

Welcome Manual

Area II

Welcome Team functional responsibilities may include:

- Greeting customers
- Determine nature of visit using an Initial Needs Assessment
- Notify WFC staff of waiting customer
- Provide orientation to WFC services
- Provide local labor market information, including career vacancies
- Assist customer with **KANSASWORKS** registration
- Provide and explain WIA Title I Pre-Registration packet requirements
- Provide assistance with all Career Center equipment
- Assess the basic skill level, employment history, and work readiness of career seekers
- Refer to other team members, as appropriate
- Coordinate referrals of registered, career ready customers to career vacancies with Business Services team members
- Refer to other more appropriate community organizations as needed
- Complete data collection, as directed
- Answer, screen, and forward calls or take messages as needed

Staff serving on the Welcome Team will be responsible for greeting customers, providing initial assessments, and referring customers to the appropriate staff for more intensive services. Members of the Welcome Team will also be available to answer questions and provide basic assistance to self-service customers in the Career Center.

All customers entering the WFC will be greeted by a staff person and asked to sign in on the Customer Tracking Sheet. (See Attachment A.) This sheet records the person's name, veteran status, and reason for coming to the WFC. The welcoming staff person will determine if the customer is a returning customer or a new customer to the WFC.

Returning Customer

The Greeter will determine if the Returning Customer (RC) has an appointment or is a drop-in.

- If the RC has an appointment, the Greeter will inform the appropriate staff person that the customer has arrived.
- If the RC is a drop-in, the Greeter will determine if they need to meet with a staff person or if they want to use the Career Center for self-service. If they only need minor assistance in the Career Center, a member of the Welcoming Team will assist them. If they need more intensive Career Counseling or training assistance, they will be referred to a member of the Skills Development/Employment Team.

New Customer

The Greeter will provide an initial Needs Assessment by asking the New Customer (NC) eight (8) questions. (See Attachment B.) If the Customer indicates on the Sign-in Sheet that she/he is a veteran, the Greeter will ask the customer to complete the Veteran's Assessment. (See Attachment C.) The Greeter will provide a brief orientation for each customer to apprise them of services available through the WFC.

1. If the Veteran's Assessment indicates that the veteran has a barrier to employment, the Greeter will refer the veteran to a Disabled Veteran's Outreach Program (DVOP) representative. The DVOP will register the NC in **KANSASWORKS.com**, enroll the veteran in Intensive Services, and work with the veteran until they enter training and/or become employed.
2. If the NC is a non-veteran or a veteran without barriers to employment, the Greeter will help the NC become fully registered in **KANSASWORKS.com**.
 - If the initial Needs Assessment indicates that the NC wants to use the Career Center for Self-Service, the Greeter will assign them to a computer and let them know that the Greeter and other Welcome Team staff are available to answer questions and/or provide additional assistance if needed.
 - If the Needs Assessment indicates that the NC only needs some minor assistance in the Career Center, the Greeter will assign them to a computer and provide the needed assistance.
 - If the NC needs more intensive Career Counseling or training assistance, the Greeter will refer them to a member of the Skills Development/Employment Team.
3. The Greeter will ensure that all pertinent information from the Initial Needs Assessment is entered into **KANSASWORKS**, including the date the Assessment was given.
 - If the NC is not referred on to the Skills Enhancement/Employment Team, the Greeter will store the Initial Needs Assessment in a central location. Assessments will be retained for at least six (6) months.
 - If the Initial Needs Assessment indicates the NC would benefit from a referral to the Skills Enhancement Team, the Greeter will make an appointment with and forward the NC's Assessment to the appropriate staff person.
4. If the Initial Needs Assessment indicates that the NC might qualify for and benefit from WIA enrollment, the Greeter will assist the NC in filling out the WIA pre-app (see Attachment D) and make an appointment for the NC to meet with the appropriate staff person.

Lawrence Workforce Center

Date _____

Check All Services Needed

	Print First & Last Name	Birth Date or SSN (Last 4)	Veteran Yes/No	<i>Fax/Phone/Copier</i>	<i>Job Search or Career Guidance</i>	<i>Referral To Other Services</i>	<i>Resume and/or Cover Letter</i>	<i>Testing and/or Assessment</i>	<i>Unemployment Services</i>	<i>Heartland Works</i>	<i>Workshops/ Applicant Training</i>	Other Services
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Please Print Legibly

Name _____

Date _____

Initial Needs Assessment

1. How may I help you today? Is the customer:
 - Looking for work?
 - Looking for assistance with career training?
 - Have you recently been laid off from a job?
 - How did you hear about us?

2. What type of work and/or training are you interested in?
 - Are you currently employed?
 - Do you feel that you have the minimum skills necessary to qualify for the type of work that you are looking for?

3. What type of work experience do you have?
 - Do you feel that you have any barriers or limitations that may interfere with your getting a job?
 - Are you currently working with another organization? (SRS, Voc Rehab, ABE, etc.)

4. What is your educational background?
 - What type of job training have you received?

5. What have you done so far on your job search?

6. Do you have a resume?
 - If yes, do you have a copy of your resume with you?
 - Would you like us to review your resume and provide suggestions on how you can improve it?
 - If no, would you like assistance in preparing a quality resume and/or cover letter?

7. Are you registered in **KANSASWORKS**?
 - If the customer says they are registered, the Welcome Team member will check in **KANSASWORKS** to ensure that the customer is registered with a Plus Account.
 - If the customer is not registered, the Welcome Team member will assist the customer in getting registered prior to referring them on to the Skills Enhancement/Employment Team.

8. Have you ever used a computer?
 - How would you rate your computer skills?
 - Do you have an email address?



In partnership with



Veterans Employment and Training Services

Veteran's Self-Assessment Form

A Veterans Representative is available to all eligible persons. The Veterans Representative can assist you in overcoming any issues you may have found to be obstacles in obtaining and/or retaining employment. Additionally, a Veterans Representative is available to provide transition assistance for individuals who have recently separated from the military. This self-assessment is confidential and will only be used to provide assistance. Please complete this form and when finished, return it to the KANSASWORKS staff.

Print Last Name: _____ **Print First Name:** _____

SSN: _____ **Date:** _____

1. Please indicate your Veteran Status. (If you are unsure, definitions are provided on the back of this form.)

- Special Disabled Veteran Disabled Veteran Vietnam Era Veteran
 Eligible Veteran Eligible Person

2. I have separated from **active duty** military within the last 36 months. Yes No

(This includes National Guard & Reservist who were on active duty orders for 180 days or more and received a DD-214.)

3a. Are there any issues or obstacles that may interfere with you obtaining employment or staying employed?

- Yes (please list below) No

3b. Some veterans have experienced issues such as the ones below. They have found that these issues have interfered with obtaining employment or retaining employment. Please mark any that you feel may apply to you.

- | | | |
|-------------------------------------------------|-------------------------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> Age | <input type="checkbox"/> Financial | <input type="checkbox"/> Limited English Proficiency |
| <input type="checkbox"/> Appearance | <input type="checkbox"/> Health Issues (Physical) | <input type="checkbox"/> Long Periods of Unemployment |
| <input type="checkbox"/> Attitude | <input type="checkbox"/> Health Issues (Emotional / Mental) | <input type="checkbox"/> Moved from job to job often |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Homeless | <input type="checkbox"/> Over-Qualified |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Lack of Education | <input type="checkbox"/> Substance Abuse |
| <input type="checkbox"/> Family Member Issue | <input type="checkbox"/> Lack of Work Skills | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Felony Conviction | <input type="checkbox"/> Learning Disability | <input type="checkbox"/> Unemployed Multiple Times |
| <input type="checkbox"/> Other (Please Explain) | | |

4. I would like more information on one or more of the following:

- | | |
|------------------------------------------------------|---------------------------------------------------------|
| <input type="checkbox"/> Apprenticeship Programs | <input type="checkbox"/> VA Health Benefits |
| <input type="checkbox"/> Burial & Memorial Benefits | <input type="checkbox"/> VA Home Loan |
| <input type="checkbox"/> Employment after Deployment | <input type="checkbox"/> VA Minority Programs |
| <input type="checkbox"/> Obtaining Military Records | <input type="checkbox"/> VA Pension |
| <input type="checkbox"/> VA Appeals Process | <input type="checkbox"/> VA Vocational Rehabilitation |
| <input type="checkbox"/> VA Disability Compensation | <input type="checkbox"/> VA Women's Programs |
| <input type="checkbox"/> VA Education Benefits | <input type="checkbox"/> Veterans Service Organizations |
| <input type="checkbox"/> Other (Please Explain) | |

Do Not Write – Staff Use Only

Please indicate any program which there is a planned, pending, or current enrollment.

- | | | | | |
|------------------------------------------|-----------------------------------------|------------------------------------------------|--------------------------------------|-------------------------------|
| <input type="checkbox"/> Federal Bonding | <input type="checkbox"/> Migrant Worker | <input type="checkbox"/> RES | <input type="checkbox"/> SCSEP | <input type="checkbox"/> TAA |
| <input type="checkbox"/> UI | <input type="checkbox"/> WIA-Adult | <input type="checkbox"/> WIA-Dislocated Worker | <input type="checkbox"/> WIA - Youth | <input type="checkbox"/> WOTC |

Staff Name: _____



Veterans Employment and Training Services

UNITED STATES CODE OF FEDERAL REGULATIONS

TITLE 38--VETERANS' BENEFITS

PART III--READJUSTMENT AND RELATED BENEFITS

CHAPTER 42--EMPLOYMENT AND TRAINING OF VETERANS

Section 4211 Definitions

As used in this chapter--

- (1) The term ``**special disabled veteran**'' means--
 - (A) A veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary for a disability (i) rated at 30 percent or more, or (ii) rated at 10 or 20 percent in the case of a veteran who has been determined under section 3106 of this title to have a serious employment handicap; or
 - (B) A person who was discharged or released from active duty because of service-connected disability.
- (2) The term ``**veteran of the Vietnam era**'' means an eligible veteran any part of whose active military, naval, or air service was during the Vietnam era.
- (3) The term ``**disabled veteran**'' means (A) a veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary,
Or
(B) a person who was discharged or released from active duty because of a service-connected disability.
- (4) The term ``**eligible veteran**'' means a person who--
 - (A) served on active duty for a period of more than 180 days and was discharged or released there from with other than a dishonorable discharge;
 - (B) was discharged or released from active duty because of a service-connected disability; or
 - (C) as a member of a reserve component under an order to active duty pursuant to section 12301(a), (d), or (g), 12302, or 12304 of title 10, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge.

