

**WIOA Primary  
Indicators of  
Performance and  
Outcomes  
OSOS Guide**



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## **BACKGROUND**

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014 to amend the Workforce Innovation Act (WIA) of 1998. Under WIOA, the Primary Indicators of Performance were implemented and replaced the WIA Common Measures.

OSOS is the primary case management system used for tracking all services provided to customers throughout the Workforce Development System. OSOS has been updated with additional fields and tabs to collect the new information required by the WIOA Primary Indicators of Performance (also referred to as performance measures).

## **PURPOSE**

First, this guide will provide definitions of the performance measures. Then it will explain how to record employment outcomes and training outcomes in OSOS. This will include the necessary OSOS data entry for each of these performance measures.



## **PRIMARY INDICATORS OF PERFORMANCE**

### **EMPLOYMENT RATE – 2ND/4TH QUARTER AFTER EXIT**

#### **INDICATOR DEFINITION**

The percentage of participants who are in unsubsidized employment during the second/fourth quarter after exit from all programs.

For Youth Participants, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second/fourth quarter after exit.

#### **PLEASE NOTE**

Unlike the Entered Employment WIA Common Measure, all exiting participants are included in these indicators, not just those who were unemployed at time of enrollment.

Additionally, participants who do not have a Social Security Number (SSN) attached to their OSOS record are included in these measures. These participants can only have positive outcomes in these indicators if there is supplemental wage information entered on their record. This is also true for individuals who are in positions that are not covered by Unemployment Insurance wages such as self-employment.

### **MEDIAN EARNINGS**

#### **INDICATOR DEFINITION**

The median earnings of participants who are in unsubsidized employment during the second quarter after exit from all programs. A median calculation involves sorting the values in increasing order and picking the middle value. This value is the median.

#### **PLEASE NOTE**

Only participants who were a positive outcome in the 2nd quarter after exit will be considered in this measure.

Participants without an SSN must have supplemental wage data entered in their record in order to be included in this measure. This is also true for individuals who are in positions that are not covered by Unemployment Insurance wages such as self-employment.



## CREDENTIAL ATTAINMENT

### INDICATOR DEFINITION

The percentage of those participants enrolled in education or training (excluding those in On-the-Job Training [OJT] and customized training) who attain one of the following during participation or within one year after exit:

- a recognized postsecondary credential
- a secondary school diploma or its recognized equivalent or certificate approved by NYSED or another state agency

A participant who has attained a secondary school diploma or its recognized equivalent is counted as a positive outcome only if the participant also meets one of the following criteria during participation or within one year after exit:

- employed
- enrolled in an education or training program leading to a recognized postsecondary credential

## MEASURABLE SKILL GAINS

### INDICATOR DEFINITION

The percentage of program participants who, during a program year, are enrolled in education or training that leads to a recognized postsecondary credential or employment **AND** have also achieved one or more measurable skill gains. A measurable skill gain is defined as documented academic, technical, occupational, or other forms of progress that lead to a credential or employment. Depending on the type of education or training program, progress must be documented using one of the following:

- achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level
- attainment of a secondary school diploma or its recognized equivalent
- secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting academic standards
- satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training
- successful passage of an exam that is required for an occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams



#### PLEASE NOTE

Measurable skill gains must be recorded once per program year per enrollment with an education or training program. If the training/education spans multiple program years, there must be at least one measurable skill gain entered in each program year.

Each program year runs from July 1st to June 30th. Therefore, a training which begins in May and ends in August of the same calendar year would span two program years and require two recorded skill gains.

Measurable skill gains can be recorded as either an Employment Outcome or a Training Outcome.



*If the skill gain relates to an on-the-job training (OJT), it must be recorded in the **Training Outcomes** tab. At the completion of an OJT, the participant is considered to be in unsubsidized employment and must be entered in the **Employment Outcomes** tab. If the skill gain relates to an apprenticeship, it must be entered in the **Employment Outcomes** tab.*



## BUSINESS INDICATORS - EFFECTIVENESS SERVING BUSINESSES

WIOA requires the establishment of a primary indicator of performance for effectiveness in serving businesses. There are currently three pilot approaches designed to gauge three critical workforce needs of the business community. This indicator is a new approach for measuring performance under WIOA's six core programs. Therefore, USDOL has implemented a pilot program during which States must select two of the three approaches to report data that the Departments will use to assess a permanent indicator.

These are as follows:

Approach 1 - Retention with the Same Business - addresses the programs' efforts to provide businesses with skilled workers;

Approach 2 - Repeat Business Customers - addresses the programs' efforts to provide quality engagement and services to businesses and sectors and establish productive relationships with businesses and sectors over extended periods of time; and

Approach 3 - Business Penetration Rate - addresses the programs' efforts to provide quality engagement and services to all businesses and sectors within a State and local economy.

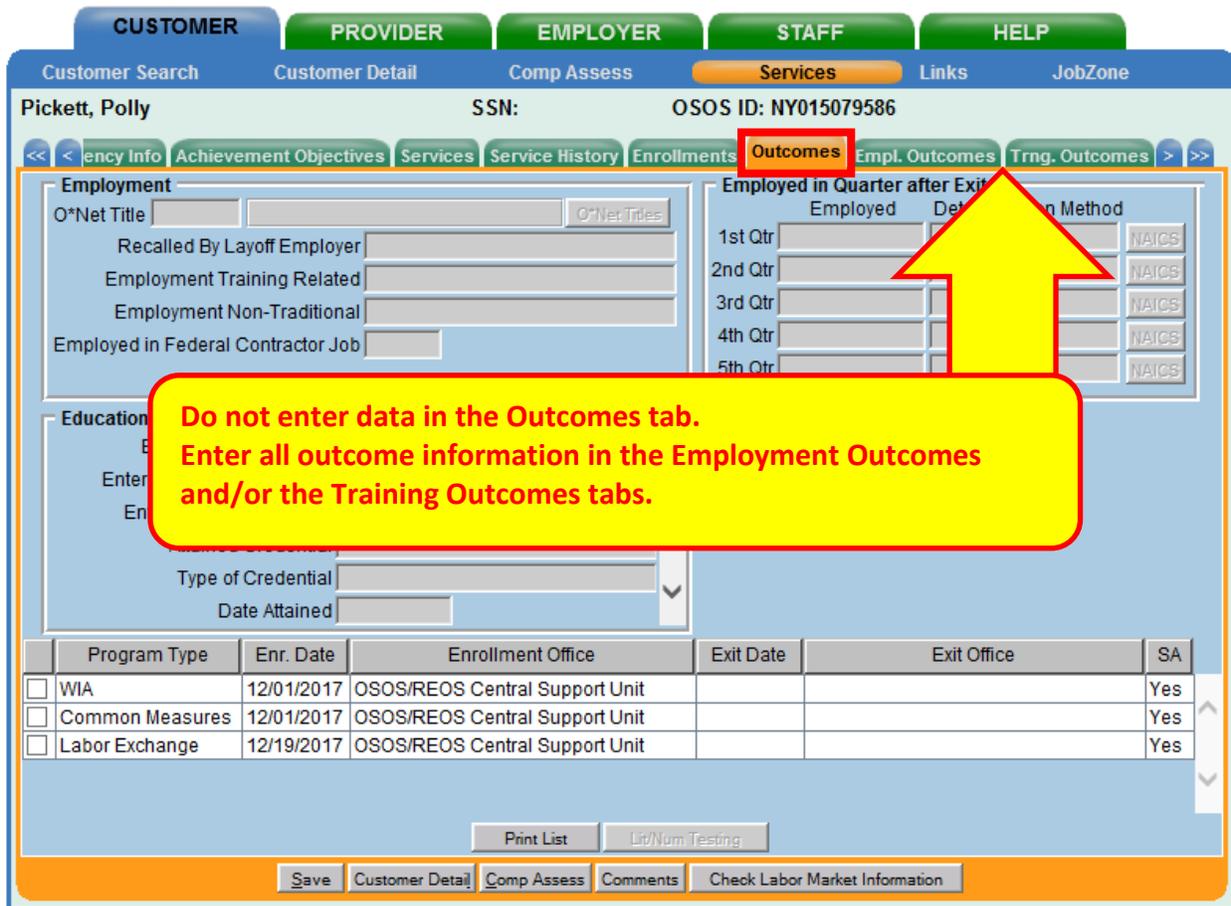
New York is using the following two methods to report this performance measure:

- Repeat Business Customers. This will be measured as the percentage of repeat businesses using services within the previous three years.
- Business Penetration Rate. This will be measured as the percentage of businesses using services out of all businesses in the State.

Data entry relating to this performance measure will be addressed separately from this guide.

## OUTCOMES TAB

Data should no longer be recorded in the Outcomes tab. Information recorded in this tab is not being used for performance reporting anymore.



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

Pickett, Polly SSN: OSOS ID: NY015079586

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

**Employment**

O\*Net Title  O\*Net Titles

Recalled By Layoff Employer

Employment Training Related

Employment Non-Traditional

Employed in Federal Contractor Job

**Employed in Quarter after Exit**

Employed	Det	En Method
1st Qtr		NAICS
2nd Qtr		NAICS
3rd Qtr		NAICS
4th Qtr		NAICS
5th Qtr		NAICS

**Education**

Enter

En

Type of Credential

Date Attained

Program Type	Enr. Date	Enrollment Office	Exit Date	Exit Office	SA
<input type="checkbox"/> WIA	12/01/2017	OSOS/REOS Central Support Unit			Yes
<input type="checkbox"/> Common Measures	12/01/2017	OSOS/REOS Central Support Unit			Yes
<input type="checkbox"/> Labor Exchange	12/19/2017	OSOS/REOS Central Support Unit			Yes

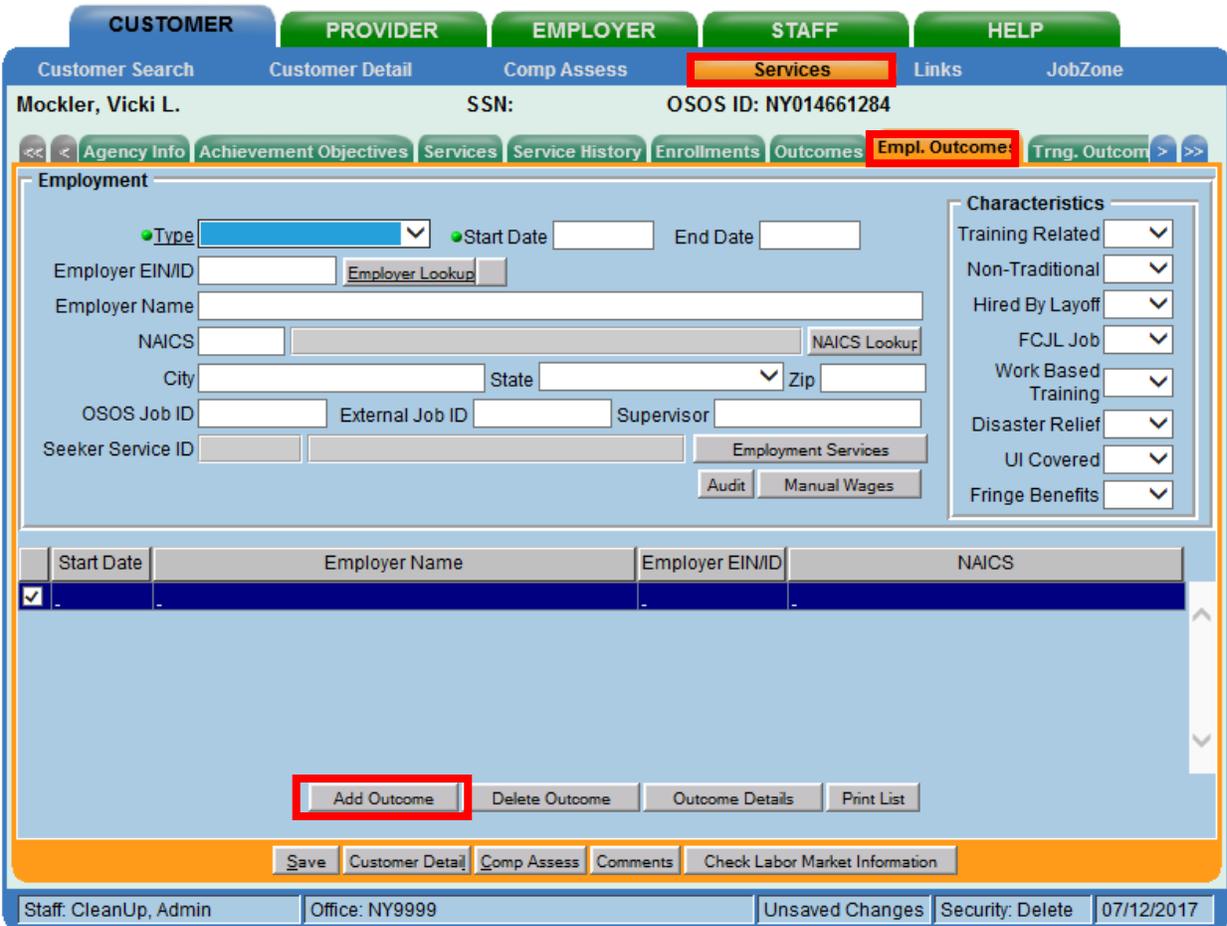
Print List Lit/Num Testing

Save Customer Detail Comp Assess Comments Check Labor Market Information

## EMPLOYMENT OUTCOMES TAB

After locating the correct customer record, navigate to the **Services** window and click on the **Empl. Outcomes** tab.

To begin entering the employment outcome, click **Add Outcome** at the bottom of the screen.



The screenshot shows the OSOS interface for the 'Services' window. The 'Empl. Outcomes' tab is selected. The customer record for 'Mockler, Vicki L.' is displayed, with SSN and OSOS ID (NY014661284) visible. The 'Employment' section contains various input fields for job details, including Type, Start/End Dates, Employer EIN/ID, Name, NAICS, City, State, Zip, OSOS Job ID, External Job ID, Supervisor, and Seeker Service ID. A 'Characteristics' sidebar on the right lists options like Training Related, Non-Traditional, Hired By Layoff, FCJL Job, Work Based Training, Disaster Relief, UI Covered, and Fringe Benefits. At the bottom, the 'Add Outcome' button is highlighted with a red box. The interface also includes a table with columns for Start Date, Employer Name, Employer EIN/ID, and NAICS, and a footer with user information and a date of 07/12/2017.



Select the appropriate employment **Type** that applies to the customer from the drop-down menu. The options in this menu are "Military," "Registered Apprenticeship," or "Unsubsidized Employment." The most common selection in this field will be "Unsubsidized Employment."

Enter **Start Date**

When "Unsubsidized Employment" is selected, the **Self Employed** status will display and although it is not indicated by a green dot, this field must be completed,

**CUSTOMER** PROVIDER EMPLOYER STAFF HELP

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

Pickett, Polly SSN: OSOS ID: NY015079586

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

**Employment**

Type: Unsubsidized Employment Start Date: 05/01/2018 End Date:

**Self Employed** No

Employer EIN/ID:  Employer Lookup:

Employer Name: ABC Nursing Home

NAICS:  NAICS Lookup:

City: Geneseo State: New York Zip: 14454

OSOS Job ID:  External Job ID:  Supervisor:

Seeker Service ID: 12613129 On the Job Training:  Employment Services:

Audit Manual Wages

**Characteristics**

Training Related: Yes

Non-Traditional: No

Hired By Layoff: No

FCJL Job: No

Work Based Training: No

Disaster Relief: No

UI Covered: Yes

Fringe Benefits: Yes

Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/> 05/01/2018	ABC Nursing Home		

Add Outcome Delete Outcome Outcome Details Print List

Save Customer Detail Comp Assess Comments Check Labor Market Information



Next enter the Employer's Name. Staff can enter either the full name of the employer or part of the employer's name. Then click the **Employer Lookup** button.

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

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

Pickett, Polly SSN: OSOS ID: NY015079586

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

**Employment**

Type: Unsubsidized Employment Start Date: 05/01/2018 End Date:

Self Employed: No

**Employer EIN/ID**  **Employer Lookup** ▼

Employer Name: ABC Nursing Home

NAICS:  **NAICS Lookup**

City: Geneseo State: New York Zip: 14454

OSOS Job ID:  External Job ID:  Supervisor:

Seeker Service ID: 12613129 On the Job Training:  Employment Services:

Audit Manual Wages

**Characteristics**

Training Related: Yes  
Non-Traditional: No  
Hired By Layoff: No  
FCJL Job: No  
Work Based Training: No  
Disaster Relief: No  
UI Covered: Yes  
Fringe Benefits: Yes

Start Date	Employer Name	Employer EIN/ID	NAICS
05/01/2018	ABC Nursing Home		

Add Outcome Delete Outcome Outcome Details Print List

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

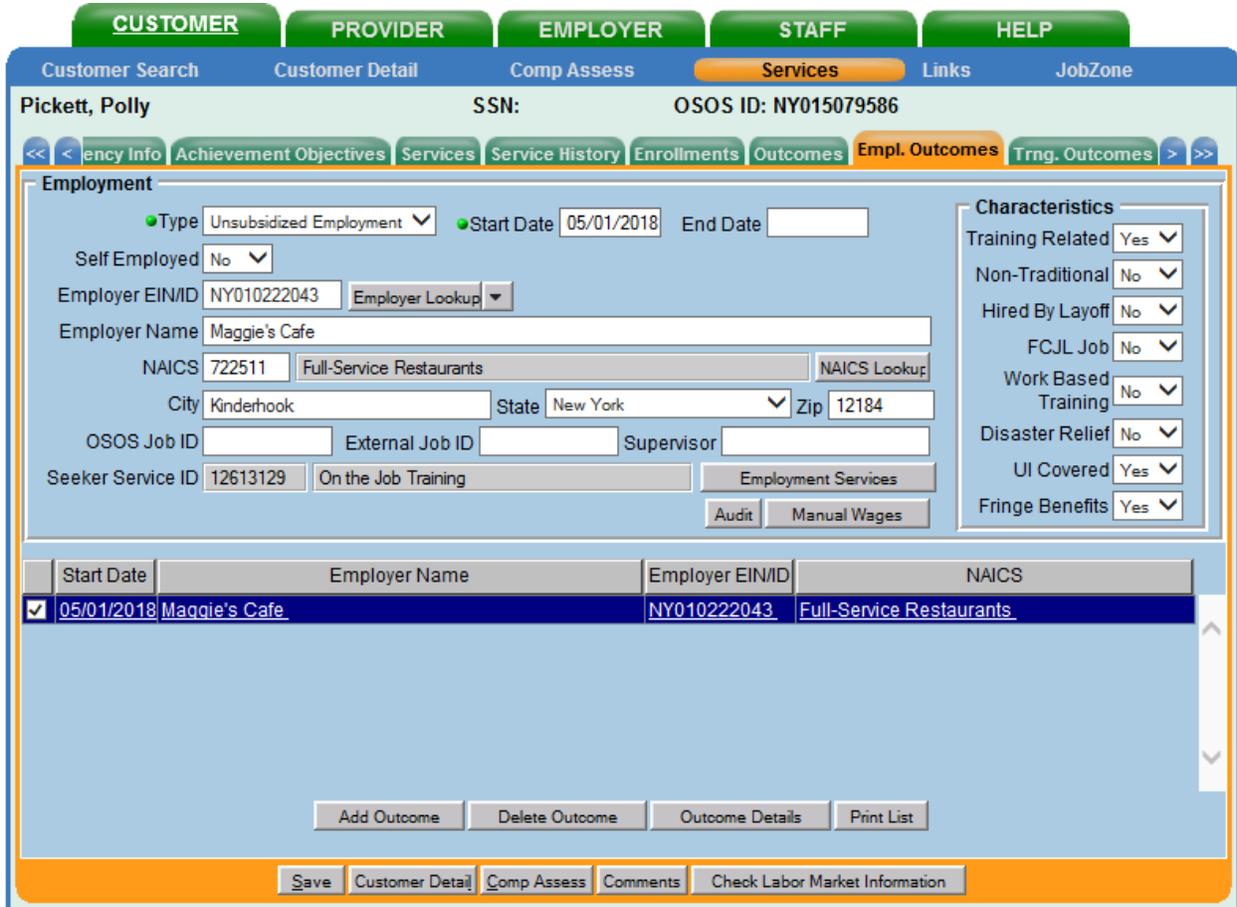


If the business has an OSOS record, this will pull up their information in the **Employer Data --- Webpage Dialog**.

Select the correct business and then click **OK**.

Employer ID	FEIN	NAICS	Employer Name	Legal Name
<input checked="" type="checkbox"/> NY010222043		722511	Maggie's Cafe	Maggie's Cafe LLC

This will auto-populate the Employer EIN or ID number, the industry NAICS code, and business address into the **Employment Outcomes** tab.



**Employment**

Type:  Unsubsidized Employment  Start Date: 05/01/2018 End Date:

Self Employed:  No

Employer EIN/ID: NY010222043

Employer Name: Maggie's Cafe

NAICS: 722511 Full-Service Restaurants

City: Kinderhook State: New York Zip: 12184

OSOS Job ID:  External Job ID:  Supervisor:

Seeker Service ID: 12613129

**Characteristics**

Training Related:  Yes  No

Non-Traditional:  Yes  No

Hired By Layoff:  Yes  No

FCJL Job:  Yes  No

Work Based Training:  Yes  No

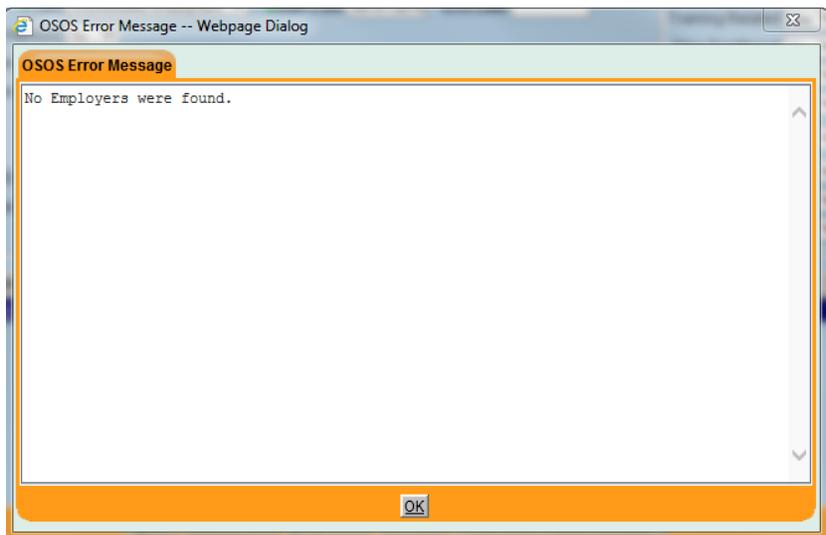
Disaster Relief:  Yes  No

UI Covered:  Yes  No

Fringe Benefits:  Yes  No

	Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/>	05/01/2018	Maggie's Cafe	NY010222043	Full-Service Restaurants

If there is no OSOS record for the employer, an OSOS Error Message will display, and staff will need to manually enter the necessary data.





While many of the fields are not required, staff should include as much information as known in this tab, including the **Employer Name** and **Address**.

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

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

Pickett, Polly   SSN:   OSOS ID: NY015079586

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

**Employment**

Type: Unsubsidized Employment   Start Date: 05/01/2018   End Date:

Self Employed: No

Employer EIN/ID:    Employer Lookup

Employer Name: ABC Nursing Home

NAICS:    NAICS Lookup

City: Geneseo   State: New York   Zip: 14454

OSOS Job ID:    External Job ID:    Supervisor:

Seeker Service ID: 12613129   On the Job Training:    Employment Services:

Audit   Manual Wages

**Characteristics**

Training Related: Yes

Non-Traditional: No

Hired By Layoff: No

FCJL Job: No

Work Based Training: No

Disaster Relief: No

UI Covered: Yes

Fringe Benefits: Yes

Start Date	Employer Name	Employer EIN/ID	NAICS
05/01/2018	ABC Nursing Home		

Add Outcome   Delete Outcome   Outcome Details   Print List

Save   Customer Detail   Comp Assess   Comments   Check Labor Market Information



When there is no OSOS record for the business, staff should also enter the **NAICS** (North American Industry Classification System) code for the industry in which the customer has obtained employment. This is the standard used by Federal statistical agencies in classifying business establishments for data purposes.

To determine an industry NAICS code, click the **NAICS Lookup** button. This will take staff to the NAICS Search on the US Census Bureau's website. Using a keyword search, look up the industry that most closely matches the employer and enter its 6-digit NAICS code into the **NAICS** data field. The name of the industry will then auto-populate into the tab.

**Employment**

Type: Unsubsidized Employment | Start Date: 05/01/2018 | End Date: [ ]

Self Employed: No

Employer EIN/ID: [ ] | Employer Lookup: [ ]

Employer Name: ABC Nursing and Rehabilitation

NAICS: 623110 | Nursing Care Facilities (Skilled Nursing Facilities) | NAICS Lookup

City: Geneseo | State: New York | Zip: 14454

OSOS Job ID: [ ] | External Job ID: [ ] | Supervisor: [ ]

Seeker Service ID: [ ] | Employment Services: [ ] | Audit: [ ] | Manual Wages: [ ]

**Characteristics**

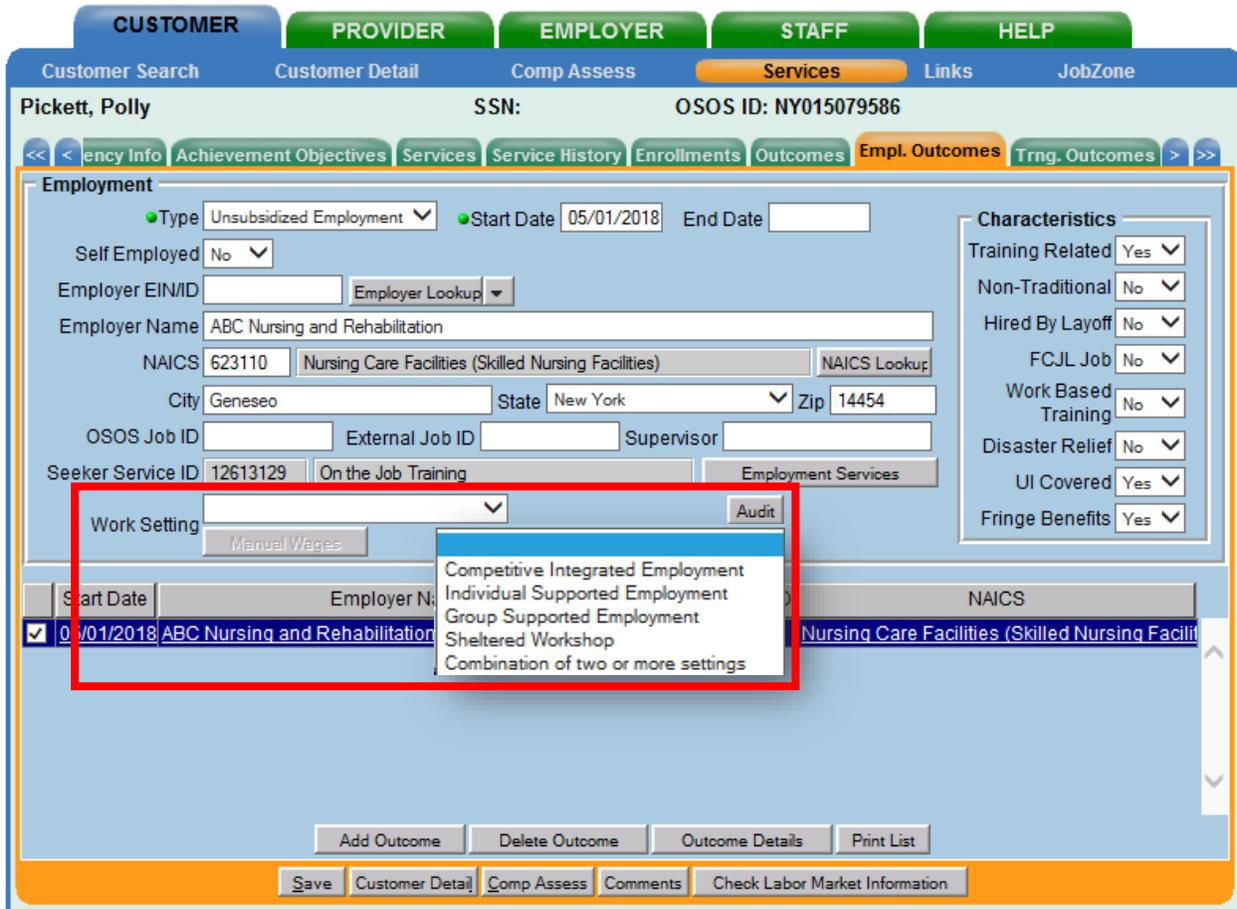
- Training Related: Yes
- Non-Traditional: No
- Hired By Layoff: No
- FCJL Job: No
- Work Based Training: No
- Disaster Relief: No
- UI Covered: Yes
- Fringe Benefits: Yes

Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/> 05/01/2018	ABC Nursing and Rehabilitation	.	Nursing Care Facilities (Skilled Nursing Facilit

Buttons: Add Outcome, Delete Outcome, Outcome Details, Print List

Footer: Save, Customer Detail, Comp Assess, Comments, Check Labor Market Information

If the customer record indicates that the customer has a disability, the **Work Setting** field will also be displayed. Staff should use this drop-down menu to indicate if the customer has obtained employment in an integrated environment or in a supported employment environment.



The screenshot displays the OSOS interface for a customer named Polly Pickett. The 'Employment' section is active, showing details for an 'Unsubsidized Employment' starting on 05/01/2018. The employer is 'ABC Nursing and Rehabilitation' in Geneseo, New York. A red box highlights the 'Work Setting' dropdown menu, which is open to show the following options:

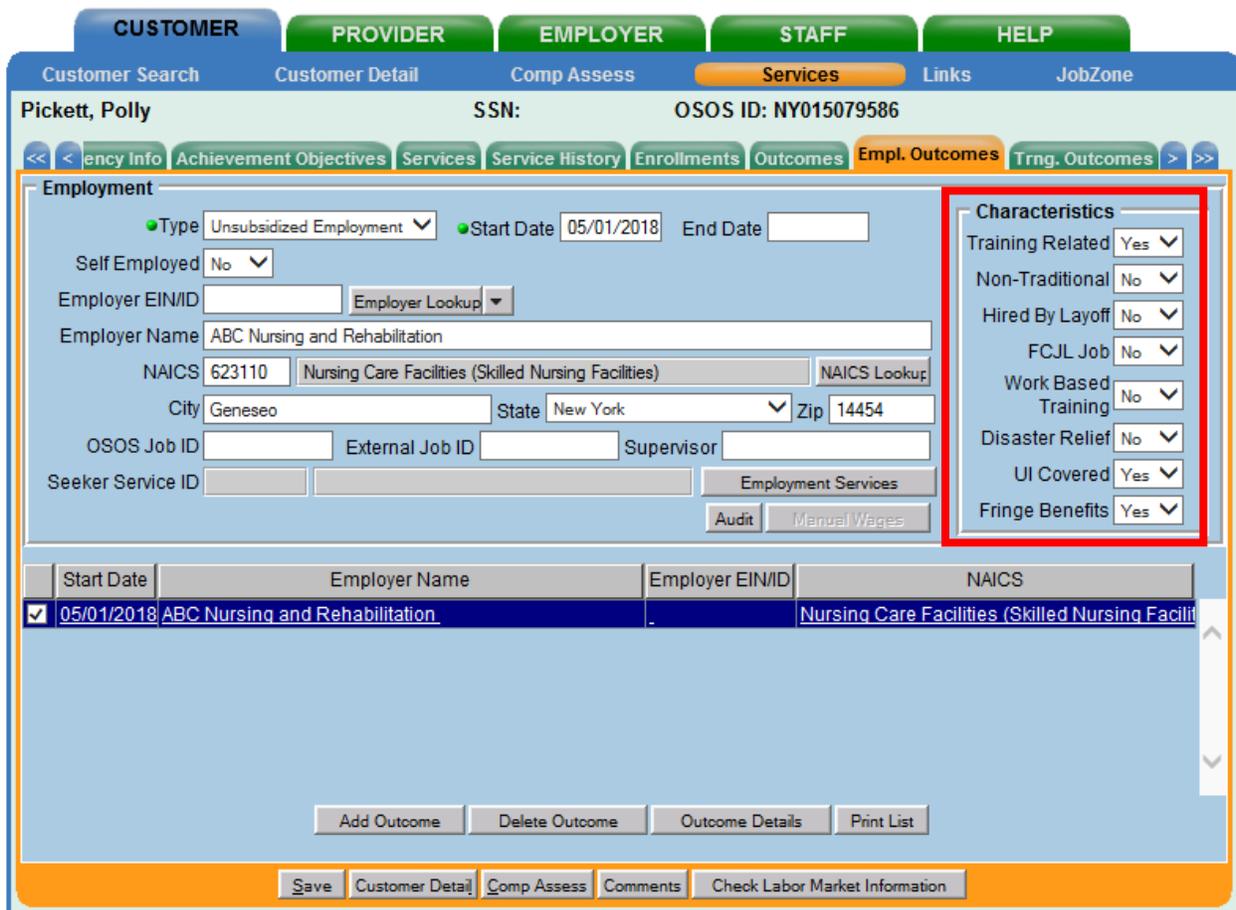
- Competitive Integrated Employment
- Individual Supported Employment
- Group Supported Employment
- Sheltered Workshop
- Combination of two or more settings

The 'Characteristics' section on the right includes fields for Training Related (Yes), Non-Traditional (No), Hired By Layoff (No), FCJL Job (No), Work Based Training (No), Disaster Relief (No), UI Covered (Yes), and Fringe Benefits (Yes). At the bottom, there are buttons for 'Add Outcome', 'Delete Outcome', 'Outcome Details', and 'Print List', along with a 'Save' button and a 'Check Labor Market Information' button.

The **Characteristics** box displays eight Yes or No drop-down menus, allowing staff to indicate which of the eight characteristics apply to the employment. Select all that apply.

These drop-downs ask the following questions:

- **Training Related:** Is the employment related to training?
- **Non-Traditional:** Is the employment considered non-traditional? A non-traditional occupation is one for which individuals from one gender comprise less than 25% of the individuals employed in that occupation.
- **Hired by Layoff:** Is the customer returning to the employer from which they were most recently laid off?
- **FCJL Job:** Was the employment obtained through the Federal Contract Job Listing Program?
- **Work Based Training:** Is the employment considered Work Based Training?
- **Disaster Relief:** Is the employment a result of a Disaster Relief initiative?
- **UI Covered:** Is this employment considered to be covered by Unemployment Insurance?
- **Fringe Benefits:** Does the employment offer fringe benefits?



The screenshot shows the OSOS web application interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, Comp Assess, Services (highlighted), Links, and JobZone. The user profile for Polly Pickett is shown, including SSN and OSOS ID. The main form is titled 'Employment' and contains various input fields for details like Type, Start Date, Employer Name, and NAICS. A 'Characteristics' section on the right side of the form is highlighted with a red border and contains eight Yes/No dropdown menus. Below the form is a table with columns for Start Date, Employer Name, Employer EIN/ID, and NAICS. At the bottom, there are buttons for 'Add Outcome', 'Delete Outcome', 'Outcome Details', and 'Print List', along with a footer bar containing 'Save', 'Customer Detail', 'Comp Assess', 'Comments', and 'Check Labor Market Information'.



There are minor differences in the tab if "Military" or "Apprenticeship" is selected instead of "Unsubsidized Employment."

When selecting "Military" as the employment **Type**, the Military Branch must be indicated.

The screenshot displays the OSOS system interface for a customer named Williams, Stacy. The 'EMPLOYER' tab is active. The 'Employment' section is highlighted, showing the following details:

- Type: Military
- Military Branch: Air Force
- Start Date: 05/01/2018
- End Date: (empty)
- Employer Name: US Air Force
- NAICS: 928110 National Security
- City: Tampa, State: Florida, Zip: 33621

Characteristics are listed on the right:

- Training Related: No
- Non-Traditional: No
- Hired By Layoff: No
- FCJL Job: No
- Work Based Training: No
- Disaster Relief: No
- UI Covered: Yes
- Fringe Benefits: Yes

Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/> 05/01/2018	US Air Force	-	National Security

Buttons at the bottom include: Save, Customer Detail, Comp Assess, Comments, Check Labor Market Information.



When "Registered Apprenticeship" is selected, the **RAPIDS** field will appear.

Note: RAPIDS (Registered Apprenticeship Partners Information Data System) numbers are not currently used for data entry in New York and entering data in this field is not required.

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

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

Williams, Stacy   SSN: \*\*\*-\*\*-6666   OSOS ID: NY014971682   Record Saved

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

**Employment**

Type Registered Apprenticeship   Start Date 05/01/2018   End Date

**RAPIDS**   RAPIDS Lookup

Employer EIN/ID   Employer Lookup

Employer Name Carpenters Local 291

NAICS 611513   Apprenticeship Training   NAICS Lookup

City Albany   State New York   Zip 12205

OSOS Job ID   External Job ID   Supervisor

Seeker Service ID   Employment Services

Work Setting   Audit

**Characteristics**

Training Related Yes ▾

Non-Traditional Yes ▾

Hired By Layoff No ▾

FCJL Job No ▾

Work Based Training Yes ▾

Disaster Relief No ▾

UI Covered Yes ▾

Fringe Benefits Yes ▾

	Start Date	Employer Name	Employer EIN/ID	NAICS
✓	05/01/2018	Carpenters Local 291	-	Apprenticeship Training

Add Outcome   Delete Outcome   Outcome Details   Print List

Save   Customer Detail   Comp Assess   Comments   Check Labor Market Information



## EMPLOYMENT SERVICES

If the recorded employment was related to a previously scheduled service, this can be associated with the outcome by clicking the **Employment Services** button.

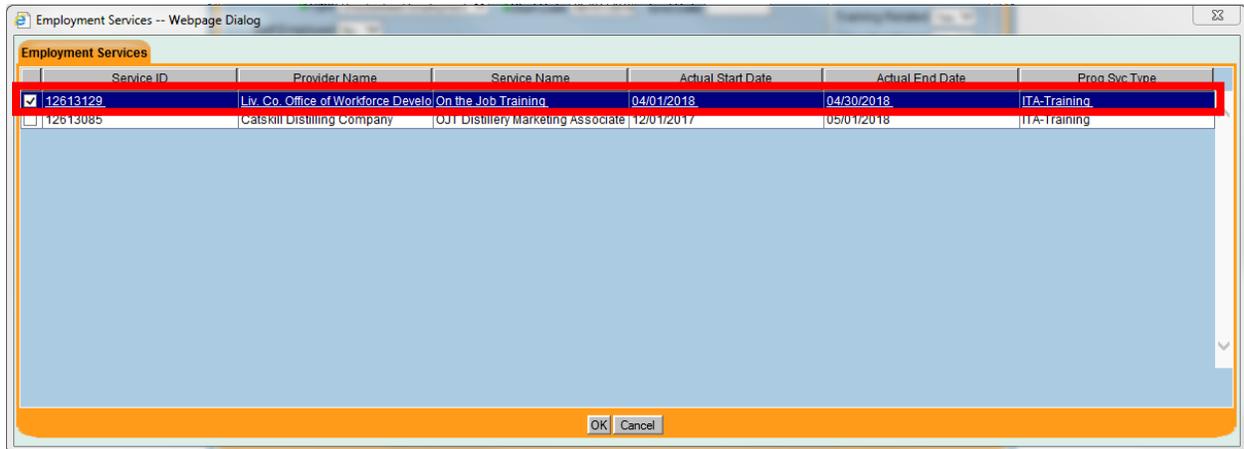
For a list of Service Types that can be attached to Employment Outcomes, please refer to [the attached list on page 44 of this guide](#).

The screenshot displays the OSOS web application interface for a customer named Polly Pickett. The interface includes a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this, there are sub-tabs for Customer Search, Customer Detail, Comp Assess, Services, Links, and JobZone. The main content area shows the customer's details (SSN: OSOS ID: NY015079586) and a list of tabs for Agency Info, Achievement Objectives, Services, Service History, Enrollments, Outcomes, Empl. Outcomes, and Trng. Outcom. The 'Employment' section is active, showing a form for 'Unsubsidized Employment' with fields for Start Date (05/01/2018), End Date, Self Employed (No), Employer EIN/ID, Employer Name (ABC Nursing and Rehabilitation), NAICS (623110 - Nursing Care Facilities (Skilled Nursing Facilities)), City (Geneseo), State (New York), and Zip (14454). A red box highlights the 'Employment Services' button. To the right, there is a 'Characteristics' section with various dropdown menus for Training Related, Non-Traditional, Hired By Layoff, FCJL Job, Work Based Training, Disaster Relief, UI Covered, and Fringe Benefits. Below the form is a table with columns for Start Date, Employer Name, Employer EIN/ID, and NAICS. The table contains one entry: 05/01/2018, ABC Nursing and Rehabilitation, and Nursing Care Facilities (Skilled Nursing Facilities). At the bottom, there are buttons for Add Outcome, Delete Outcome, Outcome Details, and Print List, and a footer with Save, Customer Detail, Comp Assess, Comments, and Check Labor Market Information.

Start Date	Employer Name	Employer EIN/ID	NAICS
05/01/2018	ABC Nursing and Rehabilitation		Nursing Care Facilities (Skilled Nursing Facilities)

If there have been employment services recorded for the customer, they will display in the **Employment Services** webpage dialog box.

Select the correct service and click **OK**.





The service will then populate the **Seeker Service ID** Field.

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

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

Pickett, Polly | SSN: | OSOS ID: NY015079586

<< < Agency Info | Achievement Objectives | **Services** | Service History | Enrollments | Outcomes | **Empl. Outcomes** | Trng. Outcom > >>

**Employment**

Type: Unsubsidized Employment | Start Date: 05/01/2018 | End Date: | Characteristics:

Self Employed: No | Training Related: Yes | Non-Traditional: No | Hired By Layoff: No | FCJL Job: No | Work Based Training: No | Disaster Relief: No | UI Covered: Yes | Fringe Benefits: Yes

Employer EIN/ID: | Employer Lookup: | Employer Name: ABC Nursing and Rehabilitation | NAICS: 623110 | Nursing Care Facilities (Skilled Nursing Facilities) | NAICS Lookup: | City: Geneseo | State: New York | Zip: 14454

OSOS Job ID: | External Job ID: | Supervisor: | **Seeker Service ID: 12613129** | On the Job Training | Employment Services | Audit | Manual Wages

Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/> 05/01/2018	ABC Nursing and Rehabilitation	.	Nursing Care Facilities (Skilled Nursing Facili

Add Outcome | Delete Outcome | Outcome Details | Print List

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



## ENTERING WAGE DATA

Customers with an SSN in OSOS will be administratively matched to wage record data to determine outcomes for the wage based measures. Data manually entered on this screen will be used to supplement the wage data collected through wage matching. Because wage record data is not immediately available, it is important to enter employment outcomes as they occur, to ensure positive wage based outcomes. Entering this information is also pertinent if a customer indicates that they are self-employed. Income of individuals who are self-employed will not result in a match to wage record data. Therefore, entering the wages for these individuals manually is the only way to ensure a positive outcome in the wage based measures.

Data entered here will count toward the 2nd and 4th Quarter Employment After Exit and Median Earnings performance measures. These performance measures are also referred to as wage based outcomes.



*For customers without an SSN recorded in OSOS, staff must enter manual wages for the participant to be included in the wage based outcomes.*

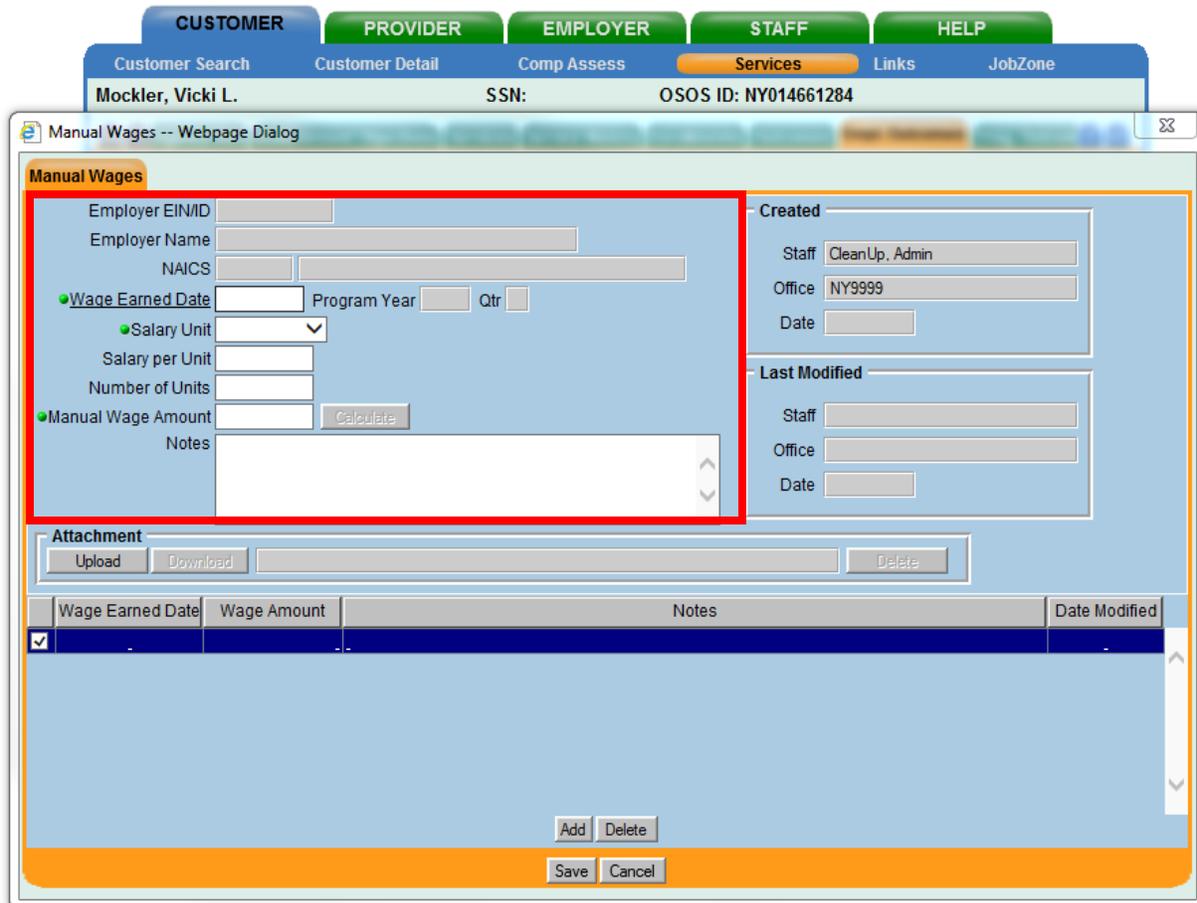


Wage data related to the employment outcome must be entered by using the **Manual Wages** button in the **Empl. Outcomes** tab.

The screenshot shows the OSOS web application interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, Comp Assess, Services (highlighted), Links, and JobZone. The main header displays the customer name 'Mockler, Vicki L.', SSN, and OSOS ID: NY014661284. Below the header are more sub-tabs: Agency Info, Achievement Objectives, Services, Service History, Enrollments, Outcomes, Empl. Outcomes (highlighted), and Trng. Outcom. The 'Empl. Outcomes' section contains an 'Employment' form with various fields: Type (Registered Apprenticeship), Start Date, End Date, RAPIDS, Employer EIN/ID, Employer Name, NAICS, City, State, Zip, OSOS Job ID, External Job ID, Supervisor, and Seeker Service ID. There are also 'RAPIDS Lookup' and 'NAICS Lookup' buttons. To the right is a 'Characteristics' section with dropdown menus for Training Related, Non-Traditional, Hired By Layoff, FCJL Job, Work Based Training, Disaster Relief, UI Covered, and Fringe Benefits. At the bottom of the form is a table with columns: Start Date, Employer Name, Employer EIN/ID, and NAICS. Below the table are buttons: Add Outcome, Delete Outcome, Outcome Details, and Print List. At the very bottom of the page are buttons: Save, Customer Detail, Comp Assess, Comments, and Check Labor Market Information. The footer shows: Staff: CleanUp, Admin; Office: NY9999; Unsaved Changes; Security: Delete; 07/12/2017.

Please refer to [TEGL 26-16](#) for additional documentation requirements for supplemental wage data.

There are three required fields on this screen. The first field is the **Wage Earned Date**. For instance, this may be the start date of a paystub. The other required fields on this screen are **Salary Unit** and **Manual Wage Amount**. Once again, please record as much information as you can on this screen to ensure the most accurate reflection of the customer's wages.



The screenshot shows the 'Manual Wages' form in the OSOS system. The form is divided into several sections:

- Navigation:** Tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are links for Customer Search, Customer Detail, Comp Assess, Services (highlighted), Links, and JobZone.
- Customer Information:** Mockler, Vicki L., SSN: [redacted], OSOS ID: NY014661284.
- Manual Wages Form:**
  - Employer Information:** Employer EIN/ID, Employer Name, NAICS.
  - Wage Information:** Wage Earned Date (highlighted in red), Program Year, Qtr, Salary Unit (highlighted in red), Salary per Unit, Number of Units.
  - Manual Wage Amount:** Manual Wage Amount (highlighted in red), Calculate button.
  - Notes:** A text area for additional information.
  - Metadata:** Created (Staff: CleanUp, Admin; Office: NY9999; Date) and Last Modified (Staff, Office, Date).
  - Attachment:** Upload, Download, Delete buttons.
- Table:** A table with columns: Wage Earned Date, Wage Amount, Notes, Date Modified. The first row has a checked checkbox in the first column.
- Buttons:** Add, Delete, Save, Cancel.



## OUTCOME DETAILS

At the bottom of the **Employment Outcomes** tab, click the **Outcome Details** button. This button will display the **Employment Outcome Details** webpage dialog box.

The screenshot shows the OSOS web application interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, Comp Assess, Services (highlighted), Links, and JobZone. The user profile is Pickett, Polly, with SSN: and OSOS ID: NY015079586. The main navigation bar includes Agency Info, Achievement Objectives, Services, Service History, Enrollments, Outcomes, Empl. Outcomes (highlighted), and Trng. Outcom. The Employment section contains a form with the following fields:

- Type: Unsubsidized Employment
- Start Date: 05/01/2018
- End Date: (empty)
- Self Employed: No
- Employer EIN/ID: (empty)
- Employer Name: ABC Nursing and Rehabilitation
- NAICS: 623110 Nursing Care Facilities (Skilled Nursing Facilities)
- City: Geneseo, State: New York, Zip: 14454
- OSOS Job ID: (empty), External Job ID: (empty), Supervisor: (empty)
- Seeker Service ID: 12613129, On the Job Training: (empty)

Characteristics section:

- Training Related: Yes
- Non-Traditional: No
- Hired By Layoff: No
- FCJL Job: No
- Work Based Training: No
- Disaster Relief: No
- UI Covered: Yes
- Fringe Benefits: Yes

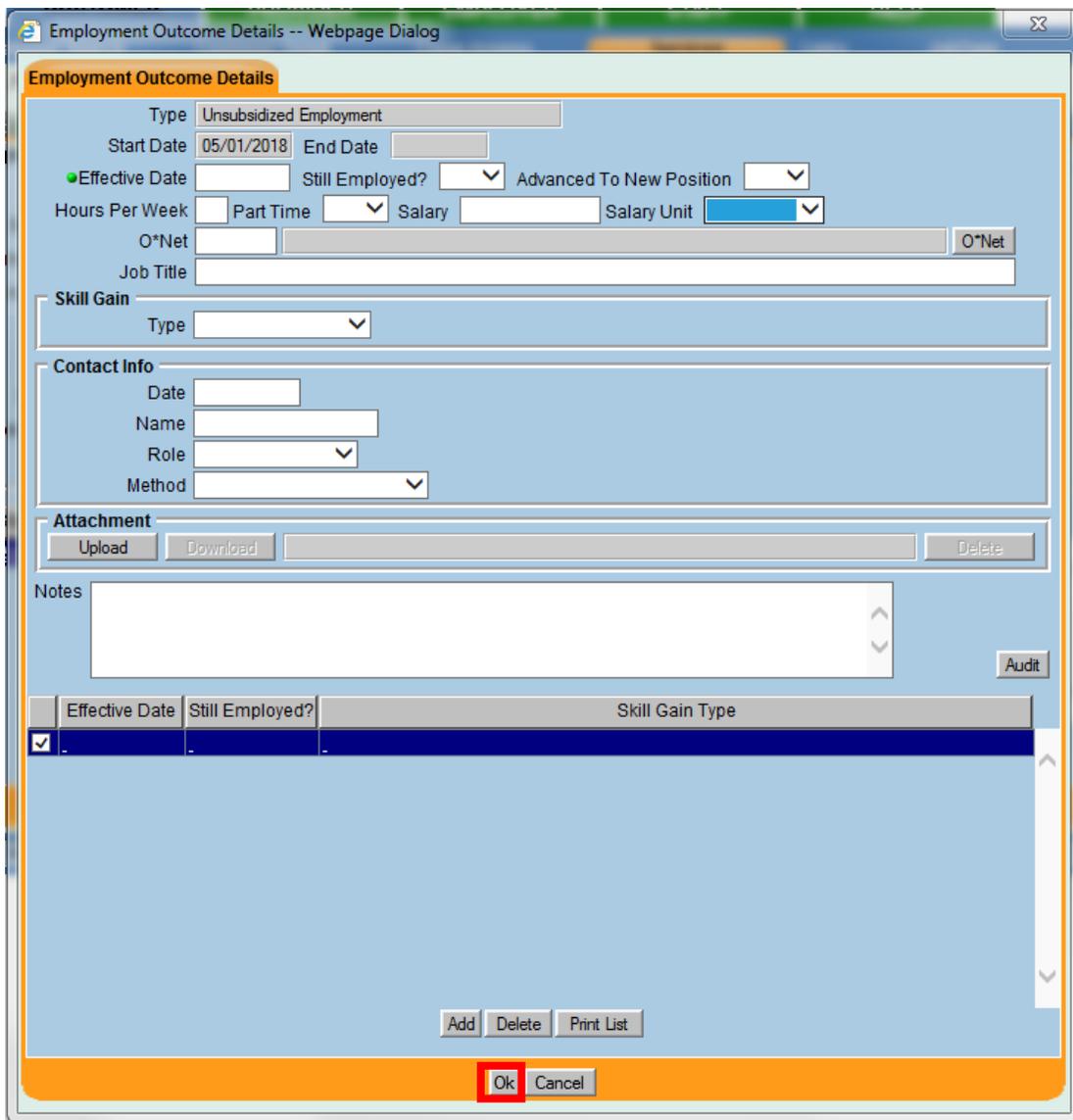
Below the form is a table with the following data:

Start Date	Employer Name	Employer EIN/ID	NAICS
<input checked="" type="checkbox"/> 05/01/2018	ABC Nursing and Rehabilitation	.	Nursing Care Facilities (Skilled Nursing Facilit

At the bottom of the form, there are buttons: Add Outcome, Delete Outcome, Outcome Details (highlighted with a red box), and Print List. At the very bottom, there are buttons: Save, Customer Detail, Comp Assess, Comments, and Check Labor Market Information.

The **Employment Outcome Details** webpage dialog box is now displayed. Data for the Employed after 2nd and 4th Quarter after Exit measures will be entered here. Skills progression related to employment will also be documented in **Employment Outcome Details** for the Measurable Skill Gains performance measure. The employment **Type**, **Start Date**, and **End Date** will autofill from the previous screen.

Staff must enter the **Date** or the date the information was collected. They will also need to indicate if the customer is still employed and has advanced to a new position within the company. Although it is not required, it is crucial to record **Hours Per Week**, whether the position is **Full or Part Time**, **Salary**, **Salary Unit**, **O'Net**, and **Job Title**. This information is pertinent because it ensures staff are documenting appropriate follow up for customers.



**Employment Outcome Details**

Type: Unsubsidized Employment

Start Date: 05/01/2018 End Date: [ ]

Effective Date: [ ] Still Employed?: [ ] Advanced To New Position: [ ]

Hours Per Week: [ ] Part Time: [ ] Salary: [ ] Salary Unit: [ ]

O\*Net: [ ] O\*Net: [ ]

Job Title: [ ]

**Skill Gain**

Type: [ ]

**Contact Info**

Date: [ ] Name: [ ] Role: [ ] Method: [ ]

**Attachment**

Upload Download Delete

Notes

[ ]

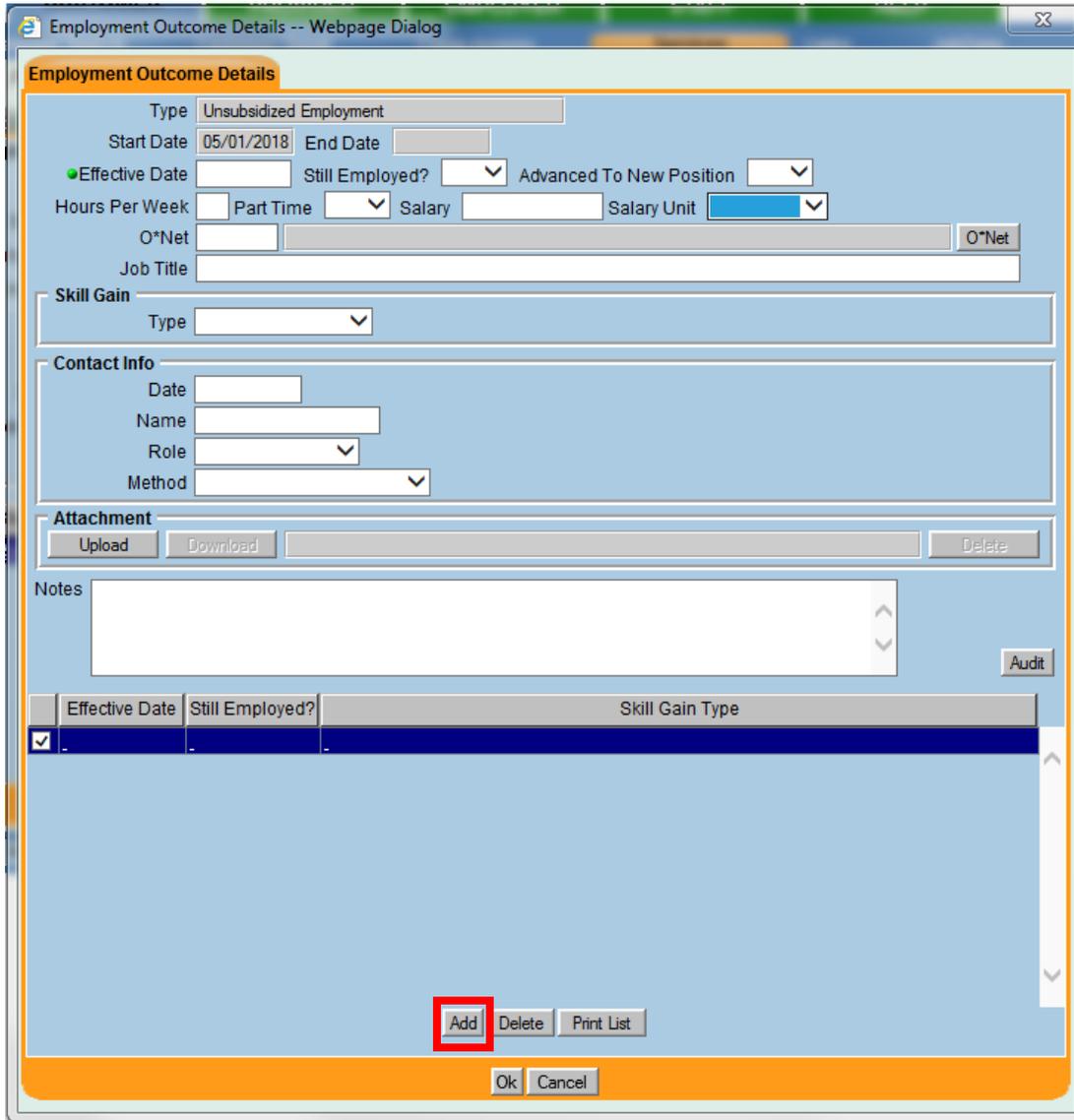
Audit

Effective Date	Still Employed?	Skill Gain Type
[ ]	[ ]	[ ]

Add Delete Print List

Ok Cancel

More than one Employment Outcome Details Record can be attached to an Employment Outcome. For instance, an outcome detail for employment may be added for the second quarter after exit and another for the fourth quarter after exit. For each new instance, click **Add** at the bottom of the screen.



**Employment Outcome Details**

Type: Unsubsidized Employment

Start Date: 05/01/2018 End Date: [ ]

Effective Date: [ ] Still Employed?: [ ] Advanced To New Position: [ ]

Hours Per Week: [ ] Part Time: [ ] Salary: [ ] Salary Unit: [ ]

O\*Net: [ ] O\*Net: [ ]

Job Title: [ ]

**Skill Gain**

Type: [ ]

**Contact Info**

Date: [ ]

Name: [ ]

Role: [ ]

Method: [ ]

**Attachment**

Upload Download [ ] Delete

Notes: [ ] Audit

Effective Date	Still Employed?	Skill Gain Type
<input checked="" type="checkbox"/>	[ ]	[ ]

Add Delete Print List

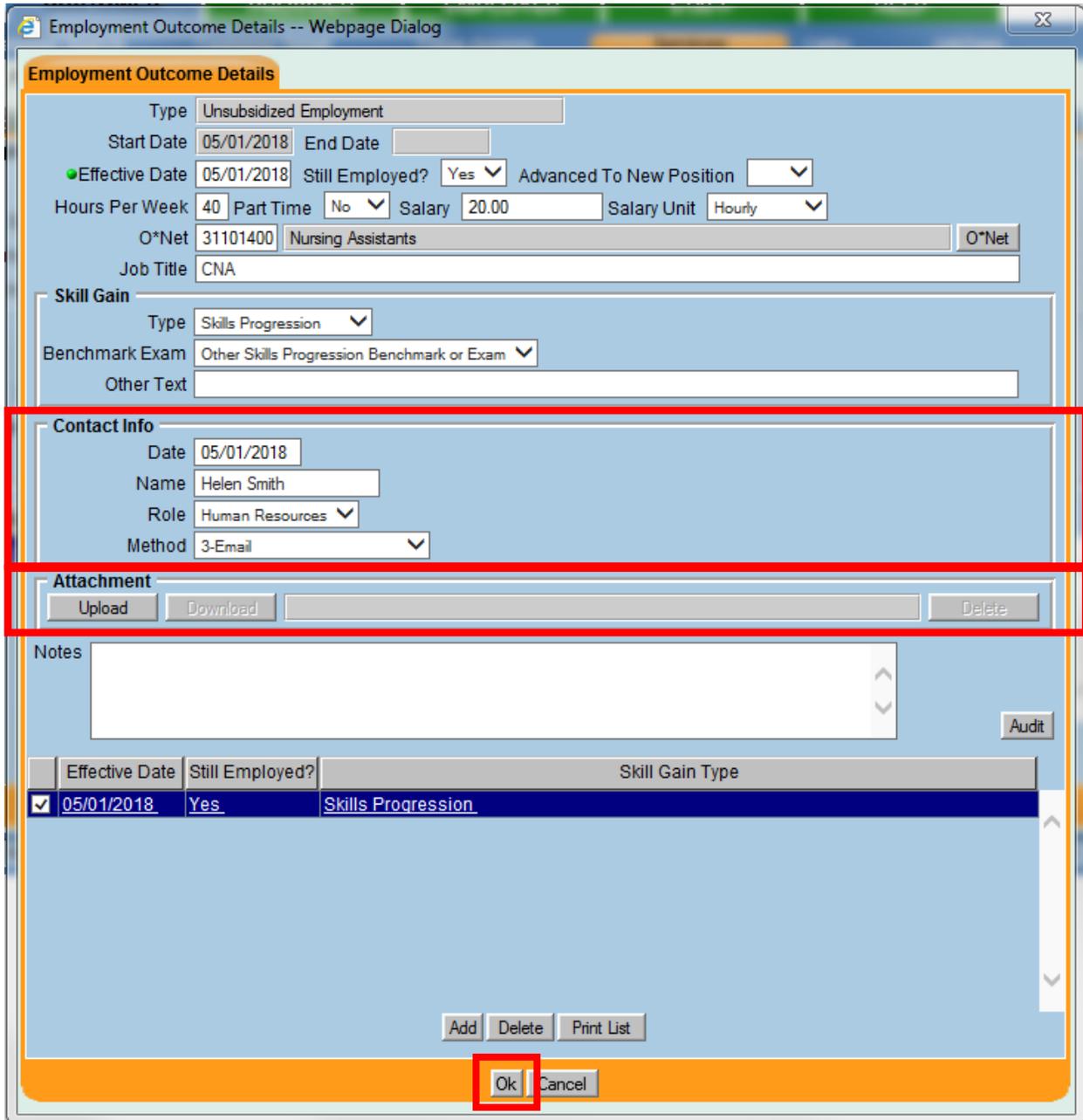
Ok Cancel



The **Contact Info** section is used to document the source of the skill gain information.

Please Note: While there is an **Attachment** section in **Employment Outcomes Detail**, this is not to be utilized by staff until further guidance is provided regarding the appropriate use of this tool.

When finished, click **Ok** and then save the customer's record.



**Employment Outcome Details**

Type: Unsubsidized Employment

Start Date: 05/01/2018 End Date: [ ]

Effective Date: 05/01/2018 Still Employed?: Yes Advanced To New Position: [ ]

Hours Per Week: 40 Part Time: No Salary: 20.00 Salary Unit: Hourly

O\*Net: 31101400 Nursing Assistants O\*Net

Job Title: CNA

**Skill Gain**

Type: Skills Progression

Benchmark Exam: Other Skills Progression Benchmark or Exam

Other Text: [ ]

**Contact Info**

Date: 05/01/2018

Name: Helen Smith

Role: Human Resources

Method: 3-Email

**Attachment**

Upload Download Delete

Notes

Audit

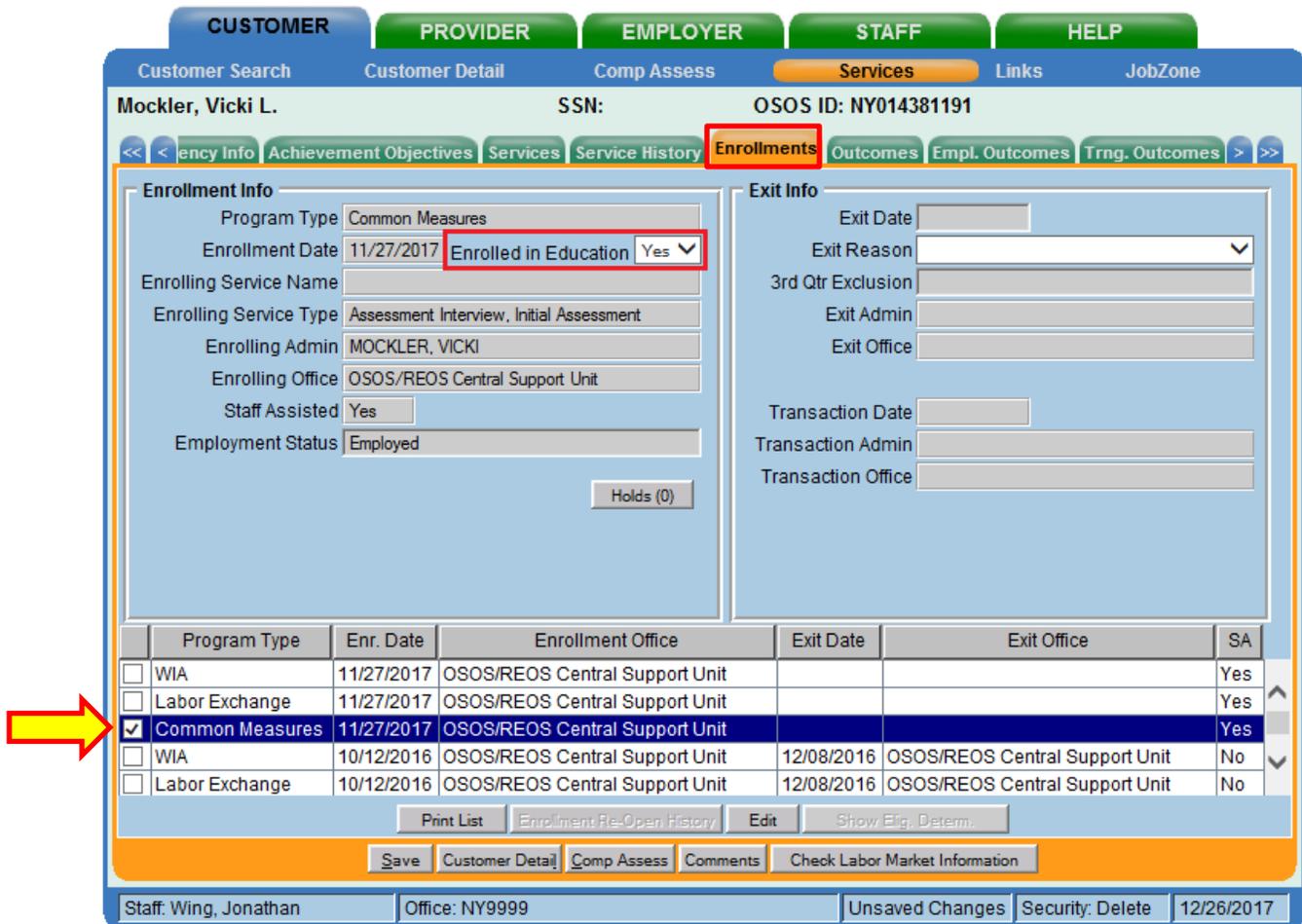
	Effective Date	Still Employed?	Skill Gain Type
<input checked="" type="checkbox"/>	05/01/2018	Yes	Skills Progression

Add Delete Print List

Ok Cancel

## TRAINING OUTCOMES TAB

Prior to the new outcome tabs in OSOS, selecting "Yes" in the **Enrolled in Education** field in the **Services Window, Enrollments** Tab or entering a training service were the only methods for inclusion in training related outcome measures as seen in the screen below. This is no longer necessary. Staff must still record training services in the **Services** window, **Services** tab. However, now, training related outcomes can be recorded in the **Training Outcomes** Tab. The **Training Outcomes** tab gives staff the ability to attach outcomes to training services and capture more detailed information about the outcomes related to the training service that was provided.



Customer: Mockler, Vicki L. SSN: OSOS ID: NY014381191

Enrollments Tab

Enrollment Info:

- Program Type: Common Measures
- Enrollment Date: 11/27/2017
- Enrolled in Education: Yes
- Enrolling Service Name: [Empty]
- Enrolling Service Type: Assessment Interview, Initial Assessment
- Enrolling Admin: MOCKLER, VICKI
- 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]

	Program Type	Enr. Date	Enrollment Office	Exit Date	Exit Office	SA
<input type="checkbox"/>	WIA	11/27/2017	OSOS/REOS Central Support Unit			Yes
<input type="checkbox"/>	Labor Exchange	11/27/2017	OSOS/REOS Central Support Unit			Yes
<input checked="" type="checkbox"/>	Common Measures	11/27/2017	OSOS/REOS Central Support Unit			Yes
<input type="checkbox"/>	WIA	10/12/2016	OSOS/REOS Central Support Unit	12/08/2016	OSOS/REOS Central Support Unit	No
<input type="checkbox"/>	Labor Exchange	10/12/2016	OSOS/REOS Central Support Unit	12/08/2016	OSOS/REOS Central Support Unit	No

Buttons: Print List, Enrollment Re-Open History, Edit, Show Elig. Dates, Save, Customer Detail, Comp Assess, Comments, Check Labor Market Information

Staff: Wing, Jonathan | Office: NY9999 | Unsaved Changes | Security: Delete | 12/26/2017



Training Outcomes are entered in the **Training Outcomes** tab (displayed in OSOS as **Trng. Outcomes**) of the **Services** window of the customer record.

Data for the Credential Attainment performance measure is recorded in this tab. Measurable skill gains which relate to training will also be recorded in **Training Outcomes**.

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

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

Mockler, Vicki L. SSN: OSOS ID: NY013317550

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

**Training/Education**

- Category
- Type
- Enroll Date  Completion Date
- Attainment Status
- Major/Program
- Degree/Cert./Cred.
- School/Institute
- Seeker Service ID

**Created**

Staff

Office

Date

**Last Modified**

Staff

Office

Date

Type	School/Institute	Enroll Date	Attainment Status
------	------------------	-------------	-------------------



Training outcomes are sorted by **Category** and **Type**.

In the **Category** dropdown menu, select the category of training program the participant is enrolled in.

In the **Type** dropdown menu, select the type of credential the training program will lead to. The options available in the **Type** dropdown menu will be based on what has been selected in the **Category** dropdown menu. This is represented in the following table:

Category	Type
Secondary Education	High School Diploma
	GED or HS Equivalency
	Continuation or Alternative School
Post Secondary Education	AA or AS Diploma/Degree
	BA or BS Diploma/Degree
	Graduate/Post Graduate
Occ Skills/Advanced Training	Occupational Skills Licensure
	Occupational Skills Certificate
	Other Recognized Diploma, Degree, or Certificate

The screenshots show the 'Trng. Outcomes' dropdown menu for three different categories:

- Secondary Education:** The 'Type' dropdown menu shows options: High School Diploma, GED or HS Equivalency, and Continuation or Alternative School.
- Post Secondary Education:** The 'Type' dropdown menu shows options: AA or AS Diploma/Degree, BA or BS Diploma/Degree, and Graduate/Post Graduate.
- Occ Skills/Advanced Training:** The 'Type' dropdown menu shows options: Occupational Skills Licensure, Occupational Skills Certificate, and Other Recognized Diploma, Degree, or Certificate.



Enter the **Enroll date** for the training program. Once the customer indicates they have completed the training, staff must record the **Completion Date**.

[CUSTOMER](#) [PROVIDER](#) [EMPLOYER](#) [STAFF](#) [HELP](#)

[Customer Search](#) [Customer Detail](#) [Comp Assess](#) [Services](#) [Links](#) [JobZone](#)

Pickett, Polly      SSN:      OSOS ID: NY015079586

[Agency Info](#) [Achievement Objectives](#) [Services](#) [Service History](#) [Enrollments](#) [Outcomes](#) [Empl. Outcomes](#) [Trng. Outcomes](#)

**Training/Education**

- Category
- Type
- Enroll Date  Completion Date
- Attainment Status
- Major/Program
- Degree/Cert./Cred.
- School/Institute

Seeker Service ID   [Training Services](#)

**Created**

Staff

Office

Date

**Last Modified**

Staff

Office

Date

	Type	School/Institute	Enroll Date	Attainment Status
<input checked="" type="checkbox"/>	Occupational Skills Certificate	ABC Training	02/01/2018	In Process - intended credential pending

[Add Outcome](#) [Delete Outcome](#) [Outcome Details](#) [Print List](#)

[Save](#) [Customer Detail](#) [Comp Assess](#) [Comments](#) [Check Labor Market Information](#)

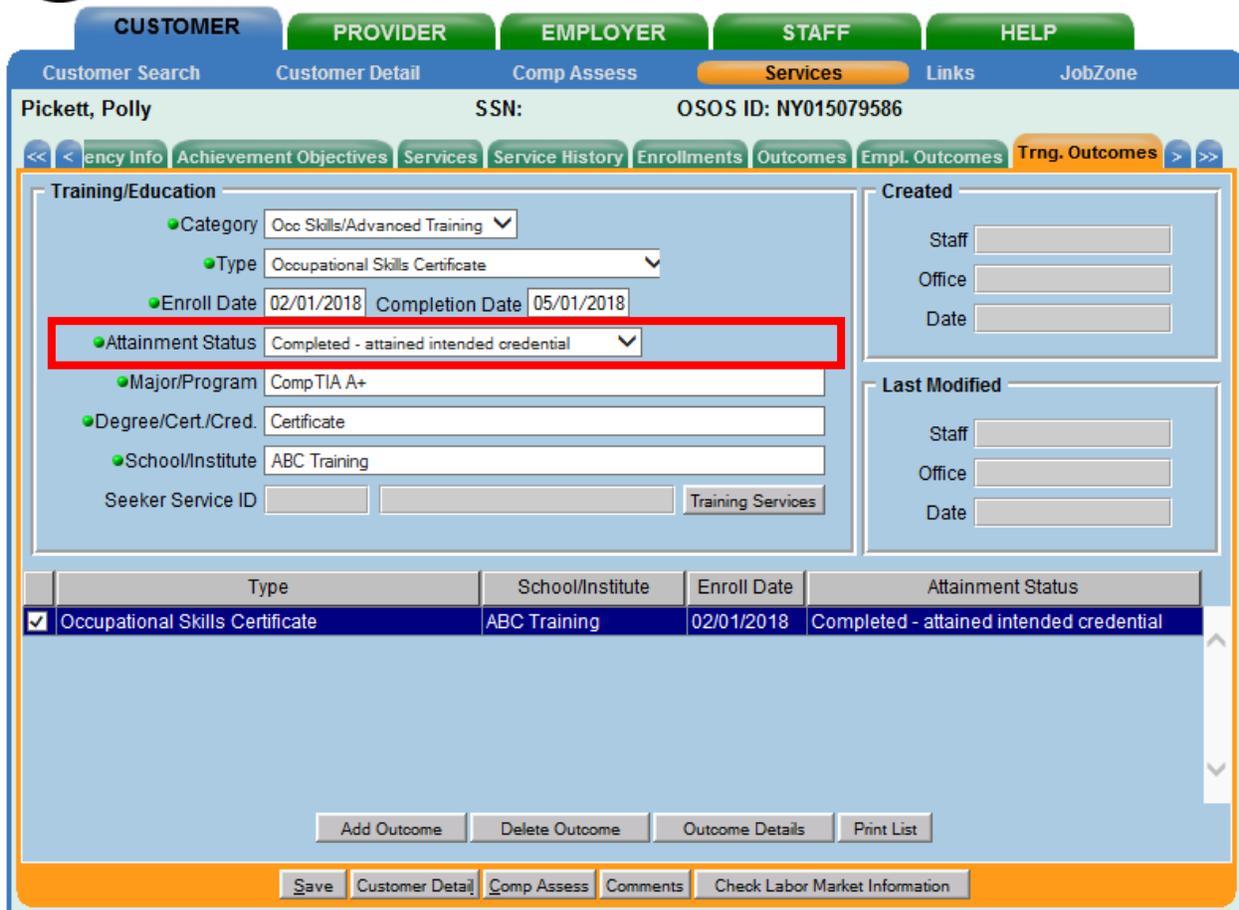
For any outcome **Category**, the **Attainment Status** field must be completed. The options in the **Attainment Status** drop-down menu will remain the same regardless of the category selected. There are five attainment statuses:

- In Process - no intended credential
- In Process - intended credential pending
- Completed - attained intended credential
- Completed - did not attain or intend credential
- Incomplete - did not attain or intend credential

If the training is ongoing, an "In Process" status must be selected, and then updated when the training program is complete. If the **Attainment Status** begins with "Completed" or "Incomplete", then a completion date must be entered as the date the program was completed, or the participant left the program.



*Only the attainment status of “**Completed – attained intended credential**” counts positively for the Credential Attainment performance indicator.*



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

Pickett, Polly SSN: OSOS ID: NY015079586

Agency Info Achievement Objectives Services Service History Enrollments Outcomes **Emp. Outcomes** Trng. Outcomes

**Training/Education**

- Category: Occ Skills/Advanced Training
- Type: Occupational Skills Certificate
- Enroll Date: 02/01/2018 Completion Date: 05/01/2018
- Attainment Status: Completed - attained intended credential**
- Major/Program: CompTIA A+
- Degree/Cert./Cred.: Certificate
- School/Institute: ABC Training
- Seeker Service ID: [ ] [ ] Training Services

Created: Staff [ ], Office [ ], Date [ ]

Last Modified: Staff [ ], Office [ ], Date [ ]

Type	School/Institute	Enroll Date	Attainment Status
<input checked="" type="checkbox"/> Occupational Skills Certificate	ABC Training	02/01/2018	Completed - attained intended credential

Add Outcome Delete Outcome Outcome Details Print List

Save Customer Detail Comp Assess Comments Check Labor Market Information





## TRAINING SERVICES

The **Training Services** button in the **Training Outcomes** tab functions in the same way as the **Employment Service** button in the **Employment Services** tab.

Using the **Training Services** button will allow the system to associate a previously scheduled service with an outcome.

For a list of Service Types that can be attached to Training Outcomes please refer to [the attached list on page 44 of this guide](#).

The screenshot displays the OSOS interface for a customer named Polly Pickett. The 'Trng. Outcomes' tab is active, showing a form for a training outcome. The form includes fields for Category (Occupational Skills/Advanced Training), Type (Occupational Skills Certificate), Enroll Date (02/01/2018), Completion Date (05/01/2018), Attainment Status (Completed - attained intended credential), Major/Program (CompTIA A+), Degree/Cert./Cred. (Certificate), and School/Institute (ABC Training). A 'Training Services' button is highlighted in red. Below the form is a table of outcomes with one row selected.

Type	School/Institute	Enroll Date	Attainment Status
<input checked="" type="checkbox"/> Occupational Skills Certificate	ABC Training	02/01/2018	Completed - attained intended credential



If there have been employment services recorded for the customer, they will display in the **Training Services** webpage dialog box.

Select the correct service and click **OK**.

The screenshot shows a dialog box titled "Training Services -- Webpage Dialog". Inside, there is a table with the following columns: Service ID, Provider Name, Service Name, Actual Start Date, Actual End Date, and Prog Svc Type. The table contains three rows. The second row is highlighted in blue and has a red box around it. The data in this row is: Service ID: 12613178, Provider Name: Cortland County Employment & Training, Service Name: Basic Skills/Life Skills Training, Actual Start Date: 01/05/2018, Actual End Date: 01/30/2018, Prog Svc Type: Basic Career Services. At the bottom of the dialog box, there are "OK" and "Cancel" buttons.

Service ID	Provider Name	Service Name	Actual Start Date	Actual End Date	Prog Svc Type
12613178	Cortland County Employment & Training	Basic Skills/Life Skills Training	01/05/2018	01/30/2018	Basic Career Services
12613179	Cortland County Employment & Training	On the Job Training	01/05/2018	01/30/2018	On the Job Training
12613180	Cortland County Employment & Training	Job Shadowing/Job Search	01/05/2018	01/30/2018	Job Shadowing



The service will populate the **Seeker Service ID** Field.

**CUSTOMER** PROVIDER EMPLOYER STAFF HELP

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

Pickett, Polly SSN: OSOS ID: NY015079586

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

**Training/Education**

- Category: Occ Skills/Advanced Training
- Type: Occupational Skills Certificate
- Enroll Date: 02/01/2018 Completion Date: 05/01/2018
- Attainment Status: Completed - attained intended credential
- Major/Program: CompTIA A+
- Degree/Cert./Cred.: Certificate
- School/Institute: ABC Training

Seeker Service ID: 12613178 Basic Skills/Life Skills Training Training Services

**Created**

Staff: KLINE, REBECCA  
Office: OSOS/REOS Central Sug  
Date: 05/24/2018

**Last Modified**

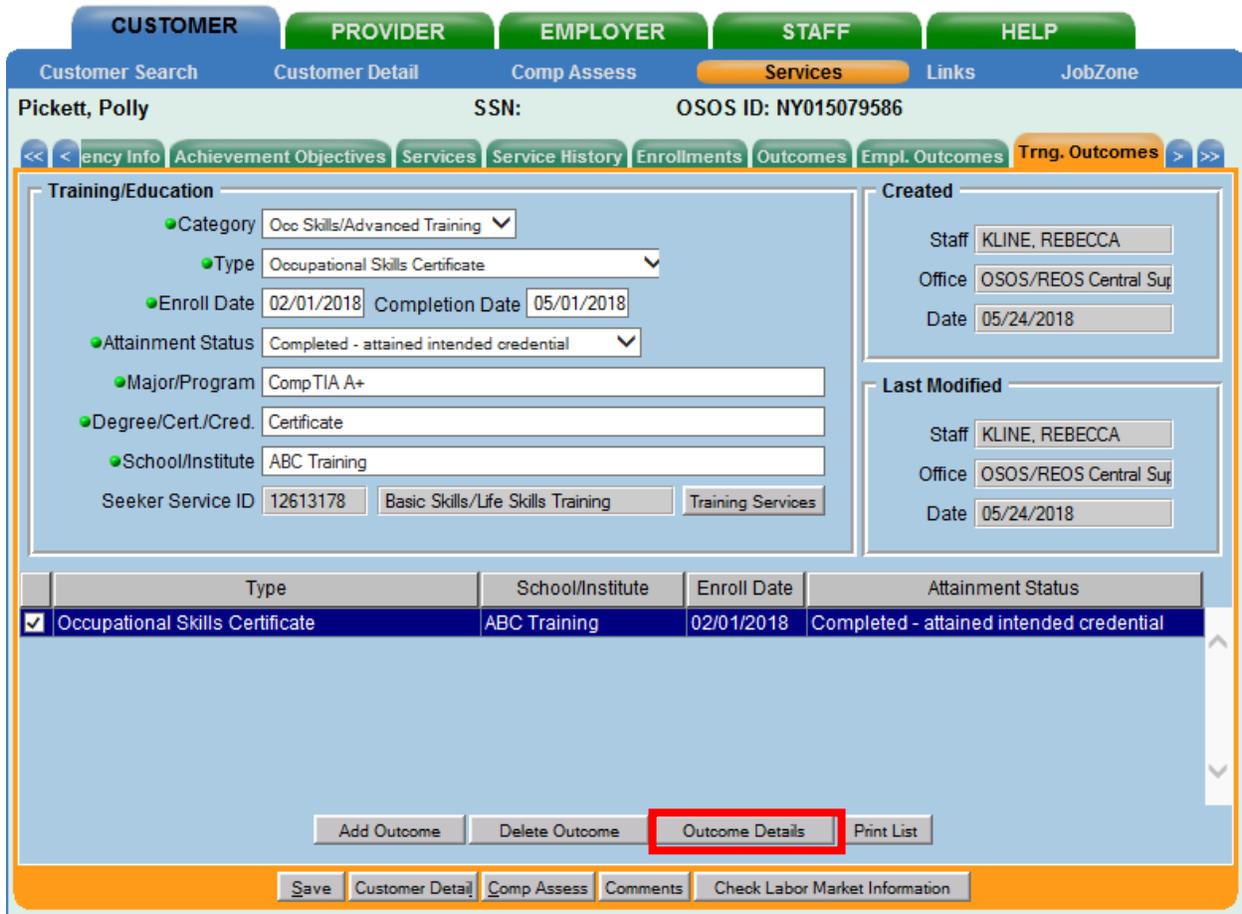
Staff: KLINE, REBECCA  
Office: OSOS/REOS Central Sug  
Date: 05/24/2018

	Type	School/Institute	Enroll Date	Attainment Status
<input checked="" type="checkbox"/>	Occupational Skills Certificate	ABC Training	02/01/2018	Completed - attained intended credential

## OUTCOME DETAILS

The **Outcome Details** button in the **Trng. Outcomes** tab functions in the same way as it does in the **Empl. Outcomes** tab.

Click the **Outcome Details** button to open the **Training Outcomes Detail** webpage dialog box.



**CUSTOMER** PROVIDER EMPLOYER STAFF HELP

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

Pickett, Polly SSN: OSOS ID: NY015079586

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

**Training/Education**

- Category: Occ Skills/Advanced Training
- Type: Occupational Skills Certificate
- Enroll Date: 02/01/2018 Completion Date: 05/01/2018
- Attainment Status: Completed - attained intended credential
- Major/Program: CompTIA A+
- Degree/Cert./Cred.: Certificate
- School/Institute: ABC Training
- Seeker Service ID: 12613178

**Created**

Staff: KLINE, REBECCA  
Office: OSOS/REOS Central Sug  
Date: 05/24/2018

**Last Modified**

Staff: KLINE, REBECCA  
Office: OSOS/REOS Central Sug  
Date: 05/24/2018

Type	School/Institute	Enroll Date	Attainment Status
<input checked="" type="checkbox"/> Occupational Skills Certificate	ABC Training	02/01/2018	Completed - attained intended credential

Add Outcome Delete Outcome **Outcome Details** Print List

Save Customer Detail Comp Assess Comments Check Labor Market Information



**Training Outcomes Detail** is where the measurable skill gains which relate to training can be tracked for this performance measure. Enter an **Effective Date**.

Select the type of skill gain from the **Type** drop-down menu.

Enter as much additional information as is known into the other fields. Staff will need to enter the **Effective Date**. The Effective Date is the date the customer completed training or passed a licensing exam and cannot be later than the Training Completion date. They will also need to indicate if the customer is still enrolled in training. Although it is not required, it is crucial to record **Hours Per Week**, whether the training is **Full or Part Time**, **Salary**, and **Salary Unit**. This information is helpful if the training is an On-the-Job Training because it is then subsidized and additional funding is provided to the business to assist with paying wages.

More than one Training Outcome Details Record can be attached to a Training Outcome. For instance, multiple outcome details can be documented to illustrate more than one measurable skill gain or credential the customer may receive. For each new instance, click Add at the bottom of the screen.



*Data must be recorded in the Skill Gain box for this customer to count positively in the Measurable Skill Gains performance measure.*

Training Outcome Details -- Webpage Dialog

**Training Outcome Details**

Type: Occupational Skills Certificate

Enroll Date: 02/01/2018    Completion Date: 05/01/2018

Effective Date: 05/01/2018    Still Enrolled?: Yes

Hours Per Week: 20    Part Time:     Salary:     Salary Unit:

**Skill Gain**

Type: EFL Gain via Credits or Carnegie Units towards HS Diploma or Equivalent  
 Secondary/PSE Transcript/Report Card  
 Training Milestone  
 Skills Progression

**Contact Info**

Date:

Name: Margo Smith

Role: Teacher

Method: 2-Phone

**Attachment**

Upload    Download    Delete

Notes

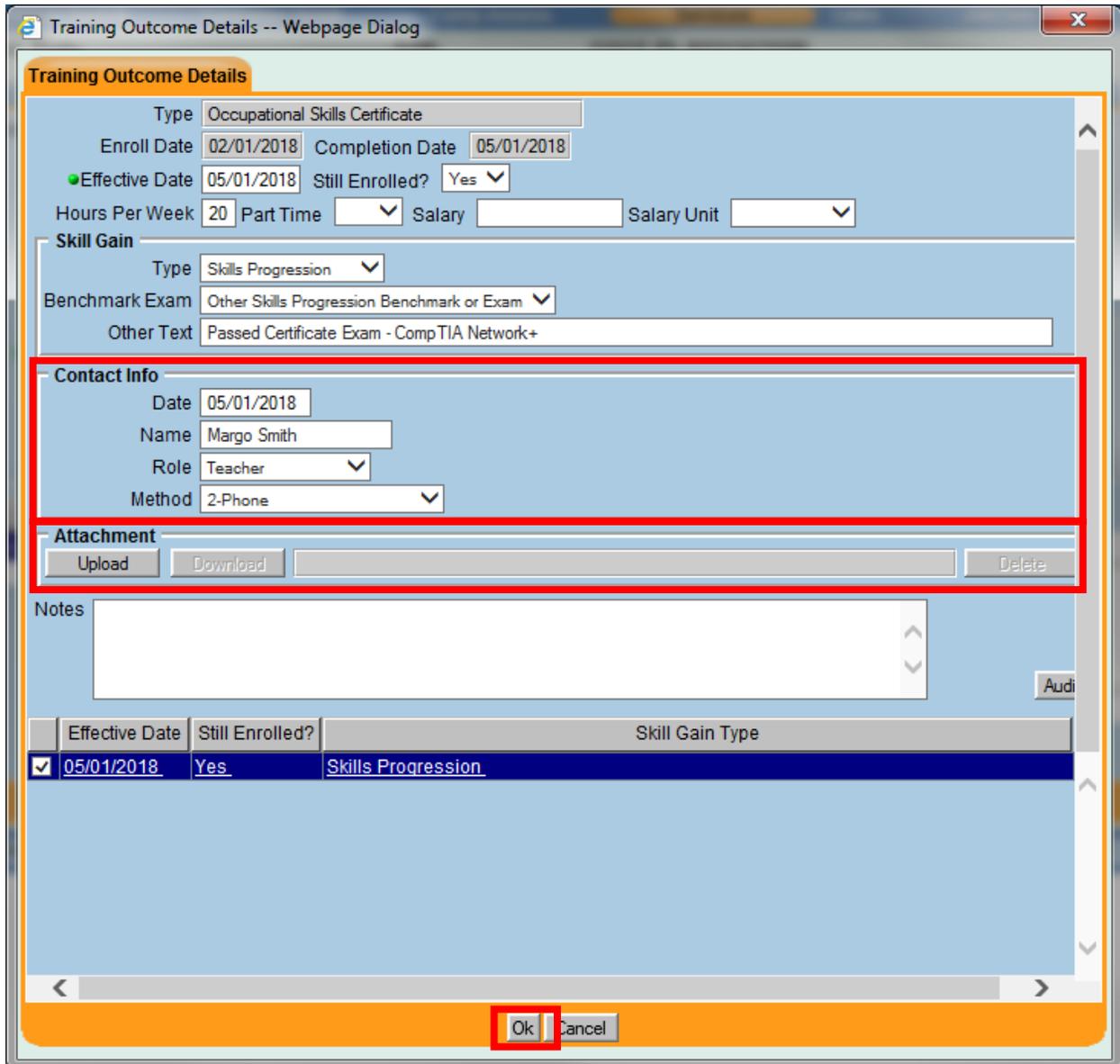
Effective Date	Still Enrolled?	Skill Gain Type
<input checked="" type="checkbox"/> 05/01/2018	Yes	EFL Gain via Credits or Carnegie Units towards HS Diploma or Equivalent

Ok    Cancel

The **Contact Info** section is used to document the source of the skills gain information.

Please Note: While there is an **Attachment** section in **Training Outcomes Detail**, this is not to be utilized by staff until further guidance is provided regarding the appropriate use of this tool.

When finished, click **Ok** and then save the customer's record.



**Training Outcome Details**

Type: Occupational Skills Certificate  
 Enroll Date: 02/01/2018 Completion Date: 05/01/2018  
 Effective Date: 05/01/2018 Still Enrolled?: Yes  
 Hours Per Week: 20 Part Time: [v] Salary: [ ] Salary Unit: [v]

**Skill Gain**

Type: Skills Progression  
 Benchmark Exam: Other Skills Progression Benchmark or Exam  
 Other Text: Passed Certificate Exam - CompTIA Network+

**Contact Info**

Date: 05/01/2018  
 Name: Margo Smith  
 Role: Teacher  
 Method: 2-Phone

**Attachment**

Upload Download [ ] Delete

Notes

	Effective Date	Still Enrolled?	Skill Gain Type
<input checked="" type="checkbox"/>	05/01/2018	Yes	Skills Progression

Ok Cancel



## RESOURCES AND ASSISTANCE

Technical Advisory 18-k- Primary Indicators for Performance

<https://labor.ny.gov/workforcenypartners/ta/ta-18-6-performance-indicators.pdf>

TEGL 10-16 Change 1 - Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs

[https://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=3255](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3255)

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)



## TRAINING AND EMPLOYMENT SERVICES BUTTONS IN THE OSOS OUTCOMES TABS AND THE SERVICE TYPES ASSOCIATED

### **Employment Services**

Employment/Internships Not Limited to Summer (Youth)  
Work Experience Opportunity (Youth Only)  
Job Shadowing (Youth)  
Disaster Relief Temporary Job  
Pre-Apprenticeship Programs (Youth)  
Alternative Work Experience (Youth Only)  
Summer Employment/Internships Summer Only (Youth)  
Workplace Training  
Combined Workplace Learning with Related Instruction (Co-Op Education)  
Apprenticeship Training  
Transitional Job  
Pre-Apprenticeship Program - Individualized/ITA Training (non-Youth)  
On-the-Job Training  
Other Work Experience Type (Youth)

### **Training Services**

On-the-Job Training  
Customized Training  
Skills Upgrading and Retraining  
Training Programs Operated by the Private Sector  
Occupational Skills Training  
Combined Workplace Learning with Related Instruction (Co-Op Education)  
Academic Learning  
English as a Second Language (ESL)  
Literacy Training  
ABE or ESL in Combination with Training  
Prerequisite Training  
Apprenticeship Training  
Training Programs Operated by the Private Sector  
Workplace Training  
Entrepreneurial Training  
Pre-Apprenticeship Program - ITA Training (Youth Only)Pre-Apprenticeship Program -  
Individualized/ITA Training (non-Youth)  
Mobility Training  
Basic Skills/Life Skills  
Work-Related/Job Readiness Training