

# The District 5010 YE HUB

## The 24 Hour Office

### Definitions

**HUB:** <http://yehub.net/W01.html> The District 5010 HUB, 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.

**Web Portal:** <http://yehub.net/W01-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. The Portal also provides the ability to file reports: Student Arrival report, Monthly Counselor reports, Student Move report, Host Family Interview Report and 60 day report.

**Vet:** To fulfill requirements of RI and (in the US) the Department of State: Application, Background check and Department of State Certification and Reports from References (2 for Host Family, 3 for a Volunteer). Someone who is not Fully Vetted, except in special circumstances, will only have access to the Web Portal, not the HUB. Vetting is done annually.

**Volunteer application (VA):** <http://yehub.net/W01-volapp> The application that a YEO, Country Officer, Club Counselor or any other Volunteer working with Youth Exchange. This needs to be renewed annually.

**Host Family application (HF) :** <http://yehub.net/W01-hfapp> The application that a Host Family fills out to be considered to host an inbound student. A Host family application is valid for one year. Host families need to renew their application 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. 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 WESSEX not being recertified. We need everyone's cooperation to fulfill this obligation.

### **Reports to File by the Club Counselor or the YEO:**

- **Host Family In Home Visit/ Interview Report** ([Web](#) Portal or the [HUB](#))
- **Host Family Follow up Report** (60 days after student has moved in) ([Web](#) Portal or the [HUB](#))
- **Student Arrival Confirmation** ([Web](#) Portal)
- **Monthly Report** ([Web](#) Portal or the [HUB](#))
- **Host Family Change Report** ([Web](#) Portal or the [HUB](#))

### **How to:**

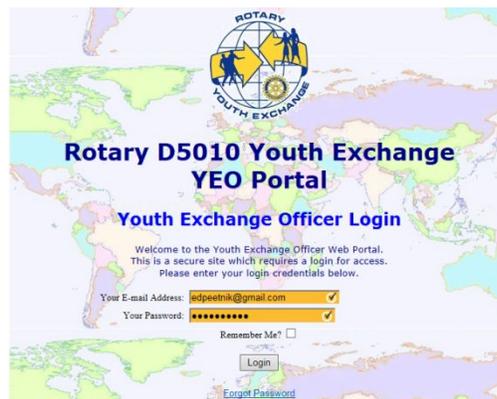
**Vet the Volunteer** (YEO, Club Counselor, Club or Committee member, Country Officer or District Volunteer needing access to data)

1. Go to <http://yehub.net/W01-volapp>
  - You can email this link to Volunteers
  - 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 the District and approved by a District Officer.
  - The Volunteer applicant should email the references and ask them to be looking for an email from Rotary, 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 Volunteer is sent a link to do their Background check. The link to the Background check is <https://rotary5010.volunteerportal.net>
4. The password is: *Rotary5010*
5. The Volunteer will also be sent a link to the [Traincaster link](#) for the DOS certification. If the Volunteer does not know their log in information they can click "Forgot log in information" and one will be emailed to them at the same email address that is registered with the HUB.
6. Once approved you will receive an email saying you are approved
7. 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.

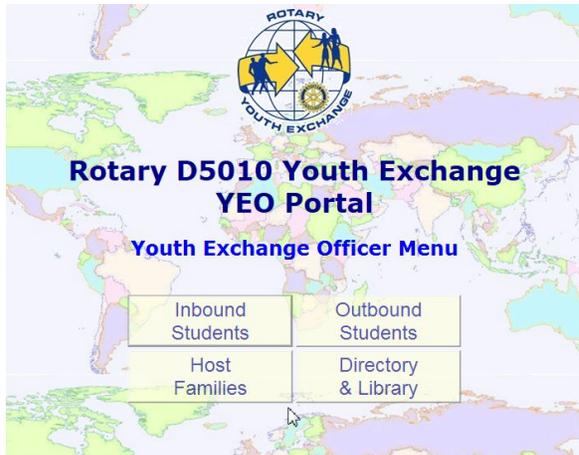
**Vet a Host Family:** The HF application is valid for one year

1. Go to <http://yehub.net/W01-hfapp>
  - You can email this link to potential host families
2. The HF will need to provide two references with email addresses. A short questionnaire will be automatically sent out to the references, who will complete it. Once complete, a notification will be sent back to the appropriate District Officer who will review and approve the response.
  - The HF should send an email to each of their references and ask them to be looking for an email, 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 Host Family members will be sent a link to do their Background check.
  - Anyone that lives in the home and is over 18 during the time of the Inbound students stay, should fill out a Background check.
4. Once this is done the YEO will receive an email that says it is time to do the host family home visit.
  - After visiting with the Host Family and these topics are discussed, a report is filled out on the Web Portal or the HUB under the HF file.
    - i. What is Rotary
    - ii. Role of the YEO, Club Counselor
    - iii. Responsibility to school work
    - iv. Who pays for what
    - v. Future events
    - vi. What to do in an emergency, if there are difficulties
    - vii. Explanation of Travelling Notebook
    - viii. Once approved you will receive an email saying the family has been approved and you can share the application with them, leaving out the confidential school report.
5. If any of this is overdue, a reminder will be sent out repeatedly (ANS: Automated Nagging System)

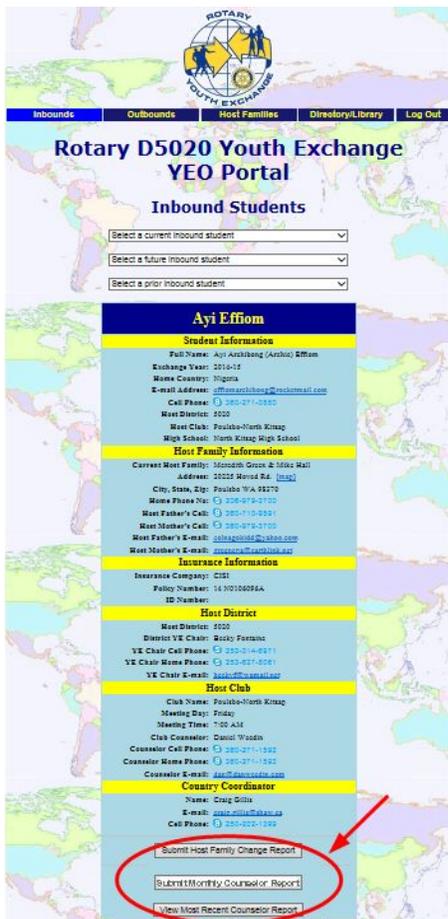
**Web Portal** , this can be on your cell phone, your tablet or your computer. On your phone or tablet or computer...create a link to click to enter the web portal: <http://yehub.net/W01-portal>



Use the email on record with the HUB for username, the first time you will need to click “Forgot Password”, you will then reset your password, it needs to have a capital, numbers and letters at least 8 in length. Your username for the Web Portal is the same as you would use on the HUB.



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 three ways to see or view reports at the bottom of the student’s file:

- 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!



1. Current, Future, Past **Inbound Student**

- 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 they will not show up on the list of possible HFs. If they have not been approved, they will show up as being 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 DOS.
- **Inbound Student Monthly Counselor Reports**
- View past **Monthly Counselor Report**

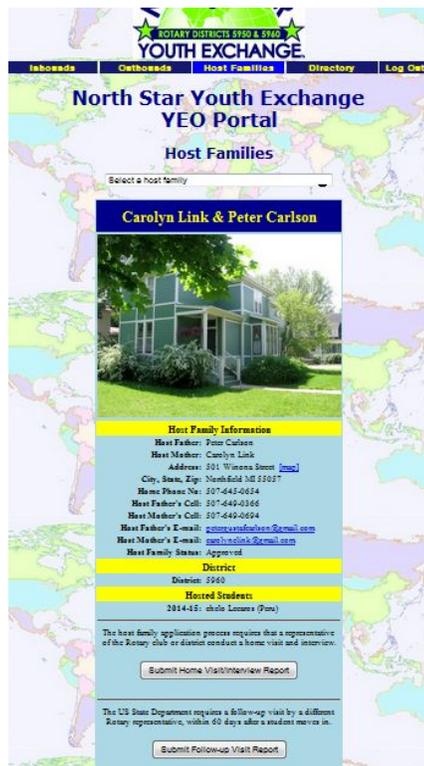
• Current, Future, Past **Outbound Student**

- Student Information
- State side family information

• **Host Family**

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

- 
- 



This is Host Family File. Notice the two reports on the bottom:

Submit Host Family/ Visit Report

Submit Follow up Visit Report (60 day). The YEO will receive a notice when this is due

Name	Title/Position	Dist	Phone	E-mail Address
Anderson, Christine	Country Officer Coordinator	5950	612-247-4977	<a href="mailto:christine.anderson518@gmail.com">christine.anderson518@gmail.com</a>
Anderson, Jean		5960	763-242-3114	<a href="mailto:jeanander575@hotmail.com">jeanander575@hotmail.com</a>
Baker, Pamela	YEO	5960	651-247-9594	<a href="mailto:pbaker@lakesimobank.com">pbaker@lakesimobank.com</a>
Bawden, MaryAnn	Insurance Officer	5960	612-850-1203	<a href="mailto:mabawden@me.com">mabawden@me.com</a>
Briggs, Syd	Country Officer	5960	507-456-0292	<a href="mailto:sydbiggs@hotmail.com">sydbiggs@hotmail.com</a>
Burkhart, Marc	YEO	5950	507-276-0437	<a href="mailto:marc@burkhart.com">marc@burkhart.com</a>
Capp, Rich		5960	612-747-7178	<a href="mailto:rcstaryrick@gmail.com">rcstaryrick@gmail.com</a>
Collins, James	Country Officer	5960	979-299-8705	<a href="mailto:collins.james.e@gmail.com">collins.james.e@gmail.com</a>
Confer, Diane M.	Executive Secretary	5950	763-553-1604	<a href="mailto:northstaryeooffice@gmail.com">northstaryeooffice@gmail.com</a>
DeLuca, Melanie	Country Officer	5950	612-747-1635	<a href="mailto:meldeluca@gmail.com">meldeluca@gmail.com</a>
Dilley, Vicki	YEO and YEO Coordinator	5960	507-271-5200	<a href="mailto:northstaryeo@gmail.com">northstaryeo@gmail.com</a>
Ericksen, Paul		5960	651-485-6744	<a href="mailto:paul.ericksen@lakeview.org">paul.ericksen@lakeview.org</a>
Estenson, Rick	Vice Chair of Studen	5960	612-242-1897	<a href="mailto:rickesty@gmail.com">rickesty@gmail.com</a>
Franko, David	Country Officer	5960	651-208-9832	<a href="mailto:david.j.franko@scenergy.com">david.j.franko@scenergy.com</a>
Gawrys, Rhanna	Compliance Coordinat	5950	651-500-2297	<a href="mailto:rhdocuments@gmail.com">rhdocuments@gmail.com</a>
Gerdin, Al	Responsible Officer	5950	763-533-4584	<a href="mailto:algerdin@att.net">algerdin@att.net</a>
Halverson, Karna	ARO	5960	612-272-8168	<a href="mailto:northstarresponsibleofficer@email.com">northstarresponsibleofficer@email.com</a>

There is also a Directory for you to call the Chairperson, the Country Officer or whoever else you need to get ahold of. This is at your fingertips on your phone or your tablet.

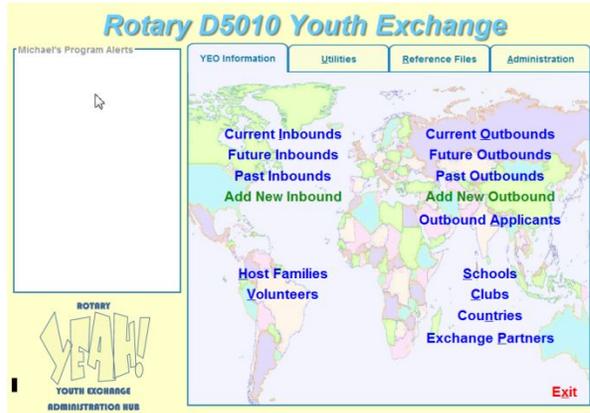
[HUB](#), the big kahuna of information on our Students, Host Families and Volunteers

<http://yehub.net/W01.html>. A new install of java script 7 must happen before you can open the HUB on the computer. After this download there will be a link on your desktop, I suggest you also have a link on your start up and tool bar. You only need to do this on your initial opening of the HUB, not each time you log in.



Link on desktop, toolbar and start up.

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, the first time you will need to click "Forgot Password" if you do not have the email welcoming you to the Web Portal that includes a temporary password. You will then reset your password, it needs to have a capital, numbers and letters 8 in length.



Each Club has a personalized dashboard with links to Students, Host Families and Volunteers they are responsible for

1. Student information
2. Documentation
  - Application
  - Insurance information
  - Guarantee forms
  - Immunizations
  - Passport
  - Photo
  - Special Notes/ Alerts
  - Confidential information only viewable by a few
  - Flight information
  - Contracts/ Agreements
  - Everything the DOS wants to know
3. Email and instant messaging capabilities
4. Document Library for all NS Volunteers
5. Capability for running reports
6. And MORE

Rotary Youth Exchange Administration Hub via JWS

### Outbound Students - Future

Student Name	Sex	Year	Dist	Country	Sponsor Club	Indicators (click key above for legend)
Bartolo, Rosario (Gail)	F	2014-15	5960	Norway	Northfield	ACI E PP I GF I Dp I IN I
Guyott, Madeline (Maddie)	F	2014-15	5960	Peru	Northfield	ACI E PP I GF I Dp I IN I
Holman, Katelyn (Kate)	F	2014-15	5960	Indonesia	Northfield	ACI E PP I GF I Dp I IN I
Jewison, Bethany	F	2014-15	5960	Brazil	Northfield	ACI E PP I GF I Dp I IN I
Munoz, Gabriela (Gabby)	F	2014-15	5960	Argentina	Northfield	ACI E PP I GF I Dp I IN I
Simnet, Danica	F	2014-15	5960	India	Northfield	ACI E PP I GF I Dp I IN I
Taylor, Steven (Steve)	M	2014-15	5960	Czech Republic	Northfield	ACI E PP I GF I Dp I IN I
Tisdale, Giselle	F	2014-15	5960	Italy	Northfield	ACI E PP I GF I Dp I IN I
Tjorden, Amelia (Mille)	F	2014-15	5960	Faroe Islands	Northfield	ACI E PP I GF I Dp I IN I
Van Roveel, Johnathan	M	2014-15	5960	Czech Republic	Northfield	ACI E PP I GF I Dp I IN I
Weaver, Lila	F	2014-15	5960	Brazil	Northfield	ACI E PP I GF I Dp I IN I

Detail Exit

To view a student's file either double click on their name or click on 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. If you forget a name and you remember a part or something about them you can use the 'funnel' to do that search.



Rotary Youth Exchange Administration Hub via JWS

### Inbound Student Options

**Inbound Detail** | Host Families | Documents | Notes/Alerts | Travel Info | Processing

**Lecaros, Marcelo (Chelo)**  
2014-15 Inbound from Peru

Last Name(s) **Lecaros** Suffix  
 First Name **Marcelo** Middle Name(s) **Roy**  
 Nickname **Chelo** Sex **M**

E-mail Address **reynodelmar\_31@hotmail.com**  
 Date of Birth **01/31/1997** Arrival Age: 17 yrs, 6 mos  
 Country of Birth **Peru** City of Birth **Arequipa**

US Cell Phone **507 491 4282** SEVIS ID No. **N0011589533** Country of Citizenship **Peruano**  
 Insurance Co. **CISI** Policy # **14 N0106096A, Plan B** ID No. **1359751**

**Natural Parents**  
 Name **Juana Socorro Zegarra Barrios** E-mail **flordelmar\_102@hotmail.com**  
 Name **Jose Marcelino Lecaros Chavez** E-mail **flordelmarperu@hotmail.com**

**Host Information**  
 District **5960** Rich Capp, YE Chair  
 DCnslr **Dilley Vicki 5960**  
 Club **Northfield**  
 CCnslr **O'Neil Patrick 5960**

**Schools**  
 Northfield High School  Current

**Sponsor Information**  
 Country **Peru** Partner **PERU D4455** Status: Active  
 District **4455** Club **Rotary Club Ilo** ID No. **14038**

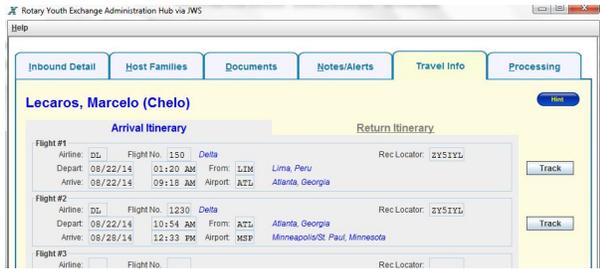
Edit Save Exit

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 with the email and then upload.

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

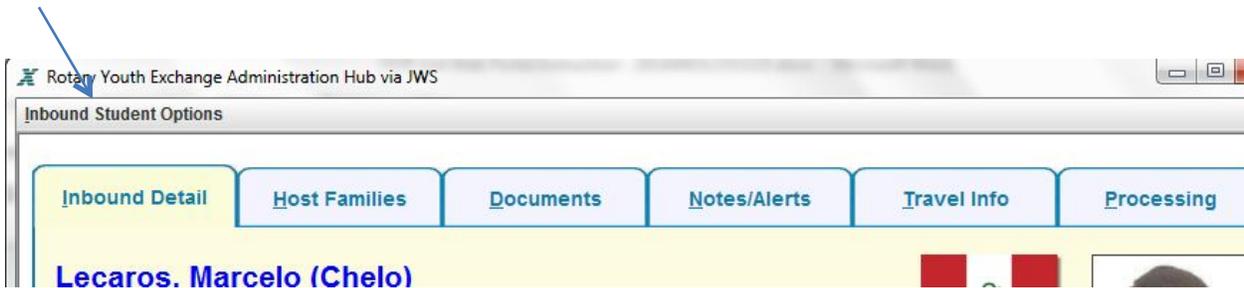
**Notes/ Alerts....** you might want to leave a note that such as “she is feeling homesick, she is feeling better, she is going to go to Tahiti over Christmas with her host family”. Leave notes that would be of value to others or something that needs to be remembered.

The **Travel Information** is the page to put in their flights, in and out. The important thing here is to put the ‘locator number’ as well as the other information. Make sure you are putting the Departure and Return information under the correct tab.



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

Click on **Inbound Student Options** and choose messages and then click if you want to send an email or text. Generally you will want to select a Local email, the others are more templates. You can also send a text message that you type right from your computer and if you like, you can select the date and time you want it to go out (maybe you want to wake up a student for a particularly early departure). They cannot reply to the email, but hopefully they have your cell number or you can include it in the text.



## **Data Entry responsibilities:**

### **1. Outbound Applicants**

- Outbound applicants link to the application:

### **2. Outbounds**

- When an applicant is accepted they become future Outbounds
- Insurance information: Country Officer will upload
- Flight information: The YEO, CC or CO should do this, whoever receives the data first. *Note: In the future, this will be automatically uploaded by travel agency*
- Cell phones in their host Country should be entered by the Country Officer

### **3. Inbounds**

- Initial information added by District Admin 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 YEO or the Club Counselor, original kept for safe keeping
- 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: The YEO, CC or CO should do this, whoever receives the data first.
- Student ID Cards. The first one will be generated by the District Admin office, the second and third (to reflect new HF information) will be done by the YEO or CC.
- Student move: Club Counselor should report via the Web Portal the move
- Monthly report: Club Counselor and/ or the YEO, one from each is good too.
- Once they have a cell phone, the YEO or CC should enter that number

### **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

### **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** of Host Family: Go to the Host Family file, go to Approval Process Tab and at the bottom of the file is the link to the report.

**Anderson, Peter**

HF Application: Rec'd: MM/DD/CCYY Eval: [ ] By: [ ] Date: MM/DD/CCYY  
 Reference #1: Rec'd: MM/DD/CCYY Eval: [ ] By: [ ] Date: MM/DD/CCYY  
 Reference #2: Rec'd: MM/DD/CCYY Eval: [ ] By: [ ] Date: MM/DD/CCYY  
 Home Visit/Interview Report: Rec'd: MM/DD/CCYY Eval: [ ] By: [ ] Date: MM/DD/CCYY  
 Follow-up Visit Report: Rec'd: MM/DD/CCYY Eval: [ ] By: [ ] Date: MM/DD/CCYY

Host Family Members					
Full Name	Birth Date	Bkg Chk Date	At Home?	Status	Parent?
Anderson, Peter			Y		Host Father

Local Training: MM/DD/CCYY  
 Host Family Status: Incomplete

Submit Home Interview Report    Submit Follow-up Visit Report

14    Edit    Save    Exit

- **Submit Follow-up Visit Report** of Host Family: Go to the Host Family file, go to Approval Process Tab and at the bottom of the file is the link to the report.
- If the Host Family attended any local training (District or by the Club leadership) put in the date at the bottom left of this page

**Sivanich, Andrei & Wendy**

HF Application: Rec'd: 05/10/2014 Eval: Approved By: V. Dillley Date: 05/10/2014  
 Reference #1 Brian Morris and Carl Dwyer: Rec'd: 05/10/2014 Eval: Approved By: V. Dillley Date: 05/10/2014  
 Reference #2 Amy Bourud: Rec'd: 05/11/2014 Eval: Approved By: V. Dillley Date: 05/11/2014  
 Home Visit/Interview Report: Rec'd: 05/21/2014 Eval: Approved By: D. Condez Date: 05/22/2014  
 Follow-up Visit Report: Rec'd: MM/DD/CCYY Eval: [ ] By: [ ] Date: MM/DD/CCYY

Host Family Members					
Full Name	Birth Date	Bkg Chk Date	At Home?	Status	Parent?
Sivanich, Wendy Marie			Y	Approved	Host Mother
Sivanich, Andrei Michael			Y	Approved	Host Father
Sivanich, Katherine			Y		Non-Parent
Sivanich, Margaret			Y		Non-Parent

Local Training: MM/DD/CCYY  
 Host Family Status: Approved

Submit Home Interview Report    Submit Follow-up Visit Report

557    Edit    Save    Exit

**Submit Host Family Change Report:**

Start Date	Display Name	Address
08/30/14	Kathleen & Kevin Knoblach	[REDACTED]

**Further Instructions**

**Upload of Guarantee Forms**

Completed Guarantee Forms 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 Processing tab. That button will open up a new subform that looks like this:

Host District: 6930  
Host Club: Select  
School: Select  
Preferred Arrival Airport: Select  
Second choice airport (opt.): Select  
First Host Family: Select

Host Family not in list? Check this box if Family will be added later:

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.

Now, in some situations, it is possible that a family that has agreed to host your student may not yet have completed their Host Family Application form. We would encourage you to have them do so promptly, but they don't need to be fully vetted when completely the GF. They do need to be fully vetted before corresponding with the student, which is one of the things the student is most looking forward to.

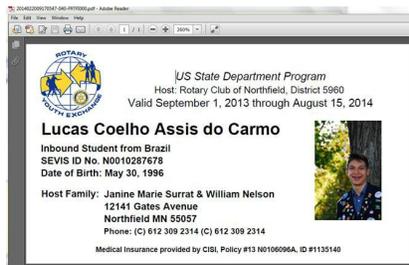
If you can't find the host family on the list, that means they haven't submitted their application yet. Note that they will appear on the list as soon as they submit their application – it doesn't wait for their references, background checks, etc. So if you can't find them on the list, then you can check the box on the last line.

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 can be sent to the Country Officer, District Chair and District Inbound Vice-Chair.

## How to create an ID Card

Go to the Utilities Tab, select Generate a Report and select Inbound and then select Student ID card.

## Sample ID Card



Accessing the **Document Library**: Go to the Utilities tab, go to Document Library.

You can view from here or you can email a document from here.

