



Workforce Development System Technical Advisory



September 26, 2006

Workforce Development System Technical Advisory #06-16

TO: Chairpersons of Local Workforce Investment Boards
Chief Elected Officials
One-Stop Operators
Regional Administrators
WIA Grant Recipients
WIA Fiscal Agents
WIA Local Area Contact Persons
Local Area OSOS Key Users
Local Area OSOS Training Teams

SUBJECT: Final Guidance – OSOS Modifications and Data Entry Procedures for Recording Participant Information and Services in OSOS under Common Measures and Functional Alignment

PURPOSE: To communicate New York State Department of Labor (NYSDOL) Final Guidance on modifications to OSOS, and the associated data entry procedures to support implementation of common measures and State functional alignment outlined in NYS Workforce Development System Technical Advisory (WDS-TA) #06-4 and WDS-TA #06-10, effective July 1, 2006

To rescind and replace WDS-TA #06-14, *Interim Guidance – OSOS Modifications and Data Entry Procedures for Recording Participant Information and Services in OSOS Under Common Measures and Functional Alignment*, July 14, 2006

REFERENCES:

USDOL/ETA Training and Employment Guidance Letter (TEGL) No. 17-05, “*Common Measures Policy for the Employment and Training Administration’s Performance Accountability System and Related Performance Issues*”, February 17, 2006.

NYS WDS-TA #06-3.2, “*State Policy Guidelines and Required Action for Local Workforce Investment Boards (LWIBs) Regarding Functional Alignment for the Delivery of WIA Title 1B and Wagner-Peyser Workforce Services*”, April 19, 2006.

NYS WDS-TA #06-4, “*State Policy Guidelines on the Implementation of U.S. Department of Labor / Employment and Training Administration’s (USDOL/ETA’s) Common Measures Policy*”, April 21, 2006.

NYS WDS-TA #06-10, “*Program Eligibility and Data Element Validation (DEV) Requirements – State Policy Guidelines and Required Action for LWIBs for WIA Title IB (WIA), Wagner-Peyser (W-P), Veterans’ Employment and Training Services (VETS) and Trade Adjustment Assistance (TAA) programs*, June 9, 2006.

NYS WDS-TA #06-14, “*Interim Guidance – OSOS Modifications and Data Entry Procedures for Recording Participant Information and Services in OSOS Under Common Measures and Functional Alignment*,” July 14, 2006 (rescinded and replaced by this Technical Advisory, NYS WDS-TA #06-16).

BACKGROUND:

On July 14, 2006, NYSDOL issued WDS TA #06-14 providing *Interim Guidance -- OSOS Modifications and Data Entry Procedures for Recording Participant Information and Services in OSOS Under Common Measures and Functional Alignment*. This interim guidance is now rescinded and replaced with this final guidance, NYS WDS-TA #06-16.

The final guidance on modifications to OSOS supports the implementation of common measures as well as State functional alignment and data validation policies outlined in TA #6-04 and TA #6-10. The modifications:

- Eliminate the need for duplicate data entry to co-enroll participants in W-P and WIA through the implementation of an automated OSOS nightly batch process;
- Reduce the amount of data entry needed to record core, intensive, and supportive services by eliminating the requirement to enter providers, services, and offerings associated with those services; and
- Provide a streamlined, common list of services across W-P and WIA programs.

The OSOS procedures have been developed based on the current structure of OSOS. The OSOS modifications and data entry procedures described herein serve to “bridge” the existing OSOS program modules (Customer Detail and Services), but do not fundamentally alter the OSOS application.

NYSDOL and the OSOS Consortium are developing a substantial comprehensive re-design of OSOS that will establish a single point of data entry for services in OSOS, and make navigation and usage simpler, less time consuming, and more user friendly. The schedule for the comprehensive re-design of OSOS is being planned for later PY 2007.

A. Clarifications and Procedural Changes

The final guidance contains the following modifications, which have been made in response to comments/feedback received by the Department on the interim guidance in WDS-TA #06-14.

1. **Exit Clarification** – Effective July 1, 2006, there are only two types of exits:

- Automatic 90-day exits; and
- Manual exits.

The Automatic 90-day Exit is automatically generated by OSOS after a participant goes 90 days with no service, where the system automatically records the exit date in the participant's OSOS record. The exit date is set equal to the end date of the last service received by the participant.

The only instances where Manual Exits are to be used, is when a participant is to be exited for any of the following reasons:

- a. *Exclusions as defined by USDOL/ETA*, which include: death; institutionalization (incarceration); health/medical, family care; relocated to mandated residential program; or reservist called to active duty.

To record a manual exclusion exit in OSOS, staff must enter the appropriate exit reason in OSOS, and the system will automatically generate the exit date. Proper use of the exclusion exit reasons will ensure that such participants are properly excluded from performance measure calculations.

- b. *WIA Youth programs* – Staff should enter the appropriate exit reason and the system will automatically generate the exit date.

- c. *State Funded Programs* – For non-WIA, W-P, TAA programs such as Chamber of Commerce, DHP State-funded and DHP TANF programs, staff must enter both the exit reason and the exit date.

2. **Trade Act Enrollment** – Staff must first enter a Level 1 staff assisted service via the Activity button. The next day (after the overnight batch process has created the WIA enrollment), staff must go into the Service module, select that service, select the appropriate Petition number, and click save to create the Trade Act enrollment.

3. **Backdating Service Entries** – The period for backdating service entries is five (5) business days from the date of the service.

4. **Level 1 and Level 2 Services** – Level 1 (L1) and Level 2 (L2) services are listed in both OSOS modules (due to OSOS programming limitations). Therefore, it is important for Level 1 services to be entered using the Activity tab under Customer Detail, and for Level 2 services to be entered via the Services module.

In addition, the following changes were made to the service lists, based on comments received:

Level 1 (L1) Service List: A new service, "Follow Up (L1) – Post Placement" has been added to the L1 service list under the L1 STATE SPECIFIC section. Entries recorded using this service will not extend customer participation. Follow up services may be provided to adults and dislocated works as a post-placement service for up to one year after their first day of employment to help them retain employment.

The WIA Youth program mandates that youth be provided follow-up services for not less than 12 months after completion of participation (i.e., post-program exit). Follow-up services for youth should continue to be recorded in the Services module.

Level 2 (L2) Service List: Minor technical corrections were made to the L2 Services list (Training, TAA).

5. Changes to Definitions:

- a. *Assessment Interview, Initial Assessment:* Modified to reflect a stronger emphasis on assessing a customer's employment opportunities in the local labor market.
- b. *Assessment – Comprehensive and Specialized Skill Levels/ Service Needs:* Modified to reflect that a comprehensive assessment expands upon the initial assessment of the customer's skills, aptitudes, and abilities.
- c. *Short-term Pre-Vocational Skills to Prepare for Employment or Training:* Modified to reflect that any training services (e.g., basic skills, ESL and work readiness) provided as a short-term, intensive service to WIA Adults/DWs should be recorded in OSOS as "Short term Pre-Vocational Skills to Prepare for Employment or Training," via the Activity button with an appropriate notation in OSOS comments.
- d. *Orientations –* Modified to clarify that if the orientation provided is informational only, staff should use either the "Utilizing the Resource Room" or "Workforce Information Services Self-Service (LMI)" Level 1 services to record that activity.

B. Implementation of PY 2006 OSOS Modifications

Implementation of the OSOS modifications will take place in two phases.

Phase 1 – Effective September 27, 2006, the following OSOS conversion steps will be complete.

1. **Commonly Defined Services:** OSOS will reflect the new, commonly defined list of services and Level 1 (L1) and Level 2 (L2) service designations, as outlined in **Attachment A** and **Attachments A-1, A-2 and A-3**.
 - Staff will use the Activities button in OSOS Customer Detail to data enter all W-P, WIA Adult and DW, and VETS funded services designated as Level 1 services.
 - Staff will use the Services module to data enter any/all training services, and any TAA, WIA Youth, and/or State funded program services, referred to as Level 2 services.
2. **Common Enrollments:** All open, W-P, WIA Adult and DW, and TAA enrollments will be converted to *common enrollments*, and the *common enrollment* feature of OSOS will be operational. This feature establishes an OSOS common enrollment record for each participant, in addition to individual program enrollments. The common enrollment record will reflect the common date of participation (i.e., the earliest individual program date of participation) and a common date of exit, by allowing for common exit date

calculations across any/all existing individual program enrollments (W-P, WIA, TAA, and VETS). **Attachment B** provides additional detail on OSOS common enrollments.

3. **Automated W-P/WIA Co-enrollment:** The overnight batch process will be operational and will be run Monday through Friday of each week, to automate W-P/WIA co-enrollments.
4. **Termination of WIA Exit Notices:** WIA potential exit notices and actual exit notices (previously generated as OSOS staff in-box notices) will no longer be generated. Office level exit reports for potential and actual exiters are now available as part of both NYSDOL Monthly Reports and LWIA Management Reports. Efforts are underway to develop common management reports that will be accessible by both NYSDOL and LWIA staff. Until the common reports are available, existing program management reports will be shared locally as needed.

Phase 2 – Effective in early October 2006, prior to running the PY 2006 Quarter 1 federal reports. Phase 2 will include the following elements.

1. Subsequent WIA funded service entries that need to be recorded in the Services module of OSOS for WIA federal reporting purposes (as detailed in **Attachment B**, item D).
2. Daily exception report, which will identify problems such as:
 - (a) Entries that can not be made because the participant does not meet all of the edit checks required for WIA enrollment (e.g., selective service); and,
 - (b) Where a WIA enrollment is created and no W-P co-enrollment exists (this could occur by inappropriate staff data entry of a first staff assisted service via the Services module instead of through the Activities tab in Customer Detail).

C. Internet Access to OSOS

The OSOS system is now available via the public Internet. As such, LWIA and other non-DOL partner staff now have expanded options for accessing OSOS via the Internet that may be less costly and more effective. Internet access also provides new opportunities for using OSOS for services provided off-site at non-networked locations. The Staff Mediated version of OSOS is accessible via the Internet at <https://osos.labor.state.ny.us>.

Please note: DOL staff connected to the HSEN network will continue to access OSOS the same way using the existing state network, and LWIA and other non-DOL partner staff who are connected to the HSEN network through a router-to-router connection to their own network can continue to access OSOS the same way using the internal URL (<https://nyosos> or <http://nyosos.labor.state.ny.us>).

D. Training

The Department will be scheduling web-based technical assistance sessions which focus on needs identified by local OSOS key staff and training teams. The sessions are being planned for the 2nd/3rd weeks of October, to allow time for local OSOS key staff and training teams to provide feedback to the Department on their technical assistance needs.

It is important to note that, local areas were to identify OSOS key staff, including those designated as the local OSOS training team, as a requirement to participate in the web-based technical assistance sessions on TA #06-14 hosted by NYSDOL. In addition, local areas were to develop local and/or regional training plans to ensure that all OSOS users are trained to implement the new procedures.

ACTIONS:

Effective September 27, 2006 all staff should follow the new PY 2006 OSOS data entry procedures contained herein.

Local area OSOS key staff and training teams must become knowledgeable on the new data entry procedures, and begin providing technical assistance to local staff. Local OSOS key staff and training teams who need technical assistance prior to the planned NYSDOL training should contact:

OSOS Help Desk at HELP.OSOS@labor.state.ny.us.

Attachments:

A. Common OSOS Services Data Entry Procedures

A-1. [Level 1 Services List](#)

A-2. [Level 1 Service Definitions and Data Entry Procedures](#)

A-3. [Level 2 Services List](#)

A-4. [Level 2 Service Definitions and Data Entry Procedures](#)

B. [OSOS Program and Common Enrollments, Including a Description of the Overnight Batch Process](#)