

Fresno Regional Workforce Development Board

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OPERATIONAL DIRECTIVE

FRWDB OD # 51-08, Revision C

Date Released: October 11, 2017

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: October 11, 2017

Subject: Rapid Response Dislocated Worker Eligibility

Applicable Program: WIOA Dislocated Worker

Revision History: Initial Release – 12/10/08; Rev B – 10/6/15

This Revision C updates position titles, references and process.

This Operational Directive (OD) references OD 12-15, WIOA Adult Customer Flow and OD 28-04, Reactive Rapid Response Services Process Flow.

Rapid Response activities are intended to ensure **rapid access** and assistance to enable dislocated workers to transition to new employment as quickly as possible, following either a permanent closure or layoff.

Employees that have received a verbal or written notice of termination or layoff from employment are eligible to receive Basic Career Services and Individualized Career Services, as outlined in OD 12-15, WIOA Adult Customer Flow, prior to the actual date of termination.

The FRWDB Business Program Consultant (BPC) will distribute a Sign-In sheet to collect information for each employee attending the Rapid Response Orientation. The Provider of Services (POS) must make initial contact with the employee within 2 business days after receiving the documentation from the BPC.

Eligibility must be conducted in a manner that will not interfere with the Rapid Response Dislocated Worker employee being provided **rapid access** to all allowable Individualized Career services.

The following documentation is to be used to document the termination or layoff:

1. Letter of layoff from the employer, or
2. Copy of the WARN notice (can be obtained from employee or FRWDB BPC), or
3. Copy of a printed media article/announcement describing the closure/layoff; the copy must include the name of the medium in which published and the date of publication, or
4. Telephone Verification from the FRWDB BPC, or
5. Applicant Statement.

In the event, the employee does not have a copy of items 1, 2 or 3 with them at the time of the eligibility interview, the intake staff must document the termination or layoff with item 4 or 5. At no time is an eligibility determination to be delayed to require the employee to obtain a copy of items, 1, 2 or 3.

Upon completion of eligibility, the employee is to be assigned an Employment Readiness Specialist (ERS) and enrolled into Individualized Career Services, which includes: case management, assessments, Individual Employment Plan (IEP), and job ready processes. The ERS should be proactive and begin working with the employee to identify appropriate services, i.e., job search assistance, skills upgrade, or re-training, as quickly as possible.

Upon final termination from employment, the employee becomes eligible for all other WIOA services as needed. The process should insure that the employee is ready to begin training services as soon as possible upon final termination, if required.

If there are any questions, contact the FRWDB BPC.