

Fresno County Workforce Investment Board

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Blake G. Konczal, Director

OPERATIONAL DIRECTIVE

FCWIB OD # 13-04

Date: April 13, 2004

To: All Fresno County Workforce Investment Board (FCWIB) Providers of Services

From: Blake G. Konczal, Director

Effective Date: April 13, 2004

Subject: One-Stop Security Processes – Threatening Situations

This Operational Directive releases Work Instructions [WIB-GSA-001](#), Security Response Process, [WIB-QUA-009](#), Communicating Aggressive Behavior, and [Form# QUA-020](#), Incident Report template.

The Work Instruction WIB-GSA-001 documents the process that must be followed when any One-Stop staff (both Providers of Services and co-located Partner Agencies) find themselves in a threatening situation with a customer. Certain automated actions will be different site-to-site as documented by the respective Site Councils.

Work Instruction WIB-QUA-009 documents the process that must be followed to report incidents to FCWIB staff. FCWIB staff will gather information and determine the next appropriate steps (including legal action) in order to protect One-Stop staff, customers and facilities, system-wide.

These work instructions document the process to be followed when a specific threatening situation occurs and for reporting incidents to FCWIB staff for investigation and further actions, as required, to protect One-Stop staff, customers and facilities.

For the purpose of this Operational Directive and the associated work instructions, a threat is defined as: An action or a pattern of conduct of another person, that poses a significant threat to the health (physical or emotional) or safety of another, and it reasonably appears to the recipient of the threat that such threat and/or action was intended to be carried out against the person or a facility.

Because the need exists to ensure that the Workforce-Connection system provides a safe and productive environment for all staff and customers, all FCWIB Providers of Services and Partner Agencies must communicate this process to their respective staff.

Please direct any questions directly to the FCWIB Quality Manager and/or GSA Manager.