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(SN 24)

WIOA Bulletin NO. 24-18

DATE: August 10, 2018

TO: WIOA Partners

SUBJECT: Rapid Response Activity Policies and Procedures for Oahu and Hawaii County Workforce Development Boards (WDB) and Oahu and Hawaii County American Job Center Hawaii (AJCH)

PURPOSE

The purpose of this bulletin is to provide policies and procedures for Rapid Response activities on Oahu and Hawaii County after the State of Hawaii Department of Labor and Industrial Relations (DLIR) receives a Worker Adjustment and Retraining Notification (WARN). This guidance identifies responsibilities for responding to a WARN, key principles of Rapid Response, and preparing for Rapid Response sessions.

BACKGROUND

The purpose of Rapid Response is to promote economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, or responding to layoffs and dislocations, and preventing or minimizing their impacts on workers, businesses, and communities. Rapid Response activity is defined by Workforce Innovation and Opportunity Act (WIOA) §3(51) and authorized by WIOA §134(a)(2)(A). Rapid Response Regulations are found in 20 CFR §682.300.

Rapid Response encompasses strategies and activities to respond as quickly as possible following an announcement of a permanent closure, mass layoff, reduction-in-force, or natural or other disaster which results in mass job loss. Through Rapid Response, the state, or designated entity, delivers services to enable dislocated workers to transition to new employment as quickly as possible.

POLICY

Effective immediately, instructions in Attachment 1, *Rapid Response Activity Policies and Procedures for Local Workforce Development Boards (WDB) and American Job Center Hawaii (AJCH)* are to be implemented by the Oahu and Hawaii County Workforce Development Boards (WDB) and Oahu and Hawaii County American Job Center Hawaii (AJCH) to enroll individuals in accordance with guidance provided in TEGL 16-16, WIOA §134(a)(2)(A), and 20 CFR §682.300.

PROCEDURES

Hawaii Revised Statutes (HRS) §394B-9 requires establishments (industrial, commercial, or other business entities) with 50 or more employees in the preceding 12-month period to provide at least 60 days advance notice of a divestiture, partial closing, closing, or relocation to each affected employee and to the director of the DLIR.

After receiving the official hard copy WARN from the affected business or the DLIR director's office, the Workforce Development Council (WDC) Statewide Rapid Response Coordinator (Coordinator) will initiate contact with the impacted business within 24 hours. If services are requested, the Coordinator will send the human resources contact an AJCH Rapid Response Survey Form for dislocated workers to complete. The Rapid Response planning team will use the information provided in those surveys to plan a session that meets the dislocated workers' needs.

After confirming the details of the WARN and determining if the business wants Rapid Response Services, the Coordinator will email the date and time-stamped WARN to the Executive Director of the respective local WDB, or to a person designated by the local WDB, and designated staff of the American Job Center Hawaii (AJCH) with a summary of the initial contact. That summary may include preferred Rapid Response session dates and suggested partners for Rapid Response sessions. Upon receipt of the WARN and the Coordinator's summary, the AJCH Rapid Response Team will begin planning the session.

Prior to setting the Rapid Response session date, the Planning Team shall coordinate the session date with the local Unemployment Insurance Division. Additionally, Rapid Response sessions shall be scheduled at a time and place that is convenient for the business and its dislocated employees.

INQUIRIES

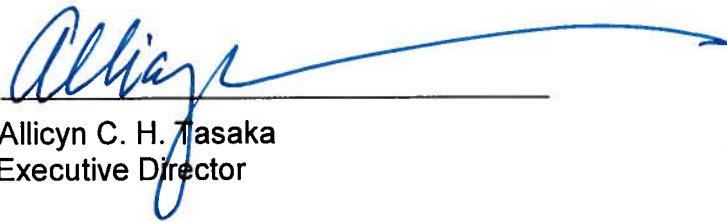
Inquiries regarding this Bulletin may be directed to Kayla Rosenfeld at (808) 586-9283.

ATTACHMENTS

- Attachment 1: Rapid Response Policy and Procedure for Local Workforce Development Boards and American Job Center Hawaii
- Attachment 2: American Job Center Hawaii Rapid Response Survey Form
- Attachment 3: Flyer - Rapid Response Services for Employers
- Attachment 4: Flyer – Rapid Response Services for Workers

REFERENCES

- WIOA §3(51) Definitions, Rapid Response Activity
- WIOA §134(a)(2)(A), Required Statewide Employment and Training Activities
- Rapid Response, 20 CFR §682.300, 20 CFR §682.310, 20 CFR §678.435
- HRS §394B, Dislocated Workers
- TEGL 16-16 Training and Employment Guidance Letter One-Stop Operating Guidance for The Workforce Innovation and Opportunity Act
- WIOA Fact Sheet, Rapid Response
<https://ion.workforcegps.org/resources/2018/04/13/18/47/Rapid-Response-Fact-Sheet>
- WIOA Desk Reference, Dislocated Worker
<https://ion.workforcegps.org/resources/2018/06/05/16/28/WIOA-Desk-Reference-Dislocated-Worker-Programs>



Allicyn C. H. Tasaka
Executive Director

C: ASO WIOA Units

ATTACHMENT 1

Rapid Response Policy and Procedures for Oahu and Hawaii County Workforce Development Boards (WDB) and Oahu and Hawaii County American Job Center Hawaii (AJCH)

The purpose of Rapid Response is to promote economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, and responding to layoffs and dislocations, and preventing or minimizing their impacts on workers, businesses, and communities.

Rapid Response encompasses strategies and activities to respond as quickly as possible following an announcement of a permanent closure, mass layoff, reduction -in-force, or natural or other disaster which results in mass job loss. Through Rapid Response sessions, services are delivered to enable dislocated workers to transition to new employment as quickly as possible.

It is recommended that Hawaii's Rapid Response teams adopt and implement the 10 key principles of a quality Rapid Response program. In order of priority, they are:

1. **Timeliness:** The Sooner the Better; and Before is Best;
2. **Layoff Aversion:** Preventing or Minimizing the Duration of Unemployment;
3. **Partnerships:** Develop Relationships Necessary to Deliver Solutions;
4. **Leverage Resources:** Know Where the Money is and How to Put it to Effective Use;
5. **Convenience:** When You're Needed, You're There...Wherever, Whenever, and Whatever!
6. **Seamless Service Delivery:** Deliver Solutions – Show Customer Results, Not Processes;
7. **Consistent and Accurate Information:** Know Your Stuff and How to Explain it to Your Customers;
8. **Customer Choice:** Meet Customer Needs – Provide What They Want, Not What's Available Now;
9. **Measures of Success:** Measurable Goals Enhance Continuous Improvement and Outreach Effectiveness; and
10. **Active Promotion:** Tell Your Story and Share Your Successes!

Initial Contact

After receiving the official hard copy WARN, the Statewide Rapid Response Coordinator (Coordinator) will make initial contact with the employer to confirm the WARN details and to determine their interest in Rapid Response services. If the employer requests Rapid

Response assistance, the Coordinator will email or hand-deliver the two-page ACJH Dislocated Worker Survey, which provides a profile of the dislocated workforce (*Attachment 2*). Businesses/employees are requested to return the complete surveys within two weeks. Completed surveys help the AJCH staff create appropriate and effective rapid response sessions for dislocated workers in diverse industries. Upon request, the Coordinator will help the AJCH contact service providers for participation in Rapid Response briefings. Time permitting, the Coordinator will attend Rapid Response sessions.

In the event a business declines Rapid Response services, but agrees to provide its workforce information, the WDC Coordinator or the AJCHs staff shall distribute informational flyers for Businesses and Employers (*Attachment 3*) and Workers (*Attachment 4*), which explain relevant AJCH programs and services.

Session Planning

Following the Coordinator's initial contact with employers, and the AJCH's receipt of completed Dislocated Worker Surveys, the Rapid Response Team shall schedule an information session(s) at a location convenient to the dislocated workers. If a business has multiple facilities, the AJCH may schedule a maximum of three (3) rapid response sessions for dislocated workers. Session also may be held at the AJCH.

Rapid Response services include employment and training activities, HireNet registration, layoff aversion strategies, and emergency assistance. With the goal of providing as much information as possible for dislocated workers, in addition to mandatory partners, the AJCH may invite representatives of other programs, including Apprenticeships, Financial Counseling, Family Counseling, Med-QUEST, and SNAP/TANF programs to provide additional dislocated worker support.

Prior to convening any Rapid Response session, the AJCH staff will confirm with the WDC Coordinator that mandatory AJCH partners, including Unemployment Insurance and Wagner-Peyser, are scheduled to be on site to answer questions, or to make presentations.

To effectively provide Rapid Response services, the Oahu AJCH Rapid Response Team will

- update its PowerPoint Presentation to replace the WDD version that is currently given at Rapid Response briefings; and
- deploy four (4) laptop computers and a wi-fi hotspot at briefing locations for immediate registration of clients to HireNet, and/or to search for job and career advancement opportunities.

Current Rapid Response activities and strategic planning focus on informational and direct re-employment services for workers, including but not limited to:

- information and support for filing unemployment insurance claims;
- information about the Trade Adjustment Assistance (TAA) program and support for filing petitions for TAA certification;
- information on the impacts of layoff on health coverage or other benefits;

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities.

TTY/TTD Dial 711 then ask for (808) 586-8866

- information on and referral to career services;
- reemployment-focused workshops and services; and
- training.

To address the needs of businesses in transition, services provided across the business lifecycle (expansion and contraction), include:

- Comprehensive business engagement and layoff aversion strategies and activities designed to prevent or minimize the duration of unemployment;
- Convening, brokering, and facilitating the connections, networks and partners to ensure the ability to provide assistance to dislocated workers and their families such as home heating assistance, legal aid, and financial advice; and
- Strategic planning, data gathering, and analysis designed to anticipate, prepare for, and manage economic change.

To evaluate and monitor the impact of the Rapid Response briefing on attendees, the Oahu and Hawaii County AJCH Team will collect names and contact information (signup sheet) and follow up with everyone, regardless of whether individuals decline or accept AJC services.

Dislocated Worker Survey

To help us respond to your employment needs, and to help us plan and design your service package, please complete this short survey.

Former Company Name: _____

1) Job title: _____ Pay rate: _____ (circle one) hr/mo/yr

Briefly describe duties: _____

2) Are you seeking similar types of work? YES _____ NO _____

If no, what other types of work interest you? _____

3) Are you interested in Resume writing and/or Job Search workshops? YES _____ NO _____

4) Are you interested in job training? YES _____ NO _____

List types of work that interest you: _____

5) Are you currently attending school or job training? YES _____ NO _____

Type of training: _____

Name of school/ training institution: _____

Rate the importance of the following statements on a scale from 1 through 5.

1-----2-----3-----4-----5
 Most Important Least Important

- a. Find a job as soon as possible _____
- b. Attend workshops on how to use computer for job search _____
- c. Attend workshops on where to look for jobs _____
- d. Attend workshops on job interview preparation _____
- e. Attend short-term job training to improve or learn new skills _____
- f. Get training for a new occupation _____
- g. Go to school to improve my English or to get a GED/ high school diploma _____
- h. Learn more about Unemployment Insurance benefits _____

- i. Get information about financial assistance, foods stamp, child care _____
- j. Get information about health insurance health care assistance _____
- k. Get information about budgeting, financial management, avoiding bankruptcy and/or foreclosure, credit counseling _____
- l. Get assistance using computers for job searches _____
- m. Get help in personal/ stress management _____
- n. Get family counseling/ adjustment assistance _____
- o. Get information about veterans' benefits _____

Are you a veteran? YES _____ NO _____

If Yes, do you have a service-connected disability? YES _____ NO _____

6) List other concerns: _____

Please return the completed survey to your Human Resources Department

*** If you would like a personal meeting with one of our staff to discuss your employment situation, please provide the below information so that we may contact you:

Your Name: _____

Provide at least two (2) of the following:

Home Phone: _____ Cell Phone: _____

Email address: _____

Mailing Address: _____



State of Hawaii
Workforce Development Council
Building a Strong Workforce to Meet Business Needs

Rapid Response Services for Businesses & Employers

Worker Adjustment and Retraining Notification (WARN) Under Hawaii law (HRS §394B-9), covered establishments (industrial, commercial, or other business entities) with 50 or more employees in the preceding 12-month period must provide at least 60 days advance notice of a divestiture, partial closing, closing, or relocation to each affected employee and to the director of the Hawaii Department of Labor and Industrial Relations (DLIR).

For businesses that submit a WARN to the DLIR, statewide Rapid Response services are available for FREE to help prevent layoffs whenever possible, to limit the impact of change, and to help transition the business to its next operational phase, as quickly as possible.

Rapid Response services also are available FREE to smaller businesses that need workforce development assistance to grow their capacity, or to transition to the next business phase.

The Workforce Development Council (WDC) is attached to the DLIR and partners with federal, state and county agencies. WDC staff and partners strive to train and build a skilled workforce that meets the needs of Hawaii employers.

Rapid Response teams mobilize to support business challenges by providing employers and job seekers FREE information and services, including information on:

- [Local labor market trends](#)
- [Unemployment insurance](#);
- [Education and training opportunities](#);
- [Health benefits and pensions](#);
- Access to HireNet, an internet-based jobs board; and
- Referral to education, training, and supportive services.

The WDC believes that when government and employers work together, the State promotes economic growth and business expansion.

Services for Businesses & Employers

Employers and businesses may visit their local American Job Center to receive FREE services. Current services include:

- Reemployment assistance to help employers who are experiencing worker reductions.
- National, state, and local area labor market information to help plan for business expansion, relocation, or future hiring and training needs.
- Focused recruitment campaigns for new business ventures or facilities needing a large number of specialized workers.
- Facilities and scheduling services to screen and interview applicants.
- Résumé searches to match employers' job openings.
- Facilitation of Employer Advisory Councils in local communities.
- Assistance with job fairs and newsletters.

Visit your American Job Center

**Make your Job and Career
Search a Success!**



Locations

Oahu - Dillingham Plaza
1505 Dillingham Blvd, Suite 110
Honolulu, HI 96817
(808) 768-5700

<http://www.honolulu.gov/dcs/workforce.html>

Kauai – Lihue Civic Center
4444 Rice Street, Suite 302
Lihue, HI 96766
(808) 274-3056

www.workwisekauai.com

Hawaii Island – Kilauea Plaza
427 Kilauea Avenue, Suite B-10
Hilo, HI 96720

www.hirenethawaii.com

Email: aichuser@hawaiicounty.gov

Maui – Economic Development Complex
2064 Wells Street
Wailuku, HI 96793
(808) 984-2091

www.hirenethawaii.com



American Job Center Services

The most important WDC partners are the [American Job Center Hawaii](#) (AJC). Located statewide, their purpose is to provide a variety of FREE services and to match employer job openings with qualified job seekers. Customers may access services through self-service or with the assistance of staff.

Also called one-stop centers, AJCs are open to business operators who wish to access online and in-person workforce development services.

The AJC staff also assist with individualized needs, including special services for [veterans](#) and [adults with disabilities](#).

The AJCs are located in Honolulu, Lihue, Hilo and Kahului. Facility resources include FREE use of computers, telephones, and fax machines for job searches; financial planning and stress management workshops; financial support for training; income support if jobs were lost due to foreign trade. Be sure to ask if your business qualifies for any of the federally-funded programs offered at the AJC.

HireNet

The AJCs use HireNet, an internet-based job board to 1) match qualified job seekers with employers' job openings, and 2) provide employers effective self-service labor exchange information. HireNet

- is accessible 24 hours a day, 7 days a week, anywhere there is an internet connection (<https://www.hirenethawaii.com>)
- is a FREE service for job seekers and employers!
- offers quick access to job listings
- serves the job-seeking needs of Hawaii's diverse and mobile work force.



State of Hawaii
Workforce Development Council
Building a Strong Workforce to Meet Business Needs

Attachment 4

Rapid Response Services for Workers

Worker Adjustment and Retraining Notification (WARN) Under Hawaii law (HRS §394B-9), covered establishments (industrial, commercial, or other business entities) with 50 or more employees in the preceding 12-month period must provide at least 60 days advance notice of a divestiture, partial closing, closing, or relocation to each affected employee and to the director of the Hawaii Department of Labor and Industrial Relations (DLIR).

For employees affected by a business decision to downsize, layoff or relocate, statewide Rapid Response services are designed to prevent layoffs whenever possible, to limit the impact of change on workers, and to help workers transition to their next employment opportunity, as quickly as possible.

Services for Job Seekers

Individuals seeking employment assistance may visit their local American Job Center (AJC) to access services. They include:

- Career counseling and job search assistance;
- Resume preparation and interviewing skills workshops;
- Individualized case management services and identifying pathways to career;
- Job search workshops that teach skills needed to find and keep a job;
- Assistance with accessing HireNet, a FREE internet-based jobs board;
- Referral to education, training, and supportive services;
- Occupational Skills - Workers willing to train for a new occupation may be able to receive free tuition and books for short-term skills training;
- Basic Education - Workers can improve their basic English and math skills or receive a high school General Educational Development (GED) diploma; and
- On-The-Job Training - Workers who want a career change can receive subsidized on-the-job training where an employer can be reimbursed for extraordinary training costs.

The Workforce Development Council (WDC) partners with federal, state and county agencies to train and build a skilled workforce that meets the needs of Hawaii employers, and job seekers.

Rapid Response teams provide dislocated employees with a range of FREE information and services, including information on:

- [Local labor market trends](#);
- [Unemployment insurance](#);
- [Education and training opportunities](#); and
- [Health benefits and pensions](#).

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**Make your Job and Career
Search a Success!**

**Visit American Job Center
Hawaii**

Services for Youth (16-24 years old)

With support of federal funds, staff provide tutoring, and study skills training that leads to a high school diploma or GED, as well as:

- paid and unpaid work experience that integrates academic and occupational education;
- pre-apprenticeship programs, internships and job shadowing;
- on-the-job training; and
- education with training for a specific occupation.



Locations

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Honolulu, HI 96817
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Kauai – Lihue Civic Center
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Lihue, HI 96766
(808) 274-3056

www.workwisekauai.com

Hawaii Island – Kilauea Plaza
427 Kilauea Avenue, Suite B-10
Hilo, HI 96720
(808) 935-6527

www.hirenethawaii.com

Email: ajchuser@hawaiiicounty.gov

Maui – Economic Development Complex
2064 Wells Street
Wailuku, HI 96793
(808) 984-2091

www.hirenethawaii.com