



DISTRICT SCHOOL BOARD OF PASCO COUNTY

Kurt S. Browning, Superintendent of Schools

7227 Land O' Lakes Boulevard • Land O' Lakes, Florida 34638

Purchasing Services

Nicole Westmoreland, MBA, Purchasing Agent

813/ 794-2221 Fax: 813/ 794-2111

727/ 774-2221 TDD: 813/794-2484

352/ 524-2221 e-mail: nwestmor@pasco.k12.fl.us

February 18, 2014

MEMORANDUM

TO: Honorable School Board Members

FROM: Nicole Westmoreland, MBA, Purchasing Agent *NW*

RE: Memorandum of Understanding between Pasco-Hernando Workforce Board, Inc.
and the District School Board of Pasco County

The attached Memorandum of Understanding (MOU) is being forwarded for your review and subsequent approval in order to set forth the general conditions in the establishment and operation of the Pasco Hernando One Stop Delivery System. Please reference the attached memo from Mr. Rob Aguis, Director of the Office for Career & Technical Education, for further information regarding this MOU.

At this time, we respectfully request your approval of the attached MOU with the above-referenced facility. The services are outlined in the memorandum and are attached for your perusal. The attached MOU has been reviewed and approved by the District School Board's Attorney, Ms. Nancy Alfonso. The agreement will commence upon execution by both parties and shall remain in effect through June 30, 2014.

Should you have any questions regarding this matter, please contact Mr. Aguis at your earliest convenience.

NW/mv

Attachments

Date/Time: February 12, 2014 08:45:00

(813)794-2000 • (352) 524-2000 • (727) 774-2000 • www.pasco.k12.fl.us

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7227 Land O' Lakes Boulevard • Land O' Lakes, Florida 34638

Office for Career and Technical Education
Rob Aguis, Director
(813) 794-2204 Fax: (813) 794-2794
(727) 774-2204 E-mail: raguis@pasco.k12.fl.us
(352) 524-2204

MEMORANDUM
CTE-069-13/14

January 21, 2014

To: Michael Woodall, Purchasing Agent

From: Rob Aguis, Director, Office for Career & Technical Education *RA*

Subject: **Memorandum of Understanding between Pasco-Hernando Workforce Board, Inc. and the District School Board of Pasco County**

Description:

Approval is requested for a Memorandum of Understanding between the Pasco-Hernando Workforce Board, Inc. and the District School Board of Pasco County with the purpose to set forth the general conditions in the establishment and operation of the Pasco Hernando One Stop Delivery System. This agreement will also establish joint processes and procedures that will integrate the current delivery system, resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to Region 16.

Action Requested:

School Board approval of the Memorandum of Understanding between the Pasco-Hernando Workforce Board, Inc. and the District School Board of Pasco County on February 18, 2014.

Recommendations:

The staff respectfully requests approval of the Memorandum of Understanding between the Pasco-Hernando Workforce Board, Inc. and the District School Board of Pasco County.

RA/bms

Attachment(s)

**PASCO HERNANDO ONE STOP DELIVERY SYSTEM
MEMORANDUM OF UNDERSTANDING
BETWEEN
PASCO-HERNANDO WORKFORCE BOARD, INC.
AND
THE DISTRICT SCHOOL BOARD OF PASCO COUNTY**

1. INTRODUCTION: Various agencies provide specific and diverse employment and training services from varying locations in Pasco and Hernando Counties, Florida. To better serve customers and help individuals and families benefit from such services, local area agencies and organizations deem it appropriate to agree and cooperate with each other for the establishment and operation of the Pasco Hernando One Stop Delivery System.

It is believed the Pasco Hernando One Stop Delivery System will provide for the integrated delivery of employment and training services to our customers in Pasco and Hernando Counties, and will assist community members with labor market information, extensive job linkages, technology broadening services and resources, easier access to training, and quality assurances for the universal customer.

It is our hope the community will view the One Stop Delivery Centers as a single organization. While One Stop Center staff is from different agencies and organizations, we will all work together to serve the universal customer. It is important staff consistently demonstrate friendly and courteous attitudes and work together as a team. The customer is our number one priority. Meeting or exceeding customer needs and our performance objectives is our livelihood, purpose and reason for being a part of the One Stop Delivery System.

2. PARTIES TO THIS MEMORANDUM OF UNDERSTANDING: This Memorandum of Understanding (MOU) is hereby entered into by and between the Pasco-Hernando Workforce Board, Inc. (PHWB) and the District School Board of Pasco County (**DSBPC**) of Land O' Lakes, Florida.

3. PURPOSE OF THIS MOU: The purpose of this MOU is to set forth the general conditions under and by which agencies and organizations will participate and contribute to the establishment and operation of the Pasco Hernando One Stop Delivery System. In addition, this agreement will establish joint processes and procedures that will integrate the current service delivery system, resulting in a seamless and a comprehensive array of education, human service, job training, and other workforce development services to Region 16.

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4. GOVERNANCE STRUCTURE FOR THE ONE STOP SYSTEM:

a. THE PARTNERS ONE-STOP COMMITTEE (POC) By July 1, 2013 or as soon as is practical, Pasco Hernando One Stop agencies/organizations to include **DSBPC** shall designate in writing a representative to serve as a member of The Partners One Stop Committee (POC). The One Stop Operator Program Director shall chair The POC and shall, through the PHWB's Operations/Management Consultant and other means as appropriate, keep the PHWB CEO fully advised of all relevant issues.

b. THE LOCAL CENTER COMMITTEES – By July 1, 2013, or as soon as is practical, each One Stop partner agency/organization shall designate in writing a representative to serve as a member of The Local Center Committee (LCC) for each One Stop in which the agency/organization physically locates permanent or itinerant staff. The local committees will support the staff, customers and operations of their respective One Stop Centers.

LCC Committee chairs will forward any issues/problems not resolved by the LCC to the Chair of the POC. The POC Chair will review these items and may take action or make recommendations for resolution to the LCC and/or to the individuals involved. If the issues/problems are not resolved, The POC chair will notify the PHWB's Operations/Management Consultant prior to placing these items on The POC meeting agenda. One-Stop Center staff concerned about issues/problems should contact their agency/organizational representative to the POC or the LCC. Issues unresolved by The POC will be referred to the PHWB's Operations/Management Consultant, who may attempt a resolution. Issues/problems not resolved at this level may be subsequently referred to the CEO.

c. THE PARTNERS ONE STOP COMMITTEE/LOCAL CENTER COMMITTEE RESPONSIBILITIES:

In tier fashion: The LCC reports to The POC, the POC reports through the PHWB Operations/Management Consultant and the CEO to the PHWB. The POC and LCC duties and responsibilities include, but are not limited to:

1. Identifying issues, problems, or concerns related to One Stop System staff, agency/organizational interaction, center/program operations and performance, customer flow, and customer services.
2. Resolving those issues, problems, or concerns at the lowest possible tier level.

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3. Accepting and reviewing One Stop Center performance reports from participating agencies, organizations and the One Stop Operator, and coordinating with those same entities to sustain/improve operations, services, performance and staff/customer satisfaction.

4. Ensuring that all relevant federal, state, and local policies and procedures are properly incorporated into Pasco Hernando One Stop Delivery System operations.

5. DSBPC RESPONSIBILITIES: As an agency/organization in the Pasco Hernando One Stop System, and party to this MOU, **DSBPC** shall:

a. OPERATIONAL –

1. Maintain and provide updated Adult Basic Education/GED and Career and Technical Education information to customers interested in Pasco Hernando One Stop Core Services.

2. Provide Adult Basic Education/GED and Career and Technical Education services to program certified customers.

3. Accept and process customers referred by other Pasco Hernando One Stop System agencies/organizations to determine their eligibility for Adult Basic Education/GED and Career and Technical Education services. Referrals and customer-related information may be coordinated and/or forwarded directly or via electronic linkages.

4. Participate in the development of a common application or pre-application format and/or procedure and a referral process to direct applicants to other One Stop System agencies/organizations.

5. Ensure a CareerCentral.jobs email address is the primary email address for all staff located on a full time or itinerant basis in a Career Central and/or One-Stop Delivery System office.

6. List job openings through Career Central. Refer customers demonstrating interests in and possibly eligible for agency/organization program services, as appropriate. Ensure all outreach efforts that include a reference to Career Central or the PHWB receive prior approval from appropriate marketing staff.

7. Coordinate customer needs with Pasco Hernando One Stop System agencies/organizations to reduce or eliminate duplicated services and, whenever possible, to develop the best mix of services.

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8. Ensure **DSBPC** staff attend, participate in, and contribute to Pasco Hernando One Stop System cross training activities, as required.

9. Participate in the development and implementation of other One Stop Center procedures, policies, reports customer surveys and operational agreements. Ensure employment placement information generated by **DSBPC** is entered into state and local data collection systems. Actively participate in the development and maintenance of organizational reports that reflect the nature of **DSBPC**'s operations. Provide this information to the One Stop Operator at least quarterly.

10. Support and cooperate with the Pasco Hernando One Stop Operator and other One Stop System agencies/organizations to ensure all federal, state, and local laws, regulations, policies and procedures are applied to One-Stop System operations.

Attachment A contains a description of services to be provided by **DSBPC** in the Pasco Hernando One Stop Service Delivery System. Attachment C contains common area rules and responsibilities for partners whose staff are physically located either full time or on an itinerant basis in service delivery centers operated by the PHWB.

b. FISCAL

1. Provide wages and fringe benefits for all **DSBPC** staff assigned to positions within the Pasco Hernando One Stop.

2. Fund all **DSBPC** supplies and resource materials related to the delivery of **DSBPC** related services.

3. Pay the **DSBPC** portion of costs for office spaces and common area usage as agreed to by **DSBPC**, the PHWB, and the One Stop Operator.

NOTE: DSBPC staff wages represent in-kind contributions toward the total cost of Pasco Hernando One-Stop operations. Those wages will be considered when calculating partner cost sharing commitments.

6. PHWB RESPONSIBILITIES: As a Pasco Hernando One Stop System agency/organization and a party to this MOU, the PHWB shall:

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- a. Administer and oversee Workforce Investment Act (WIA), Welfare Transition Program (WTP), Wagner Peyser (WP) and other One Stop Center program funds and activities within Pasco and Hernando Counties, Florida, as directed by federal, state and local authorities.
- b. Provide, coordinate, and, when necessary, interpret federal, state and local laws, regulations, policies and procedures applicable to WIA, WTP, WP and other One Stop programs.
- c. Provide WIA, WTP, WP and other One Stop funding in support of local operations, as available and authorized. Communicate with other entities having other funding resources or services that could contribute to One Stop System activities.
- d. Coordinate, assist with, and arrange for office spaces and standard equipment to support **DSBPC** staff participating in Pasco Hernando One Stop operations. When possible and necessary, attempt to assist **DSBPC** with funding their One Stop space and equipment requirements. When equipment becomes available, the PHWB will notify Pasco Hernando One Stop System agencies/organizations and will honor requests on a first to ask/most in need/first to receive basis.
- e. Provide staff to assist with POC and LCC responsibilities, as needed and possible.
- f. Serve as a primary point-of-contact and, when necessary, serve as a mediator for issues and concerns that may undermine Pasco Hernando One Stop Delivery System operations, customer, service providers, and/or performance.
- g. Serve as the focal point for all Pasco Hernando One Stop Delivery System performance measures and performance outcomes.
- h. Identify a qualified agency/organization or consortium to serve as the Pasco Hernando One Stop Delivery System Operator. Closely coordinate with the Operator to optimize Pasco Hernando One Stop System operations and customer services.

7. CONFIDENTIALITY POLICY: All client/customer files and personal information will be processed and maintained as CONFIDENTIAL information, in accordance with applicable federal, state and local laws, regulations, policies and procedures. Client/customer information sharing between Pasco Hernando One Stop Delivery System agencies and organizations is permitted; however, information sharing will be conducted on a strict need-to-know basis. Information sharing is allowed only after the organization/staff having the information cites the client/customer's written

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authorization to release personal information if that is required, verifies that the person(s)/organization(s) to receive the information are authorized recipients, and confirms that the recipient(s) understands the need to maintain the information as confidential. A copy of the client/customer authorization form, if that is required and a detailed record of all information exchanges shall be maintained in the client/customer file.

8. PHWB GRIEVANCE PROCEDURES: Attachment B provides an updated PHWB Grievance Procedures applicable to all WTP, WP and WIA participants, subcontractors, employers and interested persons or their representatives. Parties to this agreement must ensure all staff assigned to the Pasco Hernando One Stop Centers read and sign a copy of Attachment B. An authorized, parent agency/organization staff member must also sign the form as witness. Forms with staff member's original signatures are delivered to the PHWB Equal Opportunity Officer for file.

9. AMENDMENTS/CANCELLATION: Amendments to this MOU will be approved by the CEO and the partner organization(s).

Federal and state laws and regulations require that an MOU exist between the Regional Workforce Development Board and an agency/organization providing services at One Stop Centers. Federal and state laws and regulations further mandate that certain agencies/organizations participate in One Stop Centers. Therefore, it is incumbent upon all parties to negotiate solutions to differences/problems that threaten the MOU and/or the Pasco Hernando One Stop Delivery System. In a case where all internal efforts fail to correct the situation, the unresolved issue(s) will be forwarded to higher authorities at local, state and/or federal levels. A jointly signed cover letter will be attached to that correspondence.

10. MOU EFFECTIVE PERIOD: The MOU becomes effective on July 1, 2013 or the date signed by both parties, and will remain in effect through midnight, June 30, 2014.

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NW 2/6/14

11. AUTHORIZATION FOR SIGNATURE:

IN WITNESS WHEREOF, the parties hereto cause this MOU to be executed by their undersigned officials as duly authorized.

<p>Pasco-Hernando Workforce Board, Inc.</p> <p>By: _____</p> <p>Date: _____</p>	<p>The District School Board of Pasco County</p> <p>By: <u>Nicole Westmoreland</u></p> <p>Date: <u>2/6/14</u></p>
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Board Chairperson

Date

Attachment A

Description of Services

District School Board of Pasco County

The District School Board of Pasco County will provide information on Adult Basic Education/GED and Career and Technical Education.

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Attachment B

**Pasco-Hernando Workforce Board, Inc.
Grievance Procedure**

PURPOSE: To comply with the Workforce Investment Act Code of Federal Regulations (CFR), 20 CFR Section 667.600, which requires that the Pasco-Hernando Workforce Board, Inc. (PHWB) establish and maintain hearing and appeal procedures for handling program related grievances/complaints, except for grievances related to Job Corps. (Job Corps complaint/grievance requirements can be found at 20 CFR Section 670.990.) WIA regulations, 20 CFR 667.600 defines the requirements for both the local and State grievance/appeal procedures.

Additionally, certain actions taken by the Governor, State Board or United States Department of Labor (USDOL) against the Board may be appealed.

SCOPE: Under WIA, a grievance/complaint can be filed by One-Stop partners, One-Stop operators, service and training providers, participants, contractors, and others receiving WIA funds or participating in WIA activities who have been adversely affected by the local WIA programs or decisions. The majority of complaints/grievances will be handled at the local level using the procedures herein.

This policy applies whenever the PHWB's sub-recipients, subcontractors, WIA or Welfare Transition Program participants, other interested person, or their representative files a non-criminal, nondiscrimination, or displacement grievance; or requests a review against or with the recipient (PHWB) alleging a violation of the WIA, Welfare-to-Work regulations, Welfare Transition Program, TANF Law, Division policies, grants, or other agreements.

The policy also includes procedures for the resolution of grievances arising from the recipient's (PHWB's) actions with respect to investigations or monitoring reports. If violations are substantiated against the local Board, the Regional and State Workforce Development Board Grievance/Complaint Hearing and Appeal Procedures may also apply PDI WDCP 00-004.

POLICY: The PHWB, sub-recipients, employers, contractors, grantees, and other affected parties that receive funds under the WIA, Welfare-to-Work, or Welfare Transition Programs, or as part of a program or contractual agreement, must maintain grievance hearing and appeal procedures.

This policy shall be made available to all interested parties, and participants shall be notified of their rights prior to services being rendered by the Board's One-Stop Career Staff via the form entitled **Certification of Understanding, Pasco-Hernando Workforce Board, Inc. Participant Grievance/Complaint Hearing**



and Appeal Procedures found at the end of this grievance procedure. A copy of this form will be discussed with the participant, staff and participant will sign the form, and the form with original signature will be retained in the participant's file.

Until further notice, records will be retained in accordance with the requirements of the WIA Act and 20 C.F.R., Section 627.460.

**NON-CRIMINAL, NON-DISCRIMINATION GRIEVANCE/COMPLAINT
HEARING/APPEAL PROCESS:**

The PHWB, hereafter referred to as the Board, sets the following procedures for processing non-criminal and displacement grievances. The Board first advocates problems be resolved between the conflicting parties, i.e. participants work with their case managers for resolution.

When resolutions cannot be reached to the claimant's satisfaction, within 120 calendar days following the alleged violation or adverse action, a request for a hearing may be made by writing a letter about the grievance/complaint to Hearings Officer, Pasco-Hernando Workforce Board, Inc. 3185 Premier Drive, Brooksville, FL 34604. The letter must have 'Request For Hearing' at the top of the page, cannot exceed 5 pages (not including exhibits and attachments), must include the claimant's mailing address and be sent by certified mail, return receipt. The Board's Hearing Officer will conduct a thorough review of all the facts and attempt to settle the grievance with the claimant. If a settlement cannot be reached, then the Hearing Officer will send a hearing notice to the claimant, by *certified, return receipt mail at least 10 calendar days prior to the hearing.

The hearing notice should advise the claimant of the following:

- The date, time, and place of the hearing;
- The pertinent sections of the WIA and any federal regulations involved;
- Affected parties may present witnesses or documentary evidence at the hearing;
- Affected parties may be represented at the hearing by an attorney or other representative; and

The parties will receive the decision within 30 calendar days after the hearing is completed (all of which will be completed within a required 60 day timeframe).

*Failure to accept the certified mailing may constitute a waiver of the right of notice and the Hearing Officer shall then serve the copy by regular mail, (*in this case, the time for taking further action shall begin to run 5 calendar days from the postmark date of the letter*).

If the claimant receives an adverse decision, s/he may file an appeal within 120 calendar days of the alleged violation or adverse action to: Agency for Workforce



Innovation, ATTN: Mr. Thomas McGurk, Director, 1320 Executive Center Drive, Suite 300 Atkins Building, Tallahassee, Florida 32399-2250. The appeal should be in the same format as previously described for local filing and if applicable, include any written decision made by the local Hearing Officer. The State Administrative Entity will attempt to resolve the grievance informally, however, if it is determined that the claimant needs a State level hearing, then s/he and the local Hearing Officer will be sent a notice of the hearing by certified mail, return receipt, at least 10 calendar days prior to the hearing. The notice will include the date, time, and place of the hearing; the pertinent sections of the Workforce Investment Act and any federal regulations involved; notification that parties may present witnesses or documentary evidence at the hearing and both may be represented at the hearing by an attorney or other representative; and that both parties will receive a copy of the hearing officer's decision within 30 calendar days after the hearing is completed. (State level hearings are scheduled and completed within the required 60 calendar days of the official filing of the grievance/complaint.

*If the claimant has a disability needing special accommodations, s/he needs to call the State Administrative Entity WIA program administrator at (850) 487-2380 at least 5 working days prior to the hearing and tell them what special accommodations are needed in order for the claimant to participate in the hearing/appeal.

Under WIA regulations, 20 CFR Section 667.600, if the State has not reached a decision on the claimant's appeal within the required 60 calendar days, then s/he may file an appeal, certified mail, return receipt, no later than 120 calendar days from the date that the grievance was filed at the state level to: Secretary of the U.S. Department of Labor, Attention: Assistant Secretary Employment and Training Administration, S2307, Washington, D.C. 20210. A copy of the appeal must be simultaneously provided to the State Administrative Entity. *The claimant may not appeal sanctions applied by the local Workforce Board for using a controlled substance or termination of program eligibility.*

Note: Nothing included in this policy precludes the claimant from pursuing a remedy authorized under another Federal, State or local law.

REPORTING CRIMINAL FRAUD AND ABUSE:

WIA Section 667.630 describes the process for reporting complaints and/or reports of criminal fraud and abuse. Complaints/reports must be reported immediately to the USDOL Office of Inspector General, Office of Investigations, Room s5514, 200 Constitution Avenue, Washington, D.C. 20210 or the complaint or report can be mailed to the USDOL South East Regional Inspector General for Investigations, Office of Investigations, Sam Nunn Atlanta Federal Center, 61 Forsyth Street, SW, Suite 6T1, Atlanta, Georgia 30303 with a copy simultaneously provided to the Employment and Training Administration. Reports or complaints alleging criminal fraud and abuse may also be reported through USDOL's Hotline at 1-800-347-3756.



REPORTING DISCRIMINATION COMPLAINTS:

WIA Section 667.275 (a) requires that recipients of WIA funds comply with federal nondiscrimination and equal opportunity laws. WIA discrimination complaints may be filed directly with the USDOL Director of Civil Rights Center, Room N4123, 200 Constitution Avenue, NW, Washington, DC 20210 or to the Agency for Workforce Innovation, ATTN: Mr. Thomas McGurk, Director, 1320 Executive Center Drive, Suite 300 Atkins Building, Tallahassee, Florida 32399-2250.

Forms and instructions for filing a discrimination complaint may be obtained by contacting the Agency for Workforce Innovation, Human Resource Management, 1320 Executive Center Drive, Room 115 Atkins Building, Tallahassee, Florida 32399-2250. (850-488-7228, ext. 1160). If the person filing the complaint is sight or speech impaired, they should call the Florida Relay System at 1-800-955-8770 for voice assistance in contacting the Agency for Workforce Innovation.

LOCAL CONTACT: **Dave Hamilton, dhamilton@careercentral.jobs**

EXPIRATION DATE: Indefinite

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**Certification of Understanding, Pasco-Hernando Workforce Board, Inc. Participant
Grievance/Complaint Hearing and Appeal Procedures**

As a WIA/WP/Welfare Transition Program participant, contractor, One-Stop partner, One-Stop operator, service and/or training provider, employee, employer and/or other entity receiving WIA/WP/Welfare Transition Program funds or participating, enrolled or contracted with the Pasco-Hernando Workforce Board, Inc., **I certify that I have read the above statement and understand my rights and responsibilities as enumerated.**

Participant/Service Provider Employee/ Employer/or other Signature Date

As a representative of the Pasco-Hernando Workforce Board, Inc., and/or WIA/WP/Welfare Transition Program staff, I verify that the above-signed individual has read the Grievance Hearing/Appeal Procedures and has indicated an understanding of it.

PHWB Service Provider Signature Date

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ATTACHMENT C

COMMON AREA RULES AND RESPONSIBILITIES
PASCO HERNANDO ONE STOP SERVICE CENTERS

(THESE RULES APPLY TO PARTNERS WHOSE STAFF ARE PHYSICALLY LOCATED EITHER FULL TIME OR ON AN ITINERANT BASIS IN SERVICE DELIVERY CENTERS OPERATED BY THE PHWB.)

Common area requirements and responsibilities are overseen, coordinated and managed by the Pasco Hernando One Stop Operator and shared by all agencies/organizations physically co-located in the One Stop. Common area requirements and responsibilities include:

- **AC/HEAT** – Controlled by the landlord (building owner) and/or the One Stop Operator. Designated One Stop Operator staff may make temporary adjustments upon request.
- **APPEARANCE/DRESS** – All Career Central staff and partners will dress in professional attire suitable for providing services within offices administered by the PHWB. **Monday through Thursday:** Men are required to wear business attire including appropriate slacks and suitable shoes. No tennis shoes or sandals are allowed. Women are required to wear appropriate dresses, slacks and business attire. Tennis shoes and/or flip flops will not be allowed. **Career Central logo shirts are acceptable business attire.**
Friday/Casual Days: Casual business attire. Men’s shirts must include a collar or be a polo style shirt. No flora or loud shirts (Hawaiian shirts) will be allowed. No jeans, tennis shoes or Capri’s. No “theme” shirts. Career Central shirts are appropriate for casual Friday and for special events. **Work Day or Special Event Day:** Work attire may be worn on those days that special projects are being conducted, such as clean up day or any special event scheduled by the administrative offices and/or the Center Manager. Jeans and/or tennis shoes will be permitted under these circumstances. However all clothing must be presentable as you will be in the Career Central offices. **No staff will be allowed to wear any clothing item that is offensive and/or unprofessional in nature.** Staff should contact the Center Manager prior to wearing an item if they are unclear whether a clothing item may be construed as inappropriate.
- **BATHROOMS** – Specific restrooms may be designated for staff and customers. To promote building security and safety, all customers should be directed to use customer restrooms. Special circumstances may lead staff to make occasional exceptions. In those cases, staff should escort the customer between the work area and restroom.

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- **BUILDING ACCESS/SECURITY** – The One Stop Operator, working in conjunction with the participating agencies/organizations will establish building access and alarm system procedures. Key distribution/control is at the discretion of the One Stop Operator.
- **CLERICAL SUPPORT** – Each participating agency/organization will provide its own clerical support. Upon agreement with the One Stop Operator and the participating agencies/organizations, clerical duties for the core/reception areas may be assigned on a shared and equitable basis. In those cases, clerical duties will include answering telephones; taking/routing messages; forms and correspondence; collecting, sorting, routing and delivering mail, etc.
- **COFFEE/KITCHEN** - All Individuals utilizing kitchen facilities including coffee machines, microwave ovens, sinks, etc. are asked to assist in keeping the area clean. Contributions for coffee, condiments, dishwashing detergent, towels, etc will be expected of all individuals utilizing the facility. The One Stop Operator is responsible for managing those contributions and expenses. The One Stop Operator may establish an equitable clean-up schedule, if necessary, and may require individual users of the kitchen facility to participate in cleanup.
- **COMMUNITY RELATIONS/COURTESY** –It is important that staff consistently demonstrate a friendly and courteous attitude. Staff members are expected to work together as a team toward customer satisfaction and One Stop Service Delivery System performance objectives. Staff should be courteous to each other, to customers of the One Stop Centers, and apply the Golden Rule at all times.
- **COMPUTER/INTERNET** – All staff physically located either full time or on an itinerant basis at a Career Central or One Stop Service Delivery System office will utilize a CareerCentral.jobs email address as their primary email address. Computers are to be used for business purposes only. One Stop Resource Room computers are for customer use. Computer games and inappropriate use of INTERNET services are unacceptable practices. Customers have priority on Resource Room computers. The One Stop Operator may report unauthorized computer use to the appropriate agency/organization manager. Subsequent incidents may be referred to PHWB Administration for resolution.
- **CONFERENCE ROOMS** – Scheduling the use of conference rooms and other training/testing areas is the responsibility of the One Stop Operator. All One Stop staff and their parent agencies/organizations may use those facilities. Staff supervisors may schedule use of

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conference rooms and training/testing rooms using the One Stop Operator's scheduling system. Supervisors will attempt to resolve competing schedule conflicts at the lowest level. When necessary, a One Stop Operator manager will have final say on conference room and training/test room/area scheduling.

- **COPIERS** – One Stop staff may use any/all copiers located in the One Stop. Bulk copying (over five hundred copies) of forms, for example, shall be accomplished outside the One-Stop Center and shall be at the expense of the One-Stop partner. Copier codes or logs may track agency/organization usage by program and volume. Accurate tracking supports equitable cost sharing. All users must identify themselves to the copier or log in usage. Staff experiencing a problem with a copier should ask for assistance from the designated point-of-contact for the copier in question.
- **CROSS TRAINING** – Cross training sessions will be scheduled by the One Stop Operator on an as needed basis. Sessions will highlight One Stop Center agency/organizations or services provided in the community or at the One Stop Center. All One Stop participants agree to have its staff attend, participate in, and support One Stop Center cross training activities.
- **DOOR CODES** – One Stop door codes (if available) promote personal safety and building security. Staff will not give out door codes to unauthorized people. The One Stop Operator may change door codes whenever a possible compromise is suspected/determined to have occurred. Before a staff member keys in the door code, he/she must ask all non-staff persons to move back from the door/or block their view of the key panel. Staff should report any possible door code compromise to the One Stop Operator immediately.
- **EMERGENCY/DISASTER PREPAREDNESS** – For the safety of all persons working in and/or visiting the Pasco Hernando One Stop Center, all staff, regardless of parent agency, must be familiar with and closely follow One Stop emergency/evacuation policies and procedures that are developed and implemented by the One Stop Operator. It is the responsibility of the site manager and/or his/her designee to ensure all staff and partners are advised of a pending closing. These procedures are outlined in the PHWB's Career Central Building/Emergency Evacuation Plan. Emergency/Disaster Preparedness will be a Cross Training subject.
- **FASCIMILE MACHINE USAGE** – Fax machines are for business use only. Document confidentiality is a critical concern. Staff expecting to

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receive information by fax must ensure all staff attending the fax machine(s) are aware of the sensitivity level of any information and are properly instructed on handling/routing procedures. When especially sensitive information is expected via fax, unit staff may elect to attend the fax machine until such information is received. One Stop Center staff may authorize customers to use fax machines. If so, staff must ensure that those customers understand fax operating procedures and further ensure that sensitive/confidential material is not compromised to customers. Staff attending fax machines must ensure that all incoming items are properly handled and routed. When necessary, fax material will be placed in an envelope, properly routed through the mail distribution center or, when required, personally delivered to the recipient. All One Stop agencies/organizations should regularly check their mail slots for fax correspondence.

- **JANITORIAL SERVICE/FACILITY MAINTENANCE:** One Stop staff noticing areas that require additional attention should provide appropriate details in writing, or verbally in an emergency situation, to the One Stop Operator. Those items will be brought to the attention of the janitorial crew/landlord or repair vendor as appropriate. For minor discrepancies, staff may leave written notes for the janitorial crew.
- **MAIL** – Mail Center procedures are established and overseen by the One Stop Operator. Upon agreement with the One Stop Operator and the participating agency/organizations, mail distribution duties may be assigned on a shared and equitable basis. The One Stop Operator and One Stop Center agency/organization management coordinate scheduling, work requirements and training procedures.
- **PARKING** – While the One Stop Centers do not have assigned parking spaces, staff are asked to save front spaces for customers. Staff should not use handicapped spaces unless they have an appropriate sticker or decal.
- **RECEPTION/INTAKE STAFF** – Reception/Intake area greeters may be provided by the One Stop Operator, with assistance from other partner agencies/organizations as agreed to by participating One Stop Center agency/organization management. All One Stop Center staff scheduling appointments should instruct customers to ask for the staff member by name or program activity. The greeter may then direct or escort the customer to the proper room/location. Any staff member who observes customers who are unattended, appear confused or in need of help should immediately offer assistance. Staff involved in special activities or meetings should inform the One Stop Operator. The Operator will ensure that greeters are advised of those events. Good coordination

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between staff will result in more seamless and professional services to our customers.

- **SEXUAL HARASSMENT** – Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature from any person directed towards or in the presence of an employee or other person is strictly prohibited. Career Central staff and/or partners found to have sexually harassed another person will be subject to disciplinary action according to the employing organization's disciplinary policy and may be barred from further employment or other activities within Career Central and/or One Stop Service System Delivery offices.
- **SIGN-OUT BOARD** – The One-Stop Operator may utilize a sign-in/out board. To ensure that phone calls are properly coordinated, staff whose calls are answered by the main switchboard should sign out and in each time they leave and return to the building. Staff may be required to indicate the anticipated time (and date) of return. Upon their return, staff should check with the switchboard operator to see if they have any messages.
- **SMOKING** – Smoking outside of any doorway is prohibited except near doors adjacent to a designated smoking area. Before entering the building staff should place extinguished cigarettes in appropriate containers. Smoking outside an authorized area and especially in customer sight can create a negative perception – e.g., staff are loitering or wasting “tax payer” dollars.
- **SOCIALIZING** – Friendship and sharing is encouraged however anything that would appear to the customer as a waste of time must be avoided. Loitering (standing around) should not occur. All staff must be aware of customers and sensitive to the needs of co-workers when talking near work areas, especially when in switchboard and clerical areas.
- **STORAGE** – Storage space is very limited in the One Stop Centers. Staff needing to store something temporarily should coordinate storage with the One Stop Operator. Long-term storage may be unavailable in the One Stop Center. If the One Stop Operator is not able to accommodate a storage need, long-term storage will be the sole responsibility of the agency/organization that owns the item(s). One Stop participants must ensure that useless, unwanted and broken items are not abandoned and are quickly removed from the work area. Property owners are responsible for the removal and proper disposal of such items.
- **SUPPLIES** – Each agency/organization is responsible for its staff supplies. Staff may borrow supplies from another unit, once they have

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first checked with that unit to determine if the required supplies are available. Borrowed items will be returned or replaced as soon as possible.

- **TELEPHONE USAGE** – Full time, Career Central staff must ensure that one person in their area is available to accept incoming calls for their staff during normal working hours. When that is not possible, staff should coordinate telephone requirements with the One Stop Operator. Staff should use SunCom (if available) for long distance calls. Local personal calls are allowed as long as they are kept to a minimum and of short duration. Customers may use telephones for business calls, including SunCom, but must be assisted by staff members.
- **VENDING MACHINES** – Vending machines are sponsored by the PHWB. All One Stop staff may use the vending machines. Any staff member who loses money in a vending machine should place a post-it note on the machine, indicating his/her name, location, and the amount of money lost. The vending company representative will return your money.

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