

**National Work
Readiness Credential
Youth Program
Provider
OSOS Guide**

PURPOSE

The National Work Readiness Credential (NWRC) was developed by surveying numerous industries across the United States and addressing the employers' feedback regarding the lack of entry-level skills in potential employees. The National Work Readiness Council collaborated with businesses, unions, Chambers of Commerce, State Workforce Investment Boards, and training and education professionals to develop the NWRC as a credential measuring entry level skills. More information about the NWRC is available on the National Work Readiness Council website.

In order for Local Workforce Investment Areas (LWIAs) to satisfy the LWIA Customer Service Indicator (CSI) goals (see Technical Advisory 11-13), service providers contracting with an LWIA to provide youth(s) with NWRC services (listed in this guide as youth program providers) must record the following information in the **Services** window of OSOS:

- Youth customers who are taking the NWRC exam (**Services** tab)
- Youth customers who have attained the NWRC (**Outcomes** tab)



*For case management purposes only, youth program providers can also record if a youth is taking NWRC coursework on the **Services** tab. This will not count for or affect the NWRC Customer Service Indicator and is optional to enter.*

This guide outlines how youth program providers can enter the NWRC information in OSOS. It is intended for users who are familiar with using OSOS and can search for existing customer records, create new customer records and add services. Additional guides on these and other topics are available on the OSOS website.

OSOS DATA ENTRY

Before adding NWRC information to a record, youth program providers must first follow the steps to search for a customer record in OSOS. If the customer record is not yet in the system, a new customer record must be created. For all new and existing records, the record **Status** on the **Gen. Info** tab of the **Customer Detail** window must be set to *Active* before navigating to the **Services** window to add NWRC data.



*A customer record must be saved in Active status in order to be able to access the **Services** window. This means that at minimum, all of the required green-dotted information in the **Customer Detail** window (**Gen. Info**, **Add'l Info**, **Objective**, **Work Hist.**, **Ed/Lic** and **Skills** tabs) must be completed so the record can be saved as Active.*

On the **Agency Info** tab of the **Services** window, the appropriate local Workforce Administrative Entity (WAE) must be listed as an active agency. If not, click **New Agency**, select the WAE from the **Agency** drop-down list and add the **Intake Date** and **Enrollment Date**, and save the record.

SERVICES TAB

ADDING A NWRC SERVICE

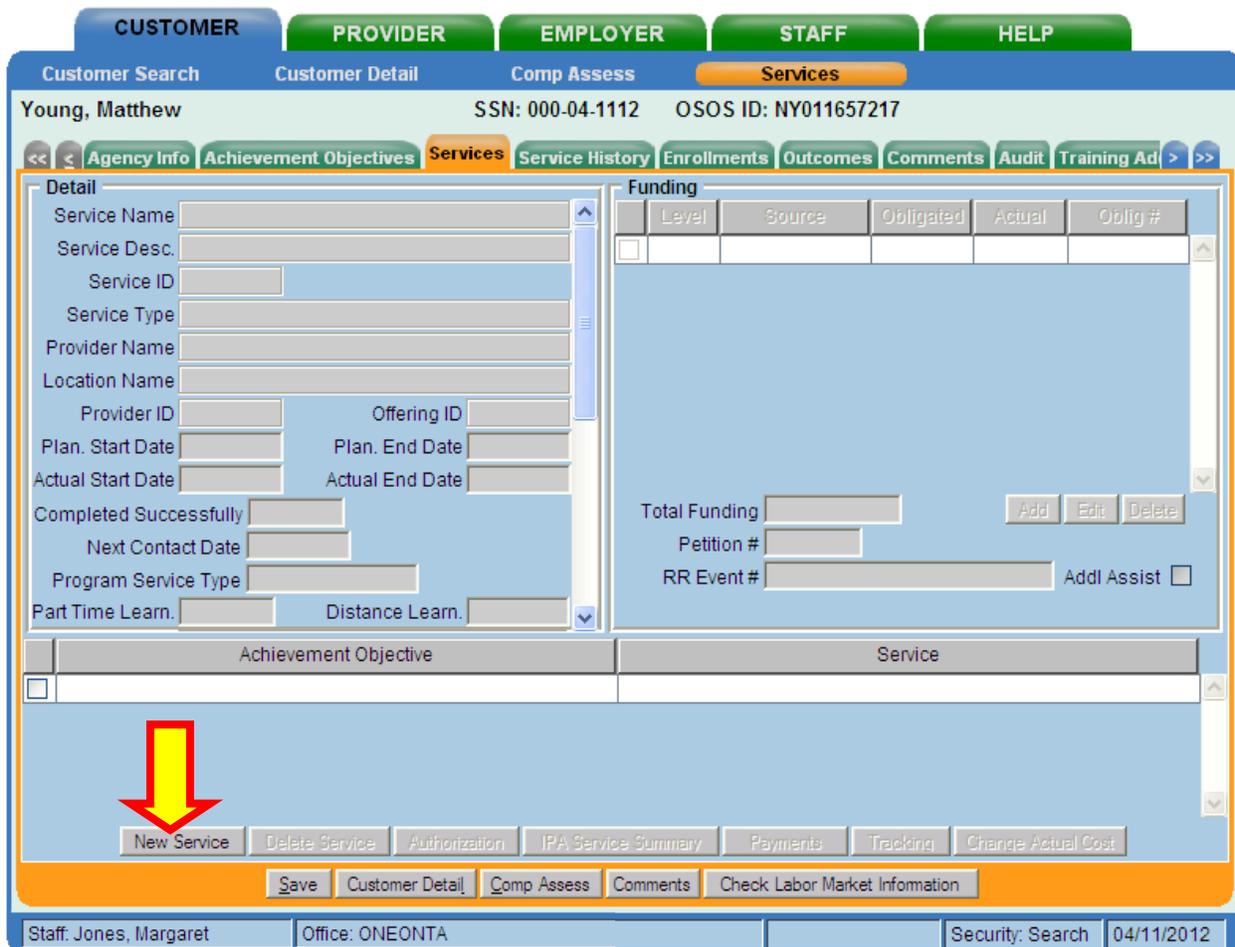
In OSOS, the following services are used for the NWRC:

- **NWRC - Taking Exam:** This service records if a customer is taking the NWRC exam (required to add for the Customer Service Indicator as outlined in TA 11-13)
- **NWRC - Coursework:** This service records if a customer is taking coursework in preparation for the NWRC exam (optional - used for case management only)



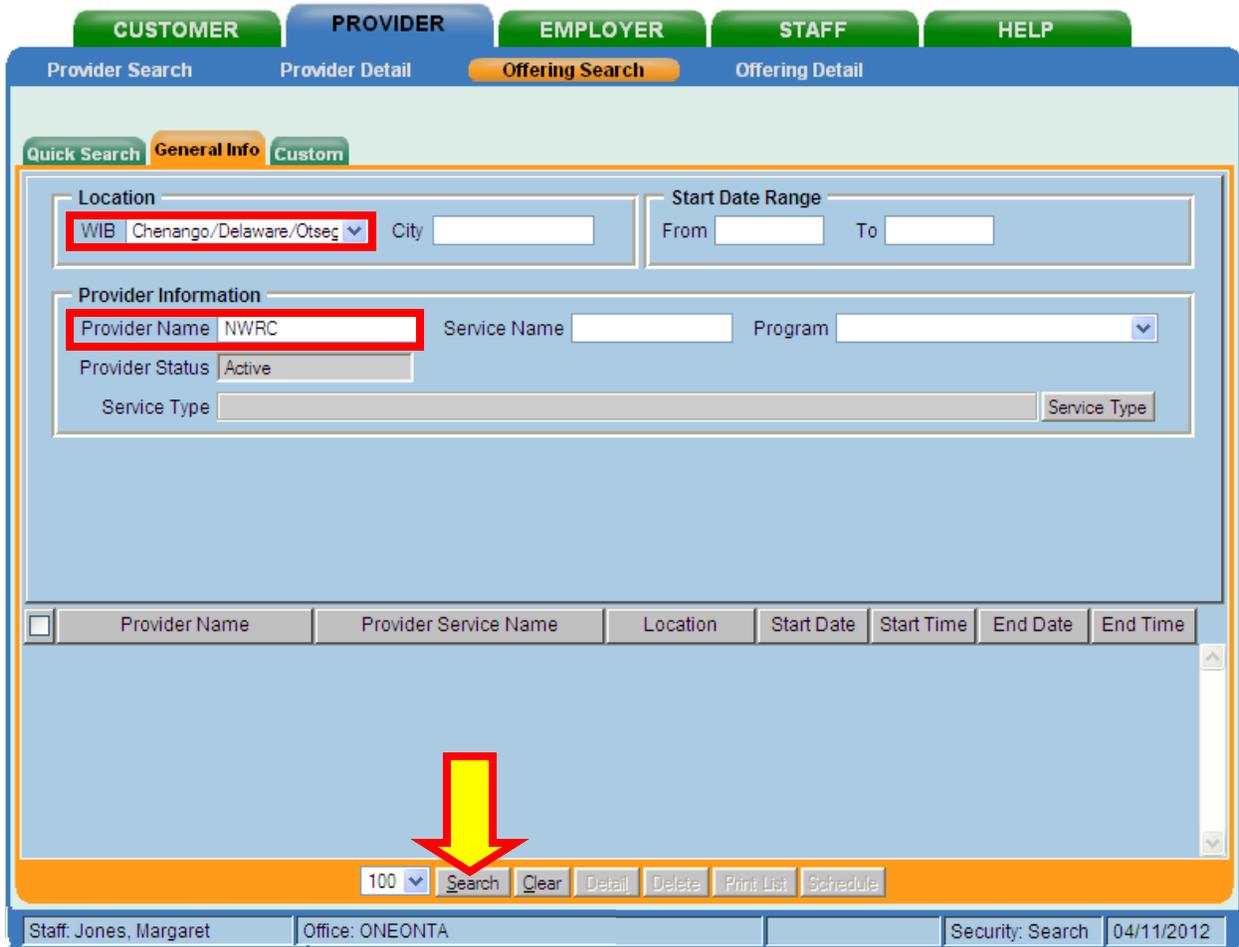
*The following example will demonstrate how to add the **NWRC - Taking Exam** service to a customer record. The process for adding the **NWRC - Coursework** service is similar, except for that you would choose the **NWRC - Coursework** service instead. Remember, adding the **NWRC - Coursework** service is optional and is used for case management purposes only - it will not affect the NWRC Customer Service Indicator. The **NWRC - Taking Exam** service must be entered for the NWRC Customer Service Indicator.*

These services are added from the **Services** tab of the **Services** window. Click **New Service**.



The screenshot shows the OSOS interface for a customer named Young, Matthew. The 'Services' tab is selected, and the 'New Service' button is highlighted with a red arrow. The form includes fields for 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. There is also a Funding table with columns for Level, Source, Obligated, Actual, and Oblig #. At the bottom, there are buttons for New Service, Delete Service, Authorization, IPA Service Summary, Payments, Tracking, Change Actual Cost, Save, Customer Detail, Comp Assess, Comments, and Check Labor Market Information.

This will bring you to the **Offering Search** window. Click on the **General Info** tab. Select the appropriate Workforce Investment Board (WIB) from the **WIB** drop-down field if it is not currently selected. Then type **NWRC** in the **Provider Name** field and click **Search**.



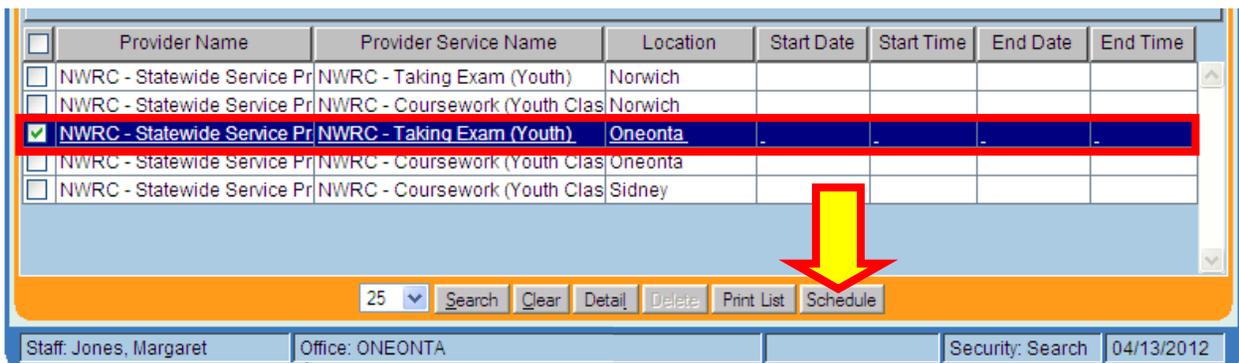
Location
 WIB: Chenango/Delaware/Otseg City:
 Start Date Range: From To

Provider Information
Provider Name: NWRC Service Name: Program:
 Provider Status:
 Service Type:

<input type="checkbox"/>	Provider Name	Provider Service Name	Location	Start Date	Start Time	End Date	End Time

Staff: Jones, Margaret | Office: ONEONTA | Security: Search | 04/11/2012

This will bring up the available NWRC services in the LWIA associated with the selected WIB. Select the appropriate NWRC service you wish to add and click the **Schedule** button.



<input type="checkbox"/>	Provider Name	Provider Service Name	Location	Start Date	Start Time	End Date	End Time
<input type="checkbox"/>	NWRC - Statewide Service Pr	NWRC - Taking Exam (Youth)	Norwich				
<input type="checkbox"/>	NWRC - Statewide Service Pr	NWRC - Coursework (Youth Clas	Norwich				
<input checked="" type="checkbox"/>	NWRC - Statewide Service Pr	NWRC - Taking Exam (Youth)	Oneonta				
<input type="checkbox"/>	NWRC - Statewide Service Pr	NWRC - Coursework (Youth Clas	Oneonta				
<input type="checkbox"/>	NWRC - Statewide Service Pr	NWRC - Coursework (Youth Clas	Sidney				

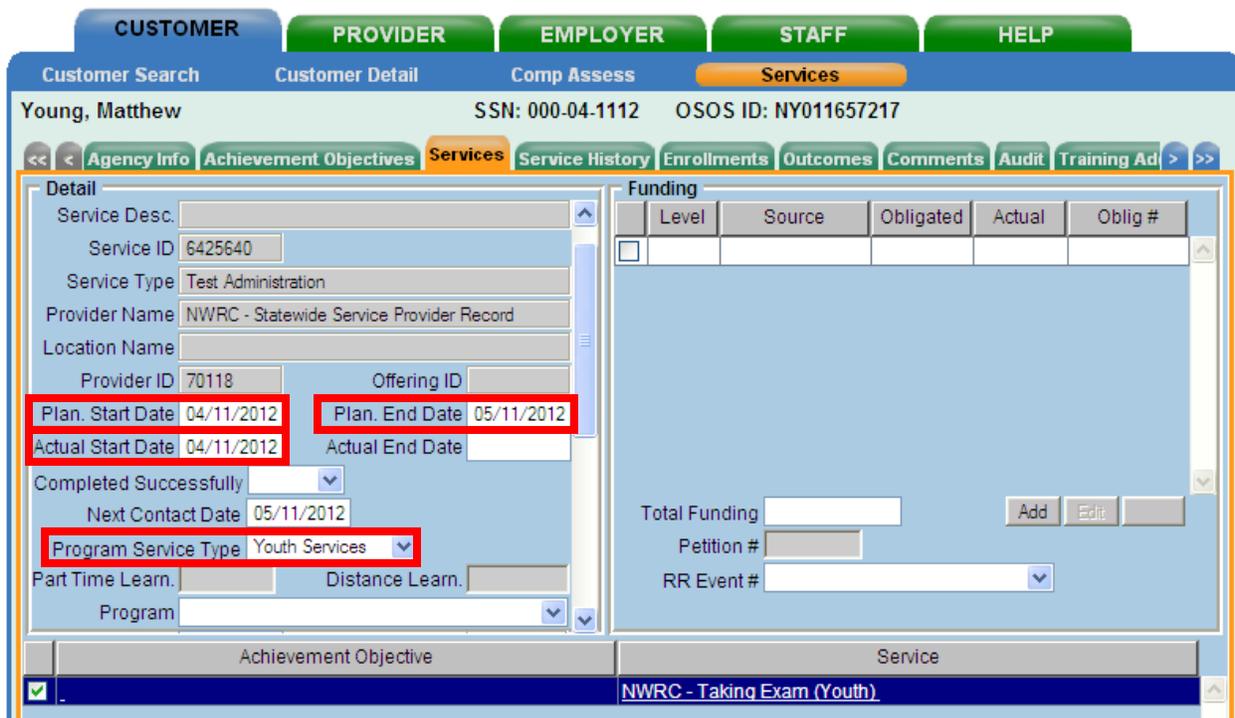
Staff: Jones, Margaret | Office: ONEONTA | Security: Search | 04/13/2012



If you select your **WIB** and enter NWRC in the **Provider Name** field and you do not receive any search results after you click **Search**, you will need to contact your local area Youth Program contact in your LWIA so that the NWRC services associated with your WIB are added in OSOS before you can continue entering this information. For local area Youth Program staff with **Provider** module level permissions, a separate guide on adding NWRC Provider locations, services and offerings is available on the OSOS website.

This will navigate you back to the **Services** tab of the **Services** window, and the service you added will be selected in the list of services. For all services in OSOS, the following fields on this tab need to be entered in order to save a service to a customer record:

- **Plan. Start Date:** Type the date when the customer is anticipated to start NWRC testing in the format of mm/dd/yyyy
- **Plan. End Date:** Type the date when the customer is anticipated to finish NWRC testing
- **Actual Start Date:** Type the date the customer starts NWRC testing
- **Program Service Type:** This should be selected as *Youth Services* in most all cases - for all youth customers, an achievement objective must be associated with the service from the **Achv. Objective** field (scroll down in the **Detail** box to enter)
- **Achv. Objective:** When the **Program Service Type** field is selected as *Youth Services*, an achievement objective must be selected from this drop-downfield (populated from the **Achievement Objectives** tab of the **Services** window)



Customer Search Customer Detail Comp Assess **Services**

Young, Matthew SSN: 000-04-1112 OSOS ID: NY011657217

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

Detail

Service Desc.

Service ID: 6425640

Service Type: Test Administration

Provider Name: NWRC - Statewide Service Provider Record

Location Name:

Provider ID: 70118 Offering ID:

Plan. Start Date: 04/11/2012 Plan. End Date: 05/11/2012

Actual Start Date: 04/11/2012 Actual End Date:

Completed Successfully:

Next Contact Date: 05/11/2012

Program Service Type: Youth Services

Part Time Learn.: Distance Learn.:

Program:

Funding

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

Total Funding: Add Edit

Petition #:

RR Event #:

Achievement Objective Service

NWRC - Taking Exam (Youth)



All four of the NWRC tests must be completed within 30 days from the date of the first test. A customer is not required to take all four tests at the same time. If a customer does not complete all four tests within 30 days, the scores are deleted and the customer will have to re-test. In addition, if a customer does not pass a test/tests, the test can be retaken again as permitted, and additional re-testing charges apply.

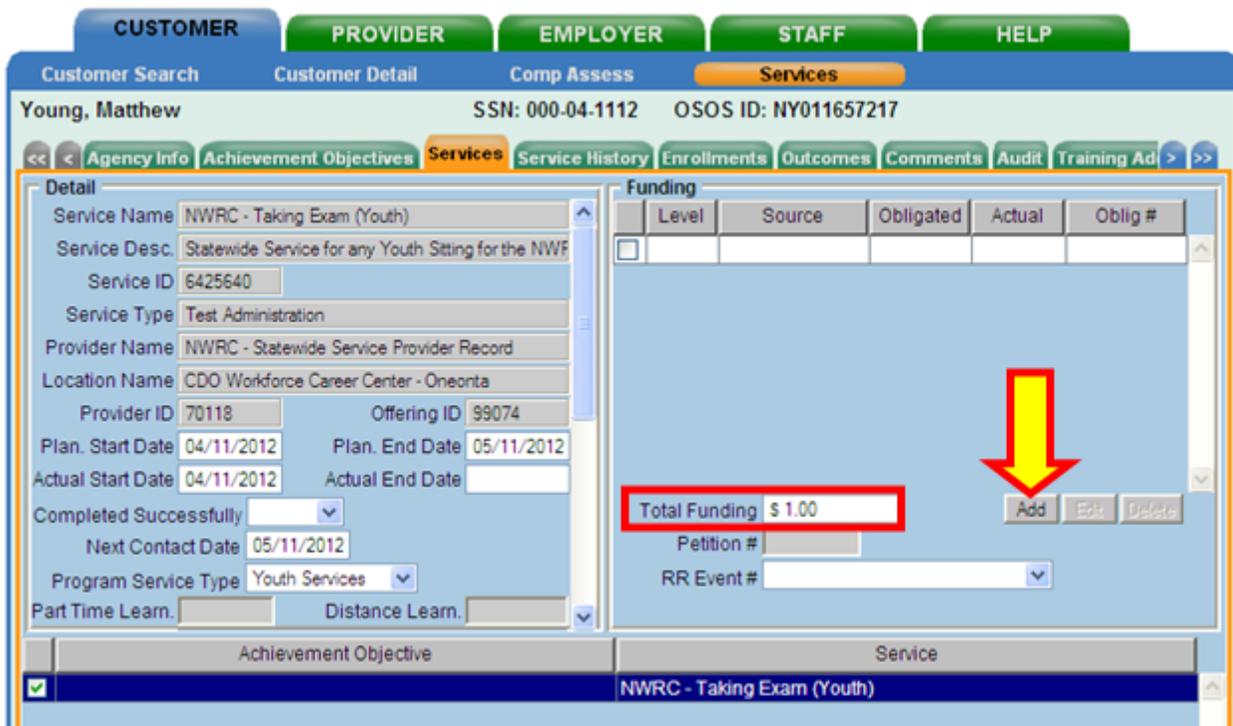
Additionally as a best practice, you can enter a date in the **Next Contact Date** field to follow up with this service (e.g., end or reschedule the service). Adding a date in the **Next Contact Date** field will send a reminder to your **Staff module Inbox**.

You will need to click **Save** to save the service before you can fund it.

FUNDING A NWRC SERVICE

Funding is WIB level and the funding source is specific to the customer. For most NWRC youth customers, the funding source will be *WIA Youth Local* funds. Exceptions may occur as a result of specific contracts and programs. For example, data entry for the Disconnected Youth program required State level *Stimulus Youth Statewide 15%* funding.

To begin funding the service, type \$1.00 in the **Total Funding** field and click **Add**.

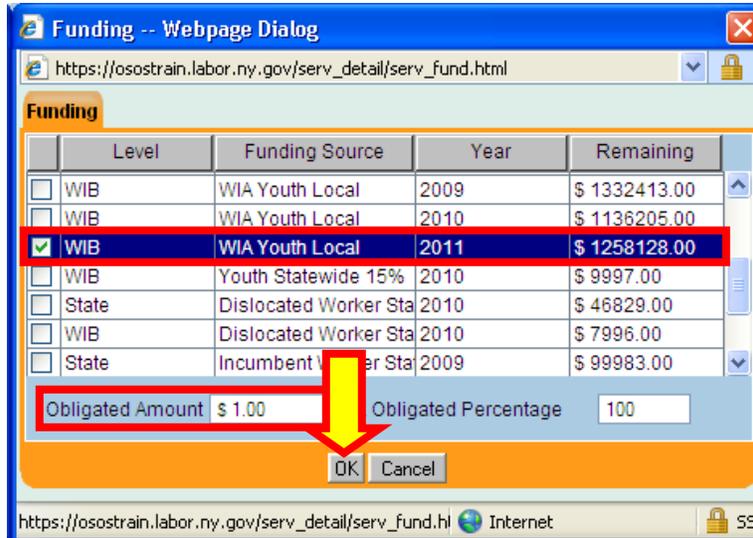


The screenshot shows the OSOS interface with the following details:

- Customer:** Young, Matthew (SSN: 000-04-1112, OSOS ID: NY011657217)
- Service Name:** NWRC - Taking Exam (Youth)
- Service Desc:** Statewide Service for any Youth Sitting for the NWF
- Service ID:** 6425640
- Service Type:** Test Administration
- Provider Name:** NWRC - Statewide Service Provider Record
- Location Name:** CDO Workforce Career Center - Oneonta
- Provider ID:** 70118, **Offering ID:** 99074
- Plan. Start Date:** 04/11/2012, **Plan. End Date:** 05/11/2012
- Actual Start Date:** 04/11/2012, **Actual End Date:** (empty)
- Completed Successfully:** (dropdown menu)
- Next Contact Date:** 05/11/2012
- Program Service Type:** Youth Services
- Part Time Learn.** (checkbox), **Distance Learn.** (checkbox)

The **Funding** section includes a table with columns: Level, Source, Obligated, Actual, and Oblig #. Below the table, the **Total Funding** field is set to \$ 1.00 and is highlighted with a red box. A yellow arrow points to the **Add** button next to it. Other buttons visible are **Edit** and **Delete**.

This will bring up the **Funding - Webpage Dialog** pop-up window. Select the appropriate WIB level **Funding Source**, type \$1.00 again in the **Obligated Amount** field and click **OK**.



This will return you to the **Services** tab. Click **OK** to save the funding you added to the service.



*If this is the first time the selected funding source has been used to fund a service for this customer, a **Verification -Webpage Dialog** pop-up window containing various information from the customer's OSOS record will appear after you save the funding. If this is the case, be sure to review the information, ensure that it is correct, and then click **OK** in this window to return to the **Services** tab.*



Once the service is completed, the **Actual End Date** and **Completed Successfully** fields need to be entered to close the service.

- **Actual End Date:** Enter the date when the testing period has ended (may be up to a maximum of one year from the **Actual Start Date** if the customer has had to retake tests)
- **Completed Successfully:** Select *Yes* if the testing period has ended and the customer has passed all tests - select *No* if the testing period has ended and the customer has not passed all of the NWRC tests

After completing these fields, click **Save** to finish closing the service. Remember to add a detailed comment in the **Comments** section.

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

Young, Matthew | SSN: 000-04-1112 | OSOS ID: NY011657217

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

Detail

Provider ID: 70118 | Offering ID: 99074

Plan. Start Date: 04/11/2012 | Plan. End Date: 05/11/2012

Actual Start Date: 04/11/2012 | **Actual End Date: 05/11/2012**

Completed Successfully: Yes

Next Contact Date: 05/11/2012

Program Service Type: Youth Services

Part Time Learn. | Distance Learn.

Program

Minimum Hours | Number of Weeks

O*Net | O*Net

NAICS | NAICS

Min. Prog. Agreed

Achv. Objective: To obtain work readiness

Funding

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

Total Funding: \$ 1.00 | Add | Edit | Delete

Petition #

RR Event #

Achievement Objective	Service
<input checked="" type="checkbox"/> To obtain work readiness	NWRC - Taking Exam (Youth)



*The **Actual End Date** and **Completed Successfully** fields should be entered within five business days of the service ending. This will ensure that the information is reported accurately for the NWRC Customer Service Indicator.*

OUTCOMES TAB

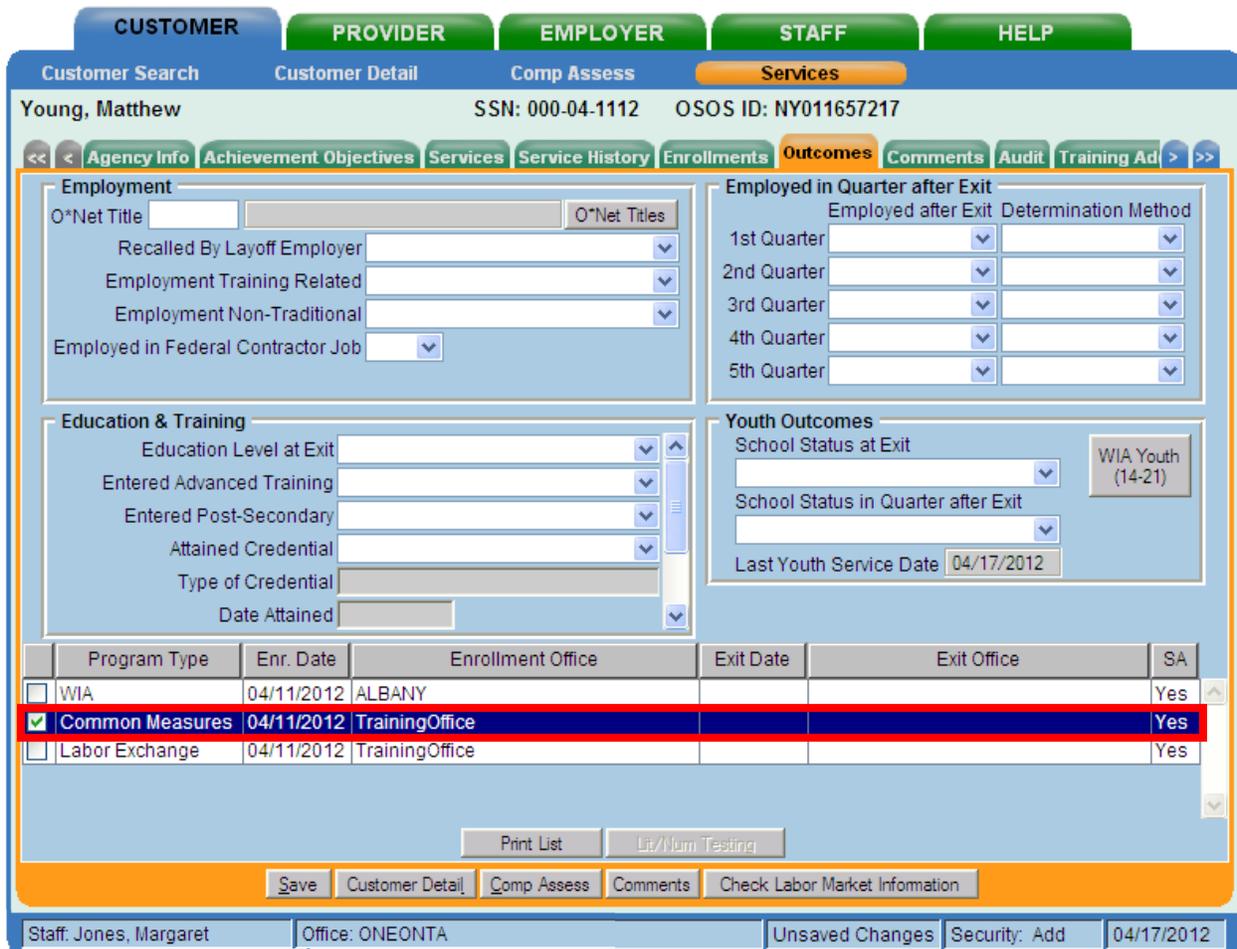
ENTERING THE ATTAINED CREDENTIAL FIELD

After the *NWRC - Taking Exam* service has ended, if the customer has successfully taken all the NWRC exams and attained the NWRC credential, the outcome can be recorded on the **Outcomes** tab of the **Services** window. This can be entered in the **Attained Credential** field under **Education & Training**.



*If the customer has not successfully attained the NWRC, or the **Attained Credential** field is already populated, **do not** change or update this field. Only enter data in this field if there is nothing already entered. Changing this field if it is already populated can negatively affect WIA reporting.*

To enter an outcome for the *NWRC - Taking Exam* service on this tab, select the appropriate *Common Measures* enrollment from the list of enrollments. This will activate the fields on this tab for data entry.



The screenshot shows the OSOS interface with the following details:

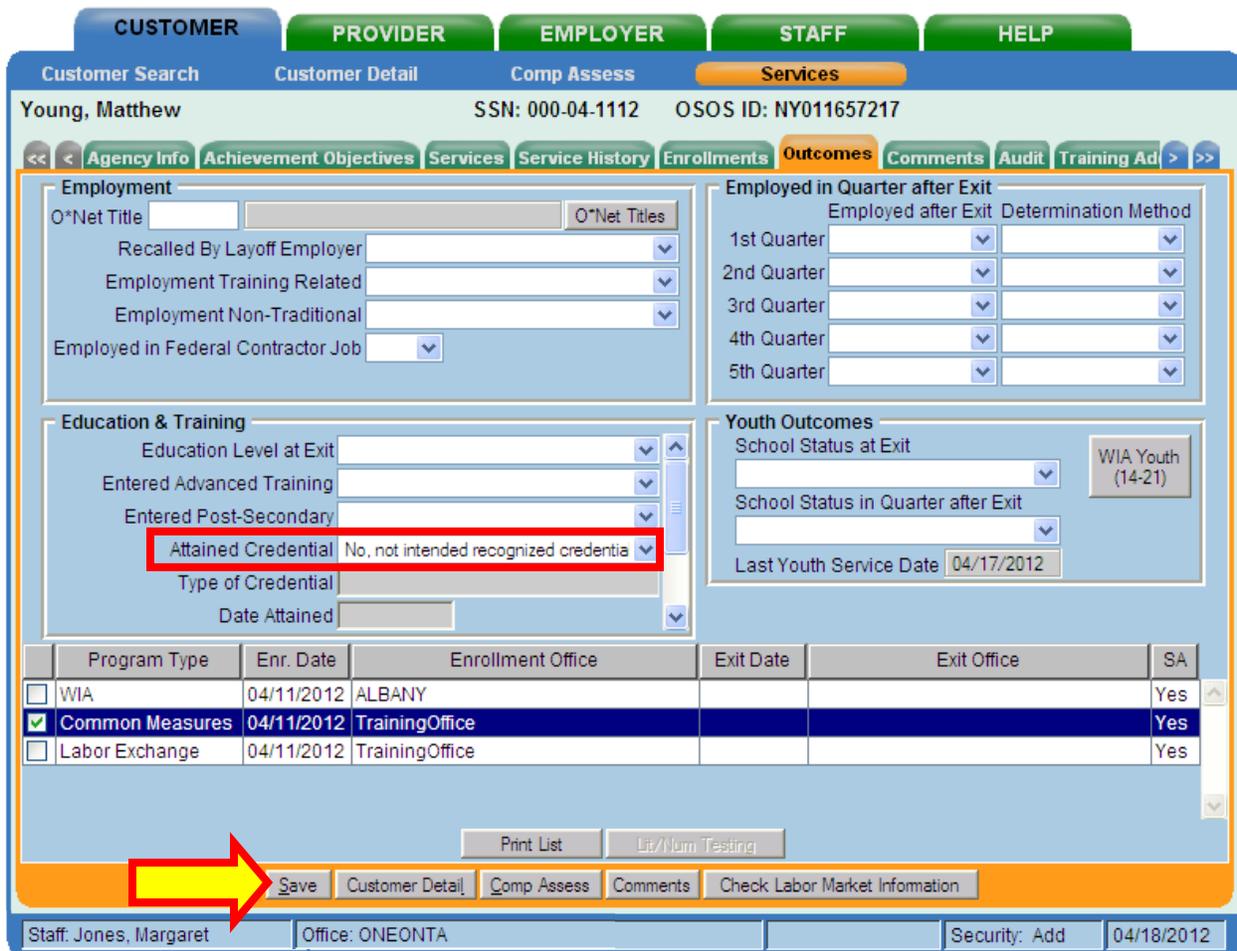
- Navigation:** CUSTOMER (selected), PROVIDER, EMPLOYER, STAFF, HELP
- Customer Info:** Young, Matthew; SSN: 000-04-1112; OSOS ID: NY011657217
- Service Info:** Agency Info, Achievement Objectives, Services (selected), Service History, Enrollments, Outcomes (selected), Comments, Audit, Training Ad
- Employment Section:**
 - O*Net Title: [Field]
 - Recalled By Layoff Employer: [Dropdown]
 - Employment Training Related: [Dropdown]
 - Employment Non-Traditional: [Dropdown]
 - Employed in Federal Contractor Job: [Dropdown]
- Education & Training Section:**
 - Education Level at Exit: [Dropdown]
 - Entered Advanced Training: [Dropdown]
 - Entered Post-Secondary: [Dropdown]
 - Attained Credential: [Dropdown]
 - Type of Credential: [Field]
 - Date Attained: [Field]
- Youth Outcomes Section:**
 - School Status at Exit: [Dropdown]
 - School Status in Quarter after Exit: [Dropdown]
 - Last Youth Service Date: 04/17/2012
- Enrollments Table:**

Program Type	Enr. Date	Enrollment Office	Exit Date	Exit Office	SA
<input type="checkbox"/> WIA	04/11/2012	ALBANY			Yes
<input checked="" type="checkbox"/> Common Measures	04/11/2012	TrainingOffice			Yes
<input type="checkbox"/> Labor Exchange	04/11/2012	TrainingOffice			Yes
- Buttons:** Print List, Lit/Num Testing, Save, Customer Detail, Comp Assess, Comments, Check Labor Market Information
- Footer:** Staff: Jones, Margaret; Office: ONEONTA; Unsaved Changes; Security: Add; 04/17/2012

Under **Education & Training**, click on the **Attained Credential** drop-down field and select *No, not intended recognized credential*. This should only be selected if this field is not already populated.



*For WIA performance purposes, the NWRC is currently not considered an Industry Wide Recognized Credential by USDOL. Therefore, the **Attained Credential** field should be populated with No, not intended recognized credential. Again, this should only be selected if there is nothing already selected in this field.*



Customer Search Customer Detail Comp Assess **Services**

Young, Matthew SSN: 000-04-1112 OSOS ID: NY011657217

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

Employment

O*Net Title O*Net Titles

Recalled By Layoff Employer

Employment Training Related

Employment Non-Traditional

Employed in Federal Contractor Job

Employed in Quarter after Exit

Employed after Exit	Determination Method
1st Quarter <input type="text"/>	<input type="text"/>
2nd Quarter <input type="text"/>	<input type="text"/>
3rd Quarter <input type="text"/>	<input type="text"/>
4th Quarter <input type="text"/>	<input type="text"/>
5th Quarter <input type="text"/>	<input type="text"/>

Education & Training

Education Level at Exit

Entered Advanced Training

Entered Post-Secondary

Attained Credential

Type of Credential

Date Attained

Youth Outcomes

School Status at Exit WIA Youth (14-21)

School Status in Quarter after Exit

Last Youth Service Date

	Program Type	Enr. Date	Enrollment Office	Exit Date	Exit Office	SA
<input type="checkbox"/>	WIA	04/11/2012	ALBANY			Yes
<input checked="" type="checkbox"/>	Common Measures	04/11/2012	TrainingOffice			Yes
<input type="checkbox"/>	Labor Exchange	04/11/2012	TrainingOffice			Yes

Print List Lit/Num Testing

Save Customer Detail Comp Assess Comments Check Labor Market Information

Staff: Jones, Margaret Office: ONEONTA Security: Add 04/18/2012

Click **Save** to save any changes you have made.

ADDL (ADDITIONAL) OUTCOMES TAB

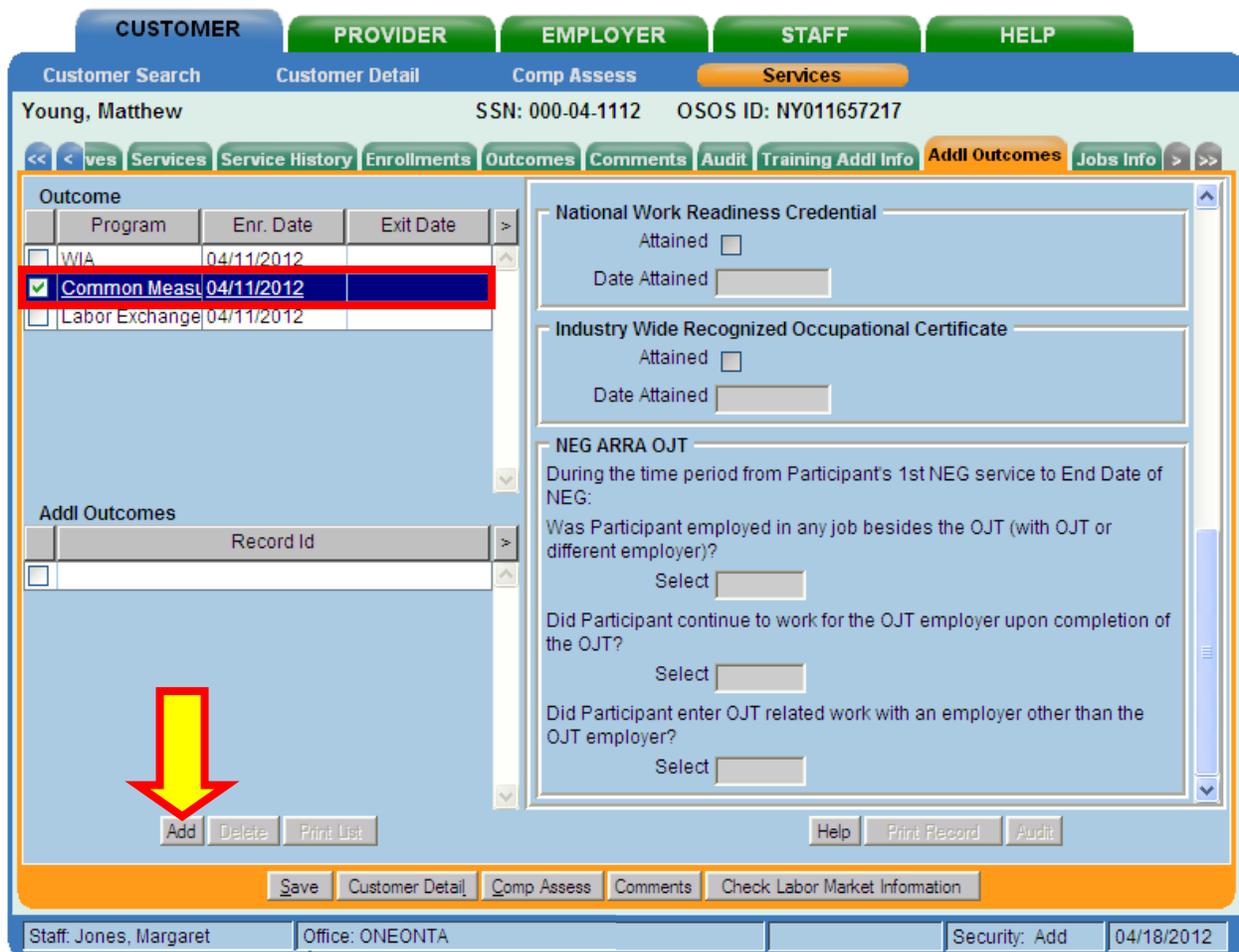
NATIONAL WORK READINESS CREDENTIAL ATTAINMENT (REQUIRED)

If a customer has successfully earned the NWRC, this must be recorded on the **Addl Outcomes** tab of the **Services** window as outlined in TA 11-13.



*Do not enter information on the **Addl Outcomes** tab if the NWRC is not successfully earned.*

With the appropriate *Common Measures* enrollment selected in the **Outcome** section, click on **Add**.



The screenshot shows the OSOS interface for a customer named Matthew Young. The 'Services' tab is active, and the 'Addl Outcomes' sub-tab is selected. The 'Outcome' table lists three programs: WIA, Common Meas (selected), and Labor Exchange, all with an enrollment date of 04/11/2012. The 'Addl Outcomes' section is currently empty. The right-hand panel contains fields for National Work Readiness Credential, Industry Wide Recognized Occupational Certificate, and NEG ARRA OJT, each with an 'Attained' checkbox and a 'Date Attained' field. A yellow arrow points to the 'Add' button at the bottom left of the 'Addl Outcomes' section.

Program	Enr. Date	Exit Date
<input type="checkbox"/> WIA	04/11/2012	
<input checked="" type="checkbox"/> Common Meas	04/11/2012	
<input type="checkbox"/> Labor Exchange	04/11/2012	

Addl Outcomes

Record Id
<input type="checkbox"/>

National Work Readiness Credential
 Attained
 Date Attained

Industry Wide Recognized Occupational Certificate
 Attained
 Date Attained

NEG ARRA OJT
 During the time period from Participant's 1st NEG service to End Date of NEG:
 Was Participant employed in any job besides the OJT (with OJT or different employer)?
 Select

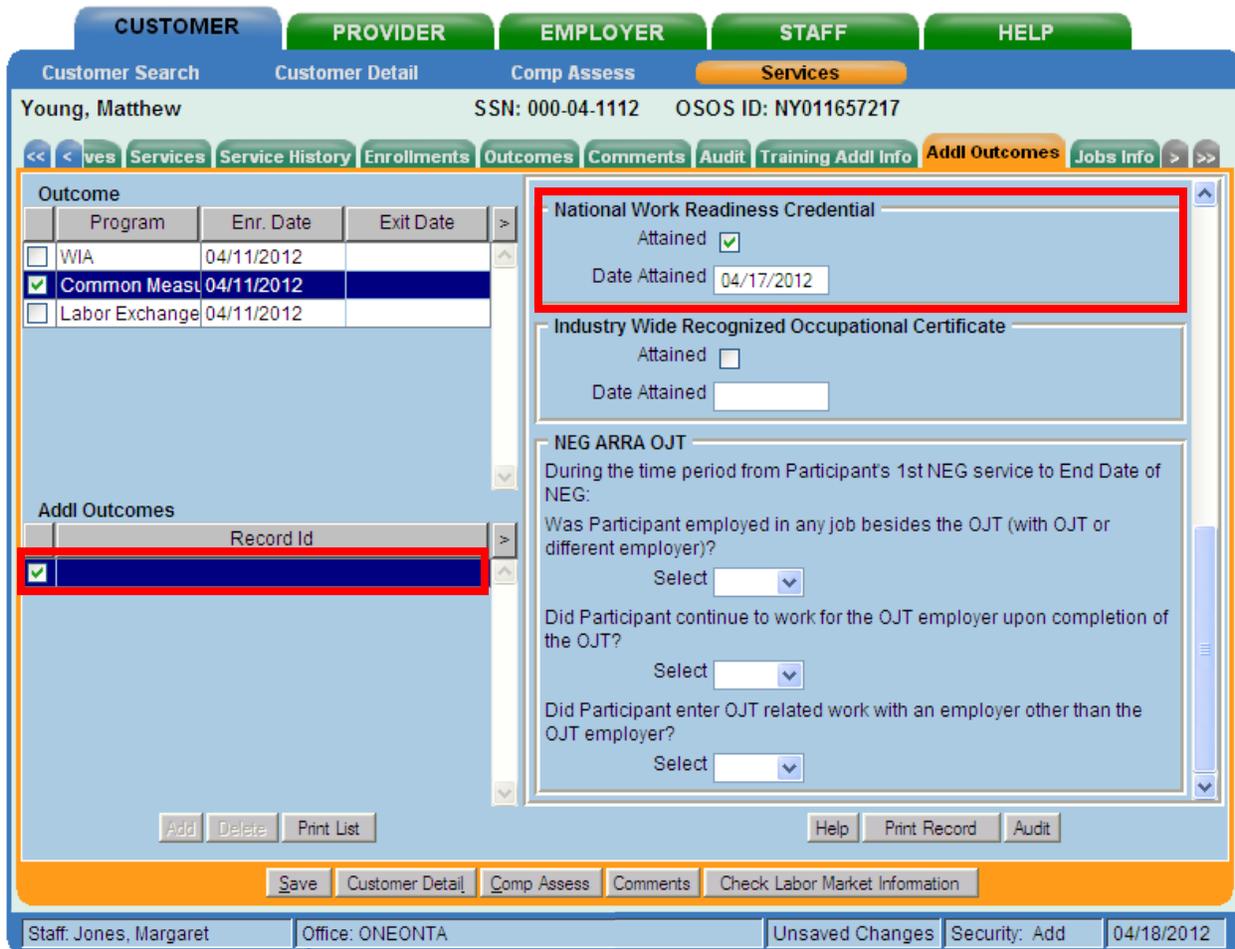
Did Participant continue to work for the OJT employer upon completion of the OJT?
 Select

Did Participant enter OJT related work with an employer other than the OJT employer?
 Select

Buttons: Add, Delete, Print List, Help, Print Record, Audit, Save, Customer Detail, Comp Assess, Comments, Check Labor Market Information

Staff: Jones, Margaret | Office: ONEONTA | Security: Add | 04/18/2012

This will create and select a new **Addl Outcomes Record ID**, which will activate the fields on the right hand side of the tab. Scroll down to the **National Work Readiness Credential** section, check the **Attained** checkbox and enter the date the customer attained the NWRC in the **Date Attained** field.



The screenshot shows the OSOS web application interface. At the top, there are tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are navigation buttons for Customer Search, Customer Detail, Comp Assess, and Services. The main header displays the customer's name (Young, Matthew), SSN (000-04-1112), and OSOS ID (NY011657217). A secondary navigation bar includes buttons for Services, Service History, Enrollments, Outcomes, Comments, Audit, Training Addl Info, Addl Outcomes, and Jobs Info. The 'Addl Outcomes' tab is active, showing a table with columns for Program, Enr. Date, and Exit Date. The table contains three rows: WIA, Common Meas (checked), and Labor Exchange. Below the table is an 'Addl Outcomes' section with a 'Record Id' column and a new record selected (checked). To the right, the 'National Work Readiness Credential' section is expanded, showing 'Attained' checked and 'Date Attained' as 04/17/2012. Below this are sections for 'Industry Wide Recognized Occupational Certificate' and 'NEG ARRA OJT' with various dropdown menus and checkboxes.



*The **National Work Readiness Credential** attainment information is required for the NWRC Customer Service Indicator. Be sure to fill out these fields if a customer has attained the NWRC. Also, remember that the NWRC is not an Industry Wide Recognized Credential - do not fill out anything in the **Industry Wide Recognized Occupational Certificate** section of this tab for the NWRC.*

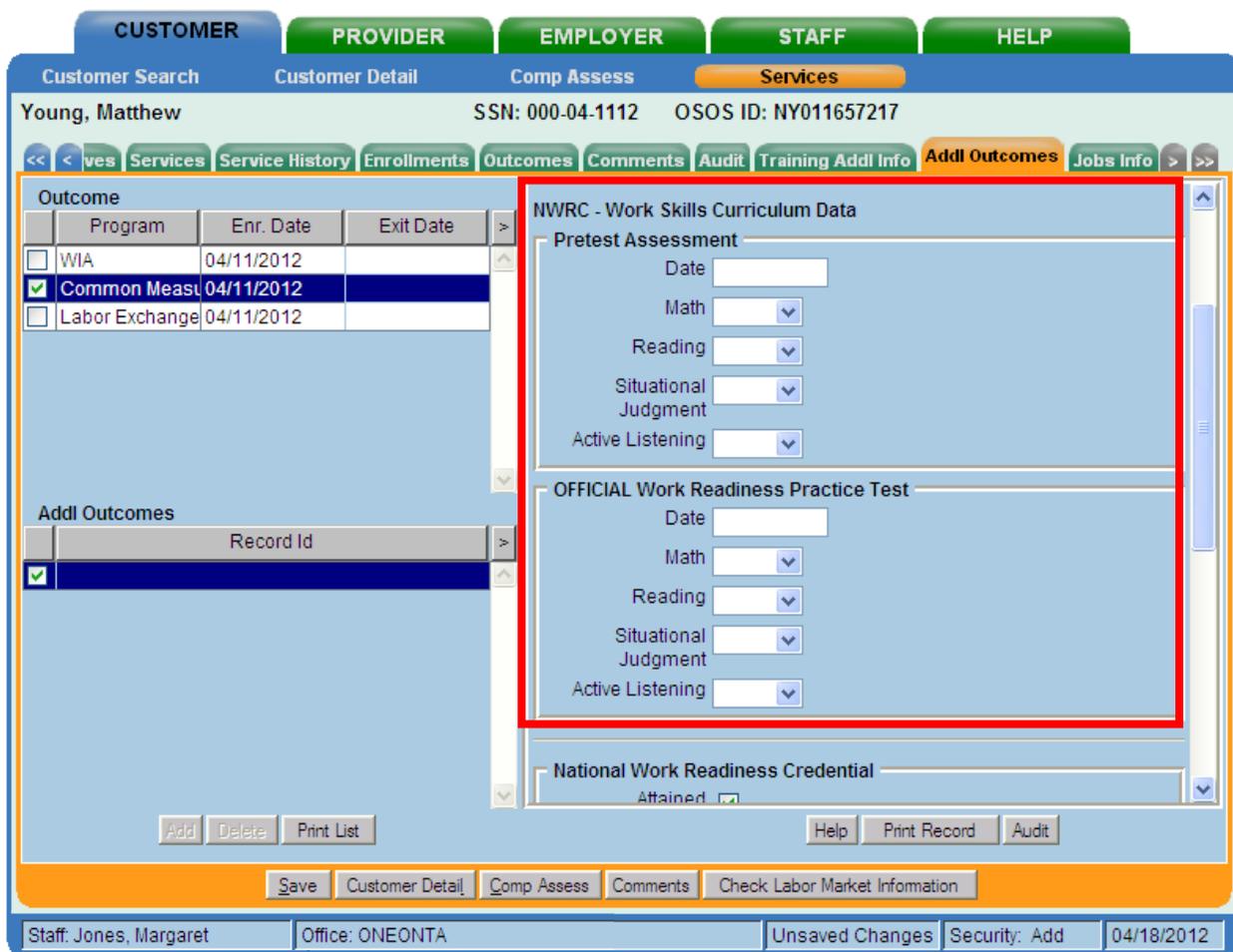
NWRC - WORK SKILLS CURRICULUM DATA (OPTIONAL)

Also on the **Addl Outcomes** tab, you can enter information under **NWRC - Work Skills Curriculum Data** in the **Pretest Assessment** and **Official Work Readiness Practice Test** fields. You may need to scroll down to see all of the fields for these sections (directly above the **National Work Readiness Credential** section).



The NWRC Pretest Assessment and Official Work Readiness Practice fields are not required to be entered for the NWRC Customer Service Indicator. These fields are optional to enter if desired by staff for case management purposes.

If you choose to fill out one or both of these sections, enter the date of the assessment or test in the appropriate **Date** field, and then choose *Pass* or *Fail* from the corresponding drop-down fields for **Math**, **Reading**, **Situational Judgment** and **Active Listening**.



The screenshot shows the OSOS web application interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, Comp Assess, and Services. The main content area displays customer information for Young, Matthew (SSN: 000-04-1112, OSOS ID: NY011657217). The 'Addl Outcomes' tab is active, showing a table of outcomes and a detailed form for 'NWRC - Work Skills Curriculum Data'. The form is divided into two sections: 'Pretest Assessment' and 'OFFICIAL Work Readiness Practice Test'. Each section has a 'Date' field and four dropdown menus for 'Math', 'Reading', 'Situational Judgment', and 'Active Listening'. The 'National Work Readiness Credential' section is partially visible at the bottom of the form. At the bottom of the application, there are buttons for 'Add', 'Delete', 'Print List', 'Help', 'Print Record', and 'Audit'. The footer shows the user 'Staff: Jones, Margaret', the office 'ONEONTA', and the date '04/18/2012'.

Click **Save** to save your changes.



RESOURCES AND ASSISTANCE

National Work Readiness Council

www.workreadiness.com

Castle Worldwide NWRC Online Test System

<http://www.castleworldwide.com/nwrc/>

TA 11-13: New York State Program Year (PY) 2011 Incentive and Sanction Policy for Local Workforce Investment Area (LWIA) Performance for the Workforce Investment Act (WIA) Title 1B Program and the Wagner-Peyser Act (W-P) Program

<http://www.labor.ny.gov/workforcenypartners/ta/TA11-13.pdf>

Additional program information, OSOS guides, including the **National Work Readiness Credential Provider Offering OSOS Guide**, and other resources can be found at:

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

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

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