Trade Adjustment Assistance
OSOS Guide
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PURPOSE

The Trade Adjustment Assistance (TAA) Program is a federal program that provides a path for employment growth and opportunity through aid to US workers who have lost their jobs as a result of foreign trade. The TAA program seeks to provide these trade-affected workers with opportunities to obtain the skills, resources, and support they need to become reemployed. TAA provides assistance such as job search, relocation assistance, retraining, income support, etc. to workers who have become unemployed because of imports. The Trade Adjustment Assistance Reauthorization Act (TAARA) is retroactive to January 1, 2014 and expands group eligibility requirements; individual benefits and available services. TAARA is effective until June 30, 2021. Consult the TAA Program guide for detailed information regarding Trade Act programs located on the Programs and Tools web page.

A petition must be filed with the US Department of Labor by or on behalf of a group of workers who have lost or may lose their jobs or experienced a reduction in wages as a result of foreign trade. After the Department of Labor investigates the facts behind the petition, it applies statutory criteria to determine whether foreign trade was an important cause of the threatened or actual job loss or wage reduction. If the Department grants the petition to certify the worker group, individual workers in the group may apply to their State Workforce Agency for TAA benefits and services. TAARA applies to all petitions filed during that period, which are designated with a series of numbers from TA-W-85,000 through TA-W-89,999.

OSOS is a case management system designed to describe a process in which services are provided to jobseeker and employer customers. The TAA process in OSOS begins with outreach to the customer through letters or telephone calls and possibly a rapid response event and must detail a story that includes assessment and a specific plan of action to achieve measurable goals.

Case management may start with outreach or a Rapid Response event. Regardless, how the customer service is facilitated, an initial assessment should be immediately provided and a determination regarding the initial assessment outcome (Career Development Services or Job Ready Services) data entered into OSOS to comply with NYS policy and Customer Service Indicators.

Counseling is strongly recommended with Trade Act customers. When discussing training opportunities and career development resulting in the issuance of an initial training waiver, a Counseling or Career Guidance service should be recorded. Definitions for these services are available in the JobZone, NYESS/OSOS, & REOS Resources and Guides web page.

An Individual Employment Plan (IEP) is required for any record with a training service.
Once the customer no longer requires service, the OSOS record should be reviewed to ensure that all services are closed, all outcomes have been data entered, and follow up is complete.

**OSOS DATA ENTRY**

**CUSTOMER OUTREACH**

The UID Special Programs Trade Readjustment Allowance Unit (SPU) mails the *Request for Determination of Entitlement to TAA/TRA/RTAA* (TA 720) to potentially eligible Trade Act customers initiating the outreach process.

Each week, DEWS emails a **TAA TA720 Report** listing potentially TAA eligible customers issued a TA 720 during that previous week to the regional Career Center TAA Coordinator for potential initial outreach.

Upon receipt of the **TAA TA720 Report**, the Career Center TAA Coordinator must contact and encourage each customer to complete this application form and mail it back to SPU.

The Career Center Coordinator must determine which of those customers are already interacting with the Career Center; have been assessed; have an employability plan; or may already be enrolled in training. Those not currently active with a viable employment plan must receive outreach from the career center to come in and plan the use of their Trade Act benefits. Those who will need training and income support, must be offered assistance towards having an approvable training plan to be enrolled in training or issued a waiver from training before the training enrollment deadline date.

Once the TA 720 is returned and entitlement determined, SPU mails the **Determination of Eligibility for Trade Adjustment Assistance** (TA 722) to the customer indicating eligibility for TAA and TRA; listing TAA program benefits; and specifying and describing the importance of the training enrollment deadline.

Each week, DEWS emails a **TAA TA722 Report** listing TAA eligible customers issued a TA 722 during the previous week to the regional Career Center TAA Coordinator for potential outreach. The Career Center Coordinator must determine which of those customers are already interacting with the Career Center; have been assessed; have an employability plan; or may...
already be enrolled in training. Those not currently active with a viable employment plan must receive outreach from the career center to come in and plan the use of their Trade Act benefits. Those who will need training, must be offered assistance towards having an approvable training plan to be enrolled in training or issued a waiver from training before the training enrollment deadline date.

Staff are required to data enter an Activity (L1 service) and a Comment into the customer’s OSOS record describing the outreach performed with regards towards the TA 720 and any TA 722 outreach.

Ideally, the potential TAA customer will now get four contacts spaced apart:

1. the TA720 letter (Application for Trade Adjustment Assistance) mailed from the SPU;
2. the outreach contact letter/call from the career center to follow up with all customers on the TA720 Report (Initial Outreach);
3. the TA722 (Determination of Eligibility for Trade Adjustment Assistance) from the SPU, and
4. the outreach contact (letter or call) from the Career Center to those who were determined TAA/TRA/RTAA eligible.

Click the Activity button at the bottom of the customer’s OSOS record to access the Activities - Webpage Dialog screen.

Click the folder icon to open the L1 State Specific folder.
Click the **TAA Customer Outreach** folder to access the four activities.

Select the appropriate activity and change the **Activity Date**, if necessary.

Click the OK button to save the activity to the customer's record.
These activities will not create or extend an enrollment.

Ideally, the potential TAA customer will now get four contacts spaced apart:

1. the TA720 letter (Application for Trade Adjustment Assistance) mailed from the SPU;
2. the outreach contact letter or call from the career center to follow up with all customers on the TA720 Report (Initial Outreach);
3. the TA722 (Determination of Eligibility for Trade Adjustment Assistance) from SPU, and
4. the outreach contact letter or call from the career center to those who were determined TAA/TRA/RTAA eligible.

Enter a Comment referencing the street address or telephone number:
The Activity will be visible in the Activities tab within the Customer module:

The activity may be deleted from this tab, if necessary, by selecting the activity and clicking the Delete Activity button.

Remember to click the Save button after deleting the activity.
The activity will also be visible within the Service History tab within the Services module:

The details of this activity may be viewed from this tab, if desired, by selecting the activity and clicking the Detail button.
INITIAL ASSESSMENT

Upon initial contact with any customer connected to an existing record, all the information should be reviewed and updated as necessary. A complete OSOS record should be created for a new customer. The customer’s job readiness skills should be addressed to develop a preliminary determination of the customer’s needs and what services exist to meet those needs. This process is known as the initial assessment and procedure is detailed in TA 08-4.2. All subsequent services should be driven by staff’s assessment of the customer’s needs at that point in time.

An activity, also known as an L1 service, should be recorded for the initial assessment. This activity will create a WIOA, Common Measures and Labor Exchange (LEX) enrollment and will extend an existing Trade Act enrollment. It will not create a Trade Act enrollment by itself.

Click the Activity button at the bottom of the page to access the Activities - Webpage Dialog screen. Select the Assessment Interview, Initial Assessment activity.

Click the OK button. This will save the activity to the customer's OSOS record.
The initial assessment is intended to quickly decide which level of services a customer needs: Job Search Ready Services (JSRS) or Career Development Services (CDS). This assessment must be made on the same day the customer receives his or her first staff-assisted service, with the exception of a Rapid Response Orientation or a job referral.

More in depth services to determine the customer's job readiness may include career counseling or guidance.

After the initial assessment, staff should continue to evaluate and update the customer's situation as necessary. Assessment should be considered an ongoing process which may change along with a customer’s varying needs and decisions.
EMPLOYMENT STATUS
Located in the Gen. Info tab under the Customer Detail window, the Employment Status must be accurately recorded at the time of participation for federal reporting purposes. If the customer is being enrolled at this time, the Employment Status will be used in the Entered Employment and Employment Retention performance measures. Generally, Trade Act customers will be listed as Employed - Rcvd Notice of Termination or Not Employed.

ADDITIONAL INFORMATION TAB

Customers who have chosen not to comply with selective service registration requirements are not eligible for WIA funding and not able to be registered as Dislocated Workers.
WORK HISTORY
A rapid response event may result in the creation of a new customer record that includes the affected worker’s work history, including a current job if the customer is still employed. The Telephone Claims Center (TCC) may create duplicate job listings in an existing customer record. Any duplicated job details must be combined into a single inclusive job history.

Correct and complete the work history to be retained. This may require adding the O*Net Code, address, wage, job duties and NAICS code.
Whenever a rapid response event occurs, rapid response staff will create the event in OSOS and usually attach it to the work history. However, if the rapid response number is not already visible, then contact your local rapid response coordinator. If you have the appropriate number, then click the rapid response button.

The **Reason for Leaving** the trade affected job must state **Dislocated due to foreign trade**.

When the **Reason for Leaving** is set to **Dislocated due to foreign trade**, additional fields are displayed in the **TAA / NAFTA-TAA** section requiring specific information. The data needs to be entered or verified as accurate.
The additional fields include:

- **Petition Number** (includes a button with a hyperlink for petition search): This is the petition number for the trade certification. Do not include any alphabetic suffix. The petition number is used in the Services module to link the customer to the Trade Act enrollment.
  - Petitions numbered 40,000 through 69,999 and below were issued before 5/18/2009 and comply with the 2002 law.
  - Petitions numbered 70,000 through 79,999 comply with the 2009 TGAA law.
  - Petitions numbered 80,000 through 80,999 are for workers who begin receiving benefits or services on or before 12/20/2011 and the customer is offered a one-time option to comply with the 2002 or the 2011 TAAEA law. Most customers are expected to select service under the 2011 TAAEA law.
  - Petitions numbered 81,000 and above are issued after 10/21/2011 and comply with the 2011 TAAEA law.
  - Petitions numbered 85,000 and above are issued after January 1, 2014 and comply with the 2015 TAARA law.

- **Application Date**: This is the mailing date listed on the customer's TA722. If the customer has been determined by NYSDOL to be an **Adversely Affected Incumbent Worker**, the Application Date may be the mailing date on the customer's “threatened status letter”. The Application Date must be a date that is before or equal to the Eligibility Determination Date.

- **Petition Certification Date**: This is the date on which USDOL approves a petition for trade program eligibility. (Available on TAA Outreach Report, distributed via email and at the USDOL website: http://www.doleta.gov/tradeact/taa/taa_search_form.cfm)

- **Adversely Affected Incumbent Worker**: This is an employee that has received a letter of threatened status. This letter grants eligibility for (solely) the training benefit. The Career Center may provide service to an Adversely Affected Incumbent Worker that is receiving training while still employed. In this situation, the work history should leave the End Date field blank and state Dislocated due to foreign trade rather than Still Employed in the Reason for Leaving field. The Qualifying Separation Date will not become a required field until the employment has ended.

- **Tenure**: This is the total number of months that the customer was employed with the employer of record ending with the customer’s Qualifying Separation Date or Last Day Worked on the customer’s TA722 Determination of Entitlement to Trade Adjustment Assistance.
• **Qualifying Separation Date**: This is the date of separation from trade-impacted employment that qualifies the customer to receive benefits and/or services under the Trade Act (mm/dd/yyyy). It is the **Last Day Worked** on the customer’s TA722.

• The **Eligibility Determination** field is accessed by clicking the **Eligibility** button.

  o **Eligibility Determination**: This defaults to a blank space and should be changed to Yes or No when a determination is rendered indicating if the customer is, or is not eligible for TAA benefits.

  o **Eligibility Determination Date**: This is the mailing date of the TA 722 form that informed the customer of their eligibility for Trade Act services.

  o The **Eligibility Cancel Date** is the date that the customer is no longer eligible for Trade Act funding. For example, if a customer misses their training enrollment deadline, fails to attend regularly scheduled training waiver reviews without justification, or secures suitable employment, then local staff will enter the **Eligibility Cancel Date**.

  o The **Eligibility Staff** and **Eligibility Office** will automatically populate, but may be changed by any user.

• **Program** (TAA, TGAA, TAAEA, or TAARA): This is the Trade Adjustment Assistance (TAA), Trade and Globalization Adjustment Assistance (TGAA), Trade Adjustment Assistance Extension Act (TAAEA) or Trade Adjustment Assistance Reauthorization Act of 2015 under which the customer is qualified to receive services and/or benefits based on the petition certification.
• **Liable/Agent State:** This field identifies the trade-related liable or agent state.
  o Select **In State** if the customer resides in New York State and New York is responsible for determining the customer’s entitlement to TAA; paying the UI and TRA benefits; issuing waivers from training, and monitoring training.
  o Select **Liable** if the customer resides outside of New York State and New York is the entity responsible for determining the customer’s entitlement to TAA; paying the UI and TRA benefits; issuing waivers from training, and monitoring training.
  o Select **Agent** if the customer resides within New York State and a state other than New York is the entity responsible for determining the customer’s entitlement to TAA; paying the UI and TRA benefits; issuing waivers from training, and monitoring training.

The work history is now complete and there is only one for this particular job.
Saving the eligibility determination will create a record in the Activities tab.

This is not a Trade Act enrollment. Enrollments after functional alignment will include the three below. Without attaching the petition number to an L2 service, the Trade Act enrollment will not have occurred yet.

Click the Show Eligibility Determination button to view the details of any determination.
This is the Trade Act Determination and not an enrollment.

You may check the eligibility date here in the Services window without having to navigate to the Work History tab in the Customer Detail window.
COMPREHENSIVE ASSESSMENT
Trade Act customers are usually co-enrolled with WIA and must therefore comply with the Data Element Validation (DEV) requirements per TA 11-12 and TA 10-3. Both enrollments will functionally align and exit at the same time.

It is necessary to complete data fields required for Dislocated Workers and staff must verify through self attestation:

**LIMITED ENGLISH PROFICIENCY**

**SINGLE PARENT**
CREATING THE TRADE ACT ENROLLMENT

For customers eligible to receive WIA and TAA program funds, it is required that they be co-enrolled in the Dislocated Worker and Trade Act programs. The Trade Act enrollment is created when an L2 service is first associated with a petition number. In most situations, the petition number may be attached to the first L1 service that functionally aligns to an L2 service. This may be, but is not limited to a Rapid Response, Comprehensive Assessment, or the Individual Employment Plan (IEP) service that is provided on or after the Trade Act Eligibility Date listed in the work history tab.

First, identify the date of Trade Act eligibility listed in the work history tab. Then identify the first L2 service and funding listed on, or after that date. If the Trade Act Eligibility Date listed in the work history is the same or before the L2 service's Actual Start Date, then the funding should be linked to Dislocated Worker or Trade Act funds with the respective petition number. Page 66 of this guide describes which services should be attached to Dislocated Worker funds and which should be attached to Trade Act funds.

**Trade Act funds are not required to create the Trade Act enrollment. There is no need to split any L2 service between Dislocated Worker and Trade Act funds to create the Trade Act enrollment.**

If attempting to link a service to the petition number with an Actual Start Date that is prior to the eligibility date noted in the work history, then the petition number data field will not be accessible. It will be necessary to select an L2 service that occurs after the eligibility date or navigate to the work history to enter or amend the eligibility determination and then re-enter the service with a starting date on or after the new eligibility date.

The petition Number data field will not activate for Staff Assisted Core Services such as a functionally aligned Initial Assessment.

All L2 services that are associated with the Trade Act must include the petition number and be attached to the appropriate funding.

Customers who are TAA eligible, but not DW eligible due to insufficient Selective Service status are eligible for Trade Act benefits, but not WIA benefits.

In these cases, co-enrollment with the DW program is not possible. However, there is nothing legally prohibiting the Career Center system from serving this customer under Wagner-Peyser and the Trade Act. Specifically, we must make sure that no co-enrollment with WIA DW occurs and that no WIA funds are tied to this customer.
If the funding for the first L2 intensive or training service, on or after the **Trade Act Eligibility Date**, is not eligible for TAA funds and is not listed as WIA Dislocated Worker funding, then change it to WIA Dislocated Worker. **Do not save the record until you add the appropriate funding and then delete the obsolete funding.**

Add the WIA Dislocated Worker funding and the petition number to that service to create a Trade Act enrollment. If not eligible for WIA funds, then use DW Statewide 15% funds.
The **Verification Webpage Dialog** will pop up if the new Trade Act enrollment is created. This **Verification Webpage Dialog** page allows the user to review the relevant data in the customer record is accurate at the time of enrollment prior to saving. It will also signify a need to:

- Review Data Element Validation (DEV);
- Consider the need for an initial assessment; and
- Consider developing or revising an Individual Employment Plan (IEP).

If the pertinent information is not known, or if the accuracy of the data entry is suspect, then click the **Cancel** button. This will stop the creation of the WIA enrollment and prevent the funding from being saved. Staff may obtain the correct information from the customer or hard copy records and then repeat the process to add the funding. The verification process may be cancelled as many times as necessary until the information is accurate prior to saving.
Refresh the screen by clicking the **Customer Detail** button at the bottom of the screen and then the **Services** button.

The Trade Act enrollment is now visible in the **Enrollments** tab.
TRADE ACT SERVICES
Follow all DEV requirements for Dislocated Workers as outlined in TA 11-12.

Customers receiving intensive services must have participated in an assessment and receive a recorded assessment determination (CDS or JSRS). In addition, customers receiving any training service must have developed an Individual Employment Plan (IEP) that supports the provision of training as detailed in TA 08-4.1 and TA 09-17. Supporting comments must be entered into the customer record.

The **Service Type - - Webpage Dialog** folder displays as follows:

The individual services appear like this:
INDIVIDUAL EMPLOYMENT PLAN (IEP)
An Individual Employment Plan (IEP) is required before any Trade Act funded training service begins. USDOL requires that the Actual Start Date (ASD) for the IEP be prior to Actual Start Date for the training service.

The Trade Act IEP service must be created for each office from the L2 Trade Act folder.

Search by LWIB and the L2 Trade Act IEP Service Type. Select the appropriate IEP offering.

Click the Schedule button at the bottom of the screen.
OSOS will automatically navigate to the Services tab.

TRAINING

6 Criteria for approving training:

5. There is no suitable employment (work of an equal or higher skill level and with a wage of at least 80% of the worker’s prior average weekly wage) available for the adversely affected worker.

6. The worker would benefit from appropriate training.

7. There is a reasonable expectation of employment following completion of such training.

8. Training approved by the Secretary is reasonably available to the worker from either governmental agencies or private sources.

9. The worker is qualified to undertake and complete such training.

10. Such training is suitable for the worker and available at a reasonable cost.

A worker may only be approved for one training program per certification.
Complete the data fields in the Detail section to enter the service.

The Actual Start Date cannot be before the Eligibility Determination date listed in the Work History.

The IEP date must be before the Actual Start Date for training.

An IEP is an intensive service.

As soon as you enter an Actual Start date that occurs after the Eligibility Determination date, you will notice that the petition number becomes accessible.

Click the Save button when the Detail section is completed and before completing any fields in the Funding section.
Enter a 1 into the Total Funding field and click the Add button. Select the appropriate funding.

Most customers will only have one petition number in the drop down menu, but it is possible that some customers with multiple layoffs may list more than one. Be careful to select the appropriate petition number. Attaching the petition number will create the Trade Act enrollment.

Attach the rapid response event number, if one exists.

*Fund the IEP service with Dislocated Worker and not Trade Act dollars.*

Then save the service.

The maximum length for Trade-approved training is 130 weeks.
The Trade Act verification webpage dialog box should appear as the new enrollment is created.

Review the information in the Customer Detail tab, or both tabs if Comprehensive Assessment information has been entered. Revise any information that needs to be updated or corrected.

Click "OK" once the information listed is correct.

Only one IEP is entered per enrollment as it is considered a fluid document subject to revision. The Actual End Date may always be extended as long as the enrollment remains open.
Click the gray Customer Detail button at the bottom of the page and then the Services button to refresh the customer record and return to this tab.

Click the Enrollments tab.

The Trade Act enrollment has been created with the funded service and the attachment to the petition number.
CLASSROOM TRAINING
Customers that are determined entitled to Trade Adjustment Assistance must be approved for a training program that leads to an occupational goal. A TAA approved training program may include remedial training and/or pre-requisite training followed by or running concurrent with occupational training. Remedial training as a standalone training program can be approved only when the lack of such remedial training is the only barrier to employment (rarely approved). A TAA approved training program must lead to a degree; certificate or other industry recognized credential or credentials. There must be a reasonable expectation of employment following the completion of training.

A TAA approved training program must be entered as single service in OSOS.

Enter Separate Training Services when different providers are involved (i.e. a remedial provider and an occupational training provider). DO NOT ENTER Separate Training Services for separate semesters or separate courses.

Trade Act funds may be applied towards remedial, prerequisite and online training.

To enter a service, click the **New Service** button.
OSOS will navigate to the **Quick Search** tab in the **Offering Search** window. Enter the **Offering ID**, if known and click the **Search** button.

If unsure of the **Offering ID**, the service offering may be searched from the **General Info** tab. Complete any data field(s) in the **General Info** tab where the information is known. Then click the **Search** button.
Clicking the **Search** button may result in multiple offerings that match the specified search criteria or navigate to the **Offering Detail** screen. When the search results in multiple offerings and it is not clear which offering is appropriate, highlight a single offering and click the **Detail** button to review the offering.

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Service Name</th>
<th>Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Erie Community College-North</td>
<td>American Home Inspectors Training</td>
<td>Erie Community College-North</td>
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<tr>
<td>Erie Community College-North</td>
<td>Clinical Laboratory Technician A.A.</td>
<td>Erie Community College-North</td>
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<td>Erie Community College-North</td>
<td>CNC Precision Machining, Certification</td>
<td>Erie Community College-North</td>
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<td>Erie Community College-North</td>
<td>Heating, Ventilation, Air Conditioning</td>
<td>Erie Community College-North</td>
</tr>
<tr>
<td>Erie Community College-North</td>
<td>Industrial Technology, A.O.S.</td>
<td>Erie Community College-North</td>
</tr>
</tbody>
</table>

**Training services under Trade Act are not required to be listed in the Eligible Training Provider List (ETPL).**
Review the offering and click the **Return to Search** button.
If the offering was not appropriate, select another offering to review and click the **Detail** button. When the appropriate offering is identified and highlighted, click the **Schedule** button.
Clicking the **Schedule** button will navigate the user back to the **Services** tab. The **Provider**, **Provider Service** and **Offering** details will auto populate the **Detail** section in the new service screen. Complete the following data fields in the **Detail** section of the tab:

- **Plan. Start Date**: Enter the planned started date when the service is expected to start in the format of mm/dd/yyyy
- **Plan. End Date**: Enter the date the service is expected to end
- **Actual Start Date**: Enter the date the service begins. This cannot be a future date and must be on or after the Trade Act **Eligibility Date** recorded in the work history.
- **Program Service Type**: Select **ITA - Training** for classroom training from the drop down menu
- **Part Time Learn.**: Enter **Yes** or **No** to indicate if the classroom training is part time
- **Distance Learn.**: Enter **Yes** or **No** to indicate if the classroom training will include on-line or another form of distance training. When Distance Learning is provided by a second training provider, list it as a separate service
- **O*Net**: Scroll down to select the O*Net code that best describes the occupation that the customer plans to pursue when training is completed

When these fields have been completed, click the **Save** button prior to any data entry in the **Funding** section.
Clicking the O*Net button will allow you to type in a keyword or drill down through the folders to select the most appropriate O*Net code.

The Details tab will allow you to read a description of the occupational cluster.

Remember to save the service before completing the Funding section.
FUNDING CLASSROOM TRAINING
Next, the appropriate funding source must be attached to the service for reporting purposes.

Enter $1 in the Total Funding field and select the Petition number

Note: The $1 or decimal amount used to fund services in OSOS is not reflective of any real costs of service. It is the convention used for tracking services in the system.

Enter the Rapid Response number if one exists for the employer to which the petition number was awarded.

Click the Add button.

This will bring up the Funding - - Webpage Dialog window. Click the Funding Source column header to sort funds and select the appropriate level TAA funding source.

Enter $1 again in the Obligated Amount field and click OK.
This will bring up the Funding Webpage Dialog window.

Select the appropriate TAA funding year.

Enter $1 in the Obligated Amount field and click OK.

Use TAA funds for all Trade Act training.

*Do not split training funds between TAA and Dislocated Worker.*

Click the OK button.
Click the **Save** button.
TRA BENCHMARKS TAB

The TRA Benchmarks tab is located in the Services window of the Customer module. To enter TRA benchmarks, the customer must have an IEP service attached to a petition number.

11. Navigate to the TRA Benchmarks tab.
12. Select the IEP service.
13. If there are multiple IEP services listed, verify that this is the correct IEP by looking at the data displayed in the IEP Service Info box.
14. Once the correct service is selected, click the Add button.
15. A new record will be added to the list just above the Add button labeled TRA Benchmarks. Check the box next to this new record.

16. Four fields on the right-hand side will become accessible:
17. Benchmark Date: Enter the date the benchmark review took place.
18. Status: Enter whether the benchmark was passed or failed. Remember, the customer must meet both criteria to pass the benchmark review.
19. Revised IEP: Mark whether the customer’s IEP was revised. **Please note: if the IEP has been revised, there’s no need to create a new IEP service.**
20. Next Benchmark Due: Benchmark reviews are required at 60 day (maximum) intervals. If a date is entered on this field, a reminder will appear in your staff inbox 15 days before that date.

Click **Save** to save the record when done entering data.
Repeat this each time a new benchmark review is completed. Each additional review record will be listed under the **TRA Benchmarks**.

Remember to add Comments as necessary.
OJT SERVICE PROVIDER AND OFFERING

TAA can be better connected with employer needs and economic development through the use of employer-based training (EBT), which may include on-the-job training (OJT) and customized training. The Trade Act of 2002 also strengthened the TAA program’s emphasis on working with employers by authorizing employer-based training and relaxing restrictions on the use of on-the-job training (OJT). These changes are in keeping with DOL’s emphasis on promoting a “demand-driven” workforce investment system.

When recording an OJT, first conduct a thorough search for the employer as a provider. Click the Provider module, Provider Search window, and General Info tab. The search automatically defaults to Active providers. The search automatically defaults to Active employers. Change the Active default setting to null, which is the blank space. This will allow a search for the employer whether that employer is active or inactive.
When searching by name, enter the first few letters of the employer and click the Search button. Because the employer name may be entered different ways, it may be necessary to enter variations of the name. This will also account for misspellings. For example, a business may be data entered beginning with the word “The” such as “The ABC Company” or without the word such as “ABC Company”.

A user may search without entering the employer's name. A search may be conducted by data entering the City or WIB. Enter any additional data that may narrow the search. Do not select OJT or any other Service Category or Service Type as the employer may be listed as a provider for some other reason.

When finished entering the Provider information, click the Search button.
If the employer is currently listed as a provider, review the employer information throughout the Provider Detail General Info, Contact Info and Services tabs. Update whatever information is not complete and current.
ADDING THE PROVIDER, PROVIDER SERVICE AND OFFERING

If no provider is identified, the search result "No Matches Found" will appear in the top right hand side of the screen.

The information must be entered in sequential order: Provider, Provider Service, and Offering.

The Local assignee or OJT Coordinator will be authorized to data enter the Provider and Offering information when the information is not already in OSOS.

CREATING THE PROVIDER

The Provider is the employer that will provide the OJT.

The Provider’s location is the address of the employer’s business or where the OJT will be provided.

Navigate to the Provider module; Provider Search window; and click the New button to create a new provider record.
Complete and update all information in the **Provider Detail General Info** tab.

If the employer's business address where the OJT will be provided is not listed as an available location, then click on **New Location** and complete the data fields in this section.

Complete and update all information in the **Provider Detail Contact Info** tab.
CREATING THE PROVIDER SERVICE
Complete and update all information in the Provider Detail Services tab. A provider service is required before creating the offering. If the service does not already exist, then:

21. Click the New Service button.
22. Place a check mark in the box next to the newly created service line.
23. Click the Service button to access the Service Category/Type Selector Webpage Dialog screen.
Select **Service Category** folder entitled **Training**.

Place a check mark next to the **Service Type** entitled **On the Job Training (OJT)**.

Click the **OK** button.
Enter the **Service Name**. The **Service Name** may be a job title or name of the specific training.

The **WIA Eligible Status** is **Not Approved**. Trade Act sponsored training does not have to be eligible for WIA funding.

The **Description** is the occupational title or training name followed with the letters **OJT**.

For example: *Material Handler – OJT*.

Select the appropriate **O*Net Title**.

Click the **Save** button.
CREATING THE OFFERING
Check the box to highlight the appropriate OJT training service and open access to the **New Offering** button.

Click the **New Offering** button.
Click the drop down list and select the appropriate location.

Check the box for **Monday** or whichever day of the week that the OJT will start. Do not check the **Start Date, End Date, Start Time, End Time**, any other days of the week, or enter any number into the **Total Seats** or **Available Seats** data fields.

Enter $1.00 in the **Cost** field.

There is no programmatic need to add anything to the **Description**, but information may be added if desired.

Click the **Save Single** button.

If concerns exist regarding data entry for a new provider and/or offering, please refer to the *Desk Guide for Provider Module Data Entry and Maintenance* found at: [http://labor.ny.gov/workforcenypartners/osos/osos-desk-guide-provider-module.pdf](http://labor.ny.gov/workforcenypartners/osos/osos-desk-guide-provider-module.pdf) or contact the OSOS Help Desk at (518) 457-6586 or via email at Help.OSOS@labor.ny.gov.
RECORDING THE OJT CUSTOMER SERVICE
Click the New Service Button at the bottom of the left hand side of the Services tab.

OSOS will navigate to the Quick Search tab in the Offering Search window. Enter the Offering ID or click the General Info tab.
Enter the **WIB, Provider Name, and/or Service Name** in the **General Info** tab and click **Search**.

![Diagram showing the input fields for WIB, Provider Name, and Service Name in the General Info tab.]

The **Options** button will allow the user to select what categories and in which order to display in the search results.

When finished entering the search criteria, click the **Search** button.

![Diagram showing the search result columns with various options for sorting and displaying the results.]

Click the **Save** button when finished.
If there is only one result that matches the search criteria, OSOS will navigate to the **Offering Detail** screen. Click the **Return to Search** button.

Multiple matches will be listed in the General Info tab. Select a service and click the Detail button to see if it is the appropriate service. If not, click the Return to Search button to navigate back to the Offering Search window and select another service.

If the Return to Search button was clicked after a single match was returned, OSOS will navigate back to the General Info tab in the Offering Search window.
Once the appropriate service has been selected, click the Schedule button.
OSOS will automatically navigate back to the **Services** tab with the newly added service. Complete the required fields in the **Detail** section of the tab:

- **Plan. Start Date**: Enter the planned started date when the service is expected to start in the format of **mm/dd/yyyy**
- **Plan. End Date**: Enter the date the service is expected to end
- **Actual Start Date**: Enter the date the service begins. This cannot be a future date and must be on or after the Trade Act **Eligibility Date** recorded in the work history.
- **Program Service Type**: Select **Non-ITA** for Customized, OJT and Apprenticeship training.
- **Part Time Learn.**: Enter **Yes** or **No** to indicate if the OJT is part time or not
- **Distance learn.**: Enter **Yes** or **No** to indicate if the OJT will include on-line or another form of distance training
- **O*Net**: Select the O*Net code that was used in the Provider Service details

When these fields have been completed, click the **Save** button.

*Note: The Service Detail section must be saved prior to any data entry in the Funding section.*
FUNDING OJT SERVICE

Next, the appropriate funding source must be attached to the service for reporting purposes.

Enter $1 in the Total Funding field and select the Petition number.

**Note:** The $1 or decimal amount used to fund services in OSOS is not reflective of any real costs of service. It is the convention used for tracking services in the system.

Click the Add button.

This will bring up the Funding - - Webpage Dialog window. Click the Funding Source column header to sort funds and select the appropriate TAA funding year.

The OJT service must be funded with Trade Act funds.

Type $1 again in the Obligated Amount field and click OK.
Click the **Save** button.
WAIVER FROM TRAINING SERVICE
Under certain circumstances eligible workers may be waived from meeting their training enrollment deadline, while still retaining eligibility for Basic TRA income support. An individual may receive Basic TRA even if they are not enrolled in training if they have been issued a waiver from the “enrolled in training” requirement.

A waiver from training is not necessary if the training enrollment deadline has passed, basic TRA benefits have exhausted, or suitable employment has been secured.

When discussing training, career development and the training waiver, it may be appropriate to record a service for Career Guidance.
The training waiver service cannot be saved unless all the data is correctly entered into the customer’s work history. The customer must be:

- Designated as a Dislocated Worker;
- Dislocated due to foreign trade;
- Associated with a petition number;
- Determined eligible in the Eligibility Determination data field.

To enter a new Training Waiver service into a customer’s record, click the New Service button.

OSOS will navigate to the Quick Search tab in the Offering Search window of the Provider module. Enter the Offering ID (105226) into the Quick Search screen.

Quick Search tab:
The single statewide offering attached to this provider service is the **TAA Waiver** as seen below with **Offering ID 105226**. Click **Return to Search** to return to the **Offering Search** screen.
Click **Schedule** to return to the Services tab.
OSOS will navigate to the Services tab of the Services window in the Customer module. Complete normal services data entry in the Detail box, including:

- **Plan. Start Date & Actual Start Date** for the initial waiver from training is the first date that the trade-affected worker meets with staff.
- **Plan. End Date** is the first Sunday no more than 90 days from the start date of the initial waiver. The start date for all subsequent waivers from training will be a Monday date. The end date for all subsequent waivers is the first Sunday no more than 30 days from the start date on the last waiver from training issued.
- **Program Service Type**: select Intensive.
- One Stop Center staff is required to contact the trade-affected worker at 30 day intervals during the initial waiver period. Therefore, data enter a Next Contact Date that is less than 30 days from Actual Start Date of the Waiver from Training service or less than 30 days from the last waiver review contact. This will create a reminder for the staff person who entered the Next Contact Date to contact the trade-affected worker on or prior to the 30-day waiver contact deadline.

Click the Save button.

The Planned Start Date and Actual Start Date entered into the service cannot be earlier than the most recent date in the Application Date and Qualifying Separation Date as entered in the TAA / NAFTA-TAA section and the Eligibility Date as listed in the Trade Eligibility Determination - - Webpage Dialog box.

Petition numbers associated with a saved service may not become visible until the service is selected by placing a checkmark in the box next to the service.
FUNDING THE TRAINING WAIVER SERVICE

The Training waiver may not be funded with TAA funds. It is recommended to use Dislocated Worker funds when available.

Enter Funding, petition number and Save.

Addition of the Trade Act petition number also activates the Training Waiver drop-down field. Every time a Trade Act customer is granted a Training Waiver, a TAA Waiver service must be entered into the Services tab, linked to the Petition number in the Petition # field, and the Training Waiver drop-down field must be populated with the reason for the waiver. Training Waiver drop-down choices are:

- Recall 2002 & 2009 Law Benefits
- Marketable Skills 2002 & 2009 Law Benefits
- Retirement 2002 & 2009 Law Benefits

Note: It is rare in NYS that Training Unavailable will be a legitimate reason. Health and Enrollment Unavailable are the only two reasons recommended in NYS at this time.

The Enrollment Unavailable waivers CANNOT be issued until a training plan has been approved by the TAA Unit in the Albany Central Office. All waiver services must be recorded in OSOS. All waivers are issued by using the Trade Act Tracker application.
ENDING THE SERVICE
When the L2 service has ended, the service must be closed by data entering the **Actual End Date** and indicating whether or not the customer has successfully completed the service:

- **Actual End Date**: Enter the actual end date of the OJT in the format of mm/dd/yyyy
- **Completed Successfully**: Select Yes or No to indicate whether or not the customer successfully completed the OJT

If the training program has been accelerated or extended, a new **Planned End Date** must be entered. Be sure to enter a Comment regarding why the end date has been changed.

If the customer has quit or been terminated from the training program before successful completion, enter the customer’s last day in training as the **Actual End Date** and select "No" from the **Completed Successfully** drop down menu. Be sure to enter a Comment regarding why the training ended unsuccessfully.

The TAA Unit sends a monthly report to each TAA Coordinator alerting them to training that will complete in the upcoming month. The report includes the customer’s OSOS ID, demographics, and training information including the planned end date.
OUTCOMES
A credential is awarded in recognition of an individual’s attainment of measurable technical or occupational skills necessary to obtain employment or advance within an occupation. These technical or occupational skills are generally based on standards developed or endorsed by employers. TAA training plans designed to secure long term reemployment often (but not always) result in credential attainment. The diploma, degree, and/or certificates must be attained either during participation (enrollment) or by the end of the fourth quarter after the quarter of exit from services (other than follow-up services) in order to get credit for the credential.

Examples of credentials include:

- Educational Diplomas and Certificates (typically for one academic year or less of study);
- Educational Degrees, such as an associate’s (2-year) or bachelor’s (4-year) degree;
- Registered Apprenticeship Certificate;
- Occupational Licenses (typically, but not always, awarded by state government agencies); and
- Industry-recognized or professional association certifications; also known as personnel certifications; and
- Other certificates of skills completion.

Credentials are entered into the **Outcomes** tab in the **Services** window of the **Customer** module.
The Credential field will only become accessible when you select the Common Measures enrollment. You will not be able to access the credential data fields when selecting the Trade Act enrollment.

Be sure that you select the appropriate Common Measures enrollment that matches or contains the dates of the Trade Act enrollment. If necessary, it is possible to select and enter data into a previous enrollment rather than the most recent or current.

There are three data fields that must be completed to record a credential:

1. Attained Credential
2. Type of Credential
3. Date Attained

Two credentials may be recorded per enrollment by scrolling down to the second set of data fields:
SETTING REMINDERS
It is necessary for staff to maintain contact with the customer and ensure a service every 60 days to keep the enrollment open, especially when the training start date is more than 60 days into the future. Subsequent training waivers would extend an enrollment. Use OSOS Next Contact Date or Schedule a reminder. Customers require a service within each 90 day period to remain enrolled unless an L2 service remains open. Planning a service every 60 days will ensure that the customer does not inadvertently exit the enrollment.
OTHER TRADE ACT SERVICES

All provider services and offerings that were created with a service type from the Trade Act folder will continue to be available for use.

Only certain services may be funded with TAA funds. These are:

- TAA-funded Training
- Job Search Allowance
- Relocation Allowance
- Subsistence While In Training Allowance
- Travel While In Training Allowance
- Participation in ATAA
- TRA Additional (Not recorded in OSOS in NYS)
- TRA Basic (Not recorded in OSOS in NYS)
- TRA Remedial (Not recorded in OSOS in NYS)

Required Services (2009/2011/2015 TAA programs) that are eligible for Dislocated Worker or Statewide Dislocated Worker 15% funding, but not Trade Act funding:

- Comprehensive and specialized assessment of skill levels and service needs;
- Development of an individual employment plan to identify employment goals;
- Information on:
  - training available in local and regional areas,
  - individual counseling to determine which training is suitable training, and
  - how to apply for such training
  - how to apply for financial aid
- Short-term prevocational services;
- Development of learning skills, communications skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct;
- Individual career counseling, including job search and placement counseling, during the period in which the individual is receiving a trade adjustment allowance or training under this chapter, and after receiving such training for purposes of job placement;
- Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas;
- Information relating to the availability of supportive services, including services relating to child care, transportation, dependent care, housing assistance, and need related payments that are necessary to enable participation in training;
- Support services that are available through WIOA and other partner programs or local community organizations (Co-enrollment opportunity);
- TAA Waiver Assessment
RESOURCES AND ASSISTANCE

Additional ETA program information and other resources can be found at:

http://www.doleta.gov/tradeact/factsheet.cfm

TA 11-12: Data Element Validation for the Workforce Investment Act, Wagner-Peyser, Veterans Employment and Training Service and Trade Adjustment Assistance/Trade and Globalization Adjustment Assistance Programs

TA 10-3: Requirements for the Collection of Additional Participant Demographic Information upon Receipt of Intensive or Training Services under Title I-B of the Workforce Investment Act of 1998

TAA Program Guides: Programs and Tools web page

Additional NYS 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