599 Program
OSOS Guide

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BACKGROUND

The intent of Section 599 of the New York State Unemployment Insurance Law is to return the unemployed worker to the labor market with the necessary skills required to secure employment of a substantially equal or higher skill level than the customer's past employment. Any public or private training designed to develop an occupational skill will be considered career and related training for the purposes of the 599 program.

The Career Center staff responsibility in this process includes helping the customer complete and submit the required application and supporting documentation to the 599 Central Review Unit. Staff are required to enter specific Activities and Comments in OSOS regarding the application process.

PURPOSE

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 instruction for Career Center staff's role in the 599 process, including recording OSOS activities and comments.

BEFORE THE APPLICATION IS SUBMITTED

When a customer mentions they are in training, staff must first clarify whether the customer is actually enrolled in a training program. Enrollment for the 599 program is defined as both accepted into training and registered for classes. Applications from customers who are not yet enrolled cannot be processed. A customer who has been accepted to a program but has not yet registered for classes is not considered enrolled.
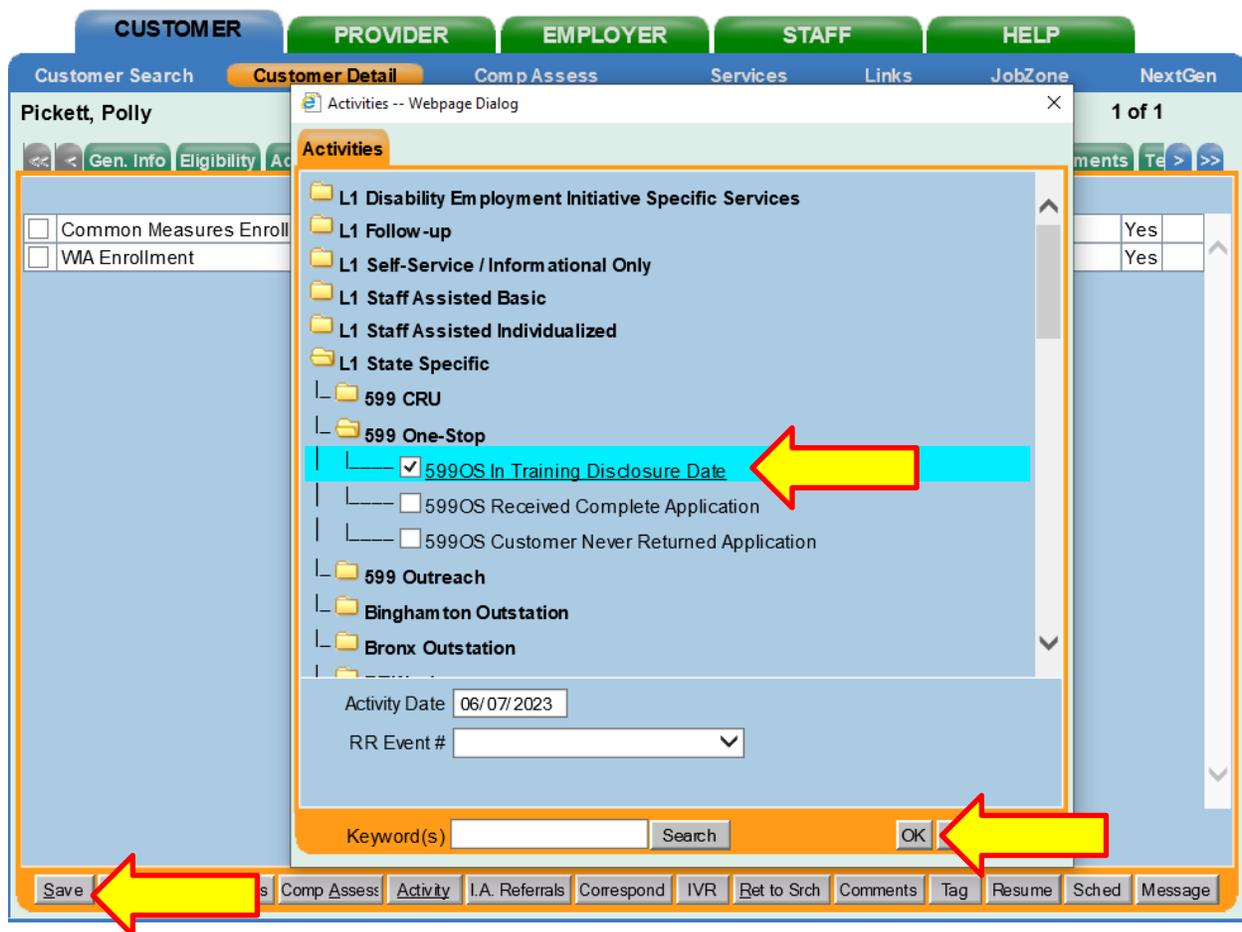
Once enrollment is confirmed, data entry for the 599 program is performed in the Customer module, Customer Detail window of OSOS. Staff must record the date of the training disclosure.

Click the **Activities** button.

Open the 599 One-Stop folder and select the **599OS in Training Disclosure Date**.
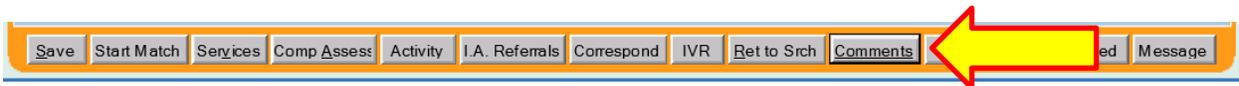
Click **OK**.

Click **Save**.

Staff must provide the customer with the OS44 Application and the 599 Cover Letter. They must advise the customer that the completed application must be returned or submitted to the 599 Central Review Unit as soon as possible, but no later than 14 calendar days. This will preserve the earliest possible disclosure date for the maximum potential weeks of additional benefits.
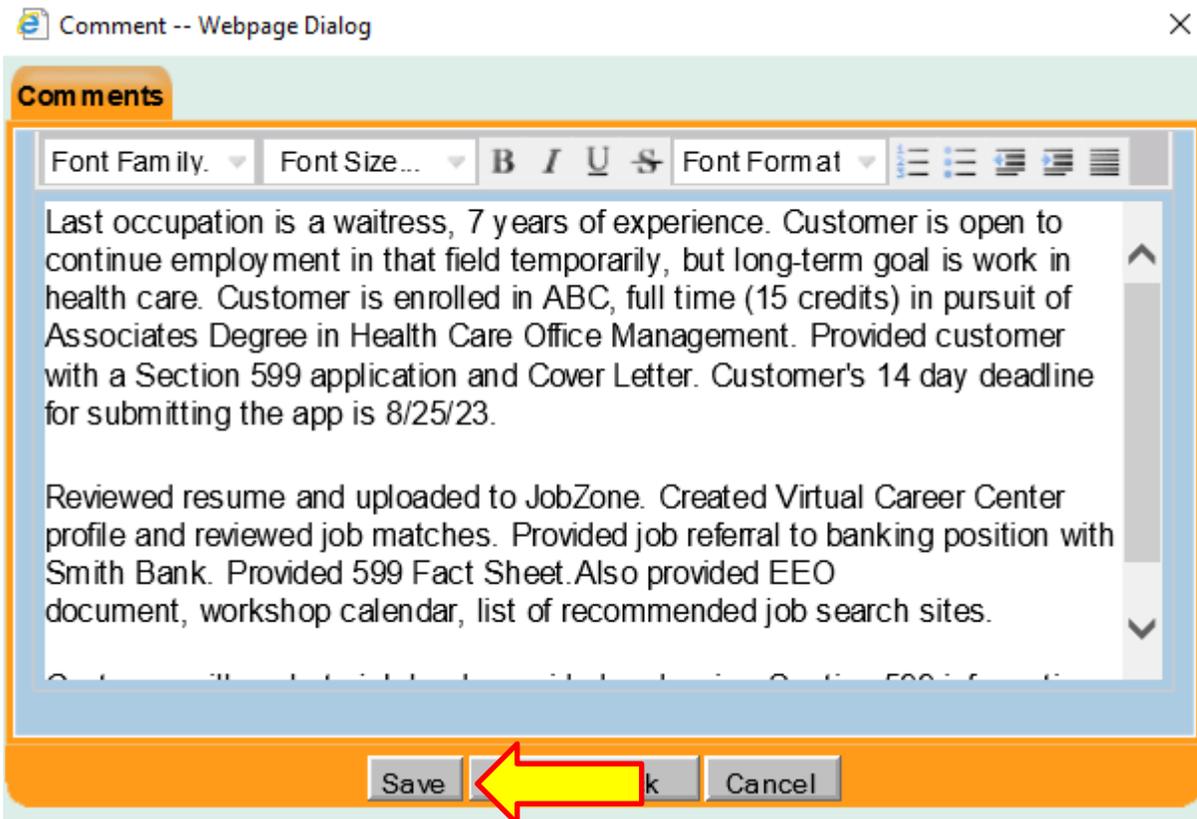
Customers may provide additional documents as long as that does not delay returning their application. Details of customer training should be entered into OSOS Comments as provided by the customer.

Click the **Comments** button at the bottom of the screen.

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

Type the comment in the **Comment - Webpage Dialog** box.

Click **Save**.

Comment -- Webpage Dialog ✕

Comments

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Last occupation is a waitress, 7 years of experience. Customer is open to continue employment in that field temporarily, but long-term goal is work in health care. Customer is enrolled in ABC, full time (15 credits) in pursuit of Associates Degree in Health Care Office Management. Provided customer with a Section 599 application and Cover Letter. Customer's 14 day deadline for submitting the app is 8/25/23.

Reviewed resume and uploaded to JobZone. Created Virtual Career Center profile and reviewed job matches. Provided job referral to banking position with Smith Bank. Provided 599 Fact Sheet. Also provided EEO document, workshop calendar, list of recommended job search sites.

Save | k | Cancel

Click the **Save** button at the bottom of the screen.

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

If the customer states they are not enrolled in training, advise them that once enrolled, they should reach out to the 599 Central Review Unit (CRU) ((518) 402-0189) for an application or contact the Career Center for one.
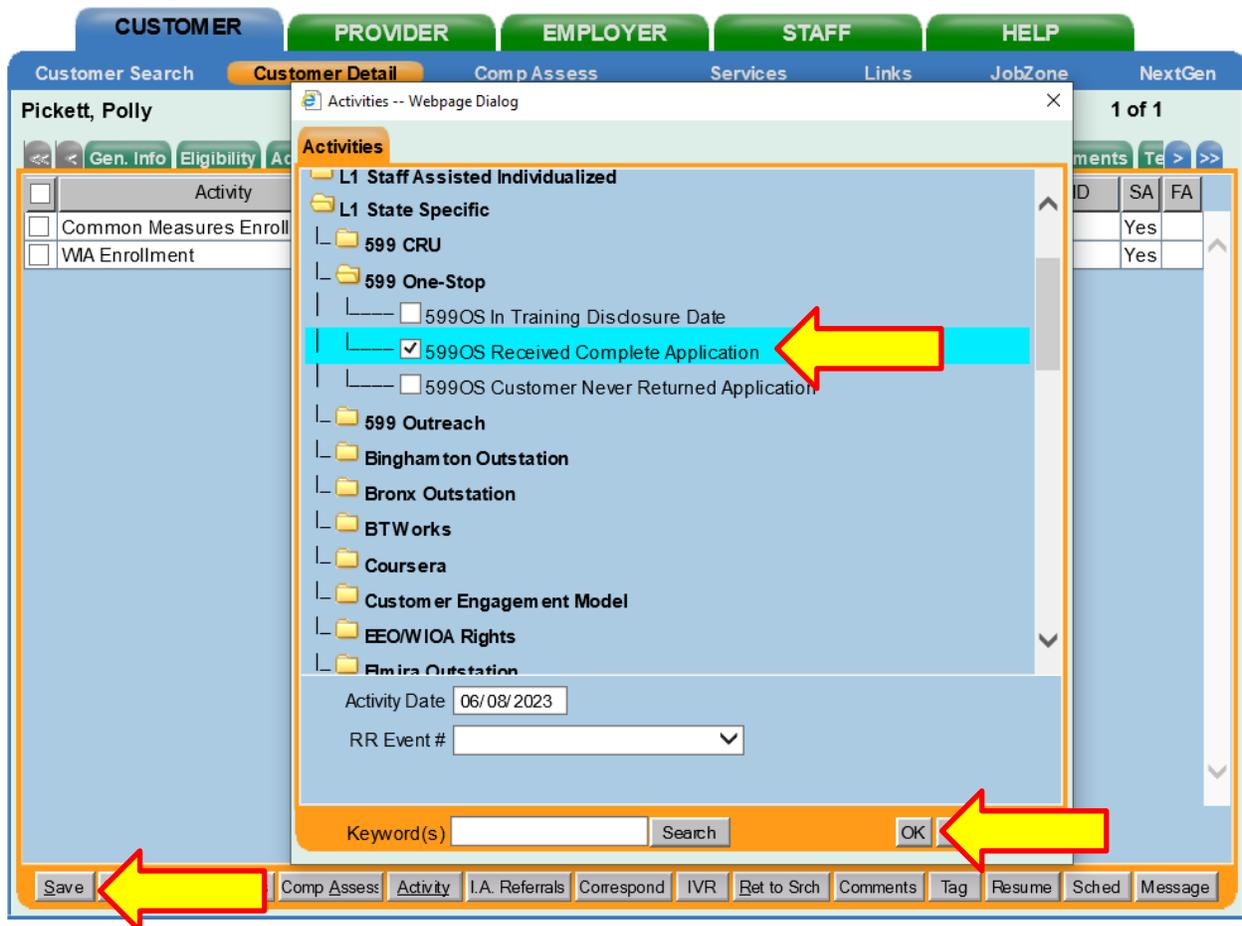
Enter customer's training plans/goals into OSOS Comments.

Comment -- Webpage Dialog ✕

Comments

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Last occupation is financial clerk/banker. Customer wants to continue in that field and has the knowledge, skills and ability to do so. Customer is not currently in school, but about to register for spring semester full time at ABC University toward a BA in International Banking.

Reviewed resume and uploaded to JobZone. Created Virtual Career Center profile and reviewed job matches. Provided job referral to banking position with Smith Bank. Provided 599 Fact Sheet. Also provided EEO document, workshop calendar, list of recommended job search sites.

Customer will apply to job leads provided and review Section 599 information. Customer will request 599 application once enrolled.

Save | Spell Check | Cancel

SUBMITTING THE APPLICATION

Once the customer returns their application, enter the 599OS Received Completed Application Activity into OSOS. An application is considered complete even if some of the questions were left blank, although the customer should be encouraged to answer as many as they are able to.

Click the **Activities** button. Select the **599OS Received Complete Application** activity.

Click **OK**.

Click **Save**.

The application must be emailed to 599app@labor.ny.gov mailbox. Be sure to include all three pages.

If the customer does not return their application, enter the activity for 599OS Customer Never Returned Application.

Click the **Activities** button. Select the **599OS Customer Never Returned Application** activity.

Click **OK**.

Click **Save**.
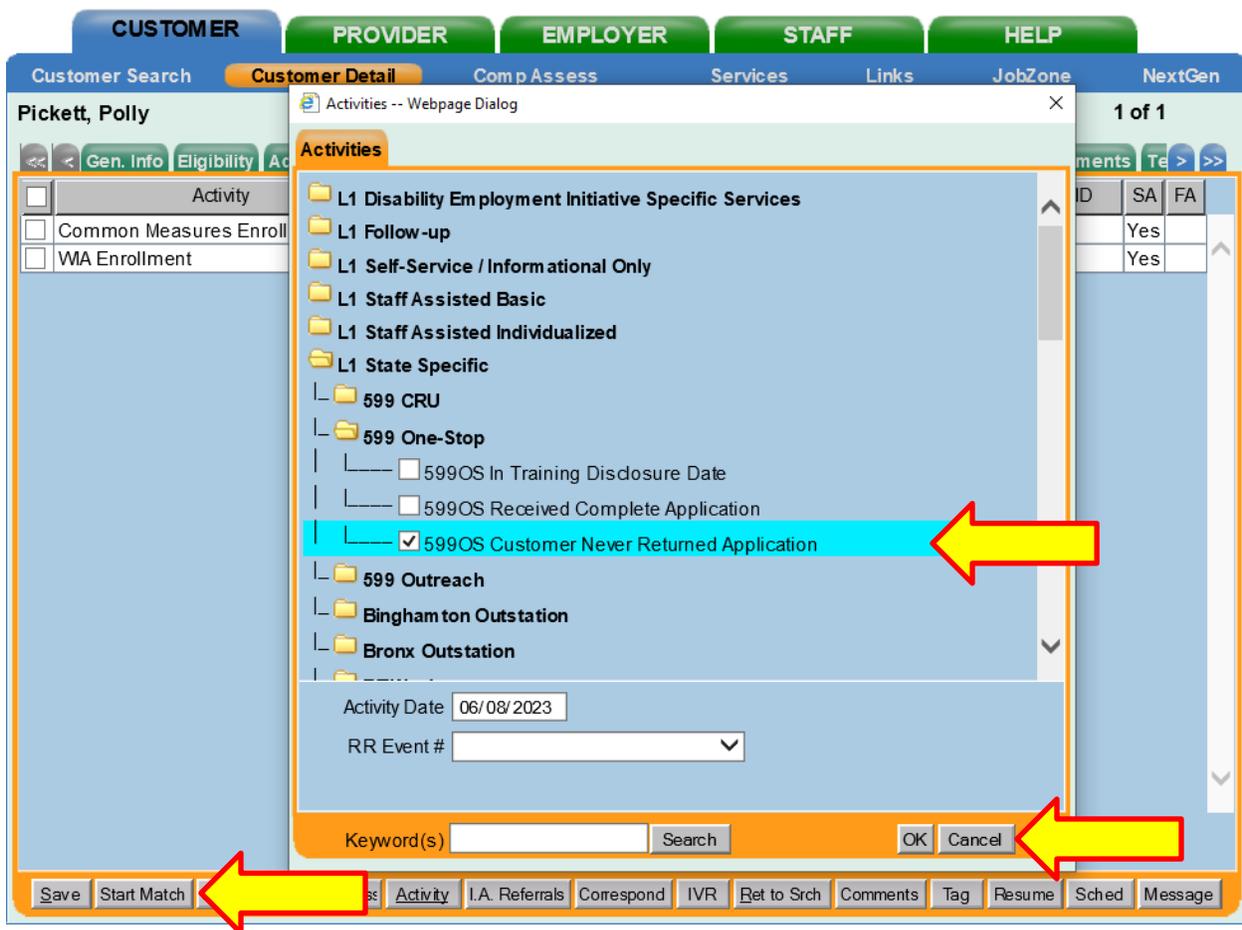
If the customer returns their application subsequently, submit the application to 599app@labor.ny.gov and record the **599OS Received Completed Application activity** with the corresponding date.

AFTER THE APPLICATION IS SUBMITTED

Once the application is reviewed by the 599 Central Review Unit, CRU staff will enter an Activity and comment into OSOS. There are three approval activities that Career Center staff may see on the customer's OSOS record.

A conditional approval activity indicates that the customer must return TC316.1C Training Verification form signed by the school for full approval.

For disapproved applications, the reasons for the disapproval are listed as part of the activity type and will be viewable in the **Activities** tab.

	Activity	Activity Date
☐	599CRU Disapproval 3 Less than 12 Hours	06/08/2023

Additional comments may be entered by the 599 CRU Staff as needed.

If the customer has additional questions on their approval or disapproval, Career Center staff should advise them to contact the 599 Central Review Unit at (518) 402-0189.

TRAINING SERVICES

If the 599 training is being funded by the local area using WIOA funding, this should be recorded per established procedure as an Occupational Skills Training service in OSOS.

If the 599 training is not locally funded through WIOA, do not enter it as a service in OSOS. Only WIOA funded training must be added as a service in OSOS.

RESOURCES AND ASSISTANCE

For further OSOS assistance, please contact the OSOS Help Desk:
    By email: help.osos@labor.ny.gov

599 Program Website: https://dol.ny.gov/599-program

Additional OSOS Guides can be found here.