

## OSOS Business Services

STC GRANT (SHORT TIME COMPENSATION) SHARED WORK (SW) SALES TEAMS		
<u>SERVICE</u>	<u>DEFINITION</u>	<u>COMMENTS</u>
<b>SW CUSTOMER INTEREST SOURCE</b>	<b>A lead resulting in staff research identifying that a business should be contacted for possible Shared Work participation and other appropriate services.</b>	<b>Staff should complete advance research before the initial contact with the business to anticipate service needs.</b>
<b>SW - Interest Source BI</b>	<p>Enter activity when staff conducts general BI (Business Intelligence) research that identifies a businesses that <i>will likely</i> benefit from Shared Work participation.</p> <p>Note: Examples of sources include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Alerts through Career Center system</li> <li>• OSOS</li> <li>• Layoff Aversion Dashboard</li> <li>• Company website (About Us webpage, recent press releases, etc.)</li> <li>• Business information websites such as manta.com, glassdoor.com, etc.</li> <li>• Recent online media reports (local/national newswires, local Chambers of Commerce newsletter, etc.)</li> <li>• Google</li> <li>• Social media</li> <li>• Partner agency</li> <li>• Business association</li> <li>• Chamber of Commerce</li> </ul>	Record comments regarding this lead source in the COMMENTS tab, but not in the Activity's Comments section.

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<b>SW - Interest Source D &amp; B Report</b>	Enter activity when lead researched through the confidential monthly D&B (Dun & Bradstreet) Layoff Aversion monthly report.	Do <b>not</b> record comments regarding this lead source in the COMMENTS tab or in the Activity's Comments section.  Note: Informally maintain date of research, source(s) and preliminary information.
<b>SW – Interest Source EW Report</b>	Enter activity when lead researched through confidential EW (Early Warning Report) weekly report.	Do <b>not</b> record comments regarding this lead source in the COMMENTS tab or in the Activity's Comments section.  Note: Informally maintain date of research, source(s) and preliminary information.
<b>SW - Interest Source Mass Mailing</b>	Enter activity when lead resulted from NYSDOL quarterly postcard mailing (two sided - Shared Work & Business Services) targeting industry sectors.	Record comments regarding this lead source in the COMMENTS tab, but not in the Activity's Comments section.
<b>SW - Interest Source Info Phone#</b>	Enter activity when lead referred from Shared Work sales phone number (518) 549-0495.  Note: Phone number appears in post card and Shared Work webpage. Activity should not be taken if post card is the lead source.	Record comments regarding this lead source in the COMMENTS tab, but not in the Activity's Comments section.
<b>SW - Interest Source Email Box</b>	Enter activity when lead referred from Shared Work sales email box <a href="mailto:sharedworkinfo@labor.ny.gov">sharedworkinfo@labor.ny.gov</a> .  Note: Appears in post card and Shared Work webpage. Activity should not be taken if post card is the lead source.	Record comments regarding this lead source in the COMMENTS tab, but not in the Activity's Comments section.
<b>SW – Interest Source Other Referral</b>	Enter activity used when the received lead does not meet the definition of the other 6 options in this category.	Record comments regarding this lead source in the COMMENTS tab, but not in the Activity's Comments section.

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<b>SW SALES CONTACT</b>	<b>Staff initial telephone or interim outreach to a business considering the Shared Work Program. Interim outreach may be via telephone, email or field visit.</b>	
SW - Business Unreachable	Enter Activity when initial contact with the business is unsuccessful prompting a voicemail (and if possible, follow up email).	In the COMMENTS tab, record date of attempted contact, name/job title of business representative, and the intended follow up date.
SW - Initial Contact (Telephone)	<p>Enter this activity when a meaningful discussion occurs with a business newly interested in Shared Work.</p> <p>Note: Develop a new Business Jacket if one does not already exist.</p>	<p>In the COMMENTS tab, record date of contact, name/job title of business representative, concise summary of initial discussion and presented services selectively offered. Indicate interest resulting, e.g., Shared Work, information materials sent and next step follow up.</p> <p>If business is considering expansion, document referring matter to Associate Business Services Representative for follow up and timely involvement with Career Center system, e.g. Shared Work interest, posting of job order(s); customized recruitment(s); NYS Job Bank; On-the-Job Training grant(s), tax credit(s), human resource consultation, etc..</p> <p>If business is considering layoffs, document referring matter to regional Rapid Response coordinator for follow up and planning early job placement (inclusive of appropriate training grant options) service before layoffs occur.</p>
SW - Interim Contact (Telephone)	Enter activity when scheduled to follow up (via telephone) with the business to check on the status of considering/applying for Shared	In the COMMENTS tab, record date of contact, name/job title of business representative, concise summary of Shared Work consideration

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	Work.	status.
SW - Interim Contact (Email)	Enter activity when scheduled to follow up (via email) with the business to check on the status of considering/applying for Shared Work.	In the COMMENTS tab, record date of contact, name/job title of business representative, concise summary of Shared Work consideration status.
SW - Interim Contact (Field Visit)	Enter activity when scheduled to follow up (via field visit if requested by the business customer) to check on the status of considering/applying for Shared Work.	In the COMMENTS tab, record date of contact, name/job title of business representative, concise summary of Shared Work consideration status.
<b>SW FIELD VISIT</b>	<b>Staff conducting a field visit to further explain Shared Work to management, labor union (if attached) and/or employees.</b>	
Field Visit – Business Organizations	Enter activity when conducting onsite to explain Shared Work to business organizations, e.g, chamber of commerce, human resource association, business/industry associations, etc.	In the COMMENTS tab, record date of visit, name of the organization, describe the audience’s general response and planned next steps.
Field Visit – Management/Union Presentation	Enter activity when conducting onsite to explain Shared Work to management and/or union representation.	In the COMMENTS tab, record date of visit, describe business’ general response and planned next steps.
Field Visit - Employee Presentation	Enter activity when conducting onsite visit to explain Shared Work to employees (prospective or current claimants).	In the COMMENTS tab, record date of visit, describe employee’s general response, number of attendees and planned next steps.
<b>SW APPLICATION STATUS</b>	<b>Stage of business’ Shared Work application status.</b>	
<b>SW - Application Approved</b>	Enter activity when Shared Work application has been approved by Liability & Determination (L&D) Unit.	In the COMMENTS tab, record date that the application was approved.

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<b>SW ADVISORY ASSISTANCE</b>	<b>Staff answering questions by businesses/unions or employees applying/participating in Shared Work and employees.</b>	
<b>SW - General Assistance to Business (Telephone)</b>	Enter activity when answering (via telephone) standard/technical questions from a business regarding the application process or existing participation in Shared Work.	In the COMMENTS tab, record date of contact, name/job title of business representative, concise summary of question(s) and assistance provided.
<b>SW - General Assistance to Business (Email)</b>	Enter activity when answering (via email) standard/technical questions from a business regarding the application process or existing participation in Shared Work.	In the COMMENTS tab, record date of contact, name/job title of business representative, concise summary of question(s) and assistance provided.
<b>SW - General Assistance to Employee (Telephone)</b>	Enter this activity when answering (via telephone) standard/technical claimant questions from an employee currently participating in Shared Work	In the COMMENTS tab, record date of contact, name/job title of employee, concise summary of question(s) and assistance provided.
<b>SW - General Assistance to Employee (Email)</b>	Enter activity when answering (via email) standard/technical claimant questions from an employee currently participating in Shared Work	In the COMMENTS tab, record date of contact, name/job title of employee, concise summary of question(s) and assistance provided.
<b>SW - Referral for Assistance (Employee – Shared Work Benefits Unit)</b>	Enter activity when a referral is made to the Shared Work Benefits Unit for in-depth assistance to a claimant currently participating in Shared Work.	Do not record in the COMMENTS tab. Note: Informally date of contact, name/job title of business representative, concise summary of question(s) and name/job title of Shared Work Benefits Unit staff person receiving the referral. Follow up with the customer for quality assurance.
<b>SW - Referral of Assistance (Business</b>	Enter activity when a referral is made to	In the COMMENTS tab, record date of

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<b>Services)</b>	Business Services for assistance, e.g., recruitments, training grants, tax credits, etc.	contact, name and job title of the business representative, a concise summary of the service request and name and job title of the Business Services staff person receiving the referral.
<b>SW - Referral for Assistance (Business – L&amp;D Unit)</b>	Enter activity when a referral is made to L&D Unit for in-depth assistance to a business in the application process or currently participating in Shared Work.	Do not record in COMMENTS tab. Note: Informally maintain date of contact, name/job title of business representative, concise summary of question(s) and name/job title of L&D staff person receiving the referral. Follow up with the customer for quality assurance.
<b>SW - Referral of Assistance (Rapid Response)</b>	Enter activity when a referral is made to Rapid Response for early job placement assistance involving planned layoffs/closures.	In the COMMENTS tab, record date of contact, name and job title of the business representative, a concise summary of the service request and name and job title of the Rapid Response staff person receiving the referral.
<b>SW – Referral for Assistance (Business – Shared Work Benefits Unit)</b>	Enter activity when a referral is made to Shared Work Benefits Unit for in-depth assistance needed by a business with a current, approved Shared Work plan.	Do not record in COMMENTS tab. Note: Informally maintain date of contact, name/job title of business representative, concise summary of question(s) and name/job title of Shared Work Benefits person receiving the referral. Follow up with the customer for quality assurance.

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