OSOS and Youth Eligibility Webinar Resources

One-Stop Operating System (OSOS)

- **Youth Programs OSOS Data Entry Interactive Guide**: This interactive guide is intended to help staff understand the basics of how to perform OSOS Data Entry for WIOA youth.

  The Interactive Guide currently focuses on Youth Program eligibility and the instructions for adding service elements will be added in the near future. Please read the [how to use this guide](#) to familiarize yourself with its interactive features. Please note that the first time you attempt to open the Interactive Guide it may take a few moments. We also recommend that you [clear your browser cookies, temp files and cache](#) frequently when using the Interactive Guide to ensure you are viewing the most up-to-date version. If you see any areas of improvement in the Interactive Guide, please write to **YouthOffice@labor.ny.gov** and **Help.OSOS@labor.ny.gov**.

- **Verifying Date of Birth**: This OSOS guide provides details of verifying Date of Birth (DOB) with the help of the DOB tab. This is important especially for customers who are not receiving Unemployment Insurance compensation.

- Writing effective and quality case notes in OSOS using the **Situation, Evaluation, Next Steps, Sufficient Information and Employment Related (SENSE)** Model to record each interaction you have with a customer.
  - [Worksheet for writing an effective case note in OSOS](#)
  - [Video for writing quality case notes in OSOS](#)

- Find attached **Youth Eligibility Related Windows, Tabs, and Fields in OSOS**: Table maps windows, tabs and sections/fields that need to be completed for youth eligibility.

- **Clearing your browser cookies, temp files and cache**: This guide provides details on clearing your browser cookies, temp files and cache, which is important to view more updated [Interactive Guide](#) and save a record in OSOS after completing the required Cultural Barrier field.

Youth Program Eligibility

- **WIOA Youth Eligibility**: This document details WIOA Youth Eligibility Criteria.

- **NY State School Directory**: A listing of all New York State Public and Nonpublic Schools.

- **Determining High Poverty Area Directives**: Utilize these instructions from TEGL 21-16 (Attachment 2) to determine if the customer lives in a high poverty area using census data to identify High-Poverty geographical areas.
• Questions related to serving youth involved in the Justice System email SpecialPopulations@labor.ny.gov.

• **Income Eligibility Guidelines**: Tables for Poverty Guidelines/Lower Living Standard (LLS) and 70% of Lower Living Standard Income Levels (LLSIL).

• **Data Element Validation Handbook for Youth Programs**: This handbook is based on Workforce Investment Act and currently used for WIOA to outline the documents and data that should be used for verification purposes.
## Youth Eligibility Related Windows, Tabs, and Fields in OSOS

<table>
<thead>
<tr>
<th>Youth Eligibility Barriers</th>
<th>Window</th>
<th>Tab</th>
<th>Section/Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School Dropout</td>
<td>Customer Detail</td>
<td>Gen. Info</td>
<td>Education Level and School Status</td>
</tr>
<tr>
<td>Within the Compulsory Age</td>
<td>Customer Detail</td>
<td>Gen. Info</td>
<td>School Status</td>
</tr>
<tr>
<td>Pregnant or Parenting</td>
<td>Comp. Assess.</td>
<td>Family</td>
<td>Is customer parenting youth?</td>
</tr>
<tr>
<td>Disability</td>
<td>Customer Detail</td>
<td>Eligibility</td>
<td>Disability Info</td>
</tr>
<tr>
<td>Justice Involvement</td>
<td>Comp. Assess.</td>
<td>Legal</td>
<td>Offender Status</td>
</tr>
<tr>
<td>Homeless or runaway</td>
<td>Comp. Assess.</td>
<td>Housing</td>
<td>Current Housing</td>
</tr>
<tr>
<td>Foster Care</td>
<td>Comp. Assess.</td>
<td>Housing</td>
<td>Current Housing</td>
</tr>
<tr>
<td>Basic Skills Deficient</td>
<td>Comp. Assess.</td>
<td>Education</td>
<td>Math &amp; Reading</td>
</tr>
<tr>
<td>Low-income</td>
<td>Customer Detail</td>
<td>Eligibility</td>
<td>Income Info</td>
</tr>
<tr>
<td>English Language Learner</td>
<td>Comp. Assess.</td>
<td>Education</td>
<td>Math &amp; Reading</td>
</tr>
<tr>
<td>Needs Additional Assistance</td>
<td>Customer Detail</td>
<td>Employment</td>
<td>Youth needing additional assistance?</td>
</tr>
</tbody>
</table>
## WIOA Title I Youth Program Eligibility

<table>
<thead>
<tr>
<th>Out-of-School Youth (OSY)</th>
<th>In-School Youth (ISY)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Criteria A:</strong> Age at the time of enrollment</td>
<td><strong>Criteria A:</strong> 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>
</tbody>
</table>

**Criteria B:** An individual who is facing one or more of the following identified barriers to employment

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

#### Criteria C: Low-Income Requirements

Low-income status is only required when determining eligibility using barriers 8, 9, or 10, which are:

8- Is a recipient of a high school diploma or its equivalent, and is basic skills deficient;

9- Is a recipient of a high school diploma or its equivalent, and is an English language learner; or

10- Needs additional assistance to enter or complete an educational program or to secure or hold employment, as determined by the LWDB

#### Criteria D: Attending or not attending school as defined by State law

Not attending any school as defined by State law, unless the school is specifically excluded by WIOA. Youth enrolled in the following institutions or programs are considered to be not attending school for the purposes of OSY eligibility determination:

1- Adult Education under WIOA Title II

2- YouthBuild Programs

3- Job Corps Programs

4- Dropout Re-Engagement Programs, not funded by the public K-12 school system

5- High School Equivalency Programs, not funded by the public K-12 school system

### In-School Youth (ISY)
**Must meet criteria A through D**

**All ISY must be low income.**

(Exception: No more than 5% youth who meet all other WIOA eligibility requirements do not need to be low-income); and

(For ISY with a disability, the youth’s own income rather than his/her family’s income can be used for eligibility purposes);

#### Attending and/or enrolled in a school as defined by the State law

Attending and/or enrolled in a school as defined by the State law. Youth enrolled in the following institutions or programs are considered to be attending school for the purposes ISY eligibility determination:

1- Secondary School, registered by the NYS Education Department, including public, private, charter and religious schools and home schooled youth. To be considered home schooled, a youth must be registered with their local school district.


2- Postsecondary school – A youth enrolled in credit bearing courses that are recognized by the institution as seeking a degree or formal award (matriculated). Youth who are enrolled in vocational or occupational programs through post-secondary institutions are considered undergraduates and in-school.

3- High School Equivalency and Drop Re-Engagement Programs funded by the public K-12 school system.
Low-Income Criteria for WIOA Title I Youth Programs

Please record low-income status for any youth that meets the criteria, even when it is not an eligibility requirement for the selected barriers to employment. This is advisable because participant demographic information (including income status) and eligibility barriers are used in the adjustment formula for local area indicators of performance.

A youth who meets one or more of the following low-income criteria can be identified in low-income status:

1) Receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through:
   • The supplemental nutrition assistance program established under the Food and Nutrition Act of 2008, the program of block grants to States for Temporary Assistance for Needy Families program under part A of Title IV of the Social Security Act;
   • The supplemental security income program established under Title XVI of the Social Security Act; or
   • State or local income-based public assistance;

2) Is in a family with total family income that does not exceed the higher of:
   • The poverty line/Lower Living Standard (LLS); or
   • 70 percent of the Lower Living Standard Income Level (LLSIL);

3) Is an individual with a disability whose own income meets the income requirement of clause (2), but who is a member of a family whose income does not meet this requirement;

4) Is a homeless individual, as defined in the Violence Against Women Act, or a homeless child or youth, as defined under the McKinney-Vento Homeless Assistance Act;

5) Receives or is eligible to receive a free or reduced price lunch under the Richard B. Russell National School Lunch Act;

6) Is a foster child on behalf of whom State or local government payments are made; or

7) Lives in a high-poverty area. See Attachment II of TEGL 21-16 for additional information on determining if a youth is living in a high-poverty area.

Included Income for Youth Programs:

WIOA Youth Programs must include payments for unemployment compensation, child support payments, and old-age survivors’ insurance benefits as income when determining a youth’s eligibility based on low-income status.
5% Low-Income Eligibility Exception

WIOA allows a low-income exception where five percent of WIOA youth may be participants who ordinarily would be required to be low-income for eligibility purposes and meet all other eligibility criteria for WIOA youth except the low-income criteria.

This 5% low-income exception applies to:

- All ISY, who typically need to be low-income and
- OSY who fall into one of the three low income eligibility categories:
  1. Low-income + Recipient of HS diploma or equivalency + Basic Skills Deficient;
  2. Low-income + Recipient of HS diploma or equivalency + English Language Learner; and/or
  3. Low-income + Requires additional assistance as defined by the Local Board

A program must calculate the five percent based on the percent of newly enrolled youth in the local area’s WIOA youth program in a given program year who would ordinarily be required to meet the low-income criteria.

Example:

In a given program year, a local area enrolls a total of 200 youth into their WIOA program. Let us assume, of these 200 youth:

- 120 are OSY (in categories that do not require the youth to be low-income)
- 50 are OSY (in categories that typically require the youth to be low-income)
- 30 are ISY (who are typically always required to be low-income)

However only the last two types of youth that typically need to be low-income fall into the “5% low-income exception” group. This means only 5% of these 80 (50 + 30) youth can be included in calculating the number of 5% low-income exception.

5% of 80 = 4

This means that 4 of these 80 youth are not required to be low-income if they are otherwise eligible youth participants.

Management Reports at http://10.64.106.121:8055/reportsite/index.jsp are useful in determination of low-income numbers.