

## **RAPID RESPONSE PROCESS and PROCEDURES**

### **WORKFORCE SYSTEM GUIDANCE**

Effective Date: January 8, 2024

Document ID: **RRS1**

Policy Owner: Pennsylvania Department of Labor & Industry, Bureau of Workforce Partnership Operations; Rapid Response Unit

Policy Contact: Pennsylvania Department of Labor & Industry, Bureau of Workforce Partnership Operations; Rapid Response Unit -

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### **Section 1**

#### **Purpose**

This document provides guidance to PA CareerLink® (and PA CareerLink® partner organizations) on the Pennsylvania rapid response process, roles, and responsibilities.

### **Section 2**

#### **References**

- Workforce Innovation and Opportunity Act (WIOA), Public Law (Pub. L.) 712-719, enacted July 22, 2014
- Worker Adjustment and Retraining Notification Act (WARN), Public Law 100-379, dated August 4, 1998, (29 USC 2107(a))
- The Trade Act of 1974, (P.L. 93-618, as amended)
- U.S. Department of Labor (USDOL) Training and Employment Guidance Letter (TEGL) 19-16, *Guidance on Services Provided through the Adult and Dislocated Worker Program under the Workforce Innovation and Opportunity Act (WIOA) and Wagner-Peyser, as Amended by WIOA, and Guidance for the Transition to WIOA Services*
- Training and Employment Notice (TEN) 9-12, *Layoff Aversion in Rapid Response Systems*
- U.S. Department of Labor (USDOL) TEGL 03-20 *Determining the Availability of Suitable Employment Under the Trade Adjustment Assistance (TAA) Program's Final Rule to Return Trade-Affected Workers to Employment as Quickly as Possible*

### **Section 3**

#### **Background**

This document provides information concerning the statutes mandating rapid response, rapid response practices, staff responsibilities associated with early intervention and other Rapid Response services, including the Dislocated Worker Transition Team (DWTT).

## Section 4

### Definitions

4.1 Rapid Response Activity – Activity provided by the state with funds provided by the state under WIOA section 134(a) (1) (A), in the case of a permanent closure or mass layoff at a plant, facility, or enterprise or a natural or other disaster that results in mass job dislocation to assist dislocated workers in obtaining reemployment as soon as possible.

According to the U.S. Department of Labor, the ten quality principles of rapid response are:

- Timeliness
- Internal & External Partnerships
- Leveraging Resources
- Seamless Service Delivery
- Active Promotion
- Layoff Aversion
- Consistent & Accurate Information
- Convenience
- Customer Choice
- Measure of Success

4.2 Layoff Aversion – Saving an employee’s job with an existing employer at risk of downsizing, closing or transitioning an employee at risk of dislocation to a different job with the same employer or a new job with a different employer, with a minimal period of unemployment. layoff aversion is required under WIOA and is a central focus of all rapid response activity.

4.3 Worker Adjustment and Retraining Notification (WARN) – A United States labor law that protects employees, their families, and communities by requiring covered employers to provide 60 calendar-day advance notification of plant closings and mass layoffs. WARN also provides for notice to state dislocated worker units so that dislocated worker assistance can be promptly provided.

4.4 Dislocated Worker Transition Team (DWTT) – A group of workers organized on behalf of the entire affected workforce to advocate for access to services and to reduce the effects of worker dislocation. Ideally, a DWTT includes a cross-section of all affected employees as selected by their coworkers.

4.5 Rapid Response Services (RRS) – The RRS represents the unit of Rapid Response merit staff that work under the PA Department of Labor & Industry, Bureau of Workforce Partnership & Operations.

4.6 Rapid Response Coordinator (RRC) – A member of the Rapid Response Services unit. RRCs are assigned to a specific geographical location that at times covers more than one Workforce Development Area.

- 4.7 Rapid Response Team (RRT) – References Rapid Response Coordinators and staff from local partner agencies that work together to provide rapid response services to employers and dislocated workers.
- 4.8 Rapid Response Information Meeting (RRIM) – A meeting led by the RRC that provides information to workers affected by a temporary or permanent layoff and/or company closure.
- 4.9 Benefits Rights Interview (BRI)– A meeting led by the RRC that provides information on Trade Adjustment Assistant (TAA) to a group of workers that are part of a United States Department of Labor (USDOL) certified TAA petition.
- 4.10 Strategic Early Warning Network (SEWN) – Supports medium to small PA manufacturers and related industries, providing a customized approach to reduce or avert layoffs and company closures.

## **Section 5**

### **Rapid Response Structure**

- 5.1 The Pennsylvania Department of Labor & Industry (L&I) is responsible for the executive oversight of Pennsylvania's Rapid Response program under WIOA. Rapid Response Services (RRS) within the Bureau of Workforce Partnership & Operations (BWPO) is responsible for the implementation of Pennsylvania's rapid response program.
- 5.2 L&I uses a regional approach in the delivery of rapid response assistance. RRS staff, known as BWPO Rapid Response Coordinators (RRC), are assigned to geographic areas comprising of one or more local workforce development areas (LWDA). The RRCs work closely with the PA Office of Unemployment Compensation (UC) Benefits Services, PA CareerLink® staff, local workforce partners, local workforce development boards (LWDB), chief elected officials, state and local stakeholders who can meet periodically to share information on layoffs and dislocations to plan an appropriate response.
- 5.3 L&I identifies layoff aversion and business retention as important components of workforce development. The RRC expedites linkages among at risk companies, local and state economic development entities. Pennsylvania's rapid response program includes support of the Strategic Early Warning Network (SEWN) operated by the Steel Valley Authority, Mid Atlantic Trade Adjustment Assistance Centers (MATAAC), in conjunction with LWDBs, Federal, State & Local Economic Development Agencies, Chambers, PREP (Partnerships for Regional Economic Performance), Small Business Development Centers (SBDC) and other partners to coordinate a holistic approach to layoff aversion and growth strategies.
- 5.4 Through SEWN, early warning mechanisms are established to identify at risk small and midsize firms prior to actions taken to downsize, cease operations or relocate. The services include timely identification of at-risk businesses, initial viability assessments, key services

delivery, and pre-feasibility studies. Regional rapid response staff are part of the local and regional PREP teams.

- 5.5 While most layoffs cannot be averted, early intervention in a dislocation or closure event is critical to ensure that the local workforce systems have a service strategy tailored to the dislocation event. This includes ensuring sufficient resources are available and that workers have ample opportunity to develop a reemployment plan.

## **Section 6**

### **Goals and Philosophy**

- 6.1 The goal of Pennsylvania's rapid response program is to provide timely and relevant services to businesses and dislocated workers. To organize a broad-based response to dislocation events, the RRC must form a core team that includes local agencies and organizations. The RRC mobilizes agencies and community resources to create a seamless, integrated service strategy that helps workers transition to reemployment.
- 6.2 When developing a plan to work with dislocated workers, it is important for the team of workforce development professionals to keep in mind the different emotional stages of the transition process. Workers who have not moved into the acceptance stage may not be receptive to outreach efforts. For this reason, plans should include more than one intervention opportunity to participate in services. It is also important to maintain realistic expectations and to treat dislocated workers with respect while providing services customized to individual needs that address the overall effects of job loss.
- 6.3 The preferred rapid response model is to establish a core Rapid Response Team (RRT) in each LWDA or group of PA CareerLink® locations with a cadre of speakers that can provide information on services provided by their organizations. Each PA CareerLink® office will identify and provide a qualified staff person who will act as a spokesperson for all PA CareerLink® services; it is preferential that this individual be a decision maker or a member of the Business Service Team (BST). The core team may include representatives of UC, PA CareerLink®, Health Care Marketplace (Pennie®), Children's Health Insurance Program (CHIP), United Way, and Consumer Credit Counseling Services.
- 6.4 The RRC is also responsible for developing a network of agencies and organizations forming a second tier of team members that can be mobilized to address the specific needs of the employer/job seekers. This additional support tier may include representatives from the PA Department of Human Services (DHS), U.S. Social Security Administration, or the Employee Benefits Security Administration. The RRC leads the core team and ensures there is regular communication among team members concerning dislocation events in the respective area.
- 6.5 The RRC must develop and maintain a network of contacts within their regions to secure leads on possible dislocation events. This will allow them to have the lead-time necessary to activate a layoff-aversion process and initiate an early-intervention process to help workers, their families, and their communities.

## **Section 7**

### **Trigger and Notification**

7.1 In Pennsylvania, rapid response is triggered when the RRCs become aware of a potential layoff or company closure. These triggers include, but are not limited to:

- 7.1.1 **WARN:** The Worker Adjustment and Retraining Notification Act (WARN) helps ensure advance notice in cases of qualified plant closings and mass layoffs. (See [WARN Requirements](#) for further information). In Pennsylvania, the WARN is delivered to the BWPO State Operations Division Manager and local elected officials. The WARN is then processed by RRS and sent to the respective RRC for service delivery planning. The WARN information is shared with local leadership to ensure a collaborative approach in providing re-employment services and simultaneously avoiding a duplication of services/communication to an employer and/or union representatives.
- 7.1.2 **Trade Act Petition Filing:** A BWPO RRC will assist an employer/union or a group of workers to file a trade petition with the USDOL if/when there is a risk of closing/layoffs due to foreign trade. For more information on the Trade Act see <https://www.dol.gov/agencies/eta/tradeact>.
- 7.1.3 **Public notice of confirmed or potential layoff or closure:** These types of notices can originate from but are not limited to organized labor, SEWN, newspapers, local community organizations, local economic development groups, chambers of commerce, workers, PA CareerLink® partners, and local elected officials. When a PA CareerLink® partner is aware of a rumor or confirmed layoff/closure, the RRC must be contacted immediately. This will allow for RRS to investigate the notification, verify the layoff/closure, and take appropriate action and mobilize the local RRT if necessary. Pennsylvania provides rapid response services to layoffs and closures of all sizes delivered in a flexible and timely manner to meet businesses and affected workers' needs.

## **Section 8**

### **Fact-Finding - Initial Company Contact**

8.1 Upon receiving first notice of a layoff or closure, the RRC will take the lead to conduct preliminary research and verify the layoff through contact with employer representatives. It is important to note that employer cooperation with the RRT is neither guaranteed nor required under the law regardless of the layoff size or issuance of a WARN. However, every good-faith effort will be pursued to gain the employer's trust and assistance for the benefit of the affected employees.

8.2 Contact is made with the employer and union(s) to market rapid response activities, to gather essential facts, and if necessary, to establish a date for a rapid response service-planning meeting or layoff-aversion activity. The RRC attempts to secure essential facts during the first contact with the company while also building trust and a rapport with the employer. Each situation is different, and there are times that the fact-finding will be

incorporated into the rapid response service-planning meeting with the company. During the fact-finding process, the RRC will:

- Verify the report of dislocation activity and the reason for the dislocation.
- Determine the dislocation's cause, size, and timing.
- Request worker contact information if the dislocation has already occurred.
- Offer Trade program information and help complete the petition application if the reason for the layoff or threat of layoff is due to foreign trade or a loss of business with another Trade certified firm.
- Obtain the names and contact information for local or international union officials (if applicable).
- Determine whether the company has been working with local or state economic development agencies to keep the business in Pennsylvania. If so, determine the status of those discussions. If not, determine whether the company would entertain a referral for layoff aversion.
- Ask about any disputes between the employer and the union to avoid exacerbating the labor-management rift.
- Inquire about what the company does, what products it makes or services it provides, and the types of occupations and skills group(s) affected.
- Request a skills list or job descriptions and a list of affected workers.
- Determine pertinent demographics of the affected workforce including age group, race, education levels, language barriers, and special accommodations that may be needed to ensure all workers have access to workforce services.
- Identify local companies that have been its competitors for workers, and at such time that the employee services are no longer required by the business, ensure follow-up with the competitors to market the existing workers.
- Determine if there are suppliers/finishers (upstream/downstream), contractors, vendors that may be affected by the closure or related to the layoff, and any secondary- or tertiary-affected businesses.
- Identify the feasibility of providing pre-layoff services.
- Schedule a rapid response service-delivery planning meeting with company officials, and if there is a union affected, contact the union officials.

8.3 The RRC will establish a record of each dislocation event that is identified by a unique case identification number. BWPO maintains the rapid response information related to case records within the Commonwealth Workforce Development System (CWDS) that includes, but is not limited to, the WARN, number of affected workers, employer/union contacts, planned rapid response activities, and a case narrative with timeline details and worker survey compilation.

## **Section 9**

### **Service - Planning Meeting**

9.1 A service - planning meeting, which may include the members of the RRT, is scheduled and facilitated by the RRC. The purpose of the meeting is to develop a specific and timely service plan to help manage the affected workers transition to new employment. A service planning

meeting is triggered by large layoffs/closures, at the request of the RRC and/or by local PA CareerLink® leadership. During the service planning meeting, the RRC shares initial information about specific employer and worker needs gathered during the fact-finding meeting. The RRT can use this information to make a preliminary assessment of resource availability and staff capacity.

- 9.2 The collaboration of PA CareerLink® is critical to the success of a service planning meeting. Depending on the size of the layoff/closure, assistance with the assembly of information packets and presentation materials may be needed. PA CareerLink® leadership may need to identify staff that can assist the RRT with providing pre-layoff services that may include but are not limited to resume writing, interviewing techniques, and full registrations on CWDS.
- 9.3 For larger dislocations, the RRC may recommend an Enrollment Assessment Session (See Attachment A). The PA CareerLink® will need to identify sufficient staff numbers to support the event. The RRC will assist the PA CareerLink® in securing interpreters to assist workers with limited English proficiency. RRC will also work with applicable partners and agencies to address special needs accommodations.
- 9.4 Following the fact finding and/or service planning meeting, the RRC communicates with the company and the union (if applicable) to schedule the worker information meeting(s) known as Rapid Response Information Meetings (RRIMs). Ideally, RRIMs are scheduled at the company site and on company time to maximize worker participation. Additionally, the RRC can request that the employer and/or union distribute dislocated worker surveys before the RRIMs to gather critical information related to the affected workers. A dislocated worker survey can be customized to identify affected worker group needs for planning appropriate service delivery. If the employer is unwilling or unable to distribute the dislocated worker surveys, then the RRC will attempt to complete them during the RRIM. If the company prefers to limit or refuses to allow access to the affected employees on their property and time, alternative service delivery strategies will be considered.
- 9.5 The RRC shall be responsible for logistics of the RRIM and inform the PA CareerLink® accordingly. PA CareerLink® will select a qualified presenter who will be responsible for highlighting PA CareerLink® programs and services during the time allotted. Presenter information in addition to reviewed and amended local forms and/or schedules, must be submitted to the RRC no later than 3 business days prior to RRIM. In the event of large dislocations affecting multiple workforce areas, the RRC will coordinate with the additionally affected PA CareerLink® sites to provide representation at the RRIM.
- 9.6 RRS customizes the delivery of RRIMs that best suits the employer, union (if applicable) and workers. While in-person meetings are the preferred method, RRS can also conduct events virtually. Regardless of the presentation delivery method, the RRC may delegate tasks to PA CareerLink® staff. These tasks could include recording attendance sheets, distributing meeting materials, collecting surveys and other forms, monitoring the “chat” box during

virtual events, and assisting with customer flow (in-person). Generally, the RRIM includes information for the affected workers related to:

- UC
- PA CareerLink® Services & Locations
- Re-employment & Training Opportunities
- Local Labor Market Information
- Healthcare Options (CHIP, COBRA, ACA Healthcare Marketplace)
- Prescription Assistance
- Social & Community Services (United Way, Food Banks, Etc.)
- Human Services (DHS & County Assistance Office)
- Credit Counseling & Financial Management
- Social Security & Retirement Resources

9.7 Upon completion of the RRIM, the RRC will forward the Dislocated Worker Surveys and/or worker lists and attendance sheets to the appropriate partners for outreach. PA CareerLink® local leadership must ensure that dislocated worker surveys are promptly distributed to staff for customer engagement and RR services are entered in CWDS.

9.8 PA CareerLink® connects customers with a point-of-contact (POC) that will help the dislocated worker engage with re-employment services. Larger dislocation events that include an EA session may require the RRC to provide additional instruction on PA CareerLink® collaboration to ensure organization and a smooth customer experience for the affected workers. The RRC will continue to communicate with the core RRT and provide updates as they relate to additional requests from the employer and/or union (if applicable). Examples of additional services may include, but are not limited to, a request for workshops, planning a job fair for the affected workers, and/or scheduling another RRIM for workers that were unable to attend a prior scheduled meeting.

9.9 It is important to keep in mind that while this section of the guidance is intended to provide a sequential flow of events, there will be scenarios that require the sequence to be altered or combined to adequately serve the affected workers. Regardless of these exceptions, communication, collaboration, and planning are critical between RRC, local core RRT, employer and union (if applicable), Trade Act Navigation Unit (if applicable), LWDA, and PA CareerLink®.

9.10 As each closure and mass layoff is different, flexibility is key for service delivery. Ideally, the services and meetings are customized to the needs of the affected workforce based on details learned during fact-finding. Ultimately, the information and services provided should help prepare the workers for the transition and empower them to make informed decisions for themselves and their families through the job loss and beyond.



## **Section 10**

### **Dislocated Worker Transition Team (DWTT)**

- 10.1 The purpose of the DWTT is to join with other stakeholders in plan development and implementation with the intent that individuals facing layoffs can use available federal, state, and local public resources, plus any contributions from employers, organized labor, and other community organizations. Pennsylvania uses the term “Dislocated Worker Transition Team” rather than the terms “Community Transition Teams” or “Labor-Management Committee” to ensure that all parties understand that the team has no collective bargaining role.
- 10.2 The DWTT is usually made up of hourly and salaried workers affected by a specific dislocation event. DWTT member recruitment can be accomplished through labor unions, the employer, or by asking for volunteers at the employee information meetings. The DWTT advocates for the entire affected workforce to ensure access to services and minimize the negative effects of the dislocation. The DWTT uses a self-help approach that involves affected workers in the planning of transition activities. The workers and/or their union, the company, and the community can all benefit by working cooperatively to implement a plan that will maximize available resources and lead to earlier reemployment.
- 10.3 During a large layoff event, the RRC may promote DWTT formation and serve as a technical advisor. For smaller layoffs, promoting a team is at the discretion of the RRC. Community agency representatives, including PA CareerLink® and UC Service Center staff, may support workers' efforts by serving as ex officio members on the team.

## **Section 11**

### **Peer Counselor Assistance for Workers**

- 11.1 Most workforce programs are not designed to address feelings of self-blame, anger, confusion, and depression commonly experienced by dislocated workers. Peer counselor assistance can be part of an empathetic preventative model of social support to address obstacles to the effective transition to new employment and play a vital role in keeping people at the highest risk engaged in the workforce development system.
- 11.2 Peer counselors can provide a comfortable interface between dislocated workers, the workforce, and community services available to assist them. It is recommended that peer counselors are recruited directly from the dislocated worker group affected by the layoff/closure. Many dislocated workers have not had extensive experience in dealing with these services and may be uncomfortable using them. As someone with a shared experience, the peer counselor is an individual with whom the dislocated worker can identify to increase ease of access to and effectiveness of services. The use of peer counselors increases the level of trust on the part of the dislocated worker and provides them with a point of contact to help them through an unfamiliar experience.
- 11.3 A peer counselor program may be initiated when rapid response staff recommends that workers' needs are such that interventions are likely to be extended and that workers

would benefit from additional adjustment assistance from their peers. Information relevant to making a determination should include the demographics of the affected workforce such as age, tenure, education level, transferability of knowledge, skills and abilities, the availability of jobs offering comparable wages and benefits in the regional labor market, as well as current overall economic conditions.

11.4 To initiate peer counselor services, a worker or small group of workers can be hired by the LWDB or a PA CareerLink® partner agency, union, or community stakeholder. The RRC can assist the LWDB and/or the PA CareerLink® partner agency to identify funding in coordination with the Bureau of Workforce Development Administration (BWDA) to support peer counselor services. An agreement can be established between the LWDB, BWPO, and BWDA (if workforce funds are used) to secure the onboarding of peer counselors. The training for peer counselors is coordinated by the RRC alongside PA CareerLink® partners. This training prepares them to help other workers cope with the emotional and social trauma of job loss and provides them with information about employment and training services. They combine their personal experience and knowledge with peer counselor training to provide services to people very much like themselves.

11.5 Peer Counselor training includes:

- Responses to job loss
- Job-search techniques and resources
- Understanding how dislocated worker services, including training, are accessed
- Financial concerns of dislocated workers
- Community resources available to help dislocated workers with problems requiring referral: e.g., mental health problems, educational deficits requiring adult basic education
- Building a peer network

11.6 The role of the peer counselor will vary, but in general, it is to be a friendly, accessible source of information, provide social support and be a conduit to program and non-program resources. The overarching goal is to ensure that dislocated workers use available services and to make the transition to new employment or training as easy as possible. Peer counselors represent the social support of the “work family” in a period of transition.

11.7 Peer Counselors are typically able to:

- Provide information on the services available to dislocated workers
- Recruit workers to access the services appropriate to their needs
- Provide support for career services
- Provide information about services beyond those that are directly employment-related, such as childcare, mental health, or debt counseling
- Act as a liaison, sharing worker needs and responses to services

11.8 The RRC encourages employers to implement an on-site peer counselor service to help workers understand their “next steps” as the layoff/closure date draws near. By sharing best practices, peer counselors can help PA CareerLink® staff with outreach and other pertinent services to assist the workers during their transition.

11.9 Peer counseling works because it is built on trust that comes from sharing a common work reality. Workers have something in common that makes it possible for them to understand each other in ways other people generally do not. This common ground builds trust, and trust is the cornerstone of making the peer counselor program work. Ultimately, the peer counselor’s role is to be a friend able to help fellow workers navigate the program to its successful conclusion.

## **Section 12**

### **Post Rapid Response Expectations for PA CareerLink®**

12.1 Upon receiving the Dislocated Worker Surveys and/or worker lists and attendance sheets from the RRC, the PA CareerLink® will use the information to engage with the affected workers. It is the responsibility of PA CareerLink® leadership to implement effective collaborative outreach efforts that require Title I, BWPO, and other appropriate partners.

Considerations for outreach post-RRIM include:

- Distributing dislocated worker information and assign staff a pre-determined number of workers. PA CareerLink® leadership will ensure that workers that did attend a RRIM are promptly assigned.
- Contacting workers that were unable to attend the RRIM when appropriate.
- Ensuring consistent messaging across partners.
- Establishing a consistent method of communication and number of attempts (e.g., phone, email, letter).
- Establishing a timeline to initiate and conclude outreach efforts in conjunction with RRC
- Extracting data sets from CWDS to gauge the efficacy of outreach after a RRIM.

12.2 The RRC will work in close concert with PA CareerLink® leadership to ensure the appropriate Rapid Response affiliated CWDS Participant Services are entered into the system of record no later than 15 working days from receipt of the information. Rapid Response and/or Trade BRI Services can be found under the Labor Exchange Service Category of Job Search Activity and the Service Code is 929. The Trade BRI service can be found under the Labor Exchange Service Category of Assessment Interview and the Service Code is TBRI.

The following list outlines activities where the TBRI service can be used:

- Rapid Response Trade Act Benefits Rights Interview (BRI) event
- PA CareerLink® Desk BRI
- In conjunction with Labor Exchange services

NOTE: The Labor Exchange Trade BRI service should NOT be confused with Service Code TTBRI.

For additional information please refer to the Trade Act Services Unit (TASU) Trade Adjustment Assistance (TAA) Desk Guide and the Rapid Response Services (RRS) Rapid Response Affiliated Participant Services in CWDS Desk Guide.

## **Section 13**

### **Action Requested**

13.0 PA CareerLink® partners are asked to distribute this guidance to appropriate staff, update policies and processes to align with the guidance, and ensure that all partners adhere to a seamless rapid response delivery model for employers and affected workers.

## **ENROLLMENT ASSESSMENT (EA) SESSIONS**

A1.1 Large dislocations may require the RRC to recommend an EA Session (applicable to Trade Act/non-Trade Act layoffs/closures). The EA allows for the RRC and PA CareerLink® to leverage staff and resources that can help affected workers to connect quickly with re-employment services. The EA session(s) provide a launchpad for customers to have an initial assessment, enroll/participate in all available workforce programs, learn more about training opportunities in the local workforce area and connect with PA CareerLink® staff for follow-up services.

A1.2 Once the LWDA and PA CareerLink® leadership agree with the RRC's recommendation of holding an EA session, the RRC will convene the local RRT and PA CareerLink® leadership.

A1.3 The RRC meeting will cover:

- Brief overview of the EA session process and projected results.
- Location, time, and date where EA sessions can be held (ideally a location large enough to hold a group of workers and staff in a safe environment).
- Identifying participating staff who will be responsible for items such as, but not limited to, work/customer stations, foot-traffic, supplies, record-keeping, and scheduling follow-up appointments.
- Communication plan to inform any applicable unions, workers, community organizations, and local elected officials of the event.

A1.4 Once the planning is completed, the RRC and PA CareerLink® leadership will hold a meeting with all PA CareerLink® staff who will be part of the EA session. The RRC will review the workstations, the invitation list for workers, and logistics. Peer Counselors, Dislocated Worker Transition Team (DWTT) representative(s), and/or Union representatives (as applicable) can also be a part of this meeting and serve as support staff for the upcoming EA session.

**A1.5 The following table illustrates the steps for conducting an EA session for a layoff/closure:**

STEP	ORGANIZATIONS	ACTIVITY	DECISION POINT
1. Determine if EA Session(s) are needed	RRC, in coordination with Trade Act Navigator, UC Workforce Development Staff, LWDA, and impacted PA CareerLink® locations.	Discuss and determine the usefulness and efficacy of EA event(s).	1. Layoff schedule 2. Where the workers reside 3. Number of affected workers

2. Conduct the EA Planning Meeting	Rapid Response Services. (Trade Act Navigation Unit)	RRC will work with Trade Act Navigator, UC Workforce Development and PA CareerLink® leadership staff to conduct an EA planning meeting.	<ol style="list-style-type: none"> <li>1. Establish a customer flow plan and/or appointment schedule keeping in mind: <ul style="list-style-type: none"> <li>• Number of workers invited</li> <li>• Site capacity to include staff, CRC computers, printers, etc.</li> </ul> </li> <li>2. Determine if regular PA CareerLink® operations should be suspended during the EA session(s) to maximize available staff resources.</li> <li>3. Identify staffing needs which may include support staff from other areas.</li> <li>4. <b>TRADE ACT ONLY: For Trade Act related layoffs, the RRC will allow time for the TRA unit (PA Unemployment Service Center) to process the individual customer Trade determinations, known as the “857s”.</b></li> </ol>
3. EA Event is Conducted	RRS in coordination with (Trade Act Navigation Unit) UC Workforce Development Staff, LWDA, PA CareerLink®, and other applicable partners	<ol style="list-style-type: none"> <li>1. Each worker checked for RRIM/Trade BRI attendance and full enrollment on CWDS.</li> <li>2. PA CareerLink® staff conduct an initial assessment, determine and schedule next steps as appropriate such as workshops, assessment testing, services, etc.</li> <li>3. RRIM/BRI service recorded in CWDS as applicable.</li> <li>4. All Services and Case Progress Notes recorded in CWDS.</li> </ol>	<ol style="list-style-type: none"> <li>1. PA CareerLink® staff will use DW Survey and other pertinent information to design service strategies and planning.</li> <li>2. <b>NOTE:</b> Post EA session, PA CareerLink® staff will be assigned to conduct timely and meaningful outreach to affected workers that did not attend to determine their status (e.g., reemployed, retired, in training, or removed from the workforce).</li> <li>3. <b>TRADE ACT ONLY: If the worker did NOT attend a BRI, an individual BRI will be given, and the worker referred to the TRA Unit to receive a TRA determination.</b></li> </ol>

## Sample EA Flow Chart - PA CareerLink®

