



## **Public Information Procedures**

**Purpose:** The Texas Public Information Act, Texas Government Code, Chapter 552, (the “Act”), establishes the right of the public to access government records. Workforce Solutions Alamo is subject to the Act and has established the following procedures to comply with the requirements in a uniform and orderly manner.

**Designated Public Information Officer/Coordinator:** The designated Public Information Officer(s)/Coordinator(s) (PIO) for Workforce Solutions – Alamo are:

**Public Information Officer**  
Caroline Goddard, MPA  
Workforce Solutions - Alamo  
100 N. Santa Rosa St. Suite 120  
San Antonio, Texas 78205  
Fax: (210) 272-3290  
Email: [cgoddard@wsalamo.org](mailto:cgoddard@wsalamo.org)

### **Public Information Officers Alternate**

Penny Benavidez  
Workforce Solutions - Alamo  
100 N. Santa Rosa St. Suite 120  
San Antonio, Texas 78205  
Fax: (210) 272-3283  
Email: [pbenavidez@wsalamo.org](mailto:pbenavidez@wsalamo.org)

**Information Requests:** An individual or organization may make a formal written request by e-mail or by fax. Requests for information should be directed to the Public Information Officer (PIO), or designees, at the above address. Requests for information should not be accepted by any Workforce Solutions Alamo Boardmember or employee other than the designated PIO, unless specifically authorized. Any Workforce Solutions Alamo Boardmember or employee receiving a request for information (whether the Act is mentioned), shall immediately refer the requestor to the PIO. All oral requests for information should also be directed to the PIO.

WSA requires that all requests be in writing.

**Processing Procedures:** Upon receipt of a written request for information, the date and time received shall be stamped on the request and forwarded immediately to the PIO. The PIO will review the request to determine if the information requested is a record of Workforce Solutions Alamo. If not, the PIO will advise the requestor of that fact. If there are records that are

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responsive to the request, the PIO, in consultation with legal counsel, will review the information to determine if there are possible exceptions that may be applicable to the information. If there are none, the PIO will provide the information for duplication, inspection or both promptly from the date of the request. If the information cannot be produced within ten (10) business days, the PIO will notify the requestor of a reasonable date and time when it will be available.

**Attorney General Request for Opinion:** While all information held by Workforce Solutions Alamo is presumed to be public, in certain cases, exceptions may apply. If the PIO determines that a request for information may involve an exception, an opinion request shall be made to the Attorney General. The PIO shall notify the requestor of the referral of the request to the Attorney General as provided by law. Third parties will be notified if the request involves their proprietary information. No information shall be released to the requestor until an opinion is received from the Attorney General.

**Preservation of Records:** Original records of Workforce Solutions Alamo shall not be removed from Workforce Solutions Alamo offices without authorization from the Chief Executive Officer. Records may not be destroyed or copied without authorization from the Chief Executive Officer or in compliance with applicable retention policies.

**Public Inspection of Records:** Requestors may choose to inspect requested information at the offices of Workforce Solutions Alamo. In such events, records will be made available for review in a secure location under appropriate supervision. Reasonable accommodation shall be made available, as necessary, in accordance with ADA requirements.

**Cost of Production:** Requestors shall be provided with a written estimate of record reproduction costs, when charges will exceed \$40, in advance of work being started to provide the requestor with an opportunity to modify the request. Reproduction costs shall be consistent with the amounts authorized by the General Services Commission. Any administrative costs that may be incurred in retrieving requested information will be included in the cost to the requestor, but the maximum charge authorized by law shall not be exceeded. Administrative costs may include, but are not limited to, personnel and/or computer resource charges (if manipulation of data is required), overhead charges, any document retrieval fees (if documents are maintained offsite), and applicable postage and shipping.

The Chief Executive Officer, at his/her discretion, may waive or reduce charges upon request if the information primarily benefits the general public.