

**Region 4 Workforce Development Board**  
**Functional Supervision Policy for WorkOne West Central**

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**PURPOSE:** Provide guidance on the managerial structure of the integrated offices through the WorkOne West Central delivery system.

**REFERENCES:** DWD Policy 2017-06; Workforce Innovation and Opportunity Act (WIOA), TEGL's 4-15, 16-16

**CONTENT:** The Workforce Innovation and Opportunity Act (WIOA) provides for a One-Stop delivery system "under which entities responsible for administering separate workforce investment, educational, and other human resource programs and funding streams collaborate to create a seamless system of service delivery that will enhance access to the programs' services and improve long-term employment outcomes for individuals receiving assistance." (20 CFR 662.100a)

For the workforce delivery system to succeed, services must be integrated and delivered according to customer need, and not specifically according to program focus. In order to achieve this integrated approach, DWD has encouraged local WDBs to functionally manage DWD program staff in local WorkOne offices. Functionally managing DWD program staff allows the local WDBs substantial flexibility in determining where staff services are needed, and place staff accordingly.

The Region 4 Workforce Investment Board (R4WDB) has designated Regional System Coordinators for each comprehensive, integrated WorkOne office. Each Regional System Coordinator is authorized to organize staff by function, designate functional unit supervisors, and establish the purpose of each functional unit unless the R4WDB has otherwise made these decisions.

For the purposes of this policy, DWD program staff includes only Wagner-Peyser and Jobs for Veterans State Grant (JVSG) funded staff. The following DWD staff are excluded from the scope of this policy: Hoosier Initiative for Re-Entry (HIRE) coordinators, Trade Adjustment Assistance administrative staff, and Unemployment Insurance adjudicators.

### **Local Workforce System Management**

In order to ensure seamless service delivery to job seeker and business customers, DWD program staff will experience two levels of management: Formal and Functional.

(1) Formal Management: authority over all actions that may affect the current base pay, status, or tenure of classified DWD program staff.

(2) Functional Management: authority to supervise day-to day activities of DWD program staff.

### **Role and Responsibilities of Functional Managers**

The role of the functional manager includes the day-to day management of staff service delivery. Functional managers have the general authority to organize staff by function and establish job duties within the pay grade.

The Functional Manager will:

- Arrange Hours of Work/Work Schedule

- Knowledgeable of which staff are present in the office and which ones are on FMLA leave
- Supervise the daily tasks of staff, including identifying and providing work schedules
- Ensuring Intermittent staff are scheduled appropriately
- Respond to time off requests
- Provide Regional Training
  - Provide job training
  - Provide coaching and feedback to increase performance of staff
  - Ensure the adherence to state and local policy
  - Monitor the data entry into the WorkOne Data Systems
- Provide Feedback on Performance
  - Document Performance Issues to report to the Formal Manager
  - Provide feedback to the Formal Manager on: Working Tests, Interim Reports, Work Profiles, and Performance Appraisals
  - Provide information for weekly Work Improvement Plan (WIP) follow-up meetings, as needed
  - Assist in the creation of the Veteran Program Annual Action Plan
- Receive and respond to internal and external inquiries
  - Assist in finding state inventory located in the region
  - Resolve Complaints
- Communication with DWD
  - Point of Contact for Formal Manager
  - Disseminate information to staff
  - Willingness to interview for vacant positions

The Functional Manager will not perform the following duties of the Formal Manager:

- Submit
  - Personnel documents, payroll, and travel
- Provide Formal Discipline
  - Work improvement plans, written reprimand, etc.

#### **A. Leave Time**

Employees must request leave time (vacation, personal, paid time off -PTO) from their appropriate functional supervisor (Team Leader or Regional System Coordinator) in a timely manner according to the employer of record policy. Requests that cannot be approved will come from the employer of record. The employee must complete appropriate documentation as required by their employer of record. Employees are responsible for keeping track of the amount of leave time available to ensure sufficient leave exists to cover the requested time off. Absence without sufficient leave time is subject to disciplinary action.

#### **B. Timesheets**

Employees file their timesheet with the employer of record following the employer's established protocol. The formal supervisor will use the notification submitted by the functional supervisor for verification and may also consult the functional supervisor as needed.

**C. Travel**

Travel requests must be approved by the functional supervisor in coordination with the employer of record.

Travel expense is approved by the formal supervisor in accordance with employer of record's policies.

**D. Performance Appraisals, Professional Development Plans, Corrective Actions, and Disciplinary Actions**

These functions are the responsibility of the formal supervisor who will seek substantial input from the functional supervisor. The appraisals will be done in accordance with the employer of record's policies.

**E. Grievances**

Employee will follow the procedure of the employer of record.

**F. Interviewing and Hiring Recommendations**

Functional and formal supervisors will mutually consult on these matters.

Effective Date: July 2018