

Fresno Regional Workforce Development Board

A proud member of America's Job Center of CaliforniaSM Network

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 10-23

Date Released: June 30, 2023

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: July 3, 2023

Subject: System Threats

Applicable Program: All

Revision History: Initial Release

This Operational Directive (OD) supersedes OD 13-04, One-Stop Security Processes – Threatening Situations, and all associated documents.

For the purpose of this OD, 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 local America's Job Centers of California (AJCC) system provides a safe and productive environment for all staff and customers, all FRWDB Providers of Services and Partner Agencies must communicate this process to their respective staff.

This OD does not override or circumvent any Partner Agency's policies or procedures, but is meant to assure a quick and transparent communication between the Partner and the FRWDB, related to an issue that could affect the local system.

Process:

- Follow your agency's internal processes for dealing with the situation.
- Follow procedures outline on page 41 of the Workforce Connection Operations Manual.
- Take all steps necessary to protect your staff, participants and the public.
- On site Security staff will handle the situation; contact local Police or California Highway Patrol, if On-site security is not available.
- As soon as possible, after the immediate situation is contained, fill out Form# GSA-004, Incident Report, and send, via email, to the FRWDB Operations Division Senior Deputy Director and the FRWDB Information and General Services Manager.

- FRWDB management will determine if a warning notice needs to go out to all co-located Partner agencies' managers.
- 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 a potential problem.
- Each Partner will need to determine if the person involved is also working with them and to take appropriate action.
- If a Partner is working with the person, notify the FRWDB Operations Division Senior Deputy Director, via email.
- FRWDB staff will review all pertinent information related to the incident and determine how to address the potential risk to the AJCC.
- The site manager is required take appropriate action to safeguard staff and persons utilizing the one stop and the facility itself.
- If the incident is of such a serious nature, and no action has been taken by the initiating agency, FRWDB management will take appropriate legal action in order to safeguard AJCC system customers and staff.

Please direct any questions to the FRWDB Operations Division Senior Deputy Director.

Form: GSA-004, Incident Report