

WIOA Summer Youth Employment Program (WIOA-SYEP) OSOS Guide



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PURPOSE

New York State Department of Labor (NYSDOL) is partnering with the Office of Temporary and Disability Services (OTDA) to enhance and expand the Summer Youth Employment Program (SYEP). This effort is one part of Governor Cuomo’s first-in-the-nation gun violence disaster emergency and comprehensive strategy to build a safer New York. This initiative treats gun violence as a public health crisis and includes short term solutions as well as long term strategies that focus on community-based intervention and prevention strategies to break the cycle of violence. The WIOA-funded SYEP provides OTDA with additional WIOA funding in 22 areas of the state identified as having higher rates of gun violence. Eligible participants for the WIOA-funded SYEP shall be youth ages 14 to 24 who reside in one of the identified areas. The WIOA-funded SYEP will provide youth from low-income households with employment opportunities.

The One-Stop Operating System (OSOS) is the primary case management system used for tracking all services provided to customers throughout the Workforce Development System. OSOS collects substantial information from customers, businesses, and training providers. This information is also used to prepare required State and Federal reports.

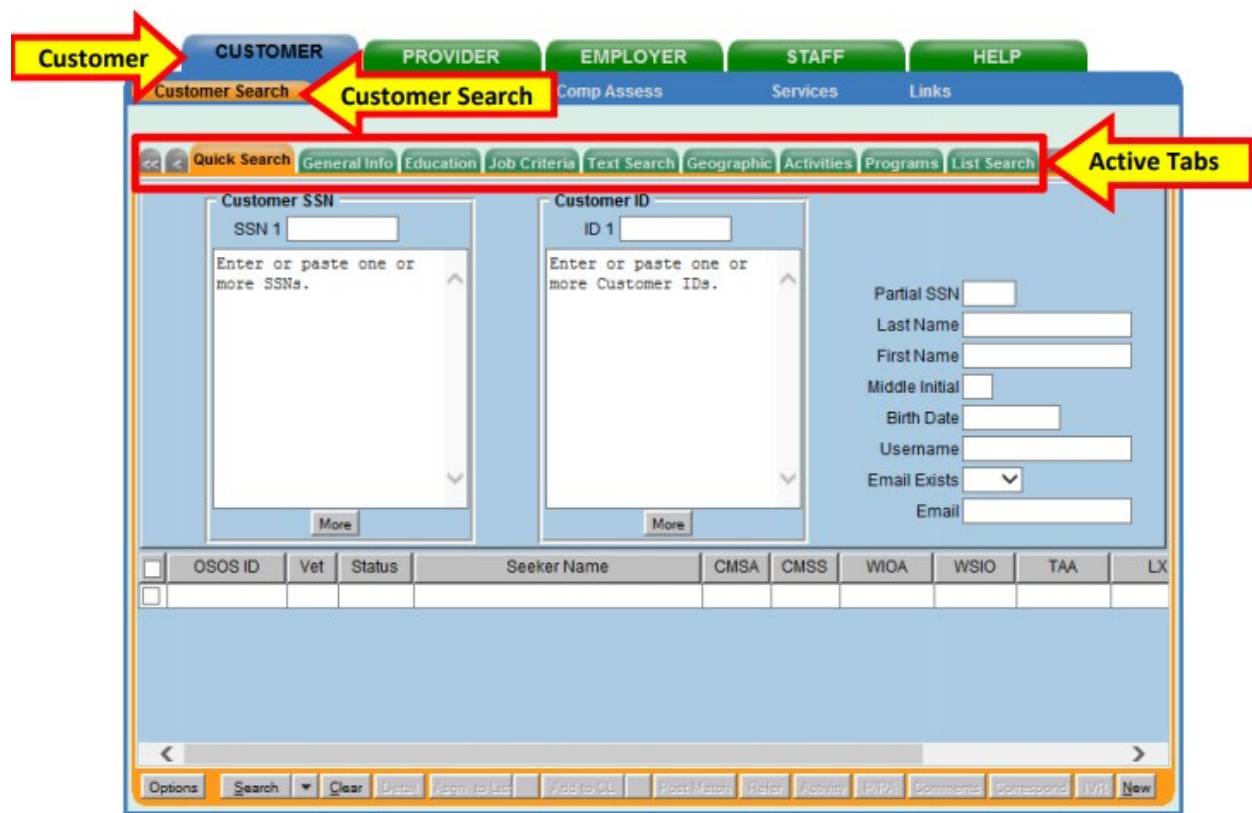
This guide provides instructions on how to conduct the OSOS data entry for the Expanded Summer Youth Employment Program.

SEARCHING FOR THE CUSTOMER

The first time staff enter customer data into OSOS, it is important to determine if a record already exists for the customer. In addition, there may be instances where there are two existing records, or duplicate records, for the customer. When this occurs, we often see that one account has a Social Security Number and one does not. Following the instructions below ensures that any duplicate records can be found and addressed accordingly.

Searches are performed within the **Customer Search** window, in the **Customer** module.

While searches are most commonly performed from the **Quick Search** tab, any of the active tabs can be used in the search process. In addition, once you are case managing a customer, and their Customer ID is known, you may search for the customer using the Customer ID field.





QUICK SEARCH

A customer search is most commonly performed from the **Customer Search** window, **Quick Search** tab. There are numerous ways a customer search can be conducted depending on the information the staff has obtained. Staff will mainly search by **Customer Full** or **Partial Name**.

SEARCHING BY CUSTOMER FULL OR PARTIAL NAME

Staff may search for a customer record by full or partial name. Enter as much information as is known in the **Last Name** and **First Name** data fields.

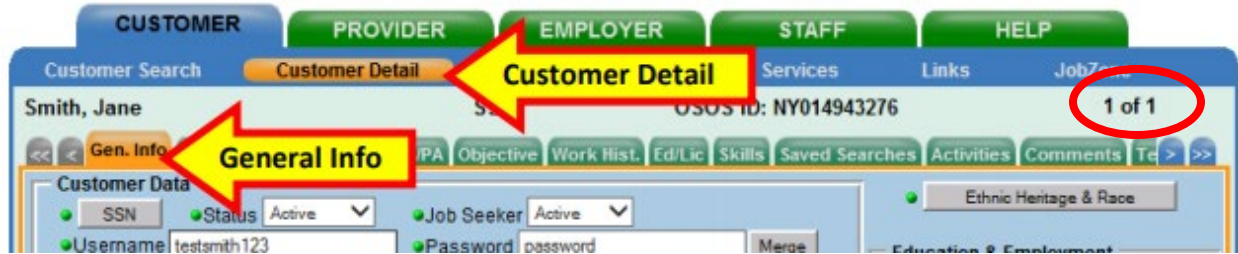


As a best practice, staff should perform a name search for any customer they are working with to determine if duplicate OSOS records exist for the same customer. If a duplicate record is found, please contact help.osos@labor.ny.gov

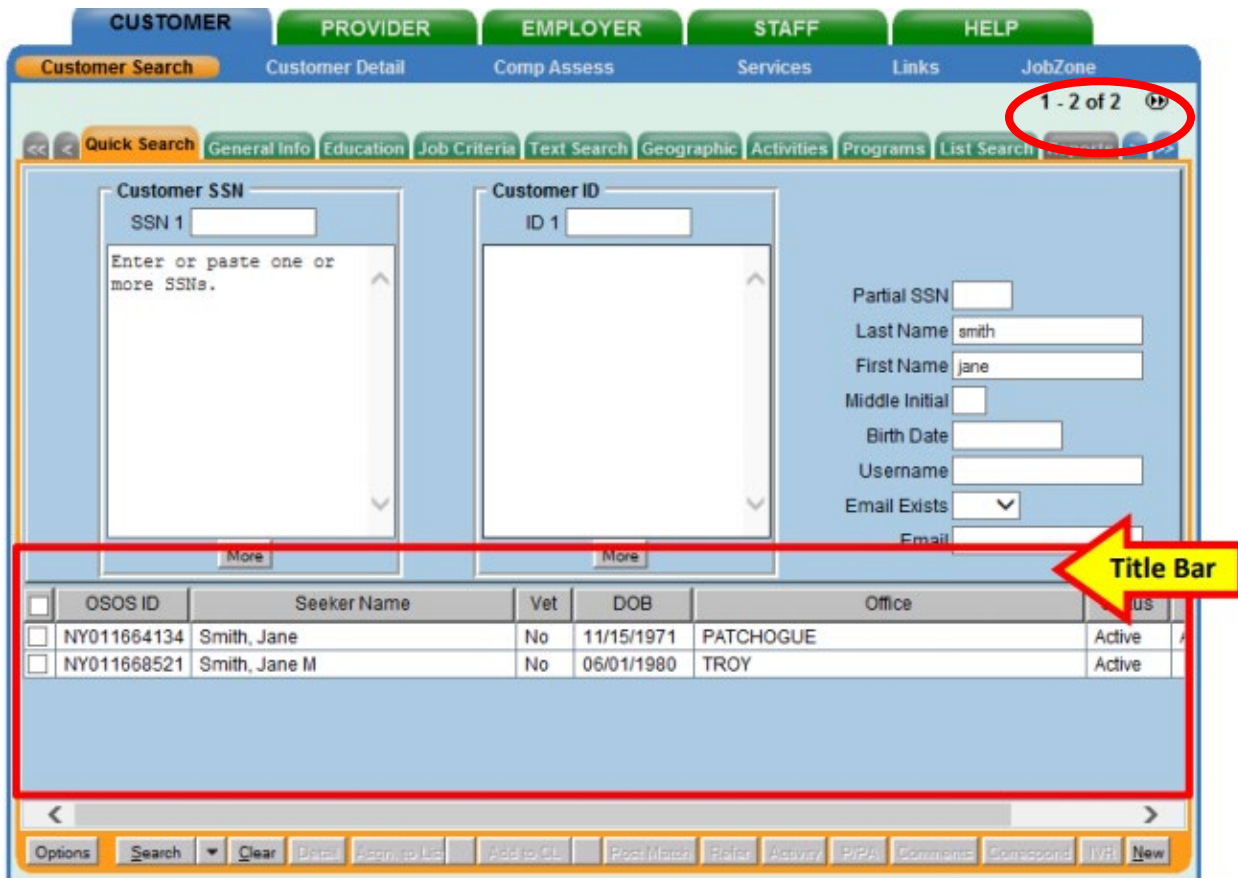
Click the **Search** button.

The screenshot shows the OSOS Customer Search interface. At the top, there are tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs for Customer Search, Customer Detail, Comp Assess, Services, Links, and JobZone. The 'Quick Search' sub-tab is selected. The main search area contains two large text input fields for 'Customer SSN' and 'Customer ID'. To the right, there are smaller input fields for 'Partial SSN', 'Last Name' (with 'smith' entered), 'First Name' (with 'jane' entered), 'Middle Initial', 'Birth Date', 'Username', 'Email Exists' (a dropdown menu), and 'Email'. A yellow arrow points to the 'Name data fields' section. At the bottom, there is a 'Search' button highlighted with a yellow arrow. Below the search area is a table with columns: OSOS ID, Seeker Name, Vet, DOB, City, and Status. The table is currently empty.

If there is only one result returned, OSOS will display the customer's record. It will default to the **General Information** tab of the **Customer Detail** window.



If there is more than one customer record matching the search criteria, the customers' information will be displayed in the window below the data entry fields.





If the search yields more than one result, staff can view all the records by first clicking on the check box in the top left-hand corner of the gray title bar. This will select all the results. Staff can then click on **Detail** at the bottom of the screen to review all selected customer records.

<input checked="" type="checkbox"/>	OSOS ID	DOB	Status	Office	
<input checked="" type="checkbox"/>	Schenectady, Andrew	NY015298310	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	Schenectady, April	NY015298309	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	Schenectady, Chris	NY015298322	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	Schenectady, Dan	NY015298317	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	Schenectady, Derek	NY015298312	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	Schenectady, Dereke	NY015298308	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	Schenectady, Hallie	NY015298320	01/01/19	Active	Schenectady County Career Center
<input checked="" type="checkbox"/>	Schenectady, Hannah	NY015298323	01/01/19	Active	Uniondale Union Free School District

Options Search Clear Detail Post Match Refer Activity P/PA Comments Correspond IVR New



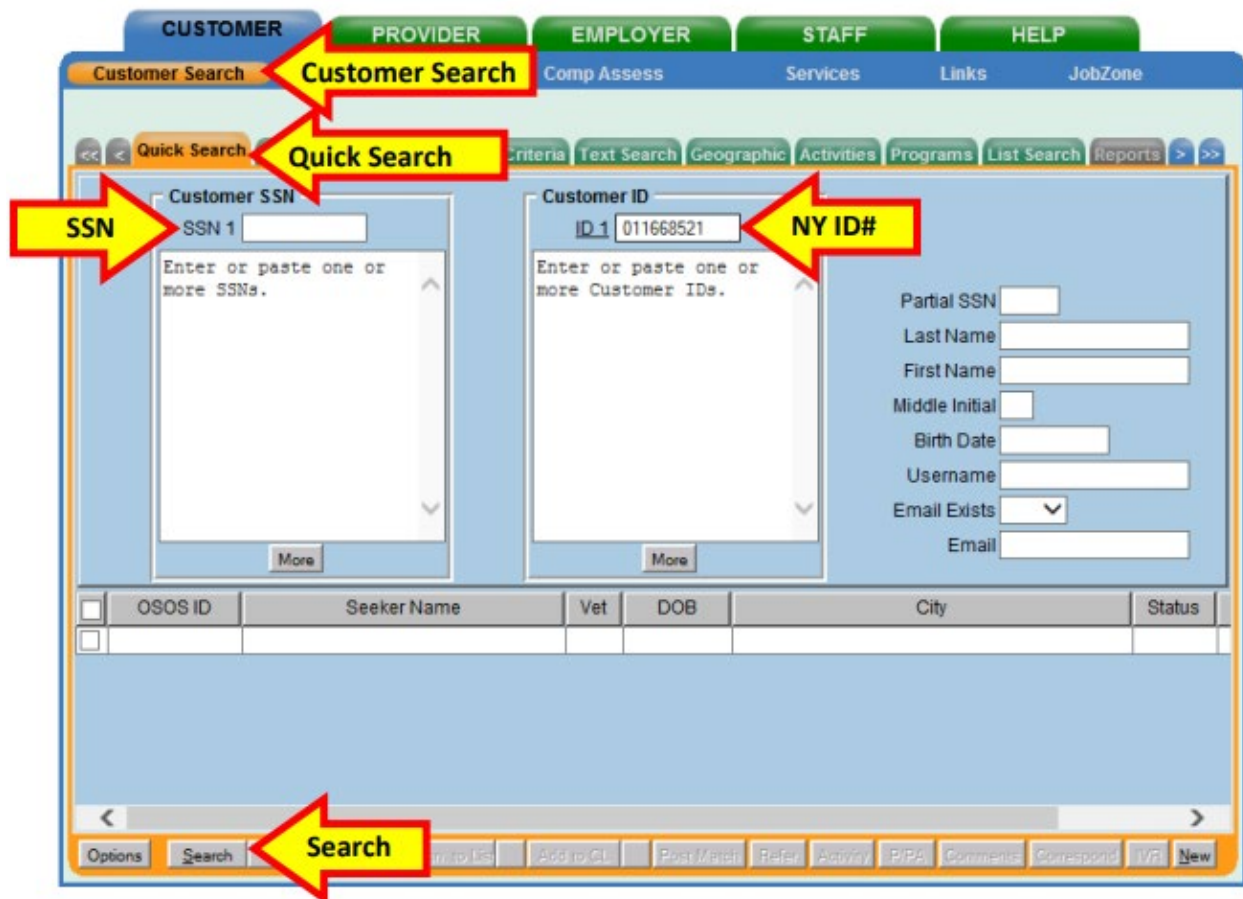
OSOS will display the customer record of the first customer selected. Use the arrows at the top right corner of the screen to toggle through the customer records. Staff can review the records to identify the customer they were searching for, as well as to identify potential duplicate records.

The screenshot displays the OSOS Customer Detail page for Jane Smith. The interface includes a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this is a sub-navigation bar with options like Customer Search, Customer Detail (selected), Comp Assess, Services, Links, and CareerZone. The main content area shows the customer's name (Smith, Jane), SSN, and OSOS ID (NY01). A red arrow points to the 'Toggle Arrows' icon in the top right corner of the record view. The page is divided into several sections: Customer Data (including SSN, Status, Job Seeker, Username, Password, Last Name, First Name, Date of Birth, Gender, Portfolio Lvl, Address, City, State, Zip, County, Country, Metro, Phone, Email, and URL), Ethnic Heritage & Race, Education & Employment (including Education Level, School Status, Employment Status, Underemployed, and Long Term Unemployed), and Contact Preferences (including Use Postal, Fax, Pri. Phone, Email, and Alt. Phone). The Customer Assignment section shows Staff Assigned, WIB Assigned, Agency, Office, and UI Claimant. The bottom of the page features a toolbar with buttons for Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Bet to Srch, Comments, Tag, Resume, Sched, and Message.

SEARCHING BY FULL SOCIAL SECURITY NUMBER OR NY ID

Once staff are case managing a particular customer, they can search by **Customer SSN** or **Customer ID** in the **Quick Search** tab to find the customer record.

Then click the **Search** button at the bottom of the screen.



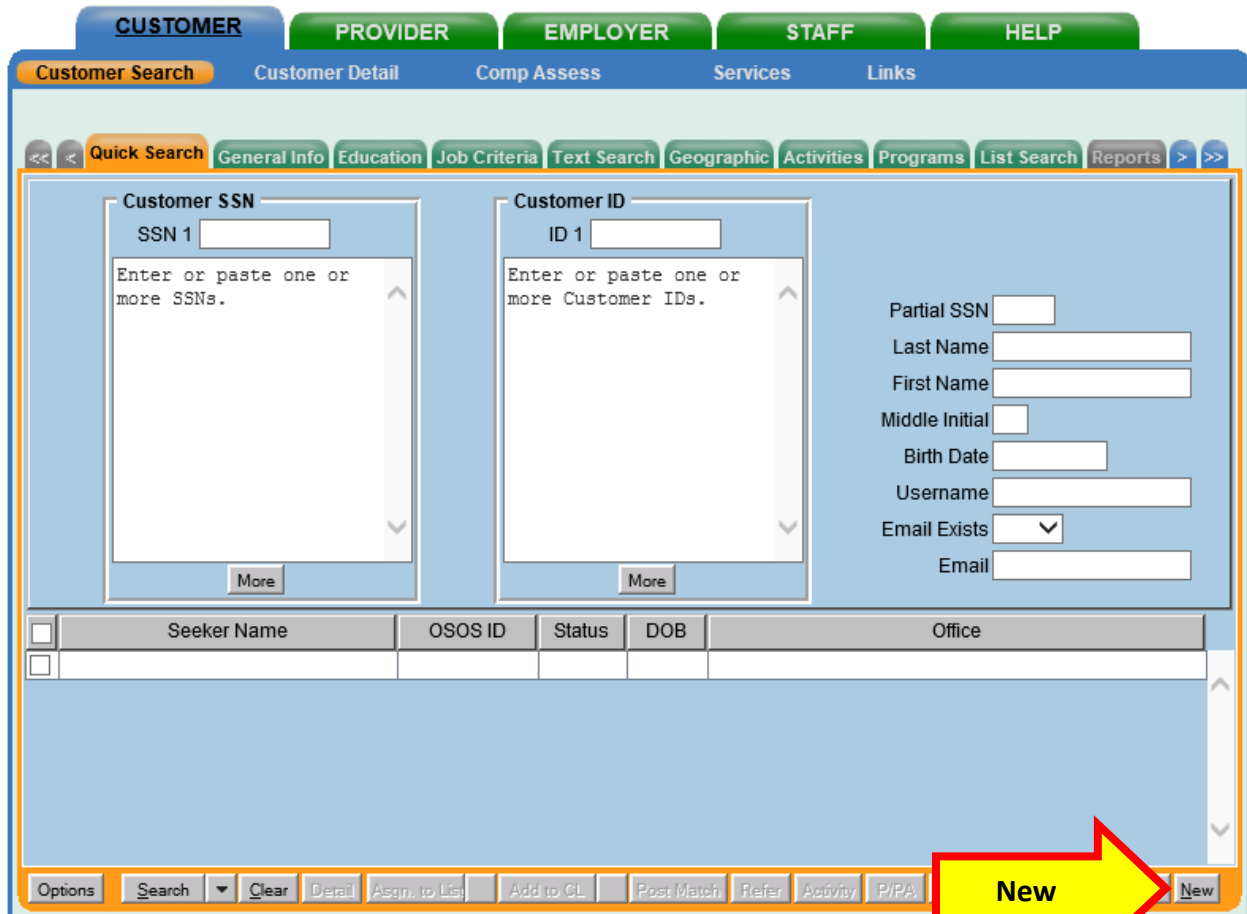
The screenshot shows the OSOS Customer Search interface. At the top, there are tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs for Customer Search, Comp Assess, Services, Links, and JobZone. The 'Customer Search' sub-tab is active, and within it, the 'Quick Search' sub-tab is selected. There are two main input fields: 'Customer SSN' with a sub-field 'SSN 1' and 'Customer ID' with a sub-field 'ID_1'. The 'SSN 1' field contains the text 'Enter or paste one or more SSNs.' and the 'ID_1' field contains 'Enter or paste one or more Customer IDs.'. Below these fields are 'More' buttons. To the right of these fields are several other input fields: Partial SSN, Last Name, First Name, Middle Initial, Birth Date, Username, Email Exists (a dropdown menu), and Email. At the bottom of the form is a table with columns: OSOS ID, Seeker Name, Vet, DOB, City, and Status. Below the table is a 'Search' button, which is highlighted with a red arrow. Other buttons at the bottom include Options, Add to CL, Post/Match, Refer, Activity, PIPA, Comments, Correspond, IVR, and New.

If there is a matching record, OSOS will display the customer's record. If there is no matching record, the system will display **No Matches Found** in the upper right-hand corner.



*The search can be based on either SSN or ID number, but it cannot be based on both. Including data in both the **Customer SSN** field and the **Customer ID** field will result in an error message.*

If an existing customer record cannot be found, click the **New** button at the bottom of the screen to create a new customer record.



For detailed information on searching for a customer record, please see the [Performing a Customer Search OSOS Guide](#).

For detailed information on creating a customer record, please see the [Creating a Basic Customer Record OSOS Guide](#).



BASIC CUSTOMER RECORD

Creating or updating a basic customer record requires data entry in seven tabs. These tabs are located in the **Customer** module, **Customer Detail** window. They are:

- **Gen. Info** tab (General Information)
- **Eligibility** tab
- **Add'l Info** tab (Additional Information)
- **Objective** tab
- **Work Hist.** tab (Work History)
- **Ed/Lic** tab (Education/Licenses)
- **Skills** tab

All required fields in OSOS are indicated by a green dot ● in front of the field name.

The screenshot shows the OSOS Customer Detail window for a customer named John Parker. The window is divided into several sections:

- Customer Search:** Shows the customer name "Parke, John", SSN: ***-**-3232, and OSOS ID: NY016747525.
- Customer Data:** Contains fields for SSN, Status (Active), Job Seeker (Active), Username (parkeree), Password (park7890), Last Name (Parker), First Name (John), MI, Date of Birth (05/01/2004), Gender (Male), Portfolio Lvl. (JobZone Adult), Address (123 Main Street), City (Anytown), State (New York), Zip (12345), County (Onondaga), Country (United States), Metro, Phone (518-555-5555), Email (test@testmail.com), and URL.
- Education & Employment:** Includes Education Level (10 Grade), School Status (In-school, Secondary School or Less), Employment Status (Not Employed), Underemployed, and Long Term Unemployed.
- Contact Preferences:** Includes checkboxes for Use Postal, Fax, Pri. Phone, Email, and Alt. Phone.
- Customer Assignment:** Shows Staff Assigned (KLINE, REBECCA), WIB Assigned (Onondaga County), Agency (Department of Labor), Office (SYRACUSE 0410), UI Claimant (None (Not Claiming UI)), Registered (07/30/2021), Origin (Staff), Profiled, Profiled Date, Internet Resume, and Confidential.

The "Gen. Info" tab is highlighted in orange, and the "Customer Data" section is outlined in orange. The "U.S. Citizen" checkbox is checked.



To save the basic customer record, all required fields must be completed. Staff must review all of the information in the customer record each time they work with the customer. This ensures that the record reflects the most up to date and accurate information.



Do not click Save until all the required information, in all tabs, is recorded for the complete basic customer record. If Save is selected before the data is completely entered, it will generate an error message. If this error message does appear, you will still be able to continue with the record by clicking OK and continuing to enter the information. Instead, when creating the customer record, simply select the next appropriate tab. Click Save when all the required information has been entered.

BASIC CUSTOMER RECORD DETAILS

For detailed instructions on creating a basic customer record, please see the [Creating a Basic Customer Record OSOS Guide](#).

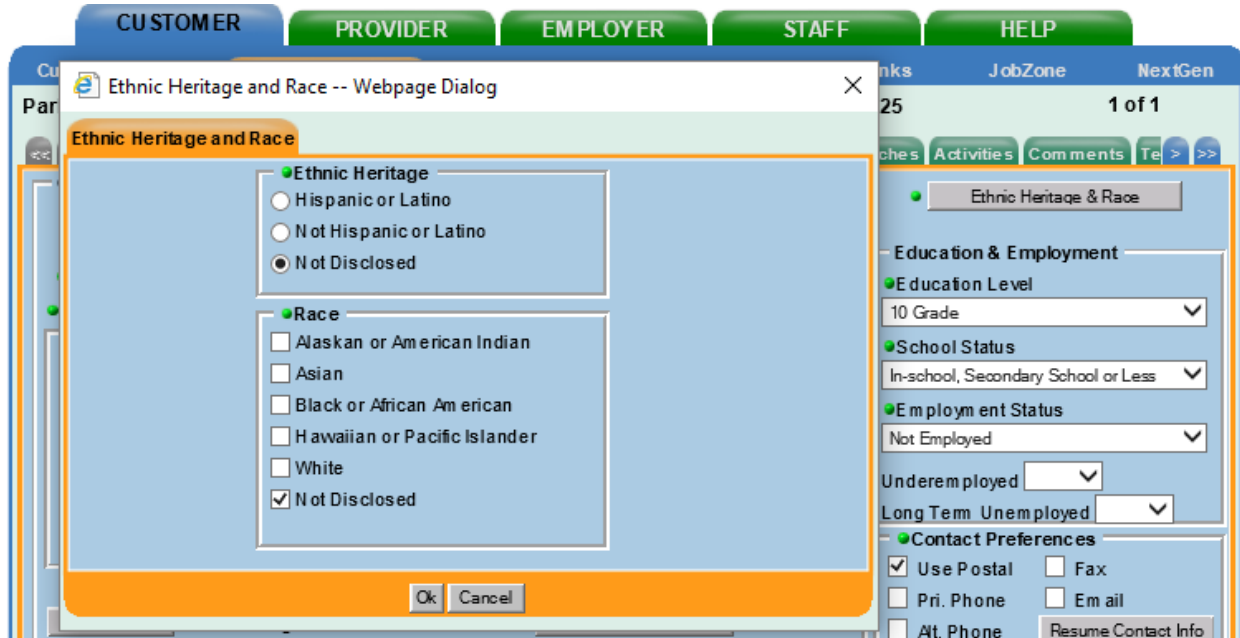
Below are some noteworthy points for filling out the tabs located within the **Customer Detail** window.

General Info Tab

SSN: The SSN field is located "behind" a button in order to keep it as confidential as possible. When the customer provides their SSN it must be entered. Having an SSN in OSOS is very important because customer SSNs are used to match against wages and determine if the customer is employed. Entering a customer's SSN also helps prevent duplicate records. Under this initiative, it is required to collect SSN from the participant and data enter it in OSOS.

The screenshot shows the OSOS Customer Detail window for John Parker. The 'Gen. Info' tab is active. A dialog box titled 'SSN -- Webpage Dialog' is open, displaying the SSN field with the value '123-45-6789'. The dialog box also includes a 'Confirm SSN' field with the same value, a 'Not Disclosed' checkbox, and 'Ok' and 'Cancel' buttons. The background window shows various fields for customer data, including Username, Last Name, Date of Birth, and Address.

Ethnic Heritage & Race: Select the **Ethnic Heritage & Race** button. If the customer provides Ethnic Heritage and/or Race information, select the most appropriate choice. If no information is provided, select **Not Disclosed**. This information is also located "behind" the button in order to keep it as confidential as possible. NYSDOL is required to collect this information under the Workforce Innovation and Opportunity Act (WIOA) as a part of our federal reporting.



The screenshot shows the OSOS application interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The main window displays a 'Webpage Dialog' titled 'Ethnic Heritage and Race'. This dialog box contains two sections: 'Ethnic Heritage' and 'Race'. In the 'Ethnic Heritage' section, the 'Not Disclosed' radio button is selected. In the 'Race' section, the 'Not Disclosed' checkbox is checked. The background window shows a form with various fields, including 'Education Level' (10 Grade), 'School Status' (In-school, Secondary School or Less), and 'Employment Status' (Not Employed). There are also 'Ok' and 'Cancel' buttons at the bottom of the dialog box.



Portfolio Level - A new record will default to **JobZone Adult**. You may keep this designation and therefore create the JobZone account along with the new OSOS record. Or, if the youth is younger than 18, you can choose the highest level of education completed (ex: **Tenth Grade**) in order to create a CareerZone account along with the new OSOS record.

Username and Password - While this is a required field, any record with **Portfolio Lvl** set to **JobZone** will not use these fields for JobZone access. All **Portfolio Lvl**s other than **JobZone Adult** will use these fields as login credentials for CareerZone. Any unique username and any password may be entered in these fields, as long as they are at least 6 characters in length.

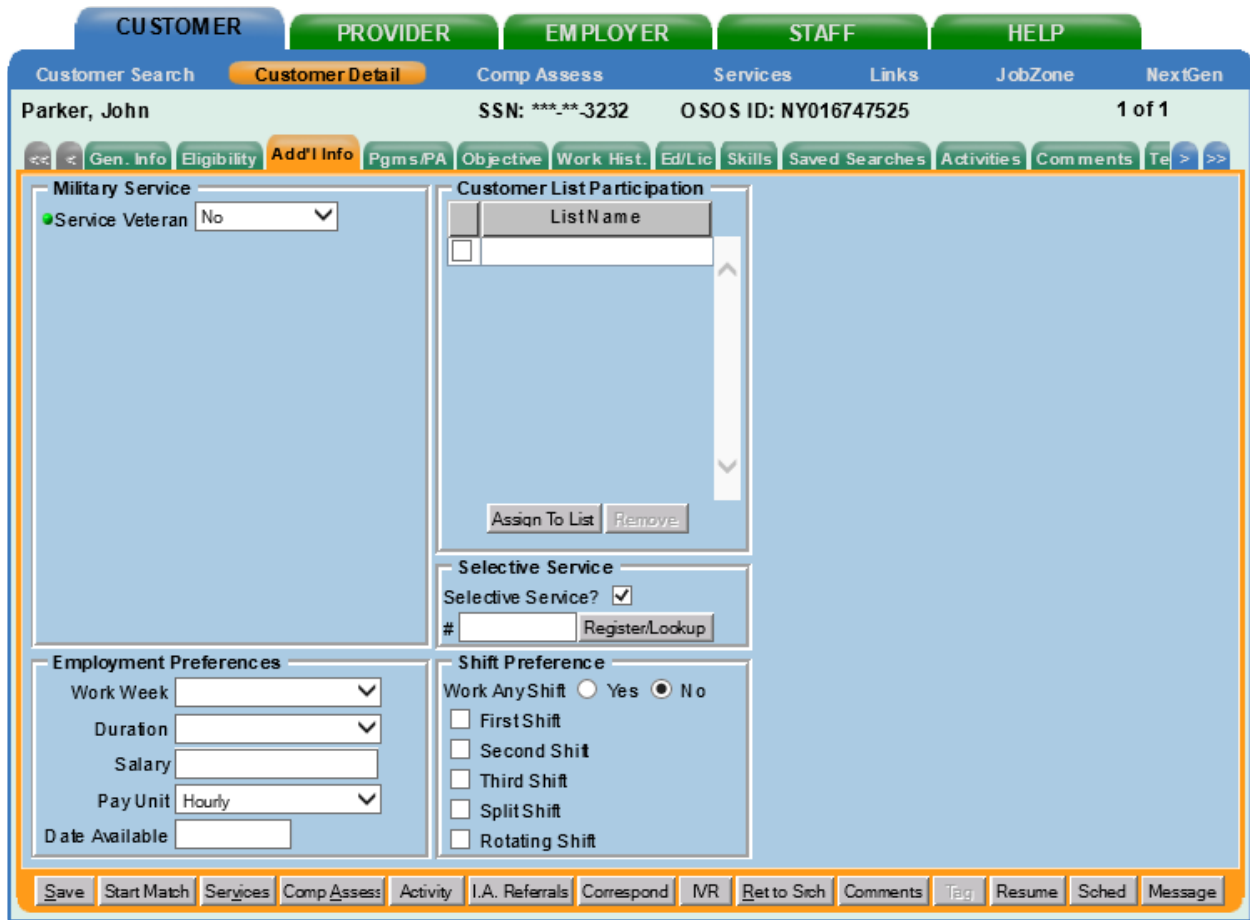
The screenshot shows the OSOS Customer Detail page for John Parker. The page includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The main navigation bar includes Customer Search, Customer Detail (selected), Comp Assess, Services, Links, JobZone, and NextGen. The customer information displayed is: Parker, John; SSN: ***-**-3232; OSOS ID: NY016747525; 1 of 1. The 'Gen. Info' tab is active, showing fields for SSN, Status (Active), Job Seeker (Active), Username (parkere), Password (park7890), Last Name (Parker), First Name (John), Date of Birth (05/01/2004), Gender (Male), and Portfolio Lvl. The Portfolio Lvl dropdown menu is open, showing options: Sixth Grade, Seventh Grade, Eighth Grade, Ninth Grade, Tenth Grade, Eleventh Grade, Twelfth Grade, JobZone Adult (selected), and Young Adult. The Education & Employment section shows Education Level set to 10 Grade and School Status.



*Note: If you are creating a new customer record, the Portfolio Level selected should reflect the highest grade level that the youth has completed. If an OSOS record already exists for the youth, **do not change the Portfolio Level in OSOS.***

Additional Info Tab

Selective Service: All males over the age of 18 must be registered with Selective Service and this information must be recorded. Select the check box and enter the participant's Selective Service number. If the participant does not know their Selective Service number, click on **Register/Lookup**. This opens the Selective Service System website in a new browser tab. Use this site to conduct online verification of selective service registration using the participant's last name, SSN and date of birth.



The screenshot shows the 'Additional Info' tab for customer John Parker. The form is divided into several sections:

- Military Service:** Includes a 'Service Veteran' checkbox (checked) and a dropdown menu set to 'No'.
- Customer List Participation:** Features a table with a 'ListName' column and an empty row. Below the table are 'Assign To List' and 'Remove' buttons.
- Selective Service:** Includes a 'Selective Service?' checkbox (checked), a text input field for the number, and a 'Register/Lookup' button.
- Employment Preferences:** Contains dropdown menus for 'Work Week', 'Duration', and 'Pay Unit' (set to 'Hourly'), and a text input for 'Date Available'.
- Shift Preference:** Includes a 'Work Any Shift' radio button (set to 'No') and checkboxes for 'First Shift', 'Second Shift', 'Third Shift', 'Split Shift', and 'Rotating Shift'.

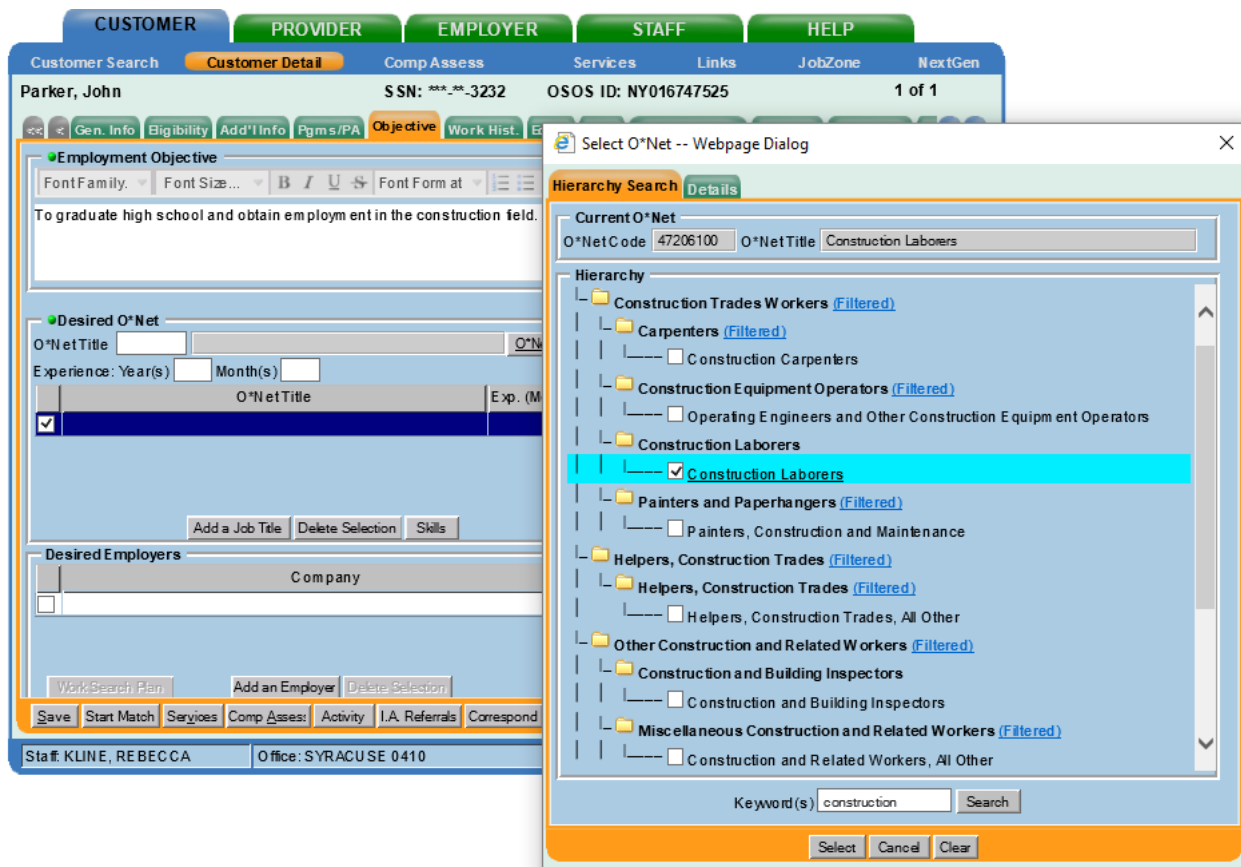
At the bottom of the form is a row of buttons: Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, and Message.

Programs / PA Tab

This tab does not contain any required information. However, since participants in this program are TANF recipients, you can enter this information here. Select the type of public assistance using the check box next to the title, and then fill in the **Reg Date**. If the customer is unsure of when they began receiving public assistance, ask them for their best approximation.

Objective Tab

Desired O*Net: At least one **O*Net title** is required. Click the **Add a Job Title** button. Then, click the **O*Net Titles** button. This opens the Select O*Net Webpage Dialogue box. Use the Keyword search at the bottom or the O*Net folder hierarchy to find the job title most closely related to the summer youth employment. Check the box next to the job title. Then click **Select**.



The screenshot displays the OSOS system interface. The main window shows the 'Objective' tab for a customer named Parker, John. The 'Desired O*Net' section is active, showing a table with one entry: 'Construction Laborers' with a checked box in the 'Exp. (M)' column. Below this table are buttons for 'Add a Job Title', 'Delete Selection', and 'Skills'. The 'Desired Employers' section is empty. A 'Select O*Net -- Webpage Dialog' window is open in the foreground, showing a hierarchy search for 'construction'. The hierarchy includes folders like 'Construction Trades Workers', 'Painters and Paperhangers', and 'Construction Laborers'. The 'Construction Laborers' folder is selected, and its sub-entry 'Construction Laborers' is checked. The dialog also has a 'Keyword(s)' field with 'construction' and a 'Search' button.



Work History Tab

Select **New Job Entry** to add the summer youth employment as a new work history entry for the youth. Fill in all the required fields with the information from the youth's SYEP job.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess Services Links JobZone NextGen

Parker, John SSN: ***-**-3232 OSOS ID: NY016747525 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: Facility Maintenance O*Net Titles: O*Net Code:

Employer: General Hospital Include online: Start Date: 08/01/2021 End Date:

Address: 123 Church Street Supervisor: Phone: Ext.:

City: Anytown Wage: \$12.50 Hourly: Hours/week: 40

State: New York Reason for Leaving: Still employed

Country: United States Job Duties: Perform preventative and general maintenance tasks on the Job Duties

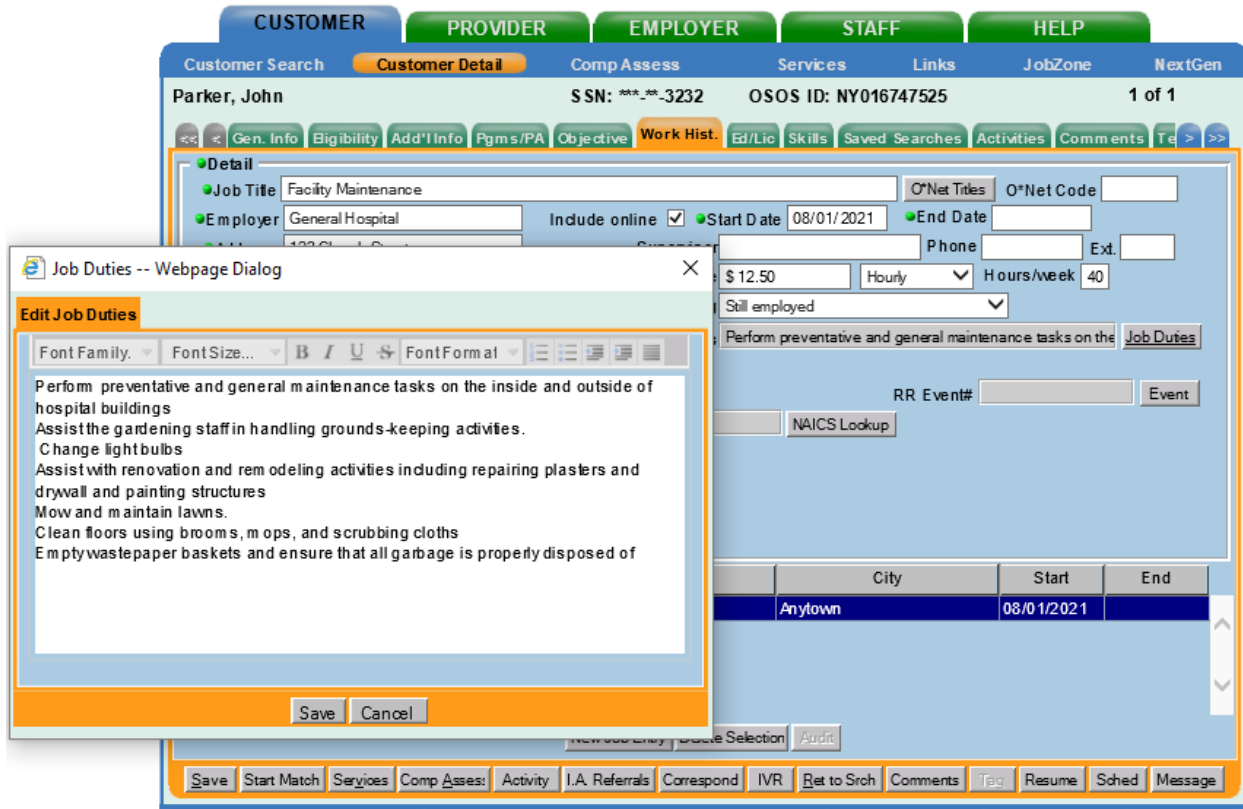
Job Type: Part Time RR Event#: Event:

NAICS: NAICS Lookup:

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Facility Maintenance	General Hospital	Anytown	08/01/2021	.

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

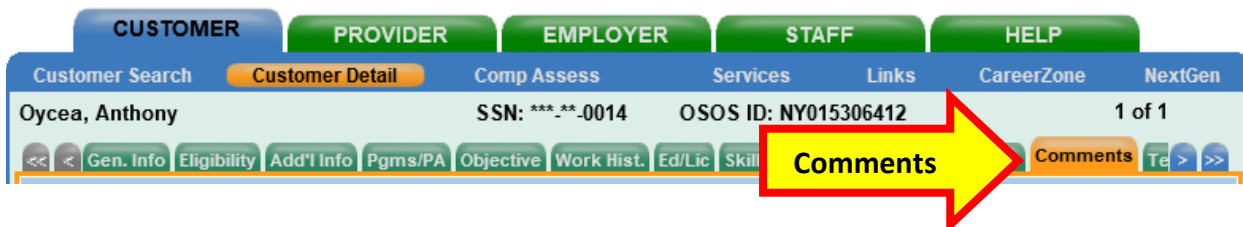
Click the **Job Duties** button to open up a new webpage dialog box. Enter the job duties in the freeform text box and click **Save**.



Once the **Skills** tab is completed, and the entire basic customer record has been entered, click the **Save** button at the bottom of the screen. **Record Saved** will briefly be displayed in the upper right-hand corner when the record is successfully saved. If there are fields missing information, an Error Message pop up box will indicate the error.

CASE NOTES

It is important to document case notes in the customer record. It is a best practice to record case notes every time staff work with the customer. Case notes are documented in the **Customer** module, **Customer Detail** window, **Comments** tab.





Case notes should include details of the appointment that are not recorded anywhere else in OSOS. They should be clear, factual, relevant to employment, and show a logical progression. Case notes allow staff to gain a more complete understanding of the customer's situation.

COMPREHENSIVE ASSESSMENT

Information documented in the Comprehensive Assessment window is important for recording the customer's barriers and challenges. For detailed instructions on completing the Comprehensive Assessment, please see the [Comprehensive Assessment & Supplemental Data Guide](#).

Many of the fields in Comp Assess are used to determine eligibility in the WIOA Youth program. However, for the purposes of the WIOA Summer Youth Employment Program, providers should only enter information that is known. If the information is unknown, please select **Not Disclosed**.

The **Comp Assess** window is located in the **Customer** module.



When information is entered into the Comprehensive Assessment section, all required data fields (as indicated by a green dot) must be completed in order to save the record.

The screenshot shows the 'Comp Assess' window for customer John Parker. The window is divided into several sections:

- Top Navigation:** CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP. A yellow arrow points to the 'Comp Assess' tab.
- Customer Information:** Parker, John, SSN: ***-**-3232.
- Employment Section:** Includes fields for Origination Date (07/30/2021), Last Update (07/30/2021), Staff Assigned (KLINE, REBECCA), Job Title (Construction Laborers), Wage Desired, Geographical Location (Within 50 miles of 12345), and Current Employment Status (Not Employed).
- Job Behavior and Skills Section:** Includes Employment Behavior, Job Seeking Skills, and Job Keeping Skills.
- Summary of Occupational Strengths & Weaknesses:** A large text area for notes.
- Required Fields:** A green dot is next to the 'Youth Needing Additional Assistance?' field, indicating it is required.
- Buttons:** Save, Customer Detail, Services, Activity, Correspond, WIOA Eligibility, Summary, Comments.



Below are some noteworthy points for filling out the tabs located within the **Comprehensive Assessment** window.

Employment Tab

- **Youth Needing Additional Assistance:** Local area determines what youth will fall into this category. For the purposes of this program, select **No**.
- **Cultural Barriers to Employment:** This information is collected as a requirement under WIOA and is not related to this grant. Select **Not Disclosed**.

Education Tab

- **Basic Skills Deficient/Low Levels of Literacy:** Providers do not need to determine basic skills deficiency. Only enter this information if it is known. If unknown, select **No**.
- **English Language Learner:** An English Language Learner will have limited ability in speaking, reading, writing or understanding English. They may also meet one of the following two conditions:
 - Their native language is a language other than English; or
 - They live in a family or community where a language other than English is the main language.

Financial Tab - Do not enter any information into this tab.

Family Tab

- **Marital Status** - Select the option that most closely reflects the customer's marital status. Or, select **Not Disclosed**.
- **Family Status** - Select the option that most closely reflects the customer's family status. In most cases, such as a non-parenting youth, the customer is considered an **Other Family Member**. Or, select **Not Disclosed**.
- **Is Customer parenting youth?** - Female youth customers are considered parenting once pregnant. Alternatively, male youth customers are only considered parenting once their child is born.



*Female customers will have the additional required field **Is customer pregnant?** If **Yes** is selected, staff must enter a **Delivery Date**.*



Health Tab and **Treatments Tab** are both greyed out and not accessible. They require no action.

Legal Tab - There is no required information located in this tab. However, if the customer discloses that they are an ex-offender, staff should select **Yes**. If the customer identifies as an ex-offender, record relevant comments in the **Customer Detail** window, **Comments** tab. Information recorded would include when the conviction occurred, and whether the customer has work restrictions. Comments must be specific to job search restrictions and work search restrictions only.

Housing Tab

- **Current Housing** - Select the option that most closely reflects the customer's current housing status. Many youth will not own or rent their own home, so this information should be based on their care taker. For instance, if the youth lives in a home owned by their parent(s), select **Own**. Or, select **Not Disclosed**.

Transportation Tab - License Information is populated from the **Ed/Lic** tab under the **Customer Detail** window. Check any boxes that apply and record relevant comments related to work restrictions or job search restrictions in the **Customer Detail** window, **Comments** tab.

Comments - Do not use the **Comments** tab located within the **Comp Assess** window. Any **Comments** must be recorded in the **Customer Detail** window, **Comments** tab.

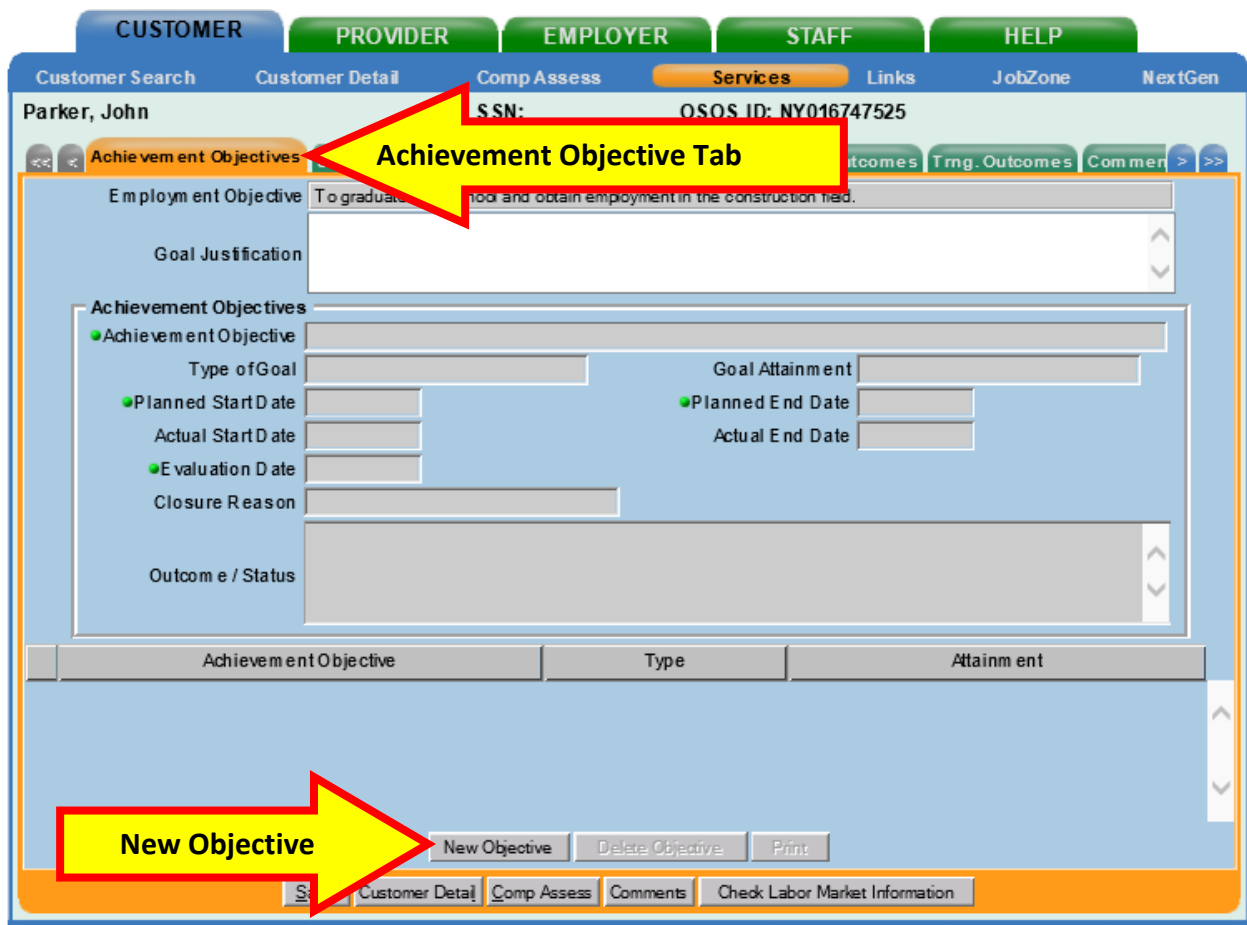
SERVICES

Staff use Services in OSOS to record the services provided to the customer.

ENTERING AN ACHIEVEMENT OBJECTIVE

In order to record the SYEP service, an **Achievement Objective** must first be saved in the customer record.

Select the **Customer** module, **Services** window, **Achievement Objectives** tab. Select the **New Objective** button at the bottom of the screen.



The screenshot shows the OSOS interface for a customer named Parker, John. The 'Services' window is open, and the 'Achievement Objectives' tab is selected. The form includes the following fields and sections:

- Customer Information:** Parker, John; SSN: [redacted]; OSOS ID: NY016747525
- Achievement Objectives Tab:**
 - Employment Objective: To graduate high school and obtain employment in the construction field.
 - Goal Justification: [redacted]
 - Achievement Objectives List:
 - Achievement Objective [redacted]
 - Type of Goal [redacted] Goal Attainment [redacted]
 - Planned Start Date [redacted] ● Planned End Date [redacted]
 - Actual Start Date [redacted] Actual End Date [redacted]
 - Evaluation Date [redacted]
 - Closure Reason [redacted]
 - Outcome / Status [redacted]
- Buttons:** New Objective, Delete Objective, Print
- Footer:** Customer Detail, Comp Assess, Comments, Check Labor Market Information



Enter the new Achievement Objective according to the following guidelines:

Achievement Objective - Summer Youth Employment Program

Type of Goal - Occupational Skills

Goal Attainment - Set, but attainment pending

Planned Start Date, Actual Start Date - Start date of the expanded SYEP

Planned End Date - Anticipated end date of the expanded SYEP

Evaluation Date - Date halfway between the start and end dates

Click **Save**.

The screenshot shows the OSOS system interface for Parker, John. The 'Achievement Objectives' form is displayed, with the following details:

- Employment Objective:** To graduate high school and obtain employment in the construction field.
- Goal Justification:** (Empty text area)
- Achievement Objectives:**
 - Achievement Objective:** Summer Youth Employment Program
 - Type of Goal:** Occupational Skills
 - Goal Attainment:** Set, but attainment pending
 - Planned Start Date:** 08/01/2021
 - Actual Start Date:** 08/01/2021
 - Planned End Date:** 10/01/2021
 - Actual End Date:** (Empty text box)
 - Evaluation Date:** 09/01/2021
 - Closure Reason:** (Empty dropdown menu)
 - Outcome / Status:** (Empty text area)

Achievement Objective	Type	Attainment
<input checked="" type="checkbox"/> Summer Youth Employment Program	Occupational Skills	Set, but attainment pending

Buttons at the bottom: New Objective, Delete Objective, Print, Save, Customer Detail, Comp Assess, Comments, Check Labor Market Information.



ENTERING THE SERVICE

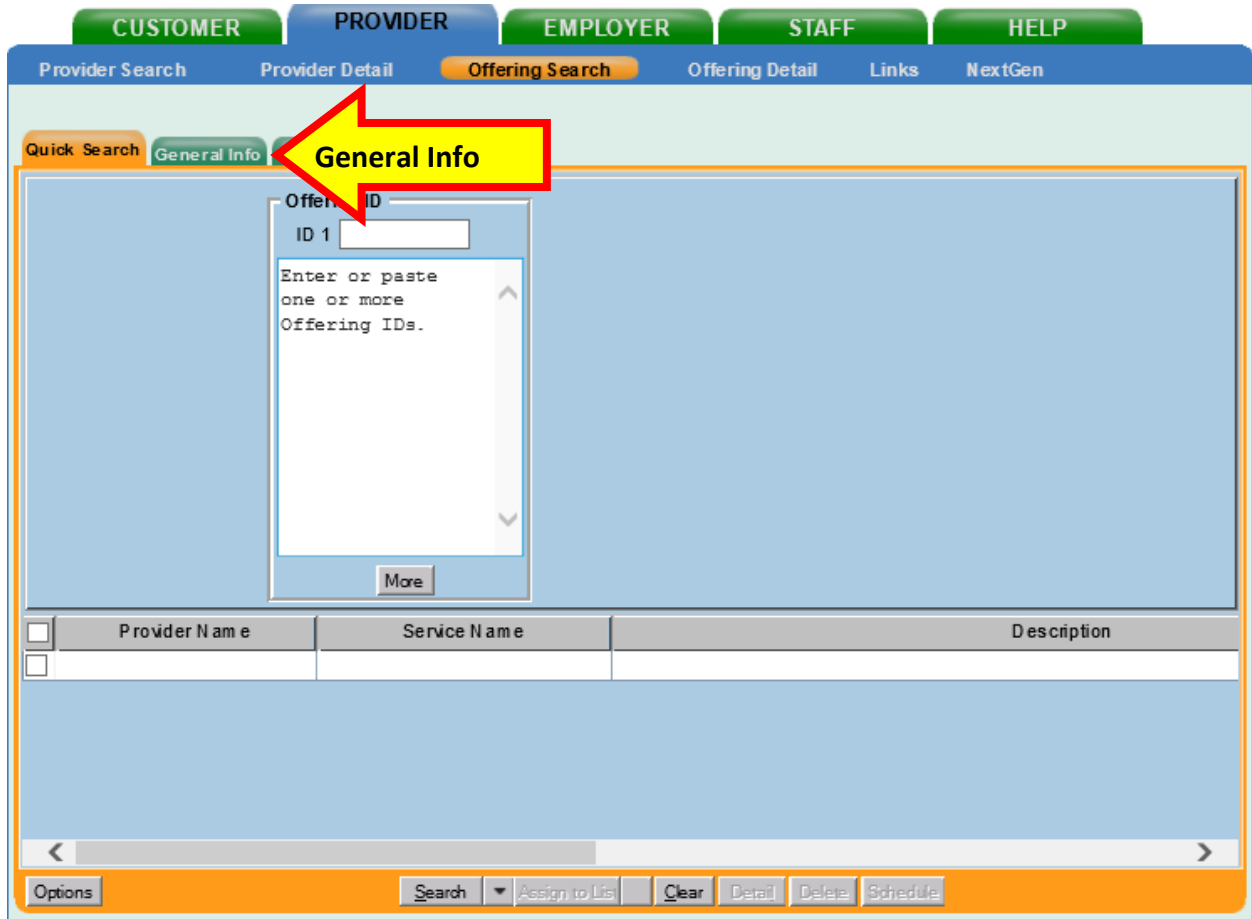
After the **Achievement Objective** is saved in the customer record, the Summer Youth Employment Program service must be entered. Select the **Services** tab.

The screenshot shows the OSOS interface with the 'CUSTOMER' tab selected. The navigation bar includes 'Customer Search', 'Customer Detail', 'Comp Assess', 'Services', 'Links', 'CareerZone', and 'NextGen'. The 'Services' tab is highlighted in orange. Below the navigation bar, the user information for 'Parker, John' is displayed, including SSN: ***-**-8888 and OSOS ID: NY015147173. The 'Services' tab is selected, and a yellow arrow points to it. The main content area shows the 'Achievement Objectives' section with a text field containing 'To secure employment as a retail manager.' and a 'Goal Justification' field.

Select the **New Service** button.

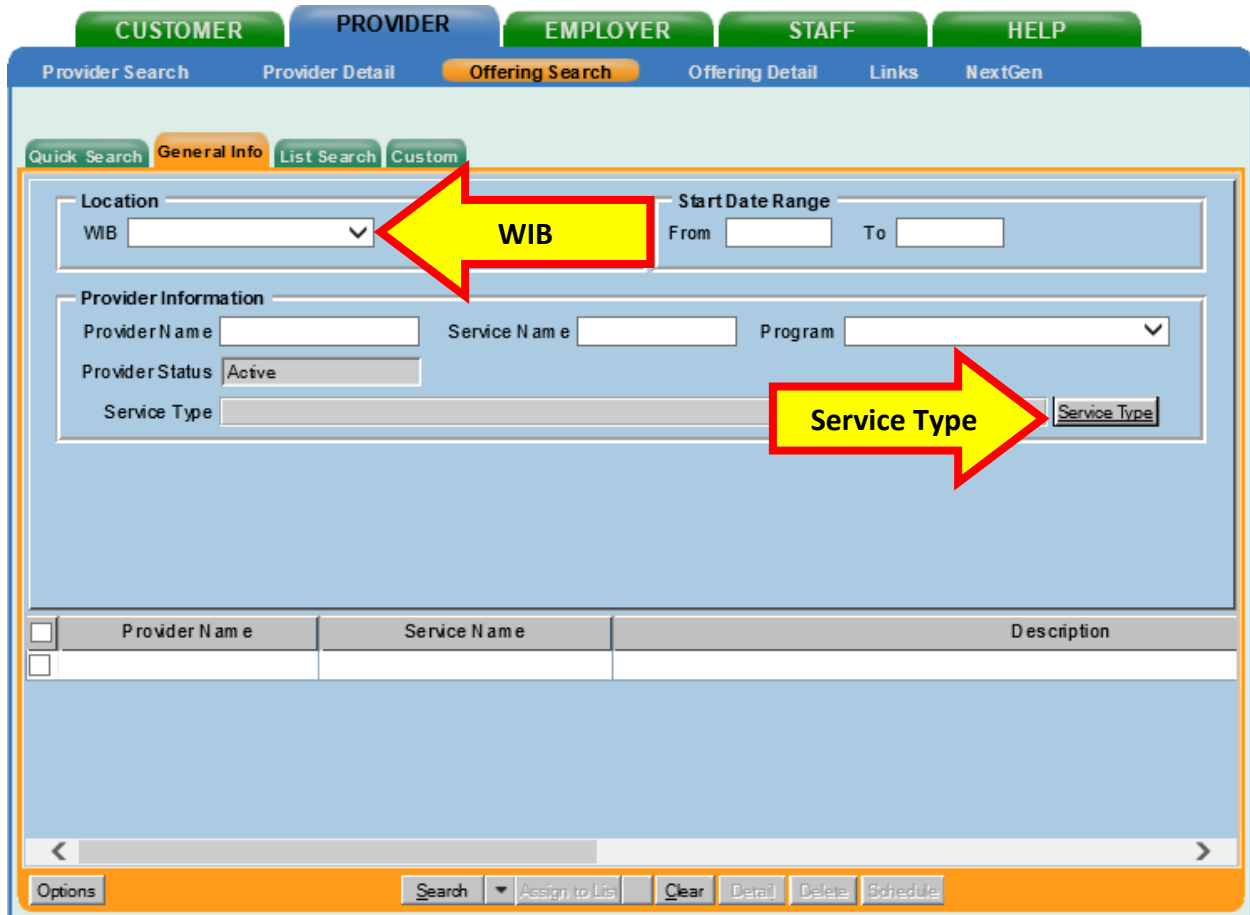
The screenshot shows the OSOS interface with the 'CUSTOMER' tab selected. The navigation bar includes 'Customer Search', 'Customer Detail', 'Comp Assess', 'Services', 'Links', 'CareerZone', and 'NextGen'. The 'Services' tab is highlighted in orange. Below the navigation bar, the user information for 'Parker, John' is displayed, including SSN: ***-**-8888 and OSOS ID: NY015147173. The 'Services' tab is selected, and a yellow arrow points to it. The main content area shows the 'Detail' section with 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 a table with columns for Level, Source, Obligated, Actual, and Oblig #, and fields for Total Funding, Petition #, RR Event #, and Incumbent Worker Training. The 'New Service' button is highlighted in orange, and a yellow arrow points to it. The bottom navigation bar includes buttons for 'Save', 'Customer Detail', 'Comp Assess', 'Comments', 'Check Labor Market Information', 'New Service', 'Delete Service', 'Authorization', 'IPA Service Summary', 'Payments', and 'Tracking'.

This navigates to the **Provider** module, **Offering Search** window, **Quick Search** tab.
Select the **General Info** tab.



Select the blank option at the top of the **WIB** dropdown menu.

Click the **Service Type** button.



The screenshot displays 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 (selected), Offering Detail, Links, and NextGen. The main content area has sub-tabs: Quick Search, General Info (selected), List Search, and Custom. The form includes the following fields and controls:

- Location:** A dropdown menu with 'WIB' selected. A yellow arrow points to this dropdown with the text 'WIB'.
- Start Date Range:** Fields for 'From' and 'To'.
- Provider Information:**
 - Provider Name:** Text input field.
 - Service Name:** Text input field.
 - Program:** Dropdown menu.
 - Provider Status:** Text input field with 'Active' entered.
 - Service Type:** Text input field. A yellow arrow points to this field with the text 'Service Type'.

Below the form is a table with the following columns: Provider Name, Service Name, and Description. The table is currently empty. At the bottom of the interface, there are buttons for Options, Search, Assign to List, Clear, Detail, Delete, and Schedule.

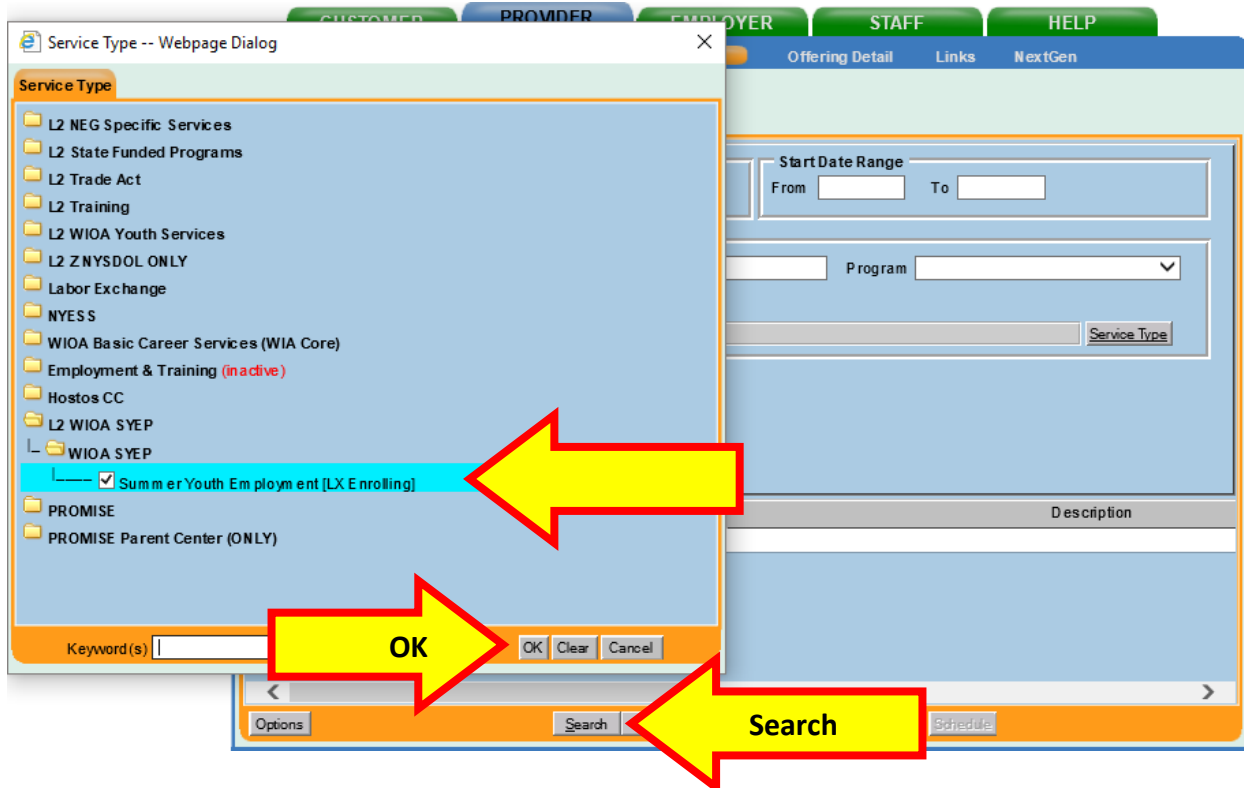
Expand the L2 WIOA SYEP folder.

Then expand the WIOA SYEP folder.

Select the **Summer Youth Employment** service.

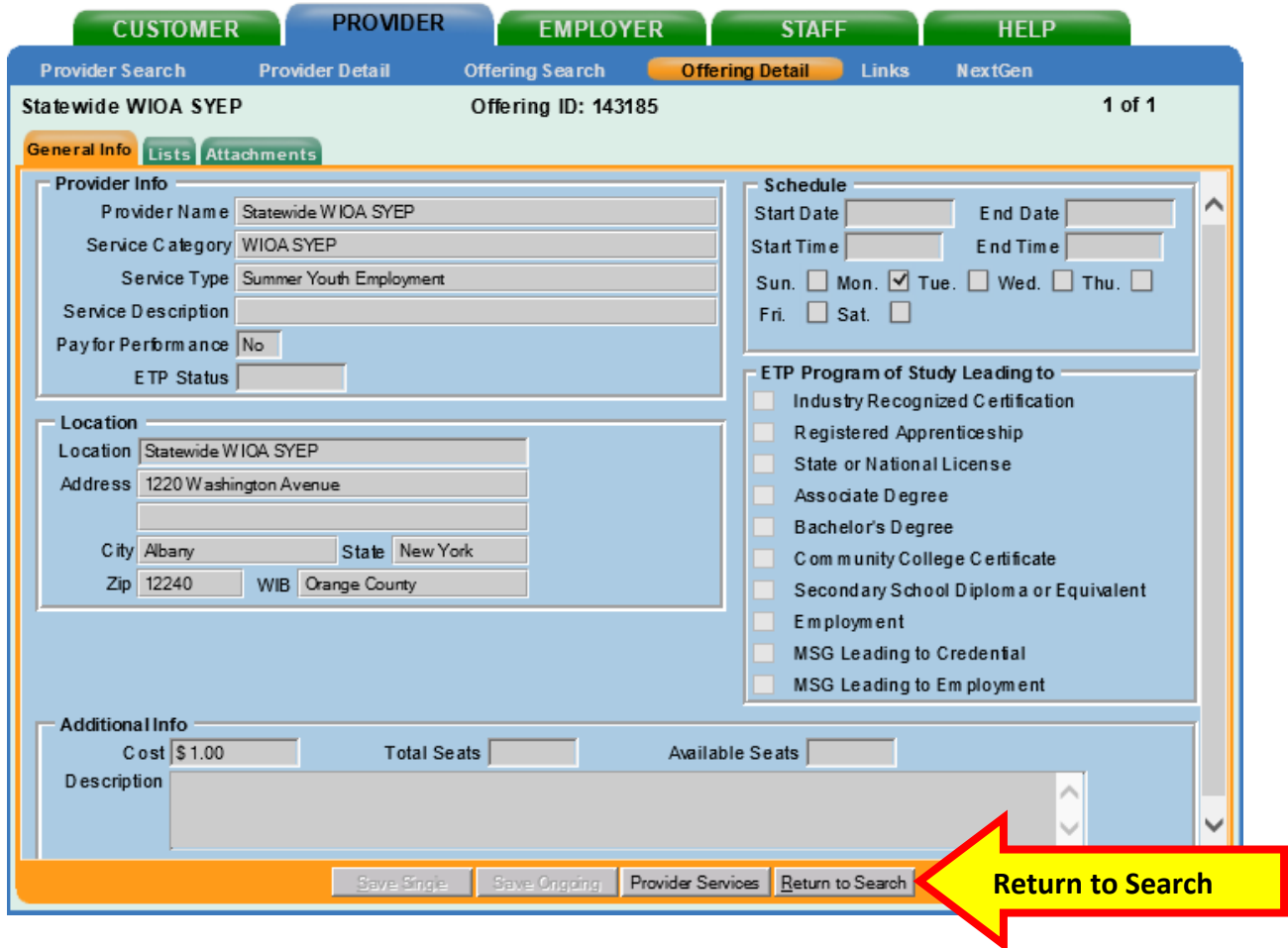
Click **OK**.

Then click **Search**.



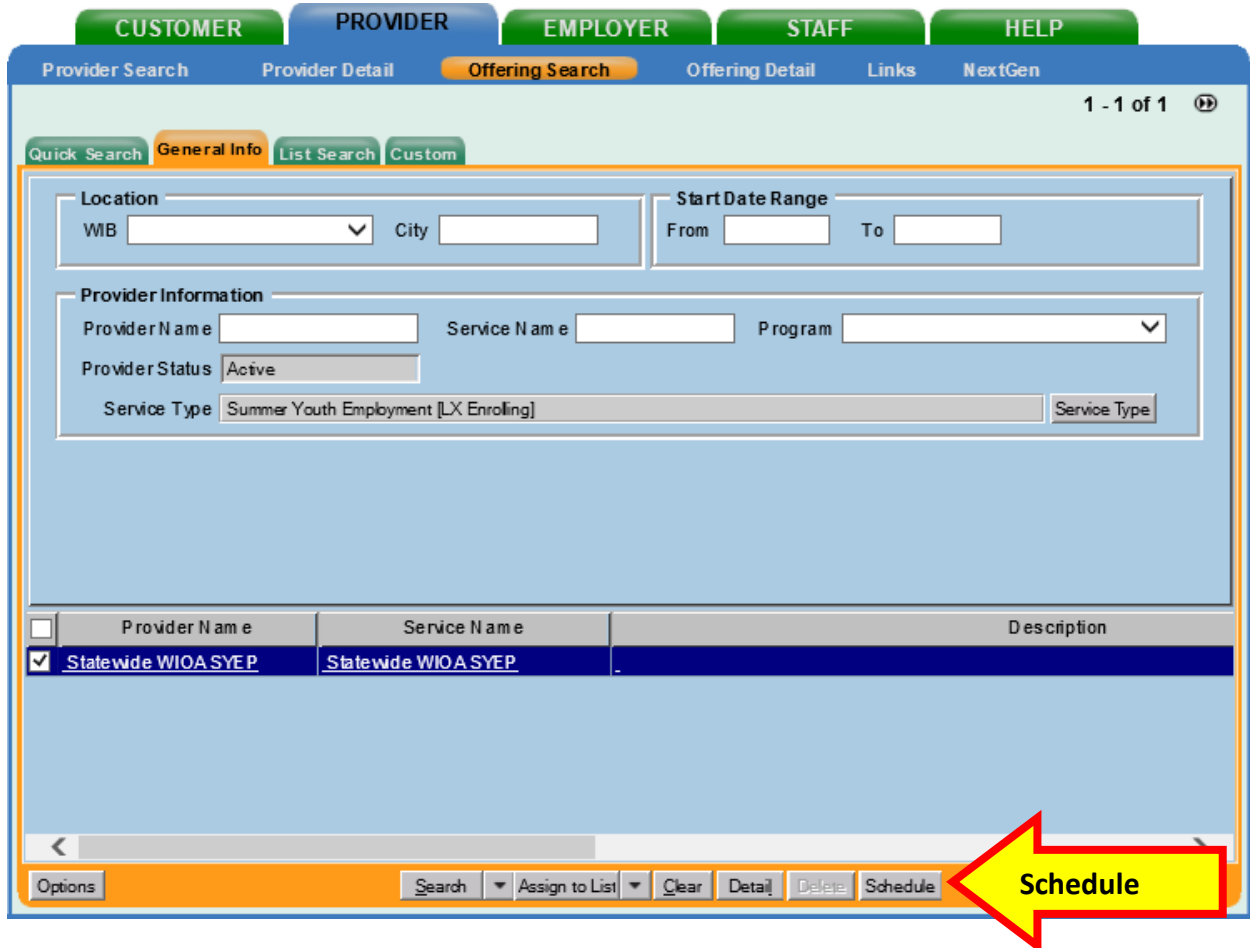
This will bring up the Offering Detail screen.

Click the **Return to Search** button at the bottom of the screen.



The screenshot displays the 'Offering Detail' screen for 'Statewide WIOA SYEP' with Offering ID: 143185. The interface includes a top navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this is a sub-navigation bar with links for Provider Search, Provider Detail, Offering Search, Offering Detail (active), Links, and NextGen. The main content area is divided into several sections: 'General Info' (with sub-tabs for Lists and Attachments), 'Provider Info' (fields for Name, Service Category, Service Type, Description, Pay for Performance, and ETP Status), 'Location' (fields for Location, Address, City, State, Zip, and WIB), 'Schedule' (fields for Start/End Date and Time, and a weekly schedule grid), and 'ETP Program of Study Leading to' (a list of program types with checkboxes). At the bottom, there is an 'Additional Info' section with fields for Cost, Total Seats, and Available Seats, and a Description field. A footer bar contains buttons for Save Single, Save Ongoing, Provider Services, and Return to Search. A red arrow points to the 'Return to Search' button.

Select the service and click **Schedule**.



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

1 - 1 of 1

Quick Search **General Info** List Search Custom

Location: WB [dropdown] City [input] Start Date Range: From [input] To [input]

Provider Information:

Provider Name [input] Service Name [input] Program [dropdown]

Provider Status: Active

Service Type: Summer Youth Employment [LX Enrolling] [Service Type]

<input type="checkbox"/>	Provider Name	Service Name	Description
<input checked="" type="checkbox"/>	Statewide WIOA SYEP	Statewide WIOA SYEP	.

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



This brings you to the **Customer** module, **Services** window, **Services** tab.
Select the Service using the check box in the far-left column.

In the **Planned Start Date** and **Actual Start Date** field, enter the date that the SYEP employment began.

In the **Planned End Date** field, enter the anticipated end date of the employment.

If the employment has ended already, enter that date in the **Actual End Date** field. If it has not, leave that blank for now.

Select Youth Services in the **Program Service Type** dropdown menu.

Select the Summer Youth Employment Program **Achievement Objective**.

Click the **Save** button.

The screenshot shows the OSOS interface for the 'Services' window. The user is logged in as 'Parker, John' with SSN: ***-**-3232 and OSOS ID: NY016747525. The 'Services' tab is active, and the 'Detail' section is expanded. The 'Detail' section contains the following fields:

- Provider ID: 89594
- Offering ID: 143185
- Plan. Start Date: 08/01/2021
- Plan. End Date: 10/01/2021
- Actual Start Date: 08/01/2021
- Actual End Date: (blank)
- Completed Successfully: (dropdown menu)
- Next Contact Date: 10/01/2021
- Program Service Type: Youth Services (dropdown menu)
- Part Time Learn. (checkbox)
- Distance Learn. (checkbox)
- Program: (dropdown menu)
- Minimum Hours: (text field)
- Number of Weeks: (text field)
- O*Net: (text field)
- NAICS: (text field)
- Min. Prog. Agreed: (text field)
- Achv. Objective: Summer Youth Employment Program (dropdown menu)

The 'Funding' section is also visible, with a table for tracking funding levels and sources. The 'Total Funding' field is currently empty. The 'Save' button is highlighted with a red box and a yellow arrow pointing to it.

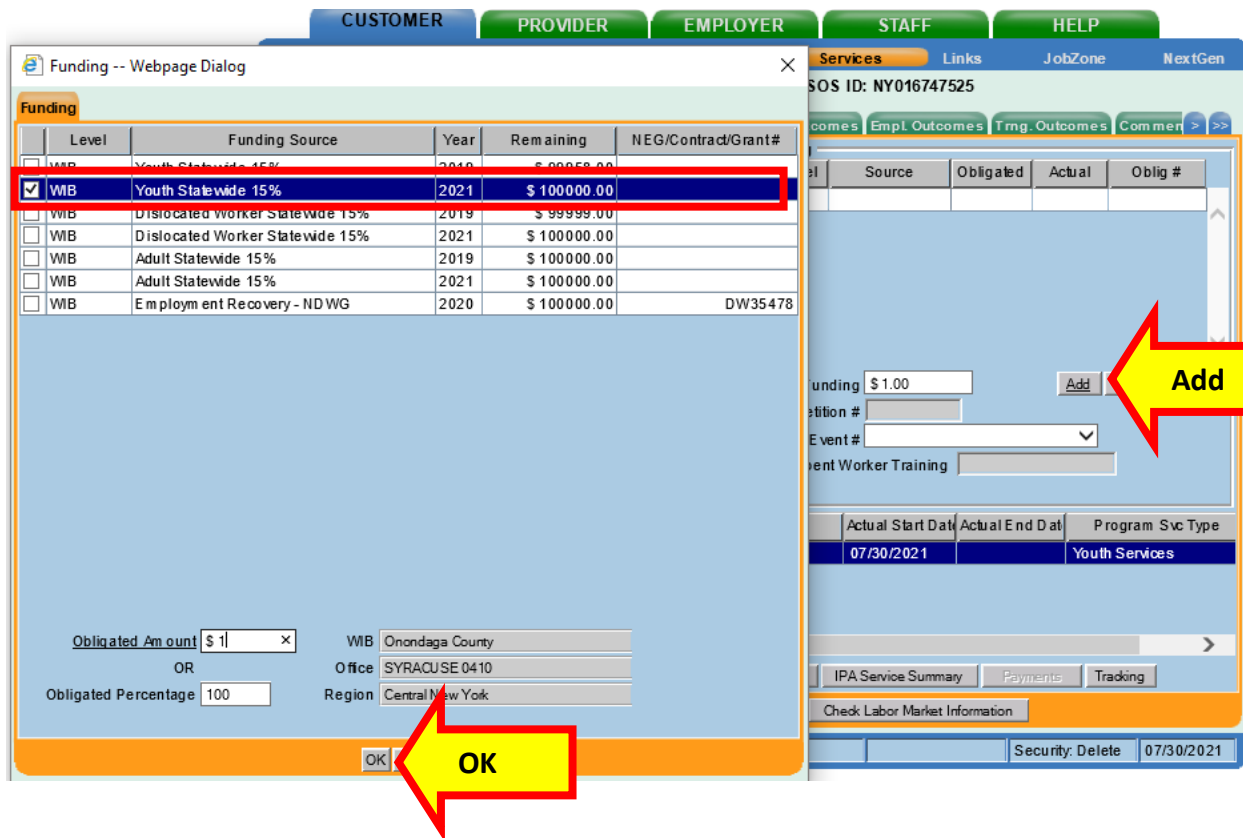
Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>				

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/>	Statewide WIOA SYEP	Statewide WIOA SYEP	08/01/2021	Youth Services

Next, you will attach the funding. Enter 1 into the **Total Funding** field. Then click the **Add** button.

The **Funding Webpage Dialogue** box will open. Select **Youth Statewide 15%** funding for **2021**.

Enter 1 in the **Obligated Amount** field. This will automatically populate the **Obligated Percentage** field as 100. Click **OK**.



The screenshot shows the 'Funding -- Webpage Dialog' window. At the top, there are tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The window title is 'Funding -- Webpage Dialog'. Below the title bar, there are tabs for Services, Links, JobZone, and NextGen. The main content area is titled 'Funding' and contains a table with the following data:

Level	Funding Source	Year	Remaining	NEG/Contract/Grant#
<input type="checkbox"/>	WB Youth Statewide 15%	2019	\$ 99999.00	
<input checked="" type="checkbox"/>	WB Youth Statewide 15%	2021	\$ 100000.00	
<input type="checkbox"/>	WB Dislocated Worker Statewide 15%	2019	\$ 99999.00	
<input type="checkbox"/>	WB Dislocated Worker Statewide 15%	2021	\$ 100000.00	
<input type="checkbox"/>	WB Adult Statewide 15%	2019	\$ 100000.00	
<input type="checkbox"/>	WB Adult Statewide 15%	2021	\$ 100000.00	
<input type="checkbox"/>	WB Employment Recovery - NDWG	2020	\$ 100000.00	DW35478

Below the table, there are input fields for 'Obligated Amount' (set to \$1) and 'Obligated Percentage' (set to 100). There are also dropdown menus for 'WB' (Onondaga County), 'Office' (SYRACUSE 0410), and 'Region' (Central New York). At the bottom, there is an 'OK' button. A yellow arrow points to the 'Add' button on the right side of the dialog, and another yellow arrow points to the 'OK' button at the bottom.



The appropriate funding has now populated the **Funding** section.
Click **Save** at the bottom of the screen.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

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

Parker, John SSN: ***-**-3232 OSOS ID: NY016747525

Achievement Objectives **Services** Service History Enrollments Outcomes Empl. Outcomes Trng. Outcomes Comments

Detail

Service Name: Statewide WIOA SYEP
Service Desc.:
Service ID: 142642
Service Type: Summer Youth Employment
Provider Name: Statewide WIOA SYEP
Location Name: Statewide WIOA SYEP
Provider ID: 89594 Offering ID: 143185
Plan. Start Date: 08/01/2021 Plan. End Date: 10/01/2021
Actual Start Date: 08/01/2021 Actual End Date:
Completed Successfully:
Next Contact Date: 10/01/2021
Program Service Type: Youth Services
Part Time Learn.: Distance Learn.:

Funding

Level	Source	Obligated	Actual	Oblig #
<input checked="" type="checkbox"/>	WB Youth Statewide	\$ 1.00	\$ 0.00	.

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

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/> Statewide WIOA SYEP	Statewide WIOA SYEP	08/01/2		Youth Services

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

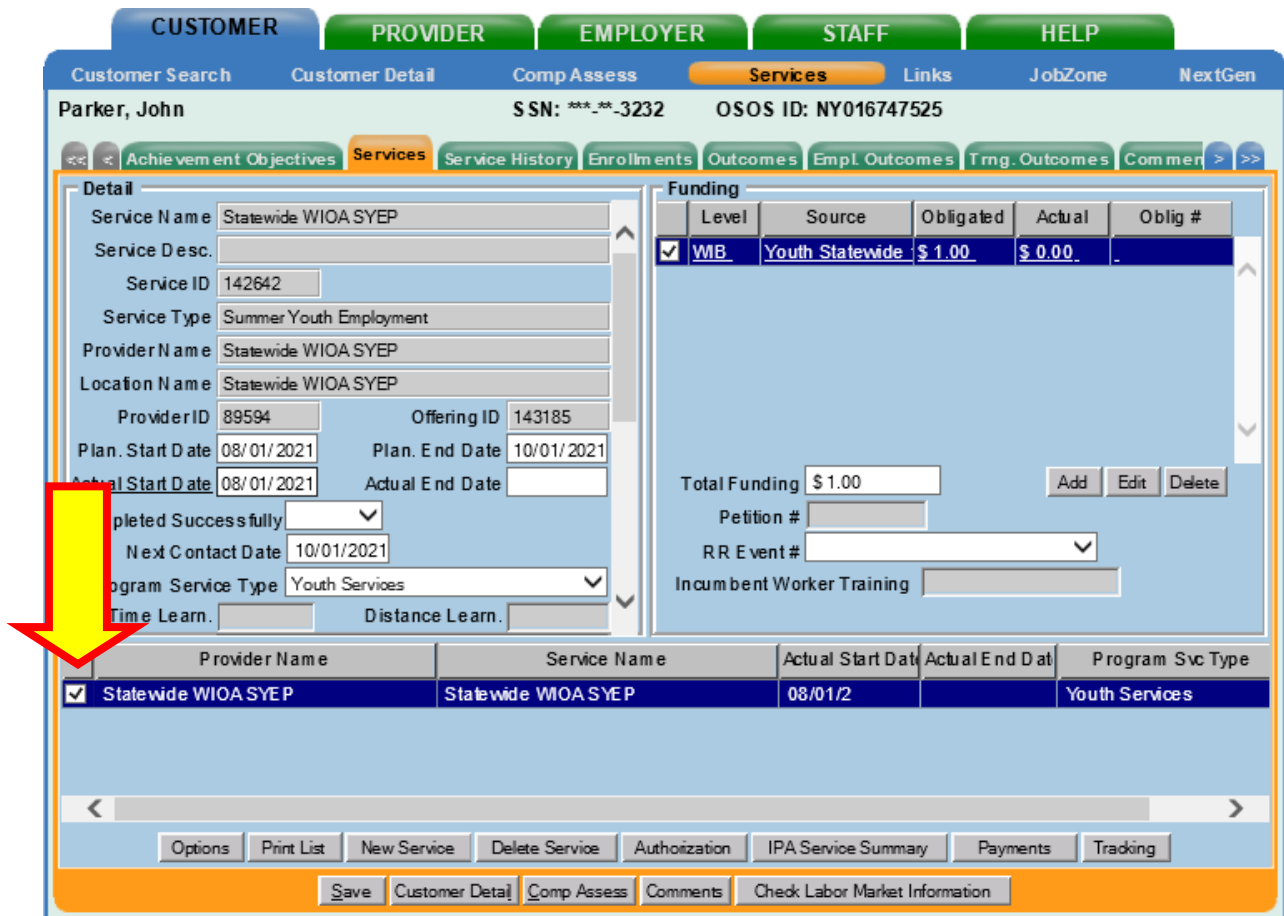
Save Save Customer Detail Comp Assess Comments Check Labor Market Information

CLOSING A SERVICE

It is important that services are closed when appropriate. Funded services, other than Follow-Up Services, that remain open will prevent a customer from exiting their enrollment.

The SYEP service must be closed when the youth customer has completed or exited the program.

To close the service, navigate to the **Customer** module, **Services** window, **Services** tab. Select the Statewide WIOA SYEP service.



The screenshot shows the OSOS interface with the following details:

- Customer:** Parker, John (SSN: ***-**-3232, OSOS ID: NY016747525)
- Services Tab:** Active, showing details for 'Statewide WIOA SYEP' (Service ID: 142642, Service Type: Summer Youth Employment).
- Funding Table:**

Level	Source	Obligated	Actual	Oblig #
<input checked="" type="checkbox"/>	WMB Youth Statewide	\$ 1.00	\$ 0.00	.
- Completed Successfully:** A dropdown menu is highlighted with a red arrow.
- Table at the bottom:**

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/>	Statewide WIOA SYEP	08/01/2		Youth Services



Enter the end date of the employment in the **Actual End Date** field.

Indicate if the summer youth employment program was completed successfully or not in the **Completed Successfully** field.

Click **Save**.

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

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

Parker, John SSN: ***-**-3232 OSOS ID: NY016747525

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

Detail

Service Name: Statewide WIOA SYEP
Service Desc.:
Service ID: 142642
Service Type: Summer Youth Employment
Provider Name: Statewide WIOA SYEP
Location Name: Statewide WIOA SYEP
Provider ID: 89594 Offering ID: 143185
Plan Start Date: 07/30/2021 Plan End Date: 10/01/2021
Actual Start Date: 07/30/2021 Actual End Date: 10/15/2021
Completed Successfully: Yes
Next Contact Date: 10/01/2021
Program Service Type: Youth Services
Part Time Learn.: Distance Learn.:

Funding

Level	Source	Obligated	Actual	Oblig #
<input checked="" type="checkbox"/>	WB Youth Statewide	\$ 1.00	\$ 0.00	

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

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/> Statewide WIOA SYEP	Statewide WIOA SYEP	07/30/2021	10/15/2021	Youth Services

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

Save Save Customer Detail Comp Assess Comments Check Labor Market Information



Be sure to also make any appropriate updates to the record's Work History tab, adding an End Date if the youth separates from their SYEP employer.

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

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

Parker, John SSN: ***-**-3232 OSOS ID: NY016747525 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: Facility Maintenance O*Net Titles O*Net Code

Employer: General Hospital Include online Start Date: 08/01/2021 End Date: 10/15/2021

Address: 123 Church Street Supervisor: Phone: Ext:

City: Anytown Wage: \$12.50 Hourly Hours/week: 40

State: New York Zip: Reason for Leaving: Lack of work

Country: United States Job Duties: Perform preventative and general maintenance tasks on the

Job Type: Part Time RR Event#: Event

NAICS NAICS Lookup

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Facility Maintenance	General Hospital	Anytown	08/01/2021	10/15/2021

New Job Entry Delete Selection Audit

Save Start Match Services Comp Asses: Activity I.A. Referrals Correspond IVR Ret to Sroh Comments Tag Resume Sched Message



RESOURCES AND ASSISTANCE

Additional program information, OSOS guides and other resources can be found [on the NYS Department of Labor's website.](#)

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

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