

8. Programs and Service Delivery

A description of how the local board and partners will make available programs and services.

b. Rapid Response

A description of how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities, as described in section 134(a)(2)(A).

Pima County Employers undertaking a staff reduction or business closure should contact the Rapid Response Coordinator at 520-724-6738 or patricia.gastelum@pima.gov.

The ARIZONA@WORK Pima County One-Stop system has a full-time Rapid Response Coordinator within the *Business Services Team* at the Pima County One-Stop Kino Comprehensive Career Center. The main Rapid Response Team consists of the Rapid Response Coordinator and the Arizona D.E.S. Business Services Liaison who meet one on one with the employer. At the initial meeting, each representative will explain the rapid response services available from their organization and they will schedule delivery of services. Rapid Response services may include:

- Providing pre-layoff assistance to the employers' management staff which include best practices in the process of staff reductions;
- Conducting on-site visit with affected employees to provide orientation of WIOA services;
- Unemployment Insurance information;
- Information on the Shared Worker Program to businesses that are reducing worker's hours and to answer questions from affected employees.

The Coordinator schedules intake and assessment, workshops (including workshops at the employer location if requested), assignment of workers to a Dislocated Worker Workforce Development Specialist and co-enrollment with the Trade Adjustment Assistance (TAA) program if applicable.

If determined at the initial meeting with employer that the layoff may be due to foreign trade or competition the Rapid Response Coordinator will contact the D.E.S. TAA Coordinator for assistance.

If other special needs are determined at the initial meeting or during the duration of the layoff event, and/or depending on the size of the layoff or closure, and/or the suddenness, additional team members may be included. Additional team members may include Emergency Services Network, Pima County Housing Center, or other appropriate service providers to form the Rapid Response Team. All Team

members work together to deliver each agencies services to businesses impacted by a layoff or closure.

The Rapid Response Team works with employers and employee representatives to quickly maximize public and private resources to minimize disruptions associated with job loss.

The WIOA Rapid Response Coordinator's duties include, but are not limited to:

- Contact employer immediately upon learning of an actual or potential layoff or company closure to explain WIOA, D.E.S. and TAA (if applicable) services and arrange for an initial meeting with employer.
- Maintain confidentiality of event, when employer notifies Coordinator prior to employee notification.
- Notify Rapid Response Team members of upcoming layoff events, and schedule their assistance.
- Oversee the coordination and delivery of services to businesses and their affected employees.
- Discuss execute layoff aversion strategies, including business plan development to transfer business ownership.
- Communicate and coordinate with other community-based partner agencies for additional delivery of services, if needed (i.e., sign language interpretation, mortgage counseling).
- Maintain accurate records of each layoff event.
- Continued follow-up with employer through the duration of the event.
- Report event details to State Rapid Response Coordinator, WIOA Management and Workforce Investment Board.
- Conduct "How To Successfully Conduct a Layoff" training to company management, if needed.
- Set-up on company site, a Career Center, if applicable.
- Work with Union Representatives, if applicable.
- Set up Labor-Management Committees if needed.
- Set up immediate job fairs with employers having similar workforce needs.

Because Pima County encounters dislocations in both remote rural areas as well as the Tucson urban area. The normal minimum number of affected workers needed to trigger a Rapid Response event is five but we will respond to any business that requests rapid response services because there are some small businesses have no more than five employees.

Local Rapid Response Policies:

1. React within the allowed time of 48 hours to establish contact with employer and employee representatives regarding layoffs or closures.
2. Maintain confidentiality on layoff or closure events, unless employee and/or public notice has been issued.

3. Provide information and access to available services, employment and training activities.
4. Provide services to assist dislocated workers in obtaining re-employment as soon as possible.
5. Ensure that Department of Economic Security (D.E.S.) information of services such as Workforce Services and Unemployment Insurance (UI), TAA is provided to dislocated workers by a D.E.S. representative.
6. Assist in establishing a labor management committee, worker transition committee or peer advisor group, when applicable.
7. Provide emergency assistance adapted to the particular closing, layoff or disaster.
8. Maintain accurate company records of layoff events in company files.
9. Provide assistance to the local community in developing a coordinated response and as needed obtain access to State economic development assistance, which may include the development of an application for a National Emergency Grant.
10. Identify strategies for the aversion of layoffs.
11. Create and maintain linkages with community-based organizations and economic development at the Federal, State and local levels.

In terms of layoff aversion, the Rapid Response Coordinator will 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.

If an employer contacts the Rapid Response Coordinator and indicates there is a possible layoff or probability that a layoff will occur, due to a lack of skills sets, certification(s) or license by incumbent workers, a letter of intent for layoff is requested from the employer to support incumbent worker training.

Layoff aversion also entails looking at the industry and determining if there are skills or processes that can be utilized to manufacture other products. For example a defense oriented company may very well have employees with skills sets that are applicable to other products not necessarily affected by the sequestration. Keeping the business open and employees employed is the primary goal. Helping companies determine what other business ventures would keep them open is the goal of layoff aversion.