

## Sonoma County Job Link



### Integrated Services Friday Update

Date 8/1/08

- ✚ **Thank you:** A big thank you to Karen and Kathy who provided staff with a delicious breakfast of yogurt and fruit last week! Yet another thank you to Goodwill Industries for the snacks on Wednesday. Your continued support is greatly appreciated.
- ✚ **Orientations:** Due to the increased number of customers and insufficient number of staff to serve them in a timely manner, we are returning to a brief 15 minute orientation to give clients a quick overview of Job Link's services.
  - English orientations: Monday through Friday at 9:00 AM and at 1:30 PM (starting 8/4/08)
  - Spanish orientations: Tuesdays and Thursdays at 10:00 AM (starting the week of August 11, 2008).

All counselors will be available for the Welcome process after the orientations. Customers who do not have their Right-to-Work documents will be allowed to use the center for the day and will be asked to return for an orientation and the Welcome process.

- ✚ **Other Changes:** We continue to work on various Integrated Services processes, such as how to move customers from the Personalized Job Search Assistance (PJSA- an EDD program) to the Welcome process, and how to collect all necessary JTA data from customers that have used Job Link's services in July 2008.
- ✚ **Welcome Stats:** Please see the attached report to view the number of people we have assisted in July; 1226 new customers went through the Welcome process. This reflects the current state of the economy and increased Rapid Response activities. The average waiting time for customers is 18 minutes.
- ✚ **State Meetings:** Kathy is going to attend another State conference call today. In addition, an in-person meeting is scheduled for August 15, 2008 in the Los Angeles area.

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

Mary Lou Cook