



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

DIRECTIVE NO.	EFFECTIVE DATE	APPLICABILITY	PAGE
26-01	September 1, 2026	CMD	1 of 5
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 shall be used

daily to document visitor activity as required by EDD policy but shall not be implemented in a manner that creates barriers to accessing publicly available AJCC services.

This directive supersedes PPD 24-11, AJCC Visitor Check-In, dated September 24, 2024.

References

- [WIOA \(Public Law 113-128\)](#)
- [WIOA, Section 188](#)
- [29 CFR, Part 38](#)
- [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 24-15](#), Priority of Service for Veterans and Eligible Spouses

III. POLICY

It is the administrative policy of the San Joaquin County Employment and Economic Development Department (EEDD) that visitor activity be documented through VOSGreeter in accordance with EDD policy and that the visit reason be recorded using the VOSGreeter category that most accurately reflects the service requested. Staff shall request only the minimum identifying information necessary to document visitor activity in VOSGreeter. Additional identifying information shall be requested only when necessary to locate or create a CalJOBS record for the requested service or to satisfy applicable legal or program requirements. Identity documentation shall be requested only when required for program eligibility, identity verification, or applicable County or facility security requirements. Personal information collected during the check-in process shall be limited to that necessary for program administration, maintained, disclosed, and retained in accordance with applicable federal and state privacy and records laws, and used only for authorized governmental purposes.

Visitor check-in may be completed either through (1) staff-assisted check-in, in which an AJCC staff member enters the required information into VOSGreeter on behalf of the visitor, or (2) self-assisted check-in, in which the visitor enters the required information directly into an authorized VOSGreeter visitor kiosk or other approved self-service interface. The County shall make reasonable assistance available to visitors who request assistance or who are unable to complete self-assisted check-in because of disability, language access needs, technology limitations, literacy, or other barriers.

AJCC locations are public facilities. Nothing in this policy shall be interpreted to require a visitor to identify themselves, present photo identification, or disclose personal information as a condition of entering the facility or accessing publicly available information or services, except where required by law, program eligibility

This WIOA Title I-financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. This program is substantially funded by federal funding. For more information go to: www.sjcnetwork.org/WIOAresources.asp

requirements, or applicable San Joaquin County security procedures. Visitors who decline to provide optional identifying information may receive those services that can lawfully be provided without such information.

Visitors may enter the Resource Room and access self-service resources without enrolling in WIOA or any other workforce program unless enrollment or participant registration is required for the specific service requested. Access decisions shall not be based upon a visitor's viewpoint, political beliefs, protected speech, or lawful expressive activity, except as necessary to enforce content-neutral facility rules governing safety and the orderly operation of the AJCC. If a visitor disputes the information requested or believes they have been improperly denied access to services, staff shall refer the matter to a supervisor for prompt review.

Nothing in this policy shall be implemented in a manner that restricts rights protected by the United States Constitution, the California Constitution, or applicable federal or state law. Administrative check-in procedures are intended solely to facilitate service delivery, satisfy program reporting requirements, and maintain facility operations, and shall not be used to deny or unreasonably delay access to public services for which a visitor is otherwise eligible.

IV. PROCEDURE

When a visitor requests AJCC services, the visitor may complete the VOSGreeter check-in independently using an authorized self-service kiosk or may request or receive staff assistance with the check-in process. Regardless of the check-in method used, the visit shall be documented in VOSGreeter in accordance with applicable state requirements. If assisting, staff shall request only the minimum identifying information necessary to document the visitor's presence in VOSGreeter. Additional identifying information shall be requested only when needed to locate or create a CalJOBS record for the requested service or to satisfy applicable program or legal requirements. Information that is not required for the requested service should be collected only on a voluntary basis.

Visitors seeking publicly available information or services that do not require enrollment in CalJOBS shall not be denied access solely because they decline to provide information beyond what is required for the requested service. For purposes of this policy, publicly available information or services include, but are not limited to, labor market information, job postings, workshop schedules, resource materials, referrals, and use of publicly accessible resource room equipment or computers that do not require participant enrollment.

Government-issued photo identification may be requested only when reasonably necessary to verify identity for a specific program requirement, protect confidential information, prevent fraud, or satisfy applicable law or San Joaquin County security procedures. Alternative methods of identity verification should be accepted whenever permitted by law or program requirements.

A photo ID is not required solely for VOSGreeter check-in or access to basic AJCC services. Visitors remain subject to content-neutral and uniformly San Joaquin County security requirements and facility rules of conduct that are reasonably necessary to maintain safety, protect County property, and ensure the orderly delivery of public services. Visitors may access publicly available resource materials, informational services, and other services that do not require program enrollment without being required to present photo identification or disclose unnecessary personal information.

If a visitor declines to provide information that is not required for the requested service, staff shall provide any services that can be delivered without that information. If applicable law or program requirements require enrollment, eligibility determination, or identity verification before a requested service may be provided, staff shall explain those requirements and offer any alternative services that remain available without such documentation.

1. After locating or creating the visitor's CalJOBS record, front desk staff should ask whether the visitor has served in the U.S. military or is the spouse of a veteran. Visitors who identify as veterans or eligible spouses shall receive Priority of Service in accordance with [WSD 24-15](#). Disclosure of veteran or eligible spouse status is voluntary. Visitors who choose not to disclose this information will receive services consistent with applicable program requirements but cannot be provided Priority of Service unless eligibility is established.
2. Authorized AJCC staff shall ensure that the VOSGreeter visitor kiosk is properly configured and available for use. Visitors may complete the check-in process directly through the authorized kiosk, or staff may complete the check-in on the visitor's behalf when staff assistance is requested or appropriate. Staff shall use only authorized CalJOBS/VOSGreeter accounts and shall not share individual staff credentials with visitors. AJCC staff will log in to their respective Kiosk CalJOBS account and register visitors in the VOSGreeter system. To access VOSGreeter, log in to CalJOBS, select Menu, scroll to Manage Visitors, and select Visitor Kiosk. Confirm the Office Settings are configured as follows:
 - a. LWBD/Region: San Joaquin County Employment and Economic Development Department
 - b. Office Location: [Specify office location]
 - c. Visitor Kiosk: VOSGreeter Only

After confirming these settings, select Set Office & Options and follow the prompts to complete the visitor check-in.

3. During the registration process, staff shall select the visit reason that most accurately reflects the visitor's purpose. Attachment 1 contains the approved visit reasons and their definitions.

4. Staff may enter additional comments when necessary to document information relevant to the visitor's check-in or routing. Comments shall not include information regarding a visitor's political views, religious beliefs, immigration status (unless required for program eligibility), or other information unrelated to service delivery. If no comments are needed, leave this field blank and select Check-In.
5. Once the visitor has been checked in, the appropriate staff member(s) will be notified.
6. When a visitor checks in at the Resource Center desk, staff shall determine the purpose of the visit, provide or coordinate the requested assistance, record any additional visits or services provided, and ensure applicable services are documented in CalJOBS in accordance with state and local policy.
7. During periods of unusually high visitor volume, when VOSGreeter is temporarily unavailable, or the self-service kiosk is temporarily unavailable, visitor information may be collected using the paper sign-in sheet (Attachment 2). Information recorded on the paper sign-in sheet must be entered into VOSGreeter no later than the end of the same business 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 shall be responsible for updating this directive, as appropriate.

VII. APPROVED



PATRICIA VIRGEN
EXECUTIVE DIRECTOR

PV:jl

Attachment 1: VOS Greeter 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.

