

WORKFORCE DEVELOPMENT DEPARTMENT

Administration Handbook

Table of Contents

SECTION #1	Board of Supervisor	
	Overview	1-1
	General Information.....	1-2
	SB 1439	1-5
	Board Agenda Item (BAI)	1-7
	BAI Assigner Responsibilities	1-18
	BAI Writer	1-19
	BAI Submitter	1-22
	Resubmitting Process/Final Packaging	1-24
	Calendar/Checklists/BAI Submission Slip.....	1-27
 SECTION #2	 Workforce Development Board/Committee	
	Overview	2-1
	Workforce Development Board (WDB)	2-2
	WDB Committees.....	2-5
	Staff	2-8
	WDB Agenda Item.....	2-9
	WDB Board Agenda Item (BAI) Creation & Review Process.....	2-11
	Executive Secretary II	2-12
	WDB Checklists.....	2-14

Continued on next page

Table of Contents, Continued

SECTION #3 Audit Resolution

Overview	3-1
General Audit Information	3-2
Audit Resolution Policy and Procedures	3-4
Hearing Process	3-7

SECTION #4 Administration

Overview	4-1
Workforce Development Department (WDD)	4-2
Department Design	4-3
Organizational Chart.....	4-4

SECTION #5 Administrative/Clerical Support Services

Overview	5-1
Reception	5-3
Telephone Usage	5-4
Mail.....	5-6
Business Cards	5-8
Ordering Office Supplies.....	5-9
CalCard	5-11
Secretaries	5-16
Secretary I or II	5-17
Executive Secretary II.....	5-20
Arranging Out-of-State and Out-of-County Travel.....	5-24
Office Assistant III.....	5-26
Payroll Specialist	5-27

Continued on next page

Table of Contents, Continued

SECTION #6	Personnel	
	Overview	6-1
	Hiring Process – New Employees.....	6-2
	Interview Guidelines	6-10
	Forms Procedure.....	6-12
	Code of Ethics	6-14
	Standards for Employee Conduct	6-15
	Confidentiality	6-16
	Work Performance Evaluations	6-20
	Employee Evaluation Checklist.....	6-23
	Temporary Performance of Higher Level Duties	6-24
	Disciplinary Process	6-25
	PSE Policy.....	6-26
	Personnel Records	6-28
	Employee – Conflict of Interest Policy.....	6-29
SECTION #7	Fiscal	
	Overview	7-1
	003 Process	7-2
	Debt Collection	7-11
	Travel Expenses.....	7-16
	Conferences, Training, and Seminars.....	7-18
	Meal and Mileage Reimbursement	7-20
	Credit Card	7-22
	Payment Documents	7-25
	Signature Authorizations.....	7-26
	EMACS.....	7-28
	Resources	7-30

Continued on next page

Table of Contents, Continued

SECTION #8 Fraud

Overview	8-1
Definitions.....	8-2
Preventing Fraud, Abuse and Criminal Activity	8-5
Detecting Fraud, Abuse and Criminal Activity	8-7
Reporting Fraud, Abuse and Criminal Activity.....	8-8

SECTION #9 Contracts

Overview	9-1
Allowable Procurement Methods	9-2
Requirements for Awarding to Subrecipients	9-5
Conditions/Contract Requirements	9-8
Procurement Overview	9-18
Request for Qualifications or Proposal (RFQ/RFP).....	9-20
Proposal Evaluation.....	9-23
Contract Award.....	9-25
Appeals/Protests	9-26
Employment Contracts	9-27
Program Contract Files.....	9-34
Invoice Review	9-36

Continued on next page

Table of Contents, Continued

SECTION #10 Facilities Management

Overview	10-1
Facilities Policy	10-2
Utility Failure	10-4
Security Alarms	10-5
Ergonomic Intervention Program	10-6
Purchasing Equipment and Supplies	10-11
Medical Emergencies	10-12
County Vehicles	10-13
Accidents in a County Vehicle	10-18
Refueling a County Vehicle	10-20
Misuse and Storage of County Vehicles	10-22
Personal Vehicle Use	10-23
Rental Cars	10-24

SECTION #11 Equal Opportunity and Non-Discrimination

Overview	11-1
Equal Opportunity Officer	11-2
County Non-Discrimination and Equal Opportunity	11-4
Complaint Resolution Process	11-5
Determining Jurisdiction of a Complaint	11-8
Letter to Complainant and Respondent	11-9
Alternative Dispute Resolution	11-10

Continued on next page

Table of Contents, Continued

SECTION #11 (continued)	Investigation	11-11
	Conciliation.....	11-13
	Notice of Final Action.....	11-14
	Complaints to the CRC	11-16
	Complaints Against Partner Agencies	11-17
	Limited English Proficiency Plan.....	11-18
	Interpreters.....	11-21
	Criminal Record – Definitions and Resources.....	11-25
SECTION #12	Complaints and Grievances	
	Overview	12-1
	Definitions.....	12-2
	Programmatic Complaints and Grievances.....	12-3
	Informal Resolution Process.....	12-5
	Formal Resolution Process.....	12-8
	Hearing Process.....	12-10
	Appeals	12-12
	State Grievances and Complaints	12-14
	Federal Level Appeal Process.....	12-17
	Incident Reporting	12-19
SECTION #13	Procurement	
	Overview	13-1
	Definitions	13-2
	WIOA Requirements.....	13-6
	Consultant vs. Contractor	13-7
	Types of Agreements	13-9
	Cost/Price Analysis	13-15

Continued on next page

Table of Contents, Continued

SECTION #13 (continued)	State Approved Purchase of \$5,000 or more	13-17
	Low Value Purchase Authorization	13-20
	Process for Resolving Disputes and Claims	13-22
SECTION #14	Subpoena Policy	
	Overview	14-1
	General Information on Subpoenas	14-2
	Types of Subpoenas	14-3
	Process for Handling Subpoenas	14-5
	Witness Leave, Fees and Mileage.....	14-7
	Summons and Complaints.....	14-8
	Conduct and Courtroom Appearance	14-10
SECTION #15	Oversight and Monitoring	
	Overview	15-1
	General Information.....	15-2
	Program Monitoring.....	15-4
	Fiscal Monitoring	15-9
	Preliminary Report.....	15-12
	Monitoring Report.....	15-13
	Single Audit	15-16
SECTION #16	Computer and MIS Policy	
	Overview	16-1
	General Policies and Personnel Rules	16-2
	Standards for Computer Usage	16-3
	Electronic Mail (E-Mail) Policy	16-5

Continued on next page

Table of Contents, Continued

SECTION #16 (continued)	E-Mail Retention/Destruction	16-7
	Internet/Intranet Use Policy.....	16-8
	Management Information Services	16-11
	Computer Equipment/Software Request.....	16-12
	Technical Assistance	16-13
SECTION #17	Marketing / Media	
	Overview	17-1
	Media Policy	17-2
	Release of Information to the Public	17-5
	Photo Submission	17-7
	Paid Advertising	17-12
	Acronyms	17-13
SECTION #18	ETPL	
	Overview	18-1
	Initial Eligibility Overview	18-2
	ETPL Coordinator.....	18-8
	CA ETPL Initial Eligibility	18-9
	Processing Initial Eligibility Applications.....	18-12
	Continued Eligibility Criteria.....	18-14
	Denials and Delisting Program/Providers	18-18
	Appeals	18-22
	ETP Maintenance and ETP Reports.....	18-24
	ETPL Resources and Technical Assistance	18-26
	ETPL Reciprocal Agreements	18-27
	ETPL Monitoring.....	18-29
	ETPL Monitoring Reports	18-33

Continued on next page

Table of Contents, Continued

SECTION #19 **Safety**

Overview	19-1
Safety Coordinator	19-2
Emergency Operation Plan.....	19-4
Emergency Action Plan	19-6
Emergency Evacuation Plan.....	19-7
Lockdown / Shelter-In-Place Plan.....	19-9
Occupational Injuries	19-11
Incident Report.....	19-13
