Learning, Employment, Advancement & Placement (LEAP) OSOS Guide

12/3/2013

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PURPOSE

The New York State Department of Labor (NYSDOL) has awarded a one million dollar grant to The Ali Forney Center, the Hetrick-Martin Institute and the Lesbian & Gay Community Service Center to provide extensive personalized services to young adult ex-offenders residing in New York City (NYC). Services are designed to provide stabilization, career development, job training, and placement services to unemployed ex-offender young adults. The young adults may not have been convicted under adult Federal or State law and priority is provided to those young adults that may be lesbian, gay, bisexual, transgender (LGBT) and/or homeless. The program has been named Learning, Employment, Advancement and Placement (LEAP).

The contract is approved to start 9/1/2013 and end 2/28/2015.

BACKGROUND

Although OSOS is a comprehensive case management system, the LEAP program will use a small portion of OSOS to record a participant's eligibility criteria, services received, and outcomes.

OSOS requires special permissions to access the system. Questions and requests for assistance with setting up a new OSOS account should be forwarded to OSOS.WDTD@labor.ny.gov. Specific forms and training are required prior to receiving any permission. The information within OSOS is strictly confidential. Individual users will not be given access to OSOS information unless they have agreed, in writing, to maintain the confidentiality of OSOS information, and their organizations have signed confidentiality agreements with NYSDOL. Confidentiality policy and procedures are described in Technical Advisory TA 00-41.2.

Under no circumstances may a user's OSOS password be shared with another individual.

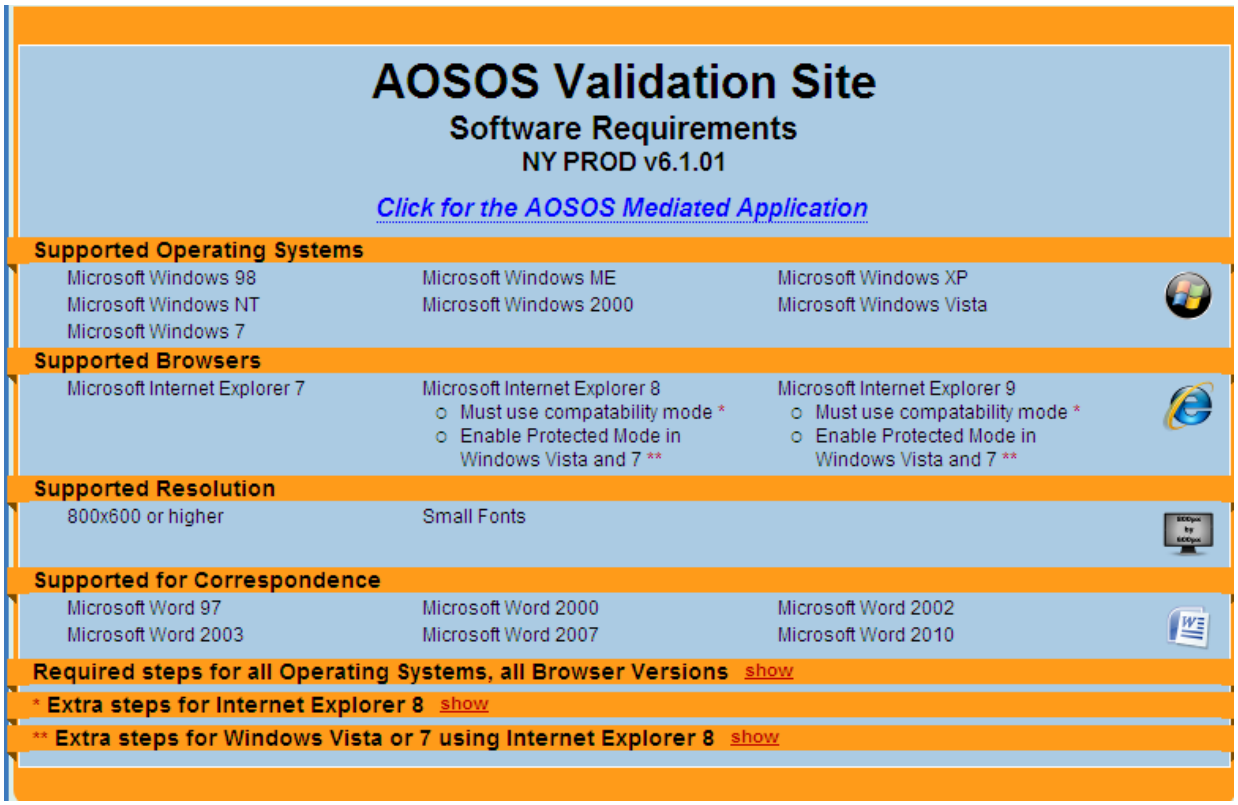
OSOS permissions will remain in effect through 3/31/2015 to allow service providers enough time to complete their data entry.

PROGRAM ELIGIBILITY

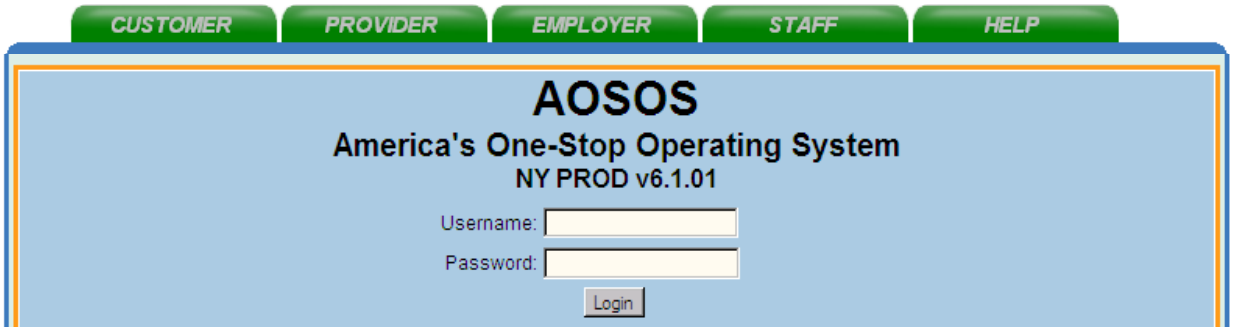
- Youth aged 18 through 21 years
- Reside in one of 5 NYC boroughs
- Must be unemployed when enrolled into the LEAP program
- Must be an adjudicated juvenile but not convicted of any adult crime
- Must not be convicted of a violent or sexual offense

ACCESSING OSOS

OSOS has specific minimum requirements for computers and connectivity settings. The specific computer and connection information can be found at the OSOS validation screen, or in the Accessing the OSOS System Guide, and OSOS Troubleshooting Guide. When accessing OSOS for the first time, it is important to go to the validation site at https://osos.labor.ny.gov. Click the "Click for the AOSOS Mediated Application" link to navigate to the login screen.

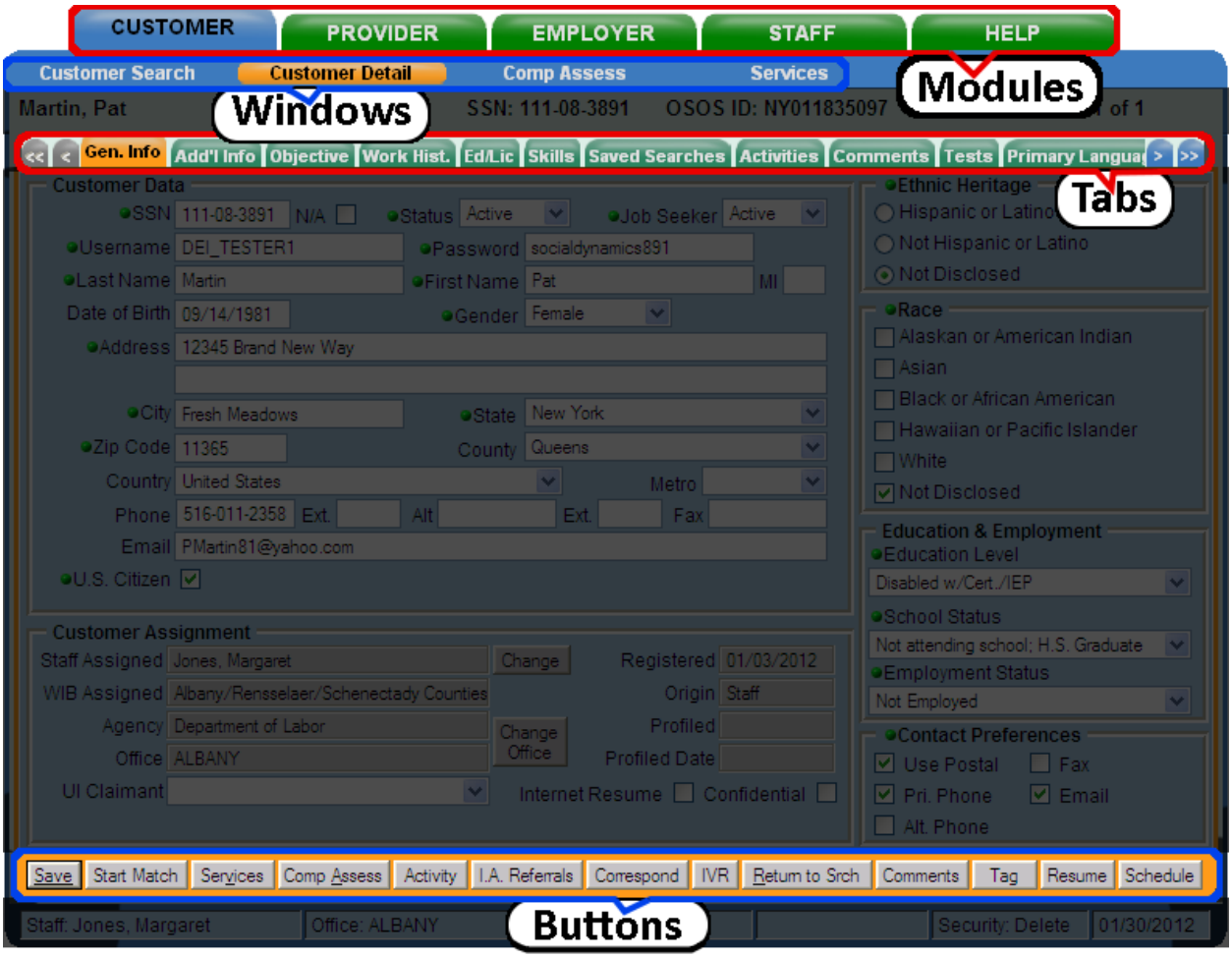


After accessing the login screen for the first time through the validation site, you may create a shortcut to go directly to https://osos.labor.ny.gov/osos.html to login and skip the validation site.



OSOS STRUCTURE

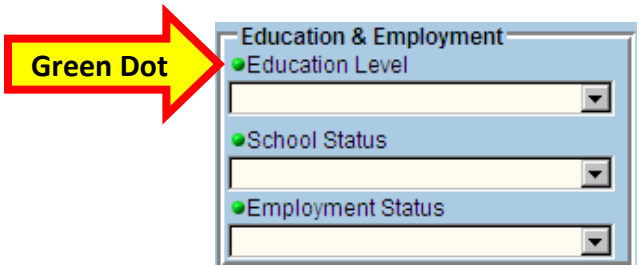
OSOS is organized by a structure of modules, windows and tabs – similar to a series of folders and subfolders. Each module contains a set of windows, and each window has a corresponding row of tabs. Screens are displayed on the tab of a window in a module. The screenshot below displays information from the Gen. Info tab of the Customer Detail window in the Customer Module. Additional details describing the structure and navigational procedures of OSOS are available in [Navigating in OSOS](#).



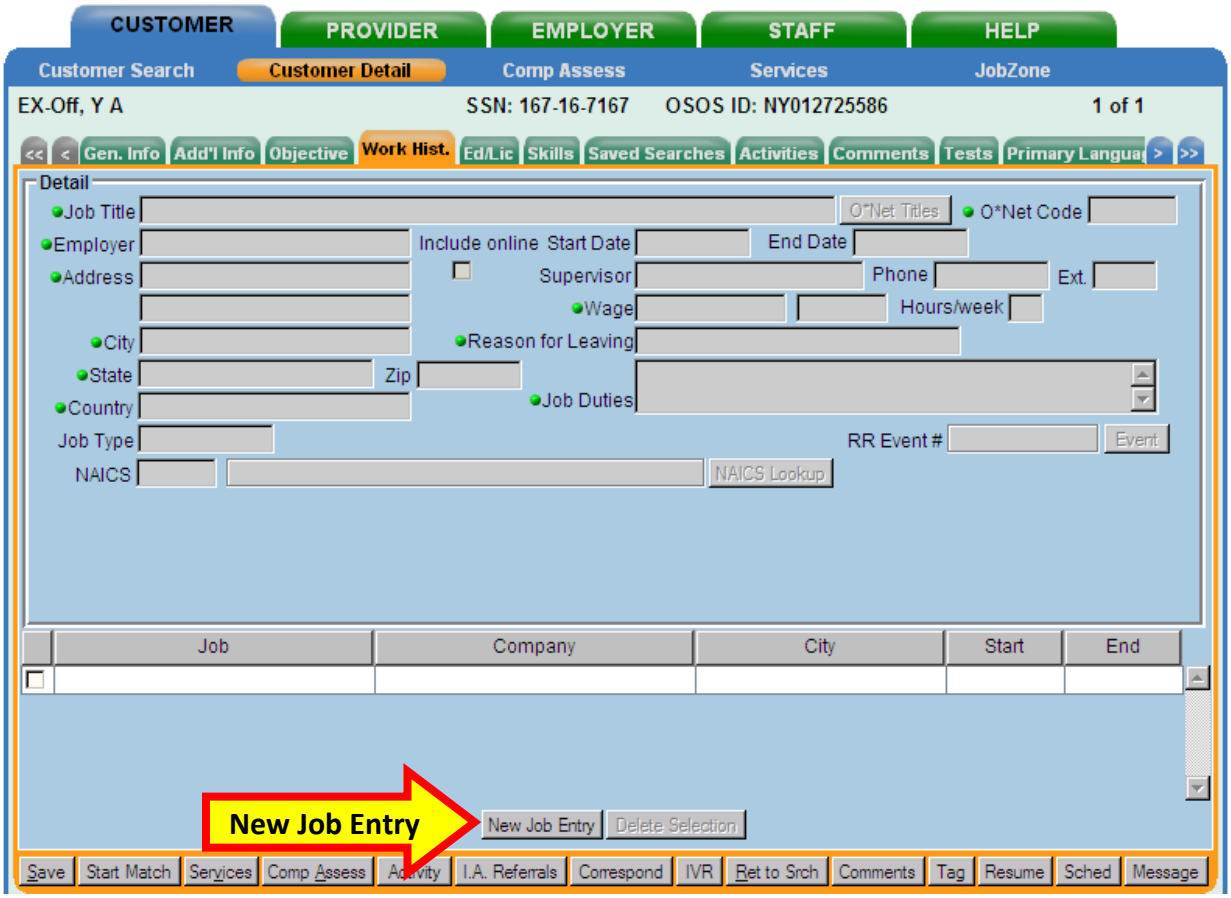
REQUIRED DATA FIELDS

Green dots can indicate two different situations:

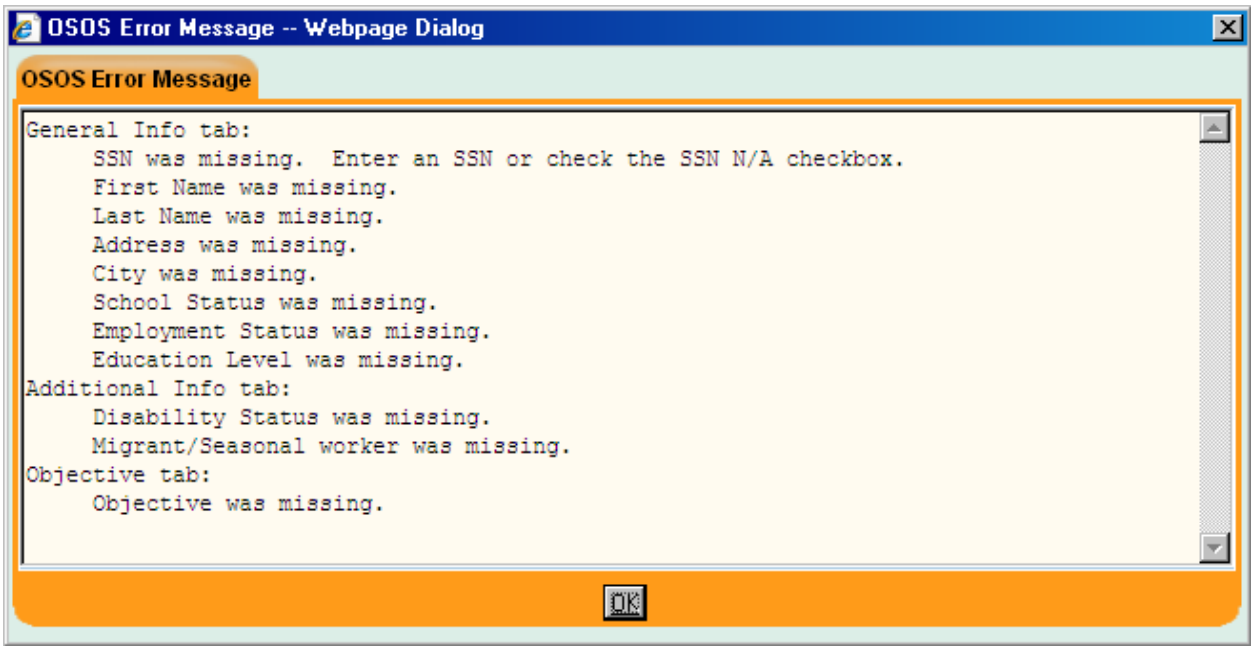
1. Green dots can indicate a required data field that must be completed before the customer record may be saved. In the example below, all three data fields below are required to save any active customer record.



2. Green dots may indicate a required field only if an initial data field is completed. In the example below, the additional green dotted data fields in the work history do not require completion unless the **New Job Entry** button is selected.



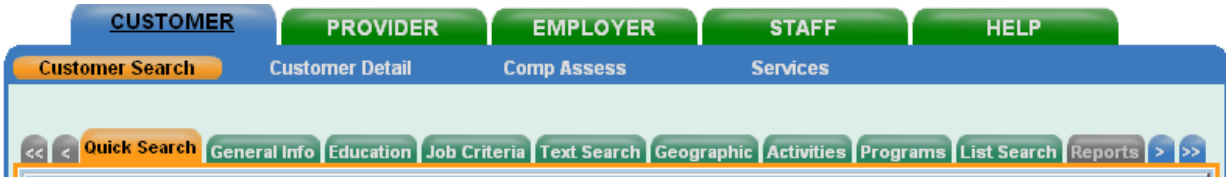
Saving a record that is incomplete will result in an error message such as the example below:



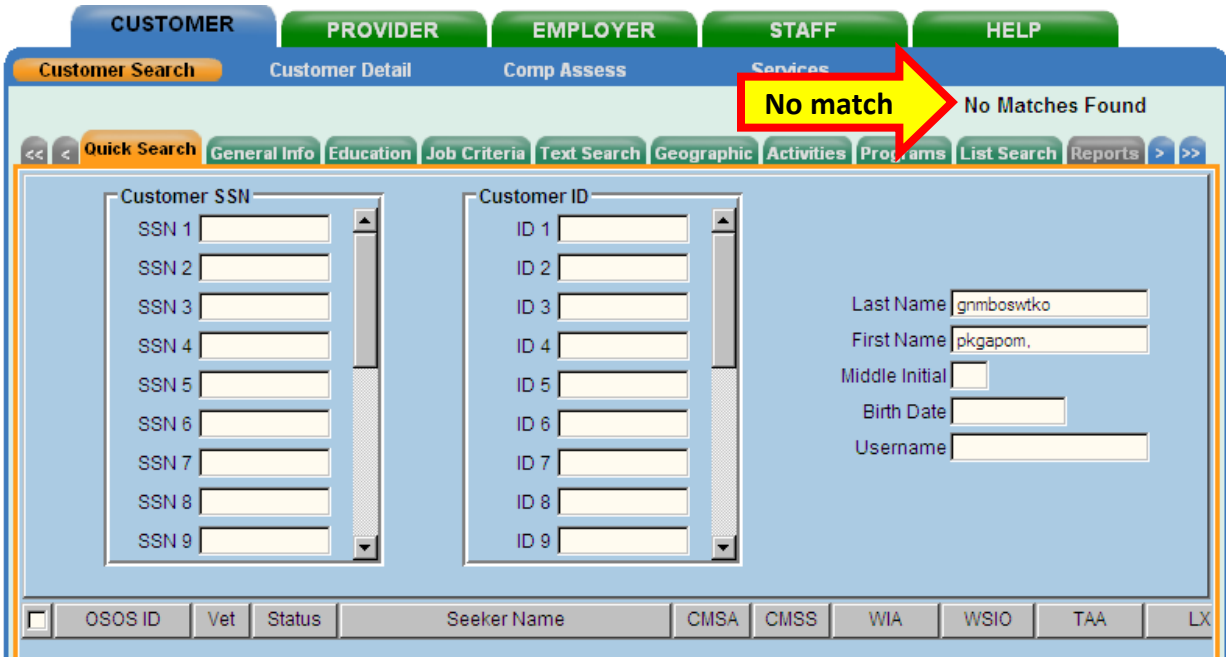
OSOS does contain additional required data fields that are not green dotted.

SEARCHING FOR AN EXISTING CUSTOMER RECORD

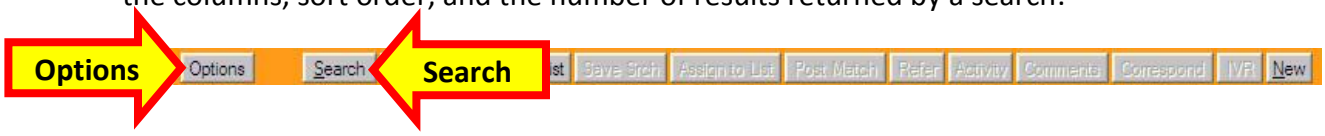
The tabs in the Customer Search window are used to search for existing customer records in OSOS. A customer search should always be performed before entering any new customer records to avoid adding any duplicate records.



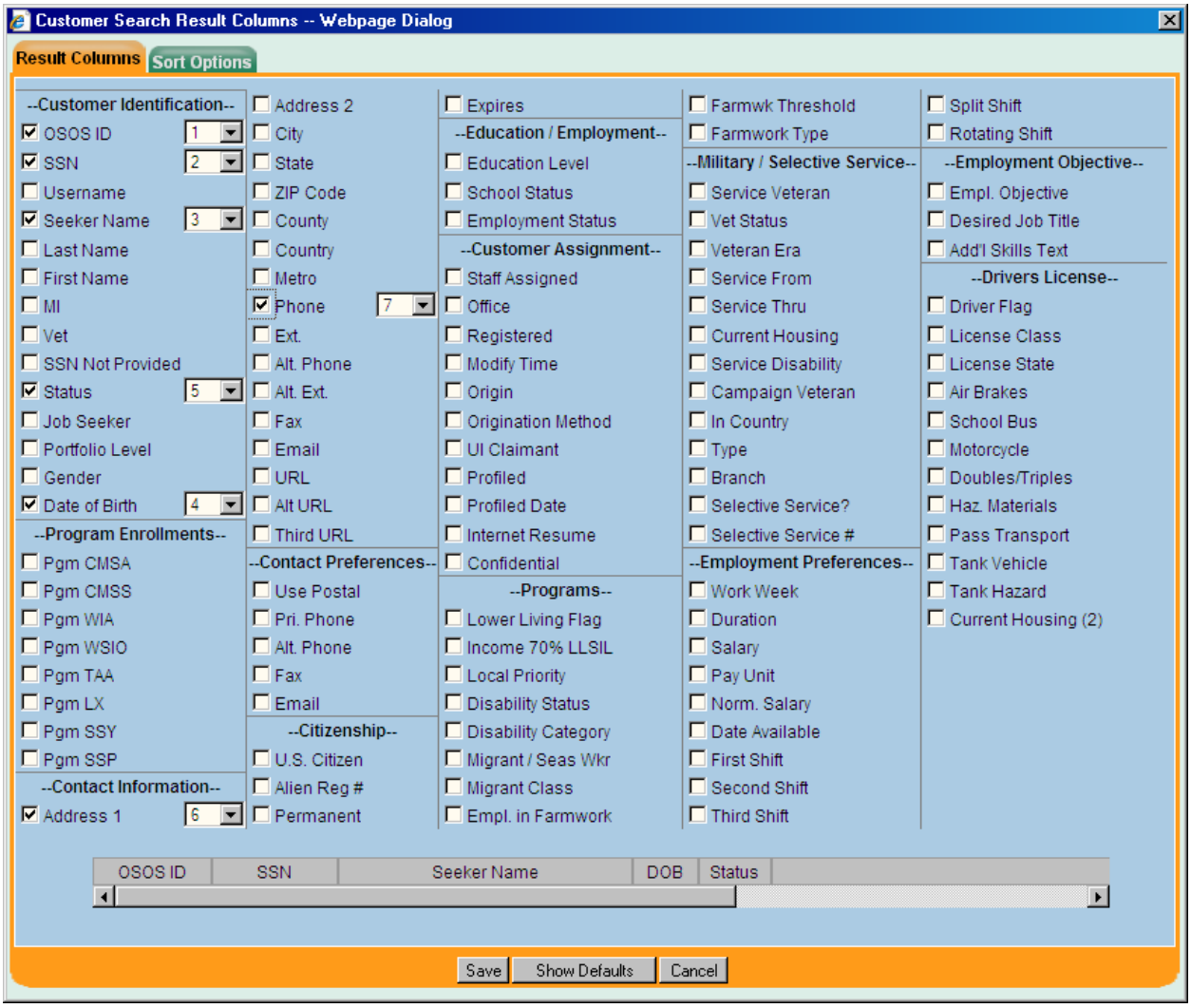
When a search does not match an existing customer record the following message will appear in the top right hand side of the screen:



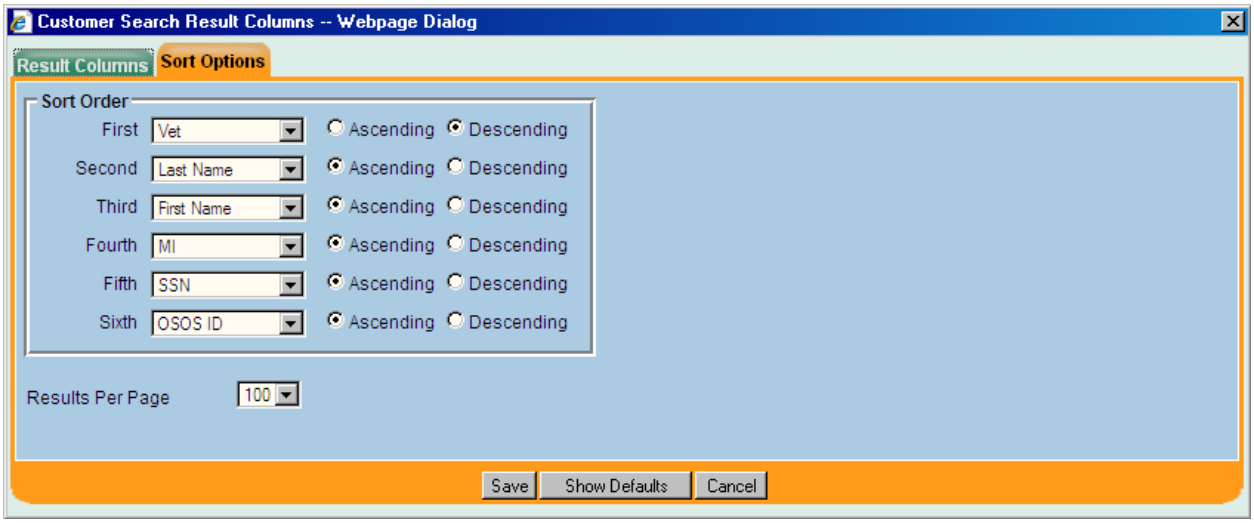
Clicking on the 'Options' button in the lower left corner of the screen allows users to customize the columns, sort order, and the number of results returned by a search.



The Customer Search Results Columns dialog box contains two tabs: Result Columns and Sort Options. The Results Columns tab contains five columns of field names with check boxes that may be selected to determine which columns will appear in the search results.



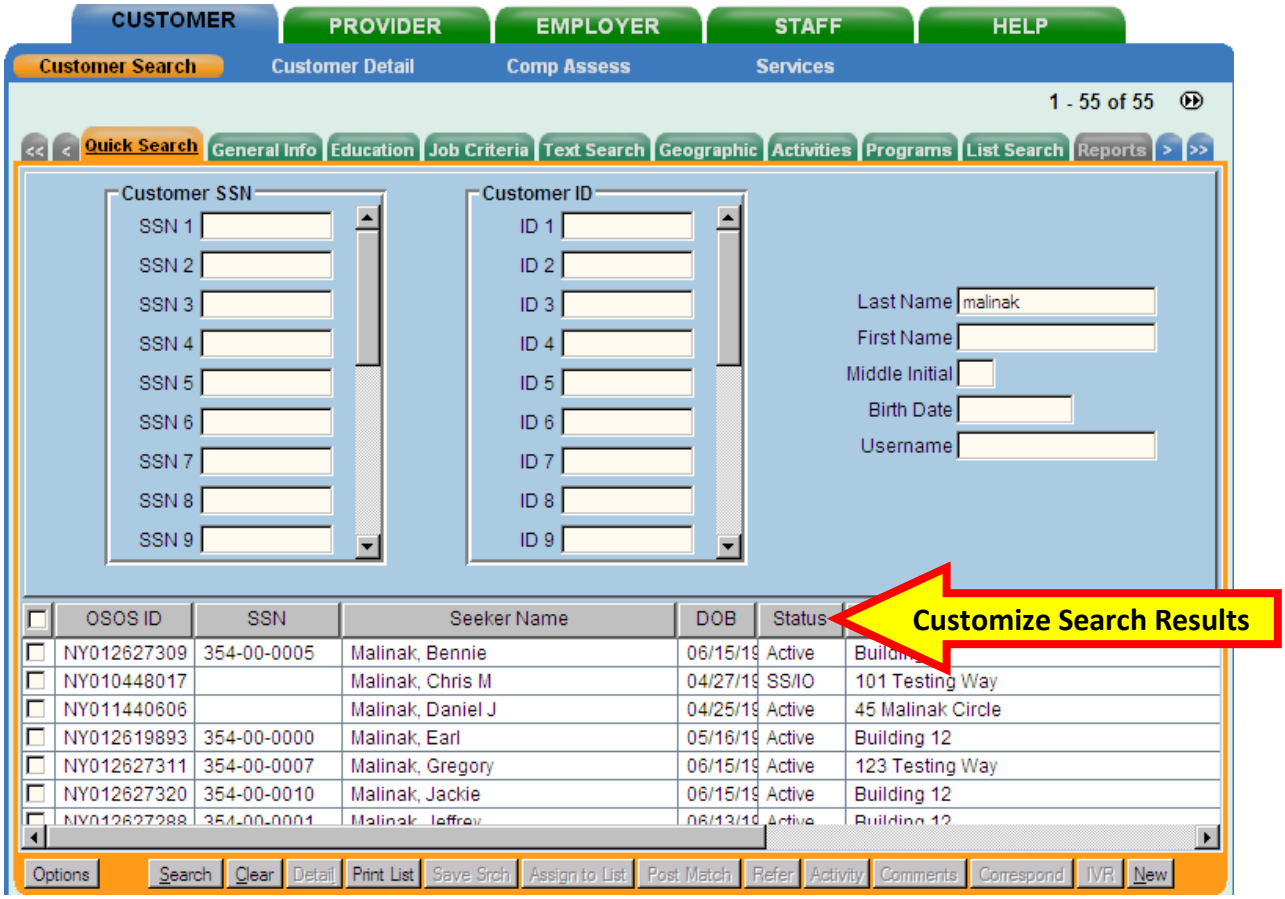
The Sort Options tab allows one to create the number of matches and the order in which the columns will appear.



Click the **Save** button to retain the search preferences.

Click the **Search** button.

The results, if any will appear with the customized header:

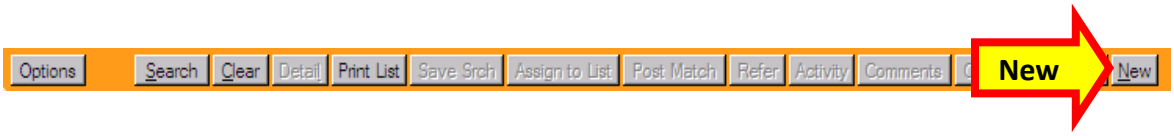


Further details regarding search functions are available in the [Basic Customer Search Guide](#).

OSOS DATA ENTRY

When a customer record already exists in OSOS, take time to update the information. This should be done while the customer is present to provide information and clarification.

If no OSOS record is found when searching for the customer, then click the **New** button to create a new customer record.

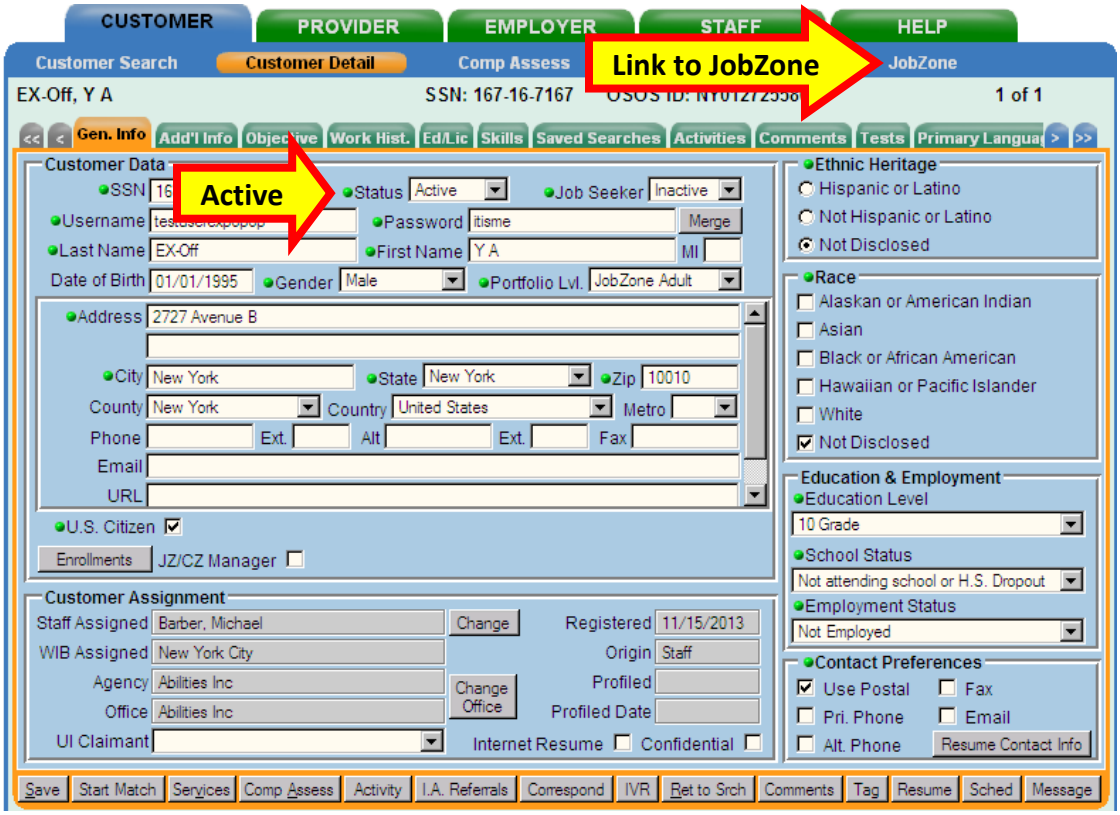


MINIMUM REQUIREMENTS TO SAVE A CUSTOMER RECORD

GENERAL INFO TAB REQUIREMENTS

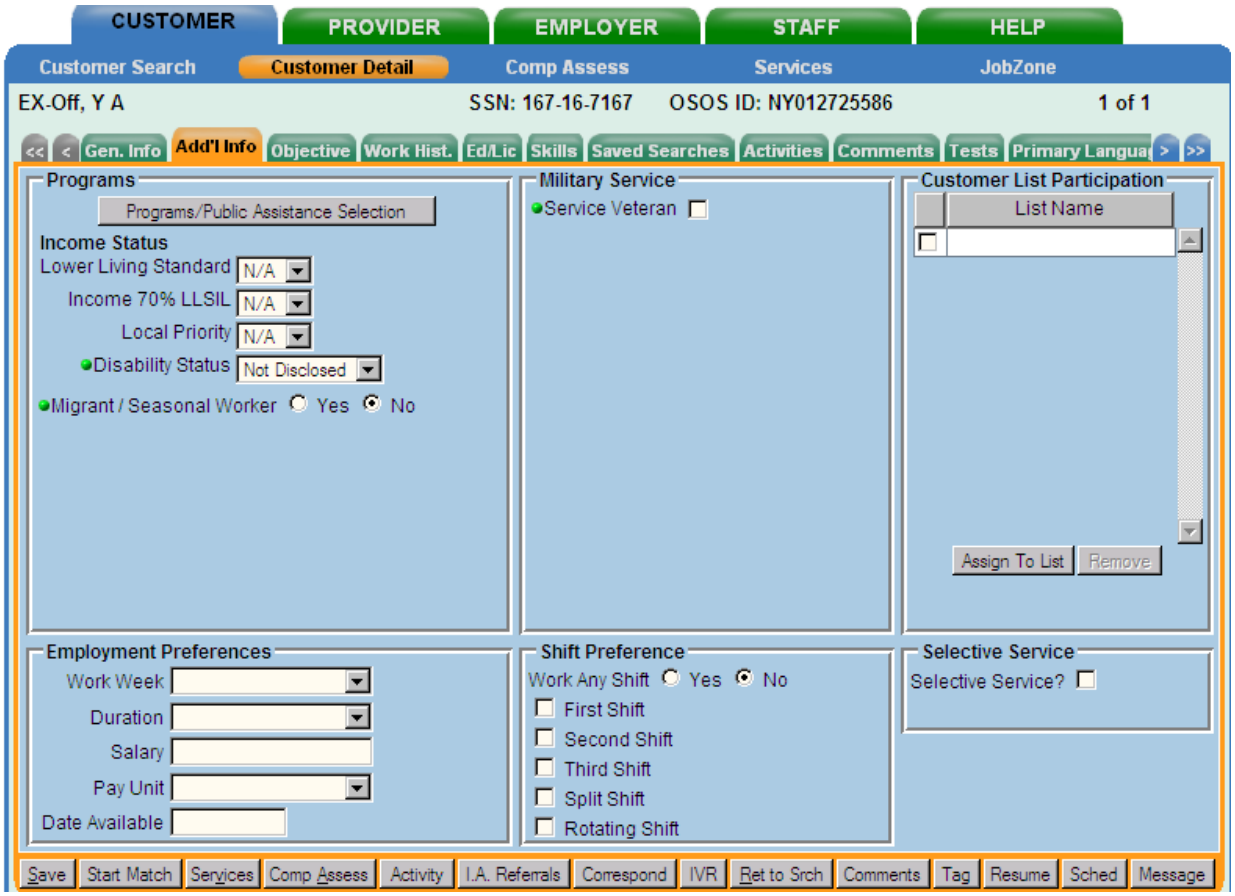
Most data fields in this screen must be completed.

- Social Security Number or check the SSN **N/A** checkbox if the youth does not have, or is unable to provide a social security number at that time
- Status, Job Seeker. Make sure the customer **Status** field is listed as **Active**.
- ***Username & Password are the same that the youth uses to access JobZone***
- Last Name, First Name
- Gender
- Portfolio Level: use **JobZone Adult**
- Address, City, State, Zip, County, Country
- U.S. Citizen
- Ethnic Heritage
- Race
- Education Level
- School Status
- Employment Status
- At least one contact preference must be entered



ADDITIONAL INFO TAB REQUIREMENTS:

- Disability Status
- Migrant/Seasonal worker

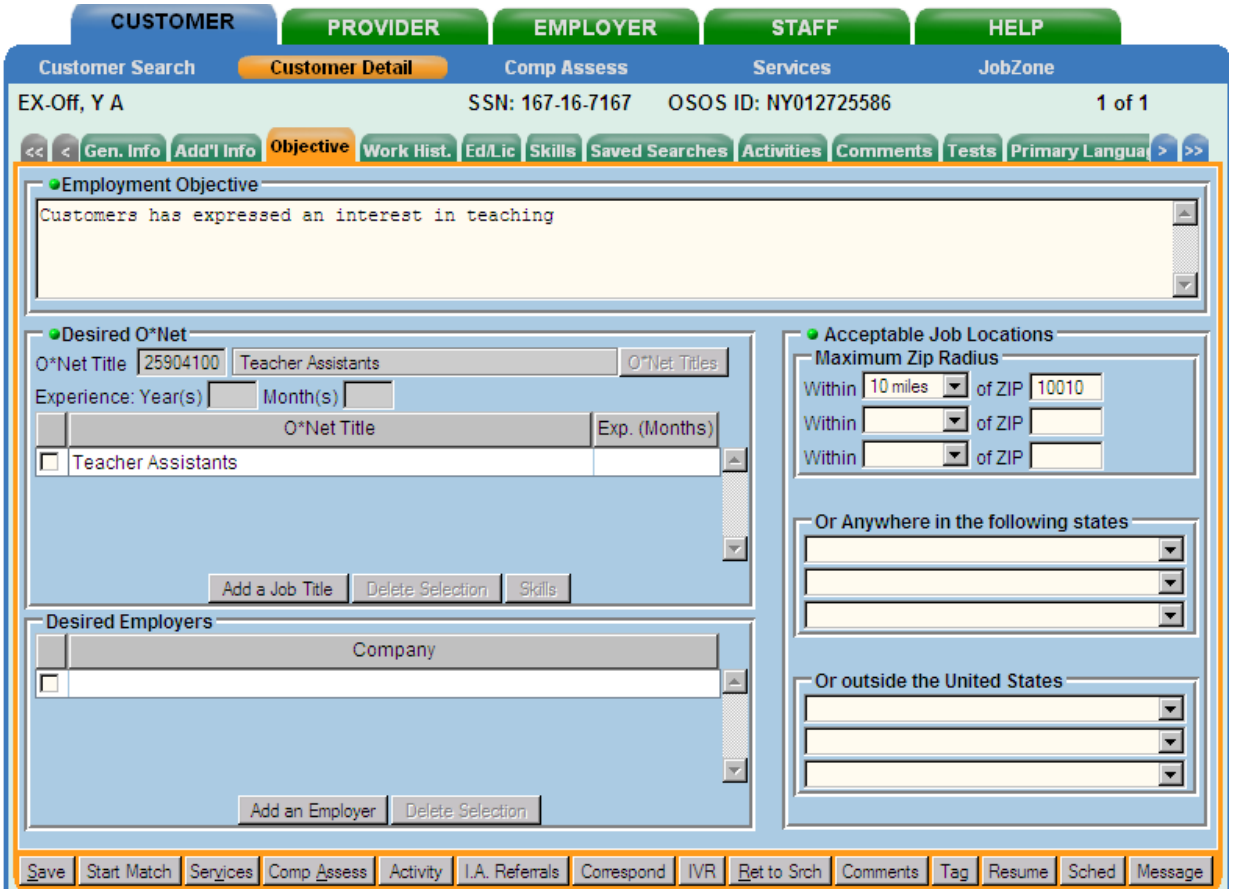


The Service Veteran check box is green dotted, but is not a required field unless the youth is a veteran. If the youth is a veteran, then check the box and complete the required data fields. If the youth is not a veteran, there is no need to check the box.

Selective Service registration is required for eligibility to various government programs and funding. It is not required for participation in the LEAP program. However, male LEAP participants should be strongly encouraged to register or provide information to establish their current registration. Additional guidance is available from the OSOS Help Desk, (518) 457-6586.

OBJECTIVE TAB REQUIREMENTS:

- Objective
- At least one acceptable location is needed for each customer
- At least one desired job title is needed for each customer

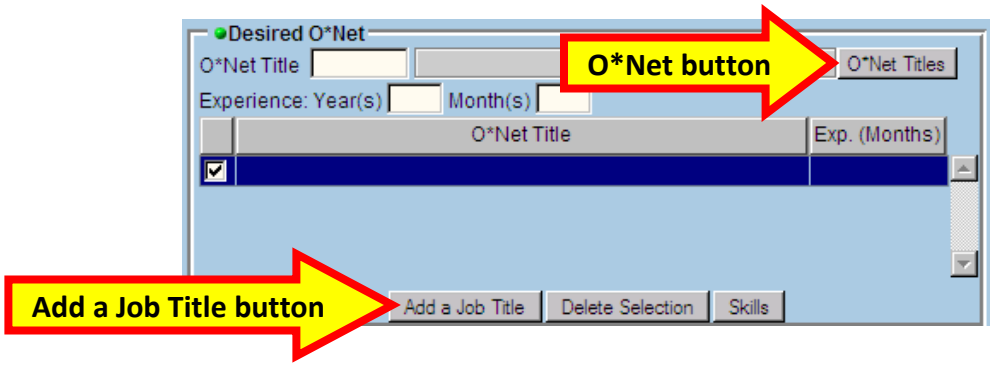


O*NET

The Occupational Network (O*Net) is an online resource center which uses a Standard Occupational Classification (SOC) which currently includes 1,000 different occupational titles. It includes resources for job seekers, workforce professionals and businesses. The O*Net website is included in the Resources section of this guide. The O*Net Titles in OSOS user guide is available for additional information.

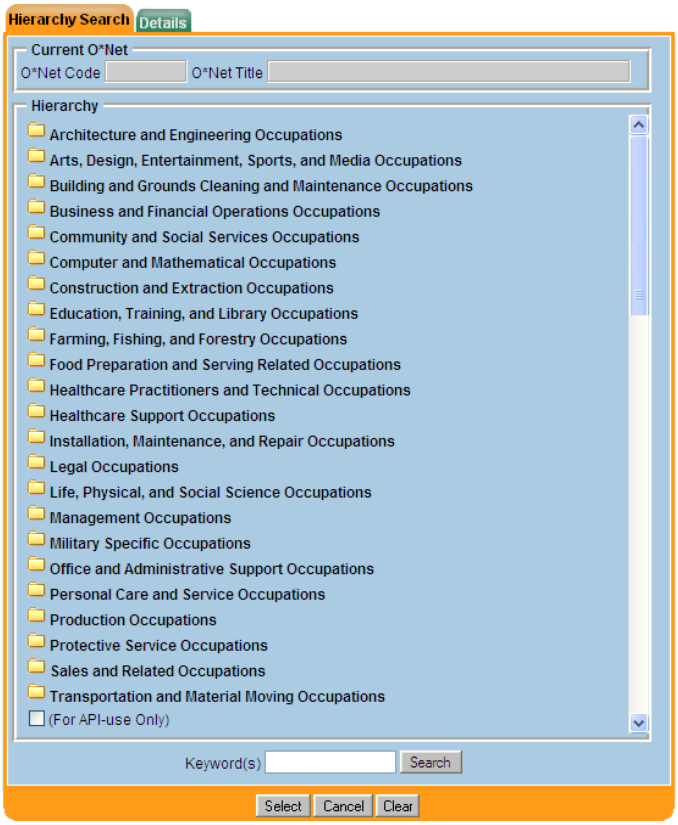
O*Net titles are used for a number of functions in OSOS. O*Net is required on the **Objective** and **Work History** tabs in the **Customer Detail** window and the **Services** and **Outcomes** tab of the **Services** window.

In the **Objective** tab of the **Customer Detail** window, the green-dotted **Desired O*Net** box is required and must contain at least one desired O*Net title corresponding to the type of work a customer is seeking. To add an O*Net title; click the **Add a Job Title** button. This will bring up a new active entry. To populate the O*Net title, click the **O*Net Titles** button to bring up the O*Net pop-up window.



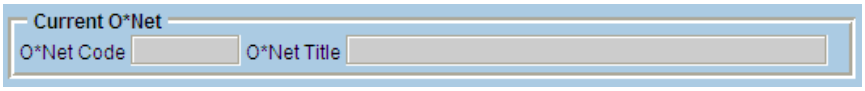
*Adding an O*Net title in one part of OSOS will* **not** *fill in the O*Net title in the other O*Net fields in OSOS. Each O*Net field has its own purpose and needs to be populated separately.*

The O*Net window contains two tabs: **Hierarchy Search** and **Details**. By default, whenever an O*Net window is opened in OSOS, the **Hierarchy Search** tab displays.



Hierarchy Search Tab

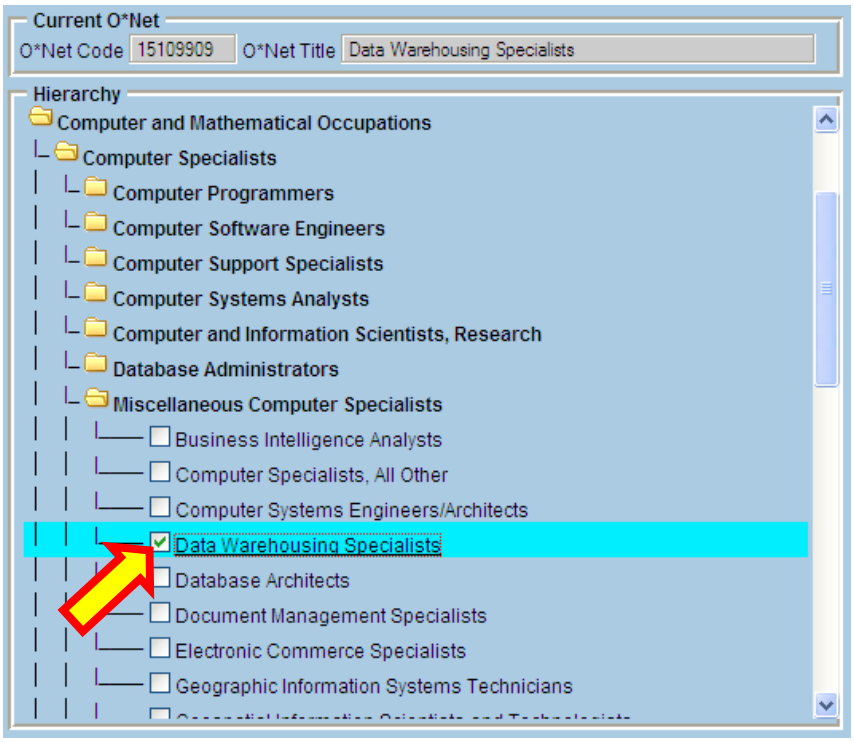
At the top of the **Hierarchy Search** tab is the **Current O*Net** information. The grayed out **O*Net Code** and **O*Net Title** fields will populate once a title is selected.



A title may be selected from the **Hierarchy Search** drop-down system of folders or by using the keyword search.

The **Hierarchy Search** drop-down system of folders is organized by occupational categories. Click a category's folder icon to expand it and select a title. Then click through the subfolders and check a box to select the appropriate title.

In this example, the *Computer and Mathematical Occupations* folder was expanded; then the *Computer Specialists* subfolder; and then the *Miscellaneous Computer Specialists* subfolder in order to view and select the *Data Warehousing Specialists* title.



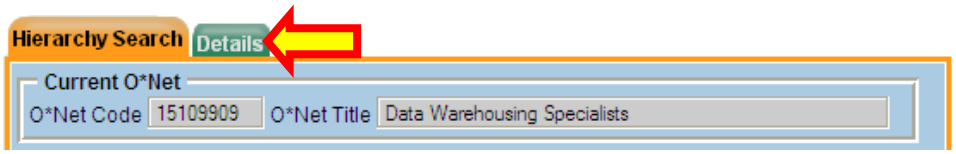
This O*Net search option tends to work best for staff who are reasonably familiar with the O*Net hierarchy. For most staff, the easiest and most direct option to use a keyword search.

Below the **Hierarchy** menu, there is a keyword search field. Word(s) may be typed into the **Keywords(s)** field. Then click **Search** to return any matching results in the O*Net hierarchy.

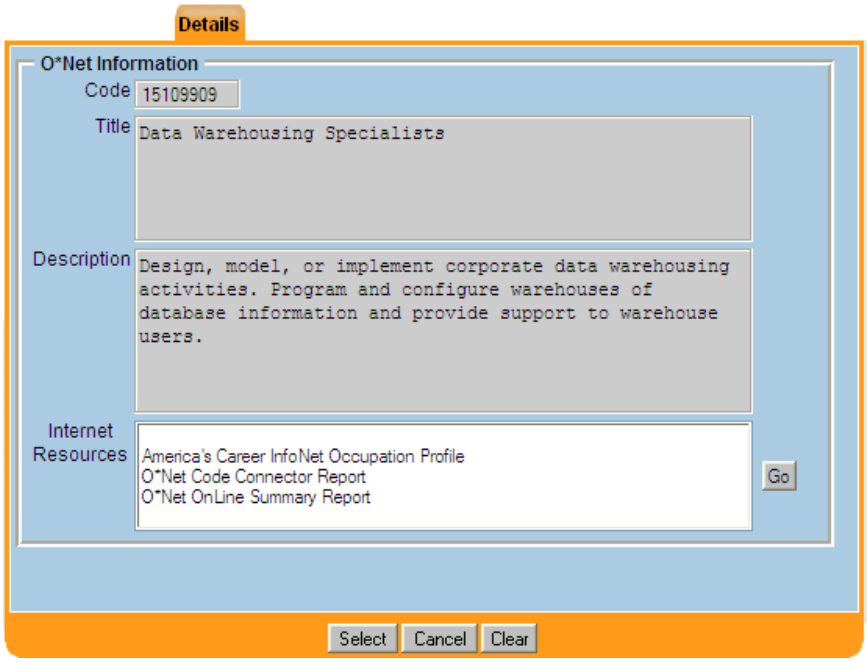
*Some O*Net titles are listed very specifically (e.g., the title for a car washer would be listed as* Cleaners of Vehicles and Equipment*). Therefore, the more Keyword(s) entered, the less likely it is you will get an exact title match. It is advisable to do a partial search (e.g., clean or cleaner) or try a few different keywords searches to get the right match.*

O*Net Details Tab

Once the O*Net title has been selected, the features in the **Details** tab of the O*Net window become accessible. With the O*Net title selected on the **Hierarchy Search** tab, click the **Details** tab.



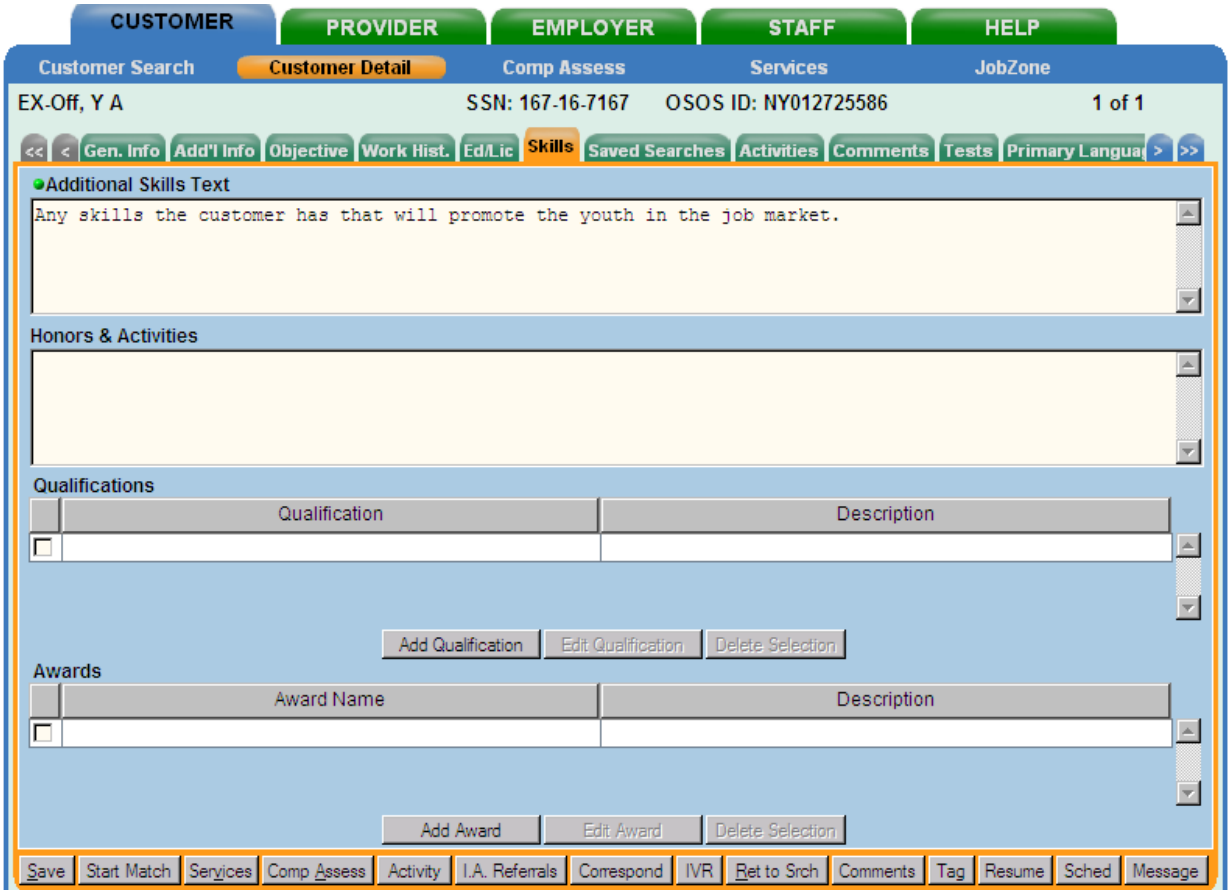
The **Details** tab will also display the O*Net Code and Title in the **Code** and **Title** fields. Below these fields, a **Description** will populate for the O*Net title detailing the tasks and duties for the selected title.



You can also select any of the Internet Resources listed beneath the **Description** field then click **Go** to access labor market information (LMI), a detailed job summary, projected job outlook, salary projections, national distribution, associated knowledge, skills and abilities (KSA), related occupations and more.

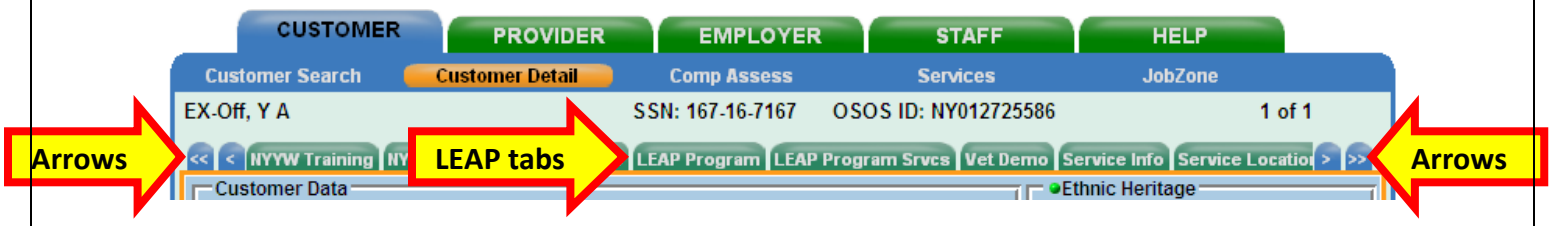
SKILLS TAB REQUIREMENTS:

- At least one skill is needed for each customer

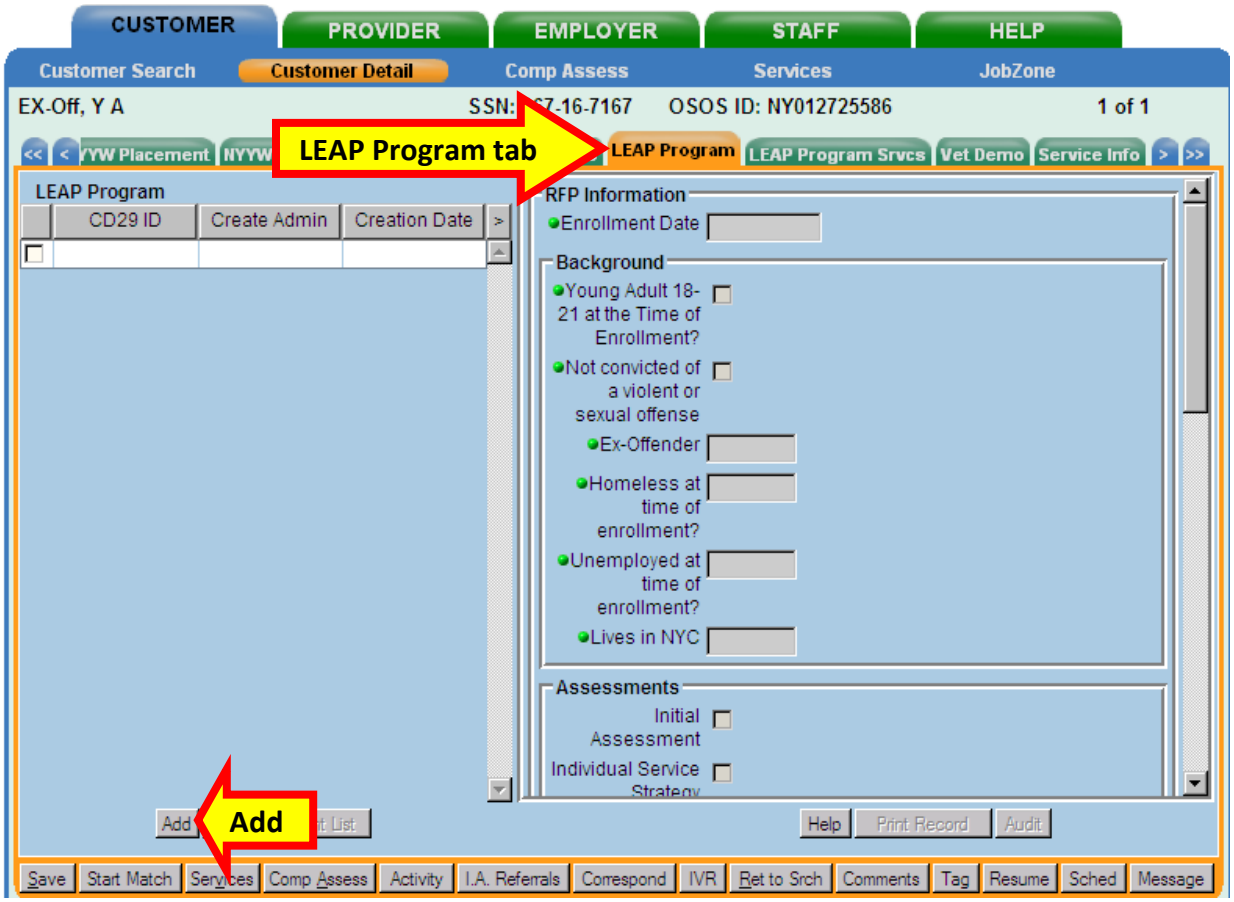


LEAP PROGRAM TAB

It will be necessary to use the arrow tabs to navigate to the **LEAP Program** and **LEAP Program Srvcs** tabs



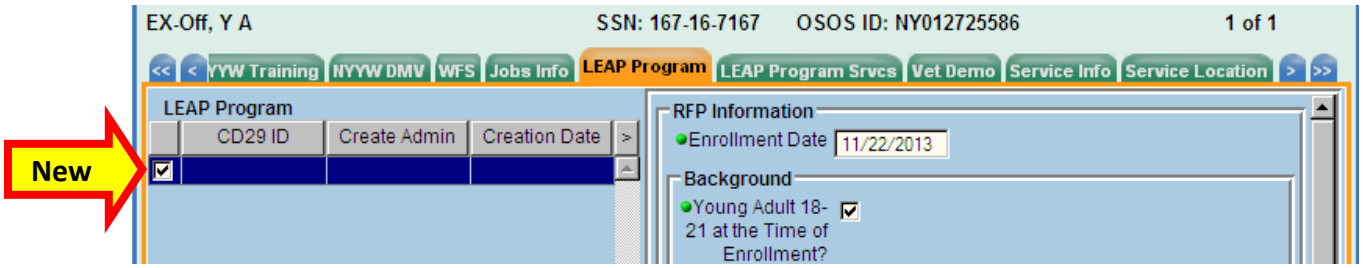
Click the **Add** button to create a new LEAP Program record and open access to the data fields.



The new record will be highlighted in blue and the data fields in the right hand side of the screen will have become accessible.

Enrollment Date: Enter the date that the youth enrolled into the program. Enter as mmddyyyy. OSOS will automatically insert the slash marks.

Young Adult 18-21 at the Time of Enrollment check box: Check if the customer is aged of 18-21 years. Program eligibility requires the youth to be 18-21 years of age.

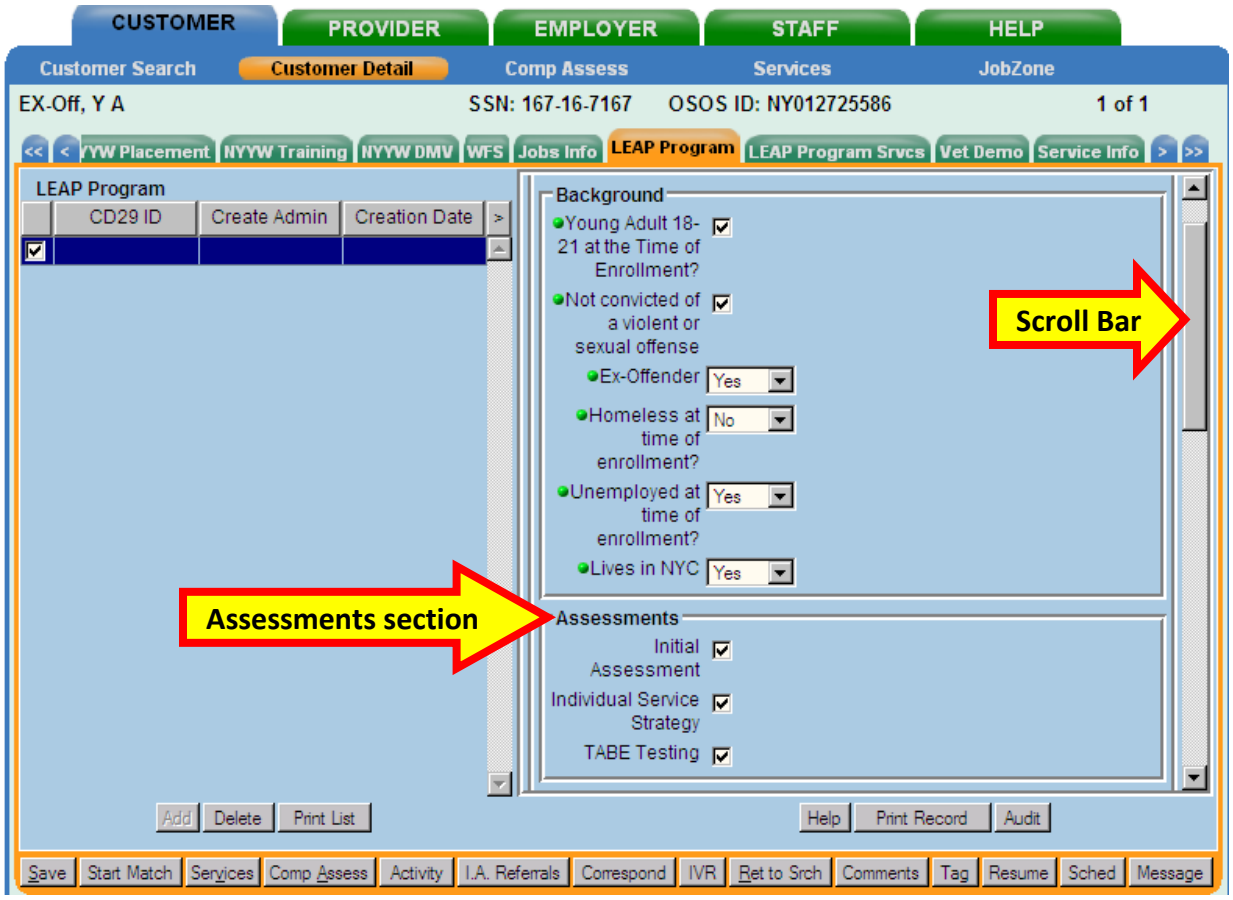


Complete the remaining data fields in the **Background** section. Most require checking a box or selecting **Yes** or **No** from a drop down menu.

It will be necessary to use the scroll bar at the right of the screen to access additional data fields.

Lives in NYC: Use the drop down menu to select **Yes** or **No** to indicate if the youth resides within one of the five boroughs of NYC. The youth must reside in NYC to be eligible for the LEAP program.

Complete the relevant data fields in the **Assessment** section.

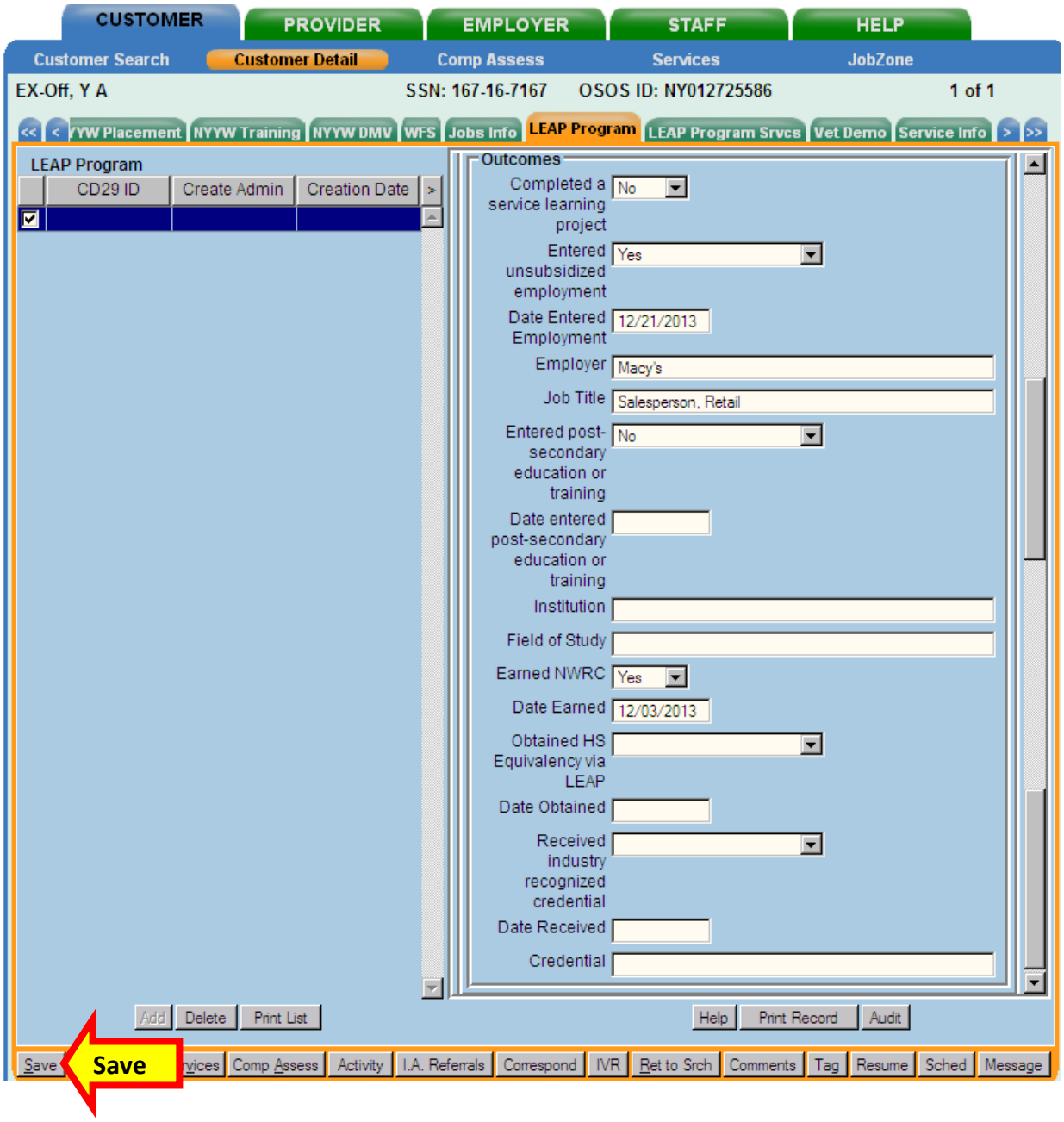


Complete all the data fields in the **Outcomes** section.

Indicate whether or not the youth earned the ***National Work Readiness Credential*** by selecting **Yes** or **No** in the Earned ***NWRC*** data field.

In the **Credential** data field, type in the name of the credential earned.

Click the **Save** button.

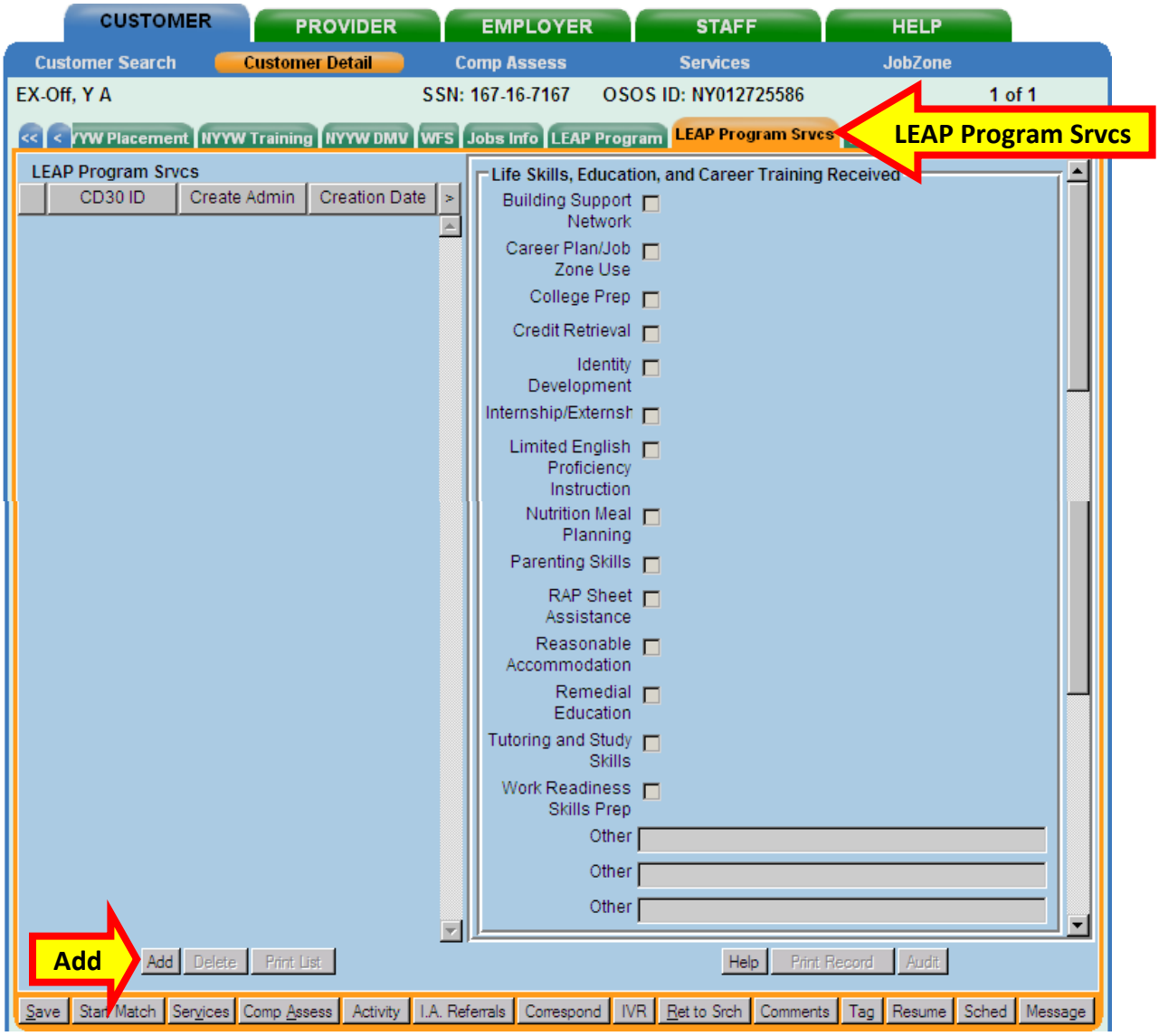


LEAP PROGRAM SRVCS TAB

Click the **LEAP Program Srvcs** tab.

Click the **Add** button to create a new record.

Complete the **Life Skills, Education, and Career Training Received** section and complete the relevant data fields for any service provided to the youth.



Scroll down to the **Meaningful Service Learning**, **Adult Support Networks** and **Post Program Support/Follow-up (at least 2-4 months)** sections and complete the relevant data fields.

Adult Support Networks

Select one of the three (3) options in the **Type of Mentoring** data field from the drop down list as illustrated below.

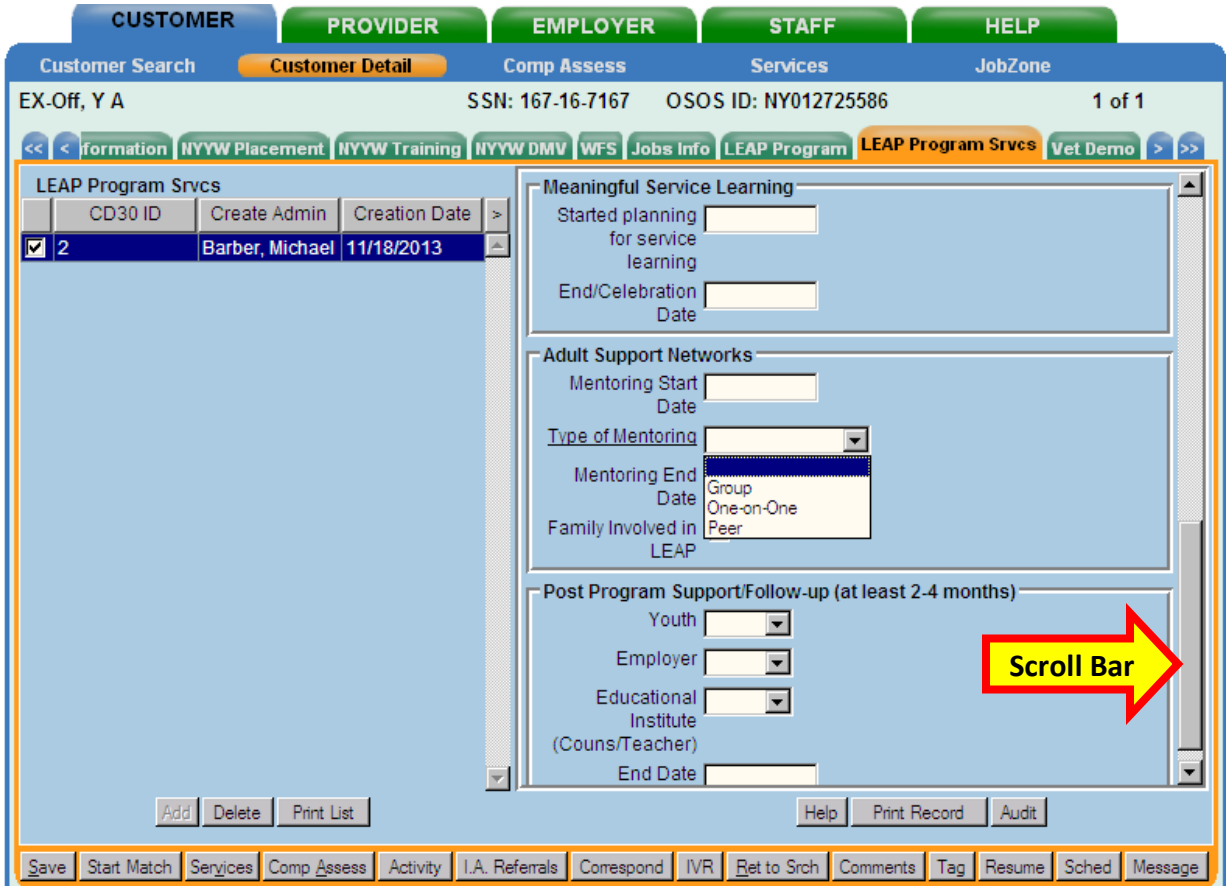
Post Program Support/Follow-up (At least 2 to 4 months)

Youth: Enter **Yes** or **No** to indicate if staff provided Follow-up service to the youth.

Employer: Enter **Yes** or **No** to indicate if staff provided Follow-up service to the Employer.

Educational Institution (Counselor/Teacher) Enter **Yes** or **No** to indicate if staff provided Follow-up service to the Counselor/Teacher on behalf of the youth.

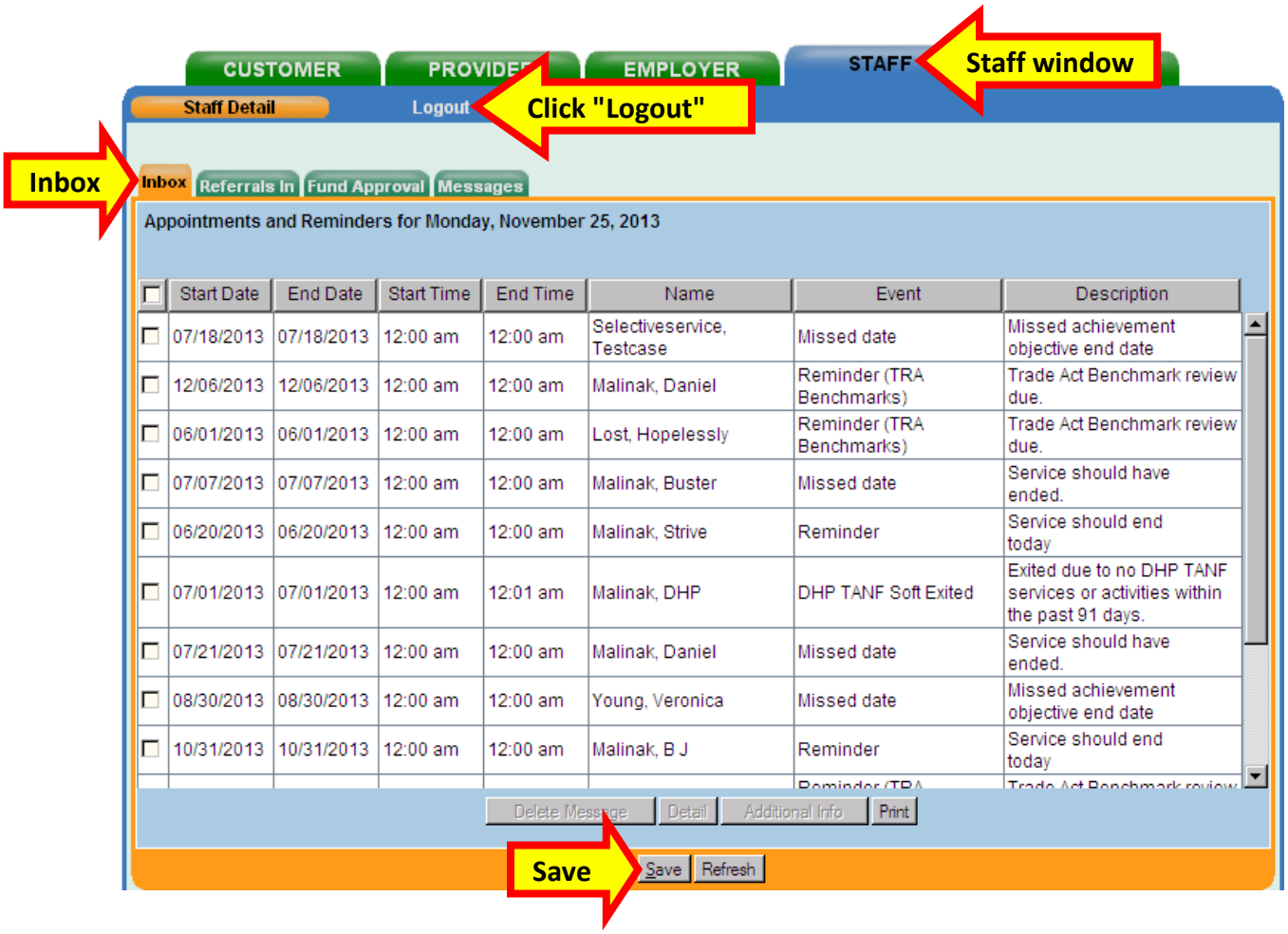
End Date: Enter the data that the post program support/follow-up finished.



LOGGING OUT OF OSOS

Remember to log out of OSOS when finished to maintain confidentiality.

Remember, when finished with OSOS, click the **Staff** module. OSOS will automatically navigate to the user's **Inbox** tab in the **Staff Detail** window. Click **Logout** in the window.



RESOURCES AND ASSISTANCE

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

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

OSOS system requirements and troubleshooting guide:
http://labor.ny.gov/workforcenypartners/osos/OSOSTroubleshootingDeskGuide.pdf

Securing access to the OSOS system: http://labor.ny.gov/workforcenypartners/osos/osos-guide-accessing-the-system.pdf

Navigating through the OSOS system: http://labor.ny.gov/workforcenypartners/osos/osos-guide-navigating-the-system.pdf

Searching for Customers in OSOS: http://labor.ny.gov/workforcenypartners/osos/osos-guide-customer-search.pdf

O*NET: http://www.onetcenter.org

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586
By email: help.osos@labor.ny.gov