



NEW YORK STATE WORKFORCE DEVELOPMENT SYSTEM TECHNICAL ADVISORY

Workforce Development System Technical Advisory #10-18

TO: Workforce Development Community

DATE: August 25, 2010

SUBJECT: Recording O*NET Occupational Training Titles in OSOS

Purpose:

To transmit State policy regarding the need for OSOS users to record, in the One-Stop Operating System (OSOS), O*NET occupational titles for all Workforce Investment Act (WIA), NEG, TAA, TGAA and Section 599 approved participants at the point of enrollment in training and at the point of placement.

Background:

USDOL Employment and Training Administration (ETA) staff members have analyzed national training data contained in the state WIA Standardized Record Data (WIASRD) files from Program Year (PY) 2004 through PY 2008. The result of that analysis has been published in Training and Employment Notice 34-09 (TEN 34-09), issued on March 18, 2010. The issuance provides a general overview of the aggregate characteristics, services, and outcomes for the population of WIA Adults and Dislocated Workers who have received training services during the cited period and exited the program.

One notable finding was that WIA Adult and Dislocated Worker exiters who had received training services consistently experienced higher entered employment rates and higher retention rates than WIA Adult and Dislocated exiters that had not received training.

Although the analysis is quite informative, there is marked disappointment at the federal level because ETA analysts found that the Occupational Skills Training Titles were missing for approximately half of the Adult and Dislocated Worker exiters who received training services in PY 2008. This resulted in an extensive under-reporting of the occupations of training and clouded the landscape of who is actually being trained in what occupation.

The New York State Department of Labor (NYSDOL) shares ETA's concern because such information is crucial in assessing compliance with ETA's guidance for states to significantly increase the number and proportion of customers who receive training, particularly in emerging and high demand occupations and industries.

Additionally, while the federal analysis was limited to available data for WIA Adults and Dislocated Workers, it is clear that the availability of such data for WIA Youth—as well as individuals enrolled in State-level WIA, TAA, NEG, and 599-approved programs—would prove equally beneficial in an in-depth analysis of how effective training programs are in serving these other individuals.

In order to address this deficiency, and to facilitate the recording of such data by OSOS users, NYSDOL has modified the State's OSOS system to include custom tabs with the functionality to collect the Training Service O*NET occupational titles at the customer service level. An OSOS User's Guide describing the location and appropriate data entry instructions for the custom tab is attached. A webinar will also be offered shortly to provide additional technical assistance.

Action:

Effective immediately, staff are expected to record O*NET occupational titles in OSOS for all participants at the point of enrollment in training and at the point of placement. For purposes of this policy, the participant pool will include all individuals enrolled in training under any of the following programs: WIA Youth, Adult, and Dislocated Worker programs, WIA State-level funded programs, NEG, TAA, TGAA and 599-approved programs.

Additionally, members of the workforce development community are encouraged to read TEN 34-09 in full to learn of the conclusions reached by ETA staff based on their analysis of the data.

Inquiries:

Local OSOS key staff that need technical assistance should send an email to Help.osos@labor.ny.gov or call (518) 457-6586.

Attachments:

Training Addl InfoTab Data Entry Quick Guide

Training Addl Info Tab Data Entry Quick Guide



Staff using the features in this quick guide should be well-versed in OSOS, with a good understanding of the system. This guide is not intended for novice data entry staff. A more complete guide for general OSOS use is provided at:
<http://www.labor.state.ny.us/workforcenypartners/osos/deskguidecust.pdf>

OSOS Access Information

This Quick Guide describes how OSOS is to be used to complete the **Training Addl Info** Custom tab and select **O*Net Title** located in the **Services** window. If more detailed instructions are needed, go to [Desk Guide to the Customer Module](#) and review the other desk guides available.

OSOS is accessed at <https://osos.labor.ny.gov/osos.html>, and requires a username and password that must be obtained from OSOS Central Security.

OSOS has specific minimum requirements for computers and connectivity settings. These can be found at [Browser Notes](#).

Note: The graphics used in this guide are fabricated and not true indicators of an actual customer record at the time of publication.

Throughout this guide, symbols are used to highlight certain information:



This symbol identifies important information.

Training Addl Info Custom Tab

The **Training Addl Info** custom tab is found in the **Customer** Module – **Services** window.

The screenshot displays the OSOS Customer Services window for Malinak, Chris M. (SSN: [redacted], OSOS ID: NY010448017). The 'CUSTOMER' tab is selected in the top navigation bar. The 'Services' sub-tab is active, showing a list of services and a 'Training Addl Info' section. The 'Training Addl Info' section contains a table with a 'Record ID' column and a 'Training Addl Info' column. The right-hand pane shows the 'Emerging & Transitional Workers / Disconnected Youth RFPs' section with input fields for 'Green Component' and 'Sector', and the 'WIA/TAA/State Specific Training' section with input fields for 'O*Net Title' and 'NAICS'. Buttons for 'Add', 'Delete', 'Print List', 'Help', 'Print Record', and 'Audit' are visible at the bottom of the main content area.

Achv. O	Service	Pgm Svc Type
<input type="checkbox"/>	Initial Assessment	Intensive
<input type="checkbox"/>	CASAC educational requ	ITA-Training
<input type="checkbox"/>	LPN	ITA-Training

Record ID	Training Addl Info
<input type="checkbox"/>	

This custom tab is a listing of the activities & services that have been entered for this customer by any staff person. As with other sections of OSOS, the user may sort the individual columns by clicking the column headings.

The **Training Addl Info** tab consists of four sections:

1. Service
2. Training Addl Info
3. Emerging & Transitional Workers / Disconnected Youth RFPs – Green Component & Sector
4. WIA / TAA / State Specific Training – **O*Net Title** and **NAICS**
 - The Occupational Information Network (**O*Net**) is a database which defines the key features of an occupation as a standardized, measurable set of variables called "descriptors."
 - The North American Industry Classification System (**NAICS**) groups establishments into industries based on the activity in which they are primarily engaged.

Customer Search Customer Detail Comp Assess **Services**

Malinak, Chris M. SSN: OSOS ID: NY010448017

<< < > >> My Info Achievement Objectives **Services** Service History Enrollments Outcomes Comments Audit **Training Addl Info**

Service			
	Achv. O	Service	Pgm Svc Type
<input type="checkbox"/>		Initial Assessment	Intensive
<input type="checkbox"/>		CASAC educational requ	ITA-Training
<input type="checkbox"/>		LPN	ITA-Training

Emerging & Transitional Workers / Disconnected Youth RFPs

Green Component

Sector

WIA/TAA/State Specific Training

O*Net Title

NAICS

Training Addl Info

	Record ID
<input type="checkbox"/>	



Please note: Not all programs require data entry for all data fields in this tab. Additional details are in this guide on page 7.

Activating the Additional Training Tab data fields

To activate any, or all of the sections, place a check mark in the box next to the respective occupational training service.

For customers served as Adult, the **Pgm Svc Type** should be **ITA-Training** or **non-ITA Training**.

For customers served as Youth, the **Pgm Svc Type** should be **Youth Services**.

The screenshot displays the OSOS Training Addl Info Custom Tab Data Entry interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, Comp Assess, Services (highlighted), and Training Addl Info. The main header shows the customer name Malinak, Chris M., SSN, and OSOS ID: NY010448017. The 'Services' tab is active, showing a table with columns: Achv. Objective, Service, and Pgm Svc Type. The table contains three rows: 'Initial Assessment Intensive', 'CASAC education', and 'LPN'. The 'LPN' row is selected with a checkmark in the first column and 'ITA-Training' in the 'Pgm Svc Type' column. A red box highlights the 'LPN' row, and a yellow arrow points to the 'ITA-Training' value. To the right of the table is a form for 'Emerging & Transitional Workers / Disconnected Youth RFPs' with fields for Green Component and Sector. Below that is a form for 'WIA/TAA/State Specific Training' with fields for O*Net Title and NAICS. At the bottom, there are buttons for Add, Delete, Print List, Help, Print Record, Audit, Save, Customer Detail, Comp Assess, Comments, and Check Labor Market Information.

Achv. Objective	Service	Pgm Svc Type
<input type="checkbox"/>	Initial Assessment Intensive	
<input type="checkbox"/>	CASAC education	ITA-Training
<input checked="" type="checkbox"/>	LPN	ITA-Training

If no **Record ID** appears when placing a check mark in the box next to the occupational training service, then click the **Add** button.

The screenshot shows the OSOS Training Addl Info Custom Tab Data Entry interface. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The main header displays 'Customer Search', 'Customer Detail', 'Comp Assess', and 'Services'. The customer information is 'Malinak, Chris M.', 'SSN:', and 'OSOS ID: NY010448017'. The 'Training Addl Info' tab is active, showing a table of services and a form for data entry.

Service	Achv. Objective	Service	Pgm Svc Type
<input type="checkbox"/>		Initial Assessment	Intensive
<input type="checkbox"/>		CASAC education	ITA-Training
<input checked="" type="checkbox"/>		LPN	ITA-Training

The 'Training Addl Info' section includes a table with a 'Record ID' column and a form for data entry. The form includes fields for 'Emerging & Transitional Workers / Disconnected Youth RFPs', 'Green Component', 'Sector', 'WIA/TAA/State Specific Training', 'O*Net Title', and 'NAICS'. The 'Add' button is highlighted with a red box and a yellow arrow.

This will activate the Green Component and Sector data fields, as well as the **O*Net Title** and **NAICS** data fields.

If a **Record ID** value appears, place a check mark next to the number.

This will permit access to the **Emerging & Transitional Workers / Disconnected Youth RFPs** and the **WIA/TAA/State Specific Training** data fields.

CUSTOMER **PROVIDER** **EMPLOYER** **STAFF** **HELP**

Customer Search Customer Detail Comp Assess **Services**

Malinak, Chris M. SSN: OSOS ID: NY010448017

<< < > >> **Training Addl Info**

Service	Achv. Objective	Service	Pgm Svc Type
<input type="checkbox"/>		Initial Assessment	Intensive
<input type="checkbox"/>		CASAC education	ITA-Training
<input checked="" type="checkbox"/>		LPN	ITA-Training

Emerging & Transitional Workers / Disconnected Youth RFPs

Green Component

Sector

WIA/TAA/State Specific Training

O*Net Title

O*Net Title

NAICS

NAICS

Training Addl Info

Record ID
<input checked="" type="checkbox"/> 580

Add Delete Print List Help Print Record Audit

Save Customer Detail Comp Assess Comments Check Labor Market Information

Emerging & Transitional Workers / Disconnected Youth RFPs



Completing both the **Green Component** and the **Sector** data fields are required when the training has been linked to a customer being served by either the Emerging & Transitional Worker or the Disconnected Youth RFP contracts.

At the time that this guide was written, June 15, 2010, policy does not require completion of the **Green Component** or **Sector** fields for training not linked to the Emerging & Transitional Worker RFP or the Disconnected Youth RFP. However, staff persons are encouraged to complete these fields for future reference in case they subsequently become required fields for all training.

The drop down menu allows you to indicate if the occupational training will prepare the customer to participate in the green economy. The green economy encompasses the economic activity related to reducing the use of fossil fuels, decreasing pollution and greenhouse gas emissions, increasing the efficiency of energy usage, recycling materials, and developing and adopting renewable sources of energy.

If it will lead to a green occupation, then select the “**Yes**” button. If not, then select the “**No**” button.

Service	Achv. Objective	Service	Pgm Svc Type
<input type="checkbox"/>		Initial Assessment	Intensive
<input type="checkbox"/>		CASAC education	ITA-Training
<input checked="" type="checkbox"/>		LPN	ITA-Training

Training Addl Info

Record ID
<input checked="" type="checkbox"/>

You will not be able to **Save** until you complete the **Sector** field.

Click the **Sector** drop down menu to select the occupational field that encompasses the training. If the training is not contained within one of the listed occupational fields, then select **Other (ETW/DCY)**.

The screenshot shows the OSOS system interface for a customer named Malinak, Chris M. The 'Services' tab is active, and the 'Training Addl Info' sub-tab is selected. The 'Service' table lists three entries: 'Initial Assessment Intensive', 'CASAC education ITA-Training', and 'LPN ITA-Training'. The 'LPN ITA-Training' entry is checked. The 'Training Addl Info' table shows a record with ID 580, also checked. The 'Sector' dropdown menu is open, showing a list of occupational fields. A red box highlights the dropdown menu, and a yellow arrow points to the 'Other (ETW/DCY)' option.

Achv. Objective	Service	Pgm Svc Type
<input type="checkbox"/>	Initial Assessment	Intensive
<input type="checkbox"/>	CASAC education	ITA-Training
<input checked="" type="checkbox"/>	LPN	ITA-Training

Record ID
<input checked="" type="checkbox"/> 580

Emerging & Transitional Workers / Disconnected Youth RFPs
Green Component: No
Sector: [Dropdown Menu]
WIA/TAA State Sp: [Dropdown Menu]
Other (ETW/DCY): [Dropdown Menu]

Advanced Manufacturing (ETW/DCY)
Construction (ETW/DCY)
Healthcare (ETW/DCY)
Transportation (ETW)
Other (ETW/DCY)

Buttons: Add, Delete, Print List, Help, Print Record, Audit, Save, Customer Detail, Comp Assess, Comments, Check Labor Market Information

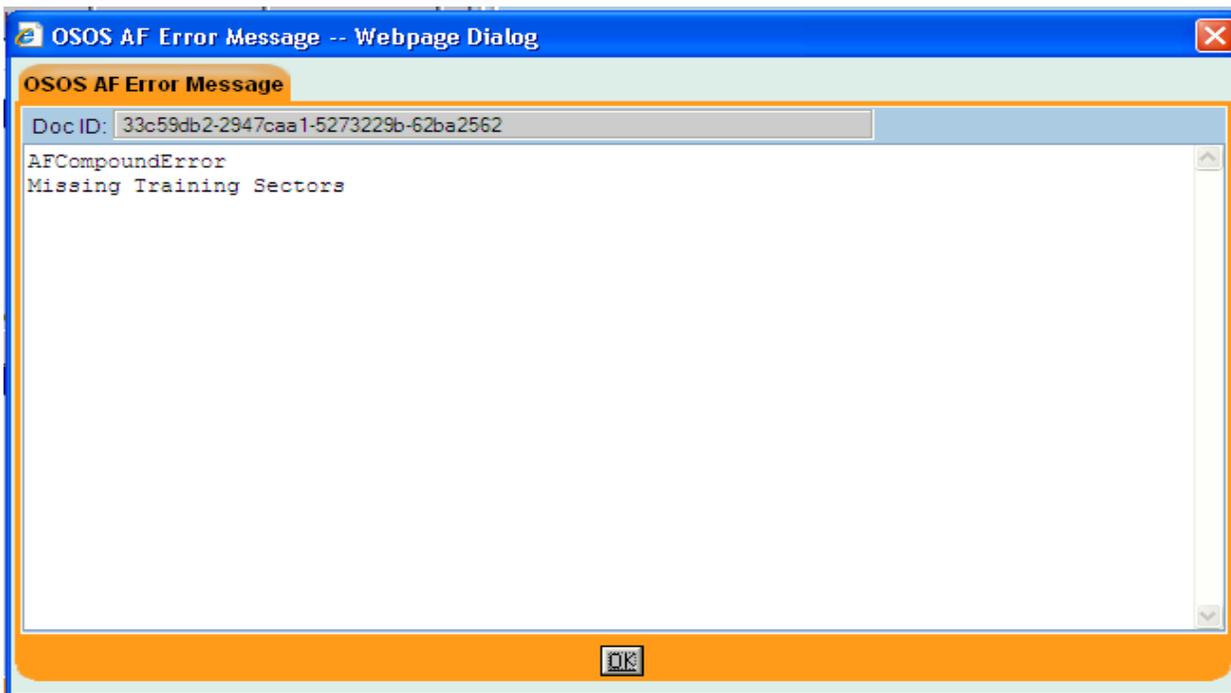
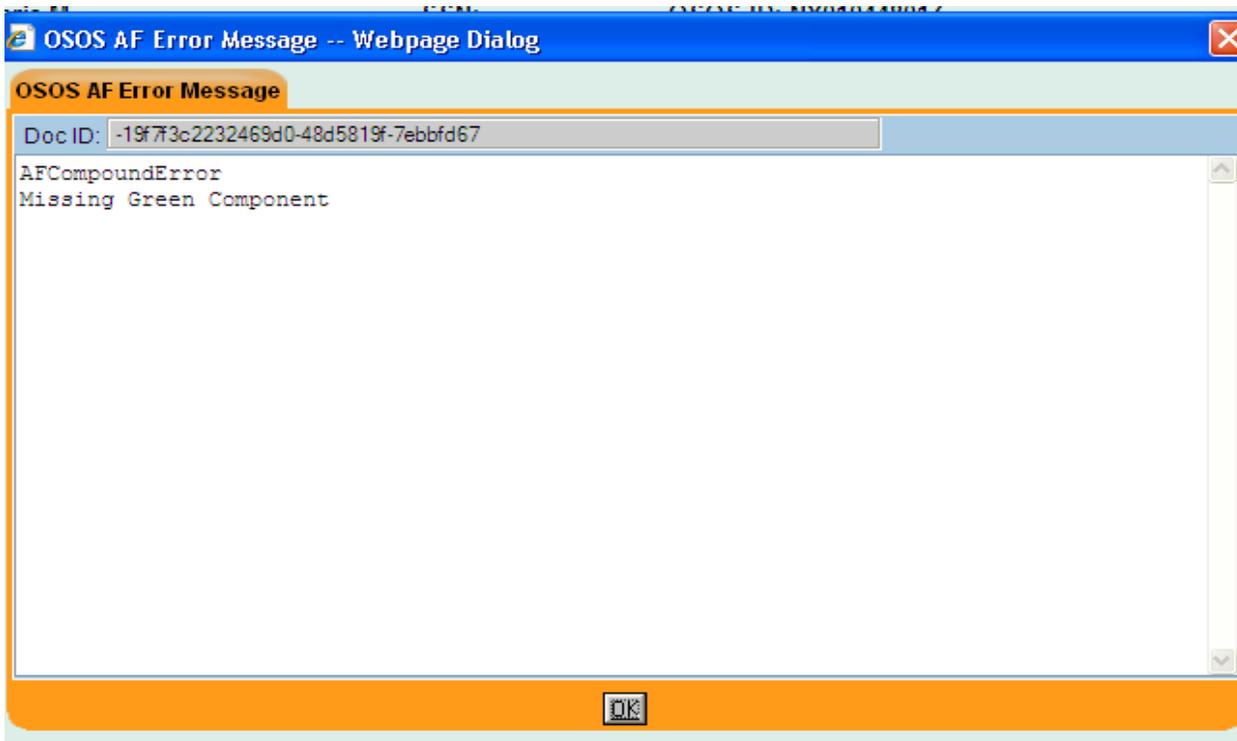
You will not be able to **Save** until you complete the **Green Component** field.

Click **Save**.



Failure to complete both the Green Component and Sector will result in an

error message.



WIA/TAA/State Specific Training

The **O*Net Title** and **NAICS** are used to indicate the occupational goal for the customer and the respective training service.



The **O*Net Title** is a required field for all Workforce Investment Act (WIA) and State contract funded training. The **NAICS** is optional, but users are encouraged to complete this field when the information is available.

Place a check mark in the box next to the respective occupational training service to which you want to attach an **O*Net Title** and/or **NAICS**.

The screenshot displays the OSOS Training Addl Info Custom Tab Data Entry interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, Comp Assess, and Services. The main header shows the customer name Malinak, Chris M., SSN, and OSOS ID: NY010448017. A secondary set of tabs includes: <<, <, by Info, Achievement Objectives, Services, Service History, Enrollments, Outcomes, Comments, Audit, and Training Addl Info >>. The main content area is divided into two panes. The left pane, titled 'Service', contains a table with columns: Achv Objective, Service, and Pgm Svc Type. The table lists three services: 'Initial Assessment Intensive', 'CASAC education ITA-Training', and 'LPN ITA-Training'. The 'LPN ITA-Training' row is selected, and a red arrow points to the checkbox in the 'Achv Objective' column. The right pane, titled 'Emerging & Transitional Workers / Disconnected Youth RFPs', contains fields for 'Green Component' and 'Sector'. Below this is a section titled 'WIA/TAA/State Specific Training' which is highlighted with a red box. This section includes fields for 'O*Net Title' and 'NAICS', each with a corresponding button. At the bottom of the interface, there are buttons for 'Add', 'Delete', 'Print List', 'Help', 'Print Record', and 'Audit'. A footer bar contains buttons for 'Save', 'Customer Detail', 'Comp Assess', 'Comments', and 'Check Labor Market Information'.

Achv Objective	Service	Pgm Svc Type
<input type="checkbox"/>	Initial Assessment Intensive	Intensive
<input type="checkbox"/>	CASAC education ITA-Training	ITA-Training
<input checked="" type="checkbox"/>	LPN ITA-Training	ITA-Training

Click the **Add** button in the lower left box (**Training Addl Info**) to create a Record ID. The **WIA/TAA/State Specific Training O*Net Title** button text color will change from gray to black as an indication that the data field has become active.

The screenshot displays the OSOS Training Addl Info Custom Tab Data Entry interface. At the top, there are navigation tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs for Customer Search, Customer Detail, Comp Assess, and Services. The main content area is divided into two panes. The left pane shows a 'Service' table with columns for Achv. Objective, Service, and Pgm Svc Type. The right pane shows a form for 'Emerging & Transitional Workers / Disconnected Youth RFPs' with fields for Green Component, Sector, and WIA/TAA/State Specific Training. The 'WIA/TAA/State Specific Training' section is highlighted with a red box, and the 'O*Net Title' button is highlighted with a black border. A green arrow labeled '1' points to the 'Add' button in the 'Training Addl Info' section, and another green arrow labeled '2' points to the 'Record ID' field in the 'Training Addl Info' section.

Achv. Objective	Service	Pgm Svc Type
<input type="checkbox"/>	Initial Assessment	Intensive
<input type="checkbox"/>	CASAC education	ITA-Training
<input checked="" type="checkbox"/>	LPN	ITA-Training

Record ID
580

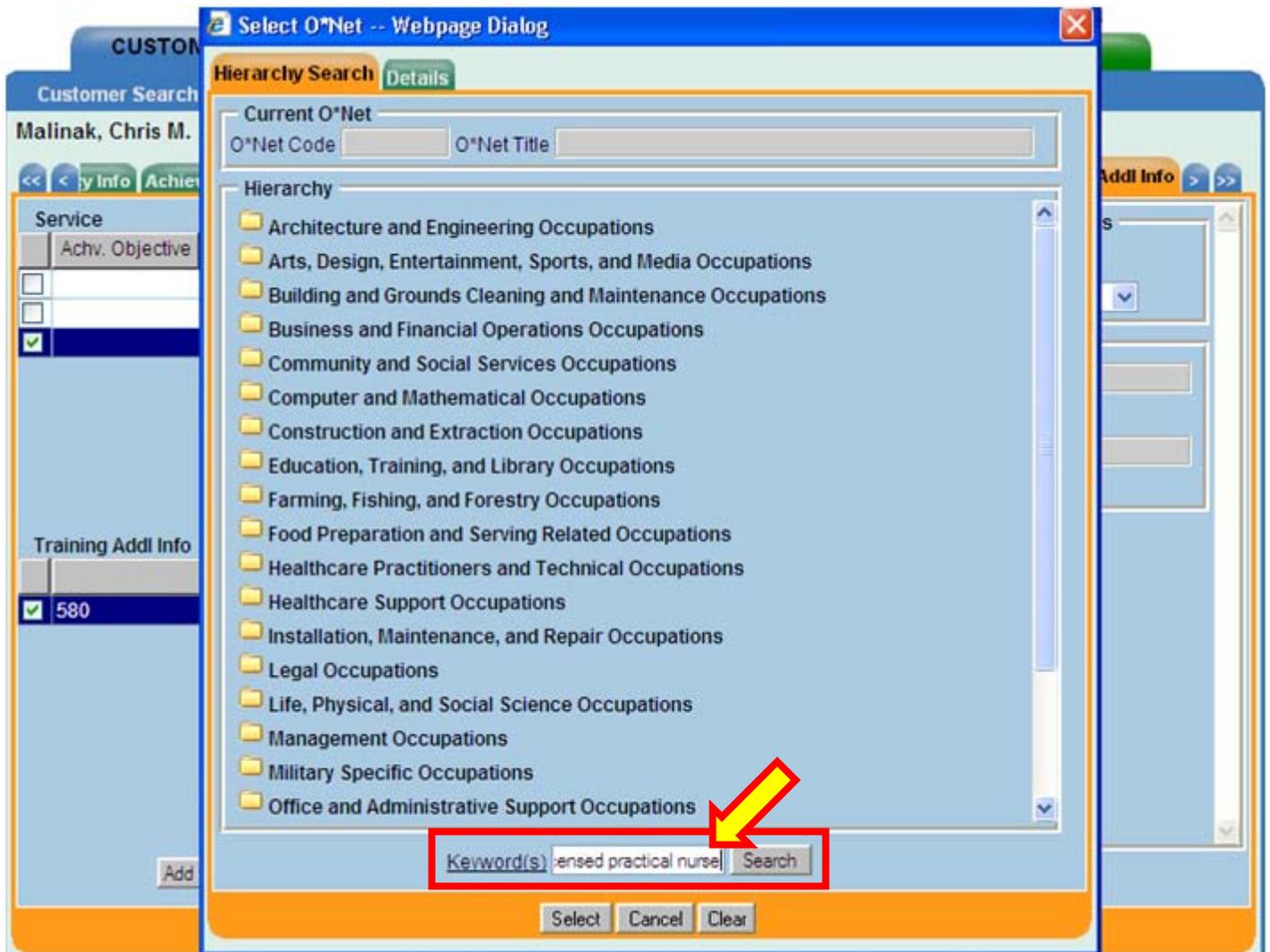
Click the **O*Net Title** button to bring up the **Select O*Net - - Webpage Dialog** box.

There are two ways to find the desired O*Net Title:

1. Keyword or
2. Hierarchy

To perform a Keyword Search, type the occupational title into the Keyword(s) text box. Alternatively, copy and paste the occupation from another field or website.

Click **Search**.



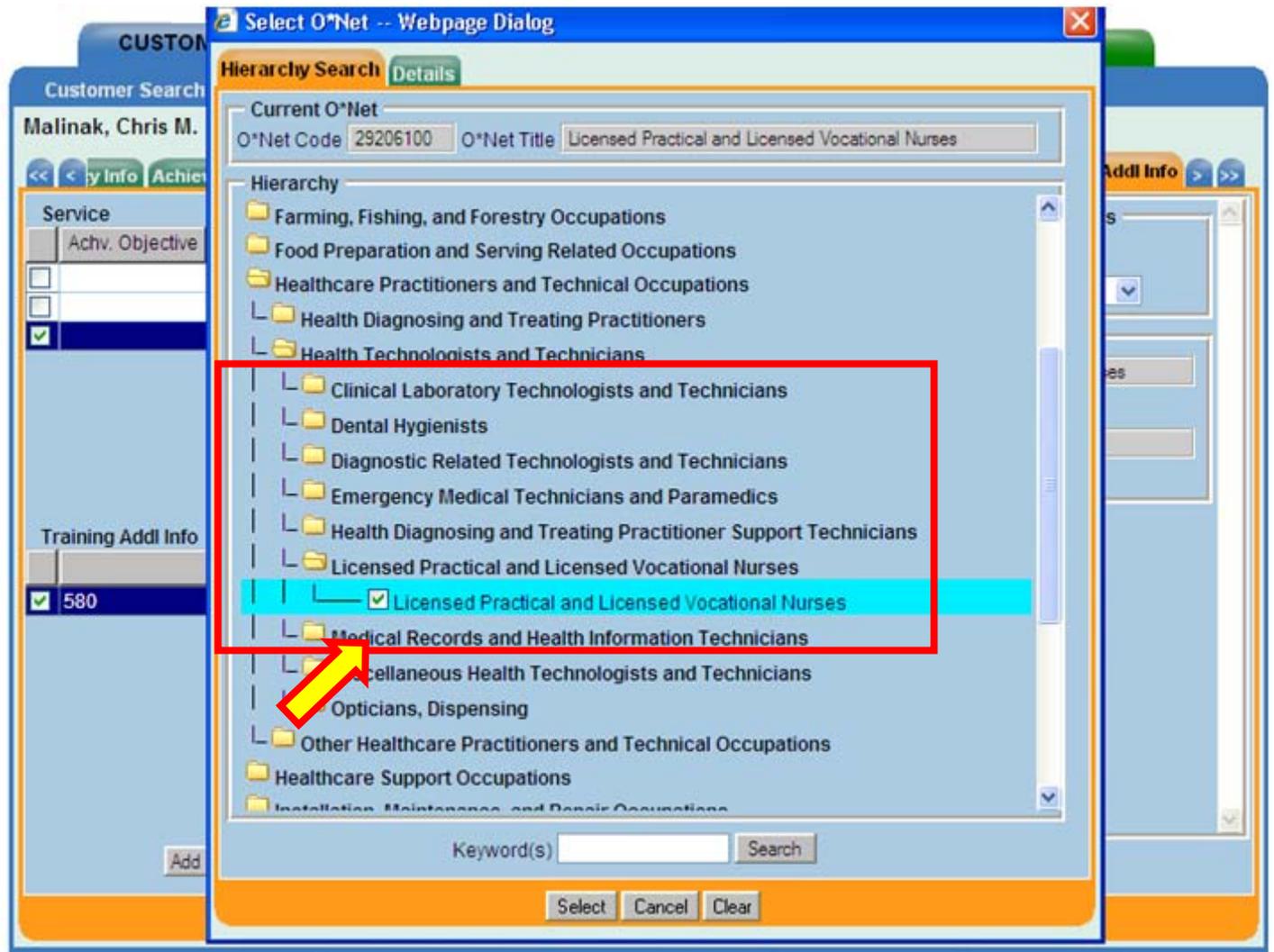
Click **Select**.

Click **Save**.

To perform a **Hierarchy Search**, click the folders to “drill down” until you find the occupational title that matches the training.

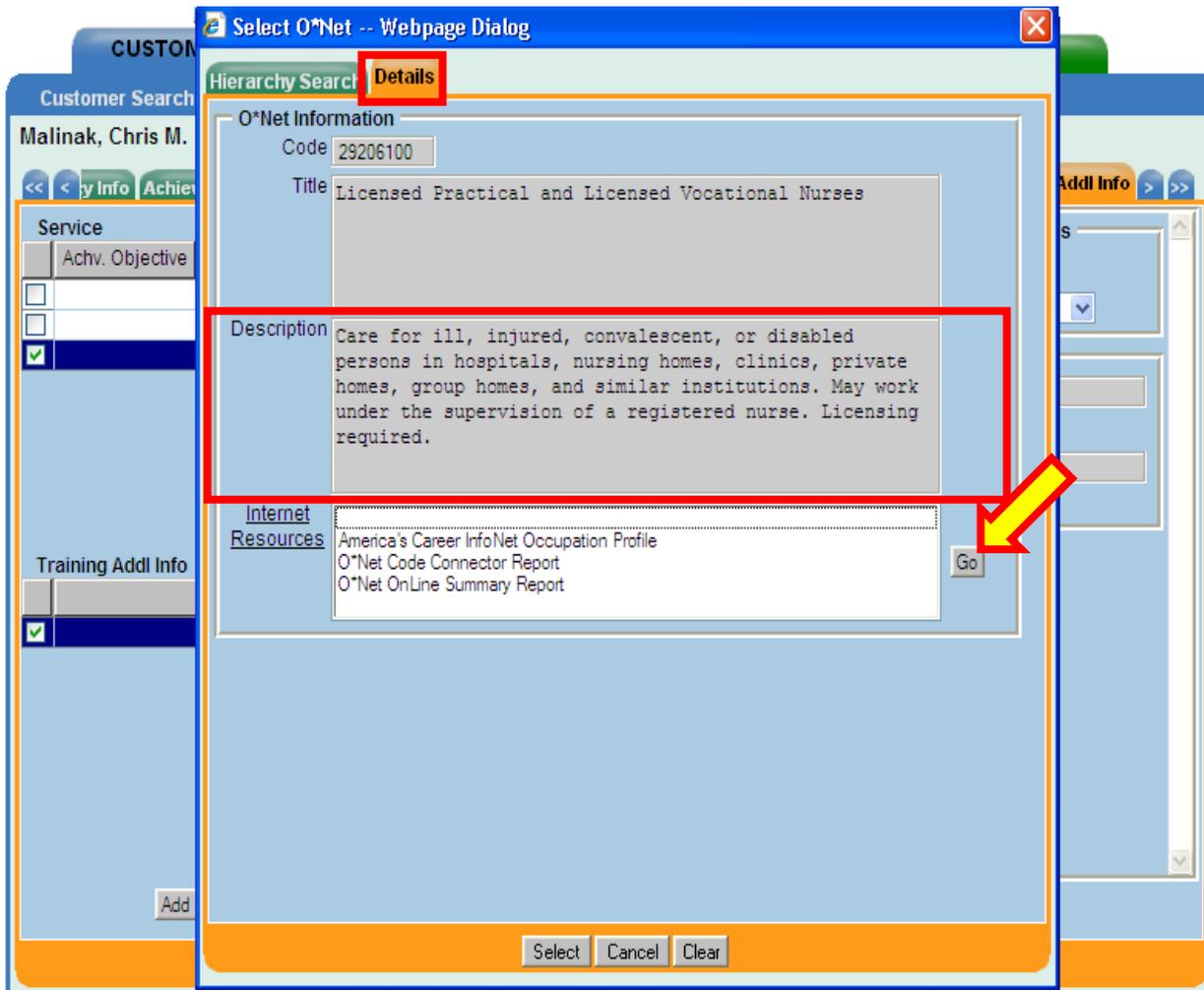
Check the box next to the most appropriate title.

Click **Select**.



Click **Save**.

When the appropriateness of which **O*Net Title** to select is in doubt, click the **Details** tab to review the description for each title under consideration. It is best to discuss the descriptions with the customer to determine the most appropriate title.



Once the most appropriate title has been chosen, click **Select**.

Please Note: the **Select O*Net- - Webpage Dialog** box includes the **Internet Resources** selection on the Details Tab. Choose which webpage you'd like to visit and click on the **Go** button. A separate web browser page will open. You may do additional Occupational searches and copy and paste the appropriate occupation name into the OSOS Keyword search box.

The selected **O*Net Title** will populate the text box.

Customer Search Customer Detail Comp Assess **Services**

Malinak, Chris M. SSN: OSOS ID: NY010448017

<< < > >> **Training Addl Info**

Service	Achv. Objective	Service	Pgm Svc Type
<input type="checkbox"/>		Initial Assessment	Intensive
<input type="checkbox"/>		CASAC education	ITA-Training
<input checked="" type="checkbox"/>		LPN	ITA-Training

Training Addl Info

Record ID
<input checked="" type="checkbox"/> 580

Emerging & Transitional Workers / Disconnected Youth RFPs

Green Component: No

Sector: Healthcare (ETW/DCY)

WIA/TAA/State Specific Training

O*Net Title: Licensed Practical and Licensed Vocational Nurses

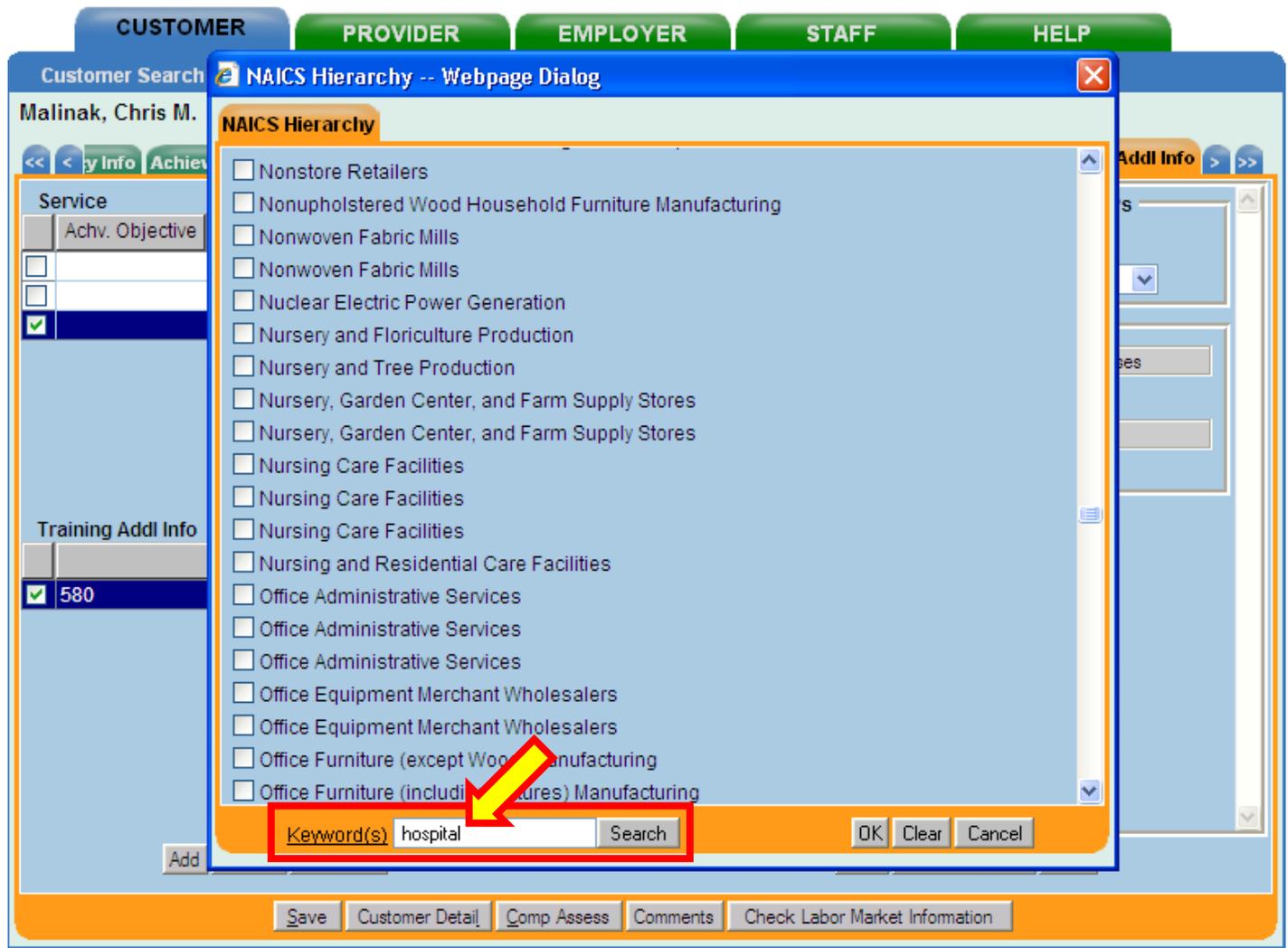
NAICS:

Buttons: Add, Delete, Print List, Help, Print Record, Audit, **Save**, Customer Detail, Comp Assess, Comments, Check Labor Market Information

Click **Save**.

Click the **NAICS** button to bring up the **NAICS Hierarchy - - Webpage Dialog** box.

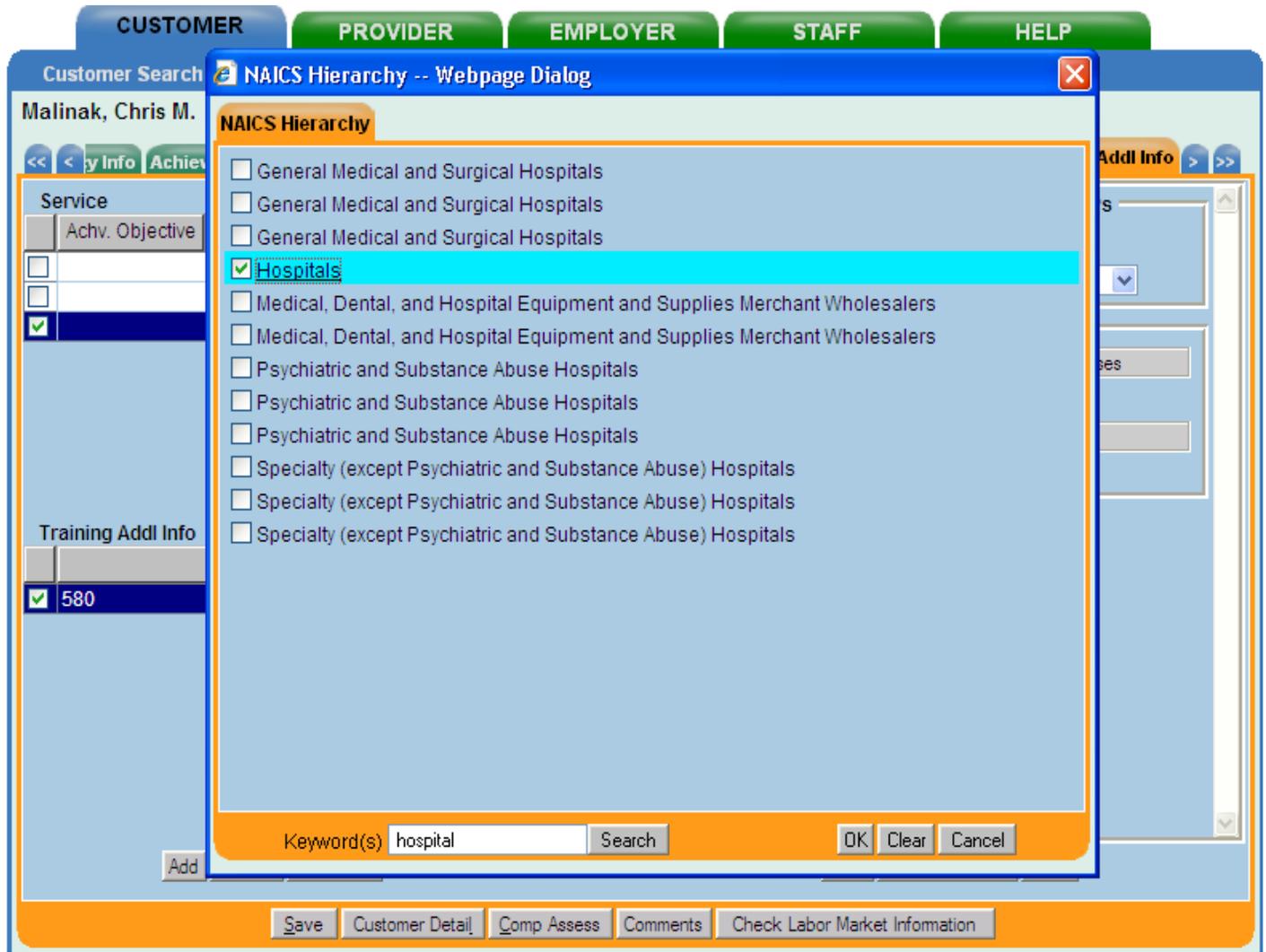
You may scroll to the box next to the appropriate industrial classification or data enter the type of business into the Keyword(s) text box.



If you scroll through the hierarchy, you will need to check the box next to the appropriate industrial classification.

If you data enter the type of business into the Keyword(s) text box, you will need to click the **Search** button.

This screen displays the results of entering a keyword and clicking the search button.



Click **OK** when you have checked the box next to the appropriate **NAICS**.

Click **Save**.

The completed **O*Net Title** and **NAICS** data fields will look similar to the screen displayed below.

Resources and Assistance

Additional **desk guides and resources** can be found at:
<http://www.labor.ny.gov/workforcenypartners/osos.shtm>.

For further assistance, please contact the following:

OSOS Help Desk
help.osos@labor.ny.gov
(518) 457-6586

O*Net Resource Center website: <http://www.onetcenter.org/>.