OSOS Tips and Tricks for Youth Program Data Entry
Webinar Resources

General Resources

- [OSOS Tips and Tricks for Youth Program Data Entry Webinar](#) – PowerPoint of the Webinar with notes (May 2018).
- [Insights into the WIOA Follow-Up Element Webinar](#) – Policy and practical information about the WIOA Follow-up Element (January 2018)
- [The LMI Element is more than Occupational Information Webinar](#) – Clarification on the LMI element and OSOS, JobZone and CareerZone tips for providing the LMI element (March 2018)
- [New York Youth Jobs Program Overview](#) – Tax credit program for businesses who hire certified youth with barriers.
  - Fact Sheets for [youth](#) and [business](#) – Explains qualification requirements and the application process.
  - [Youth Certification Form](#) – Get all your youth certified and increase their competitive advantage.
  - [Business Certification Application](#) – Offers an opportunity to your business partners to gain a tax credit for employing your youth.

OSOS Resources

- [My Case Load Guide](#) – Step-by-step instructions for using the “My Case Load” feature in OSOS.
- [OSOS Program Eligibility Guide](#) – Contains step-by-step instructions for OSOS Data Entry for WIOA Youth Program eligibility.
- [OSOS Tip Sheet](#) – Reference for common OSOS data entry uses with OSOS Help Desk contact information.
- [JobZone, CareerZone and OSOS FAQs](#) – Includes account reset instructions.

JobZone Resources

- [JobZone Overview](#) – Information about what JobZone can offer users. Contains videos on creating a resume in JobZone.
- [JobZone Program Tools](#) – Contact information for the help desk and guides for how to use various sections in JobZone and One Stop Operating System (OSOS) Tips.

CareerZone Resources

- [CareerZone Facilitator’s Guide](#) – Guide to using CareerZone with activities and ideas for how to use CareerZone in a group. Same activities can be done in JobZone.
Youth Issues Webinar Resources

Youth, JobZone, CareerZone and OSOS
Frequently Asked Questions

JobZone Account cannot be Switched to CareerZone:

We planned to use CareerZone but OSOS shows the youth already has a JobZone account. Can we change it so the youth can use CareerZone instead?

No. Once a youth has a JobZone listed in One-Stop Operating System (OSOS), top right corner, they must continue to use JobZone. A youth will automatically be assigned to JobZone (not CareerZone) if they are 18 years old or if they have collected Unemployment Insurance benefits. Any attempt to convert JobZone to CareerZone will corrupt the account, making it unusable without assistance from the OSOS Help Desk. If not already signed in, the youth must login through NY.Gov and complete career exploration activities in JobZone.

Can a youth complete CareerZone required activities in JobZone?

Yes. There is little difference between the two web portals, any disparity is due to customization designed to better serve the target populations (CareerZone is for youth in grades 6 to 12 while JobZone is for older youth and adults). JobZone is better for job seeking youth, who are ready to assess their skills for occupations. Youth will be able to complete planned CareerZone workforce exploration activities within JobZone except some modules listed below in the crosswalk.

<table>
<thead>
<tr>
<th>CareerZone Module</th>
<th>JobZone Equivalent Module</th>
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<tbody>
<tr>
<td>Interest Profiler</td>
<td>Career Interests</td>
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<tr>
<td>Saved Occupations</td>
<td>Occupations</td>
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<td>Combined Assessment</td>
<td>Report</td>
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<td>Work Importance Profiler</td>
<td>Work Values</td>
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<td>Budgeting (Dollars and $ense)</td>
<td>Budget</td>
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<td>Keyword-based job search with Job Scout</td>
<td>Keyword &amp; resume-based job search with Job Scout</td>
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<tr>
<td>Job Readiness Skills, Abilities, Future Goals and Dreams, Career Plan</td>
<td>No equivalent modules</td>
</tr>
<tr>
<td>No equivalent modules</td>
<td>Skills Survey, Career Advisor, Ability Profiler, My Employability Score</td>
</tr>
</tbody>
</table>

Can I change a youth’s Portfolio Level in OSOS?

No. Never change a customer’s portfolio level in OSOS. This can corrupt the JobZone account which makes login impossible without assistance from the OSOS Help Desk. Changes to Portfolio Level must be made inside CareerZone directly, not in OSOS.
JobZone Account Access for Youth:

Can I change the account username and password in OSOS, JobZone Account Settings, or through Management Mode?

No. Username and passwords of JobZone Accounts must not be changed in OSOS, JobZone Account Settings, or through Management Mode. Users access JobZone through their NY.Gov account. Changing the username or password in OSOS or in JobZone will not update the youth’s NY.Gov account username or password.

How can I help a youth participant reset their username and/or password for JobZone?

If a youth knows and can access the email address they signed up for JobZone with, they can use the “Forgot Username or Password” link in NY.Gov. This will email the new username or password to the youth. If the youth cannot recover the username or password using the “Forgot Username or Password” feature, contact the OSOS Help Desk by phone, (518) 457-6586. They will connect your youth directly with the NYSDOL Contact Center to reset their login credentials.

CareerZone Account Access for Youth:

How can I help a youth participant reset their username and/or password for CareerZone?

If youth used an email to create their CareerZone account, they can have a reset password email sent to them by clicking “Forgot your Password” on the login page. Otherwise, providers can change a youth’s CareerZone username and/or password in CareerZone “Account Settings” through Management Mode or directly in OSOS. The OSOS Help Desk, (518) 457-6586, can help reset a youth’s password also.

How do I get a youth’s CareerZone account unlocked?

Youth CareerZone accounts can be unlocked in CareerZone “Account Settings” through Management Mode.
HELPFUL TIPS FOR: ACTIVE YOUTH PARTICIPANTS IN OSOS

Only Youth Service Types should be recorded for youth participants. Youth Service Types will be clearly marked by (Youth).

For example: LMI (Youth)

There is one exception to this!
The Service Type Occupational Skills Training is NOT marked by (Youth) because it is an ITA Training and must be listed on the Eligible Training Provider List. ETLP does not differentiate between youth and adult trainings, so we must use the same service type for all ETPL trainings.

- You can use the “Next Contact Date” field in the Services Detail to remind you to provide Follow Up services. Entering a date in this field will generate a message/reminder in your staff Inbox.
- Follow-up is required to be offered to youth for at least 12 months from the last service end date.

HELPFUL TIPS FOR: YOUTH FOLLOW UP IN OSOS

Once a Youth is in Follow-up, it’s critical to use only Follow-Up Service Types to avoid creating or extending an enrollment. Follow-Up Services will be clearly indicated by (Youth).

For example: Follow-up Supportive Services (Youth)

- Youth Services must always include a documented achievement objective.
- Youth Services must be closed with an Actual End Date and a closed Achievement Objective in order for the youth to exit enrollment.

RESOURCES

OSOS Help Desk
Help.OSOS@labor.ny.gov
518-457-6586

Youth Program
YouthTeam@labor.ny.gov

Youth Program Resources / OSOS Guides
https://labor.ny.gov/workforcenypartners/tools.shtm
Contact Information

- Youth Program Questions –
  - Your Program Monitor
  - Youth Team: YouthTeam@labor.ny.gov

- OSOS Help and Password Assistance –
  - Systems Unit: Help.OSOS@labor.ny.gov; (518) 457-6586

CareerZone Help: CareerZone@labor.ny.gov

JobZone Help: JobZone@labor.ny.gov

Foundational Youth Program Resources

- L2 WIOA Youth Service Types in OSOS – List of youth program Service Types and Categories in OSOS.


- Program Eligibility – Quick-guide to help determine eligibility for WIOA Youth Programs.

- TEGL 21-16 – Includes details on youth service elements and design framework by the United States Department of Labor (USDOL).

- TEGL 10-16, Change 1 – Contains implementation and operational guidance of primary indicators of performance from USDOL.

- Technical Advisory (TA) 11-12.2 – Current policy outlining documentation and verification requirements under WIA based on the USDOL Data Element Validation requirements from New York State Department of Labor (NYSDOL). This TA currently is applicable under WIOA.