

DEVELOPING A WELCOME LETTER

The onboarding process should help new employees understand the department's mission, vision, priorities, and culture. Unlike the County of Mendocino Employee Handbook which provides *general* information for all employees, the welcome packet contains useful reference information tailored specifically to employees in your department and on your team. Example documents to include are listed below.

Welcome Letter Guidelines

1. The tone should be professional, but still friendly and personal. Try not to make it sound like a form letter.
2. Convey your excitement about working with the new employee.
3. Include relevant details about the following:
 - Parking and public transportation
 - Security measures
 - Dress code
 - Work schedule for the first day
 - Pay information (i.e., when they will receive their first check). Many new employees are frustrated to find out that it will take them a full month to get paid. The sooner they can be informed of this, the sooner they can make any necessary financial plans or arrangements.
 - Special events taking place on the new employee's first day. You want the employee to be able to choose to participate in these events and not "stick out" from the rest of the team.
4. Include the names of the people with whom the new employee will be working. This will help the new employee begin remembering names. "Putting a face to a name" is easier than trying to keep track of new names and new faces on the first day.
5. Encourage the new employee to contact you with any questions or concerns.

SAMPLE WELCOME LETTER

Health & Human Services - EFAS



Mendocino County Health & Human Services Agency

Healthy People, Healthy Communities

Tammy Moss Chandler, Director

Branch Director Name and Title

Service(s) Area Name and/or Unit (optional)



[Today's Date]

Mary Lamb
123 First St
Ukiah, CA 95482

Dear Mary,

I would like to take this opportunity to welcome you to the Mendocino County Health and Human Services Agency. We are excited to have you join us in the important work that we do for the community.

This letter confirms your selection and acceptance of the Eligibility Specialist I position in Employment and Family Assistance Services (EFAS) in Ukiah. Your start date is **April 8, 2019**. Your salary is **\$16.91** per hour. This is step 1 in the pay range for this classification. Your supervisor is Chuck Norris and he can be contacted at (707)867-5309. The training for Eligibility Specialist is conducted mainly by our trainers, Clark Kent and Diana Prince, who will be your guides as you become accustomed to your new workplace.

You will begin your employment by attending a mandatory two (2) day Orientation at 501 Low Gap Road, Conference Room C, Ukiah, CA 95482. Orientation starts promptly at **8:30 A.M.** You must arrive both days no later than **8:25 A.M.** Parking is available in the employee parking lot west of the main admin building.

Once orientation ends on the second day, please report to 747 S State Street, Ukiah and inform the receptionist you have arrived to meet with the Payroll staff. At this time, you will receive an overview of our payroll process and obtain a scan card to access your designated work site(s). The attached map of the campus shows the designated employee parking and building entrances.

Mendocino County HHSA promotes business casual attire. If you have any questions regarding your work schedule or where you are reporting to, please call your supervisor. If you have any other questions or need further information, please do not hesitate to call our Staff Support Unit at (707)468-7080. Again, I would like to welcome you to HHSA!

Sincerely,

[Agency Director]

cc: Chuck Norris, Supervisor
Lois Lane, Manager
Human Resources