

This Rapid Response Guidance document is intended to provide clarity regarding elements of the Rapid Response and Dislocated Worker Program Engagement policy.

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- [Rapid Response Information Session Process](#)
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Link to additional Oregon Dislocated Worker Unit Rapid Response resources:

[Oregon Dislocated Worker Program  
Local Boards, Local Rapid Response Teams and Partner Resources](#)

- [TAA Final Rule Oregon Co-Enrollment Technical Assistance Guide 12.14.20.docx](#)

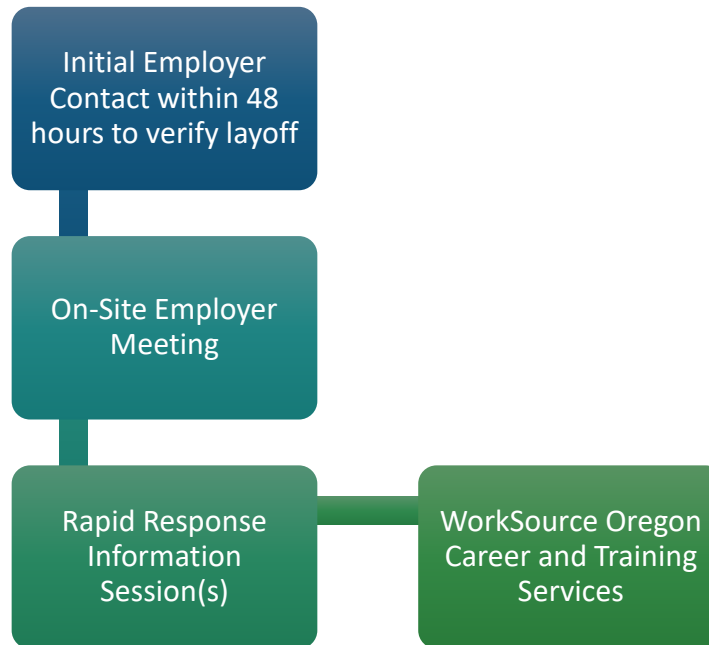
Links to policy and attachments:

- [Rapid Response and Dislocated Worker Program Engagement policy](#)
- [Attachment A: Local Plan Rapid Response Required Documents](#)
- [Attachment B: LWDB Rapid Response System Diagram](#)
- [Attachment C: Dislocated Worker Customer Timeline for Rapid Response, WorkSource, Dislocated Worker & Trade Act Services](#)

## Rapid Response and Dislocated Worker Program Engagement



## Rapid Response Information Session Process



LWDBs Rapid Response Information Sessions process must reflect these four steps and ensure the capacity to deliver RRIS when one or more of the circumstances occur:

1. Announcement or notification of a permanent closure, regardless of the number of workers affected;
2. Announcement or notification of a Large Layoff as defined by 10 or more affected workers;
3. A mass job dislocation resulting from a natural or other disaster;
4. The filing of a Trade Adjustment Assistance (TAA) petition, for at least two or more affected workers;
5. The certification of a TAA petition, which includes all workers who are covered by a certified TAA petition who have not individually received information from a Rapid Response Information Session;
6. When a Worker Adjustment and Retraining Notification (WARN) Act notice has been filed, regardless of the number of workers affected by the layoff announced

## What is the difference in a WSO Rapid Response Team and those that provide presentations a Rapid Response Information Session for a Large Layoff?

It is the responsibility of the WSO Rapid Response Coordinator or designated WSO Rapid Response team member to be able to coordinate and facilitate a Large Rapid Response Information Session but not their responsibility to be a program presenter.

### The WSO Rapid Response Team



WSO Rapid Response Team(s) are interagency team(s) among WSO partners with minimum required members from WSO, business services and the Trade Act Navigator. Positions must be identified in coordination with the Local Leadership Team.

Many local areas may need more than one team as determined by the LWDB for capacity to provide RR services within the workforce area and identified as east, west, central, north, city as determined by the LWDB.

The WSO Rapid Response Coordinator(s) are identified in coordination with the Local Leadership teams and must be identified as WSO.

#### WSO Rapid Response Team(s) Meetings:

Who leads the WSO Rapid Response Team meetings

How often team planning meetings will occur;

Who will train team members on local RRIS process and procedures for large and small layoffs;

Who will train team members on how to coordinate and or facilitate a RRIS;

Who will train team members on required WSO presentation information and material;

Lead the WSO Rapid Response Team to:

- build the WSO staff familiarity and information on Rapid Response to have capacity to provide RRIS when required;
- develop strategies for addressing dislocation events and ensuring timely access to a broad range of necessary assistance;
- ensure the ability to provide RRIS as early as possible by implementing a communication plan for gathering and exchanging information and data relating to potential dislocations, resources available, and the customization of rapid response activities.

## Program Presenter Contacts for a Large Rapid Response Information Session



The UI and Healthcare presenter contacts will be the same statewide and the Oregon Dislocated Worker Unit will provide this and update the LWDB when updated.

The LWDB will need to coordinate with the LLT, who will be responsible for the role of assigning WSO staff to provide the WSO presentation at a large RRIS.

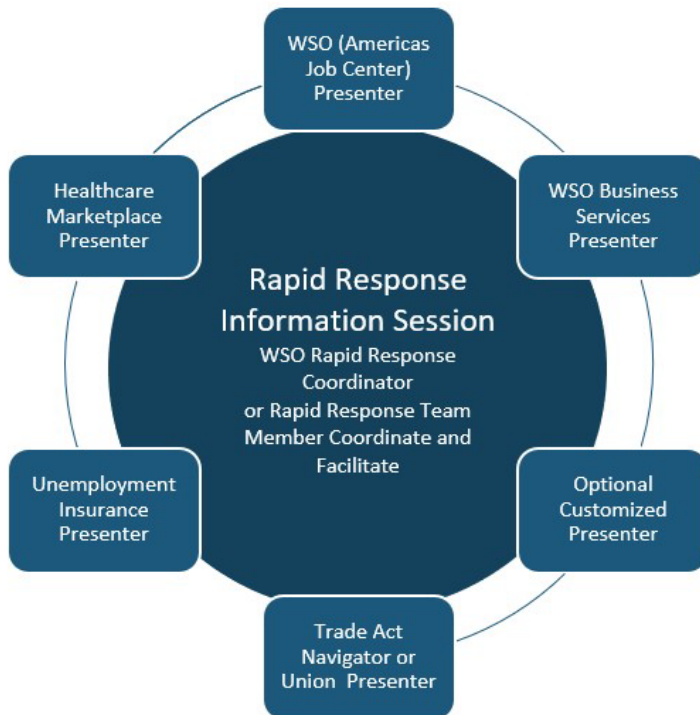
The LWDB will also need to coordinate with the LLT, who will be responsible for the role of assigning Business Services staff to provide the Business Services presentation at a large RRIS.

Both the WSO and the WSO Business Services presentations must be listed on the RRIS agenda separately, even if the same presenter delivers multiple topics.

**The WSO (Americas Job Network) presentation** is the only presentation for which the WIOA laws outline what information must be provided to the affected workers attending a Rapid Response Information Session. The other required presenters may provide and adapt what they feel is necessary or needed. The WSO presentation (Americas Job Network presentation) outlines all AJC programs and services at the center that must be covered. The state adds to that list the *Guide for Laid Off Workers in Oregon*. The scheduling of the WSO presenters has been updated to the same presenter contact model used to schedule UI and Healthcare presentations. This will ensure affected workers receive the required Americas Job Network information in a consistent manner across the state. Each local area will designate a WSO and WSO Business Services presenter contact in which the Rapid Response Coordinator will contact to schedule presenters.

**The WSO (Americas Job Network) presentation** information and material must include all Wagner-Peyser and Title I WorkSource programs and services: Workshops and Services; Career Services; and Training Services; *Guide for Laid Off Workers in Oregon*; Work Share, Pell Grant and GI Bill® Information; Community Resources such as home heating assistance, legal aid, and financial advice and follow any state, LWDB, and LLT guidance.

## Large Rapid Response Information Session



The Large Rapid Response Information Session is ***coordinated and facilitated*** by the WSO Rapid Response Coordinator or designated WSO Rapid Response Team Member.

**All Presenters:** The WSO Rapid Response Coordinator or designated WSO Rapid Response Team Member connect with the presenter contacts to share information on the affected workers and layoff situation and schedule presenters for the required programs:

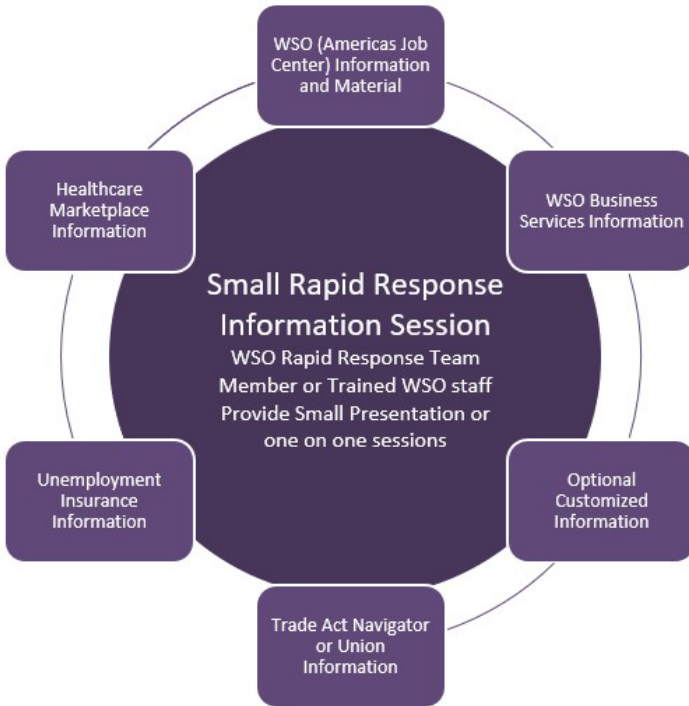
- OED Unemployed Insurance
- WSO (Americas Job Network)
- Oregon Healthcare Marketplace
- Union or Trade Act as needed and
- WSO Business Services

**Customization:** Each Large Rapid Response should use the on-site employer meeting and the worker surveys to identify worker and employer needs to be addressed before, during or after the RRIS.

### Large Rapid Response Information Session (10 or more workers). ***Provide who is responsible to:***

- i. confirm date and time of the RRIS with a location close to workers;
- ii. schedule In-Person Presenters - sending email regarding date, time and location of the RRIS, what is known about the employer situation and what is known about the workers to partner contacts to schedule required in-person presentations and to the communication list to provide the RRIS information;
- iii. confirm with WSO presenter how the handoff to WSO services will be done
- iv. customized agenda with required elements and customized resources to meet employer and worker needs from employer meeting and worker surveys;
- v. confirm Rapid Response Team Member designated to be present and facilitate at the RRIS;
- vi. confirm Agenda and RRIS Evaluation Printed;
- vii. confirm written materials needed are on hand – (Develop packets if needed);
- viii. confirm In-Person Presenters or call Oregon Dislocated Worker Unit if needed;
- ix. confirm Location needs, microphone, computer, projector, WIFI, table, chairs, and presenters need;
- x. confirm presenters know what to expect from worker audience or any needed knowledge of the workers or situation; and
- xi. data entered into ORRATS.

## Small Rapid Response Information Session



The Small Rapid Response Information Session is **provided by** a WSO Rapid Response Team Member or designated trained WSO staff.

Program presenters are not required to present their material for 1-9 affected workers. Program presenters should not be contacted but all material and information presented at a large RRIS must also be provided to affected workers in a small group or one on one.

Information that must be covered

- OED Unemployed Insurance
- WSO (Americas Job Network)
- Oregon Healthcare Marketplace
- Trade Act as needed
- WSO Business Services

Union information must be coordinated with the State Labor Liaison.

It is also the team responsibility to be connected and networked to other agencies, organizations, and partners to plan a customized Rapid Response Information Session to meet employer and worker needs.

A LWDB best practice is to have all Large Rapid Response information and materials ready in a packet to be provided to all those attending. The packet can then also be used for small RRIS to ensure the same material is provided to affected workers at a small group or one on one.

### Small Rapid Response Information Session (1-9 workers) **Provide who is responsible to:**

- i. confirm date and time of the small group RRIS with a location close to workers;
- ii. schedule WSO presenter - sending email regarding date, time and location of the small RRIS, what is known about the employer situation and what is known about the workers to the WSO staff providing the RRIS and the communication list to provide the small RRIS information;
- iii. customized agenda with required information and customized resources to meet employer and worker needs using employer meeting and worker surveys;
- iv. confirm Agenda and RRIS Evaluation Printed;
- v. confirm written materials needed are on hand – (Develop packets if needed);
- vi. confirm WSO presenter(s) scheduled and trained to provide UI, Business Services, Oregon Healthcare Marketplace, WSO Programs and Services, Trade Act and Union when needed;
- vii. confirm WSO presenters know what to expect from worker audience or any needed knowledge of the workers or situation; and
- viii. input data into ORRATS.