Employability Profile
OSOS Guide

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PURPOSE

Staff-assisted Adult and Dislocated Worker Career Center customers must have a complete customer record (Employability Profile) entered into the One Stop Operating System (OSOS) within 5 days of the Initial Assessment. The purpose is to ensure that the customer maximizes the opportunity to secure employment.

The information contained in the Employability Profile enhances the customer's employment options by:

- ensuring a proper assessment,
- forming the basis for a quality resume, and
- improving the job matching and referral services

OSOS DATA ENTRY

The Employability Profile requires data entry in three OSOS tabs:

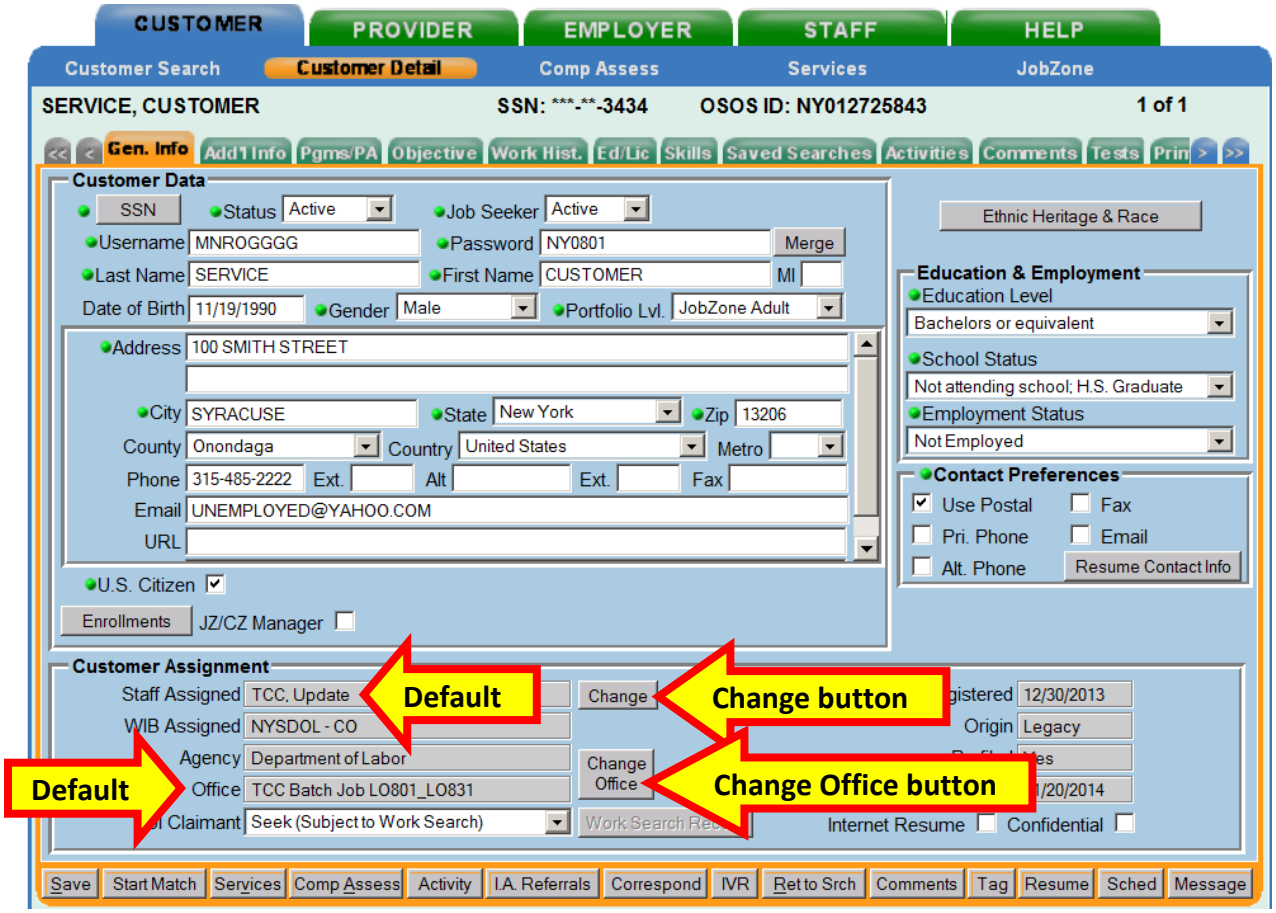
- Objective Tab
- Ed/Lic Tab
- Work History Tab

GENERAL INFO TAB

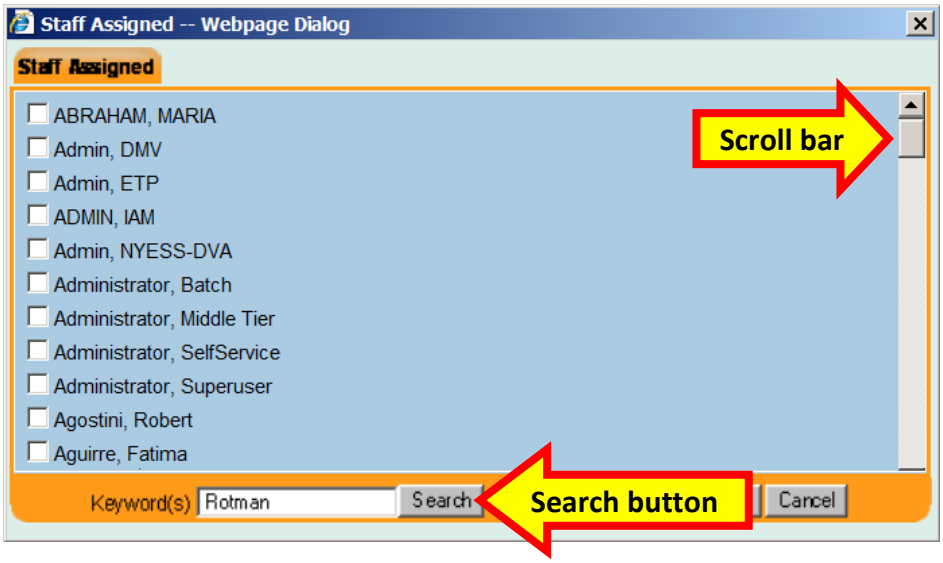
The system will automatically create an OSOS record or update an existing record whenever a customer files for unemployment insurance benefits. This record may contain various defaults that will require staff to update.

When meeting with the customer, staff should review the record and update any information that is no longer current. As a best practice, staff must specifically look to see that the **TCC, Update** in the **Staff Assigned** item has been changed to an actual staff person that may be providing service to the customer. The **TCC Batch Job** default entry in the **Office** item must be changed to the customer's local Career Center or service provider. This will inform other staff and offices who the primary service provider is, or was.

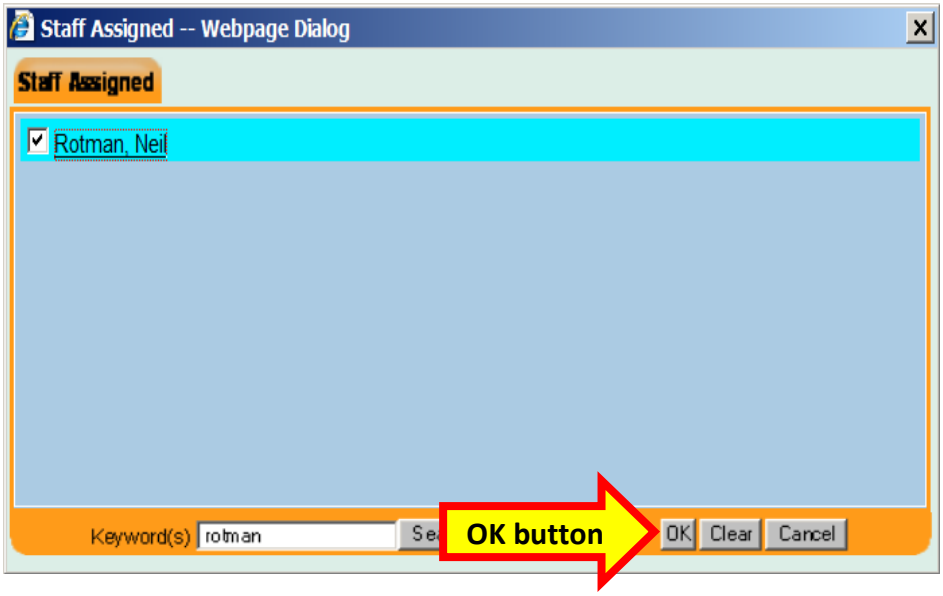
Click the **Change** button to select the name of the staff person assigned to the customer.



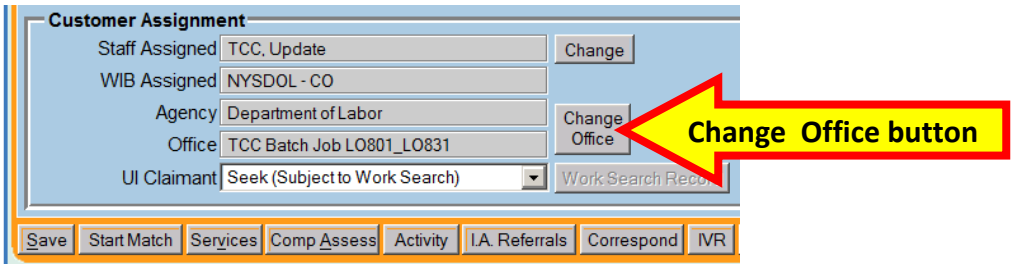
Clicking the **Change** button will navigate the user to the **Staff Assigned - - Webpage Dialog** screen. Enter the name (Last name first) as the Keyword and click the **Search** button. If unsure how the Last name starts, the user may scroll through the list to locate the appropriate staff name.



Select the name of the appropriate staff person and click the **OK** button.

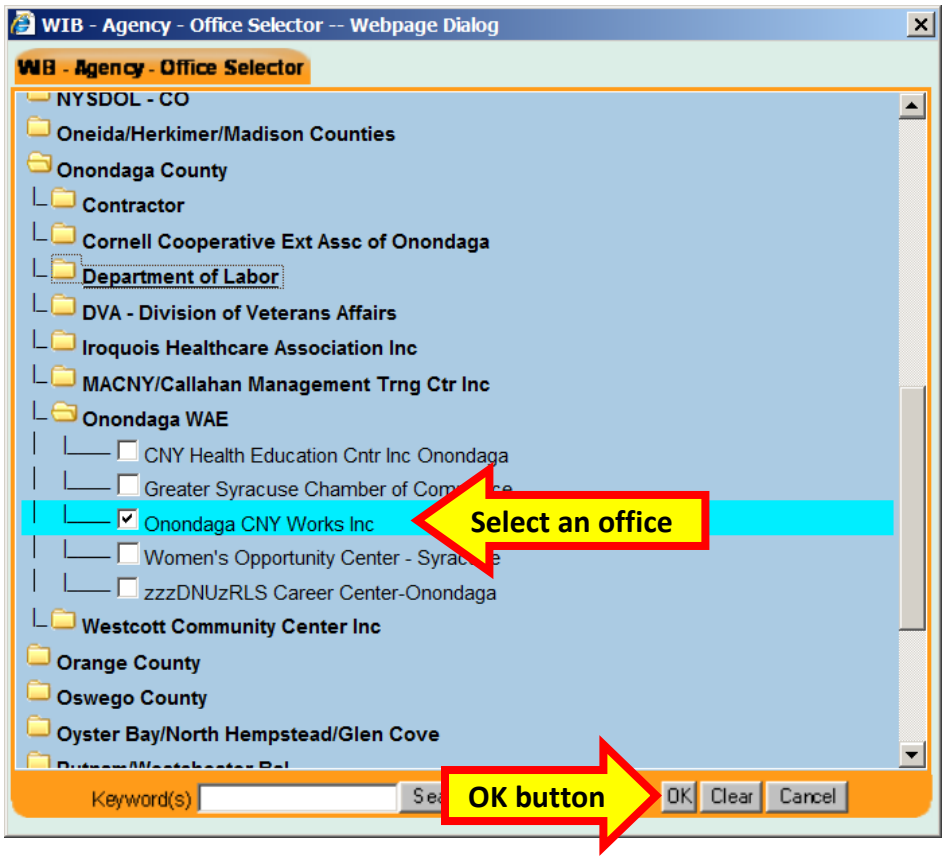


Click the **Change Office** button to select the name of the office where the customer will report for service.

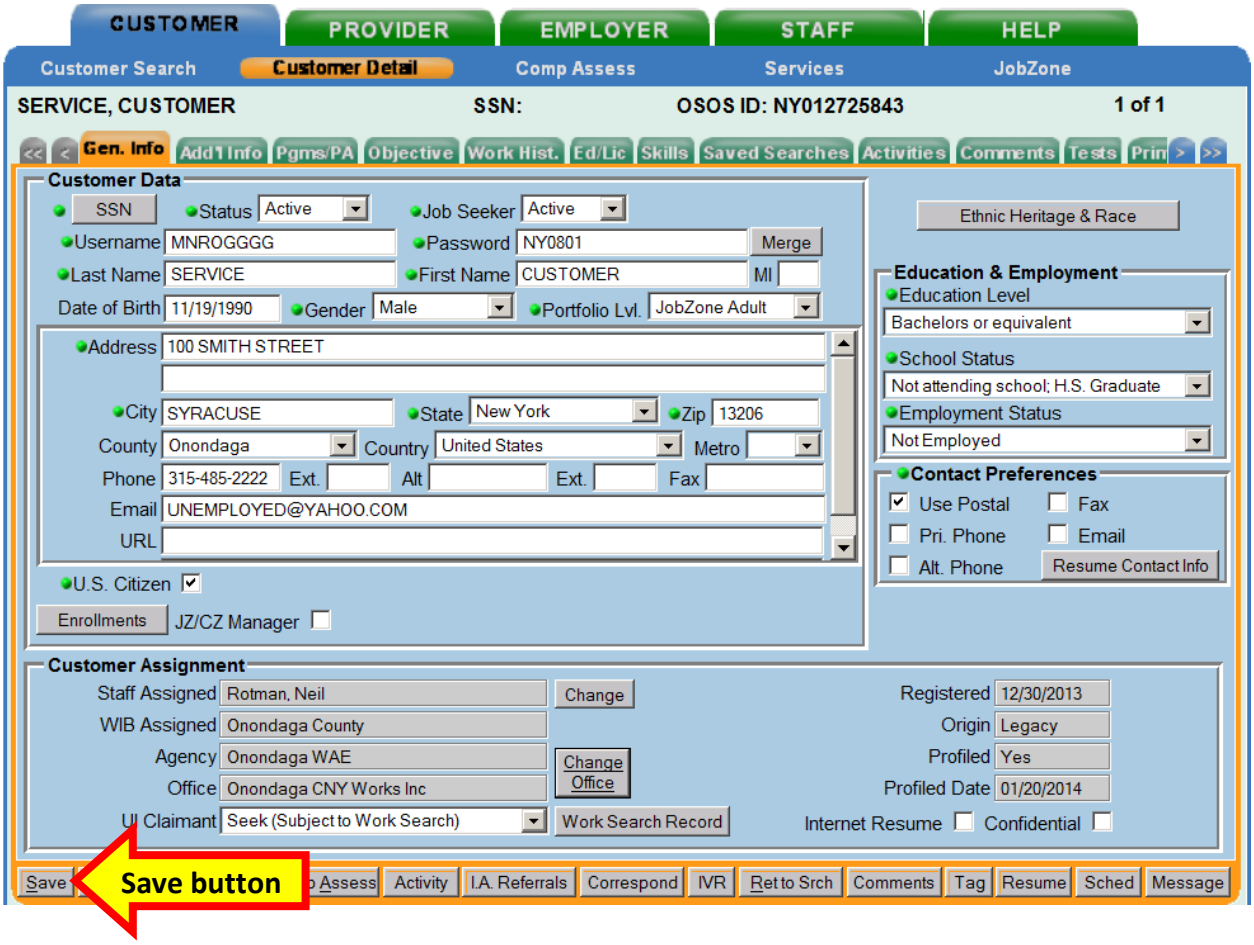


Clicking the **Change Office** button will navigate the user to the **WIB - Agency - Office Selector - - Webpage Dialog** screen. Enter the name of the office as the Keyword and click the **Search** button. If unsure of the office name, the user may scroll through the folder listing to locate the appropriate office.

Select the name of the appropriate office and click the **OK** button.



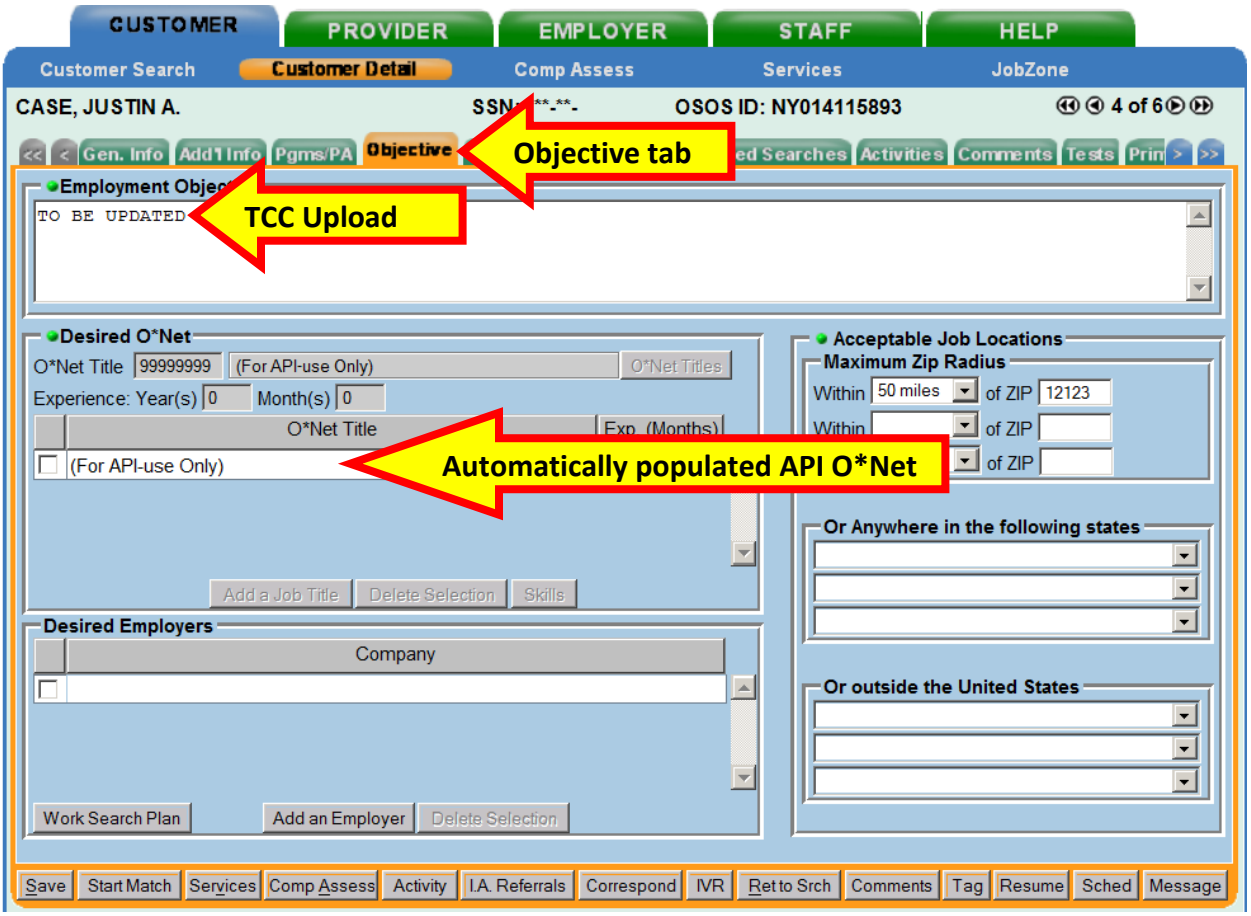
Once the appropriate staff and office has been selected, click the **Save** button.



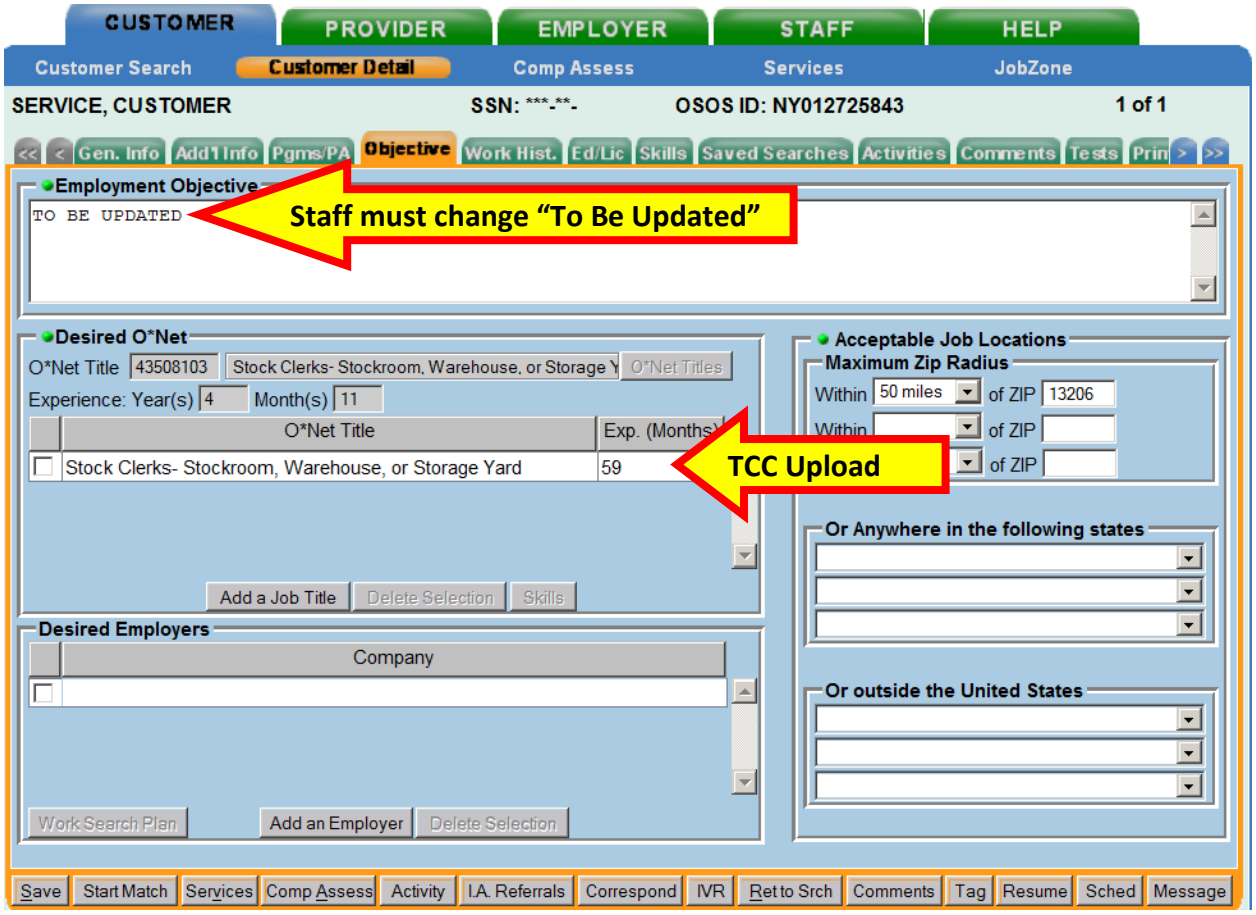
OBJECTIVE TAB

The unemployment insurance system enters “To Be Updated” as the default, which must be changed to meet the Employability Profile measure.

The unemployment insurance system enters “99999999” "For API-use Only) as the default O*Net. This must be deleted.



The TCC system may enter a single O*Net and experience:

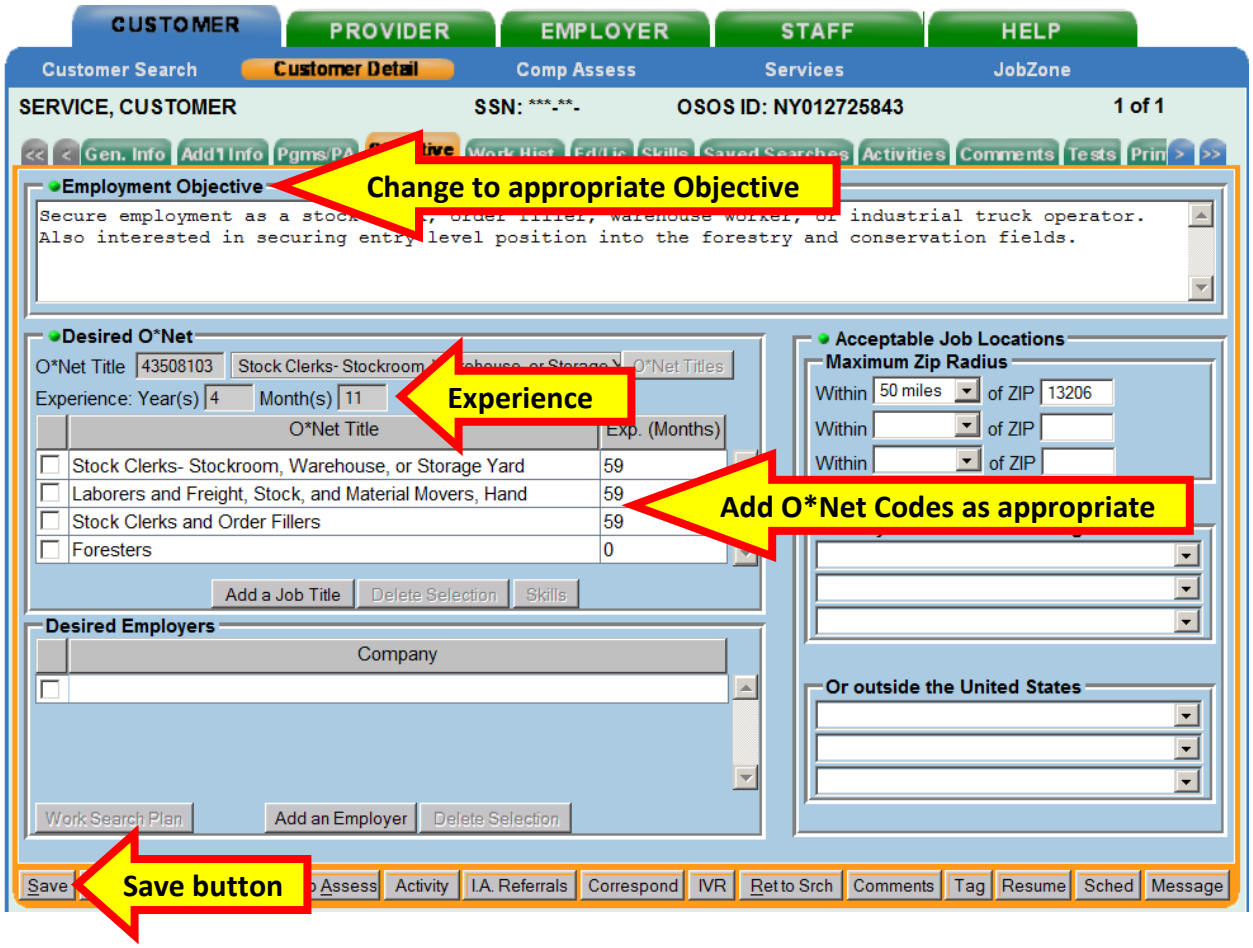


After conferring with the customer, staff must replace any default with an appropriate objective. The objective should describe the type of work that the customer hopes to secure and may include desires for occupational training.

Complete the **Desired O*NET** section. Where appropriate elaborate beyond a single job title that may have been populated from the TCC system. The **Desired O*Net** must include:

- Filling out the **Experience** fields; and
- At least one of the **Desired O*NET** titles must match an O*Net title from work history.

Click the **Save** button when finished.

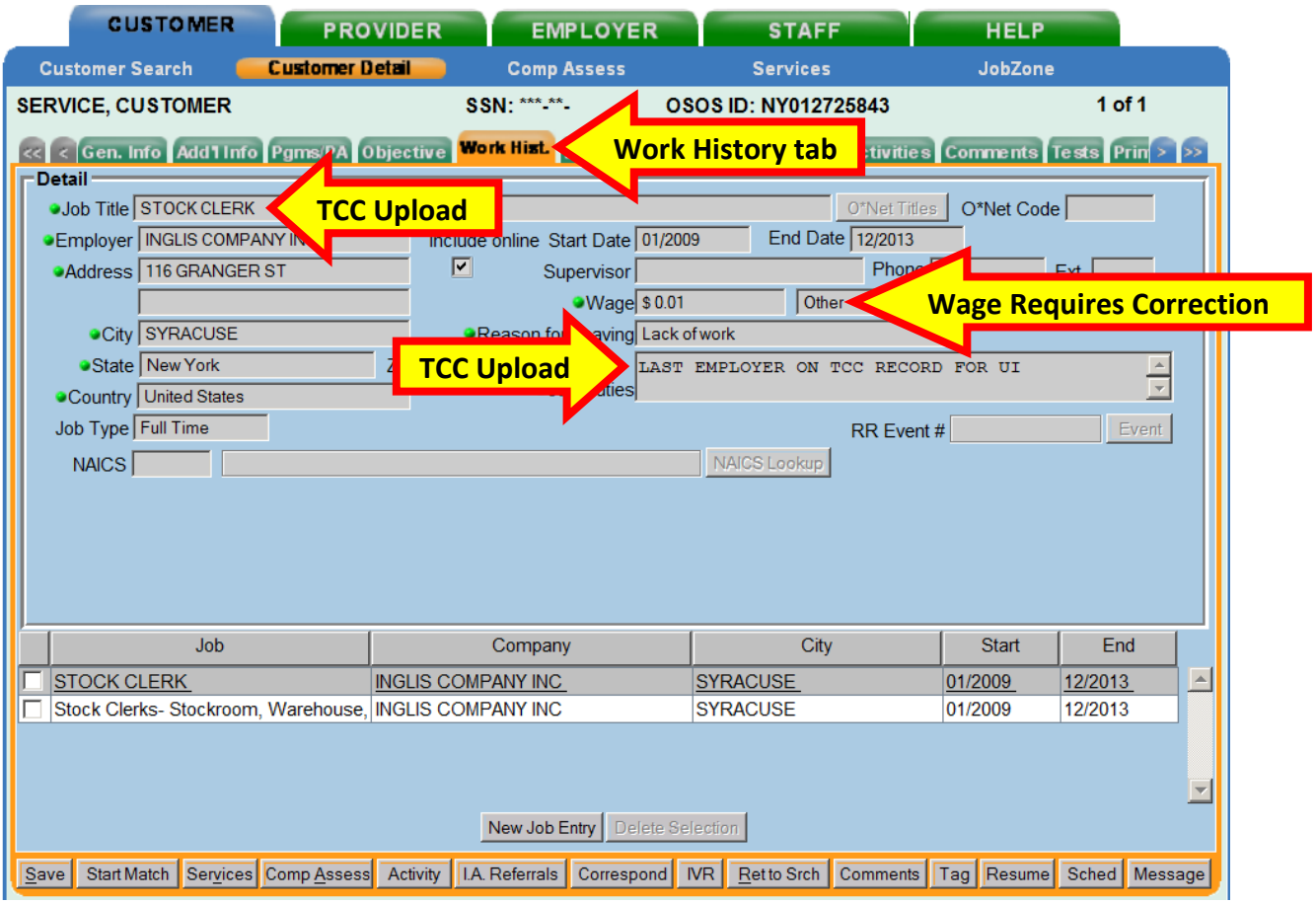


WORK HISTORY TAB

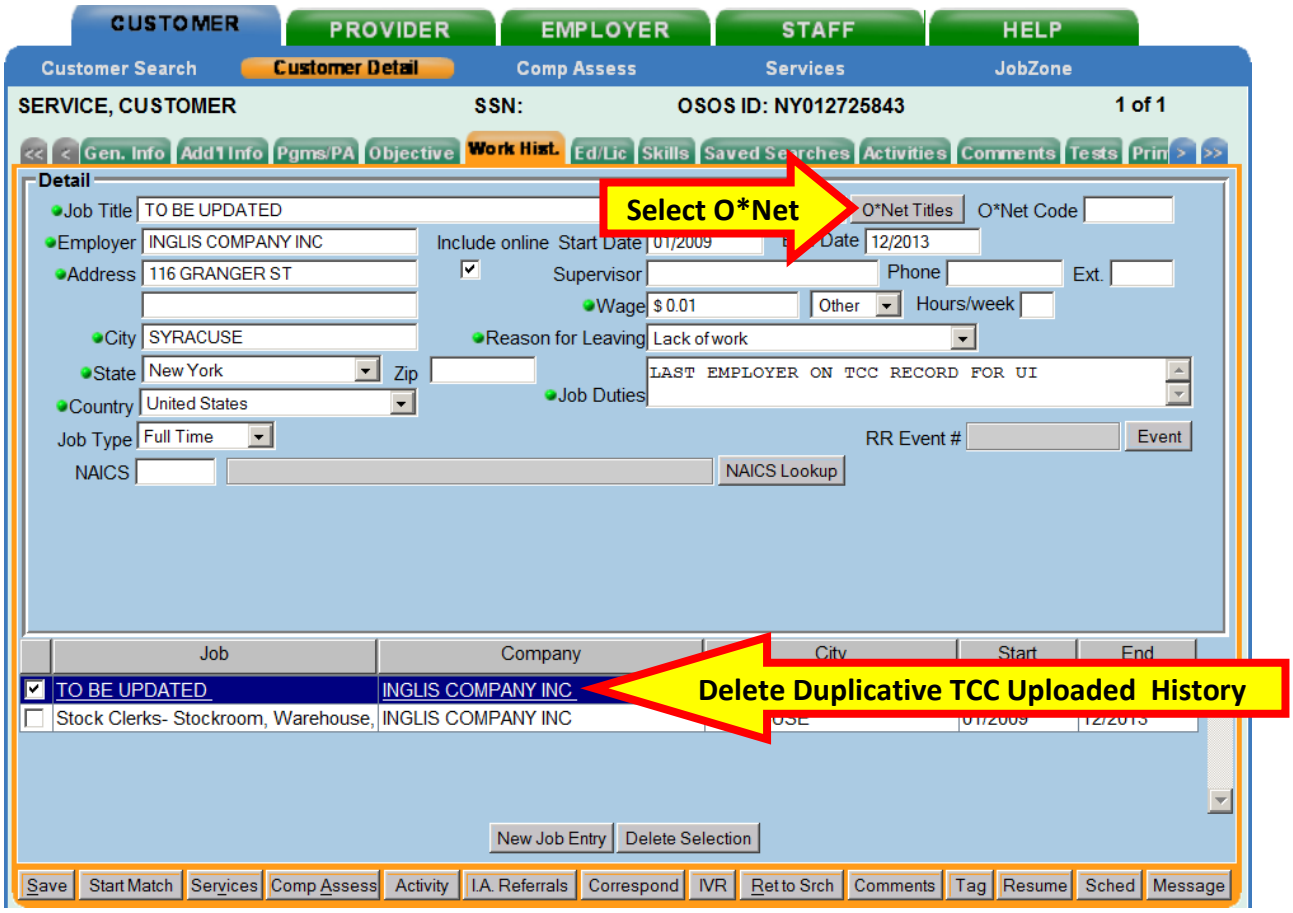
Enter at least one complete entry.

For UI customers, staff must replace “TCC Update” or “TO BE UPDATED” with a complete entry describing the last position the individual held. A complete entry must have accurate information in all required fields:

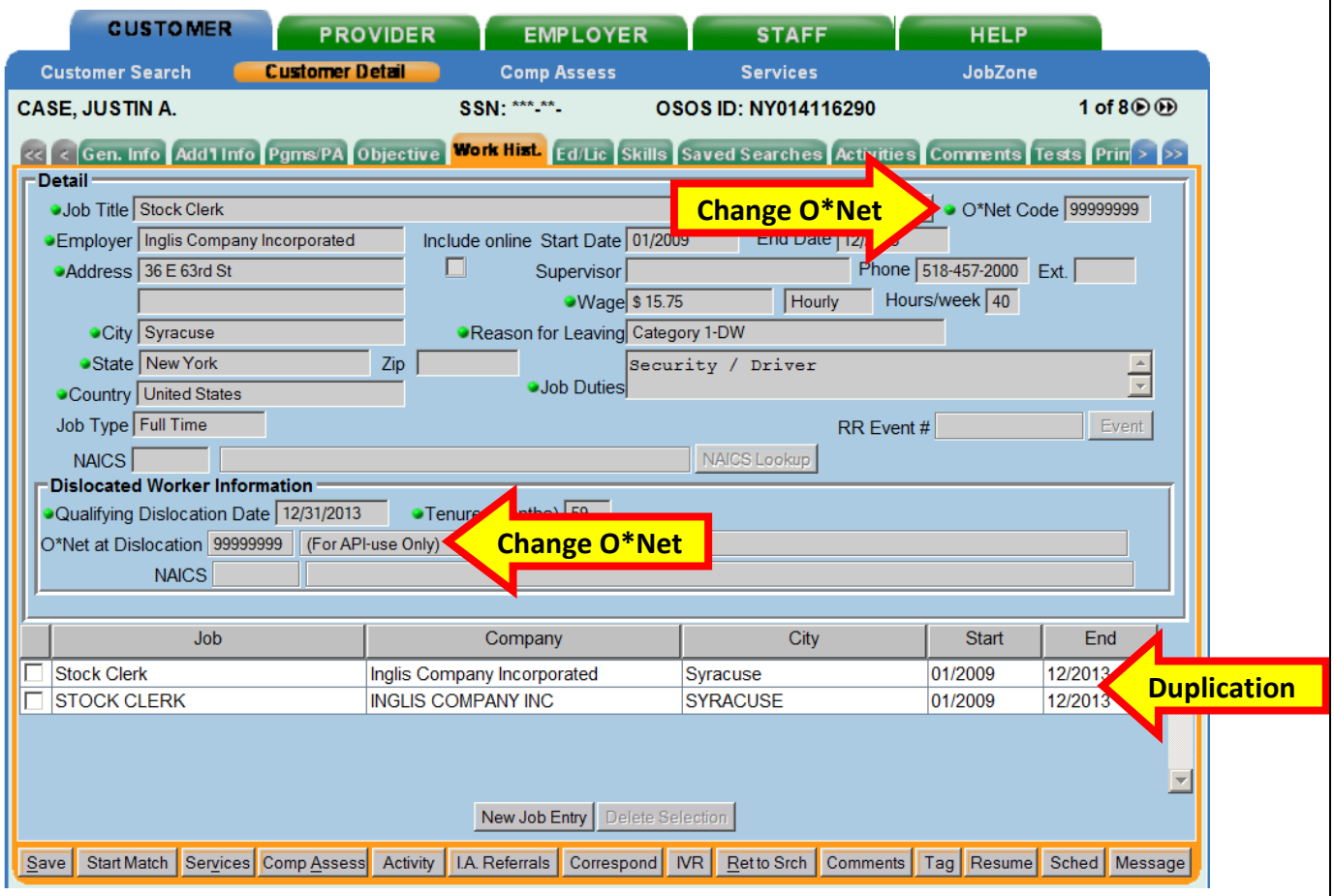
- Start and End dates, (unless still employed);
- Reason for Leaving;
- ONET Title;
- Job Duties; and
- Wage;
- Eliminate any duplicated work histories



Often an automated entry will not include an O*Net Title and Code and the job may be duplicated as shown in the screen shot below:



Sometimes the O*Net Title and code will default to "(For API-use Only)" with a code of all "9"s. If an O*Net Title and code has been listed in the work history, it will auto populate the Dislocated Worker section. The default entries from unemployment insurance are not sufficient.

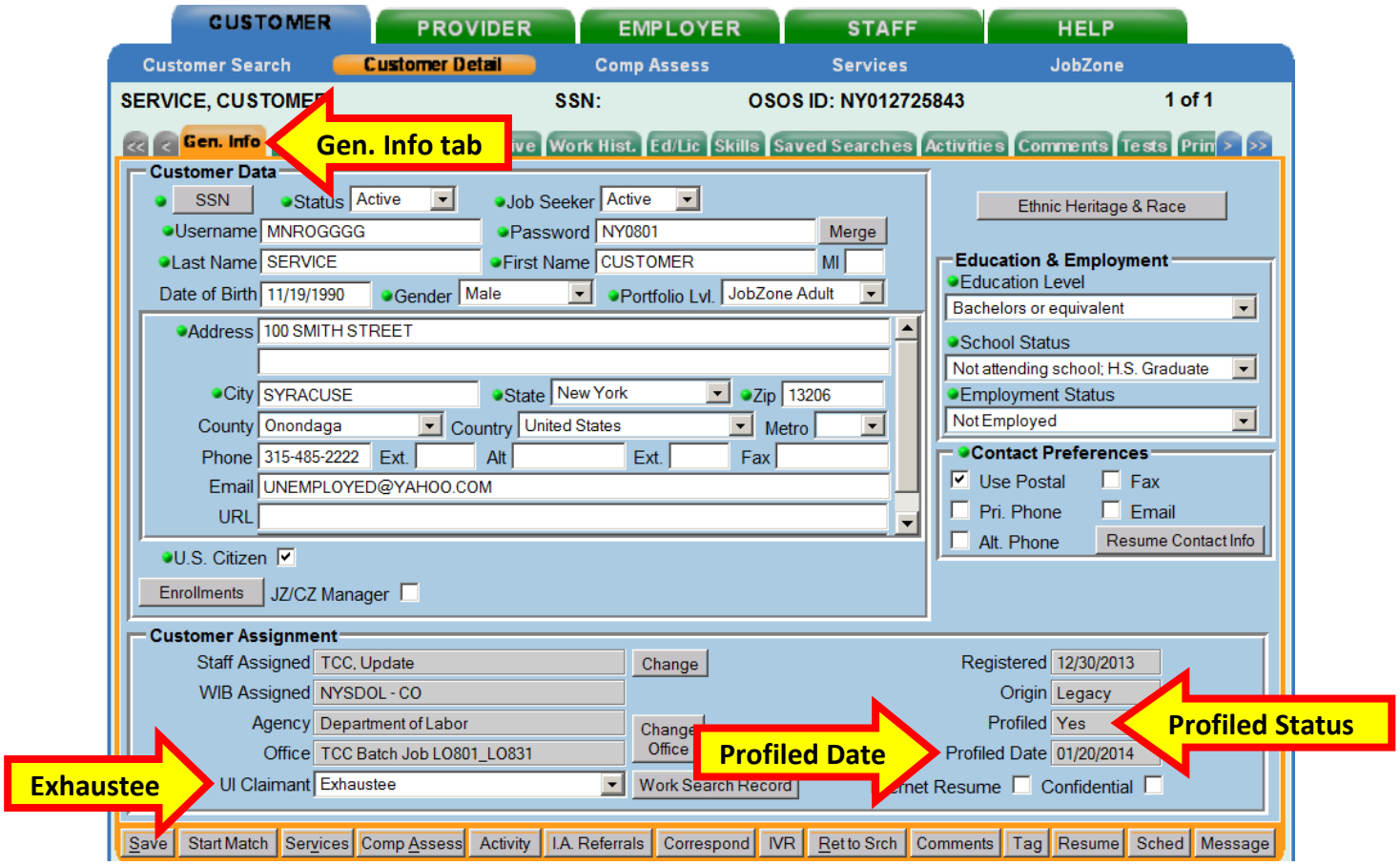


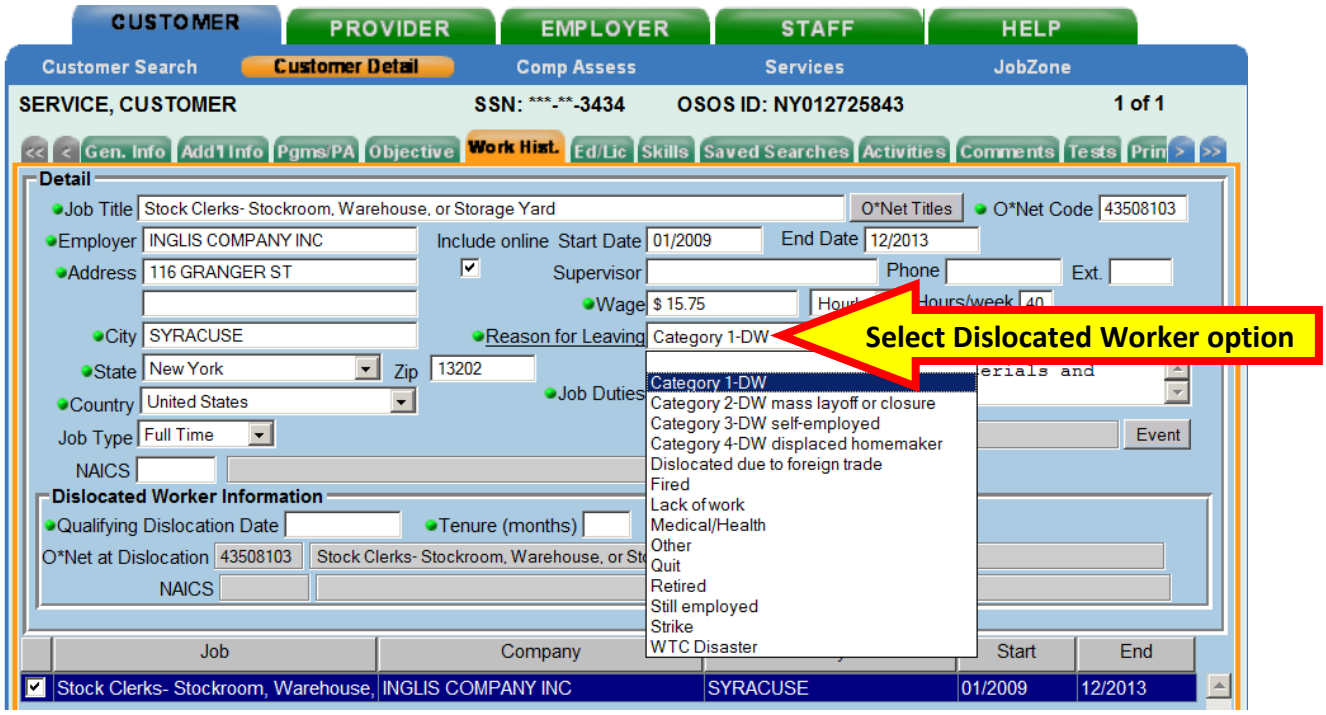
REASON FOR LEAVING

Refer to the Reasons for Leaving Definitions Guide for more information.

A Category 1 – DW is an individual who:

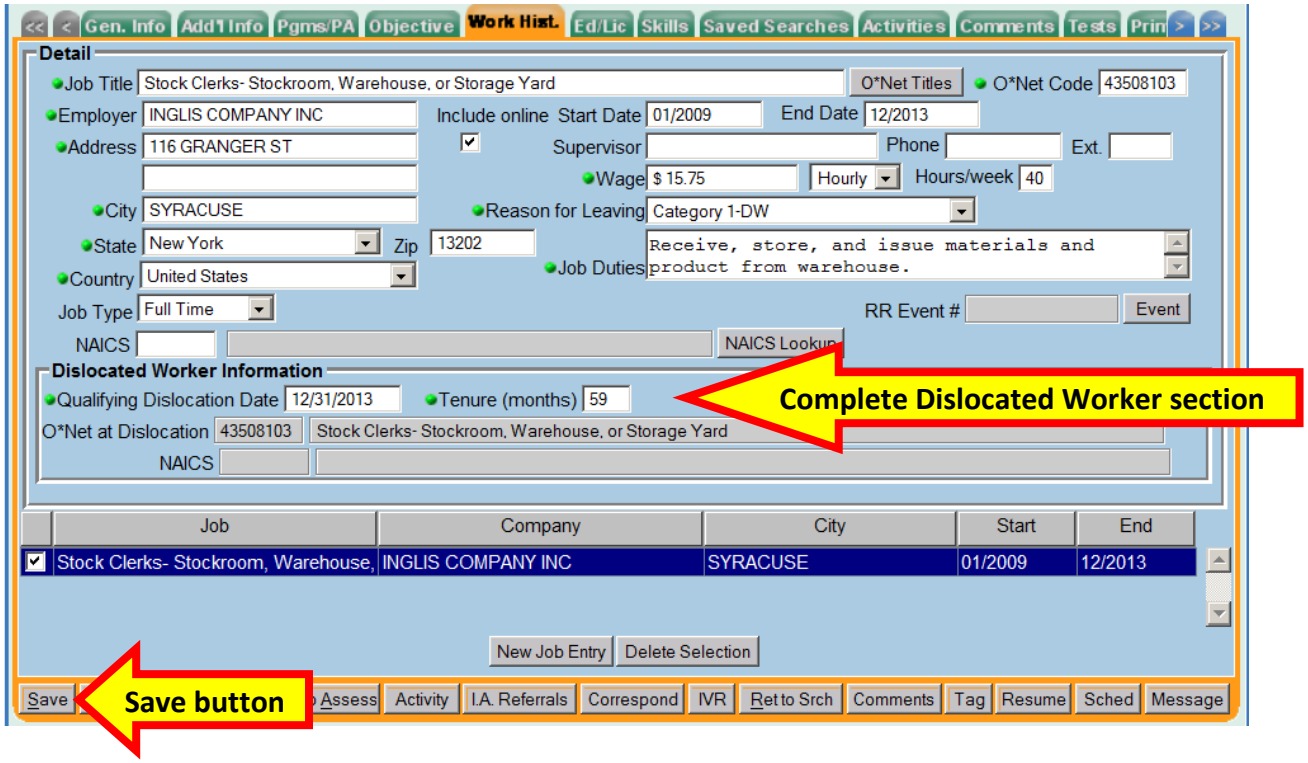
- has been terminated or laid off, or who has received a notice of termination or layoff, from employment; and
- is eligible for or has exhausted entitlement to unemployment compensation; or has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 134(c), attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law as data entered in the **Gen. Info** tab; and
- is unlikely to return to a previous industry or occupation. ***Evidence to support this can include Career Center staff assessment based on LMI, profiling score of 50 or higher, customer has exhausted UI as data entered in the Gen. Info tab.***





Complete the **Dislocated Worker Information** section. The **O*Net at Dislocation** data fields will automatically populate from the title and code selected above.

Click the **Save** button when the data entry is complete.

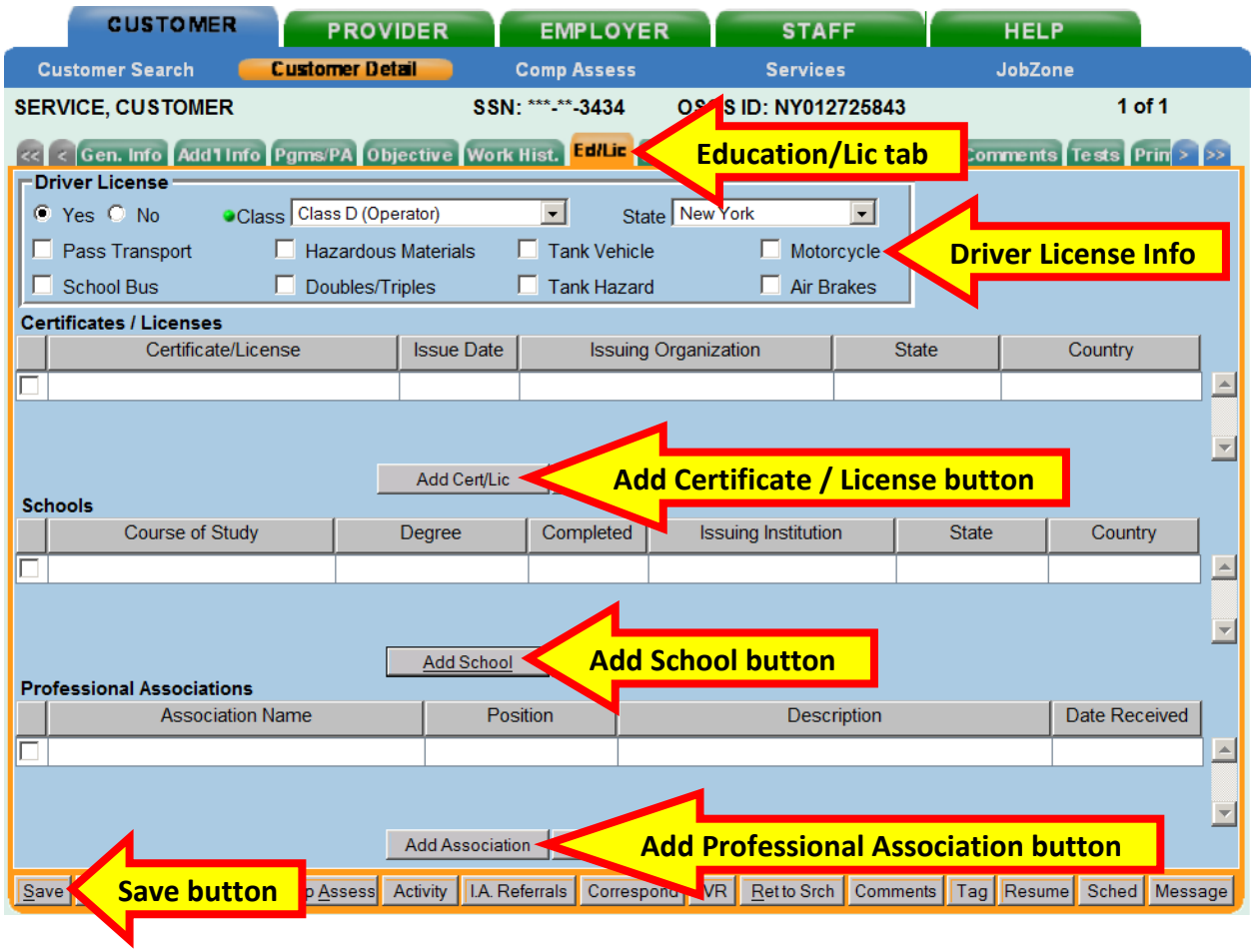


EDUCATION/LICENSE TAB

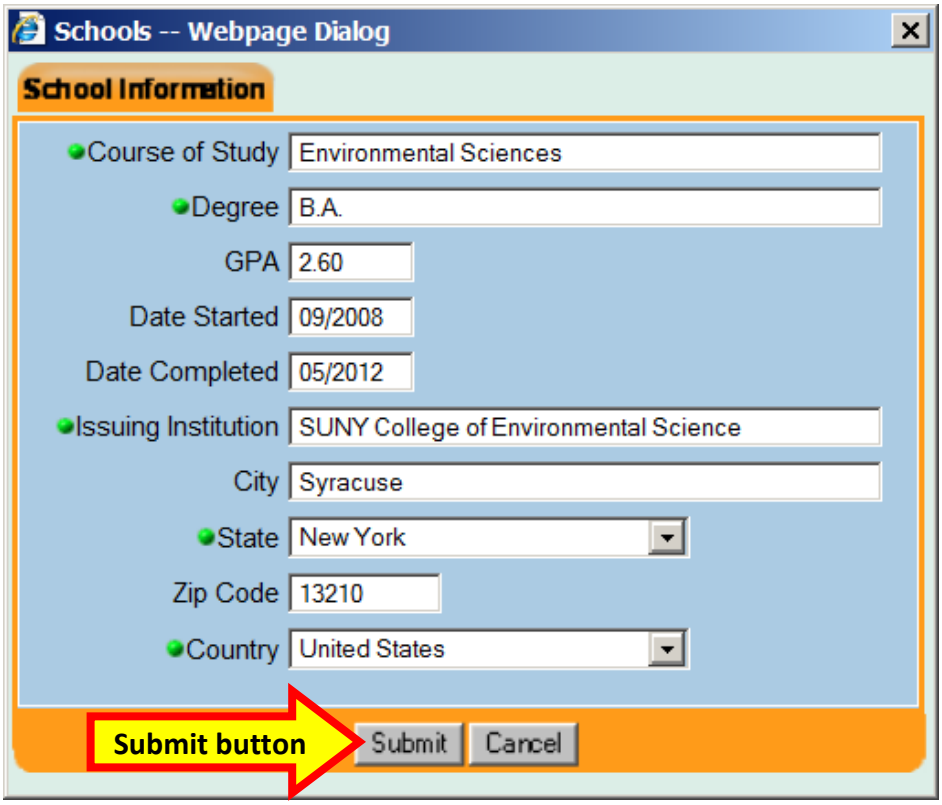
The Education/License tab does not receive data entry from the TCC upload.

When the DOB tab indicates the customer has a motor vehicle license, then the Driver License information ensure that the details are listed in this section. The Driver License information is used in Job Matching.

School Section must have at least one complete entry for customers who possess an Associate's Degree or more (i.e. Bachelor, Master or Doctorate). This information must match the Education Information on the **General Info** tab.



Clicking the **Add School** button will navigate the user to the **Schools - - Webpage Dialog**. Enter the information into the data fields and click the **Submit** button. The green dotted fields are required fields. Click the **Save** button when completed.



RESOURCES AND ASSISTANCE

Additional 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