

Notes from Rapid Response Roundtable

Rapid Response Tool 10 elements plus 1:

Most states felt that the tool was comprehensive.

A-HA moments:

Maryland shared that they are doing a better job than they thought.

Pennsylvania shared that they hired new ARRA staff for Rapid Response and had them take the self-assessment.

Some people felt they could make improvements in some areas.

There should be a yearly roundtable.

Other tools should be shared such as customer surveys, orientation best practices, tips working with employers.

Presentation highlights captured:

EBSA/COBRA: Conduct webinars at One-Stop Centers for dislocated workers.

Lessons from the Field: Florida shared that their Rapid Response responsibilities rest with the local areas, due to the fact that they have “some skin in the game!” and they have more of a vested interest in serving the people in their communities. Various scenarios planning across agencies takes place in Florida. The agencies P-R-A-C-T-I-C-E these scenario drills on a regular basis to be prepared for disastrous events as well as layoffs.

EDA: Comprehensive Economic Development Strategy (C.E.D.S.). Discussion of cooperative State agreements. Mention of various grants opportunities that are available.

Steel Valley Authority: Dun & Bradstreet Report.

Joe Carbone (Wrap around services): Mortgage mitigation program in CT- keeping customers homes out of foreclosure.

Lehigh Valley: Working closely with area employers is important even before a layoff occurs.

States “Top 3” Lessons gained from the Roundtable: (all groups input)

- Re-visit worker assessment packets (skill assessments).
- Layoff Aversion (proactive strategies)
- Assessing vulnerabilities.
- Having a statewide forum (steering committee & affinity group).
- Consistency basics – transition support functions.
- Interstate cooperation.
- Work - share.
- Dun & Bradstreet report.
- Job Fairs to attract employers to dislocated high skilled workers.
- How to use National Emergency Grants (NEG).
- UI tax data vs. Dun & Bradstreet report.
- The critical need to have transition teams that meet periodically.
- Each major event can be very different- plan accordingly- use transition network to gain an advantage.
- The importance of timing rapid response event- when to talk to employees of company, employer- HR staff, etc.
- Regular WIB COOP's.
- Response, Recovery, Mitigation.
- Mutual aid agreements between states.
- Track Rapid Response participants (interface with current MIS systems).
- Track non-WARN activity internally.
- Rapid Response Summit- yearly.

How “rapid is rapid” in Rapid Response?

When to approach an employer:

- 30 days before the layoff event.
- Within 48 hours of notice- meet with the HR Managers of the company.
- Visit the employer upon notice of layoff.
- Contact the labor union if applicable.
- Depends on the scenario.
- Wait for UI claims to extract information.
- Marketing services to employers well before a layoff occurs.
- Advertisement.

What services can be provided to employees upfront?

- Assessments (skills & supportive service)
- Financial literacy.
- Stress management.
- Personal/grief counseling.

What can the States do to be more Proactive in preparation of a Rapid Response event?

Delaware:

- On-site assessment and testing.
- Complete registration to include resume and complete employment history.
- Register prior to layoff and notify the One Stop.
- Marketing- through chambers of commerce, and attend quarterly meetings.
- Business services linking within department – DET, DVR, and DEDO.

Maryland:

- Make sure business staff is aware of resources and appropriate and has appropriate materials and ability to connect with all relevant partners.
- Need to share best practices and resources between states and local.
- Re-institute Maryland's intervention/ turn around model; enhance with current resources and services (like SEWN model).
- Re-establish partnerships between state entities (DBED & DLLR & Local Economic Development).
- Strengthen partnerships with banks.
- Access tools like Dun & Bradstreet report.
- Re-establish affinity groups and communication channels to identify resources and train staff and share leads on who is distressed.
- Have a forum to bring all partners to the table.
- Better use of electronic media, technologies, etc.
- Get a list from UI spike in claimants from specific companies.
- Investigate understanding “work share” and promote as a layoff aversion option/send them into work with company.
- Identify and obtain funds to acquire resources that will assist with economic data, indicators, models for service delivery, and technology.

Pennsylvania:

- Pennsylvania WARN Legislation.
- Better use of LMI (CWIA).
- Link SVA and other early warnings to IP's.
- Increase efforts in profiling.
- Regularly scheduled State Rapid Response meetings.

Virginia:

- Collaborate with Economic Development.
- Provide technical assistance with Trade petitions.
- Employer focused groups.
- Earlier intervention with Trade Act.
- Decrease knowledge deficit.
- Improve perception of quality.
- Business services marketing.
- Increase participation with employer professional organizations.
- Coordinated outreach to employers starting at the government level.
- Increase of former dislocated workers who moved to other companies.

West Virginia:

- Monitor One Stop weekly reports.
- Monitor media for hints.
- Keep existing partners.
- Tom & Fred's data and assets.
- Continue cross training staff.
- Staff training for WIBS.
- Subscribe to Dun & Bradstreet report.
- Identify and outreach to business community.
- Need more conversations with community development entities.
- Work more with target market industries.
- Understanding clustering.
- Catalog Rapid Response services; what works and what doesn't work.
- What is in the toolkit? Chamber of Commerce, Domestic Violence, Credit counselors, and DHHR.