

**Standard** **101**

Workforce Solutions communication system is established to transmit timely and current information through an issuance process for board policies, standards and guidelines. The regional web site is used to electronically share workforce information to partners, employers and citizens in the workforce area.

Career office operators will create an internal process where relevant workforce system policies and standards and guidelines are made available to career office managers/staff.

**Intent**

The Gulf Coast Workforce Development Area is expansive and diverse with both highly populated urban areas and rural areas. The larger workforce system consists of many organizations providing a variety of services for Gulf Coast residents. Various funding sources support the workforce system. Workforce Solutions Employer Service and Resident Service divisions are operated by several contractors.

It is very important to have a comprehensive and reliable communication system in place in order to effectively distribute information throughout the system.

Documents and issuances covered under this Standard and Guideline should be distributed throughout Workforce Solutions system. Workforce Solutions managers are responsible for ensuring documents and issuances covered in this Standard and Guidelines are made available to all affected staff in a timely fashion.

**Process**

- A numbered and dated issuance system transmits Workforce Solutions policies, procedures, standards and guidelines.
- The issuance documents are numbered with the current year (i.e. 1999 or 2000) and sequentially numbered (i.e. 01; 02). This date and number notation is found in the upper right hand corner on the first page of the issuance.
- New or updated issuances are accompanied with a cover memorandum stating the purpose of the information. If the issuance is available for comment from system partners it is designated a *DRAFT*. The memorandum notes the length of the comment period which is generally no more than two (2) weeks and the staff person to whom the comments are to be directed.

- At the end of the comment period staff consider all comments received and appropriate changes are inserted into the document. Generally, this takes approximately three (3) weeks or less after receipt of the comments. The document is then issued in its' *final* form through the dated and numbered issuance system
- If a document receives extensive comments, a workgroup may be formed to immediately discuss the comments and determine changes to the document content. This is done quickly to expedite the issuance of information to the system partners through the dated and numbered communication system as *final*.
- A change or amendment to a document is made in the dated and numbered issuance system by using the original date and number with *Amendment 01 and the effective date of the amendment*. For example it could read: Inventory Transfer Form 1999-03: Amendment 1, 2/10/2000. This demonstrates that the original issuance of the transfer form dated 1999-03 is amended effective February 10<sup>th</sup>, 2000. Notating changes in this way help assure staff use the most current version of the document or policy.
- Workforce Solutions contractors' administrative staff and office managers are responsible for sharing information received through Workforce Solutions communication (issuance) system to all staff and incorporating it into the operating processes. Each office must have a written communication system, known to all staff, for timely sharing of current information
- It is recommended that Workforce Solutions offices maintain a central manual of all workforce board issued numbered and dated policies, standards and guidelines. The manual should be in a central location accessible to all staff for review. This is especially helpful to new staff members coming into the office.
- The manual should have a 'table of contents' in the front with columns for the document topic, the issue date and the number. Any amendment to that document is inserted into the table of contents under the original document with the amendment number and effective date.
- All obsolete (no longer used or outdated) documents are removed from the manual but retained in a back section for reference.
- Such a manual provides a clear understanding of *current* policies as well as tracking and documentation support for any changes in the system as a result of following the issued policies, standards or guidelines.
- The office manager or management team should designate a staff person or team to ensure the manual is kept current and accurate.

### ***Workforce Solutions Web Site***

Workforce Solutions policies, standards, guidelines, and procedures are posted to the web site at <http://www.theworksource.org/> Other information of the workforce area can be found at the website including the locations of Workforce Solutions offices and the services offered to residents and employers.

### ***Communication-Other***

Other methods of communicating include e-mail, fax, letters or memorandums. These may be directed to specific individuals regarding a specific topic of concern only to them. Information of general nature such as an announcement or notice of the meeting, seminar, workshop, workgroup is distributed to the entire system or to select staff involved in the subject.

This process in no way is intended to exclude anyone from notice but rather to direct the communication to those whom it affects. Workforce Board members may be included in various notices as well. Anyone wanting to be notified of all communication should notify the workforce board staff to place their name on a general mailing list.

### **Review**

H-GAC will conduct periodic reviews of Workforce Solutions offices communication policy.