

Rapid Response

PURPOSE

The purpose of these policies and procedures is to provide procedures for responding to notifications of layoffs through WARN (Worker Adjustment and Retraining Notification) or other means of notification and for tracking activities provided to affected companies and workers.

Policy

1. AJCC's Employer Services staff is the staff designated to provide Rapid Response services.
2. AJCC staff will respond to WARN notices within one business day of the date received by AJCC, to the extent possible.
3. Activities and tracking shall be in compliance with *WSD16-04 Rapid Response and Layoff Aversion Activities*.

Procedures

I. Initial Processing of WARN Notices

- A. When a WARN notice is received by e-mail, fax, or direct mail:
 1. The Administrative Secretary will date stamp and electronically scan the document and distribute it via email to the Program Manager, the Business Liaisons (BLs), the local EDD Rapid Response (RR) contacts, and local labor contact ("WARN contacts").
- B. When a notice is received from the State via CalJOBS e-mail notification:
 1. The BL who is either managing the existing account or who is assigned to take new accounts will distribute the notice to the WARN contacts.
- C. Once a notice is distributed, the RR process is handled by the ES team:
 1. The BL who is either managing the existing account or who is assigned to take new accounts will reply to advise the ES team that they are the account manager.
 2. In the absence of the assigned BL, a backup BL or the ES Manager will respond to the notice.
 3. The assigned BL files the WARN notice electronically in Projects/ ES/ RR by calendar year.
 4. The assigned BL accesses the BL database and creates a new company record (if necessary) and new RR activity record, then records activities on the account as they occur.

II. Initial Processing of non-WARN Accounts

- A. **When information about a layoff is sourced from a phone call or from the internet, newspaper, radio, or other media:**
 1. ES team member shares account information with ES team. Account is picked up by appropriate BL (according to prior relationship or new account status) who will

reply to advise ES team that they are the account manager.

2. The assigned BL searches database for company record or creates a new record if not in database.
3. Information about the layoff (location, number affected, job titles, and/or any other information gathered) is documented in notes with source, date, etc., and new company file is created if necessary.
4. BL continues updating the RR screen as the account activity progresses.

III. Administration of Rapid Response Dislocated Worker Surveys at RR Presentations

- A. Per *WIOAD04-22 State-Required Surveys of Dislocated Workers*, AJCC's RR team surveys affected workers attending each Rapid Response presentation to determine the following information:
 - a. The number of affected workers who have expressed an interest in receiving WIOA funded services.
 - b. The kinds of services for which the affected workers have expressed an interest.
 - c. The number of workers who are not interested in WIOA funded services and why.
- B. At all RR presentations provided to affected employees, BL distributes and collects surveys from the participants and/or makes the survey available electronically.
- C. BL enters the number of surveys collected into the RR screen of the BL Database and forwards surveys to support staff to enter into survey database (Survey Monkey).
- D. BL or support staff enters contact information from the survey into Constant Contact and adds contacts to the AJCC "Friday email" (email newsletter with Job Center service information and events) list for three months.

IV. Closing Rapid Response Accounts

- A. Accounts that have all services completed are closed at the end of each quarter. To close an account, BL changes account status from "In Progress" to "Completed" on the RR screen.

V. Preparation of Quarterly Rapid Response 121 Report and Layoff Aversion 122 Activity Report

- A. AJCC IT staff populates RR 121 Report and Layoff Aversion 122 Activity Report with approved reportable RR and layoff aversion activity (per WSD 16-04) from the BL Database and emails to ES team for review.
- B. ES team reviews the 121 and 122 reports and resolves any discrepancies to accurately reflect numbers and services provided.
- C. Program Manager submits final 121 and 122 reports via email to assigned EDD Regional Advisor by the 20th day after the end of the quarter.
- D. Program Manager files reports in the 121 Quarterly Reports and 122 Quarterly Reports folders for the appropriate RR program year.