



LOS ANGELES COUNTY

WIA Rapid Response Program

DIRECTIVE

Number: WIARR D14-01

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

Date: November 26, 2014

Effective Date: Immediately

*****THIS DIRECTIVE SUPERCEDES WIARR D09-01 DATED 10/21/09*****

OVERVIEW:

As part of a comprehensive strategy to meet the workforce development needs of businesses and dislocated workers, the Los Angeles County Local Workforce 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.

References:

- WIARR D14-02 WIA Rapid Response 121 & 122 Completion Instructions
- WIA Section 133(a)(2) and 134(a)(2)(A)
- Title 20 CFR Part 665.300, 665.310, and 665.320

- 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*

BACKGROUND:

Within California, LWIAs, such as the County of Los Angeles, work closely with the State to deliver Rapid Response (RR) 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 (RR) activities and contractors to address the dislocation events specified in these notices. CSS also receives notice of impending layoffs directly from companies, America's Job 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 Rapid Response (RR) contractors are responsible for the following RR activities & processes, 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 contractor or America's Job 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 will advise 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 RR providers, including other LWIAs and RR contractors as long as CSS is constantly being updated on the progress
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 and planning meetings with the employer. RR contractor will describe RR services available. 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 America's Job 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)
 - e. Covered California
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 America's Job 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 Sheet** (Attachment 1)
 - b. **RR Survey** (Attachment 2)

13. Complete in its entirety the On-Site Visit Form "121" (Attachment 4) and submit by e-mail to the CSS RR Coordinator at RapidResponse@css.lacounty.gov **within seven (7) work days** from the date of activity. (Refer to WIARR D14-02 for completion instructions)
14. If any intervention strategy or layoff aversion plan is used, RR contractor shall complete in its entirety the Layoff Aversion Form "122" (Attachment 5) and submit by e-mail to the CSS RR Coordinator at RapidResponse@css.lacounty.gov **within seven (7) work days** from the date of activity. (Refer to WIARR D14-02 for completion instructions)
15. RR contractor shall maintain company files by company that contain all completed required RR documentation.

Performance Measures:

Rapid Response (RR) contractors shall adhere to the following performance measures during all applicable activities at indicated standard levels:

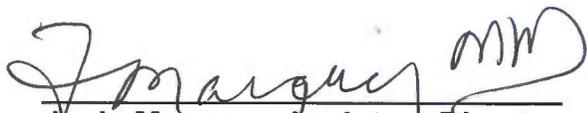
- Contractor provides satisfactory services to participants, as measure by Rapid Response Orientation Survey (Attachment 2) to 95% satisfied participants
- Contractor generates their own non-WARNs by conducting business outreach at a minimum of five (5) per month
- Contractor responds to 100% of WARNs and non-WARNs assigned by CSS RR Coordinator.

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 CSS Staff at RapidResponse@css.lacounty.gov.


Josie Marquez, Assistant Director
Workforce & Community Services Branch

Attachments:

- RR Sign-in sheets — Attachment 1
- RR Survey (Eng)— Attachment 2
- RR Survey (Sp) – Attachment 3
- On-site Visit Form (CSS 121 Form) – Attachment 4
- Layoff Aversion Activity Form (CSS 122 Form) — Attachment 5
- Regional AJCC/WorkSource Centers – Attachment 6

County of L.A. Rapid Response Orientation Sign-In Sheet

Page _____ of _____

Company: _____ Language: English Spanish Other: _____ Date: _____ Time: _____
 RR Lead: _____ Location: _____

Name/Nombre	Job Title/Posición	D.O.B./ Fecha de Nacimiento	Home Zip Code/ Zona Postal	PHONE/Teléfono (H=Home C=Cell)	Personal E-Mail/Correo Electrónico	You/Spouse Served in Armed Forces? / ¿Usted/Cónyuge Sirvió en las Fuerzas Armadas?		FOR OFFICE USE ONLY
						Yes	No	
				H: C:				
				H: C:				
				H: C:				
				H: C:				
				H: C:				
				H: C:				
				H: C:				
				H: C:				
				H: C:				
				H: C:				

COMPANY NAME: _____

ORIENTATION DATE: ___ / ___ / ___ ORIENTATION TIME: _____ LAYOFF DATE: ___ / ___ / ___

EMPLOYEE INFORMATION

Last Name: _____ First Name: _____

Street Address: _____ Apt. #: _____ City: _____ Zip: _____

Home Phone: _____ Cell: _____ D.O.B.: _____ Personal E-mail: _____

EMPLOYMENT/EDUCATION INFORMATION

Title/Occupation: _____ Length of time in this field: _____ Hourly Rate: \$ _____

Language Proficiency: Fluent in (check all that apply) English Spanish Other _____

HS Diploma/GED: Yes No College: Some AA BA BS Masters PhD You/Spouse Served in Armed Forces? Yes No

NEEDS ASSESSMENT

What are your immediate plans?

- Go back to work immediately
- Take time off from work and look for work at a later time
- Other: _____
- Go back to school/enter training program
- I qualify for and plan to take retirement

What type of services are you interested in? (check all that apply)

- Skills Assessment
- Career Counseling
- Training
- Creating/Updating Resume
- Other: _____
- Access to Resource Center (phone/fax/copier/computer)
- Job Search Assistance/Placement
- Assistance filing for Unemployment Insurance
- Trade Adjustment Assistance (TAA)
- Financial Consultation

If you are not interested in receiving assistance transitioning to a new job, please explain below: (use back of this form if needed)

What other services might you need while in training or looking for a job? (check all that apply)

- Unemployment Insurance
- Education/training grants
- Other: _____
- Child care
- Housing Assistance
- Transportation Assistance
- Public Assistance (TANF, GR)
- Low-Cost Health Insurance
- Family Social Services

SESSION EVALUATION

Was today's presentation, and the information provided, helpful to you at this time of job transition? Yes No

What did you find **MOST** helpful?

What did you find **LEAST** helpful?

Is there a topic that you would have liked more information on? (either covered today or that should be covered)



America's **JobCenter** of CaliforniaSM

County of L.A. Rapid Response
Dislocated Worker (DW) Referral Card

Orientation Session Date: ___/___/___

Name: _____

Company: _____

Phone (Home/Cell): _____

-----American's Job Center Use Only-----

AJCC Name: _____



America's **JobCenter** of CaliforniaSM

www.WorkSourceCalifornia.com 1-888-226-6300

TTY/TDD (213) 738-3191

Job Listings: www.caljobs.ca.gov

To apply for Unemployment Insurance online: www.edd.ca.gov/apply4UI

Unemployment Insurance Hotlines:

English: 1-800-300-5616 Spanish: 1-800-326-8937

Chinese: 1-800-547-3506 Vietnamese: 1-800-547-2058

NOMBRE DE COMPAÑIA: _____

FECHA DE ORIENTACIÓN : ____ / ____ / ____ HORARIO: _____ FECHA DE SEPARACIÓN: ____ / ____ / ____

INFORMACIÓN DEL EMPLEADO:

Apellido: _____ Nombre: _____

Domicilio: _____ # de Apt.: _____ Ciudad: _____ Código Postal: _____

Tel. de Casa Celular: F.D.N.: _____ Correo-Electronico Personal: _____

INFORMACIÓN DE EMPLEO/EDUCACIÓN

Título/Ocupación: _____ Tiempo trabajando en este tipo de labor: _____ Pago por hora: \$ _____

Dominio del idioma: Con fluidez en Inglés Español Otro _____ Usted/Esposo(a) miembro de las fuerzas armadas? Sí No

Diploma de Preparatoria/GED: Sí No COLEGIO: Poco AA BA BS Maestría Doctorado

ASESORAMIENTO DE NECESIDADES

¿Cuales son sus planes inmediatos?

- Regresar a trabajar inmediatamente
- Tomar un tiempo libre y buscar empleo despues
- Otro: _____
- Regresar a la escuela
- Califico y planeo retirarme

¿Que tipo de servicios le interesarían? (marque tantos como le apliquen)

- Evaluación de mis Habilidades
- Consejería relacionada a una carrera
- Entrenamiento
- Crear/Actualizar mi curriculum
- Otro: _____
- Uso del laboratorio de Recursos (teléfono, computadora, fax, etc.)
- Asistencia en la búsqueda y colocación de trabajo
- Asistencia con los beneficios de desempleo
- Asistencia con los tramites del programa "Trade Adjustment Assistance"
- Consulta Financiera

Si no esta interesado(a) en recibir asistencia en la transición a un nuevo trabajo, por favor diganos por qué:

¿Que otros servicios cree necesitar durante su búsqueda de empleo o entrenamiento? (marque tantos como le apliquen)

- Beneficios de Desempleo
- Becas-Educación/Entrenamiento
- Otro: _____
- Cuidado de Niños
- Asistencia con la vivienda
- Asistencia Publica (TANF, GR)
- Seguro Medico a bajo costo
- Servicios Sociales para la Familia

EVALUACIÓN DE ESTA SESIÓN

¿Fue la presentación y la información que recibió hoy beneficiosa en este periodo de transición para usted? Sí No

¿Que le pareció ser MAS útil para usted?

¿Que le pareció ser MENOS útil?

¿Hay un tema del cual habría querido más información? (ya sea presentado hoy o que deberiamos de incluir)



County of Los Angeles/Rapid Respor
Tarjeta de Referencia

Fecha de Orientación: ____ / ____ / ____

Nombre: _____

Compañia: _____

Telefono (Casa/ Celular): _____

----- Solo para uso del America's Job Center -----

AJCC Name: _____



www.WorkSourceCalifornia.com 1-888-226-6300

TTY/TDD (213)738-3191

Listas de Empleo: www.caljobs.ca.gov

Para aplicar por beneficios de desempleo en la red: www.edd.ca.gov/apply4UI

Las Líneas Directas del Seguro del desempleo:

Inglés: 1-800-300-5616 Español: 1-800-326-8937

Chino: 1-800-547-3506 Vietnamita: 1-800-547-2058

Empresa/programa que no discrimina. Ayuda auxiliar disponible a petición para individuos con discapacidades.

LOS ANGELES COUNTY RAPID RESPONSE REQUIRED ACTIVITIES ON-SITE VISIT FORM 121

This form must be only completed to report on-site visits by Agency staff to conduct required Rapid Response activities. See WIARR D14-02 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 Agency: (drop down)	
Agency Contact Person:		Telephone Number:	
E-mail Address:		Cell Phone:	
Primary Reason for On-site Visit (drop down)			
Explanation of Other Reasons:			
Local Area Priority Sector (drop down)			
Local Area Priority Sectors: Bio-Med/Bio-Tech, Construction, Manufacturing, Hospitality & Tourism, Transportation & Logistics, Healthcare, Finance			

Employer Information

Name of Company:		EAN:	
Street Address:	City:	Zip Code:	
Company Contact Person:	Title:		
Telephone Number:	Fax Number:		
Date of Layoff that Caused Visit:	Number of Affected Local Employees:		
Was a WARN notice filed? (drop down)	Was a Trade Act petition filed? (drop down)		
Date WARN notice was issued:	Date WARN received by LWIA:		
	Industry Type: (drop down)		
What job classifications are being affected? Briefly Describe:			
Are the layoffs caused because the employer is relocating jobs? (drop down)			

Layoffs Scheduled Over Next Six Months

Month	January	February	March	April	May	June
Number of Layoffs Expected						
Month	July	August	September	October	November	December
Number of Layoffs Expected						

Meeting Attendees

Meeting Logistics

<input type="checkbox"/> Employer Representatives	Agency 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 Agency Staff at Meeting:	
<input type="checkbox"/> Employment Development Department	How many affected workers completed a Rapid Response survey during this on-site?	
<input type="checkbox"/> If EDD did not attend, person and date contacted:		
<input type="checkbox"/> News Media <i>specify if known</i>		
<input type="checkbox"/> Others		

Comments/Explanatory Notes

E-mail to: RapidResponse@css.lacounty.gov County Only -- WARN Number:



**REGIONAL LOS ANGELES COUNTY
AMERICA'S JOB CENTER OF CALIFORNIA (AJCC)**

<p>Antelope Valley Consortium- Antelope Valley AJCC</p> <p>1420 West Avenue I, Lancaster, CA 93534 Phone: (661) 945-5037 TTY (661) 555-1212 FAX: (661) 945-5767 Website: www.av.worksource.ca.gov</p>	<p>Jewish Vocational Services (JVS) West Hollywood AJCC</p> <p>625 North San Vicente Blvd, 1st floor, West Hollywood, CA 90069 Phone: (310) 652-6378 TTY (310) 652-6816 Fax: (310) 652-6816 Website: www.jvsla.org</p>
<p>Antelope Valley Consortium -Santa Clarita  (Satellite to Antelope Valley AJCC)</p> <p>26455 Rockwell Canyon Road #250, Santa Clarita, CA 91355 Phone: (661) 799-9675 TTY (800) 815-9387 FAX: (661) 288-4449 Website: www.av.worksource.com</p>	<p>Jewish Vocational Services (JVS) West Los Angeles AJCC</p> <p>13160 Mindanao Way, Suite 240, Marina del Rey, CA 90292 Phone: (310) 309-6000 TTY (310) 309-6018 FAX: (310) 309-6032 Website: www.jvsla.org</p>
<p>City of Palmdale-South Valley AJCC</p> <p>38510 Sierra Hwy, Palmdale, CA 93550 Phone: (661)265-7421 TTY (661) 265-9649 FAX (661)265-9322 Website: www.cityofpalmdale.org/SVVC</p>	<p>Managed Career Solutions (MCS) Northeast San Gabriel Valley-Alhambra AJCC</p> <p>2550 W. Main Street suite 101, Alhambra, CA 91801 Phone: (626) 284-9715 TTY (323) 261-1366 FAX: (626) 284-9951 Website: www.mcscareergroup.com</p>
<p>Community Career Development (CCD)-Compton AJCC</p> <p>2909 East Pacific Commerce Dr., Compton, CA 90221 Phone: (310) 762-1101 TTY (310) 762-1283 FAX: (310) 762-1129 Website: www.communitycareer.org</p>	<p>Managed Career Solutions (MCS) West San Gabriel Valley -West Covina AJCC</p> <p>933 South Glendora Avenue, West Covina, CA 91790 Phone: (626) 814-8234 TTY (626)814-8234 Fax: (626) 962-6826 Website: www.mcscareergroup.com</p>
<p>Community Career Development (CCD)- South Los Angeles AJCC</p> <p>2909 East Pacific Commerce Dr., Compton, CA 90221 Phone: (310) 762-1101 TTY (310) 762-1283 FAX: (310) 762-1129 Website: www.communitycareer.org</p>	<p>ResCare-East LA Employment & Business Center AJCC</p> <p>5301 Whittier Blvd. 2nd Floor, Los Angeles, CA 90022 Phone: (323) 887-7122 TTY (323) 832-1278 FAX: (323) 887-8236 Website: www.rescare.com</p>
<p>Community Career Development (CCD) Southwest College  (Satellite to South Los Angeles AJCC)</p> <p>1600 W. Imperial Hwy SSD Room 206 Los Angeles, CA 90047 Phone: (323) 250-4002 TTY (323) 755-1013 FAX: (323) 755-1013 Website: www.communitycareer.org</p>	<p>ResCare Florence Firestone Employment & Business Ctr  (Satellite to ResCare- East LA Employ. & Bus. AJCC)</p> <p>2166 East Florence Avenue, Walnut Park, CA 90255 Phone: (323) 583-9655 TTY (323) 923-4822 FAX: (323) 583-8969 Website: www.rescare.com</p>
<p>Goodwill-Central San Gabriel Valley AJCC</p> <p>11635 Valley Blvd. Unit G, El Monte, CA 91732 Phone: (626) 258-0365 TTY (323) 261-1366 FAX: (626) 258-0428 Website: www.goodwillsocal.org</p>	<p>Southeast Area Social Services Funding Authority (SASSFA) AJCC</p> <p>10400, Suite 9, Pioneer Blvd., Santa Fe Springs, CA 90670 Phone: (562) 946-2237 TTY (562) 236-2899 FAX: (562) 946-5818 Website: www.sassfa.org</p>
<p>Goodwill- Pomona AJCC</p> <p>264 East Monterey Avenue, Pomona, CA 91767 Phone: (909) 242-7999 TTY (909) 469-2561 FAX: (909) 242-7998 Website: www.goodwillsocal.org</p>	<p>SASSFA Paramount Employment & Training Center  (Satellite to SASSFA AJCC)</p> <p>15538 Colorado Avenue, Paramount, CA 90723 Phone: (562) 633-9511 TTY (562) 633-1716 Fax: (562) 633-9514 Website: www.sassfa.org</p>
<p>Hub Cities Consortium-AJCC</p> <p>2677 Zoe Avenue, 2nd Floor, Huntington Park, CA 90255 Phone: (323) 586-4700 TTY (323) 586-4707 FAX: (323) 586-4702 Website: www.hubcities.org</p>	