

**OSOS BUSINESS RULES AND DEFINITIONS  
REFERENCE GUIDE**

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**CUSTOMER DETAIL**

**Saving customer records:** It is sometimes necessary to click the **Save** button at bottom left of screen after clicking SAVE or OK within pop up boxes. Information is saved when message in upper right corner reads **“Record Saved”**.

Changes made using the Schedule Appt, IA Referral and IVR functions on the bottom navigational bar, will not display the “Record Saved” message.

**Programs/Public Assistance** button (Additional info tab): Clients do not have to be marked Wagner-Peyser to be counted in the 9002 Federal ES report.

**Job Seeker Addresses:** Postal machinery reads mail from bottom to top. The second line from bottom should have the street address listed. Keep your lines to 30 characters. Put the Box numbers, Trailer spaces and Apartment numbers above the address line. See the sample below:

Terry Dunn  
Farmers Insurance  
Box 12599  
1900 East Third Street  
Incline Village NV 89450

**Automatic Inactivates** will occur on customer records if they are:

- 1) Hired on a job for 4 days or more
- 2) An Obtained Employment is reported
- 3) If the customer is Enrolled in Training

**Automatic Activates** will occur when a service is provided.

**Job Seeker Status - Job Seeker Status** field can only be "Active" if the **Customer Status** field is “Active”.

**Security rights-** assigned by supervisors or managers determine if an OSOS Mediated user can **Delete or Archive** records.

**Date of Birth, Gender and Ethnic Heritage -** These items are not required but are needed to gather statistical information for reporting and eligibility processing. It is a violation of privacy to require this information. Staff should explain that it is voluntary and could benefit them when special grants and job recruitments are available.

**Age -** Customer ages range from 12 years for migrants and 14 years for non-migrants. The maximum age OSOS will accept is 100 years.

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**Selective Service** - Selective Service is not a requirement for Wagner-Peyser (ES). If you receive an error message when saving records of male clients age 18 and less than age 27, check the box and then uncheck it and the record can be saved.

**Years of Experience** - The maximum number of years of experience that can be entered for each job title on the Objective tab is 60 years.

**Saving Records** - When trying to save a customer record you might receive the following error message:

**AFVersionError “Version is invalid for this record OR Else you are trying to update a record that has been deleted from the database.”**

This message means someone else is updating the same record and you will have to wait until they are finished to save your record. To help alleviate the problem it is recommended that updates to customer records should be saved before entering new activities otherwise you may lose data.

**New Labor Exchange (LE) Registration** will occur automatically when there is no existing LE Registration and the seeker receives any **LE Reportable Service**. (Labor Exchange 9002 Reportable services are listed on the DETR Intranet/ WISS/OSOS Activity Definitions).

**Obtained Employment** - To enter an Obtained Employment activity, the customer must have received a qualifying service within 90 days.

### **Obtained Employment Qualifying Services are:**

Labor Exchange Activity: Bonding Assistance, Employment Development Plan, Counseling, Job Search Assistance, Resume Preparation Assistance, Testing, Specific Labor Market Information, Job Finding Club, Job Search Planning, Tax Credit Eligibility Determination, Self Serve Job Matching.

Employment and Training Activity: Termination from Training–Successful–Other, Termination from Training–Successful–Secondary, Termination from Training–Successful–Post Secondary

### **Backdating Activity Dates**

Non-Labor Exchange activities can be backdated to the beginning of the current quarter less one quarter not to exceed the program year.

Labor Exchange activities must be in the current quarter or quarter preceding current quarter, and cannot be less than the beginning of the LE registration quarter.

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**Multiple Activities** - You can assign multiple activities to a customer by holding down **ALT** key and highlighting the desired activity. Note that all chosen activities will have the same date.

**Assigning Group Activities** - You can provide activities to multiple customers at one time by doing the following:

On Customer Search/Quick Search, enter up to 20 SSN's and click SEARCH.  
Click on SELECT ALL  
Click on ACTIVITY  
Select activity and click OK and all SSN's will be updated with that activity.

Staff can also do the following functions for multiple customers: Assign to Lists, Post a Note (Comments), Correspondence and IVR.

Activities cannot be added to seekers with a **pending or delete** status. When “select all” is chosen for a list of clients and one of the clients has pending or delete status the activity button will not be available (grayed out). The activity button will be available from the individual Customer Detail records that have **active** status.

**Delete Activity** - Activities can only be deleted during the registration year in which they were added.

**Deleting Job Referrals and Results** - Job referrals and results cannot be deleted from the Customer Activities Tab; they must be deleted from the Referral Tab in Job Order Detail.

**Matching Customer to Jobs** - From a customer record Click on the MATCH button. If multiple job titles are attached to the customer record, select the job title to search or else the primary (first) job title will automatically be matched.

**Skills** - Skills are required to complete a customer registration. Staff must select pre-defined skills on the Objective tab **or** enter skills in the free form text box on the Skills tab. For the customers resume to read over to America's Job Bank (AJB) there must be at least five characters.

**Alien Registration:** The first position of the Alien Registration Number field must be an "A" followed by a 10 digit number. The character can be upper or lower case.

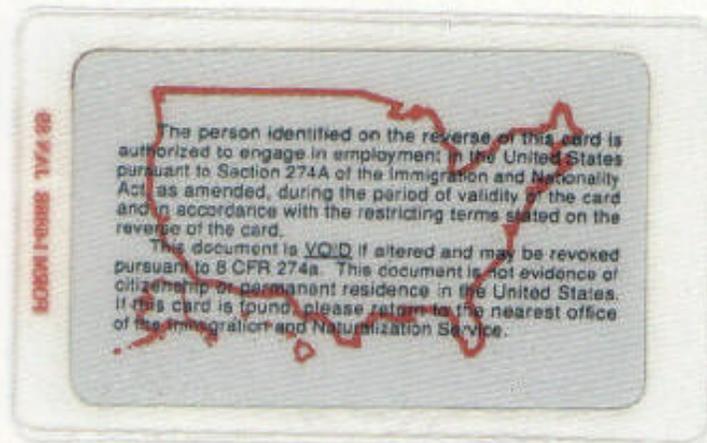
- **Employment Authorization Document (EAD):** (see following example) is a document, commonly referred to as a work permit, from the Immigration Naturalization Service (INS) to authorize an alien to work in the US for a period of time, usually one year.
- **Alien Registration Card or Permanent Resident Card:** (see following example) is commonly known as a “Green Card” and is evidence that the job seeker is a lawful permanent resident with the right to live and work permanently





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This **EMPLOYMENT AUTHORIZATION DOCUMENT**, Form I-688B, is issued to aliens who are not permanent residents but have been granted permission to be employed in the U.S. for a specific period of time. The card originally was produced with a Polaroid process similar to the I-688 and I-688A, but has the added feature of interlocking gold lines across the front.



Form I-688B

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### Monthly Batch (Automatic) Process for Job Seekers:

**Pending** - Job seekers with pending status and no activity for 90 days will be deleted from the production database.

**Active** - Active job seekers with no activity for 180 days, with no outstanding referrals to other agencies, not active in any agency and is a WIA enrolled seeker terminated from WIA at least 180 days ago will go to inactive status.

**Inactive** - Inactive job seekers go to delete status if the job seeker is a non-WIA enrolled job seeker and have been inactive for 850 days. If the job seeker was enrolled in WIA and is currently in Inactive status and has been terminated from WIA for at least 970 days, the job seeker status is changed to delete status.

**Delete** - Job seekers in delete status with no activity for 30 days are deleted from the production database.

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**CUSTOMER DETAIL DEFINITIONS**

**Race or Ethnic**

- **White, Non-Hispanic**: registered job seekers having origins in any of the original peoples of Europe, North Africa, or the Middle East.
- **Black or African American**: registered job seekers having origins in any of the black racial groups of Africa.
- **Hispanic or Latino**: registered job seekers who are of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture in origin, regardless of race.
- **American Indian and Alaskan Native**: registered job seekers having origins in any of the original peoples of North America and South America (including Central America), and who maintain cultural identification through tribal affiliation or community recognition.
- **Asian**: registered job seekers having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent. For example: China, India, Japan, Korea, Pakistan, Bangladesh, Sri Lanka, Nepal, Sikkim, Bhutan, Cambodia, Malaysia, Thailand, Vietnam and the Philippine Islands
- **Hawaiian Native and Pacific Islander (Not Hispanic)**: registered job seekers having origins in any of the original peoples of the Hawaiian Islands, Guam, Samoa, or other Pacific Islands.
- **Other** registered job seekers who have identified themselves as having origins from racial categories other than the ones listed.

**Military Service**

- **Veterans /Other Eligible:**
  - A) **Served in active duty** for a period of more than 180 days and was discharged or released with other than a dishonorable discharge, or
  - B) **Discharged or released from active duty** because of a service-connected disability, or as a member of a Reserve component under an order to active duty pursuant to section 672(a), 672(b), or 672 (g), or 673 of title 10, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such a duty with other than a dishonorable discharge. It matters not whether they served in the theater but merely that they served any time during a period of war.

**Veteran's DD Form 214** is the most common document referenced but any official document showing the award of any Armed Forces Expeditionary Medal is acceptable proof.

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**The date of release** from active military service used to designate a veteran will be the last day of release from active duty. Veteran and appropriate disability classification should be completed for applications received by mail only when the applicant appears at the local office for an interview. This is particularly true for eligible claimants.

**Period of War** Section 101(11) of Title 38 defines "period of war" as the Spanish-American War, the Mexican border period, World War I, World War II, the Korean conflict, the Vietnam-Era, the Persian Gulf War, and the period beginning on the date of any future declaration of war by the Congress and ending on the date prescribed by Presidential proclamation or resolution of the Congress.

**World War II** means (except for purposes of chapters 31 and 37 of this title) the period beginning on December 7, 1941, and ending on December 31, 1946.

**Korean Conflict** means the period beginning on June 27, 1950, and ending on January 31, 1955. **Vietnam-Era** means the period beginning on February 28, 1961, and ending May 7, 1975. February 28, 1961 through August 4, 1964, service must have been in Vietnam.

**Persian Gulf War** means the period beginning on August 2, 1990 through a date to be prescribed by Presidential Proclamation or law. [38 CFR part 3 Federal Register/Vol. No. 221/Friday, November 15, 1991 Rules and Regulations page 57985]

**The term "active duty"** (or "active military, naval, or air service") means full time duty in the Armed Forces, other than duty for training in the Reserves or National Guard. Any period of duty for training in the Reserves or National Guard, including authorized travel, during which an individual was disabled from a disease or injury incurred or aggravated in the line of duty is considered "active duty". The applicant should be asked for a copy of Form DD-214 (copy-4) or other official document. If such proof is not available, the applicant must sign a statement certifying military service before veteran status may be designated.

**Campaign Badge** – A veteran who served on active duty during a war (WWII), action (Korea, Vietnam) or in a campaign or expedition for which a campaign badge or an expeditionary medal has been authorized (Haiti, Somalia, and Grenada).

**Vietnam Veteran/No Campaign Badge** – indicates that a veteran served in Vietnam from February 28, 1961 through May 7, 1975 and has not been awarded a campaign badge.

**Other Veteran/No Campaign Badge** – indicates that the veteran served at any **other** time than that indicated for the Vietnam Era and has not been awarded a campaign badge.

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**Eligible Person** (for Veterans Priority) – the spouse of any person who died on active duty or of a service –connected disability; or the spouse of any member of the Armed Forces serving on active duty who at the time of application for assistance under this part is listed, pursuant to Title 38 U.S.C.101 and the regulations issued, by the Secretary concerned, in one or more of the following categories and has been listed for more than 90 days:

- Missing in action,
- Captured in the line of duty by a hostile force or
- Forcibly detained or interned in the line of duty by a foreign government or power or
- The spouse of a person who has a total disability permanent in nature, resulting from a service-connected disability, or
- The spouse of a veteran who died while a disability so evaluated was in existence.

**Vietnam Veterans/Campaign Badge:** Veteran who served on active duty over 180 days, any of which was during the period beginning August 5, 1964 and ending May 7, 1975 that also has been awarded a campaign badge or expedition medal.

**Other Veteran/Campaign Badge:** This code identifies an individual that meets the criteria of veteran who served on active duty during a war or in a campaign or expedition for which a campaign badge or expedition medal has been authorized other than Vietnam.

### **Recently Separated Veteran:**

If the applicant is a veteran whose last date of discharge or release from the Armed Forces occurred within 12 months of the date of application.

### **Veterans With Disabilities:**

**Disabled Vet** (Due to military service): Vet who is entitled to compensation despite rating under laws administered by the Veterans Administration and they do not classify as a Special Disabled Veteran.

**Special Disabled Veteran:** Vet who is entitled to compensation under laws administered by Department of Veterans Affairs (DVA) for a disability rated (1) at 30 percent or more or, (2) rated at 10 or 20 percent for a veteran whom DVA has determined to have a serious employment disability.

Or, a vet who was discharged or released from active duty because of a service connected disability.

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**Migrant/Seasonal Farm/Ranch Workers (MSFW):**

**Farm Worker (Seasonal Farm Worker):** A person who during the preceding 12 months worked at least an aggregate of 25 or more days or parts of days in which some work was performed in farm work, earned at least half his/her earned income from farm work, and was not employed in farm work year-round by the same employer. For the purposes of this definition only, a farm labor contractor is not considered an employer. Non-migrant individuals who are full time students are excluded.

"**Farm work**" means work performed for wages in agricultural production or agricultural services in establishments.

**Migrant Farm Worker:** A seasonal farm worker (see definition above) who had to travel to do the farm work so that he/she was unable to return to his/her permanent residence within the same day. Full time students traveling in organized groups rather than with their families are excluded.

**Migrant Food Processor:** A person who during the preceding 12 months has worked at least an aggregate of 25 or more days or parts of days in which some work was performed in food processing, earned at least half his/her earned income from food processing work and was not employed in food processing work year-round by the same employer, if the food processing required travel such that the worker was unable to return to his/her permanent residence in the same day. Migrant food processing workers who are full time students but whom travel in organized groups rather than with their families are excluded.

**Economically Disadvantaged**

An economically disadvantaged person is an individual who:

- 1) Receives, or is a member of a family that receives, cash welfare payments under federal, state, or local welfare program; or
- 2) A member of a family that has, received a total family income for the six months prior to application, which in relation to family size, was not on an annualized basis in excess of the higher of:
  - (a) Poverty level is determined in accordance with criteria established by the Office of Management and Budget (OMB), or
  - (b) 70 percent of the lower living standard income level. The lower living standard income level may vary in geographic area and program.
- 3) Receiving Food Stamps pursuant to the Food Stamp Act of 1977; or

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- 4) A foster-child on behalf of whom state or local government payments are made; or
- 5) In cases permitted by regulations of the Secretary, is an adult with a disability whose own income meets the requirements of (1) or (2) but who is a member of a family whose income does not meet such requirements.

**Family Income:** Applicant should complete if needed for specific program eligibility determination. Family income is the sum of all income actually received from all sources (except for the specific exclusions indicated in paragraph 2 below) by all members of the family, during the income determination period. Family size shall be the maximum number of family members during the income determination period.

A family consists of:

- (1) One or more persons living in a single residence who are related to each other by blood, marriage, or adoption. A stepchild or stepparent shall be considered to be related by marriage.
- (2) (I) For purposes of paragraph (1), one or more persons not living in the single residence by who were claimed as a dependant on another persons income tax return for the previous year shall be presumed, unless otherwise demonstrated, part of the other person's family.
  - (ii) An individual 18 or older, except as provided in (2) (I) above, who receives less than 50 percent support from the family, and who is not the principal earner, nor the spouse of the principal earner, shall not be considered a member of the family. Such an individual shall be considered a family of one.

When computing family income, income of a spouse and/or other family members shall be counted for the portion of the income determination period that the person was actually a part of the family unit of the applicant.

The method of computation will normally be to analyze the sum of all money received from all sources during the six months preceding the assignment of the economically disadvantaged classification to an individual.

A. Family income shall include:

- 1. Gross wages including CSE, Work Experience, and OJT paid from WIA funds, and salaries (before deductions).
- 2. Net self-employment income (gross receipts minus operating expenses).
- 3. Other money income received from sources such as net rent. OASI (Old Age Survivors Insurance), social security benefits, pensions, alimony, and periodic income from insurance policy annuities and other sources of income.

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- B. Family income shall exclude:
1. Non-cash income such as food stamps, or compensation received in the form of food or housing.
  2. Inputted value of owner-occupied property; i.e., rental value.
  3. Public assistance payments.
  4. Cash payments received pursuant to a State plan approved under Titles I, IV, X, or VII of the Social Security Act.
  5. Federal, State, or local unemployment benefits.
  6. Payments made to participants in employment and training programs, except wages paid for On-the-Job-Training (OJT) and subsidized employment.
  7. Capital gains and losses.
  8. One time unearned income, such as, but not limited to:
    - a. Payments received for a limited fixed term under income maintenance programs and supplemental (private) unemployment benefits plans.
    - b. One-time or fixed term scholarship and fellowship grants.
    - c. Accident, health and casualty insurance proceeds.
    - d. Disability and death payments, including fixed term (but not lifetime) life insurance annuities and death benefits.
    - e. One-time awards and gifts.
    - f. Inheritance, including fixed term annuities.
    - g. Fixed term workers' compensation awards.
    - h. Terminal leave pay.
    - i. Soil bank payments.
    - j. Agriculture crop stabilization payments.
  9. Pay or allowance that were previously received by any veteran while serving on active duty in the Armed Forces.
  10. Educational assistance and compensation payments to veterans and other eligible persons under Chapters 11, 13, 31, 34, 35, and 16 of Title 38, United States Code.
  11. Payments received under the Trade Act of 1974.
  12. Black Lung payments received under the Benefits Reform Act of 1977, Public Law 950239, 30 U.S.C. 901.
  13. Child support payments.

**HOMELESS** – if the applicant meets the criteria described below:

- \* A person who lacks a fixed, regular, or adequate nighttime residence (does not include motel or camp ground);
- \* Any person who has a primary nighttime residence that is a public or private operated shelter for temporary accommodation;
- \* An institution providing temporary residence for individuals intended to be institutionalized;
- \* A public or private place not designated for or ordinarily used as a regular sleeping accommodation for human beings.

**The term “homeless” or “homeless individual” does not include any individual imprisoned or otherwise detained pursuant to an Act of the Congress or State law.**