

The Seventh Planning District Consortium Workforce Development Board

Administrative Office

4000 Viking Dr., Suite A-1, Bossier City, LA 71111 | (318) 632-2022

Matt Wheeler, Chairman | **Candle Sattler**, Interim Director of Workforce Development

Seventh Planning District Consortium Workforce Development Board

American Job Centers Policies and Procedures

American Job Center Locations



cdconline.org

□ **Bienville Parish**
2434 Manning St.
Ringgold, LA 71068
(318) 694-9173

□ **Bossier Parish**
4000 Viking Dr., Suite B-1
Bossier City, LA 71111
(318) 741-7383

□ **Caddo Parish**
125 E. Louisiana Ave.
Vivian, LA 71082
(318) 676-5721

□ **Claiborne Parish**
507 W. Main St.
Homer, LA 71040
(318) 927-3338

□ **DeSoto Parish**
142 Lake Rd.
Mansfield, LA 71052
(318) 871-2391

□ **Lincoln Parish**
307 N. Homer St., Suite 307
Ruston, LA 71270
(318) 261-6023

□ **Natchitoches Parish**
303 Bienville St.
Natchitoches, LA 71457
(318) 357-2414

□ **Red River Parish**
615 E. Carroll St., 3rd Floor
Coushatta, LA 71019
(318) 932-9570

□ **Sabine Parish**
1125 W. Mississippi Ave., Suite A
Many, LA 71449
(318) 256-2698

□ **Webster Parish**
902 Lee St.
Minden, LA 71055
(318) 371-3024



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EQUAL OPPORTUNITY EMPLOYER/PROGRAM AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES.

SECTION 1.1: OBJECTIVES.

- A. It is the objective of the Seventh Planning District Consortium Workforce Development Board to coordinate the delivery of employment and training services for the Louisiana Workforce Commission's (LWC) Wagner-Peyser funded program staff and Seventh Planning District Consortium Workforce Development Board staff under the authority of the Workforce Development Board (WDB).

- B. The Seventh Planning District Consortium Workforce Development Board recognizes that a personnel system which recruits and retains competent dependable personnel is indispensable to effective efficient operations.

The rules and procedures set forth below are designed to:

1. Promote high morale among employees by fostering good working relationships and by providing uniform personnel policies, opportunities for advancement, and consideration of employee needs and desires;
2. Maintain recruitment and promotion practices which will enhance the attractiveness of a career and encourage each employee to give his or her best effort to the Seventh Planning District Consortium Workforce Development Board and the parishes and communities which we represent;
3. Provide courteous and dependable service to the public;
4. Provide fair and equal opportunity for qualified persons to enter and progress in service in a manner based on merit as ascertained through fair and practical personnel management methods; and
5. Conduct all our operations in an ethical and legal manner so as to generate by its actions a reputation as an efficient progressive body in the region and in the state.

SECTION 1.2: SEVENTH PLANNING DISTRICT CONSORTIUM WORKFORCE DEVELOPMENT BOARD EQUAL OPPORTUNITY POLICY

Non-discrimination is the established policy of the Seventh Planning District Consortium Workforce Development Board. This policy applies to all applicants for employment and employees. It provides that no individual shall be denied employment in the administration of, or in connection with, any program and/or activities administered by the Seventh Planning District Consortium Workforce Development Board, because of race, color, religion, sex, nation origin, age, disability, political affiliation, or belief.

SECTION 1.3: SCOPE OF COVERAGE

All Seventh Planning District Consortium Workforce Development Board positions are to be covered by these personnel policies and procedures.

A. Reporting Structure/Supervision

The Seventh Planning District Consortium Workforce Development Board will provide day-to-day "Functional Supervision" to employees, including the setting of work hours and program responsibilities. In any event, the state retains authority over all actions that may affect the current base pay, status, or tenure of classified state employees. The state retains the sole discretion to determine which state employees shall occupy state positions throughout the state. Unless otherwise specified by the state, all state employee positions will be treated as nonexempt under the Fair Labor Standards Act.

"Functional Supervision" is defined by the Seventh Planning District Consortium Workforce Development Board as oversight of staff in all areas other than time and attendance and evaluations. The Senior State manager, after consultation with the Functional Supervisor, will complete time and attendance and personnel evaluations for state staff.

All Office of Workforce Development (OWD) state staff, including Veterans Services staff, working in the American Job Center shall be functionally supervised consistent with the manner outlined above in Functional Management of LWC Employees by the Seventh Planning District Consortium Workforce Development Board. However, this does not alter the program responsibilities assigned to the Louisiana Workforce Commission's Disabled Veteran Outreach Program staff and the Local Veterans Employment Representatives by the U. S. Code, Title 38, Veterans' Benefits, Chapter 41, Job Counseling, Training, and Placement Service for Veterans and its Special Grant Provisions. The State Veterans Employment Representatives shall oversee the delivery of Veterans programs and services under Title 38, the Special Grant Provisions, and as provided in the Wagner-Peyser Funding Proposal. State Veteran Services staff shall comply with American Job Center operational procedures, but Veterans program requirements and staff responsibilities shall continue as stated in Title 38 in accordance with the Grant Agreement (100% of their time assigned to the duties outlined in the grant program).

B. Timesheets/Time Off Requests/In-State and Out-of-State Travel

Final approval and sign-off of timesheets, leave request, and out-of-area or out-of-state travel requests, for all Wagner-Peyser funded state employees, including Veteran's program staff, shall remain with the Louisiana Workforce Commission (LWC).

C. American Job Center Hours/Lunch

American Job Center hours are 8:30 a.m. to 4:30 p.m., Monday through Friday in Bossier, DeSoto, Lincoln, Natchitoches, Sabine, and Webster Parishes, and will be closed to the public from 2:30 p.m. to 4:30 p.m. on Thursdays for staff training. American Job Center office hours in Bienville, Claiborne, and Red River Parishes are from 9:30 a.m. to 3:00 p.m. These Centers are open one day a week. Full-time employees are authorized 45 minutes for lunch to be taken as scheduled by their supervisor.

D. Dress/Language/Telephones

1. Dress

The WDB's policy is to require merely that the clothing and overall appearance of employees be in good taste. Generally, office workers should avoid extreme fashion.

Employees in the American Job Center are expected to be well groomed and dress in a professional manner. It is expected that all employees will present a neat, business-like image to the public that we serve, as well as to co-workers. Employees at all levels and job positions are representatives of the Center. Their dress, grooming, and personal hygiene affect both the public's impression of the Center and internal morale. No extremes in grooming, accessories, or dress will be permitted.

If an employee cannot adhere to appropriate dress standards because of a health condition, he/she must obtain prior approval from his/her supervisor to deviate from accepted standards of dress. A physician certification may be required depending on the specific situation.

Safety is especially important. Employees who work near machinery must not wear loose clothing, belts, bracelets, ties, or long hair in such a manner that might be hazardous. High-heeled shoes are dangerous when the job involves frequently ascending or descending stairs.

Employees considered improperly attired may be required by their supervisors to go home and dress properly on a first offense. PTO or compensatory leave will be taken for this purpose or leave without pay if there is a zero balance of PTO and

compensatory leave. Otherwise, a warning, either oral (documented) or written, may be appropriate for the first offense. Repetitive violations could result in a recommendation for disciplinary action. All disciplinary actions shall be in accordance with policy and procedures, as well as Civil Service Rules.

Dress Code is largely subjective in nature and functional supervisors should discuss possible violations with the Program Manager when the dress is questionable.

Supervisors will be responsible for enforcing the dress code among their employees.

2. Language

Employees are prohibited from using any form of verbal and abusive language against any visitor, client, supervisor, or employee, including profane, vulgar, or abusive language.

3. Office Telephones and Personal Cell Phones

Office telephones are provided for official use. Incoming and outgoing personal calls shall be held to a minimum.

Conducting personal business, excessive personal use of telephones, and the use of personal cell phones by employees in their work area is prohibited.

E. Holidays/Office Closure Due to Bad Weather

1. Holidays

American Job Center LWC Wagner-Peyser employees will continue to observe all official state holidays as designated by the Governor.

WDB employees will observe all holidays that have been designated by the Seventh Planning District Consortium Workforce Development Board and LWDA 70.

**LOUISIANA STATE AND
LWDA 70 EMPLOYEE HOLIDAYS**

Holiday	Louisiana State Employee Holiday	The Coordinating & Development Holidays
New Year's Day	January 1	January 1
Martin Luther King Jr. Day	3 rd Monday in January	3 rd Monday in January
Mardi Gras Day	Tuesday Before Ash Wednesday	Tuesday Before Ash Wednesday
President's Day	N/A	3 rd Monday in February
Good Friday	Friday Before Easter	Friday Before Easter
Memorial Day	Last Monday in May	Last Monday in May
Independence Day	July 4	July 4
Labor Day	1 st Monday in September	1 st Monday in September
Veteran's Day	November 11	November 11
Thanksgiving Day	4 th Thursday in November	4 th Thursday in November
Christmas Day	December 25	December 25

When a holiday falls on a Saturday, employees will not work on Friday. If it should fall on Sunday, they will not work the following Monday.

Also, for LWDA 70 staff employees only, if New Year's Eve and Christmas Eve fall during the work week, they will be considered holidays.

Other dates may be proclaimed as holidays by the Governor.

LWDA 70 may proclaim other holidays by authorization of the Executive Committee.

2. Office Closure Due to Bad Weather

The Workforce Development Board's policy concerning weather related absences at the American Job Center is as follows:

During bad weather conditions, the primary consideration is the safety, welfare, and well-being of all of the American Job Center employees.

If we have severe weather during the workweek, an employee should not endanger his or her well-being in attempting to come to work or leave work. If the weather is bad and you cannot get to your workstation, or the weather is turning bad and you leave work early, this is considered an unavoidable weather-related absence. Also, because the region covers more than 9,000 sq. miles, the sun may be out in Natchitoches while in Bossier City there is 4" of snow - the Natchitoches Office should be open for business as usual, while the Bossier City Office is closed, or vice-versa.

It is each individual employee's responsibility to let their Functional Supervisor or American Job Center know directly (not someone else in the office), if you cannot get to work or need to leave early because of weather conditions. Also, if there is advance warning concerning bad weather, we will try to notify you as soon as possible what to do for that particular day. If you cannot make it to work, you should be accessible by phone or email.

F. Human Resource Issues - Personal Performance Review Evaluations, Grievances, Corrective Action, and Disciplinary Action

1. Personal Performance Review Evaluations

LWC in conjunction with the WDB, will complete performance evaluations of state employees following the state's personnel laws and regulations, using both the criteria set by the state, and, upon advanced written approval by LWC, additional criteria set by the WDB may be used. The Personal Performance Review (PPR) System form will reflect only the Senior State Manager signature, but the evaluation process will be a cooperative effort with input from the Workforce Development Functional Supervisor. The work performance of each WDB employee shall be evaluated in accordance with procedures established by the WDB.

2. Grievances

LWC shall fulfil the duties and responsibilities using the classified personnel system grievance process in the employee's initial grievance meeting.

LWC shall conduct appropriate investigation(s), conduct the initial grievance meeting, and furnish suitable information to WDB supervisors and management. LWC shall retain the responsibility for all actions on grievances after the initial grievance meeting.

WDB employees will follow the Seventh Planning District Consortium WDB's and The Coordinating & Development Corporation's grievance procedures and grievance process.

All WDB employees must exhaust the Seventh Planning District Consortium WDB's established procedures prior to submitting their grievance to the LWC's office of Equal Opportunity and Compliance.

The WDB shall cooperate fully with LWC in any investigations, appeals, grievances, or other personnel matters, including, and without limitation, those pertaining to allegations of unlawful discrimination.

3. Corrective Action

LWC, in conjunction with the WDB, will determine and implement any necessary corrective action in accordance with the procedures in the state classified personnel system, provided that any grievance as a result of corrective action follow the procedures identified above.

4. Disciplinary Action

LWC retains the sole right to terminate, demote, and suspend its employees for disciplinary reasons. The WDB will cooperate and provide information deemed necessary by LWC in conjunction with proposed disciplinary actions.

G. Staff Parking and American Job Center Building Issues

American Job Center staff will park private automobiles only in employee designated areas or areas that are assigned for employee use. Functional Supervisors will oversee the operation of the Center and will be provided with keys. The American Job Center may assign keys to other staff members as he/she deems necessary and appropriate.

H. Internal Signage/Correspondence and Communication

1. Internal Signage

The WDB shall post in conspicuous places all notices required by state law for state classified employees. LWC shall supply necessary copies of such notices at the state's expense. All other posted signs must have the approval of the American Job Center.

2. Correspondence

All correspondence and communication from LWC Office of Workforce Development will flow through the WDB Director. This communication will include both policy guidance and directives related to LWC Wagner-Peyser funded program staff.

The WDB Director will distribute all LWC policies and directives expeditiously and in a timely manner to WDB all American Job Center staff.

3. News Media

All communication with the news media will be conducted by the WDB Director or his/her designee.

I. Eating and Drinking at the Workstation - Front Line Staff

- a. Eating and drinking by front line American Job Center staff at their workstation is prohibited.

J. Worker's Compensation

Worker's Compensation issues for Wagner-Peyser staff will remain the responsibility of LWC.

Aside from specific workstation matters for LWC staff, any ADA issues involving access problems in owned or leased facilities are the responsibility of the entity who owns or leases the facilities.

WDB staff that is functionally supervised by LWC staff will follow these same procedures.

SECTION 1.4: POLICY AND PROCEDURE CHANGES

The WDB has authority and responsibility to amend, delete, or alter in any manner policies or procedures contained herein, due to warranted circumstances, with ratification at the following WDB meetings.

This policy shall remain in effect until revised or canceled by the Seventh Planning District Consortium Workforce Development Board.

Passed and Approved on this 4 Day of December 2020.



The Seventh Planning District Consortium Workforce Development Board
Title: Matt Wheeler, Chairperson

 12/4/2020
Date