

SOP 23-08
VOS Greeter Guidance
Standard Operating Procedures
Grow Southwest Indiana Region 11
Approval Date 01/24/2024

Purpose

- To provide an overview of the purpose of the VOSGreeter® system and the significance of its data.
- Outlines how VOSGreeter® must be uniformly implemented within WorkOne/American Job Centers (WorkOne/AJCs) in Indiana.

Recission

DWD Policy 2008-35 *WorkOne Center and WorkOne Express Triage Process*

References

- Geographic Solutions®, *VOSGreeter® Staff Manual*
- TEGL 05-08 *Policy for Collection and Use of Workforce System Participants' Social Security Numbers*

Content

VOSGreeter® Overview

VOSGreeter® is an automated check-in system designed to greet visitors as they walk through the doors of Indiana's WorkOne/AJCs. Because VOSGreeter® streamlines the process of connecting visitors with the appropriate staff, anyone from a first-time walk-in, returning visitor, or large group arriving for a scheduled event/session can be served quickly and efficiently. Consisting of a dedicated computer kiosk or tablet, VOSGreeter® allows visitors to check in and select their reason for visiting the WorkOne/AJC.¹

¹ Geographic Solutions®, VOSGreeter®

Once a visitor has checked in, VOSGreeter® will immediately notify the relevant staff members. Staff can then access a virtual Check-In Log, where they can begin assisting the individual and remove them from the list.

VOSGreeter® also includes reports on how visitors and staff are using VOSGreeter®. The reports can document wait times, time spent with staff, popular visit reasons, and more. They provide a new way to evaluate efficiency and service levels when assisting WorkOne/AJC visitors.

Uniform Usage of VOSGreeter®

VOSGreeter® is ineffective without the support of the WorkOne/AJC staff. It is vital that visitors are still greeted by a staff member upon entering the office. Not only does this human-centered approach make visitors feel welcomed, but WorkOne/AJC staff can ensure that every visitor checks in through VOSGreeter® as well.

Capturing every visitor in VOSGreeter® is the best way to track foot traffic in WorkOne/AJCs. To provide the most accurate count of traffic, VOSGreeter® must be operated in the same fashion in every WorkOne/AJC across the state, and visitors must be consistently directed to the VOSGreeter® kiosks upon entering the offices. At the beginning of each day, WorkOne/AJC staff are responsible for ensuring that the VOSGreeter® is operational.

Visitors must check in through VOSGreeter® daily. If a visitor leaves a WorkOne/AJC during the day and returns for a different service, **they must check in through VOSGreeter® again**. If a visitor leaves and returns to receive the same service, **they are not required to check in again**.

VOSGreeter® Check-in Processes

The following section describes both the visitor check-in process and the manual check-in process. It is important to note that both processes request the last four digits of the visitor's Social Security Number (SSN). This information is not required and may be bypassed by the visitor. Per TEGL 05-08, WorkOne/AJCs must not deny access to any visitor who refuses to provide their SSN.

VOSGreeter® Visitor Check-in Process

Upon entering their information into the VOSGreeter®, a visitor will be presented with the following standardized options for visiting the WorkOne/AJC regardless of their region:

- I am here to see a team member/career coach.
- I am here to attend a workshop.
- I need help finding a job.

- I need help with my unemployment insurance claim.
- I received a letter (RESEA).
- I am here to take a test.
- I need help finding a new career.
- Remote/virtual services (only accessible by staff).

In addition to the standardized visitation reasons, WorkOne/AJC leadership may customize the following visitation reasons:

- Hiring Events
 - This option can be customized by the WorkOne/AJC leadership team to reflect ongoing hiring events like resume workshops or job fairs.
- Two Optional Customized Reasons
 - The two Optional Customized Reasons may be changed by the WorkOne/AJC leadership team to reflect alternative reasons for visiting the WorkOne/AJC including but not limited to:
 - Adult Education
 - Veteran Services
 - Use of public computer

These visitation reasons can be customized through Indiana Career Connect (ICC) using the process outlined in **Attachment A**. The duration of customized reasons may also be adjusted through ICC. For example, if a hiring event is only happening for a day, the WorkOne/AJC leadership team may adjust VOSGreeter® so that the hiring event is only an option on the day it takes place.

VOSGreeter® Manual Check-in Process

Although visitors should check themselves in using VOSGreeter®, staff may also manually check visitors in through ICC. **Attachment B** details this process. The manual check-in process requires staff members to enter information similar to what a visitor would enter through the regular VOSGreeter® check-in process. This process can be completed through a staff computer rather than the public computers/tablets that visitors use to check themselves in.

VOSGreeter® Check-in Summary and Details

Through ICC, WorkOne/AJC staff may view customized VOSGreeter® data reports. These reports can be narrowed by date range and filtered to include specific WorkOne/AJC offices or groups of WorkOne/AJC offices. Filtering by visit reason shows WorkOne/AJC leaders the most common reasons that motivate individuals to visit WorkOne/AJC offices. WorkOne/AJC staff are strongly encouraged to view their VOSGreeter® data to stay informed on the foot traffic their WorkOne/AJC experiences. **Attachment C** explains how to access this data through ICC.

VOSGreeter Language Accessibility

Visitor who would like to view the VOSGreeter information in a language other than English may do so using the options. For Spanish, users would select the “En Espanol” option. Other language maybe accessed using the dropdown arrow next to “Select Language.” The dropdown menu will display additional language options.

Action

VOSGreeter® will be implemented in Region 11 WorkOne/AJCs in accordance with this guidance. The content of this policy is subject to routine DWD monitoring.

Attachments

- Attachment A: Customizing VOSGreeter® Visitation Reasons in ICC
- Attachment B: VOSGreeter® Manual Check-in Process in ICC
- Attachment C: VOSGreeter® Detailed Reports ICC

Effective Date

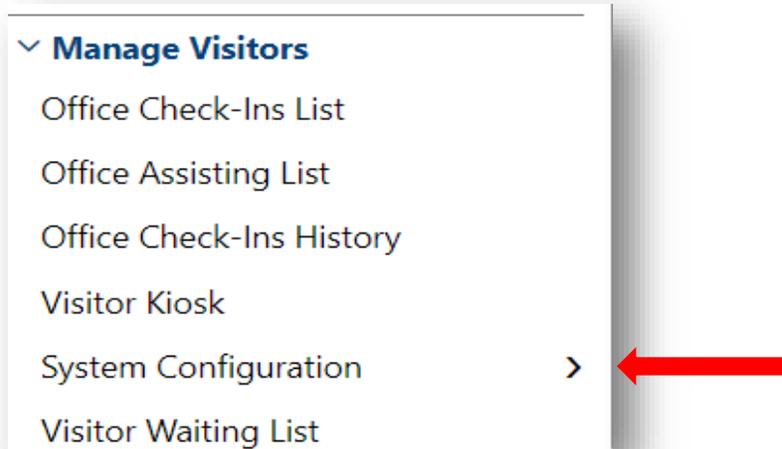
Immediately.

Ending Date

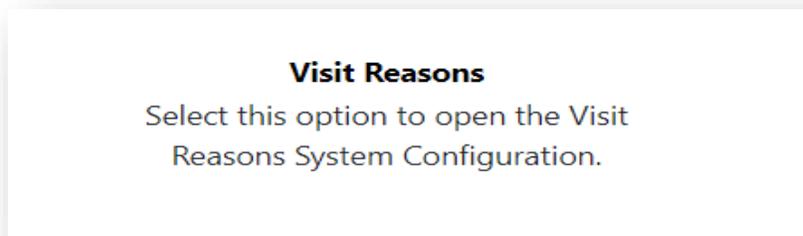
Upon rescission.

Attachment A: Customizing VOSGreeter® Visitation Reasons in ICC

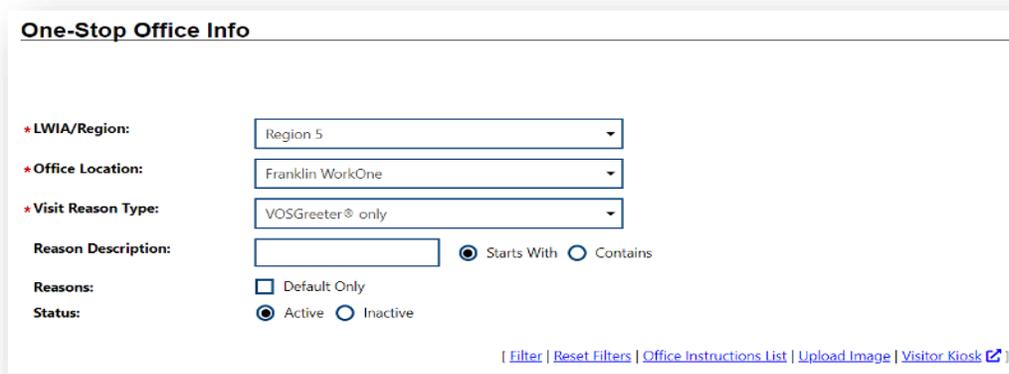
Step 1: On the top left, choose “Manage Visitors.” Then choose “System Configuration.”



Step 2: Click “Visit Reasons.”



Step 3: Choose the appropriate LWDA/Region, Office Location, and “VOSGreeter® only” for Visit Reason Type.



A screenshot of a form titled "One-Stop Office Info". The form contains several fields and options:

- LWIA/Region:** A dropdown menu with "Region 5" selected.
- Office Location:** A dropdown menu with "Franklin WorkOne" selected.
- Visit Reason Type:** A dropdown menu with "VOSGreeter® only" selected.
- Reason Description:** A text input field.
- Reasons:** Radio buttons for "Starts With" (selected) and "Contains".
- Reasons:** A checkbox for "Default Only" (unchecked).
- Status:** Radio buttons for "Active" (selected) and "Inactive".

At the bottom right, there are links: [Filter](#) | [Reset Filters](#) | [Office Instructions List](#) | [Upload Image](#) | [Visitor Kiosk](#) 

Step 4: Scroll to the bottom of the page and click "Add New Reason."



Step 5: Update the information related to the Visit Reason.

Visit Reason Details

* Visit Reason Type: VOSGreeter® VOScan VOSGreeter® and VOScan Appointment

* Description (English):

Description (Spanish):

Default e-mail(s):

Hint: Use a semicolon (;) to separate multiple email addresses

Staff Assistance Required: No Yes

Staff Use (Manual Check-In) Only: No Yes

Inactive Date:

Display Status:

- **Visit Reason:** This should be "VOS Greeter®."
- **Description (English):** Enter Visit Reason Title.
- **Description (Spanish):** Optional.
- **Default Email(s):** Leave blank.
- **Staff Assistance Required:** Choose "Yes."
- **Staff Use (Manual Check-In Only):** Choose "No."
 - **NOTE:** This will ensure the Visit Reason appears for the visitor to choose. If it is marked "Yes," the reason will only appear for staff to update manually in the system.
- **Display Status:** For Visit Reason that should be available at all times, choose "Display 24/7."

- **Display Status:** For Visit Reason(s) that would time specific, (example: Hiring Fair the office is wanting to track for a specific date) choose “Display as Scheduled” (see below).

Step 6: Click “Create a Schedule.”

Display Status:

Schedules: [\[Create a Schedule \]](#)

Step 7: Update the Schedule Information.

Use the form below to configure a schedule for visit reason Job Fair-Knauf 10/2/23.

* Indicates required fields.

Schedule Details

Start: : AM

End: : AM

Time Zone:

(dropdown menu open showing: Select a pattern type, Daily, Weekly, Monthly)

Start Date: End Date:

- **Enter the Start Time, End Time, and Time Zone.**
- **Select the Pattern Type:** Daily, Weekly or Monthly.
- **Enter the Start Date and End Date.**
- **Click “Save Schedule.”**

Step 8: The Visit Reason will now show the entered parameters of the scheduled reason.

*** Visit Reason Type:** VOSGreeter® VOScan VOSGreeter® and VOScan Appointment

*** Description (English):**

Description (Spanish):

Default e-mail(s): 250 characters remaining
Hint: Use a semicolon (;) to separate multiple email addresses

Staff Assistance Required: No Yes

Staff Use (Manual Check-In) Only: No Yes

Request Visitor Email and Phone Number: No Yes

Inactive Date:

Display Status:

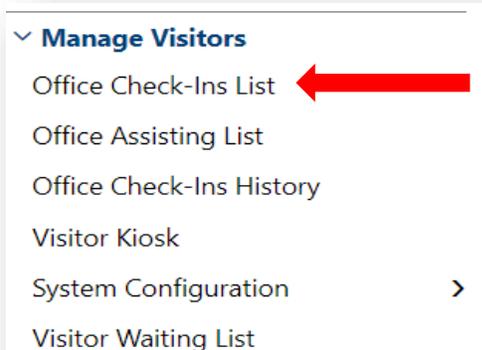
Schedules: [[Create a Schedule](#)]

| Start Date | End Date | Start Time | End Time | Description | Action |
|------------|-----------|-------------|-------------|---------------|---|
| 9/19/2023 | 9/26/2023 | 1:00 PM EST | 3:45 PM EST | Every week on | Edit Delete |

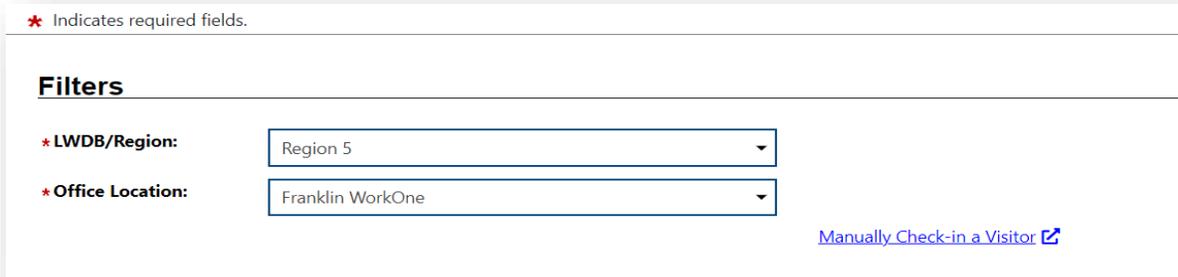
Step 9: Click "Save."

Attachment B: VOSGreeter® Manual Check-in Process in ICC

Step 1: On the top left, choose “Manage Visitors.” Then choose “Office Check-Ins List.”



Step 2: Choose the applicable LWDA/Region and Office Location. Then, choose “Manually Check-in a Visitor.”



A screenshot of the "Filters" section in the VOSGreeter interface. At the top left, there is a red asterisk icon followed by the text "Indicates required fields." Below this, there are two dropdown menus: "LWDB/Region:" with "Region 5" selected, and "Office Location:" with "Franklin WorkOne" selected. To the right of these dropdowns is a blue link that says "Manually Check-in a Visitor" with an external link icon.

Step 3: Enter the following information on the subsequent screens:

- Name and Last 4 of SSN.
- Demographic Information.
- Appropriate Visit Reason(s).
- Comments (optional) and Mobile Phone Information (optional).

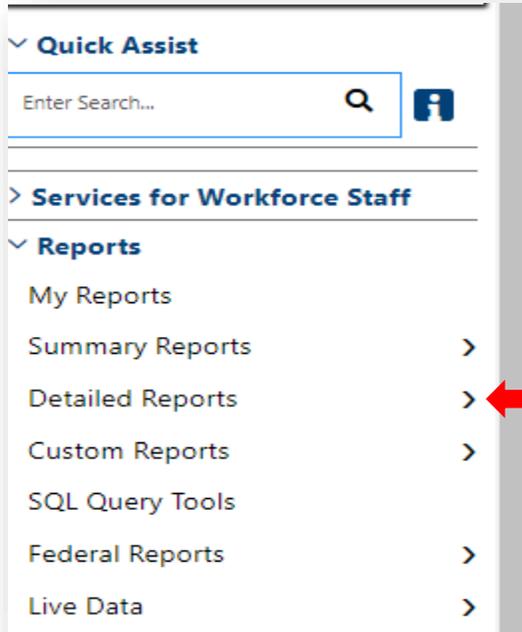
Step 4: Click “Check-In.”



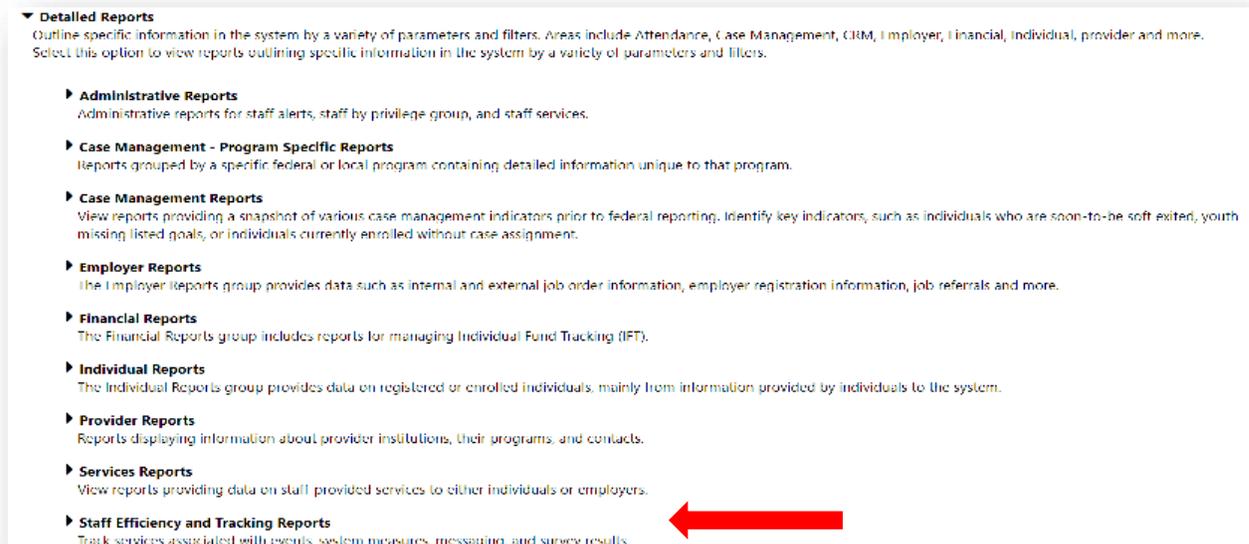
A screenshot of a dialog box for checking in a visitor. It features a large empty rectangular input field at the top. Below the input field are two blue buttons: "Check-In" on the left and "Cancel" on the right.

Attachment C: VOSGreeter® Detailed Reports in ICC

Step 1: Choose “Reports.” Then, choose “Detailed Reports.”



Step 2: Choose “Staff Efficiency and Tracking Reports.”



Step 3: Choose "VOS Greeter®."

▼ **Staff Efficiency and Tracking Reports**
Track services associated with events, system measures, messaging, and survey results.

- ▶ **Event Scheduler**
Track services associated with events created through the Events calendar, associate service codes with events, and track individuals registered for events.
- ▶ **Messages**
View reports for invalid email addresses and messages sent by Case Manager, Region/LWIA, and Subject Match.
- ▶ **Mobile App**
View reports on mobile app usage that display statistical data for first-time users, devices used, search data and more.
- ▶ **Survey**
View a report summary of answers to customer satisfaction surveys submitted by system users.
- ▶ **Tracking**
Tracking reports displaying information for system measures informing staff of the most-used areas of the system, or the total number of times users logged into the system.
- ▶ **VOS Greeter**
Reports for the VOS Greeter module displaying data for office visitor check-ins. 

Step 4: Choose "by Visit Reason."

▼ **VOS Greeter**
Reports for the VOS Greeter module displaying data for office visitor check-ins.

[by Hour](#)
[by Staff Assisted](#)
[by Weekday](#)
[EEO](#)
[Office SnapShot](#)
[State Reason Code Usage by Region/Office](#)

 [by Office](#)
[by Visit Reason](#)
[Edited Visit Reasons List](#)
[Staff Operating Times](#)
[Weekly Summary](#)

Step 5: Choose the appropriate Region and "None Selected" for a summary of all offices in the region. Users can also select a specific office location.

Region/LWDB

None Selected
Region 1
Region 10
Region 11
Region 12

Office Status: Active Inactive All

Office Location

None Selected
Gary Alumni Pathway to Students (Lake County)
Gary Boys & Girls Club of Greater Northwest Indiana (Lake County)
Hammond Boys & Girls Club of Greater Northwest Indiana (Lake County)
Hammond Mental Health America of Northwest Indiana (Lake County)

Step 6: Choose the appropriate Date Range for the information that will be included in the report.

Date Range: Last 30 Days

From: 07/23/2023 (MM/DD/YYYY)

To: 08/21/2023 (MM/DD/YYYY)

[Reset Dates](#)

Step 7: Choose how the information will be exported.

1 of 2 ? 100%

VOSGreeter® - by Vis
 Region/LWDB: Reg
 Start Date: 7/23/2
 End Date: 8/21/2
 State Region: INC
 Report Run Time: 8/21/202

| Parent Reason | Visit Reason | | | Average Wait Time | |
|--|--|-----|-------|---------------------|---------------------|
| I am here to see a specific staff member | I am here to see a specific staff member | | | 6 hours, 9 minutes | |
| | I am here to see a specific staff member | | | 2 hours, 3 minutes | |
| | I am here to see a specific staff member | | | 13 minutes | |
| | I am here to see a specific staff member | | | 2 hours, 57 minutes | |
| | I am here to see a specific staff member | | | 1 hour, 7 minutes | |
| | I am here to see a specific staff member | | 7 | 0.28% | 6 hours, 11 minutes |
| | I am here to see a specific staff member | | 38 | 1.44% | 1 hour, 53 minutes |
| | I am here to see a specific staff member | | 1 | 0.04% | 0 minutes |
| | | 289 | | | |
| Event Attendance | Reemployment Services and Eligibility Assessment (RESEA) | 2 | 0.08% | 0 Minutes | |
| | Subsequent RESEA (Sub-RESEA) | 1 | 0.04% | 0 Minutes | |
| | Reemployment Services and Eligibility Assessment (RESEA) | 3 | 0.11% | 0 Minutes | |
| | Subsequent RESEA (Sub-RESEA) | 1 | 0.04% | 0 Minutes | |
| | Subsequent RESEA | 1 | 0.04% | 0 Minutes | |
| | Subsequent RESEA (Sub-RESEA) | 4 | 0.15% | 0 Minutes | |