

# Data Element Validation OSOS Guide



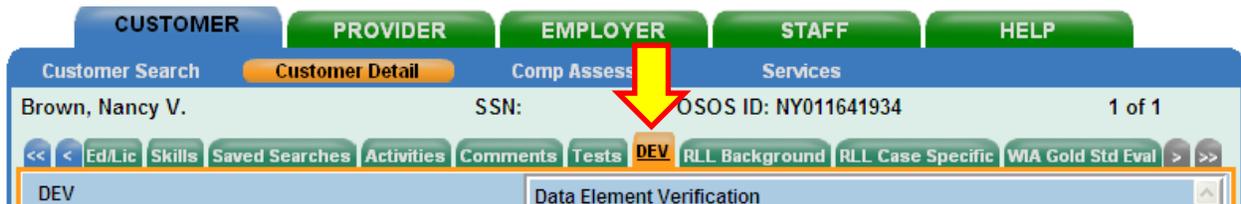
## PURPOSE

Individuals must meet eligibility requirements to receive services under the various programs administered through the One-Stop system. Data element validation (DEV) refers to the proper validation of information as it is captured and entered into the One Stop Operating System (OSOS). The **DEV** tab captures just one of the data elements, *date of birth (DOB)*. The collection and validation of information necessary to comply with federal requirements and reporting is a shared responsibility across the programs. For additional information on data elements, please reference, Technical Advisory #11-12, Data Element Validation for the Workforce Investment Act, Wagner-Peyser, Veterans Employment and Training Service and Trade Adjustment Assistance Programs.

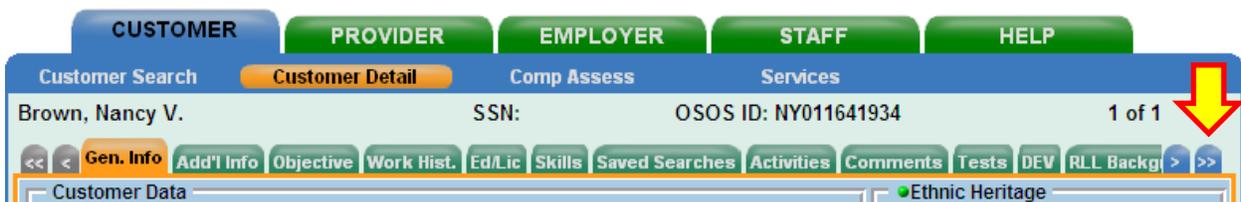
## OSOS DATA ENTRY

There are two methods to verify DOB in NYS: through the Unemployment Insurance (UI) system or by using a source document, like a driver license. Both methods need to be recorded on the **DEV** tab.

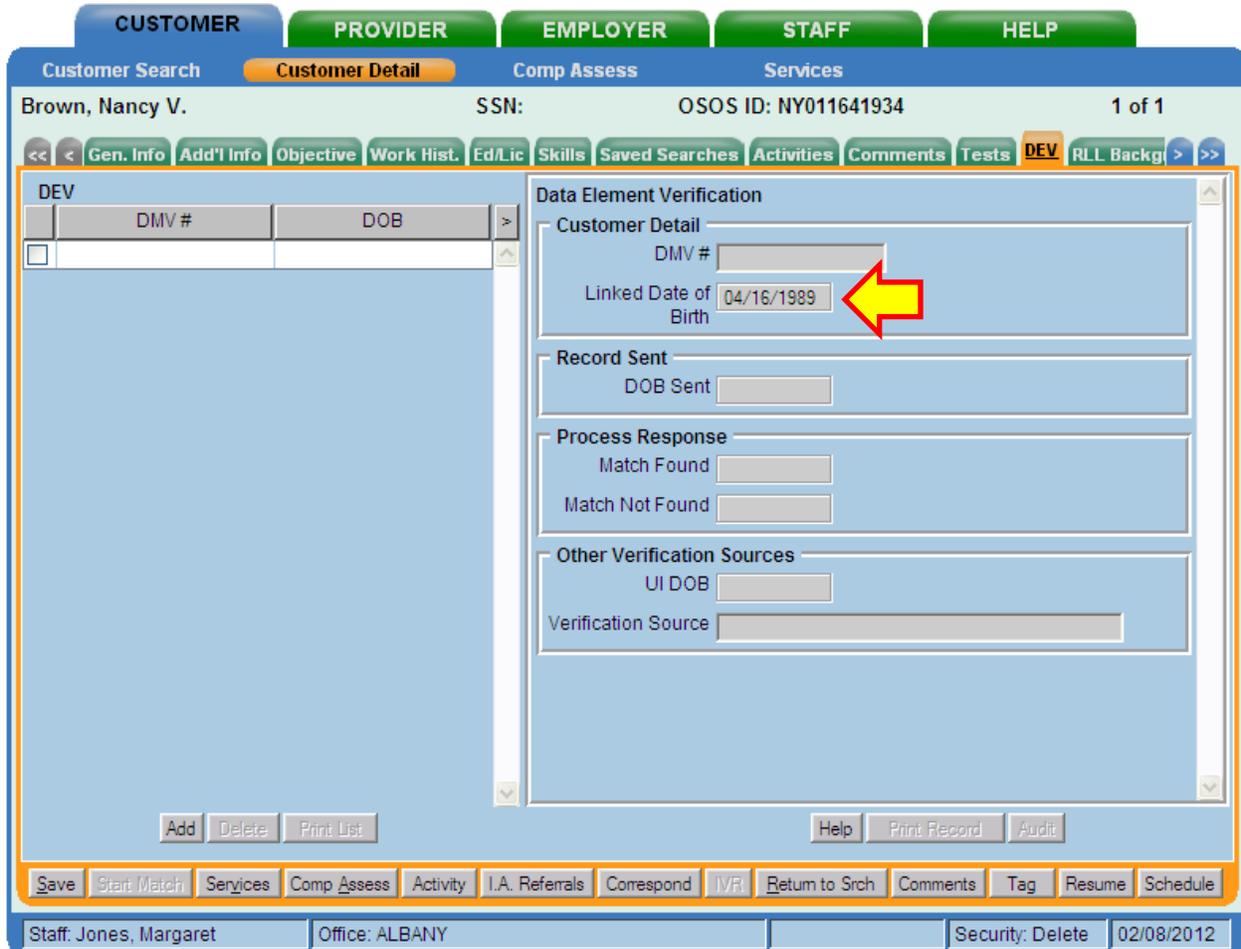
The **DEV** tab is located in the **Customer** module, **Customer Detail** window of OSOS.



If you are unable to view the **DEV** tab, click the double arrow (>>) to view the tabs at the far right in the window.



The customer's DOB from the **Gen. Info** tab will automatically populate the **Linked Date of Birth** field.



The screenshot shows the OSOS Customer Detail interface for Nancy V. Brown. The 'Data Element Verification' section is expanded, showing the 'Customer Detail' sub-section. The 'Linked Date of Birth' field is populated with '04/16/1989', indicated by a yellow arrow. Other fields in this section include 'DMV #', 'Record Sent' (DOB Sent), 'Process Response' (Match Found, Match Not Found), and 'Other Verification Sources' (UI DOB, Verification Source). The interface includes navigation tabs at the top (CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP) and a bottom status bar with staff information (Margaret Jones, ALBANY office) and a date (02/08/2012).

## UI

If a customer's OSOS record is initially created by the Telephone Claims Center (TCC) Add Process, the **UI DOB** field will automatically be updated. Staff will not be able to write to or edit this field. Customers with the **UI DOB** field populated do not require further validation.



This close-up shows the 'Other Verification Sources' section. The 'UI DOB' field is populated with '05/19/1967', highlighted by a yellow arrow. The 'Verification Source' field is empty.

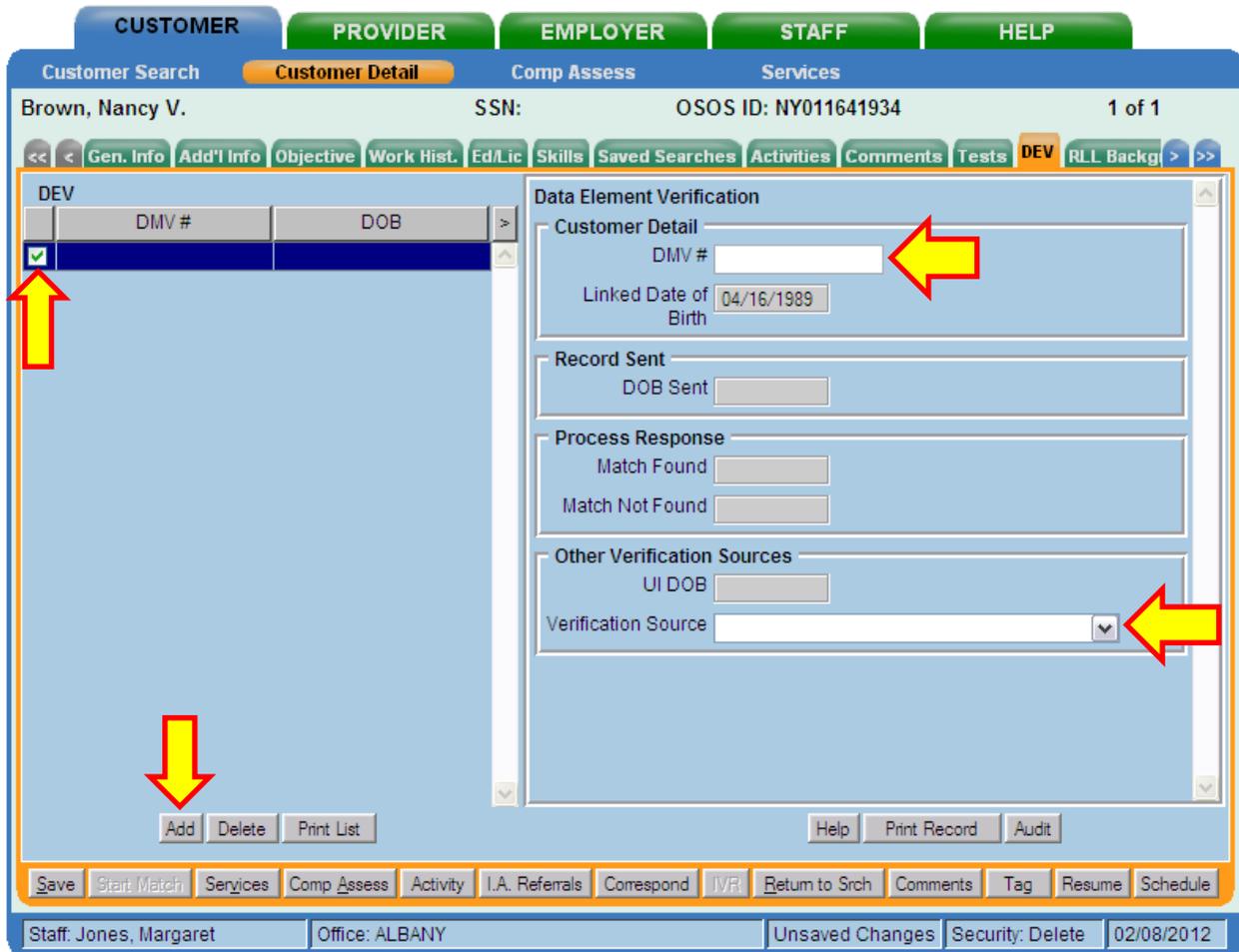


*For any customer who is currently receiving UI or has received UI in the past, DOB is considered validated through the UI system. Therefore, any customer listed as a UI claimant or exhaustee for the current or any previous enrollment is considered validated for DOB.*

### SOURCE DOCUMENT - NYS DEPARTMENT OF MOTOR VEHICLES-ISSUED PHOTO ID

If a customer's DOB has not been verified through UI, the easiest and recommended way to verify the customer's DOB is through the **DEV** tab. The **DEV** tab can verify a customer's DOB by accessing the Department of Motor Vehicles (DMV) - Customer Identification Verification (CIDV) service and comparing the DOB on file, if the customer has NYSDMV-issued identification (ID) like a driver license or non-driver identification card. If the customer does not have NYSDMV-issued ID, follow the steps below.

Click on the **Add** button on the bottom left of the screen to create a new **DEV** tab entry. Once added, this entry is automatically selected, as indicated by the check mark. This will activate the editable fields on the right-hand side: **DMV #** and **Verification Source**.



The screenshot displays the OSOS interface for a customer named Nancy V. Brown. The interface is divided into several sections:

- Navigation Bar:** Includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP.
- Customer Information:** Shows the customer's name (Brown, Nancy V.), SSN, OSOS ID (NY011641934), and page number (1 of 1).
- Tab Selection:** A row of tabs includes Gen. Info, Add'l Info, Objective, Work Hist., Ed/Lic, Skills, Saved Searches, Activities, Comments, Tests, **DEV** (selected), and RLL Backg.
- DEV Table:** A table with columns for DMV # and DOB. A checkmark is visible in the first row, indicating a selected entry.
- Data Element Verification Form:** Contains several sections:
  - Customer Detail:** Includes a text field for DMV # and a date field for Linked Date of Birth (04/16/1989).
  - Record Sent:** Includes a text field for DOB Sent.
  - Process Response:** Includes text fields for Match Found and Match Not Found.
  - Other Verification Sources:** Includes a text field for UI DOB and a dropdown menu for Verification Source.
- Buttons:** At the bottom left, there are buttons for Add, Delete, and Print List. At the bottom right, there are buttons for Help, Print Record, and Audit.
- Footer:** Includes a status bar with fields for Staff (Jones, Margaret), Office (ALBANY), Unsaved Changes, Security (Delete), and Date (02/08/2012).

Enter the nine-digit DMV ID number listed above the name on the customer's NYSDMV-issued ID in the **DMV #** field.



*Be sure to enter exactly nine digits. The **DMV #** field will not permit more than nine digits, but, unlike other fields in OSOS, will not appear red if you have entered less than nine digits.*

Hit the **Save** button at the bottom of the screen to save the record.

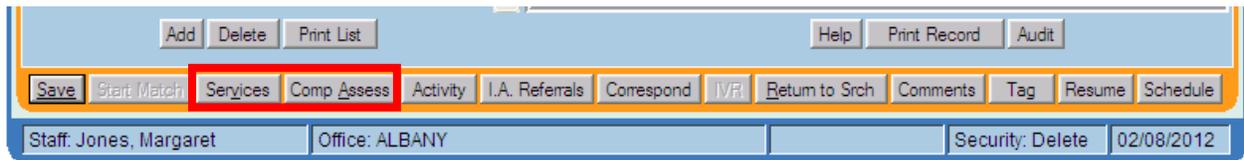
The validation process will be triggered and the customer's DMV ID number will be sent to the DMV-CIDV service for validation. A "Record Saved" message will appear briefly at the top right corner of the window.

The response from the DMV – CIDV service will populate the Process Response box (**Match Found** or **Match Not Found** fields) with the current date.



*The verification process can take several minutes. During this time, do not enter additional data elsewhere in OSOS as this information may be lost.*

To see the result of the verification process, the customer record will need to be refreshed. To do this, navigate to either the **Services** window or the **Comp Assess** window within the **Customer** module using one of the buttons at the bottom.



This will refresh the customer record. Return to the **DEV** tab in the **Customer Detail** window.

If, after refreshing the data, the **DOB Sent** field in the **Record Sent** box is still blank, wait a minute or two and try refreshing again. Once the process is complete, the **DOB Sent** field in the **Record Sent** box will be populated with the DOB that was sent.

Data Element Verification	
<b>Customer Detail</b>	
DMV #	000000000
Linked Date of Birth	04/16/1989
<b>Record Sent</b>	
DOB Sent	04/16/1989
<b>Process Response</b>	
Match Found	
Match Not Found	02/08/2012
<b>Other Verification Sources</b>	
UI DOB	
Verification Source	



### MATCH FOUND

If today's date is in the **Match Found** field, the customer's DOB has been verified and you are done entering data on this tab.

<b>Process Response</b>	
Match Found	02/08/2012
Match Not Found	



### MATCH NOT FOUND

If today's date is in the **Match Not Found** field, either the DMV ID number or the DOB has been entered incorrectly. A new DEV entry will need to be created to record the corrected information.

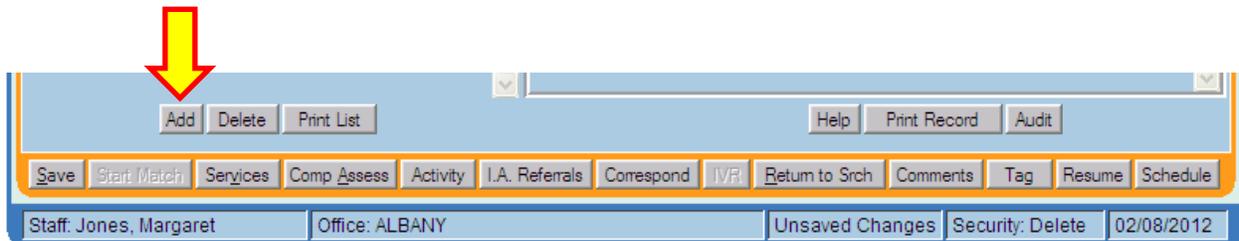



*Do not edit the **DMV #** field after the verification process has begun. Create a new DEV entry to record the corrected information.*

Re-check the customer's DMV ID number to make sure there were no typographical errors. If the DMV ID was entered incorrectly, again, **do not change this information in the DMV # field of the current DEV entry.**

If the DOB is incorrect, revise the customer's DOB in the **Date of Birth** field on **Gen. Info** tab of the **Customer Detail** window.

To create a new DEV entry, when on the **DEV** tab, click the **Add** button again.



The new entry will be selected automatically.

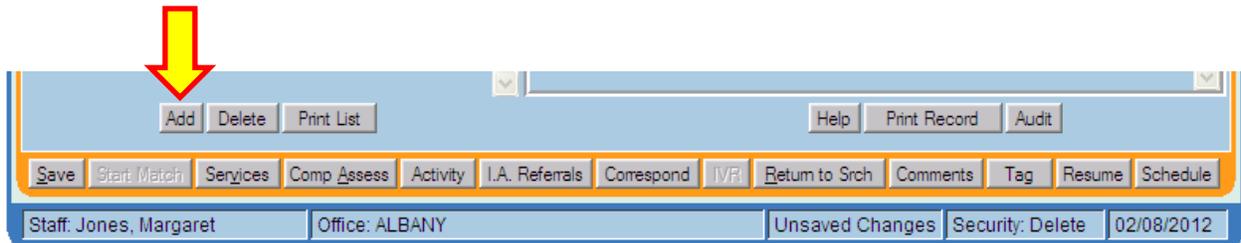
If the match was not found due to an error in typing the DOB or the DMV ID number, complete the fields on the right as directed above and send the information again.

If the match was not found for any other reason or if the customer does not have a NYSDMV-issued ID, you will need to verify DOB using another source document.

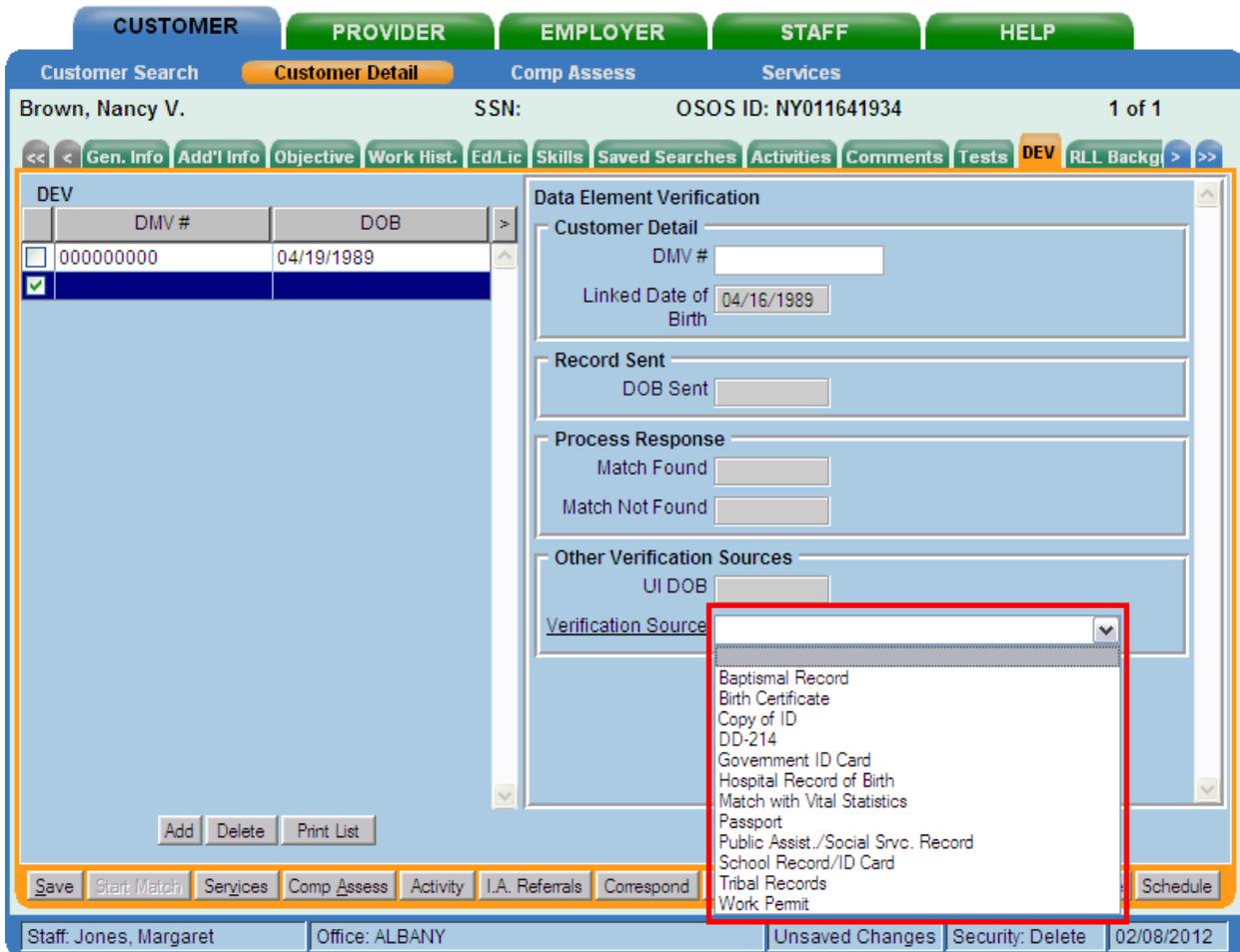
### OTHER SOURCE DOCUMENTS

If the customer's DOB has not been verified through the UI system or through the DMV-CIDV system, you will need to verify the customer's DOB using another acceptable source document (refer to TA 11-12).

To record this information in OSOS, navigate to the **DEV** tab in the **Customer Detail** window of the **Customer** module. If you haven't already, create a new DEV entry by clicking on the **Add** button.



Select the type of source document used in the **Verification Source** field of the **Other Verification Sources** box. Refer to TA 11-12 for additional actions that may be necessary when using another source document.



Populating this field will not trigger the validation process.



A DEV entry should have exactly one of the following fields completed: **DMV#, UI DOB, Verification Source.**

Data Element Verification	
<b>Customer Detail</b>	
DMV #	<input type="text"/>
Linked Date of Birth	<input type="text" value="04/16/1989"/>
<b>Record Sent</b>	
DOB Sent	<input type="text"/>
<b>Process Response</b>	
Match Found	<input type="text"/>
Match Not Found	<input type="text"/>
<b>Other Verification Sources</b>	
UI DOB	<input type="text"/>
Verification Source	<input type="text"/>

Click the **Save** button to save the record.

<input type="button" value="Save"/>	<input type="button" value="Start Match"/>	<input type="button" value="Services"/>	<input type="button" value="Comp Assess"/>	<input type="button" value="Activity"/>	<input type="button" value="I.A. Referrals"/>	<input type="button" value="Correspond"/>	<input type="button" value="I/F"/>	<input type="button" value="Return to Srch"/>	<input type="button" value="Comments"/>	<input type="button" value="Tag"/>	<input type="button" value="Resume"/>	<input type="button" value="Schedule"/>
Jones, Margaret		Office: ALBANY		Security: Delete		02/08/2012						



## RESOURCES AND ASSISTANCE

Additional program information, OSOS desk guides and other resources can be found at:

<http://labor.ny.gov/workforcenypartners/tools.shtm>

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

By email: [help.osos@labor.ny.gov](mailto:help.osos@labor.ny.gov)

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

<http://labor.ny.gov/workforcenypartners/ta/TA11-12.pdf>