



WELCOME TEAM MEMBERS OUTLINE/FUNCTIONS

Revised 1/15/09

Lobby Desk:

- Greet customer;
- Have customer sign in on the Customer Sign In Log;
- Find out what the customer is here for;
- If customer is here for employment/training services ask the questions that are on the “New Process” Form. Customer must be a Madera County Resident, if not, please refer customer to Resource Room for job search services;
- If customer has never registered in VOS system, hand completed form to customer and refer them to a Welcome Team Staff member in Lobby. Team Member will assign customer a computer;
- If individual has been identified as a “return customer” hand completed form to customer and route directly to Resource Room;
- If customer is here to see another partner agency, please have them take a seat and immediately contact the partner agency staff person;
- Customers that are waiting for staff, workshops, partner agency, etc., are not to sit at computer stations. If there are no chairs available, please contact Supervisor;

Lobby Area: (New Customer VOS Self-Registration):

- Lobby computers are to be used to register “new” customers in VOS or to be used for overflow from the Resource Room;
- Retrieve “New Process” Form from customer and direct them to a computer. If one is not available, check availability in Resource Room;
- If customer absolutely cannot register themselves, staff will provide explanation of VOS screens and assist with the navigation in VOS. Trainees can provide one on one assistance;
- Customer must complete the VOS Registration and background wizard in order to move forward in the process;
- Team member will provide customer with List of Documentation for “right to work”. If customer states that they have information with them, Team member will write customer’s name on Program Application Schedule and have customer take a seat in Lobby and wait for next available Welcome Team Member;

- If customer does not have “right to work” documentation, customer will be informed that they can return any time once they obtain their documents;

Resource Room: (Job Search)

- The Resource Room computers are to be used for individuals that are returning customers who are job searching; individuals who do not want to register in VOS, but would like to job search or individuals who do not meet the WIA eligibility requirements, i.e. not registered for Selective Service;
- If customer decides to register in VOS, please refer individual to Lobby;
- If customer has forgotten personal info (User ID and/or Password), staff can look up User ID information and give to customer. Passwords must be re-created by customer;
- If customer is having difficulty navigating through the job search sites on the internet, recommendation is to have Trainees assist;

Orientation/Program Application:

- Greet customer, conduct Orientation and give customer a brief explanation of the process;
- Check to make sure customer has completed their Background Wizard in VOS. If not, refer customer back to Lobby to complete.
- Provide Community Resource Directory and MCWAC Brochure;
- Verify “right to work” documents;
- Verify Selective Service registration, if applicable; (All males born after 12/31/59).
 - Men cannot register after reaching age 26.
 - If an individual entered the U.S. for the first time after 26 years of age, they must provide documentation to support their claim. Valid documentation includes: entry stamp on their passport, I-94 with entry stamp on it, or a letter from the Immigration and Naturalization Service (INS) indicating the date the individual entered the U.S.
 - If an individual entered the U.S. illegally after their 26th birthday, they must provide proof that they were not living in the U.S. from age 18 to age 26 (Resident Alien Card is not valid as proof of entry to the U.S.).
 - Transsexual: For individuals who have had a sex change; they must indicate what gender they were born as and attach documentation which indicates this as well.

Who is exempt from Selective Service Registration:

- Females;
 - Lawfully admitted non-immigrant aliens (such as those men on visitor or student visas and members of diplomatic or trade missions and their families) because they are residing in this country temporarily;
 - Men who are unable to register due to circumstances beyond their control such as being hospitalized, institutionalized, or incarcerated. However, they must register within 30 days after their release;
 - Members of the Armed Forces on full-time duty. This exemption also applies to cadets and midshipmen at the United States service academies. However, upon release from active duty, a man must register within 30 days if he is not yet 26 years of age and has not already registered.
- Process Program Application; (In the event a Program Application is still active in VOS you will not be able to create a new application, until activities linked to this application have been closed. Please contact Supervisor);
 - Issue VOS Scan Card, if applicable;
 - Contact Floater from BEST Team for “hand-off”; provide name of customer and last 4 digits of SSN. Have customer take a seat in Lobby area;
 - If customer indicated a need for a referral to another agency for services, inform customer that this will be taken care of by a BEST Team member. Document in case notes that customer was interested in a referral to another agency for additional services;
 - If customer is receiving UI Benefits, inform BEST Team member and document in case notes; UI customer advised resume is required.
 - In the event the VOS system is down, Welcome Team members should have a supply of WIA Program Applications (hard copies) and JTA Enrollment Forms (hard copies) at their desks. Also, hard copies of the Grievance/Complaint Forms and Community Resource Directory should be available at their desk.
 - If customer is a Veteran, a Veteran Representative will be contacted to continue the integration process after customer registers in VOS. If the Veteran Representative is out of the office, provide option to Veteran to be seen by Best Team member or return appointment to meet with Veteran Representative. If Veteran requests a return appointment the Best Team Floater will schedule an appointment using the Veteran Out-of office schedule log located on Veteran Representative’s desk.

Unemployment Insurance:

A. Customers Filing for Unemployment Insurance Benefits:

1. Customers reporting to the Center to file for UI Benefits are to be advised of the three options for filing UI Benefits: Application Form, On-Line and UI Center Telephones;
2. Encourage customers to use their home phone, phones available in the Center do not provide special access to the UI Call Centers.

B. PSP Process “Hardship Cases”:

1. For customers who have contacted a Call Center and UI Staff have assessed the situation as a “hardship case” with an immediate need for particular documentation, UI may send customers to the One-Stop. UI will ensure the following:
 - Provide specific instructions to the customer on where to go and what to do in the One Stop. Customers will be advised to bring proper picture identification in order to receive required documents.

C. Customer Scheduled Interviews with Unemployment Insurance:

1. If a customer informs staff that they had a scheduled interview and did not receive call, please direct customer to the edd.ca.gov home page. Customer can submit their questions and/or concerns on line by clicking “comments and suggestions”. In addition, please submit customer’s name and full SSN to EDD Site Supervisor; if not available please forward information to Veronica Fernandez.

D. UI Customer Requesting to speak to EDD Site Supervisor:

1. If a customer requests to speak to an EDD Supervisor, please route to the Site Supervisor. If Site Supervisor is not available, please route to an EDD Staff Representative and they will connect individual with an off-site EDD Supervisor.

WIA Program Enrollments:

- Once a Program Application is complete; an activity enrollment for Orientation (core service) will be processed;

Program Application Schedule:

- Submit to Supervisor at end of each week