

**Workforce Development System  
Technical Advisory #15-12  
November 25, 2015**

**To:** One-Stop Operators  
WIOA Grant Recipients  
DEWS Managers

**Cc:** Chairpersons of Local Workforce Development Boards  
Chief Elected Officials  
WIOA Fiscal Agents  
WIOA Local Area Contact Persons

**SUBJECT:** Functional Alignment – Staff Oversight and Supervision

**PURPOSE:** To communicate the New York State Department of Labor (NYSDOL) policy regarding the allowable roles of Division of Employment & Workforce Solutions (DEWS) Supervisors and Career Center managers/supervisors in their supervision of Career Center staff under state contractual obligations.

**ACTION**

Clarify the role of the State Supervisor and Career Center manager/supervisor in functionally aligned New York State Career Centers.

This Technical Advisory rescinds and replaces TA # 06-20: Functional Alignment-Staff Oversight and Supervision.

**POLICY**

Collaboration between the Career Center manager/supervisor and state DOL Supervisor is a priority. While it is recognized that one or the other may have the major responsibility for certain tasks and activities within a functional team, including but not limited to assignment of work, neither supervisor can operate without the collaboration of and communication with the other. However, it is also recognized that the collaboration between the two individuals must not include the sharing of information deemed by NYSDOL policy or union contract to be confidential. This policy requires consistent communication between the Career Center manager/supervisor and the State Supervisor to avoid potential difficulties and to ensure efficiency and the best possible service to the customer.

The following are guidelines to clarify the responsibilities that fall under each respective individual.

### **Responsibilities of NYSDOL Supervisor**

Setting: NYSDOL is supervisor of staff in a Career Center setting where daily oversight is provided by a non-NYSDOL Career Center manager/supervisor:

Each of the following managerial responsibilities is contractually mandated. The Career Center manager/supervisor may provide feedback to the State Supervisor on NYSDOL staff, but the following may only be conveyed to NYSDOL staff by the NYSDOL 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/Probations;
- Travel and Travel Expense approvals; and
- Approvals for contract negotiated training and in-service courses

### **Career Center manager/supervisor**

Setting: Non-DOL Career Center manager/supervisor has on-site oversight of state DOL employees in a co-located NYS Career Center:

The following are allowable activities in situations where a Career Center manager/supervisor has responsibility for DOL employees:

- 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 Supervisors and Career Center managers/supervisors**

All supervisors are responsible for assuring that:

- 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);
- All staff is properly trained;

- All staff understand and adhere to all internal security policies and procedures, both local and NYSDOL;
- All staff present a positive image of the NYS Career Center System to customers;
- Regular staff meetings are held and conducted by both the Career Center manager/supervisor and NYSDOL Supervisor; and
- Consistent communication with staff occurs to initiate feedback and ideas for serving customers.

## **BACKGROUND**

Functional alignment requires Workforce Innovation and Opportunity Act (WIOA), NYSDOL, and other partner staff to work collaboratively in the delivery of services available under multiple programs. Consequently, state and county staff receives direction and assignments on a day-to-day basis by someone other than their county or state supervisor. Clarification on the roles of the State Supervisor and Career Center manager/supervisor is necessary to ensure contractual obligations mandated by State unions are met.

## **REFERENCES**

WIOA 2014 NPRM, § 652.216

## **INQUIRIES**

Inquiries regarding this WDS TA should be directed to John Triller at [john.triller@labor.ny.gov](mailto:john.triller@labor.ny.gov).