The District 5020 YEAH HUB and Portal The 24-Hour Office

Definitions

HUB: https://yehub.net/W02.php The District 5020 Database, also known as the 24 Hour Office. The HUB stores information about our Volunteers, Host Families, Inbound Students and Outbound Students (Current, Future and Past), along with Documentation pertinent to each of these groups that keeps us safe and compliant with the US Department of State (DOS). The HUB can only be accessed on a computer. Special access must be provided by the Youth Exchange Compliance Officer to enter this site.

Web Portal: https://yehub.net/W02-portal A more portable and smaller version of the HUB. The web portal can be accessed on a cell phone, tablet and computer. Data is available but not documents, except those in the HUB Library. Phone numbers, addresses, insurance numbers are available on the web portal. As well as the ability to file reports: Student Arrival report, Monthly Counselor reports, Student Move report, Host Family Interview Report and 60 day report. Special access must be provided by the Youth Exchange Compliance Officer to enter this site.

District Office: yeah.neus@gmail.com District Youth Exchange Compliance Office: Canadian Volunteers may use the Canadian Compliance Office: yeah.neus@gmail.com District Youth Exchange Compliance Office: yeah.neus@gmailto:yeah.neus@gm

Vet: To fulfill requirements of the Department of State and Rotary International (RI)...Application, Background check/Criminal Records Check, Youth Protection Awareness training (YPA), reports from References, and Department of State Certification for Volunteers only on the US side. No one who is not Fully Vetted as a volunteer, except in special circumstances, will have access to either the Web Portal or the HUB. Some vetting is done annually.

Volunteer application (VAF): https://yehub.net/W02-volapp the application that a Youth Exchange Officer (YEO), Country Officer (CO), Club Counselor or any other Volunteer working with District 5020 Youth Exchange must complete.

Host Family application (HF): https://yehub.net/W02-hfapp The application that a Host Family fills out to be considered to host an inbound student. A Host family application is valid for 18 months or one program year. Host families need to renew their application and update their references and background checks for each year they want to host again.

Department of State (DOS): The US Department of State regulates our program and issues Visas to inbound students coming into our program on the US side. We must be compliant with the DOS and we are audited annually for re-certification. Any time that we are not compliant we run the risk of not being re-certified. We need everyone's cooperation to fulfill this obligation. http://dos.gyrus.com/GyrusAim/Auth/Login

BC – INTELICORP – RCMP: Background checks, InteliCorp and Canadian Ministry (RCMP) background/criminal records checks must be competed on every volunteer and host family member over the age of 18 annually in the US and every 3 years in Canada.

Reports to File by the Club Counselor or the YEO:

- Host Family In Home Visit/ Interview Report (Web Portal or the HUB)
- Host Family Orientation (HUB)
- Host Family Follow up Report (within the first 60 days after student has moved in) (Web Portal or the HUB)
- Student Arrival Confirmation (Web Portal or the HUB)
- Monthly Report (Web Portal or the HUB)
- Host Family Change Report (Web Portal or the HUB)
- Student Departure Confirmation (HUB)

How to:

Vet the Volunteer (YEO, Club Counselor, Club or Committee member, Country Officer or any District 5020 Volunteer with more than casual contact with student)

- 1. Go to https://yehub.net/W02-volapp
 - You can email this link to Volunteers
 - The Link is also on www.rye5020.org website, under the PROGRAM
 LINKS AND FORMS tab and on the HUB under Utilities
 - Be sure the Volunteer has the correct club name they will be associated with. They will need this on their application for all notifications to be sent to the correct YEO.
 - If you have already initiated a volunteer application it will send you a new link to finish the application when you put in your email address that you registered with before. If you want to change your email address, only do this after you have entered your application.
- 2. The Volunteer will need three references that will be automatically sent out to the references, they will fill out a short questionnaire and then it is sent back to District 5020 and approved by the District 5020 Office.
 - The Volunteer applicant should email the references and ask them to be looking for an email from Rotary D5020 Youth Exchange, reassure them that it is legitimate and should be filled out right away.
- 3. At the same time that the reference checks are sent out the YEO is sent an email regarding the new Volunteer's Application. US Volunteers are directed to a link to InteliCorp to complete their own Criminal Background Check, copies are automatically forwarded to the District Compliance Office for review. Canadians should be assisted and directed to their local law enforcement office to obtain their own Criminal records checks. As soon as this is completed in Canada a copy must be emailed to the Canadian district compliance office rotarycaitlin@hotmail.com to be uploaded on the (HUB).

- 4. The Volunteer will be sent a "Welcome Letter" with an instructional letter attached. They will also be sent two links, both will come from the NAYEN training office, one for the DOS certification training. Instructions will be included in the email to access this training. This training is only sent to US volunteers or members of the District Youth Exchange Committee. A second link will be sent from NAYEN Youth Protection Training. Please follow all instructions provided and always make a copy of the final certificates in case there is a problem with auto-populating the YEAH site. (Point: These tests cannot be accessed through a smart phone or tablet. They can only be accessed through a computer)
- 5. Once the volunteer is approved an email is generated saying they are approved
- 6. If any of this is overdue, a reminder will be sent out repeatedly (ANS: Automated Nagging System) Please respond to these prompts as soon after they are received. If a volunteer's vetting expires we are required to "inactivate" them immediately in the database. They will not have any access to YEAH
- 7. References and application are now good for 3 years for US Volunteers; Criminal Background Checks, and DOS training must be renewed annually. For Canadian Volunteers: Criminal Records Checks for volunteers are good for 3 years this is in keeping with BC school regulations on background check frequency and satisfies RI code of policies. This frequency can be reviewed and change without notice at the decision of Rotary International.

Vet a Host Family: the HF application is valid for 12 months in the US and 36 months in Canada

- 1. Go to https://yehub.net/W02-hfapp
 - You can email this link to potential host families

- Be sure the HF has the correct club name they will be associated with.
 They will need this on their application for all notifications to be sent to the correct YEO.
- The Link is also available at <u>www.rye502.org</u> website under the PROGRAM LINKS AND FORMS tab
- 2. The HF will need three references that will be automatically sent out to the references, they will fill out a short questionnaire and then sent back to District 5020 and approved by the District 5020 Office.
 - The HF should send an email to each of their references and ask them to be looking for an email from Rotary D5020 Youth Exchange, reassure them that it is legitimate and should be filled out right away.
 - Single Host parent without additional children living in the home? This
 requires additional screening prior to student moving into the home Both
 Forms are found in the Document Library on the HUB and the Portal:
 - SHP Placement Consent Form: Required to be signed by both the student and their natural parents prior to placing the student in the home. Uploaded into the students documents on YEAH HUB
 - SHP Secondary Level Review: Required for all Single Host Parents and is uploaded into the students documents on YEAH HUB
- 3. At the same time that the reference checks are sent out the YEO is sent an email regarding the new Host Families Application. US Host Family members over 18 are directed to a link to InteliCorp to complete their own Criminal Background Check, copies are automatically forwarded to the District Compliance Office for review. Canadians should be assisted and directed to their local law enforcement office to obtain their own checks. As soon as this is completed in Canada a copy must be emailed to the Canada district compliance office rotarycaitlin@hotmail.com to be uploaded on the (HUB).
- 5. A home visit/interview report needs to be completed. This can be completed at any time prior to the Host Family Orientation visit and uploaded once the HF

application has been submitted. Complete the Home Visit /interview report on the Portal or the HUB and submit.

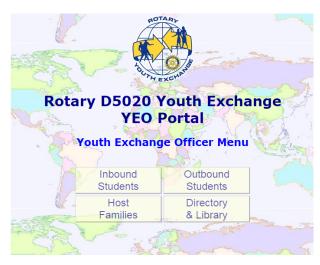
- 6. As soon as the home visit/interview report is submitted the YEO will receive an email that says it is time to do the host family Orientation. The Orientation form will be attached. THIS IS THE LAST STEP! Wait until all other vetting has been completed before proceeding to this step. You can also find a copy in the documents library on both the Portal and the HUB and also on the website. Be sure to cover all the topics in the form. All this information can be found on the www.rye502.org website under the ROTARIANS tab. This cannot be completed until all adult HF members have completed the YPA training and all their references have been returned.
 - a) After visiting with the Host Family and the topics are discussed, the HF Orientation report is filled out and signed by all present (including the Vetted Rotarian that conducted the training) and emailed to either the US Compliance Office or the Canada Compliance Office for uploading on the HUB. *If you upload this yourself – please send an email to the district office alerting that an orientation is up for review and approval. The district office does not get an automatic notification.
 - b) NAYEN has developed an online Host Family Orientation for both US families and non-U.S. families. This link will be sent to families to all returning Host Family. This training is meant to be used in conjunction with specific requirements by District 5020 which include the review of District 5020 Additional Rules of Exchange; District 5020 Travel Policy, sharing the student's particular information such as their health insurance, their application, etc. This training is not a replacement for the Host Family Orientation, it is only used as a supplemental tool. All families must be met in person and the Host Family Orientation checklist must be completed, dated and signed by all parties present during the first vetting process. Any returning families that take the online training

should notify their club YEO which in turn notifies the District Compliance Office, so the dates can be entered.

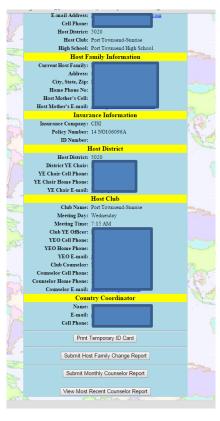
Web Portal, this can be accessed on your cell phone, your tablet or your computer. On your phone or tablet or computer...create a link to easily click to enter the web portal. https://yehub.net/W02-portal



You will be sent an email with a temporary password to sign on to the Portal. As soon as you enter you will be asked to reset your password, it needs to have a capital letter, numbers and other letters at least 8 in length. Use your email on record with YEAH for your username. If you later forget your password you will need to click "Forgot Password", if you are not sent a new password contact the District Office.



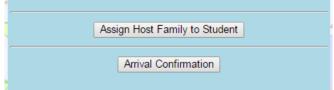
After logging in, you can select one of four categories to go into: Inbound Students,
Outbound Students, Host Families and
Directory and Library.



This is a Current Inbound student. Notice the four options at the bottom of the student's file:

- Print Temporary ID Card
- Submit Host Family Change Report
- Submit *Monthly Counselor Report*
- View Most Recent Counselor Report

Before the student arrived there was one more possible report: the *Arrival Confirmation*. This is how you report that your student has arrived. It should never be done until you see their cheery smile off of the plane! Do this within 24 hours of arrival-This is only place you can record this event!



- 1. What can you find for Current, Future, and Past Inbound Students in the Portal?
 - Student Information
 - Flight information
 - Current Host family information
 - Insurance Information
 - Current Inbound: Assign or Submit Host Family Change Report (if your HF has
 not been vetted and approved they will not show up on the list of possible HFs).
 - If they have been approved but are now expired they will show up in Violation or Incomplete. Violation means the student is soon to live with them (first HFs) or is living with them and this will put us in jeopardy with the RI and DOS.
 - Inbound Student Monthly Counselor Reports
 - View most recent Monthly Counselor Report
- 2. Current, Future, Past Outbound Student
 - Student Information
 - State side family information

3. Host Family

- Family Information
- Hosted Student link
- Home visit/ interview report
- Follow up (60 day) visit report





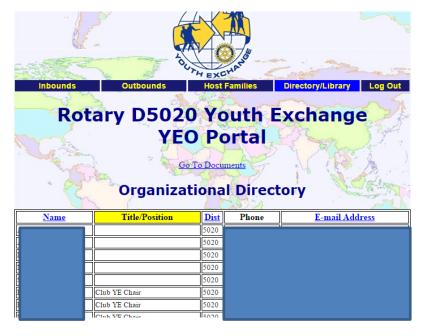
This is a Host Family File. Notice the report on the bottom:

Submit Host Family/ Visit Report

The US State Department requires a follow-up visit by a different Rotary representative, within 60 days after a student moves in.

Submit Follow-up Visit Report

• Submit Follow up Visit Report (60 day). This tab will appear after the initial Home visit is recorded. The YEO will receive a notice 30 days and 15 days before this is due. Note that a second certified/vetted Rotarian must conduct this visit.



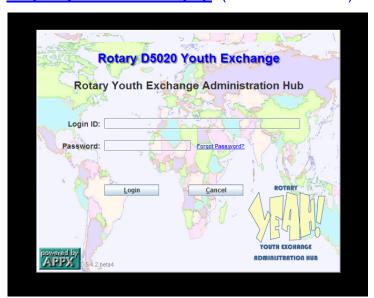
There is also a Directory that includes contact information of the Chairperson, the Country Officer and club officers that may be near you in order to coordinate travel arrangements to Rotary events.

| Document Library | | |
|----------------------------------|--|------------------|
| Document Title | Description/Comment | View Document |
| YEO Portal Overview | | View |
| DOS Host Family Letter | | View |
| DOS Student Letter | | View |
| DOS Instructions | DOS Training instructions. | View |
| HF Waiver and Consent Release | | View |
| SAH Reporting Guidelines | Sexual Abuse and Harassment Reporting Guidelines | View |
| 22 CFR 62.25 | Department of State Secondary School Student Regulations | View |
| SHP Secondary Level Review | Required for all Single Host Parents who don't have children living with them in the home. | View |
| SHP Placement Consent Form | Required to be signed by both the Student and their natural parents prior to placing the student into a Single Parent Ho | View |
| IB Procedural | | |

The document library is also at your fingertips on your phone or your tablet.

Introduction to the HUB, the big kahuna of information on our Students, Host Families and Volunteers

The HUB has restricted access for District Administrators and select Volunteers within the District. You must be sent authorization from the District Office in order to access the HUB



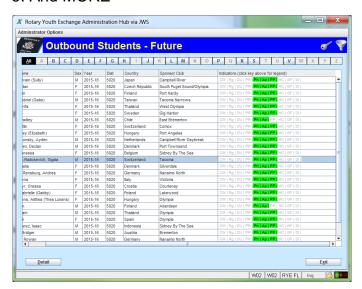
https://yehub.net/W02.php (the 02 is numeric)

Log in page. The Log in to the HUB is the same as the log in on the Web Portal. Use the email on record with the HUB for username; you will use the same password you set up for the portal as for the HUB. If you do not have the email welcoming you to the Web Portal that includes a temporary password, you will need to request one from the District Office

Each Club has a personalized dashboard with links to Students, Host Families and Volunteers

- 1. Student information
 - Documentation
 - Application
 - Insurance information
 - Guarantee forms

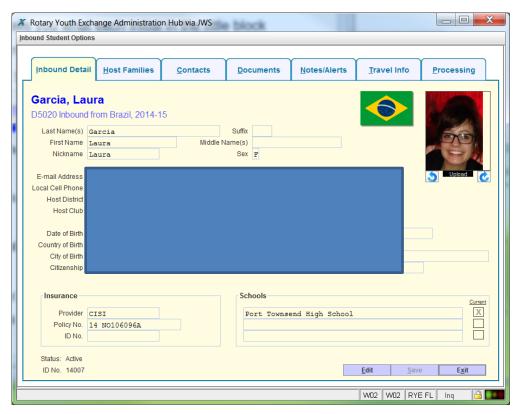
- Immunizations
- Passport
- Photo
- Special Notes/ Alerts
- Confidential information only viewable by a few
- Flight information
- Contracts/ Agreements
- 3. Document Library for all D5020 Volunteers
- 4. Capability for running reports
- 5. And MORE



To view a student's file highlight their name and click 'detail' at the bottom of the page.

The picture of the 'key' on the upper right tells you what each initial in the little block (some are green) tells you what the initial means. You can assist your search by using the 'funnel' to add or delete certain aspects of the information.



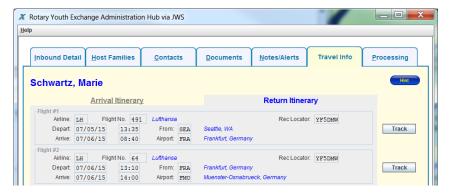


This is an Inbound student's file. Explore the tabs to see what is there. You can upload documents on the document's page. Maybe you would like to upload an email from the student that is telling about a trip, permission or special needs. First create a document and then upload it.

Once you know their cell number in country, please enter it under cell phone.

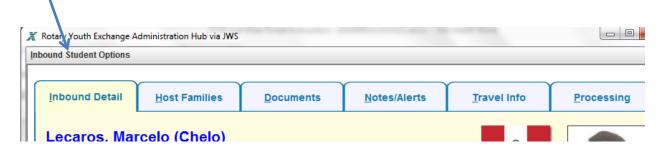
Notes/ Alerts.... you might want to leave a note that such as "she is feeling homesick, she is feeling better, she is going to go to Los Angeles over Christmas with her host family". Leave notes that would be of value to others or something that needs to be remembered.

The **Travel Information** is the page to view their flights, in and out. The student will be sent an email requesting them to enter their arrival information. Sometime after the first of the year they will be sent another email reminding them that if they need to change their return itinerary to do so now and also enter that information in the "Return Itinerary" tab.



Sending an email or text message right from a student's file:

This is generally a feature reserved for the district committee; we are able to send out message templates to all the students at once and a general text message



Data Entry responsibilities:

1. Outbound Applicants

Outbound applicants link to the YEAH: http://yehub.net/W02-obapp

Note: This is only done after the student has been selected at outbound interviews – it is not the initial application – please view that link elsewhere on the website

2. Outbounds

- When an applicant is accepted they become future Outbounds
- Insurance information: Country Officer will upload
- Flight information: students are sent an email from the templates requesting them to enter their travel itinerary as soon as they receive that information.
- Cell phones in their host Country may be entered by the Country Officer

3. Inbounds

 Initial information added by District 5020 Country Officers and a Welcome letter sent inviting them to fill in their other information.

- Additional data entered by the student: photos, addresses, phone numbers
- Insurance information: Country Officer will upload
- Guarantee Forms will be uploaded by the Country Officer, the YEO or the Club Counselor, original is returned to the Country Officer and then onto the student.
- Cell phone numbers should be added by the YEO or CC when the student gets their phone. This should always be kept up to date as those using the HUB text messaging need current information.
- Flight information: students are sent an email from the templates requesting them to enter their travel itinerary as soon as they receive that information.
- Student ID Cards. As soon as a student is assigned to a host family an ID card is generated by the database and emailed to the student; a new ID card is generated with each Host Family move.
- Student move: Club Counselor or YEO should report the move via the Web Portal or the HUB.
- Monthly report: Club Counselor and/ or the YEO, one from each is ok too. Enter the date and the person making the contact for each the HF and the student.

4. Host Family

- All of their information is entered at the time they submit their application
- YEO or CC should make sure that their information is current during the year their application is valid, especially emails and phone numbers
- A Host Family Summary (first host family only) must be generated and emailed to the student prior to their departure from their home country. They must also be informed if their first host family is a Welcome Family or a Permanent First Family

5. Volunteer

- Each volunteer is responsible for keeping their data current, especially emails and phone numbers
- The YEO is overall responsible for seeing that their committee members are current with their vetting, along with the ANS (Automatic Nagging System)

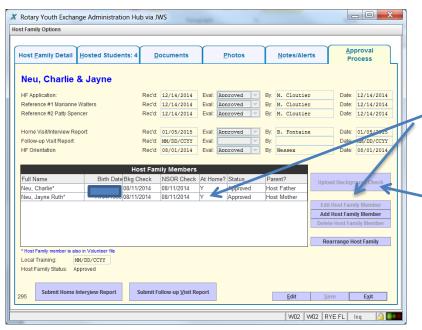
Reports from the HUB:

- Link Inbound to Host Family
 - Assign New Host Family: Go to students file, go to Host Family tab and click link on the bottom
- **Monthly Counselor Report:** Go to student's file, go to Processing Tab, find link at the bottom. The counselors report can be filed numerous times in a month. It is best to report something 'minor' before it becomes 'major'.
- Home interview Report: this can be done on the HUB from the Approval Process tab.
- Submit Follow-up Visit Report: this can be done on the HUB from the Approval Process tab.
- Submit Host Family Change Report: this can be done on the HUB from the Approval Process tab.
- End Students Exchange At The End Of The Year see instructions later in this
 document

Further Instructions

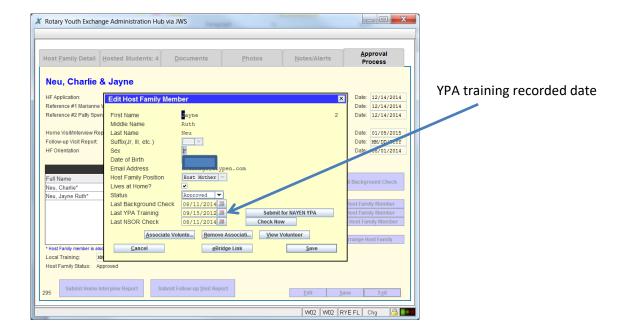
Host Family Vetting Process

To check the status of a host family, select their name from the list of available families. Choose the "Approval Process" tab to see if their application has been approved, their references have come in, has their home visit been submitted?



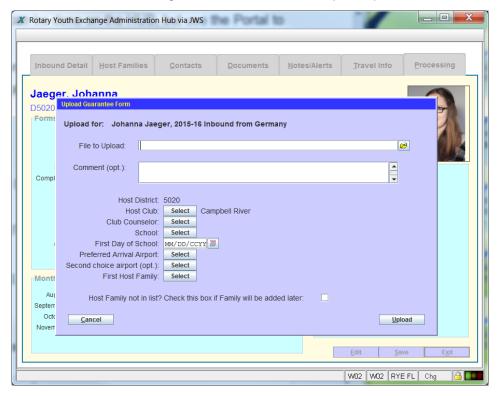
To view more details about each host member, highlight their name and select the "edit host family member". This is where you can view their last YPA training date.

Background checks MUST be uploaded through the approval process page and NOT through the document page. Click on the "Upload Background Check" button after you have highlighted your family member. Only volunteers with access to secure documents are able to do this. If you do not have those capabilities email the CBC to the District YE Compliance Office



Upload of Guarantee Forms

Completed Guarantee Forms (both page 1 and page 2) need to be uploaded to the HUB, by the YEO (ideally) or anyone who has access to the system. This should NOT be done through the Documents tab, but rather by clicking the "Upload GF" button on the Student Processing tab. That button will open up a new sub form that looks like this:



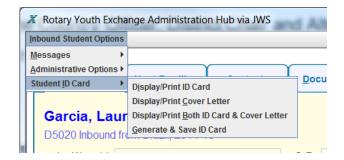
In addition to browsing for the document on your desktop (or dragging and dropping it), this form will ask that you provide the information that you have in front of you on that form – the host club, the school, the preferred arrival airport(s), and the first host family. Each of those fields is to be selected from the list displayed when you click the corresponding Select button.

U.S. hosted student's DS2019 J-1 visa forms will not be issued until the first host family (either an arrival family or permanent family) is completely vetted in YEAH. Note that they will appear on the list as soon as they submit their application – it doesn't wait for their references, background checks, etc. But the process cannot be completed until your family listed on the Guarantee Form is vetted.

When you've completed this form and pointed it to the document on your desktop, click the Upload button and all the information will transfer to the student's record. An automatic notification will be sent to the Country Officer, District Chair and Alternate Responsible Officer. Return the originals to the Country Officer via a pre-arranged agreement.

How to create an ID Card

Go to the Inbound Student Options and then select Student ID card. Display/Print ID Card



Accessing the **Utilities** tab

From your club dashboard select the Utilities Tab: You can find documents available on the Document Library; you can view from here or you can email a document from here using the document option tab. You can also send program links directly from "Send Program Links" entering an email and checking the box or boxes you wish to send. The Email Messages and Text Messages are reserved for district templates and should not be used for general contact. Some of these options are designed more for district level reporting

Ending Student Exchange at the End of the Year

Once you know your student has left, use the following as a guide to "end" their exchange in Yeah, this will notify the Alternate Responsible Officer (ARO) to end the exchange with the DoS and RI; on the student profile page select Administrative options; select End Exchange>completed successfully (never select "terminated early" – this is a determination made only by the District Chair). Be sure to enter the actual date they departed. This should be done no more than 24 hours after departure. An End exchange date will then show up on the Processing tab.

