

**APPROVAL SIGNATURE:**

\_\_\_\_\_  
Charles Casey, Director  
Pima County Community Services, Employment and Training (CSET)

**APPROVAL DATE:** \_\_\_\_\_

**SUBJECT: RAPID RESPONSE GUIDELINES**

**REVISION:** July 1, 2015; March 16, 2017

**PURPOSE:** To establish guidelines for the Pima County Local Workforce Development Area (LWDA) Rapid Response to layoffs, plant closures, or natural or other disasters resulting in mass job dislocations.

**REFERENCES:**

Workforce Innovation and Opportunity Act (WIOA), WIOA draft regulations, Arizona Department of Economic Security (DES) Workforce Investment Act Guideline Manual Chapter 2 – Section 400.

**GUIDELINES:**

Pima County will designate a Rapid Response Coordinator. This position is part of the ARIZONA@WORK/One-Stop Business Services Team. The Rapid Response Coordinator is responsible for ensuring a Rapid Response Team made up of representation from the WIOA Dislocated Worker (DW) Program, Unemployment Insurance, Arizona DES Employment Service and Trade Adjustment Assistance (TAA), if applicable. Additional ARIZONA@WORK Partner programs may also be represented on the Rapid Response Team.

When the LWDA is notified of a business/employer closure or layoff of five or more employees that is in progress or is projected to occur, the LWDA Rapid Response Coordinator will contact the employer and employee representatives within 48 hours and:

1. Verify the layoff or closure.
2. Provide information about Rapid Response services.
3. Notify Rapid Response Team members (DES and TAA) of upcoming layoff events, and schedule for their assistance.

4. Invite the employer to meet with the Rapid Response Team to establish a plan to provide Rapid Response services to the affected workers.

The LWDA Rapid Response Coordinator will:

1. Maintain documentation of layoffs and Rapid Response activities, including presentations, location of presentations, presenters at each site, and other outreach activities offered to affected workers.
2. Maintain confidentiality of event, when employer notifies Coordinator prior to employee notification.
3. Coordinate with Intake Team to enroll affected workers in the Rapid Response data elements in Arizona Job Connection (AJC).
4. Provide reports to the Local Workforce Development Board (LWDB) known as the Pima County Workforce Investment Board (WIB) regarding the closure or layoff
5. Contact the appropriate labor organization when affected workers are represented by a labor organization.

The Rapid Response Team will provide:

1. Immediate on-site contact with the employer, representatives of the affected workers, and the local community that include an assessment of:
  - a. Layoff plans and schedule of the employer;
  - b. Potential for averting the layoff in consultation with the local economic development agencies, including private sector economic development entities;
  - c. Background and assistance most likely needed by affected workers;
  - d. Prospective employer contacts that may lead to reemployment within the local community;
  - e. Available resources to meet both short-term and long-term assistance needs of affected workers; and

- f. Assessment of whether the layoff is due to foreign trade or competition and coordination with the DES TAA Coordinator for assistance in preparing an application for TAA Certification.
2. Distribution of information regarding Unemployment Insurance benefits, services provided by comprehensive ARIZONA@WORK Job Centers/One-Stop Centers, and the TAA program. Reasonable access to these benefits, services, and programs must be provided to affected workers.
3. Provision of training for company management on how to conduct a layoff, if needed.
4. Provision of emergency assistance that has been adapted to the plant closing, layoff, or disaster.
5. Coordination with the LWDA to develop a coordinated response to the dislocation event, which may include development of a National Emergency Grant (NEG).
6. Establishment of a Career Center on company site, if applicable.
7. Adjustment of the ARIZONA@WORK/One-Stop customer flow to expedite assistance to affected workers.
8. Coordination with Union Representatives, if applicable.
9. Assistance with establishing Labor-Management Committee, worker transition committee or peer advisor group, if needed.
10. Establishment of job fairs with similar employers having a workforce need.
11. Orientations on DES Employment Service and Unemployment Insurance services to laid-off workers at company site.
12. Information on the Shared Worker Program to businesses that are reducing workers hours.
13. Information for employers and affected employees regarding Employment Service, Unemployment Insurance Benefits and Shared Work Program.
14. Orientations on TAA program, if applicable.
15. Information for employers and affected employees regarding the TAA program.



16. Coordination with Rapid Response Coordinator in the delivery of TAA and WIOA services for affected employees.

Layoff aversion strategies may include:

1. Work with employer to connect local hiring businesses to recruit on company sites, set-up on-company-site job fairs exclusively for affected workers, and email job opportunities that affected employees may apply for.
2. Incumbent worker training, upon receipt of a letter of intent for layoff by an employer indicating that a layoff will occur due to a lack of skills sets, certification(s) or licenses by incumbent workers.
3. Industry studies (based on documented trends) or business plans (upon receipt of a letter of intent for layoff or closure based) to determine if there are opportunities for diversification or other strategies to avoid job losses and/or business closures.

