

Summer Youth Employment Program OSOS Guide



Table of Contents

Purpose	- 2 -
OSOS Data Entry.....	- 2 -
Customer Detail Window.....	- 2 -
Programs & Public Assistance Window	- 4 -
Comp Assess Window	- 5 -
Employment Tab	- 5 -
Education Tab	- 6 -
Family Tab	- 7 -
Legal Tab	- 8 -
Housing Tab.....	- 9 -
Services window	- 10 -
Agency.....	- 10 -
Adding SYEP Services	- 13 -
Offering ID Search	- 14 -
General Information Offering Search	- 16 -
Required Fields to Save the Service	- 20 -
Funding the Service.....	- 22 -
Checking for the Enrollment	- 26 -
Closing the Service	- 27 -
Exiting the Service	- 29 -
Entering Information on the Addl (Additional) outcomes tab.....	- 30 -
Resources and Assistance	- 32 -



PURPOSE

For the 2014 Summer Youth Employment Program (SYEP), New York State has received a waiver to use the work readiness indicator as the only indicator of performance for youth co-enrolled in Workforce Investment Act (WIA) Youth and Temporary Assistance for Needy Families (TANF) programs and participating in subsidized summer youth employment activities. In addition, New York State has received a waiver requiring the minimum 12 months of follow-up services, as well as the waiver requiring an objective assessment and individual service strategy. Additional information on these waivers can be found in [Technical Advisory 14-5](#). These waivers apply to youth who are enrolled in both WIA Youth and TANF programs no earlier than May 1, 2014 and no later than September 30, 2017. These youth are not included in USDOL WIA performance measures.

This guide will demonstrate how to assess WIA Youth Program and TANF eligibility for SYEP youth, and how to enter SYEP services and outcomes in OSOS.

Youth already enrolled under the WIA youth program prior to May 1, 2014 or are not enrolled in both WIA and TANF programs, are WIA youth participants and will be held to the common measures. Therefore, any summer employment program participation is considered one of the ten (10) youth program elements within WIA youth year round program rather than the SYEP.

OSOS DATA ENTRY

If unfamiliar with OSOS, the [Navigating the System Guide](#) is available to assist a user understand and navigate through the modules, windows and tabs. Other informational guides are available at: <http://labor.ny.gov/workforcenypartners/osos.shtm>.

There are many fields in the **Customer Detail** and **Comp Assess** windows which are used to demonstrate and confirm a customer's eligibility for WIA and/or TANF, and which should be entered in OSOS in order to activate the Summer Youth Employment Program funding stream for SYEP services.

Funding a SYEP service with these funds will create a program-specific enrollment, to which outcomes can be added.

CUSTOMER DETAIL WINDOW

In the **Customer Detail** window, information will need to be entered and/or updated on the Additional Info tab and Programs/Public Assistance pop-up window in order to demonstrate WIA and/or TANF eligibility.



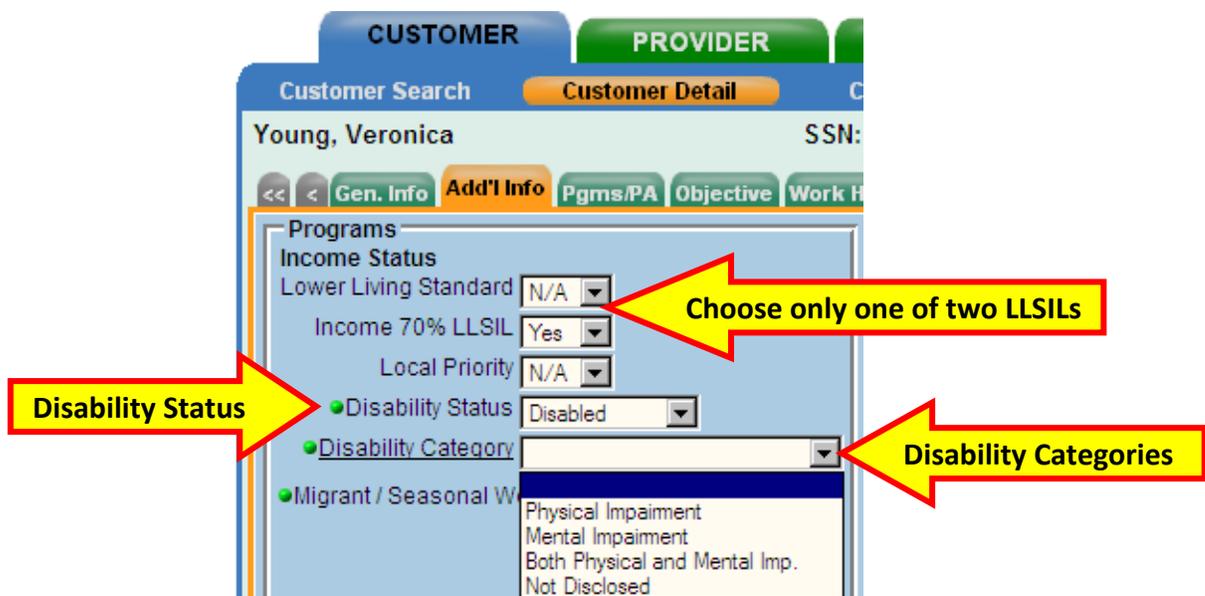
*It is important to verify that the data fields have been completed correctly to establish the customer's eligibility and enrollment in both WIA and TANF. Update and/or enter any of the specified fields in the **Customer Detail** and **Comp Assess** windows.*

SYEP serves youth from 14 through, and including 20 years of age. Youth that certify for SYEP when 20 years of age may continue to participate in the program during their 21st year until September 30, 2014.

Add'l Info (Additional Info) Tab

For SYEP, certain information may need to be entered or updated up on the **Add'l Info** tab:

- **Lower Living Standard / Income 70%LLSIL:** If the customer's income status meets the Lower Living Standard (Poverty Level) and/or 70% of the Lower Living Standard Income Level (LLSIL), select **Yes** from the drop-down box **only** for whichever of these is higher, but do not select both (See [TA 14-04, Attachment A](#) for current guidelines).
- **Disability Status:** This field must be populated with the appropriate option (**Disabled, Not Disabled, or Not Disclosed**) from the drop down menu. If the customer discloses a mental and/or physical disability, select **Disabled**. Selecting **Disabled** designates the customer as a family of one and only the youth's income is considered for income eligibility (requires supporting documentation). Learning disabilities are recorded on the Comp Assess window.
- **Disability Category:** If the **Disabled** option is selected for **Disability Status**, a subsequent required field called **Disability Category** will appear with options to select describing the customer's disability (**Physical Impairment, Mental Impairment, Both Physical and Mental Imp., or Not Disclosed**). This information must be asked of the customer, although the customer has the option not to disclose the information.

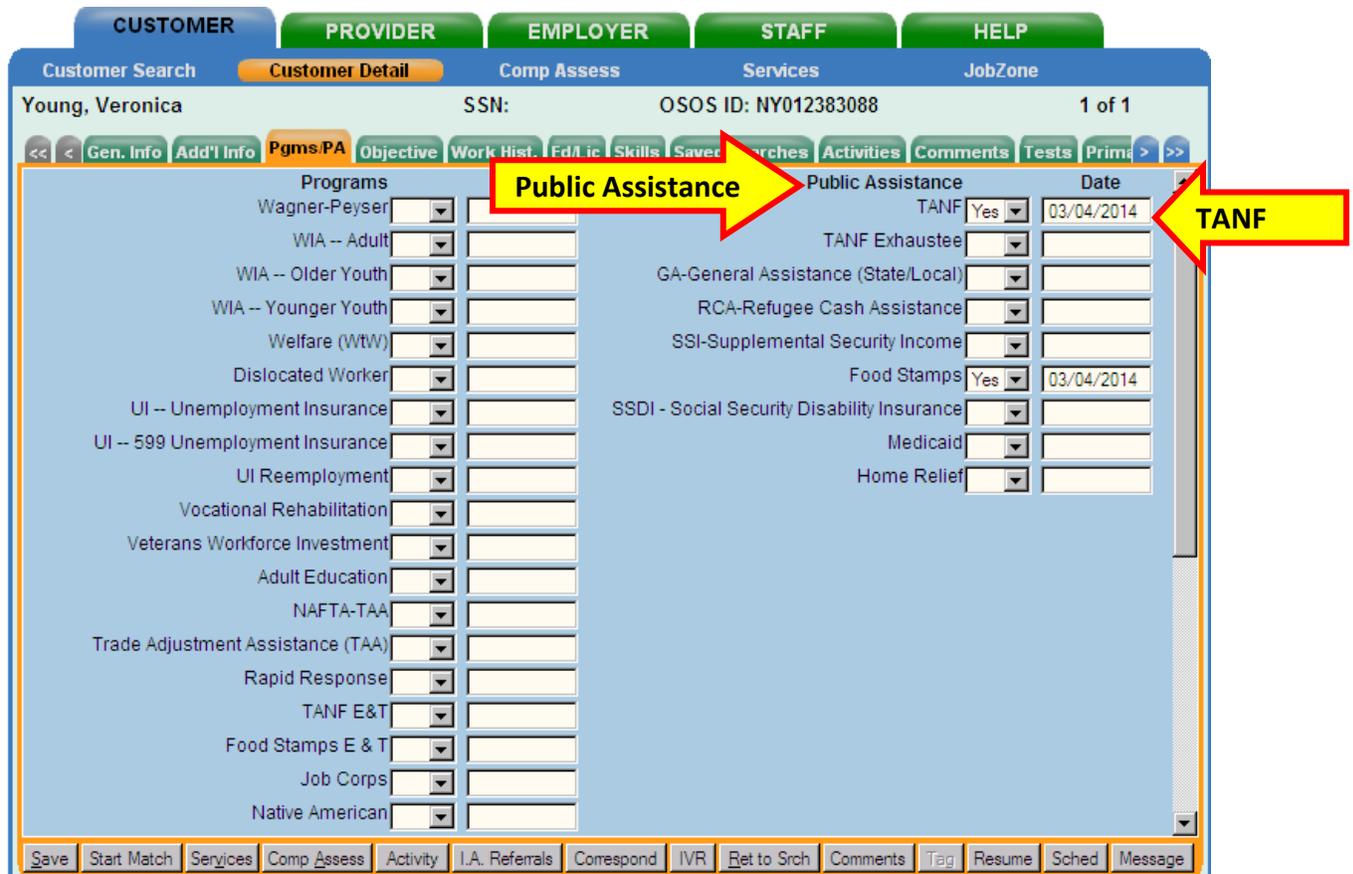


PROGRAMS & PUBLIC ASSISTANCE WINDOW

On the right hand side under **Public Assistance**, it is necessary to track for SYEP eligibility if the customer is receiving any of the following:

- **TANF (Temporary Assistance to Needy Families)**
- **GA - General Assistance (State/Local)**
- **RCA - Refugee Cash Assistance**
- **SSI - Supplemental Security Income**
- **Food Stamps**
- **SSDI - Social Security Disability Insurance**
- **Medicaid or Home Relief**

For each type of assistance that the customer is confirmed to be receiving, select "Yes" from the corresponding drop-down field and enter the **Date** the customer first started receiving the assistance. It is acceptable to use the current date when the actual date that the youth first started receiving the assistance is unknown.



Programs	Public Assistance	Date
Wagner-Peyser	TANF Yes	03/04/2014
WIA -- Adult	TANF Exhaustee	
WIA -- Older Youth	GA-General Assistance (State/Local)	
WIA -- Younger Youth	RCA-Refugee Cash Assistance	
Welfare (WfW)	SSI-Supplemental Security Income	
Dislocated Worker	Food Stamps Yes	03/04/2014
UI -- Unemployment Insurance	SSDI - Social Security Disability Insurance	
UI -- 599 Unemployment Insurance	Medicaid	
UI Reemployment	Home Relief	
Vocational Rehabilitation		
Veterans Workforce Investment		
Adult Education		
NAFTA-TAA		
Trade Adjustment Assistance (TAA)		
Rapid Response		
TANF E&T		
Food Stamps E & T		
Job Corps		
Native American		

Click the **Submit** button to return to the **Add'l Info** tab. Click **Save** to save any changes to the customer's record.



COMP ASSESS WINDOW

The **Comp Assess** (Comprehensive Assessment) window contains fields which can be helpful in recording a customer's eligibility for SYEP. Please be mindful that any notes and comments entered in the **Comp Assess** window must be factual, must respect the privacy of the individual and are subject to customer review under the Freedom of Information Law (FOIL).

EMPLOYMENT TAB



On the **Employment** tab, update these fields (check local Youth policy guidelines and eligibility documentation requirements):

- **Poor Work History:** Check this box if the customer has little to no work history.
- **Youth Needing Additional Assistance:** Select **Yes** when this is needed to serve as a barrier to make youth eligible for the low income population because none of the other WIA recognized barriers apply (e.g. Pregnant/Parenting, School Dropout). Remember, this barrier requires supporting documentation in the youth's hard file. Check with your supervisor as this is defined differently in each local area. This is important as it is one of the barriers that affect eligibility.

Select **No** if one of the other WIA recognized barriers applies to the customer and has been recorded in OSOS. Supporting documentation must be in the youth's hard file.

- **Serious Barriers to Employment:** Select **Yes** when this is needed to serve as a barrier to make youth eligible for the 5% low income exception population because the youth does not qualify as low income and none of the other WIA recognized barriers apply (e.g. Pregnant/Parenting, School Dropout). Remember, this barrier requires supporting documentation in the youth's hard file. Check with your supervisor as this barrier is defined differently in each local area. This is important as it is one of the barriers that affect eligibility.

Select **No** if one of the other WIA recognized barriers does apply and this has been recorded in OSOS with the supporting documentation in the youth's hard file.

Poor Work History?

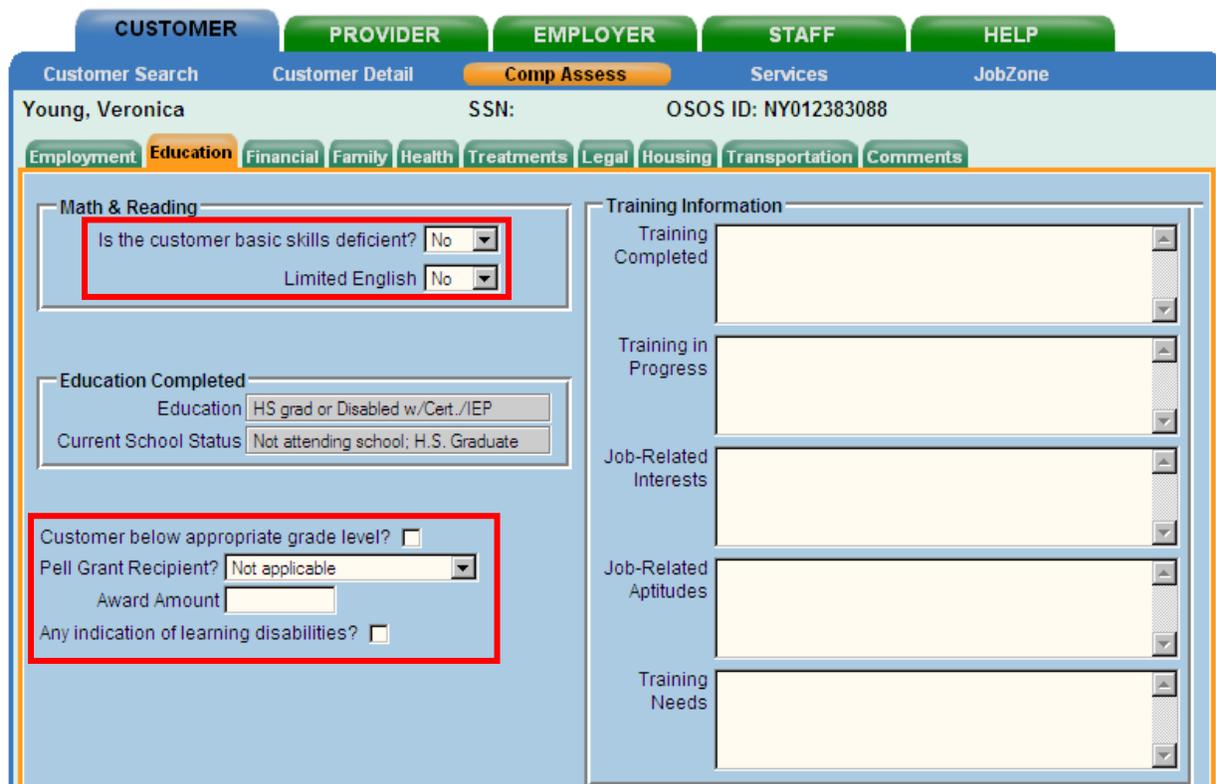
Youth Needing Additional Assistance?

Serious Barriers to Employment?

EDUCATION TAB

On the **Education** tab, update these fields:

- Math & Reading:** In this section, select **Yes** or **No** to the question **Is the customer basic skills deficient?** Generally, this applies if the customer has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test or a comparable score on a criterion-referenced test (requires supporting documentation). Indicate if the customer has **Limited English** by selecting **Yes** or **No**. This is important to record correctly as it is one of the barriers that affect eligibility for youth.
- Customer below appropriate grade level? :** If the customer is functioning below their appropriate grade level, check the corresponding box (requires supporting documentation). Generally, this applies if the customer is old enough to be in 9th grade or higher, but is currently in the 8th grade or lower. This is one of the barriers that would make non-income eligible youth eligible for services under the 5% exception rule.
- Any Indication of learning Disabilities? :** If the customer discloses any learning disabilities, check this corresponding check box (requires supporting documentation). This field indicates Disability Status which affects the customer's eligibility for services.



The screenshot displays the OSOS system interface for the Education tab. At the top, there are navigation tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs for Customer Search, Customer Detail, Comp Assess (highlighted), Services, and JobZone. The customer's name is Young, Veronica, with SSN and OSOS ID fields. A secondary row of tabs includes Employment, Education (highlighted), Financial, Family, Health, Treatments, Legal, Housing, Transportation, and Comments. The main form area is divided into two columns. The left column contains:

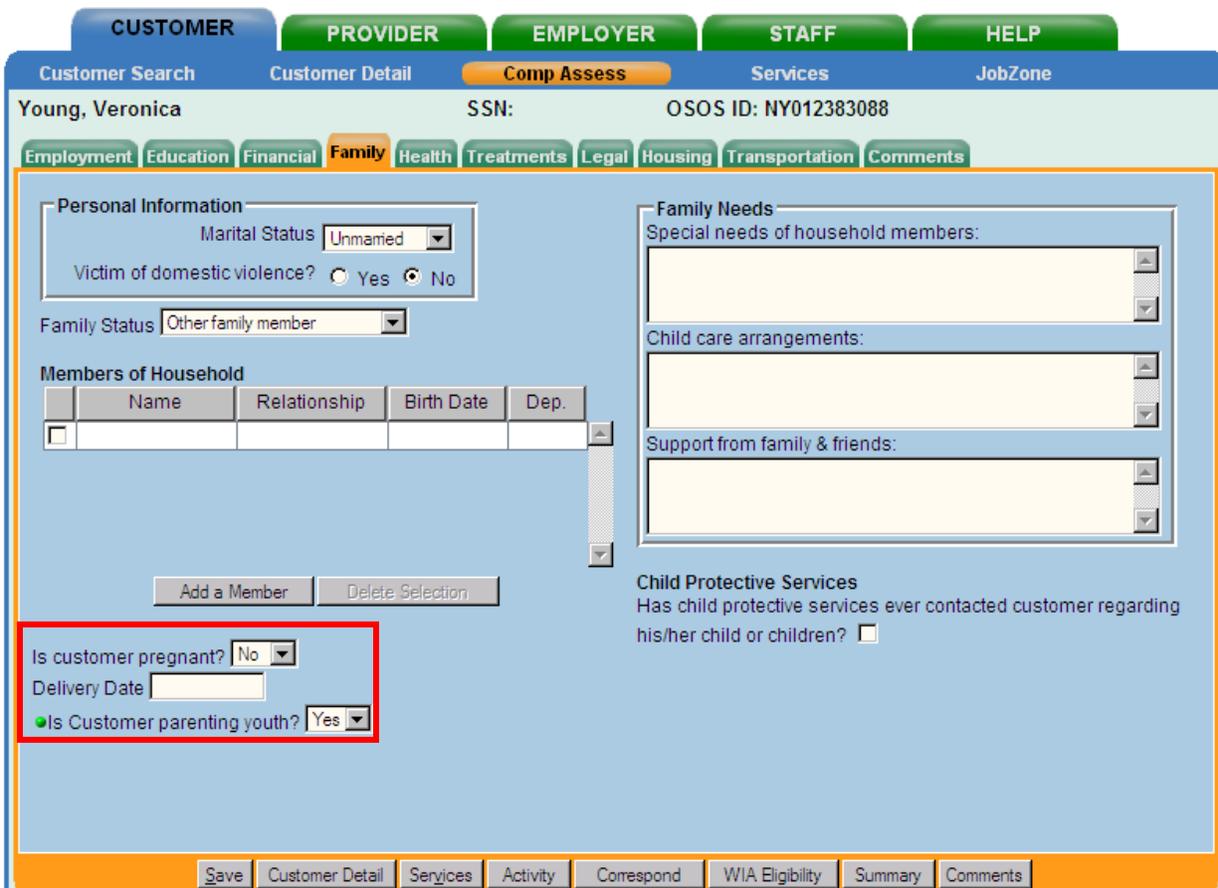
- Math & Reading:** Two dropdown menus, both set to 'No'. The first is 'Is the customer basic skills deficient?' and the second is 'Limited English'.
- Education Completed:** A dropdown menu set to 'HS grad or Disabled w/Cert./IEP' and a text field for 'Current School Status' set to 'Not attending school; H.S. Graduate'.
- Customer below appropriate grade level? :** A checkbox that is currently unchecked.
- Pell Grant Recipient? :** A dropdown menu set to 'Not applicable'.
- Award Amount :** An empty text input field.
- Any indication of learning disabilities? :** A checkbox that is currently unchecked.

 The right column contains the **Training Information** section, which includes five stacked text input areas: Training Completed, Training in Progress, Job-Related Interests, Job-Related Aptitudes, and Training Needs. Each area has a vertical scrollbar on its right side.

FAMILY TAB

On the **Family** tab, update these fields:

- For a female youth only, select "**Yes**" or "**No**" from the **Is customer pregnant?** drop-down field to indicate if the customer is pregnant (this field will not appear if the customer's gender is listed as male).
- If "**Yes**" is selected in the **Is customer pregnant?** data field, then enter the expected due date in the format of mm/dd/yyyy in the **Delivery Date** field.
- **Is Customer parenting youth?** For all customers, male and female, select "**Yes**" or "**No**" to indicate whether or not the customer is a parenting youth.



The screenshot shows the OSOS interface for a customer named Young, Veronica. The 'Family' tab is selected, and the 'Is customer pregnant?' and 'Is Customer parenting youth?' fields are highlighted with a red box. The 'Is customer pregnant?' field is set to 'No', and the 'Is Customer parenting youth?' field is set to 'Yes'. The 'Delivery Date' field is empty.

Personal Information

Marital Status: Unmarried

Victim of domestic violence? Yes No

Family Status: Other family member

Members of Household

	Name	Relationship	Birth Date	Dep.
<input type="checkbox"/>				

Add a Member Delete Selection

Family Needs

Special needs of household members:

Child care arrangements:

Support from family & friends:

Child Protective Services

Has child protective services ever contacted customer regarding his/her child or children?

Is customer pregnant? No

Delivery Date

Is Customer parenting youth? Yes

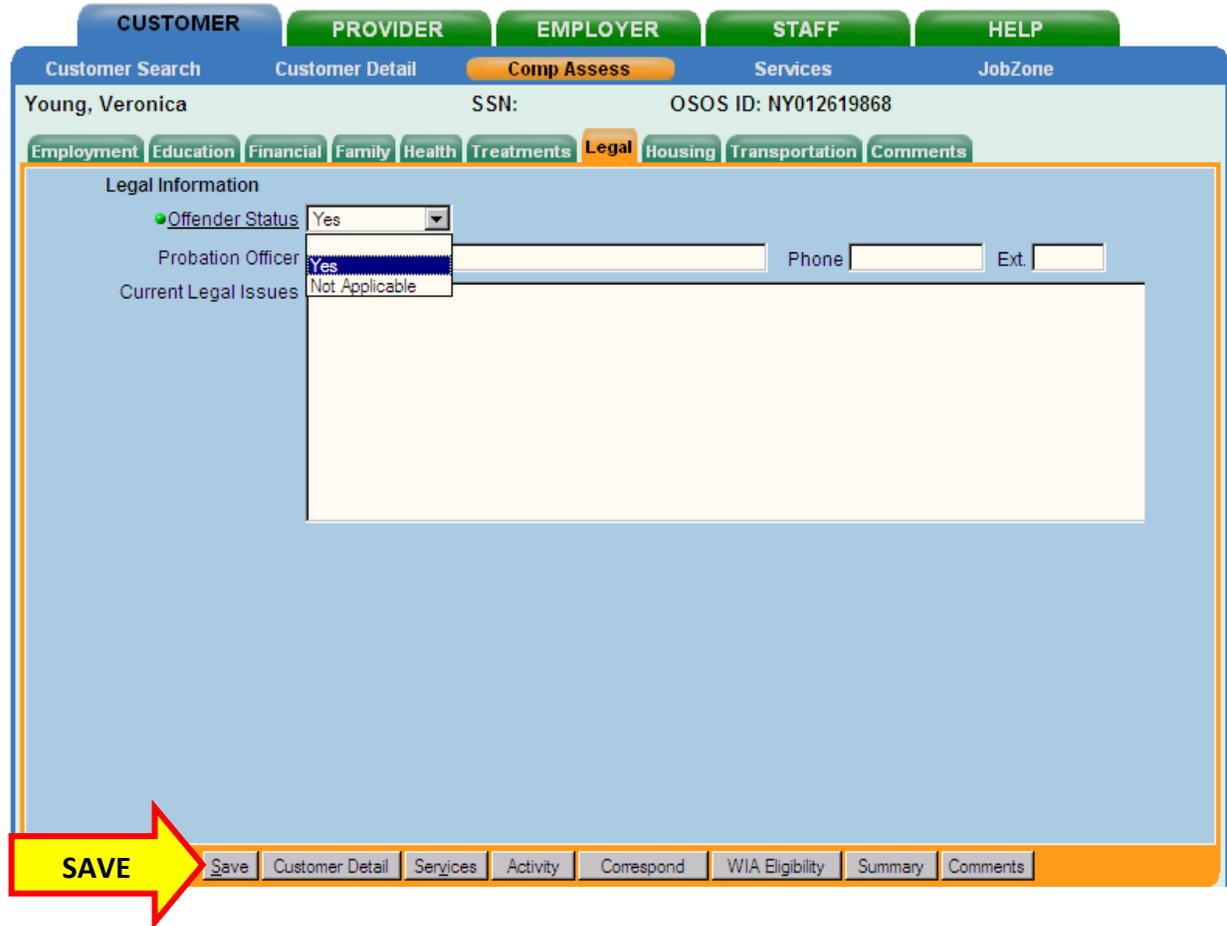
Save Customer Detail Services Activity Correspond WIA Eligibility Summary Comments

LEGAL TAB

For WIA and SYEP, it is required to indicate whether or not a youth participant is an offender.

On the **Legal** tab, select **Yes** or **Not Applicable** as appropriate from the required **Offender Status** drop-down field.

Click the **Save** button.



The screenshot shows the OSOS interface for a customer named Veronica Young. The 'Legal' tab is selected, and the 'Offender Status' dropdown is set to 'Yes'. The 'Probation Officer' dropdown is set to 'Yes'. The 'Current Legal Issues' dropdown is set to 'Not Applicable'. A yellow arrow points to the 'SAVE' button at the bottom left of the form.

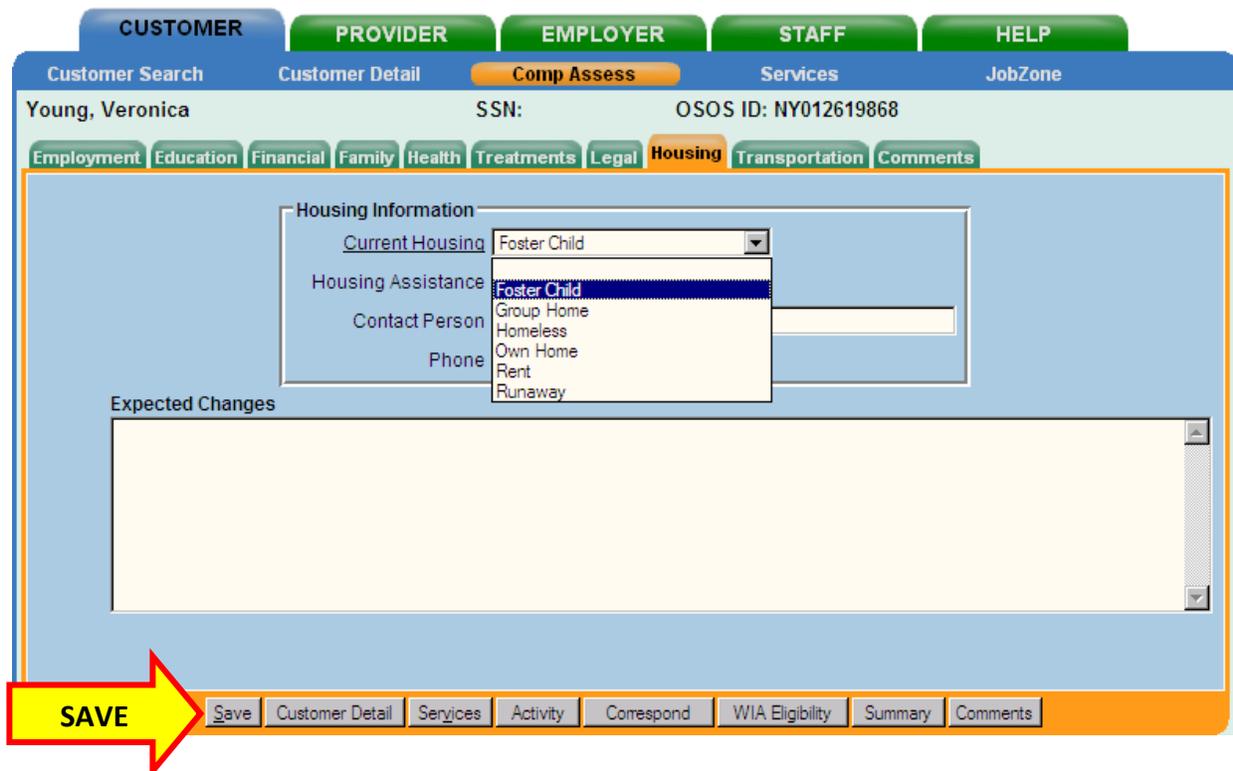
Field	Value
Offender Status	Yes
Probation Officer	Yes
Current Legal Issues	Not Applicable

HOUSING TAB

Additionally for all WIA Youth and SYEP participants, it is necessary to record the customer's housing situation.

To record this information, click the **Current Housing** drop-down field on the Housing tab and select the appropriate option from the following:

- **Foster Child**
- **Group Home**
- **Homeless**
- **Own Home**
- **Rent or**
- **Runaway**



The screenshot shows the OSOS interface with the 'Comp Assess' window open for customer 'Young, Veronica'. The 'Housing' tab is active, and the 'Current Housing' dropdown menu is open, displaying the following options: Foster Child, Group Home, Homeless, Own Home, Rent, and Runaway. A yellow arrow points to the 'SAVE' button at the bottom left of the window.

When finished entering data in the **Comp Assess** window, click **Save** to save the record.



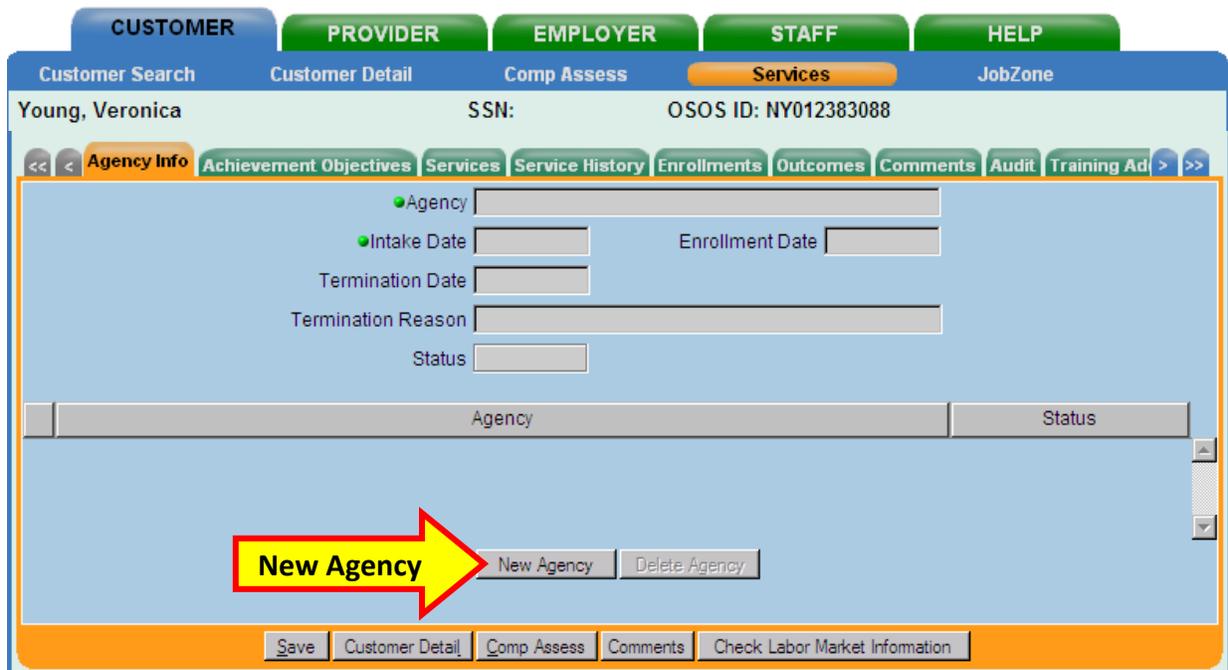
*Any highly sensitive data of a confidential nature should not be entered into OSOS. To flag something applicable to the customer's ability to acquire and retain a job, enter See hard file in the pertinent field in the **Comp Assess** window. This is an indicator for all users that there is something that might need to be discussed privately with other counselors or users, on an as-needed basis.*

SERVICES WINDOW

AGENCY

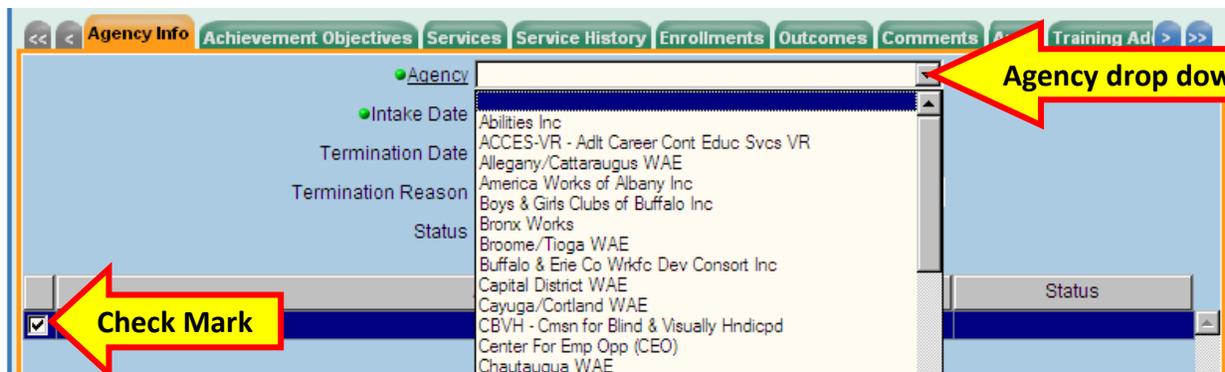
The youth must be associated with an agency before any service may be recorded. An agency may be added in the **Agency Info** tab located within the **Services** window of the **Customer** module.

To add an agency, click the **New Agency** button.



The screenshot shows the OSOS interface with the 'CUSTOMER' tab selected. The customer name is 'Young, Veronica' and the SSN is 'OSOS ID: NY012383088'. The 'Agency Info' tab is active, displaying fields for Agency, Intake Date, Enrollment Date, Termination Date, Termination Reason, and Status. Below these fields is a table with columns for 'Agency' and 'Status'. At the bottom of the form, there are buttons for 'New Agency' and 'Delete Agency'. A red arrow points to the 'New Agency' button.

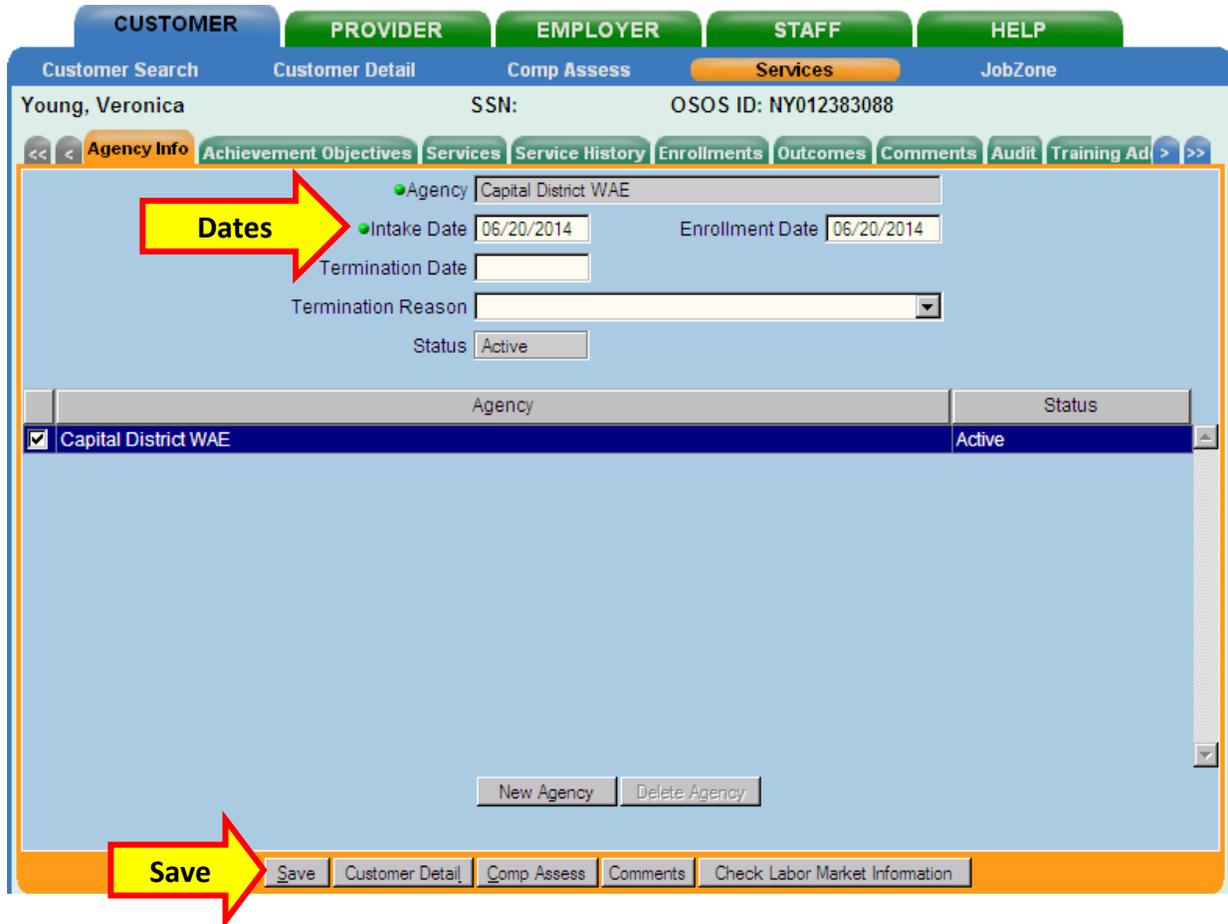
Place a check mark next to the blank agency listing and then select the **Agency** from the drop down menu.



The screenshot shows the 'Agency Info' tab with the 'Agency' field open. A list of agencies is displayed, including 'Abilities Inc', 'ACCES-VR - Adlt Career Cont Educ Svcs VR', 'Allegany/Cattaraugus WAE', 'America Works of Albany Inc', 'Boys & Girls Clubs of Buffalo Inc', 'Bronx Works', 'Broome/Tioga WAE', 'Buffalo & Erie Co Wrkfc Dev Consort Inc', 'Capital District WAE', 'Cayuga/Cortland WAE', 'CBVH - Cmsn for Blind & Visually Hndicpd', 'Center For Emp Opp (CEO)', and 'Chautauqua WAE'. A red arrow points to the 'Agency drop down menu' and another red arrow points to a check mark next to the first agency listing.

Enter the **Intake** and **Enrollment** dates. The **Intake Date** is the date that the customer first applied for service from the Agency. The **Enrollment Date** is the date that the customer first received service from the Agency that created any enrollment. If unsure of the **Intake Date**, then use the current date. Usually, the **Enrollment Date** is the same as the **Intake Date**, but they are not required to be the same.

Click the **Save** 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: Customer Search, Customer Detail, Comp Assess, Services (highlighted), and JobZone. The main content area shows customer information for 'Young, Veronica' with SSN and OSOS ID. The 'Agency Info' tab is active, showing a table with columns for Agency and Status. The table contains one entry: Capital District WAE, Active. A yellow arrow labeled 'Dates' points to the 'Intake Date' and 'Enrollment Date' fields, both containing '06/20/2014'. At the bottom, a yellow arrow labeled 'Save' points to the 'Save' button in the navigation bar.

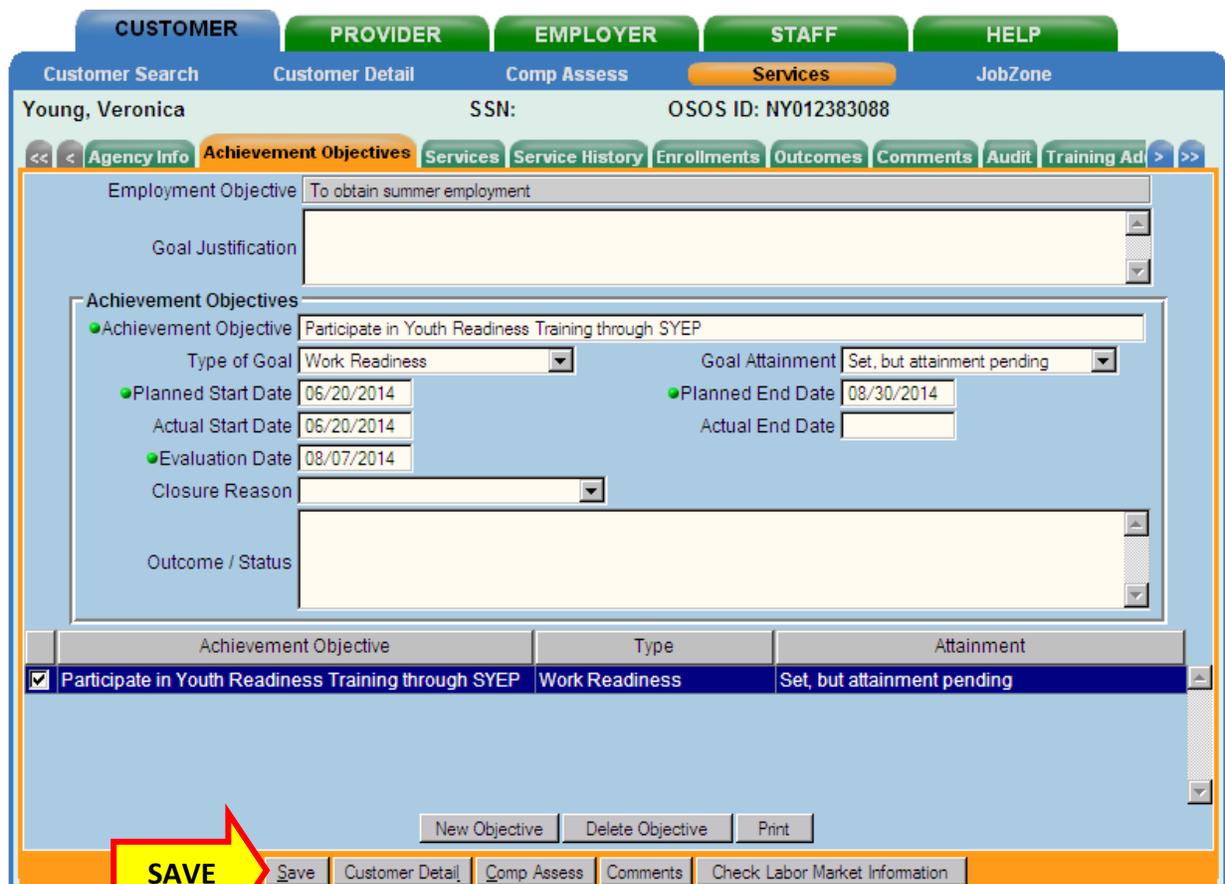
Agency	Status
Capital District WAE	Active

Achievement Objective Tab

The only indicator of performance for SYEP waiver participants is work readiness. This means that an achievement objective for a SYEP service must first be entered on the **Achievement Objectives** tab with the goal of work readiness.

On the **Achievement Objectives** tab of the **Services** window, click the **New Objective** button to add a new achievement objective and complete the following fields:

- **Achievement Objective:** Type the SYEP-related employment objective
- **Type of Goal:** Select **Work Readiness** from the drop-down list
- **Goal Attainment:** Choose the appropriate option from the drop-down list
- **Actual Start Date:** Enter the date that the training actually begins. Cannot be entered until the day that training starts
- **Planned Start Date:** Enter the planned start date for the associated service
- **Planned End Date:** Enter the planned end date for the associated service
- **Evaluation Date:** Enter the date when this objective should be evaluated



The screenshot shows the OSOS interface with the following details:

- Navigation:** CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP tabs at the top. Sub-tabs: Customer Search, Customer Detail, Comp Assess, Services (selected), JobZone.
- Customer Info:** Young, Veronica; SSN: NY012383088; OSOS ID: NY012383088.
- Agency Info:** Agency Info, Achievement Objectives (selected), Services, Service History, Enrollments, Outcomes, Comments, Audit, Training Ad.
- Form Fields:**
 - Employment Objective: To obtain summer employment
 - Goal Justification: (Empty text area)
 - Achievement Objectives List:
 - Achievement Objective: Participate in Youth Readiness Training through SYEP
 - Type of Goal: Work Readiness
 - Goal Attainment: Set, but attainment pending
 - Planned Start Date: 06/20/2014
 - Planned End Date: 08/30/2014
 - Actual Start Date: 06/20/2014
 - Actual End Date: (Empty)
 - Evaluation Date: 08/07/2014
 - Closure Reason: (Empty dropdown)
 - Outcome / Status: (Empty text area)
- Table:**

Achievement Objective	Type	Attainment
<input checked="" type="checkbox"/> Participate in Youth Readiness Training through SYEP	Work Readiness	Set, but attainment pending
- Buttons:** New Objective, Delete Objective, Print, Save, Customer Detail, Comp Assess, Comments, Check Labor Market Information.



When finished entering the achievement objective information for SYEP, click **Save** to save this achievement objective, which can be added to a SYEP service later.



*The **Goal Attainment** field must be updated when applicable during the course of the program. Whenever the **Goal Attainment** changes, select the appropriate option from the **Closure Reason** field and save the record.*

ADDING SYEP SERVICES

In order for a SYEP enrollment to be created, SYEP funding must be linked to the *Summer Related Employment Opportunities (Youth Only)* service.

To start, click the **New Service** button of the **Services** tab in the **Services** window.

The screenshot shows the OSOS interface for a customer named Young, Veronica. The 'Services' tab is selected, and the 'New Service' button in the bottom toolbar is highlighted with a red arrow. The form contains 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' section with a table and fields for Total Funding, Petition #, RR Event #, and Incumbent Worker Waivers. The bottom toolbar includes buttons for Options, Print List, New Service, Save, Customer Detail, Comp Assess, Comments, and Check Labor Market Information.



OSOS will automatically navigate to the **Offering Search** window.

By default, the **Quick Search** tab will display.

There are two common ways to search for the SYEP Offering:

1. Offering ID search requires that the ID number of the offering be known prior to the search
2. General Information search allows the user to determine what information to enter into one or more data fields

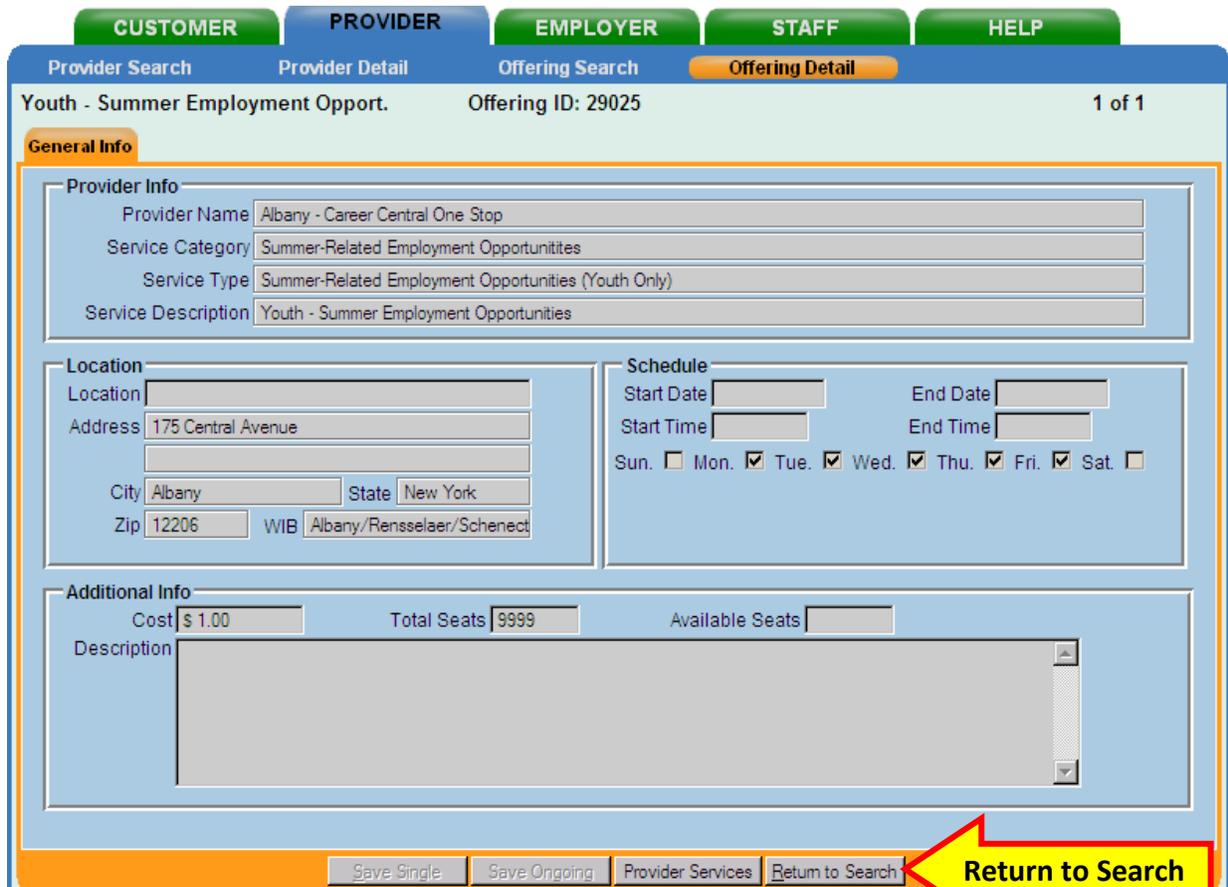
OFFERING ID SEARCH

Data enter the **Offering ID**, if known, and click the **Search** button.

Provider Name	Service Name	Location	Start Date	Start Time	End Date	End Time

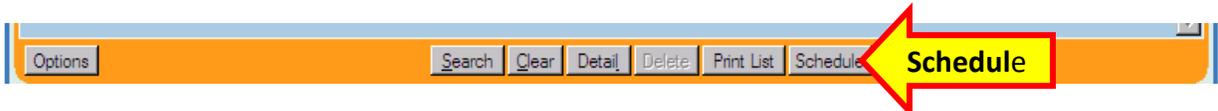
OSOS will automatically navigate to the **Offering Detail** screen.

Click **Return to Search**.



The screenshot shows the OSOS interface with the 'Offering Detail' tab selected. The offering is titled 'Youth - Summer Employment Opport.' with ID 29025. The 'General Info' section includes fields for Provider Name, Service Category, Service Type, and Service Description. The 'Location' section includes fields for Location, Address, City, State, Zip, and WIB. The 'Schedule' section includes fields for Start Date, End Date, Start Time, End Time, and a day selection row with checkboxes for Sun, Mon, Tue, Wed, Thu, Fri, and Sat. The 'Additional Info' section includes fields for Cost, Total Seats, and Available Seats, along with a Description text area. At the bottom of the form, there are buttons for 'Save Single', 'Save Ongoing', 'Provider Services', and 'Return to Search'. A red arrow points to the 'Return to Search' button.

Click the **Schedule** button. OSOS will automatically navigate back to the Customer Service tab.

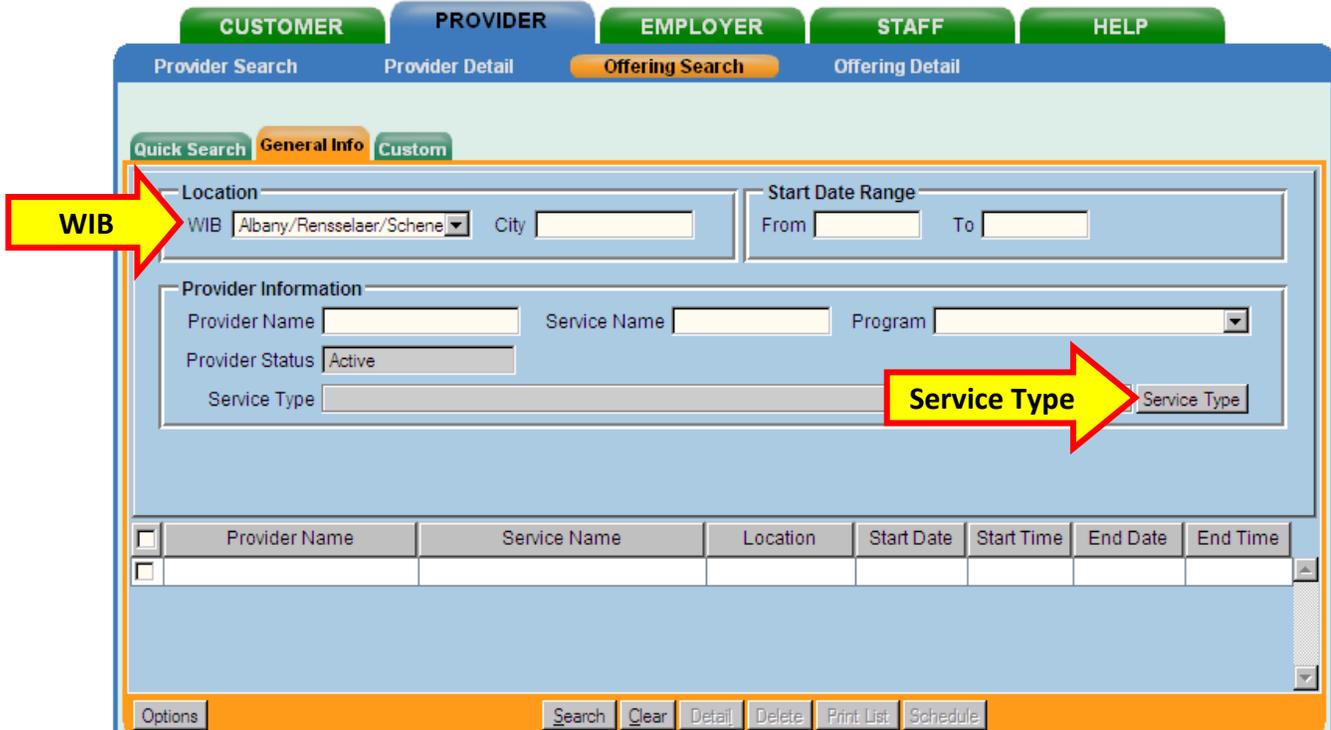


The screenshot shows the footer bar of the OSOS interface. It contains buttons for 'Options', 'Search', 'Clear', 'Detail', 'Delete', 'Print List', and 'Schedule'. A red arrow points to the 'Schedule' button.

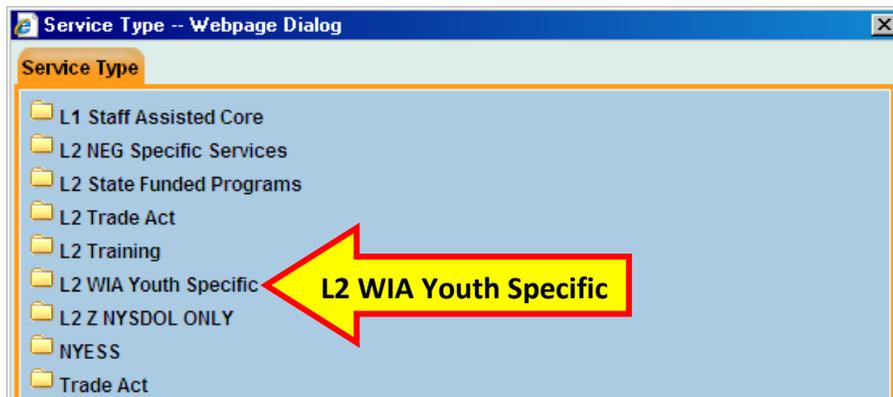
GENERAL INFORMATION OFFERING SEARCH

The second method to search for an offering requires the user to click the **General Info** tab.

On the **General Info** tab of the **Offering Search** window with the appropriate **WIB** selected, click the **Service Type** button.



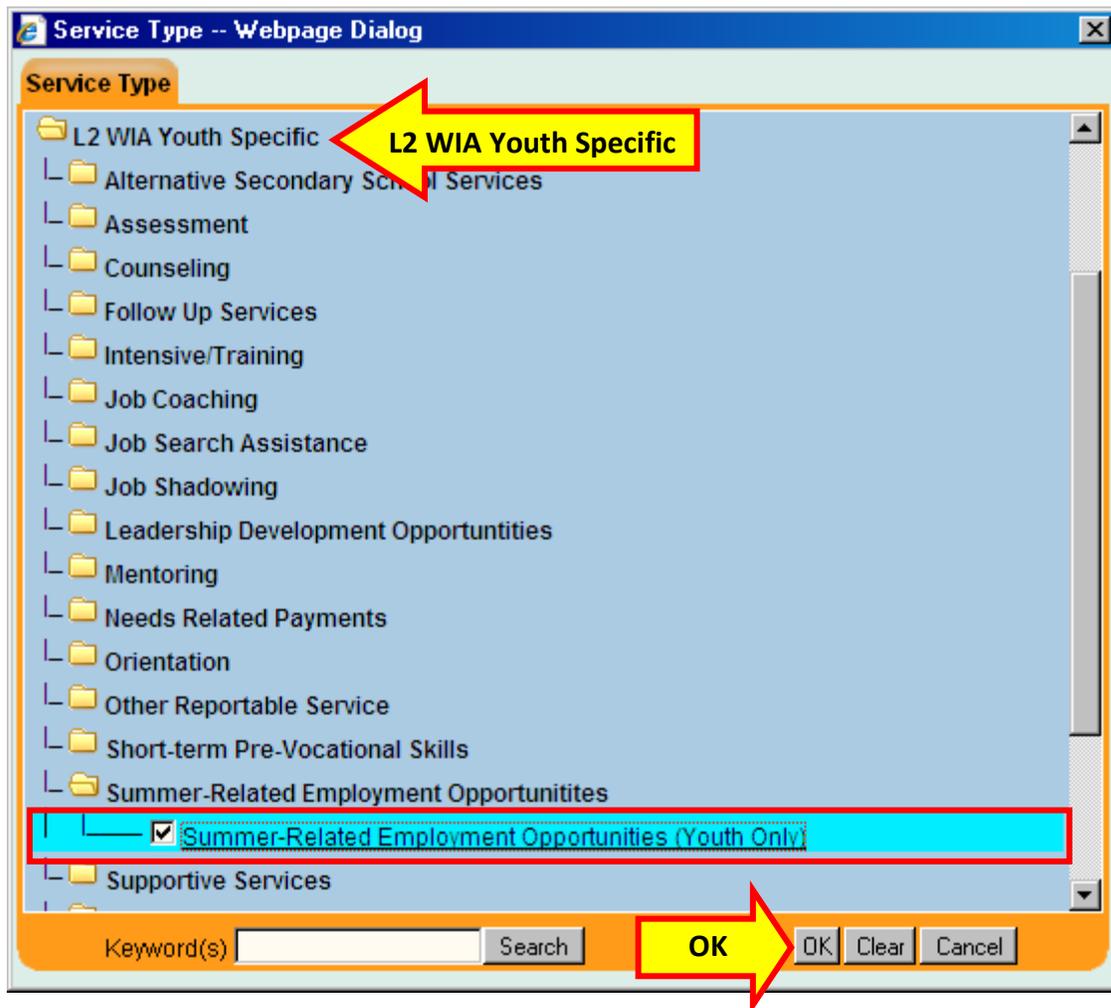
OSOS will bring up the **Service Type** pop-up window. Click the **L2 WIA Youth Specific** folder to expand the list of subfolders.



After selecting the L2 WIA Youth Specific Service Type folder, scroll down and click to expand the **Summer-Related Employment Opportunities** subfolders. The **Summer-Related Employment Opportunities (Youth Only)** service will become visible. Place a check in the box next to the service and then click **OK**.

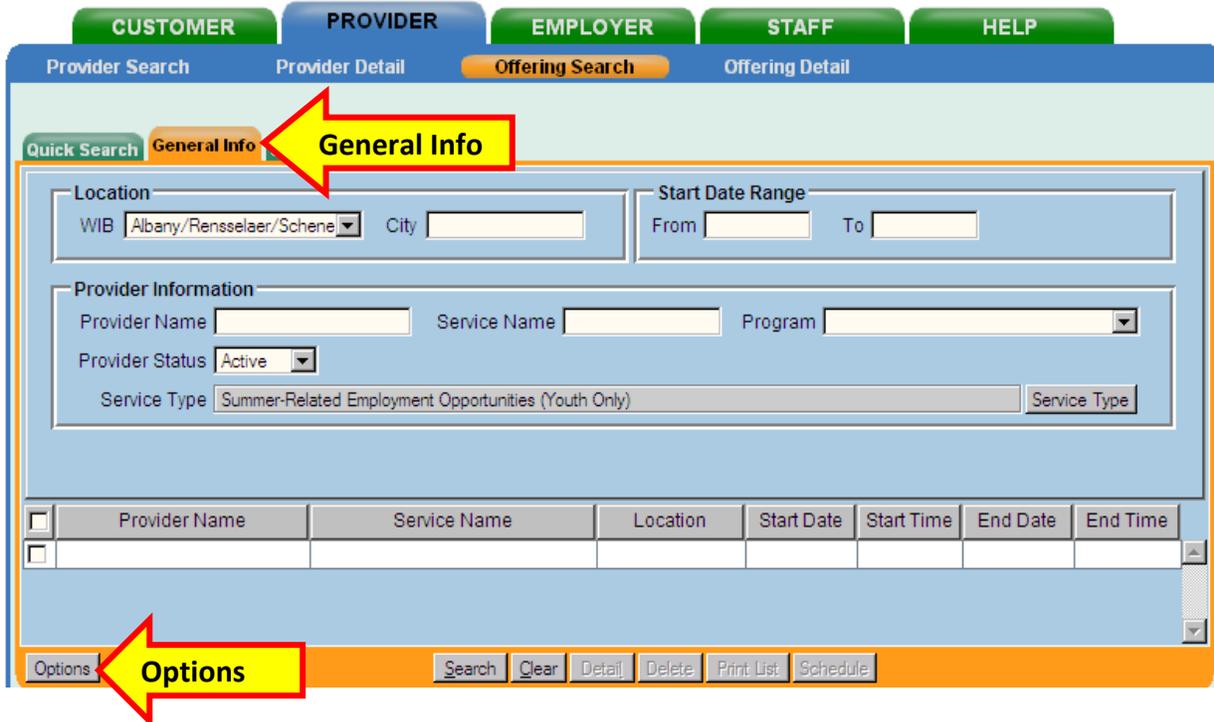


*The **Summer-Related Employment Opportunities (Youth Only)** service is the only service which should be used for SYEP. Do not select any other services for SYEP.*

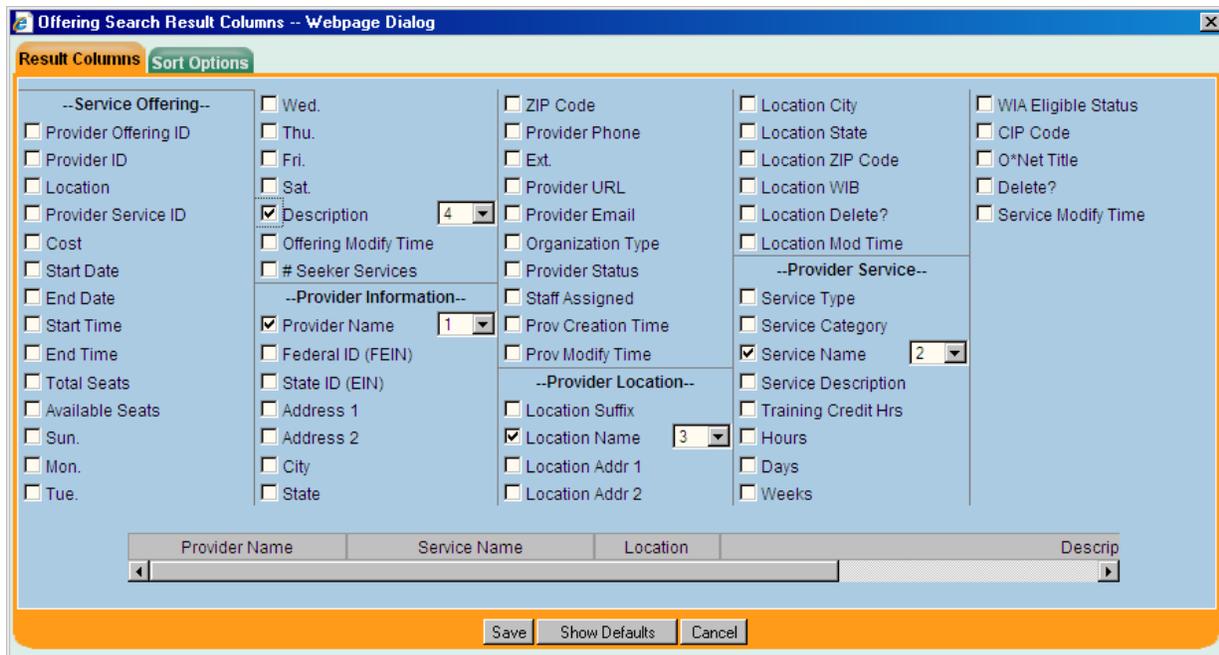


OSOS will automatically navigate back to the **General Info** tab with the **Service Type** field populated. If the service provider name is known, enter the name or the first few letters in the **Provider Name** field.

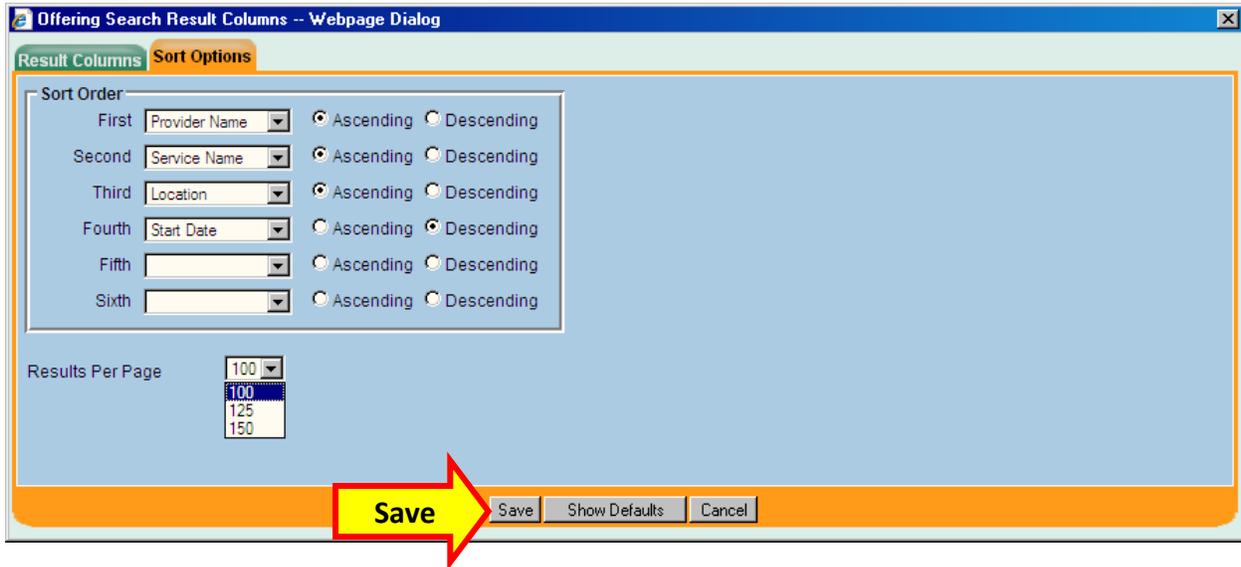
At the bottom of the screen, click **Options** button.



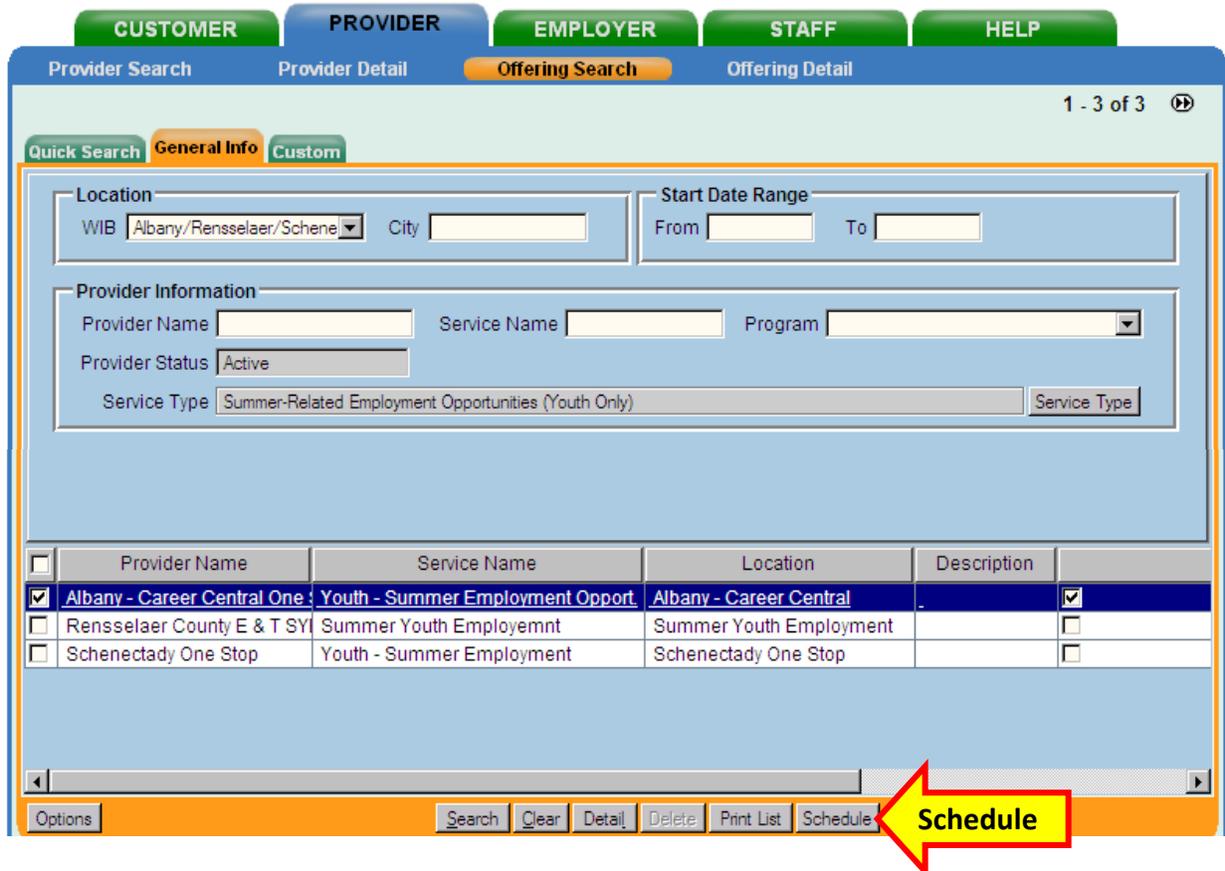
Select and order the options preferred in the results columns.



From the **Sort Options** tab select the preferred order of the columns selected to appear in the results. Select the number of search results to view at a time to **100, 125** or **150**. Then click the **Save** button.



From the list of search results, select the appropriate service and click the **Schedule** button.

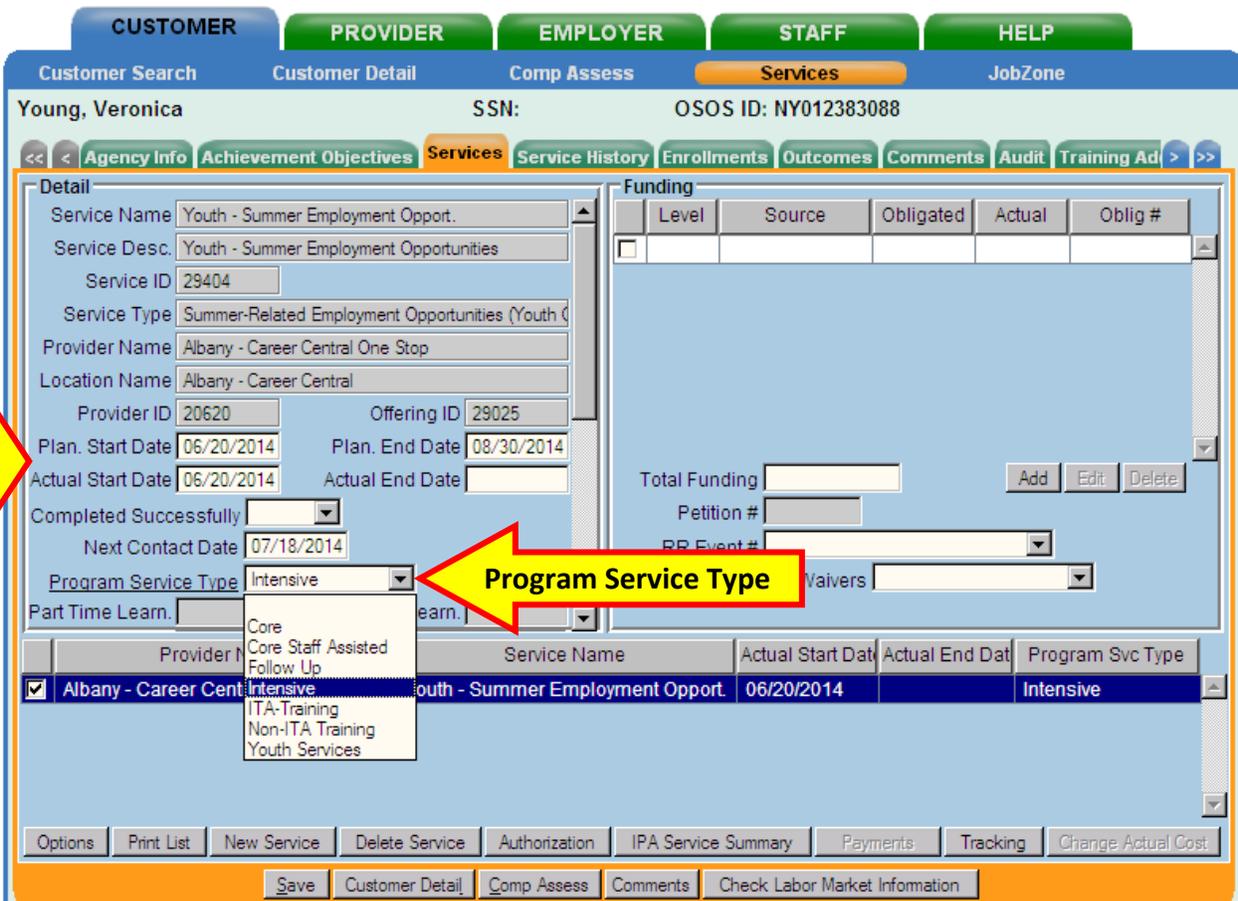


<input type="checkbox"/>	Provider Name	Service Name	Location	Description	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Albany - Career Central One	Youth - Summer Employment Opport.	Albany - Career Central		<input checked="" type="checkbox"/>
<input type="checkbox"/>	Rensselaer County E & T SY	Summer Youth Employmnt	Summer Youth Employment		<input type="checkbox"/>
<input type="checkbox"/>	Schenectady One Stop	Youth - Summer Employment	Schenectady One Stop		<input type="checkbox"/>

REQUIRED FIELDS TO SAVE THE SERVICE

OSOS will automatically navigate back to the **Services** tab with the newly selected service. The following fields in the **Detail** section are required to be completed in order to save the service:

- **Plan. Start Date:** Enter the date the service is expected to start in the format of mm/dd/yyyy
- **Plan. End Date:** Enter the date the service is expected to end
- **Actual Start Date:** Enter the date the service starts
- **Program Service Type:** Select **Intensive** from the drop-down field to describe the type of service



Customer: Young, Veronica | **SSN:** | **OSOS ID:** NY012383088

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

Detail Section:

- Service Name: Youth - Summer Employment Opport.
- Service Desc: Youth - Summer Employment Opportunities
- Service ID: 29404
- Service Type: Summer-Related Employment Opportunities (Youth C
- Provider Name: Albany - Career Central One Stop
- Location Name: Albany - Career Central
- Provider ID: 20620 | Offering ID: 29025
- Plan. Start Date: 06/20/2014 | Plan. End Date: 08/30/2014
- Actual Start Date: 06/20/2014 | Actual End Date:
- Completed Successfully:
- Next Contact Date: 07/18/2014
- Program Service Type: Intensive
- Part Time Learn.

Funding Table:

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

Service Details Table:

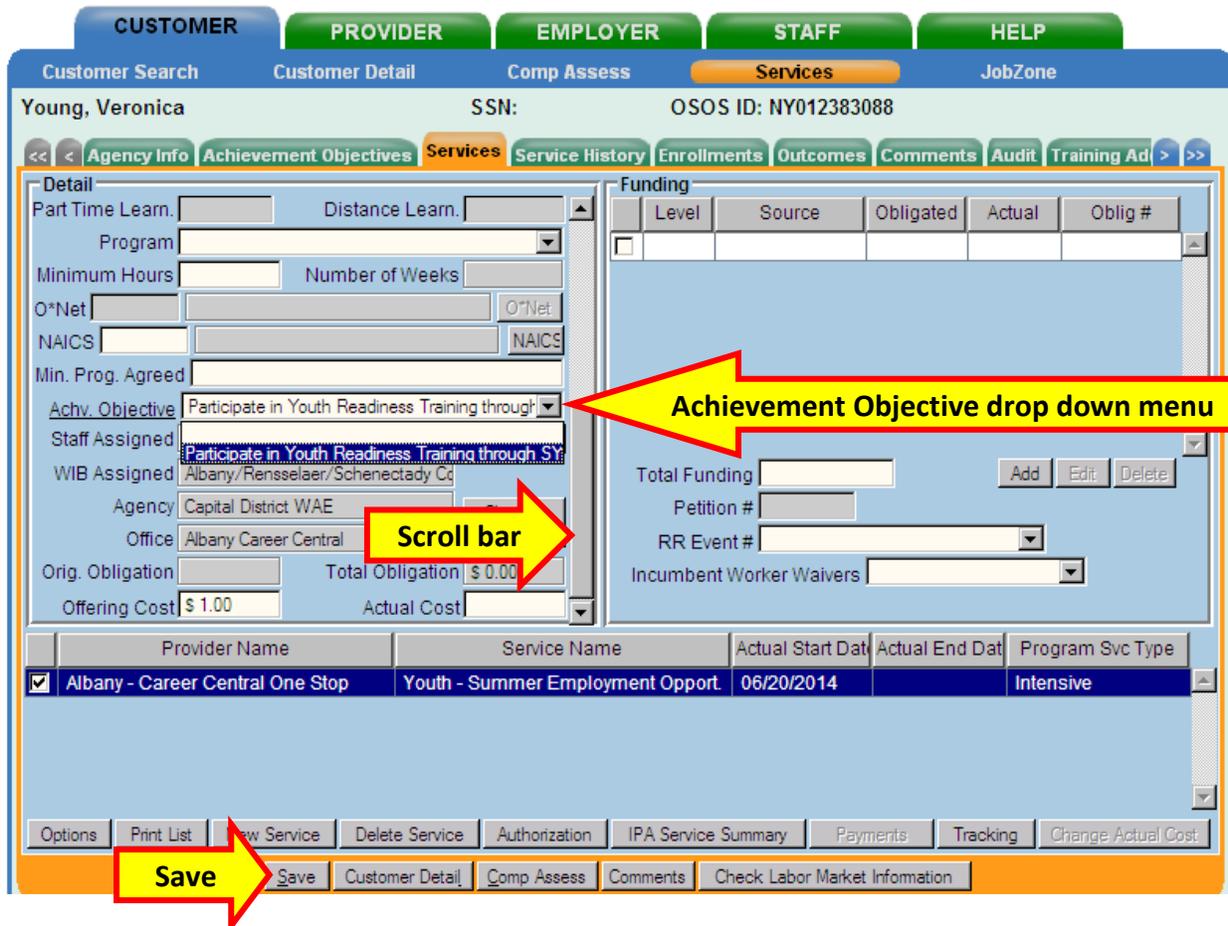
Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/> Albany - Career Cent	Intensive Youth - Summer Employment Opport.	06/20/2014		Intensive

Buttons: Options | Print List | New Service | Delete Service | Authorization | IPA Service Summary | Payments | Tracking | Change Actual Cost

Footer Buttons: Save | Customer Detail | Comp Assess | Comments | Check Labor Market Information

When these fields have been entered, scroll down in the **Detail** section to attach the SYEP-related achievement objective to the service.

To do so, select the appropriate pre-populated achievement objective from the **Achv. Objective** drop-down menu.



The screenshot shows the 'Services' section of the OSOS interface. The 'Detail' section contains several input fields, including 'Part Time Learn.', 'Distance Learn.', 'Program', 'Minimum Hours', 'Number of Weeks', 'O*Net', 'NAICS', 'Min. Prog. Agreed', 'Achv. Objective', 'Staff Assigned', 'WIB Assigned', 'Agency', 'Office', 'Orig. Obligation', 'Total Obligation', 'Offering Cost', and 'Actual Cost'. The 'Achv. Objective' field is currently set to 'Participate in Youth Readiness Training through SYEP' and is highlighted with a yellow arrow labeled 'Achievement Objective drop down menu'. Below the 'Detail' section is a table with columns for 'Provider Name', 'Service Name', 'Actual Start Date', 'Actual End Date', and 'Program Svc Type'. The table contains one row with a checked checkbox in the first column, 'Albany - Career Central One Stop', 'Youth - Summer Employment Opport.', '06/20/2014', and 'Intensive'. At the bottom of the page, there is a 'Save' button highlighted with a yellow arrow.

When finished entering the required fields and attaching the achievement objective, click **Save** to save any changes.



FUNDING THE SERVICE

Once the service has been saved, the appropriate Summer Jobs funds must be attached to the service for tracking and reporting purposes.

To start, enter \$1.00 in the **Total Funding** field and click the **Add** button.

The screenshot shows the OSOS interface for a service. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this, there are sub-tabs for Customer Search, Customer Detail, Comp Assess, Services (highlighted), and JobZone. The main header displays 'Young, Veronica', 'SSN:', and 'OSOS ID: NY012383088'. A secondary navigation bar includes Agency Info, Achievement Objectives, Services (highlighted), Service History, Enrollments, Outcomes, Comments, Audit, and Training Ad. The main content area is divided into two sections: 'Detail' and 'Funding'. The 'Detail' section contains various 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 features a table with columns for Level, Source, Obligated, Actual, and Oblig #. Below the table, there are input fields for Total Funding (\$ 1.00), Petition #, RR Event #, and Incumbent Worker Waivers. A yellow arrow points to an 'Add' button next to the Total Funding field. At the bottom of the page, there is a table with columns for Provider Name, Service Name, Actual Start Date, Actual End Date, and Program Svc Type. The table contains one entry: Albany - Career Central One Stop, Youth - Summer Employment Opport., 06/20/2014, and Intensive. Below the table are several buttons: Options, Print List, New Service, Delete Service, Authorization, IPA Service Summary, Payments, Tracking, Change Actual Cost, Save, Customer Detail, Comp Assess, Comments, and Check Labor Market Information.

OSOS will bring up the **Funding -- Webpage Dialog** pop-up window.

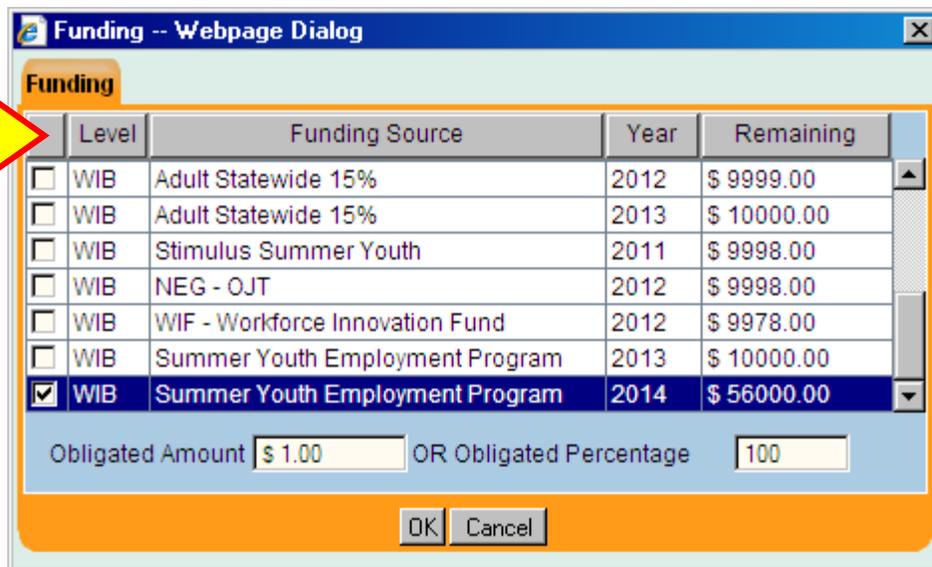
Click the **Level** column header to sort the funding streams by level, and then place a checkmark in the box to select the **WIB** level **Summer Youth Employment Program** funding stream.

Enter **\$1.00** in the **Obligated Amount** field.

Click **OK**.



*The **Summer Youth Employment Program** funding stream will only become accessible if the information entered for the customer in the **Customer Detail** and **Comp Assess** window qualifies the customer for SYEP. If the **Summer Youth Employment Program** funding stream is not available to select, check to make sure that the program eligibility information has been entered correctly. Additionally, only funding for which a user's office is authorized to attach to a service will be visible.*



	Level	Funding Source	Year	Remaining
<input type="checkbox"/>	WIB	Adult Statewide 15%	2012	\$ 9999.00
<input type="checkbox"/>	WIB	Adult Statewide 15%	2013	\$ 10000.00
<input type="checkbox"/>	WIB	Stimulus Summer Youth	2011	\$ 9998.00
<input type="checkbox"/>	WIB	NEG - OJT	2012	\$ 9998.00
<input type="checkbox"/>	WIB	WIF - Workforce Innovation Fund	2012	\$ 9978.00
<input type="checkbox"/>	WIB	Summer Youth Employment Program	2013	\$ 10000.00
<input checked="" type="checkbox"/>	WIB	Summer Youth Employment Program	2014	\$ 56000.00

Obligated Amount OR Obligated Percentage

OK Cancel



The funding is now attached to the service.

Click **Save**.

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

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

Young, Veronica SSN: OSOS ID: NY012383088

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

Detail

Service Name: Youth - Summer Employment Opport.
Service Desc: Youth - Summer Employment Opportunities
Service ID: 29404
Service Type: Summer-Related Employment Opportunities (Youth C
Provider Name: Albany - Career Central One Stop
Location Name: Albany - Career Central
Provider ID: 20620 Offering ID: 29025
Plan. Start Date: 06/20/2014 Plan. End Date: 08/30/2014
Actual Start Date: 06/20/2014 Actual End Date:
Completed Successfully:
Next Contact Date: 07/18/2014
Program Service Type: Intensive
Part Time Learn.: Distance Learn.:

Funding

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

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

Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type
<input checked="" type="checkbox"/>	Albany - Career Central One Stop	Youth - Summer Employment Opport.	06/20/2014	Intensive

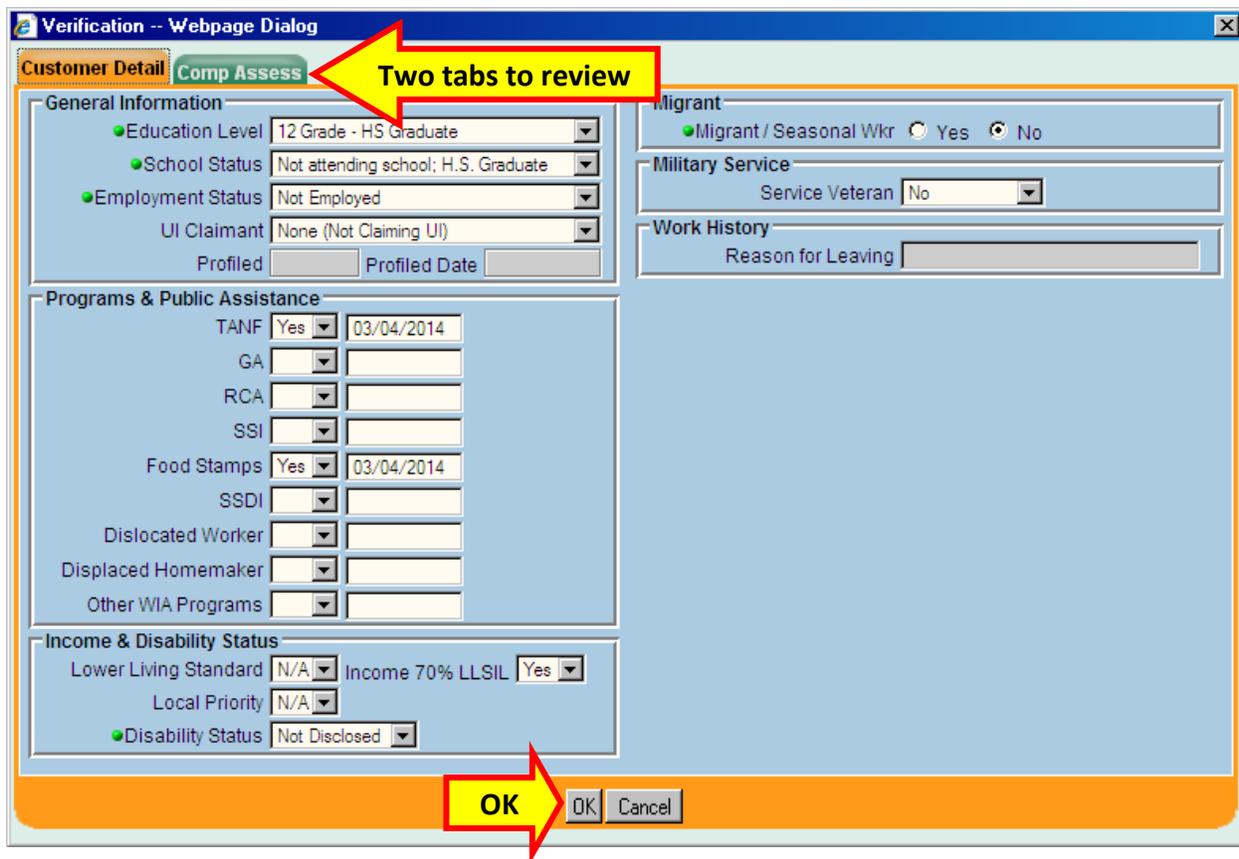
Options Print List New Service Delete Service Authorization IPA Service Summary Payments Tracking Change Actual Cost

Save Save Customer Detail Comp Assess Comments Check Labor Market Information

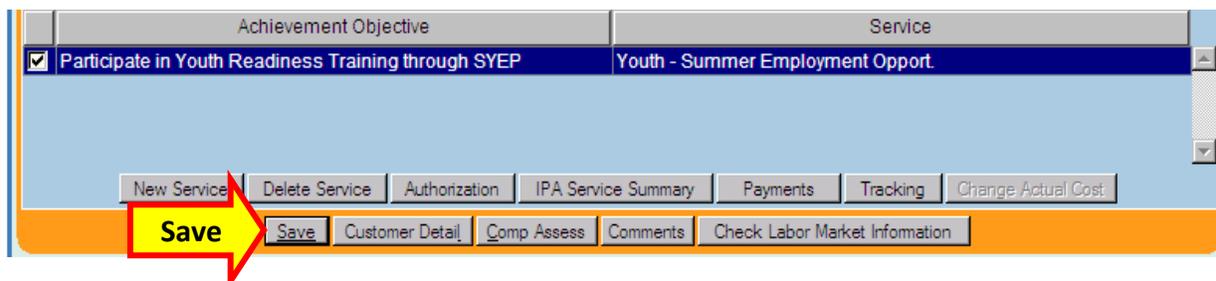
If this is the first time that the **Summer Youth Employment Program** funding stream has been used to fund a service for this customer, the **Verification - - Webpage Dialog** pop-up screen will appear with information populated from various fields from the **Customer Detail** and **Comp Assess** windows.

Take a moment to review the information in both the **Customer Detail** and **Comp Assess** tabs in this webpage dialog screen. Update any fields directly into the **Verification - - Webpage Dialog** tabs. This will automatically update the information in the respective data fields found in the various OSOS **Customer Detail** and **Comprehensive Assessment** tabs.

Click **OK** to exit this window.

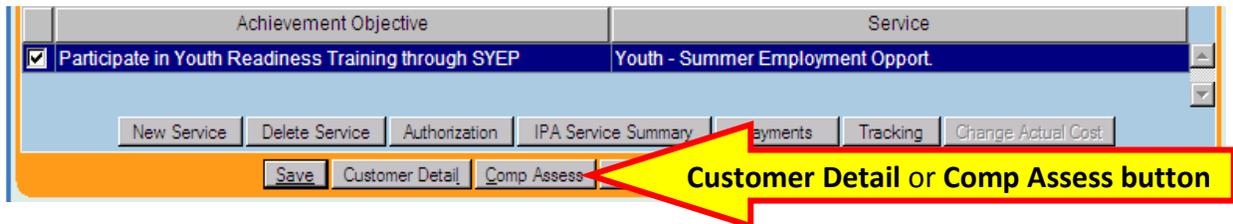


OSOS will automatically navigate back to the **Services** tab. Click **Save** to save the changes.



CHECKING FOR THE ENROLLMENT

To confirm that the standalone enrollment has been created requires the customer record to be refreshed. This is accomplished by clicking on either the gray **Customer Detail** or **Comprehensive Assessment** button at the bottom of the **Services** screen to secure updated information from the OSOS server.

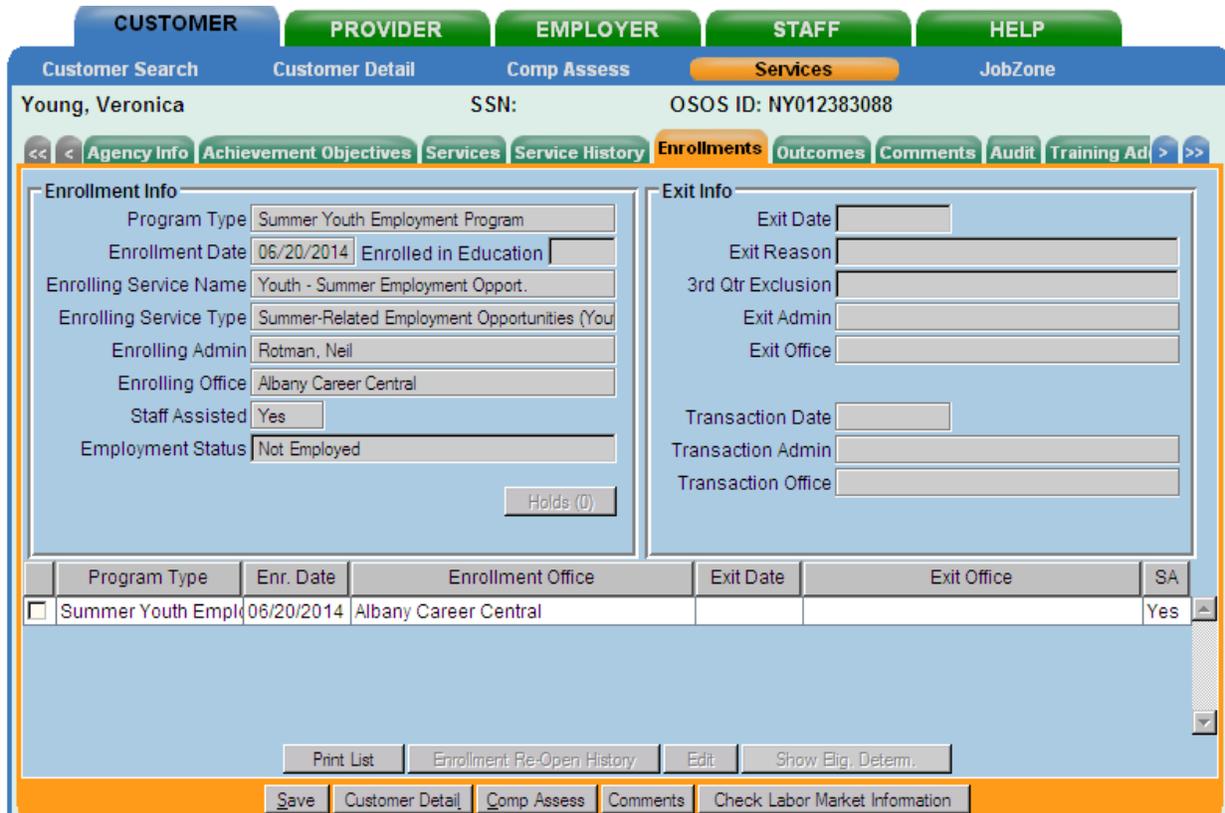


Then click the gray **Services** button to return to the **Services** window.

Click the **Enrollments** tab in the Services window. The enrollment will display the selected **Summer-Related Employment Opportunities (Youth Only)** service as the **Enrolling Service Type**.



*The **Program Type** for the Summer Youth Employment Program enrollment is no longer listed in the customer record as **Stimulus Summer Youth**. The service is no longer linked to stimulus funds or a stimulus program.*

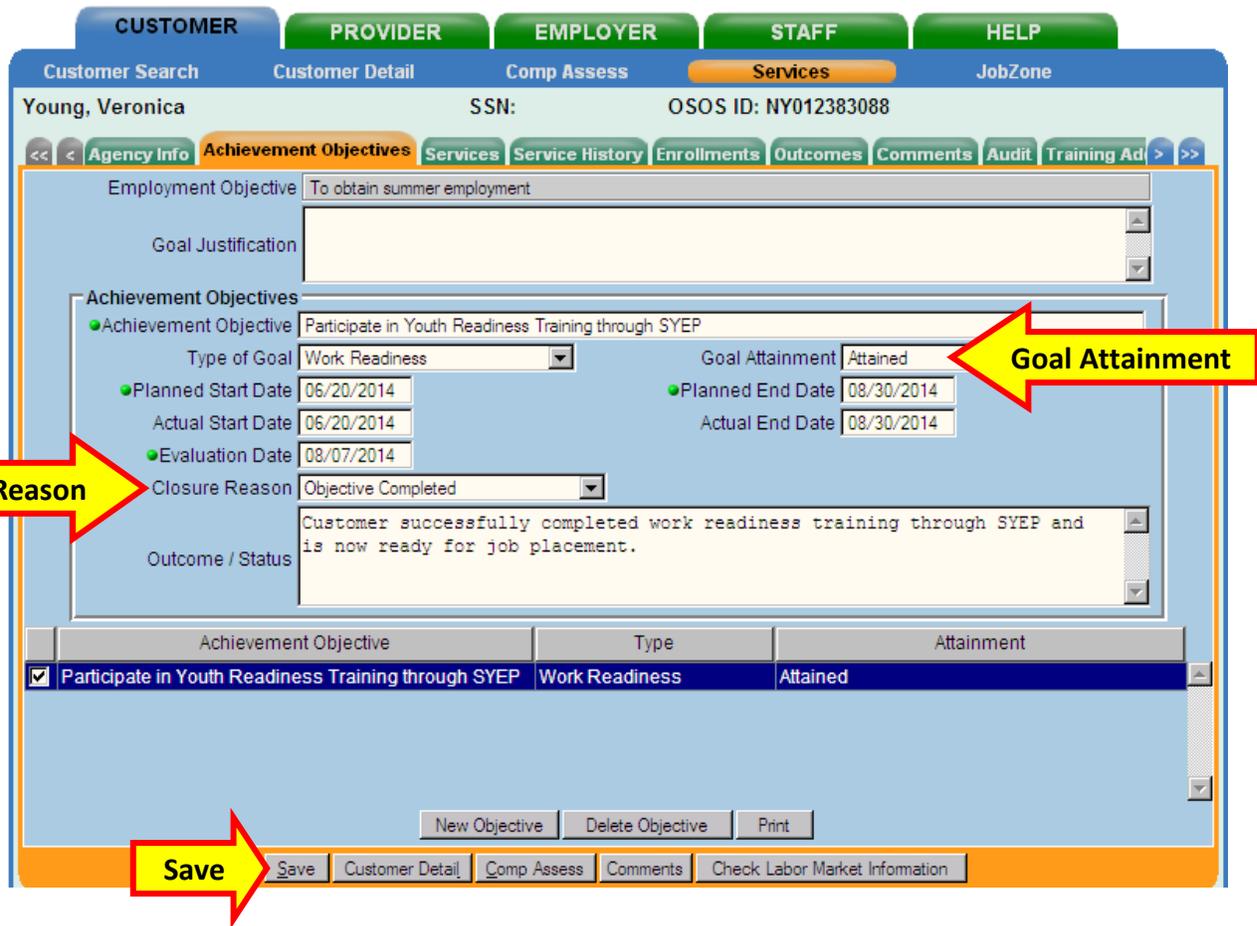


CLOSING THE SERVICE

Once the SYEP service has ended, the **Achievement Objectives** tab information should be reviewed and updated as appropriate.

Place a check in the box next to the SYEP work readiness objective and update the **Goal Attainment**, **Actual End Date**, **Closure Reason** and **Outcome/Status** fields.

When done, click **Save** to save the changes and then navigate to the **Services** tab.



CUSTOMER PROVIDER EMPLOYER STAFF HELP
 Customer Search Customer Detail Comp Assess **Services** JobZone
 Young, Veronica SSN: OSOS ID: NY012383088
 Agency Info **Achievement Objectives** Services Service History Enrollments Outcomes Comments Audit Training Ad
 Employment Objective To obtain summer employment
 Goal Justification
 Achievement Objectives
 ● Achievement Objective Participate in Youth Readiness Training through SYEP
 Type of Goal Work Readiness Goal Attainment Attained
 ● Planned Start Date 06/20/2014 ● Planned End Date 08/30/2014
 Actual Start Date 06/20/2014 Actual End Date 08/30/2014
 ● Evaluation Date 08/07/2014
 ● Closure Reason Objective Completed
 Outcome / Status Customer successfully completed work readiness training through SYEP and is now ready for job placement.

Achievement Objective	Type	Attainment
<input checked="" type="checkbox"/> Participate in Youth Readiness Training through SYEP	Work Readiness	Attained

 New Objective Delete Objective Print
Save Save Customer Detail Comp Assess Comments Check Labor Market Information



On the **Services** tab, fill in the service end date in the **Actual End Date** field and select **Yes** or **No** from the **Completed Successfully** drop-down field to indicate whether or not the customer successfully completed the service.

Click **Save** to save any changes and complete closing the service.

The screenshot shows the OSOS interface for the 'Services' tab. The customer is 'Young, Veronica' with SSN: OSOS ID: NY012383088. The service is 'Youth - Summer Employment Opport.' with Service ID 29404. The provider is 'Albany - Career Central One Stop'. The plan dates are 06/20/2014 to 08/30/2014, and the actual dates are the same. The 'Completed Successfully' field is set to 'Yes'. The 'Actual End Date' field is highlighted with a red arrow. The 'Save' button is also highlighted with a red arrow.

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

Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type	
<input checked="" type="checkbox"/>	Albany - Career Central One Stop	Youth - Summer Employment Opport.	06/20/2014	08/30/2014	Intensive



EXITING THE SERVICE

All SYEP services must be ended no later than September 30, 2014. Once all of the SYEP services have ended, the enrollment should be manually exited.

On the **Enrollments** tab of the **Services** window, check to make sure that the appropriate SYEP enrollment is selected.

Select the **Other services completed** exit reason from the **Exit Reason** drop-down field.

Click **Save** to save any changes.

The **Exit Date** field will automatically populate with the end date of the last SYEP service. The **Exit Date** will not become visible until the customer record is refreshed.

The screenshot shows the OSOS Services window for a customer named Young, Veronica. The 'Enrollments' tab is active, displaying a table of enrollment records. The selected record is for the 'Summer Youth Employment Program' with an enrollment date of 06/20/2014 and enrollment office of Albany Career Central. The 'Exit Info' section is visible, showing the 'Exit Reason' dropdown menu open with 'Other services completed' selected. A red arrow points to this option. Other options in the dropdown include 'Institutionalized', 'Health/Medical', 'Family Care', 'Lacks transportation', 'Moved from Area / Cannot Locate', 'Deceased', 'Other services not completed', 'Entered Advanced Training (Youth Only) (Inactive)', 'Entered Military (Youth Only) (Inactive)', 'Entered Post Secondary Training (Inactive)', 'Entered Qualified Apprenticeship (Youth) (Inactive)', 'Entered Unsubsidized Employment', 'Other Reason for Exit', 'Self Employed', 'Exited after 90 days', 'Voluntary Exit', 'Reservist called to Active Duty', 'Administrative Termination', 'Recalled by Former Employer', 'Relocated to Mandated Residential Prog.', and 'Retirement'. The 'Exit Date' field is empty. The '3rd Qtr Exclusion' field is set to 'Institutionalized'. The 'Exit Admin' field is set to 'Health/Medical'. The 'Exit Office' field is set to 'Lacks transportation'. The 'Transaction Date' field is set to 'Other services completed'. The 'Transaction Admin' field is set to 'Other services not completed'. The 'Transaction Office' field is set to 'Entered Advanced Training (Youth Only) (Inactive)'. The 'Print List', 'Enrollment Re-Open History', 'Edit', and 'Show Elig. Determ.' buttons are visible at the bottom of the window. The 'Save' button is also visible at the bottom of the window.



This manual hard exit is ONLY to be used for the Summer Youth Employment Program enrollment due to the specific program deadline. Manual/hard exiting is NOT allowed for any of the other year-round WIA Youth Program enrollments.

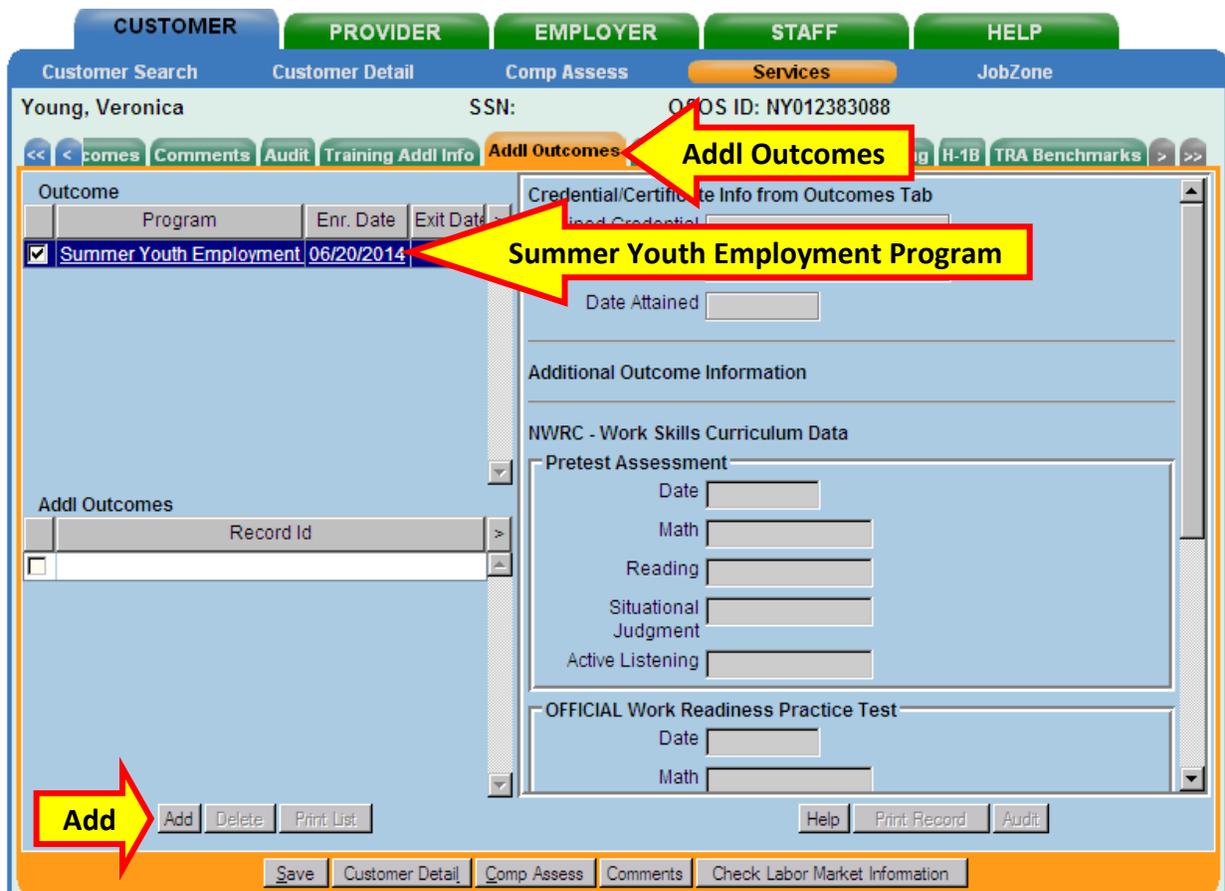
ENTERING INFORMATION ON THE ADDL (ADDITIONAL) OUTCOMES TAB

If the customer has successfully attained the National Work Readiness Credential and/or another Industry Wide Recognized Credential, then the outcome(s) should be recorded on the **Addl Outcomes** tab in the **Services** window.



It is not mandated by the Summer Youth Employment Program that the youth attain any credentials. This information should be entered if applicable, but this outcome is not required by the program.

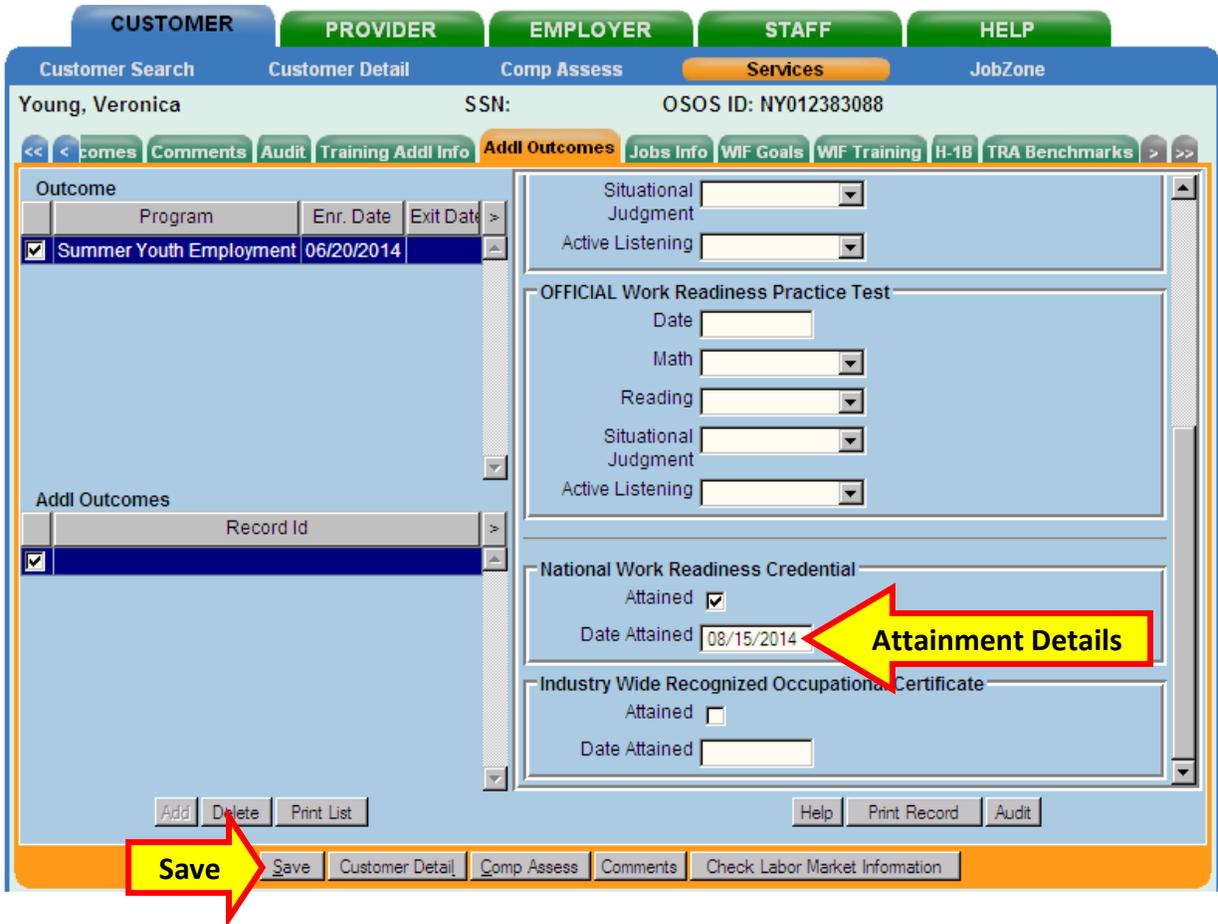
On the **Addl Outcomes** tab, select the **Summer Youth Employment Program** enrollment in the **Outcome** section. Click the **Add** button under **Addl Outcomes** section to create a new record entry.



The screenshot shows the OSOS interface for a customer named Veronica Young. The 'Services' tab is active, and the 'Addl Outcomes' sub-tab is selected. The 'Outcome' table contains one record: 'Summer Youth Employment' with an enrollment date of '06/20/2014'. Below the table is an 'Addl Outcomes' section with an 'Add' button highlighted by a red arrow. The right side of the window shows fields for 'Credential/Certificate Info from Outcomes Tab', 'Additional Outcome Information', 'NWRC - Work Skills Curriculum Data', 'Pretest Assessment' (with fields for Date, Math, Reading, Situational Judgment, and Active Listening), and 'OFFICIAL Work Readiness Practice Test' (with fields for Date and Math).

This will activate the fields on the right hand side of the tab. Scroll down to the bottom of the tab to view the **National Work Readiness Credential** and **Industry Wide Recognized Occupational Certificate** fields.

For each applicable credential the customer has received, check the **Attained** check box and enter the date the credential/certificate was received in the **Date Attained** field. When done, click **Save** to save any changes.



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

Young, Veronica SSN: OSOS ID: NY012383088

Outcomes Comments Audit Training Add Info **Add Outcomes** Jobs Info WIF Goals WIF Training H-1B TRA Benchmarks

Outcome	Program	Enr. Date	Exit Date
<input checked="" type="checkbox"/>	Summer Youth Employment	06/20/2014	

Add Outcomes

Record Id
<input checked="" type="checkbox"/>

Situational Judgment

Active Listening

OFFICIAL Work Readiness Practice Test

Date

Math

Reading

Situational Judgment

Active Listening

National Work Readiness Credential

Attained

Date Attained **Attainment Details**

Industry Wide Recognized Occupational Certificate

Attained

Date Attained

Add Delete Print List Help Print Record Audit

Save Save Customer Detail Comp Assess Comments Check Labor Market Information



RESOURCES AND ASSISTANCE

[WDS TA #14-4](#), "Revision of the LLSIL for 2014", April 2, 2014

[WDS TA #14-5](#), "Workforce Investment Act (WIA) Waivers", May 20, 2014

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

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

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

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