

**Capital Region Workforce Partnership
Workforce Innovation and Opportunity Act
Administrative Policy #117**

Subject: Virginia Career Works Centers Causes and Procedures for Suspending or Banning Customers

Date: May 7, 2021

Background and Purpose:

The Capital Region Workforce Development Board (WDB) has responsibility under the federal Workforce Innovation and Opportunity Act (WIOA) for establishing and overseeing the one-stop delivery system. Operational matters impacting the centers as a whole are under the purview of the WDB. This policy outlines conditions which warrant a customer being suspended or banned from the workforce centers, as well as procedures for doing so. The policy also identifies protocols for when a partner agency located within a workforce center elects to ban an individual from their services.

Policy:

I. Behaviors warranting suspension or ban

All users are prohibited from any activity that violates local, state, or federal laws, including copyright laws. Violation of law will be reported to the appropriate law enforcement authorities and will lead to a permanent ban from all Virginia Career Work Centers.

A. General Causes

Certain behaviors can be grounds for removal from our centers and possible prohibition from returning. Reasons may include:

1. Disruptive talking, noise, or any other types of disorderly conduct.
2. Use of cell phones or other electronic devices that disturb other customers or staff.
3. Cursing or abusive language or gestures.
4. Physical, sexual, or verbal harassment of customers or staff.
5. Using computers to access, display, send or receive obscenity, threats, or child pornography.
6. Vandalism, theft, removal, destruction, or unlawful possession of center property or equipment or personal belongings of staff, customers, or visitors.
7. Violation or disregard for safety and fire policies.

B. Computer Usage:

1. Center computers should not be used to: access obscenity; child pornography; communicate threats; inappropriately display material harmful to juveniles; produce, publish, sell, or possess obscene items; or facilitate certain offenses involving children.
2. Users may not attempt to gain unauthorized access to other networks or computer systems or to any other network or computer system. Users may not attempt to change or modify hardware or software configurations or install software on any work stations. Users may not attempt to damage computer equipment or software or cause degradation of system performance.
3. Center computers may not be used to conduct or encourage any unlawful activity, nor to post or transmit any threatening, abusive, libelous, defamatory, pornographic or indecent materials. By using our computers, you are also assuming responsibility for any copyright or proprietary infringements you initiate. These provisions apply even in using your personal email account.

II. Procedures for suspension or banning of customers by center manager

Employees observing violations of behaviors in Section I. are required to first immediately notify their supervisor or the center manager verbally. The one stop manager shall determine if the nature of violation merits immediate suspension and/or notification to police and take appropriate action.

A written notice of suspension shall be issued by the one stop manager within 48 hours of the incident. The notice shall indicate the reason for suspension, length of time and afford the opportunity to submit an appeal to the WDB Director within 30 days of receiving the notice. A suspension applies system-wide to all centers.

For actions not determined to merit immediate removal, a written warning notice shall be provided placing a customer on "warning" status indicating that a subsequent violation will result in suspension from visiting centers.

The One Stop Manager must also be provided with a written incident report from the staff member(s). (Using a form provided by the one stop manager). There must be a file kept on site and/or electronically for each incident.

In the event a customer has been permanently banned from the centers, customers will have the right to request reinstatement using the following steps:

1. Write a letter or email to the One Stop Manager specifying the behavior that caused your permanent removal from the center and provide assurances that the behavior or incident will not be repeated.
2. Participate in a face to face interview with the One Stop Manager if requested.
3. Agree that the One Stop Manager has the right to make the final determination of reinstatement.

III. Requirements for partners who independently ban customers from their services

If any partner agency co-located in a workforce center under a sub-lease or any other arrangement elects to ban an individual for any reason, whether related to an incident in one of the centers or not, they must notify the WDB within 24 hours of such action.

The notice must include:

1. The reason for the decision; including nature of actions, comments or behaviors and whether the police have been notified.
2. Whether the ban is permanent or for what period of time.
3. A copy of the written notice provided to the individual as issued by the organization. If no notice was issued, the reason for not doing so must be provided.

This information will be used by the WDB director to determine the appropriate actions to take regarding the center and system operations as a whole and if a center-wide ban is also warranted under this policy.