Rapid Response and Dislocated Worker Program Engagement

Attachment C: Dislocated Worker Customer Timeline for Rapid Response, WorkSource, Dislocated Worker & Trade Act Services

**Rapid Response Services Provided -** (Title I-B, Title III/W-P, TAA, UI, DHS-VR, DHS-SS, Title II) – RRIS; access to WorkSource & DW services

**WorkSource Registration & Services** - Provides service(s) needed to assist the individual customer to meet his or her reemployment goals

**Dislocated Worker Enrollment** - Provides career and training services, case management, support services, and follow-up services

**TAA Petition is Certified** - TAIS, RRIS Services, access to WSO Services, TAA Eligibility and Services.

**Co-Enrollment in TAA and DW -** Coordinated resources to serve the common participant

Date participant is receiving both TAA and DW services - participant becomes

co-enrolled

Date TAA training ends and participants continue with Dislocated Worker

Reemployment services

Date layoff/ closure Rapid Response services are provided to workers and handoff to WSO services happens

Date an affected worker registers with WSO and receives general and basic services

Date an affected worker receives a DW participant level service

Date a TAA Petition is Certified. TAIS, RRIS sessions provided and affected workers are eligible for TAA

Date participant enters employment and is connected to Follow-up services

**Expectations:**

* After a Rapid Response affected workers are provided access to all WorkSource services available to Dislocated Workers
* Affected Workers means eligible dislocated workers including trade and potential trade affected workers
* “Access to services” means that a direct communication with an individual need to be made available/accessible
* An individual receiving WorkSource Oregon services must receive the service(s) needed to assist the individual to meet his or her job search goals
* At point of TAA eligibility, TAA becomes the primary source of funding
* Co-enrollment happens when DW participants also receive TAA services or when TAA participants receive their first DW program-funded service
* 100% of TAA participants requesting DW services must be co-enrolled if they meet DW program eligibility requirements
* Co-case management is established between TAA and DW case managers, ensuring effective communication and shared outcomes with the TAA/DW participant