

INSTRUCTION LETTER

INSTRUCTION NUMBER: 15-10, Amendment 2

TO: Upstate Workforce Board Contractors and Partners

SUBJECT: SC Works Upstate Internal and External Communication

DATE	DATE	DATE
ISSUED: <u>July 14, 2017</u>	EFFECTIVE: <u>Immediately</u>	EXPIRES: <u>Indefinitely</u>

**PURPOSE:** The purpose of this instruction letter is to outline the Upstate Workforce Board's (Upstate WB) instruction for SC Works Upstate staff and partners regarding communication both internally and externally.

**BACKGROUND:** Because SC Works Upstate is an organization that is made up of multiple partners and employees, roles and responsibilities, and even physical locations, it is essential that everyone become aware of effective methods of communication within the organization and externally to organizations in the community. As the entity responsible for the entire SC Works system for our three County area, we are issuing this instruction to reduce confusion, accelerate response times, and ensure that SC Works Upstate continues to operate in a cohesive manner, as one team and is responsive to the needs of customers and the community.

**INSTRUCTION:**


**Internal** – A chain-of-command is simply a way to identify the direction in which information flows within the organization. All staff members and SC Works partners are expected to direct all questions related to the *functions* of their position through the chain-of-command beginning with each staff member's and partner's direct functional supervisor. It is important to address all concerns with direct supervisors as often as possible so as to expedite solutions. The chain-of-command for SC Works Upstate is provided as **Attachment A**. As added clarification, this instruction letter does not and is not intended to preclude staff members from contacting their respective places of employment with questions concerning the status of their employment, benefits, retirement, or other concerns related to the status of their employment.

In addition, information from partner agencies should come through the SC Works Project Director first. This includes, but is not limited to, all information that concerns staff members and partners located in an SC Works Center and events/happenings.

**External** – External communication is defined as any communication with the media or other outside party concerning any aspect of the SC Works system in our area. Some examples 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 entities, ReadySC, etc. As it relates to external communication, only the SC Works Project Director and SC Works Business Services Manager are authorized to provide information to and be interviewed by the media or other entities requesting information regarding SC Works and the services offered. Any staff member *or partner* of SC Works 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.

**ACTION:** This instruction letter should be followed immediately.

**INQUIRIES:** Should you have any questions concerning this instruction, please contact Dana Wood at (864) 596-2028 or [wood@upstateworkforceboard.org](mailto:wood@upstateworkforceboard.org).



Ann Angermeier, Executive Director

Attachment Included