Youth Eligibility Fields in OSOS: Make Your Work Count!

June 21, 2017
Presented by:
NYSDOL Youth Program Development & One-Stop Operating System (OSOS) Team

To view the full recording, visit https://dews.webex.com. On the right-hand side of the page at the top, click on “View session recordings.” Select: “Youth Eligibility Fields in OSOS: Make Your Work Count” then Select “View” for the recording to begin. When prompted, enter “Careers” for the password.

To view polls in the presentation, listen to the recording of the webinar. When the poll results are discussed, click on orange button on the top right to view the results in the poll box.
When I am working with OSOS, many times I find myself in these emotions and feelings. What is going on? O! Really? I need a break? This doesn't make sense? How many clicks and error messages.
However, many times I also find myself feeling... yes, I got this! This is clever that OSOS got this, hmm... good! Getting there!

This pretty much happens because of help from OSOS help desk, someone form Youth Office or just going back to the rules and regulations WIOA regarding eligibility.
So today we are going to cover rules and regulations, tools and tricks regarding entering Youth Program Eligibility in OSOS. Our hope is to make the data entry using OSOS simpler and more accurate for reporting purposes.
Eligibility Overview

Out-of-School Youth (OSY)

A. Age range 16 to 24
B. Have specific barriers to employment
C. Three barriers have low-income requirement
D. Not attending school (under State law and WIOA)

Here is a brief overview of youth eligibility. For Out-of-School youth OSY, we have to think about 4 main criteria. Age rage, barriers, three barriers need to be low-income and the youth is not attending school under State law and WIOA.
### Eligibility Overview

**Out-of-School Youth (OSY)**

- **A** Age range 16 to 24
- **B** Have specific barriers to employment
- **C** Three barriers have low-income requirement
- **D** Not attending school (under State law and WIOA)

**In-School Youth (ISY)**

- **A** Age range 14 to 21
- **B** Have specific barriers to employment
- **C** All ISY are required to be low-income
- **D** Attending school (under State law and WIOA), including secondary and postsecondary

In-School Youth (ISY) also has 4 criteria. Age range, barriers, all ISY need must be low income and they are attending school according the State law and WIOA, which may include secondary or postsecondary school.
As part of follow-up we will send a document with all the eligibility criteria described in more detail. The document looks like this.

Youth Program Eligibility WIOA Title I

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Eligibility Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A</strong></td>
<td>Age at the time of enrollment</td>
</tr>
<tr>
<td>16 to 24 years old at the time of Youth Program enrollment</td>
<td>14 to 21 years at the time of Youth Program enrollment</td>
</tr>
<tr>
<td><strong>B</strong></td>
<td>An individual who is facing one or more of the following identified barriers to employment</td>
</tr>
<tr>
<td>1. High school dropout; 2. Within the age of compulsory school attendance, but has not attended school for at least the most recent school calendar year quarter; 3. Pregnant or parenting, including non-custodial parents; 4. With a disability; 5. Offender – youth involved in any stage of juvenile or adult justice system; 6. Homeless or a runaway, who meet the criteria defined by McKinney-Vento Homeless Assistance or Violence Against Women Act; 7. Involved in any stage of the foster care system: a. In foster care; b. Age of the foster care system; c. Aged 15 years of age and has left foster care for kinship guardianship or adoption; d. In an out-of-home placement; or e. A child eligible for assistance under the Social Security Act; 8. Low-income and is a recipient of a high school diploma or its equivalent, and is basic skills deficient; 9. Low-income and is a recipient of a high school diploma or its equivalent, and is an English language learner; or 10. Low-income and needs additional assistance to enter or complete an educational program or to secure and hold employment, as determined by the Local Workforce Development Board (LWDB).</td>
<td>1. N/A 2. N/A 3. Pregnant or parenting, including non-custodial parents; 4. With a disability; 5. Offender – youth involved in any stage of juvenile or adult justice system; 6. Homeless or a runaway, who meet the criteria defined by McKinney-Vento Homeless Assistance or Violence Against Women Act; 7. Involved in any stage of the foster care system: a. In foster care; b. Age of the foster care system; c. Aged 15 years of age and has left foster care for kinship guardianship or adoption; d. In an out-of-home placement; or e. A child eligible for assistance under the Social Security Act; 8. Basic skills deficient; 9. English language learner; or 10. Needs additional assistance to enter or complete an educational program or to secure and hold employment as determined by the LWDB.</td>
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Most of the slide will cover:

Rules
Regulations
Tools
Tricks
Technical Assistance

Field/Tab of OSOS

We will cover the programmatic components, rules and regulations before and then Adam from OSOS unit will guide us through OSOS. Most of the slide will cover the guidance and as a tracker to help connect dots we have placed, the blue text in the bottom right corner, refer to place/field/tab in OSOS to which this information applies to.

Now Denise Landy is going to talk with you .... In Youth Office here, we have a saying: “If Denise said do something...just do it!” Her experience, passion and wisdom about serving youth within the limitations of our system is unprecedented. ...so Denise
Record all the eligibility criteria before entering first service element

Make Your Work Count!

Performance adjustments will be made based on the barriers of youth served as reported in OSOS. What that means for you is that it is important to enter all barriers a youth possesses into OSOS; not just the barriers needed to make the youth eligible.

Document ALL barriers for an individual in OSOS (not what minimally will qualify them for the Youth Program). When documenting any and all barriers for an individual, this will impact goals that are set for local areas in performance measures area. The amount and type of barriers present in a local area will impact indicators of performance

Expand...
Under WIOA Youth Enrollment happens when the youth receives first services element. Good change as youth may drop out during enrollment process itself. ......

For deciding eligibility, consider the age when they will receive the first program element. For example, when you do intake and eligibility, consider the youth is 17 years and 350 days, that is under 18 years old, so cannot be considered OSY, but let us assume that the youth is going to receive the first program element after 16 days, when s/he will be 18 years old, that will be considered his age at the time of enrollment.
Many of the question that you have to ask during eligibility are personal and sometimes sensitive. It’s best practice to sit with the youth to complete eligibility information, instead just giving him/her a form and fill it out.

If you fill out the form with the youth, or complete OSOS with youth, you are also building connection with the youth and gathering additional information that will be valuable to doing objective assessment, developing ISS and providing services. We are working more with OSY, and retention of OSY might be tough many times, so use any opportunity to build a bond...the first impressions such at the intake matter quite a lot. Give them individualized attention and make your work really count.
Poll: What is your procedure for youth intake and eligibility determination?

A. Complete a form with the youth and later enter it in OSOS yourself
B. Complete a form with the youth and get data entered in OSOS by another staff member
C. Enter data in OSOS while conducting the intake with the youth

What do you typically do for intake and eligibility?:

Get a form filled out with youth and later enter it in OSOS yourself or a data entry staff
Complete OSOS while doing the intake with the youth

Please send us a copy of your intake forms at youthoffice@labor.ny.gov
## Eligibility Overview

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Now let’s look most of the barriers associated with eligibility.
Pregnant and Parenting

Includes:
Non-custodial parents, such as fathers

Parents may include custodial or non-custodial parents
Any youth involved in justice system, and for whom services under WIOA may be beneficial;

In many cases the youth might have their records sealed, but for case management purposes, they are offender and it should be recorded. This field is so you or the system can support them, it is not about whether it should be told to the employer or not. It is confidential, but helpful for case management.

Difference in JD, YO and JO

Mention Special Population mailbox
Foster Care System Involvement

This includes youth who are:

- In foster care
- Aged out of the foster care system
- Attained 16 years of age and left foster care for kinship, guardianship, or adoption
- In an out-of-home placement
- A child eligible for assistance under section 477 of the Social Security Act (allows flexible funding options for States to assist older youth in foster care system, those who have aged out)
Homeless or Runaway

Lacking a permanent and suitable nighttime residence

Couch Surfing

Homeless is now defined as, **lacking a permanent and suitable nighttime residence**.

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

Couch surfing

Runaway...

Runaway youth: Youth who have left home without parental/caregiver permission and stay away for one or more nights.
**Youth Needing Additional Assistance**

Enter or complete an educational program for OSY; Complete an educational program for ISY; or Secure and hold employment for ISY and OSY

As defined by the LWDB in the local plan

---

**5% limitation for ISY**

Needs additional assistance to enter or complete an educational program for OSY and complete an education program for ISY or to secure and hold employment, as determined by the LWDB.

This criterion should be used as a last resort for youth eligibility. For ISY, WIOA has a 5% limitation on using this criteria for eligibility.
# Youth Needing Additional Assistance

Specific characteristics must be reasonable, quantifiable and evidence based:

**Examples:**

- ✓ Substance abuse involvement
- ✓ Parents incarcerated
- ✓ Refugees
- × Do not interview well
- × Need training
- × Require employment

The “needs additional assistance" policy should be reasonable, quantifiable, and based on evidence that the specific characteristics of the youth identified in the policy objectively requires additional assistance. This policy is typically listed by LWDB in the local plan.
Cultural Barriers

Cultural barriers to employment mean that at program entry, the youth perceives him or herself as possessing attitudes, beliefs, customs, or practices that influence a way of thinking, acting, or working that may serve as a hindrance to employment.

For example if a youth want to use only Kosher food, they may not be able to work in McDonalds. It is about what the youth believes and perceives. Another could be an immigrant youth, who is unaware of social interactions in American culture and hesitant about networking for jobs or interviewing.

Juie will present the next few slides
## Basic Skills Deficient

1. English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or

2. Is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society.

This is the definition of Basic Skill Deficient under WIOA. Below 8th grade level and you can record it education tab. I will give you a moment to read it.
English Language Learner

Has limited ability in reading, writing, speaking, or comprehending the English language and:

1. Whose native language is a language other than English; or

2. Who lives in a family or community environment where a language other than English is the dominant language.

Education Tab

This is definition of ELL. Important to note that the youth with this barrier has limited ability to read, write, speak or understand English. It is recorded in Education tab.

Next
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Now let us look at the low-income associate requirements for OSY and ISY.
For OSY, low income status is only required when determining eligibility for three barriers.

Youth:

- Is a recipient of a high school diploma or its equivalent, and is basic skills deficient
- Is a recipient of a high school diploma or its equivalent, and is English language learner
- Requires additional assistance
All In-School Youth MUST be low-income

**Exception** – No more than 5% youth who meet all other WIOA eligibility requirements do not need to be low-income.

**ISY with Disability** – Youth’s own income rather than his/her family’s income can be used.

All ISY must be low income

We know the 5% low income exception. TEGL 21-16 gives good example of it and we will also send more details on it as a follow-up
You might also know that for youth with disability you can use youth’s individual income instead of family’s
What must be included in determining income?

Payments such as:

- Unemployment compensation
- Child support payments
- Old-aged, Survivors’, Disability insurance benefits

TEGL 21-16 also clarifies what must be included in the income, a variety of payments listed on this slide should be included in income calculations.

Next
### Low-income Criteria

1. Receives: TANF, SNAP, SSI, Food Share, State or local income-based public assistance
2. Family income does not exceed the poverty line or 70% LLSIL
3. Is a foster child
4. Is homeless or runaway
5. An individual with a disability whose individual income meets the criteria (excludes families income)
6. Lives in High Poverty Area
7. Free or Reduced Lunch

WIOA lists these Low-Income Criteria for youth. Use Attachment 2 of TEGL 21-16 to determine if the youth lives in a high poverty area. There is some more information about free and reduced lunch to consider.
If the youth is the parent of a child who receives free lunch through the Russell National School Lunch Act, then that youth would automatically be considered low income.

There are schools that have designated the entire school as receiving free lunch under the “Community School Provision”. If the youth’s child receives free lunch through that provision, the youth is not automatically considered low income. You will have to use some other low-income criteria.

Participation in the free/reduced lunch program gets recorded in the Program/PA tab.

While the free/reduced lunch low-income category primarily applies to ISY, there is one exception where it could apply to an OSY. If an OSY is a parent living in the same household as a child who receives or is eligible to receive free or reduced-price lunch based on their income level, then such an OSY would meet the low-income criteria based on his/her child’s qualification.
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We covered the barriers. Now, let us tackle school status now...
UGH!....

In-School
OR
Not Attending?

School Status

Most times when I must decide in-school vs. not attending youth, the last criteria I try to keep for deciding if a youth is OSY or ISY... I pretty much feel like this person. Argh... it becomes tricky.

I usually get help from others and try to find answers. My hope is to share those nuggets or tricks with you to follow a logical path to decide In-school vs. not attending.
# In-School or Attending

<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>1</td>
<td>Secondary School or Less</td>
</tr>
<tr>
<td>2</td>
<td>Alternative School</td>
</tr>
<tr>
<td>3</td>
<td>Postsecondary</td>
</tr>
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In OSOS for In-School which means attending School according to the NYS Education Law and WIOA, you need to know three definitions. Or the youth can in-school and one of these three: Secondary school of less; Alternative school or Postsecondary

Let us look at all three one by one now.
In-School, Secondary School or Less

Secondary school, registered by the NYS Education Department:
- Public schools
- Private schools
- Charter schools
- Religious schools
- Home schooled youth

Find a list of registered schools in NYS:

For WIOA eligibility to be considered as attending school or in-school secondary school or less the youth must be enrolled in a school that is registered with NYS Education department. It could include all different types of schools.

To be considered home schooled, a youth must be registered with their local school district. Or a youth who studying on his own at home, but not registered with their local school district will not be considered as attending school according to the State law

For example, a youth taking online courses from a school registered in let us say education department in Georgia or any other State in NYS cannot be considered as attending school according to NYSED. It must be a school registered with NYSED.

We usually get questions about Penn Foster online school from Pennsylvania or James Madison Online high school from GA. These schools even if registered and accredited by other states or agencies, if they are not registered with NYS ED, the youth will be considered not-attending.
In-School, Alternative School

Youth:

1. Does not have HS diploma or equivalent;

2. Is attending a high school equivalency or drop out re-engagement program that:
   - Leads to HS Equivalency
   - Is funded by public K-12 system; and
   - Is registered by NYSED; and

3. Is attending full/part-time, or the student is between school terms & is enrolled to return to school.

This is how we are defining Alternative School, based on the Regs, TEGL and PIRL (Participant Individual Record Layout), that describes reporting in detail.

Alternative school only applies to youth with school status attending or in-school

I will give you a moment to read the definition.
In-School, Alternative School

Youth:

1. Does not have HS diploma or equivalent;

2. Is attending a high school equivalency or drop out re-engagement program that:
   - Leads to HS Equivalency;
   - Is funded by public K-12 system; and
   - Is registered by NYSED; and

3. Is attending full/part-time, or the student is between school terms & is enrolled to return to school.

Here are important aspects to note:

- Youth does not have a HS diploma or its equivalent...

- They are attending a HS equivalency program that is funded by K-12 and registered/approved with NYSED
In-School, Postsecondary School

Enrolled in credit bearing courses that are recognized as seeking a degree or formal award (matriculated).

This is the definition of postsecondary school according to the NYSED. It is also mentioned in the combined plan we submitted to the USDOL.
Enrolled in credit bearing courses that are recognized as seeking a degree or formal award (matriculated).

Not important words:
• Enrolled not just planning to attend a school
• For credit courses towards a degree or formal award.
### In-School or Attending

<table>
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<tr>
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We covered the in-school definitions, before we go into the not-attending categories of school status, let’s do a poll.
Poll:

Does your local area plan to serve only OSY?

Check Yes or No

Does your local area serve only Out-of-School Youth? When the poll pops up please mark yes or no.

So, the local areas that do not plan to serve youth who are attending school, as we described earlier, wouldn’t select the in-school options in school status of OSOS>
For Not-attending school according to NYS Education Law and WIOA, there are three important concepts to remember to select correct not-attending school status in OSOS.
Not Attending School

Youth did not attend school in most recent complete school year quarter

≥ 45 consecutive days

If a youth did not attend school in most recent complete school year quarter that is more than equal to 45 consecutive days then s/he will be considered not-attending.
If a youth is attending one of the following…

- Adult Education Programs under WIOA Title II
- YouthBuild
- Job Corps
- Dropout Re-engagement Programs, not funded by the public K-12 school system
- High School Equivalency Programs, not funded by the public K-12 school system

A youth enrolled in a school excluded by WIOA is considered not attending school for purposes of WIOA eligibility. So, if a youth is attending any of the listed programs or schools, s/he is automatically considered not-attending school for school status criteria.

Please note that if a youth is attending HSE and dropout re-engagement that is not funded by public K-12 system then s/he is considered not attending a school for WIOA eligibility.

As we discussed earlier if a youth is attending HSE or dropout reengagement program that it funded by public K-12 system and meets some other criteria we discussed then it’s in-school alternative school.
Within Compulsory School Age:  

- < 16 years old or
- < 17 years old in some school districts

Not Attending School Status

Also, in NYS, all youth, aged six to at least sixteen, must attend full time instruction. Some school districts at a local level have chosen to mandate the age of school attendance through age 17.

A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter, which is 45 days, is within the Compulsory Age for the purposes of eligibility.
On Gen. Info tab you are required to enter the education level that is achieved or completed by the youth. There are some important aspects to remember that I will go over now.
Record a customer with a Local Diploma as a High School Graduate.
Disabled w/Cert./IEP

IEP (Individualized Education Plan) diploma is no longer offered in NYS. If someone has IEP from the past then

IEP diploma is no longer recognized in NYS. If a youth has only an IEP from the past please select Disabled with Cert. (that is for certification)/IEP option. And make a comment that they have an IEP as there are other options that need to be recorded for this education level.
Disabled w/Cert./IEP

X IEP (Individualized Education Plan) diploma is no longer offered in NYS. If someone has IEP from the past then

✓ SACC (Skills and Achievement Commencement Credential)

✓ CDOS (Career Development and Occupational Studies Commencement Credential)

Students with disabilities might have completed with the NYS Career Development and Occupational Studies (CDOS) Commencement Credential or the Skills and Achievement Commencement Credential (SACC) certificate. Add an OSOS comment if the youth has CDOS or SACC.”
### Individual with disability with...

<table>
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<tr>
<th>Only Education Level:</th>
<th>School Status:</th>
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<tr>
<td>IEP</td>
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<td>SACC</td>
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If a youth has only IEP, CDOS or SACC: The Secondary School Graduate/Equivalent school status option is not applicable to them. As these certifications/credentials are not equal to high school diploma.
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We have covered the important aspects related to OSOS data entry under the four eligibility criteria.
Poll: Youth eligibility gets recorded in which OSOS tabs? (Check all that apply)

Youth Eligibility gets recorded in which tabs, **check all that apply:**

- Comp Assess - Housing Tab and Education Tab
- Comp Assess - General Information Tab
- Customer Detail - Work History
- Customer Detail - Eligibility and Prgms/PA tab
- Comp Assess - Employment, Family and Legal Tab

- The more we practice the steps we just learned, the easier it becomes.
Feel accomplished

Master OSOS recording

Impact your indicators of performance

Make Your Work Count!

OSOS is not always intuitive, but once you know the rules, regulations and some tricks...it starts to become simpler. I get a sense of accomplishments and mastery.... most importantly, I know that it will make my work count.

Now Adam is going to go over OSOS screen to you know where to record what we covered so far for Youth eligibility.
Welcome to the Youth Programs: OSOS Data Entry Interactive Guide. This is an interactive guide for staff conducting OSOS data entry for WIOA youth customers. For new or first-time users of this guide, please follow these instructions regarding <a>how to use this guide</a>. If you are a first-time user of OSOS, please refer to these instructions regarding accessing the system.

Need help with OSOS? To ask a question or report a technical issue, email the OSOS help desk now or call 518-457-6099.
Youth Programs: OSOS Data Entry Interactive Guide

Welcome to the Youth Programs: OSOS Data Entry Interactive Guide. This is an interactive guide for staff conducting OSOS data entry for WIOA youth customers. For new or first-time users of this guide, please follow these instructions regarding how to use this guide:

1. Click on the "Start Here" button below or click on any of the links under the "Contents" tab on the right to navigate to that section.
2. In the list of Contents, the "greater than" symbol (>) can be clicked to expand a menu item.
3. To go back to a previous section, click the "back" button.
4. To continue on to the next sections, click the "next" button.
5. At any time, you can click the house icon above the search bar to return to this page.
6. Clicking on the "pill" shaped tags such as "Table of Contents" will display a drop down list of related topics. These appear at the top of most sections.
7. Text that looks like this... will display a drop down list of related topics.
8. Text that looks like this... will display a drop down list of related topics.
9. You may also type in a key word in the search bar on the right to find a specific topic you are looking for.

Purpose
Customer Search
Multiple Matches
No Matches Found
One Search Result
Create a New Customer Record
New Record: General Info Tab
New Record: Eligibility Tab
New Record: Add1 Info Tab
New Record: Pgrns/PAs Tab
New Record: Objective Tab
New Record: Work History Tab
New Record: Ed/xc Tab
New Record: Skills Tab
New Record: Comments Tab
Update an Existing Record
OSOS is set up in a hierarchy of tabs. Starting from the top to bottom, you have the 5 large tabs across the top, highlighted here in yellow that are known as Modules. Everything and anything we use OSOS for is going to be housed in one of these 5 modules. Each Module has many windows contained within it. The windows are the second tier of the hierarchy and are highlighted here in red. Each window contains many tabs that make up the third tier of the hierarchy, highlighted here in orange. The gray buttons along the bottom will change depending on which Module and Window you are working in. These buttons allow you to perform various functions such as adding Activities and Comments or saving the record.
For our purposes today, we are only working in one of the five Modules along the top, and that is the Customer Module. Within the customer module, we are only concerned with three windows – Customer Search, Customer Detail, and Comprehensive Assessment.
To Record Youth Eligibility Use…

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And as mentioned before, each window contains a number of tabs. In this case we are going to work in three tabs within the Customer Detail window, and four tabs within the Comp Assess window. And I am going to take you through each of those tabs now.
The first step you must take is to search for your customer in OSOS. Even if you have not worked with the customer in the past, an OSOS record could already exist for the customer. The first time you search for the customer, it is important to search using last and first name (rather than SSN or Customer ID). This is due to potential duplicate record concerns. We see a lot of duplicate record issues come into the help desk and a lot of the time it is because an OSOS record already exists for the customer, but it was not found by doing the SSN or NYID search. I'll remind you that if you do find a duplicate record, you should submit that to us at the help desk and we will take care of it. Type in the customer's last and first name in the corresponding fields and click "Search" at the bottom of the screen.

From here your search is going to return one of three results: you will get either 1 OSOS record, in which case OSOS will navigate directly to the General Info tab of the customer’s record. You may get multiple OSOS records, in which case, OSOS will remain on this screen and list the records at the bottom. Or you will get No Matches found. If you get no matches found, I would advise to make sure the customer’s name is spelled correctly and try some variations of your search using date of birth or email address. If you still do not see a record for the customer, you will have to create a new record. I am not going to take you through all the steps in creating a new record, but I will mention that we have created an updated Youth guide that gives instructions on how to do this. We will show you where to get the guide at the end of the presentation.
After you click on search, there are three different scenarios you may run into. You will either get No Matches Found—in which case you will get this message in the top right of the search window. If multiple matches are found, the records will be listed at the bottom of the search window. And if only one match is found, OSOS will navigate directly to the Customer Detail window for the customer that was found. In the case where you get No Matches Found, you should check to make sure the customer’s name is spelled correctly. Also, try some additional search criteria such as entering the customer’s email address. If you still are not finding a record for the customer, you will have to create a new OSOS record. I am not going to go through the steps involved in creating a new record right now, but the process is spelled out in detail in the Youth guide.
Required Fields

Green dots. Any field that is marked with a green dot in OSOS is a required field. This simply means that the field must have a value entered for OSOS to consider the record complete and therefore, allow you to save the record.
In this scenario, we have an existing record that must be updated. It is important to review the entire record and update any of the fields that have changes. This is particularly important when you record the first Youth service for the customer. The information that is in OSOS at the time the first Youth service is recorded, will be the information captured on that enrollment. In addition, it helps us serve the youth when we know that we have the most accurate and current information on file.
Here we have zoomed in on the customer data section. It is important to note that the age of the Youth is really the first piece of criteria we look at when determining eligibility. This is where you will record the youth’s date of birth. It is important to note that when you are calculating how old the youth is, that you are working backwards from the date the first Youth service is entered into OSOS. So, for example, you may have done your data entry after the initial intake, but the first youth service may not be for another three weeks. If this is the case, you would want to calculate the youth customer’s age when that first service is recorded in three weeks.
The Education and Employment section has some fields important to youth eligibility. This is where you will record the customers Education Level, School Status, and Employment Status. For Education Level, choose the highest level of education that customer has completed. So, if they are a high school senior and school year is not over yet, I would choose 11th grade. This is also where you would choose the Disabled w/Cert./IEP option if the customer received the CDOS or SACC credential Juie mentioned earlier. If you choose this option, you must add a corresponding comment specifying which credential the customer received.
The School Status is where you will record the options for Youth who are either In-School or Not Attending School. With the new build of OSOS, you might notice that this drop-down menu looks a little different. Some of these options have been reworded to include school status important to WIOA. These are the status Juie went through in detail earlier. But I will mention again that this section goes into much more detail in the new Youth guide.
In the next field, select an employment status from these four options. With the new OSOS build, there is an option that reads “Not in Labor Force.” This means that the customer is not employed and is not looking for work. When selecting this option, the customer’s Job Seeker status must be changed to “Inactive” in order to save the record.
I will quickly point out that the other two fields in this section. These fields are not required (no green dot) but just to quickly touch on what they mean.

According to WIOA an individual is underemployed if they are working part time but desire full time employment, or they are working in employment not commensurate with the individual’s demonstrated level of education and or skill achievement. The drop-down in both fields contain a simple Yes or No.
Moving on to the next tab over, this is a brand-new tab in the new build of OSOS called Eligibility. Much of this tab is relevant to Youth eligibility. One tip I can offer is to complete the Disability Info section first – even though it is listed second on the tab. That is because if the customer has a disability, then the Youth’s *individual income* is used in the Income Info section (opposed to family or household income).
We can see here that if the customer discloses a disability, selecting “Disabled” will make some additional fields appear. Select a disability category. If the customer does not disclose a category, select Not Disclosed.
The Income Info section is where you will record Lower Living Standard and Income 70% of the Lower Living Standard Income Level. You can determine these fields by using the Income Eligibility Guidelines found on the Programs and Tools page of the DOL Internet. I’ll also mention that if you choose “Yes” for “Lower Living Standard” the High Poverty Area field becomes a required field. There are further instructions in the guide on how to determine if the customer lives in a High Poverty Area.
This is just a screen shot of the Programs & Tools page on the DOL website showing where you can find the Income Eligibility Guides. There is also a long in the new Youth Guide to the guidelines.
The additional info tab hasn’t changed that much with the new build. It has been rearranged a little, but the important field here to note is Selective Service. If the customer is male and is between the ages of 18 and 24 you will have to check the box next to Selective Service and enter the Selective Service Number. If you do not know the number, click on the button to look up the customer’s selective service number.
The Programs/Public Assistance tab is next. Check the box next to the program or public assistance the customer has disclosed. The Reg Date is the date the program or assistance started and the Term Date is when it ended. If the customer doesn’t know the exact dates, use the closes approximation. If the customer is still in the program or receiving the assistance, leave the Term Date field blank. This is the tab where you would record the Russell National School Lunch Act.
The DOB tab has not changed at all with the new build. So, if you are familiar with the process of verifying the customer’s Date of Birth, you do not need to change your procedure at all. For those that are not familiar with this tab, if the customer is not a UI customer, their Date of Birth must be validated. You can do this by clicking the “Add” button in the bottom left and entering the customer’s New York State Driver’s license or ID card number. If the customer does not have a New York State driver’s license or ID card, you can use the Other Verification Sources section. There is a more extensive guide on this on the DOL Internet guides page.
Ok now we are going to move on to the Comprehensive Assessment Window. The first tab that contains a youth eligibility field is the Employment Tab. Youth needing additional assistance is a required OSOS field and is also a potential barrier for Youth eligibility purpose, as Denise discussed earlier. Remember that this definition is defined by the Local Workforce Development Board. Choose Yes or No in the drop-down menu.
The Programs/Public Assistance tab is next. Check the box next to the program or public assistance the customer has disclosed. The Reg Date is the date the program or assistance started and the Term Date is when it ended. If the customer doesn’t know the exact dates, use the closes approximation. If the customer is still in the program or receiving the assistance, leave the Term Date field blank. This is the tab where you would record the Russell National School Lunch Act.

You do not need to complete the Serious Barriers to Employment field. It is not a green dotted field, nor is it required for Youth Eligibility. Cultural Barriers to Employment is a green dotted field, but is not pertinent to Youth eligibility. Denise mentioned earlier what Cultural Barriers to employment are. Based on the definition, choose Yes or No in this field. I want to stop and mention here that with the new build, staff have been report an issue where they have entered a value into this field and when they try to save the record, they are getting an error message that the field is not complete. To remedy this error, you simply need to follow the steps to clear your browser cache/cookies/and temp files. There is a guide on the OSOS guides page on how to do this correct and you can always contact us at the help desk if you need further assistance.
The next tab is the Education Tab. There are only two green dot fields here and both are relevant to Youth eligibility. This is where you would enter if the Youth is Basic Skills Deficient and if they are an English Language learner. Also at the bottom left, you see the “Learning Disability” section. If you indicated that the Youth has a learning disability on the Eligibility Tab, you can give any supporting description here. If the information is sensitive and should not be visible on the record, you should write “See hard file” in this field.
The third tab we are concerned with for Youth is the Family Tab. There are four green dot fields, two of which are relevant to Youth eligibility. This is where you would record if the customer is pregnant. One thing to note is that this field will not appear if the customer’s gender is recorded as “male.” Choose Yes, No, or Not Disclosed in this field. The field labeled “is the customer a parenting youth” will appear for both male and female customers. Choose Yes or No for this field.
The last tab we are concerned with in Comp Assess is the Legal Tab. Offender status is another potential barrier considered in Youth eligibility. Choose Yes, No, or Not Disclosed in this field. If the customer discloses that he or she is on probation, information for Probation Officer and Current Legal Issues can be recorded here. However, neither of these two fields are required.
And the last tab in Comp Assessment that we are concerned with is the Housing Tab. Homeless or runaway is another potential barrier for Youth eligibility. This is also where you can record foster care.

I wanted to briefly mention that the WIOA Eligibility report can be accessed by this button at the button of the Comp Assess window.
If you click on that button, this report will pop up that can be printed or exported. Currently, it is not reflecting all the fields in Comp Assess and we have requested that it be updated. I just wanted to mention that it can still be used, but it will look different hopefully soon.
Juie put together this great chart – this shows you exactly where in OSOS each of these barriers are recorded. So, you have the Youth Eligibility Barrier on the left. Then we can see that we are only dealing with either the Customer Detail or the Comp Assess window. Then from there you can find exactly which tab the barrier is on and even which section it falls under.
Survey for Future Webinar Topics

We are going to send you a survey asking topic that you would like us to cover on the future webinars. Please brainstorm topics with your teams... ask any for topic related to serving youth.

Please write to us.
We want to make data entry easier for you so your we can help make your work count. Always feel free to reach out to us about OSOS or other youth program questions. If you are dealing with some issue, it’s very likely that some other youth provider in the State is dealing with it or already has figured out the solutions.

Together we can make data entry simpler.