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OC Community Resources

April 22, 2022

To: WIOA and Other Subrecipients of the Orange County
Workforce Development Area

From: Carma Lacy
Director of Workforce Development

Subject: Media Inquiry Desk Procedure

PURPOSE

To provide guidance when contacted by members of the media seeking information on WIOA programs and/or program participants. Media includes print, broadcast, and online.

EFFECTIVE DATE

This desk procedure is effective immediately upon issuance.

PROCEDURE

If contacted by a member of the media (to include phone, email, social media, website contact), Service Provider is to do the following:

1. Inform the media representative that questions will not be answered nor information provided at that time. Explain that a County representative will provide the follow-up.
2. Gather the following information:
 - Inquiry summary
 - Staff contacted
 - Date/time of contact
 - Media/reporter name and phone/email
 - Bulleted summary of questions asked
 - Anticipated publication date or airtime
3. Immediately contact the OCWDB Program Manager or Director and provide the information listed above. Service Providers must provide notice within one hour of the initial media request.
4. The OCWDB Program Manager or Director will contact the Service Provider with any follow-up questions, if needed.

ACTION

Bring this desk procedure to the attention of all staff and relevant parties.

INQUIRIES

If you have any questions regarding this desk procedure, please contact your Contract Administrator at 714-480-6500.



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