



LOS ANGELES COUNTY

WIA Rapid Response Program

DIRECTIVE

Number: WIARR D09-01

Subject: Workforce Investment Act (WIA)
Rapid Response (RR) Process and Procedures

Date: September 21, 2009

Effective Date: Immediately

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OVERVIEW:

As part of a comprehensive strategy to meet the workforce development needs of businesses and dislocated workers, the Los Angeles County Workforce Local Investment Area (LWIA) provides Rapid Response services to employers and workers who have been affected by permanent business closures, mass lay-offs, natural or other disasters, and other events of worker dislocation described within the Workforce Investment Act (WIA).

Purpose:

This directive provides information and guidance to County Workforce Investment Act (WIA) program contractors on the Workforce Investment Board (WIB) policies and procedures concerning WIA Rapid Response services.

Scope:

This directive supplements federal and State guidance and applies to County-funded WIA service providers that are specifically contracted to provide Rapid Response services and activities.

Effective Date:

This directive is effective on the date of its issuance.

References:

- WIA Section 133(a)(2) – *Within State Allocation – Statewide Rapid Response Activities*
- WIA Section 134(a)(2)(A) – *Statewide Rapid Response Activities*
- Title 20 CFR Part 665.300 - *What are rapid response activities and who is responsible for providing them?*
- Title 20 CFR Part 665.310 - *What rapid response activities are required?*
- Title 20 CFR Part 665.320 - *May other activities be undertaken as part of rapid response?*

- Title 20 CFR Part 665.340 - *What is meant by "provision of additional assistance" in WIA section 134(a)(2)(A)(ii)?*
- State EDD Workforce Investment Act Directive WIAD05-18 (June 14, 2006) –*Dislocated Worker 25 Percent Funding Policy*
- State EDD Workforce Investment Act Information Bulletin WIAB03-80 (April 20, 2004) – *Rapid Response Policy – Input Requested*
- State EDD Workforce Investment Act Information Bulletin WIAB03-85 (May 14, 2004) – *Proposed Dislocated Worker 25 Percent Funding Policy*

BACKGROUND:

Within California, LWIAs, such as the County of Los Angeles, work closely with the State to deliver rapid response services. As the administrator for the County's WIA program, Community and Senior Services (CSS) receives employer notices issued in compliance with the federal and State requirements under the Worker Adjustment and Retraining Notification (WARN) Act and coordinates WIA Rapid Response (RR) activities and contractors to address the dislocation events specified in these notices. CSS also receives notice of impending layoffs directly from companies, WorkSource Centers, individuals and other sources.

POLICIES/PROCEDURES:

The following policies, procedures and service priorities have been established by the County as part of its overall strategy to deliver WIA RR services. Contractors must make available all RR services required under WIA. Additional services that are specified in the contractor's Statement of Work may also be provided.

Policies:

It is the policy of the Los Angeles County Workforce Investment Area that contractors should adhere to the following principles in the delivery of rapid response services to dislocated workers and businesses.

- ***Timeliness:*** Respond to businesses within 24 hours of receiving WARN/Non-WARN notice.
- ***Convenience:*** Provide service at a time and location most convenient to the workers; generally at the worksite.
- ***Customer Choice:*** Customize services for specific populations, according to customer preferences.
- ***Consistent and Accurate Information:*** Ensure consistency of information among all partners in order to provide a seamless presentation to each business and its workforce
- ***Leveraging Resources:*** Identify all resources available; seamlessly coordinate among partners/stakeholders to provide the best available support network
- ***Active Promotion:*** Maintain an on-going marketing strategy for outreach to make employers, workers and others aware of services
- ***Layoff Aversion:*** Make available an intervention strategy to avoid business closure/layoffs
- ***Partnerships:*** Utilize effective partnerships to meet the needs of each unique workforce.

Procedures:

RAPID RESPONSE ACTIVITIES & REPORTING PROCESS

The RR contractors are responsible for the following RR activities and process and must adhere to the time-frames indicated:

1. After CSS assigns the WARN/Non-WARN, contact must be initiated with the affected business within 24 hours of receipt of the assignment.

NOTE: *WARNs take priority over Non-WARNs.*

2. Should the RR or WorkSource Center become aware of a potential dislocation, it must notify CSS RR Coordinator within 24 hours of receipt and follow the regular steps.
3. RR contractor advises the business that it is *acting* as the Los Angeles County RR Coordinator, for the purpose of this layoff. The lead RR contractor is free to coordinate with other Rapid Response providers, including other LWIAs and RR contractors.
4. Every effort must be made to accommodate all work hour shifts when possible, including day, evening and night shifts in order to be responsive to the companies' needs and to work around the employees' work schedules.
5. An assessment must be conducted, which shall include on-site visits/planning meetings with the employer. RR contractor describes its RR services. The assessment may include:
 - a. Employer's layoff plans and scheduled layoff dates;
 - b. An analysis of the potential of averting the layoff;
 - c. Development of re-employment prospects for workers in the local community; and,
 - d. Linking of affected workers with all available resources to meet their short and long-term assistance needs.
6. Dates, times and languages required must be coordinated with the affected business and invites other personnel to participate from EDD, DOL, Labor Union, local WorkSource Center, and other appropriate agencies in order to provide orientations (on-site, group activities) to impacted workers and assess transferable skills. Accepted activities at orientations and assessments include informing impacted workers of the following:
 - a. Unemployment Insurance Benefit information;
 - b. Job Services;
 - c. North America Free Trade Agreement (NAFTA) and Trade Adjustment Act TAA; and
 - d. Consolidated Omnibus Budget Reconciliation Act (COBRA)
7. Advise partners of the orientation schedule, with as much advance notice as possible via group e-mail, requesting an RSVP and follows up by phone if no RSVP.

8. RR orientation must follow the template provide by Rapid Response 101in collaboration with EDD and the LA City Workforce Investment Board.
9. Provide CSS RR coordinator with a brief e-mail update within 24 hours of contact which shall include the date of the initial contact and status on planning meeting/orientation or if company declines services.

Prepare required RR packets which at minimum must include:

- WorkSource California Rapid Response Folders
- WorkSource California Rapid Response directories
- WorkSource California Rapid Response Survey
- WorkSource California UI benefits brochures

(Items listed above must be ordered and purchased by each contractor)

(Items listed above are provided free of charge by EDD)

ENGLISH

- DE 8717 UI - UI Book Mark
- DE 8217 Register with CalJOBS
- DE 2320 For Your Benefits
- DE 8714T Fact Sheet-Vet Employ-Program

OR

SPANISH

- DE 8717 UI/S UI Book Mark Spanish
- DE 8217 /S/ Register with CalJOBS Spanish
- DE 2320 M /S/ For Your Benefit Spanish

10. Research available jobs, trainings and transition possibilities and has information ready to share with affected employees.
11. Describe all WorkSource/One Stop Center services available to impacted workers which may include:
 - a. Employment listings, job banks, pre-screened qualified candidates;
 - b. Customized training sessions for new or incumbent employees;
 - c. Free, full-service technical center, including computer, Internet, fax, copier and telephone access;
 - d. Workshops or seminars on critical employment themes, resume writing, job search strategies and interviewing techniques; and
 - e. Personalized career counseling and planning
12. All RR *required forms* must be completed during each Orientation. The required RR forms are the following:
 - a. **RR Sign-in Sheets** (Attachment A)
 - b. **RR Surveys** (Attachment B)
 - c. **RR Evaluations** (Attachment C)

13. Complete in its entirety the On-Site Visit Report ("121") and submit electronically directly by e-mail to EDD at warn2@edd.ca.gov and to the RR Coordinator at RapidResponse@css.lacounty.gov **within seven (7) days** from the date of activity.
14. If any intervention strategy or layoff aversion plan is used, RR contractor shall include information in monthly report.
15. RR contractor shall maintain company files by company that contain all completed required RR documentation.

ACTION:

Los Angeles County WIA Rapid Response contractors should adhere to the policies and procedures described herein are communicated throughout the operations, management and governance structure of the contractor organization and that this Directive is appropriately maintained until further notice.

INQUIRIES:

Inquiries regarding this directive and the policies and procedures described herein should be directed to Irene Pelayo at (213) 351-5246 or ipelayo@css.lacounty.gov.



**Josie Marquez, Executive Director
Workforce Investment Board**

Attachments:

- RR Sign-in sheets – Attachment A
- RR Evaluations – Attachment B
- RR Surveys – Attachment C
- On-site Visit Form (CSS 121 Form) – Attachment D



Los Angeles County

Community and Senior Services Work Source

RAPID RESPONSE ORIENTATION EVALUATION (Customer Satisfaction)

Site-Location: _____

Date: _____

Time: _____

Please rate each of the areas listed below by circling the appropriate score (5=highest).

- | | | | | | | |
|----|--|---|---|---|---|---|
| 1. | Organization of the presentation | 1 | 2 | 3 | 4 | 5 |
| 2. | New Information | 1 | 2 | 3 | 4 | 5 |
| 3. | Trainer(s) presentation skills/effectiveness | 1 | 2 | 3 | 4 | 5 |
| 4. | Value of printed material | 1 | 2 | 3 | 4 | 5 |
| 5. | Overall usefulness of the program | 1 | 2 | 3 | 4 | 5 |

6. Suggestions for improvements:

Other Comments:

7. _____

Rapid Response Services Survey

Name of Company: _____

Last Name: _____ First Name: _____ Date: _____

Address: _____ City: _____ Zip: _____

Phone #: _____ Alternate #: _____

How long have you been with the company? _____

Hourly Pay (circle one): \$7.00 - 9.99 \$10.00 - 12.99 \$13.00 - 15.99 \$16.00 - 18.99 \$19.00+

Circle your highest level of education:

5 6 7 8 9 10 11 HS Diploma GED College: 1 2 3 4 Post Graduate

What are your job skills, training certificates, languages or licenses?

What services would you like to receive? (check all that apply)	
<input type="checkbox"/> Job Search assistance: <input type="checkbox"/> Application and Resume Preparation <input type="checkbox"/> Labor Market Information <input type="checkbox"/> Writing Cover and Thank You Letters <input type="checkbox"/> Interviewing Skills <input type="checkbox"/> Identifying Transferable Skills	<input type="checkbox"/> Job Search Workshop <input type="checkbox"/> Career Counseling <input type="checkbox"/> Other <input type="checkbox"/> On-the-Job Training <input type="checkbox"/> Classroom Reading, Math, English as a Second Language, Basic Computer <input type="checkbox"/> Classroom Occupational Training

In which occupations are you interested?	
<input type="checkbox"/> Entry Level Job (any industry) <input type="checkbox"/> Computerized Office Skills <input type="checkbox"/> Bookkeeping/Accounting <input type="checkbox"/> Construction, Plumbing, Electrical, Welder <input type="checkbox"/> Inventory, Shipping/Receiving <input type="checkbox"/> Dental Assisting <input type="checkbox"/> Computer Technician, Programmer <input type="checkbox"/> Managerial, Professional, Administrative <input type="checkbox"/> Pharmacy Technician	<input type="checkbox"/> Medical Assisting, Caregiver <input type="checkbox"/> Truck Driver, Delivery <input type="checkbox"/> Labor, Assembly, Manufacturing <input type="checkbox"/> Landscaper, Janitor, Housekeeper <input type="checkbox"/> Retail Sales, Marketing <input type="checkbox"/> Hospitality/Restaurant <input type="checkbox"/> Mechanic, Technician <input type="checkbox"/> Teacher <input type="checkbox"/> Other

Please turn this sheet over and circle a *WorkSource Center* location nearest you where you would like to receive services.

(Please Do Not Write Below Line)

Office Use Only:					
Referred to: WorkSource Center _____ Contact Person: _____	30-day Follow-up (circle one) TP (In Training Program) NS (No Show) JS (Job Search)				
	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="width: 50%;">Initial</td> <td style="width: 50%;">Date</td> </tr> <tr> <td style="height: 20px;"> </td> <td style="height: 20px;"> </td> </tr> </table>	Initial	Date		
Initial	Date				
Trade Adjustment Assistance (TAA) Information					
TAA Applicable: Yes <input type="checkbox"/> No <input type="checkbox"/> Status of Petition: Approved <input type="checkbox"/> Pending <input type="checkbox"/> Not Approved <input type="checkbox"/>					
<i>If Applicable;</i> TAA Petition Number # _____					

RAPID RESPONSE REQUIRED ACTIVITIES ON-SITE VISIT FORM

This form must be completed, and it should only be completed to report on-site visits by LWIA staff to conduct "required" Rapid Response activities. (Please see Directive WIAD04-9 with its attachments for a definition of the distinction between required and allowable activities.) Activities reported on this form are those relating to on-site visits that respond to significant layoffs, as defined by the LWIB for dislocated worker eligibility. Reportable on-site visits include WARN and non-WARN events. If multiple sessions are conducted on the same day, at a single location, and for a single employer, complete this report with consolidated information for that specific date, location, and employer. Complete separate reports for each on-site visit occurring on different days, at different locations, or at different employers.

General Information		
Date of Visit:	Name of Reporting LWIA:	
LWIA Contact Person:	Telephone Number:	
E-mail Address:	Cell Phone:	Fax:
Primary Reason for On-site Visit:		
Explanation of Other Reasons:		

Employer Information		
Name of Company:	EAN:	
Street Address:	City: Los Angeles County	Zip Code:
Company Contact Person:	Title: H.R Manager	
Telephone Number:	Fax Number: unknown	
Date of Layoff that Caused Visit:	Number of Affected Local Employees:	
Was a WARN notice filed?	Was a Trade Act petition filed?	
	Industry Type:	
What job classifications are being affected? briefly describe		
Are the layoffs caused because the employer is relocating jobs? No		

Layoffs Scheduled Over Next Six Months						
Month	Jan 00	Feb 00	Mar 00	Apr 00	May 00	Jun 00
Number of Layoffs Expected						

Meeting Attendees	Meeting Logistics
<input checked="" type="checkbox"/> Employer Representatives	LWIA Staff Hours to Prepare for Visit:
<input type="checkbox"/> Union Representatives - Union Name(s) & Local #(s):	Length of Meeting (in hours):
<input type="checkbox"/> Affected Employees -How many?	Number of LWIA Staff at Meeting: 1
<input checked="" type="checkbox"/> Employment Development Department	How many affected workers completed a Rapid Response survey during this on-site? -
If EDD did not attend, person and date contacted:	
<input type="checkbox"/> News Media specify if known	
<input type="checkbox"/> Others	

Comments/Explanatory Notes

E-mail to: warn2@edd.ca.gov	State Use Only -- WARN Number:	
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