Welcome Team Flow Chart

Front Lobby Desk

- Greet the customer
- Customer sign in on log
- Determine purpose of visit and direct to proper agency
- Handout of New process (route slip) form to be completed by staff
- New Customer – route to Lobby to register in VOS
- Returning Customer – route to Resource Room for Job Search

Partner and Other Agencies

- Contact their representative etc. DOR, CVOC, DSS, Tribal TANF, SCCCD, MAS, Job Corp, RSG, SER

Resource Room

- If customer is already registered in VOS and completed WIA application and background wizard refer to welcome team member or have customer utilize resource room for job search.
- If customer is not interested in WIA services inform customer of self directed job search websites available in resource room.
- If customer does not have RTW documents he/she is able to view job posting and utilize the resource room.
- If customer needs to apply for UI Benefits give customer information on how they can apply; 800 phone number, on-line and UI application form.
- 21-Day Letter (see EDD flow chart/process)
- H2-A Job Listing

Lobby

- Review Customer new process (route slip) form to determine purpose for visit
- Verify on new process form (route slip) that customer is Madera County resident, if yes continue on.
- Customer creates user ID and password and completes VOS self registration.
- Customer completes the background wizard and notifies a welcome team member.
- Welcome team asks customer if they have right to work documents present with them.
- If yes refer to welcome team member for program application.
- If no documents customer is asked to return on another date to complete the welcome team process (program application).
- Customer is to wait in the lobby area for a welcome team member to process program application.
- 21 Day Letter (see EDD flowchart/process)
- H2-A Job Listing

Veteran Services

- If the customer indicates he/she is a veteran refer to Veteran Representative after completion of background wizard.
- WIA program application will then be completed by Veteran Representative.

Program Application/Orientation

- Escort customer to work station.
- Check background wizard
- Verify Right to Work documents
- Provide orientation of services
- Complete Program Application
- Issue VOS Scan Card
- If customer is receiving UI benefits resume is required. Notify BEST team member customer's resume is required in VOS due to customer receiving UI.
- Phone contact to designated BEST Team Floater for customer hand-off.
- Escort customer to the Lobby to wait for a BEST team member
- Enter case notes and process enrollment.

Program Application

- If customer is not registered with selective service provide "Request for Status Information Letter" packet and inform customer of self directed job search in the resource room.

REV 1-21-09