



## POLICIES AND PROCEDURES

POLICY TYPE:	Rapid Response Policy
EFFECTIVE:	07-01-17
REVISED:	08/26/21

### **PURPOSE**

To offer guidance and definitions of Rapid Response Services offered to Lane County businesses and their affected employees. The purpose of Rapid Response activities is to promote economic recovery and vitality by minimizing the impact on workers, businesses, and communities by reducing the time affected workers are unemployed.

### **REFERENCES:**

Workforce Innovation and Opportunity Act (WIOA) Section 134 (2) (A)  
20 CFR 682.300 through 370  
TEGL 19-16

### **BACKGROUND**

Lane Workforce Partnership (LWP) is the Local Workforce Development Board (Local WDB) for the Lane County Workforce Area and the designated WIOA Rapid Response Coordinator. In conjunction with the WIOA Adult Program Provider and WorkSource Lane, a coordinated effort will be made to contact and offer services to all employers and affected worker groups that have provided notification or announcement of a layoff or closure in Lane County.

### **POLICY**

The WIOA Adult Program provider, selected by LWP, will offer Rapid Response Services as outlined in this policy in a timely manner, reporting all layoff announcements to both LWP and the state Higher Education Coordinating Commission / Office Workforce Investments (HECC/OWI) through the Oregon Rapid Response Activity Tracking System (ORRATS) within three (3) workdays. The WIOA Adult Program Provider will also ensure that the Rapid Response services are coordinated with WorkSource Lane partners and offered in a timely manner to all Lane County businesses that are experiencing a reduction in workforce.

Rapid Response services must be offered in the following circumstances:

- Announcement or notification of a permanent closure, regardless of the number of workers;
- Filing of a WARN notice with the State Dislocated Worker Unit;
- Announcement or notification of a mass layoff;
- A mass job dislocation resulting from a natural or other disaster; or
- The filing of a Trade Adjustment Assistance (TAA) petition.

Rapid Response activities and services to be offered:

- Layoff aversion activities (see Lane Workforce Partnership's Layoff Aversion Strategy Policy)
- Immediate and on-site contact with the employer, representatives of the affected workers, and the local community, including an assessment of and plans to address the:
  - Layoff plans and schedule of the employer;

- Background and probable assistance need of the affected workers;
- Reemployment prospects for workers; and
- Available resources to meet the short and long-term assistance needs of the affected workers
- The provision of information and access to unemployment compensation benefits and programs, such as Short-Time Compensation, comprehensive one-stop delivery system services, and employment and training activities, including information on the TAA program, Pell Grants, the GI Bill, and other resources;
- The delivery of other necessary services and resource including workshops and classes, use of worker transition center (WorkSource Centers), and job fairs, to support reemployment efforts for affected workers;

The sequence of pre-layoff/rapid response activity that may be provided shall include:

- Initial notification of layoff or closure: The pre-layoff process begins when the State Dislocated Worker Unit local or state liaison receives a formal WARN notice or similar information through informal channels (e.g. a phone call or newspaper article). State and local DW staff will make contact and share information of layoff/closure via phone or email with state or local partners. The provision of services may also be initiated when dislocated workers enter the WorkSource center and report to staff that they have lost their job due to being laid off.
- Initial on-site meeting with company representative and worker representative: The goal is to complete the investigation and be onsite with the company within 48 hours, where practical.
- Transition team: If time allows and staff are notified prior to the layoff or closure, a transition team is established to assist in the delivery of re-employment/transitional services. The transition team is comprised of:
  - Unemployment Insurance representative(s)
  - Oregon Health Marketplace representative(s)
  - WorkSource Lane staff (Rapid Response liaison)
  - Union representative and/or labor liaison (if applicable)
  - Trade Act representative (if applicable)
  - Local Resource representative (if applicable)
- Employee survey: A survey of the workers is conducted to obtain their direct input concerning the type(s) of services they would like to see made available
- Employee information session: Ideally, members of the local DW and/or the State DW unit coordinate these sessions at the worksite. Information provided at the session must include:
  - How to access Unemployment Insurance Benefits
  - How to access dislocated worker services through the Workforce Service Delivery System
  - How to access Health Insurance on the Oregon Health Marketplace
  - Labor Exchange Information
- Pre-layoff services planning: Information gathered from employees, company management, and the union (if applicable) will determine the plan for services to affected workers.
- Employer feedback: Employer feedback shall include follow up with the employer to determine whether additional service needs exist.

**ISSUED:**

**Revision Date:** August 26, 2021

**LWP Director of Workforce Investments**