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## **North Central One-Stop Operator Consortium Incident Report Process**

This policy outlines the procedures for responding to and documenting incidents involving difficult or disruptive customer behavior within the PA CareerLink® system. It is designed to promote a safe, respectful, and professional environment for customers, staff, and partners while ensuring a consistent and appropriate response to behavioral concerns. The policy establishes a progressive approach to incident management, including verbal and written warnings, potential removal from the site, and involvement of law enforcement when necessary, based on the severity of the situation.

All incidents must be properly documented through the completion of an Incident Report and appropriate internal communication. For customers who are registered in the Commonwealth Workforce Development System (CWDS), staff are required to enter detailed and timely case notes outlining the incident, actions taken, and any follow-up steps. This ensures accurate recordkeeping, supports continuity of service, and maintains accountability across the PA CareerLink® system.

### **Emergency Situation**

- Any staff should call 911 for safety, fire, or security situations.

### **First Offense**

- Verbal warning, including the consequences of continued behavior,
- Site Administrators will use their professional judgement and experience to determine if customer is directed to leave the site or police need to be called, using 911, based on the severity of the infraction. If Site Administrators are not present at the PA CareerLink® sites, all staff are authorized to carry out this process.
- Inclusion of incident in customers' case notes in CWDS,
- Completion of Incident Report,
- Email One Stop Operator the incident report with all personal information removed. Workforce Solutions staff should be notified if customer is directed to leave the PA CareerLink® or the police are called.

### **Second Offense**

- Verbal and written warning, including the consequences of continued behavior.
- Site Administrators will use their professional judgement and experience to determine if customer is directed to leave the site or police need to be called, using 911, based on the severity of the infraction. If Site Administrators are not present at the PA CareerLink® sites, all staff are authorized to carry out this process,
- Inclusion of incident in customers' case notes in CWDS,
- Completion of Incident Report,
- Email One Stop Operator the incident report with all personal information removed. Workforce Solutions staff should be notified if customer is directed to leave the PA CareerLink® or the police are called.

### **Third Offense**

- Site Administrators will use their professional judgement and experience to determine if customer is directed to leave the site or police need to be called, using 911, based on the severity of the infraction. If Site Administrators are not present at the PA CareerLink® sites, all staff are authorized to carry out this process.
- Referral to Workforce Solutions staff for further action.
- Completion of Incident Report,
- Email One Stop Operator the incident report with all personal information removed.

### **Internal Staff Incident/ Complaint**

- Staff completes Incident Report and gives it to Site Administrator. Site Administrator shares report with supervisor of the subject of the complaint except in situations where the Site Administrator is the supervisor, then the Assistant Regional Director (ARD) will be contacted and receive the report. Site Administrator will follow-up with supervisor or ARD to be informed of outcomes.
- All reports will be sent to Workforce Solutions staff.

Inquiries about this policy shall be directed to KayLynn Hamilton, North Central One Stop Operator Consortium Director via email: [klh1122@outlook.com](mailto:klh1122@outlook.com)

This policy is reviewed annually (at a minimum), typically during the first week of July, by the Operator Consortium and Workforce Solutions' staff to assess and implement any necessary changes, edits, updates and revisions.

Policy History:

<b>Name of Reviewer</b>	<b>Date of Review</b>	<b>Description of change</b>	<b>Effective Date</b>
Pam Streich, Workforce Solutions	April 24, 2026	Formatting changes, EO tagline revision	April 24, 2026
KayLynn Hamilton, Operator Consortium	October 1, 2025	Process Implementation	October 6, 2025

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