

Attachment C

QUALITY RAPID RESPONSE PROGRAM PRINCIPLES ADAPTED FOR THE TRADE ACT PROGRAMS

One of the early products of the National Rapid Response Workgroup was a set of 10 quality principles that have a direct linkage and application to the Trade Act programs (Trade Adjustment Assistance and NAFTA-Transitional Adjustment Assistance, including Secondary Workers).

SOONER VERSUS LATER

Linking Rapid Response with the Trade Act programs has proven successful in delivering timely benefits and services to trade-affected workers. Rapid Response teams gather a variety of information from the employer, including the cause of the layoff. In those instances where increased imports from any country or a shift in production to Canada or Mexico appear to be the cause of the layoff, employers and workers are encouraged and assisted by Rapid Response staff in filing a TAA and/or NAFTA-TAA petition(s). Filing the petition(s) at this point improves the possibility that the petitions may be approved by the time of the layoff and provides another source of reemployment assistance that will be available to the workers when the layoff occurs.

Rapid Response teams should ideally include a Trade Act representative or ensure that Rapid Response staff are thoroughly familiar with the Trade Act programs and the petitioning process.

Rapid Response teams should also gather information from the employer regarding their suppliers and assemblers of products. This would assist in the early identification and certification of these firms and their workers as secondarily-affected.

AVERSION BETTER THAN LAYOFF

The establishment of an early-warning system in the State will improve opportunities for averting layoffs. Early warning can be achieved through increased collaboration and information exchange among agencies and organizations involved in community, economic and workforce development. Sharing information about companies experiencing difficulties may lead to opportunities to save jobs through retraining or skill upgrading.

CUSTOMER CHOICE

A major objective of the Workforce Investment Act and the one-stop service delivery system is to increase the choices available to customers. Utilizing the local/State list of approved Workforce Investment Act training providers should expand the retraining options available to trade-affected workers and bring consistency to the process of referring customers to quality training providers. Utilizing training vendors on the approved list should also improve the Trade Act programs' performance outcomes and customer satisfaction.

LEVERAGE RESOURCES

Early intervention and a timely certification of TAA and/or NAFTA-TAA petitions provide an additional resource to One-Stop operators to design individual service strategies for trade-affected workers that may include job search and relocation allowance, training, and income support in addition to the mix of core

and intensive services provided to all dislocated workers in a One-Stop center. Through cooperative arrangements with One-Stop partners, as well as with company and union officials, community-based organizations, and agencies with Federal, State, and local funding, a more effective and efficient use of available resources is possible.

SEAMLESS DELIVERY

Fully integrating the Trade Act programs into the One-Stop service delivery system ensures that trade-affected workers have access to the same comprehensive services as all dislocated workers. Providing services to trade-affected workers through One-Stop outreach, intake, and assessment processes should ensure a seamless delivery of services where the various programs are invisible to the customer and opportunities for increased performance outcomes are maximized.

ON-SITE BETTER THAN OFF-SITE

The establishment of on-site centers where dislocated workers can easily access a full range of services can increase participation and improve outcomes. On-site centers provide more and earlier opportunities for workers, including trade-affected workers, to access both pre- and post-layoff services.

ACTIVE PROMOTION

Active promotion means having a strategy for making employers, workers and others aware that reemployment assistance and services are available through the One-Stop service delivery system. A comprehensive approach that includes the Trade Act programs is necessary to ensure that employers, workers, and others (organized labor, community groups, etc.) involved in dislocation events are aware and take full advantage of the wide range of reemployment services and assistance available to all dislocated workers. Active promotion and marketing of One-Stop services and activities, including the Trade Act programs, will enhance the opportunities for positive outcomes in all areas.

SUCCESS IS MEASURABLE

Measurable goals established at the Federal level, as well as by State and local Workforce Investment Boards, will provide valuable feedback to program staff. Fully integrating the Trade Act programs into the One-Stop system will provide an opportunity to receive valuable input from all customers that can be used to implement continuous improvement activities. Increasing customer service and satisfaction of trade-affected workers should be a primary goal of the One-Stop service delivery system.

CONSISTENT AND ACCURATE INFORMATION

The provision of uniform and factual information about the Trade Act programs' services and activities to employers, workers, and others is necessary to enhance performance outcomes and continuous improvement efforts. This can be achieved by providing training to Rapid Response teams, local Workforce Investment Board members, and providers, and by incorporating complete, easily understood, and user-friendly information about the Trade Act programs into Rapid Response presentations.

PARTNERSHIPS

Enhancing partnerships is a key element of the Workforce Investment Act and critical to the success of the One-Stop service delivery system. Increased collaboration, cooperation, and coordination with all partners within the One-Stop service delivery system will improve outcomes throughout the system.