

Comprehensive Assessment & Supplemental Data



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BACKGROUND

PERMISSIONS

The **Comprehensive Assessment** window allows staff to record personal information from customers that is more sensitive.

Not all staff have access to the **Comprehensive Assessment** window since this is more in-depth information on a customer and may not pertain to each staff person's function in the Career Center. Managers, supervisors and operators should discuss who in the center needs permission based on the service the staff person provides and request such permissions via



their Security Coordinator. In general, all professional level staff providing individualized services such as: employment services, career guidance, career counseling or training services should have access to the tabs.

This guide describes how staff can utilize the **Comprehensive Assessment** tabs when serving adult and dislocated worker (DW) customers. It does not describe how staff can utilize the **Comprehensive Assessment** tabs when serving youth under the WIOA Youth Program.

INITIAL VERSUS COMPREHENSIVE ASSESSMENT

There are differences between conducting an initial assessment and comprehensive assessment, and how each is recorded in the OSOS **Comprehensive Assessment** tabs.

The initial assessment is a basic service titled **Assessment Interview, Initial Assessment** in OSOS. It is the first review of a customer's present situation to determine the level and type of services he or she will require to return to meaningful work. It is an informal assessment that may be conducted with the aid of questionnaires and at a desk interview with staff.

Information on a job seeker's educational level, work history, employment barriers, employment goal and occupational knowledge, skill, and ability is collected and analyzed to determine the job seeker's likely employment opportunities in the local labor market (or in a labor market to which he/she is willing to relocate), which services are needed, whether referrals are appropriate, and for staff to create a next step service plan with the customer. Factors that may be taken into consideration include:

- Prevailing local labor market conditions, including the unemployment rate, local employer skill demands and hiring prerequisites;
- Transferable skills that the job seeker may possess that would be of interest to other local employers.

The **L1 Assessment – Comprehensive and Specialized Skill Levels/Service Needs** is an individualized service. It is used to record that the job seeker received a comprehensive and/or specialized assessment of his/her barriers to employment, occupational goal, along with the occupational knowledge, skills, and abilities associated with that goal, and service needs. This service may include interpreting the results of assessment tools as well as in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.

A comprehensive assessment involves quality time with a customer. In some instances, a comprehensive assessment may occur at the customer's first appointment, so the initial assessment rolls seamlessly into a comprehensive assessment. In other instances, staff may not have the scheduled time to complete a comprehensive assessment with the customer and a follow-up appointment will be made. The appointment could be with themselves or with a designated workforce professional in the Center.



WIOA SUPPLEMENTAL QUESTIONS AND DATA ENTRY

To obtain additional information from a customer beyond a [Career Center Customer Registration Form](#) (Form ES100) and resume, staff should also provide customers with the [Supplemental Questionnaire](#) (Form ES102). Information from these documents, along with an interview will help staff assess barriers to employment, determine eligibility for priority of service, and to provide additional services. Providing additional information on the Supplemental Questionnaire by a customer is voluntary. However, we want to strongly encourage customers to provide information so we may appropriately serve them.



*While many of the data elements captured will be entered in the **Comprehensive Assessment** window. Gathering this information only and recording into OSOS does not constitute a comprehensive assessment service in and of itself. The data collected however, will assist staff in developing a plan and providing a comprehensive assessment.*

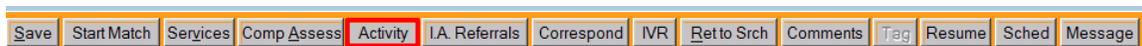
OSOS DATA ENTRY

INITIAL ASSESSMENT ACTIVITY

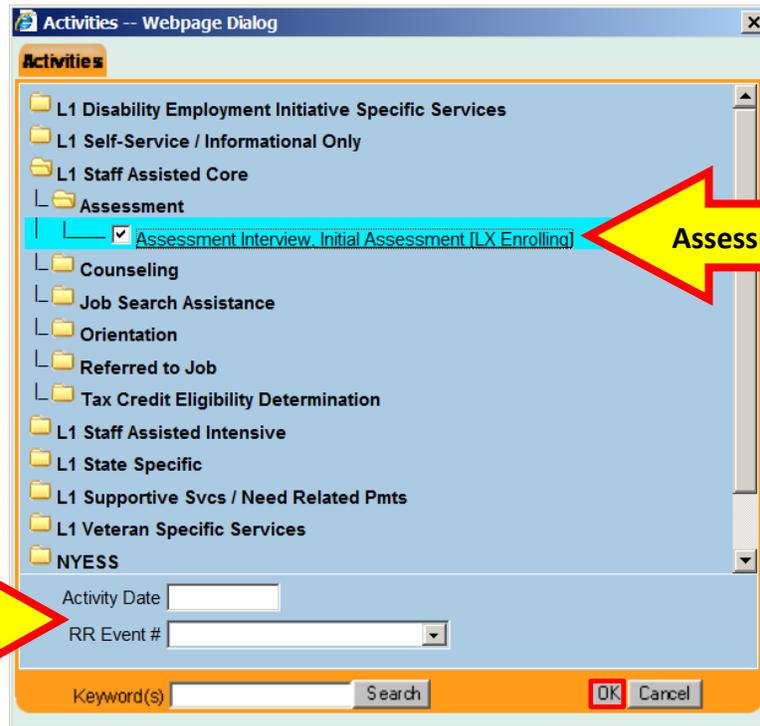
The initial assessment is recorded in OSOS from the **Customer Detail** window:



Click the **Activity** button:



Select **Assessment Interview, Initial Assessment** and enter the date that the assessment was completed in the **Activities--Webpage Dialog** box. Enter the **RR Event #** if the Initial Assessment was provided during, or in conjunction with, a Rapid Response Event. Click the **OK** button.



Activities -- Webpage Dialog

Activities

- L1 Disability Employment Initiative Specific Services
- L1 Self-Service / Informational Only
- L1 Staff Assisted Core
- Assessment
 - Assessment Interview, Initial Assessment (LX Enrolling)
- Counseling
- Job Search Assistance
- Orientation
- Referred to Job
- Tax Credit Eligibility Determination
- L1 Staff Assisted Intensive
- L1 State Specific
- L1 Supportive Svcs / Need Related Pmts
- L1 Veteran Specific Services
- NYESS

Activity Date

RR Event #

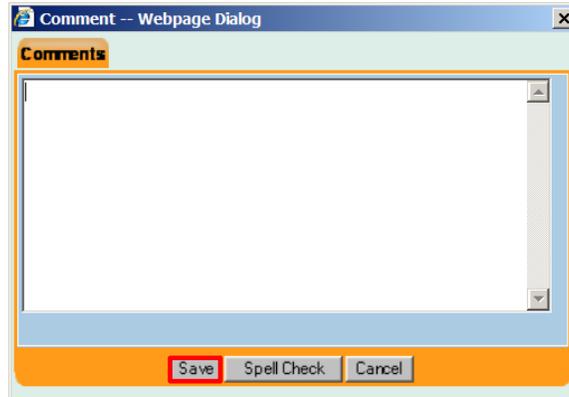
Keyword(s) Search

Veterans determined eligible for Disabled Veterans' Outreach Program (DVOP) specialist services should be referred to a DVOP Specialist, if your office has DVOP coverage, to ensure the services are coordinated.

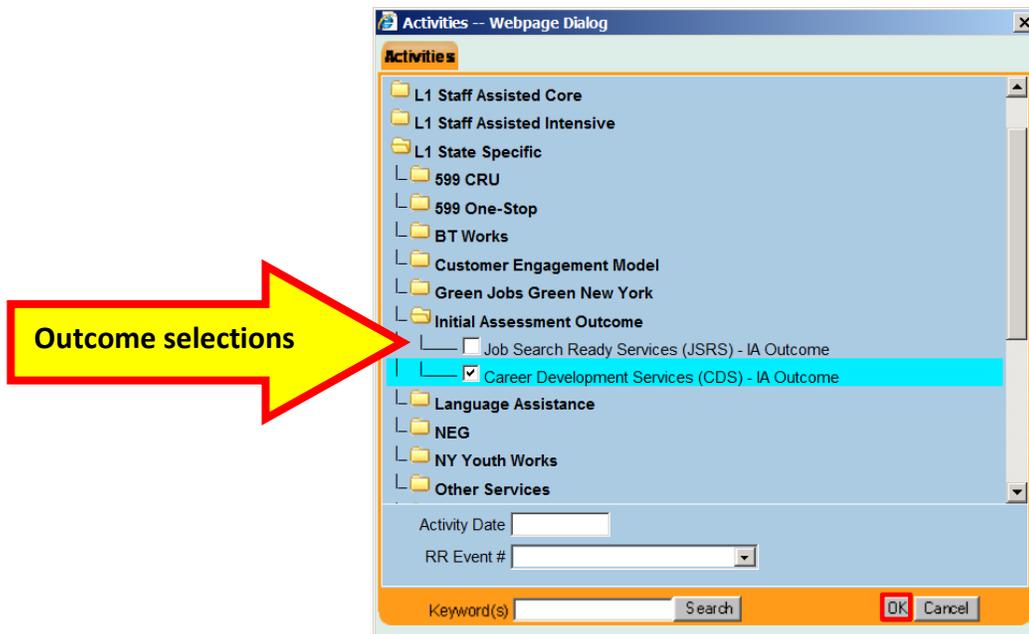
Click the **Comments** button.



Describe any next steps/referrals that were arranged. Click the **Save** button.



Record the **Initial Assessment Outcome** as either **Job Search Ready Services (JSRS)** or **Career Development Services (CDS)** and enter the **Activity Date** that the outcome was determined. Click the **OK** button.



COMPREHENSIVE ASSESSMENT ACTIVITY

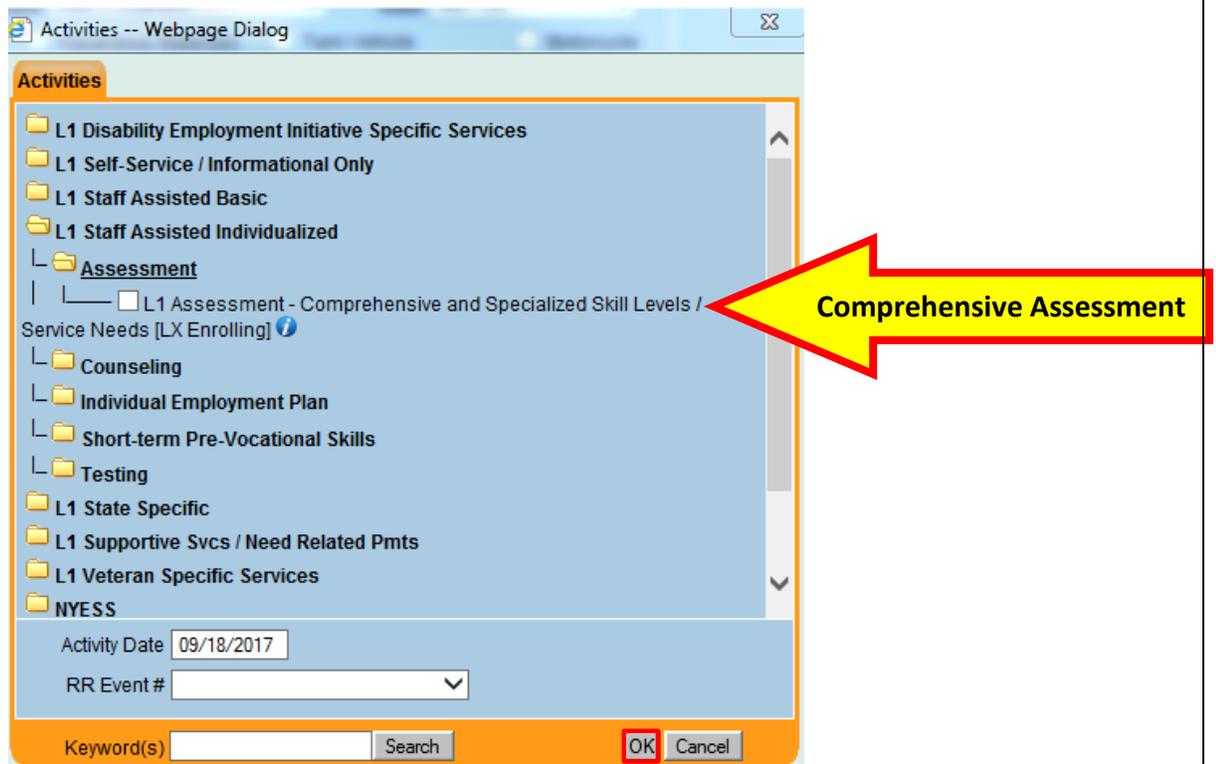
The comprehensive assessment is recorded in OSOS from the **Customer Detail** window:



Click the **Activity** button:



Select **L1 Assessment - Comprehensive Assessment and Specialized Skill Levels/Service Needs** activity and enter the date that the assessment was completed in the **Activities--Webpage Dialog** box. Enter the **RR Event #** if the comprehensive assessment was provided during, or in conjunction with, a Rapid Response Event. Click the **OK** button.



Click the **Comments** button as described above and identify the assessment instrument used (interview, ability profiler) and a summary statement that details the delivery, outcome and interpretation.



*If not previously recorded, staff must enter an **Initial Assessment** and **Initial Assessment Outcome** activity (either **JSRS** or **CDS**) prior to completing a **Comprehensive Assessment**.*



CUSTOMER DETAIL WINDOW

Eligibility and employment barrier data related to, **Income, Disability, and Migrant/Seasonal Farm Work** is entered in the **Customer Detail** window in the **Eligibility** tab.

The screenshot shows the OSOS Customer Detail window for Kerry Duffy. The 'Eligibility' tab is active. The 'Income Info' section has dropdowns for 'Lower Living Standard' (No), 'Income 70% LLSIL' (Yes), 'Local Priority' (No), and 'High Poverty Area' (No). The 'Disability Info' section has a 'Disability Status' dropdown set to 'Disabled' and several checkboxes for categories like 'Hearing', 'Vision', 'Mental', 'Mobility', 'Cognitive/ID', 'Learning', 'Chronic Health', and 'Not Disclosed'. There are also checkboxes for 'Financial Capability - has a receipt and has received: Benefit Planning Services' and 'Financial Capability/Asset Development Services'. The 'Migrant Info' section has a radio button for 'Migrant / Seasonal Worker' set to 'No'. The 'Programs' section on the right includes 'HVRP - Homeless Veterans Reintegration Program' with a dropdown for 'HVRP Grantee Svc Provider' and 'INAP - Indian and Native American Programs' with a dropdown for 'BearTracks Software Version'. There are also fields for 'Tribal Code' and 'Tribal Affiliation'.

INCOME INFO

WIOA defines the term “low income individual” as one who qualifies under various criteria, including an individual who received income for the six-month period prior to application for the program involved, that does not exceed the higher of the poverty line, or 70% of the Lower Living Standard Income Level.

Determine the customer's income eligibility for services using either the 70% Lower Living Standard Income Level (LLSIL) or the 100% of Poverty Income Guidelines tables. All staff must use current Poverty Income and LLSIL guidelines to determine eligibility for services. Current tables can be found under Income Eligibility Guidelines located on the [Programs & Tools for Workforce Professionals](#) section of the NYSDOL website. *If the customer is eligible, select "Yes" from either the **Lower Living Standard** (Poverty guidelines) or the **Income 70% LLSIL** (LLSIL Guidelines) drop-down, but not both.*

The **Local Priority** income information is established by the local Workforce Development Board. This category is only used if the customer does not meet the LLSIL or 70% LLSIL. Discuss this element with your manager to see if this is relevant for your Center.



High Poverty Area is a required data field for the Youth program and customers 25 years of age or younger. This information can be found in TEGl #21-16 and is pulled from the census.

DISABILITY INFO

Disability under WIOA is defined as, having a physical or mental impairment that substantially limits one or more of your major life activities. Select the appropriate **Disability** category or categories based on the customer self-attestation of disability.

MIGRANT INFO

The **Migrant Info** fields pertain to migrant and/or seasonal farm worker.

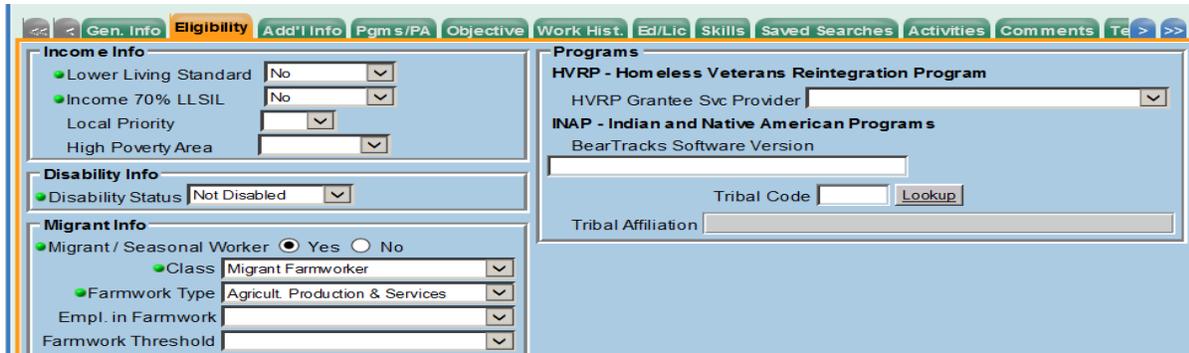
If the customer indicates they are a migrant or seasonal farm worker select "Yes", once this field is checked the additional required fields will appear, you will need to select the **Class** and **Farmwork Type**.

The drop-down options for the **Class** field that may pertain to staff data entry include:

- Migrant /Seasonal Farmworker
- Migrant Farmworker
- Migrant Food Processing Worker
- Seasonal Farmworker

Under WIOA a **Seasonal Farmworker** is, someone who is or was employed in the past 12 months in farm work of a seasonal or other temporary nature and who can return to their permanent place of residence in the same day. This does not include non-migrant individuals

who are full-time students. A Seasonal Farm Worker is an individual that works on a farm (this does not include jobs such as bus driver, landscaper, etc. this is specific to farm work; harvesting, pruning, picking, etc.) the Farm Worker can return home every day after work and they are part of the community. For example, a Seasonal Farm Worker would be an apple picker who lives in the Capital District and works in the Capital District, he picks apples during the harvest season, and can go home every night after his work day.



The screenshot shows the 'Eligibility' tab in the OSOS system. The interface includes a navigation bar with tabs: Gen. Info, Eligibility (selected), Add'l Info, Pgm s/PA, Objective, Work Hist., Ed/Lic, Skills, Saved Searches, Activities, Comments, and Te. The main content area is divided into several sections:

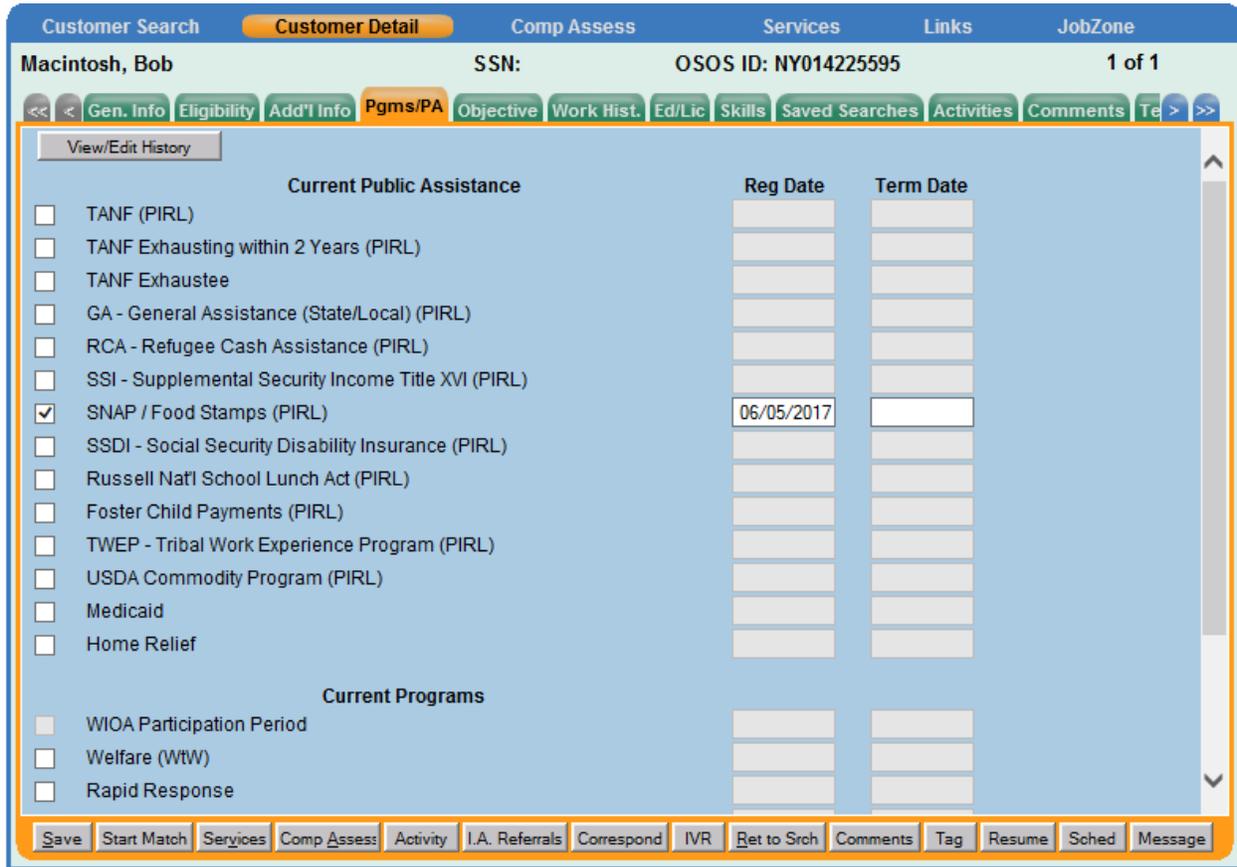
- Income Info:**
 - Lower Living Standard: No
 - Income 70% LLSIL: No
 - Local Priority: [Dropdown]
 - High Poverty Area: [Dropdown]
- Disability Info:**
 - Disability Status: Not Disabled
- Migrant Info:**
 - Migrant / Seasonal Worker: Yes No
 - Class: Migrant Farmworker
 - Farmwork Type: Agricult. Production & Services
 - Empl. in Farmwork: [Dropdown]
 - Farmwork Threshold: [Dropdown]
- Programs:**
 - HVRP - Homeless Veterans Reintegration Program
 - HVRP Grantee Svc Provider: [Dropdown]
 - INAP - Indian and Native American Programs
 - BearTracks Software Version: [Text Field]
 - Tribal Code: [Text Field]
 - Tribal Affiliation: [Text Field]

A **Migrant Farm Worker** is a Farm Worker that travels to the job site and cannot return to their permanent place of residence the same day. This does not include full-time students traveling in organized groups rather than with their families. An example of a Migrant Farm Worker could be a worker from a different state, a domestic worker, for example an individual from Texas, Florida, or Puerto Rico, who travels to NY and works during the harvest season. This individual is unable to travel back home after they work for the day-most Migrant workers are provided housing on the farm by the farm owners. The key for a Migrant Farm Worker is that the individual cannot return home the same day they worked.

A **Migrant Food Processor** is defined in the same way a Migrant Farm Worker is defined under WIOA, however, this individual is processing food, for example, they are processing apples to make apple cider.

CURRENT PUBLIC ASSISTANCE

Public Assistance data is entered in the **Pgms/PA** tab in the **Customer Detail** window. To enter data, check the box of the type of public assistance the customer is receiving. Once the box is checked the **Registration Date** field will open and allow for entry.



Current Public Assistance	Reg Date	Term Date
<input type="checkbox"/> TANF (PIRL)		
<input type="checkbox"/> TANF Exhausting within 2 Years (PIRL)		
<input type="checkbox"/> TANF Exhaustee		
<input type="checkbox"/> GA - General Assistance (State/Local) (PIRL)		
<input type="checkbox"/> RCA - Refugee Cash Assistance (PIRL)		
<input type="checkbox"/> SSI - Supplemental Security Income Title XVI (PIRL)		
<input checked="" type="checkbox"/> SNAP / Food Stamps (PIRL)	06/05/2017	
<input type="checkbox"/> SSDI - Social Security Disability Insurance (PIRL)		
<input type="checkbox"/> Russell Nat'l School Lunch Act (PIRL)		
<input type="checkbox"/> Foster Child Payments (PIRL)		
<input type="checkbox"/> TWEP - Tribal Work Experience Program (PIRL)		
<input type="checkbox"/> USDA Commodity Program (PIRL)		
<input type="checkbox"/> Medicaid		
<input type="checkbox"/> Home Relief		
Current Programs		
<input type="checkbox"/> WIOA Participation Period		
<input type="checkbox"/> Welfare (WfW)		
<input type="checkbox"/> Rapid Response		

The **Registration Date** is the date the customer started to receive these benefits. The **Registration Date** is a required field. The record will not save if the category box is selected without a **Registration Date** entered.

The **Termination Date** is the date the customer stopped receiving the public assistance. If a customer is reenrolled in services and a record is on file without a **Term Date**, staff will need to add a **Termination Date** prior to entering new public assistance information. Staff should not try to delete the **Registration Date** if they are unsure of the **Termination Date**. Instead, ask the customer to provide their best approximation of the date when they stopped receiving the assistance and enter that information in the **Termination Date** data field.



*If any public assistance information was recorded in error, such as the **Registration Date**, staff must contact the OSOS Help Desk for assistance with deleting the information.*



COMPREHENSIVE ASSESSMENT WINDOW

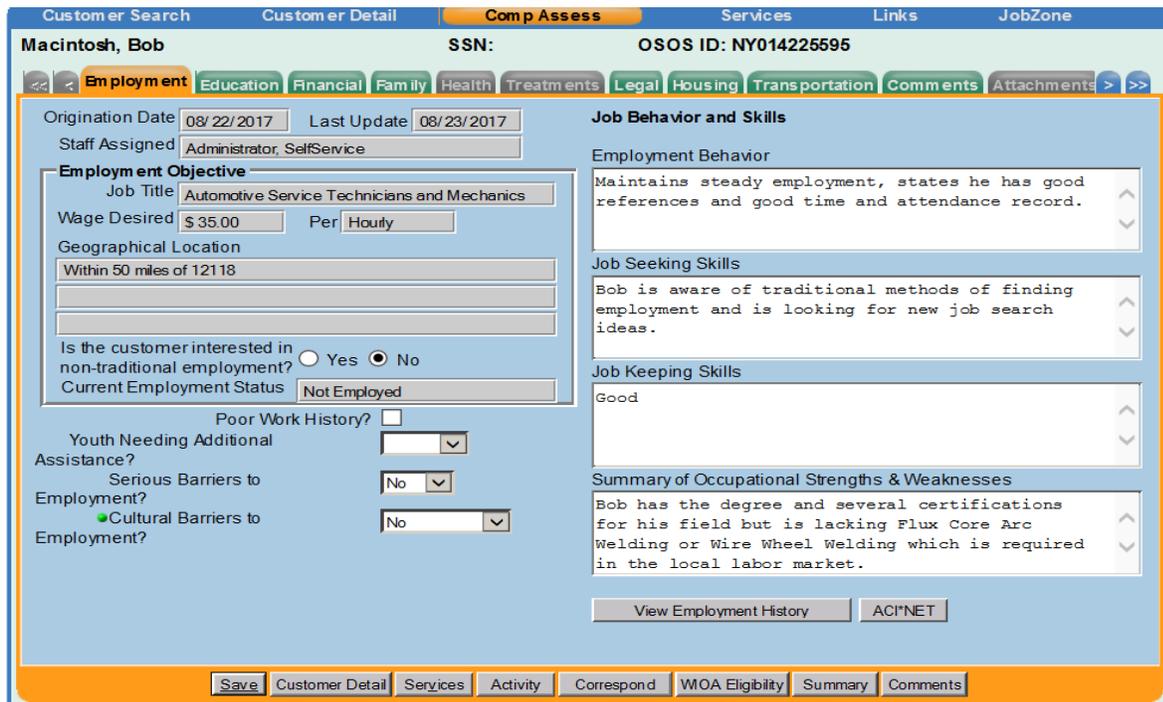
There are seven tabs in the **Comprehensive Assessment** window that are used for Adult and Dislocated Workers. When information is entered into the **Comp Assess** section, all required data fields (as indicated by a green dot) must be completed to save the record.



EMPLOYMENT TAB

The **Origination Date** will populate with the date of the first entry into any **Comprehensive Assessment** tab. Once staff make an update to any existing entries the **Last Update** field will populate. Gray data fields indicate that the data cannot be changed in that section.

The **Employment Objective** section will pre-populate with data from the **Customer Detail Objective** tab. To make modifications to that section you will need to go back to the Customer Detail.





Staff can complete the **Job Behavior and Skills** section with information obtained during the comprehensive assessment interview and may update information as changes occur. The **Job Behavior and Skills** section allows information regarding the customer's employment experience and job seeking and retention skills. Staff can use this section when developing an Individual Employment Plan (IEP) with the customer.

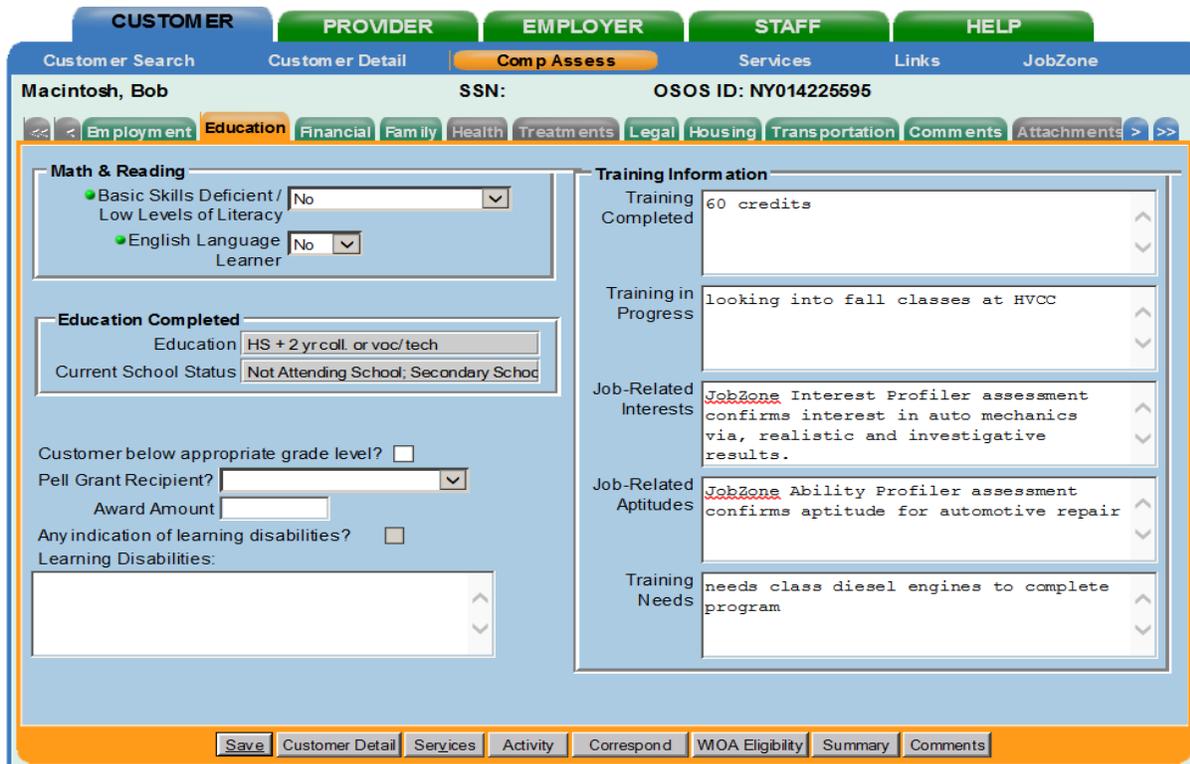
The Cultural Barriers to Employment field is a required field for reporting purposes. WIOA defines a cultural barrier as having attitudes, beliefs, customs, or practices that may make it hard for an individual to find work. If cultural barriers are identified, indicate this by selecting Yes in the in the **Cultural Barriers** drop down.

Lastly, indicate if the customer has any **Serious Barriers to Employment**. Explain in the Customer Detail **Comments** tab any work restrictions or how the barrier restricts the customer's job search.

The screenshot shows the 'Comp Assess' tab for customer Bob Macintosh. The 'Job Behavior and Skills' section is highlighted with a yellow arrow pointing to the 'Cultural Barriers to Employment?' dropdown menu. The form includes fields for 'Employment Objective', 'Wage Desired', 'Geographical Location', and 'Current Employment Status'. The 'Job Behavior and Skills' section contains text boxes for 'Employment Behavior', 'Job Seeking Skills', 'Job Keeping Skills', and 'Summary of Occupational Strengths & Weaknesses'. The 'Cultural Barriers to Employment?' dropdown is currently set to 'No'.

EDUCATION TAB

The **Education** tab is used to capture the customer's past and current education/training, training needs, job interests, job aptitudes, skill deficiencies, and learning barriers.



The screenshot shows the OSOS interface for customer Bob Macintosh. The 'Education' tab is selected. The form includes the following sections:

- Math & Reading:**
 - Basic Skills Deficient/Low Levels of Literacy: No
 - English Language Learner: No
- Education Completed:**
 - Education: HS + 2 yr coll. or voc/tech
 - Current School Status: Not Attending School; Secondary School
- Customer below appropriate grade level?**
- Pell Grant Recipient?**
- Award Amount:** [Empty field]
- Any indication of learning disabilities?**
- Learning Disabilities:** [Empty text area]
- Training Information:**
 - Training Completed: 60 credits
 - Training in Progress: looking into fall classes at HVCC
 - Job-Related Interests: JobZone Interest Profiler assessment confirms interest in auto mechanics via, realistic and investigative results.
 - Job-Related Aptitudes: JobZone Ability Profiler assessment confirms aptitude for automotive repair
 - Training Needs: needs class diesel engines to complete program

MATH & READING SECTION

In the **Basic Skills Deficient/Low Levels of Literacy** field, choose an option from the drop-down list. WIOA defines Basic Skills Deficient/Low Levels of Literacy as unable to solve problems, or read, write, or speak English at a level necessary to function on the job, in your family, or in society.

The **English Language Learner** data field is required for WIOA reporting. Choose "Yes" or "No" from the drop-down list. An English Language Learner will have limited ability in speaking, reading, writing, or understanding English. They may also meet one of the following two conditions:

- Their native language is other than English; or
- They live in a family or community where a language other than English is the main language

When speaking to the customer, you will most likely get a sense if the customer is an English Language Learner, for example, if they are having difficulty reading forms or articulating their answers.



The **Education Completed** section will automatically populate from the **Customer Detail General Information** tab. To update this section, you will need to make changes in the **General Information** tab.

If the customer disclosed a learning disability (as indicated in the **Disability Info** section of the **Eligibility** tab in the **Customer Detail** window), then the box next to the question **Any indication of learning disabilities** will be automatically checked.

Lastly, fill in any **Training Information** in the five text boxes on the right, if applicable. As a best practice, when making changes to these fields, staff should enter a note in the Customer Detail **Comments** tab to notify another staff person that may be working with the customer that something has changed.

The screenshot shows the OSOS Customer Detail window for a customer named Duffy, Kerry. The window has a navigation bar at the top with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below the navigation bar, there are several tabs: Customer Search, Customer Detail, Comp Assess (highlighted), Services, Links, and JobZone. The main content area is divided into several sections. On the left, there is a 'Math & Reading' section with two radio buttons: 'Basic Skills Deficient / Low Levels of Literacy' (selected) and 'English Language Learner'. Below this is the 'Education Completed' section with a dropdown menu for 'Education' set to 'GED' and a text box for 'Current School Status' set to 'Not Attending School, Secondary School'. Further down, there is a checkbox for 'Customer below appropriate grade level?' which is unchecked, a dropdown for 'Pell Grant Recipient?' set to 'No', and a text box for 'Award Amount'. A red arrow points to the 'Any indication of learning disabilities?' checkbox, which is checked. Below this is a text box for 'Learning Disabilities:'. On the right side, there is a 'Training Information' section with five text boxes: 'Training Completed', 'Training in Progress', 'Job-Related Interests', 'Job-Related Aptitudes', and 'Training Needs'. At the bottom of the window, there is a navigation bar with buttons for Save, Customer Detail, Services, Activity, Correspond, WOA Eligibility, Summary, and Comments.

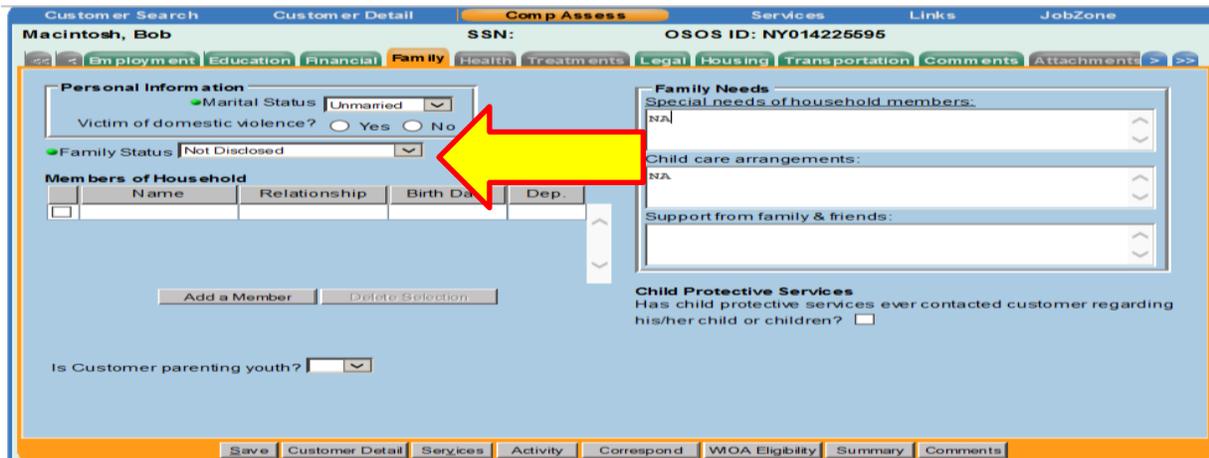
FAMILY TAB

The **Family** tab contains the **Family Needs** section that can describe existing or needed supportive services such as **Special needs of household members**, **Child care arrangements**, or **Support from family & friends** that the customer receives or provides to another. As necessary, discuss these areas during a comprehensive assessment when setting goals and developing an IEP.



Personal Information** should only be recorded if brought up or relevant to the service needs of the customer, such as the question, **Victim of domestic violence?

Single Parent data is recorded in this tab as it relates to adult and dislocated workers. Choose an option from the drop-down list next to the **Family Status** data field. Additional data elements are recorded for the WIOA title I-B Adult and Dislocated Worker program participants that receive an intensive or training service.



When customers choose not to answer a question on supplemental forms, record Not Disclosed in data fields.

For Female customers, the screen will alter and additional data fields will populate.

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

Duffy, Kerry SSN: ***-**-9632 OSOS ID: NY014963746

<< < Employment Education Financial **Family** Health Treatments Legal Housing Transportation Comments Attachments >>

Personal Information

Marital Status: Not Disclosed

Victim of domestic violence? Yes No

Family Status: Not Disclosed

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? Yes No Not Disclosed

Delivery Date

Is Customer parenting youth?

Save Customer Detail Services Activity Correspond WIOA Eligibility Summary Comments

While the data field **Is the customer pregnant?** is a required field in OSOS, the Yes option is only needed for W-P, WIOA Adult or Dislocated Workers, if relevant to service provision or developing an IEP.



*Record **Not Disclosed** when not relevant to service provision.*



LEGAL TAB

Offender status is collected for both WIOA compliance and to serve customers to the best of our ability. A prior conviction can be a barrier to securing employment and indicate a need to provide additional services. It is also important to record the status here so we can do a search in the system for customers that may need additional assistance. For example, the Work for Success program required NYSDOL to conduct a customer search and report the number of formerly incarcerated customers in the OSOS database. The only way to capture this data is via this tab.

The WIOA definition of offender states: An individual who has been subject to any stage of the criminal justice process, individuals who need help overcoming barriers to employment resulting from a record of arrest or conviction for crimes against persons or property, status offenses, or other crimes.

The **Legal** tab describes the customer's **Offender Status** as "Yes", "No", or "Not Disclosed".

The **Probation Officer** contact and **Current Legal Issues** data fields are not required however; these fields can be helpful to staff working with another agency to assist the customer with securing employment.

Record relevant comments in the Customer Detail **Comments** tab, such as when the conviction occurred, and whether the customer has work restrictions. Comments must be specific to job search restrictions and work restrictions only.

The screenshot shows the 'Legal Information' section of the OSOS system. At the top, there is a navigation bar with tabs for Employment, Education, Financial, Family, Health, Treatments, Legal (highlighted), Housing, Transportation, Comments, and Attachments. Below the navigation bar, the 'Legal Information' section contains the following fields:

- Offender Status:** A dropdown menu with options: Yes, No, and Not Disclosed.
- Probation Officer:** A text input field.
- Phone:** A text input field.
- Ext.:** A text input field.
- Current Legal Issues:** A large text area for entering details.

HOUSING TAB

The **Housing** tab describes the customer's residential situation. We are most concerned with Homeless status here for identifying service needs.

Choose an appropriate option from the **Current Housing** drop-down menu that can be supported by appropriate documentation, such as mailing address or driver's license address. Update and add any additional information into the remaining data fields.

For veteran customers, the **Current Housing** will automatically populate with data from the **Military Service** section in the **Additional Information** tab in the **Customer Detail** window.

Under WIOA, homeless is defined as lacking a permanent and suitable nighttime residence. This includes:

- Sharing housing with other persons due to loss of housing, economic hardship, or similar reason;
- Living in a motel, hotel, trailer park, or campground due to a lack of other suitable options;
- Living in an emergency or temporary shelter;
- Abandoned in a hospital;
- Awaiting foster care placement; or
- Having a main nighttime residence that is a public or private place such as a car, park, abandoned building, bus or train station, airport, or campground



The screenshot shows the OSOS interface with the 'Housing' tab selected. The 'Housing Information' section contains the following fields:

- Current Housing:** A radio button is selected next to 'Rent', which is displayed in a dropdown menu.
- Current Housing (2):** A dropdown menu.
- Housing Assistance:** A dropdown menu showing 'None'.
- Contact Person:** A text input field.
- Phone:** A text input field.
- Ext.:** A text input field.

Below the form is a text area titled 'Expected Changes' containing the following text:

Customer is currently renting an apartment and has received a 30 day eviction notice. Referrals have been made to the veterans homeless prevention program and shelter. Customer is having difficulty making rent payments. Rent is in arrears by 3 months. Referral made to Homeless Veterans Reintegration Program (HVRP) for assistance with back payments.

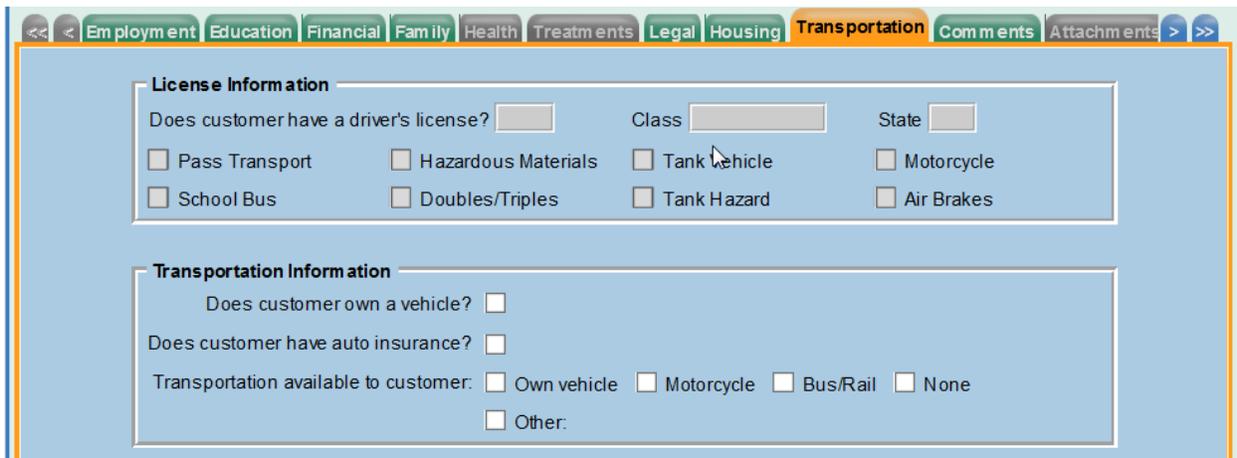


*Choose the **Rent** option in the drop-down menu when the customer is not Homeless.*

TRANSPORTATION TAB

The **Transportation** tab describes the customer's driver's license and available transportation. The **License Information** is populated from the **Ed/Lic** tab under the **Customer Detail** window.

It is important to record applicable **Transportation Information** to identify if the customer can access services and obtain employment. Check any boxes that apply and record relevant comments relating to work restrictions or job search restrictions in the **Customer Detail Comments** tab.



The screenshot shows the **Transportation** tab in the OSOS system. It contains two main sections: **License Information** and **Transportation Information**.

License Information section includes:

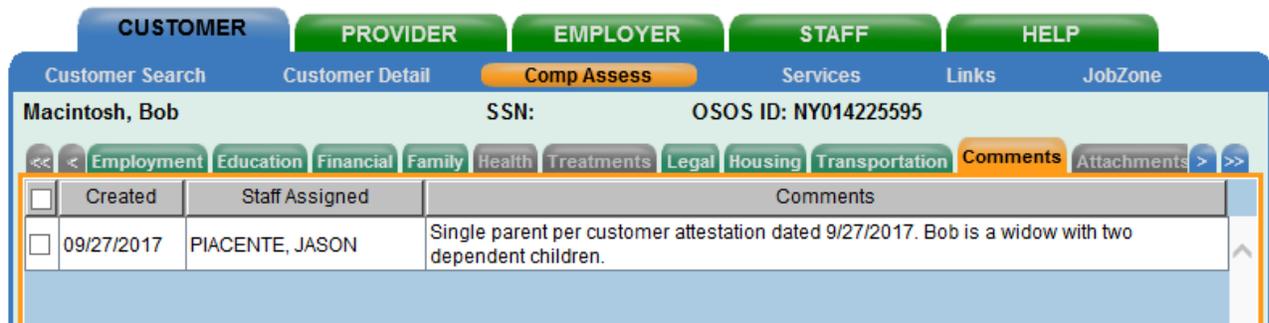
- Does customer have a driver's license?
- Class
- State
- Pass Transport
- Hazardous Materials
- Tank Vehicle
- Motorcycle
- School Bus
- Doubles/Triples
- Tank Hazard
- Air Brakes

Transportation Information section includes:

- Does customer own a vehicle?
- Does customer have auto insurance?
- Transportation available to customer: Own vehicle Motorcycle Bus/Rail None
- Other:

COMMENTS TAB

Comments recorded in the **Comprehensive Assessment** window section will not transfer to the **Comments** tab in the **Customer Detail** or **Services** windows. This is designed to provide additional confidentiality. The **Comp Assess Comments** tab is to be used to record sensitive information that may not be directly related to job search or work restrictions, but is necessary to share with an Employment Counselor or other professional level staff working with the customer to address possible barriers.



The screenshot shows the **Comments** tab in the OSOS system. The top navigation bar includes **CUSTOMER**, **PROVIDER**, **EMPLOYER**, **STAFF**, and **HELP**. Below this, the **Customer Search** section shows **Macintosh, Bob** with **SSN:** and **OSOS ID: NY014225595**. The **Comp Assess** tab is selected.

<input type="checkbox"/>	Created	Staff Assigned	Comments
<input type="checkbox"/>	09/27/2017	PIACENTE, JASON	Single parent per customer attestation dated 9/27/2017. Bob is a widow with two dependent children.



RESOURCES AND ASSISTANCE

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

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

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

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