



LOCAL INSTRUCTION LETTER – PY 17-03

TO: Greenville County Workforce Development Board (GCWDB) Staff, Contractors, and SC Works Partners

FROM: Dean E. Jones, Director

EFFECTIVE DATE: August 28, 2017

EXPIRATION DATE: Indefinitely

SUBJECT: SC Works Greenville (Greater Upstate) Internal and External Communications

PURPOSE: As required by the WIOA, the Greenville County Workforce Development Board (GCWDB) completed its solicitation of a One-Stop Operator and the designation of a Business Services Lead. The One-Stop Operator is primarily responsible for the overall coordination of services and the functional supervision of the staff and partners who deliver career services through the SC Works Greenville One-Stop Career Center. The Business Services Lead serves as the single point of contact who will coordinate and manage a menu of business services delivered by participating members of the region's business services team. As approved by the GCWDB, an Internal and External Communications policy has been created and it identifies the individuals who are primarily responsible for addressing SC Works Greenville (Greater Upstate) inquiries and communications internally and externally.

BACKGROUND: Because the SC Works One-Stop Career System is an organization that is made up of multiple partners and employees, roles and responsibilities, and even physical locations, it is essential that SC Works system partners become aware of effective methods of communication within the organization and externally to organizations in the community. As the entity responsible for the SC Works system in Greenville County, the GCWDB issues this instruction as a means to ensure that all SC Works brand services are facilitated as a unified activity. SC Works Team members must identify themselves to business, economic development, local area chambers of commerce, and other organizations as SC Works Greenville (Greater Upstate) representatives, presenting the full range of relevant/appropriate services to community and businesses.

INSTRUCTION:

Internal Communications – A chain-of-command is a simple way to identify the direction in which the SC Works information flows within the organization. Effectively immediately, a functional supervisor has been designated for SC Works Greenville (Greater Upstate). All questions and inquiries pertaining to SC Works Career Services should be directed to the Project

Director. Further, all questions and inquiries relating to SC Works Greenville (Greater Upstate) Business Services should be directed to the Business Services Team (BST) Lead. A copy of the SC Works Greenville (Greater Upstate) Functional Supervision Chart is attached.

External Communications – External communication is defined as any information provided to the media or other outside party concerning any aspect of SC Works Greenville (Greater Upstate). Some examples of external communication include: answering questions from media about unemployment rates, an economic development announcement, customer complaints, workshops, job fairs, communication with the Chambers of Commerce and Economic Development, etc. As it relates to external communication, only the SC Works Project Director and SC Works Business Services Team (BST) Lead have been authorized by the GCWDB to provide information to and be interviewed by the media or other entities requesting information regarding SC Works Greenville (Greater Upstate) and the services offered. Any staff member or partner of SC Works Greenville (Greater Upstate) that is approached for information is required to politely decline, explain that he or she is not authorized to provide such information, and provide the contact information for the authorized parties, unless an authorized staff member has given written permission to a staff member to respond. **Formal press releases must be approved by the SC Works Greenville (Greater Upstate) Project Director and the GCWDB Associate Director.**

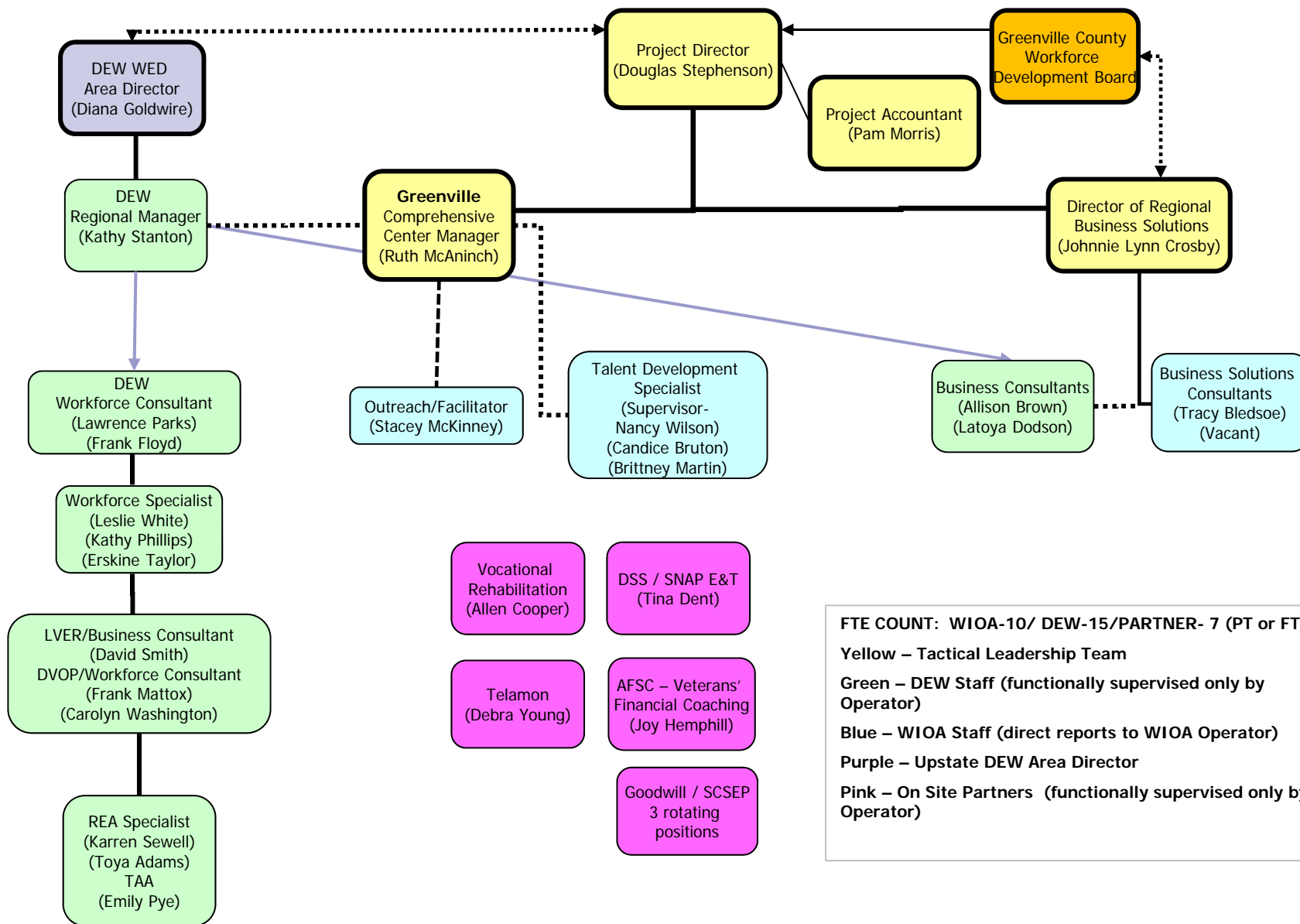
ACTION: This instruction letter should be followed immediately. Inquiries about SC Works Greenville (Greater Upstate) Career/Business Services should be directed to the appropriate individual listed below:

FOR SC WORKS CAREER SERVICES CONTACT: Mr. Douglas Stephenson, Project Director
Phone: (864) 764-1976
Cell: (864) 494-2869
Email: douglas.stephenson@rescare.com

FOR SC WORKS BUSINESS SERVICES CONTACT: Ms. Johnnie-Lynn Crosby, Director of Business Solutions
Phone: (864) 764-1983
Cell: (864) 381-7130
Email: jcrosby@scworksgreaterupstate.com

INQUIRIES: Should you have any questions concerning this instruction, please contact Eva Anagnostis at (864) 467-8142 or Eanagnostis@greenvillecounty.org.

SC WORKS GREENVILLE – July 2017



FTE COUNT: WIOA-10/ DEW-15/PARTNER- 7 (PT or FT)

Yellow – Tactical Leadership Team

Green – DEW Staff (functionally supervised only by Operator)

Blue – WIOA Staff (direct reports to WIOA Operator)

Purple – Upstate DEW Area Director

Pink – On Site Partners (functionally supervised only by Operator)