

SOP 15-08
Rapid Response Activities
Standard Operating Procedures
Grow Southwest Indiana Region 11
WDB Approval Date: 12/05/2014

Purpose

To provide guidance for Rapid Response activities conducted by the State and/or Local Rapid Response Teams.

Recission

None

Action

DWD Policy 2014-06 Rapid Response Activities will be implemented as Region 11 SOP 2015-08.

The primary purposes of this policy are to:

Provide information and guidelines for Rapid Response activities conducted by the State and/or Local Rapid Response Teams and to establish a basic standard of service for Rapid Response activities statewide;

Clarify roles and responsibilities of State Dislocated Worker Unit and the Region 11 Workforce Development Board relative to the delivery of Rapid Response services; and

Describe the required topics that must be addressed at a Rapid Response employer meeting and at layoff orientations.

Content

Rapid Response (RR) is provided for workers who are dislocated due to plant closures and substantial layoffs. For many workers who have dislocated due to a layoff or plant closure, early intervention can play an important role in their successful reemployment and can help workers and communities adjust to the effects of layoffs and plant closings. In August 1988, Congress enacted the Worker Adjustment and Retraining Notification Act (WARN) to offer protection to workers, their families, and communities by requiring employers to provide notice 60 days in advance of covered plant closings and covered mass layoffs. This notice must be provided to either affected workers or their representatives (e.g. a labor union); to the state of Indiana's division of Workforce Development; and to the appropriate unit of local government. More information about the WARN Act and its requirements may be found on the Department of Labor's website.

Rapid Response assistance is a required activity to be carried out by the State in conjunction with the local WDB and Chief Elected Officials. The Indiana Department of Workforce Development manages Rapid Response activities to ensure the planning and delivery of services that enable Dislocated Workers to transition to new employment as quickly as possible in the event of a mass layoff/closure or other natural disaster.

The term "Rapid Response" is defined as an activity provided by a State, or by an entity designated by a State, with funds given to the State in the case of a permanent closure or mass layoff at a plant, facility, or enterprise, or a natural or other disaster that results in mass job dislocation, in order to assist Dislocated Workers in obtaining reemployment as soon as possible, with services, including:

The establishment of onsite contact with employers and employee union representatives immediately after the State Rapid Response Program Director and/or Business Services Manager is notified of a current or projected permanent closure or mass layoff, or in the case of a disaster, immediately after the State Rapid Response Program Director and/or Business Services Manager is made aware of mass job dislocation as a result of such disaster;

The provision of information and access to available employment and training activities;

Assistance in establishing a labor-management committee, voluntarily agreed to be labor and management, with the ability to devise and implement a strategy for assessing the employment and training needs of the Dislocated Workers and obtaining services to meet such needs;

The provision of emergency assistance (NEG) adapted to the particular closure, layoff or disaster.

A Dislocated Worker Unit (DWU) implements statewide Rapid Response activities for assisting employers and impacted workers as quickly as possible following the announcement of either a permanent closure or mass layoff, or a natural or other disaster resulting in a mass job dislocation. Rapid Response services will be provided to workers and employers prior to dislocation events if possible or immediately following notification of the dislocation event provided that such actions would not adversely impact any ongoing collective bargaining negotiations related to the dislocation event.

Both the State Dislocated Worker Unit and local Workforce Development Boards have roles and responsibilities to ensure effective delivery of Rapid Response services. In partnership, the State Rapid Response Program Director and the local RR teams must engage in an ongoing information gathering process and establish contacts that can provide information to Dislocated Workers.

The State DWU is responsible for the following:

- Provide guidance and assistance to the local RR teams to ensure consistency in statewide operations and in the delivery of basic RR services.
- Make initial contact with all employers from whom a WARN notice is received. An employer who submits a WARN notice will be contacted within 48 hours of receipt by the State RR Program Director. The State RR Program Director will provide a general overview of RR services to the employer and provide the employer with the contact information for the local RR team representative in that Workforce Development area. While the State RR Program Director will contact the local RR team representative to ensure that contact is made with the affected employer to schedule an initial planning meeting, any notification other than a WARN notice will be the immediate responsibility for the local RR team leader for Region 11. The State RR Program Director may receive notifications that warrant contact with an employer including:
 - Telephone contact from workers facing a potential layoff
 - New articles or public announcements; and
 - Worker Adjust and Retraining Notification letters (WARN)
- The State RR Program Director is responsible for ensuring that layoff/closure information is correct and up-to-date on the IDWD website
- The State RR Program Director is responsible for maintaining the current list of local RR team member contacts for Region 11 to aid in coordination of activities and to issue guidance on program update to RR partnering agencies in Region 11.
- The State DWU will provides technical assistance as requested by the Region 11 RR team; the State RR Program Director will facilitate a yearly statewide roundtable with all local RR team leaders and Region 11 will have a representative in attendance.
- The State RR Program Director:
 - Maintains administrative policies and procedures that support RR assistance.
 - Assists in planning and overseeing program strategies for layoff aversions in Region 11.
 - Promotes labor management of workforce transition committees for layoffs and closures.
 - Assists the Region 11 WDB with coordination of RR services with other resources, such as National Emergency Grant (NEG) or Trade Act funds.

- Assists in the development of NEG applications and state review of NEG application that are to be submitted to the US Department of Labor.

The Region 11 Workforce Development Board is responsible for:

- Coordinating the provision of RR services at the local level
- Designating a local RR contact person that will make the initial contact with the business and introduce RR services
- Identifying the RR point of contact to coordinate with the State DWU. A RR point of contact may be a WDB administrative staff member or a designated local RR team member.
 - *The Business Services Representative must enter the ICC service code of E36-Rapid Response Visit. This code is used when making the initial phone contact to the employer to arrange the initial on-site meeting.*
- Establishing and maintaining a local RR team. Team members may include representatives from the WDB, Service Provider, WorkOne staff, labor organization and/or State Labor Council (when the workforce is union represented), community and technical colleges, and other stakeholders and interested parties.
- Arranging for an initial on-site meeting with employers and employee representatives, assessing layoff schedule, determining employer plans to assist the workers, and introducing appropriate on-site RR activities for WARN and must include information on potential Trade Act applicability.
 - *The initial on-site meeting with employer including the Rapid Response orientation must be marketed as a WorkOne service as to not confuse the employer and the affected worker.*
 - *The Business Services Representative must enter the ICC service of E37-Rapid Response initial meeting.*
- Obtaining layoff list of affected workers and their contact information.
- Planning assistance for dislocation events. Where feasible, RR assistance should be conducted on-site. If the employer does not provide the space, it should be offered at the union hall or at another nearby facility at the end of each work shift to accommodate the affected worker.
- Ensuring RR orientation include information packets on all available services at WorkOne and other community resources.
 - Written material and brochures including RR Common Worker Needs Survey must be available in Spanish when appropriate.
 - ICC User Guide
 - EPPECard
 - Uplink
 - WorkOne Resource Guide
 - Information on Career Counseling and job search assistance
 - Information on resume preparation and interviewing skills workshops offered at WorkOne
 - Information on local labor market
 - Education and training opportunities (WIOA)
 - Information on health benefits (Cobra)

- Community resources
- Available services and benefits are explained and questions answered on topics including:
 - Filing a UI Claim
 - TAA, if applicable
 - COBRA and other health insurance coverage/tax credits
 - Labor market Information and employment opportunities
 - Reemployment services
 - Job Training Services
 - Severance and retirement pay issues if applicable and presented by the employer
 - Worker are encouraged to identify their next step and assisted in making appointment for career assessment, individual development plans, job readiness workshops at WorkOne and other community services
- Determining prospects for layoff aversion through consultation with the State DWU, state and local economic development organizations, and other entities.
 - Business Service Representative solicits information from the employer about supplier firms in order to more accurately assess the likelihood of secondary and tertiary layoffs
 - *When layoff aversion is discussed, Business Services Representative must enter the ICC service of E-38-Layoff Aversion Meeting Service.*
- Determining proposed layoff schedule and what employer plans are to assist the Dislocated Workers, including the status of any collective bargaining negotiations affecting layoff benefits
- Ascertaining and providing the State DWU with information related to severance, separation pay, retirement incentives, and voluntary layoffs so the Unemployment Insurance (UI) Division of the Department of Workforce Development can review and determine UI eligibility.
- Coordinating and facilitating the delivery of RR layoff orientation for affected workers
- Assessing the needs of the impacted workers as quickly as possible through the use of the Rapid Response Worker Needs Survey, an important tool used to determine an affected worker's skills and education and identification of probable assistance needs. (Additionally, the US Department of Labor requires survey results for NEG grant applications). The survey results are used to estimate the number of workers needing training and other services, the cost of providing those services, and as support for preparing fully documented applications for NEG funding when applicable.
 - All surveys along with a sign-in sheet are to be sent to the Director of RR scanned via email to the State RR Program Director so that the data is tabulated. The results will be sent to the WDB via email so a service strategy can be carried out for the affected workers.
 - "Rapid Response Orientation Session" is to be entered into the state case management system for all participants completing the survey.
- Determining the need for and promote a voluntary labor management committee or a workforce transition committee comprised of representatives of the employer, affected workers or their representatives, and other community entities as necessary. The committee would assist in planning and overseeing an event-specific strategy that supports the reemployment of affected workers.

- Consulting and coordinating with appropriate labor representatives when planning RR activities for those impacted workers covered by a collective bargaining agreement.
- Determining the need for peer to peer worker outreach to connect Dislocated Workers with service in conjunction with the labor management committee or its equivalent. A peer to peer worker provides outreach to their co-workers, drawing them into the WorkOne centers and educates them about all of the various Dislocated Worker services and training option that are available to them.
- Ensuring procedures are in place for the timely access and referral to WorkOne programs, service, and information offered by WIOA, UI, TAA, Wagner-Peyser, and other programs.

Required Forms

Rapid Response Orientation Sign-in Sheet
Rapid Response Common Worker Needs Survey

Attachments

Attachment A: Rapid Response Grant Request
Attachment B: Statement of Work

ATTACHMENT A

Workforce Innovation and Opportunity Act Rapid Response Grant Request

Purpose: To provide procedures for applying for the availability and use of Workforce Innovation and Opportunity Act (WIOA) Rapid Response funds for dislocations and emergency situations.

Content: The success of transitioning workers from a dislocation to reemployment hinges on the ability of Indiana's workforce development systems to respond rapidly to local events. Events such as these are difficult to plan for and can put a strain on the formula-allocated Dislocated Worker funds in Region 11.

Consistent with WIOA, Indiana's Rapid Response objective will be to develop an appropriate response tailored to the immediate and long term needs of the affected workers in conjunction with regional operators. The strategies used to meet this objective will be to identify and arrange/provide appropriate pre-layoff and core services to address the needs of the maximum number of Dislocated Workers prior to layoff.

It is expected that the WDB staff in Region 11 will act as project manager for all mass layoffs or plant closure, including those that impact 50 or more workers. As such, the project manager will be responsible for coordinating the RR event/s. The project manager will be expected to utilize all funding stream and staff appropriate to the event.

Expectations: Consistent with quality RR design principles, RR will follow the time-proven protocols such as initial on-site meetings and orientations. The Department of Workforce Development promotes the development of a strategic plan for each event. During the planning stage various stakeholders and service providers will agree upon what services need to be provided, who can provide them and when and where they will be provided.

Application/Request Process:

The WDB staff will work with the state RR Director to determine the need for, and amount of an emergency grant to address a specific dislocation event.

RR Grant funds may be used for RR activities including pre-layoff, basic, individualized services, and training. Any participants entering individualized service must be enrolled in WIOA. Workers who receive basic services only will be counted as participants for common measure, but not against the WIOA performance standards. For Trade-certified events, the Department would expect that most of the training programs would be funded by TAA; however, the workers would still be co-enrolled in WIOA prior to the completion of training.

The request and the attached worksheet should be completed, signed by the WDB staff and sent via email to the State RR Director. Once reviewed and approved, DWD will issue a letter of approval to the WDB staff. This confirmation will authorize the WDB staff to begin expending funds as of the date of approval for expenditures indicated in the letter of approval. The funds will be modified into the local grant and will be available to replace formula funds expended on approved services.

Request Type
 Tier I Request
 Tier II Request

Statement of Work

Worker Count: 0

Company Count: **0**

Amount: \$0

Region

Grant Timeframe: _____

Submitted by: _____

Date: _____

Reviewed by: _____

Event(s)/Company Background

#1 Event(s)/Company Name and Background...Input Here...

#2 Event(s)/Company Name and Background...Input Here...

#3 Event(s)/Company Name and Background...Input Here...

High Wage / High Demand Insight:

Input narrative / strategy here...

Anticipated Outcomes

Insert Company #1 here...

Insert Narrative with Objectives, Outcomes, Key Partner Employer Strategy and Milestones here...

Insert Company #2 here...

Insert Narrative with Objectives, Outcomes, Key Partner Employer Strategy and Milestones here...

Insert Company #3 here...

Insert Narrative with Objectives, Outcomes, Key Partner Employer Strategy and Milestones here...

Performance Metrics

Company Part I	Affected Workers	Number of Workers Currently being served	Est. % of NEW workers to be served	Estimated % of Workers receiving Core Services	Estimated % of Workers receiving Intensive Service	Projected Estimated % of Workers receiving TRAINING (classroom)	Estimated % of Workers receiving OJT
Name		0	0%	0%	0%	0%	0%
Name		0	0%	0%	0%	0%	0%
Name		0	0%	0%	0%	0%	0%

Grant Breakdown:

	% of Grant	\$ of Grant
Administration Cost	0%	\$0
Rapid Response Event(s) Total		
- Facility Rental	0%	\$0
-		
Staffing	0%	\$0
- Materials (ie. printing, etc.)	0%	\$0
- Other (describe)	0%	\$0
Client Services		
-Intensive Services	0%	\$0
-Credentials	0%	\$0
-		
Training	0%	\$0
-Assoc. Degrees	0%	\$0
-Other (describe)	0%	\$0
TOTAL	0%	\$0