

SAN DIEGO WORKFORCE PARTNERSHIP
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OPERATIONS ISSUANCE

OPERATIONS ISSUANCE NO. 2017-10

DATE: November 11, 2016
TO: All Service Providers
FROM: Andy Hall, Vice President and Chief Program Officer
SUBJECT: Operations Manual Revision: Chapters 1, 2, 3, 7, 8, 9, & 10

PURPOSE

The purpose of this operational issuance is to inform SDWP's service providers that the following chapters have been revised:

- A. Chapter 1 – Introduction
- B. Chapter 2 – Contract Administration
- C. Chapter 3 – Acquisition and Property Management
- D. Chapter 7 – Part 1: Adult and Dislocated Workers Eligibility and Enrollment
- E. Chapter 8 – Oversight and Monitoring
- F. Chapter 9 – Equal Opportunity Policy, Complaint and Grievance Process, and Criminal Activity Reporting Procedures
 - The former Chapter 10 – Nondiscrimination and Program Complain Resolution Process has been combined with Chapter 9 – Equal Opportunity Policy, Complaint and Grievance Process, and Criminal Activity Reporting Procedures
- G. Chapter 10 – Privacy and Security
 - This is a new chapter focused on the protection of Personally Identifiable Information (PII), safeguarding Customer information and reporting any privacy and security incidents

All chapters can be found on the SDWP website under [Partner Resources>Operations Manual](#).

ACTION/IMPLEMENTATION

Effective November 14, 2016, all service providers are required to follow the guidelines and use the new attachments. This issuance replaces and supersedes the current chapters and attachments.

If you have any questions regarding this issuance, please contact your program specialist at (619) 228-2900.

cc: All service providers/Simpson & Simpson/SDWP Internal Distribution List