

Planning and Preparation

ELEMENT 1: Establishing a Rapid Response Infrastructure <i>Each state is required to establish a Dislocated Worker Unit and Rapid Response System</i>		RATINGS:																			
		1.	2.	3.	4.																
		We Don't Do	We Do	We Do Well	We're the Best!																
BENCHMARKS: Fundamental Performance Level	Rating	BENCHMARKS: Enhanced Performance Level	Rating	Comments or Explanation of Rating																	
<ul style="list-style-type: none"> State RR team is in place, led by State RR Coordinator. RR lead and team members are designated in each Local Workforce Investment Area (LWIA) RR teams have expertise in: <ul style="list-style-type: none"> Unemployment Insurance (UI) Wagner-Peyser/UI reemployment services Trade Adjustment Assistance (TAA) and Trade Readjustment Allowance (TRA) Support services and benefits, such as health insurance, re-employment, housing, etc. Representatives from organized labor, employer organizations, and other first-responder agencies are included in the RR structure and planning from the beginning 	<table border="1" style="width: 100%; height: 40px;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> Additional stakeholder representatives are identified and included in the RR team, as needed, depending on the potential dislocation event or expanding industry (e.g., representatives of downsizing or growing industries, special interest groups such as environmental groups, etc.) 	<table border="1" style="width: 100%; height: 40px;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4		
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<ul style="list-style-type: none"> Roles and responsibilities of RR team members, participating state and local agencies, and other service providers are clearly identified 	<table border="1" style="width: 100%; height: 40px;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> Roles and responsibilities of participating state and local agencies are clearly identified and stated, using written Memoranda of Understanding (MOUs) when applicable 	<table border="1" style="width: 100%; height: 40px;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4		
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<ul style="list-style-type: none"> WARN notification and processing system is in place An early alert system to identify potential economic transitions is in place 	<table border="1" style="width: 100%; height: 40px;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> States have their own WARN requirements for smaller employers than the federal law requires, with links to WARN data where available 	<table border="1" style="width: 100%; height: 40px;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4		
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<ul style="list-style-type: none"> Funding mechanism is established that commits specific state and/or local funds to support RR activities 	<table border="1" style="width: 100%; height: 40px;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> States have sub-grants with labor and employer organizations to assist in planning and providing services to workers and employers 	<table border="1" style="width: 100%; height: 40px;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4		
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OTHER SUGGESTED BENCHMARKS	
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SUMMARY – ELEMENT 1			
Areas of Strength			
Areas of Weakness			
Barriers to Success			
Technical Assistance Needs			
Action Steps & Timeline		Responsible Parties	

Planning and Preparation (continued)

ELEMENT 2: Building and Maintaining Relationships with Stakeholders
Building dynamic relationships among employers, workers, training institutions, workforce and economic development, service providers, and the community at large is a critical component of an effective Rapid Response system. It is an on-going process that begins far in advance of a dislocation event.

RATINGS:

1.	2.	3.	4.
We Don't Do	We Do	We Do Well	We're the Best!

BENCHMARKS: Fundamental Performance Level	Rating	BENCHMARKS: Enhanced Performance Level	Rating	Comments or Explanation of Rating																
<ul style="list-style-type: none"> RR team members identify the critical stakeholder connections that need to be made and initiate those connections 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> RR team members continue to network, identify, and recruit additional stakeholder representatives – faith- and community-based organizations, investment groups, foundations and philanthropic organizations, etc. 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	
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<ul style="list-style-type: none"> RR team members develop and maintain relationships with local and regional stakeholders – workforce, economic development, chambers of commerce, businesses, industry associations, labor organizations, banks, tax offices, elected officials, and the community at-large RR team members develop and maintain relationships with training institutions and service providers – health, UI, housing, food stamps, unemployment, financial counseling, child support, and other special needs (language, hearing, disabilities, etc.) RR team members develop and maintain relationships with One-Stop career centers and employment agencies 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> RR team members develop mutually beneficial partnerships with stakeholder groups and service providers, ensuring partner interests/needs are addressed and goals are met RR team members routinely meet with employers and develop relationships in order to earn their trust and ensure they understand the full range of RR services offered 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	
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OTHER SUGGESTED BENCHMARKS	
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SUMMARY – ELEMENT 2			
Areas of Strength			
Areas of Weakness			
Barriers to Success			
Technical Assistance Needs			
Action Steps & Timeline		Responsible Parties	

Planning and Preparation (continued)

ELEMENT 3: Policies and Procedures <i>The state establishes policies and procedures for delivering a range of Rapid Response services, including contingency plans for layoff events exceeding normal capacity</i>		RATINGS:																			
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BENCHMARKS: Fundamental Performance Level	Rating	BENCHMARKS: Enhanced Performance Level	Rating	Comments or Explanation of Rating																	
<ul style="list-style-type: none"> The state provides ongoing capacity building and training for state and local staff 	<table border="1" style="width: 100%; text-align: center;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> State procedures identify measurable standards of success, with a feedback mechanism for improving RR services 	<table border="1" style="width: 100%; text-align: center;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4		
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<ul style="list-style-type: none"> The state has established procedures for coordinating responses to layoffs when they occur 	<table border="1" style="width: 100%; text-align: center;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> The state has conducted an emergency preparedness assessment of RR capacity, statewide and in local areas, and has developed a contingency plan to respond to a large dislocation 	<table border="1" style="width: 100%; text-align: center;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4		
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<ul style="list-style-type: none"> The state has developed and implemented RR policies and procedures that establish: <ul style="list-style-type: none"> A well coordinated and joint effort by the RR units in the state and local workforce areas Clearly defined roles and responsibilities of each party Timelines for initiating and completing action steps and achieving key RR milestones A defined communication strategy between state and local staff, as well as employer, labor representatives, and other participating stakeholders State policies and procedures include contingency plans for layoffs exceeding normal capacity, including the provision of additional facilities, staff, services, and funding to mitigate the overload in any local area in the state Fiscal matters are in order, and procurement and contracting procedures allow for timely access to needed resources 	<table border="1" style="width: 100%; text-align: center;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> The state's contingency planning for dislocations exceeding normal capacity statewide, or in any one local area, includes specific provisions for: <ul style="list-style-type: none"> Cross-training of staff to enable a flexible response to a large layoff Additional facilities or transitions centers to handle the overflow Assistance from RR team members throughout the state Backup assistance in processing UI claims by staff from other parts of the state, or from other states, through inter-cooperative agreements Deployment of case managers from other local workforce areas or other agencies Emergency procurement policies 	<table border="1" style="width: 100%; text-align: center;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4		
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OTHER SUGGESTED BENCHMARKS	
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SUMMARY – ELEMENT 3			
Areas of Strength			
Areas of Weakness			
Barriers to Success			
Technical Assistance Needs			
Action Steps & Timeline		Responsible Parties	

Planning and Preparation (continued)

ELEMENT 4: Gathering Intelligence <i>Rapid Response providers have a good understanding of national and regional economic trends, current labor market information, employer and worker needs, and regional assets and resources.</i>		RATINGS:																			
		1.	2.	3.	4.																
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BENCHMARKS: Fundamental Performance Level	Rating	BENCHMARKS: Enhanced Performance Level	Rating	Comments or Explanation of Rating																	
<ul style="list-style-type: none"> • An active network of state and local RR team members is maintained for: <ul style="list-style-type: none"> ○ Ongoing communication and consultation ○ Gathering and sharing field intelligence about potential dislocations before a WARN notice is issued • Gathering and sharing intelligence about new business development 	<table border="1" style="width: 100%; height: 40px;"> <tr> <td style="width: 25px;"> </td> <td style="width: 25px;"> </td> <td style="width: 25px;"> </td> <td style="width: 25px;"> </td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> </tr> </table>					1	2	3	4	<ul style="list-style-type: none"> • An active network of state and local RR team members is maintained for: <ul style="list-style-type: none"> ○ Continuous scanning of economic and market trends for signs that may require layoff aversion tactics • Continuous scanning of economic and market trends for signs of new business development and large investments 	<table border="1" style="width: 100%; height: 40px;"> <tr> <td style="width: 25px;"> </td> <td style="width: 25px;"> </td> <td style="width: 25px;"> </td> <td style="width: 25px;"> </td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> </tr> </table>					1	2	3	4		
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<ul style="list-style-type: none"> • RR team members have a good understanding of national and regional economic trends, current labor market information, employer and worker needs, and regional assets and resources • RR team members gather intelligence through formal and informal channels: <ul style="list-style-type: none"> ○ Published sources of information (Internet, media, newspapers, etc.) ○ Employer representatives (human resources, public relations) ○ Training and service providers ○ Workforce development (e.g., One-Stop counselors) ○ Economic development agencies ○ Job seekers • Business associates and personal contacts 	<table border="1" style="width: 100%; height: 40px;"> <tr> <td style="width: 25px;"> </td> <td style="width: 25px;"> </td> <td style="width: 25px;"> </td> <td style="width: 25px;"> </td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> </tr> </table>					1	2	3	4												
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OTHER SUGGESTED BENCHMARKS	
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SUMMARY – ELEMENT 4			
Areas of Strength			
Areas of Weakness			
Barriers to Success			
Technical Assistance Needs			
Action Steps & Timeline		Responsible Parties	

Planning and Preparation (continued)

ELEMENT 5: Promoting the Effectiveness of Rapid Response Services		RATINGS:																			
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BENCHMARKS: Fundamental Performance Level	Rating	BENCHMARKS: Enhanced Performance Level	Rating	Comments or Explanation of Rating																	
<ul style="list-style-type: none"> RR team members use innovative and effective strategies to promote the effectiveness of RR by: <ul style="list-style-type: none"> Providing an information packet tailored to the employer's needs for information, resources, and services Providing employers with information on federal and state requirements or laws for notification (e.g., WARN) 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> RR team members use additional tools and technology to promote and enhance the effectiveness of RR services including: <ul style="list-style-type: none"> Web sites Brochures and other outreach materials Public service announcements Presentations to employers, labor unions, and the community Presentations at specific workforce events, conferences, or meetings 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4		
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<ul style="list-style-type: none"> The state designates state and/or local RR staff as points of contact for employers and the responsibility of building and maintaining dynamic relationships 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4			
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OTHER SUGGESTED BENCHMARKS	
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SUMMARY – ELEMENT 5			
Areas of Strength			
Areas of Weakness			
Barriers to Success			
Technical Assistance Needs			
Action Steps & Timeline		Responsible Parties	

Providing Collaborative Solutions

ELEMENT 6: Assessing Potential Dislocations (Preparing for the RR Event)

Rapid Response providers have a system in place to assess potential dislocations, avert or minimize layoffs, and link employers, affected workers, and the community with available resources

RATINGS:

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<ul style="list-style-type: none"> RR team members make immediate contact and work with employers, representatives of affected workers, and the local community to: <ul style="list-style-type: none"> Gain information on employer layoff plans and schedule Determine if potential layoff is trade-impacted and, if appropriate, begin the trade petition process (early filing allows affected workers to receive training prior to, or shortly after, layoff date) Determine the viability of a range of strategies to avert or minimize layoffs and to limit workers' time off work should a dislocation occur Obtain a list of affected workers Identify special needs requirements and provide accommodations – language interpretation or handouts, hearing-impaired services, services for people with disabilities Provide guidance and/or financial assistance in establishing a Labor Management Committee or a workforce transition committee Establish linkages between firms that are reducing their workforce and firms that are expanding their workforce 	<table border="1"> <tr> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> </table>					1	2	3	4	<ul style="list-style-type: none"> RR team members provide ongoing information on layoff aversion options such as: <ul style="list-style-type: none"> WIA-funded incumbent worker training that enhances employee skills in their current or future jobs Employer loan programs for employee skill upgrading Alternative business ownership options 	<table border="1"> <tr> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> </table>					1	2	3	4	
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<ul style="list-style-type: none"> RR is timed to take place before the layoff actually occurs and workers disperse RR is provided at the employer site or, if the employer does not provide the space, at the union hall or other nearby facility at the end of each work shift 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> To provide robust RR services in remote areas, the state uses remote meeting technology to enable direct communication between the state office, One-Stop centers, employers, and workers 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	
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<ul style="list-style-type: none"> Arrangements are made for the employer, workers, union, dislocated worker service providers, Unemployment Insurance, and RR coordinators to attend and participate in the RR event Other resource people are scheduled to participate and are brought in to address workers' personal needs, such as bankers, financial advisors, drivers' license staff, interpreters, DOL Benefits and Security Administrations, etc. 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> RR team members link employers with federal, state, and local agencies that finance economic development activities, business loans, and business retention programs 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	
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		<ul style="list-style-type: none"> The RR team works with employers and other stakeholders to assess the broader impact of the potential layoff and determine the extent to which suppliers and other second- and third-tier employers might be affected, in order to plan for and address any additional layoffs 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4									
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<p>OTHER SUGGESTED BENCHMARKS</p>	
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SUMMARY – ELEMENT 6			
Areas of Strength			
Areas of Weakness			
Barriers to Success			
Technical Assistance Needs			
Action Steps & Timeline		Responsible Parties	

Providing Collaborative Solutions (continued)

ELEMENT 7: Collecting and Analyzing Worker Survey Data <i>Rapid Response providers have a system in place to collect and analyze affected worker data and use the data to redirect or build talent, apply for NEG grants, and determine the extent of the secondary impact of the layoff event</i>		RATINGS:																			
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BENCHMARKS: Fundamental Performance Level	Rating	BENCHMARKS: Enhanced Performance Level	Rating	Comments or Explanation of Rating																	
<ul style="list-style-type: none"> The state RR unit has a survey methodology and design that collects, at the first RR session, each worker's contact information, demographic data, work history, skills sets, educational level, short- and long-term goals, and training needs The state organizes, analyzes, and evaluates the survey data; reviews the service strategies; and assesses the adequacy of local area resources to carry them out 	<table border="1" style="width: 100%; height: 40px;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> The state or local RR unit uses a machine-readable survey instrument or other technology that enables immediate compilation of survey results 	<table border="1" style="width: 100%; height: 40px;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4		
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RAPID RESPONSE SELF-ASSESSMENT

<ul style="list-style-type: none"> • The survey results are used to: <ul style="list-style-type: none"> ○ Assess the extent to which the skills of affected workers do or do not match the skill needs of growing occupations in the local area (recapturing talent) ○ Estimate the number of workers needing training and other services, and the cost of providing those services (building talent) ○ Support the preparation of fully documented applications for NEG funding, when applicable • Assist case management staff in performing initial WIA individual assessments 	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 25px; height: 20px;"></td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> </table>					1	2	3	4	<ul style="list-style-type: none"> • The survey results are used to: <ul style="list-style-type: none"> ○ Produce a systematic array of worker skill sets that are provided to economic development agencies and business organizations to market the workers to employers with available jobs ○ Prepare a labor-shed analysis that maps current commuting patterns for affected workers, the distances they are willing to commute for future jobs, and the employment prospects within that commuting range • The state or local area uses available tools to calculate the secondary impact of the layoff event on the regional economy in terms of the number of other workers and occupations likely to be affected, personal income and government tax losses, and other impact • States that are addressing layoffs having statewide or sector-wide impact (e.g., auto and supplier layoffs) have NEGs approved and funded to provide services to affected workers on a statewide basis 	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 25px; height: 20px;"></td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> </table>					1	2	3	4	
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OTHER SUGGESTED BENCHMARKS

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SUMMARY – ELEMENT 7			
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Areas of Weakness			
Barriers to Success			
Technical Assistance Needs			
Action Steps & Timeline		Responsible Parties	

Providing Collaborative Solutions (continued)

ELEMENT 8: Providing Information, Solutions, and Services to Employers, Workers, and the Community		RATINGS:																			
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BENCHMARKS: Fundamental Performance Level	Rating	BENCHMARKS: Enhanced Performance Level	Rating	Comments or Explanation of Rating																	
<ul style="list-style-type: none"> The RR team provides affected workers with an information packet on available services and benefits, general eligibility criteria, and contact information for agencies that provide those services and benefits Affected workers complete the survey questionnaire The RR team explains available services and benefits and answers questions on topics including: <ul style="list-style-type: none"> Filing a UI claim Trade Adjustment Assistance (TAA), including Trade Readjustment Allowances, if applicable COBRA and other health insurance coverage/tax credits Labor market information and employment opportunities Reemployment services Job training opportunities Severance and retirement pay issues 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4												
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<ul style="list-style-type: none"> Representatives from social service and other resource agencies are present to provide advice and counseling on health insurance, financial management, child care, mental health, housing, legal issues, etc. 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> Staff and equipment are available at or near the RR meeting site for workers to immediately file UI claims and applications for other services WIA case managers are available to assist affected workers in identifying and applying for appropriate workforce services 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4		
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1	2	3	4																		
<ul style="list-style-type: none"> RR team encourages affected workers to identify their "next step" and are assisted in making appointments or other arrangements for doing so 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4		<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4		
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OTHER SUGGESTED BENCHMARKS	
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SUMMARY – ELEMENT 8			
Areas of Strength			
Areas of Weakness			
Barriers to Success			
Technical Assistance Needs			
Action Steps & Timeline		Responsible Parties	

Ensuring Recovery and Reemployment

ELEMENT 9: Connecting Affected Workers to the Workforce System and One-Stop Career Centers

The workforce system in general, and One-Stop Career Centers in particular are an integral part of Rapid Response. They provide the avenue for affected workers to receive the services and skills training needed for future jobs. They also provide the avenue for employers to access the pool of skilled workers.

RATINGS:

1.	2.	3.	4.
We Don't Do	We Do	We Do Well	We're the Best!

BENCHMARKS: Fundamental Performance Level	Rating	BENCHMARKS: Enhanced Performance Level	Rating	Comments or Explanation of Rating																
<ul style="list-style-type: none"> Local One-Stop staff participate in the RR event and explain available services 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4											
1	2	3	4																	
<ul style="list-style-type: none"> One-Stop centers are adequately staffed and prepared to handle the surge in applicants due to large dislocations 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> A transition center or One-Stop satellite office is established at or near the employer site or union hall, or mobile units are used to maintain a continuing presence at the employer site The transition center is staffed to provide access to the full range of workforce services available from all workforce partners The transition center is open during the times when workers begin and end their shifts, for ease of access 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	
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1	2	3	4																	
<ul style="list-style-type: none"> One-Stop staff members prepare individual worker service and training strategies, based on worker survey results and other worker information One-Stop centers provide the following services to affected workers: <ul style="list-style-type: none"> WIA and TAA eligibility determination, Case management Skills assessment Resume writing and interview techniques Labor market information Job fairs and other job matching services Marketing workers to area employers Occupational training Other One-Stop services as needed 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> Peer counselors, who are more likely to gain the trust of their co-workers, assist them in navigating through the social services network 	<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	
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OTHER SUGGESTED BENCHMARKS	
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SUMMARY – ELEMENT 9

Areas of Strength			
Areas of Weakness			
Barriers to Success			
Technical Assistance Needs			
Action Steps & Timeline		Responsible Parties	

Ensuring Recovery and Reemployment (continued)

ELEMENT 10: Providing Services to Employers <i>Rapid Response providers support employers and affected workers through talent management: recapturing talent by connecting workers with hiring employers and rebuilding talent through appropriate skills training.</i>		RATINGS:																			
		1.	2.	3.	4.																
		We Don't Do	We Do	We Do Well	We're the Best!																
BENCHMARKS: Fundamental Performance Level	Rating	BENCHMARKS: Enhanced Performance Level	Rating	Comments or Explanation of Rating																	
1. RR team members provide the employer with an information packet tailored to the employer's need for information and assistance 2. The RR team links the employer with federal, state, and local agencies that finance economic development activities, business loans, and business retention programs	<table border="1" style="width: 100%; text-align: center;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> RR team members provide employers with information on federal and state requirements or laws for notification (e.g., WARN) The state has an early warning system in place to identify and assist businesses in declining industries before a WARN is announced 	<table border="1" style="width: 100%; text-align: center;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4		
1	2	3	4																		
1	2	3	4																		
<ul style="list-style-type: none"> The state or local area has staff designated as point of contact for employers (i.e., business representatives) who are tasked with building and maintaining strong relationships with employers, both declining and growing 	<table border="1" style="width: 100%; text-align: center;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4												
1	2	3	4																		
<ul style="list-style-type: none"> RR team members discuss layoff aversion strategies with employers, including: <ul style="list-style-type: none"> Employer loan programs for employee skill upgrading WIA-funded incumbent worker training that enhances employee skills in their current or future jobs Alternative business ownership options Shared Work Program, where businesses reduce hours and wages of some or all their employees while allowing those participants to receive partial unemployment insurance benefits 	<table border="1" style="width: 100%; text-align: center;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4	<ul style="list-style-type: none"> There is an ongoing effort to provide employers with information on layoff aversion options - e.g., incumbent worker training; business loan programs; making connections to economic development, chambers of commerce, business enterprises, etc. 	<table border="1" style="width: 100%; text-align: center;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>					1	2	3	4		
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1	2	3	4																		

OTHER SUGGESTED BENCHMARKS	
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SUMMARY – ELEMENT 10			
Areas of Strength			
Areas of Weakness			
Barriers to Success			
Technical Assistance Needs			
Action Steps & Timeline		Responsible Parties	