



Department of
Job and Family Services

Ted Strickland, Governor
Douglas E. Lumpkin, Director

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To: WIB Directors
Local Rapid Response Coordinators / Backups
ODJFS Regional Rapid Response Coordinators / Backups
ODOD Business Service Representatives / Backups
ODJFS State Contracted Designee – United Labor Agency

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Subject: Implementation of New Service Delivery Model, July 1, 2009
Clarification of roles, OhioRED, SCOTI Mini Reg/Upload, and next steps

The initial training has been completed by all key stakeholders on the State / Local Rapid Response Teams throughout Ohio and we are now preparing for implementation of Ohio's new strategy toward the delivery of Rapid Response services beginning July 1, 2009. We appreciate the time and attention all of you have made to fully participate in the training throughout the past several weeks. As has been mentioned at each training session, this is just the beginning of training that will be offered throughout the year and there is work left to do at both the state and local levels to ensure a successful transition. However, the foundation is in place, and we all must work together to ensure all at-risk employers and workers have ready access to Rapid Response services needed to avoid future layoffs or transition dislocated workers into new jobs.

During each training session, attendees have requested clarification of roles for each of the mandatory partners. Questions were also raised regarding details of OhioRED and uploading data into SCOTI mini-registration. This memo provides additional information for these topics and also offers suggested next steps for each State/Local Rapid Response team.

I. Clarification of Roles - Mandated Rapid Response Team Members

ODJFS Regional Rapid Response Coordinators

These seven individuals are part of the ODJFS Office of Local Operations staff, out-stationed throughout Ohio and assigned to specific areas of the state, as identified on the Rapid Response Regional Map distributed during the training. They are to be

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actively involved with each local WIB or One-Stop system's Rapid Response Team, supporting, assisting, and coordinating activities around dislocation events within their respective regions. Working in partnership with the State/Local team members, the ODJFS Regional Coordinators will regularly communicate with the central ODJFS Rapid Response Unit, providing updates on events, advising when additional assistance is needed to meet service delivery needs, recommend applications for additional Rapid Response funds for local events, and ensure sufficient resources are available to address UC, Trade, and re-employment service access. They will assist the team in meeting all requirements of the new delivery system.

Local Rapid Response Coordinators / Backups

Designees from each One-Stop system and WIB will work collaboratively with all mandated team members, representing One-Stop partners, conducting Rapid Response services, and ensuring WIA program services are available as needed for dislocation events in their areas. Local RRCs will bring in appropriate representatives from counties within their One-Stop systems or WIBs to help ensure consistency of services throughout multi-county systems and draw necessary resources from local partners as needed to meet employer and worker needs. They will also ensure that workers served in Rapid Response activities have a smooth transition to on-going services available through formula-funded programs as appropriate in an efficient, streamlined, and timely manner.

ODOD Business Service Representatives / Backups

Ohio Department of Development has designated a representative to each of the seven regions to participate on the State/Local Rapid Response team. Access to layoff aversion assistance will be offered through these ODOD representatives when appropriate and feasible. They may also assist in other phases in the delivery model.

The expectation is that the three mandatory partners delineated above will act in coordination and concert during any and all layoffs in their particular region regardless of the size of the event. The group will collectively decide the single point of contact for the employer and this contact will serve as the **only** contact with the employer to insure consistency, efficiency and accountability. The single point of contact will be responsible for the timely dissemination of information to the other two mandatory partners to insure accurate and up to date information is available and communicated to other stakeholders, partners and the central rapid response unit. As indicated above, the Office of Local Operations is ultimately responsible for providing updated information to the central office rapid response unit and as such, will bear the ultimate responsibility and oversight for each event. In the event the three mandatory partners cannot agree on an appropriate employer contact or plan of action, the responsibility will default to the Office of Local Operations. Of course, collaboration and coordination should be the chosen path in the interest of quality, efficient and complete customer service.

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Working collaboratively with the State/Local Rapid Response teams, representatives from ULA will assist the teams with the provision of specific Rapid Response activities: Labor Management Committees, Transition Centers, and Peer-to-Peer Assistance.

Determination will be made during initial phases of notification, research, and preparing for meeting with the employer as to how best to utilize the ULA representatives. Representatives may be involved with union or non-union dislocation events – the extent of involvement will be determined by the local team. However, the State reserves the right to engage further assistance and involvement if warranted throughout any phase of serving the employer and/or workers tied to specific dislocation events.

II. Rapid Response Baseline Allocations

Final steps related to the release of the Rapid Response baseline allocations are being taken and all One-Stop systems and WIBs meeting the requirements (attendance at mandatory training, signed agreements to meet the new service delivery requirements) should receive allocation letters within the next few weeks. As was mentioned during the training sessions, these funds may be used for any allowable Rapid Response-related activity or expenses. Listed below are some examples of how these funds may be used (this list is not all inclusive):

Offset the costs of the local Rapid Response Coordinator / backup.

Costs related to the new data tracking requirements.

Outreach materials.

Training costs for your State/local team (team building, RR-specific training, mapping out a customer flow, etc.)

Rapid Response activities for current dislocation events.

III. OhioRED (url: www.OhioRED.gov)

OhioRED has been put into production and is now available for recording dislocation events throughout the State. Accounts for all mandatory team members should be accessible at this time. If any mandatory team member is unable to access OhioRED, please contact us via e-mail: RAPRESP@jfs.ohio.gov, subject: OhioRED Access. Read/write access will be limited to mandatory team members at this time. State/Local teams should determine which representative will initiate data entry so that duplicate efforts are not made but it is understood that the Office of Local Operations has hired additional administrative support to assume a large portion of this responsibility. However, the key to the success of a good rapid response protocol is the timely availability of information. That said, it would behoove all partners to assist in the data entry function to the extent possible.

All events that occur on or after 7/1/09 must be entered into OhioRED within 24 hours of notification. However, State/Local teams may enter data on events occurring prior to 7/1/09 if they so choose.

Attendees of the training will be invited via e-mail to participate in a webinar to review requirements of OhioRED on Monday, July 13 at 10:00. Instructions on how to participate will be provided in the e-mail.

All questions regarding OhioRED should be directed to: RAPRESP@jfs.ohio.gov, Subject: OhioRED.

IV. SCOTI Mini-Reg Rapid Response Screen and Uploads

Workers who attend worker orientation sessions must be entered into the SCOTI Mini-reg Rapid Response screen within five business days after the session. The dislocation event number assigned in OhioRED must be selected from a drop-down menu in SCOTI. The event number should follow the worker in SCOTI as services are provided.

Any local One-Stop system using an alternate system for tracking worker data may continue using their local systems, so long as all data elements found in the SCOTI Rapid Response screen are collected. The alternate systems must be able to upload this data into SCOTI within six business days after the worker orientation session. Questions about upload procedures and/or SCOTI mini-registration Rapid Response Screens may be directed to RAPRESP@jfs.ohio.gov , Subject: SCOTI RR Upload.

V. Next Steps

1. State/Local Rapid Response teams should be scheduling meetings to review new requirements and develop procedures to ensure successful implementation at the local level.
2. Regional Coordinators should submit any additional training needs of the State/local teams to RAPRESP@jfs.ohio.gov .
3. WIBs should begin developing procedures to ensure workers at risk of layoff or dislocated workers are identified at the point of the initial visit to the One-Stop, and include alternate tracks to assist the workers in expedited access to needed services without duplication of orientation sessions or unnecessary delays.
4. Mandatory team members should participate in the OhioRED webinar on July 13 at 10:00.