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DRAFT

PY '94 - '95

**Economic Dislocation
and
Worker Adjustment Assistance Program
(EDWAA)**

STATE PLAN



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STATE EDWAA PLAN

A. Dislocated Worker Unit

In Maine, the Dislocated Worker Unit is referred to as the Workforce Development Unit within the Bureau of Employment Training Programs (BETP) in the Department of Labor and as such relies on the BETP's administrative, monitoring and reporting management systems to ensure proper control and accountability for the use of the Title III funds, consistent with the requirements of the Job Training Partnership Act. An organizational chart to provide further clarity appears in Appendix I.

As it relates to EDWAA, the Workforce Development Unit has two primary components...the Business Visitation Program (BVP) and the Rapid Employment and Training Initiative (RETI).

Business Visitation Program

The BVP is a joint strategy between the Departments of Labor and Economic and Community Development which coordinates federal, state, local and private services and resources to prevent plant closings and mass layoffs by increasing communication between businesses, local communities and state government. This ongoing rapport has many benefits culminating in a rapid and proactive response to employers needs.

The BVP is funded by the BETP, but headquartered at the Maine Department of Economic and Community Development (DECD). A State BVP Coordinator provides support and technical assistance for local coordinators and task force members, all BVP materials and training programs, and acts as a critical source of referral and information on behalf of the State's programs which serve the business community. The BVP Coordinator is assisted by a Referral Coordinator, who is responsible for keeping an updated data bank of information from the various communities that sponsor the program and making contact with a variety of state agencies to resolve specific business issues.

When a community undertakes the program, it has the opportunity to not only retain jobs, but expand and increase jobs; identify problems of local businesses and create solutions; connect businesses with the resources they need to thrive; and coordinate future economic development through a statewide data base.

In order to establish a successful program, a community needs the following:

- A local sponsoring group, and someone willing to be the local coordinator.
- Understanding the need for confidentiality.
- A local task force and volunteer interviewers.
- Commitment of time and resources to complete the initial BVP questionnaire.
- Willingness to follow up on expressed concerns over local issues.
- Understanding that the BVP is an ongoing effort, not a one-time event.

Rapid Employment & Training Initiative

The RETI approach is designed to accelerate the reemployment of dislocated workers throughout the state by insuring a rapid response to significant layoffs and closures. The Workforce Development Director has the responsibilities of overseeing the coordination and activities of the Unit in order to better meet the needs of dislocated workers throughout the State. These responsibilities include:

- Receiving advance notice of significant layoffs and closures provided by the Federal WARN law, the State plant closing law, or by voluntary notification.
- Responding rapidly to significant layoffs and closures by establishing

contact with representatives of the employer, affected workers, and affected substate grantees within 48 hours of knowledge of layoff intent.

- Promoting the formation of Worker-Management Transition Assistance Committees whenever feasible.
- Providing on-site rapid response assistance in a timely fashion to make certain that potential displaced workers have information on and access to appropriate reemployment services.
- Providing technical assistance and advice to substate grantees, as well as each local community affected by a mass layoff or downsizing.
- Disseminating information throughout the State on the availability of services and activities provided for dislocated workers.

Whenever necessary, the Workforce Development Director requests the Commissioner of Labor to mobilize a State-level RETI Team to ensure that additional resources are leveraged and intervention activities at the community level are supported. This Team consists of representatives from the Department of Labor, Human Services, Education, Economic and Community Development, the Private Industry Councils, the Division of Community Services, the Maine Municipal Association, The Technical College System, Displaced Homemakers and the AFL-CIO.

To facilitate the efforts of the RETI Team, the Unit also consists of the RETI Coordinator, rapid response representatives from the three substate areas, a technical advisor of the AFL-CIO, and a resource group of Department of Labor staff members who are responsible for addressing and coordinating the ongoing departmental procedures and services which are designed to assist affected employers and their dislocated workers.

Members of the DOL resource group include the Workforce Development Director of the Bureau of Employment and Training Programs, the Director of the Division of Economic Analysis and Research, the Job Service Director, the TAA Coordinator, the Unemployment Compensation Director, and the Director of the Bureau of Labor Standards.

This group convenes in part or as a whole to address particular concerns as they arise. Their goal is to facilitate the use of those Department of Labor procedures and services which are utilized by dislocated workers in general, including those served by the RETI Team.

Inquires regarding available services should be directed to:

Michael T. Bourret, Workforce Development Director
Bureau of Employment and Training Programs
Hospital Street
State House Station #55
Augusta, Maine 04333
(207)-287-3377

For questions regarding WARN. or to submit a notice:

William Peabody, Acting Director
Bureau of Labor Standards
State House Station #45
Augusta, Maine 04333
(207)-624-6400

B. Rapid Response

As articulated in the previous section, the BETP is ultimately accountable for the State's Rapid Response Program under EDWAA. In Maine, the three Service Delivery Areas that deliver Title II programs also act as the EDWAA substate entities. In order to facilitate early intervention services and take advantage of existing training capacity at the local level, the BETP subcontracts part of its rapid response component to the three substate areas.

The "trigger event" which initiates rapid response services is the announcement of a plant closure or significant layoff. Normally, such an announcement is local information that filters to the State RETI Coordinator through a Rapid Response Representative (RRR) at the SDA level. However, the Rapid Response Program in Maine is very dynamic and flexible, offering an open environment to channel information concerning

plant closures from a variety of sources including official WARN notices, announcements through the media, direct contact with employers and union officials, analyses of the Mass Layoff Statistics Program's data on the stock and flow of initial claims for unemployment compensation, etc. Whatever the source of information, validation of the announcement is required within a 24-hour period. In large part, the severity of the dislocation determines the level and type of response that will occur and the provision of subsequent services. A key component of Maine's response is the RETI Team, whose charge is to coordinate, integrate, and mobilize resources and services to provide rapid response to crises created by plant closures and significant layoffs. In the event of a significant plant closure, the state-level RETI Team may be convened to address the closure. Acting as the team's agent, the RETI Coordinator is responsible for the following:

- Contacting the affected employer
- Surveying the impact of the situation
- Assessing the availability of resources
- Determining the extent to which the resources meet identified needs
- Developing a strategy for intervention
- Implementing services to address the needs of the dislocated workers.

To enhance this process, the Workforce Development Unit assigns the local RRR the responsibility to organize a Local RETI Team. The Local RETI Team simply works together to implement the activities and goals of the State RETI Team as previously discussed. Less than significant closures or layoffs are addressed solely through the local RETI Teams, or parts thereof, as the situations warrant.

Local RETI Teams may include representatives from such entities as the Maine Job Training System, Unemployment Compensation, Job Service, Division of Economic Analysis and Research, Department of Human Services, economic development agencies, adult education, Maine Technical College System, union officials, Consumer Credit Counseling

Services, Displaced Homemakers, Bureau of Consumer Credit Protection, University of Maine System, and plant officials. The composition of a Local RETI Team varies, depending on the availability of local supporting agencies and access to services.

Regardless of the size of the closure, the Local RETI Team submits a report to the Unit specifying the cause of the closure, analyzing the impact of the closure, and identifying associated logistics for providing RETI Informational Sessions. Accompanying such "plant briefs" are often summaries that include plans for worker surveys, strategies for pooling resources and services, ideas to address the immediate personal and subsistence needs of workers, a menu of pre-layoff services, input for the creation of worker transition centers, and in general, a variety of ideas focusing on the timely delivery of services that are genuinely customer-focused.

The State is actively involved in all phases of the Rapid Response Program. The RETI Coordinator often accompanies the local RRR in making the initial contact with employers to discuss RETI and the associated benefits of early intervention to assist affected workers. Additionally, the RETI Coordinator actively participates in virtually all of the RETI Informational Meetings. Thus, issues of "timeliness" and "quality" regarding rapid response are monitored routinely and directly by the Unit.

The Unit also monitors the delivery of pre-layoff services. The major factors that influence whether such services are provided include the amount of advance warning, the size of the layoff, and support by the employer to provide release time for participation in services. Pre-layoff services are largely focused around workshops that deal with the psychological impact of job loss (i.e., stress management, keeping motivated, maintaining self-esteem), but also address such areas as career exploration, labor market information, financial planning, resumé preparation, and job search assistance. Ultimately, the Unit seeks to ensure that pre-layoff services are provided in a timely fashion, and that, from the perspective of customers, the services are meaningful and add value to their lives. In order to maintain the tenets of a sound Rapid Response Program during a period of high volume of plant closures, the Unit Director has chosen to provide rapid response capacity at the SDA level. As mentioned

earlier, contracts are in place with the SDAs to fully fund Rapid Response Representative (RRR) positions with funds from the Governor's reserve. Each SDA must fully dedicate these positions solely to rapid response. The State RETI Coordinator calls upon the RRR staff to provide early intervention assistance in the event of a plant closure or significant layoff. The RRR staff ensure that transitional assistance from local RETI agencies is available to affected workers through a workshop format and may facilitate the delivery of responsive services. RRR staff identify the needs of dislocated workers and assess and determine resources and services available to meet those needs. Such needs are assessed through customer service surveys, and the RRR staff and Workforce Development Unit work directly together to ensure that requested services are provided.

A goal of Maine's Rapid Response Program is to address immediate crises in a timely fashion. Thus, a major criteria used by the Unit to gauge the effectiveness of rapid response is whether on-site contact with affected employers has occurred within 48 hours of the announcement of the closure. Other measures of gauging the effectiveness of rapid response are associated with attaining the objectives of the initial employer meeting. Ideally, with appropriate lead time, developing successful strategies to prevent the layoff is clearly a measurement of success. Other measures of effective rapid response include agreement to set up a RETI informational meeting for employees, agreement to obtain release time for employees to attend the informational meeting, obtaining contributions from the employer (financial or in-kind) to complement EDWAA services, obtaining authorization from the employer to provide pre-layoff services, facilitating labor-management cooperation, and coordinating NAFTA/TAA assessment. Often prior to the RETI informational meetings, and, at a minimum, at all of the informational meetings, affected workers are surveyed to assess their needs for transitional assistance. While offering pre-layoff services, employees are surveyed to determine the timeliness, quality, and value of respective workshops. The results of both of these surveys are made available to the State.

Starting in PY '94, the Workforce Development Unit will survey both employers and affected workers to determine levels of "customer satisfaction" with the Rapid Response Program. The intent is to build upon what works best and to eliminate any deficiencies in program performance.

Copies of the survey instruments are included in Appendix II.

Appendix III contains a copy of the "RETI Communications Process." These written procedures were distributed to the SDAs, Job Training Service Providers within the SDAs, Administrators and Local Office Managers of the Job Service and Unemployment Compensation Programs, and RRR staff. The Unit provides staff development training for all Rapid Response Specialists and other associated partners in the Rapid Response Program. The training is provided in the form of Technical Assistance Training and has featured such nationally known consultants as Greg Newton and Dick Gaither. Also available is training through US DOL sponsored workshops and the New England Employment and Training Council (NETEC).

Quarterly meetings are held with the RRR staff to continuously assess the quality of the Rapid Response Program. Using a teamwork approach, the typical agenda for such meetings addresses the following questions: What went right? What went wrong? What changes can be made to enhance the program, and how can such changes best be implemented?

Impediments to successful rapid response at the local level are normally overcome by processing concerns and issues through the State RETI Team, or subparts thereof, depending on the nature of the impediment. In addition, the Maine Department of Labor's Resource Group has proven to be a great asset in addressing the coordination of departmental support for RETI at the local level.

The Workforce Development Director is responsible for determining the degree to which staffing resources are assigned to the rapid response function. Due to the high volume, and associated geographical dispersion, of economic dislocation throughout the State, the Governor's reserve will be used as a vehicle to enhance rapid response by contracting for RRR support at the SDA level, coordination with the Maine AFL-CIO, and staff support from the Division of Economic Analysis and Research for the Loring Air Force Base closure. Managing the pace of change of dislocation is a difficult and dynamic process. Normally, what directs the dedication of staffing resources to the Rapid Response Program is the incidence and nature of known and anticipated layoffs. A variety of data is analyzed, to

include WARN notices, output from the Mass Layoff Statistics Program, Current Employment Statistics data, and implications derived from the Labor Area Unemployment Statistics Program. Job Training Program Managers and District Managers for Labor Market Information may be consulted as well. In addition, reference is made to the implications derived from the Economic Forecasting Model provided by the State Planning Office. Ultimately, the availability of EDWAA Formula Funds and success in accessing the National Reserve Account strongly influence the ability of the Workforce Development Director to meet the staffing needs for an adequate Rapid Response Program.

C. Promoting Labor Management Cooperation

Maine recognizes the need for labor-management cooperation and attempts to encourage this in a proactive manner by ensuring that both parties have representation on the MHRDC and PICs. This provides each an opportunity to participate in developing training proposals for job growth in Maine. In addition, it is the intent of the Workforce Development Unit to make certain that the Business Visitation Program local task forces are made up of labor and management representatives. Finally, the state and local RETI Teams encourage the full participation of both parties.

Insight into the nature of typical plant closings and mass layoffs in Maine provides an understanding of the RETI Team's use of labor-management cooperation. A majority of workers are dislocated from companies with fewer than 100 employees which provide little or no advance notice. In many instances when workers are already laid off and management is either uncooperative or no longer available, the formation of labor-management committees is impossible. The most beneficial elements of the labor-management committee model must be adapted to each situation.

In ideal circumstances, the RETI Coordinator and/or local RETI Team representative conduct an on-site employer visit. The employer is encouraged to participate as fully as possible by:

- Soliciting representatives from both labor and management to be part of local RETI Teams;

- Distributing RETI surveys to assess workers' needs;
- Providing space for RETI informational sessions or transitional centers;
- Providing private counseling services;
- Extending medical benefits;
- Providing severance packages;
- Soliciting interest in hiring for former competitors;
- Providing names and addresses of affected workers; and
- Participating in any other way possible to assist affected employees through the RETI Team process.

Plans to implement the above are also discussed with union or worker representatives participating in local RETI Team activities.

When sufficient advance notice is provided and management is cooperative, additional elements of the labor-management committee model may be incorporated into the RETI approach.

To further insure labor's opportunity to participate, a member of the AFL-CIO serves as a member of the MHRDC (as does the AFL-CIO (President), the State RETI Team and as a resource person to the Workforce Development Unit. The individual acts as an advocate to both union and non-union workers.

An annual contract between the BETP and the Maine AFL-CIO provides funds to the AFL-CIO to implement technical assistance and rapid response services to dislocated workers. The contract specifies that the Maine AFL-CIO will function as liaison with other unions as needed; participate in RETI Team meetings; provide advocate services to dislocated workers; provide rapid response services; and submit a monthly report to the Workforce Development Director describing the services provided.

The interests of labor and management can thus be brought to bear on dislocations through the immediate and direct response of the RETI Teams, as well as to bear on the wider interests of the MHRDC, PIC's and BVP local task forces.

D. Monitoring, Reporting, and Recordkeeping

Monitoring and oversight of the EDWAA Program is a combined effort of the Workforce Development Unit and other staff within the Bureau of Employment and Training Programs. In addition, SDAs are also required to have an in-house monitoring system for EDWAA. Following is a summary of the monitoring activities that will occur in PY '94-'95.

The BETP will be responsible for monitoring the efforts of the RETI Team at the local level to ensure that activities are carried out in accordance with plans. This will be accomplished through on-site participation, surveys, informational reports, and follow-up interviews.

The BETP will also monitor the effectiveness of coordination between the divisions within the Maine Department of Labor responsible for implementing NAFTA/TAA and WARN., as well as outside agencies involved in linkages with EDWAA.

The BETP conducts desktop reviews for each quarter, and in some cases, monthly, of SDA participant performance. Any variation from planned performance exceeding fifteen percent (15%) will require a corrective action plan.

The Bureau of Employment and Training Programs is also planning a minimum of two monitoring visits with the SDA central offices annually. These on-site visits, which will include monitoring EDWAA activities, will be carried out with three goals in mind:

- (1) to ensure state and federal legislative compliance on all programs under BETP's jurisdiction,
- (2) to increase BETP's understanding of and presence in the SDA central and program offices, and

- (3) to use the monitoring information and process to develop short-term and long-term program adjustments and designs in order to better serve the people of Maine.

Starting in PY '94, the BETP will be implementing a "team approach" to monitoring, in which each team will have a program staff person who works on Title II and Title III, as well as an administrative staff person familiar with fiscal, personnel, and MIS issues. The BETP staff person with the area expertise (i.e., Title III issues) will lead his/her section of the monitoring process at the SDA or program office level. In addition to the monitoring visits with the SDA central offices (described above), the BETP monitoring teams will be visiting at least two program offices, a classroom situation (private school, university, or technical college site), an OJT site, and any special projects for participants.

With regard to specific details of the monitoring, reporting, and management system not covered herein, the Workforce Development Unit uses the same system as the State. A description of the system is provided in detail in the State's PY '94-'95 GCSSP.

The BETP Management Team determines the amount of staff resources assigned to monitoring, reporting, and recordkeeping. In the next biennium, both the Workforce Development Director and the RETI Coordinator will be members of the monitoring team(s).

E. Providing Technical Assistance

BETP staff are available to provide SDAs with technical advice and assistance in administering and implementing the State's Dislocated Worker Program. This type of technical assistance generally is associated with developing "corrective action plans" to address variances in the SDAs' planned versus actual activities. Individuals from the Resource Group of the Maine Department of Labor are also available to address and coordinate ongoing departmental procedures for services to dislocated workers. Finally, members of the State RETI Team will provide additional assistance and advice pertaining to specific plant closures and mass layoff situations as the need arises.

Continued technical assistance will be provided in implementing the State's Comprehensive Integrated Management System (CIMS). CIMS represents the State's effort to restructure its management information systems from a labor intensive environment to one that uses technology to satisfy several needs at once. This includes automating the case management function, integrating the participant tracking system into a comprehensive management system and integrating Job Service, Unemployment Compensation, JOBS, and JTPA data bases.

Technical assistance will also be provided to SDAs to assist in elevating the level and mix of Nontraditional Occupations Training (NTO) for women in order to meet the State's NTO placement goal of ten percent (10%).

The BETP will assist the SDAs in implementing a customer satisfaction survey. Technical assistance will be provided in the form of sample design, survey instrument development, enumerator training, and analysis of survey output. The BETP will be soliciting support in this area from Region I. Efforts will be directed to incorporate the survey concepts and processes employed by Social Policy Research Associates, the vendor for the US DOL's national customer satisfaction survey.

The Workforce Development Unit will initiate an effort to work with its SDA partners to "increase penetration" in terms of capturing and serving a larger number of dislocated workers following the announcement of a plant closure. Assistance offered will include program design for pre-layoff services and the design of an appropriate tracking tool to assess penetration levels.

Additional provisions for technical assistance are described in the State's GCSSP, and are outlined for EDWAA in Appendix IV.

Staff will be directly involved in either offering or coordinating the technical assistance herein described. Both the BETP and its Workforce Development Unit determine the level of staffing resources assigned to technical assistance.

F. Program Coordination

The Maine Human Resource Development Council has policy and program oversight responsibility for the Job Training Partnership Act programs. As part of the Act, the MHRDC also has responsibility for setting general State goals, through the Governor's Coordination and Special Services Plan (GCSSP). The Planning and Coordinating Committee will meet to review the Adult Basic Education Plan, the Jobs and Opportunities for Basic Skills Plan, the Carl Perkins Plan, and the Job Service Plan. The Committee will use one-stop career center criteria in evaluating the extent to which the above responsible organizations are coordinating. The four criteria will be universal access, services linkage, customer focus, and organizational linkage. This process will set the stage for state agency coordination.

The EDWAA plan will also be reviewed by this committee. A full description of the Coordination Criteria is provided in detail in the State's PY'94-'95 GCSSP. With direct respect to EDWAA, the State and Local RETI Teams are the vehicles whereby the Workforce Development Unit shares information and coordinates programs with a variety of agencies (see section A & B for a complete list of agencies and the process).

The Business Visitation Program is the vehicle in which the Unit and the Department of Economic and Community Development (DECD) coordinate. Two of the key reasons for the implementation of this initiative is to prevent layoffs and to share information about potential layoffs (see section A for a program description).

Members of the Unemployment Compensation Division serve on the DOL Resource Group as well as the State RETI Teams. Local staff also serve as members of local RETI Teams and are available for presentation of Unemployment Compensation information at RETI worker meetings.

Various members of the Job Service Division serve on the DOL Resource Group and are also participants in the State and Local RETI Teams. The TAA Coordinator serves as a member of the DOL Resource Group, the Region I Dislocated Worker Unit Task Force, and is directly involved in decisions affecting TAA/NAFTA/EDWAA coordination so as to avoid duplication between programs.

The Workforce Development Director is working with the DOL Resource Group to ensure that funding for the State's NAFTA process is sufficient and to provide resources if necessary. In addition, discussions with the Unemployment Compensation and Economic Analysis & Research Divisions have begun to focus on the potential for a UI Profiling Pilot. This project may involve joint funding.

The Workforce Development Director determines the level of support for the function of coordination. All staff within the Unit are expected to coordinate with all agencies and groups as necessary. This varies depending on the volume of dislocation and the need to leverage resources from other agencies.

G. Information Dissemination

The Unit uses a basic marketing instrument entitled, *Rapid Response...An Early Intervention Strategy for Maine Employers to Help Their Dislocated Workers*. The product is designed for use by employers, organized labor, economic development entities at all levels, chambers of commerce, and/or any entity interested in information about Title III services, particularly the Rapid Response Program. The brochure describes how the Rapid Response Program can assist in bridging the communications gap with workers, help in keeping morale and safety standards high before the layoff, and assist in reducing unemployment insurance costs and maintaining productivity.

The brochure also markets the concept of how RETI can help affected employers minimize dislocated workers' fear and anxiety and help them get back to work elsewhere as soon as possible. In general, readjustment services and retraining options are also described. With regard to information for dislocated workers, the brochure addresses how RETI can assist in ensuring that workers receive all the benefits to which they are entitled. Also described is how workers can be assisted in getting a good resume together, learn how to interview for a job, determine the types of jobs workers can get with their current skills, discover how to develop new skills, and find a new job.

The brochure focuses on the need for workers to rethink their futures, by recognizing that today's jobs require more basic and thinking skills than

those of years past. It addresses how Title III can assist them in focusing on a complementary foundation of hard skills and competency-based training.

In PY '94, a brochure specifically designed for dislocated workers will be developed. This product will provide detailed information on services available to affected workers. The intent is to create a product that is easy to comprehend and one that describes how to access services.

The Unit is directly involved in overseeing the function of Title III information dissemination. With input from employers, organized labor, and dislocated workers themselves, the RETI Coordinator was personally involved in designing the previously discussed brochure. The forthcoming brochure, will also have the direct involvement of staff in design and content.

The Director of the Workforce Development Unit determines the level of support for the function of information dissemination. Such a level is determined by the volume of dislocation and customer feedback regarding informational needs.

H. Substate Structure

Substate areas for the purposes of EDWAA will remain the same as those for all other JTPA programs. The following chart illustrates the counties that each SDA has jurisdiction over with the PY '94 EDWAA formula allocations for each area.

LMA (County)	SDA	Substate	Formula Allocation	
ANDROSCOGGIN AROOSTOOK FRANKLIN KENNEBEC KNOX LINCOLN OXFORD SAGadahoc SOMERSET WALDO WASHINGTON YORK	12 County SDA	Jobs Training Administrative Office	50% 10% Total	\$1,661,935 <u>\$332,387</u> \$1,994,322
CUMBERLAND	Cumberland County SDA	Training Resource Center	50% 10%	\$548,336 <u>\$109,667</u> \$658,003
HANCOCK PENOBSCOT PISCATAQUIS	Penobscot Consortium SDA	Training and Development Corporation	50% 10% Total	\$388,358 <u>\$77,672</u> \$466,030

I. Assessment of Individual Customer Needs

The SDAs in Maine have had a strong assessment process for dislocated workers since the mid-eighties. As a matter of fact, the three SDAs in Maine have a formalized assessment process to assist dislocated workers in developing career goals and reemployment strategies. The employment counselors assess workers' basic skills, vocational interests and aptitudes, as

well as their need for personal or financial counseling. In addition, a detailed reemployment service plan including a specific timetable for the delivery of basic readjustment services, supportive services, retraining, and placement assistance is developed. Yet the customer base for Maine's Dislocated Worker Program is expanding in terms of numbers and diversity. As a result, the BETP focus in PY '94- '95 will be to encourage the SDAs to offer a broad, yet comprehensive menu of activities and services. Since individual assessment is so vital in designing successful employability plans for a diverse population, the BETP will stress the need to customize the assessment process in each of the following areas: occupational interests, occupational aptitudes, transferability of skills/need for upgrading, basic skills, and interest in personal/family counseling. These assessment areas will represent the minimum requirements for assessing the needs of dislocated workers.

The State of Maine does not deny services to eligible dislocated workers regardless of the state or county of residence of such workers as required by Section 311(b)(1)(C) of the JTPA. Maine has an excellent rapport with its neighboring state of New Hampshire and makes and receives referrals on a regular basis.

J. Waivers of Cost Limitations

On occasion the State exercises its right to grant waivers on the minimum expenditure requirement for retraining services. Application to waive the 50% retraining requirement must be submitted to the BETP's Workforce Development Director. Applications must be timely in relation to the occurrence of circumstances affecting the retraining expenditure limitations. Specific information on projects affecting the proportion of formula funds spent for retraining must be included in the application and must contain sufficient detail to show how individual projects affect the total amount allocated to the SDA. Additionally, waiver requests must address the following criteria:

1. Granting the waiver will not decrease the length of training from that which would occur if a waiver were not granted;

2. The principle that dislocated workers will be prepared for occupations in industries with long-term potential is demonstrated by using acceptable labor market data; and
3. Services are consistent with the JTPA and the annual SDA EDWAA Plan.

Since most waivers are granted due to the simultaneous certification of TAA funds, upon receiving a waiver request, the Unit Director will contact the TAA Coordinator to verify that retraining funds are also being made available to the subject population.

Beginning in PY '94, the Unit Director will consider waiver requests that are outside of the parameters set forth in the three criteria above. The purpose is to encourage the SDAs to design programs that increase both customer accessibility and service relevancy on behalf of a growing and diverse dislocated worker population.

K. Performance Standards and Quality Evaluation

1. Performance Goals for SDAs

A major objective of the EDWAA program is to focus on the attainment of quality-based outcomes. The program should adequately prepare workers for reemployment in jobs that have a future and place a reasonable and realistic proportion of those who complete training into these types of jobs. In order to support this objective, Maine will use two measures of quality in program outcomes: entered employment rate and wages at placement.

Another major objective of the EDWAA program is to establish a capability to identify and meet the needs of the customer. The starting point for developing a quality employment and training program should be acting upon the customers' collective expression of how the JTS can meet their needs in the best way. The premise is that the higher the level of customer satisfaction, the better the JTS is operating. As a third performance measure, Maine will use a customer satisfaction measure to indicate the level of program quality.

2. Method for Setting Performance Goals

A. Entered Employment Rate and Wage at Placement

Below are the SDA planned entered employment rate and wage at placement goals for PY '93 and the result of actual performance during the period of July 1, 1993 to December 31, 1993.

Title III Formula Funds 2nd Quarter PY '93 Plan vs. Actual Performance

	Entered Employment Rate (Plan)	Entered Employment Rate (Actual)	Wage at Placement (Plan)	Wage at Placement (Actual)
12 County SDA	75.0%	83.0%	\$6.50	\$7.28
Cumberland County SDA	70.0%	69.0%	\$6.50	\$11.14
Penobscot Consortium SDA	75.0%	78.7%	\$7.00	\$6.86

SDAs have performed well on both of these goals in previous program years. In fact, the entered employment rate performance standard calculated by the U.S. DOL methodology has averaged around 67%, which is significantly lower than the SDAs' performance for PY '93. The SDAs will provide the State with the wage and placement goals for PY '94 in response to the EDWAA Planning Instructions. The State expects the SDAs to meet or exceed the specified goals for PY '93.

B. Customer Satisfaction Goal

The methodology employed to measure customer satisfaction and set performance goals will be developed by a Customer Satisfaction

Work Group, comprised of staff of the BETP and SDAs. A "best practices" approach will be used to adopt features of the SDAs' current customer surveys, as well as many of the precepts used by Social Policy Research Associates, the vendor for the U.S. DOL's National Customer Satisfaction Survey. SDAs will be expected to increase customer satisfaction from a baseline to be established in PY '94.

L. Reallocation and Reallotment Procedures

In the beginning of PY '94, 10% funds will be distributed to the SDAs by formula along with the 50% portion. However, by the third quarter of the program year if it becomes obvious that an SDA will not use its full allocation, the State will redistribute the unused portion of the 10% funds to an SDA that has an unmet dislocated worker project need. Through this redistribution process, funds will be placed in areas of need.

At the end of a program year, any unexpended funds in excess of 20% of the SDA allocation for the program year will be recouped by the State. In the event that there are unexpended funds in excess of 20% of the State's allotment identified by the JTPA Annual Status Report (JASR) at the end of the program year, the State will make that amount available to the U.S. Secretary of Labor.

M. Discretionary Allocations

In the event that the 60% allocation made available to the SDAs is insufficient in any SDA to address dislocations resulting from plant closings or mass layoffs, additional funds for basic readjustment and retraining services may be made available by the BETP. The BETP will reserve a significant portion of the 40% funds to ensure that there is a response capability to cover unforeseen dislocations.

As soon as an SDA Director is cognizant that funding is insufficient, he/she must notify the Workforce Development Director in writing of a request for Statewide Project Funds. Information expanding on the "plant brief" including the timing and logistics of the downsizing, the size and scope, and the current status of SDA resources must be provided.

The Workforce Development Director will ascertain via the State's RETI Team and DOL Resource Group if other resources are available to address the dislocation. If other resources are unavailable, then the Director will review the request in light of any other competing SDA requests and available Statewide Project Funds at the BETP. If the need can be met without applying for funds from the National Reserve Account, fund distribution will occur in a timely manner. A response letter will be sent to the SDA Director indicating the level of support that the SDA can expect from the BETP.

If there are simultaneous competing dislocated worker needs within two or more SDAs, the BETP will distribute funds based on the scope of the dislocation, the timing of the dislocation, and a proration of available dollars.

N. Statewide, Regional, or Industrywide Projects

As indicated, the State's 40% share will be used for State administration, staff development, technical assistance, rapid response, economic development coordination, UI coordination (i.e., worker profiling), and potentially NAFTA support.

In addition to the Statewide Project Funds being set aside for unforeseen dislocations, the BETP Directors also anticipate the use of Statewide Project Funds to support the fulfillment of the MHRDC goals. Since the BETP expects a federal policy shift due to the Reemployment Act of 1994, that is not reflected in existing legislation and regulations, it proposes to approach the evaluation and redefinition of the system through a pilot project.

This pilot project will be developed in conjunction with Maine Human Resource Development Council members through a series of workgroups. The workgroups will have three tasks: program design, selection and implementation. The BETP expects to underwrite significant costs of this Statewide Project with 40% funds and will be requesting deviation from the cost category requirements from the U.S. Secretary of Labor.

Public Announcement

In the event that an employer has made a public announcement that a plant will close and the workers are eligible for pre-layoff assistance, the RETI Coordinator makes rapid response and readjustment services available to those workers being laid off. Rapid response representatives at the substate level are called upon to ensure that adequate services are provided in a timely manner.

NAFTA

After the U.S. DOL NAFTA training sessions were completed in early 1994, The Workforce Development Director convened the DOL Resource Group to work out the following process to insure that NAFTA affected workers would have all appropriate services made available to them:

- Job Service is the first point of contact for the worker.
- A petition can also be started by an employer or union representative.
- The application is forwarded to the TAA Coordinator.
- The local point staff at the Economic Analysis and Research Division contacts the company representative to arrange for the data packet to be filled out.
- Information from the employer is routed to the point staff and faxed to OTAA and the Workforce Development Unit at the BETP.
- The RETI Coordinator mobilizes the local RETI Team members as necessary and implements the process described in section B.

UI. Profiling

The Workforce Development Unit will work with the DOL Resource Group during PY '94 to determine what portions of the UI profiling model can and should be implemented in Maine prior to PY '95. This dialogue will occur at the same time as the MHRDC discusses its potential pilot, so the BETP staff will insure coordination between the two groups.

O. Program Improvement Strategies

The several initiatives attached to the national strategy have significant implications for dislocated worker programs and shape the way Maine will use its Title III resources in PY '94 and PY '95. The BETP has issued planning instructions which begin a change in focus for Maine's dislocated worker program.

In preparation for the administration and implementation of the proposed Reemployment Act of 1994, the Title III strategy is designed to lay the groundwork for creating an environment in which more customers can take more control of their job lives. The Title III strategy will be to intensify efforts to help clients get quality assistance in making decisions, offer more access to information and education, and build a more integrated system to provide needed services. Ultimately, the needs of customers will drive program design. The key to successful intervention will be to offer employment and training assistance that provides competencies and skills for life security, expedites earnings recovery and a return to gainful employment.

The Workforce Development Unit will make a commitment to providing higher levels of investment, forging partnerships with all levels of the service provider community, supporting flexibility and innovation in program design, and instituting customer satisfaction as its central theme.

By the end of PY '94, the three SDAs are expected to make program enhancements which buttress the State's repositioning of dislocated worker programs. The planning instructions focus on areas that will be emphasized in the next biennium.

Secretary Reich has initiated six objectives that will result in significant improvement strategies to the EDWAA program.

1. Customer focus: establishing a strong capability to identify and meet the needs of the customer;
2. Expanding customer options: increasing the availability of quality services and the number of providers of such services;
3. Quality outcomes: focusing on the attainment of quality-based outcomes;
4. Improving data: improving the scope, quality, and accessibility of data on labor market conditions and providers of employment and training-related services;
5. Increasing system capacity: expanding the capacity of the delivery system to serve more workers and improve its capability to provide high quality services tailored to the individual needs of workers; and
6. Improve early intervention: increasing the timeliness of outreach and intake activities in relation to dislocation events.

The planning instructions require SDA EDWAA Plans to reflect these six program specific goals. The instructions are written not merely to seek assurance that the SDA will comply with the JTPA, but to encourage SDAs to innovate new program designs and explore new ways of doing business in order to meet these objectives. Following are highlights of the PY '94 SDA planning instructions.

- a. Describe the methods the SDA will use to ensure program access to an expanding dislocated worker population. How will the SDA increase outreach efforts to dislocated workers to ensure available services have a broader visibility?
- b. How will the SDA make certain that dislocated workers have access to employment opportunities that are responsive to their employment and earnings needs?
- c. The customer base for dislocated worker programs is diverse and

expanding in terms of numbers and diversity. How will the SDA ensure that a broad, yet comprehensive menu of activities and services is available to all dislocated worker?

- d. Describe how the SDA will provide relevant services tailored to the unique needs of each dislocated worker?
- e. How does the SDA plan to increase the service and training options available to each dislocated worker from those already existing? Does the SDA know which service and training options need to be added? If the response is affirmative, please describe. If not, how will the SDA identify those service and training options to be added in PY '94?
- f. Describe provisions to ensure that dislocated workers have access to useful information about employment opportunities, requirements, and training options. How will the SDA ensure that timely and reliable information is available to assist dislocated workers in making good choices regarding careers and employment objectives?
- g. What approach will be used to ensure that income support is available for those who need it to complete training? What combination of resources is used to provide income support?
- h. Describe how interagency and interprogram coordination efforts will occur to maximize activities and resources.
- i. In addition to the involvement of the PIC, how will employers be involved in designing and selecting occupational training programs?
- j. Describe how monitoring, fiscal, and participant data will be used to improve program design and operations.
- k. How will the SDA ensure the adequate knowledge and expertise of staff needed for working with the dislocated worker population? How will the need for staff development training be identified and addressed?
- l. Describe efforts to increase outreach to dislocated workers to ensure

a broader visibility of available services.

- m. Describe the rapid response and the readjustment services to be provided.
- n. How will customer feedback be used to influence the design of rapid response services?
- o. Under what circumstances is rapid response provided? Under what circumstances is rapid response not provided to individuals who may be EDWAA-eligible?
- p. What plans does the SDA have to shorten the period between layoff notice and first contact with affected workers?

P. Assurances

The State of Maine assures that:

- 1. It will comply with all statutory and regulatory requirements of the Job Training Partnership Act and the Economic Dislocation and Worker Adjustment Assistance Act.
- 2. Services under this grant will only be provided to eligible dislocated workers.
- 3. Services will not be denied on the basis of State of residence to eligible dislocated workers displaced by a permanent closure or substantial layoff within the State.
- 4. Services to displaced homemakers will not adversely affect the delivery of services to eligible dislocated workers and that services are provided in conjunction with ongoing programs for all dislocated workers.
- 5. Any program under Title III serving a substantial number of members of

a labor organization will be established only after full consultation with such labor organizations.

6. It will not prescribe any Title III performance standards which are inconsistent with the parameters set annually by the Secretary pursuant to Section 106(e) of JTPA, and that it will apply the standards in accordance with Section 311(a) of JTPA with regards to incentives.
7. Substate plans are made available for public review and comment, including by the Private Industry Council and the local elected official(s), and that such comments are considered by the State in its review and approval of the substate plans.
8. It has the capability to maintain accurate and timely participant and financial records as required by JTPA, and to submit complete, accurate and timely reports as specified by the Secretary.
9. It will conduct, at least once annually, a comprehensive review and verification of financial management, procurement systems, participant data and subrecipient monitoring procedures and systems of each substate grantee and State project operator to verify compliance of these procedures with the provisions of JTPA and Title III.
10. It will comply with all equal opportunity and nondiscrimination provisions of 29 CFR Part 34.

Q. General Administrative Information

Endorsement by the Governor and Maine Human Resource Development Council

Charles A. Morrison
Gubernatorial Designee

Date

Address of Federal Authority

Three copies of the EDWAA Plan will be submitted to:

Administrator
ATTN: Title III Plans
Office of Work-based Learning
U.S. Department of Labor
Employment and Training Administration
Room N-4649
200 Constitution Avenue, N.W.
Washington, D.C. 20210

In addition, one copy of the EDWAA Plan will be submitted to:

Robert J. Semler, Regional Administrator
for Employment and Training
United States Department of Labor
Employment and Training Administration
One Congress Street - 10th Floor
Boston, Massachusetts 02114-2021

Process for Modifying the State Plan

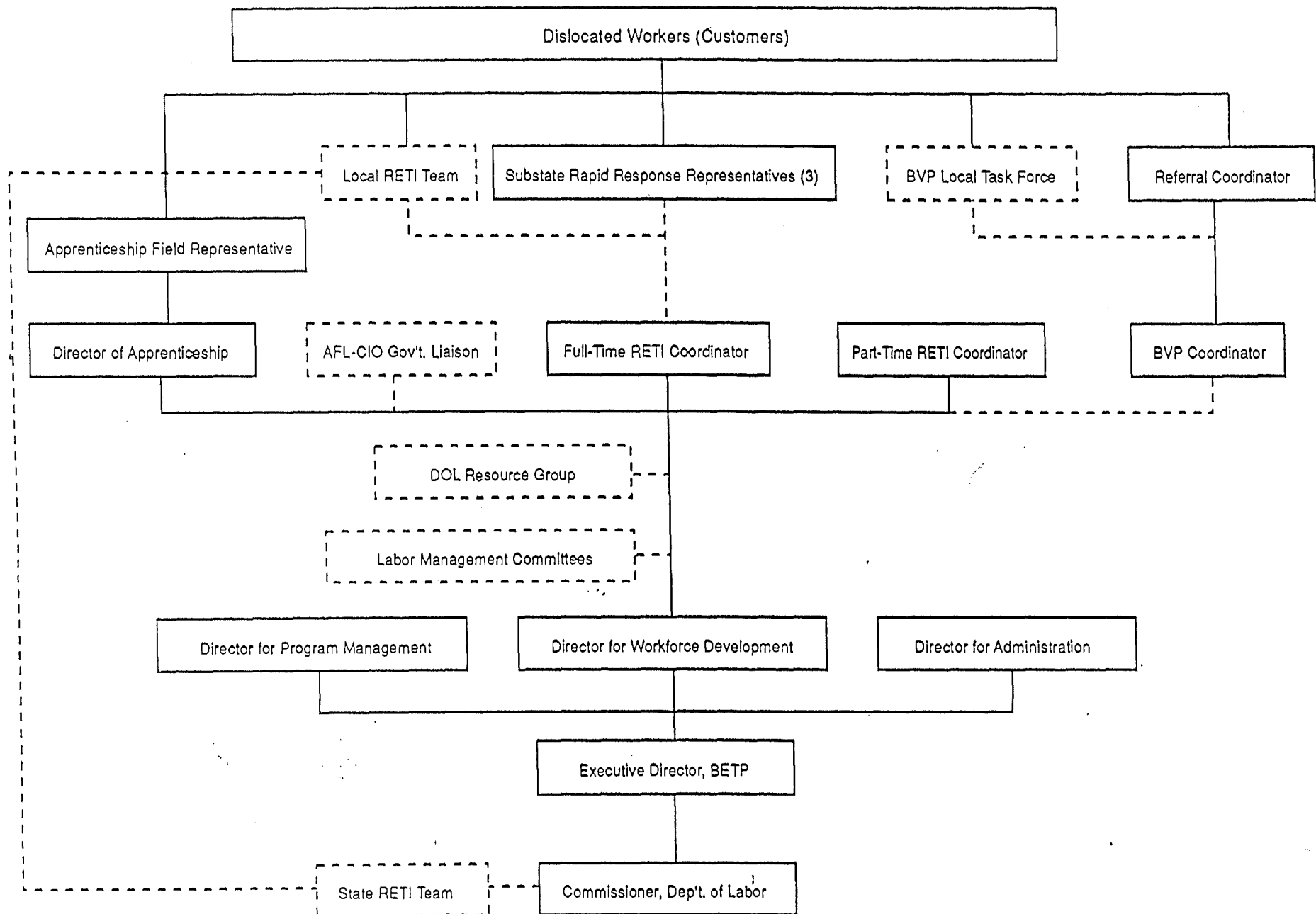
Any plan submitted under Section 311(a) of JTPA, as amended, may be modified to describe changes in or additions to the programs and activities set forth in the Plan, except that no such modification shall be effective unless reviewed and commented on by the MHRDC pursuant to Section 317(3), and reviewed and approved by the Secretary pursuant to §631.36(d) and (e) of the regulations.

Appendix I

Organizational Chart

for

Maine's Dislocated Worker Program



Appendix II

Rapid Response Survey Instruments for Measuring Customer Satisfaction



John R. McKernan, Jr.
Governor

Charles A. Morrison
Commissioner

Mary Lou Dyer
Executive Director

DEPARTMENT OF LABOR
BUREAU OF EMPLOYMENT AND TRAINING PROGRAMS

To: Employers participating in the RETI Program
From: Maine Department of Labor

Dear Sir/Madame,

Enclosed you will find a short survey which is being mailed to all employers who have used the RETI Orientation as a means to aid dislocated workers during their transition period.

The purpose of the survey is two fold:

1. To access you opinion of the orientation the workers received.
2. To access the relationship between the employer and the RETI Team.

Your responses to this survey will be kept confidential. Please do not put your company name on this survey.

The information received will be used to improve the relationship between the RETI Team and the employer. With this improved relationship, it is hoped that future dislocated workers will benefit.

Any comments or suggestions you have would be greatly appreciated.

Thank you for your time.

Maine Department of Labor

Maine Department of Labor
Bureau of Employment and Training Programs
EMPLOYER RETI ORIENTATION SURVEY

1. Did your layoff situation require you to send state officials a
WARN notice? Yes No Don't know
2. After you announced your layoff/closure how long did it take for
you to be contacted by the state or a state representative? _____
3. How long after you announced your layoff/closure was the first
RETI orientation held with the workers? _____
4. How would you rate the presentation given by the RETI team?

1	2	3	4	5
poor	fair	neutral	good	excellent
5. How long has it been since your last layoff? _____
6. How many were laid off? _____
7. What percent of the workers that you have laid off have been
successful in obtaining re-employment? _____ Don't know
8. Do you plan to layoff any more employees? Yes No Don't know
9. Beside the RETI Orientation have you provided your workers with
any other meetings/workshops to help them cope with the
termination? Yes No

A. If yes, what did these meetings/workshops consist of?

10. Do you think the RETI Orientation was effective in intervening
and reducing the length of the unemployment period?
Yes No Don't know

Thank you for taking the time to complete this survey. Please feel
free to include any additional comments you have that you feel
would aid in improving RETI Team and relations.



John R. McKernan, Jr.
Governor

Charles A. Morrison
Commissioner

Mary Lou Dyer
Executive Director

DEPARTMENT OF LABOR
BUREAU OF EMPLOYMENT AND TRAINING PROGRAMS

To: Dislocated Worker
From: Maine Department of Labor

Dear Sir/Madame,

Enclosed you will find a short survey which is being mail to all dislocated workers who received a Rapid Response Orientation and are not enrolled in a Job Training Program.

The purpose of the survey is twofold:

1. To access your opinion of the orientation you received.
2. To determine if you interested in enrolling in Job Training.

Your responses to this survey will be kept confidential. If you indicate that you desire to enroll in a program you will be contacted with more information shortly.

The information received will be used to improve the Rapid Response Orientation in hopes of aiding future dislocated workers.

Any comments or suggestions you have would be greatly appreciated.

Thank you for your time.

Maine Department of Labor

Maine Department of Labor
Bureau of Employment and Training Programs
DISLOCATED WORKER SURVEY

RAPID RESPONSE ORIENTATION

1. Did you participate in a rapid response orientation before/after you were laid off? Yes No Don't Know
2. How soon after your notice of layoff did you receive the orientation? _____
3. What was covered at the orientation? _____

4. Which of these was most helpful? _____

5. What was not covered at the orientation that you wish was?

6. Was the information you did receive at the orientation helpful? (please circle one)
1 2 3 4 5
not helpful somewhat unhelpful neutral somewhat helpful very helpful
7. Were the people who conducted the presentation responsive to your needs and questions?(please circle one)
1 2 3 4 5
not responsive somewhat unresponsive neutral somewhat responsive very responsive
8. Was the orientation presented in a large group setting? Yes No
A. If "yes", did this keep you from asking any questions? Yes No
B. If "yes", what would you have asked?

9. Did you spouse/life partner attend the orientation with you?
Yes No Not applicable

8. Which one of the following describes your current situation?
_____ currently unemployed
_____ retired
_____ employed at a job similar to the one laid off from
_____ employed at a job different from the one laid off from
_____ other, please explain

9. How long has it been since you were laid off? _____

10. Are you interested in participating in a job training program now?
Yes No



John R. McKernan, Jr.
Governor

Charles A. Morrison
Commissioner

Mary Lou Dyer
Executive Director

DEPARTMENT OF LABOR
BUREAU OF EMPLOYMENT AND TRAINING PROGRAMS

To: Dislocated Worker participating in job training
From: Maine Department of Labor

Dear Sir/Madame,

The following survey contains questions regarding the orientation and training programs that you, as a dislocated worker, have been participating in. The information obtained from this survey will serve two purposes.

1. To assess the quality of the services that you are receiving.
2. To improve the program for future participants.

All information received will be confidential. Please do not put your name on the survey.

Any suggestions you have on how to improve these services are encouraged and will be seriously considered.

Thank you for taking time out to complete this survey.

Maine Department of Labor

Maine Department of Labor
Bureau of Employment and Training Programs
DISLOCATED WORKER SURVEY

RAPID RESPONSE ORIENTATION

1. Did you participate in a rapid response orientation before or after you were laid off? Yes No Don't Know

If you responded "yes" to the above question, please answer the remaining questions in this section. If you responded "no" or "don't know" to the above question, please proceed to the next section.

2. How soon after your notice of layoff did you receive the orientation? _____

3. What was covered at the orientation? _____

4. Which of these was most helpful? _____

5. What was not covered at the orientation that you wish was?

6. Was the information you did receive at the orientation helpful? (please circle one)

1 2 3 4 5
not helpful somewhat unhelpful neutral somewhat helpful very helpful

7. Were the people who conducted the presentation responsive to your needs and questions?(please circle one)

1 2 3 4 5
not responsive somewhat unresponsive neutral somewhat responsive very responsive

8. Was the orientation presented in a large group setting? Yes No
A. If "yes", did this keep you from asking any questions? Yes No
B. If "yes", what would you have asked?
-
-

9. Did you spouse/life partner attend the orientation with you?
Yes No Not applicable

10. How long did you have to wait before you were enrolled into the job training program? _____

11. If you had to wait before you were enrolled in the program, were any workshops offered to you by Job Training while you were on the waiting list? (Please circle one)

- a. Yes, I participated.
- b. Yes, however I did not participate.
- c. No.
- d. Don't know.

12. If you participated, which workshops did you attend?
-
-

JOB TRAINING SERVICE

1. Do you feel your skills were accurately assessed?(Please circle one)

1	2	3	4	5
not at all	somewhat inaccurate	neutral	somewhat accurate	very accurate

2. Do you feel your strengths/weaknesses were accurately assessed?
(Please circle one)

1	2	3	4	5
not at all	somewhat inaccurate	neutral	somewhat accurate	very accurate

3. How accessible is your Job Training counselor? (Please circle one)

1	2	3	4	5
never accessible	hardly ever	neutral	most often	always accessible

4. How often do you met with him/her? _____

5. How much of a role did the counselor play in influencing your training decision? (Please circle one)

1	2	3	4	5
none	very little	equal	a lot	decided for me

6. Overall, how would you rate your Job Training counselor?(Please circle one)

1	2	3	4	5
poor	fair	no opinion	good	excellent

7. Do you receive any type of support service through Job Training (ie., tuition, gas money)? Yes No

A. If "yes", what type of support services do you receive? _____

B. Have you ever been unable to get the services you need because delays in receiving the money? Yes No Don't know

8. Where you given labor market information (ie., economic conditions in other areas, employment prospects in an occupation) to help you make your training decision? Yes No Don't know

9. What type of training are you in? _____

10. How long is the training? _____

11. How would you rate the match between your training, skills & interests, and labor market conditions? (Please circle one)

1	2	3	4	5
poor	fair	no opinion	good	excellent

12. How would you rate the coordination of services between Job Training, Unemployment Insurance, and Adult Education? (Please circle one)

1	2	3	4	5
poor	fair	no opinion	good	excellent

13. How would you rate the overall service you have received from Job Training? (Please circle one)

1	2	3	4	5
poor	fair	no opinion	good	excellent

14. How could this program be made better?

15. Do you feel that after you finish your training you will be able to find a job?

Yes No

A. Why or why not?

Please feel free to make any additional comments in the space below.
Thank you.

Appendix III

RETI Communications Process

Appendix III

RETI Communications Process

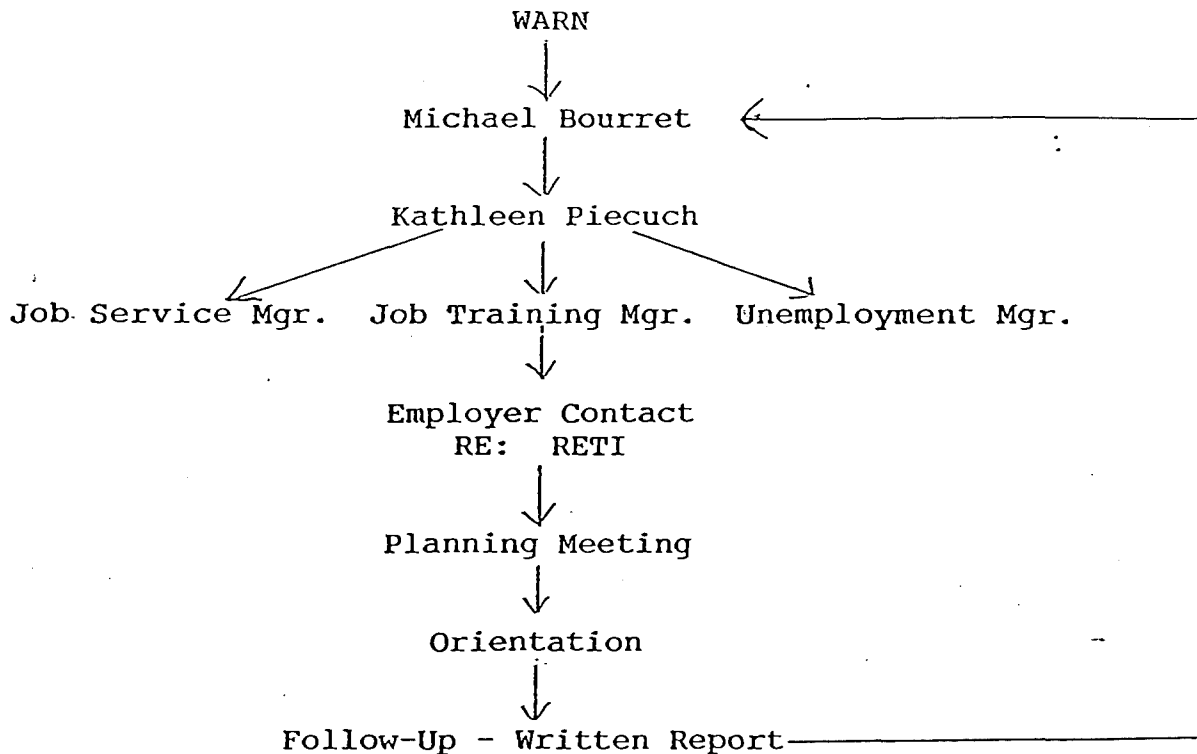
The Job Training System Manager will continue to take the lead in bringing the RETI team together to formulate a Plan of Action and follow up activity for the affected workers. However, lead responsibility may be assigned to the Job Service or Unemployment Insurance Manager at the discretion of the RETI Coordinator.

Following the initial verbal notice, a plant brief (see attached) will be prepared after an accuracy check with the employer by the designated local lead person. The brief will be distributed to the other local managers and Kathleen Piecuch within two working days. As necessary, the Supplemental Information Brief will be completed and distributed to local managers and Kathleen Piecuch. The JTS Manager will also be responsible for providing the RETI Coordinator with a written follow-up report after worker intervention has ceased.

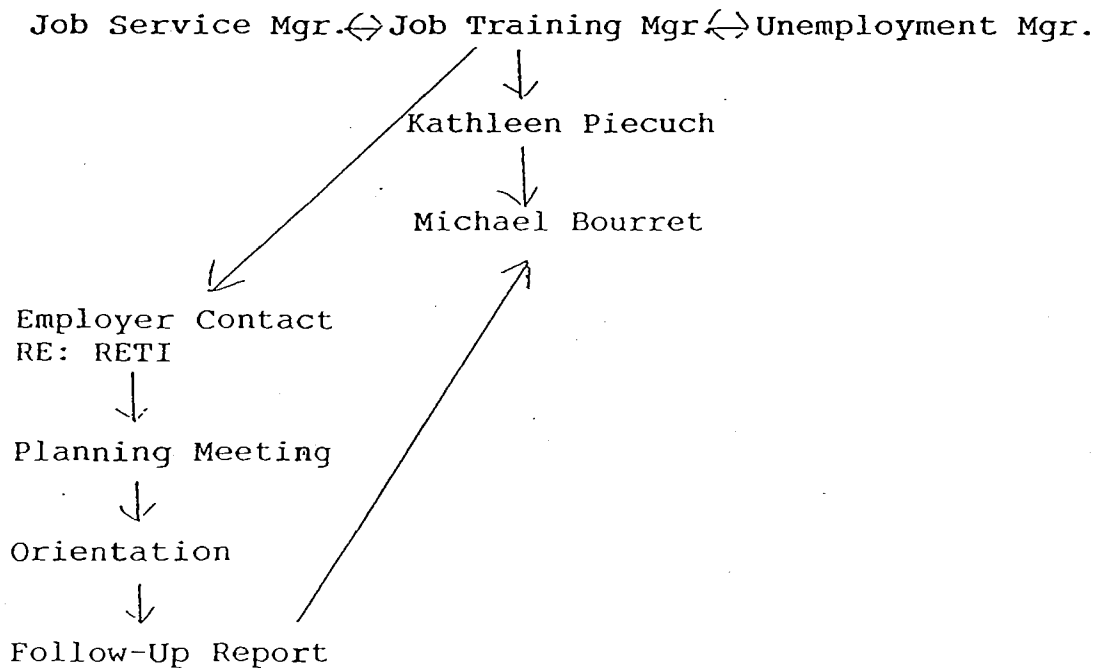
When fewer than 25 people are displaced by a layoff or plant closing, a modified RETI response may be developed by the Job Training Manager. For example, after consulting with the Job Service and Unemployment Manager, the Job Training Manager may decide that only one representative be present at the orientation session to address the affected population. Another example would be the distribution of a letter to workers informing them of the services and resources available to them and an explanation of how to access these. Other responses may be developed by the three divisions as the situation warrants.

To insure that each division receives notice as quickly as possible, the following information loop will be put into effect.

1. When information is received at the Administrative Office, the following procedure will be followed:



2. When information is received by local office staff, the information will be provided in the following sequence:



RETI PLANT BRIEF

1. Company Name, Address and County.
2. Company Contact Person and Telephone.
3. Closing or Layoff?
4. Reason Given by Employer for Downsizing.
5. Notification Date.
6. Is There a 60 Day (WARN) Notice Being Provided to workers? If Written Copy Available, Please Attach.
7. Effective Date of Dislocation.
8. Numbers Affected.
9. Is there a Trade adjustment Assistance Petition Being Filed? If Yes, Provide Date Filed.
10. Action Taken to Date.
11. Date of RETI Orientation.
12. Further Action to be Taken.

Please Provide Your Name and the Date You Completed This Form.

Appendix IV

Summary of Technical Assistance Activities

Appendix IV

TAT ACTIVITY	RATIONALE AND OBJECTIVES OF ACTIVITY	TARGET AUDIENCE	DELIVERED AT	
			STATE LEVEL	SUBSTATE LEVEL
Provide feedback on variances from planned program performance and suggest strategies for corrective action.	Develop "corrective action plans" to address variances in the SDAs planned versus actual activities.	SDAs	X	
Policy reaffirmation and direction from the DWU Resource Group.	Address and coordinate departmental procedures to ensure the timeliness and quality of rapid response services at the local level.	JTPA Substate Service Providers, JS, UI, R&A	X	
Assistance and advice from State RETI Team.	Develop strategies to deal with significant plant closures or mass layoffs.	Local RETI Teams	X	
Assess performance and provide strategies on elevating NTO activity.	Assist in developing strategies to meet the State's NTO placement goal of 10%.	SDAs	X	
Provide assistance on designing, implementing, and analyzing the results of a customer satisfaction survey.	Assist in a process that will enable the SDAs to meet a State goal of increasing customer satisfaction by 10%	SDAs	X	

TAT ACTIVITY	RATIONALE AND OBJECTIVES OF ACTIVITY	TARGET AUDIENCE	DELIVERED AT	
			STATE LEVEL	SUBSTATE LEVEL
Assistance and advice from the WDU	Increase "penetration" by serving a larger number of dislocated workers following the announcement of a plant closure.	SDAs	X	

Appendix V

JTPA Title III Allocation Factors

and

Allotment Distributions

Appendix V

JTPA TITLE III ALLOCATION FACTORS

Allocation Factor	Weight	Data Sources and Time Period
1. Insured unemployment	Double weight	The average weekly number of continued unemployment insurance program claims (less partials) during PY '92 for each county [MDOL]
2. Unemployment concentrations	Single weight	The annual average of unemployment for each county in PY '92 [MDOL]
3. Plant closings and mass layoff data	Double weight	The number of individuals separated from employment during 1992 for each SDA [MDOL]
4. Declining industries data	Double weight	The number of jobs lost between 1988 and 1992 in both durable and nondurable goods manufacturing by county [MDOL]
5. Farmer-Rancher economic hardship data	Single weight	The number of persons from the 1990 census who lived in households sited on properties which produce agricultural sales greater than \$1,000 per year is compared to those in 1980 [1990 Census]
6. Long-term unemployment data	Single weight	The number of unemployment insurance program exhaustees for each county during 1992 [MDOL]

ALLOTMENT DISTRIBUTIONS

Use of Allotment	Amount	% of Total
PY '94 State Allotment	\$5,197,259	100%
Formula Allocation to SSGs	\$2,598,629	50%
Reserve for Allocation	\$519,726	10%
Reserve for Governor's Use	\$2,078,904	40%
State Admin	\$128,318	6%
Statewide Projects	\$750,000	36%
Rapid Response	\$602,150	29%
UI Coordination	\$50,000	2%
Discretionary Services	\$548,436	26%