

Sonoma County Job Link



Integrated Services

Friday Update

Date 1/16/09

- ✚ **Updated Procedures:** Initial procedures will be available in early February. These procedures are a work in progress. Please continue to give your input to Kathy Young or Patricia Andrews.
- ✚ **Resource Center Staffing:** Job Link's customers are utilizing the assistance of the Counselor of the Day / Customer Service Representative in the Resource Center. Kathy has received some feedback from staff and together we will continue to improve this service. Customers are grateful for the additional support.
- ✚ **New Workshop:** Starting in February Job Link will offer a new one-hour long workshop on on-line applications. This workshop will give clients the opportunity to fill out a generic application and to learn about keyword search.
- ✚ **JTA Data Input:** Job Link staff is now entering customers' data into JTA during the Welcome Process. This will eliminate the search for welcome papers and it facilitates access to the customers' information. Patricia Andrews has a second office now at Job Link and will be available to assist with JTA questions. In addition, she is establishing formal JTA training for partner staff.
- ✚ **Rapid Response:** As you can all imagine the number of Rapid Response presentations has increased. Since 7/1/2008 we have been in contact with over 17 companies. The total number of affected employees is: 1,028. We know that more people will be laid off in the near future.
- ✚ **Increase in customer numbers:** January has been a very busy month so far. On 1/5/09 we saw 35 people in orientations, 48 customers in workshops, and 165 customers who used the Resource Room, Computer Lab or talked to the Counselor of the Day. In addition EDD saw 44 people and 6 clients were here for an appointment with a partner organization. That adds up to 298 customers in one day alone! As these numbers increase, we continue to look at ways to provide adequate services for our customers.
- ✚ **Emergency Preparedness:** Please see attached flyer covering seven weeks of great suggestions to keep you safe in an emergency.

Creativity is inventing, experimenting, growing, taking risks,
breaking rules, making mistakes, and having fun.

Mary Lou Cook