

<p>MARICOPA COUNTY</p>  <p>HUMAN SERVICES DEPARTMENT Workforce Development Division</p>	SECTION/REFERENCE	PAGE 1 OF 2
	ORIGINAL ISSUE DATE September 2010	REVISION DATE July 2015
	AUTHORIZED BY: Patricia Wallace, Assistant Director	
SUBJECT: Code of Conduct		ADDENDA:

Purpose:

To ensure compliance with federal law, state law, WIOA program policies and guidelines, county policies and high standards of professional conduct.

Responsibility of:

All Maricopa Workforce Connections (MWC) / Career Center staff.

Process Description:

In the course of conducting business operations, all staff shall:

- Comply with all federal and state law;
- Comply with Federal, State and Maricopa County rules, guidelines and directives,
- Adhere to County and departmental policies,
- Report all program, operational and financial data accurately and truthfully,
- Serve all customers honestly, faithfully, courteously, and to the best of our ability,
- Treat all staff and partner staff with professional courtesy and respect, and
- Expend program funds and use program resources only for approved and appropriate purposes.

Compliance with the law:

1. The Workforce Innovation and Opportunity Act
2. Workplace Safety and Vehicle Operations
3. Use of Federal Funds
4. Contracts and Agreements
5. Protection of Privacy
6. Public Records
7. Reporting of Fraud, Abuse or any other suspected illegality.

Compliance with Program Rules and Guidelines:

1. All staff shall have access to WIOA and DES guidance.
2. When in doubt about how to proceed on any matter, all staff shall consult their supervisor.
3. WDD will use its Quality Assurance Team to monitor adherence to federal and state rules and guidance.
4. All WDD staff shall have access to professional development opportunities.
5. All WDD staff shall report any non-compliant activities to either their supervisor, the assistant director, or to Human Resources for investigation and resolution.
6. All WDD staff and contractors are required to provide customer information as requested.

Adherence to County and departmental policies:

1. All HSD policies and WDD policies are accessible on the Human Services Internet site - MyHSD.
2. All County policies are accessible on the EBC.
3. Staff who may be unable to locate any policy should request assistance from their supervisor.
4. Staff who may believe a new policy is required or that an existing policy should be amended, should make such a recommendation to their supervisor and copy the Management Team.

Accurate and Truthful Reporting:

1. WDD records are official government documents.
2. WIOA client records must be complete, accurate and up to date.
3. Required reports and all internal reports must be based on real data. If data is missing or incomplete, then we shall acknowledge this fact.
4. All reports and transactions must be accurate and properly sourced.
5. Mistakes occur. In the event a mistake is made, we admit the error, report the error, fix the error, and examine the best ways to ensure that the error is not repeated.

Honest, Faithful and Courteous Customer Service:

1. We commit to understanding each customer's needs and wants.
2. We offer the best possible service to our customers within our means.
3. We collaborate closely with our partner organizations to meet customer needs.
4. We do not ask for nor accept gifts or gratuities from our customers.
5. We do not place ourselves in situations that can result in a conflict of interest.

Professional Courtesy and Respect:

1. All staff will use appropriate and professional language in communicating with other team members and partner staff.
2. All staff will remain mindful of and refrain from any behavior that could be perceived as harassment.
3. All staff will refrain from engaging in gossip and the spreading of rumors.
4. WDD embraces diversity.
5. WDD recognizes the contributions of all staff and partners to our success.

Expenditure of Funds and Use of Resources:

1. We recognize that public funds and public resources are a public trust. We are good stewards of those funds.
2. We budget carefully, approve only appropriate expenditures, monitor those expenditures and fully document all transactions.
3. We welcome fiscal and programmatic audits and cooperate fully with all auditors. We fix any operating flaws uncovered by audits.
4. We operate in the open.