

Welcome Team Guidelines of Possible Actions

(To be used by staff to determine where to refer a customer)

Customer Need (Box Checked)	Tools/Questions	Possible Actions
1. Help finding work/ Job referrals	<ul style="list-style-type: none"> • Review the customer's work history • How long have you been looking for work? • Why did you leave your last job? • Can you return to your usual line of work? • Do you have a resume? • How are your job search and interview skills? 	<ul style="list-style-type: none"> • Make sure the customer is registered in CalJOBS • Sign customer up for resume or interview workshop • Refer to Coach if "job ready" • Refer to Coach if customer needs further assessment or training
2. Information about Unemployment Insurance	<ul style="list-style-type: none"> • Clarify specific needs; let customers know they can file online. • If California Training Benefits, need to have file flagged by 16th week; call EDD; advise customer to keep looking for work 	<ul style="list-style-type: none"> • Provide EDD website • Provide EDD phone number (1-800 –300-5616) • Provide EDD UI literature • Make sure they are registered in CalJOBS
3. Services for job seekers with disabilities	<ul style="list-style-type: none"> • Clarify specific need • Do you receive SSI, or social security? • Do you have a Ticket-to-Work? • Do you need accommodations? 	<ul style="list-style-type: none"> • Provide literature • Refer to Disability Program Navigator as needed
4. New Career	<ul style="list-style-type: none"> • Do you know what new career you are interested in pursuing? • Ask questions about employment status (see #1) • Have you thought about starting your own business? 	<ul style="list-style-type: none"> • Refer to Coach for in-depth assessment, Refer to a local Business Information Center

5. Vocational/Occupational Training	<ul style="list-style-type: none"> • What kind of training? • Why do you think you need training? • Ask about education status • Are you on UI? • Have you had your file flagged for CTB? 	<ul style="list-style-type: none"> • Refer to Coach for in-depth assessment, Career/Technical Education, Vocational Training, and/or online training/distance learning
6. Job Search Skills	<ul style="list-style-type: none"> • Do you have a current resume? • Do you need help with interviewing skills? • Do you need to learn how/where to look for work? • Do you need help in keeping a job? 	<ul style="list-style-type: none"> • Sign customer up for resume or interview workshop • Refer to Coach for pre-employment skills, soft skills and/or job assistance
7. Education	<ul style="list-style-type: none"> • Do you have a diploma of GED? • If no, interested in completing? • If college, how many units> Degree? 	<ul style="list-style-type: none"> • Refer to Coach • Provide Training Center info (for HS Completion or GED Prep)
8. Computer classes	<ul style="list-style-type: none"> • Find out what kind of class • What is your current skill level? 	<ul style="list-style-type: none"> • Refer to Coach • Provide Adult Ed info • Sign customer up for on-site classes (if available)
9. Math or Reading improvement	<ul style="list-style-type: none"> • Clarify • Ask if customer knows their current grade level 	<ul style="list-style-type: none"> • Refer to Coach
10. English Language Learner (ELL)	<ul style="list-style-type: none"> • Ask what language customer is fluent in 	<ul style="list-style-type: none"> • Refer to Coach
11. Other Veterans and Eligible Spouses	<ul style="list-style-type: none"> • Clarify need 	<ul style="list-style-type: none"> • Brochure of Services; Phone number of EDD Vet Rep
Ex-Offender	<ul style="list-style-type: none"> • Clarify need 	<ul style="list-style-type: none"> • Expungement information; additional program information
Foster Youth	<ul style="list-style-type: none"> • Clarify need 	<ul style="list-style-type: none"> • Referral to Youth Specialist
Refugee/Asylee	<ul style="list-style-type: none"> • Clarify need 	<ul style="list-style-type: none"> • Information on programs serving refugees
Homeless	<ul style="list-style-type: none"> • Clarify need 	<ul style="list-style-type: none"> • Information on shelters, food banks, clothing closets; Info Line #