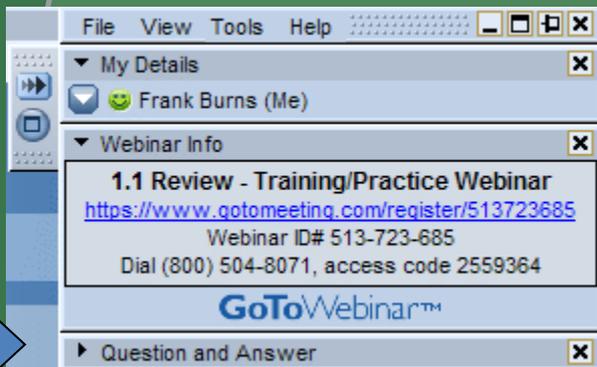


NYESS Master Trainer Q&A

March 28, 2012



File View Tools Help

My Details

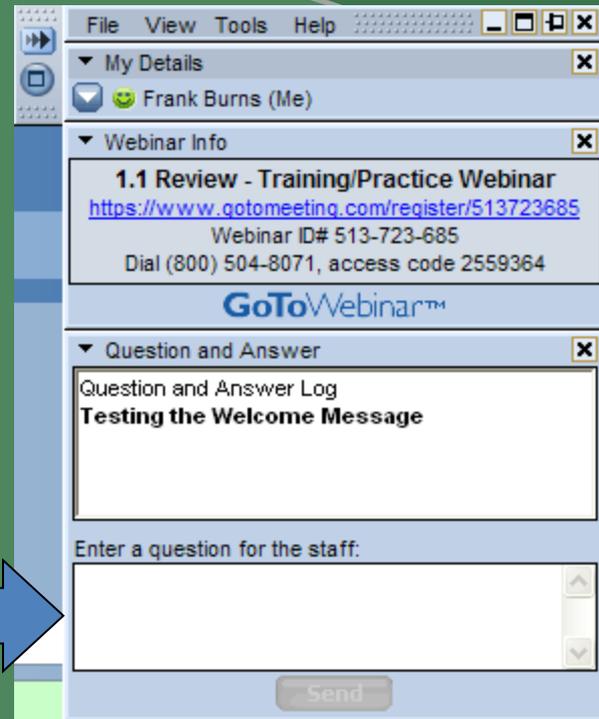
Frank Burns (Me)

Webinar Info

1.1 Review - Training/Practice Webinar
<https://www.gotomeeting.com/register/513723685>
Webinar ID# 513-723-685
Dial (800) 504-8071, access code 2559364

GoToWebinar™

Question and Answer



File View Tools Help

My Details

Frank Burns (Me)

Webinar Info

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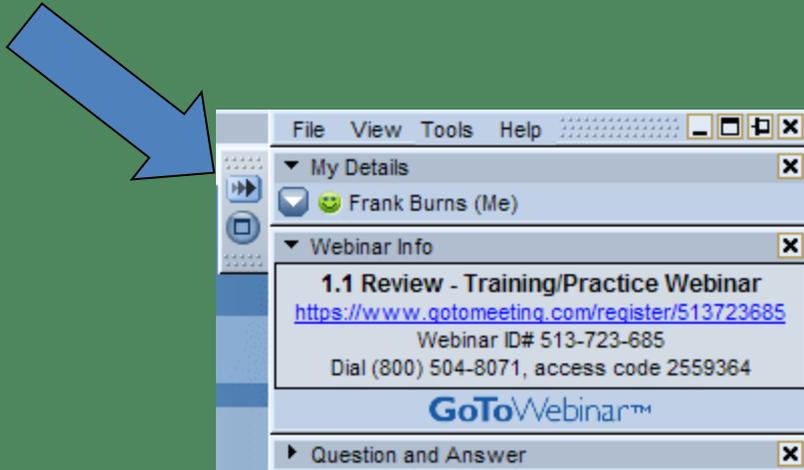
Question and Answer

Question and Answer Log

Testing the Welcome Message

Enter a question for the staff:

Send



Introduction to Administrative Employment Networks

- Four webinars throughout the day based on Agency Demographics
- Information was sent out to stakeholders
- **Introduction to Administrative Employment Networks for One Stops in the NYESS System** Thu, Apr 5, 2012 9:30 AM - 10:45 AM EDT
- **Introduction to Administrative Employment Networks for State Run Psychiatric Hospitals in the NYESS System**
- Thu, Apr 5, 2012 11:00 AM - 12:30 PM EDT
- **Introduction to Administrative Employment Networks for Existing Employment Networks registered with the NYESS System**
- Thu, Apr 5, 2012 1:00 PM - 2:30 PM EDT
- **Introduction to Administrative Employment Networks for Registered users in the NYESS System** Thu, Apr 5, 2012 3:00 PM - 4:30 PM EDT

Orientation for NYISER and NYESS Reporting

- Monday, April 16, 2012 2:30 PM - 4:00 PM
- Register here:
- <https://www1.gotomeeting.com/register/888657768>

NYESS-Monthly Update and FAQ for NYESS Providers

Every Month from now to December, 2012.

Next one will be Friday, April 20th, from 1pm-to 3pm.

Register here:

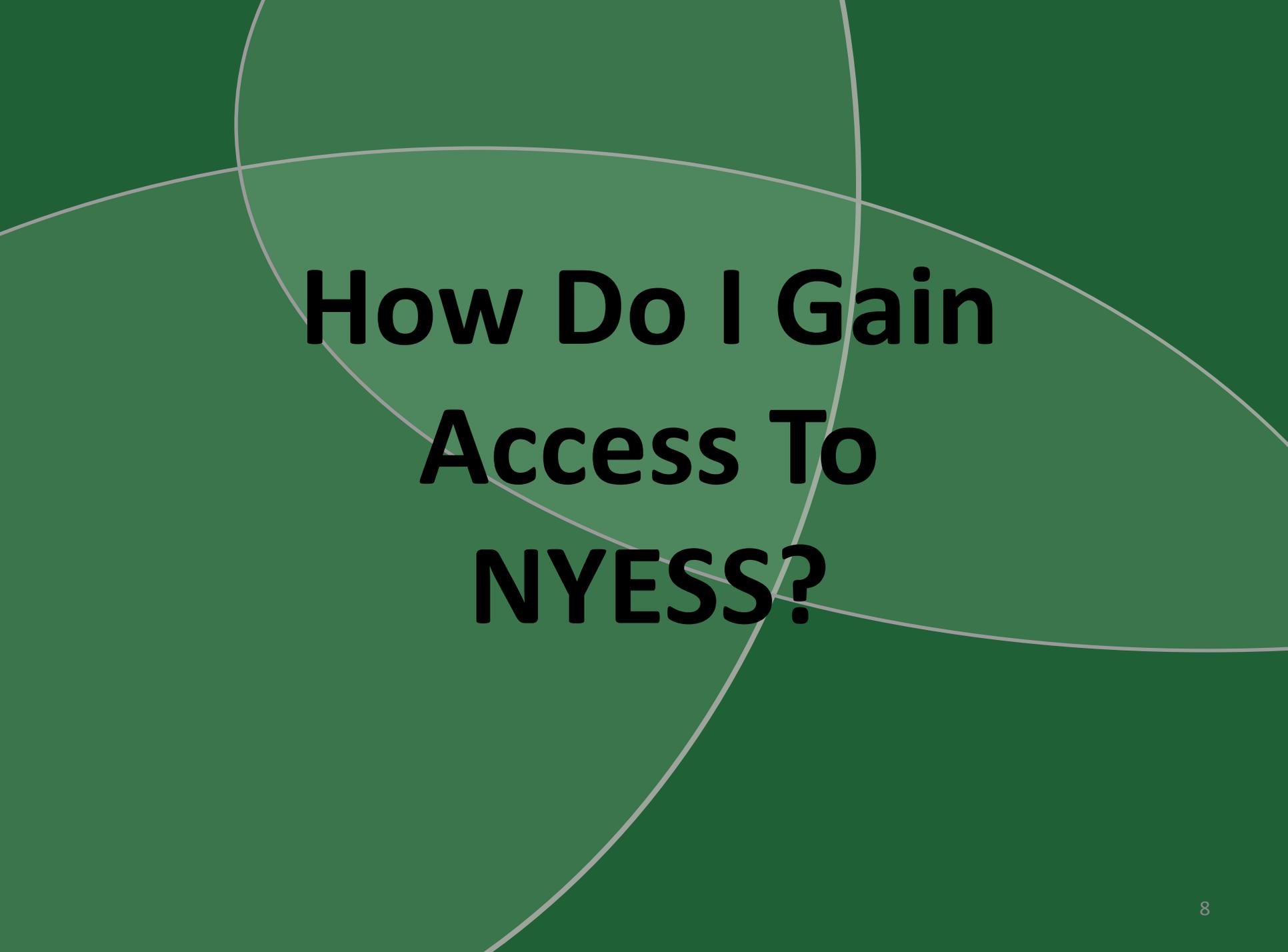
<https://www1.gotomeeting.com/register/419715073>

Agenda

Review some of the most common issues NYESS Master Trainers are having using OSOS

Discuss upcoming training and next steps

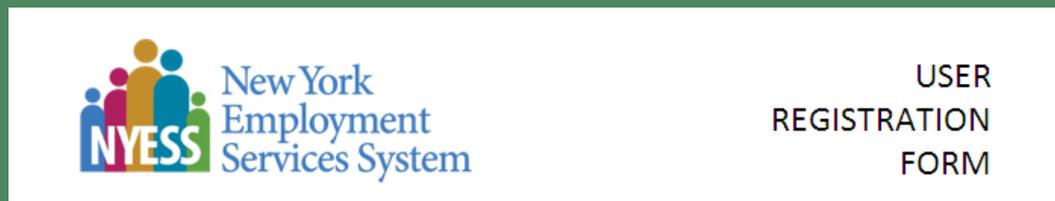
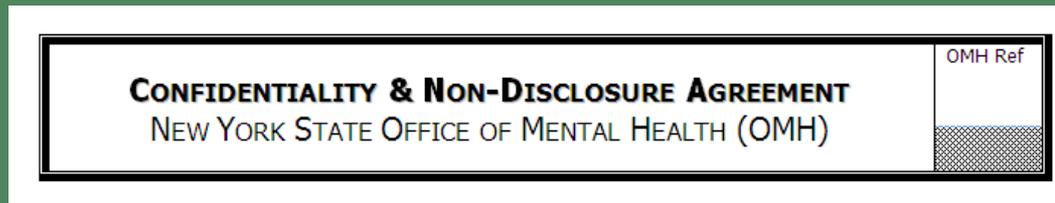
Q&A



How Do I Gain Access To NYESS?

What are the steps to get started?

1. Return completed spreadsheet of all provider office locations
2. Fill out, sign and return the **Confidentiality and Non-Disclosure Agreement (CNDA)** and **User Registration Form** for each staff member requesting to use OSOS



- Cornerstones of Confidentiality and HIPAA training
http://www.nyess.ny.gov/training/hipaa_security/index.html
- Single sign-on coming soon

Why are Staff Accounts not ready?

Setting up offices in OSOS

Excel spreadsheet from each NYESS Service Provider

- list office names, locations, contact information, and funding streams
- Each Staff Account is linked to at least one office – possibly additional secondary offices

Request the office locations template, contact the NYESS Helpdesk.

How to Request a Staff Account

After the spreadsheet of offices has been submit, a CNDA and User Registration Form must be completed and submitted for each staff person requesting to use OSOS.



AUTHORIZATION FORM: CNDA, DEA, CASA

New York State
Office of Mental Health
A system of mental health care for New Yorkers
JENNIFER L. BLANK, M.D., M.P.H. C.M.H.
Commissioner

AUTHORIZATION FORM: CNDA

Completion Details

The 'Receiving Entity Authorized Signatory' (RAS) is responsible for completing all sections with bolded/italicized labels. *With the exception of the 'Authorization' section, the RAS can delegate completion authority.* OMH is responsible for completing all other sections.

If you need help in completing this form, please call the OMH help desk (518) 474-5554.

Parties to the Agreement

The parties to this CNDA are the New York State Office of Mental Health (OMH), a New York State agency with principal offices located at 44 Holland Avenue, Albany, New York 12229, and *(Insert name of County, Program, Agency, Corporation or Individual)* hereafter known as "Receiving Entity".

Applicant Information

Requestor Name	Title
Address	
Telephone	

Authorization

Receiving Entity Authorized Signatory:	Name	Date
I have read the <i>attached documents</i> (please check box(s) below). I agree to the terms and have legal authority to commit the Receiving Entity to them.		
		Signature
<input type="checkbox"/> Confidentiality and Non Disclosure Agreement		
Attached documents: ADDENDUM: Master Agreement- NYS Department of Labor/NYS Office of Mental Health MOU;		



New York
Employment
Services System

**USER
REGISTRATION
FORM**

First Name:	MI:	Last Name:
E-Mail:		
Telephone:		Fax:
Existing NYSOMH ID:		Existing NYS DOL OSOS ID:
Existing NY.ID (NYSOS) ID:		
Business Information		
Organization Name:		
Street Address:		
City:	State:	Zip:
County:		
Offices that I work out of providing employment supports – Street Address(es) (Please list each location separately):	Supervisor of Employment Supports at each Office site:	*Funding Sources for Each Office Address:

11

What about Usernames and Passwords?

Staff Account Requests are submitted to OMH upon Security Officer approval.

OMH Administrative Staff review requests and approve or return for additional information.

OMH Security Unit creates the Single Sign On account

NYESS Reporting Web Portal (under construction)

OSOS – Employment Related Case Management System

Usernames and passwords are case-sensitive.

Username and Password must be entered exactly as it is issued.

Do not share your username or password with anyone.

Do not change your password in the OSOS application. All password updates, etc. are to be handled at the Single Sign On page.

What are the computer system requirements to use NYESS?

1. Microsoft Windows 98 or newer
 2. Internet Explorer 7
- or
3. Internet Explorer 8 running in compatibility mode
 4. OSOS does not currently work with IE9, Google Chrome, Mozilla, or MAC browsers
 - Request is in process to be able to run in IE9 and Google Chrome

How do I Log-in to NYESS websites?

www.nyess.ny.gov

click on *Log into NYESS*

skip navigation

New York State State Agencies Search all of NY.gov

New York Employment Services System

[About NYESS](#)
[Provider Information](#)
[Customer Information](#)
[Contact Us](#)
[Log into NYESS](#)

What's New

- NOTICE! The OSOS training environment will be not be available on Friday, March 16 due to regular system maintenance. We apologize for any inconvenience.
- [New York State and Social Security Administration Press Release on NYESS](#) (PDF)
- COMING SOON! Historical reports will be available through your NYESS login.
- [NYESS - A Field Report and Update-FAQs for Providers](#) (Air Date: December 14, 2011)
- [Current Participating Providers](#)

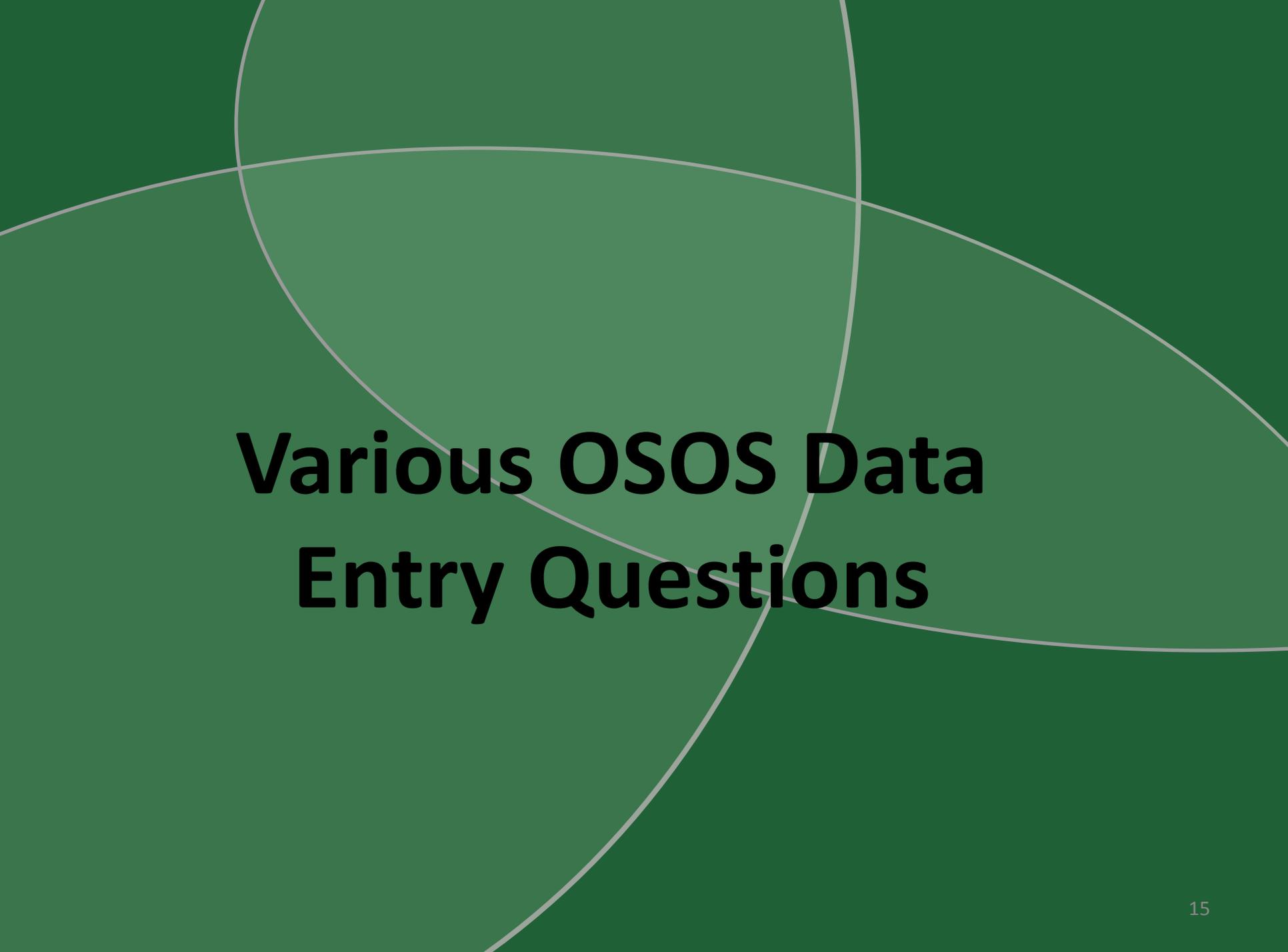
DEPARTMENT OF LABOR
New York State
omh
Office of Mental Health

NYSED.gov

New York State Commission for the Blind and Visually Handicapped

New York State Office of Alcoholism and Substance Abuse Services

New York State Office for People With Developmental Disabilities



Various OSOS Data Entry Questions

Best Practices around NYESS / OSOS Data Entry

Do not share your username or password with anyone

View only records for those customers with whom you are currently working.

Browsing other customer records is a violation of confidentiality.

Do not share any information in OSOS with unauthorized staff.

Log out of OSOS whenever you will be away from your computer.

Training Site vs. Production Site: Is there a Difference?

Are you...

- Practicing using OSOS with fabricated data?
- or,
- Entering live customer data into OSOS?

The OSOS Training environment was created so you can practice entering and updating customer records in OSOS – do not add any actual customer data in this site: <https://osostrain.labor.ny.gov>

You log in to the OSOS production site to enter real-time customer data for real customers. Do not enter any fabricated practice data in this system: www.nyess.ny.gov

Training and Production Sites (cont'd)

Please note – your OSOS Training username and password cannot be used to log into NYESS / OSOS.

Training Site: One username and password for all staff in a respective service provider entity.

NYESS / OSOS: Unique username and password for each staff user.

Bookmark the NYESS website

Cannot bookmark the NYESS *login screen*

What is the best way to Search for a customer's record?

- Last Name, First Initial or 5 characters plus DOB
- Customer ID (OSOS ID), once the customer has been entered
- SSN – just remember confidentiality

The screenshot displays the OSOS Data Entry interface. At the top, there are navigation tabs: CUSTOMER (highlighted), PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search (highlighted), Customer Detail, Comp Assess, and Services. A secondary row of tabs includes Quick Search (highlighted), General Info, Education, Job Criteria, Text Search, Geographic, Activities, Programs, List Search, and Reports. The main content area is divided into three sections: Customer SSN, Customer ID, and personal information fields. The Customer SSN section contains nine input fields labeled SSN 1 through SSN 9. The Customer ID section contains nine input fields labeled ID 1 through ID 9. To the right of these sections are input fields for Last Name, First Name, Middle Initial, Birth Date, and Username.

What data needs to be entered?

All green-dotted information on a customer record must be entered in order to save a record with a status of *Active*. A customer record must be saved as *Active* to record services.

Although not green-dotted, date of birth should always be entered on the **Customer Detail** window / **Gen. Info** tab .

Gen. Info

Customer Data

● SSN	000-00-0383	N/A <input type="checkbox"/>	● Status	Active	● Job Seeker	Inactive <input type="checkbox"/>
● Username	nyessTester1	● Password	n			
● Last Name	Crupe	● First Name	Andrew	MI		
Date of Birth	04/21/1979	● Gender	Male			
● Address	321 South St.					
● City	Astoria	● State	New York			
● Zip Code	11106	County	Queens			
Country	United States	Metro				
Phone	718-345-9876	Ext.		Alt		
Email	Andrew42179@hotmail.com					
● U.S. Citizen	<input checked="" type="checkbox"/>					

Ethnic Heritage

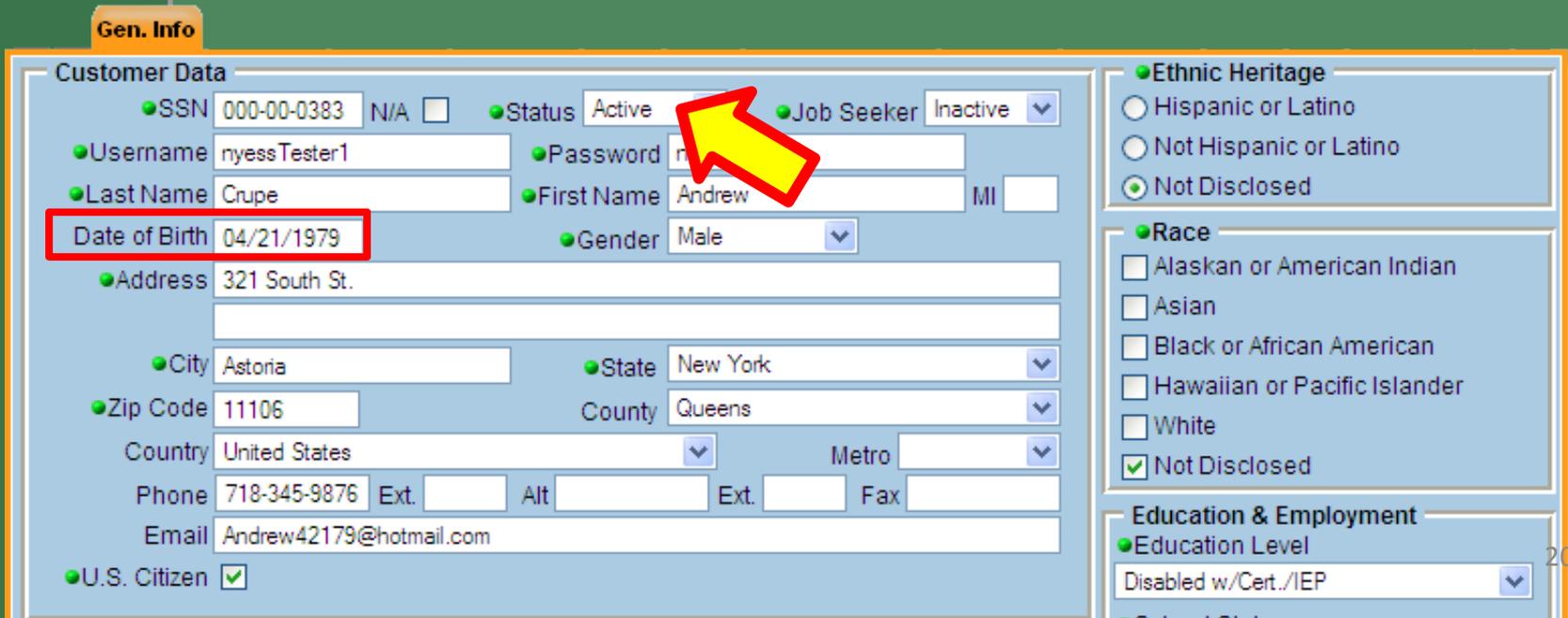
- Hispanic or Latino
- Not Hispanic or Latino
- Not Disclosed

Race

- Alaskan or American Indian
- Asian
- Black or African American
- Hawaiian or Pacific Islander
- White
- Not Disclosed

Education & Employment

- Education Level
- Disabled w/Cert./IEP



When should data be entered?

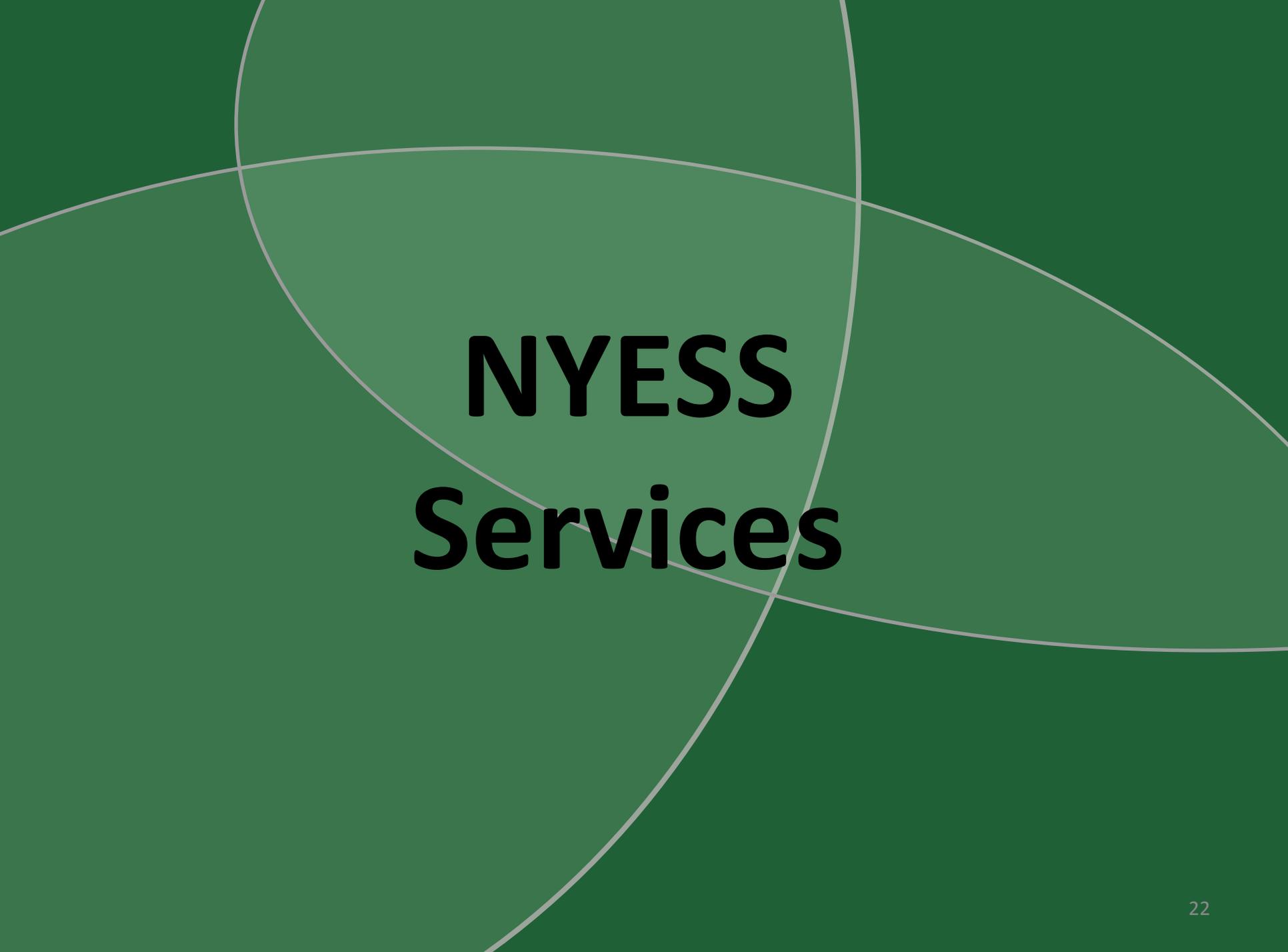
OSOS is a *real-time, case management* system.

It works best when data is entered as soon as feasible.

Best Case Scenario: Staff who provide service, enters service

Local situations to consider: including workflow, time constraints and staffing.

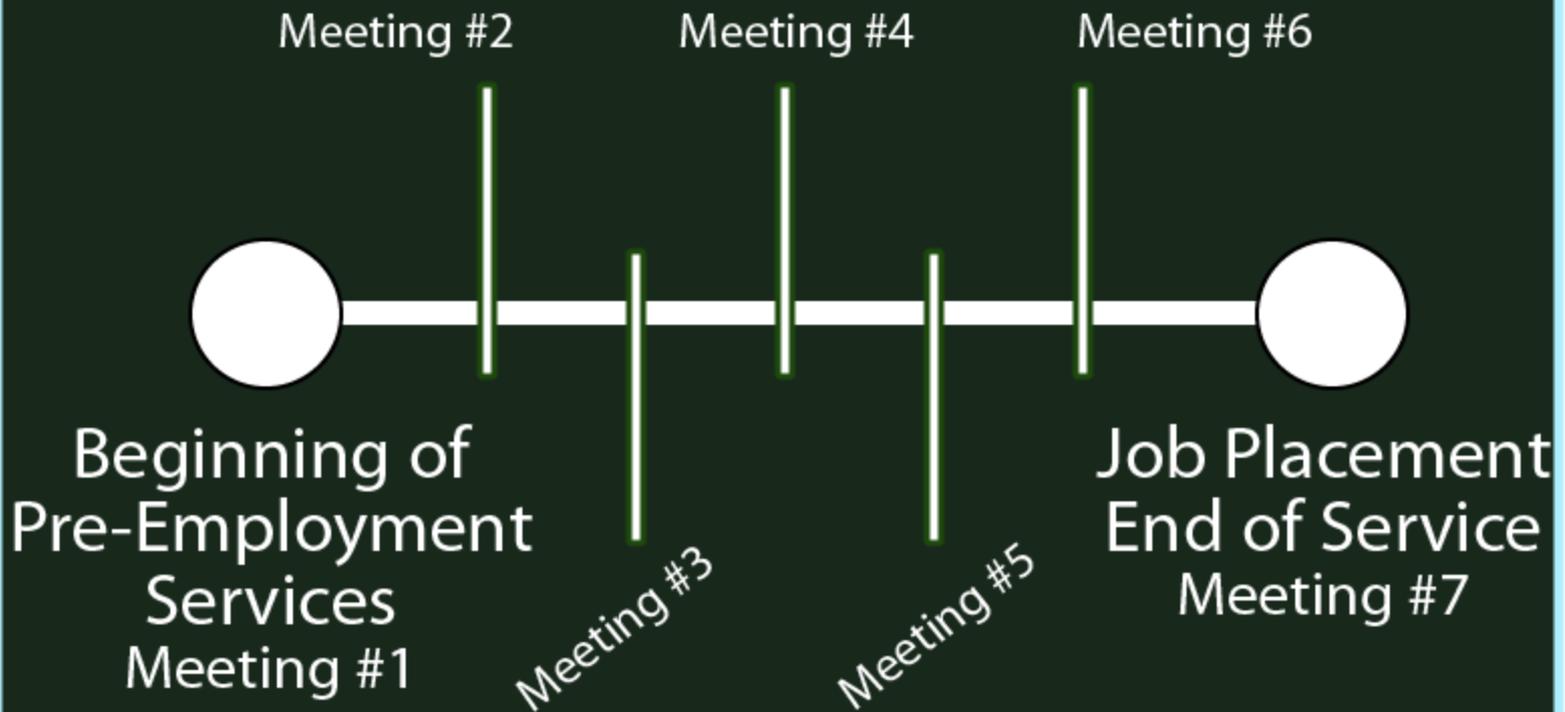
Not designed for batch report data entry. ~~NYISER~~

The logo features the text "NYESS Services" centered on a dark green background. The text is in a bold, black, sans-serif font. The word "NYESS" is on the top line, and "Services" is on the bottom line. The background is decorated with several overlapping, thin white lines that form large, abstract, organic shapes, resembling stylized leaves or petals.

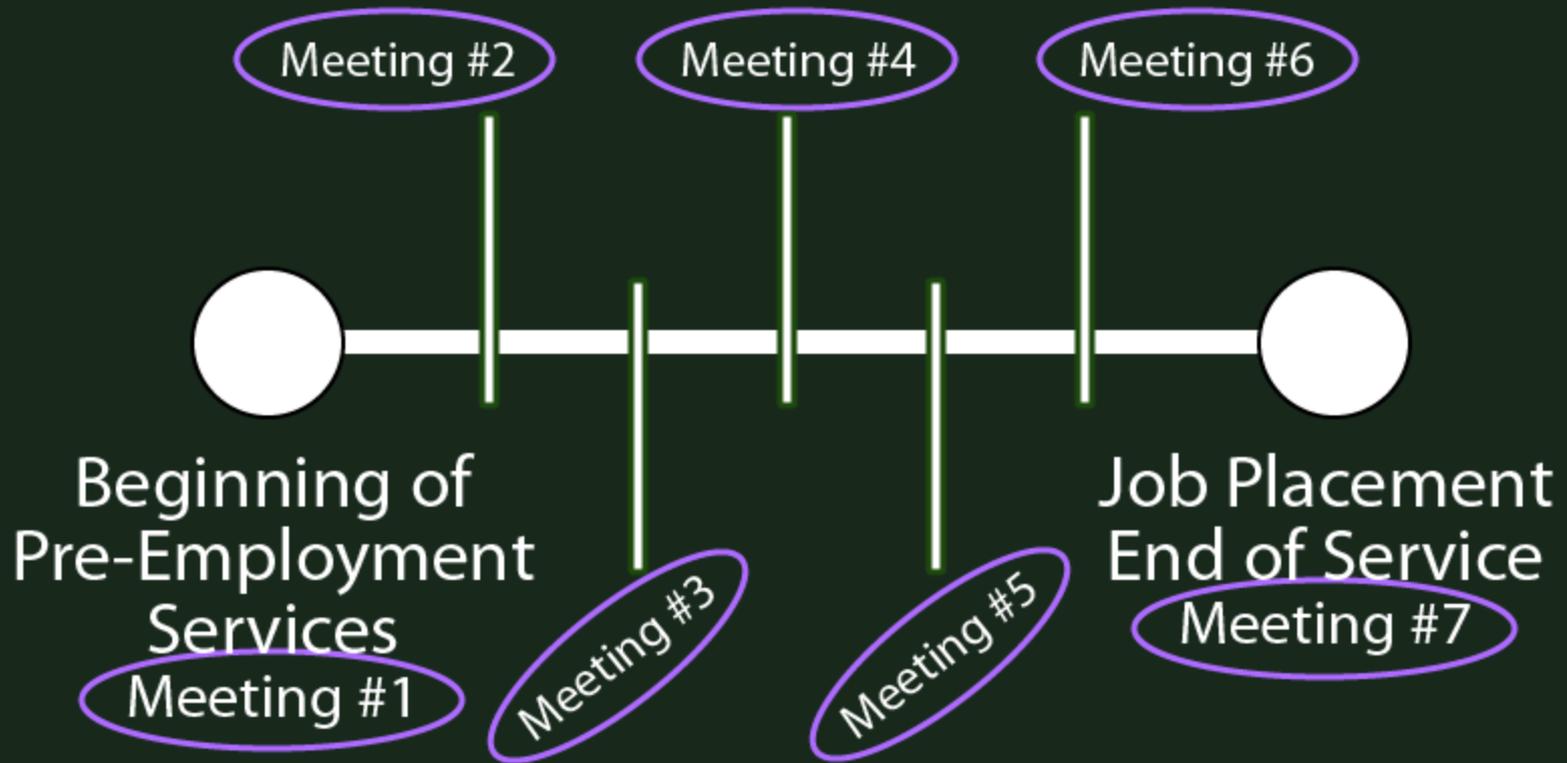
NYESS

Services

Service



Activities



I can't add a NYESS Service!!

NYESS Services

Multiple Steps:

Customer module / the **Services** window

Agency Info tab – ensure your agency type is active

Services tab -- click **New Service** button

Offering Search – enter search parameters – click on **Search** button
select appropriate service -- click on **Schedule** button

Returns you to **Services** tab

enter specific data for the service -- **Save** the record

Total Funding \$1 – add fund -- select fund – obligate \$1 – click on
Okay button and **Save** the service

First service with specific fund?

Verification pop-up window – review and click **OK** and save the record

My Agency doesn't show!! Where is it?

Three types of Agencies in OSOS:

1. State Agency (ACCES-VR, CBVH, DOL, OASAS, OMH, OPWDD, SOFA)
2. Local Workforce Investment Board (WIB)
3. **Contractor**

On the **Agency Info** tab of the **Services** window, there is one single agency listed for all NYESS service providers to use:

This means that if you contract with a state agency and do not work directly for a state agency, you should select Contractor as your agency (the hundreds of names of NYESS service providers will not be listed individually, so you should not be looking for your office name in the drop-down list).

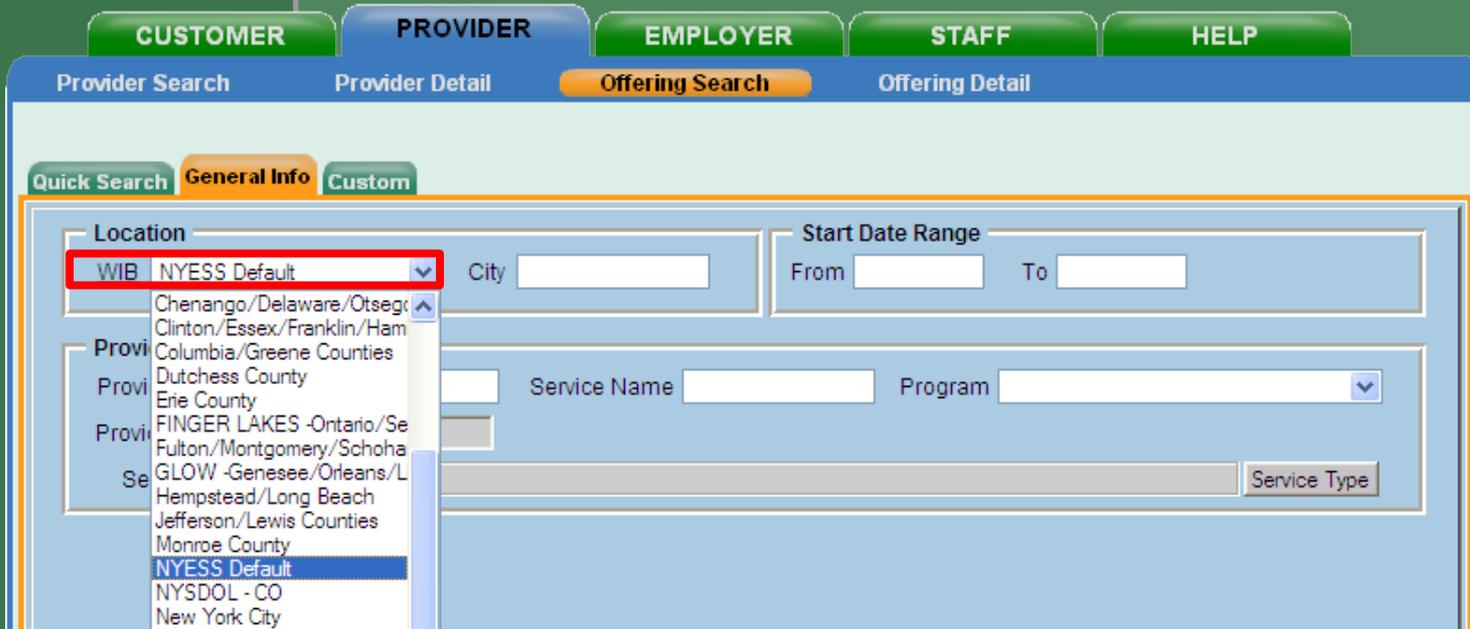
The **Agency Info** tab information needs to be saved before services can be recorded.

When adding a Service, I can't find my provider listed, where is it?

From the **Services** tab of the Services window, click on **New Service**. This will take you to the **Offering Search** tab of the **Provider** module

Select the **General Info** tab

- From the **WIB** drop-down field, select *NYESS Default*
- Enter your **Provider Name** or 5 characters, then click **Search**.



Adding a NYESS service (cont'd)

From the results, select the appropriate NYESS service type:

- NYESS Pre-employment Services
- NYESS Job Site Delivered Services
- NYESS Non-Job Site Delivered Services

Click on **Schedule** to add the service to the record – this will return you to the **Services** tab

- Add a **Plan. Start Date**, an **Actual Start Date** and a **Plan. End Date** for the service and set the **Program Svc Type** to *Intensive*.
- Click **Save**

Funding the Service doesn't seem to work. . .

Funds are used in OSOS to track that a service has been provided

In order to fund a service – an *active Agency* must exist / a service must be listed and have dates and the **Program Service Type** = Intensive and saved.

Enter 1\$ in the **Total Funding** field and click **Add**. This will bring up the Funding pop-up window.

Select the appropriate local office fund (your office assignment), type 1\$ in the **Obligated Amount** field and click **OK**. Then save the record.

If a **Verification** window appears, verify the Information and click **OK**.

Tracking service hours – How? Where? Help!!!

Real-time data entry instructions provided in the NYESS training video

Alternate instructions that will fit monthly billing requirements are available and will be posted on the NYESS web site.



NYESS Reporting

When does data have to be entered into OSOS for 2012 4th Quarter reporting and going forward?

When will NYISER data be moved into OSOS?

The slide features a solid green background with three large, overlapping white circles. The text "NYESS Training" is centered in the middle of the circles.

NYESS Training

Where can I obtain a copy of the training videos, etc.?

Training materials will be moved to the public page on <http://www.nyess.ny.gov>.

What about the additional training webinars promised at the Master Training sessions???

April 5th – Ticket to Work webinars – invites sent

April 16th -- 4th Quarter reporting webinar

TBD:

- O*Net webinar

- Employment Case Note webinar

Check NYESS website for updates

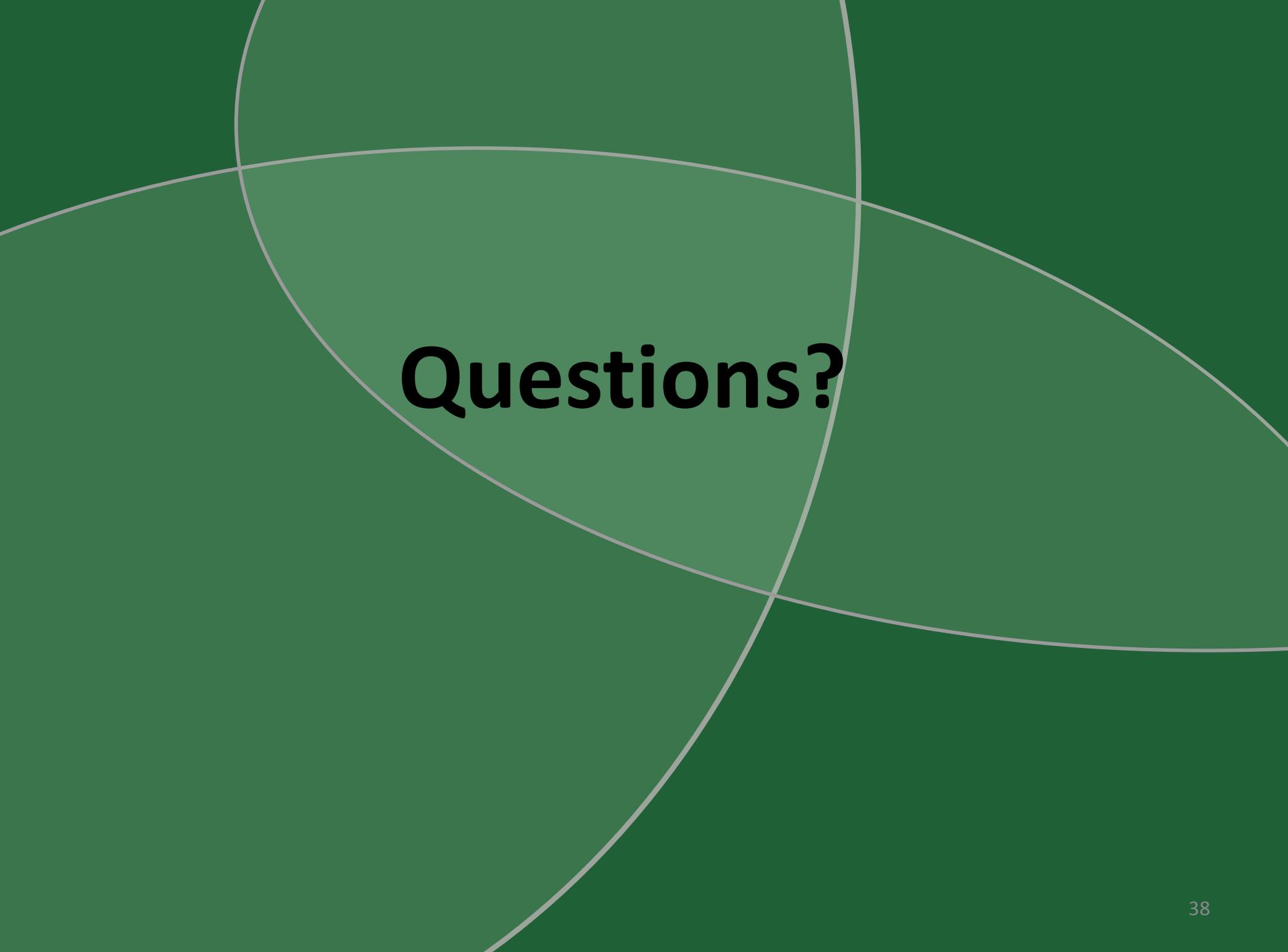
Resources

NYESS Website

www.nyess.ny.gov

NYESS Help Desk

<http://www.nyess.ny.gov/about/contact.asp>



Questions?