

FloridaWorks Standard Operating Procedure (SOP)

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PURPOSE

To provide guidance on providing Rapid Response services.

SCOPE: All staff of the One-Stop Career System.

REFERENCE: The Reemployment and Emergency Assistance Coordination Team (REACT) serves as the state's dislocated worker unit. The team responds to plant closings and mass layoffs (more than 50 employees) and is alerted to these closings and layoffs by notices received under Worker Adjustment and Retraining Notification Act. When REACT obtains information about a major layoff, it responds with on-site services to assist workers facing job losses. The team may also help to set up a labor management committee at the worksite and/or assist in efforts to avert worker dislocations.

DEFINITIONS:

1. **REACT:** Reemployment and Emergency Assistance Coordination Team consisting of the following members: AWI staff, Career Planner Staff, Local TAA /REACT Coordinator and OSCC Management

PROCESS:

- A. TAA/REACT Coordinator will serve as the point of contact for any information received from all sources regarding layoffs/plant closings.
- B. [WARN](#) notification received by One-Stop System Program Manager will be forwarded to TAA/REACT Coordinator.
- C. TAA/REACT Coordinator will contact the appropriate Business Services Representative based on county.
- D. BSR will approach business and assess needs and services to be provided to the business and employees involved.
- E. BSR will bring information to REACT team for plan development based on the needs of the employer and employees.
 - Identify services needed
 - Identify person responsible for providing service

- Time frame for completion of services
- F. An Individual Action Plan (IAP) ([Form WIA- 018](#)) will be developed specifically for the needs of the business/dislocated workers.
- G. IAP will be implemented by the persons/partners identified in the plan as necessary to provide all services requested.
- H. Completed IAPs will be kept on record by the TAA/REACT Coordinator. A monthly REACT report will be maintained by the TAA/REACT Coordinator. and sent to the following:
- One-Stop Career Center Program Manager
 - State TAA Coordinator
 - Chamber Director of Business Development
 - Chamber Vice President/Director of Operations
- I. Folders will be maintained in readiness, by the REACT Committee, for distribution to dislocated workers at time and point of service delivery.
- J. Folders will consist of the following materials:
- “Getting Started” Services Guide booklet
 - “Florida’s Unemployment Compensation Claims Services” booklet
 - “Surviving a Layoff or Downsizing” booklet
 - Florida KidCare application packet
 - Unemployment claim website flyer
 - Menu of Services flyer
 - Next Step to Success flyer
 - Workshop schedule
 - Staffing Services flyer
 - “Protecting Pension and Health Care Benefits after Job Loss” copy of pamphlet, (or if unavailable may use: pamphlet, or red booklet.” Pension and Health Care Coverage...Questions and Answers for Dislocated Workers”)
 - United Way First Call for Help Pamphlet

IMPLEMENTATION:

Program Supervisors will ensure implementation and execution of this procedure by their staff. Questions may be directed to staff’s immediate supervisor or the Quality Assurance Unit. The One-Stop Career Center System Manager will serve as the final authority should issues arise.