

**Workforce Development System
Technical Advisory #17-7
June 28, 2017**

To: Workforce Development Community

SUBJECT: Use of One-Stop Operating System and Re-Employment Operating System

PURPOSE

Establish policy on proper use of the One-Stop Operating System (OSOS) and the Re-Employment Operating System (REOS) including required confidentiality provisions, data entry, and system use for all users.

This Workforce Development System Technical Advisory (WDS TA) rescinds and replaces TA 00-41.2; “Revised One-Stop Operating System (OSOS) Confidentiality Agreements” (04/24/2006), TA 02-04; “New OSOS Security Permissions and Security Request Procedures” (03/03/2002), and TA 06-16; “Final Guidance – OSOS Modifications and Data Entry Procedures for Recording Participant Information and Services in OSOS under Common Measures and Functional Alignment” (09/26/2006) and TA 07-01; “Re-Employment Operating System (REOS) Confidentiality Agreements” (01/03/2007) and their updated versions.

POLICY

The New York State One-Stop Career Center System utilizes two separate systems to effectively and accurately document programmatic and participant data: OSOS and REOS.

- OSOS is the primary case management system used for tracking all services provided to customers throughout the Workforce Development System. OSOS collects substantial information from customers, businesses, and training providers. This information is also used to prepare required State and Federal reports.
- REOS is the primary operating system used for tracking and scheduling UI recipients for mandatory appointments throughout the Career Center system.

All partners requesting access to OSOS and/or REOS must enter into the appropriate confidentiality agreement(s) with New York State Department of Labor (NYSDOL).

All OSOS and REOS user guides developed by NYSDOL must be followed.

All data entered into OSOS must take place within five business days of service delivery.

ACTION

Confidentiality Agreements

Information collected within OSOS and REOS is highly confidential. To protect this information and prevent the misuse of this data, anyone who will have access to OSOS and/or REOS must sign a confidentiality agreement with NYSDOL.

An individual may request access to OSOS and/or REOS by submitting the Individual Access and Confidentiality Agreement form, presented as **Attachment A**.

A New York State Career Center System Partner (“Partner”) may request access to one or both of these systems by submitting the appropriate confidentiality agreement and/or Memorandum of Understanding (MOU) for OSOS and REOS. For the purposes of OSOS and REOS access, there are two types of Partners: State Agency Partners and Non-State Agency Partners.

- State Agency Partners must execute the appropriate MOU for the exchange of confidential information. The MOUs for OSOS and REOS are presented as **Attachments B** and **C** respectively.
- Non-State Agency Partners must sign the Interagency Agreement for OSOS (**Attachment D**) and/or the Interagency MOU for REOS (**Attachment E**) for the exchange of confidential information as appropriate for the system(s) they wish to access.

Data Entry and System Use

Data recorded in OSOS and REOS is utilized to analyze programmatic, and participant data, across the state and local areas. Local staff must follow the procedures outlined in the OSOS and REOS user guides released by NYSDOL to ensure data is: recorded consistently; accessible for State and Federal reporting purposes; and that each system is used as intended.

OSOS and REOS user guides can be found on the NYSDOL website at:

<https://labor.ny.gov/workforcenypartners/osos.shtm>

Staff must data enter all required information into OSOS within five (5) business days of service delivery.

REFERENCES

[WDS-TA#00-41.2](#), issued April 24, 2006, “Revised One-Stop Operating System (OSOS) Confidentiality Agreements.”

WDS-TA#02-04, issued March 03, 2002, “New OSOS Security Permissions and Security Request Procedures.”

WDS-TA 06-16; issues September 26, 2006, “Final Guidance – OSOS Modifications and Data Entry Procedures for Recording Participant Information and Services in OSOS under Common Measures and Functional Alignment.”

WDS-TA 07-01; issued January 3, 2007, “Re-Employment Operating System (REOS) Confidentiality Agreements.”

Workforce Innovation and Opportunity Act, Chapter 4-Performance Accountability, § 116 Performance Accountability System and §679.130 issued August 19, 2016, Functions of the State Workforce Development Board, State Workforce Development Board, Final Rule. Vol. 81, No. 161, Part V.

INQUIRIES

Questions regarding this TA may be directed to OSOS.WDTD@labor.ny.gov

ATTACHMENTS

Attachment A: [Individual Access Agreement for OSOS and REOS](#)

Attachment B: [State Agency MOU for OSOS](#)

Attachment C: [State Agency MOU for REOS](#)

Attachment D: [Interagency Agreement for OSOS](#)

Attachment E: [Interagency Agreement for REOS](#)