

**ACTION BULLETIN**

**TO: All Recipients of Workforce Innovation and Opportunity Act (WIOA), Title I Adult and Dislocated Worker Funds**

**DATE: 08/29/2018**

**SUBJ: STATE MANDATED USE OF THE VOSGREETER MODULE IN CALJOBS<sup>SM</sup>**

**PURPOSE OF BULLETIN:**

The purpose of this Bulletin is to inform all recipients of WIOA Title I, Adult and Dislocated Worker funds of the requirement to use the VOSGreeter Module in CalJOBS<sup>SM</sup> for tracking of universal visitor traffic effective October 1, 2018.

**CITATIONS:**

- Employment Development Department (EDD) Workforce Services Directive (WSD) 17-09 Mandated Use of VOSGreeter Module in CalJOBS<sup>SM</sup>; issued 4/10/2018

**BACKGROUND:**

The Alameda County Workforce Development Board’s (ACWDB) new system design – which was implemented effective July 1, 2018, identifies four Sub-Regional Career Service Providers (CSP): one for each of ACWDB’s sub-regional areas, Eden, North Cities, Tri-Cities and the Valley. The Sub-Regional Areas are broken down by city as follows:

Eden	North Cities	Tri Cities	Valley
Castro Valley	Alameda	Fremont	Dublin
Hayward	Albany	Newark	Livermore
San Leandro	Berkeley	Union City	Pleasanton
San Lorenzo	Emeryville		Sunol
Unincorporated	Piedmont		

ACWDB’s sub-regional workforce system serves a significant number of job seekers through self-directed activities. These job seekers, who are not yet enrolled in any WIOA-funded programs, are commonly referred to as “Universal Customers”.

The ACWDB has recognized that these services take both staff time and resources and should be tracked and reported as a statement to the level of services offered and traffic sustained through ACWDB's workforce system. WIOA also encourages Local Areas to track the use of such services.

The State's plan to implement the VOSGreeter Module in CalJOBS<sup>SM</sup> effective October, 2018, enables ACWDB's Career Service Providers (CSP) to regain the ability to track universal visitor traffic electronically in addition to the reason for job-seeker visits (i.e., an appointment with staff; or use of the resource room).

The VOSGreeter module has the potential to improve service integration for ACWDB's CSPs, while enabling ACWDB to obtain data that will be used to inform ACWDB's Board and community. The EDD, the California Workforce Development Board, and the California Labor and Workforce Development Agency have all been introduced to the VOSGreeter module, and were part of the collaborative decision to make the module mandatory after an extensive review of functionality and the available data.

## **DEFINITIONS:**

### **A. State-level Visit Reasons**

State-level Visit Reasons have been created and defined by EDD. State-level Visit Reasons are considered the "Default Visit Reasons" for the VOSGreeter module. State-level Visit Reasons allow the state to gather and aggregate data based on standardized visit reasons. Local Areas are not required to utilize all of the State-level Visit Reasons.

State-level Visit Reasons include: Partner Program; Rapid Response; Resource Room – Self Service; Resource Room – Staff Assisted; Specific Staff Member; Title I/Career Services; Training Services; Unemployment Insurance Assistance; Workshop; Youth Services; Adult Education; Bilingual Assistance; Deaf and Hard of Hearing; Department of Rehabilitation; Department of Social Services; Disability Insurance Assistance; EDD – Veterans Assistance; Employer Services – Job Recruitment; Employer Services – Business Services; and Other

### **B. Local-level Visit Reasons**

Local-level Visit Reasons will be displayed on kiosks that are located within each Local Area. Job seekers will be able to view and select from these Visit Reasons after providing identifying information on the Visitor Kiosks. For this purpose, the Local-level Visit Reasons should be easy to understand and represent the most common reasons people visit CSPs within the area. Local-level Visit Reasons are created by Local Area administrative agencies and are customizable to meet the Local Area's needs. Local Areas are responsible for creating, and maintaining the Local-level Visit Reasons for each of their offices.

Each Local-level Visit Reason created by the Local Area must be associated back to one of the State-level Visit Reasons.

EDD recommends that Local Areas begin with a few (up to five) Local-level Visit Reasons for initial implementation. Modifications may be requested through a formal process. Local Areas must request modifications through EDD’s CalJOBS Operations Unit. Such requests should be made after Local Areas have had an opportunity to evaluate the effectiveness of the Local-level Visit Reasons that were initially selected.

ACWDB has elected to activate six Local-level Visit Reasons for the initial go-live date of October 1, 2018. ACWDB believes that the VOSGreeter Module will provide more useful data if the visit reasons are consistent throughout the Local Area.

	Local-level Visit Reason (Listed as it will appear on the Visitor Kiosk)	Associated State-Level Visit Reason
1.	Computer/Fax/Copier/Etc.	Resource Room – Self Service
2.	Staff Appointment	Specific Staff Member
3.	Workshop	Workshop
4.	Hiring Event	Employer Services – Job Recruitment
5.	Services for Employers	Employer Services – Business Services
6.	Other	Other

NOTE: The VOSGreeter Module is intended to capture Visit Reasons and not participant demographics. CalJOBS<sup>SM</sup> may capture some demographic data when job-seekers register into the system – and that data is available through Registered Individual Reports. Additional data elements and/or customer demographics that the CSPs want or need to track – will have to be captured using alternative methods if the VOSGreeter Module is not capable of capturing those elements.

**C. Visitor Kiosk**

The Visitor Kiosk is a dedicated computer or device located at the front of the office. The Visitor Kiosk displays a welcome screen and asks for the visitor’s identification information. Once their information is entered, the Local-level Visit Reasons configured for that office will display for selection.

TIP: The Visitor Kiosk can be any type of computer or tablet that has access to the internet. It is recommended that the Visitor Kiosk is touchscreen, but it is not required.

NOTE: ACWDB has ordered the tablets that are intended to serve as the Visitor Kiosks. The equipment will be distributed, one to each of the Sub-Regional CSPs, along with a locking tablet stand (for mounting purposes) and a carrying case. CSPs may opt to mount the equipment to a desktop to deter theft – however, ACWDB is not requiring the equipment be affixed to existing furniture.

**D. Reports**

Reports will be available within the CalJOBS<sup>SM</sup> system to view the results of details captured through use of the VOSGreeter module. CSP staff will be able to locate reports related to the

VOSGreeter module under the “Detailed Reports” section in CalJOBS<sup>SM</sup>. The reports that will be available are:

- List of All Visitors;
- Summary by Visit Reason;
- Visits by Hour; and
- Visits by Weekday

## **E. Training**

Training for the use of the VOSGreeter module will be available through webinar based trainings. EDD’s Central Office Workforce Services Division (COWSD) Capacity Building Unit (CBU), and the CalJOBS Operations Unit will work together to send out phased training date(s) to coincide with the phased implementation of the VOSGreeter module. If a scheduled training date cannot be attended, a recorded webinar will be made available by CBU.

Additionally, the Workforce Services Support Team (WSST) will provide technical assistance and support for all CalJOBS<sup>SM</sup> related issues.

## **POLICY:**

The VOSGreeter module is not intended – and will not serve as a replacement for entering services or enrollment activity codes into the individual’s WIOA participation record within CalJOBS<sup>SM</sup>. CSP staff will continue to be required to enter activity codes for services provided in the appropriate Adult or Dislocated Worker program participation records.

Through issuance of this bulletin, ACWDB is reinforcing EDD’s mandate to utilize the VOSGreeter Module within the CalJOBS<sup>SM</sup> system to track universal visitor traffic and visit reasons.

### **Visit Reason Modification Period:**

Modifications to Local-level Visit Reasons will be considered by ACWDB at 12 month intervals effective beginning May, 2019. Suggestions for modification of Local-level Visit Reasons must be submitted to the MIS Administrator during the month of May, each year. Consideration will be given to all suggestions submitted within the appropriate timeframe and implementation of approved modifications will be effective the beginning of the following program year or by July 1<sup>st</sup>.

## **PROCEDURES:**

Sub-Regional Career Service Providers will each be provided equipment intended for use in becoming compliant with this Action Bulletin and the State directive (WSD17-09). The equipment will be furnished by ACWDB and should include a tablet, mounting stand, carrying case, and screen protector. Additional equipment may be purchased at the discretion of each CSP.

The policy and procedures referenced within this bulletin will go into effect on Monday, October 1, 2018 – whether or not the purchased equipment has been distributed or mounted.

As is referenced in the “Definitions” section above, the Visitor Kiosk can be any computer or device that can access the internet and the CalJOBS<sup>SM</sup> system. Front desk computers may be used effective 10/1/2018 if the tablets are not yet in place.

Each Sub-Regional CSP will be responsible to provide notification to partnering organizations within their sub-regional areas regarding the expectation for use of the VOSGreeter Module effective 10/1/2018.

Use of the Visitor Kiosk Effective 10/1/2018:

- A. CSPs should designate a computer or other device that can access the internet and the CalJOBS<sup>SM</sup> system. This device should be used to record and track Visit Reasons through the VOSGreeter Module in CalJOBS<sup>SM</sup>.
- B. As customers/visitors enter facilities wherein they intend to receive career services, they should be directed to log in to the Visitor Kiosk. Customers who have not yet created user accounts in the CalJOBS<sup>SM</sup> system may be directed to complete their CalJOBS<sup>SM</sup> registration prior to logging their Visit Reasons into the Visitor Kiosk.
- C. Customers may receive assistance from staff to register their visit reasons in the VOSGreeter Module. This assistance may be provided through the Visitor Kiosk or through alternative equipment that can access internet service and the CalJOBS<sup>SM</sup> system.
- D. CSPs will submit suggestions for modification to the Local-level Visit Reasons ONLY within the month of May (beginning in May, 2019) – and only to the attention of ACWDB’s MIS Administrator through email.

Requested modifications to Local-level Visit Reasons must include justification for the request. Consideration will be given to all suggestions submitted during this period. ACWDB will respond and submit approved modifications to the State’s CalJOBS<sup>SM</sup> Operations Unit – and provide notification to all CSPs of the approved modifications. ACWDB will attempt to have modifications become effective on July 1<sup>st</sup>.

**For information and inquiries please contact:**

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