

Nebraska Rapid Response System Guide (RRS Guide)

Effective date: March 5, 2026

NEBRASKA

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Message to readers

This RRS Guide is effective as of March 5, 2026 and cancels all previous versions of NDOL Rapid Response manuals, guides, and standard operating procedures relating to Rapid Response.

If you experience accessibility issues with this RRS Guide or have questions about its content, please email ndol.rapidresponse@nebraska.gov.

For technical assistance concerning the *Nebraska Rapid Response System*, please email ndol.rapidresponse@nebraska.gov.

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I. Regulatory, policy, and guidance overview

(a) Federal laws, rules, regulations, and guidance

[29 USC § 3102\(51\)](#) defines Rapid Response (RR) as activities provided by states using funds provided to states in the event of layoffs, permanent closures, or mass layoffs at plants, facilities, or enterprises (i.e., employers) or natural or other disasters that result in current or projected layoffs, permanent closures, or mass layoffs. RR must be provided in accordance with [29 USC §§ 3173\(a\)\(2\)](#) and [3174\(a\)\(1\)\(A\)](#); [20 CFR 682 Subpart C](#); and [TEGL 19-16](#).

(1) Worker Adjustment and Retraining Notification Act

WARN requirements for employers are defined under [20 CFR Part 639](#). It is important to understand that:

- the definition of mass layoff under [20 CFR § 639.3\(c\)](#) applies specifically to WARN requirements for employers; and
- NDOLs definition of mass layoff provided under item in Section II (b) 2.a. below, as well as NDOLs Title I program eligibility policy, differs from but is not effected by the WARN definition, because NDOLs definition of mass layoff relates to triggering of the Nebraska Rapid Response System (RRS).

Required notification to NDOL

WARN Act requirements at [20 CFR § 639.7\(f\)](#) require submission of employee information to the “State dislocated worker unit and to the unit of local government by providing them with a written notice stating the name of address of the employment site where the plant closing or mass layoff will occur; the name and telephone number of a company official to contact for further information; the expected date of the first separation; and the number of affected employees.”

(2) Trade Adjustment Assistance (TAA)

[Trade Act of 1974, as amended](#), authorizes the Trade Adjustment Assistance program (TAA). However, on July 1, 2022, the termination provision under Section 285(a) of the Trade Act took effect. Until further notice, the US Department of Labor may not issue any TAA determinations and may not accept any new TAA petitions or requests for reconsideration. Impacted workers who were certified and separated from their job on or before June 30, 2022 may still be eligible for benefits and services and should contact their nearest American Job Center for assistance.

[TEGL 13-21](#) provides additional information concerning “sunsetting” of TAA. For technical assistance concerning TAA sunsetting, please email ndol.tradeact@nebraska.gov.

(3) RRS performance reporting

Federal performance reporting for the RRS is mandatory based on two categories of data recorded in NEworks¹ by RRS staff.

1. Data on impacted workers
 - a. For each worker that attends formal RRS events, four activities must be recorded in NEworks:
 - i. 101 (orientation);
 - ii. 106 (provision of supportive service availability);
 - iii. 107 (provision of workforce and labor market information); and
 - iv. 110 (attended Rapid Response).
 - b. Further, for each worker that attends formal RRS events, additional services provided by the following NDOL-administered programs and other workforce system and community partners must be recorded to track additional services provided during events:
 - i. NDOL-administered programs:
 - (1) WIOA Title I adult, dislocated worker, and youth programs;
 - (2) WIOA Title III Wagner-Peyser Employment Service;
 - (3) Jobs for Veterans State Grant Program (JVSG);
 - (4) other NDOL-administered programs participating in RRS events, as applicable;
 - ii. workforce system and community partners participating in RRS events, as applicable.
2. Data on impacted employers
 - a. For each employer that participates in RRS activities or hosts formal RRS events, five activities must be recorded in NEworks, as applicable:
 - i. E09 (Rapid Response/business downsizing assistance);
 - ii. E30 (Rapid Response/planning layoff);
 - iii. E33 (layoff aversion proposal);
 - iv. E34 (layoff aversion consultation); and
 - v. E50 (Rapid Response event completed).
 - b. In addition, all recorded activities and contact with employers must be accompanied by case notes in NEworks, describing the scope of activities and contacts.

The NDOL Reemployment Service Divisions Quality Control Unit is responsible for performance reporting for the RRS, using data recorded in NEworks by RRS staff.

(b) NDOL policy

NDOLs current policy on the RRS² requires compliance with Federal and State of Nebraska (State) laws, rules, regulations, and guidance; and this *Nebraska Rapid Response System Guide* when providing RRS activities. In addition, NDOLs policy manual includes other policies that relate to the RRS, such as policies covering protection of PII and records management, including record retention requirements, rights of access, and public access to records.

¹ [NEworks](#) is Nebraska's management system of record with the US Department of Labor.

² NDOL policies referenced in this guide are included in the [policy manual](#).

(c) Nebraska Rapid Response System Guide (Guide)

In addition to Federal and State regulatory, policy, and guidance mandates mentioned in Section I(a) above, this RRS Guide defines and describes:

- RR purpose and requirements;
- the RRS; and
- RRS standard operating procedures (SOPs).

Required RR activities, including *layoff aversion strategies and activities*, are generally described in this RRS Guide and in detail in [20 CFR 682 Subpart C](#) and [TEGL 19-16](#).

II. Rapid Response purpose and requirements

(a) Purpose

As stated under [20 CFR § 682.300\(b\)](#), the purpose of RR is to promote economic recovery and vitality by developing ongoing comprehensive approaches to identify and plan for result in job dislocations, and preventing or minimizing impacts on workers, businesses, and communities.³ A successful rapid response system, includes but is not limited to the following:

1. informational and direct reemployment services for impacted workers, including but not limited
 - a. information on and assistance with filing UI claims;
 - b. information on impacts of layoffs on health coverage and other employer benefits;
 - c. information on and referral to:
 - i. career services;
 - ii. reemployment-focused workshops and services, including job fairs; and
 - iii. training services;
2. delivery of solutions to address needs of impacted employers in transition, provided across the business lifecycle (expansion and contraction), such as:
 - a. comprehensive business engagement; and
 - b. layoff aversion strategies and activities designed to prevent or minimize duration of unemployment;
3. convening, brokering, and facilitating connections to networks and partners to ensure ability to provide assistance to impacted workers and their families, such as home heating assistance, legal aid, and financial advice; and
4. strategic planning, data gathering, and analyses designed to anticipate, prepare for, and manage economic change.

(b) Requirements

As stated under [20 CFR § 682.302](#), RR activities must be delivered when one or more of the following circumstances occur:

1. announcements or notifications of permanent closures, regardless of the number of workers impacted;
2. announcements or notifications of mass layoffs when at least one of the following conditions have been met:
 - a. layoffs impacting 25 or more workers or 25 percent of employer workers, whichever amount is *smaller*, (defined by NDOL, as permitted under [20 CFR § 682.305\(a\)](#) and [TEGL 19-16](#)); or
 - b. WARNs have been filed, regardless of the number of workers impacted;⁴
3. mass job dislocations resulting from natural or other disasters; or
4. filing of TAA petitions (refer to Section I(a)(2) above for information on TAA).

³ [20 CFR § 682.300\(b\)](#)

⁴ Refer to [20 CFR Part 639](#) for information on WARNs.

III. Nebraska Rapid Response System (RRS)

(a) Overview

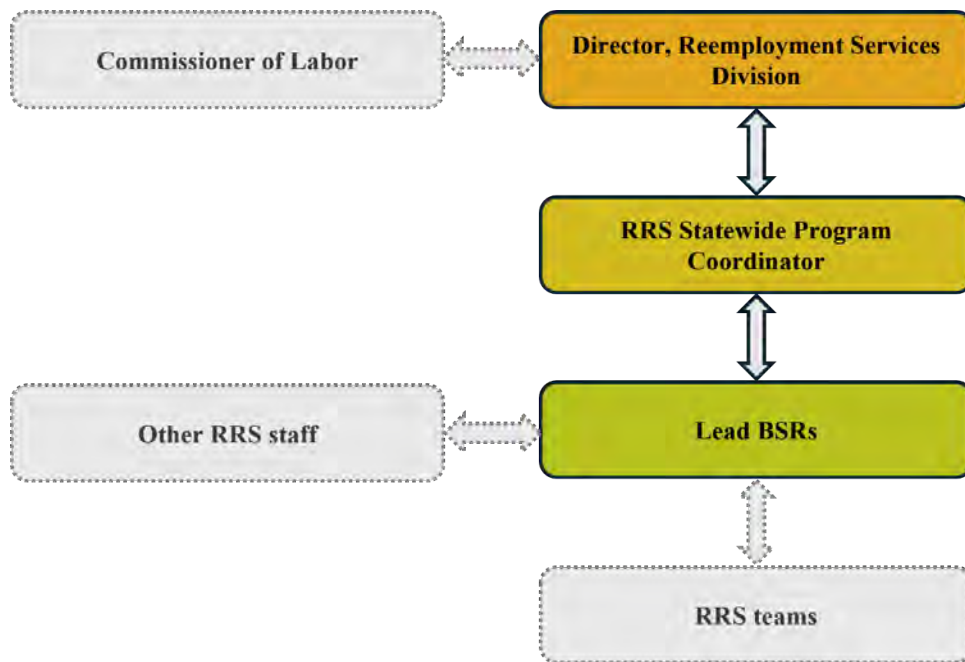
NDOL uses funds reserved by the Governor from the State of Nebraska allotments of dislocated worker funds to implement the RRS, in accordance with [29 USC § 3174\(a\)\(2\)\(A\)\(i\)](#); [20 CFR §§ 682.330](#) and [682.340](#); [TEGL 19-16](#); NDOLs current policy on the RSS; and this RRS Guide.⁵

The RRS delivers services to quickly *maximize* public and private resources and *minimize* disruptions experienced by impacted employers, workers, and communities.⁶ The RRS is managed by the [RRS administrative team](#) and RRS activities implemented by [Lead BSRs and RRS staff](#) at the local level, in collaboration with [local RRS teams](#).

(b) RRS administrative team

The RRS is managed by the RRS administrative team, the structure of which is illustrated below in Diagram 1.

Diagram 1. RRS administrative team



Director, Reemployment Services Division

The Director collaborates and coordinates with the Commissioner of Labor and the [Statewide Program Coordinator](#) concerning RRS activities, events, and performance.

⁵ NDOL is the State of Nebraska designee for oversight and administration of the NRRS, as permitted under [20 CFR 682.310\(a\)](#).

⁶ [29 USC § 3174\(a\)\(2\)\(A\)\(i\)](#); [TEGL 19-16](#)

Statewide Program Coordinator

NDOLs RRS Program Coordinator serves as the statewide RRS program coordinator (Statewide Program Coordinator). The Statewide Program Coordinator collaborates and coordinates with the Director. In addition, the Statewide Program Coordinator is generally responsible for the following:

1. administrative responsibilities:
 - a. monitors Federal directives and NDOL policies concerning the RRS and updates this RRS Guide accordingly following collaboration with the Director;
 - b. attends required Federal training and meetings;
 - c. responds to Federal inquiries concerning the RRS;
 - d. manages and regularly reviews, and updates all RRS materials and content used by RRS staff during activities and events, including the Statewide RRS PowerPoint, and notifies NDOL Regional Managers of such updates;
 - e. oversees, tracks, and conducts quality assurance activities on all RRS activities, events, and performance, including the monthly layoff tracker;
 - f. tracks progression of RRS activities recorded in the monthly layoff tracker;
 - g. develops RRS training curricula for RRS staff on proper use of all RRS materials and how to document RRS activities and case notes in NEworks;
 - h. provides RRS training to all new and existing RRS staff on compliant implementation of RRS activities, in accordance with RRS training curricula;
 - i. provides technical and operational assistance to ensure RRS activities are conducted efficiently and effectively, in accordance with Federal laws, rules, regulations, and guidance, NDOL policies, and this RRS Guide (refer to Section I above for related information);
 - j. maintains contact information for local RRS team partners, including WIOA Title I partners, WIOA Title III, and UI and other local RRS team partners;
 - k. monitors the RRS shared mailbox (ndol.rapidresponse@nebraska.gov) and responds to inquiries;
2. RRS activity responsibilities:
 - a. submits WARNs for publication on NDOL's [WARN Listing](#) page through the [State of Nebraska Service Portal](#);
 - b. monitors information concerning Federal and State of Nebraska disaster declarations;
 - c. coordinates with [FEMA](#) and [NEMA](#) concerning natural and other disasters;
 - d. when RRS needs are identified:
 - i. notifies the Director and applicable NDOL Regional Managers;
 - ii. designates the Lead BSRs; and
 - iii. coordinates with applicable RRS staff.
 - e. notifies NDOL Unemployment Insurance Division of layoffs, permanent closures, or mass layoffs or natural or other disasters that result in current or projected layoffs, permanent closures, or mass layoffs; and
 - f. assists with registering RRS event attendees in NEworks Event Calendar and Referrals, when necessary.

Lead BSRs and RRS staff

In general, RRS staff refers WIOA Title III Business Services Representatives who have received RRS training. From RRS staff, the Statewide Program Coordinator designates Lead Business Services Representatives (Lead BSRs) who are responsible for coordinating and implementing RRS activities and events, in collaboration and coordination with the Statewide Program Coordinator, other trained RRS staff, and local RRS Teams, in accordance with this RRS Guide.

(c) Local RRS teams

RRS activities and events are typically coordinated by Lead BSRs, as illustrated in Diagram 2, with local RRS teams comprising a number partners, based on unique characteristics of impacted-worker groups. Local RRS teams are structured to ensure *maximum* collaboration among applicable Federal and State workforce system partners, economic development organizations, educational institutions, local workforce development boards, local community organizations, and other Federal, State, and community partners.

Diagram 2. Typical local RRS team structure



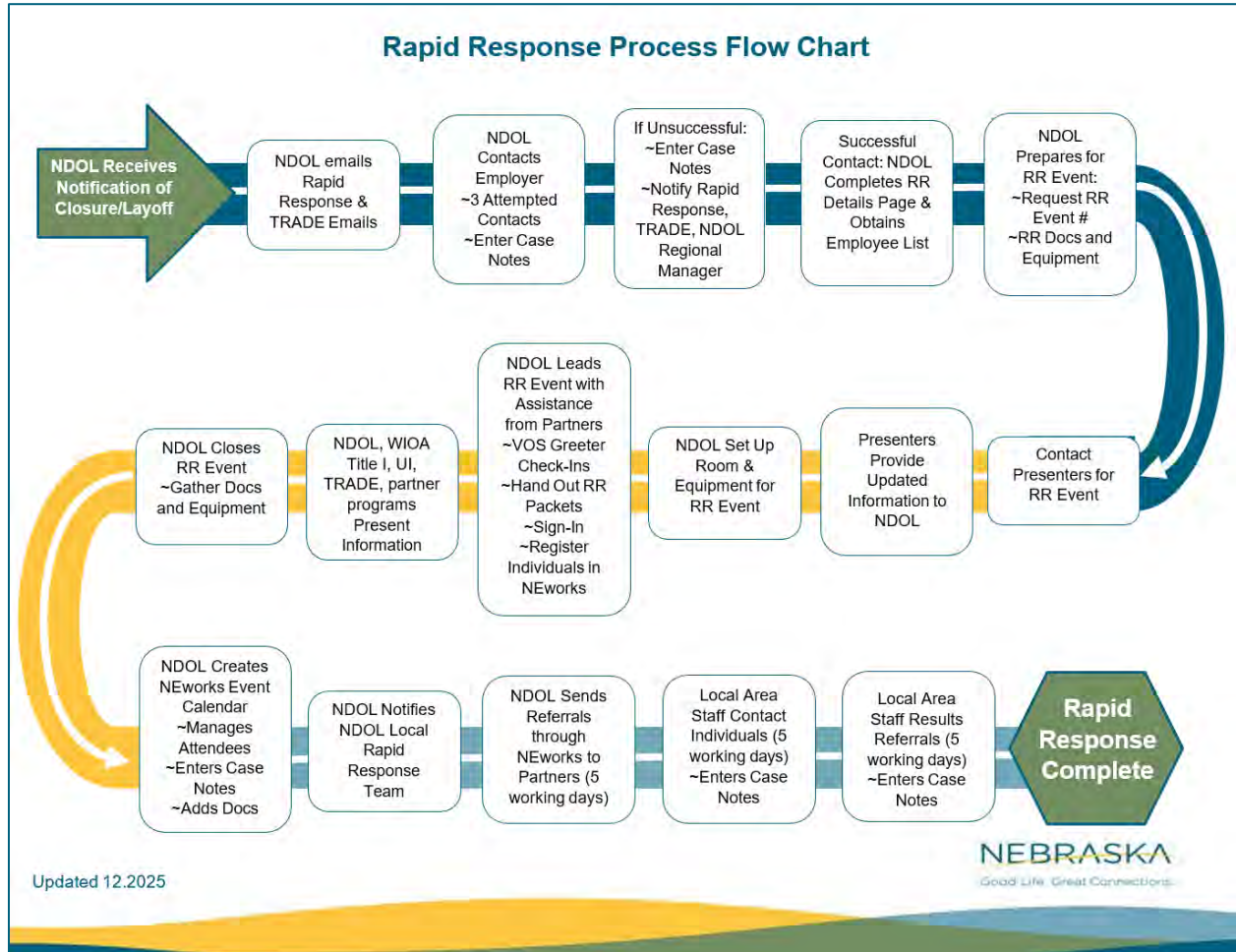
Local RRS teams may include, but are not limited to the following partners:

1. WIOA Title I adult, dislocated worker, youth programs;
2. WIOA Title III Wagner-Peyser Employment Service;
3. TAA;
4. UI;
5. Nebraska Department of Health and Human Services;
6. US Department of Labor Employee Benefits Security Administration;
7. economic development organizations;
8. educational institutions;
9. local workforce development boards;
10. local community organizations; and
11. other community partners and Federal and State partners based on the characteristic of impacted worker groups, including but not limited to:
 - a. community assistance programs;
 - b. Federal Reserve Bank of Kansas City – Omaha Branch ([financial literacy](#))
 - c. Federal Emergency Management Agency (FEMA); and
 - d. Nebraska Emergency Management Agency (NEMA).

IV. RRS Standard Operating Procedures (SOPs)

Diagram 3 below outlines the RRS workflow process.

Diagram 3. RRS workflow process

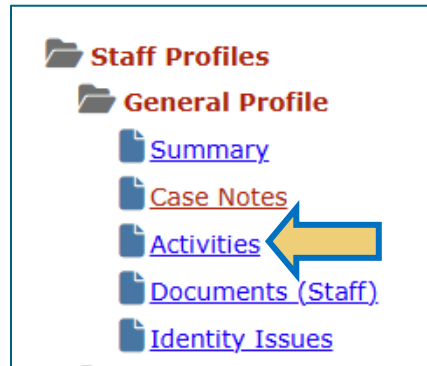


(a) NE Works activities and case notes for business

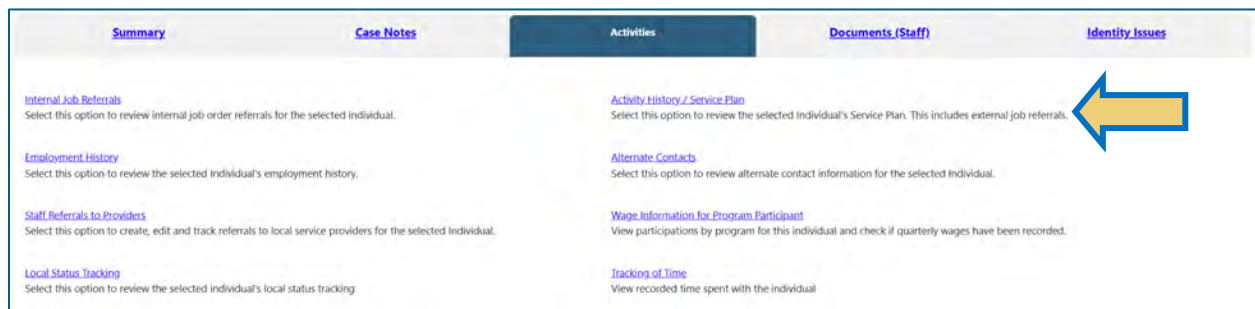
NEworks activities must be logged after the RRS contact employers or workers or logs activities. The RRS staff may be made aware of potential layoffs, closures or disaster impacted companies comes from many sources, including local area staff, unemployment, news outlets, social media, or affected employees. The RRS are required to make three (3) attempted contacts to the employer to collect information and assess needs. These methods may include email, phone, etc. The RRS will complete the Rapid Response Details Page to document contact and needs of company. The RRS will also complete a case note and record an activity for this contact. Multiple codes can be logged for employers.

- RR will utilize NEworks E09 and E30 activities for RR
- RR will utilize NEworks E33 and E34 activities for layoff aversion
- RR will utilize an E50 for employers who have hosted an RR event

(b) Enter activities from the tree menu in NEWorks: Staff profiles – Activities



(1) Activity History/Service Plan



At bottom of list click Add Service and find the appropriate E code

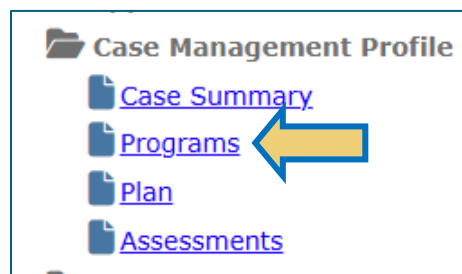
Activity	Program	Scheduled Date/Time	Actual End Date	Completion Code
007 - Self Service Resume	WP #1464264 (Registration-Only)		01/20/2026	Successful Completion

Rows per page: 10

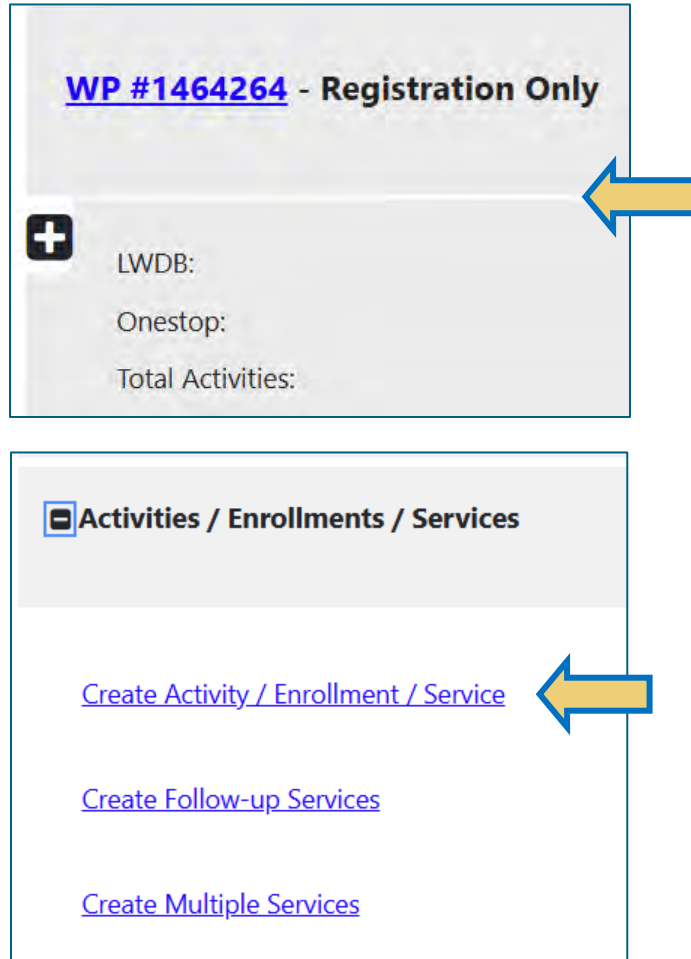
Page 1 Of 1

[[Add Service](#) | [View All Services](#) | [Print Table](#)]

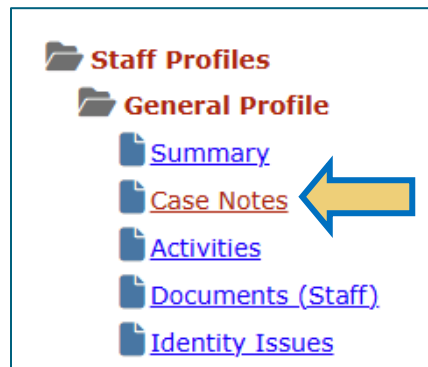
OR can access from the Case Management Profile - Programs



Open Wagner Peyser Tab and open Activities / Enrollments / Services and Create Activity / Enrollment / Service



(c) Enter Case notes from the tree menu in NEWorks: Staff profiles – Case notes



There are 3 case notes designated for the Rapid Response Program

1. Layoff Aversion to be used for any contact, instructions, or usage of layoff aversion activities with business. Used anytime an E09 and E30 have been logged.

2. Rapid Response Business Event Attendee to be used when a formal Rapid Response Event has been completed. Used when an E34 and E33 have been logged
3. Rapid Response Contact is to be used when Rapid Response activities and resources have been talked about or utilized with a business. Used when an E50 has been logged

Case Note Template

Autocomplete by template: None Selected

- Employer Contact Preference - Flanagan, Kelly
- Employer Success Story - Flanagan, Kelly
- Employer Technical Assistance - Flanagan, Kelly
- Fidelity Bond Feedback - Flanagan, Kelly
- Fidelity Bond Issuance - Flanagan, Kelly
- File Review Completed - Flanagan, Kelly
- FLC Successful Contact - Flanagan, Kelly
- FLC Unsuccessful Contact - Flanagan, Kelly
- H2A Applicant Prescreening - Flanagan, Kelly
- Housing Inspection Contact - Flanagan, Kelly
- Layoff Aversion Contact - Cedillo, Kathy
- New Contact Verification - Flanagan, Kelly
- NEworks Helpdesk - Attempted Contact - Jaswal, Roger
- Preliminary Account Review - Help Desk - Flanagan, Kelly
- Rapid Response Business Event Attendee - Cedillo, Kathy
- Rapid Response Contact - Cedillo, Kathy
- Second Chance Employer - Flanagan, Kelly
- Title: Registered Apprenticeship Program - Flanagan, Kelly
- TPA authorization to represent employer - Andersen, Deb
- TPA Vetting Case Note Template - Flanagan, Kelly

Case Note

Username:

UserID:

Name:

Case Note

Please check

*** Contact**

Date:

*** LWDB/Region:**

*** Office**

Location:

Program:

Worksite

Location:

The following are the activities and case notes that pertain to Rapid Response and examples of business contact and conversations. Examples are listed after activity and case note examples and notations are in blue.

(1) E09 Activity - Rapid Response/Business Downsizing Assistance

RRS has provided employers with information on the range of rapid response services and other assistance available to workers and employers affected by layoffs, plant closures, or natural disasters or information for avoiding or minimizing layoffs.

- E09 should be logged before any other RR activity
- E09 is listening and assessing business and employee needs. Can be taken when talking to employer during initial contact or when layoff or closure has occurred, planned to occur, or rumored to occur and how to minimize or eliminating downsizing.

Examples

- Completing a business vetting service and speak to business about NDOL activities along with any RR services
- You are reaching out to a business since you were notified of a closure (participant in AJC, news article, WARN notice posted, etc.) and you spoke to business about RR activities and services

E09 Case note - Rapid Response Contact – Cedillo, Kathy

Unsuccessful contact: Use upper section and complete a summary of what was done. Delete middle and bottom sections of case note.

BSR attempted to contact the employer on this date by: (Please check below)

Phone

Email

Summary: Amber Reached out to Heart and Soul Boots by telephone on 2/8/2024 after seeing a news article about store closure. Phone number was found in web search. No answer on phone and the message states that the mailbox is full. There is no email address available.

~~_____ BSR contacted this company on this date. The employer was provided with layoff aversion and Rapid Response services. Logged Activity E09 Rapid Response/Business Downsizing Assistance~~

~~Summary:-~~

~~(Please check below)-~~

~~_____ Dropped off Rapid Response Packet Information at Company location-~~

~~_____ Emailed Electronic Rapid Response Packet Information~~

~~_____ RR Event will be hosted on (date) and is # _____~~

~~Logged Activity E30 – Planning Layoff/Rapid Response~~

~~Summary:-~~

Successful contact: Use middle section and complete a summary of what was done. Delete upper and lower sections of case note.

~~_____ BSR attempted to contact the employer on this date by: (Please check below)~~

~~_____ Phone~~

~~_____ Email~~

~~Summary:-~~

BSR contacted this company on this date. The employer was provided with layoff aversion and Rapid Response services. Logged Activity E09 Rapid Response/Business Downsizing Assistance

Summary: Gwendalyn spoke with the manager Heathcliff today 2/8/2024 by phone. He said the business is closing since they can't sell any more flywheels. The last day of work is this Friday. I highlighted all the services that the AJC provides, I offered RR activities and resources and asked if I could help employees

with job searching. Heathcliff stated that his employees were offered jobs at the outlet mall store and jobs were lined up and they do not need anything at this time. Declined RR event and RR materials. Logged Activity E09 Rapid Response/Business Downsizing Assistance.

~~(Please check below)~~

~~_____ Dropped off Rapid Response Packet Information at Company location-~~

~~_____ Emailed Electronic Rapid Response Packet Information~~

~~_____ RR Event will be hosted on (date) and is # _____~~

~~Logged Activity E30 – Planning Layoff/Rapid Response Summary:~~

(2) E30 Rapid Response/Planning Layoff

Provided the employer with a plan of Rapid Response activities, scheduled RR event(s), and/or provided the company with Rapid Response Material to distribute to employees of a current or projected permanent closure or mass layoff, including natural or other disasters.

- E09 should be logged before E30
 - E09 is listening and assessing business and employee needs.
 - E30 is plan of action or implementation of the services for a layoff or closure that were discussed in the E09 meeting

Examples

- Business wants to utilize RR activities and/or services and staff provides details about delivery and materials
- Made action plan of RR event with business virtually or physically
- Provided the business with materials virtually or physically including emails

E30 Case note – Rapid Response Contact – Cedillo, Kathy

Use lower section and complete a summary of action steps that were completed for the business. Delete upper and middle sections of case note.

~~_____ BSR attempted to contact the employer on this date by: (Please check below)~~

~~_____ Phone~~

~~_____ Email~~

~~Summary:-~~

~~_____ BSR contacted this company on this date. The employer was provided with layoff aversion and Rapid Response services. Logged Activity E09 Rapid Response/Business Downsizing Assistance~~

~~Summary:-~~

Example 1

(Please check below)

__X__ Dropped off Rapid Response Packet Information at Company location

_____ Emailed Electronic Rapid Response Packet Information

____ RR Event will be hosted on (date) and is # _____

Logged Activity E30 - Planning Layoff/Rapid Response

Summary: Fredrick dropped off RR packets to the main office today and spoke with George. The last day of work will be on March 3 and for now these packets are all they need. George was happy to hear about the Job Fairs the AJC host every Wednesday and will tell his employees about it.

Example 2

(Please check below)

____ Dropped off Rapid Response Packet Information at Company location

____ Emailed Electronic Rapid Response Packet Information

X RR Event will be hosted on February 2 , 2024 (date) and is # 898 ____

Brandi, the owner, wants the RR team to come onto business site at 123 Davis Dr on February 5. Focus of the RR event will be to help employees find jobs in the retail field and will provide them with resources like UI and WIOA training.

(3) E33 layoff aversion Proposal

Provided employer with a customized layoff aversion proposal that directly addresses one or more of the needs or challenges identified in the consultation (i.e., Short-Term Compensation, resources, financial support, etc.). Continue to log this activity for any ongoing follow-up proposals or service recommendations.

- E34, E09, and E30 should be logged before E33
- E34 is listening and assessing the business and employee needs to prevent or minimizing the results of a layoff planned, E33 is plan of action/implementing to avoid potential layoff or closures. E33 should be used when information discussed in the consultation E34 was executed into an action plan to prevent or minimize the result of a potential layoff or closure.

Examples

- Provided business with direct links or direct access to the Unemployment Insurance personal that helps business complete a Short-Term Claim, Partial Mass Layoff, grants, RR activities and/or services, and AJC resources or materials to help the business address needs and avoid a layoff or closure.

E33 Case note – layoff aversion Contact – Cedillo, Kathy

- E34 is consultation and you would have that meeting with the company to determine what their needs are, what goals they would have to meet in order avoid layoffs, and how we team up with company.
- E33 is the plan you construct AFTER you do consult – this will be the plan you will help them with as they try avoid layoffs.

Complete the bottom portion of the case note with information and steps that will be taken

to help with layoff aversion.

~~Conducted an initial consultation with the employer regarding the prevention of layoffs or how to minimize the duration of unemployment resulting from layoffs. BSR assessed employers needs, challenges, and current industry outlook. Provided general information on layoff aversion, available services, and programs. (i.e., Short-Term Compensation, business resources, financial support, employee resources, etc.). Logged an E34 layoff aversion Consultation Activity~~

~~Summary: List the action steps or plans that was developed with business.~~

Provided employer with a customized layoff aversion proposal that directly addresses one or more of the needs or challenges identified in the consultation (i.e., Short-Term Compensation, resources, financial support, etc.). Logged Activity E33 layoff aversion Proposal

Summary of action plan

Example: Elizabeth called back to the store and spoke with regional manager Jeffery today. Jeffery said that he would like to talk to the UI person and set up a STC since the mowing part of Fancy Cuts is being laid off for the season since you can't cut snow. I provided her with Marco Polos name and number for STC UI. Also showed him on the NDOL website where to find the Business UI Manual so he can have more resources for the claim.

(4) E34 layoff aversion Consultation

Conducted an initial consultation with the employer regarding the prevention of layoffs or how to minimize the duration of unemployment resulting from layoffs. RRS staff assessed employer needs, challenges, and current industry outlook. Provided general information on layoff aversion, available services, and programs. (i.e., Short-Term Compensation, business resources, financial support, employee resources, etc.).

- E34 should be logged after E09, and E30 and before E33
 - E34 is listening and assessing business and employee needs and providing the company with resources for preventing or minimizing the results from layoffs.
 - E33 is plan of action/implementing to avoid potential layoff or closures.

Examples

- Provided business with resources NDOL provides such as Unemployment Insurance and the Short-Term Claim and Partial Mass Layoff resources. Grants that help businesses expand and/or retrain existing staff. All RR activities, services, and resources. Introduction to the American Job Center and it resources or materials. All efforts are to help the business address needs and avoid a layoff or closure.

E34 Case note – layoff aversion Contact – Cedillo, Kathy

Complete the upper portion of the case note with information and steps that will be taken to help with layoff aversion.

Conducted an initial consultation with the employer regarding the prevention of layoffs or

how to minimize the duration of unemployment resulting from layoffs. RRS staff assessed employer needs, challenges, and current industry outlook. Provided general information on layoff aversion, available services, and programs. (i.e., Short-Term Compensation, business resources, financial support, employee resources, etc.). Logged an E34 layoff aversion Consultation Activity

Summary of action plan

Example: Mr. Wiggles spoke with manager Jennifer today. Originally this was listed as a business closure but talking to her the business is laying off its people because the business is moving from the north side of town to the south side of town and it will take 2 months to be ready to begin operations in the new office. She says they want to retain all their staff. I suggested that she work with UI to help create a Short-Term Claim so that her people can still collect UI and since they are attached (will be called back to work) they don't have to look for new work. The business is afraid that people will take new/different jobs during this shutdown. Jennifer will talk to the owner about STC and next steps.

~~Provided employer with a customized layoff aversion proposal that directly addresses one or more of the needs or challenges identified in the consultation (i.e., Short-Term Compensation, resources, financial support, etc.). Logged Activity E33 layoff aversion Proposal~~

~~Summary of action plan:~~

(5) E50 Rapid Response Event Completed

Conducted a formal Rapid Response Event. Completed an onsite or virtual presentation of Rapid Response materials. Rapid Response event presented topics on Unemployment Insurance, access to Nebraska case management system (NE Works), health care coverage, retirement benefits, access and resources available at local American Job / One Stop Centers, LMI, job search and resume resources, training opportunities, and resources to local community resources such as home and/or heating assistance, legal aid, and financial resources.

- E30 should be logged before E50
- E30 is discussion of RR materials and services and should be used when assessing needs of business and employees when layoffs or closures are planned and E50 will be used after the RR event has been completed.

Examples

- This business hosted a Rapid Response Event either virtually or physically.

E50 Case note – Rapid Response Contact – Cedillo, Kathy

You will fill in the RR event number and the date for this case note.

- Rapid Response Team presented Rapid Response event activities to this employer as event # NUMBER of Rapid Response on (<date>)

Business hosted a Rapid Response event either in person or virtually and were provided with the following information:

- The local American Job Center location, phone number, business hours and a direct local staff contact information
- Reemployment services offered by local office to include NEworks website, LMI, assistance with job search, resumes, cover letters and interviewing techniques.
- Information about WIOA Title I (Dislocated Worker Program) to include on the job training, customized training, and registered apprenticeships.
- Information about Unemployment Insurance on how to file an unemployment claim.
- Information provided on retirement, health care coverage (Cobra and Marketplace), and making smart financial decisions.
- Trade information provided for those experiencing a job loss due to US foreign trade.
- Provided information on supportive services such as the local health department, mental and behavioral health services, housing/ utilities assistance, etc.

The following activity codes were added and resulted to the business NEworks account E50 Rapid Response Format Event Completed.

(d) Rapid Response referrals and case notes

Case Note Template	
Autocomplete by template:	None Selected
Case Note	Rapid Response – JVSG/DVOP Referral - Flanagan, Kelly
	Rapid Response – TAA Services Referral - Flanagan, Kelly
	Rapid Response – Vocational Rehabilitation Referral - Flanagan, Kelly
	Rapid Response – WIOA/Supportive Service Referral - Flanagan, Kelly
	Rapid Response Event Attendee - Flanagan, Kelly
Username:	
UserID:	

During an Rapid Response event Dislocated Workers may be identified as needing additional resources or programs to help them become reemployed. This can be done through conversations with workers or through the Rapid Response Survey collected during the RR event. RRS staff will complete referrals in the NEworks system to alert other programs of worker needs. If a referral is completed then a case note for the referral will also be completed to ensure that RRS are documenting all activities following a Rapid Response event. Examples of these referrals and the corresponding case notes are:

- JVSG/DVOP- Rapid Response Event # <insert number> - JVSG/DVOP referral completed.
- TAA - Rapid Response Event <insert number> - TAA Services referral completed.
- Vocational Rehabilitation - Rapid Response Event <insert number> - Vocational Rehabilitation referral completed.
- WIOA/Supportive Service -Rapid Response Event # <insert number> -WIOA/Supportive Service referral completed

(1) Case note individual after attend RR Event

Case Note Template	
Autocomplete by template:	<input type="text" value="Rapid Response Event Attendee - Flanagan, Kelly"/>
Case Note Summary	

The case note for a participant who has attended a Rapid Response event will be entered in their NE Works account.

Individual attended a Rapid Response event # <insert number> on (date)

Participant attended the Rapid Response event either in person or virtually and were provided the following information:

- The local career center location, phone number, business hours and a direct local staff contact information provided.
- Reemployment services offered by local office to include NEworks website, LMI, assistance with job search, resumes, cover letters and interviewing techniques.
- Information about WIOA Title I (Dislocated Worker Program) to include on the job training, customized training, and registered apprenticeships.
- Information about Unemployment Insurance on how to file an unemployment claim.
- Information provided on retirement, health care coverage (Cobra and Marketplace), and making smart financial decisions.
- Trade information provided for those experiencing a job loss due to US foreign trade.
- Provided information on supportive services such as the local health department, mental and behavioral health services, housing/ utilities assistance, etc.

The following activity codes were added and resulted to the individuals NEworks account:

- 101: Orientation
- 106: Provision of Supportive Service Availability
- 107: Provision of Workforce and Labor Market Information
- 110: Attended Rapid Response

TROUBLESHOOTING

- If a worker makes a NE Works account after an event the RRS can add worker to the RR event calendar event, make them an attendee, and create a case note for their attendance.

(e) NE Works post-event procedures

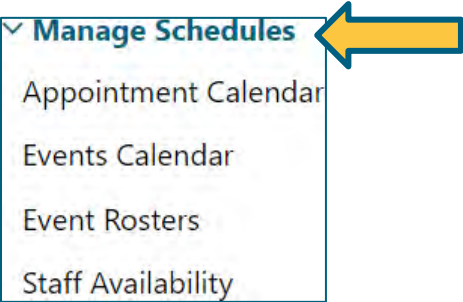
Following the Rapid Response event, RRS staff will be responsible for ensuring that the information about the event and attendees are updated in addition to providing notifications and referrals to the appropriate staff, local area staff, and partners.

(1) Events calendar

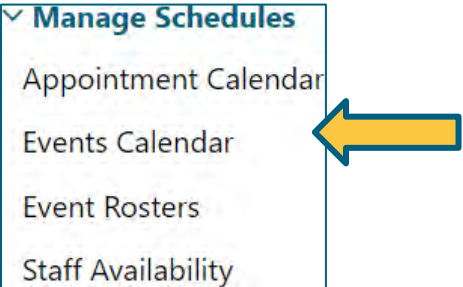
After a Rapid Response event has concluded, RRS staff will create an event in the Event Calendar in NEworks. Through the Events Calendar in NEworks NDOL staff and WIOA local area staff will be able to effectively collaborate on the coordination of the event, attendees, and RR follow up services and activities.

Creating a Rapid Response event in NEworks Event Calendar

- 1. Log into NEworks
- 2. On Side Menu Click Manage Schedules

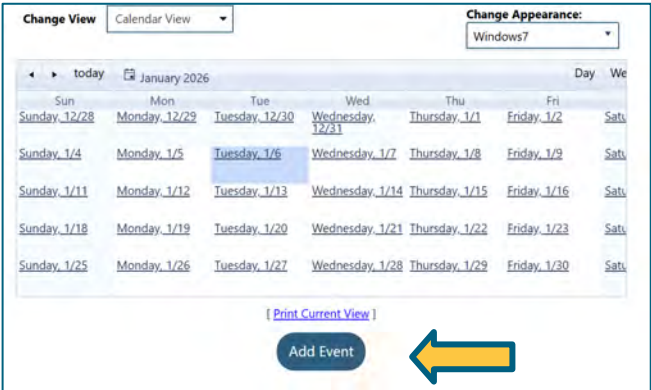


- 3. Click "Events Calendar"



- 4. Scroll down and click Add Event below the calendar view. Can be view as month or week view.


Month View



Week View


Tue		Wed		Thu	
30	31	1 Sep	2		
6	7	8	9		
13	14	15	16		
20	21	22	23		
27	28	29	30		

[[Print Current View](#)]

[Add Event](#) 


TROUBLESHOOTING

If you are unable to find the event, change Statewide Display to **YES** and Display Status to **ALL** and then press filter

State Wide Display: Yes No 

Veterans Only:

Show only event occurrences with seats available:

Display Status: All 

Location Type:


On Site Event

Off Site Event

Online Event

Hybrid

Keyboard: To select contiguous choices, hold the Shift key while pressing the Space bar or to select non contiguous choices hold the control key while pressing the space bar. **Mouse:** Hold the Control key while clicking to select/unselect multiple Location Types

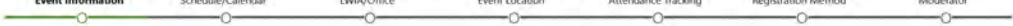
[Filter](#) 

5. After clicking Add Event, the NEworks system assign a calendar event number to make it easier to find NEworks again. This number is different from the RR number assigned by the NEworks Helpdesk.

Event Details
Use the form below to update/enter the information regarding the event, use the back/next buttons or the progress bar links to navigate through the completed sections.

Event

Event Information Schedule/Calendar LWIA/Office Event Location Attendance Tracking Registration Method Moderator



Event category

- 1. Event Category:, select Rapid Response from the drop-down options
- 2. RR Event:
 - a. If you know the Rapid Response Event number (number generated by NEworks Helpdesk) then RRS staff can search by clicking on RR Search. Type in the Rapid Response code.
 - b. If you do not know the Rapid Response event number, then search by Company Name.
- 3. Event Title: Rapid Response Company Name ### (3-digit Rapid Response event number)
 - a. Example: Rapid Response ABC Corporation 123
- 4. Event Description: This is not a required field, but you can add any notes you deem necessary pertaining to the RR event.
- 5. Attendees: Individuals select Unlimited Class Size from drop down list
 - a. Do not change Employers from Not Available
- 6. Click Next at the bottom of the page

The screenshot shows the 'Event Information' form with the following fields and annotations:

- * Event Category:** A dropdown menu with 'Rapid Response' selected. A yellow arrow points to this dropdown.
- RR Event:** A text input field containing '157' and a blue link '[RR Search]'. A yellow arrow points to the 'RR Search' link.
- * Event Title:** A text input field containing 'Company Name Rapid Response'. A yellow arrow points to this field.
- Event Description:** A large text area with a checkmark icon in the bottom right corner. Below it are links for '[Text Templates | Clear Text]' and text indicating '(1000 characters max)' and 'Current Characters: 0'. A yellow arrow points to the 'Clear Text' link.
- Special Instructions:** A section with a heading.
- Attendees:** A section with two rows:
 - Individuals:** A dropdown menu with 'Unlimited Class Size' selected, a numeric input field with '0', a checkbox for 'Allow Overbook' (unchecked), and a checkbox for 'Veterans Only' (unchecked).
 - Employers:** A dropdown menu with 'Not Available' selected, a numeric input field, and a checkbox for 'Allow Overbook' (unchecked).

Next >>

Schedule



1. Schedule Type: Select One Time from the dropdown list
 - a. All RR events will be One Time as the NEworks system goes off of patterns and should be discussed with Program Manager prior to selecting anything other option than One Time. (this is not a repeating event)
2. Display From:, select the date of the completed RR event
 - a. Display Unit will default the same date as the Display From because One Time event was selected for the Scheduled Type
3. Start Time: select the start time of the RR event
4. End Time: select the end time of the event
 - a. If the employer approved the RR team to stay for enrollments then include the extended period of time into the timeframe
5. Hidden Event: **ALWAYS** mark Yes
6. Schedule Type: Select One Time from the dropdown list
 - a. **HIGHLY IMPORTANT.** Every Rapid Response Event must be Hidden. A hidden event ensures the attached documents and attendee names are not open to the public to view on the NEworks Event Calendar.

The screenshot shows the 'Schedule' form with the following fields and values:

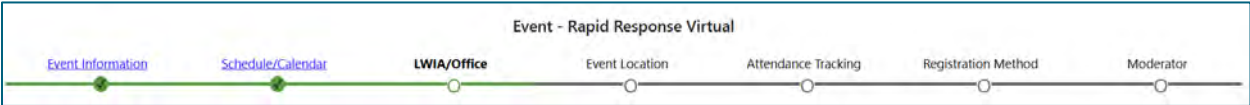
- * Schedule Type:** One Time (dropdown menu)
- * Display From:** 9/14/2022 (calendar icon)
- Display Until:** 9/14/2022 (disabled field)
- * Start Time:** 8:00 AM (clock icon)
- * End Time:** 9:30 AM (clock icon)
- Calendar** (Section Header)
- Hidden Event:** Yes (radio button selected), No (radio button unselected)

Yellow arrows point to the 'One Time' dropdown, the '9/14/2022' date field, the '8:00 AM' time field, the '9:30 AM' time field, and the 'Yes' radio button.

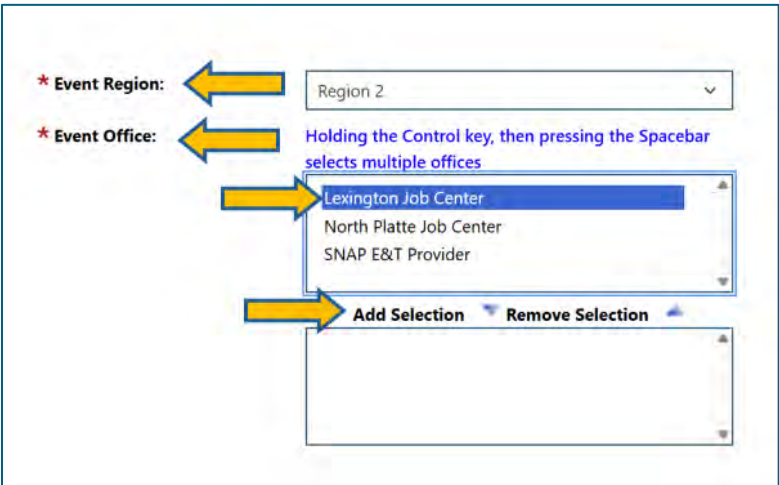
7. Click Next



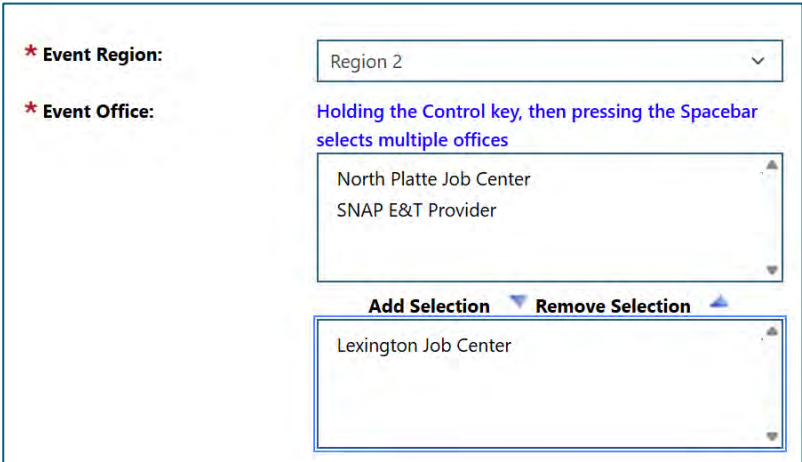
Associated one-stop offices



- 1. Event Region: select the appropriate Region that the RR event was help in
- 2. Event Office: prefilled options will populate in this section after the Event Region has been selected. Select the appropriate office location and click the Add Selection and location will be added to the second box



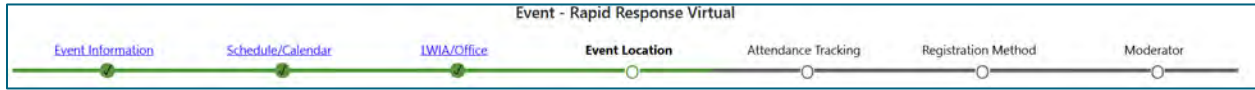
Will look like this when office/location is chosen.



3. Click Next



Event location



1. Location Type, select one of the four options:

- a. On Site Event means at the company’s location (best results are on site and on company time)
- b. Off Site Event means at any other location that is not the company’s location (AJC, library, community center, etc.)
- c. If the RR event occurred at the previously selected office location, you can select that location from the drop-down list “Copy Address Information From:” and it will prefill the offices address that NEworks has on file
- d. Online Event—this is a virtual event
 - (1) If the RR Event was conducted virtually, you will enter the Microsoft Teams link of the event in Join Event Here
 - (2) Enter Company Name
 - (3) Nothing will be entered in the Directions box since the event is online and there is no physical address
- e. Hybrid—this is both an in-person and virtual event
 - (1) If the RR event is both in-person and virtual, insert both the physical address and the Microsoft Teams link
 - (2) Input the entire address and/or Microsoft Teams link and add any special directions, if applicable

2. Click Next



On-site Rapid Response event

Event Location

* Location Type: On Site Event Off Site Event Online Event Hybrid

Copy address information from:

Organization:

* Address 1:

Address 2:

* City:

* State:

* Zip Code:

Directions: Some HTML tags such as embedded videos are not allowed in this text box and will not be saved.

Virtual Rapid Response option

Event Location

* Location Type: On Site Event Off Site Event Online Event Hybrid

Join event here:

Organization:

Directions: Some HTML tags such as embedded videos are not allowed in this text box and will not be saved.

[Clear Text]

Next >>

Hybrid Rapid Response Event

Event Location

*Location Type: On Site Event Off Site Event Online Event Hybrid

Copy address information from:

Join event here:

Organization:

Address 1:

Address 2:

City:

State:

*Zip Code:

Directions: Some HTML tags such as embedded videos are not allowed in this text box and will not be saved.

(2) Attendance tracking



1. Customer Group: select Self Service/Registered Individual Only
2. Services for Individuals: select the below four activities to generate these activities into the attendees accounts for this RR event.
 - a. 101 – Orientation
 - b. 106 – Provision of Supportive Service Availability
 - c. 107 – Provision of Workforce and Labor Market Information
 - d. 110 – Attend Rapid Response

Customer Group: ←

Services For Individuals:

Code	Description	Service Provided	Selected
101	Orientation	No Virtual/Online, In-person Only	<input checked="" type="checkbox"/>
10W	NÉres Required Workshop	No Virtual/Online, In-person Only	<input type="checkbox"/>
104	Group Workshop	No Virtual/Online, In-person Only	<input type="checkbox"/>
106	Provision of Supportive Service Availability	No Virtual/Online, In-person Only	<input checked="" type="checkbox"/>
107	Provision of Workforce and Labor Market Information	No Virtual/Online, In-person Only	<input checked="" type="checkbox"/>
110	Attended Rapid Response	No Virtual/Online, In-person Only	<input checked="" type="checkbox"/>

3. Click Next

←

4. If you have option to complete the Employers List
- a. Services for Employers: select the below two activities to generate into the business account for this RR:
 - E09 – Rapid Response/Business Downsizing Assistance
 - E30 – Planning Layoff Response
 - b. Select No for Tracked by Scan Card

Services For Employers

Services For Employers:

E09 – Rapid

Scan Card

Tracked by ScanCard: Yes No ←

Registration method



1. Registration Method select No registration required because RR events are hidden from the public
2. Alert the moderator via email about new registrations: select No
3. Send reminder to event registrants? select No

Registration Method

* Registration Method: ←

Staff Instructions: Some HTML tags such as embedded videos are not allowed in this text box and will not be saved. Registrant instructions should be listed within the Event Description.

[Text Templates | Insert Sample Text | Clear Text]

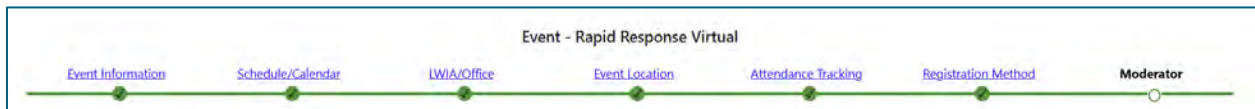
* Alert the moderator via email about new registrations: Yes No ←

Send reminder to event registrants?: Yes No ←

4. Click Next



Moderator



The NEworks system will default moderators information as the person inputting the Event Calendar RR information, however this information can be changed to the NDOL Regional Manager or Workforce Coordinator as the “lead”.

1. Verify First Name, Last Name, Phone Number, and Email are accurate, change if necessary
2. Click Finish

Moderator

Associated Staff/Moderator: Dye, Jana

Prefix: None Selected

First Name: Jana

Middle Initial:

Last Name: Dye

* Phone: 402 405 - 1002

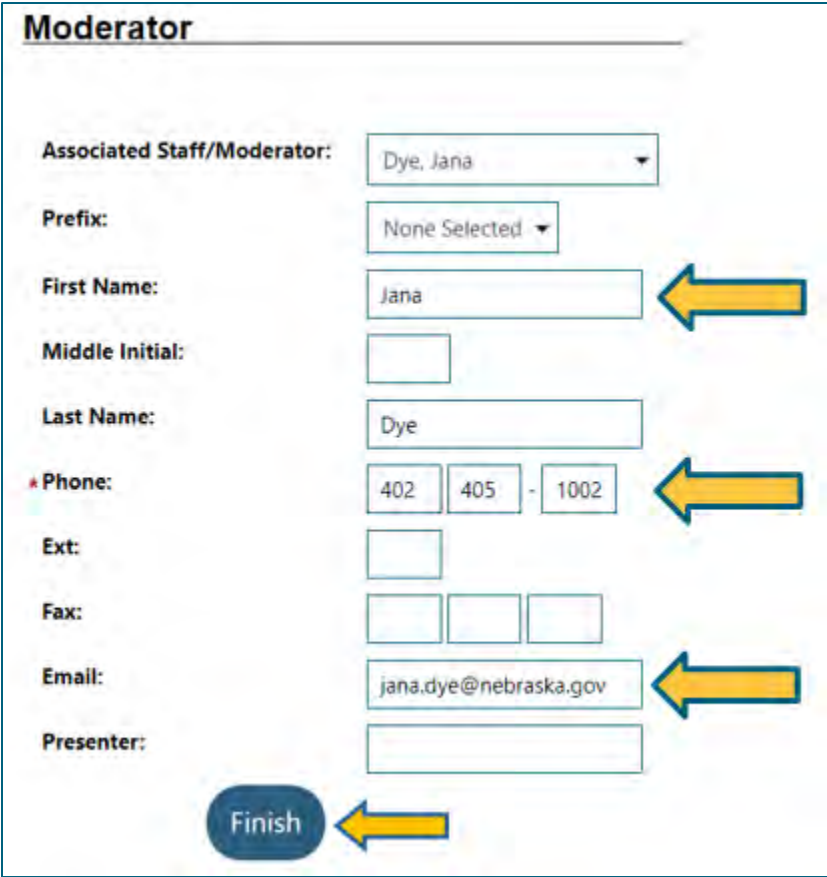
Ext:

Fax:

Email: jana.dye@nebraska.gov

Presenter:

Finish



TROUBLESHOOTING

- 1. Click Add Staff. Add at least 3 letters of first name and 3 letters of last name, change to Begins With and hit search



Associated Staff/Moderator

Please enter at least one of the following criteria to search for active staff. Using multiple criteria can reduce the number of records returned.

Staff Username (Login Name): Exact match Begins with Like

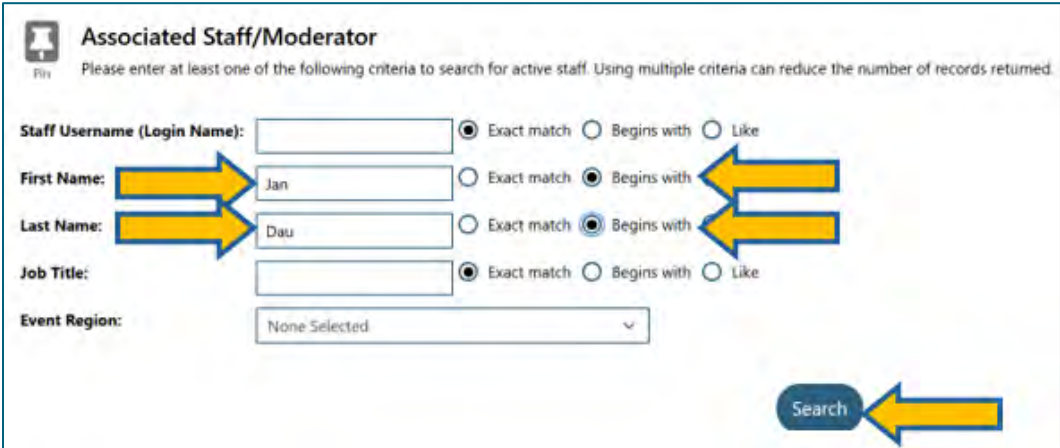
First Name: Jan Exact match Begins with

Last Name: Dau Exact match Begins with

Job Title: Exact match Begins with Like

Event Region: None Selected

Search



A list of staff will be generated. Click Select for correct staff member.

Username	First Name	Last Name	Job Title	Region	Office	Action
JANELDAUGHENBAUGH	JANELL	DAUGHENBAUGH	WORKFORCE COORDINATOR		NDOL Admin Campus	Select

Event completed

You have now completed the Rapid Response Event Calendar and a summary of the inputted information will be provided:

Event 200 - Company Name Rapid Response

[Event Information](#) [Schedule/Calendar](#) [IWIA/Office](#) [Event Location](#) [Attendance Tracking](#) [Registration Method](#) [Moderator](#)

Event Information

Event ID:	200	Event Region:	Region 9
Event Title:	Company Name Rapid Response	Event Office:	American Job Center-Lincoln
Event Category:	Rapid Response	Moderator:	Jana Dye
Schedule Type:	One Time	Presenter:	None Specified
Event Location:	123 Ave. Omaha, NE 68108		

(3) Manage Attendees within NEworks Event Calendar

RRS staff has completed the Rapid Response event in the NEworks Event Calendar and will now enter the affected workers who attended to the specific company’s RR event.

RRS staff will complete the RR event attendees registration process within five (5) working days. RRS staff should have the Rapid Response Sign-In available to refer to the attendees information to register them into RR event in NEworks Event Calendar. If the regional office staff are not able to complete the registration process within five (5) working days, the Statewide Program Coordinator should be contacted immediately to assist in registering with the individuals, as needed.

Registering Participants into NEWorks

1. Click Manage Attendees

What's Next

- [View Event](#)
View the full event details.
- [Download Event as vCalendar \(.VCS\) file](#)
Click one of the links below to download a calendar file. When prompted, open the file.
- [Manage Attendees](#)
Manage the attendees that have registered for this event. ←
- [Register Individual\(s\)](#)
Use this link to register individuals into the event.
- [Register Employer\(s\)](#)
Use this link to register employers into the event.
- [Calendar](#)
Return to the full calendar view.
- [Send Promotional Message](#)
Send an internal message to promote this event to prospective attendees.

TROUBLESHOOTING

- If you enter participants later than directly after registering an event. Find the RR event on the calendar and open event by clicking on it.
- Scroll to the bottom of page and click Manage Attendees

Here is a link for the Event page that you can share:
<https://tinyurl.com/23guqg>

[Modify Event Occurrence on 11/03/2025](#) | [Manage Attendees](#) ← | [Event Occurrence on 11/03/2025](#) | [Download Event as vCalendar \(.VCS\) file](#) | [Download Event as iCalendar \(.ics\) File](#) | [Return to Calendar](#)

2. Scroll down and click Register Individual(s)

[[Register Individual\(s\)](#) | [Register Employer\(s\)](#) | [Print roster](#)]

Save Cancel

- 3. Utilizing the Sign In Sheets you will search for attendees in the General Criteria by Phone Number or First and Last Name or by any other information you may have) and click the Search button located in several places on this screen.

The screenshot shows a search criteria form with the following fields and options:

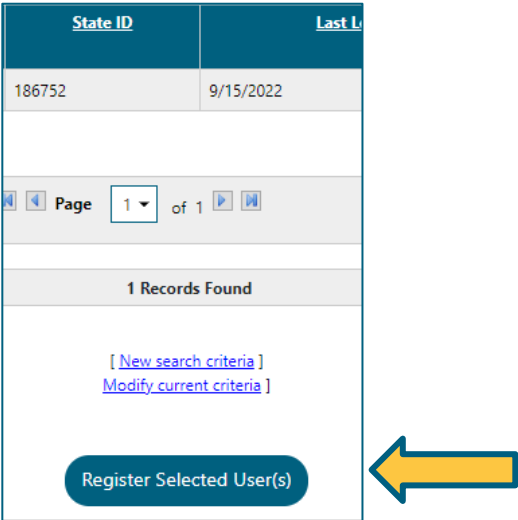
- First Name:** Input field with a yellow arrow pointing to it. Radio buttons: Exact match, Begins with, Contains
- Middle Initial:** Input field
- Last Name:** Input field with a yellow arrow pointing to it. Radio buttons: Exact match, Begins with, Contains
- SSN (last 4 digits):** Input field
- SSN (full number):** Input field with "Example: 999999999" text.
- SSN (full number):** Large text area with "(Comma delimited list. Limit your entry to 200 characters)" text.
- Date of Birth:** Date picker with "(MM/DD/YYYY)" text.
- Telephone Number:** Input field with a yellow arrow pointing to it. Includes "Include Alternate" checkbox.

- 4. Find the accurate individual in NEworks and click Select Box to the right of the attendees name

The screenshot shows a dialog box titled "Select" with the following elements:

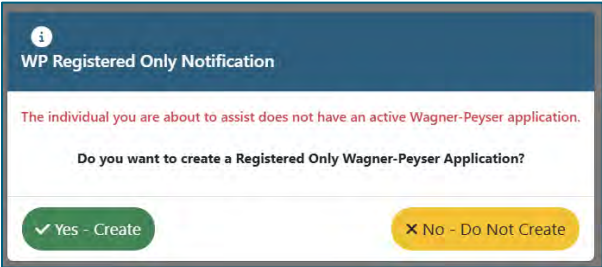
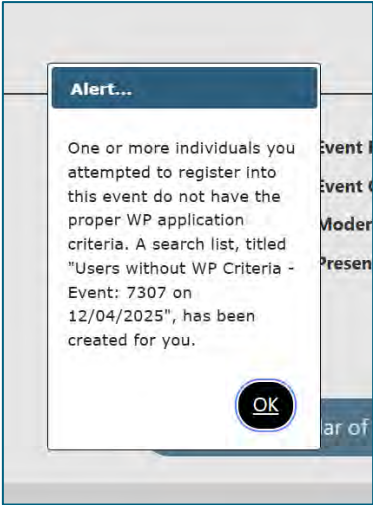
- A checked checkbox with a yellow arrow pointing to it.
- Buttons: [Save List](#) and [Update Existing List](#)
- A "Rows" dropdown menu set to "500".

5. Click Register Selected User(s)



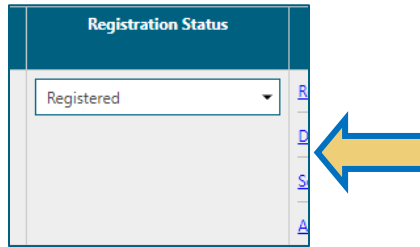
TROUBLESHOOTING

- When you are registering individuals in an Event you might see this Alert. It indicates that the Wagner Peyser application has not been completed.
 - Enter the participants record and click YES create for the WP registration.
 - Once you have created a Wagner-Peyser application you will be able to add the participant into the RR event.



- On the next page, RRS staff should now be able to see that the selected individual is now Registered for the RR calendar event.

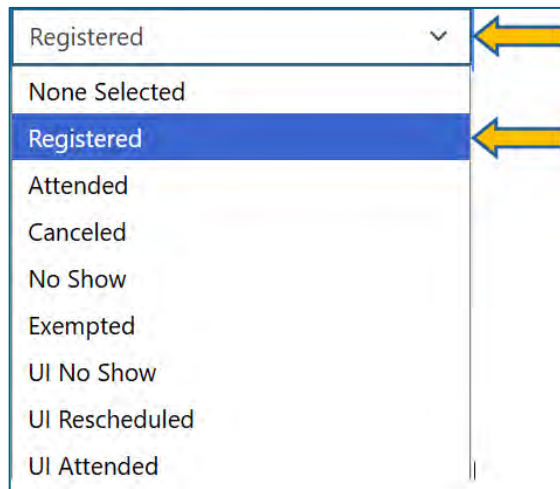
Attendee	Host Year	SSN	Phone	City	Date Enrolled	Registered By	WF Status	Registration Status	Action	Select
Phalange, Regina REGINA PHALANGE	Individual	*****7777	(402) 123-4567	Lincoln	9/18/2022 10:00 am	Jana Oye	BI-C	Registered	Reschedule Delete Set Details Add Case Note	



- Continue to add attendees to the list by repeating Steps 2-6 until all attendees are entered into RR list.

Change Status from Registered to Attended

- Change each participants drop-down menu from Registered to Attended which will result the automated activity codes



- Click Save at the bottom of the page

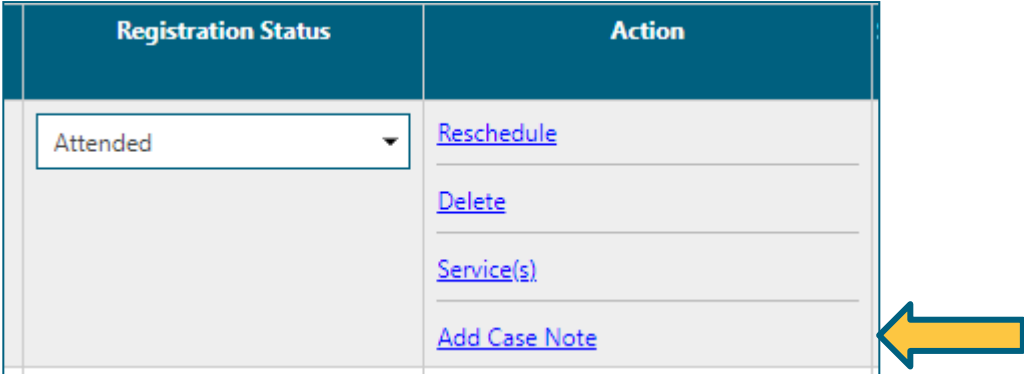
TROUBLESHOOTING

- RRS staff must change all Registered to Attended and click Save **before** Add Case Note or the system will change the already selected Attended back to Registered.
- There are times that an individual doesn't have a NEWorks account and visits the office later and in discussions with them you find that they have attended an RR

event. You can go back into the calendar and add this participant at a later date. Ensure you capture the case notes as well.

Add Case Note

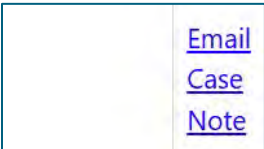
- 1. You can add one case note at a time but clicking Add Case Note



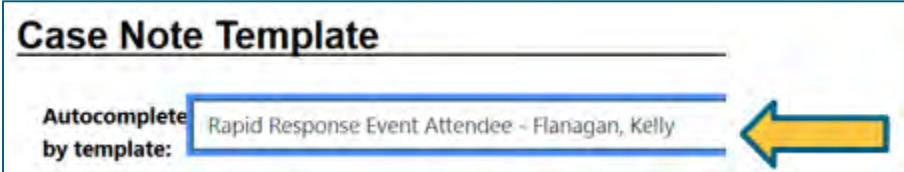
- 2. Or you can add case notes for all participants at one time. At the top of page Select All box



Scroll to the bottom of page and click CASE NOTE which will put the case note on all people



- 3. In the template, click the dropdown for Autofill by Template and select Flanagan, Kelly – Rapid Response Event Attendee. Template is as follows:



Subject: Rapid Response Event Attendee Description: Individuals attended Rapid Response event # on (date)

Participants attended the Rapid Response event either in person or virtually and were provided with the following information:

- The local career center location, phone number, business hours and direct local staff contact information provided.
- Reemployment services offered by local office to include NEworks website, LMI, assistance with job search, resumes, cover letters and interviewing techniques.
- Information about WIOA Title I (Dislocated Worker Program) to include on the job training, customized training, and registered apprenticeships.
- Information about Unemployment Insurance on how to file an unemployment claim.
- Information provided on retirement, health care coverage (Cobra and Marketplace), and making smart financial decisions.
- Trade information provided for those experiencing a job loss due to US foreign trade.
- Provided information on supportive services such as the local health department, mental and behavioral health services, housing/ utilities assistance, etc.

The following activity codes were added and resulted to the individuals NEworks account:

- 101: Orientation
 - 106: Provision of Supportive Service Availability
 - 107: Provision of Workforce and Labor Market Information
 - 110: Attended Rapid Response
4. Select the Contact Date as the date of the Rapid Response event
 5. Select the appropriate LWDB/Region,
 6. Select the appropriate Office Location
 7. Select Wagner Peyser as the Program

8. Subject will prefill with template name

Case Note Details

Please check to suppress this Case Note

*Contact Date: 09/14/2022

*LWDB/Region: Region 9

*Office Location: American Job Center-Lincoln

*Program: Title III - Wagner-Peyser (WP)

App ID: None Selected

Partner Program: None Selected

*Subject: Rapid Response Event Attendee

Contact Type: None Selected

9. Update body of case note to capture “Rapid Response # and date” to reflect the RR Event number given by NEworks Helpdesk and the date of the RR event.

***Case Note Description:**
Some HTML tags such as embedded videos are not allowed in this text box and will not be saved.

Individual attended Rapid Response event # on (date)

Participant attended the Rapid Response event either in person or virtually and were provided the following information:
-The local career center location, phone number, business hours and a direct local staff contact information provided.
-Reemployment services offered by local office to include NEworks website, LMI, assistance with job search, resumes, cover letters and interviewing techniques.

[Text Templates | Clear Text | Remove All Formatting]

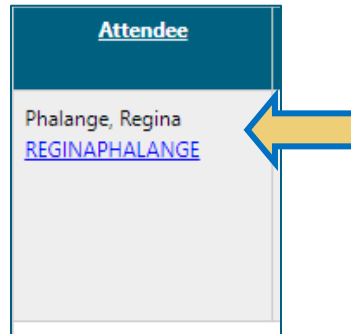
10. Click Save at bottom of page.



(4) Verify assigned activity codes and case notes

RRS staff will need to confirm that the proper case notes have been added to the participants record and the activity codes resulted properly in the RR Events Calendar with Successful Completion

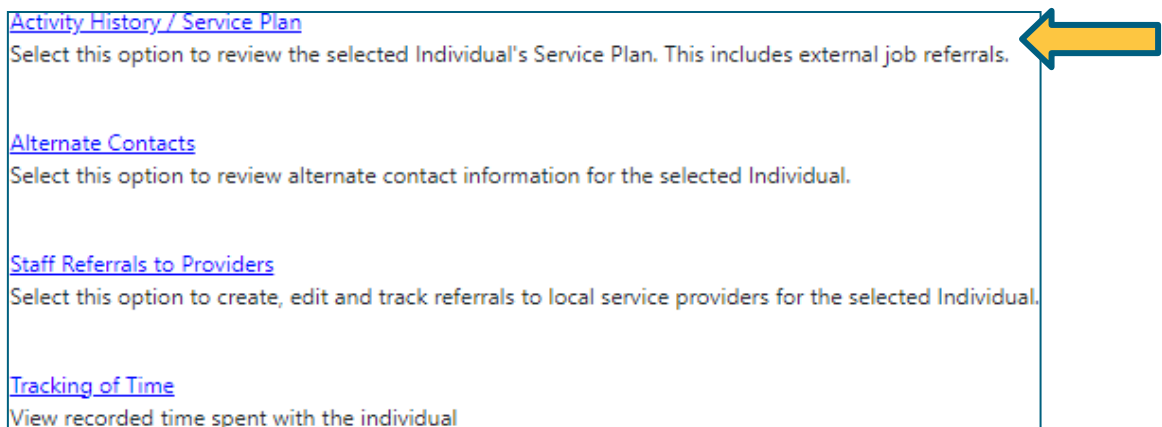
1. Click on the individuals name to the left of the screen to enter participants record



2. Click Case Notes to determine if correct case notes have been entered into system and Click Activities to determine if correct activities have been entered into system (101, 106, 107,110)



3. Click Activity History/Service Plan



4. Under Completion Code look for Successful Completion

PE	EE	Office	Activity	Program	Scheduled Date/Time	Actual End Date	Completion Code	Service Created By	Action
No	Yes	American Job Center-Lincoln	101 - Orientation	WP #991446 (Registration-Only)	9/14/2022 8:00 AM	09/14/2022	Successful Completion	1321056 - Dye, J	View Delete
No	Yes	American Job Center-Lincoln	107 - Provision Of Labor Market Research	WP #991446 (Registration-Only)	9/14/2022 8:00 AM	09/14/2022	Successful Completion	1321056 - Dye, J	View Delete

Return to Activities Folder



Completion Code
Successful Completion
Successful Completion



OR under Programs Open the Wagner Peyser tab

Case Management Profile

- [Case Summary](#)
- [Programs](#) ←
- [Plan](#)
- [Assessments](#)
- Report Profile**

Title III - Wagner-Peyser (WP)

[Create Title III - Wagner-Peyser \(WP\) Application](#)

WP #1180961 - Registration Only

+ ← LWDB:

Expand the Activities / Enrollments / Services Tab to see the list of activities that have been entered. A C in the Status Column indicates that the activity has been submitted successfully.

PE	EE	Status	Activity
○	○	C	110 - Attended Rapid Response Successful Completion ←
○	○	C	107 - Provision of Workforce and Labor Market Information Successful Completion ←
○	○	C	106 - Provision of Supportive Service Availability Successful Completion ←
✓	✓	C	101 - Orientation Successful Completion ←

← **Activities / Enrollments / Services**

Add Documents to Event Calendar in NEworks

RRS staff will add the below list of documents into the NEworks Event Calendar within five (5) working days of the RR event. In addition to saving this paperwork in NEworks, this paperwork will be saved in the employers folder in the Region folder in Layoff and Closures folder in the L drive. PDF Sam can be utilized to merge these documents into one PDF document.

Documents should include:

- Rapid Response Sign-In Sheet(s) (required)
- Details Page (required)
- Assistance Surveys (scanned all together) (required)
- Employee List (if provided)
- WARN Notice (if applicable)

1. Under Manage Schedules click Event Calendar on the left side panel

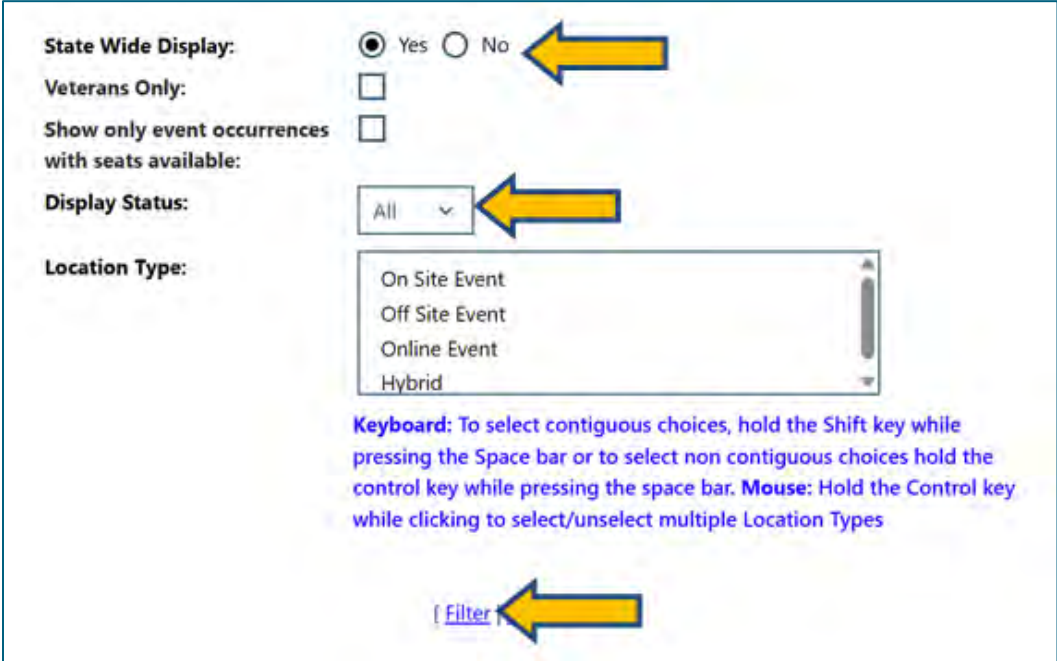


2. Search by Event ID (Event ID is the Events Calendar ID number not the RR event # from NEworks Helpdesk)

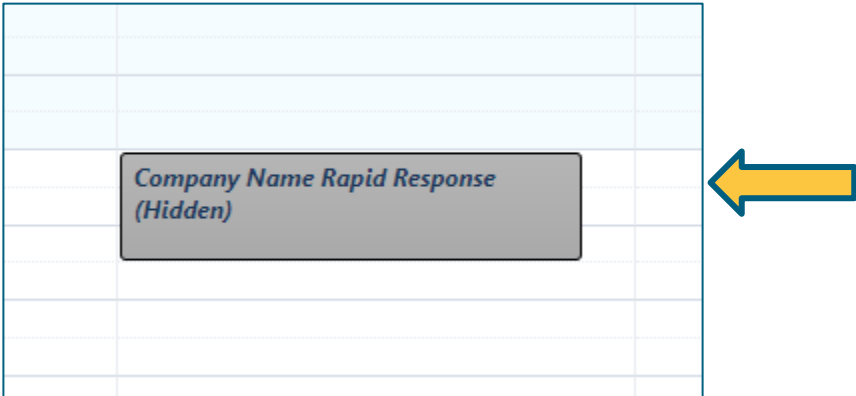
A screenshot of a 'Filter Criteria' form. The form contains several fields: 'Zip Code' (text input), 'Event Region' (dropdown menu with 'None Selected'), 'Event Office' (empty list box), 'Event Category' (dropdown menu with 'Workshop/Training', 'Job Fair', 'Meetings', and 'Rapid Response' selected), 'Event ID' (text input with a note '(Using Event ID will ignore all other selected criteria)'), 'State Wide Display' (radio buttons for 'Yes' and 'No', with 'No' selected), 'Veterans Only' (checkbox), and 'Display Status' (dropdown menu with 'All'). A yellow arrow points to the 'Event ID' field.

TROUBLESHOOTING

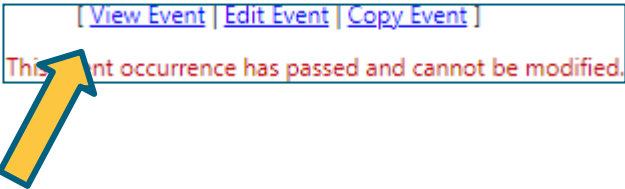
- If you are unable to find the event. Change Statewide Display to YES and Display Status to ALL and then press filter



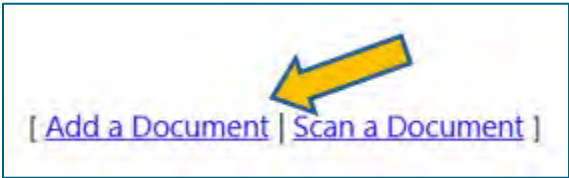
3. Click on the specific RR event you will add documents to in the Calendar below the Filter Criteria



4. Click View Event
5. in the Event Information towards the middle of the screen



6. Scroll to the bottom of the page and click the Add Document button to add a document



- 7. Document Association Title 3 Wagner – Peyser (WP)
- 8. Document Tags will be the name of the company, the Rapid Response #, and the date. Example Brandi Bridal RR #321 1/2/2020
- 9. User Accessible No
- 10. Date Received will be the date of the Rapid Response

Document Association

If you would like to categorize the associated document to a specific program

Program: ←

Document Information

Document Description: ←

* Document Tags: Do not enter Personal Identifiable Information (PII) into this field.
Keywords that will be indexed with this attachment.
 ←

User Accessible: Yes No ←

Date Received: ←
If left blank, today's date will be used.
(MM/DD/YYYY)

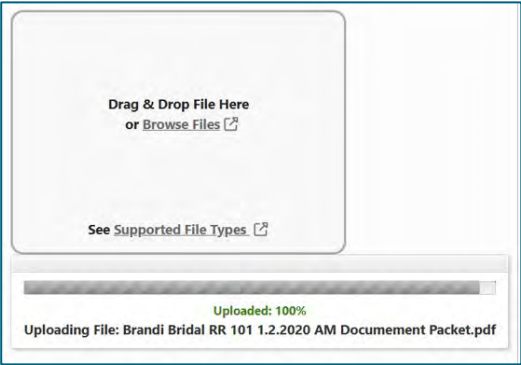
Document Expires:

Medical Document:

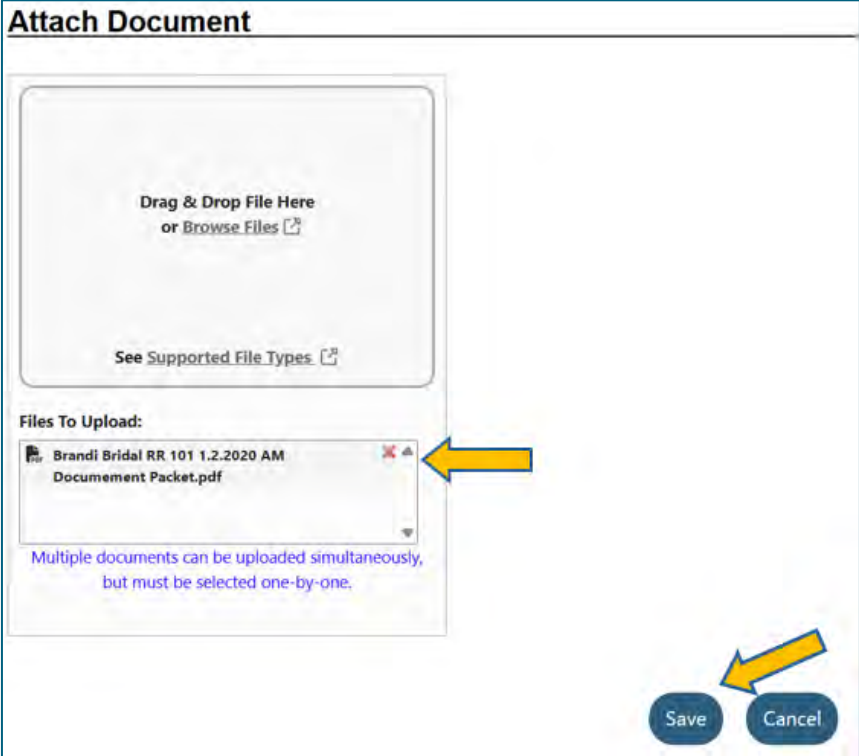
Sealed Document:

May contain Personally Identifiable Information (PII):

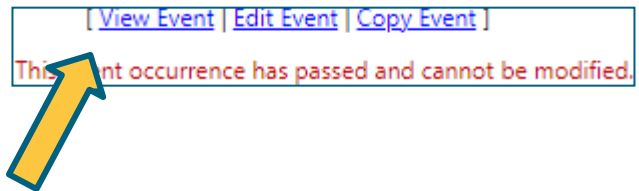
- 11. Scroll to bottom of page and add PDF version of document(s) you would like attached to this Rapid Response Event
 - a. Note: The system will only let you select one document at a time so once you have uploaded one document, place another PDF in box and it will add the next document. You can make one PDF with all the required paperwork through PDF Sam and save as the Company RR # and date Document Packet



- 12. PDF will show a status bar of being uploaded. Once the upload is completed the PDF will appear in a list of documents. If you need to remove the documents you can click the red X to remove
- 13. Click Save



- To ensure that the documents is uploaded in the event Click View Event in the Event Information towards the middle of the screen



- Scroll to the bottom of the page to Attachment(s) and you should see all documents that have been uploaded to the RR Event Calendar for this specific event.
- To view or download the documents, go to the Action section next to the document you wish to view or download and click View or Download



Notification to Program Manager and Local Area Staff

After completing the Rapid Response Event Calendar, adding attendees, and uploading documents, RRS staff will provide an update to the NDOL Rapid Response email ndol.rapidresponse@nebraska.gov and the applicable NDOL Regional Manager to provide the following information:

- company name
- RR Event #
- RR Event ID (Event Calendar ID) (see below process)
- date RR Event occurred
- number of attendees

If Rapid Response events are held in the Greater Lincoln or Greater Omaha Workforce Development Areas, RRS staff must also email the following:

- Greater Omaha WIOA Title I programs at allison.kroupa@nebraska.gov, copying dawn.coffey@hws-ne.org
- Greater Lincoln WIOA Title I programs at ajc@lincoln.ne.gov

The Statewide Program Coordinator or Lead BSR, as assigned, will update information in the Monthly Tracker.

Completing referral in NWorks

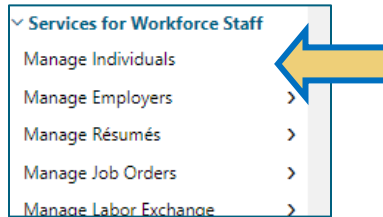
RRS staff will generate program referrals based upon expressed needs of affected workers from the Rapid Response Assistance Surveys following the Rapid Response Event. Referrals will be

completed through NEworks. RRS staff will refer individuals to the assigned local area staff and partners within five (5) working days of the RR event.

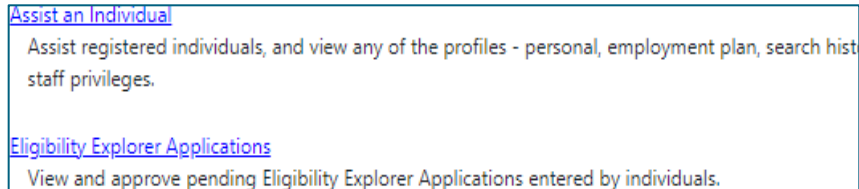
NOTE: For RR events with greater than twenty-five (25) referrals, RRS staff will complete referrals to assigned local area staff within ten (10) working days.

RRS staff will make program referrals as followed:

1. Under Services for Workforce Staff, select Manage individuals



2. Click Assist an Individual on the right column



3. Search by State ID, Last 4 of SSN, First and/or Last Name or any other criteria and scroll down

4. Click Search

General Criteria

All
 Claimants Only
 Non-Claimants Only

Individual Username (Login Name): Exact match Begins with

Individual Username:
(Comma delimited list. Limit your entry to 200 characters)

Individual User ID: Starts with these #'s Matches exactly

Individual User ID:
(Comma delimited list. Limit your entry to 200 characters)

State ID Number: ←

State ID Number:
(Comma delimited list. Limit your entry to 200 characters)

First Name: Exact match Begins with ←

Last Name: Exact match Begins with ←

SSN (last 4 digits): ←

SSN (full number): Example: 999999999

5. Under Action section, click Activities Tab

Action

[Summary Tab](#)
[Case Notes Tab](#)
[Activities Tab](#) ←
[Programs Tab](#)
[Unemployment Tab](#)

6. Click Staff Referrals to Providers

[Activity History / Service Plan](#)
Select this option to review the selected Individual's Service Plan. This includes external job referrals.

[Alternate Contacts](#)
Select this option to review alternate contact information for the selected Individual.

[Staff Referrals to Providers](#) ←
Select this option to create, edit and track referrals to local service providers for the selected Individual.

[Tracking of Time](#)
View recorded time spent with the individual

7. Click Add Referral

Display only Referrals with a status of

No Results

Add Referral ←

[[Manage Types](#) | [Manage Results](#)]

Return to Activities Folder

8. Select from the dropdown the appropriate LWDB/Region, Office Location of Referral, and Program Making the Referral and add Date

General Information

User ID:	1321088
Referral Staff User:	Dye, Jana (JANADYE)
* LWDB/Region:	<input type="text" value="09 - Region 9"/>
* Date of Referral:	<input type="text" value="09/16/2022"/> Today
* Program Making Referral:	<input type="text"/>

[Edit Individual Profile](#)

First Name:	Regina
Middle Initial:	
Last Name: (including suffix e.g. Jr, Sr, PhD, etc.)	Phalange
Address 1:	123 Ave.
Address 2:	
City:	Lincoln
State:	NE
Zip: (99999-9999)	68508
Phone Number:	(402) 123 - 4567
Alternate Phone Number:	
Special Program:	<input type="text" value="None Selected"/>

- 9. Check all programs that apply for Referral Type
 - a. RRS staff should be reviewing the Rapid Response Assistance Survey while making each referral to the appropriate programs
 - b. A separate referral needs to be completed for each different referral provider
- 10. Reason for Referral type “Rapid Response Event #” with the specific RR event # from NEworks Help Desk
- 11. Additional Information Regarding Referral can be same as Reason for Referral “Rapid Response Event #” with the specific RR event # from NEworks Help Desk

Type of Referral

* Referral Type: [Check all that apply](#)

- *WIOA Services
- *TAA Services
- *Vocational Rehabilitation Services
- *Support Services
- *DVOP Specialist Services
- Other

* Reason for Referral: Rapid Response Event #157

* Additional Information Regarding Referral: Rapid Response Event #157

- 12. Referral To: click Search for Provider (Opens in a new window)
- 13. Type name or part of the name in Provider Search
- 14. Click Submit

Provider Search

Please enter at least 3 characters to search for a Provider.

* Provider Search:

* Search Type: Begin With Contains

15. Options should then populate in the Providers List and click on the provider you want to send the referral to
 - a. If you do not see the providers name that you are searching for, click Search Again and try different names or parts of the name

Providers List		
Please click on the Provider you wish to select.		
Provider ID	Provider Name	Region
2637	National Able Network	

16. After selecting the provider, the Provider Name: will populate.

17. Location click the dropdown and select the desired location

- a. This will prefill provider information
- b. Contact may have more than one option and can be clicked to see if another person is the appropriate contact person

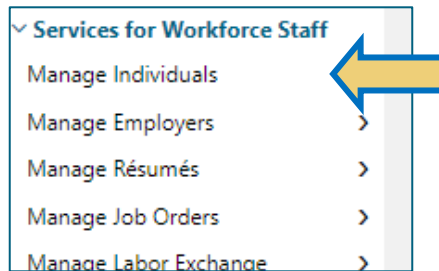
Provider Information	
Referral To:	Search for Provider (Opens in a new window)
* Provider Name:	<input type="text" value="National Able Network"/>
Location:	<input type="text" value="National Able Network"/>
* Address 1:	<input type="text" value="5752 Ames Ave."/>
Address 2:	<input type="text"/>
* City:	<input type="text" value="Omaha"/>
* State:	<input type="text" value="Nebraska"/>
* Zip: (99999-9999)	<input type="text" value="68110"/>
Contact:	<input type="text" value="Alejandra Sinecio"/>
* Contact Person:	<input type="text" value="Alejandra Sinecio"/>
* Contact Phone:	<input type="text" value="402"/> - <input type="text" value="934"/> - <input type="text" value="2231"/> Ext. <input type="text"/>
Contact Email:	<input type="text" value="asinecio@nationalable.org"/>
Contract:	<input type="text" value="None Selected"/>
Program/Service:	<input type="text" value="None Selected"/>

18. Verifying the specific person/provider is accurate to who referral should go to.
 - a. If the prefilled options are not accurate, then RRS staff should delete the prefilled information and enter correct information
 - b. It is the local area staff and program partners responsibility to have up to date contact information in NEworks for referrals
19. Click Save and the referral is complete and has been sent to the selected provider
20. Repeat this process for any additional referrals

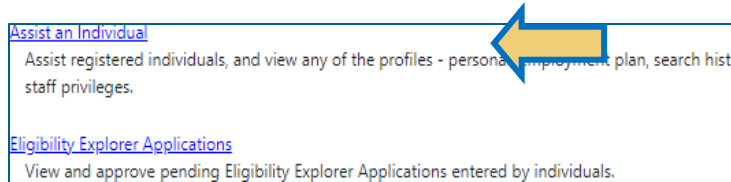
Case Note Referrals

After a referral has been made by RRS staff, a case note should be entered in NEworks.

1. Under Services for Workforce Staff, select Manage individuals



2. Click Assist an Individual on the right column



3. Search by State ID, Last 4 of SSN, First and/or Last Name or any other criteria and scroll down

4. Click Search

General Criteria

All
 Claimants Only
 Non-Claimants Only

Individual Username (Login Name): Exact match Begins with

Individual Username:
(Comma delimited list. Limit your entry to 200 characters)

Individual User ID: Starts with these #'s Matches exactly

Individual User ID:
(Comma delimited list. Limit your entry to 200 characters)

State ID Number: ←

State ID Number:
(Comma delimited list. Limit your entry to 200 characters)

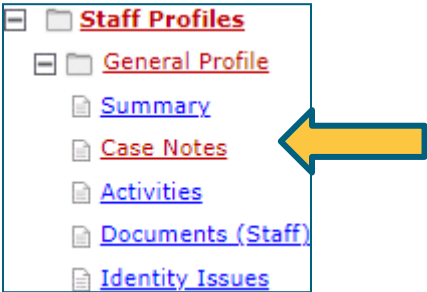
First Name: Exact match Begins with ←

Last Name: Exact match Begins with ←

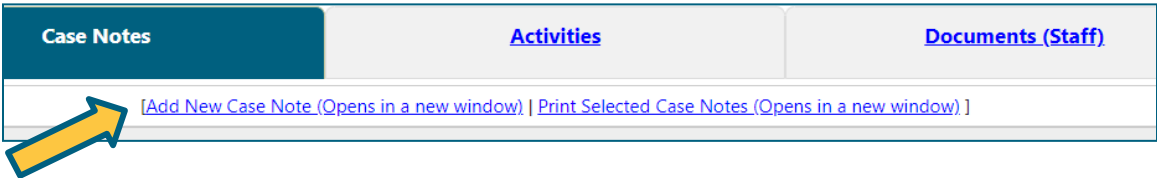
SSN (last 4 digits): ←

SSN (full number): Example: 999999999

5. Under Staff Profile and General Profile click Case Notes



6. Click Add New Case Note (Opens in a new window)



- 7. In the Case Note Template dropdown, select from
 - a. Rapid Response – WIOA/Supportive Service Referral
 - b. Rapid Response – JVSG/DVOP Referral
 - c. Rapid Response – Vocational Rehabilitation Referral
 - d. Rapid Response – TAA Services Referral

Case Note Template

Autofill by Template: Dye, Jana - Rapid Response - WIOA/Supportive Service Referral ▼



- 8. Enter Contact Date
- 9. Select from the dropdown list, the appropriate LWDB/Region and Office Location
- 10. Select from the dropdown list, the appropriate Program
- 11. Subject will prefill with case note template subject

Case Note Details

Please check to suppress this Case Note

* Contact Date: 09/18/2022 [Today](#)

* LWDB/Region: Region 9 ▼

* Office Location: American Job Center-Lincoln ▼

* Program: Title III - Wagner-Peyser (WP) ▼

App ID: None Selected ▼

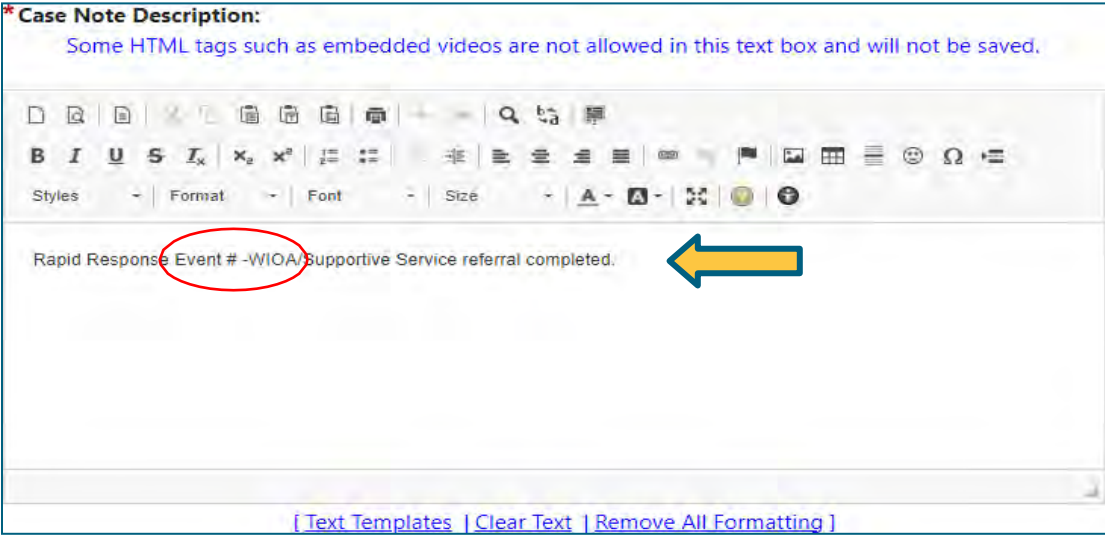
Partner Program: None Selected ▼

* Subject: Rapid Response - WIOA/Supportive Service Referral

Contact Type: None Selected ▼



- 12. Case Note Description is prefilled, however the RR event number from NEworks Help Desk will need entered into the case note template.

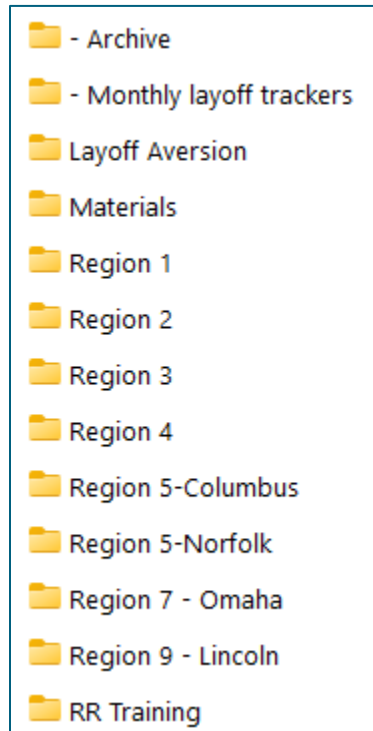


- 13. Click Save
- 14. Repeat as needed for other referrals

V. RRS staff resources

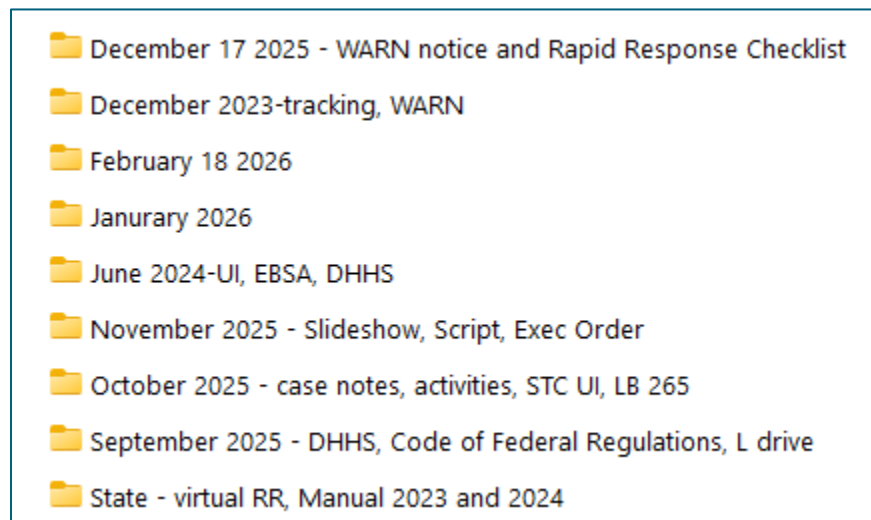
(a) Documents

The image below is an illustration of all folders stored in a secured location for Rapid Response Materials <L:\Employment and Training\Employment & Training All\Layoffs and Closures>



1. Archive – Contains all information that is outdated or no longer utilized by Rapid Response For reference purposes only.
2. Monthly layoff trackers – Contains all information about the layoffs in the state. RRS staff are responsible for adding information to this document. This information will be used for all federal reports and for press inquiries. Monthly layoff trackers are a living document and changes must be made to reflect additional contacts with employers. Monthly trackers are organized by region (tabs) and information collected will be the company name, date NDOL was notified of layoff, date of layoff, number of affected employees, city and location of business, WARN notice filed, RR formal event held, industry type, and notes that will include contact by NDOL staff and any other pertinent information to help business or employees.
3. Layoff aversion – Contains information concerning partners in conducting Rapid Response and materials to address Layoff Aversion activities in the state.
 - a. Business – brochures, materials, and business help
 - b. Department of Economic Development – training, map, and materials
 - c. Health and Human Services – training, maps, materials, and brochures

- d. UI
 - e. USDOL-EBSA
 - f. WARN
4. Materials – Contains all the information needed to execute the RR program
- a. Script – English and Spanish script for the RR slide deck
 - b. Statewide RR Slide Deck – presentation for state in English and Spanish
 - c. RR Assistance Survey – survey to be distributed during a RR event
 - d. RR Manual – manual to complete the RR required state activities
 - e. RR Checklist – checklist for step-by-step instructions for RR process that will be followed by RRS staff to complete all RR activities
 - f. RR Sign In – sheets to keep track of attendance at a RR even
 - g. RR QR code – code to link to electronic materials for RR
 - h. Staff List – list of emails and contact information for RR personnel
 - i. Materials – required distributable materials for RR events (available in English and Spanish)
 - i. Contact sheet for each area
 - ii. Handbook for UI
 - iii. RR Assistance Survey – survey to be distributed during a RR event
 - iv. LMI
 - v. Retirement and health care coverage
5. Region 1 – Contains paperwork for region 1
6. Region 2 – Contains paperwork for region 2
7. Region 3 – Contains paperwork for region 3
8. Region 4 – Contains paperwork for region 4
9. Region 5 – Contains paperwork for region 5
10. Region 7 – Contains paperwork for region 7
11. Region 9 – Contains paperwork for region 9
12. RR Training – Contains trainings and technical assistance for RRS staff



(b) Email and phone conversation templates for outreach

Example email 1: Impacted worker outreach

Hello,

I am with Nebraska Department of Labor. I heard that your company may be facing layoffs and am sorry to hear that. I am writing to offer resources and services to you and other workers you may know who are looking for information on what Nebraska's workforce development system has to offer to help you with unemployment and reemployment services.

There are multiple resources and services available at no cost to you. Our staff quickly connects workers with information on unemployment and reemployment services, including Unemployment Insurance benefits; career services, including resume and interview preparation; and education and training services.

The Nebraska Department of Labor is hosting a Rapid Response Event, which was requested by your employer, at **<location of the event>** on **<date>** starting at **<time >**.

If you are unable to attend, please let me know. I can send you digital copies of unemployment and reemployment information. However, I strongly recommend you attend the event.

Information on Unemployment Insurance benefits is available in the handbook for unemployed workers, which is accessible at <https://dol.nebraska.gov/UIBenefits>. If you decide to file for Unemployment Insurance benefits, you will first need to register on NEworks at <https://neworks.nebraska.gov/vosnet/Default.aspx>. This video explains how to register: <https://www.youtube.com/watch?v=tWzNeXGI8uY>.

Information about reemployment services available through the Nebraska Department of Labor is accessible at <https://dol.nebraska.gov/ReemploymentServices>.

Thank you,

<your signature block>

Example email 2: Impacted employer outreach – RR event

Hello,

Weve received word that you may have laid off some of your workers. I am reaching out to offer services and resources to those workers to help them with reemployment services, increase their chances of quick reemployment, and shorten their unemployment period.

The Nebraska Department of Labor Rapid Response System provides early intervention services at no cost to you, services that are tailored to assist your workers return to the workforce quickly, *which may benefit your company by helping to keep your unemployment insurance costs down as workers are reemployed more quickly*. We can offer multiple options, again at no cost to you.

We are here to support you and your impacted workers and would like to hold a "Rapid Response" event on your behalf, for your affected workers. During the event, Nebraska's

workforce development partners provide information on unemployment and reemployment services, including Unemployment Insurance benefits; career services, including resume assistance; interview preparation; education and training services; health insurance options; and more. The best option for the event would be to provide it in-person, but we can also conduct the event virtually. That said, the in-person option is best for the workers, because hearing from and meeting with workforce development partner in person helps alleviate concerns and uncertainties through face-to-face communication; plus, we will be able to better personalize information specific to your company and workers.

Please let me know if you are interested in having the Rapid Response event held for your workers. Alternatively, we could drop off informational packets at your location or send digital copies to the impacted workers by email.

To support outreach to your impacted workers, I would appreciate it if you would provide us with a list names and contact information for the workers. Having that list would help us identify resources and services that may benefit each worker.

Please contact me by phone or email.

Thank you,

<your signature block>

[Example email 3: WARN employer outreach – RR Event](#)

Hello,

The Nebraska Department of Labor received the WARN issued for your company. I understand how difficult this must be for all of you, including the affected workers. For that reason, I am reaching out to offer resources and services your workers affected by their employment loss, to help them with reemployment services, increase their chances of quick reemployment, and shorten their unemployment period.

The Nebraska Department of Labor Rapid Response System provides early intervention services at no cost to you, services that are tailored to assist your affected workers return to the workforce quickly, *which may benefit your company by helping to keep your unemployment insurance costs down as workers are reemployed more quickly*. We can offer multiple options, again at no cost to you.

We are here to support you and your affected workers and would like to hold a “Rapid Response” event on your behalf, for your affected workers. During the event, Nebraska’s workforce development partners provide information on unemployment and reemployment services, including Unemployment Insurance benefits; career services, including resume assistance; interview preparation; education and training services; health insurance options; and more. The best option for the event would be to provide it in-person, but we can also conduct the event virtually. That said, the in-person option is best for the workers, because hearing from and meeting with workforce development partner in person helps alleviate concerns and uncertainties through face-to-face communication; plus, we will be able to better personalize information specific to your company and workers.

Please let me know if you are interested in having the Rapid Response event held for your workers. Alternatively, we could drop off informational packets at your location or send digital copies to the impacted workers by email.

To support outreach to your affected workers, I would appreciate it if you would provide us with a list names and contact information for the workers. Having that list would help us identify resources and services that may benefit each worker.

Please contact me by phone or email.

Thank you,

<your signature block>

Example phone conversation 1: Impacted employer outreach – RR Event

- Introduce yourself: Name, title, with the Nebraska Department of Labor
- Explain how you heard about closing/layoff: WARN, news media, UI claimant, etc.
- “I understand how difficult this must be for you and your workers.”
- “I am reaching out to tell you about free Rapid Response services and resources offered by the Nebraska Department of Labor.”
- Rapid Response provides early intervention services tailored to assist workers transition back into the workforce.
 - Helping them find resources and jobs; and
 - Lessening your UI claims
- During a Rapid Response event for your workers, the Nebraska Department of Labor and other workforce system partners would provide information on reemployment services like career services; resume assistance; interview preparation; education and training services; health insurance options; and more.
- Rapid Response events are usually held in person because hearing from and meeting with workforce system partners in person helps alleviate concerns and uncertainties.
- I’d be glad to drop off some materials if you’re interested in learning more.
- You can contact me by phone or email (provide both).
- Thank you...