

Tompkins County Workforce Development Board

One Stop Operations and Oversight Committee

MINUTES

Tuesday, November 8, 2022 | Workforce Development Board Conference Rm.

Present: K. Franzese, D. Harrington, K. Kersey

Excused: B. Forrest, P. Levesque

Staff: R. Avila, D. Achilles

Guests: M. Caci, K. Cerasaro, S. Paczkowski

Call to Order

Chairwomen, Ms. Franzese called the meeting to order at 8:33 a.m.

Approval of Minutes - September 13, 2022

It was moved by Mr. Kersey and seconded by Ms. Harrington and unanimously adopted by voice vote of members present to approve the minutes of September 13, 2022 as written.

Approval of Dislocated Worker Interpretation Guidance Policy

Ms. Avila reported that the Dislocated Worker Interpretation Guidance Policy has been updated to clarify NYSDOL's definition of what qualifies as dislocated worker for the Career Center to use DW worker funds.

It was moved by Ms. Harrington and seconded by Mr. Kersey and unanimously adopted by voice vote of members present to approve the Dislocated Worker Interpretation Guidance Policy.

Approval of Needs Related Payments Policy

Ms. Avila reported that the Needs Related Payment Policy has been updated. Career Center staff will need to add notes into OSOS system that a customer has exhausted all other services that are available before we make a needs related payment.

It was moved by Mr. Kersey and seconded by Ms. Harrington and unanimously adopted by voice vote of members present to approve the Needs Related Payments Policy.

Financial Report - Adult & Dislocated Worker

Ms. Achilles reported to the Committee data on the comparison of WIOA Adult and Dislocated Worker allocations to expenditures on participants for September 2022. Ms. Achilles reported the Office of Employment and Training is on track.

Ms. Achilles reported working with the County and Fiscal budget. Ms. Caci has submitted a resolution to move funds to County 2022 budget to increase Adult and Dislocated Worker revenue and increase the program expense line to provide training for the 2022 County budget that will be finalized by legislators in December.

Ms. Caci confirmed that the resolution will be complete in December.

Workplan OET Update

Ms. Caci reported to the Committee she has hired a Transitional Workforce Specialist and Workforce Development Specialist.

Ms. Caci reported that she has gathered data that the Committee requires. She will have it ready for next Committee meeting.

Ms. Caci reported that the Career Center still needs to hire one more Transitional Workforce Specialist.

Career Center Update

Mr. Cerasaro reported to the Committee that NYSDOL is working understaffed. NYSDOL has recruited, interviewed, and are awaiting final approval for the Veteran's candidate.

Mr. Cerasaro reported that NYSDOL is working to hire two Labor Services Representatives that are the backbone of what NYSDOL does at the Career Center. The available staff has been able to cover without any lack of service to customers.

Mr. Cerasaro reported that unemployment claims have increased due to the time of year when seasonal workers, golf course employees, and construction workers are laid off.

Mr. Cerasaro reported that the NYSDOL will always have a virtual concept in the future. Monthly workshops that are help will be virtual.

Mr. Cerasaro reported that NYSDOL and County staff attended a presentation on cannabis and how it will impact this area, what kind of positions it will create, and what skills will be needed.

Mr. Cerasaro reported that NYSDOL will be enrolling in a virtual Career Center that will allow staff, job seekers, and employers to connect. County employees will have access to use this service.

Mr. Paczkowski reported that the Career Center has 3 to 4 walk-ins a day to use the resource room to look for new positions, general unemployment questions, and questions regarding identity theft/fraud.

Mr. Paczkowski reported that NYDOL attended a presentation on Cannabis and what position it will create.

Mr. Paczkowski reported NYSDOL has two candidates for the Labor Services Representatives that will be a huge help to all staff.

Mr. Paczkowski reported that there is an increased number of unemployment claims due to the time of year and layoffs.

Mr. Paczkowski reported NYSDOL is not seeing pre-pandemic numbers, but daily numbers are increasing.

Mr. Cerasaro reported that NYSDOL has received new monitors, laptops, and five computers in resource room were replaced pre-pandemic. NYSDOL has adaptive technology that was also upgraded in 2017 or 2018.

Mr. Cerasaro asked how often the Committee would like to receive demographic data, quarterly or bi-annually. Ms. Avila would like quarterly data. Ms. Franzese would like a yearly and quarterly comparison on the quarterly reports.

Director's Update

Ms. Avila reported the auxiliary contract for Office of Employment and Training rent with NYSDOL will be complete to sign in early December.

Ms. Avila reported that Transfr VR and herself are in conversations about obtaining the virtual equipment to house at the Career Center. Ms. Avila is submitting an application to a grant by next Monday to fund the purchase of equipment. Ms. Avila is meeting with partners; IAED, TC3, and TST BOCES to have a conversation around what is workforce and how to collaborate. Transfr VR offers different packages for training options.

Ms. Avila reported that Ms. Harrington and herself have met to have a conversation about ERN. Right now it is in the development stage but a career coach would work out of TC Action to implement the program.

Ms. Avila reported that cancellation of Board meetings have been sent out and will now meet 6 times a year with the option to have virtual session via Zoom.

Ms. Avila reported that Mr. Sponn is working with Ms. Caci to schedule an OSOS training for OET staff.

Ms. Avila reported that Mr. Sponn, NYSDOL, and OET are working on opportunities in cannabis and how it will impact our area for training with the understanding that WIOA funds cannot be used for cannabis training.

Ms. Avila reported Emergency Response has reached out and are looking for training for EMTs. Ms. Avila is looking into grants that are available to help with EMT training.

Adjournment

Ms. Franzese adjourned the meeting at 9:32 a.m.

The next meeting is scheduled for January 17, 2023

Tompkins County Workforce Development Board

Dislocated Worker Guidance and Interpretation

Purpose

To provide guidance on the New York State Department of Labor (NYSDOL) interpretation on the Workforce Innovation and Opportunity Act (WIOA) definition of Dislocated Worker (DW) and recording DWs in the One-Stop Operating System (OSOS).

Tompkins County Workforce Development Board (TCWDB) must develop policy/procedure(s) for identifying DWs under the DW definition who are not profiled as “Likely to Exhaust” or UI Exhaustees, that adheres to this guidance. TCWDB must use the expanded NYSDOL interpretations of DW in this guidance in developing these policies and procedures to ensure all individuals who can qualify as DWs receive WIOA services.

The definition of DW under WIOA Section 3(15) includes five (5) categories of DWs per subsections (A) – (E). Eligibility for the DW program is based on the WIOA definition, but states have some flexibility in how this definition is applied.

This guidance provides the NYSDOL interpretation of the terms and guidelines within each of the WIOA Section 3(15) subsections to expand access to WIOA services for unemployed and underemployed populations and help address the workforce-related impacts of the COVID-19 public health emergency.

As of July 1, 2022, NYSDOL allows the following interpretation of the five (5) WIOA DW categories:

A. Category 1 – DW

- i. Has been terminated or laid off, or who has received notice of termination or layoff, from employment, including separation from active military service (unless dishonorably discharged); **and**
- ii. (1) Is eligible for or has exhausted entitlement to **unemployment compensation**;
or

NYSDOL Interpretation:

- ***“unemployment compensation”*** to include any compensation or assistance received under Subtitle A – Unemployment Insurance (UI) provisions of the Coronavirus Aid, Relief, and Economic Security (CARES) Act, and any similar compensation received under subsequent federal law(s). This includes:
 - *Pandemic Unemployment Assistance (PUA)*;
 - *Federal Pandemic Unemployment Compensation (FPUC)*;
 - *Pandemic Emergency Unemployment Compensation (PEUC)*;
 - *Federal-State Extended Benefits (EB)*; and
 - *Mixed Earner Unemployment Compensation (MEUC)*.

As of January 18, 2021, NYSDOL uses an “hour-based” approach to define how part-time work impacts unemployment benefits, where individuals can work up to seven (7) days per week without losing full unemployment benefits for that week, if the

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individual is searching for work and meets current hourly or earnings criteria. Therefore, these individuals can also be designated as DWs.

(2) Has been employed for a **duration sufficient to demonstrate, to the appropriate entity at a Career Center referred to in WIOA Section 121(e), 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; **and**

NYS DOL Interpretation:

- ***“duration sufficient to demonstrate...an attachment to the workforce”*** as any labor performed in any occupation where the employee has worked for two full pay periods or one month, whichever is less.

NYS DOL extends this interpretation to also recognize individuals who have accepted stopgap employment in lieu of applying for UI benefits, and can therefore be designated as a DW.

- iii. Is **unlikely to return to a previous industry or occupation;**

NYS DOL Interpretation:

- ***“unlikely to return to a previous industry or occupation”*** if they have been unemployed since their termination/layoff or is underemployed.

*An individual collecting UI and exempt from work search because they are a member of a union who receives work through a union hiring hall, on temporary layoff (TLO), or seasonal loss of employment where the employer has given a definite return to work date within eight weeks are **not considered unlikely to return and thus are not a DW.***

Individuals who are active UI claimants profiled as “Likely to Exhaust Benefits” or UI Exhaustees, are considered to meet the definition of DW and can be designated as such.

*Participant attestation is sufficient to determine if the individual is unlikely to **“return to a previous industry or occupation.”** Self-attestation must include a “reasonable” explanation of why the individual would be unable to return to the previous occupation. This explanation must include an analysis of Labor Market Information (LMI) data around the economic outlook of the occupation or a personal reason why the individual would be unable to return to a previous occupation.*

Staff may also utilize “Dislocated Worker (DW) Eligibility Desk Guide and One Stop Operating System (OSOS) and File Requirements” in making a determination on whether someone can be considered “unlikely to return to a previous industry or occupation.”

B. Category 2 – DW Mass Layoff or Closure

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- i. Has been terminated or laid off, or has received a notice of termination or layoff, from employment because of any permanent closure of, or any **substantial layoff** at, a plant, facility, military installation, or enterprise;

NYSDOL Interpretation:

- **“substantial layoff”** as the layoff of five (5) people or 10% of that employer’s workforce, whichever is less.
- ii. Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; **or**
- iii. For purposes of eligibility to receive services other than training services described in WIOA Section 134(c)(3), career services described in Section 134(c)(2)(A)(xii), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility or military installation will close;

C. Category 3 – DW Self-Employed

Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in **the community in which the individual resides** or because of natural disasters, a nationwide public health emergency, or other unforeseen events.

NYSDOL Interpretation:

- **“the community in which the individual resides”** as the geographic area in which the individual resides or as the industry, sector, or occupational community not bound by physical location which may be affected by general economic conditions. An individual’s economic community may extend beyond the geographical location of that person and/or their business or source of income. Conditions that affect general economic conditions may include the logistical supply chain or location of product/service delivery.

D. Category 4 – DW Displaced Homemaker

Is an individual who has been providing **unpaid services** to family members in the home and who has been:

- i. Either **(a) dependent on the income** of another **family member** but is **no longer supported by that income**; **or (b)** Is the dependent spouse of a member of the Armed Forces on active duty and whose family income is **significantly reduced** because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the member; **and**

NYSDOL Interpretation:

- **“unpaid services”**: any service provided without an employer/employee relationship between family members.
- **“dependent on the income”**: receiving financial or other form of assistance from a family member to meet any basic need (food, shelter, clothing, transportation, or any other need necessary for self-sufficiency) of the individual.

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- **“family member”**: a spouse, dependent child, spouse's child, daughter-in-law, son-in-law, brother, sister, mother, father, grandparents, grandchild, step-brother, step-sister, step-parents, parents-in-law, brother-in-law, sister-in-law, aunt, uncle, niece, nephew, guardian, ward, or domestic partner.
 - **“no longer supported by that income”**: the removal of financial or other form of assistance that is provided to meet any basic need of the individual. This definition is not limited to the removal of the total assistance received by the individual, rather the assistance received per basic need, and may include individuals who work part-time if that work does not cover the individual's basic need.
 - **“significantly reduced”**: any reduction in family income due to deployment.
- ii. Is either (a) unemployed and is **having trouble** in obtaining or upgrading employment; or (b) **underemployed** and is **having trouble** in obtaining or upgrading employment.

NYSDOL Interpretation:

- **“having trouble”**: being unsuccessful in finding employment or upgrading employment, as determined by self-attestation.
- **“underemployed”**: Displaced Homemakers to include, but not be limited to,
 - (1) individuals employed less than full-time who are seeking full-time employment;
 - (2) individuals who are employed in a position that is inadequate with respect to their skills and training;
 - (3) individuals who are employed who meet the definition of a low-income individual in WIOA sec. 3(36);
 - (4) individuals who are employed, but whose current job's earnings are less than the self-sufficiency wage rate set by the LWDB, or are not sufficient based on their training and experience or compared to their earnings from their previous employment; and
 - (5) individuals who are employed in stopgap employment.

E. Category 5 – DW Spouse of a Member of the Armed Forces

- i. Is the spouse of a member of the Armed Forces on active duty, and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; **or**
- ii. Is the spouse of a member of the Armed Forces on active duty and who meets required WIOA criteria.

Under the WIOA regulations at 20 CFR 680.660, service members exiting the military, including, but not limited to, those who receive or are eligible for Unemployment Compensation for Ex-Service members (UCX), generally qualify as DWs. Generally, a separating service member needs a notice of separation, either a DD-214 from the Department of Defense, or other appropriate documentation that shows a separation or imminent separation from the Armed Forces. These documents meet the requirement that the individual has received a notice of termination or layoff, to meet the required DW definition. ETA policy generally dictates that a separating service member meets the DW requirement that an individual is unlikely to return to his or her previous industry or occupation in the military.

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II. Additional DW Designations

In addition, NYSDOL recognizes the following individuals as DWs:

A. Individuals dislocated due to Foreign Trade, including participants in the Trade Adjustment Assistance (TAA) Program who are part of a worker group covered under a certified trade petition, which demonstrates an increase in imports, a shift or acquisition in production, or a loss of sales and/or production which contributed importantly to the worker(s)'s separation or threat of separation (additional information on the TAA program is located in Workforce Development System Technical Advisory (WDS TA) #21-03);

B. Long-term unemployed (LTU) individuals: Individuals who receive Unemployment Compensation benefits for at least 27 weeks and are still unemployed; and

Note: LTU may include those individuals originally designated DWs as part of a National Dislocated Worker Grant (NDWG) and who remain unemployed once they are no longer funded with the NDWG.

C. Underemployed individuals: Individuals who have been determined to be DWs may remain DWs, even after they have obtained employment, if they are:

- i. individuals employed less than full-time who are seeking full-time employment;
- ii. individuals who are employed in a position that is inadequate with respect to their skills and training;
- iii. individuals who are employed who meet the definition of a low-income individual in WIOA sec. 3(36);
- iv. individuals who are employed, but whose current job's earnings are less than the self-sufficiency wage rate set by the LWDB, or are not sufficient based on their training and experience or compared to their earnings from their previous employment; and
- v. individuals who are employed in stopgap employment.

Recording DWs in OSOS

The One-Stop Operating System (OSOS) translates DWs identified in WIOA Section 3 (15) subsections (A) – (E) and those dislocated due to foreign trade into categories as follows:

(A) – Category 1 – Dislocated Worker;

(B) – Category 2 – Mass layoff or closure;

(C) – Category 3 – Self-employed;

(D) – Category 4 – Displaced homemaker;

(E) – Category 5 – Dislocated due to Foreign Trade (includes TAA participants); and

(F) – Category 6 – Spouse of a member of the Armed Forces.

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LTU and underemployed individuals, other than those designated as Displaced Homemakers, should be recorded into OSOS under Category 1 – Dislocated Worker.

Documenting Dislocated Worker Status OSOS Guide



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PURPOSE

The definition of Dislocated Worker (DW) under Workforce Innovation and Opportunity Act (WIOA) Section 3(15) includes five (5) categories.

The five (5) WIOA DW categories are:

1. Category 1 - DW
2. Category 2 - DW Mass Layoff or Closure
3. Category 3 - DW Self-Employed
4. Category 4 - DW Displaced Homemaker
5. Category 5 - DW Spouse of a Member of the Armed Forces

Please refer to Program Guidance Letter (PGL) [#22-01](#) for New York State's interpretation of these DW definitions.

The One-Stop Operating System (OSOS) is the primary case management system used for tracking all services provided to customers throughout the Workforce Development System.

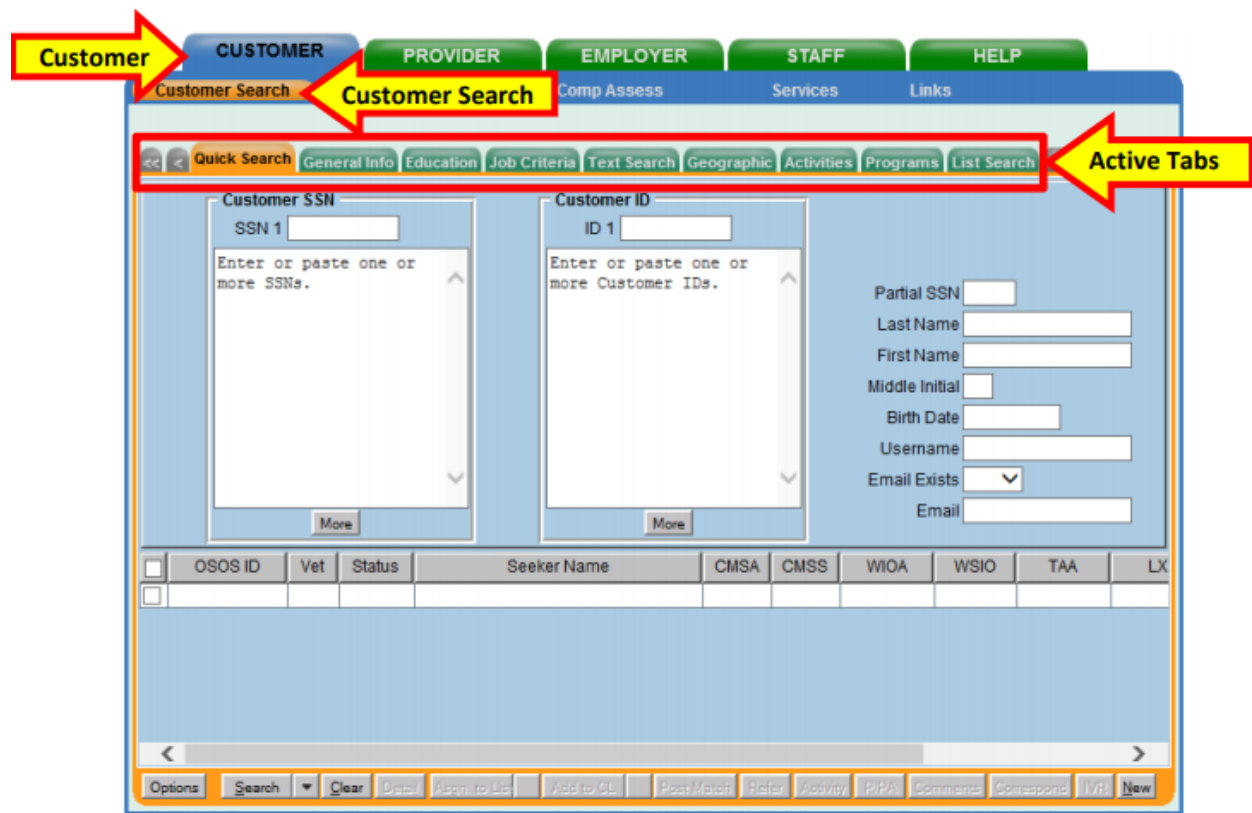
This guide provides instructions on how to properly document dislocated worker status in OSOS.

SEARCHING FOR THE CUSTOMER

When staff enter customer data into OSOS, it is important to determine if a record already exists for the customer. In addition, there may be instances where there are two existing records, or duplicate records, for the customer. When this occurs, we often see that one account has a Social Security Number and one does not. Following the instructions below ensures that any duplicate records can be found and addressed accordingly.

Searches are performed within the **Customer Search** window, in the **Customer** module.

While searches are most commonly performed from the **Quick Search** tab, any of the active tabs can be used in the search process. In addition, once you are case managing a customer, and their Customer ID is known, you may search for the customer using the Customer ID field.



QUICK SEARCH

A customer search is most commonly performed from the **Customer Search** window, **Quick Search** tab. There are numerous ways a customer search can be conducted depending on the information the staff has obtained. Staff will mainly search by **Customer Full** or **Partial Name**.

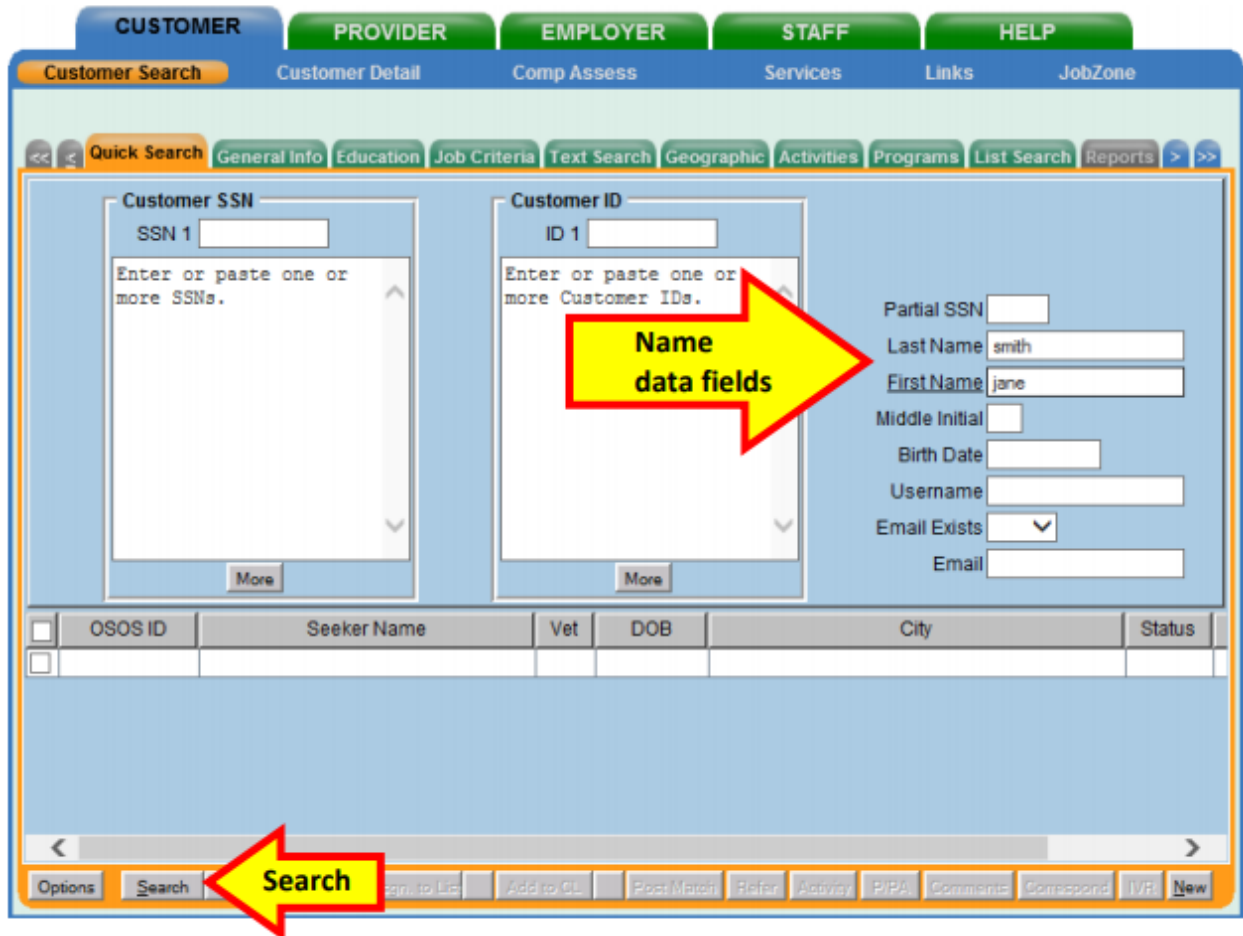
SEARCHING BY CUSTOMER FULL OR PARTIAL NAME

Staff may search for a customer record by full or partial name. Enter as much information as is known in the **Last Name** and **First Name** data fields.



As a best practice, staff should perform a name search for any customer they are working with to determine if duplicate OSOS records exist for the same customer. Due to the potential impact on performance and funding, it is critical that data entry of services is entered in the correct record. If a duplicate record is found, please contact help.osos@labor.ny.gov.

Click the **Search** button.

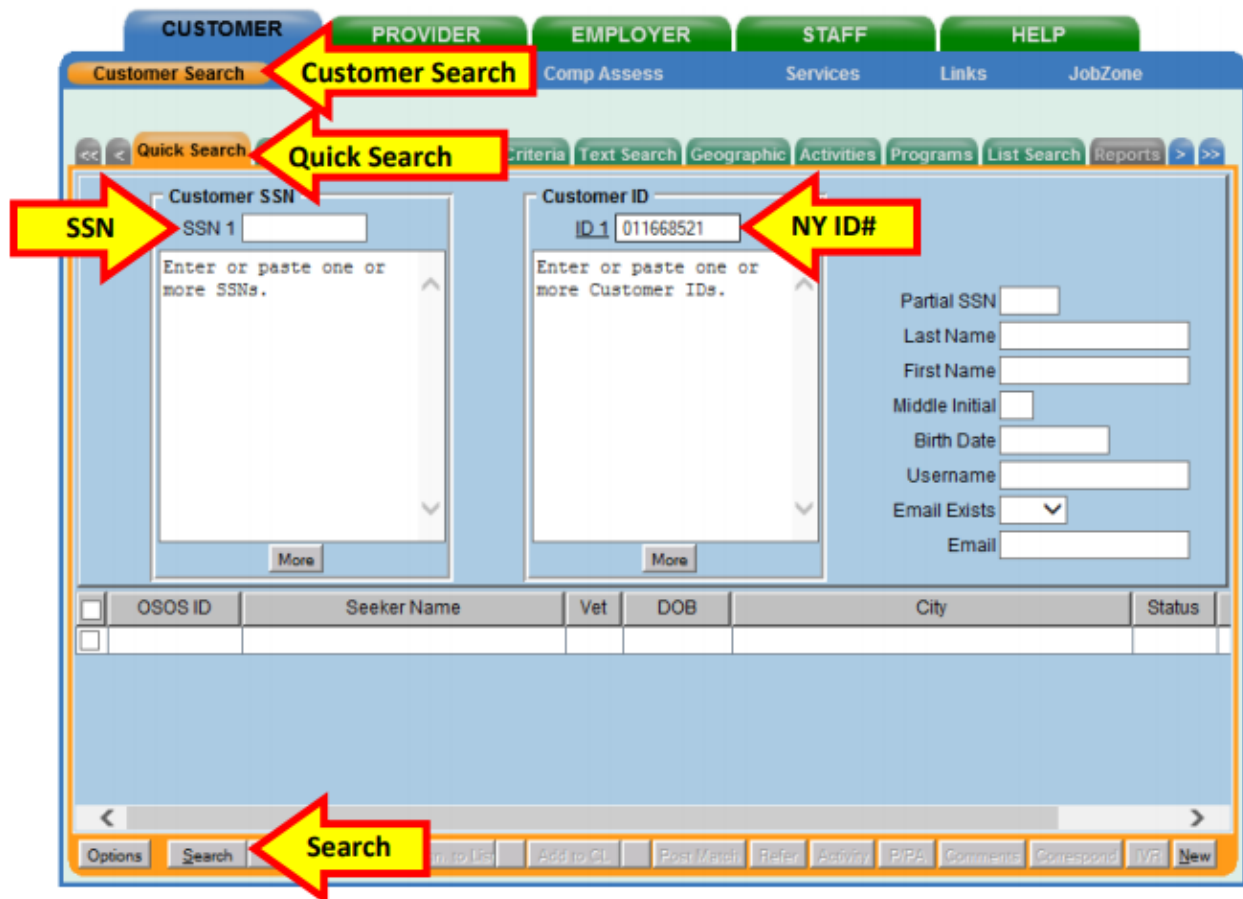


The screenshot shows the OSOS Customer Search interface. At the top, there are tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, Comp Assess, Services, Links, and JobZone. The 'Quick Search' sub-tab is selected. The interface contains several input fields: 'Customer SSN' (SSN 1), 'Customer ID' (ID 1), 'Partial SSN', 'Last Name' (smith), 'First Name' (jane), 'Middle Initial', 'Birth Date', 'Username', 'Email Exists' (dropdown), and 'Email'. A yellow arrow labeled 'Name data fields' points to the 'Last Name' and 'First Name' fields. At the bottom, a yellow arrow labeled 'Search' points to the 'Search' button. Below the input fields is a table with columns: OSOS ID, Seeker Name, Vet, DOB, City, and Status. The table is currently empty.

SEARCHING BY FULL SOCIAL SECURITY NUMBER OR NY ID

Once staff are case managing a particular customer, they can search by **Customer SSN** or **Customer ID** in the **Quick Search** tab to find the customer record.

Then click the **Search** button at the bottom of the screen.



If there is a matching record, OSOS will display the customer's record. If there is no matching record, the system will display **No Matches Found** in the upper right-hand corner.



*The search can be based on either SSN or ID number, but it cannot be based on both. Including data in both the **Customer SSN** field and the **Customer ID** field will result in an error message.*

DISLOCATED WORKER

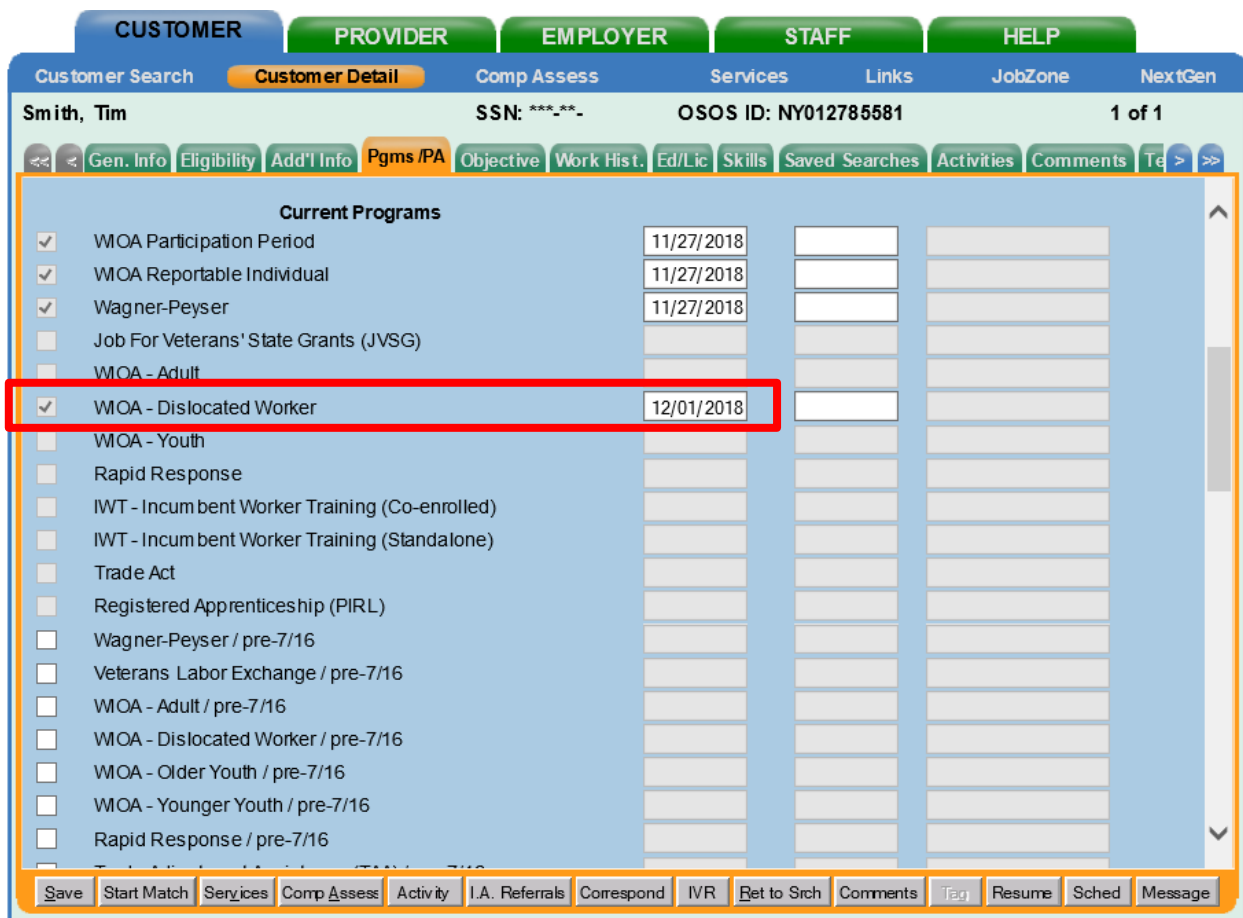
Dislocated Worker status is documented in the **Customer Detail** window, **Work History** tab of OSOS.



Staff must always review the entire OSOS record for accuracy at each customer interaction and update all tabs as appropriate.

Staff must review and update the record fully prior to entering activities or recording services in the customer record. This will cause the customer to be properly enrolled in the WIOA Dislocated Worker program upon first enrolling activity or service.

Enrollment information and date is visible in the **Customer Detail** window, **Pgms/PA** tab.



The screenshot shows the OSOS Customer Detail window for Tim Smith (SSN: ***-**-****, OSOS ID: NY012785581). The 'Pgms/PA' tab is selected, showing a list of 'Current Programs'. The 'WIOA - Dislocated Worker' program is checked and has a date of 12/01/2018. Other programs include WIOA Participation Period, WIOA Reportable Individual, Wagner-Peyser, Job For Veterans' State Grants (JVSG), WIOA - Adult, WIOA - Youth, Rapid Response, IWT - Incumbent Worker Training (Co-enrolled), IWT - Incumbent Worker Training (Standalone), Trade Act, Registered Apprenticeship (PIRL), Wagner-Peyser / pre-7/16, Veterans Labor Exchange / pre-7/16, WIOA - Adult / pre-7/16, WIOA - Dislocated Worker / pre-7/16, WIOA - Older Youth / pre-7/16, WIOA - Younger Youth / pre-7/16, and Rapid Response / pre-7/16.

Program	Start Date	End Date	Other
<input checked="" type="checkbox"/> WIOA Participation Period	11/27/2018		
<input checked="" type="checkbox"/> WIOA Reportable Individual	11/27/2018		
<input checked="" type="checkbox"/> Wagner-Peyser	11/27/2018		
<input type="checkbox"/> Job For Veterans' State Grants (JVSG)			
<input type="checkbox"/> WIOA - Adult			
<input checked="" type="checkbox"/> WIOA - Dislocated Worker	12/01/2018		
<input type="checkbox"/> WIOA - Youth			
<input type="checkbox"/> Rapid Response			
<input type="checkbox"/> IWT - Incumbent Worker Training (Co-enrolled)			
<input type="checkbox"/> IWT - Incumbent Worker Training (Standalone)			
<input type="checkbox"/> Trade Act			
<input type="checkbox"/> Registered Apprenticeship (PIRL)			
<input type="checkbox"/> Wagner-Peyser / pre-7/16			
<input type="checkbox"/> Veterans Labor Exchange / pre-7/16			
<input type="checkbox"/> WIOA - Adult / pre-7/16			
<input type="checkbox"/> WIOA - Dislocated Worker / pre-7/16			
<input type="checkbox"/> WIOA - Older Youth / pre-7/16			
<input type="checkbox"/> WIOA - Younger Youth / pre-7/16			
<input type="checkbox"/> Rapid Response / pre-7/16			



CATEGORY 1 - DISLOCATED WORKER

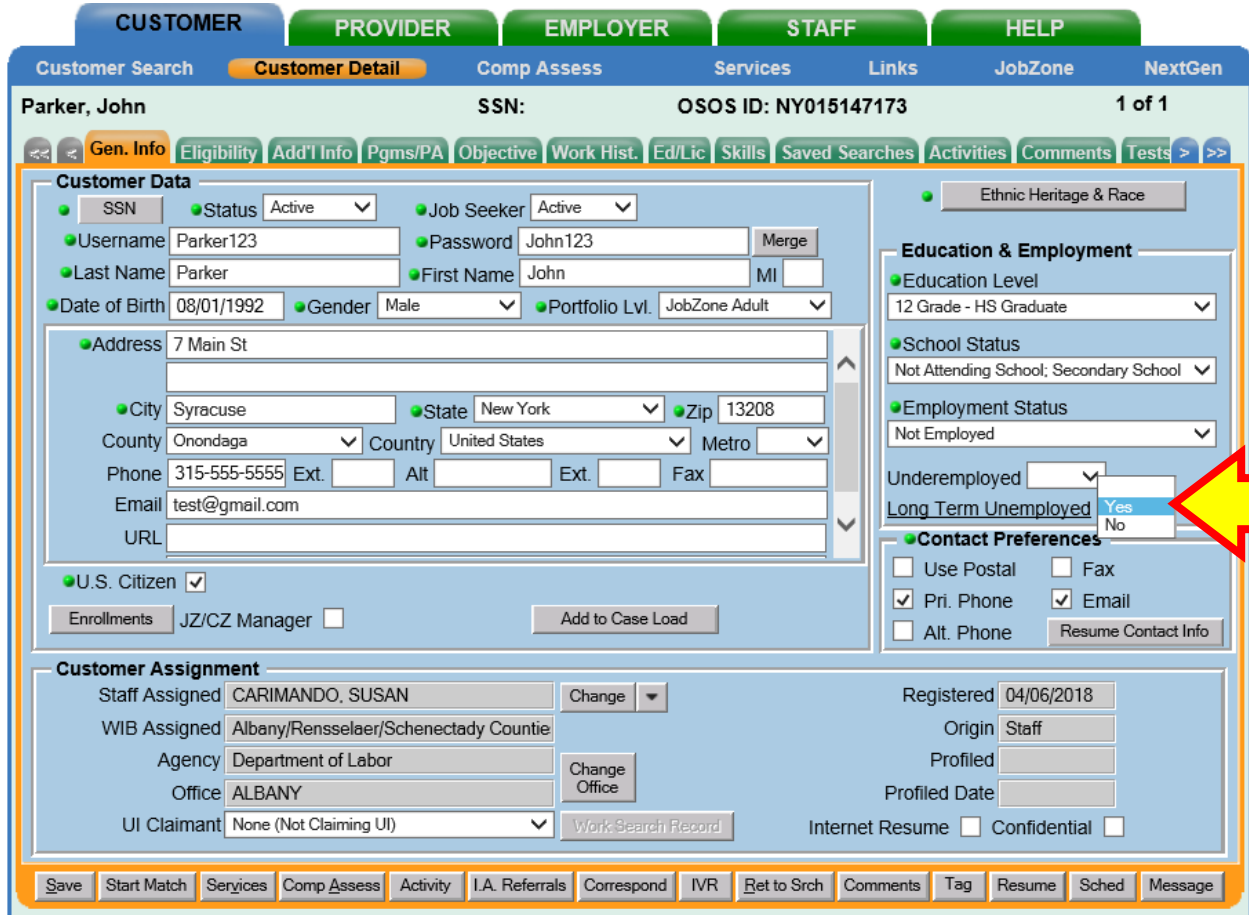
To properly document a dislocated worker, the **Work History** tab of the **Customer Detail** window must be completed. The customer's most recent job prior to the participation in the WIOA Dislocated Worker program must be recorded.

Category 1 - Dislocated Category includes customers who:

- have been separated or received notice of separation; and
- are eligible for or have exhausted Unemployment Insurance benefits, or who are not eligible for Unemployment Insurance, but have demonstrated their attachment to the workforce; and
- are unlikely to return to a previous industry or occupation.

This category will include long-term unemployed (LTU) individuals and underemployed individuals who have accepted stop-gap employment. Please refer to PGL #22-01 to identify if the customer you are working with can be classified as a Category 1 Dislocated Worker based on New York State's interpretation of the WIOA Dislocated Worker definitions.

For a customer who is considered a Category 1 Dislocated Worker due to long-term unemployment status, select **Yes** in the **Long-Term Unemployed** field in the **Gen. Info** tab.



The screenshot shows the OSOS Customer Detail page for John Parker. The 'Gen. Info' tab is active, and the 'Long Term Unemployed' field is set to 'Yes', highlighted by a red arrow. The form includes sections for Customer Data, Education & Employment, and Customer Assignment.

Section	Field	Value
Customer Data	SSN	[Redacted]
	Status	Active
	Job Seeker	Active
	Username	Parker123
	Password	John123
	Last Name	Parker
	First Name	John
	Date of Birth	08/01/1992
	Gender	Male
	Portfolio Lvl.	JobZone Adult
	Address	7 Main St
	City	Syracuse
	State	New York
	Zip	13208
	Education & Employment	Education Level
School Status		Not Attending School; Secondary School
Employment Status		Not Employed
Long Term Unemployed		Yes
Contact Preferences		Use Postal: <input type="checkbox"/> Fax: <input type="checkbox"/> Pri. Phone: <input checked="" type="checkbox"/> Email: <input checked="" type="checkbox"/> Alt. Phone: <input type="checkbox"/>
Customer Assignment	Staff Assigned	CARIMANDO, SUSAN
	WIB Assigned	Albany/Rensselaer/Schenectady Counties
	Agency	Department of Labor
	Office	ALBANY
	UI Claimant	None (Not Claiming UI)
	Registered	04/06/2018
	Origin	Staff



Staff must select **Category 1 DW** in the **Reason for Leaving** field to record that a customer falls under the Category 1 - Dislocated Category.
All other required fields in the **Work History** tab must also be completed.

The screenshot shows the OSOS system interface for a customer named Parker, John. The 'Work Hist.' tab is active, and the 'Reason for Leaving' dropdown menu is highlighted with a red box, showing 'Category 1-DW' selected. The 'Dislocated Worker Information' section is also visible, showing a qualifying dislocation date of 05/16/2022 and a tenure of 203 months. The job details table below shows a job at Generated Systems, Inc. in East Greenbuch, NY, from 06/21/2005 to 05/16/2022.

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Database Administrators	Generated Systems, Inc.	East Greenbuch	06/21/2005	05/16/2022



Selecting Category-1 DW will open the Dislocated Worker Information section.
 In the **Qualifying Dislocation Date** field, enter the customer's last day of work.
 In the **Tenure** field, enter the number of months that customer was employed by their most recent employer.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search **Customer Detail** Comp Assess Services Links JobZone NextGen

Parker, John SSN: OSOS ID: NY015147173 1 of 1

Gen. Info Eligibility Add'l Info Pgms/PA Objective **Work Hist.** Ed/Lic Skills Saved Searches Activities Comments Tests >>

Detail

Job Title: Database Administrators O*Net Titles: O*Net Code: 15114100

Employer: Generated Systems, Inc. x Include online Start Date: 06/21/2005 End Date: 05/16/2022

Address: 1 Main Street Supervisor: Phone: Ext:

City: East Greenbush Wage: \$ 52.00 Hourly Hours/week: 40

State: New York Zip: 12061 Reason for Leaving: Category 1-DW

Country: United States Job Duties: Support sales staff through coaching and training. Provid Job Duties

Job Type: Full Time RR Event#: Event

NAICS: 518210 Data Processing, Hosting, and Related Services NAICS Lookup

Dislocated Worker Information

Qualifying Dislocation Date: 05/16/2022 Tenure (months): 203

O*Net at Dislocation: 15114100 Database Administrators

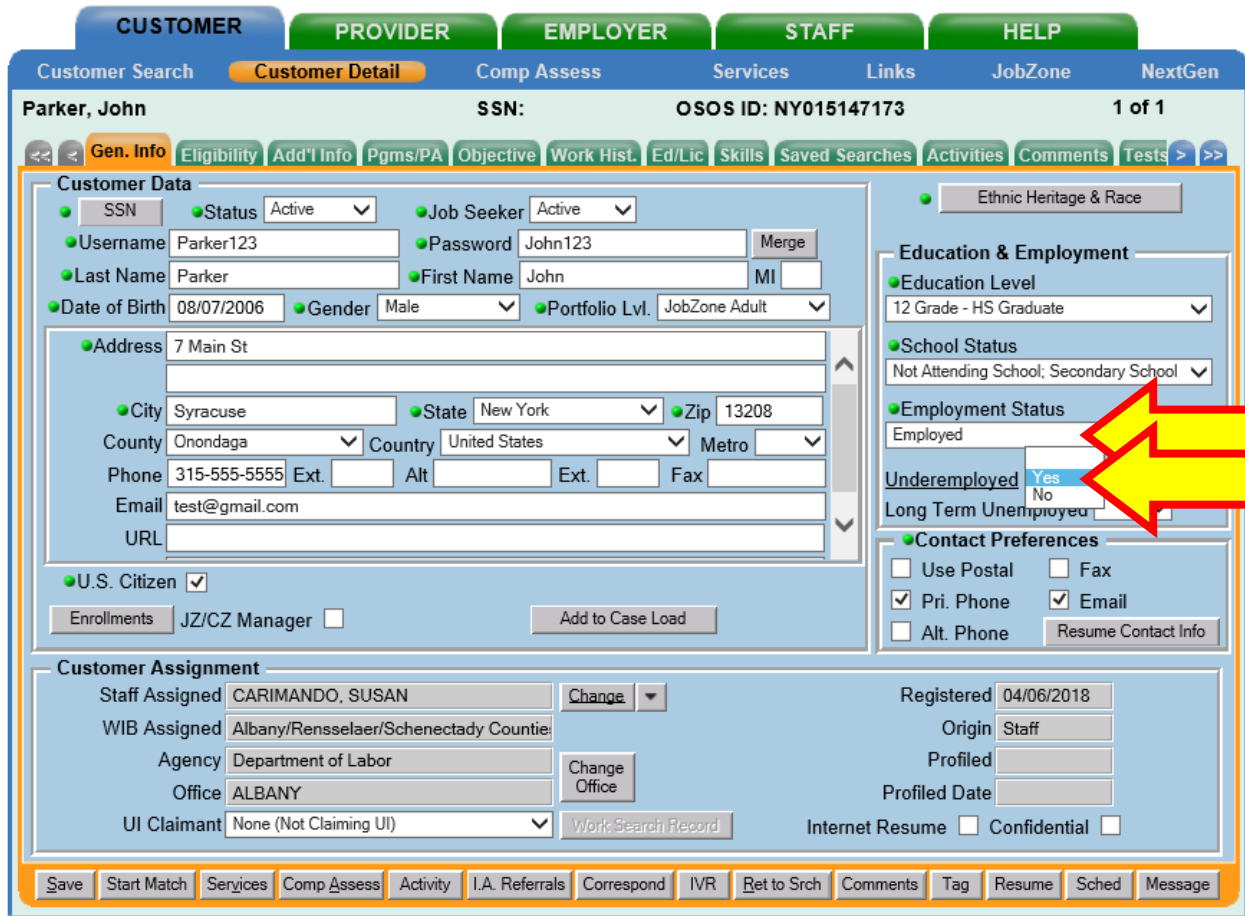
NAICS: 518210 Data Processing, Hosting, and Related Services

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Database Administrators	Generated Systems, Inc.	East Greenbush	06/21/2005	05/16/2022

New Job Entry Delete Selection Audit

Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Ret to Srch Comments Tag Resume Sched Message

For a customer who is considered a Category 1 Dislocated Worker due to being underemployed, select **Employed** in the **Employment Status** field and **Yes** in the **Underemployed** field in the **Gen. Info** tab.



The screenshot shows the OSOS Customer Detail form for John Parker. The 'Gen. Info' tab is active, and a yellow arrow points to the 'Employment Status' field, which is set to 'Employed'. Another yellow arrow points to the 'Underemployed' field, which is set to 'Yes'.

Customer Data

- SSN: [Redacted]
- Status: Active
- Job Seeker: Active
- Username: Parker123
- Password: John123
- Last Name: Parker
- First Name: John
- Date of Birth: 08/07/2006
- Gender: Male
- Portfolio Lvl: JobZone Adult
- Address: 7 Main St
- City: Syracuse
- State: New York
- Zip: 13208
- County: Onondaga
- Country: United States
- Phone: 315-555-5555
- Email: test@gmail.com
- U.S. Citizen:

Education & Employment

- Education Level: 12 Grade - HS Graduate
- School Status: Not Attending School; Secondary School
- Employment Status: Employed
- Underemployed: Yes
- Long Term Unemployed: No

Contact Preferences

- Use Postal:
- Pri. Phone:
- Alt. Phone:
- Fax:
- Email:
- Resume Contact Info:

Customer Assignment

- Staff Assigned: CARIMANDO, SUSAN
- WIB Assigned: Albany/Rensselaer/Schenectady Counties
- Agency: Department of Labor
- Office: ALBANY
- UI Claimant: None (Not Claiming UI)
- Registered: 04/06/2018
- Origin: Staff
- Profiled: [Redacted]
- Profiled Date: [Redacted]
- Internet Resume:
- Confidential:



For underemployed individuals, create two entries in the **Work History** tab. One entry must reflect the stopgap employment obtained. For this entry, leave the **End Date** field blank and select **Still Employed** in the **Reason for Leaving** field.

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

Customer Search **Customer Detail** Comp Assess Services Links JobZone NextGen

Parker, John **SSN:** **OSOS ID: NY015147173** **1 of 1**

Gen. Info Eligibility Add'l Info Pgms/PA Objective **Work Hist.** Ed/Lic Skills Saved Searches Activities Comments Tests

Detail

Job Title: Retail Sales O*Net Titles O*Net Code: 41203100

Employer: ABC Computer Store Include online: Start Date: 07/01/2022 End Date:

Address: 99 Second Street Supervisor: Phone: Ext.:

City: East Greenbush Wage: \$ 17.00 Hourly: Hours/week: 40

State: New York Zip: Reason for Leaving: Still employed

Country: United States Job Duties: Assist customers on the sales floor. Job Duties:

Job Type: Full Time RR Event#: Event:

NAICS: NAICS Lookup:

	Job	Company	City	Start	End
<input type="checkbox"/>	Database Administrator	ABC Solutions	East Greenbush	06/21/2015	05/16/2022
<input checked="" type="checkbox"/>	Retail Sales	ABC Computer Store	East Greenbush	07/01/2022	

New Job Entry Delete Selection Audit

Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Ret to Srch Comments Tag Resume Sched Message

The second work history entry must reflect the employment that the customer was displaced from prior to accepting stop-gap employment. Staff must select **Category 1 DW** in the **Reason for Leaving** field and fill out all required fields in the **Dislocated Worker Information** section.

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

Customer Search **Customer Detail** Comp Assess Services Links JobZone NextGen

Parker, John SSN: OSOS ID: NY015147173 1 of 1

Gen. Info Eligibility Add'l Info Pgms/PA Objective **Work Hist.** Ed/Lic Skills Saved Searches Activities Comments Tests >>

Detail

Job Title: Database Administrator O*Net Titles O*Net Code: 15114100

Employer: ABC Solutions Include online Start Date: 06/21/2015 End Date: 05/16/2022

Address: 1 Main Street Supervisor: Phone: Ext: Wage: \$ 80000.00 Yearly Hours/week: 40

City: East Greenbush Reason for Leaving: Category 1-DW

State: New York Zip: 12061 Job Duties: Supported database systems and Job Duties

Country: United States Job Type: Full Time RR Event#: Event

NAICS: 518210 Data Processing, Hosting, and Related Services NAICS Lookup

Dislocated Worker Information

Qualifying Dislocation Date: 05/16/2022 Tenure (months): 83

O*Net at Dislocation: 15114100 Database Administrators

NAICS: 518210 Data Processing, Hosting, and Related Services

	Job	Company	City	Start	End
<input checked="" type="checkbox"/>	Database Administrator	ABC Solutions	East Greenbush	06/21/2015	05/16/2022
<input type="checkbox"/>	Retail Sales	ABC Computer Store	East Greenbush	07/01/2022	

New Job Entry Delete Selection Audit

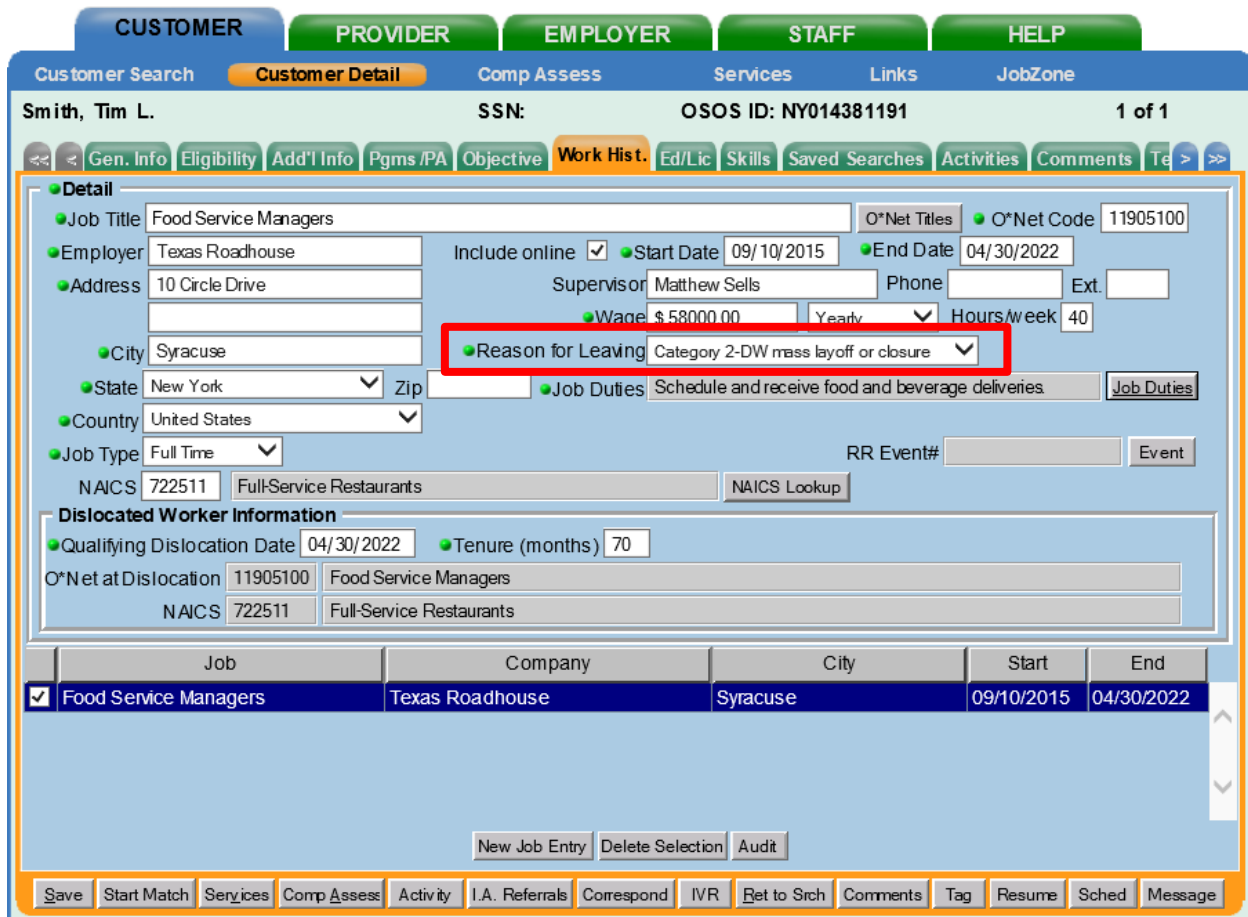
Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Ret to Srch Comments Tag Resume Sched Message



These extra steps are only required when the only way the customer qualifies as a Category 1 - DW is due to underemployment.

CATEGORY 2 – DW MASS LAYOFF OR CLOSURE

In the **Work History** tab, staff must select **Category 2 DW Mass Layoff or Closure** in the **Reason for Leaving** field when a customer has been terminated or laid off, or has received a notice of termination or layoff, from employment because of a permanent closure or any substantial layoff at, a plant, facility, military installation, or enterprise.



CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search **Customer Detail** Comp Assess Services Links JobZone

Smith, Tim L. SSN: OSOS ID: NY014381191 1 of 1

Gen. Info Eligibility Add'l Info Pgms /PA Objective **Work Hist.** Ed/Lic Skills Saved Searches Activities Comments Te >

Detail

Job Title: Food Service Managers O*Net Titles: O*Net Code: 11905100

Employer: Texas Roadhouse Include online: Start Date: 09/10/2015 End Date: 04/30/2022

Address: 10 Circle Drive Supervisor: Matthew Sells Phone: Ext:

City: Syracuse Wage: \$58000.00 Yearly Hours/week: 40

State: New York Reason for Leaving: **Category 2-DW mass layoff or closure**

Country: United States Job Duties: Schedule and receive food and beverage deliveries Job Duties

Job Type: Full Time RR Event#: Event

NAICS: 722511 Full-Service Restaurants NAICS Lookup

Dislocated Worker Information

Qualifying Dislocation Date: 04/30/2022 Tenure (months): 70

O*N et at Dislocation: 11905100 Food Service Managers

NAICS: 722511 Full-Service Restaurants

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Food Service Managers	Texas Roadhouse	Syracuse	09/10/2015	04/30/2022

New Job Entry Delete Selection Audit

Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Ret to Srch Comments Tag Resume Sched Message



For customers who are still employed and received a notice of termination, enter the Qualifying Dislocation Date and End Date of employment indicated in the letter, and update the Employment Status on the General info tab to Employed - Rcvd Notice of Termination. If there is no date indicated in the letter, enter the date the letter was received as the Qualifying Dislocation Date and the End Date of employment.



All other required fields in the **Work History** tab must also be completed.

Selecting **Category-2 DW mass layoff or closure** will open the Dislocated Worker Information section.

In the **Qualifying Dislocation Date** field, enter the customer's last day of work.

In the **Tenure** field, enter the number of months that customer was employed by their most recent employer.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess Services Links JobZone

Smith, Tim L. SSN: OSOS ID: NY014381191 1 of 1

Gen. Info Eligibility Add'l Info Pgms /PA Objective Work Hist. Ed/Lic Skills Saved Searches Activities Comments Te >

Detail

Job Title: Food Service Managers O*Net Titles: O*Net Code: 11905100

Employer: Texas Roadhouse Include online: Start Date: 09/10/2015 End Date: 04/30/2022

Address: 10 Circle Drive Supervisor: Matthew Sells Phone: Ext:

City: Syracuse Wage: \$58000.00 Yearly Hours/week: 40

State: New York Reason for Leaving: Category 2-DW mass layoff or closure

Country: United States Job Duties: Schedule and receive food and beverage deliveries Job Duties

Job Type: Full Time RR Event#: Event

NAICS: 722511 Full-Service Restaurants NAICS Lookup

Dislocated Worker Information

Qualifying Dislocation Date: 04/30/2022 Tenure (months): 70

O*N et at Dislocation: 11905100 Food Service Managers

NAICS: 722511 Full-Service Restaurants

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Food Service Managers	Texas Roadhouse	Syracuse	09/10/2015	04/30/2022

New Job Entry Delete Selection Audit

Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Ret to Srch Comments Tag Resume Sched Message



CATEGORY 3 - DW SELF-EMPLOYED

Staff must select **Category 3 DW Self-Employed** in the **Reason for Leaving** field when a customer who was self-employed is now unemployed as a result of general economic conditions in the individual's community or because of natural disasters.

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

Customer Search **Customer Detail** Comp Assess Services Links JobZone

Smith, Tim L. SSN: OSOS ID: NY014381191 1 of 1

Gen. Info Eligibility Add'l Info Pgms/PA Objective **Work Hist.** Ed/Lic Skills Saved Searches Activities Comments Te >

Detail

Job Title: Farmworkers and Laborers, Crop O*Net Titles O*Net Code: 45209202

Employer: Self-Employed Include online Start Date: 03/01/2001 End Date: 06/03/2022

Address: 16 Johnson St. Supervisor: Phone: Ext: Wage: \$92000.00 Yearly Hours/week: 40

City: Hauppauge **Reason for Leaving: Category 3-DW self-employed**

State: New York Zip: Job Duties: Owner/ Operator and managed dairy farm and greenhouse. Job Duties

Country: United States Job Type: Full Time RR Even#: Event

NAICS: 1121 Cattle Ranching and Farming NAICS Lookup

Dislocated Worker Information

Qualifying Dislocation Date: 06/03/2022 Tenure (months): 255

O*Net at Dislocation: 45209202 Farmworkers and Laborers, Crop

NAICS: 1121 Cattle Ranching and Farming

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Farmworkers and Laborers, Crop	Self-Employed	Hauppauge	03/01/2001	06/03/2022

New Job Entry Delete Selection Audit

Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Ret to Srch Comments Tag Resume Sched Message



All other required fields in the **Work History** tab must also be completed.

Selecting **Category-3 DW self-employed** will open the Dislocated Worker Information section.

In the **Qualifying Dislocation Date** field, enter the customer's last day of work.

In the **Tenure** field, enter the number of months that customer was self-employed.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search **Customer Detail** Comp Assess Services Links JobZone

Smith, Tim L. SSN: OSOS ID: NY014381191 1 of 1

Gen. Info Eligibility Add'l Info Pgms/PA Objective **Work Hist.** Ed/Lic Skills Saved Searches Activities Comments Te >>

Detail

Job Title: Farmworkers and Laborers, Crop O*Net Titles O*Net Code: 45209202

Employer: Self-Employed Include online Start Date: 03/01/2001 End Date: 06/03/2022

Address: 16 Johnson St. Supervisor: Phone: Ext:

City: Hauppauge Wage: \$92000.00 Yearly Hours/week: 40

State: New York Reason for Leaving: Category 3-DW self-employed

Country: United States Job Duties: Owner/ Operator and managed dairy farm and greenhouse. Job Duties

Job Type: Full Time RR Even#: Event

NAICS: 1121 Cattle Ranching and Farming NAICS Lookup

Dislocated Worker Information

Qualifying Dislocation Date: 06/03/2022 Tenure (months): 255

O*Net at Dislocation: 45209202 Farmworkers and Laborers, Crop

NAICS: 1121 Cattle Ranching and Farming

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Farmworkers and Laborers, Crop	Self-Employed	Hauppauge	03/01/2001	06/03/2022

New Job Entry Delete Selection Audit

Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Get to Srch Comments Tag Resume Sched Message



CATEGORY 4 - DW DISPLACED HOMEMAKER

Staff must select **Category 4 DW Displaced Homemaker** in the **Reason for Leaving** field when a customer is an individual who has been providing unpaid services to family members in the home and who either

- has been dependent on the income of another family member but is no longer supported by that income; or
- is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the member;
- and is now unemployed or underemployed and is having trouble in obtaining or upgrading employment.

For a customer who is considered a Category 4 DW due to underemployed status, select **Employed** in the **Employment Status** field and **Yes** in the **Underemployed** field in the **Gen. Info** tab.

The screenshot shows the OSOS Customer Detail form for Samantha L. Sears. The 'Gen. Info' tab is selected. The 'Employment Status' dropdown is set to 'Employed', and the 'Underemployed' dropdown is set to 'Yes'. The 'Long Term Unemployed' dropdown is set to 'No'. The 'Contact Preferences' section shows 'Use Postal' and 'Pri. Phone' checked. The 'Customer Data' section includes fields for SSN, Username, Last Name, First Name, Date of Birth, Gender, Portfolio Lvl., Address, City, State, Zip, County, Country, Metro, Phone, Email, and URL. The 'Customer Assignment' section includes fields for Staff Assigned, WIB Assigned, Agency, Office, UI Claimant, Registered, Origin, Profiled, Profiled Date, Internet Resume, and Confidential.



In the **Job Title** field, enter Homemaker.

In the **Employer, Address, City** and **State** fields, enter the customer's name and address. If the customer is underemployed or working part time, enter the employment information in a separate work history entry.

CUSTOMER | PROVIDER | EMPLOYER | STAFF | HELP

Customer Search | Customer Detail | Comp Assess | Services | Links | JobZone

Sears, Samantha L. | SSN: | OSOS ID: NY014381191 | 1 of 1

Gen. Info | Eligibility | Add'l Info | Pgms/PA | Objective | Work Hist. | Ed/Lic | Skills | Saved Searches | Activities | Comments | Te > >>

Detail

Job Title: Homemaker | O*Net Titles | O*Net Code

Employer: Samantha Sears | Include online | Start Date: 11/15/2011 | End Date: 05/25/2022

Address: 1652 Reynolds Ave | Supervisor: | Phone: | Ext: |

City: Syracuse | Wage: \$ 0.01 | Other: | Hours/week: 40

State: New York | Reason for Leaving: Category 4-DW displaced homemaker

Country: United States | Job Duties: Homemaker | Job Duties

Job Type: Full Time | RR Even#: | Event

NAICS: | NAICS Lookup

	Job	Company	City	Start	End
<input checked="" type="checkbox"/>	Homemaker	Samantha Sears	Syracuse	11/15/2011	05/25/2022

New Job Entry | Delete Selection | Audit

Save | Start Match | Services | Comp Assess | Activity | I.A. Referrals | Correspond | IVR | Ret to Srch | Comments | Tag | Resume | Sched | Message



As Category 4 Dislocated Workers have provided unpaid services, enter **\$0.01** and **Other** in the **Wage** fields.

All other required fields in the **Work History** tab must also be completed.

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

Customer Search **Customer Detail** Comp Assess Services Links JobZone

Sears, Samantha L. SSN: OSOS ID: NY013317550 1 of 1

Gen. Info Eligibility Add'l Info Pgms /PA Objective **Work Hist.** Ed/Lic Skills Saved Searches Activities Comments Te > >>

Detail

Job Title: Homemaker O*Net Titles: O*Net Code:

Employer: Samantha Sears Include online Start Date: 11/15/2011 End Date: 05/25/2022

Address: 1652 Reynolds Ave Supervisor: Phone: Ext:

City: Syracuse

State: New York Zip: 12240

Country: United States

Job Type: Full Time

Wage: \$ 0.01 Other Hours/week:

Reason for Leaving: Category 4-DW displaced homemaker

Job Duties: Successfully managed six person household. Planned and p Job Duties

RR Event#: Event:

NAICS: NAICS Lookup:

	Job	Company	City	Start	End
<input checked="" type="checkbox"/>	Homemaker	Samantha Sears	Syracuse	11/15/2011	05/25/2022

New Job Entry Delete Selection Audit

Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Ret to Srch Comments Tag Resume Sched Message

CATEGORY 5 - DW SPOUSE OF A MEMBER OF THE ARMED FORCES

Staff must select **Category 6 DW Spouse of a Member of the Armed Forces** in the **Reason for Leaving** field when a customer is either

- the spouse of a member of the Armed Forces on active duty, and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
- the spouse of a member of the Armed Forces on active duty and who meets required WIOA criteria.



WIOA defines Dislocated Worker - Spouse of a Member of the Armed Forces as Category 5. However, OSOS currently lists this as Category 6; this is the option which must be selected for customers meeting the above definition.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search **Customer Detail** Comp Assess Services Links JobZone

Johnson, Tyrone L. SSN: OSOS ID: NY014381191 1 of 1

Gen. Info Eligibility Add'l Info Pgms /PA Objective **Work Hist.** Ed/Lic Skills Saved Searches Activities Comments Te >>

Detail

Job Title: Sales Agents, Financial Services O*Net Titles: O*Net Code: 41303102

Employer: Alliance Partners, LLC Include online Start Date: 08/16/2016 End Date: 06/02/2022

Address: 82 Division St. Supervisor: Phone: Ext:

City: Ft. Drum Wage: \$ 73000.00 Yearly Hours/week: 40

State: New York Zip: Reason for Leaving: **Category 6-DW Spouse of a member of**

Country: United States Job Duties: Contact prospective customers with information on available Job Duties

Job Type: Full Time RR Event#: Event

NAICS: NAICS Lookup

Dislocated Worker Information

Qualifying Dislocation Date: 06/02/2022 Tenure (months): 255

O*Net at Dislocation: 41303102 Sales Agents, Financial Services

NAICS:

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Sales Agents, Financial Services	Alliance Partners, LLC	Ft. Drum	08/16/2016	06/02/2022

New Job Entry Delete Selection Audit

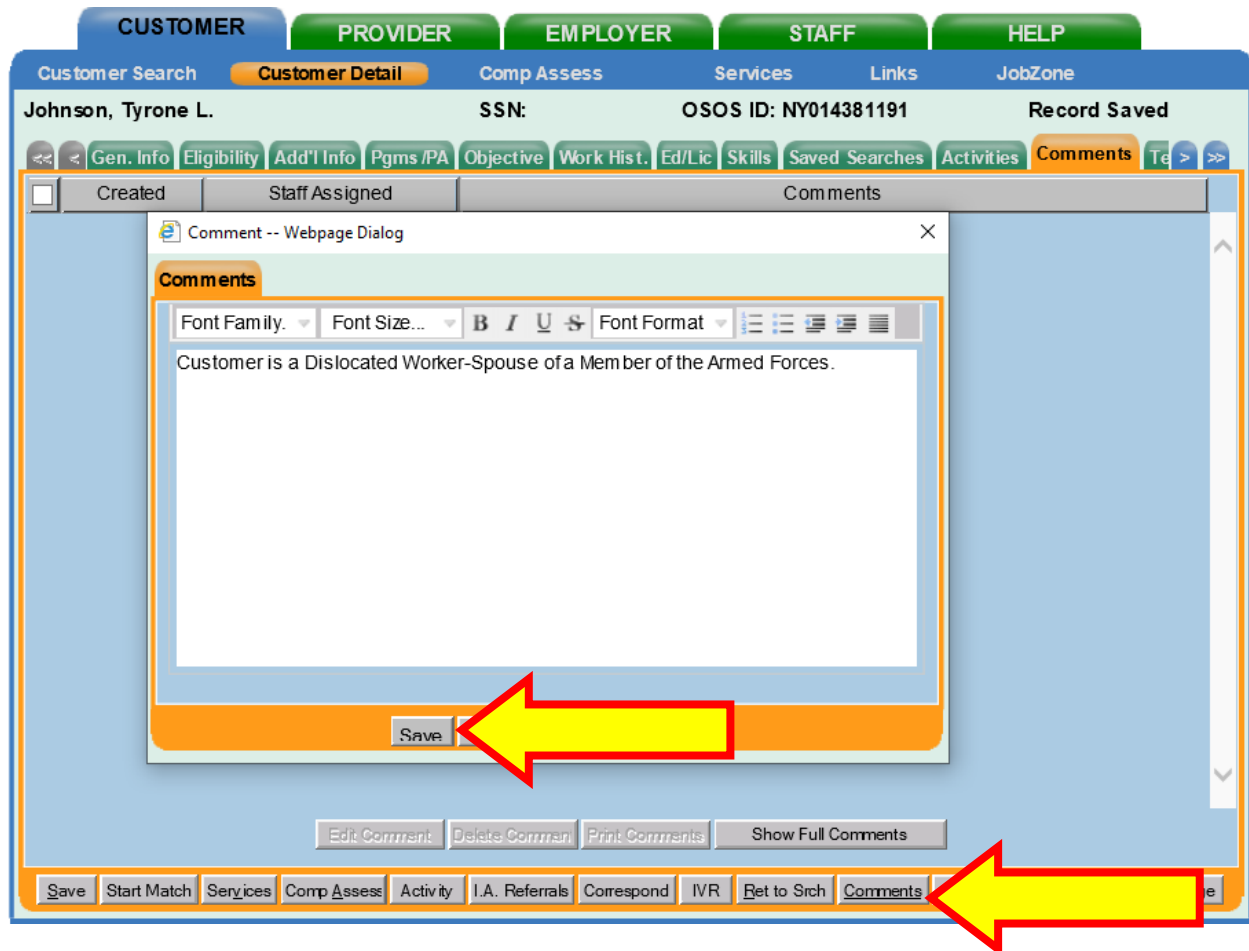
Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Ret to Srch Comments Tag Resume Sched Message

All other required fields in the **Work History** tab must also be completed.

Click the **Comments** button at the bottom of the screen to record a comment indicating how this customer meets the WIOA definition of a Category 5 Dislocated Worker. This comment should include the following language:

"Customer is a Dislocated Worker-Spouse of a member of the Armed Forces."

Click **Save**.



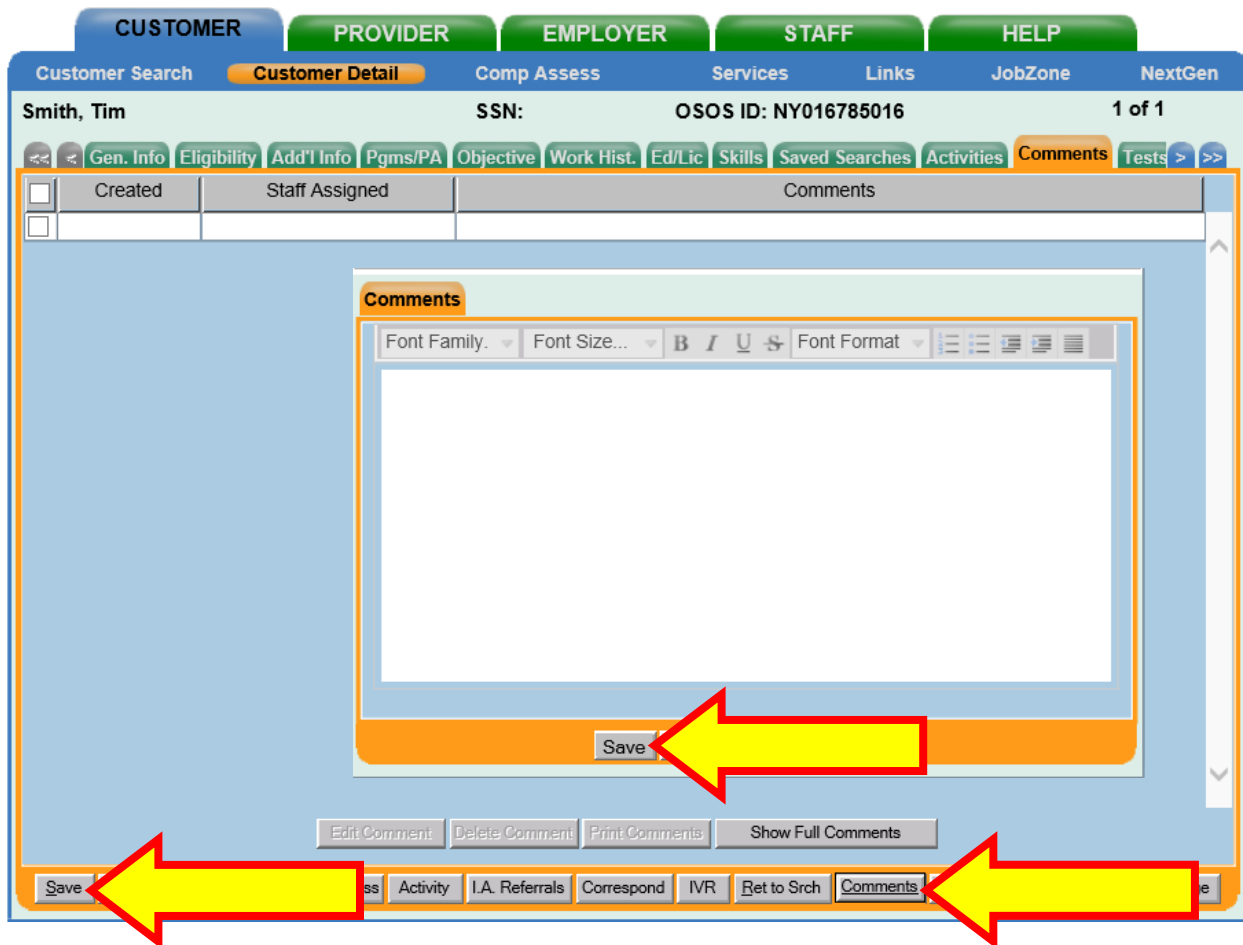
The screenshot displays the OSOS Customer Detail page for Johnson, Tyrone L. The page includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The Customer Detail tab is active, showing fields for SSN and OSOS ID. A Comments dialog box is open, containing a text area with the text "Customer is a Dislocated Worker-Spouse of a Member of the Armed Forces." and a Save button. A red arrow points to the Save button in the dialog box. Another red arrow points to the Comments button in the bottom navigation bar.

COMMENTS AND DATA ELEMENT VALIDATION

For all dislocated worker customers, staff case notes must include a comment indicating how this customer meets the WIOA definition of the selected category of dislocated worker. The comment should also include any necessary information on required data element validation.

To record a comment, click the **Comments** button at the bottom of the screen.

After typing the comment into the Comment box, click **Save** on the Comment box and at the bottom of the record.



The screenshot displays the OSOS Customer Detail page for 'Smith, Tim' (SSN: OSOS ID: NY016785016). The 'Comments' tab is active, showing a table with columns 'Created', 'Staff Assigned', and 'Comments'. A 'Comments' dialog box is open, featuring a rich text editor with a 'Save' button. A 'Save' button is also visible at the bottom of the record. Red arrows point to these 'Save' buttons.



ADDITIONAL CATEGORIES

In addition to the WIOA DW categories, NYSDOL also recognizes individuals dislocated due to Foreign Trade as dislocated workers. This includes participants in the Trade Adjustment Assistance (TAA) Program who are part of a worker group covered under a certified trade petition.

In OSOS, these customers are documented as **Category 5-DW Dislocated Due to Foreign Trade** in the **Work History** tab.

For detailed guidance on entering TAA eligible dislocated workers in OSOS, please see the [TAA Intake and Eligibility OSOS Guide](#).

The screenshot shows the OSOS Customer Detail page for Samantha L. Sears. The 'Work Hist.' tab is selected, and the 'Reason for Leaving' dropdown is highlighted with a red box, showing 'Category 5-DW Dislocated due to foreig'. Below the form is a table of job history.

Job	Company	City	Start	End
<input checked="" type="checkbox"/> Manufacturing Production Technician	Alliance Manufacturing	Old Town	08/16/2016	06/02/2022



Properly documenting Category DW-5 in the **Work History** tab and recording the TAA Individual Employment Plan per the guidance in the [TAA Enrollment and Entering the First Service OSOS Guide](#) will cause the customer to be co-enrolled in both the TAA program and the WIOA Dislocated Worker program.

The screenshot shows the 'Current Programs' section of the OSOS interface. The 'Pgms /PA' tab is selected. The list includes various programs with checkboxes and dates in the adjacent columns.

Program Name	Start Date	End Date	Other Column
<input checked="" type="checkbox"/> WIOA Participation Period	05/13/2022		
<input checked="" type="checkbox"/> WIOA Reportable Individual	04/20/2022		
<input checked="" type="checkbox"/> Wagner-Peyser	05/13/2022		
<input type="checkbox"/> Job For Veterans' State Grants (JVSG)			
<input type="checkbox"/> WIOA - Adult			
<input checked="" type="checkbox"/> WIOA - Dislocated Worker	05/26/2022		
<input type="checkbox"/> WIOA - Youth			
<input type="checkbox"/> Rapid Response			
<input type="checkbox"/> IWT - Incumbent Worker Training (Co-enrolled)			
<input type="checkbox"/> IWT - Incumbent Worker Training (Standalone)			
<input checked="" type="checkbox"/> Trade Act	06/08/2022		
<input type="checkbox"/> Registered Apprenticeship (PIRL)			
<input type="checkbox"/> Rapid Response / pre-7/16			
<input type="checkbox"/> Stimulus Summer Youth			
<input type="checkbox"/> Welfare (WTW)			
<input type="checkbox"/> NFJP - National Farmworker Jobs Program (PIRL)			
<input type="checkbox"/> NFJP E & T (PIRL)			
<input type="checkbox"/> NFJP Housing Grant (PIRL)			
<input type="checkbox"/> WRED			
<input type="checkbox"/> WIOA - Homeless Veterans Reintegration Program (PIRL)			

Navigation buttons at the bottom: Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, Message.



RESOURCES AND ASSISTANCE

OSOS Guides:

- [Creating a Basic Customer Record OSOS Guide](#)
- [TAA Intake and Eligibility OSOS Guide](#)
- [TAA Enrollment and Entering the First Service OSOS Guide](#)

PGL #[22-01](#): New York State Department of Labor (NYSDOL) guidance and interpretation on the Workforce Innovation and Opportunity Act (WIOA) definition of Dislocated Worker (DW) and recording DWs in the One-Stop Operating System (OSOS)

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

By email: help.osos@labor.ny.gov

Writing an Effective Case Note in OSOS

In OSOS, case notes can be added to a customer record by clicking on the Comments Button of any tab in the Customer Detail Window, and can be viewed in the Comments Tab. Case notes should be added to a customer record for each interaction you have with a customer. You will find it helpful to record good case notes in OSOS for tracking a customer's progress at each point in their employment services process. Since multiple agencies and staff members may be working with the same customer, it is essential to write thoughtful case notes that provide a thorough and objective overview of the customer that everyone can reference and utilize. For case notes to be effective, they should make SENSE:



• SITUATION

- The first step in writing a case note is recording the reason why the customer is meeting with you. Case Notes detail where the customer is on his or her path to training or employment goals. They also detail any relevant information that is not collected anywhere else in OSOS (e.g., if a customer discloses a disability, you would note in Comments any regular workplace/training accommodations). Note any updated employment services information such as job search or training progress, job leads, etc.



• EVALUATION

- Next, record your professional evaluation/assessment of the customer's current situation. Record what happened during your meeting. Were the meeting goals accomplished? If not, why? Be sure to outline your assessment, any results and interpretation of these results. Make a note of any employment barriers your customer is facing as well as their efforts and challenges.



• NEXT STEPS

- Write what you and your customer will do as a result of the meeting. Set goals for what you both hope to accomplish by the next meeting and schedule a follow-up appointment and/or workshops if needed. This should follow logically from the customer's situation and your professional evaluation.



• SUFFICIENT INFORMATION (SAY WHAT YOU SEE)

- After completing your case notes take a moment to review that you have included enough information and that the note is objective. Assume that your case notes will be referenced by another staff member working with the customer. Will the information you provided be helpful? Did you record pertinent details of what happened and what was accomplished, as well as your reasoning for any services provided and any suggestions or goals you have set? Include any change in employment goals, restrictions or accommodations if needed.
- Remember, record only observable behavior, not personal impressions.



• EMPLOYMENT-RELATED INFORMATION ONLY

- Take care to enter only facts and relevant information related to the customer's training and employment goals. You should not include any unrelated information, protected health information (PHI) or any subjective personal opinions.

Dislocated Worker (DW) Eligibility Desk Guide and One Stop Operating System (OSOS) and File Requirements

These are the minimum OSOS and file requirements to show that the customer is a DW. All other relevant OSOS and file guidance must be followed. Generally, customer files are only maintained when the customer is participating in Workforce Innovation and Opportunity Act (WIOA)-funded training.

DW1 – Unlikely to return to a previous occupation or industry

Yes	No	<i>Must answer yes to any one of the following:</i>
		<u>Customer was automatically determined to be a DW by OSOS (OSOS Pgms/PA tab, Current Programs section, WIOA Dislocated Worker has a Reg Date but no Term Date).</u> 1. Update Work History Reason for Leaving to DW1. If there is no job entry on the Work History tab, one must be added. 2. Enter a comment similar to “OSOS automation determined customer is a DW1/unlikely to return to a previous industry or occupation.” 3. File requirements: None.
		<u>Customer is a UI Exhaustee (OSOS Gen Info tab UI Claimant Status shows Exhaustee).</u> 1. Update Work History Reason for Leaving to DW1. If there is no job entry on the Work History tab, one must be added. 2. Enter a comment similar to “Customer is a DW1 and unlikely to return to a previous industry or occupation due to being a UI exhaustee.” 3. File requirements: None.
		<u>Customer is profiled as Likely to Exhaust UI (OSOS Gen Info tab Profiled Date box has a date in it and the UI Claimant box shows Seek – Subject to Work Search).</u> 1. Update Work History Reason for Leaving to DW1. If there is no job entry on the Work History tab, one must be added. 2. Enter a comment similar to “Customer is a DW1 and unlikely to return to a previous industry of occupation due to being profiled as likely to exhaust UI benefits.” 3. File requirements: None.
		<u>Customer is unemployed or underemployed:</u> <ul style="list-style-type: none"> • Customer has been terminated or laid off, or has received a notice of termination or layoff, from employment, including separation from active military service (under other than dishonorable conditions); and • Is eligible for or has exhausted entitlement to unemployment compensation or has been employed for a duration sufficient to demonstrate attachment to the workforce (has worked for two full pay periods or one month, whichever is less); and • Has been unemployed since their termination or layoff or is underemployed. 1. Update Work History Reason for Leaving to DW1. If there is no job entry on the Work History tab, one must be added. 2. Enter a comment similar to “Customer is a DW1 and unlikely to return to a previous

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	<p>industry or occupation due to being unemployed/underemployed since termination/layoff.” 3. File requirements include one of the following: signed application or enrollment form; signed applicant statement (self-attestation); verification from employer; Rapid Response list; notice of layoff; Public announcement (such as WARN Notice) with follow-up cross-match with UI database.</p>
	<p><u>Customer is unlikely to return to a previous industry or occupation for personal or economic (labor market) reasons:</u></p> <ul style="list-style-type: none"> • Customer has been terminated or laid off, or has received a notice of termination or layoff, from employment, including separation from active military service (under other than dishonorable conditions); and • Is eligible for or has exhausted entitlement to unemployment compensation or has been employed for a duration sufficient to demonstrate attachment to the workforce (has worked for two full pay periods or one month, whichever is less); and • Is unlikely to return to a previous industry or occupation for personal or economic (labor market) reasons. <p>1. Update Work History Reason for Leaving to DW1. If there is no job entry on the Work History tab, one must be added. 2. Enter a comment describing the personal or labor market conditions that make the customer unlikely to return to a previous industry or occupation (see examples following this chart). 3. File requirements include one of the following: signed application or enrollment form; signed applicant statement (self-attestation); verification from employer; Rapid Response list; notice of layoff; Public announcement (such as WARN Notice) with follow-up cross-match with UI database.</p>

An individual collecting UI and exempt from work search because they are a member of a union who receives work through a union hiring hall, on temporary layoff (TLO) or seasonal loss of employment where the employer has given a definite return to work date within eight weeks are not considered unlikely to return and thus are not a DW.

Comment examples for when the reason the customer is unlikely to return to an occupation or industry is **economic**:

1. Customer was employed as a **telephone operator** and is unlikely to return to that occupation -- O*Net shows this occupation is declining rather than growing.
2. Customer was employed at Family Video. Per Newsweek (2/27/21), Family Video is the nation's last **video rental chain**, and they are closing all remaining stores. An internet search showed there are no other video rental stores in customer's commuting area so he's unlikely to return to this industry.
3. Customer was employed as a **floral designer**, but the business closed due to declining sales. She is unlikely to

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return to that occupation; BLS indicates that employment will decline 20% between 2020 and 2030.

Comment examples for when the reason a customer is unlikely to return to a previous occupation or industry is **personal**:

4. Customer was employed as a **medical coder** for 23 years but is unlikely to continue in that occupation because he lacks the newest certifications that are currently required in the field.
5. Customer was employed as a **plumber** for many years but is unlikely to return to the occupation because she is no longer able to perform hard physical labor.
6. Customer has a lot of experience in the **restaurant** industry but will not return to that industry for medical reasons (see file for details). *In this case, staff entered a note in the file that the customer is being served under the Opioid grant and is seeking employment outside the restaurant industry since there is illicit drug use in the industry he wishes to avoid.*
7. Customer worked in the **banking** industry but is unable to continue working in that industry due to personal legal circumstances.
8. Customer is **long-term unemployed**; she worked as a CNA in the early 2000s but was laid off during the recession and hasn't worked since. She's unlikely to return to that occupation because her certification expired and she's no longer capable of heavy lifting.
9. Customer is **long-term unemployed**; he exhausted 26 weeks of UI benefits and is therefore unlikely to return to the same industry or occupation.

DW2 – Mass Layoff or Closure

Yes	No	<i>Must answer yes to any one of the following:</i>
		Was employed at a business that closed or experienced a substantial layoff (must select one): a. Business closed; or b. Five (5) people or 10% of that employer's workforce were laid off, whichever is less.
		Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or
		Is employed at a facility at which the employer has made a general announcement that such facility or military installation will close (<i>no firm date or date not within 180 days</i>). <i>Note that DWs in this category are ineligible for training and supportive services and some career services unless/until they have a firm closing date within 180 days.</i>

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DW2 OSOS and File Requirements:

1. Update Work History Reason for Leaving to DW2. If there is no job entry on the Work History tab, one must be added.
2. Add a comment stating how the customer meets the eligibility requirements for DW2.
3. File requirements (for the first category – closure/substantial layoff only) include one of the following: verification from employer; worker list from firm; cross-match with state MIS database; signed intake application or enrollment form; case notes or self-attestation (self-attestation only in cases when other allowable source documentation is not available due to records retention timelines expiring.)

DW3 – Self-Employed

Yes	No	<i>Must answer yes to the following:</i>
		<p>Was self-employed but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters.</p> <p><i>“The community in which the individual resides” is the geographic area in which the individual resides, or the industry, sector, or occupational community not bound by physical location which may be affected by general economic conditions. An individual’s economic community may extend beyond the geographical location of that person and/or their business or source of income. Conditions that affect general economic conditions may include the logistical supply chain or location of product/service delivery.</i></p>

DW3 OSOS and File Requirements:

1. Update Work History Reason for Leaving to DW3. If there is no job entry on the Work History tab, one must be added.
2. Add a comment stating how the customer meets the eligibility requirements for DW3.
3. File requirements: signed applicant statement.

DW4 – Displaced Homemaker

Yes	No	<i>Must answer yes to all three sections to be a DW4</i>
		Has been providing unpaid services (<i>any service provided without an employer/employee relationship</i>) to family members in the home; and
		<p>(Must select one)</p> <p>a. Is <u>unemployed</u> and having trouble in obtaining or upgrading employment (<i>difficulty in obtaining or upgrading employment can be satisfied by self-attestation</i>); or</p>

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	<p>b. Is underemployed and having trouble in obtaining or upgrading employment (<i>difficulty in obtaining or upgrading employment can be satisfied by self-attestation</i>).</p> <p>Underemployed includes but is not limited to:</p> <ul style="list-style-type: none"> • Individuals employed less than full-time who are seeking full-time employment; or • individuals who are employed in a position that is inadequate with respect to their skills and training; or • individuals who are employed who meet the definition of a low-income individual in WIOA sec. 3(36); or • individuals who are employed, but whose current job's earnings are not sufficient based on their training and experience or compared to their previous job's earnings • individuals who are employed in stopgap employment.
	<p>(Must select one)</p> <p>a. Has been dependent on the income (<i>receiving financial or other assistance to meet any basic need – food, shelter, clothing, transportation, or any other need necessary for self-sufficiency</i>) of another family member (<i>spouse, child, spouse's child, daughter-in-law, son-in-law, brother, sister, mother, father, grandparent, grandchild, step-brother, step-sister, step-parents, mother-in-law, father-in-law, brother-in-law, sister-in-law, aunt, uncle, niece, nephew, guardian, ward, or domestic partner</i>) but is no longer supported by that income (<i>the removal of financial or other form of assistance that is provided to meet any basic need; this is not limited to the removal of the total assistance received, rather the assistance received per basic need</i>); or</p> <p>b. Is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced (<i>any reduction in family income due to deployment</i>) because of deployment, a call or order to active duty, a permanent change in station, or the service-connected death or disability of the member.</p>

DW4 OSOS and File Requirements:

1. Update Work History Reason for Leaving to DW4. If there is no job entry on the Work History tab, one must be added.
2. Add a comment stating how the customer meets the eligibility requirements for DW4.
3. File requirements include one of the following: self-attestation; signed intake application or enrollment form; cross-match with Public Assistance records; copy of spouse's layoff notice; copy of spouse's death record; copy of spouse's permanent change status (PCS) orders (for a military move or assignment); copy of divorce records; copy of applicable court records; copy of bank records (showing financial dependence on spouse, no separate individual income

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support, or no employment income earned); needs assessment; or signed individual employment plan (IEP).

DW5 – Dislocated due to Foreign Trade

Yes	No	
		<p>Individuals dislocated due to foreign trade, including participants in the Trade Adjustment Assistance (TAA) Program who are part of a worker group covered under a certified trade petition, which demonstrates an increase in imports, a shift or acquisition in production, or a loss of sales and/or production which contributed importantly to the worker's separation or threat of separation.</p> <p>List of Trade Act petitions: https://www.doleta.gov/tradeact/petitioners/taa_search_form.cfm</p>

DW5 OSOS and File Requirements:

1. Update Work History Reason for Leaving to DW5 and complete all required fields. If there is no job entry on the Work History tab, one must be added.
2. Add a comment stating how the customer meets the eligibility requirements for DW5.
3. File requirements include one of the following: verification from employer; Rapid Response list; notice of layoff; public announcement with follow-up cross-match to UI database; signed intake or application form.

DW6 – Spouse of a Member of the Armed Forces

Yes	No	<i>Must answer yes to any one of the following:</i>
		Is the spouse of a member of the Armed Forces on active duty, and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
		Is the spouse of a member of the Armed Forces on active duty who is unemployed or underemployed and is having trouble in obtaining or upgrading employment.

DW6 OSOS and File Requirements:

1. Update Work History Reason for Leaving to DW6. If there is no job entry on the Work History tab, one must be added.
2. Add a comment stating how the customer meets the eligibility requirements for DW6.
3. File requirements include one of the following: self-attestation; signed intake application or enrollment form; copy of spouse's layoff notice; copy of spouse's death record; copy of spouse's Permanent Change of Station (PCS) Orders (for a military move or assignment); copy of divorce records; copy of applicable court records; copy of bank records (showing financial dependence on spouse, no

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separate individual income support or no employment income earned); needs assessment; signed individual employment plan (IEP).

Definitions

Long Term Unemployed (LTU) Individuals

Individuals who receive Unemployment Compensation benefits for at least 27 weeks and are still unemployed. LTU may include those individuals originally designated DWs as part of a National Dislocated Worker Grant (NDWG) and who remain unemployed once they are no longer funded with the NDWG.

Underemployed Individuals

Individuals who have been determined to be Dislocated Workers may **remain** DWs even after they have obtained employment, if they meet one of the following criteria: (1) individuals employed less than full-time who are seeking full-time employment; (2) individuals who are employed in a position that is inadequate with respect to their skills and training; (3) individuals who are employed who meet the definition of a low-income individual in WIOA sec. 3(36); (4) individuals who are employed, but whose current job's earnings are less than the self-sufficiency wage rate set by the LWDB, or are not sufficient based on their training and experience or compared to their earnings from their previous employment; and (5) individuals who are employed in stopgap employment.

Stopgap Employment

Stopgap employment means work an individual does only because they have lost the customary work for which their training, experience or work history qualifies them (individual is underemployed). Employment would be considered stopgap if:

- the employment is not in the individual's primary occupation;
- the salary is substantially below the salary of the individual's primary occupation;
- the individual is working substantially under the skill level of his/her customary occupation; and
- the individual has been in the stopgap job less than one (1) year.

There may be times when stopgap employment provides a self-sufficient wage (e.g., contract employment, seasonal employment, or employment obtained through a temporary employment services agency). Such employment would not change the individual's DW status. The determination about whether an individual's employment since dislocation is stopgap employment must be made on a case-by-case basis and take into consideration an individual's personal, family, financial, and employment situation.

Resources

- Workforce Innovation and Opportunity Act (WIOA) 3(15);
- Training and Employment Guidance Letter (TEGL) No. 23-19;
- TEGL No. 19-16; and

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- New York State Department of Labor (NYSDOL) Program Guidance Letter (PGL) #22-01

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Tompkins County Workforce Development Board

Needs Related Payments Policy

Purpose

Needs-related payments provide financial assistance to participants for the purpose of enabling them to participate in training and are a supportive service authorized by WIOA sec. 134(d)(3). Unlike other supportive services, in order to qualify for needs-related payments a participant must be enrolled in training.

Contingent on available funding a stipend of \$125.00* per week (or actual UI rate, whichever is LESS) will be available to all participants on a bi-weekly basis while in school full time for a maximum of 52 weeks not to exceed \$7,000 if they meet the following:

Adults

- Unemployed
- do not qualify for, or have ceased to qualify for UI; and
- are enrolled in a program of training services
- family income (based on family-size) does not exceed 250% of the poverty level.

Dislocated Workers

- Unemployed and
- have ceased to qualify or did not qualify for UI or TAA; and
- were enrolled in a program of training services by the end of the 13th week after the most recent layoff that resulted in Dislocated Worker Status; and
- family income (based on family-size) does not exceed 250% of the poverty level.

Definition of Unemployed

According to the Department of Labor, people are classified as unemployed if they do not have a job, have actively looked for work in the prior 4 weeks, and are currently available for work. Actively looking for work may consist of any of the following activities:

- Contacting:
 - An employer directly or having a job interview
 - A public or private employment agency
 - Friends or relatives
 - A school or university employment center
- Submitting resumes or filling out applications
- Placing or answering job advertisements
- Checking union or professional registers
- Some other means of active job search

Department of Labor Federal Registrar Supportive Services

§ 680.930 What are needs-related payments?

Needs-related payments provide financial assistance to participants for the purpose of enabling them to participate in training and are a supportive service authorized by WIOA sec. 134(d)(3). Unlike other supportive services, in order to qualify for needs related payments a participant must be enrolled in training.

§ 680.940 What are the eligibility requirements for adults to receive needs related payments?

Adults must:

- (a) Be unemployed;
- (b) Not qualify for, or have ceased qualifying for, unemployment compensation; and
- (c) Be enrolled in a program of training services under WIOA sec. 134(c)(3).

§ 680.950 What are the eligibility requirements for dislocated workers to receive needs-related payments?

To receive needs-related payments, a dislocated worker must:

- (a) Be unemployed, and:
 - (1) Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and
 - (2) Be enrolled in a program of training services under WIOA sec. 134(c)(3) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; or
- (b) Be unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA and be enrolled in a program of training services under WIOA sec. 134(c)(3).

§ 680.960 May needs-related payments be paid while a participant is waiting to start training classes?

Yes, payments may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. The Governor may authorize local areas to extend the 30- day period to address appropriate circumstances.

§ 680.970 How is the level of needs-related payments determined?

- (a) The payment level for adults must be established by the Local WDB. For statewide projects, the payment level for adults must be established by the State WDB.
- (b) For dislocated workers, payments must not exceed the greater of either of the following levels:
 - (1) The applicable weekly level of the unemployment compensation benefit, for participants who were eligible for unemployment compensation as a result of the qualifying dislocation; or
 - (2) The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income, as determined by Local WDB policies.

Clarification to Policy

1. Semester breaks of 14 days or less

Customers eligible for needs-related payments shall be paid for school breaks^[1] lasting 14 weekdays or less with no obligation on their part.

2. Semester breaks of 15 days or more

Customers eligible for needs-related payments shall be paid for school breaks lasting 15 weekdays or more if they are in compliance with bi-weekly employment-related activities designed and monitored by Workforce Development Specialists.

Important Notes:

****WIOA should be the last option of funding if other programs or providers are available. Denial of other services should be annotated to OSOS.****

****All needs related payments should have an appropriate corresponding comment entered in OSOS. Please make sure that all OSOS fields are updated to meet eligibility requirements. E.g. Work History, Employment status.****

^[1] School breaks are defined as Spring Break, Winter/Christmas Break, etc. and the period of time between Fall and Spring; Spring and Summer; and Summer and Fall semesters. Under no circumstances will customers be allowed to collect needs-related payments over the summer if they are not attending classes.

**Tompkins County Office of Employment Training
Budget Statement
31-Aug-22**

16.7% of yr.

Adult/Dislocated Worker

	Budget	Aug-22	YTD	Balance	YTD % Budget
Expenditures					
Supportive Services	18,000	1374.95	4064.98	13935.02	23%
Tuition	63458	3999.00	11698.00	51760.00	18%
Participant Wages	36500	3324.44	6097.36	30402.64	17%
Participant Fringe	4,256	382.31	701.20	3554.80	16%
Total Expenditures	122,214	9080.70	22561.54	99652.46	18%

**Tompkins County Office of Employment Training
Budget Statement
30-Sep-22**

25% of yr.					
<u>Adult/Dislocated Worker</u>					
	Budget	Sep-22	YTD	Balance	YTD % of Budget
Expenditures					
Supportive Services	18,000	474.30	4539.28	13460.72	25%
Tuition	63458	7590.00	19288.00	44170.00	30%
Participant Wages	36500	2543.12	8640.48	27859.52	24%
Participant Fringe	4,256	292.46	993.66	3262.34	23%
Total Expenditures	122,214	10899.88	33461.42	88752.58	27%