

OSOS

Data Entry Guide

For

NEG NY 12 Disaster

Hurricane Sandy

BACKGROUND INFORMATION

This desk guide will cover the recording of activities associated with the NEG Disaster grant for Hurricane Sandy. It will cover data entry necessary for:

- tracking job seekers that have submitted a preliminary registration,
- recording jobseeker eligibility,
- identifying the required grant documentation that will be maintained in the participant file,
- documenting referrals to the hiring agency or business and
- documenting individuals hired.

Reporting will be organized per county.

FAST FACTS

The 13 eligible counties include:

- New York
- Bronx
- Kings
- Queens
- Richmond
- Nassau
- Suffolk
- Rockland
- Westchester
- Orange
- Putnam
- Ulster
- Sullivan

The NEG Disaster Hurricane Sandy grant is active from 10/30/2012 through 9/30/2013.

The provider name is **NEG Disaster Sandy – (County Name)**.

A “placeholder” **Provider location** has been data entered that must be deleted or replaced with the name of an employer that hires a referred job seeker.

You will need to create each **offering** for the first employer that hires a referred job seeker.

The **Program Service Type** is **Intensive**. ***DEV requirements must be met for an intensive service.*** No IEP will be required.

Funding for eligible services is entitled **NEG Disaster – Sandy**.

DATA ENTRY DETAILS

Log into OSOS and perform a customer search. Search for the customer using the Social Security number or the customer's name. If the "No Match Found" message is received, then click the "New" button at the bottom right side of the screen to create a new record. Enter in all pertinent data.

PROVIDER MODULE

SETTING UP THE PROVIDER LOCATION

The Provider has been entered for you. There is a single Provider Name for each county and is listed as "NEG Disaster Sandy – (County Name)". The single county provider is to be used by all offices that may exist within a county. Therefore, the Provider address is not relevant and does not need to be changed. **DO NOT CREATE ADDITIONAL PROVIDERS.**

The screen shot below shows the Provider for Westchester County. The Provider Name is "NEG Disaster Sandy - Westchester County".



NOTE: The Initial Location Name is listed as "Type Employer Name Here" and the City is listed as "DO NOT USE-CREATE NEW LOCATION". Do not use this location for any placed customer. This "placeholder" location has been entered because OSOS requires at least one location to be included to save the Provider information. Please Delete or overwrite this location as soon as you have an employer location to enter for this Provider.

The screenshot displays the OSOS interface for the 'PROVIDER' module. At the top, there are navigation tabs: CUSTOMER, PROVIDER (selected), EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Provider Search, Provider Detail (selected), Offering Search, and Offering Detail. The main header shows 'NEG Disaster Sandy - Westchester' with ID: 75508 and '1 of 1' records. The 'General Info' sub-tab is active, showing fields for Provider Status (Active), Federal ID (FEIN), State ID (EIN), Organization Type, Provider Name (NEG Disaster Sandy - Westchester), Provider Phone, Provider URL, and Provider Email. There are also sections for Billing Address and Locations. The Locations section shows a list with one entry: 'Type Employer Name Here' with a city of 'DO NOT USE - CREATE NEW LOCATION'. Buttons at the bottom include Save, Print, Return to Search, and Comments.

SETTING UP THE PROVIDER LOCATION (CONTINUED)

As employer locations are added, the **DO NOT USE - CREATE NEW LOCATION** will no longer appear:

The screenshot shows the 'PROVIDER' tab selected. The page title is 'NEG Disaster Sandy - Westchester' with ID: 75508. The 'Locations' section is active, displaying a list of locations. The 'Widgets and Stuff' location is selected and its details are shown:

- Location Name: Widgets and Stuff
- Street Address (line1): 36 Bloomingdale Road
- Street Address (line2): [Empty]
- City: White Plains
- State: New York
- Zip Code: 10605
- Location Suffix: [Empty]
- WIB: Putnam/Westchester Bal.

Below the location details is a table listing available locations:

Location
<input type="checkbox"/> Widgets and Stuff
<input type="checkbox"/> Oliver Corn Twists

Buttons at the bottom of the Locations section include: New Location, Delete Location, Copy Address, and Show Deletes.

The single service listed for the NEG Disaster Sandy Provider is named **“Disaster Relief Temporary Job-Sandy”**.

The screenshot shows the 'PROVIDER' tab selected. The page title is 'NEG Disaster Sandy - Westchester' with ID: 75508. The 'Services' section is active, displaying the details for a service:

- Service Category: Disaster Relief Assistance
- Service Type: Disaster Relief Temporary Job
- Service Name: Disaster Relief Temporary Job-Sanc
- WIA Eligible Status: Not approved
- Description: Disaster Relief Temporary Job - Hurricane Sandy
- Service ID: 103319
- Training Credit Hours: [Empty]
- Total Service Length: Weeks [Empty] Days [Empty] Hours [Empty]
- O*Net Title: [Empty]
- CIP Code: [Empty]

Below the service details is a table listing available services:

Category	Service Type	Service Name	Description
<input type="checkbox"/> Disaster Relief Ass	Disaster Relief Temporary Job	Disaster Relief Temporary Job-S	Disaster Relief Temporary Job - Hurrican

OFFERING

The **Offering** may not be created until an actual location is created for the provider.

Highlighting the **Provider Service** will allow access to the **New Offering** button. Click the button.

The screenshot shows the 'Provider Detail' page for 'NEG Disaster Sandy - Westchester County' with ID 77752. The 'Services' tab is selected, displaying a table of services. The first service is highlighted in blue. A red arrow labeled 'Highlight' points to the first row of the table. Another red arrow labeled 'New Offering button' points to the 'New Offering' button in the bottom right corner of the form.

Category	Service Type	Service Name	Description
<input checked="" type="checkbox"/>	Disaster Relief Ass	Disaster Relief Temporary Job	Disaster Relief Temporary Job - Hurricane Sandy

Buttons: New Service, Delete Service, Print Service, New Offering, Save, Print, Return to Search, Comments

You will automatically navigate to the **Offering** screen.

Select the appropriate location for this placement.

Check the box after **Mon.**

Enter the number "1" in the **Cost** data field. Do not enter any additional data into this screen.

Click the **Save Single** button.

The screenshot shows the 'Offering Detail' screen for 'Disaster Relief Temporary Job - Sandy' with Offering ID: 108394. The interface includes a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The main content area is divided into sections: 'General Info', 'Provider Info', 'Location', 'Schedule', and 'Additional Info'. Red arrows point to specific fields: 'Location' (Oliver Com Twists), 'Mon.' (checked), 'Cost' (\$1.00), and 'Save Single' button.

Section	Field	Value
Provider Info	Provider Name	NEG Disaster Sandy - Westchester County
	Service Category	Disaster Relief Assistance
	Service Type	Disaster Relief Temporary Job
	Service Description	Disaster Relief Temporary Job - Hurricane Sandy
Location	Location	Oliver Com Twists
	Address	98 Bloomingdale Road
	City	White Plains
	State	New York
	Zip	10605
	WIB	Putnam/Westchester Bal.
Schedule	Start Date	
	End Date	
	Start Time	
	End Time	
Sun.		<input type="checkbox"/>
Mon.		<input checked="" type="checkbox"/>
Thu.		<input type="checkbox"/>
Fri.		<input type="checkbox"/>
Sat.		<input type="checkbox"/>
Additional Info	Cost	\$1.00
	Total Seats	
	Available Seats	

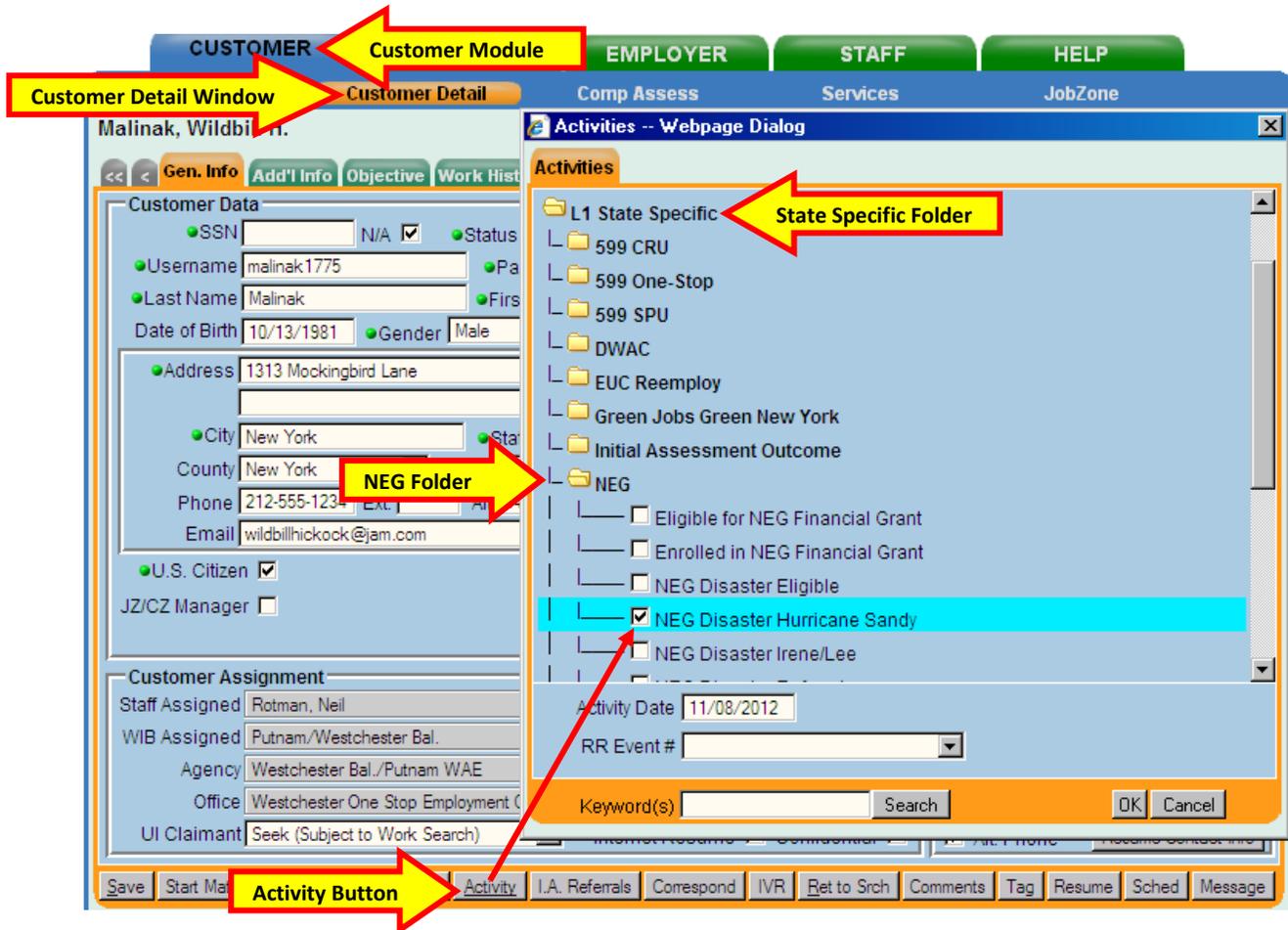
Buttons: Save Single, Save Ongoing, Provider Services, Return to Search

CUSTOMER DETAIL

TRACKING APPLICATIONS

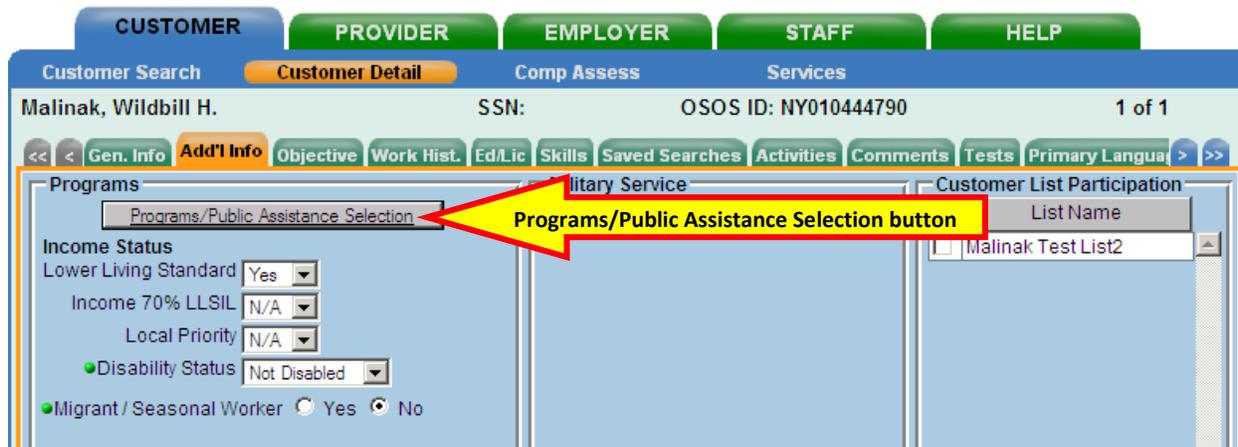
While in any tab of the **Customer Detail** window of the **Customer** module, press the **Activity** button at the bottom of the screen. Record the L1 State Specific Activity “**NEG Disaster Hurricane Sandy**” to identify that the customer completed a preliminary registration indicating interest in temporary employment provided by the grant. This activity will be used to identify customers that completed preliminary registrations.

This activity will be used for reporting purposes only and will not create or extend any program enrollment.

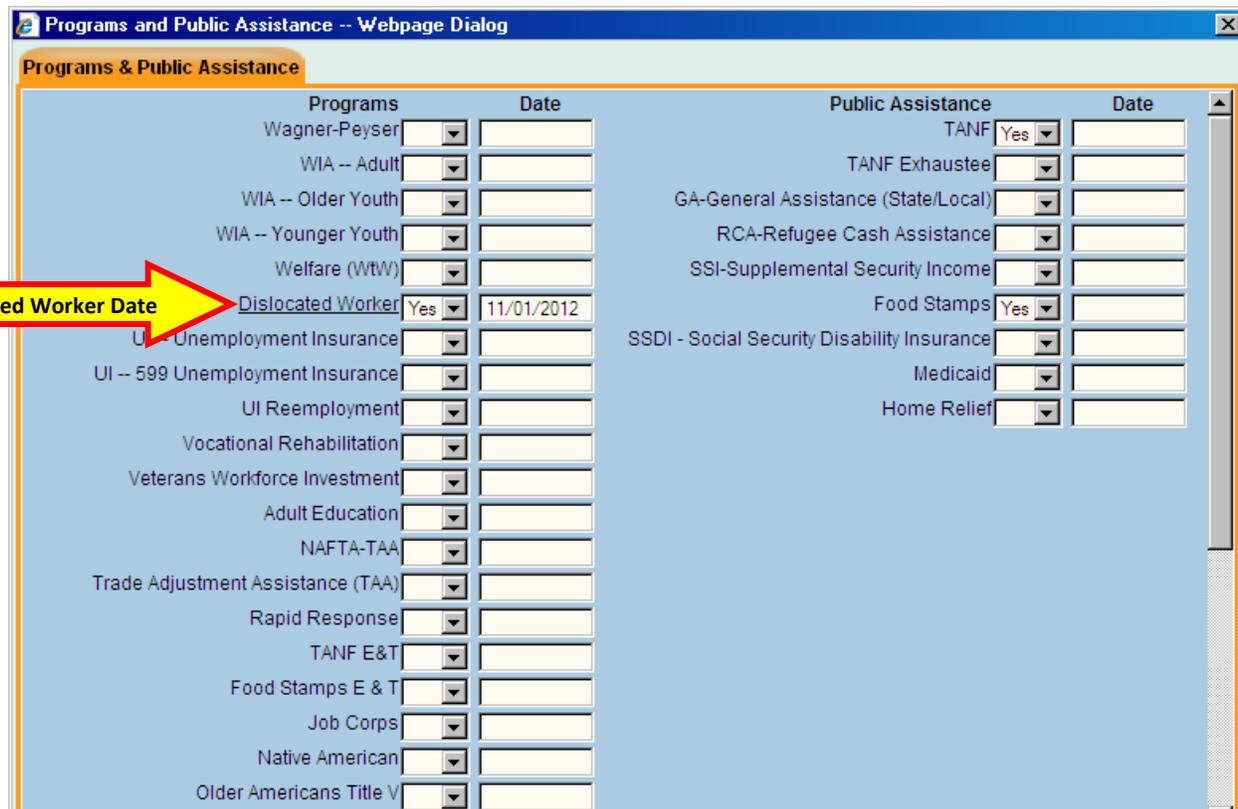


DOCUMENTING ELIGIBILITY

- To be eligible an applicant must meet one of the three requirements:
 - Unemployed due to the Hurricane Sandy disaster
 - Identified as a Dislocated Worker
 - Considered Long term unemployed, which is more than 26 continuous weeks of unemployment
- In the Add'l Info tab located within the **Customer Detail** Window of the **Customer** module, click the **Programs Public Assistance** button.



Where applicable, enter “Yes” and the date that the customer was determined to be eligible as a Dislocated Worker. If the date is unknown, use the date you first made the determination.



DOCUMENTING ELIGIBILITY (CONTINUED)

Within any tab of the **Customer Detail** window, click the **Comment** button and enter a comment specifying which of the three criteria established the customer's eligibility.

The screenshot shows the 'Customer Detail' window for Malinak, Wildbill H. with SSN: OSOS ID: NY010444790. The 'Add'l Info' tab is selected. The window is divided into several sections: 'Programs' (with 'Public Assistance Selection' dropdown), 'Income Status' (with 'Lower Living Standard' set to 'Yes', 'Income 70% LLSIL' set to 'N/A', 'Local Priority' set to 'N/A', 'Disability Status' set to 'Not Disabled', and 'Migrant / Seasonal Worker' set to 'No'), 'Military Service' (with 'Service Veteran' checked), 'Customer List Participation' (with 'Malinak Test List2' selected), 'Employment Preferences' (with 'Work Week' set to 'Full Time', 'Duration' set to 'Regular', 'Salary' set to '\$ 40.00', 'Pay Unit' set to 'Daily', and 'Date Available' set to '05/07/2009'), 'Shift Preference' (with 'Work Any Shift' set to 'Yes' and 'First Shift', 'Second Shift', 'Third Shift', 'Split Shift', and 'Rotating Shift' all checked), and 'Selective Service' (with 'Selective Service?' unchecked). At the bottom, a row of buttons includes 'Save', 'Start Match', 'Services', 'Comp Assess', 'Activity', 'I.A. Referrals', 'Correspond', 'IVR', 'Return to Srch', and 'Comments'. A red arrow points to the 'Comments' button, which is labeled 'Comments button' in a red box.

The screenshot shows the 'Comment -- Webpage Dialog' window. It has a title bar with a close button. Below the title bar is a tab labeled 'Comments'. The main area is a large text box with the instruction 'Type your eligibility determination in this box.' At the bottom of the dialog, there are three buttons: 'Save', 'Spell Check', and 'Cancel'. A red arrow points from the 'Save' button in this dialog to the 'Save' button in the main window above, which is highlighted in a yellow box. A red box next to the yellow box contains the text 'You must save the comments in two places'.

Once you have entered the comment “**Save**” the comment and then the record by clicking the “**Save**” button in the lower left hand area of the screen.

DOCUMENTING ELIGIBILITY (CONTINUED)

Documentation in Participant file – The participant file must document participants’ eligibility. Due to the circumstances surrounding the disaster, documentation of eligibility may be difficult to obtain during the initial stages. The Department is prepared to accept an individual's signed certification that they meet the eligibility criteria. The Grantee should have a system in place to verify eligibility for individuals once better data are available. If the Grantee has such a system in place, and if a participant is later found to be ineligible, the costs incurred prior to the discovery of ineligibility will not be disallowed.

In the **Customer Detail** window within the **Customer** module, press the **Activity** button at the bottom and data enter the **L1 State Specific Activity “NEG Disaster Eligible”**. The activity date will automatically populate with the current date. The **Activity Date** of this activity should be the date you determined the customer eligible. If necessary, change the current date to the actual date.

The screenshot shows the 'Customer Detail' window for 'Malinak, Wildbill H.'. The 'Activities' dialog box is open, showing a list of activities. The 'NEG Disaster Eligible' activity is selected, and the 'Activity Date' is set to 11/08/2012. A red arrow points to the 'NEG Disaster Eligible' activity. The 'Activity Date' field is highlighted in orange. The 'RR Event #' field is empty. The 'Keyword(s)' field is empty. The 'Search' button is visible. The 'OK' and 'Cancel' buttons are visible. The 'Save' button is visible at the bottom of the window.

Verify the **Activity Date** is correct and hit the “**Ok**” button. Then “**Save**” the record.

DOCUMENTING REFERRALS TO HIRING AGENCY/BUSINESS

A new L1 State Specific Activity has been created to track customers referred to the hiring agency or business that will be the employer of record under the grant. Once a customer has been determined eligible and staff will be referring the customer to the hiring agency or business for consideration, staff must enter the new “**NEG Disaster Referral**” activity by pressing the **Activity** button. Staff should then select the activity as pictured below.

The screenshot displays a software interface with a top navigation bar containing buttons for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this is a sub-navigation bar with tabs for Customer Search, Customer Detail (selected), Comp Assess, Services, and JobZone. The main window is titled 'Malinak, Wildbill H.' and contains several sections: 'Customer Data' with fields for SSN, Username (malinak1775), Last Name (Malinak), Date of Birth (10/13/1981), Gender (Male), Address (1313 Mockingbird Lane), City (New York), County (New York), Phone (212-555-1234), and Email (wildbillhickock@jam.com); 'Customer Assignment' with fields for Staff Assigned (Rotman, Neil), WIB Assigned (Putnam/Westchester Bal.), Agency (Westchester Bal./Putnam WAE), Office (Westchester One Stop Employment C), and UI Claimant (Seek (Subject to Work Search)). An 'Activities -- Webpage Dialog' window is open, showing a tree view of activities. The 'NEG' folder is expanded, and 'NEG Disaster Referral' is selected and highlighted in blue. A red arrow points to the 'NEG Disaster Referral' checkbox, which is checked. Below the tree view, the 'Activity Date' is set to 11/08/2012. At the bottom of the dialog are 'Keyword(s)', 'Search', 'OK', and 'Cancel' buttons. The main window has a bottom toolbar with buttons for Save, Start Match, Services, Comp Assess, Activity (highlighted), I.A. Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, and Message.

Verify the Activity Date is correct and press the “**Ok**” button. Remember to “**Save**” the record.

Please note:

1. Record this Activity only when the customer is determined eligible and referred as a potential hire to the hiring agency/business.
2. The three L1 State Specific Activities (**NEG Disaster Hurricane Sandy**, **NEG Disaster Eligible**, and **NEG Disaster Referral**) will be used for reporting purposes only. These activities will not create or extend any program enrollment.

DOCUMENTING INDIVIDUALS HIRED

- One provider record will be setup for each of the 9 authorized counties.
- Each employer of record within the county will be entered as a Provider Location.
- One L2 service will be setup to record the “Temporary Job Placement”.
- One service offering will be setup for each employer of record.
- The starting date may not be before 10/30/2012.
- There is no established end date although the contract is scheduled to end 9/30/2013.
- Service will be funded with “**NEG Disaster - Sandy**” Funds. This service will co-enroll the customer in Labor Exchange (LEX), WIA and Common Measures.

This will allow OSOS to track individuals hired by county and easily identify the customer’s employer of record. This service is used to track total participants enrolled/hired and participants currently working in a NEG Disaster Sandy position during the reporting period.

AGENCY INFO TAB

The **Agency Info** tab shows what area or areas are working with the customer. A customer must be active in an agency, with an intake date and an enrollment date, in order for the enrollment data to be entered.

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

Malinak, Wildbill H. SSN: OSOS ID: NY010444790

Agency Info Achievement Objectives Services Service History Enrollments Outcomes Comments Audit Training Ad

Agency: Westchester Bal./Putnam WAE

Intake Date: 11/01/2012 Enrollment Date: 11/01/2012

Termination Date:

Termination Reason:

Status: Active

Agency	Status
<input type="checkbox"/> New York City WAE	Active
<input type="checkbox"/> Westchester Bal./Putnam WAE	Active



If more than one Agency (Local Workforce Investment Area or WAE) is working with a customer, be sure to inform a supervisor and contact the other area(s) to coordinate services. Contact information can be obtained from:

- the One-Stop Career Center location list found at <http://www.labor.state.ny.us/workforcenypartners/osview.asp>,
- local area Security Coordinators,
- supervisors, or the
- OSOS Central Security office.

The Agency may be inactive. The **Termination Date** and **Termination Reason** should be entered into the **Agency Info** tab and this indicates that the area is no longer working with the customer. If an Agency is no longer providing service to the customer, then terminate that agency. If the customer is not active with the Agency that will provide NEG Disaster Sandy services, then add or activate that Agency.

Agency	Status
Orange WAE	Inactive

Once the **Agency Info** tab is complete and has been reviewed, it is important to check the **Service History** and **Enrollments** tab, to determine who has been providing services to the customer and what services have been provided.

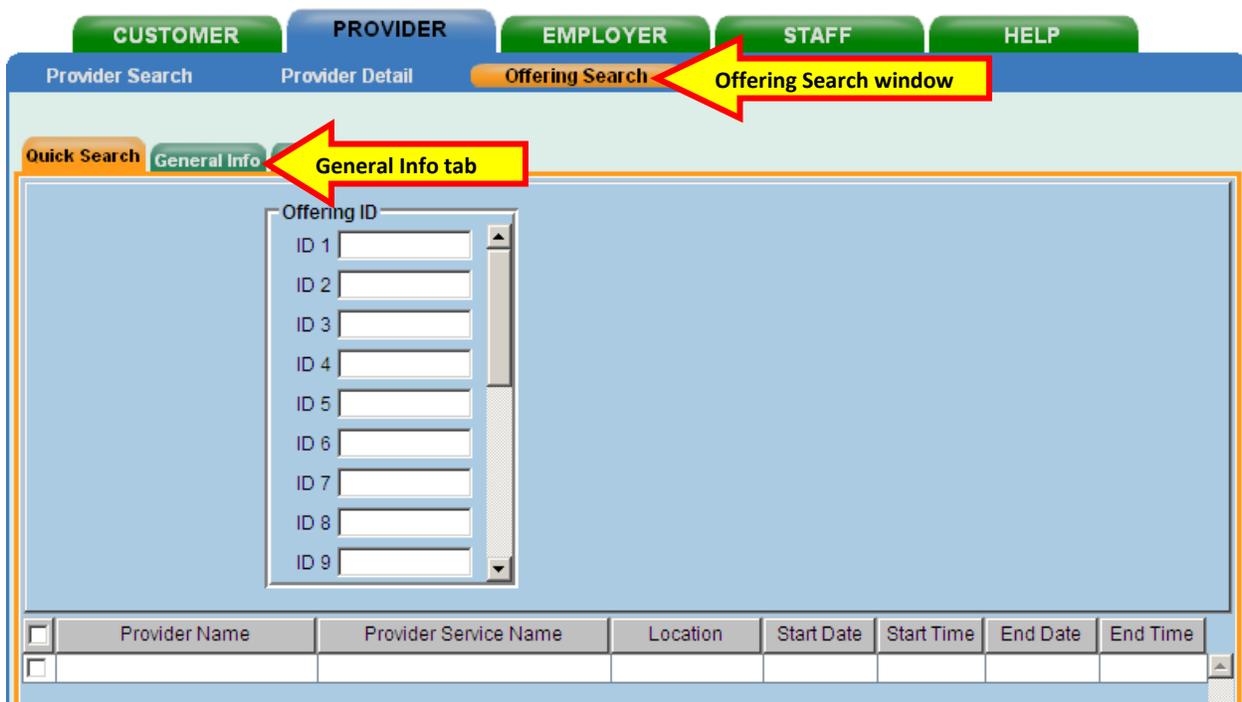
SERVICES MODULE

The **Services** module is where WIA Level 2 services are manually entered, and where some Activities are created as functionally aligned services. The “**Disaster Relief Temporary Job**” L2 service is entered through the Customer module > Services window > Services tab by pressing the “**New Service**” button on the bottom of the screen.

Level	Source	Obligated	Actual	Oblig #

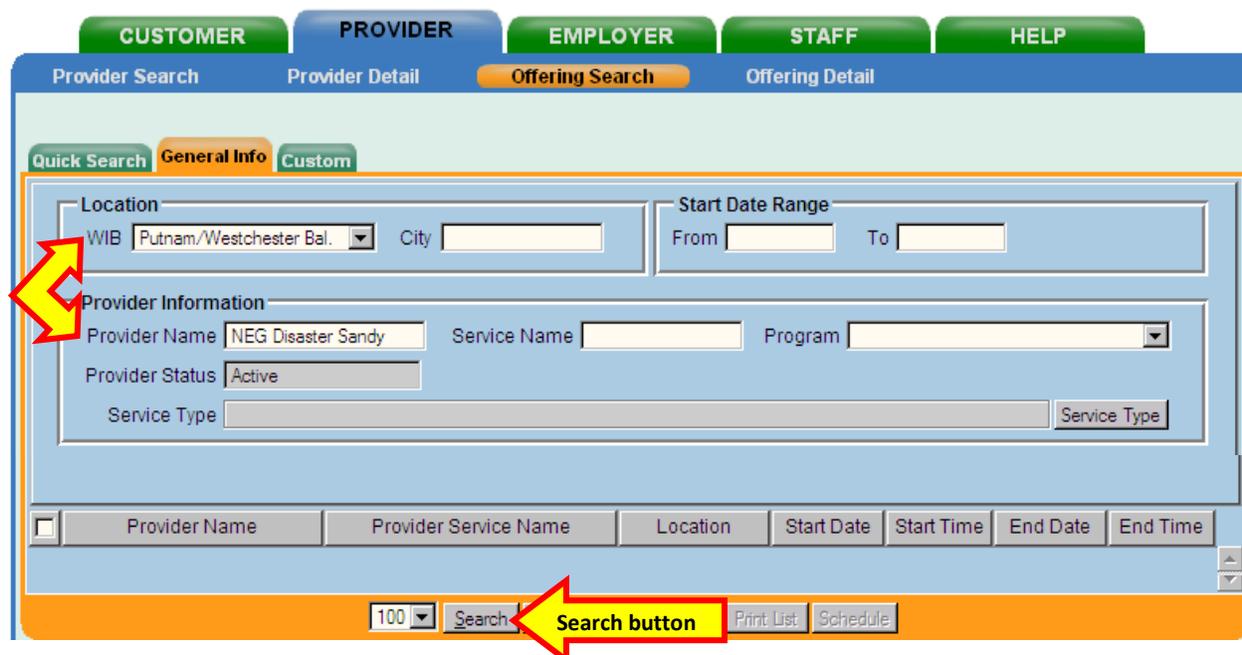
SERVICES (CONTINUED)

You will be automatically redirected to the Provider Module > Offering Search window. Select the General Info tab.



OSOS will automatically default to the LWIB that the user has logged into. If the customer will be placed in a county belonging to a different LWIB, then change the LWIB or leave blank.

Type “NEG Disaster Sandy” into the Provider Name and press the “Search” button.



SERVICES (CONTINUED)

The “Search” button will navigate the user to the Offering screen.

1 - 9 of 9

Quick Search General Info Custom

Location WIB [dropdown] City [text] Start Date Range From [text] To [text]

Provider Information
Provider Name: NEG Disaster Sandy Service Name [text] Program [dropdown]
Provider Status: Active Service Type [text] Service Type [button]

<input type="checkbox"/>	Provider Name	Provider Service Name	Location	Start Date	Start Time	End Date	End Time
<input type="checkbox"/>	NEG Disaster Sandy - Nassau	Disaster Relief Temporary Job-Sar	Hempstead				
<input type="checkbox"/>	NEG Disaster Sandy - New York	Disaster Relief Temporary Job-Sar	New York				
<input type="checkbox"/>	NEG Disaster Sandy - Suffolk Count	Disaster Relief Temporary Job-Sar	Patchogue				
<input type="checkbox"/>	NEG Disaster Sandy - Westchester	Disaster Relief Temporary Job-Sar	White Plains				
<input type="checkbox"/>	NEG Disaster Sandy - Bronx	Disaster Relief Temporary Job-Sar	Bronx				
<input type="checkbox"/>	NEG Disaster Sandy - Westchester	Disaster Relief Temporary Job-Sar	White Plains				
<input type="checkbox"/>	NEG Disaster Sandy - Queens	Disaster Relief Temporary Job-Sar	Flushing				
<input type="checkbox"/>	NEG Disaster Sandy - Richmond	Disaster Relief Temporary Job-Sar	Staten Island				

100 Search Clear Detail Delete Print List Schedule

Place a check mark in the box to highlight the Provider Service Name and Location where the customer will be employed and press the “Schedule” button.

Remember that the Provider Name must list the county that referred the jobseeker and the location should list the city where the Employer of Record is located.

Quick Search General Info Custom

Location WIB [dropdown] City [text] Start Date Range From [text] To [text]

Provider Information
Provider Name: NEG Disaster Sandy Service Name [text] Program [dropdown]
Provider Status: Active Service Type [text] Service Type [button]

<input type="checkbox"/>	Provider Name	Provider Service Name	Location	Start Date	Start Time	End Date	End Time
<input type="checkbox"/>	NEG Disaster Sandy - Nassau	Disaster Relief Temporary Job-Sar	Hempstead				
<input type="checkbox"/>	NEG Disaster Sandy - New York	Disaster Relief Temporary Job-Sar	New York				
<input type="checkbox"/>	NEG Disaster Sandy - Suffolk Count	Disaster Relief Temporary Job-Sar	Patchogue				
<input checked="" type="checkbox"/>	NEG Disaster Sandy - Westchester	Disaster Relief Temporary Job-Sar	White Plains				
<input type="checkbox"/>	NEG Disaster Sandy - Bronx	Disaster Relief Temporary Job-Sar	Bronx				
<input type="checkbox"/>	NEG Disaster Sandy - Westchester	Disaster Relief Temporary Job-Sar	White Plains				
<input type="checkbox"/>	NEG Disaster Sandy - Queens	Disaster Relief Temporary Job-Sar	Flushing				
<input type="checkbox"/>	NEG Disaster Sandy - Richmond	Disaster Relief Temporary Job-Sar	Staten Island				

100 Search Clear Detail Delete Print List Schedule

Schedule button

SERVICES (CONTINUED)

You will now be redirected back to the Services tab of the customer record. The **Service Name**, **Service Type**, and **Provider Name** will all be automatically populated from the Provider, Service, and Offering you had selected.

In order to save the service, you will need to enter in the **Planned Start Date**, **Actual Start Date**, **Planned End Date** and **Program Service Type**, and then save the record.

The **Program Service Type** is “Intensive”. Data Element validation (DEV) requirements apply.

USDOL has confirmed that an Individual Employment Plan (IEP) is not required for NEG Disaster workers.

The screenshot displays the OSOS application interface for the 'Services' tab. The customer record is for Malinak, Wildbill H. (SSN: OSOS ID: NY010444790). The 'Detail' section contains the following information:

Service Name	Disaster Relief Temporary Job-Sandy				
Service Desc.					
Service ID	6843450				
Service Type	Disaster Relief Temporary Job				
Provider Name	NEG Disaster Sandy - Westchester County				
Location Name					
Provider ID	77752	Offering ID			
Plan. Start Date	11/01/2012	Plan. End Date	11/01/2012		
Actual Start Date	11/01/2012	Actual End Date			
Completed Successfully	<input type="checkbox"/>				
Next Contact Date					
Program Service Type	Intensive				
Part Time Learn.	<input type="checkbox"/>				
Distance Learn.	<input type="checkbox"/>				

The 'Funding' table is currently empty:

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

At the bottom of the screen, a red arrow points to the 'Save' button in the navigation bar.

Save the record.

FUNDING

Funding is only available to users that login to a Local WIB and to a customer that is active with an Agency containing one of the eligible counties. The Funding will be available throughout the grant period and extended 31 days until 10/31/2013 to complete delayed data entry.

Enter the number "1" in the Total Cost data field and click the add button.

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

Malinak, Wildbill H. SSN: OSOS ID: NY010444790

Agency Info Achievement Objectives **Services** Service History Enrollments Outcomes Comments Audit Training Ad

Detail

Service Name: Disaster Relief Temporary Job-Sandy
Service Desc.:
Service ID: 6843450
Service Type: Disaster Relief Temporary Job
Provider Name: NEG Disaster Sandy - Westchester County
Location Name:
Provider ID: 77752 Offering ID:
Plan. Start Date: 11/01/2012 Plan. End Date: 11/01/2012
Actual Start Date: 11/01/2012 Actual End Date:
Completed Successfully: [dropdown]
Next Contact Date:
Program Service Type: Intensive [dropdown]
Part Time Learn.: Distance Learn.:

Funding

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

Total Funding: \$ 1.00 Add **Add button**
Petition #:
RR Event #:

Select the WIB Level NEG Disaster – Sandy Funding Source and enter the number "1" in the Obligated Amount data field. Click "OK".

Funding -- Webpage Dialog

Funding

	Level	Funding Source	Year	Remaining
<input type="checkbox"/>	WIB	WIA Dislocated Worker	2012	\$ 10000.00
<input type="checkbox"/>	WIB	Youth Statewide 15%	2010	\$ 9984.00
<input type="checkbox"/>	WIB	Dislocated Worker Sta	2010	\$ 9998.00
<input type="checkbox"/>	WIB	Incumbent Worker Stat	2010	\$ 10000.00
<input type="checkbox"/>	WIB	Adult Statewide 15%	2010	\$ 9848.00
<input type="checkbox"/>	WIB	Adult Statewide 15%	2012	\$ 10000.00
<input checked="" type="checkbox"/>	WIB	NEG Disaster - Sandy	2012	\$ 10000.00

Enter "1" Obligated Amount: \$ 1.00 OR Obligated Percentage: 100

OK button OK Cancel

NEG Disaster - Sandy funding

The record must still be saved by clicking the **Save** button at the bottom of the screen.

If the funded service creates a new enrollment, the Enrollment Verification Webpage Dialog Box will pop up. Review all the information carefully to ensure all the information is correct. If eligible, be sure to designate the customer as a Dislocated Worker.

The screenshot shows a software dialog box titled "Verification -- Webpage Dialog". It has two tabs: "Customer Detail" (selected) and "Comp Assess".

General Information:

- Education Level: 12 Grade - no Diploma
- School Status: In-school, Alternative School
- Employment Status: Not Employed
- UI Claimant: Seek (Subject to Work Search)
- Profiled: [] Profiled Date: []

Programs & Public Assistance:

- TANF: []
- GA: []
- RCA: []
- SSI: []
- Food Stamps: []
- SSDI: []
- Dislocated Worker: Yes, 11/02/2012 (highlighted with a red arrow and "Dislocated Worker Date")
- Displaced Homemaker: []
- Other WIA Programs: []

Income & Disability Status:

- Lower Living Standard: Yes, Income 70% LLSIL: N/A
- Local Priority: N/A
- Disability Status: Not Disabled

Migrant:

- Migrant / Seasonal Wkr: Yes, No

Military Service:

- Service Veteran:
- Active Service:
 - From: 12/19/1999
 - Thru: 12/31/2003
- Service Disability: Not Disabled
- Campaign Veteran:
- Transitioning Veteran:
- Other Eligible:
- Veteran Era: Other Vet

Selective Service:

- Active Service:

Work History:

- Reason for Leaving: Lack of work

At the bottom, there are buttons for "OK", "OK", and "Cancel". A red arrow points to the first "OK" button.

When the information is accurate in the verification page, click the OK button.

You may then click the gray **Customer Detail** button to refresh the record. Click the gray **Services** button to return to the **Service** window. If you view the service, you will see more information, such as the **Location Name** has been automatically populated.

The screenshot shows a software window with a navigation bar at the top containing buttons for "Agency Info", "Achievement Objectives", "Services" (selected), "Service History", "Enrollments", "Outcomes", "Comments", "Audit", and "Training Ad".

Detail:

- Service Name: Disaster Relief Temporary Job-Sandy
- Service Desc: Disaster Relief Temporary Job - Hurricane Sandy
- Service ID: 6843447
- Service Type: Disaster Relief Temporary Job
- Provider Name: NEG Disaster Sandy - Westchester County
- Location Name: Widgets and Staff** (highlighted with a red box)
- Provider ID: 77752, Offering ID: 108391
- Plan. Start Date: 11/01/2012, Plan. End Date: 11/01/2012
- Actual Start Date: 11/01/2012, Actual End Date: []

Funding:

Level	Source	Obligated	Actual	Oblig #	
<input type="checkbox"/>	WIB	NEG Disaster - S	\$ 1.00	\$ 0.00	

Review the information in the Service screen to be sure that you have selected that correct offering. If it is not the correct offering, then press the "New Service" button and repeat the selection process. **Remember to enter the Actual End Date, when appropriate, to close the service.**

Any OSOS questions, please contact the OSOS Help Desk and (518) 457-6586 or via email at Help.OSOS@labor.ny.gov.