

CITY OF LOS ANGELES

CALIFORNIA

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1200 WEST 7TH STREET
LOS ANGELES, CA 90017

DATE: August 24, 2018

TO: LA's Workforce Development System

FROM: Gerardo Ruvalcaba, Director 
Workforce Development System

**SUBJECT: WDS DIRECTIVE NO. 19-05
MANDATED USE OF VOS GREETER MODULE IN CALJOBS**

EFFECTIVE DATE

This directive is effective upon date of issue.

PURPOSE

This directive provides guidance and establishes the procedures regarding the use of the VOS Greeter module within the CalJOBS system.

BACKGROUND

The VOS Greeter Module is designed to assist WorkSource Center staff with recording visitor traffic electronically in-lieu of a paper sign-in sheet. The module allows offices to track the number of individuals visiting WorkSource Centers, and the purpose of their visit.

The module has been developed to capture data at a state and Local Area level. The module was implemented to enhance customer service and improve service integration for the centers, and obtain data that can potentially assist with cost allocations within respective offices. After an extensive review of functionality, it was decided to make the use of the module mandatory.

The City will provide WorkSource Centers with the necessary dedicated computers for VOS Greeter use.

REQUIRED ACTION

- **Schedule Computer Pick-Up**

WorkSource Centers are required to schedule an appointment to obtain the necessary computer equipment for VOS Greeter use by contacting Emoli Mendez at Emoli.Mendez@lacity.org or (213) 744-7167. Computers will be available for pick-up Tuesday, September 4, 2018 to Friday, September 7, 2018 between the hours of 10:00 AM and 4:30 PM.

To protect building occupants against unauthorized removals, please be advised that in order to remove equipment from the Garland Building, you must have a completed Equipment Property Pass approved and signed by authorized City staff. The signed form must be presented to Building Security so you will be allowed to leave the premises.

- **Computer Installation**

All WorkSource Centers are required to install the necessary equipment that has access to the internet by September 12, 2018. To maximize customer use, and to increase the accuracy of customer service tracking, the dedicated computer/kiosk **must be** located in the lobby of the main entrance of the WorkSource Center.

- **Training Information**

To further assist WorkSource Center staff, the State Capacity Building Unit has prepared a document that:

- Reviews the VOS Greeter policy
- Describes what this module is and what it does
- Identifies equipment needs
- Explains how the Greeter works, including Set Up, Alerts, and Tracking
- Demonstrates how the Greeter module works in the CalJOBS training environment

This information is located on the left navigational menu on the Staff Online Resources Tab under Training module.

WDS CONTACT

Questions should be addressed to Emoli Mendez at Emoli.Mandez@lacity or (213) 744-7167, TTY (213) 744-9395.

GR:EM:cg