WORKFORCE DEVELOPMENT DIVISION
Workforce Programs
Technical Assistance Bulletin 306

Keywords: **Rapid Response; WorkInTexas.com**

Subject: **Data Entry for Rapid Response Participants in WorkInTexas.com**

Date: **April 9, 2024**

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with information related to uploading Rapid Response attendee lists and service entry in WorkInTexas.com.

Rapid Response is a flexible, proactive, business-focused strategy designed to respond to layoffs and business closings by quickly coordinating workforce services and providing companies and their affected workers with immediate access to services and information. Rapid Response teams work with employers and employees to minimize disruptions caused by layoffs through the mobilization of public and private resources. Rapid Response also provides customized services on-site at affected companies to help the companies and workers as quickly as possible.

Before Workforce Solutions Office staff may document Rapid Response event attendance and service provision, individuals must be registered in WorkInTexas.com. This may be done manually, or Rapid Response lists may be uploaded directly into WorkInTexas.com.

Rapid Response List Upload

The Texas Workforce Commission (TWC) will provide the state-assigned Rapid Response event number (control number) to the local Rapid Response Board contact through email. This number, found in WorkInTexas.com, is used as the Rapid Response State ID number for the Rapid Response Individual Workbook. The following are instructions for uploading a Rapid Response attendee list.

1. Log in to a WorkInTexas.com staff account.
2. Select **Manage Individuals** > **Upload Rapid Response Individuals**.
3. Select **Download Rapid Response Individual Workbook** if a copy has not already been downloaded.
    a. Enter all Rapid Response event attendees by adding the individuals to the Rapid Response Individual Workbook.
    b. If more than 25 attendees are included in the Rapid Response Individual Workbook, separate the workbook into multiple workbooks with no more than 25 individual records per workgroup, as applicable.
    c. Save the workbook using the following naming convention: “RapidResponse_Form_Event#_yyyymmdd”

i. If there are multiple workbooks for the same date, an underscore and number (for example, _1, _2, _3) must be added to save the spreadsheet.

Example Format: RapidResponse_Form_Event123456_20240311_5

4. Select **Upload Rapid Response Individual Workbook** > **Select File**. Workforce Solutions Office staff must open the location on their computer where the file is stored.

    a. Select the desired file and verify that the name of the file is in the approved naming convention as stated above.

    b. Select **Open** to start the uploading process. A file with a yellow circle and the file name will be displayed on the Rapid Response File Upload page.

5. Once the bar turns green and the **Remove** button is visible, select **Upload**. An upload progress bar and a **Cancel** button will appear as the workbook is uploading.

    a. The system will display "Still Processing, just a few more minutes. We are processing your request."

    b. Do not exit the system. Do not refresh the page.

    c. A data validation process will be conducted on the uploaded file and a notification will display if any errors are encountered.

    d. If errors are identified, Workforce Solutions Office staff must review the workbook and correct the errors. Upon modification, the workbook needs to be uploaded again. The system will only upload the changes that were made along with new individuals.

    e. The screen will display how many **new** records were added. Select **OK**.

6. Once the workbook has been successfully uploaded, select **Return to Rapid Response Report**.

7. Select **Rapid Response Report** > **Filter**. The Rapid Response event number can be selected by using the drop-down arrow and highlighting the specific event number needed.

    a. Once the event number appears in the box, select **Filter** (blue button) in the center of the page. The list of Rapid Response individuals created through this upload process will display. Existing individual records updated through this process will not be displayed.

    b. From this page, select a **Username** to begin managing an individual. The system will only display newly added participants.

Note: Uploading the list of individuals starts the Wagner-Peyser (WP) process. However, a Registration Only application may only be started for such individuals. The Employment tab in the WP application wizard will reflect the Rapid Response event number and the Activities/Enrollments/Services tab will display **110 – Attended Rapid Response**.

If a Registration Only application is entered, staff must complete a full WP application to enter additional Rapid Response services.

Rapid Response Services
For staff members to enter additional Rapid Response services, an individual must have a **completed** WP application and the Rapid Response event number must be on the application's Employment tab.

Workforce Solutions Office staff must do the following:

1. Log in to a WorkInTexas.com staff account.
2. Select **Programs** > **Select**. Open the completed **WP Application**.
3. In the **WP application wizard**, verify that the correct Rapid Response event number is listed in the **Employment** tab. If the Rapid Response event number is not listed, it can be added by completing the following steps:
    a. Select **Find Rapid Response Event**.
    b. On the **Rapid Response Event Search** tab, search by company name, site location, federal report number, begin date, or end date. All associated Rapid Response event numbers for a company will appear on the **Rapid Response Event List**.
    c. Select the **Event Number** that corresponds to the individual's event. Select **Next** at the bottom of the page. This will add the event to the Employment tab in the WP application wizard.
    d. Select **Exit Wizard** after the data is updated.

    Note: Staff must complete a WP application if the individual record is Registration Only and staff-assisted services are to be provided at this time.
4. Select the **Participation** ribbon and verify that a participation date was entered. **Note:** Skip this step if an open participation record already exists for an open WP program application. A participation date must be entered before staff can add services in the **Activities/Enrollments/Services** ribbon. A participation date may only be entered if there is a complete WP application.
    a. Select **Create Participation**.
    b. Complete the **General Information** tab by entering the participation information, including the participation date.
    c. Enter the first participatory service under the **Participation** ribbon.

5. Add additional services through the **Activities/Enrollments/Services** ribbon.
    a. Select **Create Activity/Enrollment/Service** or **Create Multiple Services**.
    b. Enter required information, including Rapid Response event number.
    c. Add a **New Case Note** documenting the Rapid Response service(s).
    d. Following the entry of the additional service(s), select **Save Changes**.

    Note: Please refer to the Rapid Response Guide for more information regarding service tracking.

Please distribute this information to appropriate staff. Send inquiries regarding this TA Bulletin to wfpolicy.clarifications@twc.texas.gov.

References
Rapid Response Guide