

**WDA 16**

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**Workforce Investment Area 16**

**Belmont, Carroll, Harrison and Jefferson Counties**

**Policy Letter 04-2009**

**Policy: Rapid Response Procedures to Serve Employers and Dislocated**

**Workers**

**I. PURPOSE**

To establish policy for delivering Rapid Response services to employers and dislocated workers in accordance with the Ohio Department of Job and Family Services’ (ODJFS) Rapid Response Policy Letter and the Rapid Response Procedures Manual.

**II. WORKFORCE INVESTMENT BOARD APPROVAL**

Motion 20-2009 approved August 14, 2009.

**III. BACKGROUND**

ODJFS commissioned a study by the National Employment Law Project (NELP) to evaluate the status and effectiveness of Ohio’s Rapid Response delivery system and to provide recommendations for improvement. NELP issued a report to ODJFS, and in response to the report, ODJFS created an inter-agency team to develop, implement and strengthen Ohio’s Rapid Response system through accountability, partnership, communication, professional development and timely access to needed services.

The provision of Rapid Response services to employers and dislocated workers is a joint responsibility of the Ohio Department of Job and Family Services (ODJFS), Ohio Department of Development (ODOD) and One-Stop Operator which are the core Rapid Response team members. Other One-Stop partners such as the ULA

representative and college representatives can assist as needed. The Regional Rapid Response Manager from ODJFS; the Rapid Response Coordinator/Backup (RRC/RRCB) from the local One-Stop system; and the ODOD Business Service Representative are ultimately responsible for directing Rapid Response services.

**IV. IMPLEMENTATION**

Area 16 will follow the requirements outlined by ODJFS in its Rapid

Response Policy Letter and Rapid Response Procedures Manual but will maintain flexibility in delivering services by modifying the requirements as needed based on the uniqueness and variances of each dislocation event. Such modification is permissible per ODJFS policy.

Points of emphasis are:

• All initial layoff notices or information received by any partner must be directed to the Rapid Response Coordinator (RRC) or Rapid Response Coordinator Backup (RRCB). Partners are not to make any contact with the employer. The RRC/RRCB will begin the Rapid Response process.

• Employer information **must** be entered into OhioRed.gov by the RRC/RRCB. OhioRed.gov will be updated as required.

• The RRC/RRCB will send an e-mail to the core Rapid Response team members; other partners as necessary; WIB Chair; and Commissioners to inform them of the layoff and to determine the Point of Contact (POC) with the employer. The POC may be the individual who has the most knowledge of the company or already has established ties with the company. The POC may be a core team member, a partner or other individual in the One-Stop system such as a WIB member. **The POC must be determined and agreed upon by the RRRM, RRC/RRCB and** **DOD representative**. The POC is the only individual who can make the initial contact with the employer.

• During the initial contact with the employer, the POC will try to obtain as much information as possible for the Initial Rapid Response Contact Report (JFS01810) and Rapid Response Characteristics Worksheet (JFS1811); promote Rapid Response Services; and establish the initial meeting date.

• A team lead will be established for each dislocation event. This individual will lead the planning and be county-based specific to the layoff. In most cases, the team lead will be the county One-Stop Operator.

• A Rapid Response team strategy meeting will be set to develop an agenda and action plan for the initial meeting with the employer. Based on the dislocation event, this meeting could be face-to-face, by phone or by e-mail.

• At the initial meeting with the employer, the Rapid Response team will explain and sell the employer on the Rapid Response services; determine a course of action; set time tables; and complete the reporting forms.

• An approved plan of action to serve the employer and workers will be developed.

• At the worker orientation sessions, an Area-wide Power Point presentation will be incorporated into the program; partners will provide an overview of services; worker surveys will be completed; and worker information for SCOTI mini-registration will be obtained.

• Worker information from the orientation session **must** be entered into SCOTI mini-registration by county staff where the layoff occurred. Staff from other counties may assist as needed. This information may also be entered into an alternate system such as G-Stars as long as all the SCOTI data elements are collected and the data is uploaded into SCOTI within six business days after the worker orientation sessions.

• After the worker orientation sessions are held, follow-up letters or postcards promoting One-Stop services will be sent to the workers (including workers who did not attend the session if addresses are available). This correspondence will indicate the “employer of layoff”, and the workers will be instructed to bring the correspondence to the One-Stop when seeking services so they can be connected to the corresponding dislocation event.

• For workers who do not attend a worker orientation session but visit a One-Stop for services, the appropriate dislocation event number must be applied to the individual and entered into SCOTI. These individuals will be identified through orientation to the One-Stop.

• To build awareness among One-Stop staff and to help identify workers from specific dislocation events, e-mails will be sent throughout the One-Stop system to alert staff of the layoff and to instruct staff to screen customers for attachment to the dislocation event when they indicate they have been laid off.

• When an individual impacted by a dislocation event visits a One-Stop Center regardless if he/she attended or did not attend a Rapid Response worker orientation, he/she will be provided an overview of the full array of One-Stop services including local WIA formula-funded programs.

END