



Re-Employment Operating System (REOS) Overview Webinar

- July 1, 2010 & July 8, 2010
- Presented by: Vicki Mockler



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REOS Background

- **Developed Internally by DEWS and Planning & Technology**
- **Consists of Unemployment Insurance Customers Only**
- **Receives Updates/Information from the OSOS and Unemployment Insurance Systems**
- **Download every Friday – used for scheduling**

REOS Additional Information

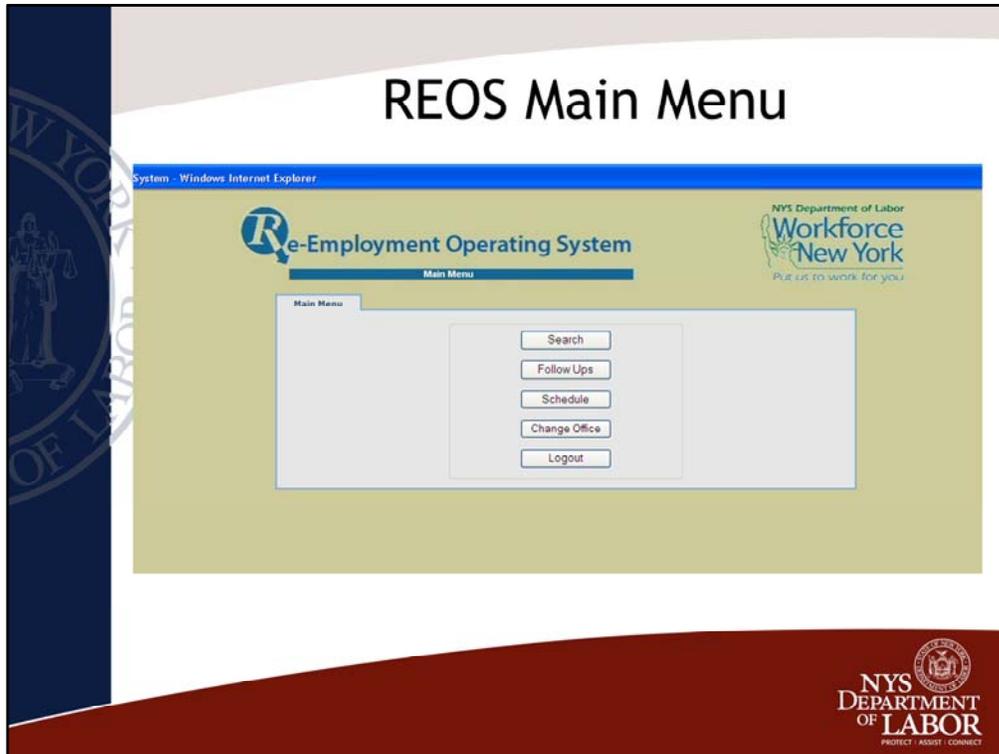
- **REOS Username/Password Information is shared with OSOS**
- **Must sign into OSOS at least every 180 Days to keep your account active**
- **Changes in OSOS take overnight to appear in REOS**



Website Address for accessing REOS is <https://reos.labor.state.ny.us>

Username and Password are case sensitive.

You cannot change your password from the REOS system, you will need to change it in OSOS. Once changed in OSOS it will take overnight before the password change takes effect in REOS.



REOS automatically signs you into your OSOS primary office.

If you have access to multiple office you can change offices by clicking the Change Office button, select the appropriate office from the list and click the Change Office button at the bottom of the screen.

We will begin with the how to search for customers in REOS. To access the search features of REOS click the Search button on the Main Menu.



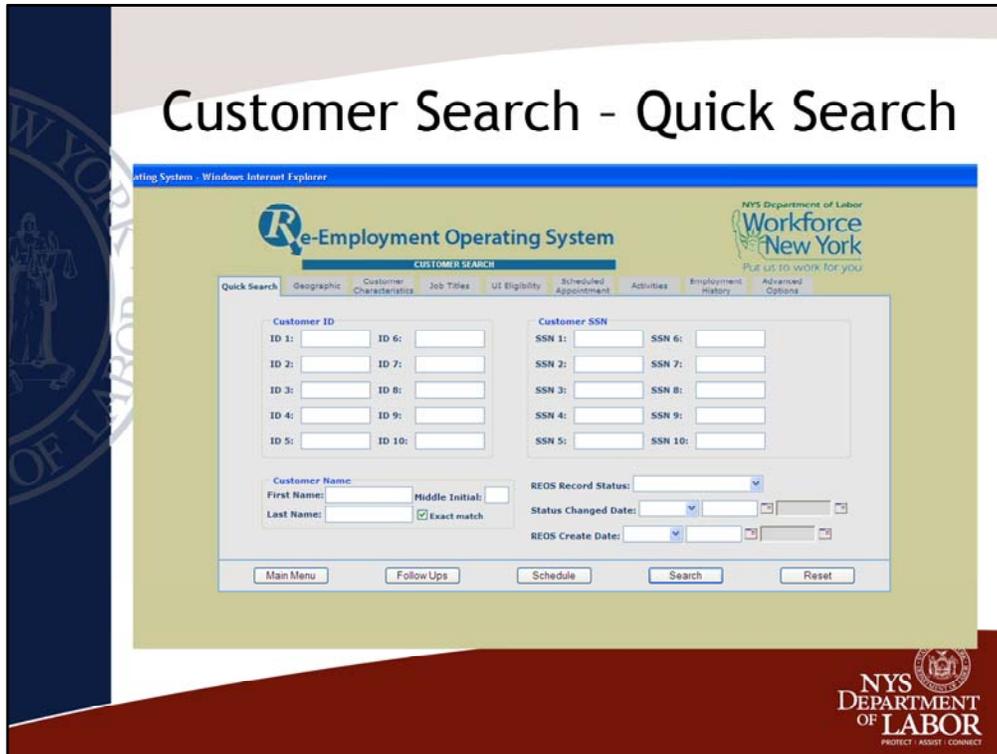
Some Defaults to remember when searching:

- **REOS Reporting Office**– If you do not select a specific office in your search criteria, results will be pulled based on the office the user is currently signed into.
- **REOS Record Status** – If nothing is selected, results will be limited to **Active - Regular**.
- **Customers will appear only once in your search results** , regardless of how many times they meet the search criteria.



REOS Reporting Office: This default is important if you have access to multiple offices.

REOS Record Status: This default is extremely important to keep in mind when searching. Example: If you did not specify a REOS Record Status value in your search criteria when searching for customers that were scheduled two weeks ago, customers no longer certifying for UI would not be returned in your search results. When searching for past appointments you should choose **ALL CUSTOMERS** from the REOS Record Status dropdown box, which will return all customers regardless of their current REOS status.



REOS Search, similar to OSOS, consists of multiple tabs.

Quick Search Tab

This tab allows you a quick way to look up customers by Customer Id (OSOS ID), SSN or Name. When searching by any of these three fields your results are not limited to active customers only.

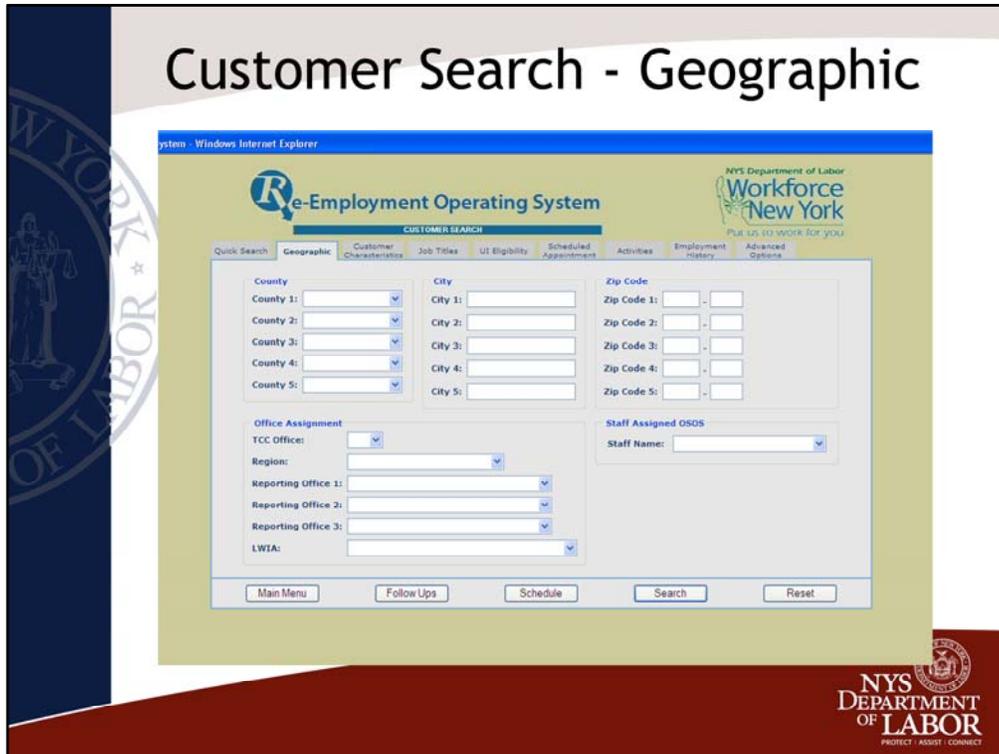
You cannot search for customers using both Customer Id's and SSN in the same search.

When searching by name you should always uncheck the Exact Match box unless you know the exact spelling of the customers name. If searching by name you must enter a last name, you cannot search by first name only.

REOS Record Status: This is where you can choose to override the Search Default of Active – Regular

Status Changed Date: This can be used to identify customers that have recently changed REOS Statuses. In order to use this feature you must select a value from the REOS Record Status box.

REOS Create Date: This date is the date the customer was initially “downloaded” into the REOS system as a new UI customer that should be scheduled/contacted.



Geographic Tab

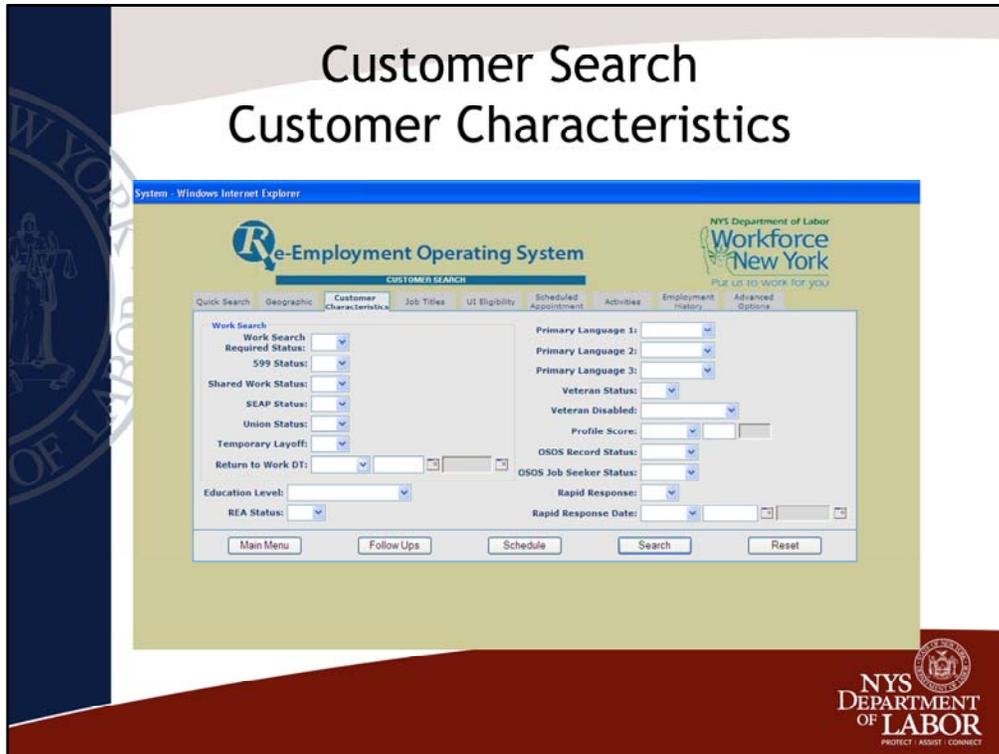
County, City and Zip Code: These fields are available to narrow your search results to a particular set of counties, cities and/or zip codes.

Office Assignment

This is where you can override the REOS Reporting Office Search Default by selecting a Region, LWIA or Office(s).

Staff Assigned OSOS

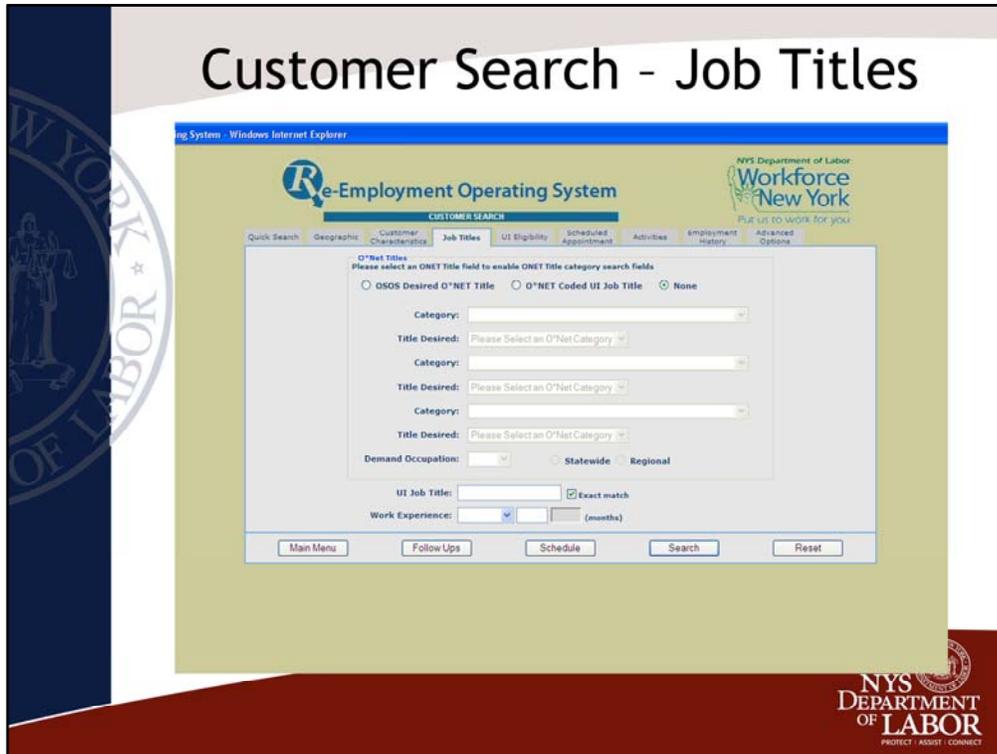
You can search by Staff Assigned in OSOS, which is the last staff person to enter a service or activity for the customer.



Customer Characteristics Tab

This tab can be used to search for customers with similar characteristics.

Some of the commonly used options on this tab are Work Search Required Status, Veteran Status and Profile Score.



Job Titles Tab

This tab allows you to search for customers based on their OSOS Desired O’NET Title (type of work they are currently looking for) or their O’NET Coded UI Job Title (title determined based on their most recent job title at the time they filed for UI). System automatically defaults to None. Simply click the button next to the type of title (Desired or UI Job) and then the Category, Title Desired and Demand Occupation options become active.

Once you select a category the Title Desired list is specific to the category you selected. You can search for up to three category/title combinations. You can also choose to search for only Statewide or Regional demand occupations.

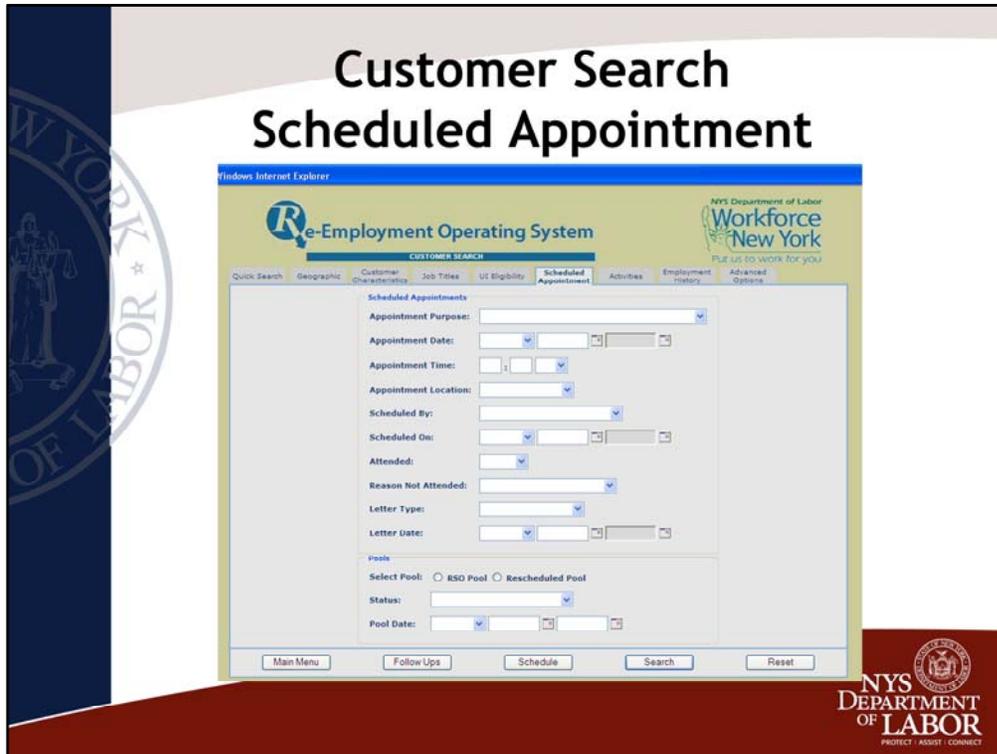
UI Job Title is the title the customer specified at the time they filed for UI. You should always uncheck the Exact Match box to allow for spelling errors and/or abbreviations.

Work Experience can be used to limit your results to customers that have a range of experience in the job title.



UI Eligibility Tab

This tab allows you to limit your search to customers that meet criteria related to their UI Claim.



Scheduled Appointment Tab

This tab allows you to search for customers that were scheduled for an appointment, whether they attended the appointment, reason for not attending as well as the letter type that was sent to the customer.

Important Note: System will not allow you to search by Appointment Location or Letter Type if you specified criteria on the Geographic tab (Reporting Office). This is because each office can customize these values which then makes searching for these values in other offices invalid.

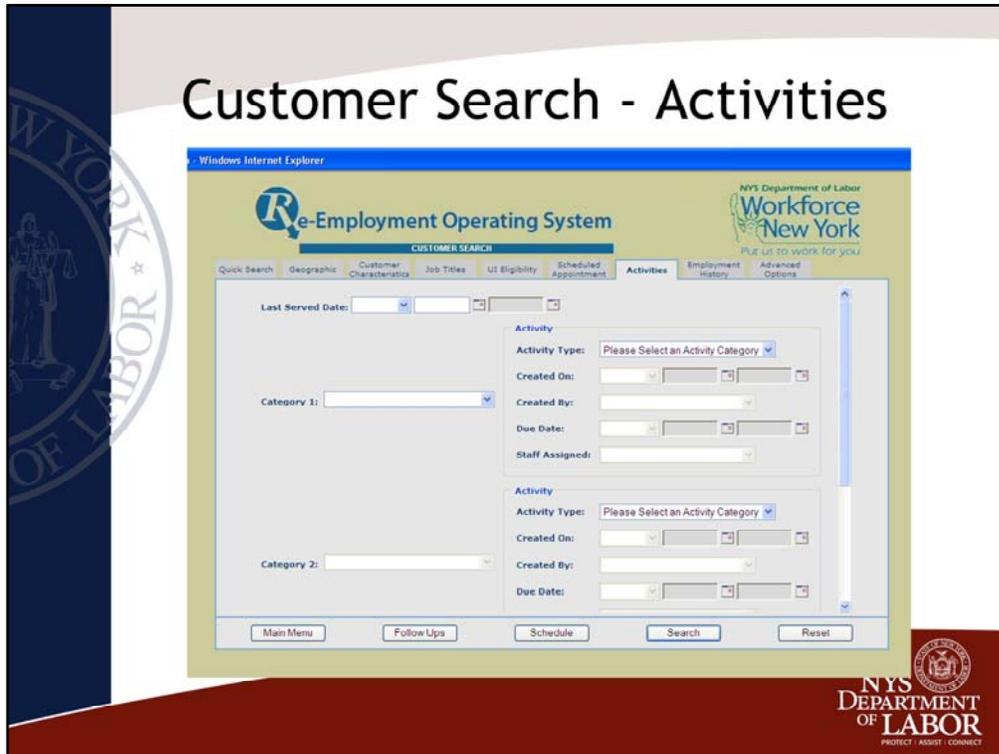
Pools

RSO Pool: Weekly Download of New UI Customers for Scheduling

Reschedule Pool: Pool of customers that missed an appointment and need to be rescheduled. Staff have the option of adding customers to the reschedule pool at the time they enter appointment results (will show later in presentation)

Status: Narrow results to only customers that have been Scheduled or Removed from the pool selected.

You can choose to search for customers based on



Activities Tab

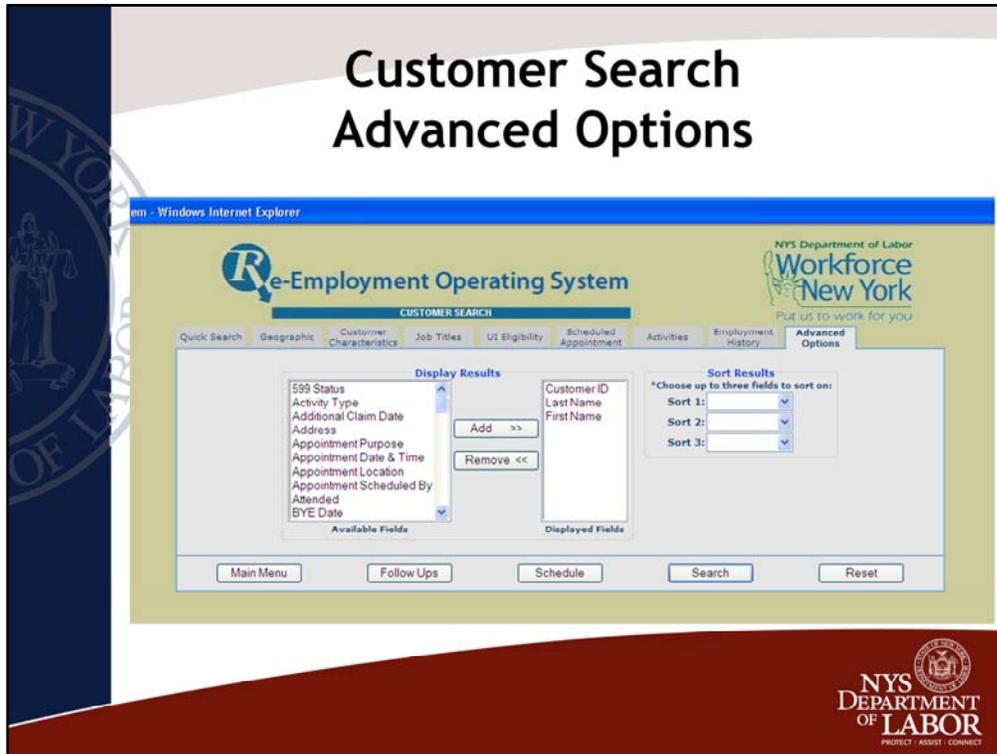
Last Served Date: Cannot be used in combination with Geographic (Reporting Office) criteria.

Users can search for up to three Category combinations.



Employment History Tab

If searching by Employer name you should uncheck the Exact Match box to allow for spelling errors/abbreviations.



Advanced Options Tab

This tab allows you to view information without limiting the search results by that field.

The system automatically adds your search criteria fields to the displayed fields list.

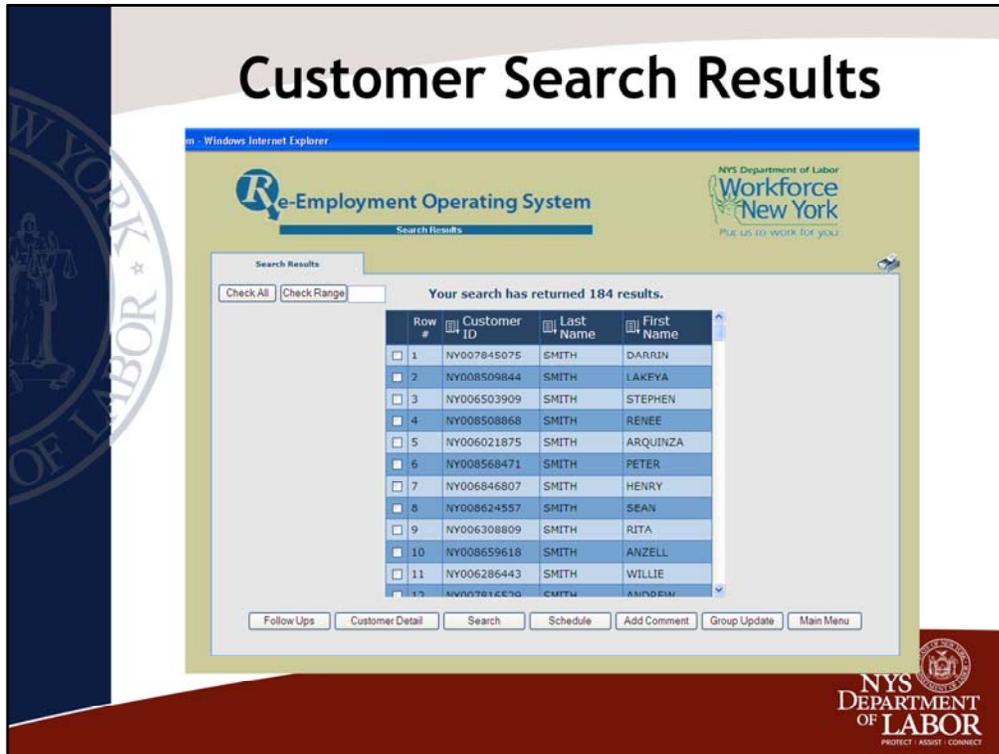
For example you may want to display the Primary Language for the customer without limiting your results.

To display additional fields you should click on the field in the Available Fields column then click the Add button.

You can also remove a field from the Displayed Fields list by selecting the field then click the Remove button.

Sort Results

You can choose to sort you results using up to 3 fields.

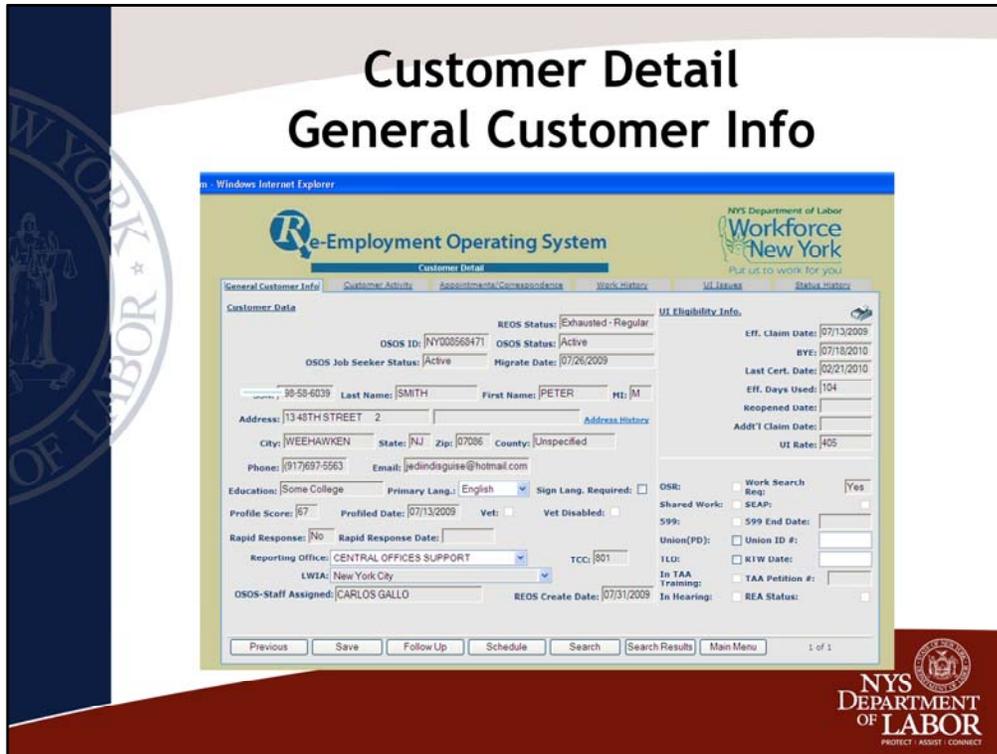


Search Results

Customers are sorted by Last Name unless you choose a sorting order on the Advanced Options Tab.

You can select all customers by clicking on the Check All button or select a range of customers by inputting the starting row number – ending row number and clicking on the Check Range button.

To view the customer record click on the Customer Detail button at the bottom of the screen.



Customer Record

Similar to Search feature, the customer detail record is comprised of multiple tabs.

General Customer Info Tab

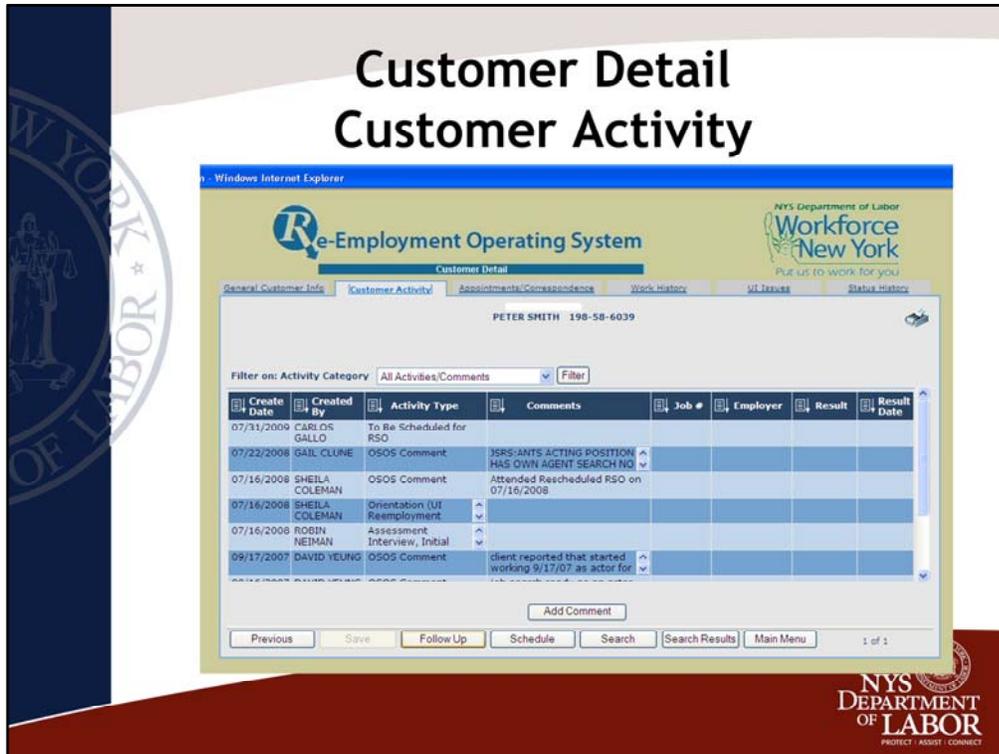
This tab houses the customers demographics. All fields that are grayed out are not editable by staff.

Fields that are pulled from OSOS: OSOS ID, OSOS Status, OSOS Job Seeker Status, SSN, Name, Address, Phone, Email, Education, Sign Lang. Required, Vet, Vet Disabled, Rapid Response & Date, LWIA & OSOS Staff Assigned (Last LWIA/Staff to provide Service)

Fields that are pulled from UI: Migrate Date, Primary Language, Profile Score and Date, TCC, Effective Claim Date, BYE, Last Cert, Effective Days Used, Reopened, Additional Claim Date, UI Rate, OSR, Shared Work, Seap, 599 & 599 End Date, In TAA Training, TAA Petition #, In Hearing, Union (PD), TLO

Fields Generated by REOS: REOS Status, Reporting Office (Assigned by Customers Zip Code), REOS Create Date, Work Search, REA

Fields specific to REOS that users can update or change: Primary Language, Sign Language Required, Reporting Office, Union, Union ID#, TLO and RTW Date



Customer Activity

This screen displays the activity history of the customer.

Currently REOS displays only L1 Services from OSOS. It also displays OSOS Comments (excluding comments entered into Comp Assessment Module of OSOS). However, OSOS does not display REOS comments.

You can add a REOS Comment by clicking on the Add Comment button.

Customer Detail Appointments/Correspondence

The screenshot displays the REOS interface for customer JAMES BOWMAN. The 'Appointments/Correspondence' tab is active, showing a table of appointment history. Below the table are buttons for 'Add Comment' and 'Delete'. At the bottom, there is a form to 'Add a new Appointment for this customer' with fields for Purpose, Date, Time, and Location, and 'Add' and 'Reset' buttons. Navigation buttons like 'Previous', 'Save', 'Follow Up', 'Schedule', 'Search', 'Search Results', and 'Main Menu' are also visible.

Scheduled On	Scheduled By	Appt Purpose	Appt Date	Appt Time	Letter Type	Letter Date	Attended	Reason Not Attended
04/10/2008	MARGUERITE GAPP	Reschedule RSO - Veteran Staff	04/21/2008	10:00AM	2nd Notice RSO English	04/10/2008	No	2nd FTR
03/28/2008	HEATHER ROMANO	RSO - Veteran Staff	04/09/2008	09:30AM	RSO English	03/28/2008	No	FTR

Appointment/Correspondence Tab

This screen displays the customers appointment history.

You can add an appointment without a letter from this screen by completing the Add a new Appointment for this customer section and click the Add button.

You can also add a REOS comment from this screen.

Customer Detail Work History

The screenshot displays the 'Customer Detail' page for Peter Smith in the Re-Employment Operating System. The page includes a navigation menu with tabs for General Customer Info, Customer Address, Demographics/Contact Info, Work History, UI Status, and Status History. The 'Work History' tab is active.

Key information displayed includes:

- Customer Name:** PETER SMITH
- Start Date:** 05/18/2009
- Last Day Worked:** 06/07/2009
- Calculated Exp. (months):** 1
- Reason for Separation:** Lack of Work
- Employer:** WB STUDIO ENTERPRISES INC
- UI Job Title:** ACTOR
- O*NET Coded UI Job Title/Code:** Actors - 27201100

Below this information is a table for OSOS Desired O'NET Title, State Demand Occ., Regional Demand Occ., and Experience. The 'Experience' column shows a value of 39.

The 'Employers in Base Period' table lists the following work history entries:

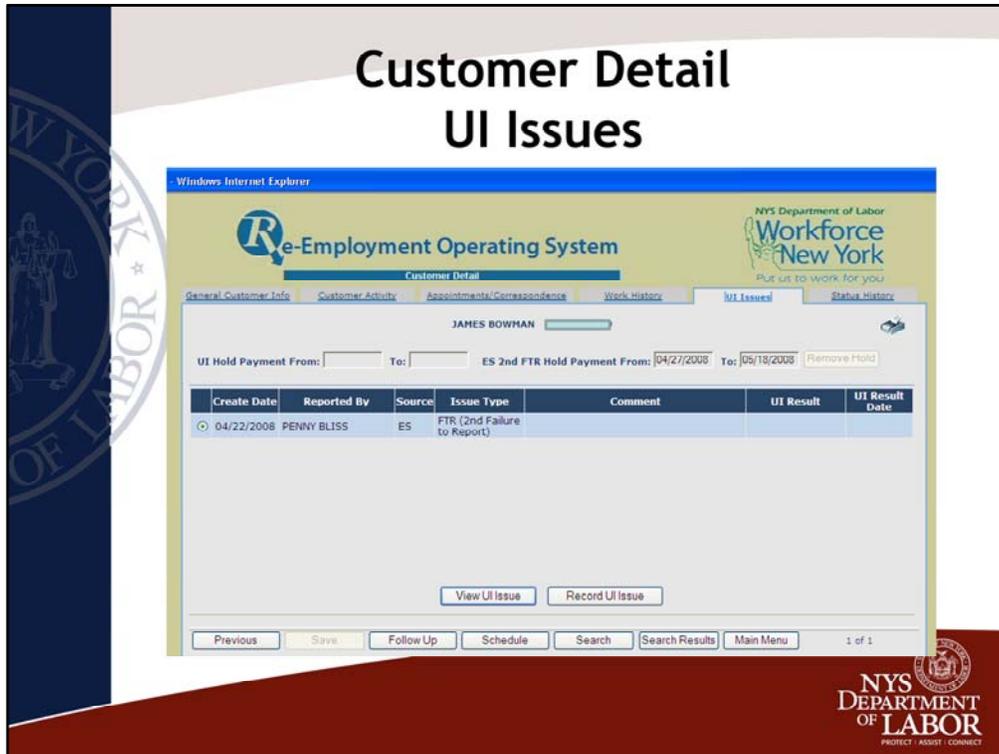
Start Date	Last Day Worked	Exp. in Months	Employer	Job Title	Demand Occ.	Coded Job Title
05/18/2009	06/07/2009	1	WB STUDIO ENTERPRISES INC	ACTOR	No	Actors - 27201100
02/18/2008	06/22/2008	4	CRY BABY BROADWAY LP	ACTOR	No	Actors - 27201100
04/23/2007	05/18/2007	1	LA JOLLA PLAYHOUSE	ACTOR	No	Actors - 27201100
04/15/2002	07/03/2003	39	THE NEW YORK	ACTOR	No	Actors - 27201100

At the bottom of the page, there are buttons for 'Add Work History', 'Delete Work History', 'Previous', 'Save', 'Follow Up', 'Schedule', 'Search', 'Search Results', and 'Main Menu'. The page number '1 of 1' is also visible.

Work History

This information is gathered from the UI system at the time of filing for UI. You can Add/Edit/Delete work history from REOS.

This screen also displays the OSOS Desired O'Net Title, Statewide & Regional Demand and Experience information from OSOS.



UI Issue Tab

This tab shows all UI Issues reported through REOS to UI. To view the reported issue, select the issue to view and click View UI Issue button.

All UI Issues, with the exception of 2nd FTRs are reported through this screen.

A little later we will cover how to Record UI Issues.

Customer Detail Status History

The screenshot displays the 'Status History' tab for a customer named PETER SMITH. The table below shows the following data:

Status Change Date	Previous REOS Status	New REOS Status
02/24/2010	Active Additional	Exhausted - Regular
02/16/2010	Inactive - Regular	Active Additional
02/01/2010	Active Additional	Inactive - Regular
11/10/2009	Inactive - Regular	Active Additional
11/09/2009	Active Reopened	Inactive - Regular
08/12/2009	Inactive - Regular	Active Reopened
08/10/2009	Active Continued	Inactive - Regular

The interface also features a navigation menu with tabs: General Customer Info, Customer Activity, Appointments/Correspondence, Work History, UI Issues, and Status History. At the bottom, there are buttons for Previous, Save, Follow Up, Schedule, Search, Search Results, and Main Menu, along with a page indicator '1 of 1'.

Status History Tab

This screen is a history of when the customer's REOS Status changes.



How to View/Print Appointments



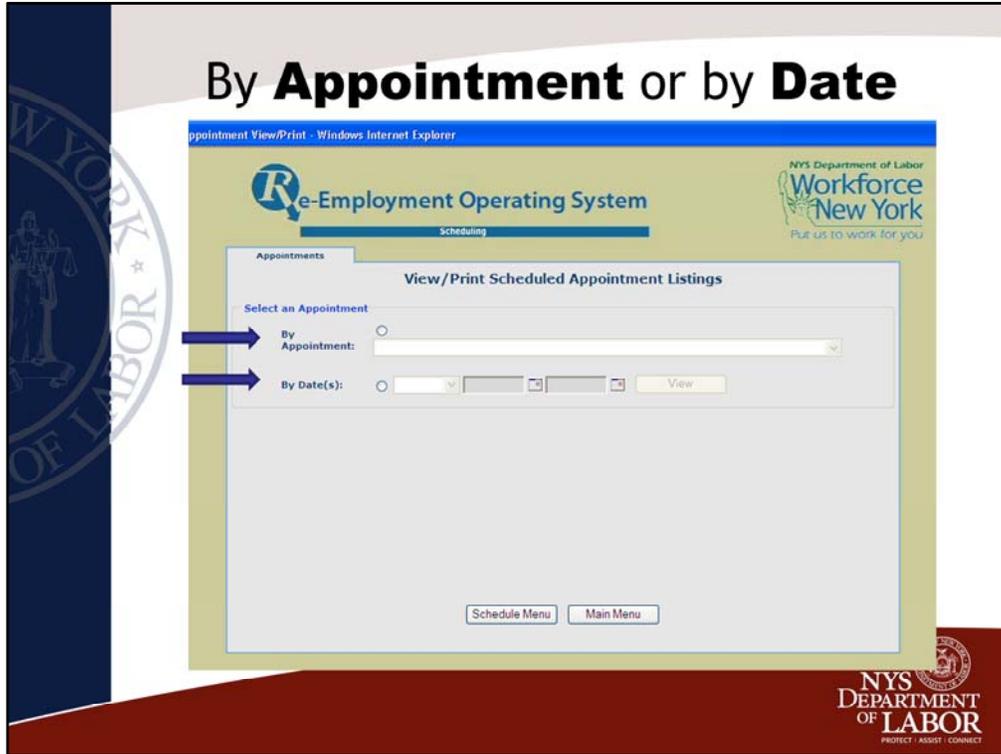
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From the main menu click on **Schedule**



Then click on **View/Print Appts**

The screenshot shows a web browser window titled "Windows Internet Explorer" displaying the "Re-Employment Operating System" interface. The page has a green header with the system name and a "Scheduling" sub-header. On the right, it says "NYS Department of Labor Workforce New York Put us to work for you". A central menu box contains several buttons: "View/Print Appts", "Add/Edit Appts", "Record Appt Results", "Pools", "Edit Office", and "Main Menu". A blue arrow points to the "View/Print Appts" button. The NYS Department of Labor logo is visible in the bottom right corner of the page.



You can choose to view the list of customers for a particular appointment or date or for a range of dates.

Or select a **Date**

The screenshot displays the 'Re-Employment Operating System' interface. At the top, it says 'View/Print Scheduled Appointment Listings'. Below this, there are two radio buttons: 'By Appointment:' and 'By Date(s):'. The 'By Date(s):' option is selected, and a date '06/28/2010' is entered in the adjacent field. A blue arrow points to the 'By Date(s):' radio button. Below the filters is a table with the following data:

Cust Id	Customer Name	Appt Purpose	Appt Date	Appt Time
NY010450413	ABBOTT, EDWARD W.	Interviewing Techniques Workshop	6/28/10	10:00AM
NY009418433	CUNNINGHAM, MICA A.	Interviewing Techniques Workshop	6/28/10	10:00AM
NY010793003	FORD, TRACY M.	Interviewing Techniques Workshop	6/28/10	10:00AM
NY011033853	FRAZIER, ANNE M.	Interviewing Techniques Workshop	6/28/10	10:00AM
NY010708550	FURST, KELLY J.	Interviewing Techniques Workshop	6/28/10	10:00AM
NY008101058	GLASS, TARSHEA L.	Interviewing Techniques Workshop	6/28/10	10:00AM

At the bottom of the interface, there are four buttons: 'Schedule Menu', 'Print List', 'Print Contact Info', and 'Main Menu'. The 'NYS DEPARTMENT OF LABOR' logo is visible in the bottom right corner.

In this screen the By Date(s) option was used. You can choose one date or a range of dates, then click the View button and the list of customers is displayed.

The Print List button along the bottom will print an attendance list for customer attendance.

The Print Contact Info button along the bottom will print the list of customers scheduled with their contact information (address & phone).

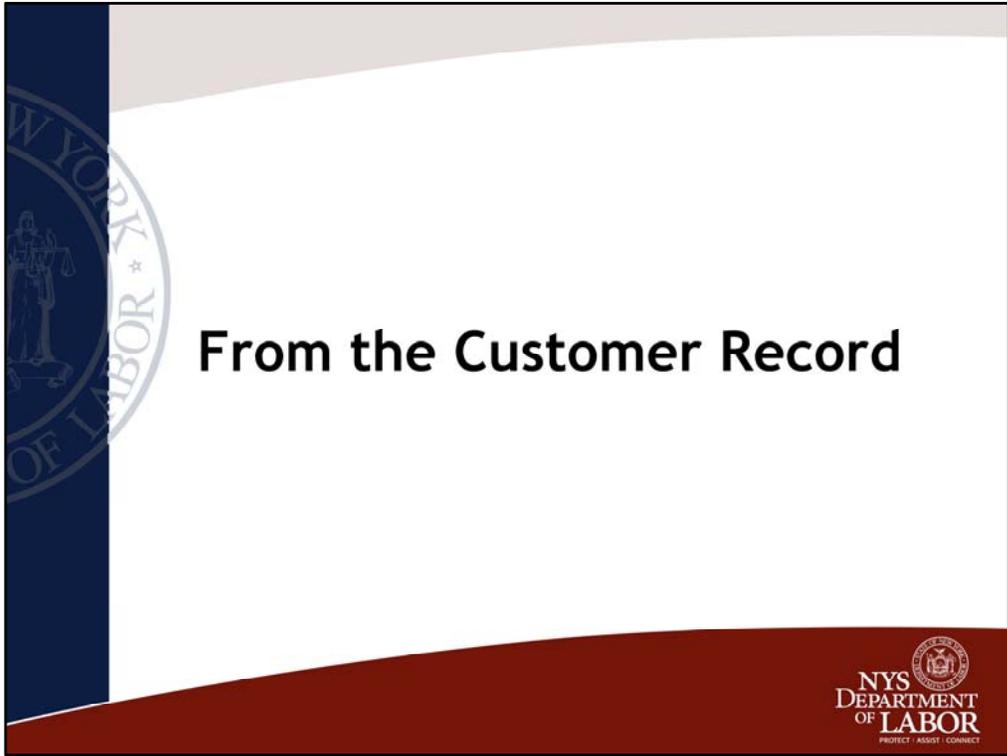


How to Record Appointment Results



Recording Appointment Results

- **Attendance results can be entered in two ways**
 - 1. Record Appointment Results Screen – this is the best way to record results for appointments with multiple attendees**
 - 2. Customer Record – this is best used when resulting individual appointments**



From the Customer Record



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Step 1: Go into Customer Detail

Appointments Correspondence tab

The screenshot shows the 'Re-Employment Operating System' interface. The 'Appointments/Correspondence' tab is selected, displaying a table of appointments for customer EDWARD BOTT. The table has columns for Scheduled On, Scheduled By, Appt Purpose, Appt, Appt Time, Letter Type, Letter Date, Attended, and Reason Not Attended. Two appointments are listed: one on 06/15/2010 by ERIC DYKEMAN for an 'Interviewing Techniques Workshop' and another on 06/04/2010 by MICHAEL RAZZANO for 'RSO English'. Below the table are buttons for 'Add Comment' and 'Delete'. At the bottom, there is a form to 'Add a new Appointment for this customer:' with fields for Purpose, Date, Time, and Location, and 'Add' and 'Reset' buttons.

Scheduled On	Scheduled By	Appt Purpose	Appt	Appt Time	Letter Type	Letter Date	Attended	Reason Not Attended
06/15/2010	ERIC DYKEMAN	Interviewing Techniques Workshop	06/28/2010	10:00AM	Interviewing Skills Workshop	06/15/2010	<input checked="" type="checkbox"/>	
06/04/2010	MICHAEL RAZZANO	RSO English	06/15/2010	01:00PM	Revised RSO English 0708	06/04/2010	Yes	



Step 2: Under **attended**, select **Yes** or **No**. If No, **select reason**.

The screenshot shows the 'Re-Employment Operating System' interface for customer EDWARD ABBOTT. The 'Attended' column in the table has a dropdown menu highlighted with a blue circle. The table contains the following data:

Scheduled On	Scheduled By	Appt Purpose	Appt Date	Appt Time	Letter Type	Letter Date	Attended	Reason	Not Attended
06/15/2010	ERIC DYKEMAN	Interviewing Techniques Workshop	06/28/2010	10:00AM	Interviewing Skills Workshop	06/15/2010	▼		▼
06/04/2010	MICHAEL RAZZANO	RSO English	06/15/2010	01:00PM	Revised RSO English 0700	06/04/2010	No Yes		

Below the table, there are buttons for 'Add Comment' and 'Delete'. At the bottom, there is a form to 'Add a new Appointment for this customer:' with fields for Purpose, Date, Time, and Location, and buttons for 'Add' and 'Reset'. Navigation buttons include 'Previous', 'Save', 'Follow Up', 'Schedule', 'Search', 'Search Results', and 'Main Menu'. The NYS Department of Labor logo is visible in the bottom right corner.

Click the Attended Dropdown and select Yes or No

Step 3: Click **Save**

The screenshot displays the 'Re-Employment Operating System' interface within a Windows Internet Explorer browser. The page title is 'Customer Detail' for 'EDWARD ABBOTT'. The interface includes a table of appointments and a form to add a new appointment. The 'Save' button at the bottom is highlighted with a blue circle.

Scheduled On	Scheduled By	Appt Purpose	Appt Date	Appt Time	Letter Type	Letter Date	Attended	Reason Not Attended
<input checked="" type="radio"/> 06/15/2010	ERIC DYKEMAN	Interviewing Techniques Workshop	06/28/2010	10:00AM	Interviewing Skills workshop	06/15/2010	Yes	
<input type="radio"/> 06/04/2010	MICHAEL RAZZANO	RSO English	06/15/2010	01:00PM	Revised RSO English 0708	06/04/2010	Yes	

Buttons: Add Comment, Delete

Add a new Appointment for this customer:

Purpose: [Dropdown]
Date: [Text] Time: [Text] AM [Dropdown] Location: [Dropdown]
Buttons: Add, Reset

Navigation: Previous, **Save**, Follow Up, Schedule, Search, Search Results, Main Menu

Page: 1 of 1

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If you selected No when you click on save the next screen will appear.

If No, REOS will ask if you want to add customer to Reschedule Pool

Windows Internet Explorer

Re-Employment Operating System

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Reschedule or UI Hold Options

JASON SMITH 101-64-2715

2nd FTR	REOS Status	Last Cert Date
<input type="checkbox"/>	Expired - Regular	01/20/2006

Do you want to add the customer to the Reschedule Pool?

I do not wish to Reschedule at this time.

Proceed

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At this screen you can choose to add the customer to the reschedule pool or not to reschedule at this time. Click the Proceed button to save results.

If this was the customer's 2nd FTR and the customer has an active REOS status, you would get the option to place a hold from this screen.

IMPORTANT NOTE: If you place a second FTR hold on one customer that is part of a group, you will no longer be able to view/result other customers for the same appointment from the Result Appt Attendance Screen. If this happens, you would need to result all of the customers from that appointment through the customer record.



From Record Appt Results



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From the Main Menu,
click on **Schedule**

The screenshot shows a web browser window titled 'Internet Explorer' displaying the 'Re-Employment Operating System' main menu. The page header includes the 'Workforce New York' logo with the tagline 'Put us to work for you.' and the NYS Department of Labor seal. The main menu is a light gray box containing five buttons: 'Search', 'Follow Ups', 'Schedule', 'Change Office', and 'Logout'. A blue arrow points to the 'Schedule' button. The background features a dark blue vertical bar with the NYS Department of Labor seal and a red curved footer with the NYS Department of Labor logo and the text 'PROTECT • ADJUST • CONNECT'.

Click on **Record Appt Results**

Windows Internet Explorer

Re-Employment Operating System

Scheduling

Schedule

- View/Print Appts
- Add/Edit Appts
- Record Appt Results
- Pools
- Edit Office
- Main Menu

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Choose by **Appointment** or by **Date**

Appointment Results - Windows Internet Explorer

Re-Employment Operating System
Scheduling

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Appointments

Record Appointment Results

Select an Appointment

By Appointment:

By Date(s):

Select by Appointment

Record Appointment Results

Select an Appointment

By Appointment: 06/29/2010, 04:42 PM - Job Search Workshop - Career Central

By Date(s): [] [] [] [] View

Customer Id	Customer Name	Appt	Attend	Reason (if N)
<input type="checkbox"/> NY006528090	SMITH, ROBERT N.	06/29/2010, 04:42PM	<input type="checkbox"/>	
<input checked="" type="checkbox"/> NY007176214	SMITH, DONALD F.	06/29/2010, 04:42PM	<input checked="" type="checkbox"/>	
<input type="checkbox"/> NY008928878	SMITH, GEORGE W.	06/29/2010, 04:42PM	<input type="checkbox"/>	
<input type="checkbox"/> NY006428550	SMITH, DAVID G.	06/29/2010, 04:42PM	<input type="checkbox"/>	
<input type="checkbox"/> NY009658577	SMITH, HERBERT E.	06/29/2010, 04:42PM	<input type="checkbox"/>	

Buttons: Schedule Menu, Save, Proceed, Cancel, Add Comment, Main Menu



Recording Results Continued...

Re-Employment Operating System

NYS Department of Labor
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Appointments

Record Appointment Results

Select an Appointment

By Appointment: 06/29/2010, 04:42 PM - Job Search Workshop - Career Central

By Date(s): [] [] [] [] View

Customer Id	Customer Name	Appt	Attend	Reason (if N)
<input type="checkbox"/> NY006528090	SMITH, ROBERT N.	06/29/2010, 04:42PM	Yes	
<input type="checkbox"/> NY007178214	SMITH, DONALD F.	06/29/2010, 04:42PM	No	Back to Work
<input type="checkbox"/> NY008928878	SMITH, GEORGE W.	06/29/2010, 04:42PM	Yes	
<input type="checkbox"/> NY006428550	SMITH, DAVID G.	06/29/2010, 04:42PM	No	FTR
<input type="checkbox"/> NY009658577	SMITH, HERBERT E.	06/29/2010, 04:42PM	No	FTR

Schedule Menu Save Proceed Cancel Add Comment Main Menu

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Results must be entered for each customer. If the customer did not attend you must select a reason before finalizing. Once you have entered the results for each customer click on Proceed.

You can click on the Save button at any time. When doing this the customers that attended will disappear from the list.

Recording Results Continued...

Re-Employment Operating System

Scheduling

Appointments

Customer Id	Customer Name	Reason (if N)	2nd FTR?	Last Cert Date	REOS Status	Reschedule?	Hold UI Payment?
NY006428550	SMITH, DAVID G.	FTR	<input type="checkbox"/>	2010-03-21	Active Additional	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NY007178214	SMITH, DONALD F.	Back to Work	<input type="checkbox"/>	2009-08-23	Active Additional	<input type="checkbox"/>	<input type="checkbox"/>
NY009658577	SMITH, HERBERT E.	FTR	<input type="checkbox"/>	2009-06-28	Active Continued	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Reschedule Mode

Previous Finalize Cancel Main Menu

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You are now left with only the customers that did not attend. If the customer was an FTR the system determines if this is the second, if it is the system will put a check in the 2nd FTR and Hold UI Payment? Columns, but if it is the first the Reschedule? Box will be checked. If the customer was back to work the customer is not preselected to be rescheduled.

If you are choosing to reschedule customers you must select an option from the Reschedule Mode box (Schedule Now or Add to Reschedule Pool)

Click on Finalize to complete the process. A verification box will pop up summarizing what you are about to do “Add 2 customers to Reschedule Pool...”

Click OK



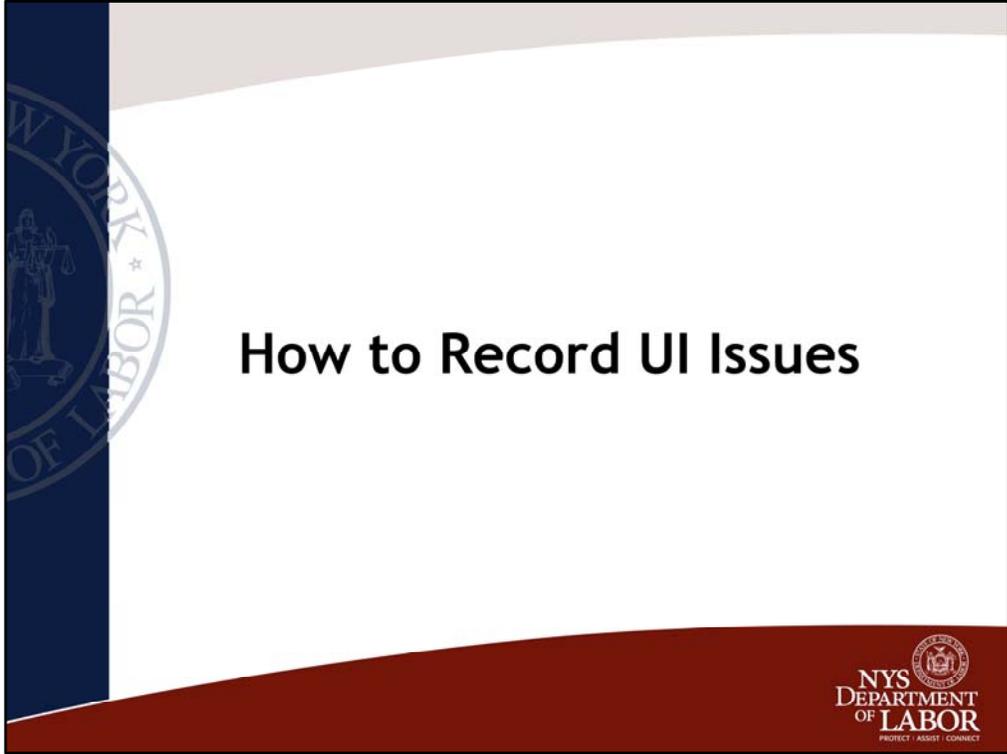
A verification box will pop up summarizing what you are about to do “ Add 2 customers to Reschedule Pool...”

Click OK

Recording Results Continued...

The screenshot displays the 'Re-Employment Operating System' interface. At the top left is the 'Re-Employment Operating System' logo. At the top right is the 'NYS Department of Labor Workforce New York' logo with the tagline 'Put us to work for you'. Below the logos, a blue notification box contains the text: '1 appointment has been finalized.' and '2 customers have been added to the Reschedule Pool.' Below the notification is a 'Schedule' tab. A central menu contains the following buttons: 'View/Print Appts', 'Add/Edit Appts', 'Record Appt Results', 'Pools', 'Edit Office', and 'Main Menu'. The interface is set against a light green background. On the left side of the overall image is a vertical blue bar with a white circular seal of the NYS Department of Labor. At the bottom right is the NYS Department of Labor logo with the text 'NYS DEPARTMENT OF LABOR' and 'PROTECT • ADJUST • CONNECT'.

You will now get the confirmation stating that the appointment has been finalized.



How to Record UI Issues



NYS
DEPARTMENT
OF LABOR
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Step 1: Go to Customer Detail UI Issues Tab

The screenshot shows a web browser window displaying the 'Re-Employment Operating System' interface. The page title is 'Customer Detail' for 'EDWARD ABBOTT'. The 'UI Issues' tab is selected and highlighted with a blue arrow. The interface includes a header with the NYS Department of Labor logo and 'Workforce New York' branding. Below the header, there are navigation tabs: 'General Customer Info', 'Customer Activity', 'Appointments/Conferences', 'Work History', 'UI Issues', and 'Status History'. The 'UI Issues' tab is active, showing a form with fields for 'UI Hold Payment From', 'To', 'ES 2nd FTR Hold Payment From', 'To', and a 'Remove Hold' button. Below the form is a table with columns: 'Create Date', 'Reported By', 'Source', 'Issue Type', 'Comment', 'UI Result', and 'UI Result Date'. At the bottom of the page, there are buttons for 'View UI Issue' and 'Record UI Issue', and a footer with navigation links: 'Previous', 'Save', 'Follow Up', 'Schedule', 'Search', 'Search Results', 'Main Menu', and '1 of 1'.

Step 2: Click on **Record UI Issue**

Windows Internet Explorer

Re-Employment Operating System

NYS Department of Labor
Workforce New York
Put us to work for you

Customer Detail

General Customer Info | Customer Activity | Appointments/Correspondence | Work History | **UI Issues** | Status History

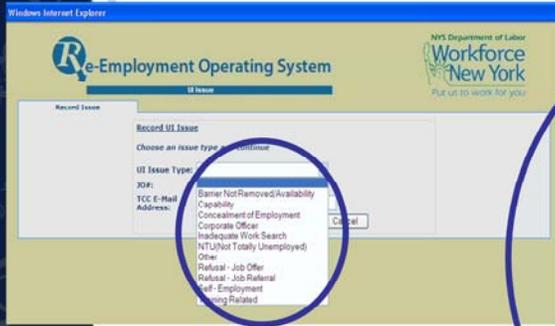
EDWARD ABBOTT

UI Hold Payment From: To: ES 2nd FTR Hold Payment From: To:

Create Date	Reported By	Source	Issue Type	Comment	UI Result	UI Result Date
-------------	-------------	--------	------------	---------	-----------	----------------

1 of 1

Step 3: Select **Issue Type**



The screenshot shows a web browser window titled "Windows Internet Explorer" displaying the "Re-Employment Operating System" interface. The page header includes the "NYS Department of Labor Workforce New York" logo and the tagline "Put us to work for you!". The main content area is titled "Record Issue" and contains a form with the following fields:

- Record UI Issue
- Choose an issue type: Continuous
- UI Issue Type:
- XDF:
- TCC E-Mail Address:

A dropdown menu is open for the "UI Issue Type" field, listing the following options:

- Barrier Not Removed/Availability
- Capability
- Concealment of Employment
- Corporate Officer
- Inadequate Work Search
- NTU (Not Totally Unemployed)
- Other
- Refusal - Job Offer
- Refusal - Job Referral
- Self - Employment
- Training Related

The "Barrier Not Removed/Availability" option is highlighted in the dropdown menu. A blue circle is drawn around the dropdown menu and the list of options on the right side of the slide.

- Barrier Not Removed/Availability
- Capability
- Concealment of Employment
- Corporate Officer
- Inadequate Work Search
- NTU (Not Totally Unemployed)
- Other
- Refusal - Job Offer
- Refusal - Job Referral
- Self - Employment
- Training Related

Step 4: If REA Participant Enter **Correct Email Address**

Record UI Issue

Choose an issue type and continue

UI Issue Type: Barrier Not Removed/Availability

JOB#: [dropdown]

TCC E-Mail Address: UIREA@LABOR.STATE.NY.US

Continue Reset Cancel

Click Continue

Step 5: Complete e-form

The screenshot shows the 'Record Issue' form within the 'Re-Employment Operating System'. The form is titled 'Record UI Issue' and contains the following fields and sections:

- Name:** STEPHEN MAURER
- Office Assigned:** [Dropdown menu]
- SSN:** [Text input field]
- Reported By:** MOCKLER, VICKI
- UI Issue Type:** Barrier To Employment
- Date ES Reported:** 06/29/2010

The form includes a text area for describing the barrier, with the pre-filled text: "The above claimant has not removed a barrier to employment discovered by DOES. Describe the barrier(s):".

Additional fields include:

- Date claimant was advised to remove the barrier and the consequence of not removing the barrier:** [Text input field]
- Reason given by claimant for not removing the barrier:** [Text input field]
- Documentation of barrier and claimant's response mailed to TCC Central Support Unit on:** [Text input field]
- Total # of documents sent:** [Text input field]

At the bottom of the form are three buttons: Save, Reset, and Cancel.

The background of the slide features the NYS Department of Labor logo on the left and the 'Workforce New York' logo on the right, with the tagline 'Put us to work for you'.

Refer to UI Issues Handbook for further details and samples of each issue

Questions?

- REOS Help Desk Email:
Help.Reos@labor.ny.gov

- REOS Desk Guide:
<http://www.labor.ny.gov/workforcenypartners/reos/reosmanual.pdf>

