

# Oregon Rapid Response



## Rapid Response - 10 Quality Principles

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

**Innovation**  
*It is essential my Rapid Response Team* embrace agility and continuous improvement while broadening program awareness, continuous relationship building, and developing new strategies to meet employer and worker needs.

# 10 Rapid Response Quality Principles

*While delivering direct services to customers through Rapid Response is critical, being a broker of solutions for a range of customers is equally important.*



## 1. Timeliness - The Sooner the Better (and Before is Best)

***It is essential my Rapid Response Team is in the community*** working on early intervention activities, setting up early warning networks, partnerships, strategies, policies, and procedures to be ready for action. **“When you need us most, we’ll be there.”**

## 2. Layoff Aversion - Preventing or Minimizing the Duration of Unemployment

***It is essential my Rapid Response Team is active*** in the community ready to engage local business trying to adapt to a changing Economy, Trying to Stay in business, and or Trying to Retain employees

## 3. Partnerships - Develop Relationships Necessary to Deliver Solutions

***It is essential my Rapid Response Team continuously engage*** organizations outside of the Rapid Response team, so partnerships can be leveraged to yield additional resources and information to workers and employers.

**It is important to remember that just because a particular solution is not paid for directly by Rapid Response funds does not mean it is not a service you provide to your customer.**

## 4. Leverage Resources - Know Where the Money Is & How to Put It to Effective Use

***It is essential my Rapid Response Team be the leader*** in leveraging and coordinating both public and private sources and organization and to build more resources that can be directed towards creating the solutions when businesses and workers need them.

## 5. Convenience - When You’re Needed, You’re There...

**Wherever, Whenever and Whatever!**

***It is essential my Rapid Response Team is ready*** to respond and accommodate to the business and workers time schedules which may go beyond regular WorkSource Oregon operating hours. Be ready to respond and accommodate on-site rather than off-site.

## 6. Seamless Service Delivery -

**Deliver Solutions – Show Customer Results, Not Processes**

***It is essential my Rapid Response Team is taking the lead*** in creating a seamless coordination of services provided by different agencies, programs or groups while the differences in programs or source of funding is invisible to the customer. You are responsible to ensure seamless delivery of services so that customers achieve positive outcomes and have their needs met.

## 7. Consistent & Accurate Information -

**Know Your Stuff & How to Explain it to Your Customers**

***It is essential my Rapid Response Team ensures*** your information is clear, consistent and, above all, accurate. Workers and employers, need to rely on your information being consistent, accurate, locally-focused and timely.

## 8. Meet Customer Needs – Provide What They Want, Not What’s Available Now

***It is essential my Rapid Response Team listens*** to the specific needs of the employer and the workers and work together to customize the services they want for the specific population being laid off. Be ready to engage your partners and organizations outside of the Rapid Response team to leverage additional resources and services.

## 9. Measures of Success -

**Measurable Goals Enhance Continuous Improvement & Outreach Effectiveness**

***It is essential my Rapid Response Team schedules*** the time to meet and reflect on your solution and strategy results to drive your teams

- Continuous improvement, and
- Messaging, outreach, and telling your story

## 10. Active Promotion - Tell Your Story & Share Your Successes!

***It is essential my Rapid Response Team have a strategy*** for making employers, workers and others aware that Rapid Response exists and is available to help. Your strategy should involve the dissemination of information through brochures or other promotional materials, presentations at meetings with business groups (e.g., Chambers of Commerce) and unions, public service announcements, and networking activities. It can involve social networking through an array of strategies and sites (e.g., Facebook, Twitter, Linked-In).

“Rapid Response is a primary gateway to the workforce system for both dislocated workers and employers. It provides immediate, on-site services for workers and employers, and works to minimize the impacts of those layoffs...**as quickly as possible.**”