

Sonoma County Job Link



Integrated Services

Friday Update

Date 12/5/08

✚ Changes at Job Link:

- *Computer lab hours:* Starting 12/15/08 the computer lab will be open during lunch hour. In addition, we are looking at extending the hours in January.
- *Resource Center staffing:* A Counselor of the Day (COD) or a Customer Service Representative (CSR) will be available in the Resource Center from 10:00 AM – 3:00 PM daily, starting January 5, 2009. This COD or CSR will not be asked to help with Welcome during their assigned Resource Center time.
- *WIFI access:* Job Link is going wireless! We will soon be set up as a hot spot for WIFI access.
- *Prove It! Testing:* This testing will be available in January. Chris Sorg, our new EDD staff, is reviewing Prove It! information, developing a list for local testing and will be training Job Link staff. He has volunteered to help clients when he is available who are using Prove It! in the Welcome computer area once we start the testing. Thank you for your great work, Chris!

✚ **List of acronyms & case notes:** Antonio has put together a draft of acronyms to be used for case notes with the input from all staff at Job Link (please see attached document). For now, case notes from Welcome continue to be written by hand, whereas all case notes after Welcome are put into the JTA system by the counselor who sees the client (please see ISFU 10/17/08; see footer on bottom for location on N-Drive; this is for you AI). We are transitioning from hand-written case notes from Welcome to putting them directly into the JTA system. Starting January 2, 2009 all notes will be input directly into JTA. Training will be available for staff that is unfamiliar with JTA.

✚ **Clients' feedback:** We continue to receive positive feedback from our clients. Many are very pleased to be able to talk to a counselor one-on-one after the orientation to receive some guidance in their job search during these difficult economic times. As a recent New York Times article stated, one-stop centers are the “emergency rooms of today’s sick economy”. So, let’s keep up the good work!

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

Mary Lou Cook