

GUIDELINES FOR DEVELOPING A WELCOME PACKET

Terminology Guide

- Tell the employee why you are providing the guide and ask for help improving it. Ask members of your team what terms should be described and how to define them.
- When possible, include a reference to how the employee might actually hear the term used. Instead of just stating “what” the term means, include details like history and future direction to provide perspective.
- Refer to other terms on the list and materials in the welcome packet to enhance learning.
- Try to maintain a light, conversational tone in the document. However, be sure to remain professional.
- Interpret what the term really means to the employee in a practical, meaningful way.
- Provide details about the team to help the new employee learn about and fit in with the culture (e.g., “Most of us have our RDOs on Fridays...” RDO: Regular Day Off definition).
- Include all commonly used terms, even if the guide becomes lengthy.
- Alphabetize the terms for easy reference.

Org Chart

- Format the chart to fit on a single page.
- Group people with the same title into one box to save a considerable amount of space.
- Make all boxes the same size and space them evenly. Charts look better if all the boxes (and spaces between the boxes) are the same size.
- Put the title of the position first, then the name of the person occupying it.

Role Relationship Handout

- Have current staff summarize their job duties to include on the chart.
- Focus on the job duties that make each employee’s role unique.
- Include names for the employees in each role.

Phone List

- Make sure your phone list is up to date, including the new hire’s phone number
- Include department fax numbers

Office Floor Plan

- Label cubicles and offices with the name of the employee who sits there.
- Include the new employee’s name and cubicle location.
- Include other units, sections, and divisions that occupy the same office space.
- Designate emergency exits, break room/lunchroom, copy room, conference rooms, etc.

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Campus Map

- Include a Campus Map in your Welcome packet when your department is on the same premises as other departments
- The campus map should include your department and the location of any other departments located in the same complex

Map of Surrounding Area

- Internet mapping websites (e.g., Google Maps) are useful tools for creating and customizing maps.
- Survey your current staff for restaurant or other business recommendations.
- Include relevant information such as price, type of food, distance from office, etc. to make the map truly useful for new employees.

SAMPLE WELCOME PACKET

Sample Terminology Guide (Child Support Services)

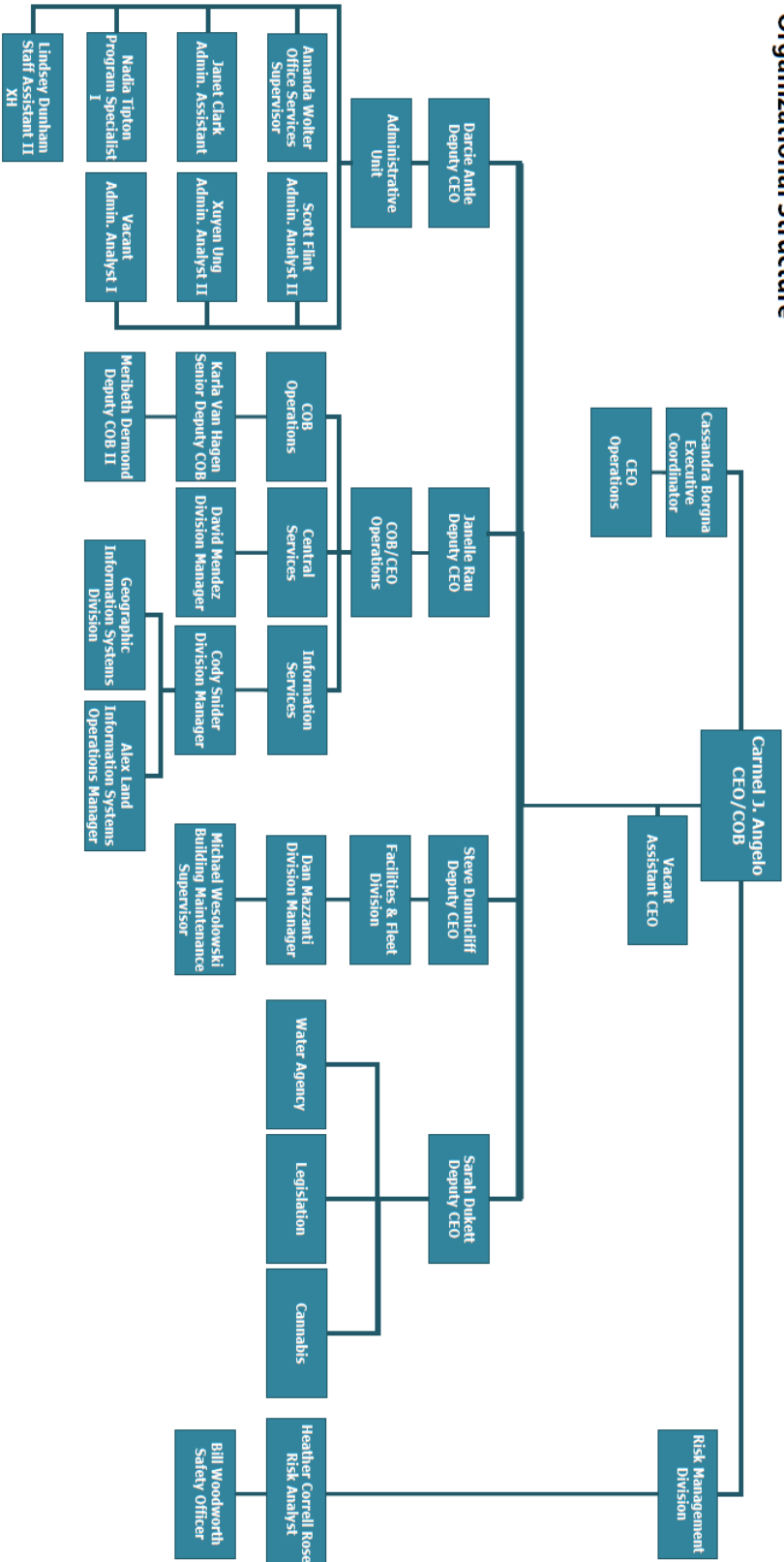
Child Support Services Terminology Guide

Welcome! As you interact with us to complete your projects and assignments, we may occasionally use terminology that is unfamiliar to you. To help you get "up to speed" quickly, we have compiled this list of explanations for commonly used terms and acronyms. We hope that you find it useful as you adjust to working on our team. Please let us know if there are any terms that we forgot to include so that we can update this list.

ADJ	Adjudicated Paternity established by Court Order
AP	Absent Parent: <i>Parent who is not a custodial parent, uninvolved</i>
B/W	Bench Warrant: <i>A B/W is issued for failure to comply with a court order in a civil case</i>
C/S	Child Support: <i>Court ordered monthly payment to custodial parent</i>
COAP	Compromise of Arrears Program: <i>A forgiveness program to reduce or eliminate child support debt</i>
CP	Custodial Parent: <i>Parent who is given physical or legal custody of a child</i>
CSE	Child Support Enforcement: <i>State-wide computer system used to enforce child support.</i>
DCSS	Department of Child Support Services: <i>Your Department! The best place to work!</i>
DEF	Default: <i>An order filed in court, approved by the judge, that was uncontested</i>
DEP	Dependent: <i>Child under age 18</i>
DSS	Department of Social Services
EPC	Electronic Payment Card: <i>Child support payments are automatically to the EPC</i>
G/L	Guideline Calculation: <i>Used to estimate the amount of child support that may be ordered</i>
G/T	Genetic Testing: <i>DNA testing, performed via swap in the office</i>
LCSA	Local Child Support Office
MOD	Modification: <i>A change to a court order</i>
NOM	Notice of Motion: <i>Setting of a court hearing</i>
NRPS	Notice Regarding Payment of Support
OAH	Order After Hearing: <i>Court order filed and approved by judge</i>
PAA	Permanently Assigned Arrears: <i>Money paid to be repaid to the state</i>
POP	Proof of Paternity: <i>Declaration that occurs when the father declares paternity at birth</i>
POS	Proof of Service: <i>Proof that something was mailed</i>
R&A	Review and Adjustment: <i>A review of current child support order</i>
S&C	Summons and Complaint: <i>A lawsuit for child support</i>

SAMPLE WELCOME PACKET

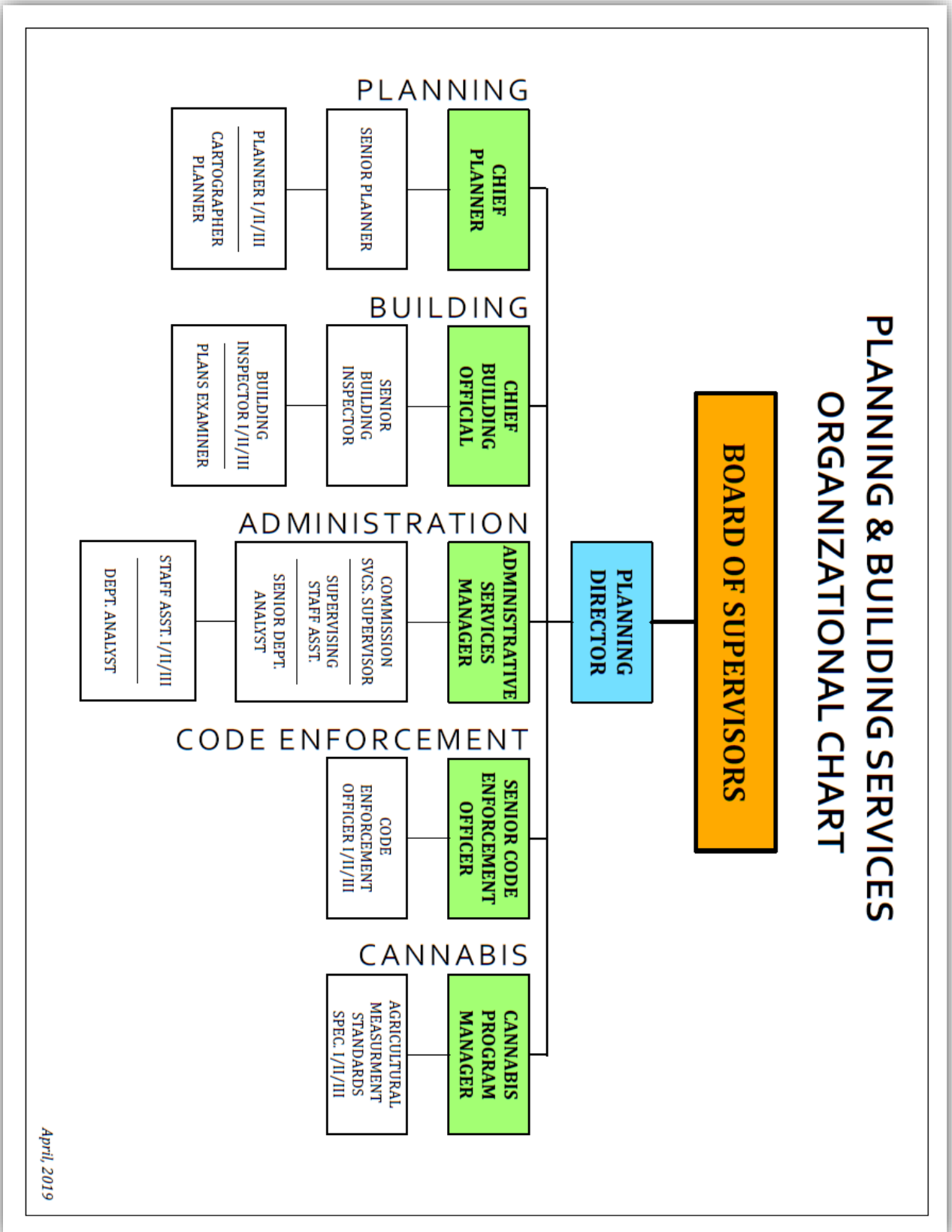
Mendocino County Executive Office Organizational Structure



Sample
Org Chart
(Executive Office)

SAMPLE WELCOME PACKET

Sample Org Chart (Planning & Building Services)



SAMPLE WELCOME PACKET

Sample Role Relationship Handout (Human Resources)

Human Resources Roles & Relationships

Position	Primary Duties	
Department Head/HR Director	Heidi Dunham <ul style="list-style-type: none"> Oversees all functions of Human Resources 	
Assistant HR Director/Leadership	Cherie Johnson <ul style="list-style-type: none"> Oversees health plan, wellness program & front office staff; negotiations, budget, leadership initiative 	
HR Managers	Juanie Cranmer - Operations <ul style="list-style-type: none"> Department Liaison, special projects, Civil Service activities, class/comp, disciplinary actions, investigations, oversees HR Analysts and Technicians 	Denise Bartolomei <ul style="list-style-type: none"> Department liaison, special projects, investigations, oversees HR analysts
HR Senior Analysts	Tim Mitchell <ul style="list-style-type: none"> Department Liaison, Lead over recruitment activities, special projects, Recruitment Supervisor, NeoGov 	Emma Saucedo <ul style="list-style-type: none"> HR contracts, open enrollment, PRA requests, 1095c forms, Health Benefits/Employee Leaves supervisor
HR Analysts	Kao Saeturn, Sharon Gunther, Heather Crapo <ul style="list-style-type: none"> Department Liaison, Recruitment, Investigations, personnel issues Lindy Dunaway <ul style="list-style-type: none"> Recruiting, status of applications, Special Projects Mary Marmon <ul style="list-style-type: none"> Munis personnel reports, personnel changes/transactions 	Katie S. Ford <ul style="list-style-type: none"> Employee Wellness & EAP Programs, website, Magellan trainings Carey Pinson <ul style="list-style-type: none"> New employee orientation, Mendocino college & LCW training, volunteer & internship activities Danelle Fierro <ul style="list-style-type: none"> Benefits, open enrollment, Medical Leaves, ADA
HR Technicians	Laaura Bazzani Cash <ul style="list-style-type: none"> Oral Panel Exams, Scheduling Kellie Tucker <ul style="list-style-type: none"> Recruiting, status of applications, pre-employment scheduling, advertising, NHO presenter Janis Fehrenbach <ul style="list-style-type: none"> Creation & maintenance of eligibility lists, certification 	Maureen Lawrence <ul style="list-style-type: none"> FMLA, Doctor's Notes, Health Insurance, Open Enrollment, LWOP, wellness support Catastrophic/Medical Leaves,
Health Benefits Specialist	DeAnna Boughton <ul style="list-style-type: none"> Health Benefits customer service, flexible spending, open enrollment 	
Office Services Supervisor	Shellie Tubbs <ul style="list-style-type: none"> Supervises Staff Assistants, years of service awards, civil service, fiscal, purchasing 	
Staff Assistant III	Baneza Rivera <ul style="list-style-type: none"> Log tracking, mail, target solutions, employment verification, receptionist coverage, payroll, mail distribution, Accounts Payable 	
Staff Assistant II	Siobhan Burkes <ul style="list-style-type: none"> HR and Cultural Services Agency Reception at the HR Annex, reservations for Parks, accounts payable, journal entries Madi Sample <ul style="list-style-type: none"> Special Projects, Reception coverage, Director/Assistant Director Support 	

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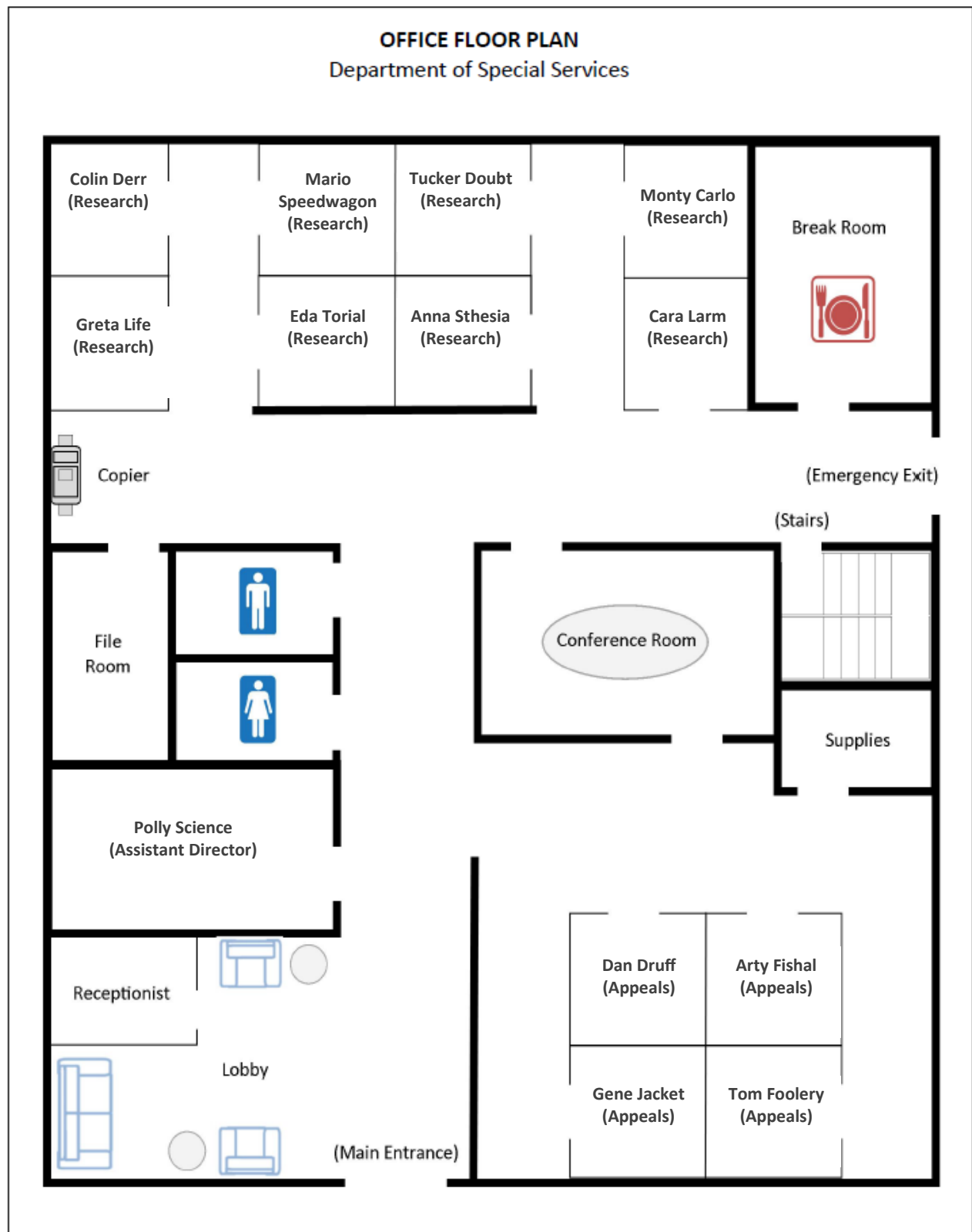
Sample Phone List (Planning & Building Services)

Planning & Building Phone List

Ukiah Main Line Fort Bragg Main Line	707-234-6650 707-964-5379	Ukiah Fax Fort Bragg Fax	707-463-5709 707-961-2427
Director		Desk	Cell
Brent Schulz		231-XXXX	367-XXXX
Administrative Staff		Desk	Cell
Adrienne Thompson		234-6XXX	671-XXXX
Caitlin Schafer		234-6XXX	
Christina Diskin		234-6XXX	
Danielle Fitts		234-6XXX	
Gia Aguirre		234-6XXX	
Jessica Byers		234-6XXX	
Jim Feenan		234-6XXX	
Marco Rodriguez		234-6XXX	
Mark Kendra		234-2XXX	
Sandy Arellano		234-2XXX	
Sondra Munoz		234-6XXX	
Taylor Baker		234-6XXX	
Planning Division		Desk	Cell
Julia Krog		234-6XXX	972-XXXX
Dirk Larsen		234-2XXX	
Eduardo Hernandez		234-6XXX	489-XXXX
Chevon Holmes		234-6XXX	
Jesse Davis		234-6XXX	
Jessie Waldman		234-2XXX	
Juliana Cherry		234-2XXX	
Keith Gronendyke		234-2XXX	
Mark Cliser		234-6XXX	
Matt Goines		234-6XXX	
Mio Mendez		234-6XXX	
Nash Gonzalez		234-6XXX	367-XXXX
Russell Ford		234-6XXX	
Susan Summerford		234-2XXX	
Tia Sar		234-6XXX	
Vandy Vandewater		234-6XXX	
Building Division		Desk	Cell
Michael Oliphant		234-6XXX/234-2XXX	489-XXXX
Don Folsom		234-2XXX	291-XXXX
Don Ownsbey		234-6XXX	
Keith Hoyt		234-6XXX	489-XXXX
Lee Woodall		234-6XXX	391-XXXX
Michael Haro		234-2XXX	367-XXXX
Neil Boyle		234-2XXX	367-XXXX
Richard Angley		234-2XXX	489-XXXX
Richard Swanson		234-6XXX	489-XXXX
Ryan Rose		234-6XXX	367-XXXX
Code Enforcement		Desk	Cell
Trent Taylor		234-6XXX	272-XXXX
Lisa Washburn		234-6XXX	489-XXXX
Brian Webb		234-6XXX	972-XXXX
Daniel Knapp		234-6XXX	367-XXXX
Gretchen McLaughlin		234-2XXX	972-XXXX
Mike Penhall		234-6XXX	489-XXXX
Robert DiStefano		234-6XXX	

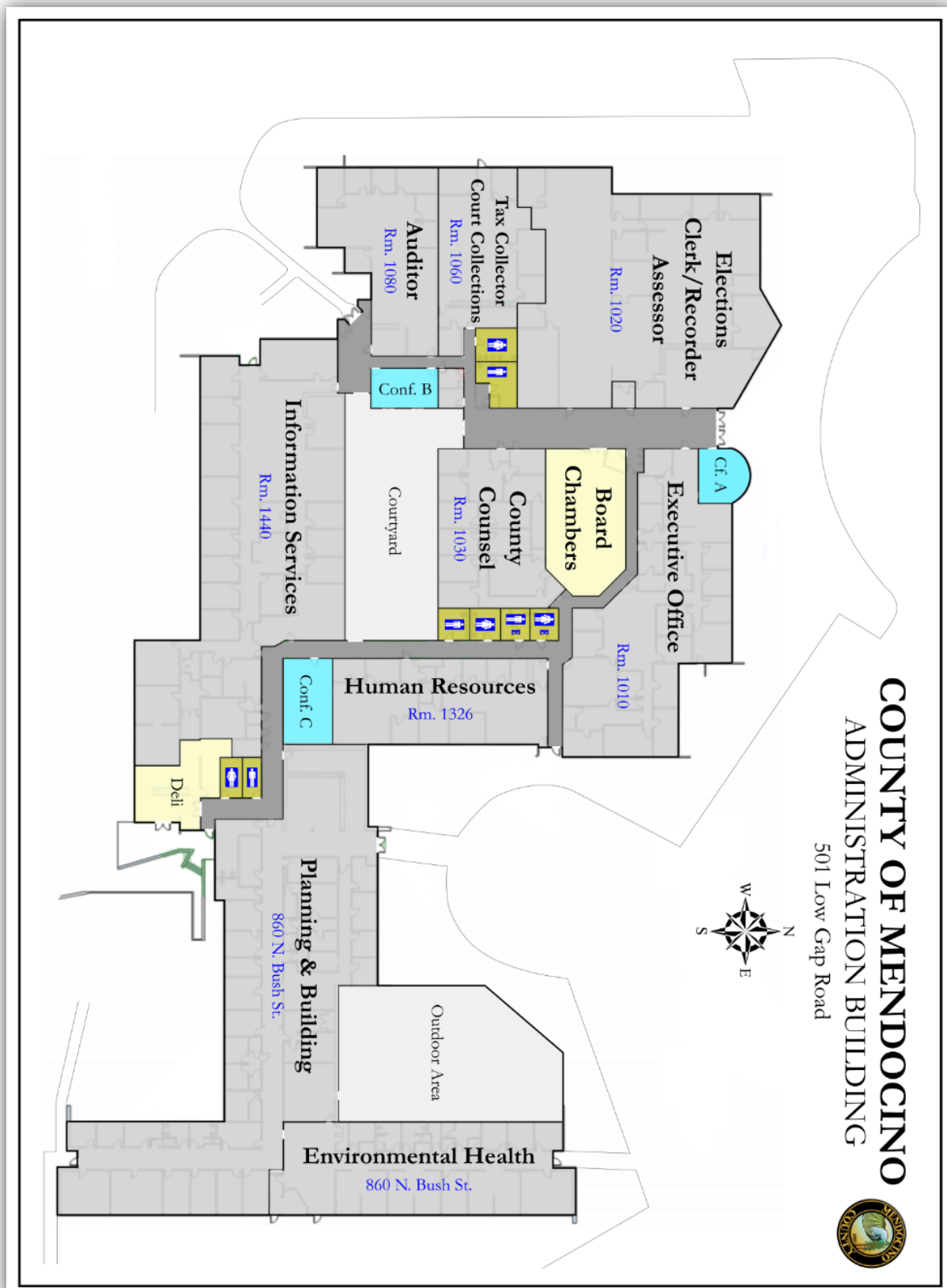
SAMPLE WELCOME PACKET

Sample Office Floor Plan



SAMPLE WELCOME PACKET

Sample Campus Map (Low Gap Complex)

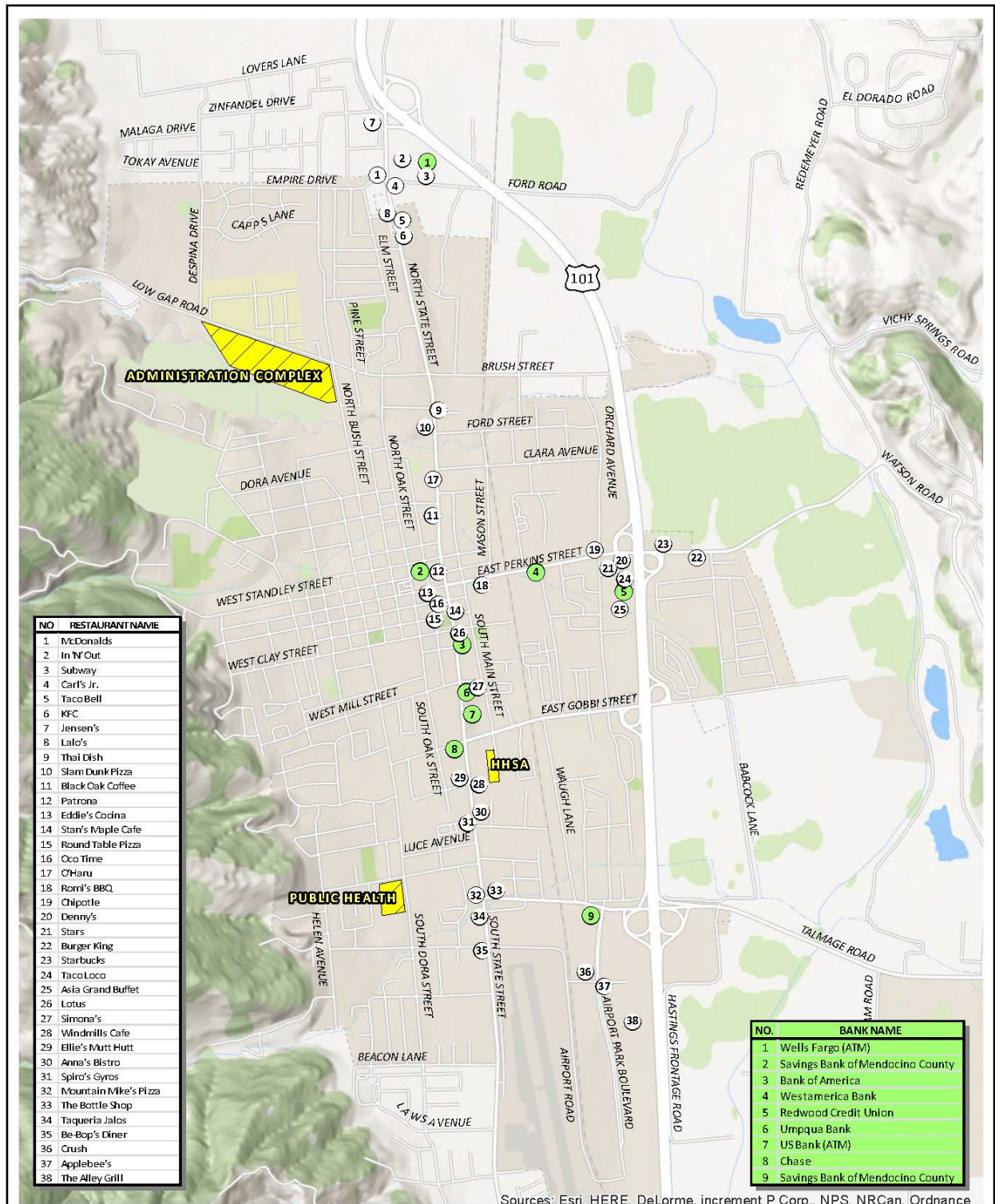


COUNTY OF MENDOCINO
ADMINISTRATION BUILDING
501 Low Gap Road



SAMPLE WELCOME PACKET

Sample Nearby Businesses



NO.	RESTAURANT NAME
1	McDonalds
2	In 'N' Out
3	Subway
4	Carl's Jr.
5	TacoBell
6	KFC
7	Jensen's
8	Lalo's
9	Thai Dish
10	Slam Dunk Pizza
11	Black Oak Coffee
12	Patrona
13	Eddie's Cocina
14	Stan's Maple Cafe
15	Round Table Pizza
16	Oco Time
17	O'Haru
18	Roni's BBQ
19	Chipotle
20	Denny's
21	Stars
22	Burger King
23	Starbucks
24	TacoLoco
25	Asia Grand Buffet
26	Lotus
27	Simona's
28	Windmills Cafe
29	Ellie's Mutt Hutt
30	Anna's Bistro
31	Spiro's Gyros
32	Mountain Mike's Pizza
33	The Bottle Shop
34	Taqueria Jalos
35	Be-Bop's Diner
36	Crush
37	Applebee's
38	The Alley Grill

NO.	BANK NAME
1	Wells Fargo (ATM)
2	Savings Bank of Mendocino County
3	Bank of America
4	Westamerica Bank
5	Redwood Credit Union
6	Umpqua Bank
7	US Bank (ATM)
8	Chase
9	Savings Bank of Mendocino County

UKIAH AREA RESTAURANTS & BANKS

-  Restaurants
-  Banks

