Delivery of Rapid Response Services

WORKFORCE SOLUTIONS NORTHEAST TEXAS
Rapid Response Services

- Provide benefits to Community, Employer and Employees
- Benefits to Employers:
  - Early Coordination with Employers facing layoff or closure:
  - Brings together the Workforce Center, economic developers, company and employee representatives, and Unemployment Insurance Representatives.
- Providing accurate and timely information to employees results in:
Employer Benefits

- a. Decreased absenteeism
- b. Increased productivity
- c. Less stress and acting out
- d. Decreased workplace and domestic violence
- e. A belief that the employer cares about the workforce

3. When accurate, timely information is shared with elected officials and the media, the usual results are improved/sustained public image and good will despite the concern.
• 4. Provide assistance/information regarding the availability of mass claim filing for Unemployment Insurance which reduces employer administration and speeds benefits to laid off workers
• 5. Early intervention strategies to preclude lay offs (lay off aversion)
  a. Job sharing
  b. Working with Economic Development entities, community leaders and other state and
Employer Benefits (Cont'd (2 of 5))

- Federal agencies to leverage resources to keep the employer and if necessary find potential buyers to retain the workforce.
- 6. Customized on-site group services and meetings to fit the employer’s schedule which also benefits employees because of convenience, ease of access and familiar surroundings for the workers.
- 7. All of these services are provided at no additional charge to the employer or employees.
1. On site orientations which initially explain the following programs and services:
   a. Unemployment Insurance requirements and procedures
   b. Texas job automated job referral program WorkinTexas (registration required within 3 days of filing for unemployment insurance)
   c. Other programs that are available in group or individual settings such as:
      - Job search
      - Stress/change management
Employee Benefits

2. Services and training available at the nearest Workforce Solutions Center:

- Crisis Counseling
- Financial Management
- Labor Market Information
- Resume Writing
- Computer training
- Enhancing skills in navigating WorkinTexas
- Use of computers and fax machines
Employee Benefits (Cont'd (5 of 5))

- Job search assistance
- Individual interviews, assessments and aptitude testing
- Possible training options
- Referrals for job matches
- Participation in Job Fairs
BENEFITS FOR THE COMMUNITY, LOCAL ECONOMY, EMPLOYERS AND EMPLOYEES:
When all parties involved provide accurate, timely information, training and cooperation everyone benefits. Employers enhance their image with their employees and the community, employees are provided timely assistance in seeking new employment and the community by retaining skilled workers and sustaining the local economy.
What Triggers Rapid Response

- Some type of public notice: newspaper, TV, radio,
- Workforce Center BSU Staff
- Recently laid off customers
- Receipt of WARN(Worker Adjustment & Retraining Notice) from TWC
**Management On Site Meeting**

- Contact employer within 48 hours of notification
- Schedule On Site Meeting within 5 Working Days (depends on other factors i.e., Employer Schedule, time before layoffs occur/length of notification)
- Attendees should include:
  - Company Management
  - Board RR Coordinator
  - Contracting Service Provider Staff
  - TWC UI Field Representative
Management on Site Meeting Cont’d

Labor Union Official (if applicable)

Information to gather and provide:
- Number and skill levels of employees to be released (NAICS Code)
- Layoff Permanent or Temporary?
- Dates layoffs are planned to happen
- Availability of meeting space and internet connectivity
- Possibility of employee meetings being “on the clock”
- Is company providing any out placement services?
- Are the layoffs possibly TAA Related?
Information for the Employer

- TAA benefits to employees/no additional cost to employer
- Mass Claim Option (may help management and employees)
- Flyer describing Rapid Response Orientation Benefits
- Sample employee meeting schedule and list of services provided at the Workforce Centers
Employee Orientation Meetings

- Introduction of Rapid Response Orientation Team
- Workers complete the Rapid Response Survey and Registration Forms
- UI Field Representative provides and overview of benefits
- Contracted Service Provider Staff describes services, assistance in registering in WIT, location of workforce center(s)
- Provide forms and brief description of filing TAA petition
RAPID RESPONSE

How Did We Get Here? – Where Do We Go?
GoPro to lay off 270 workers in an effort to cut costs

By Tracey Lien

The $4 billion company is facing mounting quarterly losses, botched product launches, and having its stock price hit a one-year low. In light of the financial difficulties, GoPro has decided to cut costs. The layoffs are expected to affect 10% of the company's workforce, totaling 270 employees. The company is required to issue a 60-day notice to employees under the Worker Adjustment and Retraining Notification Act (WARN) in order to notify them of the impending layoffs.
1. We find out that a layoff is going to occur

2. Talk to the Employer

3. Send in the Notice to TWC

4. Set up the RR Orientation
When you get the Rapid Response Number from TWC – key it in TWIST.
Welcome to the Rapid Response Orientation
... please fill out our form

<table>
<thead>
<tr>
<th>Orientation Date</th>
<th>Company Name</th>
<th>Demographic Information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<table>
<thead>
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<th>Name:</th>
<th>MI. Last</th>
<th>Suffix (JR., SR., III, etc.)</th>
<th>SSN:</th>
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<tr>
<td>First</td>
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<thead>
<tr>
<th>Personal E-Mail:</th>
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<th>State:</th>
<th>Zip:</th>
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<th>Family Status:</th>
<th>Gender:</th>
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<tbody>
<tr>
<td>(Circle One)</td>
<td>Male</td>
</tr>
<tr>
<td>Married</td>
<td></td>
</tr>
<tr>
<td>Parent in 2 Parent Family</td>
<td>Single Parent</td>
</tr>
<tr>
<td>Female</td>
<td></td>
</tr>
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</table>

| Birth Date | |
|------------|-
|            |   |

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<thead>
<tr>
<th>(Circle one from each category)</th>
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<tbody>
<tr>
<td>(TWIST 25)</td>
</tr>
<tr>
<td>Hispanic/Latino:</td>
</tr>
<tr>
<td>Race:</td>
</tr>
<tr>
<td>Citizenship:</td>
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</table>

<table>
<thead>
<tr>
<th>Military Service:</th>
<th>Other Eligible (the spouse of an armed forces member who died on active duty, is MIA, etc. – Title 38 USC, Chapter 4101 (5))</th>
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</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Disabled Veteran:</td>
<td>(Circle One)</td>
</tr>
<tr>
<td>Start Date</td>
<td>Release Date</td>
</tr>
<tr>
<td>Branch:</td>
<td>(Circle One)</td>
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</table>

<table>
<thead>
<tr>
<th>Information about the layoff-affected job:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross wages at time of layoff:</td>
</tr>
</tbody>
</table>
Where do we go next?

- We have a form filled with confidential information
- What happens now?
- Who takes over at your Workforce Solutions Office?
- What happens to the form?
Instructions are Provided by TWC

Technical Assistance Bulletin 209

WD Letter 01-10 (will be updated)
http://www.twc.state.tx.us/files/partners/01-10.pdf

System Services Matrix – Effective 02/09/2017
#1 Enter SSN. TWIST will populate if individual is already registered

#2 Application date is date of RR event

#18 Start date is date of hire

#19 Release date is layoff date

#29 Customer’s hourly wage

#37 RR number assigned by TWC
### Trade Adjustment Assistance

**How TAA benefits and job training help workers displaced in the global marketplace**

Details at Workforce Solutions offices and [www.texasworkforce.org](http://www.texasworkforce.org)
<table>
<thead>
<tr>
<th>Change?</th>
<th>Service Category</th>
<th>TWST Service Code</th>
<th>WIT Code</th>
<th>Service Name</th>
<th>Service Description</th>
<th>Notes</th>
<th>Programs (All unless stated otherwise)</th>
<th>Qualifying?</th>
<th>Service Type for Federal Reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>N Y</td>
<td>Job Search Services</td>
<td>29</td>
<td>LMI</td>
<td>Labor Market Information</td>
<td>TWS staff provided information to a job seeker regarding occupational staffing and hiring trends, working conditions, salary, local employment history, etc.</td>
<td></td>
<td>Employment Services, NCP Choices, Rapid Response, OneStop, WOA</td>
<td>Y Y 1</td>
<td>Y if NOT Fund 1 in TW or not by staff in WIT</td>
</tr>
<tr>
<td>N Y</td>
<td>Informational Services</td>
<td>30</td>
<td>ORI</td>
<td>Workforce Services Orientation</td>
<td>Job seeker participated in an individual or group orientation to learn about the purpose of the workforce center; the services and programs offered including program eligibility requirements and alternatives to public assistance, and the overall resources available.</td>
<td>CHOICES - Workforce Orientation for Applicants (WOA) services that include information on alternatives to public assistance.</td>
<td></td>
<td>Employment Services, NCP Choices, OneStop, Rapid Response, Rapid Response Additional Asst., SNAP E&amp;T, TANF Applicant</td>
<td>Y Y 1</td>
</tr>
<tr>
<td>N Y</td>
<td>Job Search Services</td>
<td>34</td>
<td>RPA</td>
<td>Resume/ Application/ Interview Preparation</td>
<td>TWS staff provided a job seeker with assistance or instruction in creating or updating resumes or applications, or preparing for interviews.</td>
<td></td>
<td>Employment Services, Rapid Response, OneStop</td>
<td>Y Y 1</td>
<td>Y if NOT Fund 1 in TW or not by staff in WIT</td>
</tr>
<tr>
<td>N Y</td>
<td>Informational Services</td>
<td>37</td>
<td>---</td>
<td>UI Claims</td>
<td>Provision of assistance and information on how to file a claim for Unemployment Insurance</td>
<td>General provision of information is not a Primary Service</td>
<td>NCP Choices, OneStop and Rapid Response</td>
<td>N N 1</td>
<td></td>
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<tr>
<td>N Y</td>
<td>Support Services</td>
<td>218</td>
<td>---</td>
<td>Financial Planning Assistance</td>
<td>Provision of information on financial/debt management. For individuals participating in Rapid Response activities, this includes workshops/group activities that provide information on coping with financial matters before, during and after a job loss.</td>
<td>Per 17-05/LBT Delfs, support services are not counted as &quot;services&quot; (except for trade readjustment allowances and other needs-related payments funded through TAA or NEGs).</td>
<td>Choices, NCP Choices, NEG, Rapid Response, Rapid Response Additional Assistance and WIA Statewide Initiative Funding (SIF)</td>
<td>N N 1</td>
<td></td>
</tr>
</tbody>
</table>
### Service Information

<table>
<thead>
<tr>
<th>Service Category:</th>
<th>Service:</th>
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<tbody>
<tr>
<td>1 - Informational Services</td>
<td>30 - Workforce Services Orientation</td>
</tr>
</tbody>
</table>

- Max Days: 1
- Planned Start Date: 07/14/2016
- Planned End Date: 07/14/2016
- Planned Hours: [Blank]
- Planned Training $: 0.00
- ONET: [Blank]
- CIP: [Blank]
- State: [Blank]
- Subsidized: [Blank]

### Completion Information

- Actual End Date: 07/14/2016
- Training Cost: 0.00
- Actual Hours: [Blank]
- Completion Reason: 20 - Complete - Successful

### Comments

Rapid Response Green’s Grocery R2016-0025

### Fund Information

- Fund: [101 - Rapid Response (7/14/2016)]
- Start Date: 07/14/2016
- End Date: 07/14/2016
- Sub Fund: [Blank]
- Amount: 00/1929

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**Twist screenshot of services’ tab**

<table>
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<tr>
<th>CM</th>
<th>Service Description</th>
<th>Fund Start Date</th>
<th>Fund End Date</th>
<th>Fund Description</th>
<th>Service Start Date</th>
<th>Service End Date</th>
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<tbody>
<tr>
<td>✔</td>
<td>30 - Workforce Services Orientation</td>
<td>08/02/2006</td>
<td>08/02/2006</td>
<td>1 - OneStop (WDA Concho Valley WDA)</td>
<td>08/02/2006</td>
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<tr>
<td>✔</td>
<td>22 - Computer Workstation Usage</td>
<td>08/02/2006</td>
<td>08/02/2006</td>
<td>1 - OneStop (WDA Concho Valley WDA)</td>
<td>08/02/2006</td>
<td>08/02/2006</td>
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<tr>
<td>✔</td>
<td>30 - Workforce Services Orientation</td>
<td>07/14/2016</td>
<td>07/14/2016</td>
<td>101 - Rapid Response (WDA Concho Valley WDA)</td>
<td>07/14/2016</td>
<td>07/14/2016</td>
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<tr>
<td></td>
<td>07 - UI Claims</td>
<td>07/14/2016</td>
<td>07/14/2016</td>
<td>101 - Rapid Response (WDA Concho Valley WDA)</td>
<td>07/14/2016</td>
<td>07/14/2016</td>
</tr>
</tbody>
</table>
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(325)655-2005 ext. 304
Rapid Response Best Practices

Jose Vega
josevega@rescare.com
Topics

☐ Outreach / Sources
☐ Employer Engagement
☐ Employer Benefits
☐ RR Service Delivery
☐ DW: “What’s in it for me?”
☐ RR, WIOA, Business Team Partnership
☐ Closing the Loop
  ▪ DW Follow-up Services
  ▪ Employer Follow-Up Services

"Let's Get Back To Work"
Outreach / Sources

Outreach is conducted immediately as soon as the notification or announcements have been received:

- WARN Notices
- TAA Petitions (Filed / Certified)
- Television, Radio, Print, Social Media
- Closures, Acquisitions, Re-O rganizations
- Announcements via E-Mail, i.e. Dallas Business Journal
- Workforce Center Customers
- “Going Out of Business”, “Liquidation”…Announcements
- Competitors in the same Industry
- Financials: Loss of Revenue / Market Shares

"Let's Get Back To Work"
Employer Engagement

Employer engagement is conducted weekly upon receipt of potential layoff notification(s).

Employer contact information is researched in Workintexas.com, Linked-In, Company Website, Google, Indeed.Com.

- Initial contact is made via telephone
- A follow-up email is sent
- Follow-up via telephone/email is made at least twice per week
- Employer outreach/outcomes are tracked in Excel Spreadsheet
- Use the ‘tracker’ to conduct follow-up calls

"Let's Get Back To Work"
Employer Benefits

- RR Services are available to affected employers, representatives of affected employees and employees at no additional cost

- Partnership with Workforce Business Leaders to manage economic transitions, i.e. Pro-Active –vs- Reactive

- Allows for an easier transition during difficult times
  - Employees know the company is doing everything it can to assist them land another job or potentially train for another occupation

- Provides affected employees with the knowledge/skills to conduct and aggressive and effective job search to reduce the time on Unemployment Benefits

- Potentially save jobs using the Shared Work Program (information provided by TWC Field Representative)

"Let's Get Back To Work"
RR Service Delivery

- Services are available to employers, representatives of affected workers on a 24/7 schedule based on their operational needs, i.e. 1st, 2nd, 3rd, and weekend shifts.

- Services provided are consistent, i.e. everyone receives the same message.

- Employee inquiries relating to the company HR policies or practices are referred back to the company HR Representative(s).

- Services include partnership with TWC Field Representatives for most current Unemployment Benefits Information,

- DOL Benefits Advisors and TAA Merit Staff as applicable.

"Let's Get Back To Work"
DW, “What’s in it for me?”

- Services are available indefinitely
- Access to a single Point-of-Contact for Re-Employment and potential Retraining Assistance
- One-on-One Job Search Assistance
- Receives current Labor Market information related to Jobs in Demand
- Priority of Services to Veterans
- Information on Workforce Hiring Events & Community Job Fairs
- Job Search, Social Media, Networking, Interviewing Seminars for an effective job search strategy

"Let's Get Back To Work"
Partner with WIOA Manager/Workforce Center Staff to follow-up and connect affected employees to WIOA Services

Provide RR Outreach List (Excel Tracker) to WIOA and Business Solutions Leadership to develop strategies and make the connection with Affected Employees and Training/Jobs

TWIST Data Forms (copies) are made available to the Team after the official layoff date

"Let's Get Back To Work"
Closing the Loop

- **Employer Follow-Up Services**
  - Follow-up with employer after RR Services requested have been completed to answer any additional questions
  - Inform the employer of other Business Solutions available that may assist their company (for restructures / downsizing)
    - Skills Development Funds
    - Adult Education and Literacy
    - Recruitment / Talent Acquisition

- **DW Follow-Up Services**
  - RR Representative continues follow-up services to assist with job search services
  - Provides Workintexas job referrals, information on Workforce Center Hiring Events, Community Job Fairs
  - Enters all job seeker services provided into Workintexas.com

"Let's Get Back To Work"
Jose Vega
Business Solutions Manager

- Mobile: 214-263-8063
- Email: josevega@rescare.com

Questions

"Let's Get Back To Work"