

COUNTY OF ULSTER

Workforce Development Board

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Functional Alignment Policy – Staff Oversight and Supervision

Background: Functional Alignment requires Workforce innovation and Opportunity Act (WIOA), New York State Department of Labor (NYSDOL), and other partner staff to work collaboratively in the delivery of services available under multiple programs. Consequently, state and local staff may receive direction and assignments on a day-to-day basis by someone other than their local or state supervisor.

Purpose: To communicate the (NYSDOL) policy regarding the allowable roles of Division of Employment and Workforce Solutions (DEWS) Local Managers and other Career Center Managers and the One Stop System Operator in their supervision of Career Center staff under state contractual obligations.

Policy: Collaboration between the Career Center Managers/One Stop System Operator and the NYSDOL Local Manager is a priority. While it is recognized that one or the other may have a major responsibility for certain tasks within a functional team, neither supervisor can operate without the collaboration of and communication with the other. However, it is also recognized that the collaboration between the individuals must not include the sharing of information deemed by the NYSDOL policy or union contract to be confidential. This policy requires consistent communication between the Career Center Managers/One Stop System Operator and the NYSDOL Local Manager to avoid potential difficulties and to ensure efficiency and the best possible service to the customer.

Responsibilities of NYSDOL Local Manager: The NYSDOL Local Manager provides daily oversight to DOL staff. Each of the following managerial responsibilities is contractually mandated. The Career Center Managers/One Stop System Operator may provide feedback to the Local Manager or DOL staff, but the following may only be conveyed to DOL staff by the DOL Supervisor:

- Changes to permanent work schedule, including lunches and breaks;
- Approval of bi-weekly attendance records;
- Pre-approval for vacations, sick leaves, and personal leaves;
- Counseling and discipline;

- Performance evaluations/probation;
- Travel and travel expense approvals; and
- Approvals for contract negotiated training and in-service courses

Responsibilities of One Stop System Operator: The following are allowable activities in situations where a One Stop Operator may have responsibility for DOL employees.

- Scheduling and conducting regular Center staff meetings;
- Setting daily work assignments and work flow;
- Making temporary changes in meal/break periods to assure proper coverage;
- Setting Resource Room schedules/coverage; and
- Setting office coverage during vacations and unscheduled/emergency absences.

Collaborative Responsibilities of NYSDOL Local Manager and Career Center

Managers/One-Stop System Operator: All Managers are responsible for assuring that:

1. Staffing plans provide adequate office coverage at all times, including vacation periods, conferences, and holiday times (the staffing plan should be set up to allow equal percentages of both State and local staff opportunities for time off);
2. All staff is properly trained;
3. All staff understand and adhere to all internal security policies and procedures, both local and NYSDOL;
4. All staff present a positive image of the NYS Career Center System to customers; and
5. Consistent communication with staff occurs to initiate feedback and ideas for serving customers.

References:

20CFR 652.216
 Technical Advisory #15-1

Adopted 1/8/19