

EMPLOYER INFORMATION SHEET

The MassHire Department of Career Services Rapid Response Team provides statewide services to employers in all phases of the business cycle, from hiring and averting layoffs to early intervention and re-employment services at **no cost** to companies and their affected employees. Mandated and funded by the Workforce Innovation Opportunities Act, our quality, on-site outplacement services provide an effective and smooth transition to new employment for all affected employees.

While you may not be able to change the business conditions that make layoffs necessary, calling the MassHire DCS Rapid Response Team can reduce the cost of layoffs for you and your employees. In working with Rapid Response, you can expect:

- A quick response to your transition planning needs
- Confidentiality concerning your business needs
- Information about alternatives that may reduce or avoid the layoff, or possible future layoffs
- Pre-layoff services designed to help workers shorten their transition time
- Information on One-Stop Career Centers and Unemployment Insurance
- Assistance in maintaining worker morale and productivity during the transition
- Assistance in preparing affected workers to find new employment
- Coordinate with AFL-CIO Rapid Response Team members for union employees
- **Services are available both virtually and onsite for your convenience**

Meet and Plan with Your Company

When the MassHire DCS Rapid Response Team becomes aware of a layoff or closing, we contact company officials to arrange a meeting to establish a good working relationship, to inform you of the available services, and to plan for implementation of those services at your organization. Responding to the results of our concise company survey and the needs of the company, we will make every effort to schedule meetings and our on-site services in a manner that will be most convenient with your daily operations.

Conduct Employee Information and Orientation Session

After establishing your company schedule of reemployment services, we meet with your employees:

- to inform them of their eligibility and benefits as laid off workers
- to answer their questions about job search and unemployment insurance
- to register and refer them for MassHire Career Centers
- to conduct a survey of employee needs (such as retraining and skills upgrading)
- to orient them to the content and timetables of the various on-site MassHire DCS Rapid Response services

Conduct Job Readiness Workshops

The MassHire DCS Rapid Response Team offers a variety of optional job readiness workshops. These workshops are tailored to meet the individual needs of your employees.

Develop Job Leads and Provide Job Fair Services

The MassHire DCS Rapid Response Team markets the dislocated worker program to companies in your area and/or industry, and often brings current job leads to the employee meeting. We contact and meet with businesses that are hiring in order to meet our objective of placing employees in new positions *before* they are laid off. The Rapid Response Team assist and conducts job fairs for the dislocated workers.

Provide One on One Meetings

Based, in part, by the information gathered during the employee survey, our team can meet with each employee to discuss his or her needs, provide resume critique, assist with mock interviews and formulate a customized plan of action. These confidential, individual sessions allow your employees to discuss matters that they may not be comfortable discussing in a group.



MASSHIRE DCS RAPID RESPONSE CONTACTS/LOCATIONS

Statewide Office

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EMPLOYEE MEETING AGENDA

- A. MassHire Department of Career Services Rapid Response and Dislocated Worker Program (WIOA)**
- B. MassHire Career Center Information**
 - Locations
 - Membership/MassHire JobQuest
 - Resources, Services and Workshops
 - Veterans Services
 - Career Center Seminar/RESEA Program
- C. Unemployment Insurance Benefits**
 - How and when to apply for unemployment insurance
 - How your benefits are determined and how long you can collect
 - Dependency Allowance/Severance/Pensions
 - Federal and State Taxes
 - Receiving UI Benefits – direct deposit or debit card
 - Request Weekly Benefit Payment – TeleCert or WebCert
 - WebCert/TeleCert Questions
 - Working Part Time While Collecting
 - Work Search Requirement/Activity Log
 - Training Opportunities Program (Section 30)
- D. The Massachusetts Health Connector / Paid Family Medical Leave**
- E. Customer Application and Information Survey**



JOB READINESS WORKSHOPS

The MassHire DCS Rapid Response Team will provide job readiness re-employment workshops for your employees. The following workshops are available:

Resume Writing

If you don't have a resume, want to update an old one, or have a resume that isn't working, this workshop is for you! Everything you ever wanted to know about resumes, but were too busy to ask, is covered: What is a resume? What format is most effective? How do employers read resumes and what strategies should resume writers use for maximum impact? What goes into a resume and what stays out? Learn the important components of cover letters.

Interview Workshop

Can you skillfully answer the question, "Why should I hire you?" Are you intimidated by the question, "What is your greatest weakness?" Gain the knowledge needed to create a powerful 30-second commercial, how to present yourself and learn winning questions that will impress an employer.

Job Search Strategies

Identify areas of your own job search and find out what needs to be developed. This workshop will also cover goal setting, stress management and labor market research. Learn how to network and utilize different avenues for job openings.

Preparing for a Job Fair

Are your employees prepared to meet with perspective employers face to face? This workshop allows the employee to practice interviewing skills and meet with numerous employers.

In addition, MassHire DCS Rapid Response will work with your company to provide an opportunity for employees to circulate resumes, interview and possibly obtain a new position prior to the actual layoff. We will assist your company in identifying local businesses that may be actively hiring.

MASSHIRE CAREER CENTERS**Meeting the Needs of Job Seekers and Businesses in Massachusetts**

An extraordinary variety of employment-related services for job seekers and businesses are available at the Commonwealth's network of MassHire Career Centers.

Services for job seekers include:

- Job search assistance and access to online job postings through MassHire JobQuest
- Career counseling
- Coaching on job search skills
- Workshops on a variety of job readiness strategies
- Access to resources including computers, reference materials, resume building software, and economic data
- Networking groups
- Computers available for UI Online access

Services for employers include:

- Applicant pre-screening and access to qualified applicants
- Assistance with recruitment activities and job postings
- Plan and host job fairs
- Labor Market Information
- Testing and assessment of job candidates
- Information on training grants and tax credits
- Rental of conference rooms

Some MassHire Career Centers provide additional training, such as Microsoft Office (Excel, Power Point, and Word). Not all services are available at all Career Centers and some may be fee based.

MassHire Career Center Locations and Services

There are MassHire Career Centers located across the state in every major city, with branch offices in additional communities. See next page for locations of the MassHire Career Centers throughout Massachusetts. Before visiting a Career Center, you can check its "Profile Page" from the MassHire website at www.mass.gov/careercenters to learn about:

- Services offered
- Hours of operation
- Address and telephone number
- Directions to the center

In addition to individual and customized services, Career Centers

- Hold workshops
- Sponsor job fairs
- Work with local employers to recruit workers for available job openings
- In addition to English, services may be offered in Spanish, Chinese, Portuguese, Russian and Vietnamese

Visit MassHire JobQuest at <https://jobquest.detma.org/JobQuest/Default.aspx> to explore the activities and workshops offered by each One-Stop Career Center.



LOCATIONS OF MASSHIRE CAREER CENTERS

Boston/Metro North Region

- Boston** **MassHire Downtown Boston Career Center**
75 Federal St, 3rd Floor (617) 737-0093
- MassHire Boston Career Center**
1010 Harrison Ave (617) 536-1888
- Cambridge** **MassHire Metro North Career Center**
186 Alewife Brook Pkwy (617) 661-7867
- Chelsea** **MassHire Metro North Career Center**
Limited Service 4 Gerrish Avenue (617) 884-4333
- Woburn** **MassHire Metro North Career Center**
100 Sylvan Rd, G100 (781) 932-5500

Central Region

- Framingham** **MassHire Framingham Career Center**
39 Grant Street (508) 861-7993
- Leominster** **MassHire North Central Career Center**
100 Erdman Way (978) 534-1481
- Norwood** **MassHire Norwood Career Center**
128 Carnegie Road, Suite 109 (781) 269-5494
- Southbridge** **MassHire Southbridge Career Center**
5 Optical Dr, Suite 200(508) 765-6430
- Worcester** **MassHire Worcester Career Center**
340 Main St, Suite 400 (508) 799-1600

Northeast Region

- Gloucester** **MassHire North Shore Career Center**
Limited Service 5 Pleasant Street (978) 283-4772
- Haverhill** **MassHire Merrimack Valley Career Center**
(HOW Building) 671 Kenoza Street (978) 241-4730
- Lawrence** **MassHire Merrimack Valley Career center**
420 Common Street (978) 722-7000
- Lowell** **MassHire Lowell Career Center**
107 Merrimack St (978) 458-2503
- Lynn** **MassHire North Shore Career Center**
Limited Service North Shore Community College, 300 Broad Street, LW 131 (781) 691-7450
- Salem** **MassHire North Shore Career Center**
70 Washington St (978) 825-7200

Southeast Region

- Brockton** **MassHire Greater Brockton Career Center**
34 School Street (508) 513-3400
- Fall River** **MassHire Fall River Career Center**
446 No. Main St. (508) 730-5000
- Hyannis** **MassHire Cape & Islands Career Center**
372 North St (508) 771-5627
- New Bedford** **MassHire Greater New Bedford Career Center**
618 Acushnet Ave (508) 990-4000
- Quincy** **MassHire South Shore Career Center**
1515 Hancock St (617) 745-4000
- Taunton** **MassHire Taunton Career Center**
72 School Street (508) 977-1400

Western Region

- Greenfield** **MassHire Franklin-Hampshire Career Center**
One Arch Place (413) 774-4361
- Holyoke** **MassHire Holyoke Career Center**
850 High St (413) 532-4900
- Pittsfield** **MassHire Berkshire Career Center**
160 North St (413) 499-2220
- Springfield** **MassHire Springfield Career Center**
95 Liberty St. (413) 858-8200

QUESTIONS AND ANSWERS**Q: What is Rapid Response?**

A: Rapid Response is a federally mandated program through the Workforce Innovation Opportunities Act (WIOA) designed to assist businesses and employees experiencing a layoff or closing. The MassHire Rapid Response Team is a business service of the MassHire Department of Career Services. Before you are separated from your company, the MassHire Rapid Response Team will provide you with options prior to a layoff and refer you to a MassHire Career Center of your choice

Q: What services does MassHire DCS Rapid Response offer?

A: The key service is providing information to affected employers and employees during a layoff or closing. We provide information on unemployment insurance, medical insurance and career centers. In addition, the MassHire DCS Rapid Response Team is prepared to provide workshops relating to re-employment.

Q: Laid off – where do I find help, support to become re-employed?

A: There are many organizations to assist people to become re-employed. There are MassHire Career Centers located across Massachusetts. Their goal is to assist workers in finding their next job. Labor Organizations and United Way Agencies are also sources for help and support. You can also call a MassHire DCS Rapid Response representative within your area and they can assist you.

Q: What resources are in a MassHire Career Center?

A: MassHire Career Centers offer a full array of services from workshops to computer classes. Resource rooms and up-to-date labor market information are also available.

Q: What assistance can Rapid Response offer to help me find a new job?

A: The MassHire DCS Rapid Response Team can prepare and assist your employees with group or individual sessions. Many times, a brush up on interviewing techniques or resume development can be critical in finding employment.

Q: Is training available if I need to enhance my skills?

A: Upgrading one's skills is certainly critical in today's marketplace. Every effort will be made to ensure that you have the skills needed to find that next job.

Q: I'm an older worker and having trouble with job search, what should I do?

A: For some job seekers there may be circumstances that will require additional guidance or strategies. An experienced worker brings a unique and valued skill set to the workplace. Career Counselors are trained in helping you present yourself in a more positive manner.

WORKER ADJUSTMENT AND RETRAINING NOTIFICATION ACT (WARN)

The Worker Adjustment and Retraining Notification Act (WARN) gives workers adequate time to seek new jobs or enter training programs for new skills before losing their current jobs.

WARN requires employers give full and part-time workers written notice 60 calendar days prior to a layoff or company closing.

Who is covered under WARN? Private for-profit businesses, private non-profit organization or public and quasi-public entities separately organized from the regular government that employ at least 100 full time salaried or hourly workers (excluding workers who work less than 20 hours a week or have worked less than 6 months) must give notice of covered company closings or mass layoffs.

A covered company closing occurs when an employer lays off or terminates at least 50 workers at a company called a single site of employment or at a facility or operation within the plant.

An employer must give notice if there is to be a mass layoff which does not result from a company closing, but which will result in an employment loss at the work site during any 30-day period for 500 or more employees, or for 50-499 employees if they make up at least 33% of the employer's active workforce.

Exceptions to this notification requirement include: a faltering company that is actively seeking capital or business that would save or postpone the need to shut down or lay off people and believes that advance notice may hurt its ability to find such resources; a business that could not reasonably foresee circumstances leading to the event; and layoffs and closings that are the result of a natural disaster.

Penalties/Sanctions

An employer who violates the WARN provisions is liable to each employee for an amount equal to back pay and benefits for the period of the violation, up to 60 days. This may be reduced by the period of any notice that was given, and any voluntary payments that the employer made to the employee.

An employer who fails to provide the required notice to the unit of local government is subject to a civil penalty not to exceed \$500 for each day of violation. The employer may avoid this penalty by satisfying the liability to each employee within three weeks after the closing or layoff.

For more information on WARN requirements and sample WARN letters, visit <https://www.mass.gov/info-details/submit-a-worker-adjustment-and-retraining-notification-warn>.

Additional Resource

The United States Department of Labor Employer's Guide to Advance Notice of Closings and Layoff is available at https://www.dol.gov/sites/dolgov/files/ETA/Layoff/pdfs/_EmployerWARN2003.pdf.

TRADE ADJUSTMENT ASSISTANCE PROGRAM

The Trade Adjustment Assistance (TAA) program is a federal program established under the Trade Act of 1974, as amended. The TAA Program provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports.

Workers whose employment is adversely affected by increased imports may apply for TAA. TAA offers a variety of benefits and reemployment services to assist unemployed workers prepare for and obtain suitable employment. Workers may be eligible for training, job search and relocation allowances, income support and other reemployment services.

The TAA program is administered by the Employment and Training Administration of the U.S. Department of Labor. States serve as agents to the Labor Department in administering the TAA program.

HOW TO APPLY

A petition for TAA may be filed by a group of three or more workers, their union or other duly authorized representative. Petition forms may be obtained from the Massachusetts Rapid Response Team or at the Department of Labor's website at www.doleta.gov/tradeact

Petitioners should complete and sign the petition and send it directly to U.S. Department of Labor at the above-mentioned address. If a petition is filed by a union or company official, only one petitioner signature is required. Otherwise, the petition must be signed by at least three workers.

To be eligible for TAA benefits, you must have been laid off or put on a reduced work schedule (hours of work reduced to 80 percent or less of your average weekly hours and wages reduced to 80 percent or less of your average weekly wage) on or after the "Impact Date" and before the ending date of certification.

Once your worker group has been certified by the U.S. Department of Labor, they go to the nearest local office of your State Unemployment Insurance (UI) agency and file an application for a determination of your individual eligibility for TAA. The application will be taken by a staff member of the State UI agency and a determination made as to whether they are eligible.

Each State has designated an agency to administer the TAA program. Ordinarily, this agency is the State Employment Security agency; if not, the local office staff of the State Unemployment Insurance agency will be able to direct you to the designated agency.

ESTABLISHING ELIGIBILITY FOR TAA

All Petitions for TAA are filed with Division of Trade Adjustment Assistance (DTAA). DTAA has sole responsibility for conducting a fact-finding investigation to determine whether group eligibility criteria have been met and issues an official notice of its decision no later than 60 days after receiving the petition.

In order for the U.S. Department of Labor to issue a Certification Regarding Eligibility to Apply for Worker Adjustment Assistance, the following requirements must be met:

- (1) that workers have been totally or partially laid off, and
- (2) that sales or productions have declined, and
- (3) that increased imports have contributed importantly to worker layoffs
- (4) Workers in firms that supply services
- (5) Workers whose firm has shifted production to any country
- (6) Workers in Public Agencies
- (7) Workers whose firms produces component parts of a finished article produced by its customer(s)
- (8) Workers in firms that supply testing, packaging, maintenance and transportation services to companies with TAA-certified workers
- (9) Workers whose firm is identified in an International Trade Commission "injury determination listed in the Act

Once the U.S. Department of Labor issues a Certification Regarding Eligibility, trade affected workers may apply for benefits under the TAA program. When a determination by the U.S. Department of Labor states that workers who petitioned do not meet the eligibility requirements under this program, workers may obtain benefits and services from other job training programs.



COMPANIES RAPID RESPONSE HAS SERVED

AC Moore
A.Schulman
Avenue
Bose
Boston Scientific
Channing Bete Company Inc.

Country Curtains
Dress Barn
Fidelity Investments
Greater Lynn Senior Services
Hanscom Air Force Base
Hyatt Place
IRS
Johnson Controls
Massachusetts International
Academy
Newbury College
Olympia Sports
Raytheon
Shaw's Supermarket
Staples
Taj Boston
US Airways
Wayfair
Whole Foods

Archer Rubber
AT&T
Bedford Gardens Care & Rehab
Boston Globe
Callaway Golf
Cobham Sensor Systems

Curtis Universal Joint
DST, Inc.
Garelick Farms
Hallmark Rockdale Care & Rehab
Healthcare Financial Inc.
Intel
Jabil Circuits
Kmart
Mount Ida College

New England Motor Freight
Pancon Corporation
Ritz Carlton
Smith & Nephew
Stoneridge, Inc.
Tavern on the Square
United Airlines
Weetabix
Wilson's Department Store

Ardagh Group
AutoLiv ASP, Inc.
Blue Hills Bank
Boston Herald
Canson, Inc.
Coca-Cola Bottling Company of
Northern NE
Delta Airlines
Energy Pilgrim Power
General Mills Yoplait
Hanover Insurance
Highland Manor Care & Rehab
ITW
Johnny Appleseed
Logan Airport
NECCO

Nestle
Phillips Lighting
Sears
Spaulding Rehabilitation
Surface Oncology
Temp-Flex
Vertex Distribution
Wheelock College
Wingate Residences

Our MassHire DCS Rapid Response Team welcomes the opportunity to assist your company.