



# Rapid Response Manual

Nebraska Department of Labor

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# Rapid Response Manual

Nebraska Department of Labor

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# Overview

The Workforce Innovation & Opportunities Act holds states responsible for the provision of rapid response services. Nebraska's Rapid Response program requirements shall ensure that both workers and employers have expedient access to services when facing downsizing or closures. Rapid response activities may be a short-term solution to an immediate need for employers as well as workers.

In order to establish a robust, efficient, timely, and high quality service delivery system, strong partnerships at both the State and local levels are critical. These partnerships are the foundation for Nebraska's rapid response service delivery system. In Nebraska, rapid response services are delivered at the State in conjunction with the Local Area Workforce Development Board, Chief Elected Officials, and American Job Centers. The Nebraska Department of Labor, Office of Employment & Training, manages and oversees all Rapid Response activities through the Rapid Response Program. The Rapid Response Program is responsible for the planning and delivery of services to both employers and employees in the event of a permanent closure, mass layoff, or a natural or other disaster resulting in a job dislocation.

## Purpose

The expectation is that the State Rapid Response Coordinator, the VSU Rapid Response Coordinators, and the Mandated Partners will act in coordination and agreement during any and all layoffs in the State regardless of the size of the event. The Rapid Response Program will be responsible in ensuring that each individual affected by a layoff or closure is made aware of all services available to them.

## Definition of Layoff

A "layoff" is defined as any situation where a number of workers have a scheduled date indicating their end of employment, and the facility will remain in operation. A "closure" is defined as a facility that will no longer remain in operation and a scheduled end of employment date is set for all employees at that facility.

## Rapid Response Benefits

The Nebraska Department of Labor offers many resources that can assist employers, regardless of where an employer is located. Rapid Response is a pro-active, business-focused, and flexible strategy designed for two major purposes. First, to help growing companies access an available pool of skilled workers from other companies that are downsizing or who have been trained in the skills your company needs to be competitive.

Second, to respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. The Nebraska Rapid Response Program will work with employers and employee representative(s) to quickly maximize public and private resources to minimize the disruptions on companies, affected workers, and communities that are associated with job loss. Rapid Response can provide customized services on-site at an affected company, accommodate any work schedule, and assist companies and worker through the painful transitions associated with job loss.

## Employer Benefits

Providing Rapid Response services to workers during layoffs or plant closings will result in multiple benefits to employers. The more quickly the Rapid Response strategy is implemented, the better off the company and workers will be. Below are just a few examples of how utilizing Rapid Response services will benefit a company:

- Higher productivity and worker morale and lower absenteeism during layoff event due to reduced stress.
- Lower unemployment insurance costs as workers are re-employed more quickly when services are begun prior to layoff.
- Decreased likelihood of sabotage or work disruptions.
- Media and rumor management. The Nebraska Rapid Response Program understand the often confidential nature of layoffs, and will work with the company to ensure confidentiality at all times
- Better public relations for an employer. The Nebraska Rapid Response Program can also work with the media to highlight services an employer is providing to its workers during a layoff period, which will improve a company's public image.
- Rapid Response services are provided at no cost to the employer.

## Community Benefits

Communities benefit in several ways. The workers view the community positively for helping them reestablish their lives positively. The community achieves success by helping workers get back to work. These reemployed workers will add to the community tax base and reduce community support costs. New employers are encouraged to locate in the community when workers are shown in a positive light.

## Worker Benefits

The decision to lay off employees is one no employer wants to make. However, as layoffs do occur, the Nebraska Rapid Response Program representatives can meet with affected workers prior to the layoff to enable the employees to access services and programs that will help them through this difficult time. The Nebraska Rapid Response Program can provide employees information and services, including:

- Career Counseling
- Job Search Assistance
- Resume Preparation and Interviewing Skills
- Information on the local Labor Market
- Unemployment Insurance
- Information about Education and Training Opportunities

Additionally, Rapid Response on-site meetings will introduce employees to representatives of many other programs that can help them through this transition.

## **Required Activities**

All local WDBs and American Job Center systems that have agreed to be a part of the local area rapid response service delivery system must have the following array of rapid response services available, as needed, for local employers and impacted workers:

- Preliminary steps upon notification of potential event (notification, research, strategy meeting, approved plan)
- Initial employer meeting (conducted via phone or in person)
- Rapid Response Worker Orientation Sessions
- Rapid Response Dislocated Worker Surveys
- Peer-to-Peer Assistance
- Transition Centers
- Job / Career / Education Fairs
- Workshops including job seeking skills, resume writing, interviewing, basic computer literacy classes, other computer classes, and remedial education
- Job Search Assistance

The above list represents the minimum services that must be readily available. A complete list of rapid response activities is found in WIOA Notices of Proposed Rulemaking, 20 CFR 682.330.

# Staff & Partners

Nebraska's Rapid Response Unit (the Unit) will oversee the rapid response service delivery system, ensuring compliance with federal and state requirements and implementation of program initiatives, and providing support, guidance technical assistance, and financial resources.

The Unit is comprised of the following positions:

## State Rapid Response Coordinator

Will oversee and coordinate the activities of the Rapid Response Unit. Once notified of a potential layoff/closure, the State Rapid Response Coordinator is responsible for making initial contact with the employer. During the initial contact, the State Rapid Response Coordinator will gather basic information regarding the individuals affected by the layoff/closure, such as type of work, rate of pay, last date of employment, or if the workers will receive severance. It is also their responsibility to maintain the Onbase Rapid Response Database and ensure all records regarding dislocation events are accurate and complete. All communication during the Rapid Response process with the employer should be documented within the OnBase Rapid Response Database. It is the State Rapid Response Coordinator's responsibility to establish and coordinate a statewide layoff / closure / WARN notification alert list to communicate *public* notices of layoff / closure / WARN that affect over 25 employees.

### Responsibilities:

- Contacts the employer and verifies job loss
- Announces Layoff, Closure, or WARN to Mandated Rapid Response Partners
- Obtains Employee List from Employer
- Enters layoff/closure/warn information into the OnBase Rapid Response System within 2 business days after verifying the layoff with the employer.
- Creates, prints, and processes the surveys that are provided to impacted workers prior or during the Rapid Response Orientation.
- Scans in Sign-In Sheet collected from the Rapid Response Orientation.
- Answers questions regarding staff needs, technical assistance, and Rapid Response Program Service Delivery issues and concerns.
- Provides the Office of Labor Market Information reports regarding layoffs and closures in the State of Nebraska.

## Virtual Service Unit (VSU) Manager

Will oversee the VSU Rapid Response Coordinators' activities and ensure all activities are completed according to the timeline to ensure program integrity and quality control.

### Responsibilities:

- Assign duties to the VSU Rapid Response Coordinator
- Conduct Quality Control
- Conduct Oversight Activities
- Communicate with the State Rapid Response Coordinator regarding staff needs, technical assistance, and Rapid Response Program Service Delivery issues and concerns.

## **Virtual Service Unit (VSU) Rapid Response Workforce Coordinator**

Will serve as the primary contact for the employer to ensure consistency, efficiency, and accountability. They will be responsible for the timely dissemination of information to partners and mandatory Rapid Response Team Member representatives to ensure accurate and up to date information is available and communicated to other key stakeholders. These individuals will be located within the Virtual Service Unit (VSU).

### **Responsibilities:**

- Notifies the State Rapid Response Coordinator about potential layoffs or closures.
- Creates Service Plan for each dislocation.
- Organizes and schedules the Rapid Response Orientation
- Conducts Virtual Rapid Responses when applicable
- Provides Sign-In Sheets to the State Rapid Response Coordinator
- Conducts follow-up with:
  - Individuals who attended a Rapid Response Orientation
  - Individuals identified by the employer who will be laid off
  - Dislocated Workers identified via the weekly Dislocated Worker list
- Provides Rapid Response Surveys to employers, returns completed Rapid Response Surveys to the State Rapid Response Coordinator
- Summarizes results of the Rapid Response Surveys to the Mandated Rapid Response Partners.
- Requests the Rapid Response Event Number
- At the end of Rapid Response Follow-up, the VSU Rapid Response Coordinator provides the following items to the Mandated Rapid Response Partners: 1)Survey Results; 2) Sign-In Sheets; 3)Employee List; and 4) Service Plan.

## **Mandatory Rapid Response Partners**

The State Rapid Response Coordinator will notify the below listed team members of all Rapid Response event activities. Notification will consist of an email sent to the following representatives:

- VSU Rapid Response Coordinators
- Unemployment Insurance Representative
- Trade Program Coordinator
- Wagner-Peyser Representative for the designated area
- Workforce Innovation & Opportunities Act Representative for the designated area
- Regional/Office Manager for the designated area
- One-Stop Center Manager for the designated area
- To be cc'd on the email
  - Director of the Office of Employment & Training
  - Labor Law Program Manager

## Partners

The State Rapid Response Coordinator will notify the below listed partners of Rapid Response events that are *public* and affect over 25 employees.

- Commissioner of Labor
- Director of Employment & Training
- Administrators of Employment & Training
- Director of Administrative Services
- Director of Unemployment Insurance
- Department of Economic Development Representative
- Department of Education Representative
- Nebraska Community College Association
- Chairperson, State WDB
- Veterans Program Coordinator
- Trade Program Coordinator
- Wagner-Peyser Coordinator
- Director of Labor Market Information
- Department of Labor Public Information Officer
- Department of Labor, Labor Law Program Manager
- Nebraska Department of Labor Managers
- Depending on the employers location the below partners will be contacted:
  - Local Area CEO & Chairperson Workforce Development Board
  - Lincoln Local Area One Stop Operator
  - Chamber of Commerce Representative (Metropolitan areas)
  - Heartland Workforce Solutions

## Natural Disaster Partners

Additional partners will be notified in the event of a layoff or closure due to a natural disaster.

- Federal Emergency Management Agency (FEMA)
- Nebraska Emergency Management Agency (NEMA)
- Red Cross
- Faith-based organizations
- Community-based organizations

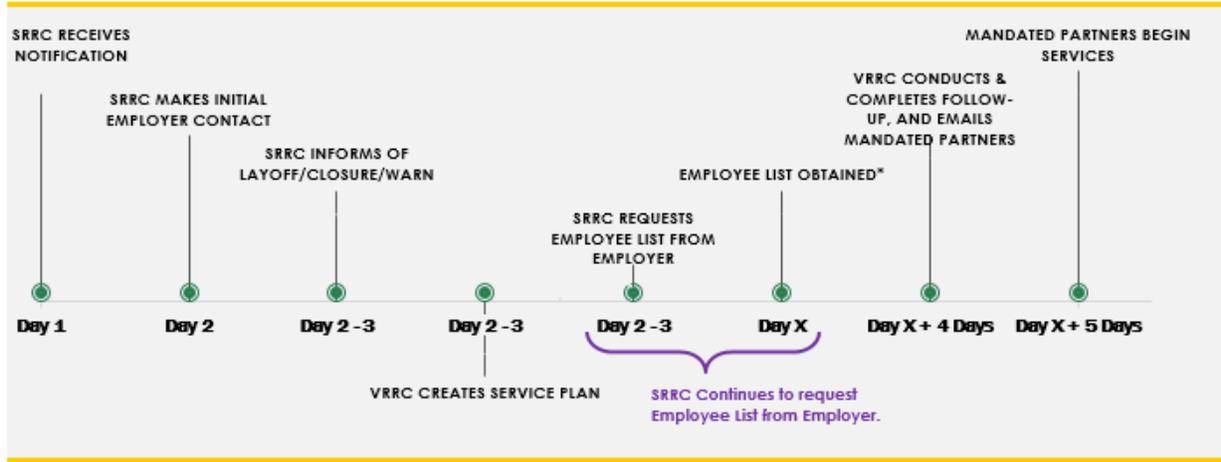
# Rapid Response Process

## **Timeline**

There are three potential timelines that will be followed based on the Rapid Response Services provided to the employer.

1. No Rapid Response Orientation Held
2. Before a Rapid Response Orientation
3. After a Rapid Response Orientation

## No Rapid Response Orientation Held



### DETAILS

DATE	MILESTONE	DESCRIPTION
Day 1	SRRC Receives Notification	Receive Notification of potential layoff/closure - Inform the SRRC
Day 2	SRRC makes Initial Employer Contact	The SRRC contacts the company to verify job loss
Day 2 - 3	SRRC Informs of Layoff/Closure/WARN	The SRRC notifies the Rapid Response Partners of the initial contact
Day 2 - 3	VRRC Creates Service Plan	The VRRC creates the Service Plan
Day 2 - 3	SRRC Requests Employee List from Employer	The VRRC contacts the employer and updates the Service Plan
Day X	Employee List Obtained*	The VRRC requests surveys from the SRRC and mails the surveys to the employer prior to the Rapid Response Orientation
Day X + 4 Days	VRRC Conducts & Completes Follow-Up, and Emails Mandated Partners	The VRRC provides follow-up information to the Mandated Partners. This includes: 1) Survey Results; 2) Sign-in Sheet; 3) Employee List; and 4) Finalized Service Plan.
Day X + 5 Days	Mandated Partners begin services	The Mandated Partners begin providing services to individuals impacted by the layoff or closure.

**SRRC – State Rapid Response Coordinator**

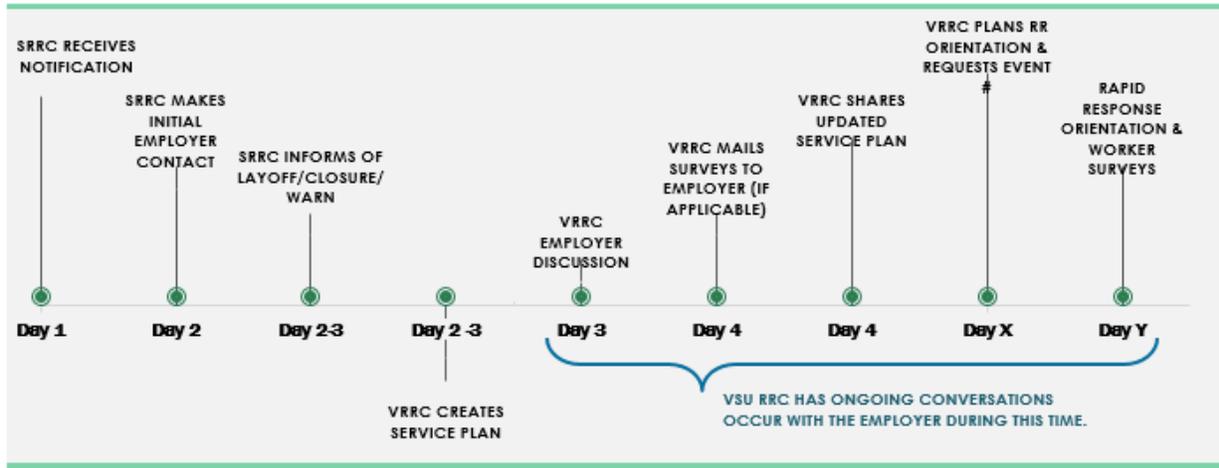
**VRRC – Virtual Services Unit Rapid Response Coordinator(s)**

**Day X – Represents an Unknown Date and is dependent on the Employer and Mandated Partners**

**Day Y – Represents an Unknown Date and is dependent on the Employer and Mandated Partners**

**\*Note:** If the employer does not provide the Employee List or indicate a date to provide the list, no follow-up will be conducted and the finalized service plan will be provided to the Mandated Partners within 1 business day after the time period (7 days) provided to the employer to provide the Employee List or a date to expect the Employee List.

## Before Rapid Response Orientation



### DETAILS

DATE	MILESTONE	DESCRIPTION
Day 1	SRRC Receives Notification	Receive Notification of potential layoff/closure - Inform the SRRC
Day 2	SRRC makes Initial Employer Contact	The SRRC contacts the company to verify job loss
Day 2-3	SRRC Informs of Layoff/Closure/WARN	The SRRC notifies the Rapid Response Partners of the initial contact
Day 2-3	VVRC Creates Service Plan	The VVRC creates the Service Plan
Day 3	VVRC Employer Discussion	The VVRC contacts the employer and updates the Service Plan
Day 4	VVRC Mails Surveys to Employer (if applicable)	The VVRC requests surveys from the SRRC and mails the surveys to the employer prior to the Rapid Response Orientation
Day 4	VVRC Shares Updated Service Plan	The VVRC shares the updated Service Plan with the Mandated Partners
Day X	VVRC Plans RR Orientation & Requests Event #	The VVRC coordinates the logistics for the Rapid Response Orientation and requests the Rapid Response Event # from the NEworks Business Systems Analyst
Day Y	Rapid Response Orientation & Worker Surveys	The VVRC conducts the Rapid Response Worker Orientation

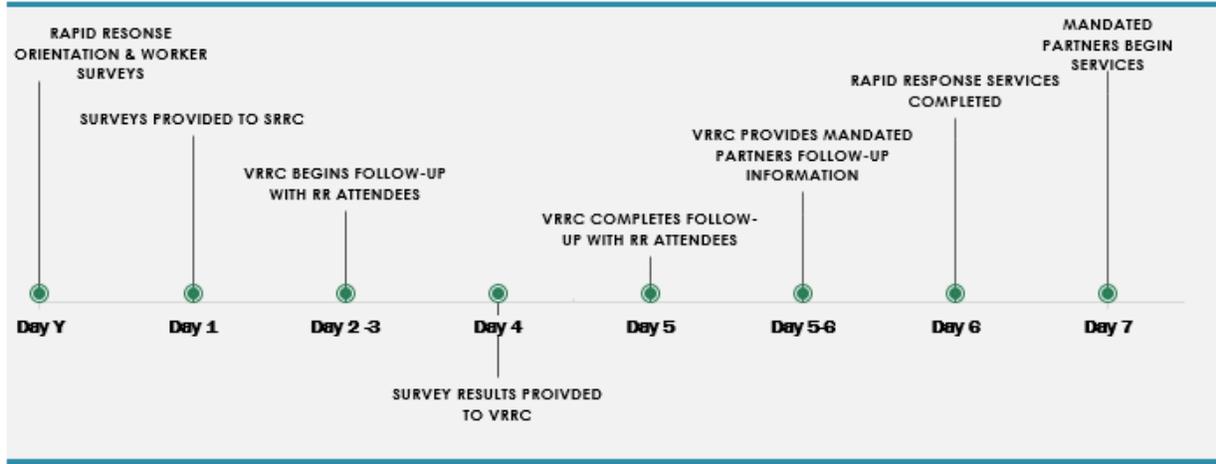
**SRRC – State Rapid Response Coordinator**

**VVRC – Virtual Services Unit Rapid Response Coordinator(s)**

**Day X – Represents an Unknown Date and is dependent on the Employer and Mandated Partners**

**Day Y – Represents an Unknown Date and is dependent on the Employer and Mandated Partners**

## After Rapid Response Orientation



### DETAILS

DATE	MILESTONE	DESCRIPTION
Day Y	Rapid Response Orientation & Worker Surveys	The VRRC conducts the Rapid Response Worker Orientation
Day 1	Surveys provided to SRRC	The VRRC provides surveys to the SRRC
Day 2-3	VRRC Begins Follow-Up with RR Attendees	The VRRC begins providing follow-up services to the Rapid Response attendees
Day 4	Survey results provided to VRRC	The SRRC completes processing the survey information and provides results to VRRC
Day 5	VRRC Completes follow-up with RR Attendees	The VRRC finishes the follow-up services to the attendees and reviews the survey results
Day 5-6	VRRC Provides Mandated Partners Follow-Up Information	The VRRC provides follow-up information to the Mandated Partners. This includes: 1) Survey Results; 2) Sign-in Sheet; 3) Employee List; and 4) Finalized Service Plan
Day 6	Rapid Response Services Completed	The Rapid Resposne Services are completed.
Day 7	Mandated Partners begin services	The Mandated Partners begin providing services to individuals impacted by the layoff or closure.

**SRRC – State Rapid Response Coordinator**

**VRRC – Virtual Services Unit Rapid Response Coordinator(s)**

**Day Y – Represents an Unknown Date and is dependent on the Employer and Mandated Partners**

## Notification

Rapid Response begins when a potential job loss or closing becomes known. The knowledge of a layoff or closing can be prompted by both the formal and/or informal information received by any member or the Rapid Response Mandatory Partners. Notification is the process by which an individual is made aware of a possible layoff or closing.

It is the responsibility of local representatives within the workforce agencies if they become aware of a potential layoff or closure to notify the State Rapid Response Coordinator, via the below options:

- Email: [Jessica.Brown@nebraska.gov](mailto:Jessica.Brown@nebraska.gov)
- Email: [NDOL.RapidResponse@nebraska.gov](mailto:NDOL.RapidResponse@nebraska.gov)
- Phone: 402.471.9828

If notification to the State Rapid Response Coordinator is done via email, please include the following representatives within the email:

- VSU Rapid Response Coordinator
  - Dylan Wren ([Dylan.Wren@nebraska.gov](mailto:Dylan.Wren@nebraska.gov))
- Unemployment Insurance Representative
  - Jan Sovereign ([Jan.Sovereign@nebraska.gov](mailto:Jan.Sovereign@nebraska.gov))

## Sources of Information

Any hint that a closing or layoff is occurring will be followed up on and verified by the State Rapid Response Coordinator. Some firms may file a WARN or mass layoff notice “just to be on the safe side” and then modify, or even withdraw it later. The following sources can be used to find out about a potential closing or downsizing:

- Employer files a WARN
- Employer notifies the local workforce system
- Media (written, television, radio)
- Chamber of Commerce
- Local Workforce Agencies
- Local Elected Officials
- Local Government and Community Agencies
- Union Officials
- Individual Workers
- General Public

## Initial Employer Contact

It is the responsibility of the State Rapid Response Coordinator to contact the employer to gain a clear understanding of the situation, once they become aware of a potential or definite layoff or closure. Any hint of a closing or layoff should be followed up on and verified in order to provide speedy service and allow mandated partner members to be properly aligned to provide all Rapid Response services. Rapid Response services are provided to both private and public companies. Information needed to confirm a potential layoff with the employer should include, at the minimum, the following:

### Verification of any Job Loss:

- Can the notice or rumor be verified?
- Is the closing/layoff inevitable?
- What is the first projected layoff date?
- How many workers will be affected?
- Who are the key management or union leaders?

During this step, the State Rapid Response Coordinator will also attempt to gather and provide the below information:

- Available programs, service providers, and resources in the local area such as Unemployment Insurance, reemployment services, job training programs, Trade Adjustment Assistance, and financial counseling to meet the short and long-term assistance needs of the affected workers;
- Rapid Response format, content, and benefits to the employer and employees;
- An assessment of the employer's layoff plans and schedule;
- Identification of the employees affected by the layoff, their current wage scale, occupations, skill levels, and length of service;
- Company benefits available to employees, i.e. severance pay, job development/job search activities, relocation or reemployment opportunities, etc.
- Probable assistance needs of the affected workers;
- Re-employment prospects for workers in the local community;
- Potential for averting the layoff or closure may be discussed in consultation with state or local economic development agencies, including private sector entities such as the local Chamber of Commerce;
- Survey on employee demographics, future plans, and interest in services available.
- A list of the employees affected by the layoff, which will be provided to the Rapid Response Mandated Partners.

**\*NOTE:** Upon receipt of notification, the State Rapid Response Coordinator will attempt to verify the information provided during a 7 business day period. The State Rapid Response Coordinator will attempt 4 separate times either by phone or email. If no response is received from the employer, the State Rapid Response Coordinator will notify the Rapid Response Mandated Partners of the unverified dislocation.

### Temporary Layoffs

Temporary layoffs are considered unique situations. Each temporary layoff will be assessed by the State Rapid Response Coordinator to determine the Rapid Response services to be provided.

## Rapid Response Program Options

Based on the response and willingness of the employer, the State Rapid Response Coordinator will determine the best options for services to provide. See below:

### Information

The Rapid Response Program will provide information to the employer and their employees regarding services and programs available in the State and in their community. This information will ideally be provided via email, but can also be provided via hardcopy and will be mailed.

- Information will automatically be provided to any employer where 10 or fewer workers are impacted.
- Information will also be provided to any employer upon request.

### Onsite Meeting

The Rapid Response Program will present every employer who has over 10 employees impacted with the option of an on-site meeting.

- The Onsite Meeting is described as 1 – 1.5 hours in length where representatives from different programs/services discuss re-employment services, training opportunities, and unemployment insurance to the affected workers.
- Ideally, this onsite meeting occurs at the workplace, on company time, and prior to the layoff.
- This onsite meeting can include additional topics/representatives such as: Vocational Rehabilitation, Social Security, Health Insurance, Community Colleges, Economic Development, etc.
- Representatives can come to the facility multiple times to provide a general overview of services or assistance with a specific program/service such as filing for unemployment insurance, creating a resume, a job fair, etc.
- This onsite meeting is to be tailored to meet the company's needs.

### Scenarios

Below are three common layoff/closure scenarios where the Rapid Response Program will become notified:

#### Advanced Notice

- If the layoff/closure affects **more** than 10 employees, the timeline called “Before a Rapid Response Orientation” will be utilized. The orientation will be held either onsite or offsite.
- If the layoff/closure affected **less** than 10 employees, the timeline called “No Rapid Response Orientation Held” will be utilized.

#### Limited Notice

- If the layoff/closure affects **more** than 10 employees, the timeline called “Before a Rapid Response Orientation” will be utilized. The orientation will be held either onsite or offsite.
- If the layoff/closure affected **less** than 10 employees, the timeline called “No Rapid Response Orientation Held” will be utilized.

#### After the Date of Layoff

- The State Rapid Response Coordinator will attempt to obtain an Employee List from the Employer. The timeline called “No Rapid Response Orientation Held” will be utilized.
- The Rapid Response Coordinators will partner with local field offices for the local offices to provide information sessions.
- The Rapid Response Coordinators will assist with outreach and contacting the impacted workers to promote the information sessions.

- Regional/Office Managers will determine the appropriate field staff to conduct outreach (WIOA, Wagner-Peyser, etc.). These staff will promote the events within the impacted and surrounding communities and will lead the information sessions.

**NOTE:** Rapid Response Orientations will not be conducted for companies that have 10 or fewer employees impacted by a layoff/closure.

### **Employer Follow-Up by State Rapid Response Coordinator**

The State Rapid Response Coordinator will follow-up with each employer after the initial contact. This follow-up is usually via email, but may be done via fax or mailing. During this follow-up, the State Rapid Response Coordinator will request a list of employees who will be impacted. This list will include the following information and will be completed by the employer to the best of their knowledge:

- Employee Name (First and Last)
- Last 4 Digits of the Social Security Number
- Address
- City
- State
- Zip Code
- Email
- Phone Number
- Department/Job Title
- Hire Date
- Hourly Rate
- Current Earnings
- Separation Pay
- Separation Date
- Vacation
- COBRA

Within this email, the State Rapid Response Coordinator will provide the information regarding the services/programs available to the employees and/or the contact information for the VSU Rapid Response Coordinator to begin organizing the onsite meeting, if applicable. The VSU Rapid Response Coordinators, and the local Wagner-Peyser and Workforce Innovation & Opportunities Act management representative will be included within this correspondence.

If the employer provides a list of employees impacted by the layoff or closure. This information will be shared with the Office of Unemployment Insurance. The employer is informed in the requesting email from the State Rapid Response Coordinator that the employee list will be utilized by both the Rapid Response Program and the Office of Unemployment Insurance.

## State Rapid Response Coordinator Announces Layoff/Closure/WARN

Once the State Rapid Response Coordinator verifies the layoff or closure, the following individuals will be notified about **all** layoff or closures:

- VSU Rapid Response Coordinators
- Unemployment Insurance Representative
- Trade Program Coordinator
- Wagner-Peyser Representative for the designated area
- Workforce Innovation & Opportunities Act Representative for the designated area
- Director of the Office of Employment & Training
- Labor Law Program Manager

The following representatives will be notified of *public* layoffs or closures that affect 25 or more employees, in addition to the “Mandatory Partners”:

- Commissioner of Labor
- Public Information Officer, NDOL
- Director of Employment & Training
- Administrators of Employment & Training
- Director of Administrative Services
- Director of Unemployment Insurance
- Department of Economic Development Representative
- Department of Education Representative
- Nebraska Community College Association
- Chairperson, State WDB
- Veterans Program Coordinator
- Trade Program Coordinator
- Director of Labor Market Information
- Nebraska Department of Labor Managers
- Depending on the employers location the below partners will be contacted:
  - Local Area CEO & Chairperson Workforce Development Board
  - Lincoln Local Area One Stop Operator
  - Chamber of Commerce Representative (Metropolitan areas)
  - Heartland Workforce Solutions

### Rapid Response OnBase Database

The State Rapid Response Coordinator will also update the Rapid Response OnBase Database with the information regarding a layoff, closure, or WARN within 2 business days of verifying the layoff. For public information, this will be displayed on the Nebraska Department of Labor website, [www.dol.nebraska.gov](http://www.dol.nebraska.gov). The Rapid Response OnBase Database automatically populates the Nebraska Department of Labor website.

### Media Inquiries

Even if the information is considered public, staff should not speak to the press about any layoffs or closures. Per the Nebraska Department of Labor policy, all media inquiries should be directed to the agency’s Public Information Officer. Staff should notify the Public Information Officer via email about the request, and include the State Rapid Response Coordinator, their manager, and the Director of Employment & Training in the correspondence.

## Notice of Confidentiality

Maintaining the confidence of the employer is critical to gain access to provide services for the workers and show respect for the employer and workers. Information regarding the layoff or closure should be kept confidential unless the employer has indicated that the information is public. If an employer has indicated that the information is confidential, the following individuals will be notified, and the notification to these individuals will clearly indicate the confidentiality nature of the information.

- VSU Rapid Response Coordinators
- Unemployment Insurance Representative
- Trade Program Coordinator
- Wagner-Peyser Representative for the designated area
- Workforce Innovation & Opportunities Act Representative for the designated area
- Director of the Office of Employment & Training
- Labor Law Program Manager

## VSU Rapid Response Workforce Coordinator Creates Service Plan

The Service Plan is a comprehensive document that identifies the company, the community, the layoff/closure details, available services, and the Rapid Response services provided. The Service Plan is developed by the VSU Rapid Response Coordinator throughout the Rapid Response process. This document is potentially shared with the Rapid Response Mandated Partners at two key timeframes:

1. Prior to the Rapid Response Orientation, and/or
2. Finalized Version
  - a. Provided after information is mailed/faxed/emailed to the employer, no employee list provided.
  - b. Provided after the Rapid Response Follow-Up.

The Service Plan highlights the importance of sharing information amongst the Mandated Rapid Response Partners immediately, ensuring a professional response and assisting the affected workers effectively. The following items are identified within each service plan:

- Employer Profile
- Layoff or Closure Details
- Labor Market Review
- Available Services
- Rapid Response Services
  - Information Provided
  - Orientation
  - Follow-Up

Within the “Announcement of Layoff/Closure/WARN”, the State Rapid Response Coordinator identify the information obtained during Initial Contact. It is during this announcement, that the State Rapid Response Coordinator will identify the next course of action to be taken to the mandated partners.

- a. Providing Information to the Employer
- b. Scheduling a Rapid Response Orientation

Every company experiencing a layoff or closure will have a service plan created. The VSU Rapid Response Coordinator will discuss via email with the State Rapid Response Coordinator and the

Mandated Rapid Response Partners about the services available to the employer and employees within the affected community.

### **Employer Profile**

Provides a brief description of the employer, and the services or products the company provides, and an overall description of the industry that the employer identifies with. To develop the employer profile, the VSU Rapid Response Coordinators should research the company by obtaining and analyzing:

- NEworks
- Company website
- Media information regarding the company
- Annual Reports
- Identifying types of workers working for the employer
- Industry information

### **Layoff or Closure Details**

This section will include information regarding the layoff or closure occurring. Specific information collected will include, but not limited to:

- Number of Employees Affected
- Types of Positions
- Date of Layoff
- Date of Notification (when workers were notified & when the Rapid Response Program was notified)
- Are the workers full-time or part-time?
- Will the workers receive severance?

### **Labor Market Review**

The VSU Rapid Response Coordinators will also create an initial Labor Market Review. It is important to evaluate careers in the region that show job growth and opportunity for individuals being dislocated. It is also important to identify employers within the region that perform similar work and other related position titles that the dislocated workers may be qualified to perform. NEworks includes a wealth of information regarding current and projected labor market trends.

Based on the workers to be dislocated, Labor Market Review should include the necessary training anticipated for jobs identified as “in-demand” and the institutions in the local area that can provide the training. Although the labor analysis is preliminary, it will assist the VSU Rapid Response Coordinators to be better prepared for the potential conversations/meetings with the employer or mandated partners.

### **Available Services**

The Mandated Rapid Response Partners will identify the services that their program offers to the workers in the affected area and will reach out to the Chamber of Commerce and the local Economic Development Representatives to identify additional local services available to the workers.

### **Rapid Response Services**

#### ***Information Provided***

The State Rapid Response Coordinator provided information electronically due to the layoff/closure affecting less than 10 employees or the employer indicated that they wanted to be provided information,

rather than host an on-site meeting. If the employer does not provide the employee list or indicate a date to expect the employee list to the Rapid Response Program within 7 business days of the initial requested email, the Service Plan will reflect that the employer was provided information regarding the services available to the affected workers, and will then be finalized and provided to the Mandated Partners via email. If the employer does provide a list of employees impacted by this decision, the VSU Rapid Response Coordinator will conduct “Follow-Up” services to each employee on the list. Once follow-up is concluded the VSU Rapid Response Coordinator will provide the finalized Service Plan to the Mandated Partners. Along with the finalized Service Plan, the VSU Rapid Response Coordinator will also provide a condensed employee list to the mandated partners via secure email. The employee list will include the following:

- Employee Name (First and Last)
- Last 4 Digits of the Social Security Number
- Address
- City
- Attended the Rapid Response Orientation (utilize the sign-in sheets)
- Follow-Up Result
  - Registered in NEworks
  - Referral to Providers
  - Additional Details

### ***Orientation***

If the employer has indicated interest in hosting a Rapid Response Orientation, the Service Plan will include details regarding the planning, organizing, and scheduling the event. The VSU Rapid Response Coordinator will discuss and determine with the employer the Rapid Response Orientation meeting dates, times, and any provisions needed for the meeting such as, interpreters, room accommodations, specialized equipment, and demonstrations. The VSU Rapid Response Coordinator will also coordinate with the local American Job Center to arrange for program representatives to provide employment and training information and other local program providers, to bring information to dislocated workers about emergency services and human service programs/financial planning within their area.

The VSU Rapid Response Coordinator will share the Service Plan with the Rapid Response Partners involved with the Rapid Response Orientation prior to the event. If available, the survey results will also be shared prior to the Rapid Response Orientation with the Rapid Response Partners.

### ***Follow-Up***

Follow-up services may be provided to workers affected by a layoff or closure even if a Rapid Response Orientation is not held. Potential follow-up may include, but not limited to:

- Contacting each of the individuals laid off, and referring the individual to appropriate provider services.
- Determine workshops and/or demonstrations appropriate for each situation. Examples include Labor Market Information and Internet demonstrations, resume preparation and interviewing workshops, etc.
- Contact similar companies who are hiring and set up a job fair for the affected workers.
- Partner with local field offices for the local offices to provide informational sessions, if the layoff has already occurred. Assist with outreach and contacting the impacted workers to promote the informational sessions.

A finalized Service Plan, the Survey Results, and the Employee List will be shared with all Mandated Rapid Response Partners. The employee list will include the following and will be shared via a secure email:

- Employee Name (First and Last)
- Last 4 Digits of the Social Security Number
- Address
- City
- Attended the Rapid Response Orientation (utilize the sign-in sheets)
- Follow-Up Result
  - Registered in NEworks
  - Referral to Providers
  - Additional Details

## **Employer Meeting by VSU Rapid Response Coordinator**

This meeting may be conducted either in person or over the phone. During this meeting, the VSU Rapid Response Coordinators will present the employer with the information collected within the service plan.

During this meeting, it is key that the VSU Rapid Response Coordinator remember that the decision to make layoffs or closings is a difficult decision for all employers. The subsequent impact to the workers, their families, and a community is not to be taken lightly nor dismissed as “easy”. With that in mind, it is recommended that VSU Rapid Response Coordinator stress their support for both the employer and the affected workers alike, by highlighting how Rapid Response services can be helpful to both. Both the employer and the VSU Rapid Response Coordinators will create the agenda for the Rapid Response Orientation or identify additional Rapid Response activities that the affected employees will participate in, such as workshops, job fairs, resume preparation, etc.

During this meeting, the VSU Rapid Response Coordinator will also inform the employer about the importance of surveys and direct the employer to have the affected employees complete the surveys prior to the Rapid Response Orientation. The surveys will be delivered to the employer via mail or depending on the location provided by a Wagner-Peyser representative or the VSU Rapid Response Coordinator. The VSU Rapid Response Coordinator will work with employer and/or a local Wagner-Peyser representative to determine an appropriate pick-up date for the completed surveys. The Wagner-Peyser representative will mail the completed surveys to the State Rapid Response Coordinator.

If the surveys are unable to be completed prior to the Rapid Response Orientation, the surveys should be completed at the Rapid Response Orientation.

If any services are being scheduled, it is recommended to identify multiple dates or times that the employer can make available. This will assist with the scheduling for all Mandated Rapid Response Partners to ensure that all partners are available.

The VSU Rapid Response Coordinators will work with the Mandated Rapid Response Partners and the employer to address the following:

- Work with the employer to determine the Rapid Response meeting dates and times, making provisions as needed for interpreters, room accommodation, specialized equipment, and demonstrations.
- Determine workshops and/or demonstrations appropriate for each situation. Examples include Labor Market Information and Internet demonstrations, resume preparation and interviewing workshops, etc.
- Coordinate with the local American Job Center of Nebraska Department of Labor Locations to arrange for program representatives to provide employment and training information, including

- the Trade Adjustment Act program if a certification for Trade assistance has been certified.
- Coordinate with other local program providers, to bring information to dislocated workers about emergency services and human service programs/financial planning within their area.
- Create and issue agendas to the employer and participating members.
- Notify the IT Administrator of NEworks of the Rapid Response Orientation Event, refer to the NEworks section of this manual for specific directions.
- Maintain communications with the State contact and request any assistance or additional guidance.
- Contact similar companies who are hiring to have onsite information available about job openings.

## Rapid Response Orientation

The Rapid Response Orientation session is a first opportunity to inform the affected workers about the benefits, services, and resources available to assist them during their layoff and transition to new employment. Workers not only will receive information during these sessions, but will also be able to ask questions they may have about available benefits and services directly from the subject matter expert.

### Onsite

Ideally, the Rapid Response Orientation session(s) should be conducted as far in advance of the projected layoffs as possible. This will allow the workers time to absorb the information presented, and begin to make informed decisions based on their individual circumstances, interests, and needs. In order to maximize worker attendance at the Rapid Response Orientation sessions, it is highly recommended, that the meeting be held on-site, and while the workers are “on the clock”, if possible. This requires the cooperation and concurrence of the employer and should be discussed during the Employer Meeting. In those circumstances when an employer is unwilling, or unable to allow the workers to be paid to attend the sessions or for the sessions to be held on-site, they should be scheduled at a time and place most convenient to all the affected workers.

If the layoff or closure will affect multiple shifts, each shift may need a separate session scheduled. If the sessions are to be held “off the clock”, it is recommended that they be scheduled immediately before or after shift changes in order to give all of the affected workers an opportunity to attend. If several shifts are going to be affected by the layoff or closure, it is recommended that the sessions be held on the same day, if at all possible. This strategy reduces the chance of misinformation circulating among the workers since they will all hear the same thing at their individual session on the same day.

It is the responsibility of the VSU Rapid Response Coordinators to organize and plan the orientation, and ensure the meeting follows the agenda. Workers attending the Rapid Response may receive information and access to the required agenda items:

- Event Overview
- Employment Services and NEworks
- Workforce Innovation & Opportunities Act and One-Stop Office Information
- Unemployment Insurance Benefits
- Trade Adjustment Assistance, if Trade certified
- Completing the Rapid Response Survey (if applicable)

Other Agenda Items:

- Labor Market Information & related training for Careers in “demand”
- Financial counseling programs
- Resume and interview guidance
- Veterans Program assistance

- Local Health and Human Services programs
- Supportive Services available from One-Stop Partners

Contact information and methods to access these benefits, resources, and services will also be provided to the workers during these sessions, in order for the workers to be able to individually follow-up with the appropriate entities after the session has been completed. The VSU Rapid Response Coordinator will ensure that at a minimum the contact information for the services and resources are identified on the agenda.

The VSU Rapid Response Coordinator will also bring along the following items to each Rapid Response Orientation:

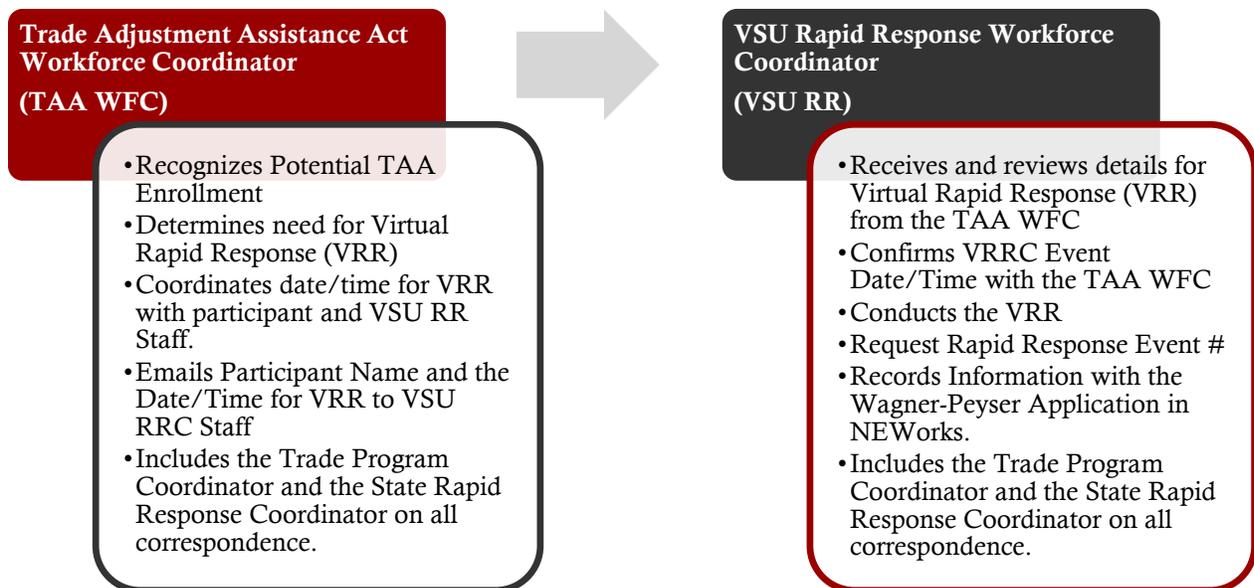
- 1. Sign-In Sheets**  
Identifies the last 4 digits of the attendees Social Security Number, the individual’s first and last name, address, and phone number.
- 2. Agendas**  
Identify the representatives at the Rapid Response Orientation and their contact information.
- 3. Rapid Response Tablets**  
The Rapid Response Tablets allow individuals who are interest to register for NEworks after the Rapid Response Orientation.

### Virtual (Trade Adjustment Act Participants Only)

In an effort to ensure that all individuals that are Trade eligible are aware of all services available to them, the Rapid Response Program representatives will partner with the Trade Program representatives to conduct a Virtual Rapid Response (VRR).

- Through the use of Live Meeting technology at local American Job Centers or NDOL locations, the VSU Rapid Response Coordinator will present information regarding all available services to the individual through a PowerPoint presentation using Live Meeting. If the live meeting software is not working, a conference call will occur.
- This Live Meeting/Conference Call will occur individually with each Trade eligible individual.

See the below illustration for additional information:



## Techniques for a Challenging Audience

The presenters should be prepared at the Rapid Response Orientations for challenging audiences given the stressful and emotional circumstances present during a Rapid Response Orientation. The following are tips on how to handle a challenging audience or audience member.

- Be over-the-top polite, respectful, and kind.
- Listen to their comments and use empathetic listening techniques to repeat back to them and acknowledge their feelings or concerns.
- Do **NOT** argue with a dislocated worker. This can make the presenter look unsympathetic, and will not appeal to the other dislocated workers that are seeking guidance.
  - If the person needs to vent, listen to their point, consider their point a valid concern, and spend some time during the presentation to discuss the issue. If the presenter is unable to adequately address their concern in a timely fashion, ask to meet with them after the formal presentation to discuss it further.
  - This will allow the other affected workers in attendance to see the presenter is truly interested in listening to their concerns and that the presenter will take the time to see them, not as a whole, but as individuals seeking assistance information.
- Remember to stand by the content and information as the presenters are the subject expert on the benefits, services, and resources available to assist Dislocated Workers.
  - The presenter might not know everything, but they should know the content of their presentation area and should allow the affected workers to view them as the expert. If a presenter does not know the answer to the question, inform the audience member that they will get back to them with an answer as soon as possible after they have had the opportunity to research the issue.
- Make an emotional connection with the workers
  - Generally, audiences will respond to presentations that are based on emotion, thus presenters during a Rapid Response Orientation session, may want to share a personal story of their own, such as sharing their own “I was laid-off” experience, or sharing success stories from other dislocation event they have been involved with. Engaging workers in a manner that is not just sitting and listening to a “presentation”, but truly appealing to both their head and heart, can create a more productive presentation result.
- Discuss plan for future services.
  - If a job fair, workshops, etc. are being planned or have been scheduled share this information with the audience.

## Surveys

Surveys should be distributed to the workers who will be participating in a Rapid Response Orientation. The surveys can be distributed two ways

1. Before the Rapid Response Orientation, **or**
2. During the Rapid Response Orientation

The surveys play an important role in identifying concerns and interests of the affected workforce. The results allow the Mandated Partners to address these concerns during their presentation at the Rapid Response Orientation and enable them to coordinate events that will further assist the workforce in addressing these concerns.

### *VSU Rapid Response Coordinator Request Surveys from State Rapid Response Coordinator*

The State Rapid Response Coordinator is responsible for providing the printed surveys to the VSU Rapid Response Coordinator. Once the Rapid Response Orientation is scheduled, an email should be sent to the State Rapid Response Coordinator identifying the following information:

- Company Name
- Number of Surveys Needed
- Date of Rapid Response Orientation

The State Rapid Response Coordinator has two business days to provide the surveys to the VSU Rapid Response Coordinator.

#### ***Before the Rapid Response Orientation***

During the Employer Meeting, the VSU Rapid Response Coordinator will inform the employer about the importance of surveys and direct the employer to have the affected employees complete the surveys prior to the Rapid Response Orientation.

- The surveys will be delivered to the employer via mail or depending on the location provided by a Wagner-Peyser representative or the VSU Rapid Response Coordinator.
- The VSU Rapid Response Coordinator will work with employer and/or a local Wagner-Peyser representative to determine an appropriate pick-up date for the completed surveys.
- The Wagner-Peyser representative will mail the completed surveys to the State Rapid Response Coordinator.
- The State Rapid Response Coordinator will process any surveys received at least 3 business days prior to the event and will provide a summary report at least 2 business days prior to the Rapid Response Orientation to the VSU Rapid Response Coordinator.
- The VSU Rapid Response Coordinator will share the summary results with the Mandated Partners prior to the Rapid Response Orientation.

#### ***During the Rapid Response Orientation***

If the surveys have not been completed prior to the Rapid Response Orientation, the surveys will be provided at the Rapid Response Orientation.

- At the Rapid Response Orientation, provide each of the attendees the Rapid Response Survey
- Inform the attendees to complete the Rapid Response Survey, and return the completed Rapid Response Survey to the VSU Rapid Response Coordinator at the end of the meeting.
- The VSU Rapid Response Coordinator will provide the completed Rapid Response Surveys to the State Rapid Response Coordinator.
- The State Rapid Response Coordinator will process the completed surveys within 3 business days
- The State Rapid Response Coordinator will provide a summary report within 3 business days to the VSU Rapid Response Coordinator.
- The VSU Rapid Response Coordinator will share the summary results with the Mandated Partners when follow-up has been completed.

#### ***Processing Surveys***

All completed surveys need to be returned to the State Rapid Response Coordinator.

- The State Rapid Response Coordinator will process the surveys within 3 business days.
- The State Rapid Response Coordinator will provide the summary results to the VSU Rapid Response Coordinator within the 3 business days.
- It is the responsibility of the VSU Rapid Response Coordinator to review, explain, and share the results with the Rapid Response Mandated Partners.

The surveys will assist the Mandated Partners in determining the services/resources that they should provide to the impacted workers.

## Post Rapid Response Services

The purpose of Follow-Up is to ensure each individual that is affected by a layoff or closure is aware of the services and programs available to assist them during this transition.

### VSU Rapid Response Coordinator Follow-Up Services

The VSU Rapid Response Coordinators will review the list of employees provided by the employer or the sign-in sheet from the Rapid Response Orientation, and provide follow-up services that include, but not limited to:

- Encourage individuals to complete the initial registration of NEworks,
- Referring the client to the appropriate partner resources
  - To assist the individual with writing a resume
  - Utilizing NEworks
  - Unemployment Insurance
  - Training opportunities.
- Also, the VSU Rapid Response Coordinators will need to ensure that two items are present in each individual's NEworks file if they attended the Rapid Response Orientation:
  1. The Wagner-Peyser Application indicates that the individual attended a Rapid Response Orientation; and
  2. An activity called "Attended Rapid Response" is created within the Wagner-Peyser application.

Refer to the NEworks section for detailed directions on how to complete these two items.

The VSU Rapid Response Coordinators will attempt to contact these employees at least three times via phone, email, or mailing. Contact with the impacted employees needs to be completed 3 business days after the Rapid Response Orientation or 3 business days after receiving the employees list. The

Once the above identified Follow-Up Services are completed by the VSU Rapid Response Coordinator the following information needs to be provided to the Rapid Response Mandatory Partners.

- Finalized Service Plan
- Survey Results
- Employee List that identifies the following:
  - Employee Name (First and Last)
  - Last 4 Digits of the Social Security Number
  - Address
  - City
  - Attended the Rapid Response Orientation (utilize the sign-in sheets)
  - Registered in NEworks (yes/no)
  - Contact Made (yes/no)
  - Additional Details
- Rapid Response Orientation Sign-In Sheet

## **Mandated Partner Potential Services**

Depending on the needs of the employees impacted by a dislocation, the Mandated Partners may coordinate appropriate and necessary services, programs, and activities. Below are

- Workshops based on identified affected workforce needs
- On-site job placement assistance service
- Marketing of the Workforce Talent
  - The VSU Rapid Response Coordinators and the Mandated Rapid Response Partners, such as Economic Development or Wagner-Peyser, markets the workforce to potential employers. When the workers are ready to compete for new jobs, the Mandated Rapid Response Partners can focus on broadcasting the worker skills to potential employers. This effort will help ensure that the maximum numbers of workers become re-employed.
- Career Planning and Counseling
- Job Fairs
  - Job fairs are an additional service that can assist dislocated workers in becoming re-employed. Job fairs provide training and experience for interviewing skills, information regarding various industries and career options, as well as, opportunities to meet and be hired by employers participating in the job fair. Steps to hosting a successful job fair may include, but are not limited to:
    - Evaluate the skills of the dislocated workers
    - Match skills with local employers seeking workers using NEworks
    - Host a pre-registration for participants
    - Provide resume assistance for the workers prior to the job fair
    - Host a registration for employers to ensure they have opportunities
    - Conduct a workshop prior to the fair to provide some key skills for workers attending
    - Provide space for computer and internet access for candidates to complete their applications
    - Establish a “follow-up” process with both employers and workers to measure the success of the job fair
- Promotion of the event through NEworks, the local Chamber of Commerce, etc.

## Natural Disaster

In response to a layoff or closure as the result of a natural disaster, the Rapid Response Program will be able and available to host an event. The State Rapid Response Coordinator (SRRC) will contact FEMA and NEMA:

**FEMA:** Region VII contact is 816-283-7061 or [FEMARegion7info@fema.dhs.gov](mailto:FEMARegion7info@fema.dhs.gov).

**NEMA:** Emergency Management Program Specialist at 471-7426.

Through this contact, the SRRC will determine the following information:

**FEMA:** Will a Disaster Recovery Center (DRC) be available in the area to all impacted employees? What services are available through your organization and how can workers access them? It will be pertinent to discuss logistics of internet availability, space restrictions, and capacity limitations.

**NEMA:** Has an individual assistance declaration been requested/approved? Was a request for disaster unemployment also requested? What services are available through your organization and how can workers access them?

The SRRC will also coordinate with Unemployment Insurance (UI) during this time. When coordinating with UI, the SRRC will make sure that UI knows the event is being planned as a response to a natural disaster; this information will be provided in the notification. If there is a Presidential declaration for Disaster Unemployment Assistance (DUA), it may impact the information UI provides at a Rapid Response event.

Options for meeting places across the state will depend on the type and severity of the natural disaster along with the location of the affected workers. If the President declares an Individual Assistance (IA), FEMA will open Disaster Recovery Centers (DRCs). These centers may not be ideal for holding a formal presentation but will likely be a gathering place for those affected by the natural disaster. Other location options where the Rapid Response event may take place include Red Cross Stations, community buildings not affected by the disaster, and the nearest NDOL Career Center.

A Rapid Response event for a natural disaster will include more than the traditional Mandated Partners in order to coordinate and inform local and national disaster relief efforts and include services above and beyond a traditional Rapid Response event. Information will be exchanged with agencies and contacts that can meet the needs of the impacted individuals, based on the type and severity of the natural disaster, to include emergency housing, clothing and nutritional needs. The list of invited partners may include, but is not limited to:

- FEMA
- NEMA
- Red Cross
- Faith-based organizations
- Community-based organizations

# NEworks

## Rapid Response Event Number

All rapid Response Orientations require a Rapid Response Event Number. The VSU Rapid Response Coordinator is responsible for the creation of the Rapid Response Event Number.

- The following information needs to be provided via email to the IT Business System Analyst who oversees NEworks, Angela Hansen-Kruse (email: [angela.hansen-kruse@nebraska.gov](mailto:angela.hansen-kruse@nebraska.gov)).
- This information will be provided no later than 24 hours after the Rapid Response Orientation is hosted. The Rapid Response Program is encouraged to provide this information as soon as all of the details to host the Rapid Response Orientation have been confirmed with the Company representative and partner organizations.

Company Name:

- *Name of the company that is closing or laying off employees*

Worksite location:

- *Provide the address for the location impacted.*

Address:

City:

State:

Zip Code:

Event begin date:

- *Date the Rapid Response Orientation occurred.*

Event end date:

- *Date the Rapid Response Orientation ended. Usually Rapid Response are hosted are one day, but in the event that the company has multiple Rapid Response Orientation within the same week. A time range can be utilized.*

Event type:

- *Identify if this event is part of a WARN or Substantial Layoff (Over 50 Employees Affected). Leave blank if this the company did not provide a WARN or if less than 50 Employees are affected.*

Event Classification:

- *Identify if this event is a "Layoff" or "Closure"*

Trade petition status:

- *Identify if this event is connected with a Trade Petition. Options to select include: "Approved", "Denied", "Application Pending" and "Not Applicable". This information can be gathered at the following website: [http://www.doleta.gov/tradeact/taa/taa\\_search.cfm](http://www.doleta.gov/tradeact/taa/taa_search.cfm), and confirmed by the Trade Coordinator or State Rapid Response Coordinator.*

## Attended Rapid Response Orientation

The VSU Rapid Response Coordinators are expected to indicate within the State Management Information System, NEworks that individuals attended a Rapid Response Orientation. The VSU Rapid Response Coordinators will utilize the sign-in sheets from the Rapid Response Orientation as supporting documentation. There are two locations within NEworks that staff should indicate that an individual has attended a Rapid Response Orientation.

1. Wagner-Peyser Application, **and**
2. Wagner-Peyser Activity 110 “Attended a Rapid Response Orientation”

## Wagner-Peyser – Application

To mark in the Wagner-Peyser Application follow the below directions:

**Go to the Program Section with in NEworks**

The screenshot shows the NEworks interface with the 'Programs' tab selected. Under the 'Wagner-Peyser (WP) Program - 4 Applications' section, there is a link to 'Create Wagner-Peyser (WP) Program'. Below this, a list of applications is shown. The most recent application, 'Wagner-Peyser (WP) Program #708173, App Date 1/21/2015, LWIA 09, (Complete), Self Service', is highlighted with a red box. A red arrow points to the application name with the text 'Click on the most recent Wagner-Peyser Application'.

**Go to the section called “Miscellaneous Information”**

The screenshot shows the 'Miscellaneous Information' section in NEworks. The section contains a list of questions and answers related to the individual's application. The 'Meets Wagner-Peyser Eligibility' question is answered 'Yes'. The 'Date Created' and 'Date Last Edited' are both 01/21/2015. A red box highlights the '[Edit Miscellaneous Information]' link at the bottom.

Click on “Edit Miscellaneous Information”

**Miscellaneous Information**

Individual has applied for any of the following services within the last 30 days

Food Stamps       Temporary Assistance to Needy Families (TANF)  
 Trade Adjustment Assistance (TAA)       Unemployment Insurance Benefits  
 Vocational Rehabilitation Services       Workforce Investment Act Services (WIA)

Did you attend a group orientation? (Rapid Response)       Yes    No      Click "Yes" if the Individual attended

Dislocation Event #:  [ Event Search ]

Click "Event Search" to identify the Rapid Response Orientation the individual attended.

The below window is displayed

**Rapid Response Search**

Identification Number:   
 Company Name:   
 Site Location:   
 Begin Date:    
 End Date:  

Enter the details regarding the Rapid Response Orientation and click "Search" or to view a listing of all Event #s, don't fill out any of the fields and click "Search". The below window is displayed:

Event Number	Company Name	Site Location	Begin Date	End Date
<a href="#">9999999999</a>	Event not Listed	Event not Listed	01/01/1974	12/31/2020
<a href="#">157</a>	Bank Of the West	Omaha	09/15/2007	-
<a href="#">156</a>	First Data	Omaha	11/19/2007	-
<a href="#">155</a>	ACM	Omaha	11/20/2007	-
<a href="#">154</a>	Transcrypt International	Lincoln	01/24/2008	-
<a href="#">153</a>	iUniverse	Lincoln	02/05/2008	-

Select the Event Number associated with the Rapid Response Orientation held. If the Event # is not listed, please refer to the procedures to create a Rapid Response Event #.

Miscellaneous Information

Individual has applied for any of the following services within the last 30 days

Food Stamps       Temporary Assistance to Needy Families (TANF)

Trade Adjustment Assistance (TAA)       Unemployment Insurance Benefits

Vocational Rehabilitation Services       Workforce Investment Act Services (WIA)

Did you attend a group orientation? (Rapid Response)       Yes     No

Dislocation Event #:  [ [Event Search](#) ]

Special Program 1       ▾

Special Program 2       ▾

Special Program 3       ▾

Special Program 4       ▾

Special Program 5       ▾

Meets Wagner-Peyser Eligibility      Yes

[ [Add a new Case Note](#) | [Show Filter Criteria](#) ]

ID	Create Date	Subject	Actions
No data found.			

Case currently Not Assigned to a Case Manager

Current Case Manager:      [Assign Case Manager](#)  
[Assign Me](#)  
[Remove Case Manager Assignment](#)

Previous Case Manager:     

Date Created      01/21/2015

Date Last Edited      01/21/2015

**Review the above information, and then click “Save”**

## Wagner-Peyser Activity 110 “Attended a Rapid Response Orientation”

To record this activity within the Wagner-Peyser Program, follow the below instruction:

[Case Summary](#)   [Programs](#)   [Plan](#)   [Assessments](#)

[Show Filter Criteria](#)

– [Wagner-Peyser \(WP\) Program - 4 Applications](#)

[Create Wagner-Peyser \(WP\) Program](#)

    [Wagner-Peyser \(WP\) Program #708173, App Date 1/21/2015, LWIA 09, \(Complete\), Self Service](#)

Case Manager: None Assigned

Click on the “+”

–    [Wagner-Peyser \(WP\) Program #708173, App Date 1/21/2015, LWIA 09, \(Complete\), Self Service](#)

Case Manager: None Assigned

[Create Participation](#)

[Edit Participation for WP #708173 Participation Date 1/21/2015](#)

[Create Activity](#) / [Create Multiple Activities](#)

Click on “Create Activity”

Service Plan

Select "110 – Attended Rapid Response"

\* Service/Activity Code: None Selected

Program Application Association: 708173

Scheduled Date: [Calendar Icon] Today

Scheduled Time: [Dropdown] : [Dropdown] AM [Dropdown]

Identify the scheduled and actual date that individual attend the Rapid Response Orientation

Actual Service Date: [Calendar Icon] Today

Completion Code: None Selected

RR Event: [Text Box] [RR Search]

\* LWIA / Region: Region 5

\* Office Location: VOS 5

Indicate the Completion Code, and identify the Rapid Response Event #, the LWIOA/Region, and Office Location

\* Position: Staff

Staff User ID - Created: RebeccaSchademann

Staff User ID - Last Edited: RebeccaSchademann

[ Add a new Case Note | Show Filter Criteria ]

Case Note:

ID	Create Date	Subject	Actions
No data found.			

Newly created case notes associated with this service will not display here until your service has been saved. To view all case notes, use the Show Filter Criteria link

Save Changes

Cancel Changes

Review the information entered, if accurate – click "Save Changes"

## Referral to Service Provider

Employees who have been laid off, will be contacted by the VSU Rapid Response Coordinators. The VSU Rapid Response Coordinator will speak to the individual who has been impacted by layoff and identify the best resources to address the individual's needs, and then utilize NEworks to refer that individual to the appropriate service provider who implements the program/service.

The VSU Rapid Response Coordinators within NEworks will refer individuals to specific service providers.

A referral is a "form" used to introduce the individual to another program or provider of service and to provide a description of the type of service the individual is seeking from the provider.

The purpose is to track referrals that staff members make on behalf of registered individuals for provider services operating outside of system programs. Using the Referral to Service Provider serves two purposes:

1. Allows staff to refer individuals to service providers in order to address an individual's needs; **and**
2. Allows the Service Provider to track referrals made by staff members.

For general questions regarding referrals within NEworks, please refer to the "Staff Online Resources" within NEworks and review the document called "Staff Referral to a Provider".

In situations where Workforce Innovation & Opportunities Act (WIOA) and Wagner-Peyser (WP) referrals are needed but they are not provided by the same office/location, then a WIOA referral should be made. WIOA can provide job search and resume assistance to individuals, in addition to more intensive services the individual may need. WIOA can also determine if a WP referral is still needed and then make that referral at a later date. The goal in these instances is to not confuse the participant by having them contacted by multiple office in different communities or regions of the state.

## NEworks Reports

NEworks offers staff a wide range of reports to track the effectiveness of the programs, and the activities of individuals within the system. Two main reports that will be utilized to track the effectiveness of the Rapid Response Program are "Referrals" and "Attended a Rapid Response Orientation". Below are the steps for managers to run these reports themselves.

### Referrals

To view the referrals that the VSU Rapid Response Coordinators have done, follow the below directions. This report only allows the user to select one staff member at a time.

Click on "Detailed Reports"

- By Staff
  - Identify Staff Members
    - Options: Terry Eklund
    - Options: Dylan Wren
  - Set Date Range

The below report will be generated:



Staff Referrals Reports - By Staff  
 Staff: Wren , Dylan  
 Date Range Between 04/26/2015 and 05/26/2015

Staff Name	# Referrals	# Results
<a href="#">Wren, Dylan</a>	13	0
<b>Total Rows: 1</b>	<b>13</b>	<b>0</b>

Managers are able to click on the text “Wren, Dylan” to view the specific individuals who have been referred to providers by the VSU Rapid Response Coordinator.

### Attended a Rapid Response Orientation

Follow the below steps to view the individuals who have attended a Rapid Response Orientation..

Click on “Detailed Reports”

- Select “Services Provided Individuals”
- Select “All Services”
- Filter Type Selections:
  - Wagner-Peyser
  - Activity/Service Code – 110 Attended Rapid Response

The below report will be generated:

Activity/Description	Distinct Users	Total
<a href="#">110 - Attended Rapid Response</a>	43	44
<b>Total Rows: 1</b>	<b>43</b>	<b>44</b>

Records per page: 50 ▾

 [Excel](#)
 [CSV](#)
 [Pipe Delimited](#)
 [Graph](#)
 [Print](#)
 [PDF](#)

[Change Report Search Criteria](#)

Managers are able to click on the text “110 – Attended Rapid Response” to view the specific individuals who have attended a Rapid Response Orientation.

# APPENDIX I

## Mandated Partner Representatives Based on County

Region	Location	WIOA	Wagner-Peyser	UI	JD NEG
1	<b>Alliance</b>	Donna Kuskie	Kimberly Hielscher	Jan Sovereign	Pat Comfort
	<b>Scottsbluff</b>	Donna Kuskie	Lori Marquez	Jan Sovereign	Pat Comfort
2	<b>North Platte</b>	Stacey Dawkins	Mike Steck	Jan Sovereign	Stacey Dawkins
	<b>Lexington</b>	Stacey Dawkins	Mike Steck	Jan Sovereign	Stacey Dawkins
3	<b>Grand Island</b>	Sherri Thienel	Liane Philmalee	Jan Sovereign	Lisa Hubl
	<b>Hastings</b>	Michelle Loeffelholz	Jennifer Andersen	Jan Sovereign	Lisa Hubl
4	<b>Beatrice</b>	Jody Easter	Kari Janssen	Jan Sovereign	Karen Stohs
	<b>York</b>	Jody Easter	Kari Janssen	Jan Sovereign	Karen Stohs
	<b>Nebraska City</b>	Jody Easter	Kari Janssen	Jan Sovereign	Karen Stohs
5	<b>Columbus</b>	Jami Canham	Colleen Jensen	Jan Sovereign	Meghann Buresh
	<b>Norfolk</b>	Jami Canham	Dave Alder	Jan Sovereign	Meghann Buresh
7	<b>Omaha</b>	Holly McElhatton	Debbie Christensen	Jan Sovereign	Tatyana Kolesnikova
9	<b>Lincoln</b>	Shery Hageman	Linda Schulz	Jan Sovereign	Karen Stohs

Region 1
<b>Alliance</b>
Box Butte
Dawes
Sheridan
Stoux

Scottsbluff
Banner
Cheyenne
Deuel
Garden
Kimball
Morrill
Scotts Bluff

Region 2
<b>North Platte</b>
Arthur
Chase
Cherry
Dundy
Frontier
Furnas
Grant
Hayes
Hitchcock
Hooker
Keith
Lincoln
Logan
McPherson
Perkins
Red Willow
Thomas

Lexington
Custer
Dawson
Gosper

Region 3
<b>Grand Island</b>
Blaine
Buffalo
Garfield
Greeley
Hall
Hamilton
Howard
Loup
Merrick
Nance
Sherman
Valley
Wheeler

Hastings
Adams
Clay
Franklin
Harlan
Phelps
Kearney
Nuckolls
Webster

Region 4
<b>Beatrice</b>
Fillmore
Gage
Jefferson
Johnson
Pawnee
Thayer
Saline
Seward
York

Nebraska City
Cass
Nemaha
Otoe
Richardson

Region 5
<b>Norfolk</b>
Antelope
Boyd
Brown
Cedar
Dakota
Dixon
Holt
Keya Paha
Knox
Madison
Pierce
Rock
Stanton
Thurston
Wayne

Columbus
Boone
<b>Burt-WIOA</b>
Butler
Colfax
Cuming
<b>Dodge-WIOA</b>
Platte
Polk

Region 7
<b>Omaha</b>
Burt-WP
Dodge-WP
Douglas
Sarpy
Washington

Region 9
<b>Lincoln</b>
Lancaster
Saunders

# APPENDIX II

## Service Plan



# COMPANY NAME

*RAPID RESPONSE SERVICE PLAN*

FEBRUARY 3, 2015

PRESENTED BY: **NEBRASKA DEPARTMENT OF LABOR**  
550 SOUTH 16TH STREET LINCOLN, NE 68508

## COMPANY NAME

### EMPLOYER PROFILE

<b>Impacted Address:</b>			
<b>Company Website:</b>			
<b>Total Employees:</b>			
<b>Primary Representative:</b>		Job Title	
<i>Phone Number:</i>			
<i>Email Address:</i>			
<i>Fax Number:</i>			
<b>Alternate Representative:</b>		Job Title	
<i>Phone Number:</i>			
<i>Email Address:</i>			
<i>Fax Number:</i>			
<b>Corporate Name:</b>			
<b>Corporate Address:</b>			
<b>Corporate Representative:</b>			
<i>Phone Number:</i>			
<i>Email Address:</i>			
<i>Fax Number:</i>			
<b>Industry:</b>	NAICS Code		Description
	NAICS Code		Description
	NAICS Code		Description

### ABOUT THE EMPLOYER:

*Describe the services and/or products the employer provides*

### NOTES:

*Additional Information*

## LAYOFF OR CLOSURE DETAILS

<b>Type of Event:</b>	Layoff		Closure		Temporary	
<b>Employees Affected:</b>						
<b>Type of Employees</b>	Full-Time		Part-Time		Temporary	
<b>Rolling Layoff</b>	Yes		No		Time Period	
<b>Region Affected</b>	WIA		Economic		LMI	
<b>Date Employees Notified:</b>				<b>Date Rapid Response Notified:</b>		
<b>Union Members:</b>	Yes		No			
<b>Expected Date of Layoff :</b>						
<b>Benefits Provided:</b>						
<i>Severance</i>	Yes		No		Comments:	
<i>Vacation</i>	Yes		No		Comments:	
<i>Sick</i>	Yes		No		Comments:	
<i>Health Insurance</i>	Yes		No		Comments:	
<i>Other</i>						
<b>Occupations Affected:</b>	SOC		Title		# of workers	
	SOC		Title		# of workers	
	SOC		Title		# of workers	
	SOC		Title		# of workers	
	SOC		Title		# of workers	
	SOC		Title		# of workers	
<b>Potential Trade Indicators:</b>						
1. <i>Is the layoff due to positions being moved to a foreign country?</i>	Yes		No		Comments:	
2. <i>Is the layoff due to foreign competition?</i>	Yes		No		Comments:	

### NOTES:

*Additional Information*

## LABOR MARKET REVIEW

<b>Area Information:</b>	<b>Date:</b>				
<i>City:</i>				<i>Population</i>	
<i>County:</i>				<i>Population</i>	
<i>Main Industries:</i>	NAICS		Description		
	NAICS		Description		
	NAICS		Description		
<b>Related Businesses:</b> <i>(30 Mile Radius)</i>	Name				City
	Name				City
	Name				City
	Name				City
<b>Related Businesses:</b> <i>(30 – 50 Mile Radius)</i>	Name				City
	Name				City
	Name				City
<b>Related Occupations:</b> <i>(30 Mile Radius)</i>	Title				Openings
	Title				Openings
	Title				Openings
	Title				Openings
	Title				Openings
	Title				Openings
<b>Transferrable Skills of Note:</b>					

### NOTES:

[Summarize your findings & identify concerns.]

## AVAILABLE SERVICES – MANDATED PARTNERS

<b>Mandated Partner:</b>	<b>WAGNER PEYSER</b>					
<i>Services:</i>	Training		Financial		Employment	
<i>Description:</i>						
<i>Type:</i>	Statewide:			Local:		
<i>Representative:</i>						
<i>Job Title:</i>						
<i>Address:</i>						
<i>Phone Number:</i>						
<i>Email Address:</i>						
<i>Fax Number:</i>						
<i>General Phone Number:</i>						
<i>Website:</i>						

<b>Mandated Partner:</b>	<b>UNEMPLOYMENT INSURANCE</b>					
<i>Services:</i>	Training		Financial		Employment	
<i>Description:</i>						
<i>Type:</i>	Statewide:			Local:		
<i>Representative:</i>						
<i>Job Title:</i>						
<i>Address:</i>						
<i>Phone Number:</i>						
<i>Fax Number:</i>						
<i>General Phone Number:</i>						
<i>Website:</i>						

<b>Mandated Partner:</b>	<b>WORKFORCE INVESTMENT ACT -</b>					
<i>Services:</i>	Training		Financial		Employment	
<i>Description:</i>						
<i>Type:</i>	Statewide:		Local:			
<i>Job Title:</i>						
<i>Address:</i>						
<i>Phone Number:</i>						
<i>Fax Number:</i>						
<i>General Phone Number:</i>						
<i>Website:</i>						

<b>Mandated Partner:</b>	<b>TRADE</b>					
<i>Services:</i>	Training		Financial		Employment	
<i>Description:</i>						
<i>Type:</i>	Statewide:		Local:			
<i>Representative:</i>						
<i>Job Title:</i>						
<i>Address:</i>						
<i>Phone Number:</i>						
<i>Email Address:</i>						
<i>Fax Number:</i>						
<i>General Phone Number:</i>						
<i>Website:</i>						

## AVAILABLE SERVICES – ADDITIONAL PARTNERS

<b>Partner:</b>						
<i>Services</i>	Training		Financial		Employment	
<i>Description:</i>						
<i>Type:</i>	Statewide:		Local:			
<i>Representative:</i>						
<i>Address:</i>						
<i>Phone Number:</i>						
<i>Email Address:</i>						
<i>Fax Number:</i>						
<i>General Phone Number:</i>						
<i>Website:</i>						

<b>Partner:</b>						
<i>Services:</i>	Training		Financial			
<i>Description:</i>						
<i>Type:</i>	Statewide:		Local:			
<i>Representative:</i>						
<i>Address:</i>						
<i>Phone Number:</i>						
<i>Email Address:</i>						
<i>Fax Number:</i>						
<i>General Phone Number:</i>						
<i>Website:</i>						

## RAPID RESPONSE ORIENTATION

<b># of Workers Attending:</b>	Planned		Actual	
<i>Date(s) &amp; Times of Rapid Response Orientation</i>				
<i>Alternate Date &amp; Time for Rapid Response Orientation:</i>				
<b>Hosted at Company Location:</b>	Yes		No	
<b>On Company time?</b>	Yes		No	
<b>Location of Rapid Response Orientation:</b>				
<i>Presentation Notes:</i>				
<i>Conference Room:</i>	Yes		No	
<i>Projector:</i>	Yes		No	
<i>Computer Lab Area to Register for NWorks:</i>	Yes		No	

## AGENDA

- Event Overview
  - Presenter Name & Contact Information
- Workforce Investment Act & One-Stop Office Information
  - Presenter Name & Contact Information
- Unemployment Insurance Benefits
  - Presenter Name & Contact Information
- Trade Adjustment Assistance, if Trade certified
  - Presenter Name & Contact Information
- Employment Services and NWorks
  - Presenter Name & Contact Information
- Closing Remarks & Completing the Rapid Response Survey
  - Presenter Name & Contact Information

## NOTES:

*Additional Information*

## RAPID RESPONSE FOLLOW-UP

<b>Follow-Up with Each Individual:</b>	Yes		No	
<i>Notes:</i>				
<b>Onsite Job Placement Assistance</b>	Yes		No	
<i>Local WIA</i>	Yes		No	
<i>Local Wagner Peyser</i>	Yes		No	
<b>Workshops Available:</b>	Yes		No	
<i>Job Seeking Skills:</i>	Yes	No	Onsite?	Yes No
<i>Career Counseling</i>	Yes	No	Onsite?	Yes No
<i>Financial Management</i>	Yes	No	Onsite?	Yes No
<b>Marketing of the Workforce</b>	Yes	No		
<b>Job Fair</b>	Yes	No		

# APPENDIX III

## Email Templates

### Announcement of Layoff/Closure/WARN

Subject Line Examples:

1. Closure Notification: Company Name (City);
2. Layoff Notification: Company Name (City);
3. WARN Notification: Company Name (City)

Good Morning/Afternoon Everyone,

I was notified by the **Company Name** that they have made the decision to **layoff or close**. **Company Name** is currently located at **Company Address**. A total of **(Number of employees impacted)** employees will be affected by this decision. This closure will take place on **date**. All employees were notified on **date**. **Identify the benefits the company is providing to the workers (vacation, sick, health insurance, severance, etc.)**.

Job titles affected include: **list job titles and if available the number of workers associated with each job title**.

**Provide information as to why the company is laying off or closing, and indicate key items of information.**

**Identify the Rapid Response Services to be provided:**

**Option 1:** The company is interested in utilizing the Nebraska Department of Labor Rapid Response services. The VSU Rapid Response Coordinator will be following up with the company representatives to begin identifying potential dates for a Rapid Response Orientation and other services.

**Option 2:** This company has been made aware of the Rapid Response Program and are still determining if they will utilize these services.

**Option 3:** The company has been provided electronic information regarding services and programs available to their workers. I have requested that the company representative provide me a list of employees impacted by this decision. If this is provided the VSU Rapid Response Coordinator will follow up with each individual.

Please let me know if you have any questions.

\*Note: If the company provides a Worker Adjustment and Retraining Notification (WARN), attach this to the email and reference the receipt of the WARN within the announcement of layoff/closure/WARN. For example: The company has provided the attached WARN (Worker Adjustment and Retraining Notification) to the Nebraska Department of Labor.

\*\*Some WARNs include the names of the employees, this should not be included within the email, only the general information.

## Employer Follow-Up by State Rapid Response Coordinator

### Option 1:

Good Morning/Afternoon (Insert Company Representative Name),

It was great speaking to you. As we discussed, I've attached the spreadsheet, "Employee List" for you to complete. The information you provide within this spreadsheet will be provided to our Unemployment Insurance Division and to the local Rapid Response Coordinators. The Local Rapid Response Coordinators will reach out to these employees and make sure that they are aware of all the services available to them and connect your employees with the appropriate representative to best answer their questions.

Please let me know if you have any questions regarding this spreadsheet or about services available to you and your workers.

### Option 2:

Good Morning/Afternoon (Insert Company Representative Name),

It was wonderful speaking with you. As I discussed with you, I'm providing you some information regarding the services available to you and your staff. The following items that can be shared with your staff:

- **List Resources provided to the employer. If needed, provide a description of the resource.**

I've also attached the excel spreadsheet called "Employee List" for you to complete. The information you provide within this spreadsheet will be provided to our Unemployment Insurance Division and to the local Rapid Response Coordinators. The Local Rapid Response Coordinators will reach out to these employees and make sure that they are aware of all the services available to them and connect your employees with the appropriate representative to best answer their questions.

If you have any questions, feel free to contact me. I hope you have a good weekend.

### Option 3:

Good Morning/Afternoon (Insert Company Representative Name),

It was great speaking with you. As we discussed, the Nebraska Department of Labor offers a service called the Rapid Response Program. This is a free service that is available to any employer that has made the decision to lay off or close their facility. The primary goal of the Rapid Response program is to respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. The Nebraska Rapid Response Program will work with you to quickly maximize public and private resources to minimize that are associated with job loss. Rapid Response can provide customized services on-site at an affected company, accommodate any work schedule, and assist companies and workers through the transitions associated with job loss. Rapid Response on-site meetings will introduce employees to representatives of many other programs that can help them through this transition. These on-site meetings can vary in length, but usually they are about 60 - 90 minutes long. This can be longer or shorter depending on who you wish to be present at the meetings.

As promised below is the contact information for our Rapid Response representative.

**Identify the VSU Rapid Response Workforce Coordinator**

Phone:

Email:

I've attached the spreadsheet, "Employee List" for you to complete. The information you provide within this spreadsheet will be provided to our Unemployment Insurance Division and to the Local Rapid Response Coordinators. The Local Rapid Response Coordinators will reach out to these employees and make sure that they are aware of the services available to them and connect your employees with the appropriate representative to best answer their questions.