

Rapid Response

The Eastern Oregon Workforce Board (EOWB):

- Designates the Dislocated Worker Liaison
- Designates Small Rapid Response as 1 -10 workers and a Large Rapid Response as over 10 workers
- Designates Rapid Response Coordinator and Rapid Response Team members
- Designates who will be responsible for ensuring communication and for information posting on the Rapid Response Activity Tracking System
- Designs and implements a layoff aversion strategy with partners
- Ensures federal rules, state and local Rapid Response policies are carried out by local Rapid Response Teams

All WorkSource Eastern Oregon and Partner Staff

- **Contact** Rapid Response Coordinator in area with any information recieved about workers being laid-off, including:
 - If any employer asks about or mentions the possibility of filing a WARN
 - If any employer inquires about Trade Act or Filing Petitions
- May initiate Contact Sheet/Rapid Response Activity Tracking System in cooperation with Rapid Response Coordinator

Rapid Response Coordinator TEC Program Manager Rapid Response Team Lead/Designee

- Will initiate contact with employer or work with the Staff Partner to **complete** Contact Sheet/ Rapid Response Activity Tracking System
- **Contact** the Dislocated Worker Liaison
- Communicates Rapid Response information with the Designated Communication List once Team is notified
- Notifies Trade Act and/or Union of possible Trade Act or Union Connection

Dislocated Worker Liaison William Rosholt, EOWB

- Call Rapid Response Team
- Announces to the Designated Communication List **about** the layoff and **who** will be the Rapid Response Coordinator
- Ensures federal rules, state and local Rapid Response policies are carried out by local teams

Rapid Response Team Lead: Eric Labonte, TEC

- Coordinates the delivery of Rapid Response sessions for workers.
- Provides required topics and employer customization for Rapid Response services.
- Implements EOWB layoff aversion strategy.

Rapid Response (RR) Team

All Counties	EOWB Oregon Employment Dept. (OED) – Trade Act: OED Area Manager: Eastern Oregon State Labor Liaison (if applicable) Oregon Health Insurance Marketplace Liaison: Back-up Contact Title I-B (TEC)	William Rosholt Alex Caicedo Tara Morrell Jon Irvine Misty Rayas Israel Estrada Eric Labonte	bill@eowb.org Luis.A.Caicedo@oregon.gov tara.j.morrell@oregon.gov jon@oraficio.org misty.d.rayas@oregon.gov Israel.J.Estrada@oregon.gov laboe@tecteam.org	(541) 963-3693 (541) 214-6083 (541) 963-7111 x229 (360) 742-9521 (503) 813-8427 (503) 315-9125 (541) 963-7942 x21
Morrow and Umatilla Counties	Team Lead: WIOA Service Provider Oregon Employment Department	Tara Bishop, TEC Elizabeth Jones	tbishop@tecteam.org elizabeth.l.jones@oregon.gov	(541) 276-9050 x235 (541) 215-5589
Grant, Malheur and Harney Counties	Team Lead: WIOA Service Provider Oregon Employment Department	Lisa Norton, TEC Ed Susman	norti@tecteam.org edward.a.susman@oregon.gov	(541) 963-7942 (541) 889-5394 x241
Union, Baker and Wallowa Counties	Team Lead: WIOA Service Provider Oregon Employment Department	Lynn Trice, TEC Tara Morrell	trichel@tecteam.org Tara.J.Morreell@oregon.gov	(541) 963-7111 x233 (541) 963-7111 x229

Designated Communication List

Rapid Response Team	See above	See above	See above
Oregon Dislocated Worker Unit	John Asher Rachel Soto Kathy Wilcox	john.e.asher@oregon.gov rachel.SOTO@oregon.gov kathy.WILCOX@oregon.gov	(503) 947-2413 (503) 947-2438 (503) 947-2411
Unemployment Insurance (UI)	Evan Kibbey, Bend Center Mike Carper, Bend Center Heather Wright, Beaverton Center Vann Keo	Evan.J.Kibby@oregon.gov Michael.W.Carper@oregon.gov Heather.A.Wright@oregon.gov Vann.c.Keo@oregon.gov	(541) 693-2947 (541) 693-2995 (503) 384-5110 (503) 947-1880
Trade Act	Ricqué Smith Shelly Forsberg	Ricque.j.smith@oregon.gov shelly.d.forsberg@oregon.gov	(503) 947-1665 (503) 947-1688

Rapid Response Session Presenters

Designated RR Session Presenters:

- RR Team Lead and/or other WorkSource Eastern Oregon Representative
- OED Unemployment Insurance Representative
- Oregon Health Insurance Marketplace Liaison
- Trade Act Contact
- State Labor Liaison
- Oregon Dislocated Worker Unit

Additional Presenters:

- Area colleges: Treasure Valley Community College, Blue Mountain Community College, Eastern Oregon University
- Oregon Department of Human Services - Self-Sufficiency
- Public Health
- Financial/Mortgage Housing - HUD

EOWB *Rapid Response*:

- Follows the Rapid Response 10 Quality Principles,
- Is guided by the Rapid Response Practitioners Guide, Federal and State Policies
- Is connected with partners who work daily with local employers and who are aware of when employers are struggling and need Layoff Aversion resources such as: adapt to a changing economy, stay in business and/or retain employees
- Builds the relationships and has the materials ready before they are needed for a Rapid Response Session

The ultimate goal of Rapid Response is to...
Enable affected workers to return to work as quickly as possible
or
Avoid unemployment altogether
...following a layoff

The Eastern Oregon Workforce Board follows an eight-step process as outlined below.

Step 1 - Initial Notification of Layoff or Closure

- The local Rapid Response (RR) Team or any WSO staff member, receives notice of potential layoff or closure from a customer, formal WARN notice, news media, employer, employee or other informal channels.
 - Immediately, the information is given to the RR Coordinator in the area.
- The RR Coordinator will notify the Dislocated Worker Liaison regarding any information received about workers being laid off.
- The Dislocated Worker Liaison sends an initial, confidential email to the State Dislocated Worker Unit and all appropriate partners listed on the Designated Communication List about the potential layoff or closure.
 - The RR Coordinator may designate someone else as Coordinator for a layoff.
- The RR Coordinator and/or WSO staff member, whomever has a working relationship with the employer, will make an immediate attempt to contact the employer upon hearing about a layoff or closure to confirm or deny its occurrence. This is usually accomplished by a phone call to the company and maybe followed by a visit. A follow-up, confidential email is sent to the Designated Communication List to provide information about the layoff or potential layoff.

Step 2 – Investigation

- Contact with the company is made to verify the layoff/closure and gather general information, such as the reason(s) for the layoff(s) or closure; the number of employees involved; union contact information (if applicable), and if there is no union - lead worker information; the expected date of the layoff; and other pertinent information. Use the Dislocated Worker Contact Sheet to guide questions with employer.
- During this initial contact:
 - A brief explanation of pre-layoff services is provided to the company representative.
 - An initial on-site meeting is set up, if possible.
 - Contact information for the Oregon Health Insurance Marketplace is shared to discuss the most beneficial health insurance options for employees.
- The Trade Act RR Team will conduct an additional investigation piece.
- The RR Team determines and communicates a strategy for the initial on-site meeting.
- The RR Coordinator will provide updates, promptly as new information becomes available.

Step 3 - Initial On-Site Meeting

During the initial on-site meeting, the RR Team, employer and employee representatives meet to discuss concerns, initial information session with affected employees, desired services/workshops, potential dates and other possible activities. The Oregon Dislocated Worker Unit will also be invited to attend.

- The meeting should reflect that the RR coordination is flexible and responsive to the needs of the employer providing customized, collaborative solutions to enable affected workers to return to work as quickly as possible.
- Employer meeting outcomes should include:
 - Obtaining an employee list with position descriptions
 - The Identification of worker and employer needs and expectations
 - Timelines and anticipated layoff schedule
 - An understanding of the resources available, services and benefits the dislocated workers may be eligible to receive under the Workforce Innovation and Opportunity Act (WIOA) and the Trade Act
 - An understanding of the worker survey benefits and agreement on the survey process
 - The identification of services being offered by the employer, and union (if applicable)
 - An understanding of the work of the employees
 - Determination of the need for a Transition Team
 - Identification of other agencies or organizations that will be invited to participate in the Employee Information Session
 - An outline of next steps, including when the next meeting will occur
- The RR Coordinator will follow up with a confidential email sent to the Designated Communication List to provide information about any scheduled Rapid Response session.

Step 4 - Transition Team and Pre-Layoff Services

Transition Team: If time allows and staff are notified prior to the lay-off or closure, a transition team should be established to assist in the delivery of re-employment/transitional services. The transition team should be comprised of:

- Employer representative(s)
- Employee representative(s)
- Dislocated Worker Liaison and/or Rapid Response Coordinator
- Unemployment Insurance representative
- Union representative (if applicable)
- Trade Act representative (if applicable)

The Transition Team meets periodically during the layoff time frame. They continue to determine, coordinate and set up future workshops and services. Additionally, it is determined if accommodations are available and sufficient to allow the affected employees to complete WorkSource Oregon registration on-site. The following tools are used/considered during the meetings, and others are found/determined as needed:

Community resources for workers	National Dislocated Worker Grants (DWGs)
Compatible software	Newsletter
Describing one-stop services pre- and post-layoff	On-site Resource Rooms
Determine next steps	Other funding options
Employee lists (including names and contact information)	Packets of available Dislocated Worker services
Financial management	Peer advisors
Flexibility in times services are offered	Refreshments
Layoff aversion	Stress & Grief management
List of local contacts	Trade Act petition
Locally available menu of services	Training Unemployment Insurance information
Workers' Compensation	Work Share

Step 5 - Employee Survey

- The Worker Survey provides an opportunity for employees to tell you what is needed from their perspective, which may include training, job assistance, supportive services, stress management, financial management, or any of the dozens of other services you can provide to help them get back to work as quickly as possible. A well-designed survey also provides you the data needed to build a successful Dislocated Worker Grant application. Survey data can also help integrate the Rapid Response intervention with broader efforts like sector strategies, career pathways efforts, and other strategies.
- Employee Survey templates should be established with a flexibility to customize or create online versions.
- Surveys must be made available in needed languages.
- Prior to or at the Initial Information Session, surveys are distributed to affected employees and collected. These surveys are used to compile demographic information and determine employee concerns and interests.
- The Rapid Response Coordinator will maintain data on when and to whom the surveys were provided.
- Worker Survey Guiding Principles:
 - Understand what your information needs are
 - Gather only the information you need
 - Data security is critical

Step 6 - Employee Information Session

- It is the Rapid Response Coordinator's role to coordinate and facilitate the session.
- Customized information is provided to the affected workers about the services that are available to them to ease the transition to re-employment.
- Information is provided that will aid the worker in recognizing and overcoming various causes of stress and grief, which are common during dislocation events.
- Attendance is recorded and copies of attendance are provided to the local Trade Act Navigator.
- Rapid Response Coordinators must ensure staff providing Rapid Response services or presentations have the needed skills such as presentation and facilitation skills, empathy skills, and the ability to work with worker emotional reactions.
- Required In person speaker/presentation:
 - Unemployment Insurance (UI)
 - WorkSource Eastern Oregon Services
 - Health Insurance Marketplace
 - Trade Act (TAA) and/or State Labor Liaison, if applicable
- WorkSource Eastern Oregon Services **materials** required to be provided:
 - Oregon Dislocated Worker Guide
 - Job Search Focused Workshops and Services
 - Career Services and Training
 - Connecting with Community Resources
 - UI Claimant handbook

Step 7 – Programs and Services Planning

- Information gathered from employees, company management, and the union (if applicable) will determine the plan for services to affected workers.
- The Transition Team and partners develop a plan for pre-layoff services utilizing all information obtained.
- This plan will be emailed to the State Dislocated Worker Unit and designated communication list.

Step 8 - Employer Feedback – Follow up

- Survey employer after services are provided.
- Have a method of collecting success stories with employer and employee pictures and photo releases.
- After layoffs, seek a company referral, including contact information.
- Share information obtained with Designated Communication List.