**Systems of Manuals, Handbooks and Monitoring Procedures**

The Green Country Workforce Development Board (GCWDB) will maintain a system of coordinated manuals of policies, procedures, and administrative rules that govern the organization, and are made available to all employees and, as applicable, the public.

**I. Manuals and Handbooks**

This policy will govern the process for creation, approval, annual review and issuance of policies, operation memorandums, and procedures used by the organization.

A. Organization: A uniform system will ensure that topics are grouped by management category or like topics, so duplication is eliminated. Content sections will be as follows:

Organization and Administration Series 010000

Information Management Series 020000

Programs and Eligibility Series 030000

Training Series 040000

Compliance Series 050000

Fiscal Series 060000

Business Services Series 070000

Personnel Series 080000

Equal Employment Opportunities Series 090000

Service Provision Series 100000

B. Policy, operation memorandums and procedure development:

1. Board staff, employees, and sub-recipient contractors may submit a proposal for creating a new policy or revising current policy, operations memorandum and/or procedures through their chain of command to their supervising senior staff member. Proposals will be in “draft” form and consistent with agency policy/procedure formatting.

2. The senior staff member will review the draft proposal and, if approved, submit the draft to the GCWDB Human Resources and Quality Director who will assign a series number to new policies/procedures proposals or ensure the referenced number is correct.

3. Revisions to a policy/procedure within 12 months of the effective date

will be issued as a revision memorandum. Revision memorandums identify required revisions and are submitted through the GCWDB Human Resources and Quality Director, who will initiate the review process to the appropriate signing authority.

C. Compliance Monitoring: A system to monitor compliance with policies, procedures, administrative rules, applicable statutes and standards will be outlined.

1. All directives created in the administration of the Green Country Workforce Development Board will be developed in accordance with federal and state law, regulations and guidance.

2. GCWDB staff will present to the Board a report detailing justification for new policy or revisions to existing policy.

**II. Responsibility for Adoption of Policies, Directives, Procedures and Operations Memorandum**

Adoption of policies, procedures and operations memorandums will occur as follows:

A. Board Policy: The GCWDB will be responsible for the adoption of policy statements during regularly scheduled open meetings. Upon the approval of the Board and the signature of the chairperson, the organization will ensure policies are distributed and are made accessible.

B. Organization Directives, Procedure and Operations Memorandum (OM): The Executive Director will be responsible for the adoption of operational directives, procedures and memorandums.

**III. Definitions**

A. Policy: A policy is a statement of intent made by the Board and implemented by the senior leaders of the organization.

B. Procedure: A procedure is a specific, detailed series of actions that staff members must take to implement a process and comply with a policy. Procedures may be issued by board staff or the one stop operator leadership as technical assistance or as specific instructions to staff.

C. Operations Memorandum (OM): A document that applies specifically to a policy or specific topic that outlines expectations. OMs may supplement policy or contain subject matter independent of policy. OMs are issued by the Executive Director.

D. Directives: An Administrative Rule, order or official instruction issued by the Executive Director or other senior level staff.

**IV. Action**

The Executive Director is responsible for compliance of this policy. The Executive Director is responsible for annual review and revisions if needed. Any exceptions to this policy statement will require prior written approval from the chair of the Green Country Workforce Development Board.

This policy will be effective immediately upon approval of the GCWDB membership.

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Chair, Green Country Workforce Development Board / Date