



**Workforce Development Area # 11
Rapid Response Activities Service Agreement
Between**

Southwest Wisconsin Workforce Development Board and Wisconsin Job Service

This Rapid Response Activities Service Agreement is entered into in the spirit of cooperation and collaboration between the Southwest Wisconsin Workforce Development Board (SWWDB) and the Wisconsin Job Service. This agreement documents the commitment this partnership will make to ensure appropriate levels of service activities are provided to area employers and their former employees within the Workforce Development Area # 11.

A. Roles and Responsibilities:

1. SWWDB agrees to the following responsibilities:

- a. Act as the grant holder of state allocated funds to be used for Rapid Response Activities.
- b. Act as the custodian of all equipment to be used during Rapid Response Activities.
- c. Act as the coordinator of Rapid Response Activities between the Department of Workforce Development, Job Service, Job Center WIOA Partners, and affected employers.
- d. Act as the initial contact between WDA # 11 Rapid Response Partners and affected employers.
- e. Manager local reports to be uploaded to State level databases.

2. Job Service agrees to the following responsibilities:

- a. Relay any information received regarding an upcoming lay-off event to SWWDB's local Rapid Response Coordinator for the official initial contact of the employer for the collection of required data.
- b. Have a representative present at all Rapid Response events held in WDA # 11.
- c. Provide a brief overview of services offered to the dislocated workers at the comprehensive and affiliated job centers in WDA # 11.
- d. Support SWWDB in the execution of the Rapid Response event.

B. Rapid Response Agency Leads

1. SWWDB:

- a. Gail Graham – Primary Rapid Response Practitioner for Green and Rock County.
 - b. Ron Coppernoll – Primary Rapid Response Practitioner for Grant, Iowa, Lafayette, and Richland Counties.
 - c. Jimmy Watson – Secondary Rapid Response Practitioner for Grant, Green, Iowa, Lafayette, Richland, and Rock Counties.
2. Job Service:
- a. Heath Bierman – Primary Rapid Response Practitioner for Grant, Green, Iowa, Lafayette, Richland, and Rock Counties.
 - b. Dave Shaw – Secondary Rapid Response Practitioner for Grant, Green, Iowa, Lafayette, Richland, and Rock Counties.
- C. Service Provision: Rapid Response Services are provided according to the number of affected workers. As the number of affected workers increase, so do the services provided by the Rapid Response Practitioners. The service levels are as follows:
- 1. Affected workers: 25-49
 - a. Written and/or verbal presentation of basic transition information, including: Unemployment Insurance, Dislocated Worker Programs, Job Center Resources, and relevant topics related to Healthcare and Retirement during employment transition.
 - 2. Affected workers: 50-99
 - a. Services provided in level 1.
 - b. Topic-specific workshops preferably held onsite prior to lay-off: resume writing, interviewing, conducting an online job search, household budgeting, career planning, and coping with job loss.
 - c. WIOA Dislocated Worker Program registration sessions held preferably onsite.
 - d. Tailored labor market information and related deliverables.
 - 3. Affected workers: 100-249
 - a. Services provided in levels 1 and 2.
 - b. Schedule visits to the affected worksite(s) to provide group and one-on-one assistance to affected workers.
 - c. Targeted job fair(s) specifically for the affected workgroup.
 - 4. Affected workers: 250+

- a. Services provided in levels 1, 2, and 3.
 - b. Transition center(s), onsite or within close proximity to the affected worksite(s), designed to provide services dedicated to the affected workgroup.
- D. **Order of Operations:** The order of operations must be consistent in order to ensure each layoff event is coordinated and executed correctly each time. The following steps show the order of operations for any given layoff event:
 1. Notification of the definite or possible layoff event received.
 - a. WARN Notice
 - b. Employer
 - c. Media
 - d. Other
 2. New event entered in the Layoff Event Tracking System immediately.
 3. SWWDB Local Lead establishes contact with Employer/Union and provides the following actions:
 - a. overview of the Rapid Response purpose and process.
 - b. preliminary information gathering.
 - c. schedule in-person meeting.
 4. Layoff details are entered into the Layoff Event Tracking System.
 5. SWWDB and Job Service collaborate to devise a plan in preparation for the Initial Employer meeting.
 6. SWWDB and Job Service leads meet with the Employer and Union (if applicable) to discuss the transition plan and service needs to include the following:
 - a. Minimum level of service
 - b. Develop a tailored transition plan
 - c. Provide guidance so partners can make educated transition-related decisions.
 7. Collaborative outcomes formulated and agreed upon by SWWDB, Job Service, and Employers/Union.
 - a. Transition plan developed.
 - b. Resources identified and leveraged.

- c. Appropriate Job Center Partners engaged.
 8. Transition services entered into the Layoff Event Tracking System.
 9. SWWDB assesses funding needs:
 - a. Dislocation Grants
 - b. Additional Assistance Grants
 - c. Works with DWD-DET if application for National Dislocated Worker Grant seems warranted.
 10. Hold Rapid Response Event in accordance with the transition service plan.
 11. All planned transition services completed and event “closed” in the Layoff Event Tracking System.
- E. Quality Assurance: DWD-DET will monitor Rapid Response activities periodically and will required action from WDA # 11. The following is an overview of Quality Assurance process.
 1. SWWDB and Job Service provide Rapid Response services to the Employer and affected workers.
 2. Customer Satisfaction Questionnaires developed by DWD-DET are distributed to Employer and workers.
 3. Layoff details entered into the Layoff Event Tracking System.
 4. Survey results are forwarded to DWD-DET by SWWDB through secure mailing system.
 5. DWD-DET monitors local Rapid Response program performance.
 6. DWD-DET monitoring visits to observe/review Rapid Response activities.
 7. DWD-DET issues written monitoring report to SWWDB. SWWDB will share the report with Job Service.
 8. DWD-DET will plan training and technical assistance to WDA # 11, as needed.
- F. Updates: Updates to this agreement shall be made at least annually or as needed whenever changes occur.

- G. Acceptance: All parties to this agreement accept the guidelines depicted within this document and will adhere to its content. Each agency has the right to request that changes are to be considered when economic changes occur or guidance has been provided from DWD-DET to make such changes. Upon agreement with the changes, each agency shall sign the revised agreement and operate within the guidelines of the changed document until updated by both agencies.

Jimmy Watson
SWWDB Representative (Print)

Jimmy Watson
SWWDB Rep. Signature

1/26/16
Date

DAVE SHAW
Job Service Rep. (Print)

[Signature]
Job Service Rep. Signature

1-26-16
Date