

POLICY

CATEGORY:	Board Administration	No: 1.0.107.03
TITLE:	Communication Process	
SUPERSEDES:	No. 1.0.107.02 dated September 15, 2011	
EFFECTIVE:	August 29, 2014	
BOARD APPROVAL:	August 28, 2014	
DATE OF LAST REVIEW:	August 28, 2014	

I. PURPOSE:

The intent of this policy is to establish a coordinated and uniform communication process between Administrative and Programmatic professionals. The policy is not intended to limit communication but rather facilitate an effective protocol for management of information.

Affected parties: The Board of Directors, Board Members, Board staff, and personnel of any Contracted Service Providers

II. DEFINITIONS:

Board of Directors: The Board of Directors of Workforce Solutions of the Coastal Bend (WFSCB).

Board Staff: Administrative personnel of Workforce Solutions of the Coastal Bend.

Commission: The Texas Workforce Commission.

Contracted Service Provider (Contractor) - A business entity or person, except a state agency, who contracts with the Board to provide workforce services, including one-stop services.

III. POLICY STATEMENT:

Workforce Solutions of the Coastal Bend shall have a well-coordinated and effectively managed communication system in place that is timely, efficient, appropriate, and responsive to the diverse information needs to the system.

All Board Staff and all Contracted Service Providers and their respective staff members shall follow the established communication procedures.

IV. PROCEDURES:

Keeping Management Advised of Issues

All decisions and policies, and communications concerning decisions or policies, from the members of the Board Staff shall be routed to the Board President/CEO, or the President/CEO's designee, for appropriate distribution.

In order to facilitate the resolution of issues and the smooth delivery of services to Workforce Solutions clients, all written communications directed to any member of the Board Staff or the Board of Directors by any Contracted Service Provider Board or Personnel member regarding operational matters shall be copied to the Board President/CEO and the Contractor Service Provider President/CEO or their designees. This requirement shall not apply to invoices, reimbursement documentation and other routine communications

as described below, but any communication concerning a policy or other issue requiring resolution shall be copied to the Board President/CEO and the Contracted Service Provider, or their designees in order to keep management fully advised of such issues.

Board Staff may communicate with any Contracted Service Provider Personnel member directly about programmatic, administrative and fiscal issues when necessary to carry out their job responsibilities. Contracted Service Provider staff may communicate with designated Board Staff about day-to-day programmatic, administrative and fiscal issues when necessary to carry out their job responsibilities.

Resolution of Issues among the Commission, the Board and Contracted Service Providers

The contractual and funding relationships in place are that the Commission contracts with and provides funding for the Board, and the Board contracts with and provides funding for Contracted Service Providers. When questions arise concerning operational matters, policy issues and regulatory interpretation, the Board Staff and Contracted Service Provider shall resolve the questions in a manner consistent with the contractual and funding relationships. A Contracted Service Provider and its Board of Directors shall first direct any questions concerning operational matters, policies and regulatory interpretation to Board Staff.

The Board Staff shall consult with the Commission in connection with the resolution of any regulatory interpretation, and the Board Staff may arrange conference calls or other three-party meetings as needed with the Contracted Service Provider personnel and the Commission, as appropriate. Upon resolution of the issue, the Board Staff shall communicate such findings to the Contracted Service Provider, with copies to the Board President/CEO and Contracted Service Provider President/CEO as provided above. In the event that the Contracted Service Provider disagrees with the Board Staffs' decision, it shall follow the applicable grievance procedure.

Involvement of Public Officials

Workforce Solutions of the Coastal Bend operates under a Partnership Agreement with the units of local government within the workforce service area which defines the roles and responsibilities of the Chief Elected Officials and other public officials associated with the entities. Contracted Service Providers shall be provided a copy of the Partnership Agreement and become familiar with its provisions. The business of the Chief Elected Officials under the Partnership Agreement is conducted in open meetings convened in compliance with applicable laws.

Contracted Service Providers shall not circumvent the process provided in the Partnership Agreement or the Texas Open Meetings Act or this Policy by communicating with public officials directly on particular operational matters or contractual matters which are assigned to Workforce Solutions of the Coastal Bend under the Partnership Agreement.

Personnel Issues

In order to comply with privacy and confidentiality issues, any communication regarding personnel issues of the Board or a Contracted Service Provider shall be communicated to the appropriate Human Resources Department, with copies to the Board President/CEO and Contractor Service Provider President/CEO as provided above. In matters involving a President/CEO, the communications should be directed to the Chair of the appropriate Board of Directors.

Media Communications

All communications, written or verbal, with members of the media shall be handled by the Workforce Solutions Communications & Outreach Coordinator. If the Communications & Outreach Coordinator is unavailable, the communication shall be made only by the Board President/CEO. The Board President/CEO shall be notified of all communication.

Information of a general nature such as an announcement or notice of a meeting, seminar, workshop, or workgroup shall be distributed to the Contracted Service Providers' designee or Board staff designee.

Contracted Service Providers shall develop policy and procedures to ensure timely communication with all Workforce Career Center staff.

Communication Tools

Communication tools used may include but are not limited to e-mails, communication notices, video conferences, web sites, meeting agendas, written memos or letters and verbal communication.

V. RELATED POLICY INFORMATION:

Anonymous Complaints and Communications, April 23, 2009, No: 1.0.115.00
Discrimination Complaint Procedures revised November 1, 2011
Strategic Marketing Standards and Guidelines 2014

VI. RESPONSIBILITIES:

Board Staff – Consult with others to facilitate internal and external communications

Board President/CEO – Provide approval of Board communications

Contracted Service Providers – Ensure that appropriate procedures are implemented and that all staff and affected parties are aware of and conform to the requirements of this policy.

VII. FORMS AND INSTRUCTIONS:

N/A

VIII. DISTRIBUTION:

Board of Directors Board Staff Contracted Service Provider Staff

IX. SIGNATURES:

Reviewed by EO Officer

Date

President/CEO

Date