

# **NY Youth Works Providers OSOS Guide**



## PURPOSE

In December 2011, the NY Youth Works (NYYW) Program was signed into law. As part of NYYW, program providers will need to track certain data while working with program certified youth before placing certified youth with program certified businesses. This guide will review how NYYW placement and training providers should record services, outcomes, stipend payments and placements in OSOS.

Before entering this data, you will want to have an understanding of how to access OSOS, navigate the system, search for customers and use O\*Net codes in OSOS. Additional guides on these topics and others are available at: <http://labor.ny.gov/workforcenypartners/osos.shtm>.

## OSOS DATA ENTRY

In OSOS, two tabs have been added in the **Customer Detail** window to record training and placement outcomes for NYYW: **NYYW Placement** and **NYYW Training**.

- NYYW providers who provide job placement services will enter data only on the **NYYW Placement** tab.
- NYYW providers who provide job placement services *and* training services will enter data on both the **NYYW Placement** and **NYYW Training** tabs.

All job matching, job placements and related stipend payments should be tracked on the **NYYW Placement** tab. Work readiness, occupational skills training, credentials and training stipends should be tracked on the **NYYW Training** tab.

All program providers must request to have an OSOS account created, and complete all necessary confidentiality training before access will be granted to enter data in the system. Once the account has been created, NYYW providers should log in to OSOS with assigned usernames and passwords using this link: <https://osos.labor.ny.gov>.

The *Confirmation of Hire* confirms youth job placement and will justify milestone job placement payments totaling \$300 per youth. The *Confirmation of Hire* can be entered either using the **NYYW Placement** tab in OSOS or the *Confirmation of Hire* form that is posted on the NY Youth Works website. The New York State Department of Labor (NYSDOL) prefers the use of OSOS when entering the *Confirmation of Hire* as this information is directly placed in a database. For more information on the *Confirmation of Hire* in OSOS, please refer to **Placement Information** in the **NYYW Placement Tab** section starting on pg. 11 of this guide.

NYSDOL recommends providers ensure the following prior to serving a youth:

- The youth is NY Youth Works certified-no grant activities should not be taking place if the youth is not NY Youth Works certified.
- The youth is not being served by another NY Youth Works provider.



*For record keeping purposes, NYSDOL strongly recommends that you take screen shots of the information you enter in OSOS for back-up. To take a screen shot press Alt simultaneously with the Print Screen button on your keyboard. It is recommended that you either print these screens or keep a hard copy in the youth's file.*

## SYSTEM REQUIREMENTS

Before you start working in OSOS, it is important to ensure that your computer meets the minimum system requirements for OSOS to run properly. You can view the system requirements at the OSOS website.

The OSOS website address NYYW providers should use is: <https://osos.labor.ny.gov>.

Once you navigate to the URL, you will see a validation page similar to this one.

**AOSOS Validation Site**  
Software Requirements  
NY PROD v5.3.01

[Click for the AOSOS Mediated Application](#)

**Supported Operating Systems**

|                      |                        |                         |
|----------------------|------------------------|-------------------------|
| Microsoft Windows 98 | Microsoft Windows ME   | Microsoft Windows XP    |
| Microsoft Windows NT | Microsoft Windows 2000 | Microsoft Windows Vista |
| Microsoft Windows 7  |                        |                         |

**Supported Browsers**

|                               |   |  |
|-------------------------------|---|--|
| Microsoft Internet Explorer 7 | Microsoft Internet Explorer 8 <ul style="list-style-type: none"><li>o Must use compatability mode *</li><li>o Enable Protected Mode in Windows Vista and 7 **</li></ul> |  |
|-------------------------------|---|--|

**Supported Resolution**

|                   |             |  |
|-------------------|-------------|--|
| 800x600 or higher | Small Fents |  |
|-------------------|-------------|--|

**Supported for Correspondence**

|                     |                     |                     |
|---------------------|---------------------|---------------------|
| Microsoft Word 97   | Microsoft Word 2000 | Microsoft Word 2002 |
| Microsoft Word 2003 | Microsoft Word 2007 |                     |

**Required steps for all Operating Systems, all Browser Versions** [show](#)

\* **Extra steps for Internet Explorer 8** [show](#)

\*\* **Extra steps for Windows Vista or 7 using Internet Explorer 8** [show](#)

Take a moment to check that your computer meets the minimum system requirements and follow any necessary additional steps required.



*Notice that in order for OSOS to run properly, you must have Microsoft Windows 98 or newer and Internet Explorer 7 or Internet Explorer 8 running in compatibility mode.*

Then click on the *Click for the AOSOS Mediated Application* to load the login screen. Please be patient since it may take a few minutes to finish loading.



To log in, enter your assigned username and temporary password in the **Username** and **Password** fields. Then click on the **Login** button below these fields to log in to OSOS.

AOSOS  
America's One-Stop Operating System  
NY TRAINING v5.3.01

Username:   
Password:   
Login

## CHANGING YOUR PASSWORD

After you log in to OSOS for the first time with your temporary password, you will need to change your password.

When you log in to OSOS, you will see the **Inbox** tab of the **Staff** module. Click on the **Preferences** window.

CUSTOMER PROVIDER EMPLOYER **STAFF** HELP

Staff Detail Logout **Preferences**

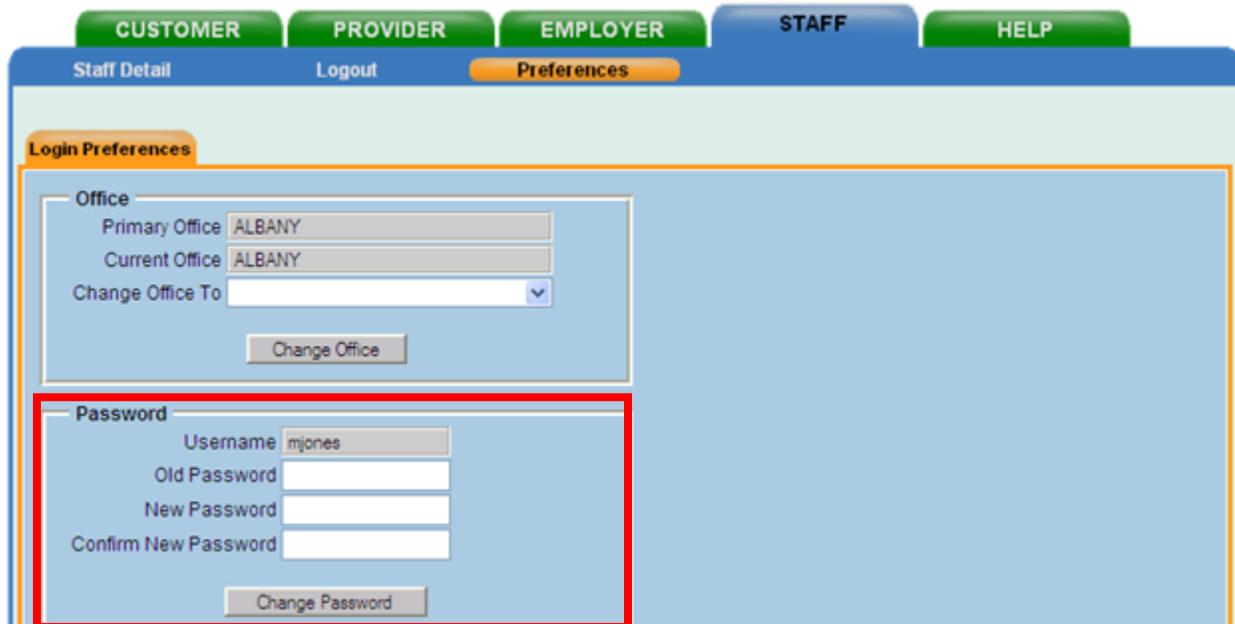
**Inbox** Referrals In Fund Approval

Appointments and Reminders for Tuesday, February 7, 2012

| <input type="checkbox"/> | Start Date | End Date | Start Time | End Time | Name | Event | Description |
|--------------------------|------------|----------|------------|----------|------|-------|-------------|
| <input type="checkbox"/> |            |          |            |          |      |       |             |

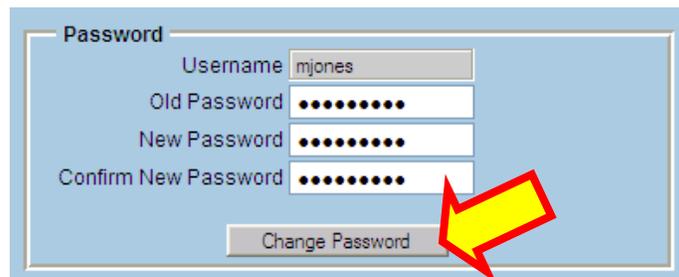
Delete Message Detail Additional Info Print

This will take you to the **Login Preferences** tab – since this is the only tab in the **Preferences** window, you will not need to click to select it since it displays by default. You will change your password using the **Password** fields.



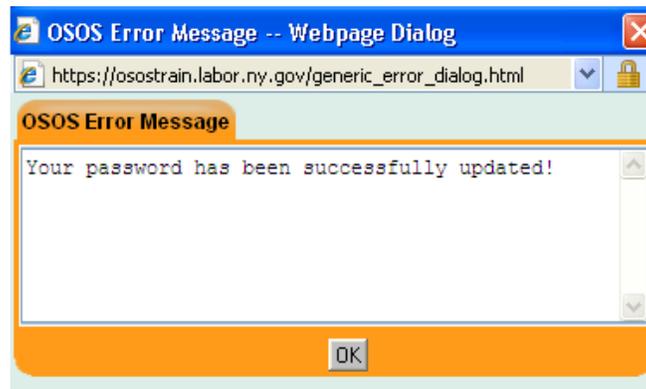
The screenshot shows the OSOS interface with the 'STAFF' tab selected. The 'Preferences' sub-tab is active, displaying the 'Login Preferences' section. This section is divided into two parts: 'Office' and 'Password'. The 'Office' part includes fields for 'Primary Office' (ALBANY), 'Current Office' (ALBANY), and a 'Change Office To' dropdown menu, with a 'Change Office' button below. The 'Password' part, which is highlighted with a red border, includes a 'Username' field (mjones), 'Old Password', 'New Password', and 'Confirm New Password' fields, with a 'Change Password' button at the bottom.

You will need to type your temporary password in the **Old Password** field and then enter your new password in the **New Password** field. Your new password can be between 6 – 12 characters, and only letters and numbers can be used. Any symbols, spaces and punctuation will not be accepted in your OSOS password. After doing so, type your password again in the **Confirm New Password** field to confirm it. Click on the **Change Password** button to complete changing your password.



This close-up view of the 'Password' section shows the 'Username' field containing 'mjones'. The 'Old Password', 'New Password', and 'Confirm New Password' fields are all filled with black dots, indicating that text has been entered. A yellow arrow with a red outline points directly to the 'Change Password' button at the bottom of the section.

If the passwords you typed in the **New Password** and **Confirm New Password** fields do not match, your new password does not meet OSOS password criteria or you typed your old password incorrectly in the **Old Password** field, you will receive an error message, which will prompt you to redo this process. Otherwise, you will receive confirmation that your password was changed.



*You must change your password when logging in to OSOS for the first time. We strongly recommend that you change your password every few months or at least on a regular basis to maintain confidentiality.*

## SEARCHING FOR NYYW CUSTOMERS

After logging in, providers should navigate to the **Customer** module. By default, the **Quick Search** tab of the **Customer Search** window displays. Use this tab to search for customers by Social Security number (**Customer SSN**) or by name (**Last Name** and **First Name**).

If you search by name, you must at least enter a value in the **Last Name** field. Be sure to enter as much of the customer's first and last name as is known.



*Providers should not enter any new NYYW youth customer records into OSOS. All NYYW certified youth will be entered into OSOS by NYSDOL Central Office staff. Providers will only need to search for their NYYW youth customers and complete information on the **NYYW Placement** tab and/or **NYYW Training** tab. If you search for and cannot locate your customer in OSOS, **do not** add a new customer record - use the **New York Youth Works Program Assistance** contact information to contact NYSDOL for help with this.*





## CONFIRMING YOUTH CERTIFICATION

Once you have completed a search for a customer in OSOS, the customer's record will open in the **Customer Detail** window. By default, the **Gen. Info** tab is displayed with some of the customer's information.

It is required for the New York Youth Works program that both participating youth and businesses be certified by the New York Youth Works program. Before you provide New York Youth Works services to the customer, you must first confirm that the youth has been certified for the program.

To do so, click on the **Activities** tab.

The screenshot shows the OSOS Customer Detail window for Farrell Connolly. The window has a navigation bar at the top with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this is a sub-navigation bar with tabs for Customer Search, Customer Detail (selected), Comp Assess, Services, and JobZone. The main content area is divided into several sections:

- Customer Data:** Includes fields for SSN (102-24-5732), Username (NYWTester), Last Name (Connelly), First Name (Farrell), Date of Birth (04/13/1995), Gender (Female), and Portfolio Lvl. (JobZone Adult).
- Address:** 33 Elk Street, Albany, New York, 12207.
- Customer Assignment:** Staff Assigned (Roberts, Paul), Registered (02/22/2012), WIB Assigned (Albany/Rensselaer/Schenectady Counties), Agency (za America Works of Albany Inc), Office (America Works of Albany Inc ETW).
- Right-hand Panel:** Contains sections for Ethnic Heritage (Not Disclosed), Race (Not Disclosed), Education & Employment (Education Level: 10 Grade, School Status: Not attending school or H.S. Dropout, Employment Status: Not Employed), and Contact Preferences (Use Postal, Pri. Phone, Email).

A red arrow points to the 'Activities' tab in the sub-navigation bar. At the bottom of the window, there is a row of buttons: Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Return to Srch, Comments, Tag, Resume, and Schedule.



On the **Activities** tab of the customer's record, check to see if the *NY Youth Works Certified* activity is listed. This activity must be listed here before services can be provided through the New York Youth Works program.

Customer Search   **Customer Detail**   Comp Assess   Services

Connolly, Farrell   SSN: 000-00-0000   OSOS ID: NY011657059   1 of 1

<< < Gen. Info Add'l Info Objective Work Hist. Ed/Lic Skills Saved Searches **Activities** Comments Tests DEV NYYW Plac > >>

|                                     | Activity                               | Activity Date | Office          | Staff           | Employer | Job ID | SA |
|-------------------------------------|--|---------------|-----------------|-----------------|----------|--------|----|
| <input type="checkbox"/>            | New Job Seeker - Staff Assisted        | 02/01/2012    | OSOS/REOS Centr | Jones, Margaret |          |        |    |
| <input checked="" type="checkbox"/> | NY Youth Works Certified (Bldg 12 WOTC | 02/01/2012    | OSOS/REOS Centr | Jones, Margaret |          |        |    |

Delete Activity   Print List   Detail

Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Return to Srch Comments Tag Resume Schedule



*If the NY Youth Works Certified activity is not listed, please contact the Department of Labor directly via the New York Youth Works Program Assistance contact information in the **Resources** section of this guide. Providing services to non-certified youth will not entitle the program provider or youth to any program payments, credits or stipends.*



## NAVIGATING TO THE NYW TABS

Once you have confirmed that the youth is certified through New York Youth Works, you can then provide New York Youth Works program services and enter New York Youth Works data in OSOS.

Depending on your OSOS permission levels, you may or may not be able to see the NYW tabs once you have confirmed that the youth is certified on the **Activities** tab. If you do not see the NYW tabs, use the arrows on at the top right hand of the screen to navigate further over in the **Customer Detail** window. Grayed out arrows cannot be used to navigate.



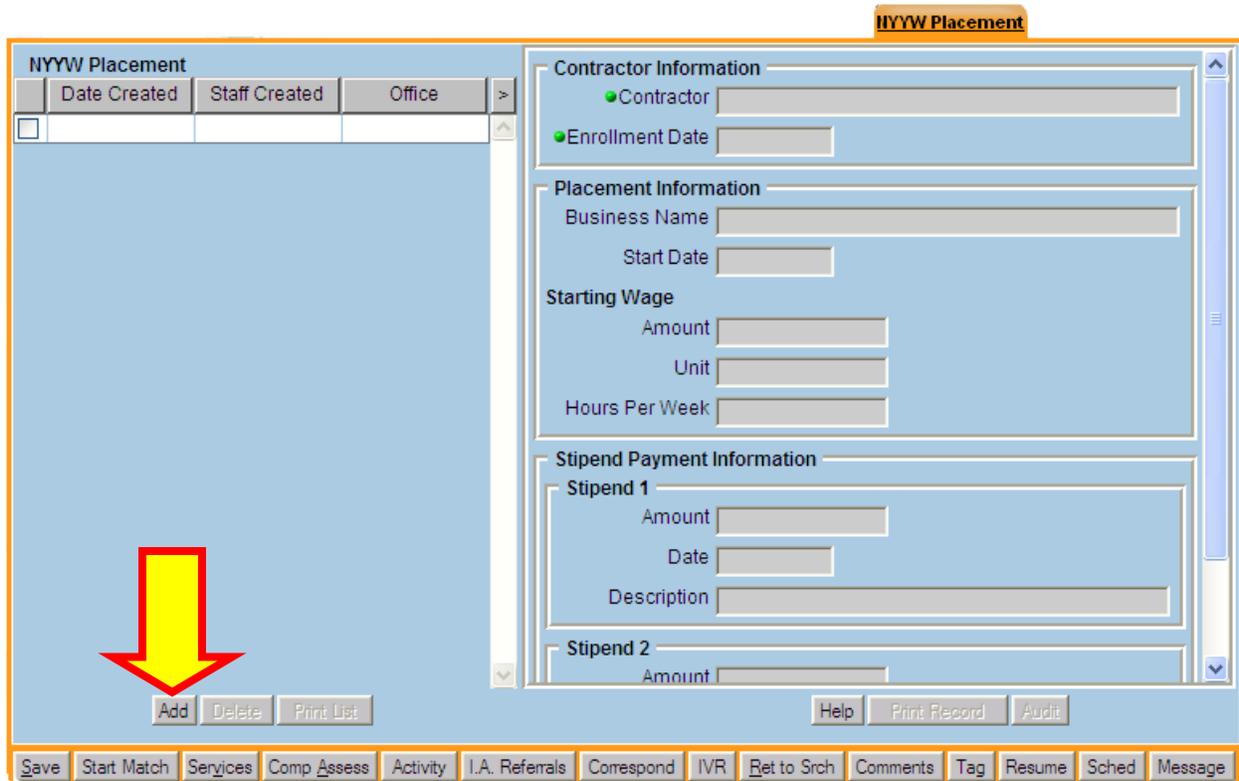
Then you should be able to see the **NYW Placement** and **NYW Training** tabs.



### NYYW PLACEMENT TAB

The **NYYW Placement** tab will need to be updated and completed once the youth has been placed with an eligible business.

Click on the **Add** button to add a new **NYYW Placement** entry.



Select the entry to activate the fields on the right hand side of this tab for data entry.



### CONTRACTOR INFORMATION

In the **Contractor** field, select your contractor/provider entity from the drop-down list of contractors/providers. For the **Enrollment Date** field, enter the date that your contractor/provider entity first started providing services to the New York Youth Works certified youth in the format of mm/dd/yyyy.




*Since the **Contractor** and **Enrollment Date** fields are green-dotted, these fields become required for the **NYYW Placement** entry once it has been created. You will need to enter these fields before you can save the record - if you have multiple NYYW contracts, please be sure to select the entry for your entity with the correct contract number.*

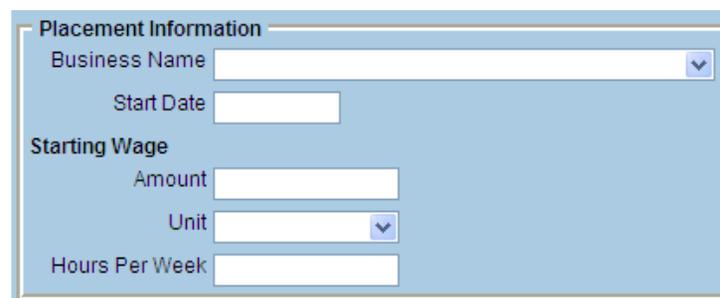
### PLACEMENT INFORMATION

Once the youth has been placed with an eligible business, the job placement information should be completed.



*Please note - Entering information in this section serves as entering the Confirmation of Hire for the youth. This is the method preferred by NYSDOL, as this will automatically. As long as you enter the **Placement Information** fields on this tab, you will not need not to complete the Confirmation of Hire form on the NY Youth Works website, as this information is taken directly from OSOS.*

- **Business Name:** Select the name of the business from the drop-down list of eligible businesses
- **Start Date:** Enter the date the youth started working with this business in the format of mm/dd/yyyy
- **Amount:** Enter the starting wage up to two decimal places
- **Unit:** Select *Hourly, Daily, Weekly, Monthly, Yearly* or *Other* from the drop-down list
- **Hours Per Week:** Type the number of hours the youth works each week





For New York Youth Works, both the participating youth and business **must be certified** through the New York Youth Works program. The **Business Name** drop-down field will only list the businesses that have been certified. If the business is not listed in the **Business Name** drop-down field, the business, program provider and youth will not qualify to receive any applicable program payments, credits or stipends.

#### STIPEND PAYMENT INFORMATION

For job placement, up to \$300 can be awarded to youth once placed into employment with a certified business and it is recorded that the youth has successfully completed at least one full week of employment. In order for these stipends to be paid, providers are required to have the following:

- Completed *Confirmation of Hire* for New York Youth Works Program (either in the **Placement Information** section of the **NYYW Placement** tab or on the NY Youth Works website) by the training provider is required for the release of the first half of the placement stipend (\$150)
- The balance of \$150 should be paid upon the youth providing a paystub or payroll record from the hiring business that demonstrates one full week of employment (employment verification documentation)

In OSOS, these stipend payments can be entered under **Stipend Payment Information** on the **NYYW Placement** tab. Use the **Stipend 1** fields to enter a stipend paid to youth after completing the *Confirmation of Hire*. Use **Stipend 2** fields to enter a stipend paid to youth with documented proof of one full week of employment.

For each applicable stipend, enter the following:

- **Amount:** Type the amount of the stipend paid
- **Date:** Fill in the date the stipend was received (mm/dd/yyyy)
- **Description:** Provide a description for why the stipend was paid (e.g., *Confirmation of Hire, First full week of work, etc.*)

| Stipend Payment Information |                      |
|-----------------------------|----------------------|
| <b>Stipend 1</b>            |                      |
| Amount                      | <input type="text"/> |
| Date                        | <input type="text"/> |
| Description                 | <input type="text"/> |
| <b>Stipend 2</b>            |                      |
| Amount                      | <input type="text"/> |
| Date                        | <input type="text"/> |
| Description                 | <input type="text"/> |

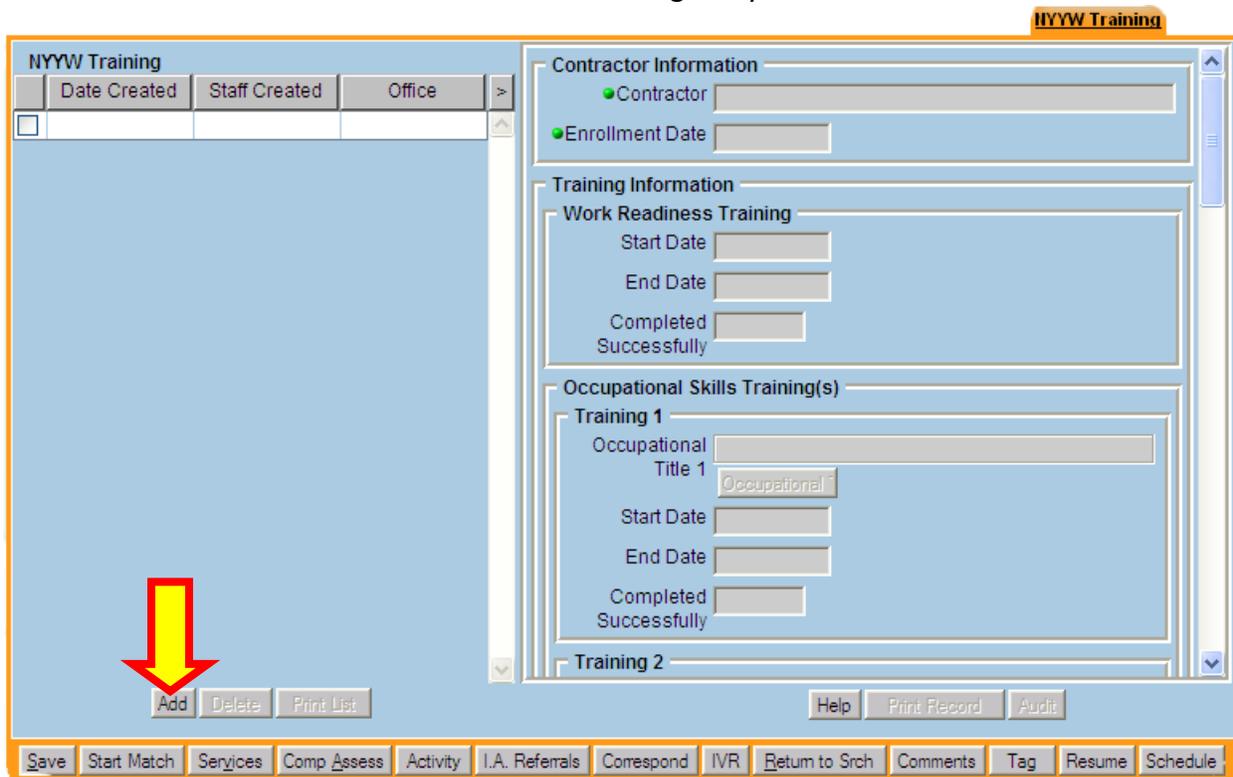
## NYYW TRAINING

The **NYYW Training** tab is available for contractors who provide training services to NYYW youth prior to placing youth with eligible businesses. This tab should be filled in and updated as youth complete training services and qualify for stipend payments.

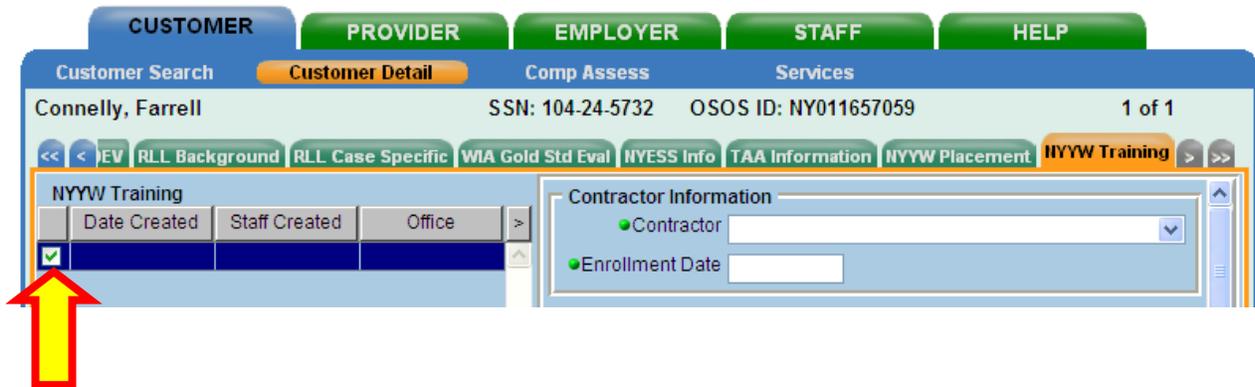


*The **NYYW Training** tab should only be filled out by New York Youth Works program providers which provide training services through the New York Youth Works program prior to placing certified youth with certified businesses. If your provider entity does not offer any training services through New York Youth Works, do not use or enter any information on this tab.*

Click on the **Add** button to add a new NYYW Training entry.



Select the entry to activate the fields on the right hand side of this tab for data entry.



### CONTRACTOR INFORMATION

In the **Contractor** field, select your contractor/provider entity from the drop-down list of contractors/providers. For the **Enrollment Date** field, enter the date that your contractor/provider entity first started providing services to the New York Youth Works certified youth in the format of mm/dd/yyyy.




*Since the **Contractor** and **Enrollment Date** fields are green-dotted, these fields become required for the **NYYW Training** entry once it has been created. You will need to enter these fields before you can save the record. If you have multiple NYYW contracts, please be sure to select the entry for your entity with the correct contract number.*

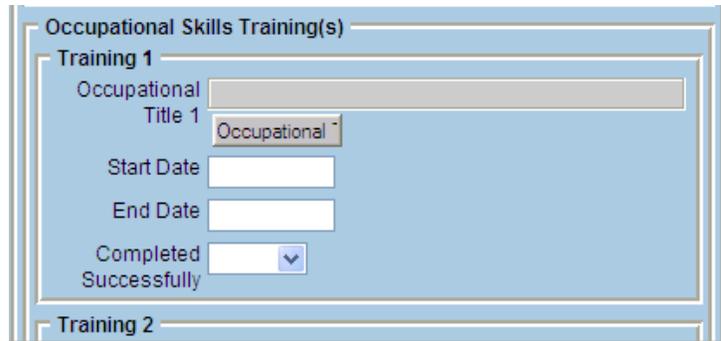
### TRAINING INFORMATION

The fields in the **Training Information** section are available to track information about training provided through the NYYW program.

If the youth has received **Work Readiness Training** (see definitions), enter the **Start Date** and **End Date** and select the appropriate option (*Yes* or *No*) from the **Completed Successfully** drop-down field to indicate whether or not the youth successfully completed the training.

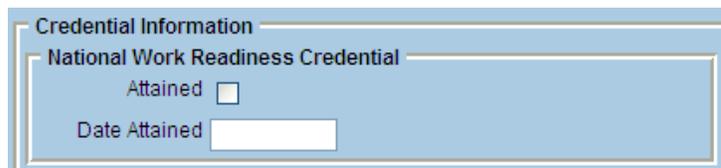


Under **Occupational Skills Training(s)** (see attached definition), you can add information for up to two occupational trainings the youth has received. For each applicable training the youth has received, click on the **Occupational** button beneath the grayed out **Occupational Title** field to populate this field with the corresponding O\*Net title (see attached definition). Then fill in the **Start Date** and **End Date** fields and select *Yes* or *No* from the **Completed Successfully** drop-down field.



Under **Credential Information**, you can indicate any credentials the youth has received.

If the youth has received the National Work Readiness Credential, check the **Attained** checkbox under **National Work Readiness Credential** and enter the date it was attained in the **Date Attained** field.



You can also enter information for up to two other credentials (**Industry Recognized Occupational Certificates**) the youth has received through the NYYW program.

For each applicable credential the youth has received, type the name of the credential in the **Type of Credential Earned** field and enter the date the youth received it in the **Date Earned** field.





### STIPEND PAYMENT INFORMATION

For NYYW, youth can qualify to receive up to \$600 over the course of completing an NYYW approved training program. The payments can be disbursed as determined by the training provider working with the youth.

Under **Stipend Payment Information**, information for up to eight stipend payments can be entered. For each stipend, type the **Amount** and **Date** in the corresponding fields. Then type a description for why the stipend was disbursed in the **Description** field (e.g., Youth attained training program milestone, etc.).

A screenshot of a web-based form titled "Stipend Payment Information". The form is organized into three distinct sections, each labeled "Stipend 1", "Stipend 2", and "Stipend 3". Each section contains three input fields: "Amount", "Date", and "Description". The "Amount" and "Date" fields are short, rectangular text boxes, while the "Description" field is a longer, horizontal text area. The form has a light blue background and a thin border.



## NYYW PROGRAM TARGETED AREAS

### CITIES

Albany, Buffalo, New York, Rochester, Schenectady, Syracuse, Mount Vernon, New Rochelle, Utica, Yonkers

### TOWNS

Brookhaven, Hempstead



*The eligible youth being served by NYYW **must** reside in one of the targeted areas (i.e., cannot live in a surrounding area). Program eligible businesses and providers can be located within a reasonable commuting distance of one of the targeted areas.*

## DEFINITIONS

**Work Readiness Training:** Work readiness training covers the knowledge, skills, abilities and competencies required to succeed on the National Work Readiness Credential (NWRC) exam and in entry-level work. The curriculum includes: Basic skills (e.g., reading, writing, math, listening and speaking); thinking skills (e.g., decision-making, problem-solving, visualization, reasoning, learning and creativity); and the development of personal qualities (e.g., responsibility, self-esteem, sociability, self-management, integrity and honesty). Information on the NWRC can be obtained at the National Work Readiness Council website, <http://www.workreadiness.com/>.

**Occupational Skills Training:** Occupational skills training is defined as an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. Such training should be outcome oriented, focused on a long-term goal as specified in the Individual Employment Plan or Individual Service Strategy, and support attainment of a certificate. This includes training for nontraditional employment.

**O\*Net:** The Occupational Network (O\*Net) was established in 1998 with sponsorship by the US Department of Labor's Employment and Training Administration (DOLETA). O\*Net is an online resource center which uses a Standard Occupational Classification (SOC) which currently includes 1,000 different occupational titles. O\*Net is used in OSOS for various customer case management purposes, ranging from describing a customer's work history and employment and training goals to recording a customer's employment placement outcomes. It includes resources for job seekers, workforce professionals and businesses. The O\*Net website is included in the **Resources** section of this guide.



## RESOURCES AND ASSISTANCE

OSOS

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

New York Youth Works Information

<https://youthworks.ny.gov>

National Work Readiness Council

<http://www.workreadiness.com/>

O\*Net

[www.onetcenter.org](http://www.onetcenter.org)

New York Youth Works Program Assistance:

By phone: 1-877-226-5724

By email: [info@youthworks.ny.gov](mailto:info@youthworks.ny.gov)

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

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

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

By email: [help.osos@labor.ny.gov](mailto:help.osos@labor.ny.gov)