

Youth Program Intake and Eligibility OSOS Guide



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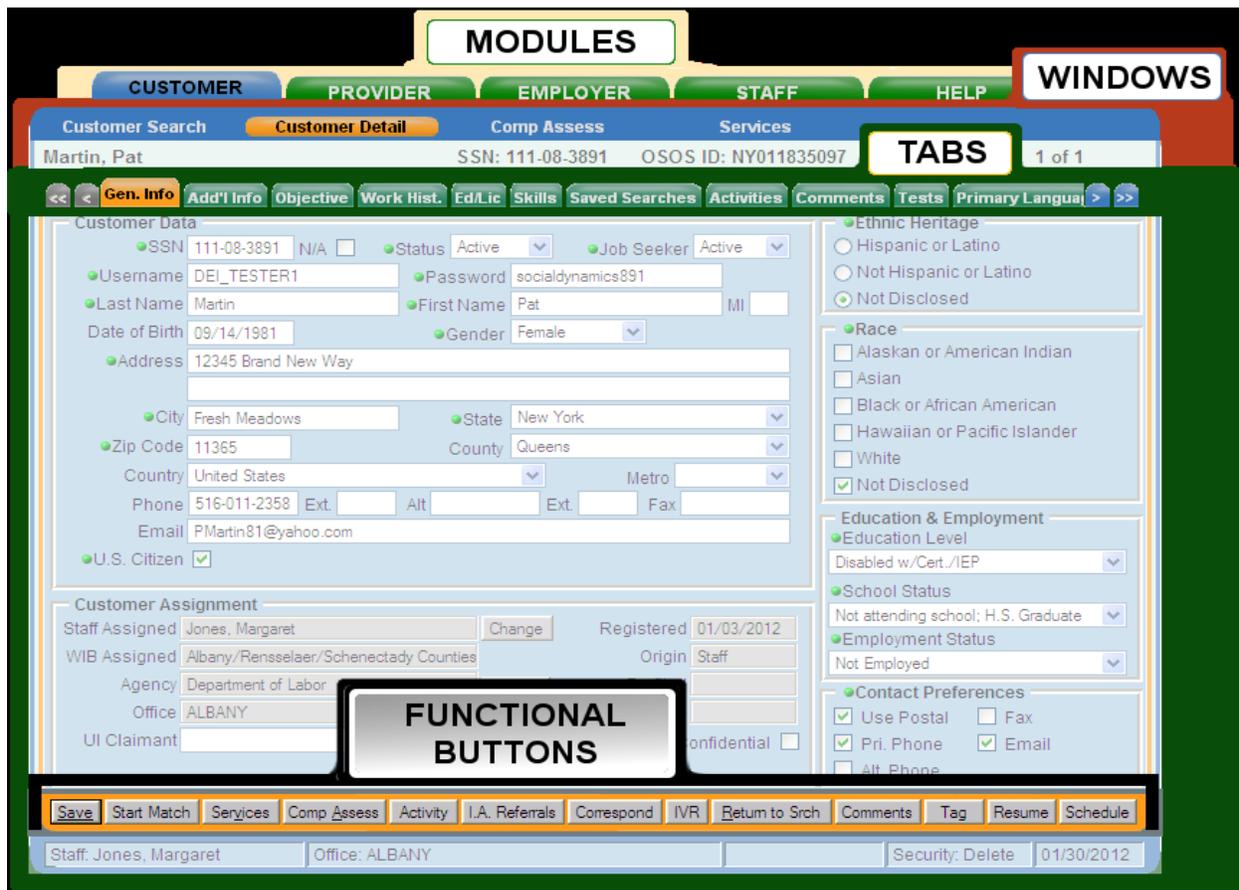
ACKNOWLEDGEMENTS

We would like to thank Antwan Williams, Youth Program Coordinator for RochesterWorks, and the New York State Department of Labor’s Quality Assurance, OSOS Unit, Career Development and Youth Initiatives Office for their input and review of this OSOS Guide.

PURPOSE

This guide will provide a comprehensive overview of which fields need to be entered in the **Customer Detail** and **Comp Assess** windows of OSOS for Youth Program intake and to record program eligibility.

Below is a screenshot describing the different components of OSOS including Modules, Windows, Tabs and Functional Buttons. These terms will be used throughout this guide.





INTAKE

WIA Youth program intake and eligibility helps ensure that youth, ages 14-21, fall into the criteria outlined by WIA and that the WIA Youth program is appropriate for the youth. During the intake and eligibility process, documentation to support eligibility is collected. This document will guide staff through the sections of the One Stop Operating System (OSOS) that affect WIA Youth program intake and eligibility.

It is suggested that participant data entry does not begin until the youth is found to be eligible and all required documentation is collected. Once documentation is collected, create a participant record or update the existing record with the correct eligibility and demographic information. This process ensures that staff time is used only for youth who will be enrolled in the LWIA's youth program.

INCOME ELIGIBILITY

The Workforce Investment Act of 1998 (WIA) requires youth program participants to be Low Income in order to receive WIA-funded services.

The term "Low Income" is defined in section 101(25) as an individual who:

- Receives, or is a member of a family that receives cash payments under a Federal, State or Local income based Public Assistance program.
- Receives, or is a member of a family that receives an income that does not exceed the higher of the Lower Living Standard (poverty line) or 70% LLSIL.
- Or is an individual with a Disability whose own income (Family of One) meets these requirements
- Is a member of a household that receives Food Stamps (or determined eligible within the past 6 months).
- Qualifies as a Homeless individual (defined by the McKinney Homeless Assistance Act)
- Is a Foster Child on behalf of whom State or Local government payments are made.

If the customer meets one of the income eligibility requirements above, he or she must also meet at least one of these additional barriers:

- School Dropout
- Needs additional assistance to complete an education program or to secure and hold employment (defined by the Local Workforce Investment Board)
- Deficient in Basic Literacy Skills
- Pregnant or Parenting Youth
- Homeless, Runaway, or Foster Child
- Offender



NON-INCOME ELIGIBLE 5% EXCEPTION

There is an exception to permit WIA services to youth who are not low-income eligible. Up to five percent of youth participants served by youth programs in a local area may be individuals who do not meet the income criterion for eligible youth.

For a youth to be eligible to receive WIA services under the 5% Exception Rule, the youth must meet one or more of the following barriers:

- School Dropout
- Basic Skills Deficient
- One or more grade levels below appropriate grade level for age
- Faces Serious Barriers to Employment (defined by the Local Workforce Investment Board)
- One or more disabilities
- Pregnant or Parenting
- Homeless or Runaway
- Offender

LOCATION OF WIA ELIGIBILITY IN OSOS



To see data entry guidance for each of the elements listed below, click the bold/underlined words.

INCOME

In order to be eligible to receive WIA youth services, the customer must meet and have at least one of the following Low Income criteria recorded in OSOS:

- **Lower Living Standard:** Add'l Info tab → Income Status section
- **70% LLSIL:** Add'l Info tab → Income Status section
- **Disabled** Individual whose own income meets 70% LLSIL or the Poverty Level:
 - Add'l Info tab → Income Status section → Disability Status field; and/or
 - Comp Assess Window → Education tab → Learning Disabilities field
- **Public Assistance:** Add'l Info tab → Programs/Public Assistance button → Public Assistance section
- **Food Stamps:** Add'l Info tab → Programs/Public Assistance button → Public Assistance section
- **Homeless:** Comp Assess Window → Housing tab → Current Housing field
- **Foster Child:** Comp Assess Window → Housing tab → Current Housing field

BARRIERS

If the customer is income eligible to receive WIA youth services, the customer must meet and have at least one of the following barriers recorded in OSOS:

- **School Dropout:** Customer Detail window → Gen. Info tab
- **Needs additional assistance** to complete an education program or to secure and hold employment (defined at a local level): Comp Assess window → Employment tab
- **Deficient in Basic Literacy Skills:** Comp Assess window → Education tab
- **Pregnant or Parenting:** Comp Assess window → Family tab
- **Homeless or Runaway :** Comp Assess window → Housing tab
- **Offender Status:** Comp Assess window → Legal tab



If the youth meets one or more of the income eligibility criteria mentioned above but none of the applicable income eligibility is indicated in OSOS at the time of enrollment, the youth will automatically count in the LWIA's 5% exception pool, which could negatively affect performance and reporting for that LWIA. If the youth meets any of the income eligibility criteria, make sure to record it in OSOS.



5% EXCEPTION BARRIERS

If the customer does not meet the WIA Youth income eligibility criterion, the customer may be eligible under the 5% exception rule. In order for a youth to be eligible to receive WIA youth services under the 5% Exception Rule, the youth must meet and have at least one of the following barriers recorded in OSOS:

- **School Dropout:** Customer Detail window → Gen. Info tab
- **Basic Skills Deficient:** Comp Assess window → Education tab
- **One or more grade levels below appropriate grade level for age:** Comp Assess window → Education tab
- **Faces Serious Barriers to Employment:** Comp Assess window → Education tab
- **One or more disabilities:** Customer Detail window → Add'l Info → Disability Status, **and/or** Comp Assess window → Education tab → Learning Disabilities
- **Pregnant or Parenting:** Comp Assess window → Family tab
- **Homeless or Runaway:** Comp Assess window → Housing tab
- **Offender:** Comp Assess window → Legal tab → Offender status

OSOS DATA ENTRY

For WIA Youth Program intake and eligibility, information must first be entered in the **Customer Detail** and **Comp Assess** windows.



All eligibility and intake information must be correct at the time of enrollment. If incorrect information is collected in OSOS, or not collected at all, this can negatively affect program outcomes. If customer has an existing OSOS record, make sure all information is verified and updated as needed.

CUSTOMER DETAIL WINDOW

In the **Customer Detail** window, all program required and green-dotted fields for a customer record on the following tabs need to be completed: **Gen. Info**, **Add'l Info**, **Objective**, **Work Hist.**, **Ed/Lic**, and **Skills**. Additional emphasis will be outlined for fields affecting Youth Program eligibility.

In addition, we recommend completing additional fields that are not program required or green-dotted. This is important for case management and for identifying service needs.



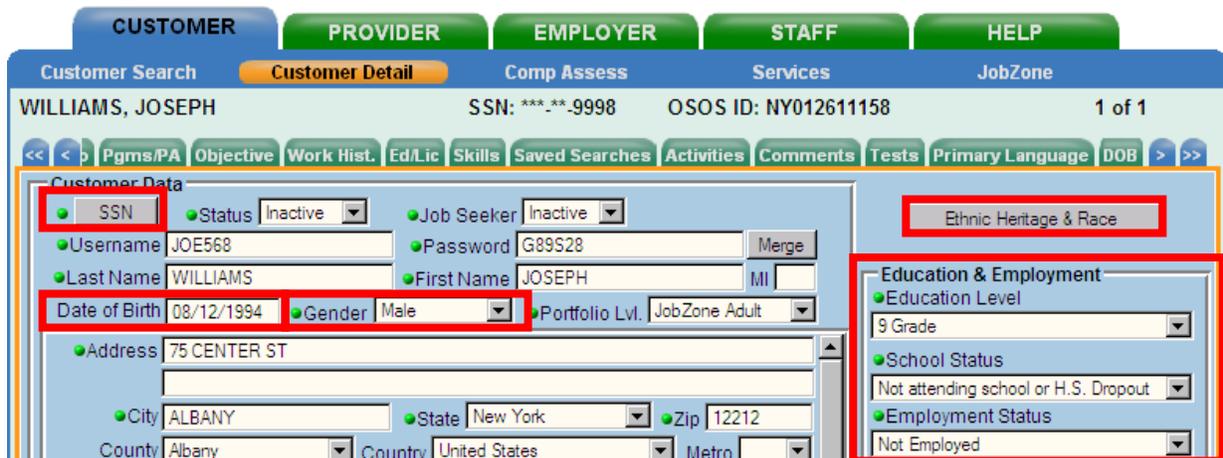
Gen. Info Tab

In the **Gen. Info** tab, the following fields need to be completed for Youth Program eligibility (including all program required and green-dotted fields for all customer records):

- **Social Security Number (SSN):** This must be entered for youth to count in performance measures. Please note, as of March 2014, only the last four digits of the customer’s SSN are visible on the top of their record. To see more of the SSN, select the SSN button. This change is also reflected in the Ethnic Heritage & Race button.
- **Date of Birth:** Customer must be between the ages of 14 and 21 to participate in the Youth Program (*requires supporting documentation*).
- **Gender:** Customer must select a gender since this impacts other Youth Program eligibility fields (Note: A gender must be selected - the *Not Disclosed* option does not count for Youth Program eligibility).
- **Education Level:** This field should capture the highest grade the customer completed. This information will affect program outcomes.
- **School Status:** Indicate the customer's current education level - also, be sure to indicate if your customer is a school dropout. This information will affect program outcomes (*requires supporting documentation*).
- **Employment Status:** Select the appropriate option for your customer. This information will affect program outcomes (*requires supporting documentation*).



The “Individualized Education Program (IEP)” diploma is not recognized as a High School diploma by the New York State Department of Education. If a youth has received an IEP diploma, indicate the youth’s Education Level as “12th Grade-no Diploma” and the School Status as “Not attending school or H.S. Dropout” in OSOS. If a youth obtains a GED/TASC while in the program and earned an IEP diploma, the steps above will allow the GED/TASC to be recorded in OSOS and satisfy the WIA Youth Program Common Measure of Attainment of a Degree or certificate.



ADD'L INFO TAB

In the **Add'l Info** tab, the fields listed below need to be completed:

- Lower Living Standard/Income 70% LLSIL:** If the customer's household family income meets the Lower Living Standard (Poverty Level) and/or 70% of the Lower Living Standard Income Level (LLSIL), select **Yes** for the appropriate option. If the customer's household family income is below both the Lower Living Standard and the 70% LLSIL, populate the field for whichever is higher (*requires supporting documentation*). These fields help youth meet income eligibility. See [Technical Advisory 12-6](#) or the [Resource](#) page for more information.
- Disability Status:** If the customer discloses a mental and/or physical disability, select **Disabled** from this field. Selecting **Disabled** makes the customer a family of one and only their income is considered for income eligibility (*requires supporting documentation*). Learning disabilities are recorded on the **Comp Assess** window. See [page 17](#) for more information on recorded learning disabilities.
- Selective Service:** If the customer is a male and between the ages of 18 and 21, check the corresponding box and enter the customer's Selective Service Number. If the customer is not already registered, click the **Register/Lookup** button to register the customer. See [Technical Advisory 12-9](#) or the [Resource](#) page for more information.



Copying and pasting Selective Service registration numbers into OSOS may cause some of the numbers to be excluded. Upon entering the Selective Service registration number, leave this window open to look up multiple customers.



MSW is a required field



PROGRAMS/PUBLIC ASSISTANCE TAB

Clicking the **Programs/Public Assistance Tab** will allow data entry of the **Programs/Public Assistance** information.

On the right hand side of the window, indicate any applicable public assistance received by the customer by selecting **Yes** in the corresponding drop-down field, and enter the date the customer first began receiving the assistance in the **Date** field (*requires supporting documentation*). If the customer does not know when the assistance was first received, then enter the current date.

The screenshot shows the OSOS interface for a customer named Malinak, Youth. The 'Pgms PA' tab is selected. The 'Public Assistance' section is highlighted with a red box, showing the following data:

Public Assistance		Date
TANF		
TANF Exhaustee		
GA-General Assistance (State/Local)		
RCA-Refugee Cash Assistance		
SSI-Supplemental Security Income		
Food Stamps	Yes	04/24/2014
SSDI - Social Security Disability Insurance		
Medicaid		
Home Relief		

The 'SAVE' button is highlighted with a yellow arrow.



MILITARY SERVICE

If the customer has military service, check the **Service Veteran** checkbox (*requires supporting documentation*). When this box is checked, additional fields will display. Refer to the OSOS Military Service Guide Resource for further data entry instructions.

The screenshot shows the OSOS Customer Detail form for WILLIAMS, JOSEPH. The form is divided into several sections, with the **Military Service** section highlighted by a red box. The **Service Veteran** checkbox is checked, and the **Active Service** radio button is selected. The **Military Branch** dropdown menu is set to "Veteran Era".

Customer Detail
WILLIAMS, JOSEPH SSN: ***-**-9998 OSOS ID: NY012611158 1 of 1

Programs

- Income Status
 - Lower Living Standard: N/A
 - Income 70% LLSIL: Yes
 - Local Priority: N/A
 - Disability Status: Not Disabled
 - Migrant / Seasonal Worker: Yes No

Military Service

- Service Veteran
- Active Service Days Served:
- From:
- Thru:
- Service Disability:
- Current Housing:
- Current Housing (2):
- Campaign Veteran:
- Transitioning Veteran
- Other Eligible
- Military Branch:
- Veteran Era:

Customer List Participation

List Name
<input type="checkbox"/>

Assign To List Remove

Employment Preferences

- Work Week:
- Duration:
- Salary:
- Pay Unit:
- Date Available:

Shift Preference

- Work Any Shift: Yes No
- First Shift
- Second Shift
- Third Shift
- Split Shift
- Rotating Shift

Selective Service

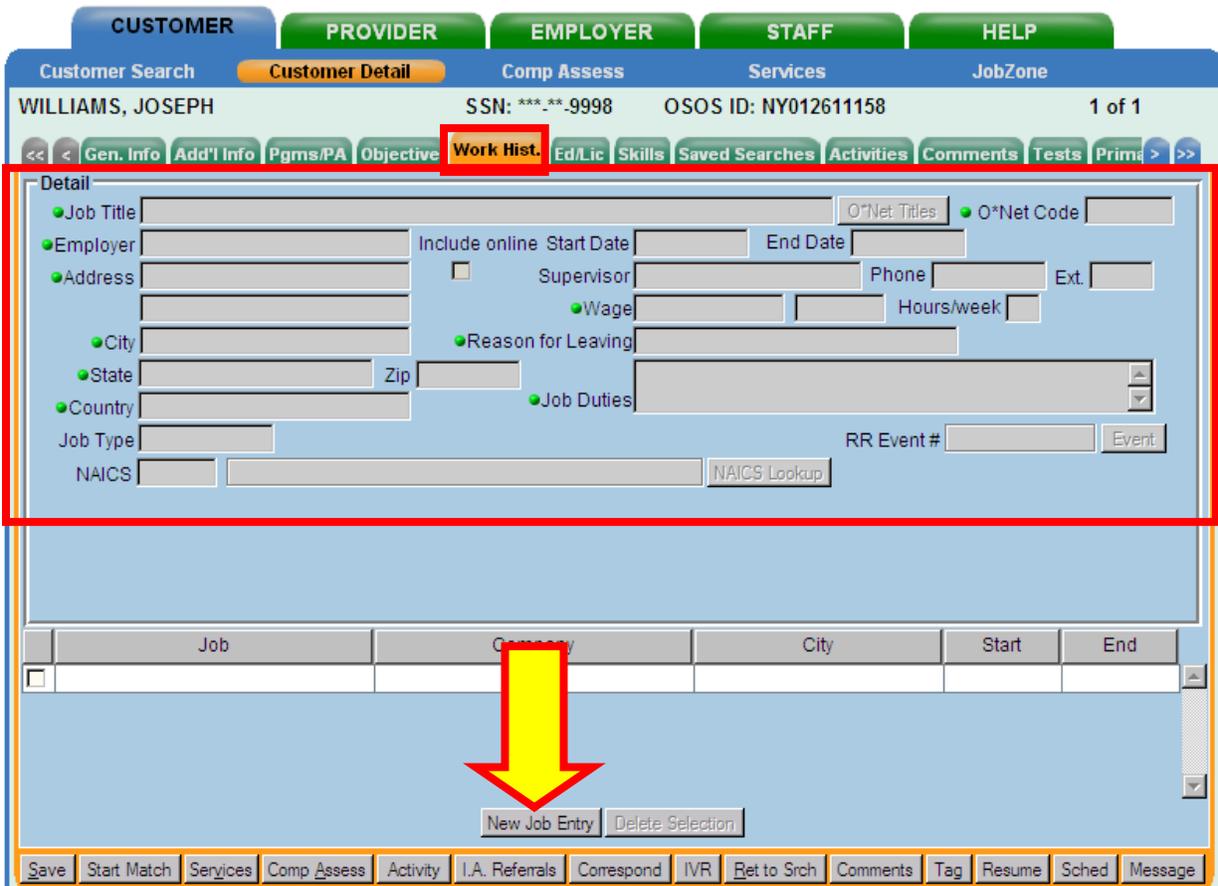
- Selective Service?:
- # 0000000000 Register/Lookup

Save Start Match Seryjces Comp Assess Activity I.A. Referrals Correspond IVR Ret to Srch Comments Tag Resume Sched Message

WORK HISTORY

To add work history, click **New Job Entry**.

Then fill in all of the required fields. Be sure to indicate **Job Type** to specify if the work experience was volunteer, internship, full-time, etc. Both subsidized and/or unsubsidized work experiences can be included in this tab, as this information is used for case management purposes only and does not affect WIA Youth Program Common Measures.



The screenshot shows the OSOS interface for a customer named WILLIAMS, JOSEPH. The 'Work Hist.' tab is selected and highlighted with a red box. Below the navigation tabs, there is a 'Detail' section with various input fields for job information. A yellow arrow points to the 'New Job Entry' button at the bottom of the form.

Job	Company	City	Start	End
<input type="checkbox"/>				

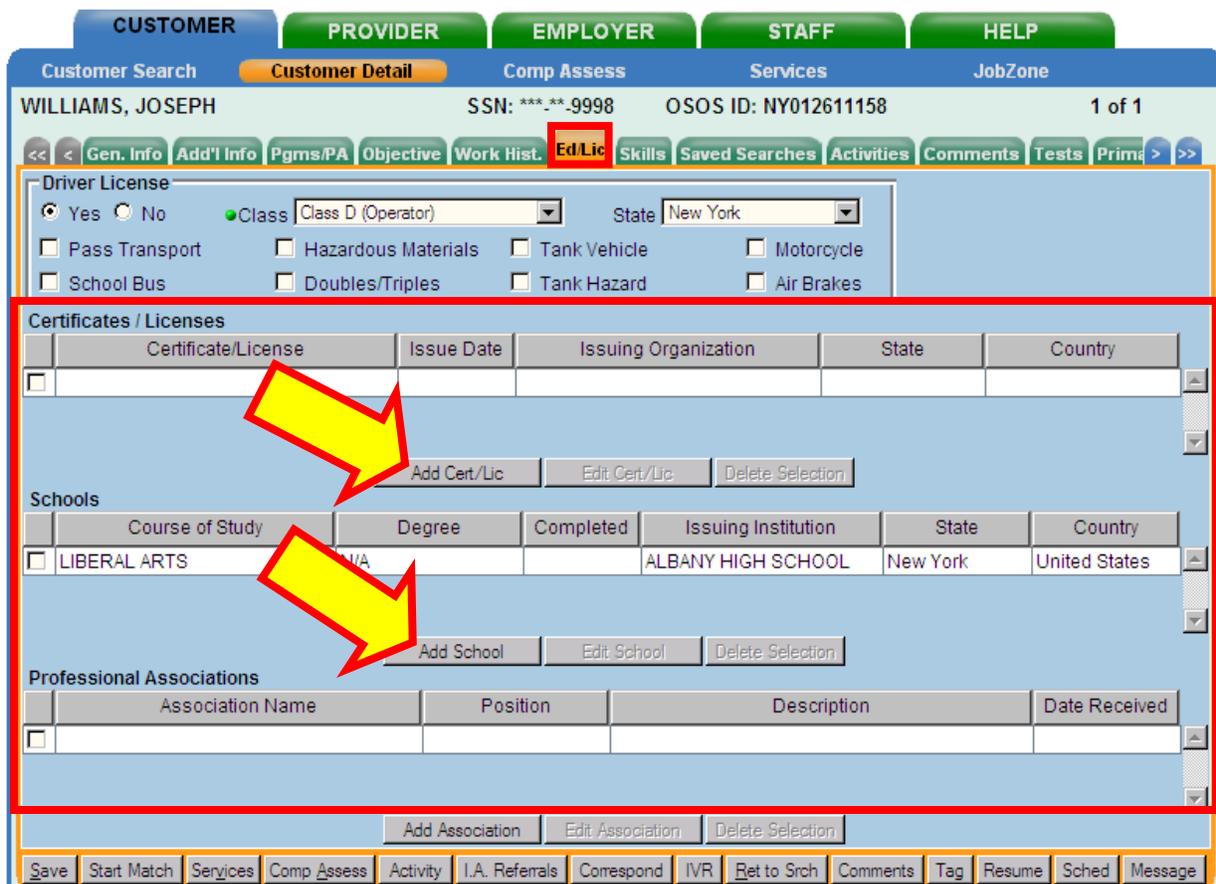


Many youth customers may not have work history to enter. If this is the case, nothing needs to be entered on this tab.

ED/LIC TAB

In the **Ed/Lic** tab, the following fields should be completed:

- **Driver License:** Indicate whether or not the customer has a driver license by selecting **Yes** or **No**. If **Yes**, fill in the required information.
- **Certificates/Licenses:** Click **Add Cert/Lic** to add any certificates or licenses the customer may have obtained.
- **Schools:** Click **Add School** to add any schools that the customer has attended.



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

WILLIAMS, JOSEPH | SSN: ***-**-9998 | OSOS ID: NY012611158 | 1 of 1

Gen. Info | Add'l Info | Pgms/PA | Objective | Work Hist. | **Ed/Lic** | Skills | Saved Searches | Activities | Comments | Tests | Prima

Driver License

Yes No Class: Class D (Operator) State: New York

Pass Transport Hazardous Materials Tank Vehicle Motorcycle

School Bus Doubles/Triples Tank Hazard Air Brakes

Certificates / Licenses

Certificate/License	Issue Date	Issuing Organization	State	Country
<input type="checkbox"/>				

Add Cert/Lic Edit Cert/Lic Delete Selection

Schools

Course of Study	Degree	Completed	Issuing Institution	State	Country
<input type="checkbox"/> LIBERAL ARTS			ALBANY HIGH SCHOOL	New York	United States

Add School Edit School Delete Selection

Professional Associations

Association Name	Position	Description	Date Received
<input type="checkbox"/>			

Add Association Edit Association Delete Selection

Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Ret to Srch Comments Tag Resume Sched Message



SKILLS TAB

In the **Skills** tab, enter any **Additional Skills** the customer has. Use [O*NET](#) or [CareerZone](#) as a resource for assistance in identifying the customer's skills.

Enter any **Honors & Activities** that the customer has earned.

The screenshot displays the OSOS interface for customer WILLIAMS, JOSEPH. The Skills tab is highlighted in red. The interface includes the following sections:

- Additional Skills Text:** A text area containing "CHILDCARE, COMPUTER SKILLS, MAINTENANCE/REPAIRS".
- Honors & Activities:** An empty text area for recording earned honors and activities.
- Qualifications:** A table with columns for "Qualification" and "Description". It includes "Add Qualification", "Edit Qualification", and "Delete Selection" buttons.
- Awards:** A table with columns for "Award Name" and "Description". It includes "Add Award", "Edit Award", and "Delete Selection" buttons.

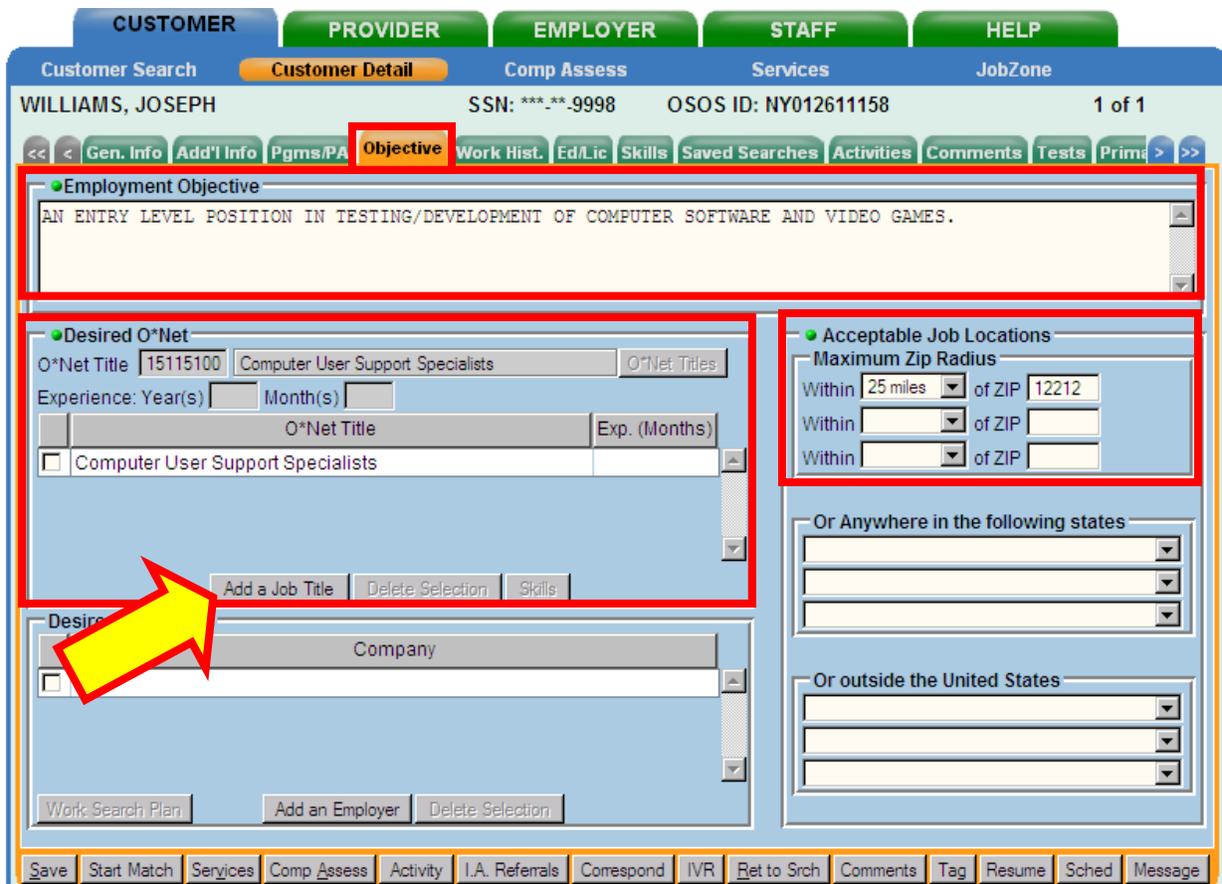
Navigation buttons at the bottom include: Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, Message.

OBJECTIVE TAB

The **Objective** tab should be the last tab completed in the **Customer Detail** window. This will ensure that the record describes an informed idea of the customer's work history, education, licenses and skills before helping the customer to set an appropriate employment objective.

In the **Objective** tab, data enter:

- **Employment Objective:** Enter an objective based on the assessment of the customer's work history, education, skills, and career goals. If the customer is not job seeking, enter an objective based on their interests and/or goals.
- **Desired O*Net:** Enter at least one Desired O*Net title for each customer. A maximum of 5 O*Net titles can entered. Click **Add a Job Title** to add the correct title. (This will populate on the **Employment** tab in the **Comp Assess** window.)
- **Acceptable Job Locations:** Enter the geographic distance the customer is willing to travel for a job from a zip code.



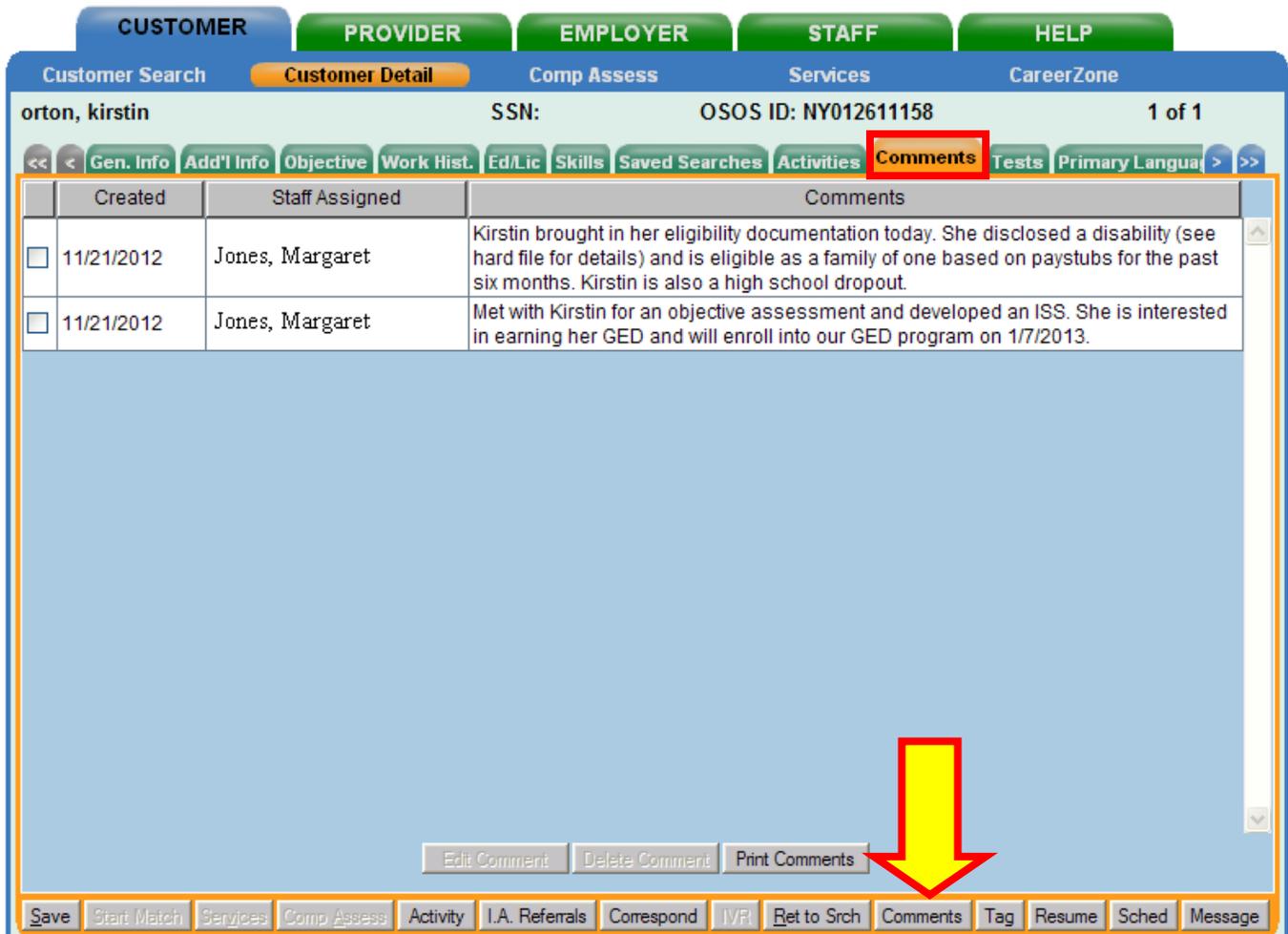
The screenshot shows the OSOS Customer Detail window for WILLIAMS, JOSEPH. The 'Objective' tab is selected and highlighted in red. The 'Employment Objective' field contains the text: "AN ENTRY LEVEL POSITION IN TESTING/DEVELOPMENT OF COMPUTER SOFTWARE AND VIDEO GAMES." The 'Desired O*Net' section shows "Computer User Support Specialists" with an "Add a Job Title" button highlighted by a yellow arrow. The 'Acceptable Job Locations' section shows "Maximum Zip Radius" set to "Within 25 miles of ZIP 12212".



*When finished entering the data, click **Save** to retain the changes.*

COMMENTS TAB

All comments related to youth will be entered on the **Comments** tab in either the **Customer Detail** or **Services** windows. Comments must note the source used to determine income eligibility and provide details of the services provided. If there are confidential details that should not be shared (at staff's discretion), write "see hard file." See example below.



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

orton, kirstin | SSN: | OSOS ID: NY012611158 | 1 of 1

Gen. Info | Add'l Info | Objective | Work Hist. | Ed/Lic | Skills | Saved Searches | Activities | **Comments** | Tests | Primary Language

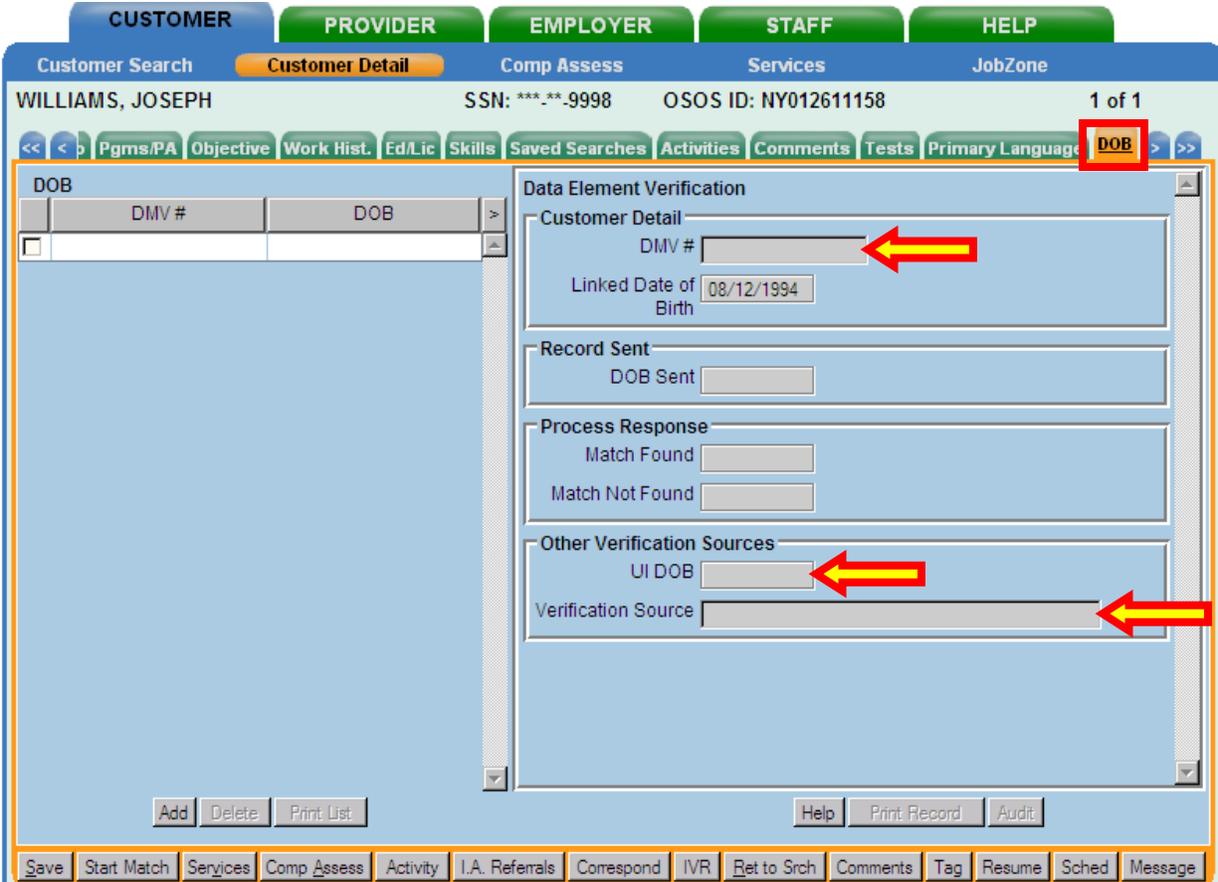
Created	Staff Assigned	Comments
<input type="checkbox"/> 11/21/2012	Jones, Margaret	Kirstin brought in her eligibility documentation today. She disclosed a disability (see hard file for details) and is eligible as a family of one based on paystubs for the past six months. Kirstin is also a high school dropout.
<input type="checkbox"/> 11/21/2012	Jones, Margaret	Met with Kirstin for an objective assessment and developed an ISS. She is interested in earning her GED and will enroll into our GED program on 1/7/2013.

Edit Comment | Delete Comment | Print Comments

Save | Start Match | Services | Comp Assess | Activity | I.A. Referrals | Correspond | IVR | Ret to Srch | **Comments** | Tag | Resume | Sched | Message

DOB TAB

As part of the Data Element Validation (DEV) requirements, staff must provide supporting documentation for the customer's Date of Birth. For youth, the **DOB Tab** can be used to verify Date of Birth through Department of Motor Vehicles records (**DMV #**), or Unemployment Insurance records (**UI DOB**). If Date of Birth is verified through another **Verification Source**, retain a copy of the document used. See [Technical Advisory 11-12](#) or the [Resource](#) page for more information.



The screenshot shows the OSOS Customer Detail window for WILLIAMS, JOSEPH. The DOB tab is selected, and the Data Element Verification section is visible. The fields for DMV #, UI DOB, and Verification Source are highlighted with red arrows, indicating they are required for data element validation.

COMP ASSESS WINDOW

In the **Comp Assess** window, all program required and green-dotted fields need to be completed. Additional emphasis will be outlined for fields affecting Youth Program eligibility.

In addition, we recommend completing additional fields that are not program required or green-dotted. This is important for case management and for identifying service needs.

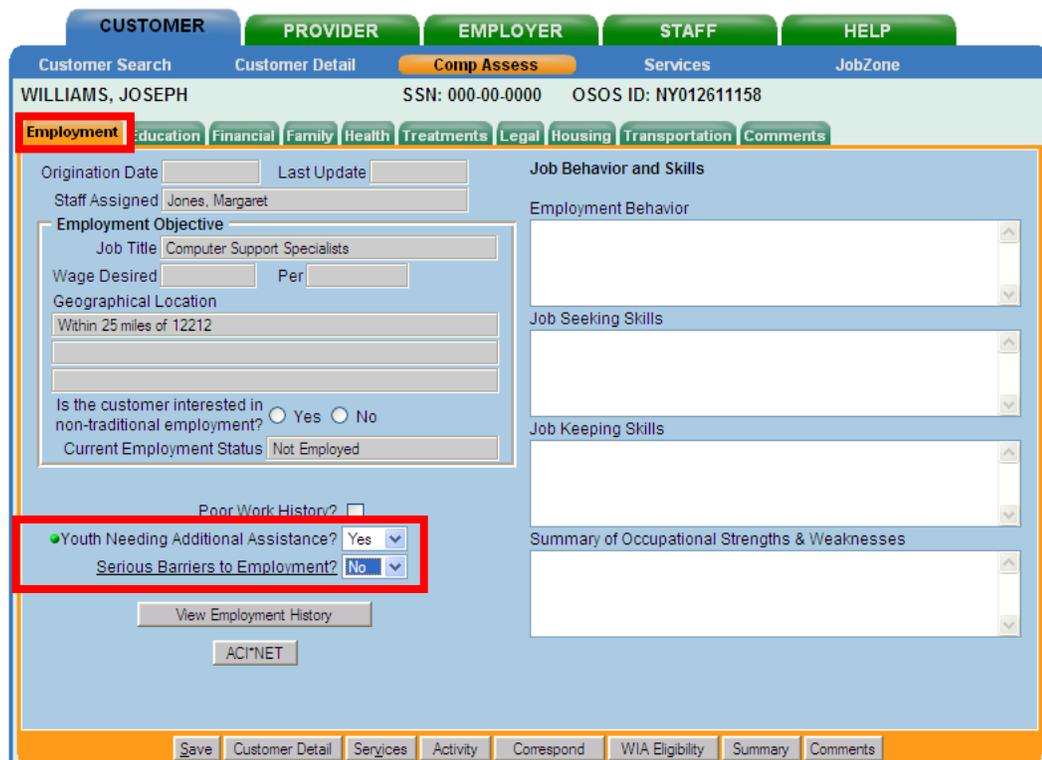
EMPLOYMENT TAB

In the **Employment** tab, fill in the following fields:

- Youth Needing Additional Assistance?:** If none of the other WIA recognized barriers apply (e.g. Pregnant/Parenting, School Dropout), select **Yes** if this is needed to serve as a barrier to make youth eligible for the **low income population**. 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 with the supporting documentation in the youth's hard file.

- Serious Barriers to Employment?:** If the youth is not low income, and none of the WIA recognized barriers apply (e.g. Pregnant/Parenting, School Dropout), select **Yes** if this is needed to serve as a barrier to make youth eligible for the **5% low income exception population**. 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 does apply and this has been recorded in OSOS with the supporting documentation in the youth's hard file.

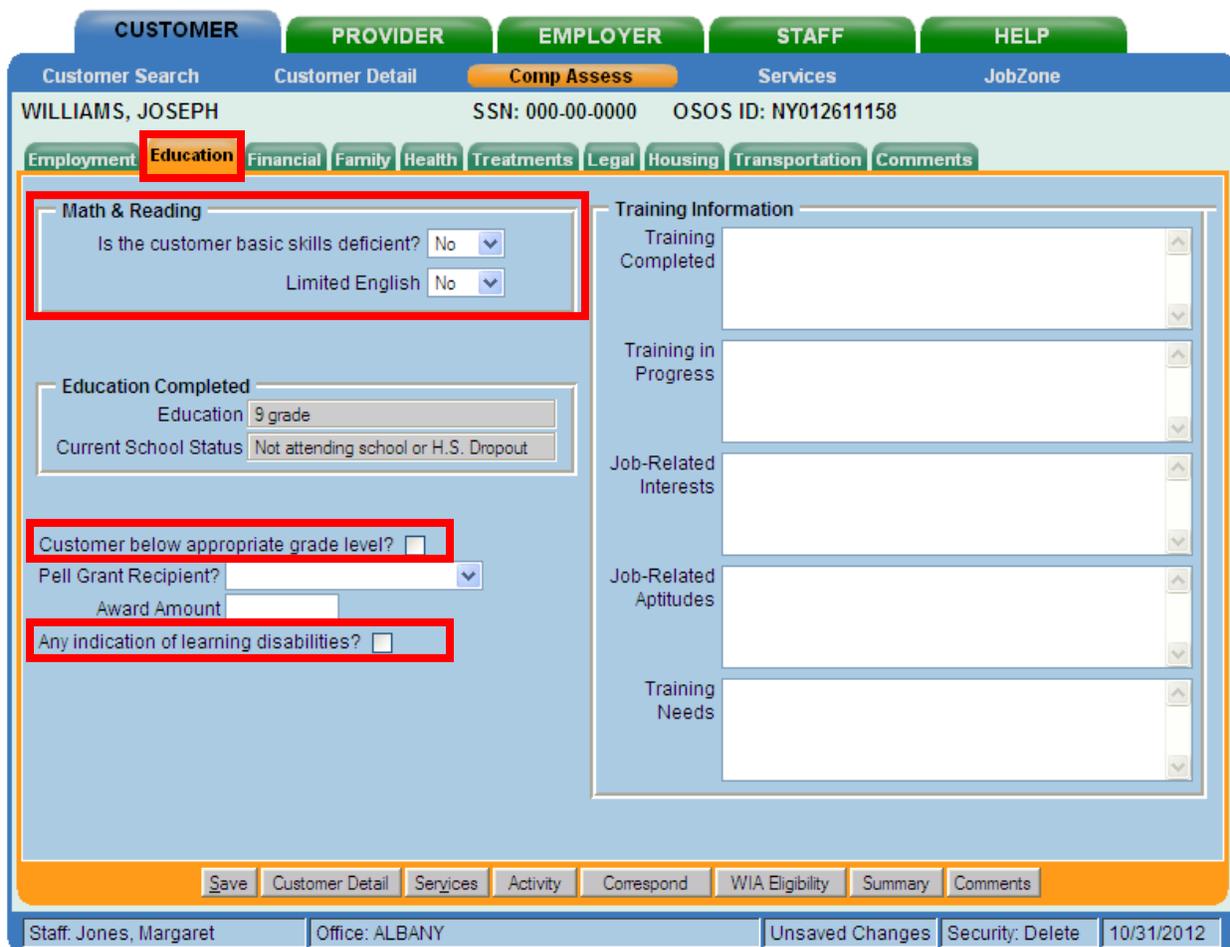


The screenshot displays the OSOS interface for a customer named WILLIAMS, JOSEPH. The 'Employment' tab is selected, and the 'Comp Assess' sub-tab is active. The 'Youth Needing Additional Assistance?' field is set to 'Yes' and 'Serious Barriers to Employment?' is set to 'No'. Other fields include 'Job Title' (Computer Support Specialists), 'Wage Desired', 'Geographical Location' (Within 25 miles of 12212), and 'Current Employment Status' (Not Employed). The interface also shows sections for 'Job Behavior and Skills', 'Job Seeking Skills', 'Job Keeping Skills', and 'Summary of Occupational Strengths & Weaknesses'.

EDUCATION TAB

In the **Education** tab, the following fields need to be filled in:

- **Math & Reading:** In this section, indicate if the **customer is basic skills deficient** by selecting **Yes** or **No** (*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*). 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 shows the OSOS interface for the Education tab of a customer profile. The customer is WILLIAMS, JOSEPH, with SSN: 000-00-0000 and OSOS ID: NY012611158. The Education tab is selected and highlighted in red. The 'Math & Reading' section is also highlighted in red and contains two dropdown menus: 'Is the customer basic skills deficient?' (set to 'No') and 'Limited English' (set to 'No'). Below this, the 'Education Completed' section shows 'Education' as '9 grade' and 'Current School Status' as 'Not attending school or H.S. Dropout'. The 'Customer below appropriate grade level?' checkbox is highlighted in red and is currently unchecked. The 'Pell Grant Recipient?' dropdown is set to 'No'. The 'Award Amount' field is empty. The 'Any indication of learning disabilities?' checkbox is highlighted in red and is currently unchecked. The 'Training Information' section on the right contains five empty text areas: 'Training Completed', 'Training in Progress', 'Job-Related Interests', 'Job-Related Aptitudes', and 'Training Needs'. At the bottom, there are buttons for 'Save', 'Customer Detail', 'Services', 'Activity', 'Correspond', 'WIA Eligibility', 'Summary', and 'Comments'. The footer shows 'Staff: Jones, Margaret', 'Office: ALBANY', 'Unsaved Changes', 'Security: Delete', and the date '10/31/2012'.

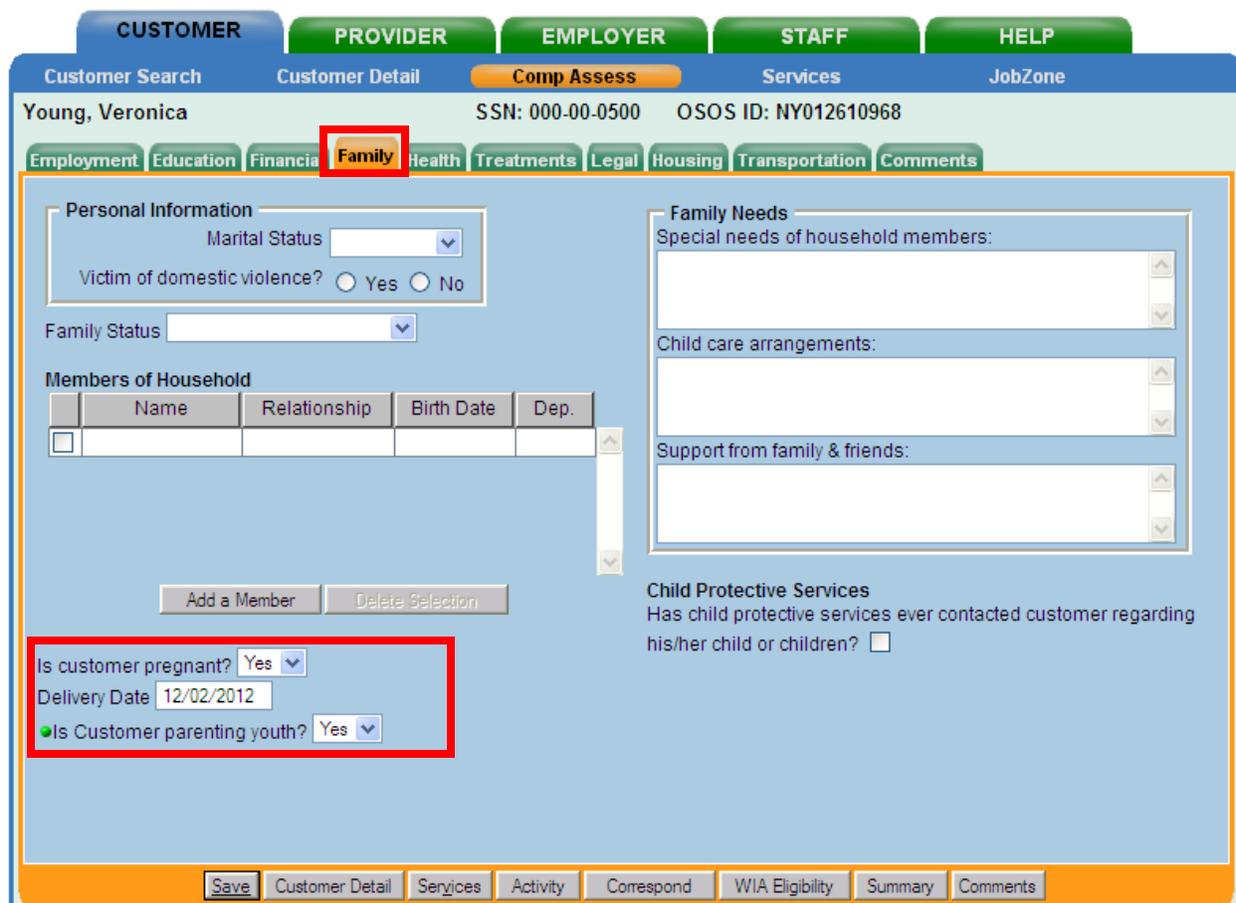
FAMILY TAB

In the **Family** tab, record if the customer is pregnant or parenting.

If the customer is female, select **Yes** or **No** under **Is customer pregnant?** (*requires supporting documentation*). If the customer is pregnant, enter the **Delivery Date**.

For both males and females, complete the **Is customer parenting youth?** field by selecting **Yes** or **No** (*requires supporting documentation*).

Both of these fields can impact eligibility for youth.



CUSTOMER PROVIDER EMPLOYER STAFF HELP

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

Young, Veronica SSN: 000-00-0500 OSOS ID: NY012610968

Employment Education Financial **Family** Health Treatments Legal Housing Transportation Comments

Personal Information
Marital Status
Victim of domestic violence? Yes No
Family Status

Members of Household

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

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? Yes
Delivery Date 12/02/2012
Is Customer parenting youth? Yes



If the customer is pregnant, be sure to update this information after the pregnancy.

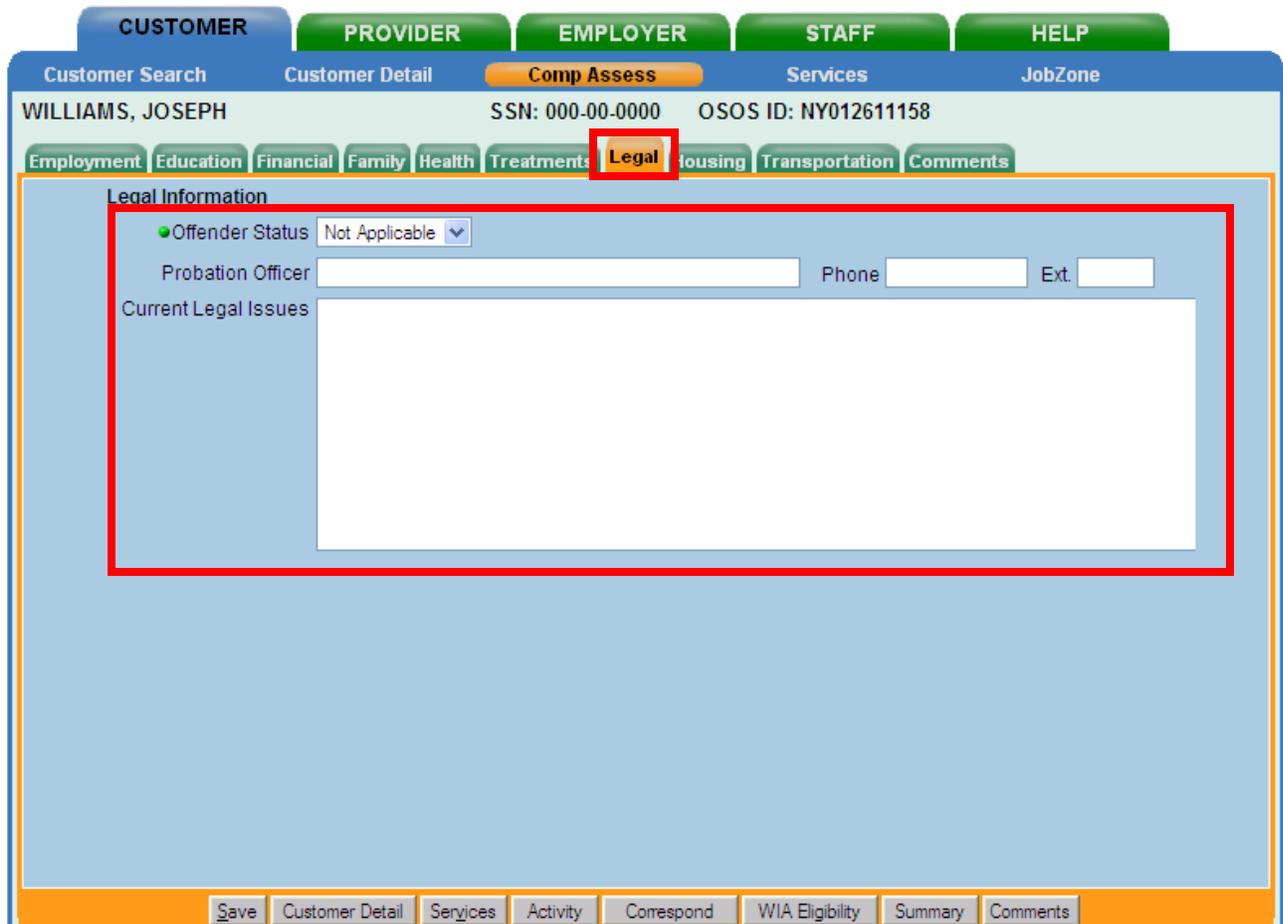
LEGAL TAB

In the **Legal** tab, complete the customer's **Offender Status**. Select either **Not Applicable** or **Yes** (*requires supporting documentation*). This is a required field in OSOS and affects eligibility for WIA youth services.

If the customer has an offender status of **Yes**, complete the corresponding fields of **Probation Officer** and **Current Legal Issues**.



Use caution recording information in the Probation Officer and Current Legal Issues fields. If information is deemed confidential, enter "See hard file" in these fields.



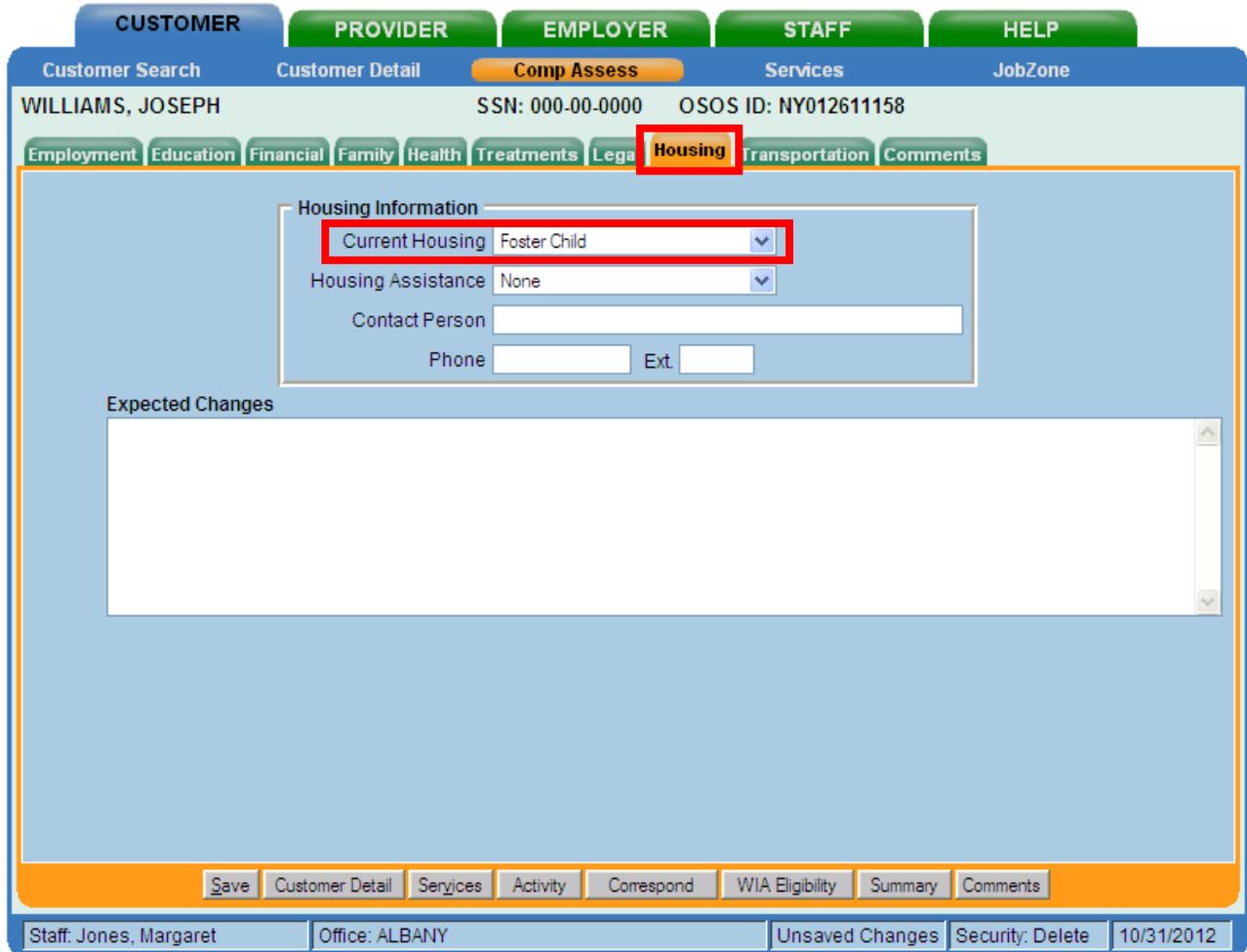
The screenshot shows the OSOS interface for customer WILLIAMS, JOSEPH. The 'Legal' tab is selected, and the 'Offender Status' dropdown menu is set to 'Not Applicable'. The 'Probation Officer' field includes input boxes for name, phone, and extension. The 'Current Legal Issues' field is a large text area. A red box highlights the 'Legal Information' section.



WIA definition of Offender: Any adult or juvenile who is, or who has been, subject to any stage of the criminal justice process for whom service under WIA may be beneficial or who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or convictions. [WIA §101(27)]

HOUSING TAB

If the customer is *Homeless, Runaway, or Foster Child* choose the option under **Current Housing** that can be supported by the appropriate documentation. Housing status can impact eligibility.



The screenshot shows the OSOS interface for customer WILLIAMS, JOSEPH. The 'Housing' tab is selected and highlighted. The 'Current Housing' dropdown menu is set to 'Foster Child'. Below it, 'Housing Assistance' is set to 'None'. There are input fields for 'Contact Person', 'Phone', and 'Ext.'. The 'Expected Changes' section is empty. At the bottom, there are buttons for 'Save', 'Customer Detail', 'Services', 'Activity', 'Correspond', 'WIA Eligibility', 'Summary', and 'Comments'. The footer shows 'Staff: Jones, Margaret', 'Office: ALBANY', 'Unsaved Changes', 'Security: Delete', and the date '10/31/2012'.

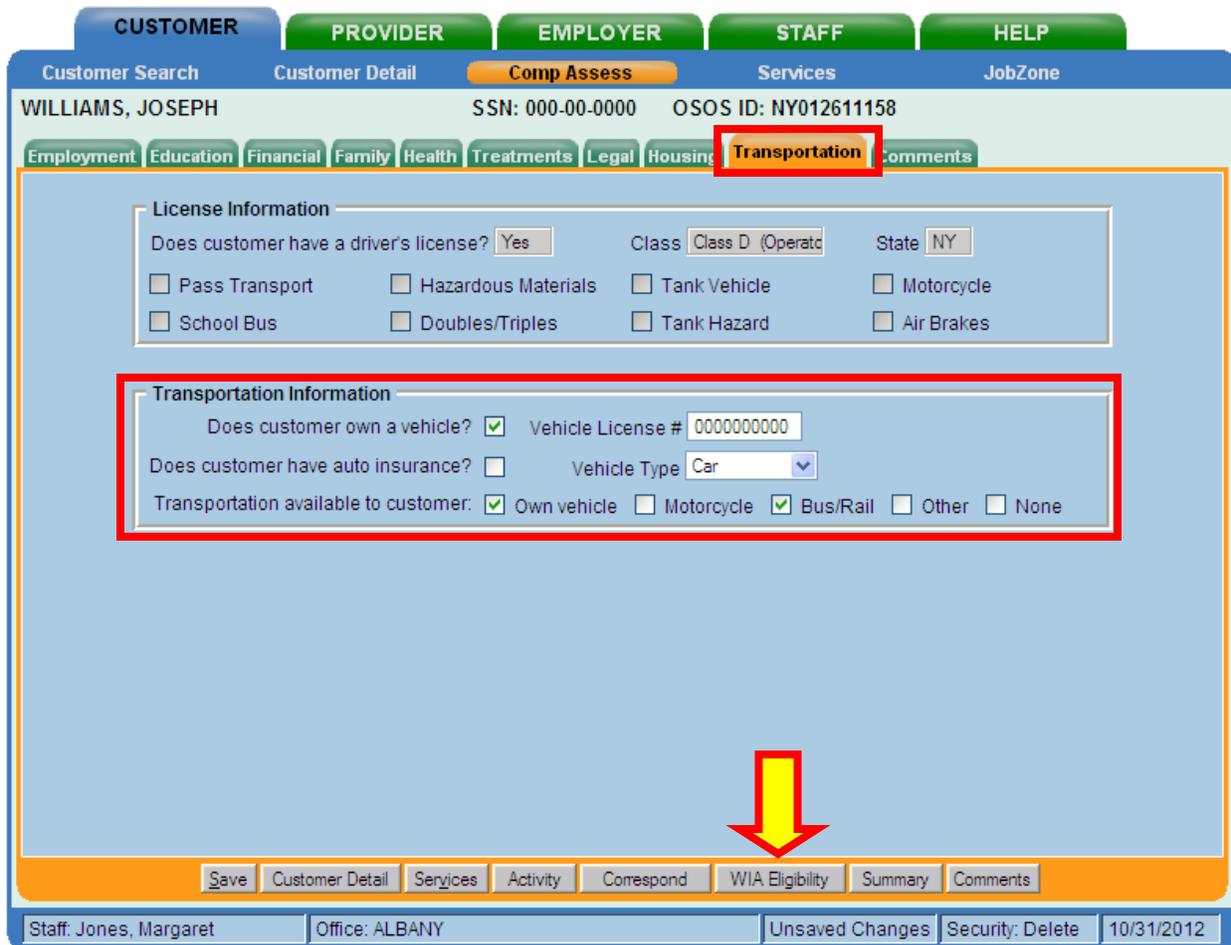


Definition of Homeless: An individual who (1) lacks a fixed, regular, and adequate nighttime residence and (2) has a primary nighttime residence that is (a) a supervised, publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill), (b) an institution that provides a temporary residence for individuals intended to be institutionalized, or (c) a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings. (McKinney Act (P.L. 100-77, sec 103(2)(1), 101 stat. 485 (1987))

TRANSPORTATION TAB

In the **Transportation** tab, driver's license information will be populated based on what was entered on the **Ed/Lic** tab of the **Customer Detail** window.

In this tab, document if the customer owns a vehicle, and what modes of transportation are available to the customer. These are important for good case management as they will affect employment and training goals of the customer.




*When finished entering the data, click **Save** to retain any changes.*

Click the **WIA Eligibility** button to view the WIA eligibility criteria and barriers that were entered throughout the Customer Detail and Comprehensive Assessment modules.

WIA ELIGIBILITY REPORT

WIA Eligibility -- Webpage Dialog

WIA Eligibility Report
JOSEPH WILLIAMS
11/14/2012

WIA Eligibility Criteria		
Adult Only:	Youth Only:	
Homeless	Homeless/Runaway/Foster Child	X
	Requires Additional Assistance	X
	Deficient in Basic English Literacy Skills	
	School Dropout	X
	Offender	
	Pregnant or Parenting	X
	Poor Work History	
Multiple Audience:	Special 5% Rule (Youth only):	
Cash Public Assistance	X Basic Skills Deficient	
Low Income Priority	One or more grade levels below grade level appropriate age	
Physical/Mental Disability	Serious Barriers to Employment	
Learning Disability		
Other		
Local Priority		
Dislocated Worker		
Displaced Homemaker		
Food Stamps	X	
Income 70% LLSIL	X	

An "X" to the right of a criterion indicates the data has been entered into OSOS.

Click **Print** to put a hard copy in the customer's file.



RESOURCES AND ASSISTANCE

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

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

All youth eligibility information and required documentation for Data Element Validation can be found in TA 11-12 Attachment C and D:

<http://www.labor.ny.gov/workforcenypartners/ta/TA11-12.pdf>

For additional information on the Lower Living Standard Income Level and Poverty Income Guidelines for 2012 please go to Attachment A of TA 12-6:

<http://labor.ny.gov/workforcenypartners/ta/ta-12-6.pdf>

Selective Service:

<http://www.labor.ny.gov/workforcenypartners/ta/ta-12-9-selective-service-policy.pdf>

DOB Tab Guide:

<http://www.labor.ny.gov/workforcenypartners/osos/osos-guide-dev-tab.pdf>

NYS DOL CareerZone System:

www.careerzone.ny.gov

O*Net:

<http://www.onetonline.org>

For questions related to OSOS, please contact the OSOS Help Desk:

By phone: (518) 457-6586

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

For questions related to Youth programs, please contact the NYSDOL Career Development and Youth Initiatives Office:

By email: youthoffice@labor.ny.gov