

NEVADA AOSOS UPDATE

"An Information Exchange for Nevada One-Stop Offices and Affiliates"

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Workforce Investment Support Services

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Did You Know?

Did you know that if you start OSOS from a Desk Top Icon you **will not** get the needed updates for the OSOS application and you **will not** be able to use all of its functions?

The proper way to start OSOS Mediated is to save the following web site address to your internet favorites:

<https://nvos.state.nv.us>

The first page that will open up is the Nevada "JobConnect OSOS Confidentiality Statement."

Click on "Start OSOS Here." Let OSOS load completely before attempting to log in. You will know when it is ready when the "Staff Detail" screen appears.

OSOS will run better if you clear its memory cache. To clear the memory cache, log out of OSOS then click on the back arrow that appears on the upper left of the toolbar. We recommend you do this every time you leave OSOS.

Enhancements

New navigational buttons and menu options have been added to OSOS so that navigating between the modules is easier.

The **Customer Module** (located in the blue title bar at the top of the screen) now displays four menu options that can be directly accessed by clicking on each option: "Customer Search," "Customer Detail," "Comp Assess," and "Services." This way you can get to the modules from any screen within the customer's record.

New Buttons in Comprehensive Assessment and Services

- A **Services** module button has been added on the Comprehensive Assessment button bar (at bottom of screen) that will allow you to go directly to the Services module.
- A **Comp Assess** module button had been added on the Services module button bar (at bottom of screen) that will allow you to go directly back to the Comprehensive Assessment module.



Questions and Answers

(Q) *What is the difference between job orders in "Suspend" status and "Referred" status?*

(A) Job orders should be placed in "Suspend" status only when the employer wants to temporarily hold off on seeing applicants for a short period of time. It is important that staff remember to take the job order out of suspend so it can run through the system's automatic cycles such as filled, closed, and archived. (Should not be used when employer has completed the recruitment.)

Job Orders automatically enter "Referred" status when the amount of referrals requested and the referrals sent is the same amount. Job Orders can be placed in "Referred" status manually by changing the referral requested amount to equal the amount of referrals already sent. This should be done when the employer informs us they have seen all the applicants they wish to see. This way the automatic cycles will place the job order in filled status when someone is hired and then to closed and archived.

Reminder

Each month we are federally mandated to perform Customer Satisfaction surveys to meet Performance Measures. These surveys can only be done by telephone. Nevada is having a difficult time meeting our Customer Satisfaction survey requirement due to bad or disconnected phone numbers on Customer and Employer records. It is imperative that staffs verify and update phone numbers of Customers and Employers each time they speak with either client.

AJB (America's Job Bank)

We have discovered that several staff are using the incorrect web site for America's Career One Stop. For the latest version go to www.ajb.org for access to Career One Stop, Career InfoNet, America's Job Bank and Service Locator. Please update the internet favorites and desktop icons to reflect the correct site.

ABOUT THIS PUBLICATION - Nevada AOSOS Update is published by the WISS Automated Collection, Tools and Reporting Team. Submit topics and tips you think may assist other users to Ed Seely, Susie Giurlani, Nancy St. Clair or Ed Walton at (775) 684-0301 or email to: eiseely@nvdetr.org, sagiurlan@nvdetr.org, njstclair@nvdetr.org or eewalton@nvdetr.org

