



# **COUNTY OF LOS ANGELES**

## **WIOA ADULT, DISLOCATED WORKER and YOUTH PROGRAMS DIRECTIVE**

**NUMBER: WIOA RS 03-2017**

**SUBJECT: CalJOBS VOSGreeter Pilot Project**

**DATE: 10/31/2016**

**EFFECTIVE DATE: 11/01/2016**

**TO: WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) ADULT, DISLOCATED  
WORKER, AND YOUTH SERVICE PROVIDERS**

### **PURPOSE**

The purpose of this directive is to provide policy and instructions to Los Angeles County America's Job Centers of California (AJCC) Service Providers on procedures required when using the VOS Greeter Module and Kiosk in the CalJOBS system. The use of the VOS Greeter system will take effect on November 1, 2016, through a pilot project with selected AJCCs. Following the completion of the pilot project, all AJCCs will be held to the policies and procedures as described herein, and in any subsequent directive(s), should the policies and procedures change as a result of the outcome of the pilot project.

### **BACKGROUND**

In support of best practices in day-to-day functionality, the Employment Development Department (EDD) has adopted the VOSGreeter efficiency module to help streamline one-stop centers, through the CalJOBS system. The new greeter system will enhance lobby management and eliminate the need for sign-in sheets by automating the queue and service-entry process. This virtual check-in module will help AJCCs meet their goal of reducing costs and improving efficiencies by moderating staff time, effort and administrative costs. In addition, the use of VOSGreeter will lead to a decrease in client wait time, and improve service tracking and reporting.

To facilitate and expedite the launch of the pilot, CalJOBS Tech Support will send a VOSGreeter privileges document for pilot agencies to complete. LWIA Partner Supervisors and Staff will have the following privilege options to choose from: Kiosk Access, Check-Ins List Access and Name in Kiosk. Using the data provided, CalJOBS Tech Support will configure VOSGreeter privileges, as well as the Visit Reason associations for ALL pilot sites. Any changes to the VOSGreeter staff or their privileges may be requested by emailing the CalJOBS Tech Support Team, at [caljobstechsupport@css.lacounty.gov](mailto:caljobstechsupport@css.lacounty.gov)

Participants' will select from a list of standard Visit Reasons and their selection will be recorded in the CalJOBS database.

The following three (3) Service Providers located within the listed AJCCs will participate in the VOSGreeter Pilot Project. WIOA Staff will be required to participate in this pilot. EDD staff at the agencies will have the option to participate as well, but due to current system limitations, EDD staff configuration and access will be different from WIOA Staff:

American Job Center of California	Service Provider
Northeast San Fernando Valley AJCC	City of LA- Youth Policy Institute, Inc.
Pomona AJCC	Goodwill
West Covina AJCC	Managed Career Solutions (MCS)

**POLICY AND PROCEDURES**

Agency staff will open the VOSGreeter kiosk at the computer in the lobby at the start of each day, and ensure that it is working properly. During the pilot, all visitors MUST use the VOSGreeter kiosk as a first step when entering the facility. If needed, a staff member should be on hand, in case participants have questions on how to use the VOSGreeter kiosk.

Once a visitor successfully checks in, the visitor’s name will appear in the Office Check-Ins List, along with the time they checked in and whether or not they are a registered CalJOBS user. When a visitor has checked in, the appropriate staff member will be notified via email or pop-up in their CalJOBS account.

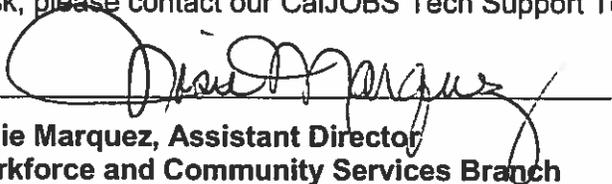
The staff member will then log in to CalJOBS, access the “Office Check-Ins List” and click ‘Assist’ to assist the visitor or click ‘Left Office’ if the visitor is no longer there. The visitor will then be removed from their queue and the time they were assisted will be recorded via an automated timestamp. All visitors MUST be marked as Assisted or Left Office; otherwise they will remain in the queue.

In addition, once the pilot is underway, an “Assist List” feature will be introduced to capture the duration of each service.

CalJOBS Tech Support Staff will provide the initial set-up for the VOSGreeter and will continue to assist agencies through the established CalJOBS Tech Support process. The appropriate supervisor and staff at each site will be trained on the use of the lobby management system. Step-by-step directions on how to use VOSGreeter and run reports are outlined in Attachment A, *CalJOBS Help Sheet 19: How to Operate the VOSGreeter Kiosk*.

A Desktop Computer will be provided at each pilot AJCC site. All computers received from Community and Senior Services (CSS) must remain at their originally installed facility. These computers cannot be transferred from one facility to another without prior authorization from CSS. Staff must observe the proper care and use of equipment. Furthermore, AJCC Service Providers must inform CSS of any new staff members’ use of the VOSGreeter equipment and module, by emailing CalJOBS Tech Support at [caljobstechsupport@css.lacounty.gov](mailto:caljobstechsupport@css.lacounty.gov).

Los Angeles County AJCC Service Providers that participate in this pilot should ensure that the requirements described herein are communicated throughout operations. If you have any questions regarding the procedures on VOSGreeter Module in CalJOBS or are having technical issues with the kiosk, please contact our CalJOBS Tech Support Team, at [caljobstechsupport@css.lacounty.gov](mailto:caljobstechsupport@css.lacounty.gov).

  
**Josie Marquez, Assistant Director**  
**Workforce and Community Services Branch**

**Attachments:**  
 CalJOBS Help Sheet 19: VOSGreeter Kiosk (Attachment A)

JM:JR:AH:ac



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# **CalJOBS Help Sheet 19**

## **How to Operate the VOSGreeter Kiosk**

Prepared by: Research and Statistics Division

This help sheet provides an overview of how to open the VOSGreeter Kiosk and engage with visitors who have signed in.

## How to Open the VOSGreeter Kiosk for Participants

1. Right click *Visitor Kiosk* under the **Manage Visitors** section and choose 'Open link in new tab.'

The screenshot shows a web application interface. On the left is a sidebar menu titled "Services for Workforce Staff" with various management options. The "Manage Visitors" option is highlighted with a blue bar. A blue callout box with an arrow points to the "Visitor Kiosk" link in the sidebar, containing the text "Right click, then choose: Open link in new tab". The main content area is titled "Labor Market Services" and includes several links with icons and brief descriptions: "Labor Market Fa" (Find answers to questions about market), "Area Profile" (Access a summary market in a selected area), "Industry Profile" (Access labor market on Industries in a selected area), "Occupational Profile" (Access labor market on occupations in a selected area), and "Educational Profile" (Access labor market on education in a selected area). There is also a "More Labor Market Services" link at the bottom.

**IMPORTANT:** Opening the kiosk in a new tab will prevent visitors from hitting the 'Back' button and accessing the CalJOBS user account used to open the kiosk.

2. Select an Office Location. This allows the kiosk's settings to be saved for the location chosen. Select the blue circle if users are required to scan documents at the kiosk.
3. Click "Set Office & Options" once an office location has been chosen. The VOSGreeter kiosk portal should appear for participants to access.

4. Click F11 to open the page to full screen, and the kiosk is ready for use!

You must select an office to continue

• LWIA/Region: Los Angeles County  
Department of Community, and  
Se

• Office Location:

Allow users to scan documents at this kiosk:

[Set Office & Options](#)

**IMPORTANT:** Clicking F11 will help prevent visitors from closing the browser or accessing any other page in the kiosk computer.

## How Participants Check-In using VOSGreeter

Once the VOSGreeter kiosk is visible, visitors can sign in.

1. First, the visitor will enter their *Last Name* and the *Last 4 digits of their Social Security Number*. If the participant does not know the Social Security Number, he/she may input the last name only and click **Continue**.

Please check-in by entering your last name and last 4 digits of your Social Security number and then press *Continue*.

Last Name

Last 4 of SSN

Continue Reset

En Español

2. In the following screen, the participant must enter their *First Name* and click **Continue**.

Please enter your first name and press *Continue*

First Name

Continue Reset

En Español

- Next, the participant must select the appropriate information and click **Continue**. If he/she does not wish to provide additional information, they may select "*I do not wish to provide additional information at this time*" and click **Continue**.

Please provide the following information. This information is voluntary and is being asked to meet Federal Law requirements of individuals seeking services through the One-Stop Centers.

I do not wish to provide additional information at this time

Gender:  Male  Female

Do you have a disability?  Yes  No  I do not wish to answer.

Have you served in the military and were discharged in conditions other than dishonorable?  Yes  No

- The participant should now see the check-in page. Here, he/she can select one or more reason(s) for his/her visit and then click **Check-In**.

Hello Arty Crest and welcome to 00126 LA Works.  
Select the reason(s) for your visit today and then press **Check-In**

I am here to see a specific staff member

Job Search

Resource Center

Computer Lab

Other

WIOA Application

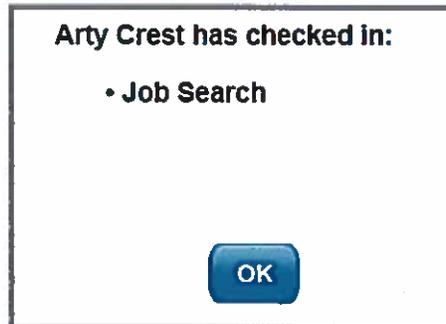
- The participant is now checked-in and the appropriate staff is notified.

**Thank you! Please wait for one of our friendly staff members to further assist you.**

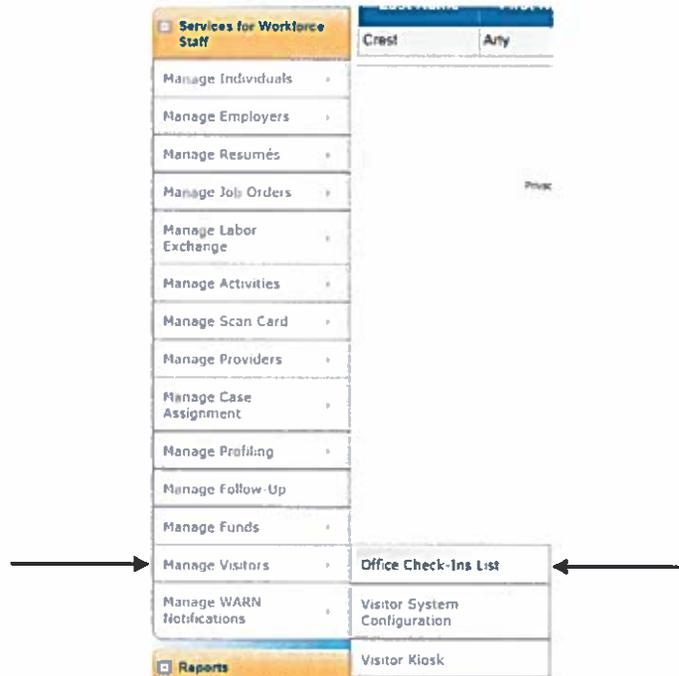
## How to Manage Visitors After They Sign-In

The following instructions explain how a staff member assists a participant after they have checked in through the VOSGreeter module.

1. After a participant checks in through the VOSGreeter, an email is sent to the corresponding staff member. If the staff member logs in after the visitor checks in, the staff member's CalJOBS account will display a pop-up showing the participant's name and reason(s) for visiting.



2. To view the participant, access the *Office Check-Ins List*, under the **Manage Visitors** section.



3. Next, select your office location and the list of checked-in visitors will appear. If a participant is a registered CalJOBS user, click "Assist" under the Action tab to assist that participant.
  - a. A pop-up message will be prompted; select "OK."
  - b. The participant's CalJOBS profile will be directed onto the page and the participant will be removed from your *Check-In List* queue.

The screenshot shows the 'Office Information' section with 'LWIA/Region' set to 'Los Angeles County Department of Community, and Se' and 'Office Location' set to '00126 LA Works'. Below this is a 'Show Filters' button. The 'Results View' is set to 'Summary' and 'Detailed'. A table of visitors is displayed with columns: Last Name, First Name, Last 4 SSN, Vet, SBE, Check-In Time, and Action. The first row shows 'Crest, Arty, 6666' with a check-in time of '8/16/2016 @ 9:48 AM (8 minute(s) ago)'. An arrow points to the 'Assist' button in the 'Action' column. A dialog box titled 'Message from webpage' is overlaid on the table, asking 'Assisting this user will navigate you away from the current page. Are you sure you want to continue?' with 'OK' and 'Cancel' buttons. Below the table is a 'Return to Manage Visitors' button.

4. If a participant is NOT a registered CalJOBS user, selecting "Not Registered" will display a pop-up, prompting you to create an account for the participant. If you do NOT want to create an account for the participant, you can simply click the plus sign (+) next to the "Not Registered" link, choose the appropriate action and select OK.

The screenshot shows the same visitor table as above. An arrow points to the 'Assist' button. A dialog box titled 'Not Registered' is overlaid on the table, with the text 'Assisted Left Office' and an 'OK' button. Below the table is a 'Return to Manage Visitors' button.

- IMPORTANT:** Be sure to assist participants that check-in or specify in the Office Check-Ins List that the participant has left the office. Otherwise, the system will not exit the participant from the Check-Ins List.

**Office Information**

- LWIA/Region Los Angeles County Department of Community, and Se
- Office Location 00126 LA Works ▼

[Manually Check in a Visitor](#)

[Show Filters](#)

Results View **Summary** | [Detailed](#)  
 Click a column title to sort

Last Name	First Name	Last 4 SSN	Vet	SBE	Check-In Time	Action
Crest	Arty	6666			9/15/2016 @ 3:51 PM <b>188 minute(s) ago</b> ⓘ	<a href="#">Assist</a> ╕

[Return to Manage Visitors](#)

## How to Run VOSGreeter Reports

The following instructions explain how to run VOSGreeter reports.

1. To run a VOSGreeter report, navigate to the left side of the screen and select Reports > Detailed Reports.



2. In the Attendance Reports, click on Greeter.



3. In the following screen, select one of the links based on the report you'd like to run. To run a general list of visitors, select **List**.



- On the following page, you'll have the option to select the Region and Office Location available to you, along with further filters like "Visit Reason", "Assist Status" and "Date".

**Selection Criteria**

**Location**

Region/LWIA Status:  Active  Inactive  All

Region/LWIA:   
Los Angeles County Department of Community, and Se

Office Status:  Active  Inactive  All

Office Location:   
LAO City of Palmdale - South Valley AJCC  
 LAO City of Palmdale - Veteran's Program  
 LAO Community and Sen or Services

**Greet**

Visit Reason:

Assist Status:

**Date**

Date Range:

From:

To:

[Reset Dates](#)

The date range selection of "Today" will retrieve real time data. Otherwise, data may be up to 24 hours behind.

If you'd like to see a complete list of visitors, DO NOT select a filter under Visit Reason or Assist Status.

Run Report

- Once you have selected the report parameters, click the **Run Report** button at the bottom and the report will appear.

**Greeters - List Report**  
 Region/Lwa: Los Angeles County Department of Community, and Se  
 Office: LAO Community and Senior Services  
 Start Date: 09/30/2016  
 End Date: 10/06/2016

Check-in Date	Check-in Time	Individual	User ID	Office	Visit Reason	Assist Date	Assist Time
10/05/2016	10:36:13 AM	Tester Act		LAO Community and Senior Services	Orientation	10/05/2016	10:37:59 AM
10/05/2016	10:40:35 AM	Tester Art		LAO Community and Senior Services	Orientation	10/05/2016	10:42:57 AM
10/05/2016	10:30:15 AM	Tester Debl	29634587	LAO Community and Senior Services	Orientation	10/05/2016	10:34:36 AM

Buttons: [Reset Search Criteria \(Update Search Criteria\)](#), [Select Another Greeter Report](#), [Return to Manage Reports](#)

- If you'd like to send the report as an email, click on the plus (+) sign at the top, next to **Staff Email Search**.

**Staff Email Search**

Please Type to Search for Recipient(s)

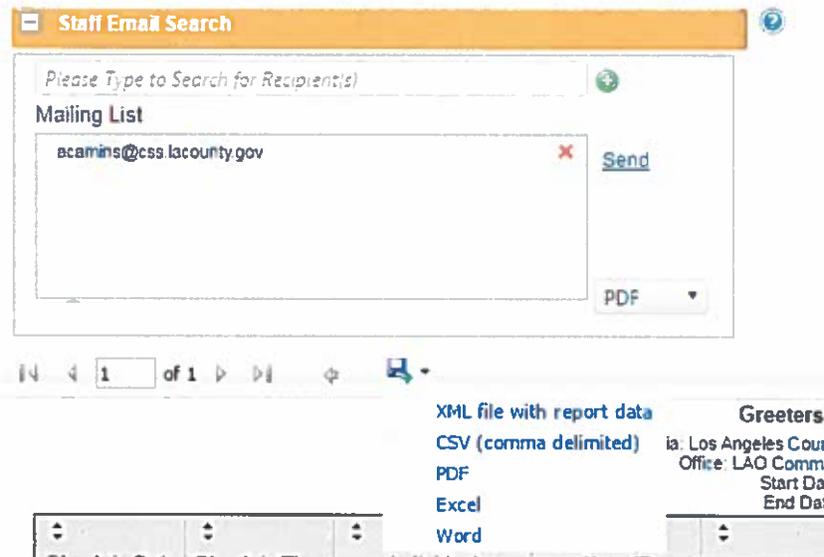
Mailing List

PDF  
PDF  
Excel

**Greeters - List Report**  
 Region/Lwa: Los Angeles County Department of Community, and Se  
 Office: LAO Community and Senior Services  
 Start Date: 09/30/2016  
 End Date: 10/06/2016

- Then, click the green plus sign, which will populate the chosen email address into the Mailing List box. Click **Send** to send the report.

8. To download the report:
  - a. Click on the floppy disk icon drop-down
  - b. Select from the file format options that appear
  - c. The report will automatically download in the selected format.



If you have any questions regarding the procedures on VOSGreeter Module in CalJOBS or are having technical issues with the kiosk, please contact our CalJOBS Tech Support Team, at [caljobstechsupport@css.lacounty.gov](mailto:caljobstechsupport@css.lacounty.gov).