August 3, 2011

Dear iYES Participant,

Congratulations on taking the first step to gainful employment! Due to increased demand for our services, beginning **September 1, 2011**, staff will be making a few changes to better serve you. It is our goal to give personalized service to everyone who walks through our door. Therefore, we have outlined, in detail, a few new features of our program.

Service Agreement

You will be asked to sign this agreement at your next appointment.

- 1. I agree to show up for any appointments I schedule with *i*YES. If I am unable to attend, I will notify *i*YES staff via email <u>iyes@cityofirvine.org</u> OR call 949-724-6741 at least 24 hours prior to the scheduled appointment.
- 2. I understand that failure to show for appointments TWO times, may result in a 30 day moratorium of services.
- 3. I agree to update *i*YES on the status of my job referrals via <u>www.irvineyouthemployment.com</u> by clicking the "Update Us" icon. Failure to do so may result in a 30 day moratorium of services.

New Procedure for Non-Residents

Non-residents 16-18 years of age now have selected service days as follows:

- 1. <u>Job Search Survival Workshop</u>: Our free three-hour workshop will remain available to non-residents (16-18 years old) the second *Tuesday* of each month for the 2011 year from 3:30-6:30 p.m. (i.e. Sept. 13, Oct. 11, Nov. 8, Dec. 13).
- 2. <u>Appointments:</u> Job referrals, mock interviews, and resume assistance will remain available to non-residents (16-18 years old) the second *Thursday* of each month for the 2011 year (Sept. 15, Oct. 13, Nov. 10, Dec. 15) by appointment only. Call 949-724-6741 to schedule your appointment on one of these days.

Non-residents 19 years and older will now be referred to either the Orange County One-Stop Center or their local employment office. Please visit www.oconestop.com for more information.

If you have any questions or need any clarification, please contact us at iyes@cityofirvine.org or 949-724-6741.

Sincerely,

iYES Staff