INDIANA
WORKFORCE
DEVELOPMENT
AND ITS WorkOne CENTERS

TO: Indiana's Workforce Investment System

FROM: Randy Gillespie
Chief Financial Officer

DATE: December 3, 2010

SUBJECT: DWD Policy 2010-06
Security Guard Officer Services

Purpose
This communication provides guidance on who should employ Security Guard Officers and how to manage them, including the chain of command, scorecard for each Security Guard Officer, and the course of action to be taken when replacing a Security Guard Officer that does not meet requirements.

Rescission
None

Content
Most WorkOne Centers have had security within their perimeters within the past two years. This policy adopts a consistent statewide procedure requiring all WorkOne Full Service and Express Sites that perform Unemployment Insurance (UI) duties to have at least one armed Security Guard Officer on duty during the hours of operation. Stress caused by the federal extensions of unemployment benefits and long-term unemployment has continued to increase since many Hoosiers have been unemployed for as long as two years. As individuals exhaust their unemployment benefits and become increasingly anxious, the placement of trained security in the WorkOne Centers to help diffuse stressful situations is of utmost importance. This course of action will allow WorkOne services to continue in the safest environment possible and will aid in protecting employees and customers. The cost for these services will be predominately allocated to UI.

Site Management – Operational Team Structure
The Security Guard Officer will report to the Local Office Manager which shall be the primary point of contact that can assign duties, monitor progress and communicate with the contractor on behalf of the site. If the Local Office Manager is not a DWD employee, then the DWD Manager as well as their Director of Field Operations must be included in all communications. The contractor will supply a site supervisor or officer-in-charge, when applicable, that will ensure all Security Guard Officer duties and State needs are being provided. The need for a site supervisor or officer-in-charge will be discussed in the sub-agreement/statement of work (SOW).

Security Guard Officers' Appearance
All Security Guard Officers will be required to display a professional appearance and demeanor while on the job. They are required to wear professional uniforms and should be readily identifiable as Security Guard Officers.

Security Guard Officers' Incident Reports
Security Guard Officers will be required to provide incident reports. Incident reports should include the full details of each incident occurring during the shift or day such as theft, unruly and/or disruptive clients, a customer/client fall, fires, suspicious articles left unattended, and alarms sounded. The report should include names of victim, witnesses, suspect's name, whether first respondent personnel were called (why or why not), and the first respondent's name and badge number. The contractor's site supervisor or officer-in-charge, at a minimum, will send an e-mail notification to the Local Office Manager site designee of the incident and a full report from the attending Security Guard Officer within 24 hours of the incident's occurrence.

Key Performance Indicator Scorecard
A key performance indicator scorecard will be developed specific to each site that will be acquiring security services. The plan will include but not be limited to officer appearance, officer attendance, officer radio/phone communication conduct, officer knowledge and duty performance, officer oral and written report performance, officer public and staff interaction, officer responsiveness, contractor's management performance and contractor's overall performance.

Client Service Plan
The contractor will develop and provide a Client Service Plan specific to the site that will be acquiring security services. The plan should include but not be limited to defining specific service indicators that are quantifiable and measurable. These indicators will be consistent with the core values of the site organization.

Removal of a Security Guard Officer
DWD has the right to ask for removal of a Security Guard Officer at its discretion. In the event a Security Guard Officer is going to be replaced due to DWD's/Local Office Manager's request, the Local Office Manager must send an e-mail to Barb Taylor, CPPB, Procurement Manager, and his/her Director of Field Operations outlining the reasons for the need of replacement.

Review Date: December 1, 2011

Ownership
DWD Procurement
Indiana Department of Workforce Development
10 North Senate Avenue, Indianapolis, IN 46204
BATaylor@dwd.IN.gov

Effective Date: November 29, 2010

Action:
The guidance contained in this policy shall be followed when utilizing Security Guard Officers in WorkOne Full Service and Express Sites that perform Unemployment Insurance duties.