

Pathways to Employment with NCWorks: Innovation through Virtual Service Delivery

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Presenters



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Hoskins**

- Chief Information Officer
- NC Division of Workforce Solutions



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- Regional Analyst - Northwest
- Prosperity Zone
- NC Division of Workforce Solutions



**Susan
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- Center Manager
- NCWorks Career Center - Guilford County

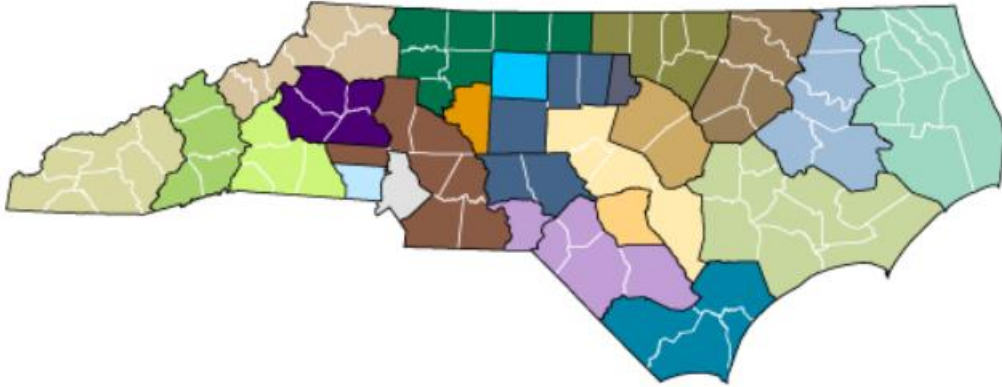


**Anthony
Rogers**

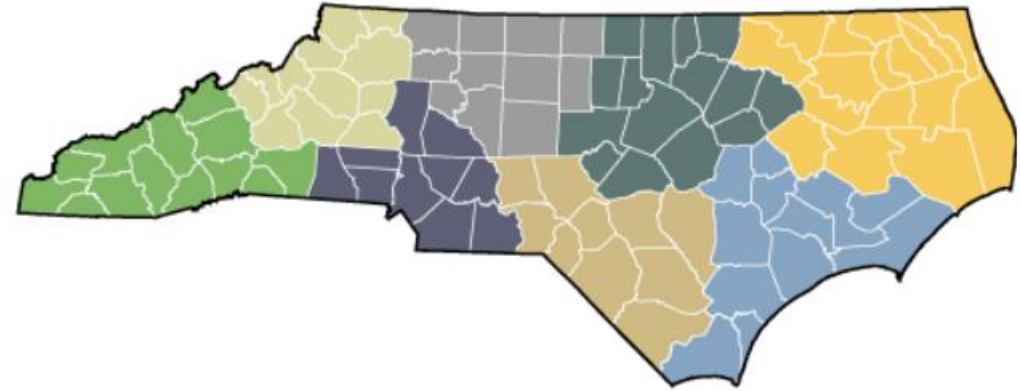
- Strategic Initiatives Coordinator
- GuilfordWorks

North Carolina

23 Workforce Development Boards



8 Prosperity Zones



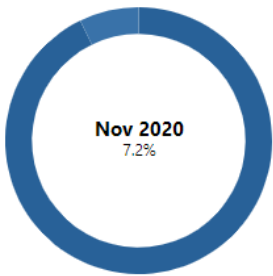
95 NCWorks Career Centers



NCWorks of Guilford County

- 2019 population est. to be 537,174, making Guilford the 3rd most populous county of North Carolina
- Total area of 658 square miles (1,700 km²)
- Two Career Center locations, one in Greensboro and one in High Point

Employment and Unemployment



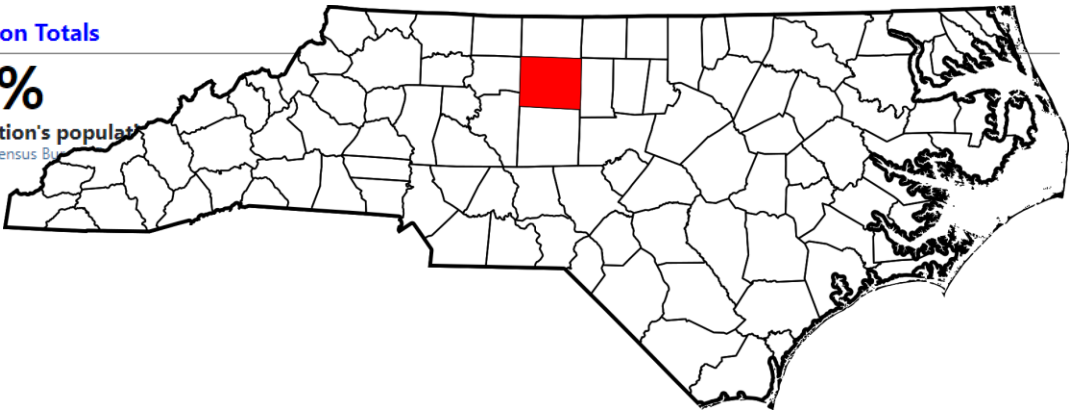
Source: Labor & Economic Analysis Division, Local Area Unemployment Statistics (LAUS) Program

Population Totals

3.1%

of the nation's population

Source: US Census Bureau



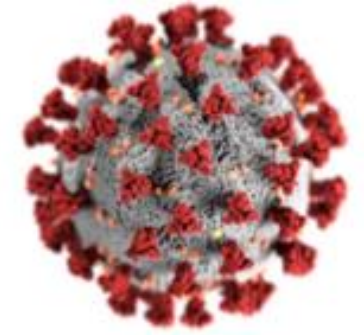
Employment and Wages

Area	Number of Employees	Average Hourly Wage†	Average Weekly Wage	Average Annual Wage†
Guilford County WDB	255,255	\$24.63	\$985	\$51,220
North Carolina	4,098,719	\$25.93	\$1,037	\$53,924

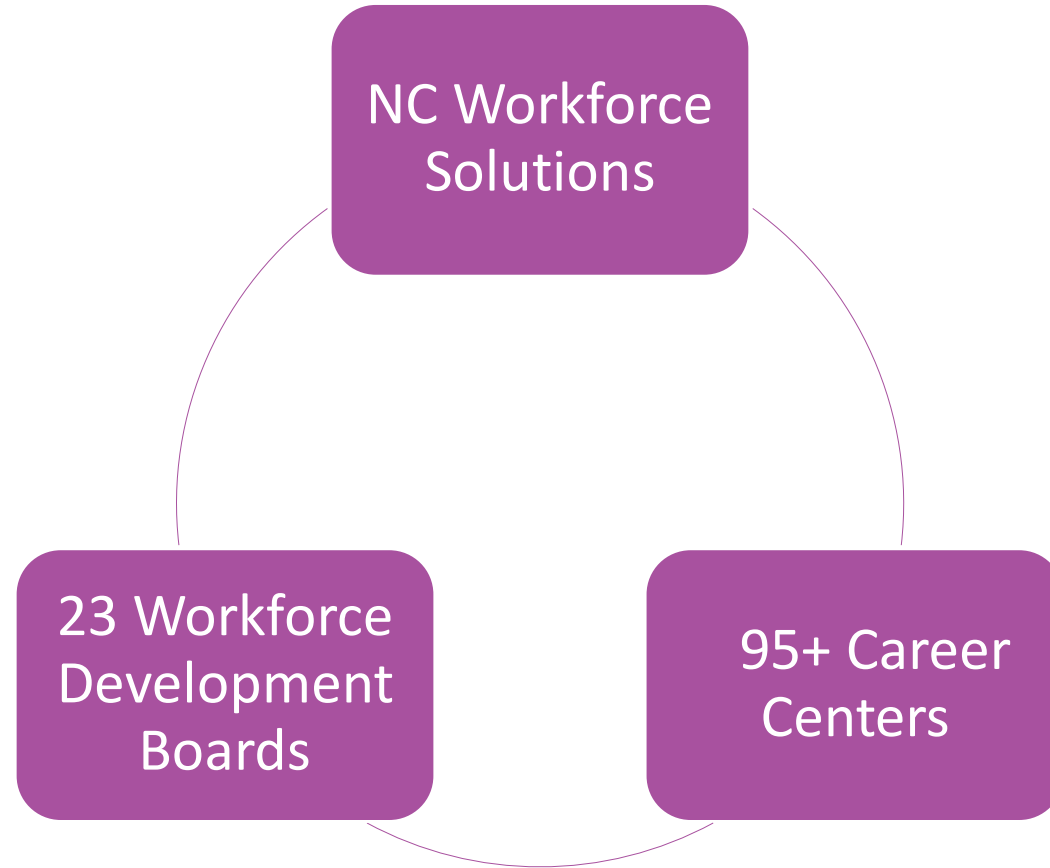
† Assumes a 40-hour week worked the year round.

Source: Labor & Economic Analysis Division, Quarterly Census of Employment and Wages (QCEW) Program

Career Centers - March 2020



Collaboration



Challenges to Providing Services Remotely

How could we collect verification forms required for TAA & Title 1?

How could we obtain signatures from individual on forms?

How could the Individual still reach a staff person?

How could staff serve individuals who called in?

Collect Verification Documentation

How could we collect verification forms required for TAA & Title 1?



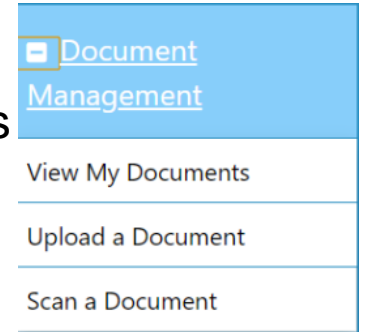
Provide secure and simple method to collect documentation

How can we collect documentation

- Current enrollment into WIOA Title 1 and TAA program required individual to provide source documentation in order to initiate enrollment or make payments
- NC already had the Document Management module that staff would scan documentation while at their desk into VOS system
 - Individual brought documentation to center
 - Staff scanned directly to individual's record
 - All staff have access to online documentation.
- NC could allow some documentation to be emailed but anything with PII could not be sent over email
- VOS already had ability for individuals or employers to upload/view documentation
 - Could not assume individuals would have scanner

Documentation upload

- NC used the Custom Menu items to create a series of menu that individuals would get once logged in that allowed them to quick access the upload
 - On computer, this can come from file saved on computer
 - On smart phone, this allows user to take a picture of document and save it in Documents
- Requested GSI make this a standard menu which was quickly done.
- Created simple instructions and shared on “news and announcements widget”
- Staff had access to all documentation that was uploaded by individual and could assign to a Verification source.



Obtain signatures from individuals

How could we obtain
signatures from
individual on forms?



By implementing
Remote Signature

How to obtain signatures needed


- NC released policy that services could be provided virtually but still had to have a signature on the application
 - Signing the application could serve as self-attestation for many verification items
 - NC created policy to allow electronic signature but did not have a standard solution
 - Allowed offices to use external applications like DocuSign or Adobe Sign to sign forms
 - Allowed person to create their own attestation form and sign and take a picture and email to staff
 - Allowed person to print and mail back to an office
- Each our NC 23 Workforce Boards and possible each office were collecting different ways

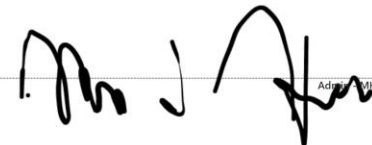
How to obtain signatures needed

- GSI had previously presented at the 2019 conference the changes coming for adding Remote Signature to VOS app
- NC (and others) requested to know if it was possible to release that feature in V19 to allow a simpler method to gather signatures and keep everything in VOS
- NC acquired on as soon as it was available and purchased the Remote Signature module that allows a single simple way for staff to send signatures to individuals to sign their application electronically
- GSI has continued to make improvements and add signature to other fields.
- Individual can sign on computer or phone

Remote Signature

☐ Create PDF

Applicant Signature:  Hoskins, Michael WP #5605446
[Reset Signature]

Staff Signature:  Adkins, Michael NCWorks WP #5605446
[Reset Signature]

Serve individuals remotely

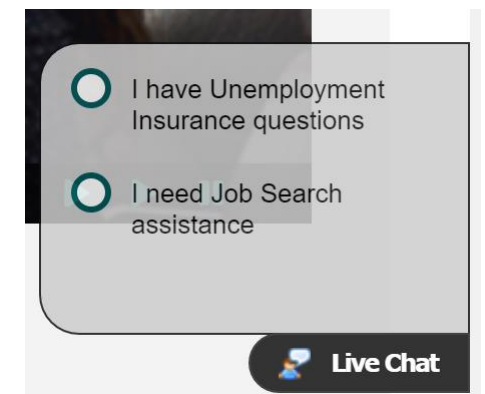
How could the individual still reach a staff person?



By implementing Live Chat

How to serve individuals remotely

- When staff were not in the centers, it was difficult for individuals to reach out to their Case Manager directly
- One of our WDB in NC had a stand alone Zendesk Multichannel but would be a significant cost to add entire state
- GSI was able to quote and rollout Live Chat in NCWorks in less than a month
- GSI was able to make a change to allow a live chat to be targeted to the Case Manager, workforce board or Career Center to allow individual to chat with an office close to their location



Handle Calls to the Career Centers

How could staff serve individuals who called in?




By using VOSGreeter

VOSGreeter - Overview

- VOSGreeter is an automated check-in system designed to greet visitors as they enter a center or site, that streamlines the process of connecting those visitors with the appropriate staff.
- VOSGreeter typically uses a dedicated computer kiosk, usually a touch screen. Visitors use the kiosk to select the reason(s) for their visit and check in.
- Pictured right – VOSGreeter welcome screen as presented to visitors.

Welcome to NCWorks Career Center- Guilford County



Please check-in by entering your last name and last 4 digits of your Social Security number and then pressing **Continue**

Last Name

Last 4 of SSN

Continue **Reset**

En Español

VOSGreeter - Overview

The visitor is first prompted to enter, via the kiosk, last name and last four of social security number.

Welcome to NCWorks Career Center- Guilford County

NC works

Please check-in by entering your last name and last 4 digits of your Social Security number and then pressing **Continue**

Last Name

LANE

Last 4 of SSN

....

Continue Reset

En Español



VOSGreeter attempts to match this information to an existing registration. If one is located, VOSGreeter attempts to verify by requesting the visitor's Date of Birth.

Welcome to NCWorks Career Center- Guilford County

NC works

We believe we have matched your information to an existing registration. Please enter your date of birth in 2-digit month, 2-digit day, and 4-digit year format for confirmation, then press **Continue**.

Date of Birth

01/22/1972

Continue Reset

En Español

VOSGreeter - Overview

- If VOSGreeter matches to a visitor, the visitor is greeted by name and visit reasons selections is presented.
- If VOSGreeter does not match to an existing visitor, enough information is requested to notify staff of the visitor's arrival and visit reasons selection is presented to the visitor.
- The visitor selects all applicable visit reasons and "Continue".

Hello Brian Lane and welcome to NCWorks Career Center- Guilford County.
Select the reasons for your visit today and then press **Continue**

<input type="checkbox"/>	01. Veteran Services	<input type="checkbox"/>	02. RESEA/EAI Appointment
<input checked="" type="checkbox"/>	03. Unemployment Benefits Assistance	<input type="checkbox"/>	04. Seeking Job Assistance (Resume, Job Search)
<input type="checkbox"/>	05. Scheduled Workshop, Class, or Test Session	<input type="checkbox"/>	06. WIOA/Adult Program Appointment
<input type="checkbox"/>	07. Youth Services Appointment	<input type="checkbox"/>	08. Resource Center (Computer, Fax, Copier)
<input type="checkbox"/>	09. Trade Adjustment Assistance (TAA)	<input type="checkbox"/>	10. Partner Appointment (Job Corps, NCBA, WRLP)

ContinueReset

VOSGreeter - Overview

- Visitors may include comments to staff or request a call while waiting.
- The visitor concludes the Check-In by clicking "Check-In".

If you would like to enter any comments for staff, please do so below. Otherwise, you can leave this field blank.

Comments (optional)

I need assistance finding a job

If you do (or do not) wish for staff to contact you today while you are waiting, please update (or remove) the following phone number as needed:

(336) 555 - 5251

Check-In

Cancel

VOSGreeter - Overview

- Staff members who are active in VOS and associated with the Visit Reasons selected by the visitor, are then notified of the visitor's arrival by pop-ups and can begin to assist the visitors via the floating pop-up panel or a Visitor Check-Ins list.

⌵


Pending Visitor Check-Ins (1)

✕

📞	Last Name	First Name	Last 4 SSN	Programs	Vet	SBE	Language	Check-In Time	Action
📞	Lane	Brian			N/A	N/A		2021-02-03 @ 9:19AM 6 minute(s) ago	Assist Left Office View Reasons

New Check-In


✕



Name: Brian Lane

Visit Reasons:

- 03. Unemployment Benefits Assistance
- 04. Seeking Job Assistance (Job Search)

 **Live Chat**

VOSGreeter - Overview

- A number of Greeter Reports are available in VOS' Detailed Reports, which allows us to capture visitor traffic data, but also allowed Guilford to capture virtual support data.



Greeter Reports

Greeter:

Advanced

- [List](#)
- [by Office](#)
- [by Staff Assisted](#)
- [by Weekday](#)
- [Weekly Summary](#)
- [by Hour](#)
- [Office SnapShot](#)
- [by Visit Reason](#)
- [State Reason Code Usage by Region/Office](#)
- [Staff Operating Times](#)

VOSGreeter - Guilford WDB implementation

- GoLive for Career Centers in Guilford was March 02, 2020, only two weeks before offices had to close due to COVID orders.
- VOSGreeter replaced a stand-alone check-in that required separate registration and check-in in favor of VOSGreeter, which keeps visitor data and registrations in one system.
- The Centers implemented VOSGreeter as a self-directed check-in via VOSGreeter running on Ipads, which were mounted on stands (two kiosks in Greensboro, one in High Point).
- Visitors would check in via VOSGreeter and staff were notified of their arrival. The Centers kept reception staff available to direct individuals further as needed, based on their selected reasons.

VOSGreeter - Guilford WDB implementation

- Both the Greensboro and High Point Centers began with typical implementations.
- Once offices moved to virtual-only services, board staff saw a need for capturing telephone assistance provided and converted their VOSGreeters' Check-In reasons to reflect virtual assistance.

Hello Brian Lane and welcome to NCWorks Career Center- Guilford County.
Select the reasons for your visit today and then press **Continue**

<input type="checkbox"/> 01. Veteran Services	<input type="checkbox"/> 02. RESEA/EAI Appointment
<input checked="" type="checkbox"/> 03. Unemployment Benefits Assistance	<input type="checkbox"/> 04. Seeking Job Assistance (Resume, Job Search)
<input type="checkbox"/> 05. Scheduled Workshop, Class, or Test Session	<input type="checkbox"/> 06. WIOA/Adult Program Appointment
<input type="checkbox"/> 07. Youth Services Appointment	<input type="checkbox"/> 08. Resource Center (Computer, Fax, Copier)
<input type="checkbox"/> 09. Trade Adjustment Assistance (TAA)	<input type="checkbox"/> 10. Partner Appointment (Job Corps, NCBA, WRLP)

ContinueReset

VOSGreeter - Guilford WDB implementation

- Pre-COVID, North Carolina's VosGreeter configuration allowed the VOSGreeter session to be "run" only by special accounts.
- To convert the system to virtual call logging, staff accounts had the privilege to "run" the kiosk enabled.
- This option allows staff to click the link and access the VOSGreeter as if they were a visitor checking into the Center – without using multiple browsers.

The image shows a screenshot of the VOSGreeter kiosk interface. At the top, there is a header labeled "Visitor Kiosk". Below this, there is a dropdown menu with "Yes" selected. A modal window is displayed in the foreground, prompting the user to check-in by entering their last name and last 4 digits of their Social Security number, and then pressing "Continue". The modal contains two input fields: "Last Name" and "Last 4 of SSN". A link labeled "Manually Check-in a Visitor" is visible in the background.

VOSGreeter - Guilford WDB implementation

- Staff could then enter the check-in information as if they were the customer.
- Check-in Reasons were renamed to "CR", distinguishing them in Reports from pre-shutdown in-person visits.

Select the reasons for **Brian Lane's** visit today and click *Check-In*

<input type="checkbox"/>	CR 1. Unemployment Benefits Assistance	<input type="checkbox"/>	CR 2. Employment Services
<input type="checkbox"/>	CR 3. WIOA Services / Training Questions	<input type="checkbox"/>	CR 4. Community Resource Referral
<input type="checkbox"/>	CR 5. Youth Services	<input type="checkbox"/>	CR 6. Veteran Services

[Continue](#) [Reset](#)

VOSGreeter - Innovations

Guilford Used Multiple Innovations

- Recognized an existing feature could be repurposed to capture information useful to the board, rather than mothballing it.
- During their pilot phase, set up demo versions of VOSGreeter in staff areas. Staff were familiar with the product when they had to adapt after only two weeks.
- Had the foresight to rename the check-in reasons to distinguish these services in reporting.
- Used the new Program participation indicator added by GeoSolutions as a convenience for staff. Staff did not have to review each "visitor's" Programs individually.

Metrics

VosGreeter
(03/23/20 -
07/23/20)

- Guilford - 3,084 Visit Reasons, 2,981 Individuals
- High Point - 1,736 Visit Reasons, 1,679 Individuals



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