Procedure (Process) Owner: Assistant Director   **Effective Date:** April 13, 2004

Approved By:

FCWIB Assistant Director   ____Signature On File___

FCWIB Programs Oversight Deputy Director   ____Signature On File___

FCWIB General Services Manager   ____Signature On File___

FCWIB Quality Manager   ____Signature On File___

Deviations incorporated in this revision:
         None

Summary of changes:
         New Process

Specific additions / deletions:
         New Process

Identify Training/retraining requirements by job title:

         Identify Initial Training Requirements
                  FCWIB Management
                  OSCC Management
                  One-Stop System Partner Management

         Identify Retraining Requirements

Document Change History on file in the FCWIB Documentation Library.

1.0   PURPOSE:
       1.1   To establish the process for all contracted Providers of Services and Partner agencies to communicate and contain potential threats by clients to One-Stop System staffs and other clients.

2.0   SCOPE:
       2.1   This process starts when any Partner agency or contracted Provider of Services has identified a person who poses a potential threat to any One-Stop System staff member, client or facility.
       2.2   This process ends when all management teams of the One-Stop System have been communicated with by FCWIB staff of a potential threat and an appropriate action has been identified and taken.

3.0   REFERENCES :
       3.1   FCWIB Work Instructions mentioned in the body of this work instruction or needed for the process
              3.1.1   WIB-GSA-001, Security Response Process
       3.2   Forms used
              3.2.1   QUA-020, Customer Incident Report form
       3.3   Policy Bulletins
              3.3.1   N/A
       3.4   Operational Directives
              3.4.1   13-04, One-Stop Security Processes
       3.5   Definitions of terms, acronyms used in the document
              3.5.1   N/A

4.0   SPECIAL REQUIREMENTS:
       4.1   Specialized equipment, skills, safety
              4.1.1   None
       4.2   Specialized personnel requirements
              4.2.1   None
       4.3   List record retention requirements as required
              4.3.1   Records of client incidents must be maintained for a minimum of 3 years from date of final resolution, unless otherwise stipulated by law.

5.0 PROCEDURE:

5.1 Follow your agency's internal processes for dealing with the situation.

5.2 Take all steps necessary to protect your staff and other clients.

    5.2.1 See Work Instruction WIB-GSA-001, Security Response Process.

5.3 As soon as possible, fill out form # QUA-020, Client Incident Report, and send, via email, to the FCWIB Quality Manager.

    5.3.1 Email address: Stephen.DeWitt@workforce-connection.com

5.4 The FCWIB Quality Manager will notify all OSCC site managers, Partner agency managers and Providers of Services management, via email, of the incident.

    5.4.1 Each agency will need to determine if the client involved is also working with them and to take appropriate action.

        5.4.1.1 If your agency is working with the client, notify the FCWIB Quality Manager, via email.

        5.4.1.2 As this communication may include sensitive information, it is not to be posted in public view (like a "wanted poster"), but used to communicate with your staff of the potential problem.

5.5 FCWIB staff will review all pertinent information related to the incident and determine how to address the potential risk to the One-Stop System.

    5.5.1 If the client is registered in the I-Train Fresno system, the client's data file will be flagged.

        5.5.1.1 When the client swipes their Fresno Passport, a security alert will display on all staff's I-Train screens who are logged into the I-Train location.

        5.5.1.2 The site manager should take appropriate action to safeguard staff, clients and facility.

5.6 If the incident is of such a serious nature, and no action has been taken by the initiating agency, FCWIB staff will take appropriate legal action in order to safeguard One-Stop System clients and staff.

5.7 FCWIB staff will give status reports on any incidents reported to FCWIB at the bi-weekly Systems Development and Operations meeting.