

WORKFORCE DEVELOPMENT DIVISION
Workforce Policy and Service Delivery Branch
Technical Assistance Bulletin 209

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Subject: Rapid Response Service Tracking

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This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with information on updates to The Workforce Information System of Texas (TWIST) service tracking for dislocated workers who receive rapid response services following a permanent closure, mass layoff, or a natural or other disaster resulting in a mass dislocation of jobs.

TWIST service tracking information covered in this TA Bulletin includes the:

- applicable fund code for use with rapid response services; and
- associated services available under that fund code.

Rapid response services are provided as part of a comprehensive workforce delivery system designed to ensure that dislocated workers transition quickly to new employment following a dislocation event. Boards are responsible for ensuring the provision of rapid response services to dislocated workers. Rapid response services can be provided as group workshops and/or activities at the employer's worksite or at another location, such as a Texas Workforce Center.

101—Rapid Response fund code covers services that are generally completed in a group setting.

Services provided include, but are not limited to, staff-assisted workshops or activities provided in group settings that relate to:

- crisis counseling;
- financial planning assistance, including financial management and debt management;
- job search assistance;
- labor market and career information;
- interview preparation;
- résumé and application preparation;
- stress/change management, including stress management related to job loss;
- information related to Trade Adjustment Assistance (TAA) services;
- unemployment insurance (UI) claims information; or
- other group workshops and activities not already identified but determined necessary.

Rapid Response Service Codes

The following service codes are available for use under fund code 101:

Service Code No.	Service Code Name	Description
12	Job Search Assistance	<p>Provision of information and/or assistance in a job seeker's search for employment.</p> <p><i>Rapid Response</i> – staff-assisted group workshops and/or activities designed to help participants secure immediate employment.</p>
15	Group Workshops/Activities	<p>Provision of workshops and activities in a group setting. Workshops and activities include items such as crisis counseling.</p> <p><i>Rapid Response</i> – Used only for staff-assisted group workshops and/or activities not identified by another service code. Counselor notes must indicate the nature of the workshop and/or activity.</p>
16	TAA/Orientation	<p>Provision of TAA Handbook (TAA-50E or TAA-50S) to job seeker, with information relating to rights, responsibilities, and benefits under the TAA program, and information on related assistance available through Texas Workforce Centers.</p> <p><i>Rapid Response</i> – group orientation to inform recipients of TAA services.</p>
17	Stress Management Group Activity	<p>Provision of information relating to stress management.</p> <p><i>Rapid Response</i> – includes workshops and/or activities that provide information related to managing stress associated with job loss.</p>

24	Counseling	<p>Provision of one-time or ongoing assistance to help job seekers gain self-awareness and a clear understanding of their own knowledge, skills, abilities, and options, thus increasing their ability to make suitable occupational or job adjustment choices.</p> <p><i>Rapid Response</i> – used only for short-term individual crisis intervention and applicable in severe cases of employee disturbance where there is concern for the individual’s safety or the safety of others. The individual should be referred to an outside resource as soon as possible.</p>
29	Labor Market Information	<p>Provision of information to job seeker regarding occupational staffing and hiring trends, working conditions, salary, local employment statistics, etc.</p> <p><i>Rapid Response</i> – provided in a workshop and/or other group setting.</p>
30	Workforce Center Orientation	<p>Job seeker participation in an individual or group orientation on the purpose of Texas Workforce Centers; services and programs offered, including program eligibility requirements and alternatives to public assistance; and overall resources available.</p> <p><i>Rapid Response</i> – used when providing a group orientation to inform job seekers of activities available to them under the Rapid Response program.</p>
34	Résumé/Application/Interview Preparation	<p>Provision of assistance or instruction in creating or updating résumés or applications, or preparing for interviews, when provided in a group setting.</p>
37	UI Claims	<p>Provision of assistance and information on how to file a claim for UI, when provided in a group setting.</p>
151	Job Fair Notice	<p>Automatically posted when staff sends job seekers an e-mail or letter informing them of an upcoming event or job fair.</p>

218	Financial Planning Assistance	Provision of information on financial and debt management. <i>Rapid Response</i> – includes workshops and group activities that provide information on coping with financial matters before, during, and after a job loss.
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Effective January 31, 2009, all other service codes previously available under fund code *101* were restricted and are no longer authorized for use with rapid response services.

Please distribute this information to appropriate staff. Direct inquiries regarding this TA Bulletin to wfpolicy.clarifications@twc.state.tx.us.