SAN JOAQUIN COUNTY WORKNET
EMPLOYMENT AND ECONOMIC DEVELOPMENT DEPARTMENT
POLICIES AND PROCEDURES DIRECTIVE

DIRECTIVE NO.	EFFECTIVE DATE	APPLICABILITY	PAGE
24-11	September 24, 2024	CMD	1 of 3

SUBJECT:	**AJCC VISITOR CHECK-IN**

I.   PURPOSE

This policy provides the guidance and establishes the procedures for AJCC visitor check-in and the use of the VOSGreeter within the CalJOBS system. This policy applies to all comprehensive and affiliate San Joaquin County America's Job Center of California (AJCC) locations.

II.   GENERAL INFORMATION

Accurately documenting AJCC visitor check-in through an electronic system can provide enhanced service delivery by ensuring visitors are connected with appropriate staff. VOSGreeter is an application within the CalJOBS system to assist AJCC staff to track visitor traffic electronically, instead of using a paper sign-in sheet. It simplifies the check-in process for job seekers, reducing wait times and administrative workload. Staff can monitor visitor flow more effectively and adjust their schedules or resources accordingly. This can help in managing peak times and ensuring that no one is left waiting for too long.

The use of VOSGreeter reduces the risk of errors associated with manual data entry and ensures that the information collected is current and accurate, which is crucial for maintaining effective records and tracking services. VOSGreeter can generate detailed reports and analytics on check-in patterns, service utilization, and other metrics. This information is valuable for assessing the effectiveness of the center's services, identifying peak times, and allocating resources more effectively, ensuring that there are enough personnel available during busy periods and optimizing the center's operational efficiency.

In accordance with WSD17-09, the use of VOSGreeter is a statewide requirement that applies to all San Joaquin County AJCC locations. VOSGreeter must be used daily to accurately record AJCC visitors and their visit reasons.

References

- [WIOA (Public Law 113-128)](#)
- [WSD17-09, Mandated Use of VOSGreeter Module in CalJOBS](#)
- [WSD16-23, Mandated Use of One Integrated Data System – Direct Data Key Entry Into CalJOBS](#)
- [WSD 19-04, Priority of Service for Veterans and Eligible Spouses](#)

III.   POLICY

It is the administrative policy of the EEDD that all visitors who wish to receive AJCC services be checked in and the reason for their visit reported using the VOSGreeter system.

IV.   PROCEDURE

1.   When visitors enter an AJCC, they must be checked into the VOSGreeter system. Upon entry, anyone identifying as a veteran or eligible spouse will be moved to the front of the line. All visitors must present an acceptable form of identity verification to the front desk staff, including:

a.   Driver's License,
b.   ID card issued by federal, state or local government agencies or entities (provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address);
c.   School ID card with a photograph; or
d.   U.S. Military card;
e.   Persons under age 18 who are unable to present a document listed above can provide: School record or report card, social security card, or parental consent written or verbal, if present in person.

2.   After verifying a visitor's identity, front desk staff should inquire if they have served in the U.S. Military or is a spouse of a veteran. If the visitor identifies as a veteran or an eligible spouse, they will be granted Priority of Service in accordance with [WSD19-04.](#)

3.   AJCC staff will login into their respective Kiosk CalJOBS account and register visitors in the VOSGreeter system. To access VOSGreeter, login to CalJOBS and click on 'Menu' at the top right corner. Then, scroll down to 'Manage Visitors' and select 'Visitor Kiosk.' Make sure the Office Settings are configured as follows:

LWBD/Region: San Joaquin County Employment and Economic Development Department
Office Location: [Specify the office location]
Visitor Kiosk: VOSGreeter only

Once these settings are entered, click on 'Set Office & Options.' Follow the prompts in the VOSGreeter system to complete the registration process.

4. Part of the registration process is to choose the most accurate and appropriate visit reason. Attachment 1 lists the visit reasons and their definitions in the AJCC VOSGreeter System.

5. Staff will be asked to enter any additional comments for the visitor, if desired. Otherwise, this should be left blank. Click "Check-in" to continue.

6. The visitor is now checked in, and the appropriate staff are notified.

7. When a visitor checks in at the Resource Center desk, staff will ask the visitor the purpose of their visit. The staff will then record the additional visits, ensure that the visitor's assistance is recorded, and also confirmed in the CalJOBS system that they have been assisted.

8. Visitor traffic may be recorded outside of CalJOBS during high volume times using a paper sign-in sheet (Attachment 2), but it must be manually entered into CalJOBS before the end of the same day.
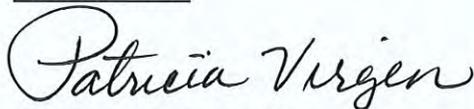
V. QUESTIONS REGARDING THIS DIRECTIVE

May be referred to the Executive Director of EEDD via Managers or designee.

VI. UPDATE RESPONSIBILITY

The Executive Director of EEDD and/or designee will be responsible for updating this directive, as appropriate.

VII. APPROVED

Patricia Virgen

PATRICIA VIRGEN
EXECUTIVE DIRECTOR

PV:vf

Attachment 1: VOSGreeter Visit Reasons
Attachment 2: Sign-In Sheet

VOSGreeter Visit Reasons

a) **EDD Disability Insurance (DI) Assistance** – For visitors seeking individualized assistance regarding their disability insurance. This should not be used for those looking to apply for DI.

b) **EDD State Disability Insurance –** For visitors seeking assistance applying for disability insurance.

c) **EDD Unemployment Insurance Assistance** – For visitors seeking individualized assistance regarding their unemployment insurance. This should not be used for those looking to apply for UI.

d) **EDD Workshop** – For visitors who are attending an EDD program orientation (e.g. RESEA, MSFW, TAA).

e) **EDD Bilingual Assistance** – For visitors seeking individualized EDD assistance in another language regarding their unemployment insurance.

f) **EDD Migrant Seasonal Farmworker (MSFW)** – For visitors seeking assistance with applying or obtaining more information on MSFW programs.

g) **EDD Trade Adjustment Assistance (TAA)** – For visitors seeking assistance with applying or obtaining more information on TAA programs.

h) **EDD Veterans Assistance** – For visitors seeking assistance with applying or obtaining more information on Veteran Assistance programs.

i) **EDD Youth Employment Opportunity Program (YEOP)** – For visitors seeking assistance with applying or obtaining more information on YEOP programs.

j) **WN Resource Center Use (Basic Career Services)-** For visitors using the AJCC for job search (including CalJOBS), and prefer to work independently in the Center utilizing all job search related resources available in the Center (eg; computer, fax, phones, copies of resume)

k) **WN CalWORKS** – For visitors referred by the Human Services Agency (HSA) to complete a CalWORKS orientation, assessment, or EWORKS with WorkNet staff.

l) **WN Case Manager Appointment** – For visitors with scheduled appointments to see a WorkNet Case Manager.

m) **WN First Visit Registration** – For visitors who need to register for CalJOBS.

n)   **WN I am here to see a specific staff member** – For visitors with an appointment with a specific WorkNet staff member.

o)   **WN Assessment** – For WorkNet-enrolled visitors taking a WorkKeys or CareerScope assessment.

p)   **WN Eligibility Appointment (Certification)** – For clients assessing their eligibility for WorkNet services with an intake staff member.

q)   **WN Job Recruitment** – For clients attending a meeting with a job recruiter or participating in a job fair.

r)   **WN NFJP Services** – For visitors who are seeking information or receiving NFJP Services.

s)   **WN Orientation** – For visitors who are attending a WorkNet program orientation (e.g. Adult, Dislocated, Youth)

t)   **WN STEP** – For visitors coming to learn more about services for students with disabilities, attend a workshop, orientation, or check pick up)

u)   **WN WIOA Youth** – For visitors who would like to learn more about services available for those between the ages of 14-25

v)   **Job Corps Workshop/Meeting** – For visitors seeking assistance with applying or obtaining more information on Job Corps programs.

w)   **SJC Veterans Services** – For visitors seeking services or information from San Joaquin County Veteran Service Office.

x)   **SER Senior Employment Redevelopment** – For visitors seeking assistance with applying or obtaining more information on the SER program.

y)   **DOR (Department Vocational Rehabilitation)**- For visitors seeking services or information from DOR.

NAME:	LAST 4 OF SSN:	DOB:	VISIT REASON	CHECKED-IN