

# Rapid Response Procedure Manual

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## 1. Rapid Response record retention requirements

Because Nebraska's Rapid Response (RR) services are overseen and administered at the state level by the Nebraska Department of Labor (NDOL), Federal and State record retention requirements apply to RR materials, as described in the State's records management policy and summarized below.

- Federal record retention requirements defined in 2 CFR § 200.333 require that financial records, source documentation, statistical records, and all other records pertaining to RR be retained for a minimum of three years from the date of NDOL's submission of the final expenditure report to USDOL for the applicable program year.
- In addition to the three-year retention period described above, NDOL-administered programs are subject to additional records retention requirements under the Nebraska Records Management Act.<sup>1</sup> At a minimum, RR records must be retained for an additional two-year period, meaning that the records mentioned in the previous bullet are subject to a five-year record retention period starting on the date of NDOL's submission of the final expenditure report to USDOL for the applicable program year.

Refer to the State's records management policy<sup>2</sup> for full details on record retention requirements, including rights of access, expiration of rights of access, and public access to records.

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<sup>1</sup> Neb. Rev. Stat. §§ 84-1201 – 84-1229

<sup>2</sup> The state's policy manual is accessible at <https://dol.nebraska.gov/ReemploymentServices/Training/WIOA/Policies>.

## 2. Protection of personally identifiable information

The term *personally identifiable information (PII)* refers to information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual. Some information that is considered to be PII is available in public sources such as telephone books, public websites, and university listings. This type of information is considered to be public PII and includes, for example, first and last name, address, work telephone number, email address, home telephone number, or general educational credentials. The definition of *PII* is not anchored to any single category of information or technology. Rather, it requires a case-by-case assessment of the specific risk that an individual can be identified. Non-PII can become *PII* whenever additional information is made publicly available, in any medium and from any source, that could be used to identify an individual when combined with other available information.

All information collected in relation to RR services provided to affected workers is considered *PII* and must be stored and managed in a manner that ensures confidentiality and protection of all *PII*.<sup>3</sup>

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<sup>3</sup> 20 CFR § 1010.330(d)

### **3. RR overview**

#### **3.1. RR services**

RR services provide employers facing a layoff or closure with immediate and rapid services aimed at connecting affected employees to the workforce system with the goal of rapid reemployment. Nebraska's RR team provides customized services onsite for the affected employer or at alternate locations, while accommodating work schedules, and any other specific needs or requests of the affected employer (job fairs, mental health resources, financial resources). Onsite responses will be offered to all employers facing downsizing or closure, regardless of the number of affected workers.

RR activities are coordinated at the state level by the Rapid Response Program Coordinator (RRPC). The RRPC then assigns one or more Rapid Response Workforce Coordinators (RRWCs) to the RR event and the RRWC then coordinates RR services.

#### **3.2. Layoff aversion**

Layoff aversion strategies and activities are designed to prevent or minimize the duration of unemployment among affected employees. Layoff aversion is a comprehensive approach based on considered data regarding assessment of economic conditions, local partnerships, policies, procedures that exist within an affected area. Layoff aversion strategies and activities are customized to specific needs of affected employers and employees, are quickly deployable, informed by economic data, and designed and coordinated with partners.

Potential layoff aversion strategies and activities include, but are not limited to:

- ongoing engagement, partnership, and relationship-building activities with businesses in the community in order to create an environment for successful layoff aversion tactics and enable the provision of assistance to dislocated workers to obtain reemployment as soon as possible;
- providing assistance to affected employers regarding management of reductions in force, which may include early identification of firms at risk of layoffs, assessment of the needs of and options for at-risk firms and the delivery of services to address those needs;
- funding feasibility studies to determine if a company's operations may be sustained through a buyout or other means to avoid or minimize layoffs;
- developing, funding, and managing incumbent worker training programs or other worker upskilling approaches as part of a layoff aversion strategy or activity;
- connecting employers to state Short-Time Compensation (STC) or other programs designed to prevent layoffs or to quickly reemploy dislocated workers, employer loan programs for employee skill upgrading; and other Federal, State and local resources as necessary to address other business needs;
- establishing linkages with economic development activities at the Federal, State, and local levels, including US Department of Commerce programs and available State and local business retention and expansion activities;
- partnering or contracting with business-focused organizations to assess risks to employers, proposing strategies to address those risks, implementing services, and measuring impacts of services delivered;

- conducting analyses of the suppliers of an affected company to assess their risks and vulnerabilities from potential closings or shifts in production among their major customers;
- engaging in proactive measures to identify opportunities for potential economic transition and training needs in growing industry sectors or expanding businesses; and
- connecting affected employers and to short-term, on-the-job, or customized training programs and apprenticeship programs before or after layoff or closure to facilitate rapid reemployment.

### **3.3. Worker Adjustment and Retraining Notification**

#### **3.3.1. What is WARN?**

Large scale dislocation events are governed by the Worker Adjustment and Retraining Notification (WARN) Act of 1988. The WARN Act provides protection to employees, their families, and communities by requiring certain businesses with 100 or more full-time employees to provide notification at least 60 calendar days in advance of business closings or dislocation events of at least 50 employees.

Advance notice of larger scale dislocation events provides employees and their families time to transition and adjust to the prospect of loss of employment, to seek and obtain alternative jobs, and if necessary, to enter skill training or retraining that will allow them to successfully compete in the job market. WARN also requires qualifying employers to provide notice to State level Title I dislocated worker programs and local government. This notice allows the RR team to effectively provide timely transitional assistance to affected employees as they seek new jobs or enter relevant skills training programs.

Affected employees include:

- employees who are terminated or laid off for more than 6 months or who have their hours reduced more than 50 percent in any six-month period as a result of the business closing or dislocation event;
- employees who may reasonably be expected to experience an employment loss as a result of a proposed business closing or mass lay-off;
- employees who are on temporary layoff but have a reasonable expectation of recall, including employees on worker's compensation, medical, maternity, or other leave; and
- part-time employees.

WARN covers employment losses that occur over a 90-day period. An employer is required to give advance notice if it has a series of small terminations or layoffs, none of which would individually be covered under WARN but adds up to the number that would require a WARN notice.

Based on Federal requirements, a WARN to affected employees must contain:

- the name and address of the employment site where the business closing or dislocation event will occur and the name and telephone number of a company official to contact for further information;
- a statement as to whether a planned action is expected to be permanent or temporary and if the entire business is to be closed, a statement to that affect;
- the expected date of the first separation from employment and the anticipated schedule for making separations;
- the job titles of positions to be affected and the names of the employees currently holding affected positions;
- a statement of bumping rights if any exist; and
- the name of each union/employee representative and the name and address of the chief elected officer of each union, if applicable.

Affected employers are encouraged to provide additional information that may be useful to affected employees, such as information on available dislocated worker assistance and outplacement services.

#### **4. RR services and procedures**


##### **4.1. Employer outreach**

RRWCs should conduct employer outreach on every notification they are assigned within two (2) working days and document that outreach in OnBase, Neworks, and the case tracker under the appropriate event type and activity code. RRWCs should utilize the initial employer outreach to gain information on the potential closure or layoff and provide information on the services we can provide to their affected employees during an RRIS. During this first conversation, RRWCs should also ask for a second contact, which is required for the Trade program.

RRWCs should utilize the OnBase Details Page (refer to Image 1) to gather information on potential services that can be provided and utilize this form to provide information to local area partners. This is the opportunity for the RRWC to make determinations of what an employer may need. It is also an opportunity for the RRWCs to provide support and assistance to the employer during a difficult transitional time.



Image 1. Example Details Page form



## Details Page

Company name:

Company address:

Company phone:

Please list two local contacts from the location of the company affected:

Contact 1 Name: <input type="text"/>	Contact 2 Name: <input type="text"/>
Official Title: <input type="text"/>	Official Title: <input type="text"/>
Email: <input type="text"/>	Email: <input type="text"/>
Phone: <input type="text"/>	Phone: <input type="text"/>

NEworks account:  Yes  No

Initial Contact:

RR Event #:

What type of event is the company experiencing? (check all that apply) Layoff  Closure  Temporary

What is the primary reason for the layoff or closure?

What is the expected date of layoff or closure?

Is the layoff or closure **CONFIDENTIAL**?  Yes  No

Note:

If the company is experiencing a layoff, is it a rolling layoff situation?  Yes  No  Temporary

If Yes or Temporary, dates (layoff or rehire) and number of employees?

How many full-time employees have been or will be affected?  
Please include position titles and/or occupations.

How many part-time employees have been or will be affected?  
Please include position titles and/or occupations.

What date were employees notified of the action being taken?

Are employees members of any unions?  Yes  No

Do you employ any veterans?  Yes  No

Indicate which benefits are being provided to dislocated workers at the facility. (Please mark all that apply.)

None  Severance pay  Vacation  Sick leave  Health insurance  Bonus  Other

Please describe:

Are you interested in coordinating a Rapid Response service for you employees?  Yes  No

Special accommodations needed:

Hosted at company  Yes  No

Event during company hours  Yes  No

Conference Room  Yes  No

Power Point capability w/screen  Yes  No

Projector available  Yes  No

Computer (#) access  Yes  No

Once the RRWC has completed the Details Page form, they will email the form as an attachment to the affected local area shared mailbox (local area of the affected employer). Regional Managers and Supervisors are responsible for providing the information to their appropriate team staff (WIOA Title I and Wagner-Peyser) to begin coordinated service delivery.

#### 4.1.1. When a company has already closed or declines RR services

Unfortunately, scheduling a RRIS is not always feasible. Employees may be laid off prior to the Rapid Response team being notified, the employer declines to host a RRIS, or the timing of events does not allow for the session to occur.

Because information and data are always helpful in determining strategy for delivery of services, the assigned RRWC should attempt to obtain the information on the Details Page to be shared with local area staff. RRWCs will arrange the provision of contact information for American Job Centers, affiliate one-stop centers, and partner services to affected employees. The RRWCs will provide information electronically, by mail, or in person to each employer who indicates an interest in the information but does not wish to host an onsite information session. If an employer does not respond to calls, emails, or provide an employee list, or indicate a date to expect an employee list, the RRWCs will, within seven (7) business days of the initial request, send an email notification to local area staff indicating that the employer has declined services or did not provide an employee list, and the case will be closed.

When the employer provides an employee list, but has declined to host an information session, the RRWCs will immediately email the list to the appropriate local area shared Inbox. Regional Managers will be responsible for ensuring that the information is disseminated to appropriate dislocated worker program staff for follow up.

#### **4.2. Registering for NEworks prior to an RRIS**

RRWCs should encourage employers to request that their employees register on NEworks as soon as possible, and prior to an RRIS, when possible. Early registration will assist in providing timely and effective services to the affected employees.

#### **4.3. RRIS**

The RRIS is an opportunity for the assigned RRWC and local area staff to meet with the affected employees and make them aware of benefits, services, and resources available to assist them during their layoff and transition to new employment. Employees will receive information during these sessions and will be able to ask questions about available benefits and services.

Any worker who loses their job through no fault of their own are, by definition (WIOA Sec. 3(15)), a dislocated worker and the RRIS brings these dislocated workers together in one location to provide early services to assist in rapid reemployment. Title I dislocated worker program staff and Wagner-Peyser program staff will present information on their program/area of expertise at the RRIS and will be available to assist with NEworks registrations and scheduling appointments for possible Title I dislocated worker program enrollment.

Contact information and methods to access benefits, resources, and services will be provided to the affected employees during the session in order for the employees to be able to individually follow-up with the appropriate entities after the session has been completed. Prior to an event, it is imperative that the RRWC be provided contact information of the local area staff who are assigned with presenting and assisting at the RRIS. The RRWCs will ensure that the contact information for the services and resources, including any additional services being coordinated by the local area, are identified for the employees.

#### **4.4. Providing on-site RRISs**

When an employer has requested an on-site RRIS, ideally, the RRIS would be conducted as far in advance of the projected layoff or closure as possible. This allows employees time to absorb information presented and make informed decisions for their individual circumstances, interests and needs. The RRWCs will coordinate with the employer to determine session dates and times that work for the RRWC and Unemployment Insurance(UI) staff. However, RRWCs must keep in mind that employers will make the final determination on preferred dates and times of a RRIS.

RRWCs will not be required to check with potential presenting team members prior to scheduling a RRIS as the employer has final decision-making authority of the date and time of the RRIS. The RRWCs are capable of presenting Title I and Wagner-Peyser program information at the sessions if local area staff cannot attend the information session. However, attendance is highly encouraged.

For remote and rural situations, if feasible, these services may be offered virtually. A UI representative must be available to present UI information and answer questions for remote RRIS pursuant to Federal regulation. The RRWC will need to work in coordination with the RRPC when determining when this alternative would be appropriate.

#### **4.5. Securing attendance at RRISs**

In order to maximize worker attendance at the RRIS, it is highly recommended that the meeting be held on-site, and while the employees are “on the clock”, if possible. This requires the cooperation of the employer and should be discussed during the initial employer meeting(s). Because many of the information sessions are conducted on company time, additional workforce and community partners may attend the information session, if space allows, but will not be allowed to present information at the session itself, with the exception of UI, Title I and Wagner-Peyser program representatives. If additional partners are present, RRWCs should introduce these individuals, and employees may meet with these additional resources following the RRIS. If additional services have been arranged for another date/time, RRWCs will ensure that they are presenting information on upcoming opportunities for additional assistance to the employees.

If a layoff or closure will affect multiple shifts, each shift may need a separate information 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 employees an opportunity to attend.

#### **4.6. Employee lists**

The RRWCs should encourage the employer to provide information concerning the affected employees and their current positions and skill sets prior the RRIS by providing a separate employee list. However, this information is not required and the decision to supply any information is made by the employer.

#### **4.7. Preparing for an RRIS**

##### **4.7.1. Request a Rapid Response event number**

RRWCs need to request one event number for each company. Separate sessions will be recorded under the same RR event number for that company. If the RR will occur at separate locations for different divisions within the same company, each location/division will need its own event number. To request an event number, send an email to [ndol.networkshelp@nebraska.gov](mailto:ndol.networkshelp@nebraska.gov). Include the Details Page in the request and indicated whether: indicate whether a:

- WARN has been issued; and

- Trade petition has been filed or certification issued, and if neither has occurred, note that in the request.

#### 4.7.2. RR packets

RRWCs will be responsible for monitoring supply levels for RR packets and ensuring timely reorders of supplies. All PIO and local print orders can be completed by the RRWCs. Any reorders requiring purchase orders will need to be signed off on by the RRPC.

RRWCs will assemble information packets for attendees.

#### 4.7.3. Packet contents list

Packet contents should not be changed without prior approval of the RRPC. However, local areas may add additional appropriate content to the packets with approval of RRWCs.

Left side: Front to *back*

- *Position Yourself for Success* brochure (contact PIO for reorders)
- *Labor Market Information* brochure (contact PIO for reorders)
- *NEworks Mobile App* postcard (contact PIO for reorders)
- *Greater Nebraska Service Locations* postcard (contact PIO for reorders), use only for regions other than Greater Lincoln or Greater Omaha
- FINRA booklet on financial choices which is requested online from the FINRA office:

Marlene Cohen  
FINRA – Office of Investor Education  
1735 K Street, NW  
Washington, DC 20006  
# 202-728-8920  
[marlene.cohen@finra.org](mailto:marlene.cohen@finra.org)  
[www.finra.org](http://www.finra.org)  
Main phone 301-590-6500

- *Labor Market Review* (created and printed locally)
  - The labor market review identifies the available workforce and local labor market information for the community. It also identifies any growing and in-demand jobs in the area. The Labor Market Review is to be prepared prior to an event and is to be a part of the packet. To create the review, the RRWC may need to use the expertise of local dislocated worker program staff to determine current hiring trends in the area. During the RRIS, an explanation of the information should encourage employees to retrain for jobs that are in demand in their community, or to steer them into positions that are in immediate need of employees.
- *Know your Healthcare Options* book (printed locally)

Right side: Front to back

- contact sheet (created and printed locally)
  - The contact sheet identifies RRIS presenters and includes contact information for each local area American Job Center and affiliate one-stop center, as well as additional resource contacts for the employers and the affected employees. Note. Local area staff contact information must be provided to the RRWC prior to the RRIS.
- demographic survey (printed locally)
- assistance survey (printed locally)
- *UI Handbook* (printed locally by UI or by RRWCs using UI code)
- *Surviving a Layoff* booklet (purchase request needed for reorders)

#### 4.7.4. Equipment

RRWCs will be supplied with the appropriate and necessary equipment to conduct all RRIS events. This equipment will include laptops to assist with registrations on NEworks, a projector, a large screen and a small screen for the projector, an individual cell phone with hot spot service for internet connections, carts to load and carry equipment, and other needed equipment. RRWCs will need a secure (locked) location to store RR laptops where they can be left plugged in and connected to receive periodic updates. If there are equipment needs, please contact the RRPC for assistance.

#### 4.7.5. RR laptops

RR laptops are an important part of the RR event. They should all be open and displaying the NEworks site where participants can register for NEworks. All NDOL staff who attend the RRIS, should be staffing the laptops and registering affected employees on NEworks and scheduling appointments for one-on-one services. The laptops are public facing.

If the laptops require a staff log-in, staff will need to enter the following information to log into the system:

- Username: Public.RapidResponse
- Password: Provided separately by the RR Administrator or RRPC

If NDOL staff have to log in to access the RR laptops, notify the RRPC when you return as the laptops will need serviced.

#### 4.7.6. Presentations

The current RR PowerPoint presentation must be stored on the laptop to be used by presenters prior to the RRIS. The current RR PowerPoint presentation is accessible at [L:\Employment and Training\WIOA Rapid Response\RRWC Resources Archives\RR Information Session.](#)

Note. The RR PowerPoint presentation content will be reviewed annually (or more often, as needed) and must not be changed without prior approval of the RRPC.

#### 4.7.7. Rapid Response Attendance by RRWCs and Local Area Staff

All RRISs with an anticipated attendance lower than 25 will be attended by one RRWC. If numbers are anticipated to be over 25, additional RRWCs may be asked to attend. This is a guideline only. If staff determine that more help will be needed based on the circumstances, including language barriers, adjustments will be made accordingly. When multiple staff are in attendance, they will support each other in fulfilling RR duties and assignments for all sessions and should work as a cohesive team. One RRWC will facilitate the session while other staff will assist in coordinating sign-in sheets, information packets, NEworks registrations, and any other task that may need attention.

Local Title I and Wagner-Peyser program staff are encouraged to attend the RRIS to present on program services to the affected employees. However, if staff schedules do not allow for this, RRWCs will present Title I and Wagner-Peyser program information at the RRIS and share staff contact information with the affected employees.

### 4.8. Conducting an RRIS

#### 4.8.1. Technology set up

RRWCs are responsible for RRIS logistical set up and ensuring that proper technology is working effectively, including all equipment mentioned in [Section 8.3.](#)

#### 4.8.2. Sign-in sheets

RRWCs are responsible for:

- providing an attendee sign-in sheet;
- collecting the completed sign-in sheet(s), which include PII, following the conclusion of the RRIS;
- scanning the sign-in sheet(s) and storing the scanned sheet(s) in the appropriate company folder at [L:\Employment and Training\WIOA Rapid Response\Closures and Layoffs;](#)
- once scanned, securely destroying the original sign-in sheet(s), either by shredding or disposing in a secure recycling bin;

- sending the scanned sign-in sheet by encrypted email, because they include PII, to the RRPC; and
- sending the scanned sign-in sheet by encrypted email, because they include PII, to the appropriate local area shared mailbox.

#### 4.8.3. Opening the RRIS

RRWCs open the RRIS by welcoming attendees and introducing attending workforce system partners who are available after conclusion of the RRIS.

The RRWC then presents session information, and Title I and Wagner-Peyser staff present information on services provided through their respective programs and UI staff will present information on UI benefits. Other attending workforce system partners will present information on their respective programs, subject to time constraints or other limitations.

All presenters must be concise when making presentations out of respect for employer and employee time.

#### Demographic and assistance surveys

Nebraska's RR team utilizes demographic and assistance surveys to gather necessary data to track dislocated worker trends across the state. The surveys also provide RRWCs, as well as the RR Administrator, RRPC, and local area staff with a snapshot of needs and interests of the affected employees attending the RRIS.

RRWCs are responsible for:

- ensuring that the demographic and assistance survey forms are included in the packets;
- ensuring that affected employees are directed to complete the surveys during the RRIS;
- collecting the completed surveys, which include PII, following the conclusion of the RRIS;
- scanning the completed surveys and storing the survey in the appropriate company folder at <L:\Employment and Training\WIOA Rapid Response\Closures and Layoffs>;
- once scanned, securely destroying the surveys, either by shredding or disposing in a secure recycling bin;
- sending the scanned surveys by encrypted email, because they include PII, to the RRPC; and
- sending the scanned surveys by encrypted email, because they include PII, to the appropriate local area shared mailbox.

Under no circumstances is information about an attendee to be shared outside of NDOL without attendee written consent. If a referral must be made to a non-NDOL partner, NDOL staff may provide the partner's contact information with the attendee. To be clear, attendee contact information must not be shared with non-NDOL partners without attendee written consent.

#### 4.8.4. Closing the RRIS

RRWCs are responsible for closing the RRIS and ensuring that all equipment is packed up and checked back in as soon as possible.

Following the RRIS, RRWCs should maintain contact with the local area office to ensure no further assistance is needed from the RRWC as they move forward with additional services.



## **5. Post-RRIS activities**

Following the conclusion of an RRIS, the RRWC is responsible for ensuring that information about the event is updated in OnBase, NEworks, and the case tracker, including information about the RRIS and RRIS attendees, the company file, the service plan, and all major contacts/events with the affected employer and employees. Each company file must include employer contact information, address, an identified layoff or closure date, number of affected employees (if known), date of the RRIS, and, if a WARN was received for employer and whether the employer is Trade affected (if known).

### **5.1. Service plan**

The service plan is a comprehensive document that identifies the affected employer, demographics of the affected community, layoff/closure details, available workforce and community services, local labor market information for the community, and growing or in-demand jobs in the affected area.

The service plan is utilized by local area American Job centers and affiliate one-stop centers as a resource for strategizing and planning for additional services to affected employees in the area. RRWCs must email the service plan to appropriate local area shared mailbox, which must be disseminated to appropriate staff as soon as it is available.

### **5.2. Additional resources**

Any additional employer services for the affected employer and hiring employers in the area will be driven by the local business services consultant. Dislocated workers program services for affected employees will be driven by local Title I dislocated worker program staff.

The RRWC will work closely with local area programs to assist in coordinating any additional services if they will be provided in conjunction with the RRIS. If additional services will be provided at a later date/time or at a different location, local area staff are responsible for providing this information to the RRWCs as far in advance of the RRIS, as possible. RRWCs will include this information in the RR packets for employees and work to promote the additional resource events and services at the RRIS.

RRWCs are not responsible for organizing or providing additional services, such as job fairs, workshops, paystub collection, and employment verification. RRWCs, however, may provide appropriate referrals to programs and assist in scheduling additional services, provided they will occur in conjunction with the planned RRIS.

### **5.3. Post-RRIS referrals**

Within two (2) working days of applicable RRISs, RRWCs will generate referrals partner programs based upon expressed needs of affected employees. Referrals will be issued to through NEworks, as permitted based on NEworks constraints or by encrypted email, to the applicable mailboxes identified in [Section 7.2](#).

1. The local area will disseminate the referral to the appropriate local area staff within one (1) working day of receipt of the referral.
2. The assigned local area staff will initiate contact with the customer after receipt of referral from supervisor/Regional Manager.
  - a. For RRIS events with less than twenty (20) referrals, the assigned local area staff will initiate contact with the customer within one (1) working day of receipt of referral from supervisor/Regional Manager.

- b. For RRIS events with greater than twenty (20) referrals, the assigned local area staff will initiate contact with the customer within one (1) to three (3) working day of receipt of referral from supervisor/Regional Manager.
  - c. For employees who are currently working but who attended the RRIS due to future lay-off from the employer, email may be the primary form of contact due to employee work hours.
  - d. If the employees are no longer with the employer, initial contact must be made via phone call. Email is to be utilized as a secondary form of contact unless the customer requests otherwise
3. The local area staff will case note every contact and interaction with the customer, whether contact was made or not.
- a. When the customer is contacted and the referral is addressed, the referral must be resulted as successful in NEworks.
  - b. If the customer cannot be reached after a minimum of three contact attempts, the referral can be resulted as unsuccessful in NEworks.

## 6. Responsibilities

### 6.1. RRPC

The RRPC must, under the supervision of the RR Administrator:

- monitor layoff and closure notifications;
- ensure that RR services are conducted efficiently and effectively in accordance with this manual, including subsequent versions of this manual, as well as State policies;
- ensure natural-disaster RR services are implemented as described in [Section 6.1.1.](#);
- update this manual to reflect changes based on TENs and TEGs and the direction of the Reemployment Services Director and RR Administrator;
- monitor Federal directives and changes to RR services under Training and Employment Notices (TENs), Training and Employment Guidance Letters (TEGLs), and State policies;
- develop, improve, monitor, and oversee RR services, including RRWC activities;
- conduct quality assurance reviews, including review of all RRISs, notifications, referrals, and recorded NEworks activities according to the schedule established by the RR Administrator;
- track statewide outcomes for dislocated worker program referrals and reporting these outcomes to the RR Administrator;
- develop RR staff training curriculum, standard operating procedures, and quality control measures regarding implementation of RR services and ensuring new RR staff receive full training on their duties and responsibilities;
- assist with development and updating of RR presentations and other state-level RR information and approve any changes to the RR PowerPoint presentations and state-level information included in RR packets;
- ensure recording and maintenance of accurate and organized RR documentation in OnBase, NEworks, and [L:\Employment and Training\WIOA Rapid Response\Closures and Layoffs](#); and
- maintain accurate lists of workforce systems partners and community partners in local areas; and
- monitor and oversee ordering of RR supplies and inventory and maintenance RR equipment.

#### 6.1.1. Natural Disasters

The RRPC must work closely with the NDOL Unemployment Division. Generally, in a disaster scenario, affected employees are considered “attached and planning to return to work” with their affected employer once natural-disaster recovery is complete. Each natural-disaster scenario will be unique and needs and services will need to be assessed for each situation.

## Federal disaster declaration response

Following a Federal disaster declaration, the RRPC will coordinate with:

- Federal Emergency Management Agency (FEMA) Region VII contact by phone (816-283-7061) or email at [femaregion7info@fema.dhs.gov](mailto:femaregion7info@fema.dhs.gov); and
- Nebraska Emergency Management Agency (NEMA) Emergency Management program specialist by phone at 402-471-7426.

When contacting FEMA and NEMA in response to a Federal disaster declaration, the RRPC will obtain information based on the following questions:

- FEMA
  - Does the Federal disaster declaration authorize Individual Assistance (IA)?
    - If so:
      - When will DRCs be available in the affected area for affected employers and employees?
      - What are the locations of the DRCs?
      - Hours of operation of the DRCs?
      - Is contact information for DRCs immediately available?
        - If not, when will contact information for DRCs be available?
      - What services will be made available by through DRCs?
      - Will internet access be available at or through the DRCs?
      - Will FEMA be operating DRCs under space restrictions and service-delivery capacity limitations?
    - If IA is not authorized under the IA:
      - What services will FEMA make available to affected employers and employees?
- NEMA
  - Has an IA been requested or approved?
  - Was a request for disaster unemployment assistance (DUA) requested?
  - Will NEMA offices be opened in the disaster area?

- If so:
  - What are the locations of the NEMA offices?
  - Hours of operation of the NEMA offices?
  - Is contact information for the NEMA immediately available?
    - If not, when will contact information for the NEMA be available?
  - What services will be made available by NEMA?
  - How can affected employers and employees access NEMA services?
  - Will internet access be available through the NEMA offices?
  - Will NEMA be operating under space restrictions and service-delivery capacity limitations?
- If not, what services will NEMA make available to affected Nebraska employers and employees?

#### Nebraska-based natural disaster response

Following a Nebraska-based natural disaster, the RRPC will coordinate with the NEMA Emergency Management program specialist by phone at 402-471-7426. When contacting NEMA in response to a Nebraska-based disaster, the RRPC will obtain information from NEMA based on the following questions:

- Has an IA been requested or approved?
- Was a request for disaster unemployment assistance (DUA) requested?
- Will NEMA offices be opened in the disaster area?
- If so:
  - What are the locations of the NEMA offices?
  - Hours of operation of the NEMA offices?
  - Is contact information for the NEMA immediately available?
    - If not, when will contact information for the NEMA be available?
  - What services will be made available by NEMA?
  - How can affected employers and employees access NEMA services?
  - Will internet access be available through the NEMA offices?

- Will NEMA be operating under space restrictions and service-delivery capacity limitations?
- If not, what services will NEMA make available to affected Nebraska employers and employees?

#### Monitoring Federal disaster guidance and ensuring availability of RRISs

In addition to establishing contact with FEMA and NEMA, the RRPC must monitor information provided from Federal partners in relation to the Federal disaster declaration and potential RRIS and service-delivery locations.

- A Federal disaster declaration may authorize DUA, which will impact the information the NDOL Unemployment Division provides during an RRIS.
- A Federal disaster declaration may authorize IA, in which case FEMA will open DRCs, as described above. DRCs may not be ideal for conducting RRISs but will likely be a gathering place for affected employers and employees.
- Options for RRIS locations will depend on the type and severity of the natural disaster, along with locations of affected employers and employees, including:
  - DRCs;
  - local Red Cross locations;
  - local community buildings not affected by the natural disaster, including public libraries;
  - unaffected AJCs and one-stop centers closest to affected employers and employees; and
  - virtual RRISs, assuming availability of internet service.
- An RRIS under natural disaster conditions must include typical RR team partners, as well as other partners that provide disaster relief services, to ensure that affected employers and employees are informed about:
  - Federal and State disaster relief efforts;
  - agencies and programs that can meet the needs of the affected employers and employees, based on the type and severity of the natural disaster, including agencies and programs that provide emergency housing, clothing, and nutrition, which include but are not limited to:
    - NEMA;
    - Nebraska Department of Health and Human Services programs, such as TANF and SNAP;
    - Unemployment Insurance;

- Red Cross;
- faith-based organizations; and
- community-based organizations.

## 6.2. RRWC

The RRWC must, at the direction of the RA Administrator and RRPC:

- facilitate working relationships with local American Job Centers and affiliate one-stop offices and their staff;
- take responsibility for the conduct of RRIS occurring in its assigned region to ensure consistent partnerships and effective and efficient implementation of RRISs, with support from RRWCs from other regions as needed;
- facilitate RR activities and services and ensure consistent and cohesive implementation of RRISs;
- facilitate natural-disaster RR services are implemented as described in Section 6.2.1.;
- act as the primary point of contact for employers to determine employer needs and ensure consistency, efficiency, and accountability regarding RR services
- take responsibility for swiftly coordinating a RR services, start to finish, by coordinating with affected employers, local area staff, and local community partners to ensure an effective, efficient and flexible rapid response
- communicate the needs of the affected employer to appropriate workforce system partners;
- schedule and present during RRISs;
- compile RR packets and maintain adequate supply levels of packet information, in coordination with the RRPC;
- provide information to affected employers and employees;
- record and distribute data relating to layoff or closure events;
- create a service plan in relation to each RR event and distribution the service plan to applicable program staff within 14 days of the RRIS, if one was not provided prior to the RRIS; and
- make referrals through NEworks to local workforce system partners for one-on-one services.

### 6.2.1. Natural Disasters

In the event of natural disasters, RRWCs must work closely and coordinate with the RRPC to ensure RR services are quickly organized and delivered. In addition:

- RRWCs must identify and schedule RRISs in appropriate locations, some of which are identified above in the [Monitoring Federal disaster guidance and resulting potential RRIS and service delivery locations](#) section.
- RRWCs must ensure that typical RR team partners, as well as other partners that provide disaster relief services, are included in the RRISs to ensure that affected employers and employees are informed about:
  - Federal and State disaster relief efforts;
  - agencies and programs that can meet the needs of the affected employers and employees, based on the type and severity of the natural disaster, including agencies and programs that provide emergency housing, clothing, and nutrition, which include but are not limited to:
    - NEMA;
    - NDOL Unemployment Division to ensure that affected employers and employees receive all information is provided regarding disaster-relevant UI benefits;
    - Nebraska Department of Health and Human Services programs, such as TANF and SNAP;
    - Red Cross;
    - faith-based organizations; and
    - community-based organizations.
- RRWCs must send individual and group referrals for dislocated employees immediately following an RRIS as required in this manual.

### **6.3. Local Title I and Wagner-Peyser program staff**

Local Title I and Wagner-Peyser program staff are invited to attend RRISs in their respective local area. Attendance at the RRIS is not mandatory but is highly encouraged to ensure rapid service to affected employers and employees. Local Title I and Wagner-Peyser program staff are responsible for:

- providing one-on-one employment assistance to all affected employees who request such services, subject to program eligibility requirements; and
- providing the RRWC with information on upcoming local events and services that would be beneficial to the affected employees for inclusion in the RR packet, which should be shared as far in advance of the RRIS as possible.

Local Title I and Wagner-Peyser program staff may also be responsible for:

- targeted employer connections to the affected employees and their skill sets;
- on-site job fairs or reverse job fairs; may occur in conjunction with RRIS;



- workshops on resume preparation, job interview preparation, and job search activities;
- educational opportunities;
- utilization and maximization of use of NEworks;
- assistance with NEworks registration;
- scheduling appointments for affected employees with workforce system partners;
- providing information on local job openings; and
- providing any other pertinent information, as requested by the RRWC, that will assist affected employees with information on employment opportunities.

## 7. NDOL Rapid Response notification and referral process

### 7.1. General RR notification sources and requirements

Information on potential layoffs and closures and natural disaster affected employers comes from many sources, including local area staff, NDOL Unemployment Division, news outlets, social media, and affected employees.

Generally, local area staff are typically aware of potential layoffs and closures before other sources. For that reason, local area staff MUST immediately relay this information to the NDOL by email to [ndol.rapidresponse@nebraska.gov](mailto:ndol.rapidresponse@nebraska.gov).

### 7.2. RRWC-specific RR notification requirements

RRWCs must notify the following individuals/organization by encrypted email of upcoming RR events and must include the Details Page for the event:

- RR Administrator;
- RRPC;
- applicable local area administrator; and
- applicable local Regional Manager.

Notifications must also be sent to the following shared mailboxes, as applicable:

- American Job Center, Beatrice: [ndol.beatricewfd@nebraska.gov](mailto:ndol.beatricewfd@nebraska.gov)
- American Job Center, Grand Island: [ndol.grandislandwfd@nebraska.gov](mailto:ndol.grandislandwfd@nebraska.gov)
- American Job Center, Lincoln:
  - Wagner-Peyser job seeker services: [ndol.lincolnwfd@nebraska.gov](mailto:ndol.lincolnwfd@nebraska.gov); and
  - Title I dislocated worker program: [ajc@lincoln.ne.gov](mailto:ajc@lincoln.ne.gov)
- American Job Center, Omaha:
  - Wagner-Peyser job seeker services: [ndol.omahawfd@nebraska.gov](mailto:ndol.omahawfd@nebraska.gov); and
  - Title I dislocated worker program: [asinecio@nationalable.org](mailto:asinecio@nationalable.org)
- affiliate one-stop centers:
  - Columbus: [ndol.columbuswfd@nebraska.gov](mailto:ndol.columbuswfd@nebraska.gov)
  - Fremont: [ndol.omahawfd@nebraska.gov](mailto:ndol.omahawfd@nebraska.gov)
  - Hastings: [ndol.hastingswfd@nebraska.gov](mailto:ndol.hastingswfd@nebraska.gov)
  - Kearney: contact [ndol.grandislandwfd@nebraska.gov](mailto:ndol.grandislandwfd@nebraska.gov)
  - Lexington: [ndol.lexingtonwfd@nebraska.gov](mailto:ndol.lexingtonwfd@nebraska.gov)

- Nebraska City: [ndol.nebraskacitywfd@nebraska.gov](mailto:ndol.nebraskacitywfd@nebraska.gov)
  - Norfolk: [ndol.norfolkwfd@nebraska.gov](mailto:ndol.norfolkwfd@nebraska.gov)
  - North Platte: [ndol.northplattewfd@nebraska.gov](mailto:ndol.northplattewfd@nebraska.gov)
  - Scottsbluff: [ndol.scottsbluffwfd@nebraska.gov](mailto:ndol.scottsbluffwfd@nebraska.gov)
  - Sidney: [ndol.sidneywfd@nebraska.gov](mailto:ndol.sidneywfd@nebraska.gov)
- The applicable Details Page and affected employee list must be provided to the appropriate local area administrators, local area service providers, and local area shared mailboxes and by encrypted email; and additional or updated information must also be provided to the same group once available, again by encrypted email.
  - Within one working day of the sent notification, the applicable email recipients must respond to the RRWC with contact information for staff who will be attending the RRIS, identifying which programs the staff represent and which customer group they serve, affected employers or employees.

### **7.3. Service provider referral information**

For information on how to send a referral to a service provider in NEworks and how to result referrals in NEworks, please see the pdf: “How to Create and Result Service Provider Referrals in NEworks”, created and delivered via NEworks team. NEworks Referrals for Rapid Response Team Members

When selecting the recipient of a referral for dislocated employees, select the appropriate group email inbox for the area. RR staff will utilize a WIOA services referral, a job seeker services referral or a supportive service referral only. Do not use the “other” services from the drop-down menu. If the provider is an outside agency or individual, select supportive service.

## **8. OnBase**

### **8.1. Assignment of companies**

RRWCs have assigned regions they cover and, typically, they will assume responsibility for any needs in their assigned regions. However, due to varying workloads in the various areas across the state, RRWCs may be asked to assist in other regions, as needed.

RRWCs are responsible for taking any incoming notifications from their assigned regions and following up as they come into the RR mailbox. They record any companies they are working on in the case tracker and ensure it is updated as they provide services.

### **8.2. Opening an employer file in OnBase**

When a notification is received, RRWCs should immediately open an employer file in OnBase to track their work process. OnBase is the official RR document management system for NDOL and will be utilized, along with NEworks, across the workforce system to document progress and information on any closures or layoffs.<sup>4</sup>

Once services are completed, RRWCs should complete OnBase entries for all of the events for that company (WARNs, notification date of potential layoff/closure, actual date of layoff/closure, date of RRIS, etc.). RRWCs will also record employer services in NEworks if the employer has a NEworks account.<sup>5</sup>

### **8.3. Accuracy of information in OnBase, NEworks, and case tracker**

OnBase, NEworks, and the case tracker are used to track the events and services provided to employers and their affected employees. When entering information for a company and an event, it is imperative that the information be accurately entered, as NDOL receives requests from many system partners and stakeholders across the state for data on closures, layoffs and dislocated worker numbers and these reports are run through OnBase and NEworks.

*A note about public and confidential information:* If an entry goes into OnBase as a verified closure or verified layoff, it will populate this information to the NDOL public website. For this reason, RRWCs should always utilize “potential closure” and “potential layoff” entries until the information is verified and is determined to be public information. If the company requests that the information they provide remain confidential, the information **MUST** be entered as “confidential” under the publicity section of an event record; and all emails with system partners must identify the information in the subject line as CONFIDENTIAL. The only exception to this is if NDOL receives a WARN notice by request of the Commissioner of Labor. All WARNs will be treated as public and immediately posted to OnBase (and thus, the NDOL public website). RRWCs must ensure employers are aware of this.

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<sup>4</sup> See “Entering a Company in OnBase” section, beginning on page 22, for screen shots and step-by-step instructions.

<sup>5</sup> See “NEworks Employer Activity Codes” section, beginning on page 31, for screen shots and step-by-step instructions.