseling-Partner Services	10/15/2018	10/15/2018	ITA-Training
<input type="checkbox"/>	Adirondack Community College	Hospitality & Tourism	02/05/2018		
<input type="checkbox"/>	SS/IO Provider	SS/IO Provider Service	11/28/2017	11/28/2017	Basic Career Services
<input type="checkbox"/>	Functional Alignment PY 2006	Assessment Interview, Initial Assessm	11/27/2017	11/27/2017	Basic Career Svcs - Sta

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: Oneida County One Stop Rome Unsaved Changes 10/15/2018



*The service must be closed when it has ended. To close a service, navigate to the **Customer** module, **Services** window, **Services** tab. Select the service that must be closed. Then enter the end date for the training service and click **Save**. The service is now closed.*



## ENTER COMMENTS

Comments are used to record case management notes. All users should record comments, details about services, and case notes that concern the customer being served.

Click on the **Comments** button at the bottom of the **Customer Detail** window. The **Comment Webpage Dialog** box will appear. Enter the comment and click the **Save** button on the Webpage Dialog box.

The comment will then appear listed on the **Comments** tab next to the date the comment was entered. Remember to save the entire customer record when you are finished entering comments.

The screenshot displays the OSOS Customer Detail window for Vicki L. Mockler. The window has a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this is a sub-navigation bar with buttons for Customer Search, Customer Detail (selected), Comp Assess, Services, Links, and JobZone. The main header shows the customer's name, SSN, OSOS ID, and page number (1 of 1). A secondary navigation bar includes tabs for Gen. Info, Eligibility, Add'l Info, Pgms/PA, Objective, Work Hist., Ed/Lic, Skills, Saved Searches, Activities, and Comments (selected). A table lists comments with columns for Created, Staff Assigned, and Comments. A dialog box titled 'Comment -- Webpage Dialog' is open, showing an 'Edit Comment' field with the text: 'Customer came into the career center and received counseling services. Counseling was provided in conjunction with TET-DWG grant.' The dialog has 'Save', 'Spell Check', and 'Cancel' buttons. A red arrow points to the 'Save' button. At the bottom of the window, a navigation bar contains buttons for Save, Information, Services, Comp Assess, Activity, I.A. Referrals, Correspondence, Comments (selected), Tag, Resume, Sched, and Message. A red arrow points to the 'Comments' button. The footer shows staff information: Staff: CARSTENSEN III, POUL; Office: Montgomery Co Amsterdam Wrkfce Sol; Security: Delete; 01/08/2019.

Created	Staff Assigned	Comments	
<input checked="" type="checkbox"/>	12/12/2018	CARSTENSEN III, POUL	Customer came into the career center and received counseling services. Counseling was provided in conjunction with TET-DWG grant.
<input type="checkbox"/>	11/29/2017	MOCKLE	We discussed the work by. Provided an overview of scheduled to attend an
<input type="checkbox"/>	08/04/2015	MOCKLE	



## ENTER OUTCOMES

When working with customers and providing services under the TET-DWG, training and employment data entry must be completed in the same manner as it is entered for WIOA customers receiving funded services. All training and employment outcomes must be documented in the Training and Employment Outcomes tabs.

Guidance on entering Training and Employment outcomes can be found at

<https://labor.ny.gov/workforcenypartners/osos/WIOA-Performance-Measures-and-Outcomes-Guide.pdf>



## RESOURCES AND ASSISTANCE

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

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

Dislocated Worker Checklist

<https://labor.ny.gov/workforcenypartners/PDFs/dislocated-worker-osos-checklist.pdf>

OSOS Guide: Creating a Basic Customer Record

<https://labor.ny.gov/workforcenypartners/osos/Creating-a-Basic-Customer-Record-OSOS-Guide-12-10-2018.pdf>

OSOS Guide: Creating Providers Services and Offerings

<https://labor.ny.gov/workforcenypartners/osos/OSOS-Guide-Creating-Providers-Services-and-Offerings.pdf>

OSOS Guide: WIOA Performance Measures and Outcomes

<https://labor.ny.gov/workforcenypartners/osos/WIOA-Performance-Measures-and-Outcomes-Guide.pdf>

TEGL 2-18: [https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_2-18\\_acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_2-18_acc.pdf)

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)