



POLICIES AND PROCEDURES

POLICY TYPE:	Rapid Response Policy
EFFECTIVE:	07-01-17
REVISED:	07-01-26

PURPOSE

To offer guidance and definitions of Rapid Response Services offered to Lane County businesses and their affected employees. The purpose of Rapid Response activities is to promote economic recovery and vitality by minimizing the impact on workers, businesses, and communities by reducing the time affected workers are unemployed.

REFERENCES:

Workforce Innovation and Opportunity Act (WIOA) Section 134 (2) (A)

20 CFR 682.300 through 370

TEGL 19-16

State of Oregon Rapid Response Activities and Reporting Requirements Policy and revisions

BACKGROUND

Lane Workforce Partnership (LWP) is the Local Workforce Development Board (Local WDB) for the Lane County Workforce Area and is the local Rapid Response liaison responsible for oversight of the local Rapid Response system. In conjunction with the LWP WIOA Adult Program Provider and WorkSource Oregon Lane (WSL), a coordinated effort will be made to contact and offer services to all employers and affected worker groups that have provided notification or announcement of a layoff or closure in Lane County.

POLICY

The LWP WIOA Adult/Dislocated Worker Program Provider is the designated Rapid Response Coordinator who shall be responsible for having a dedicated staff person assigned to that responsibility. The Coordinator is responsible for coordinating Rapid Response activities, maintaining employer contact, convening appropriate partners, and ensuring affected workers have access to required information and services. Rapid Response activities are delivered through a coordinated partnership involving WorkSource Oregon Lane labor representatives, community partners, and other agencies as appropriate.

Unless otherwise designated by LWP, the WIOA Adult/Dislocated Worker Provider shall serve as the primary local point of contact for Rapid Response activities. The provider is responsible for coordinating communications among partners and minimizing duplicate outreach to employers and affected workers.

The Coordinator will register to receive Worker Adjustment and Retraining Notifications (WARNs) and maintain access to the Oregon Rapid Response Activity Tracking System (ORRATS). ORRATS is the only system used to provide layoff information to interested parties, media, legislative staff, or partner agencies. ORRATS is the system utilized to compile the annual report required in Oregon Revised Statute. It is the responsibility of LWP, as the Local Area Rapid Response Liaison, to ensure that the information in ORRATS is maintained and kept current.

Within three (3) workdays, the Provider will establish a record in ORRATS and initiate contact with the affected employer.

Rapid Response services must be offered in the following circumstances:

- Announcement or notification of a permanent closure, regardless of the number of workers;
- Filing of a WARN notice with the State Dislocated Worker Unit;
- Announcement or notification of a mass layoff;
- A mass job dislocation resulting from a natural or other disaster; or
- The filing of a Trade Adjustment Assistance (TAA) petition.

Timeliness Standards - When practical:

- Initial employer contact should occur within two business days of notification.
- Initial assessment should be completed as soon as practical.
- Transition Team planning should occur prior to worker separation when advance notice is available.
- Rapid Response services should be delivered as quickly as possible following notification.

Rapid Response activities - seek to:

- Reduce the duration of unemployment.
- Connect workers to immediate employment opportunities.
- Connect workers to training and credential opportunities.
- Preserve wages and career progression where possible.
- Support access to unemployment insurance, healthcare marketplace, and supportive services.
- Minimize economic impacts on workers, businesses, and communities.

Layoff aversion activities may be provided to avert a layoff. Layoff aversion strategies may include incumbent worker training, Work-Share or Short-Time Compensation programs, business retention and expansion services, customized training, sector partnership resources, and other interventions intended to prevent or minimize worker displacement. Any Layoff Aversion strategies must be reviewed and approved by LWP.

Employer Engagement and Initial Assessment

The pre-layoff process begins when the State Dislocated Worker Unit receives a formal WARN notice or similar information through informal channels (e.g. a phone call or newspaper article). State and local DW staff will make contact and share information of layoff/closure via phone or email with state or local partners. The provision of services may also be initiated when dislocated workers enter the WorkSource center and report to staff that they have lost their job due to being laid off.

The Coordinator shall complete the investigation and be onsite with the company, where practical. In the event of a layoff in which there are union represented workers, the Union representative or labor liaison must be included in all initial outreach and on-site meetings with the employer.

Information gathered from employees, company management, and the union (if applicable) will determine the plan for services to affected workers.

The Provider shall use these activities to gather information including:

- Number of affected workers
- Occupations impacted
- Layoff schedule

- Expected separation dates
- Union representation status
- Availability of severance or benefits continuation
- Existing employer reemployment efforts
- Potential layoff aversion opportunities
- Employer interest in onsite services

Transition Team and Service Plan

A Rapid Response Transition Team shall be assembled for layoffs, business closure or relocation out of the area, disaster-related dislocation, or Trade Act events. The size and composition of the team may vary based on the nature of the event and available notification timeframe.

The Transition Team shall include:

- Rapid Response Coordinator (the WIOA Title I Adult/DW Provider)
- WorkSource Lane (WSL) Business Services Representative
- Unemployment Insurance Representative(s) (Oregon Employment Department)
- Oregon Health Insurance Marketplace Representative(s)
- Union Representative and/or Labor Liaison if impacted workers are represented by a union

The Transition Team may also include as needed:

- Trade Act Representative(s) – If applicable (Oregon Employment Department)
- Community Resource Representatives
- Translation and Accessibility Support Services
- Other partners identified by the employer or workers

When advance notice is available, the Transition Team should be convened prior to worker separation to coordinate outreach and service delivery. When advance notice is not available, the Transition Team shall be assembled as soon as practical following notification of the event.

The purpose of the Transition Team is to coordinate service delivery, ensure affected workers receive timely information, and connect workers to available resources and reemployment opportunities.

If time allows, a survey of the workers is conducted prior to the Rapid Response session to obtain direct input concerning the type(s) of services they would like to see made available. Information gathered from the employer, workers, labor representatives, and partners shall be used to develop a Rapid Response Service Plan.

The Service Plan may include:

- Individual worker appointments
- Reemployment workshops
- Hiring events
- Training and credential opportunities
- Supportive services referrals
- Community resource referrals

Rapid Response Information Session (RRIS) Event

The Rapid Response Information Session (RRIS) serves as the primary opportunity for affected workers to receive information, ask questions, connect with partner organizations, and access reemployment resources. The Rapid Response Coordinator shall coordinate these sessions at the worksite. Information

sessions should be delivered in a manner that is accessible to affected workers and may include interpretation, translation, disability accommodations, or alternative formats as appropriate.

Information provided at the session must include presentations from partners on:

- How to access Unemployment Insurance Benefits
- How to access dislocated worker services through the Workforce Service Delivery System
- How to access Health Insurance on the Oregon Health Marketplace
- Labor Exchange Information

Information sessions may also include:

- Overview of the layoff timeline
- Available workforce services
- Training opportunities
- Community resource information
- Trade Act information when applicable
- Next-step instructions for accessing services
- Scheduling of individual follow-up appointments

Rapid Response activities may also be initiated after a layoff or closure has occurred when workers self-identify, community partners notify staff, media reports identify a dislocation event, or other information becomes available. The absence of advance notice shall not prevent Rapid Response services from being offered.

Post RRIS Follow-Up, Documentation, and Reporting

Following the Rapid Response Information Session, affected workers may be offered:

- Individual career consultations
- Reemployment assistance
- Training and credential exploration
- Supportive service referrals
- Job matching and hiring event participation
- Follow-up contact as appropriate

The Rapid Response coordinator shall follow up with the employer after the RRIS to determine whether additional service needs exist.

Within three business days of the RRIS, the Rapid Response Coordinator shall document in the Oregon Rapid Response Activity Tracking System (ORRATS):

- Employer contacts
- Services provided
- Partner participation
- Worker attendance
- Follow-up activities

ISSUED:

Revision Date: July 1, 2026

LWP Director of Workforce Programs