



Missouri Division of Workforce Development
DWD Issuance 07-2015

Issued: October 21, 2015: Updated April 12, 2019
Effective: October 21, 2015

Subject: Statewide Employment Transition Team Policy

- 1. Purpose: This Issuance provides a Statewide Employment Transition Team (ETT) Policy to be utilized across all Local Workforce Development Areas (LWDAs).
- 2. Background: Workforce Innovation and Opportunity Act (WIOA) Section 134(a)(2)(A) [[29 U.S.C. 3174\(a\)\(2\)\(A\)](#)] requires the State to carry out statewide Rapid Response activities (henceforth, referred to in Missouri as Employment Transition Team or ETT), which shall include the provision of ETT activities, carried out in LWDAs by the State and/or by an entity designated by the State, and the provision of additional assistance to local areas that experience disasters, mass layoffs, plant closings, or other events that precipitate substantial increases in the number of unemployed individuals. This Policy provides a consistent and clear standard for ETT coordination in the LWDAs. It is important that all Missouri Job Center staff and local Workforce Development Board personnel understand the roles and responsibilities of Staff assigned to carry out ETT activities, and the importance of local coordination to ensure services are delivered efficiently and seamlessly.
- 3. Substance: This statewide policy which provides a guide to staff on ETT requirements, roles, responsibilities, and protocols.
- 4. Action: Effective immediately, all LWDAs are required to distribute this Policy to appropriate staff and implement its contents in local Missouri Job Center operating procedures.
- 5. Contact: Direct any questions or comments regarding this Issuance to Karla Houchins, Job Center Services Manager, at (573) 751-5219, or karla.houchins@ded.mo.gov.
- 6. Reference: DWD establishes this Policy to meet the requirements outlined in the WIOA implementing regulations at [20 CFR 682 Subpart C](#).
- 7. Rescissions: None.
- 8. Attachments: DWD Statewide Employment Transition Team Practices & Procedures Manual.

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Missouri Relay Services at 711.

Amy Sublett
Director
Missouri Division of Workforce Development



**DIVISION OF WORKFORCE DEVELOPMENT
STATEWIDE EMPLOYMENT TRANSITION TEAM
PRACTICES & PROCEDURE MANUAL**

Overview

The purpose of the Employment Transition Team (ETT) program is to promote economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, and responding to layoffs; and preventing or minimizing their impact on workers, businesses, and communities. ETT is flexible and focused on delivering solutions to businesses and workers in transition, planning, and responding as quickly as possible to dislocation events, and delivering services that enable affected workers to transition to new employment as quickly as possible.

The Workforce Innovation and Opportunity Act (WIOA) requires each state to carry out statewide ETT activities and/or designate an entity to do so on its behalf. The Division of Workforce Development (DWD) has opted to operate the ETT program at the state level in coordination with Local Workforce Development Boards (Local WDBs). DWD's Workforce Coordinators, located regionally, shall take the lead role in responding to layoff events, and shall be responsible for coordinating, providing, and overseeing ETT services in their assigned areas.

Required ETT Activities

Per the WIOA rules at 20 CFR 682.330, States are required to provide certain ETT activities, including:

- Layoff aversion activities;
- Immediate and on-site contact with affected employers, worker representatives, and local community representatives;
- Assessment and planning to address:
 - The layoff schedule;
 - Assistance needs of the affected workers;
 - Reemployment prospects; and
 - Available resources to meet the needs of the affected workers.
- Providing information and access to unemployment compensation benefits and programs, comprehensive one-stop system services, and employment and training activities, including Trade Act, Pell Grants, GI Bill, and other resources;
- Delivering necessary services and resources, such as workshops, mobile career centers, resource fairs, and job fairs to support reemployment efforts;
- Partnership with LWDBs and communities to ensure a coordinated response;
- Emergency assistance adapted to a particular layoff or disaster event;
- Developing systems and processes for identifying and gathering information of early warning of potential layoffs or opportunities for layoff aversion, analyzing and acting on dislocation data, and tracking outcome and performance data related to the ETT program;
- Developing and maintaining partnerships with appropriate agencies, employer groups, labor organizations and other organizations in order to conduct strategic planning to address dislocations, gathering and sharing information and data related to dislocations, available resources and the customization of services;

- Delivering services to worker groups where a Trade Act petition has been filed;
- Providing additional assistance to Local Workforce Development Areas (LWDA) that experience disasters or dislocation events that exceed the capacity of the LWDA's resources; and
- Establishment of a labor management committee (Transition Team) if voluntarily agreed to by the employee's bargaining representative and company management.

WIOA does not define any threshold for the size of a layoff for which ETT services must be provided. While ETT is required for mass layoffs and closures, it is the intent of the Act for services to be provided to as many workers as possible. Based upon the fact that most layoffs do affect less than 50 and that ETT services provide significant value to both workers and employers, the U.S. Department of Labor (USDOL) expects that services will be provided to layoffs of all sizes, as is practical.

DWD Workforce Coordinators shall provide on-site or in-person ETT services to any layoff affecting 25 or more. Layoffs affecting 24 or less may be offered on-site services as needed or requested by the employer. At a minimum, smaller layoffs will be provided informational packets that include the ETT programs and services brochure, the Division of Employment Security (DES) UI Benefits fact sheet, the Missouri Economic Research Information Center (MERIC) regional Real Time Labor Market Summary and any local flyer/brochure, as requested by the Local WDB.

Every ETT event is unique, therefore, each event shall be assessed individually, and services provided shall be determined based on the wishes of the employer, the needs of the affected workers, and the timeframe of the layoff.

Local Coordination

Effective ETT requires local partnership. Workforce Coordinators are the designated lead for any and all layoff events, however, local coordination is critical and required to ensure both employers and affected workers receive all needed services, and that they are delivered in a seamless fashion. Workforce Coordinators shall ensure coordination with Local WDB Directors, Functional Leaders, regional business services teams, Union Representatives, and community groups. Directors and Missouri Job Center (MJC) Functional Leaders shall be kept informed throughout the ETT process and notified of layoff activity, meeting dates, planned events, and changes in layoff schedules.

The Workforce Coordinator shall be the primary contact for employers participating in ETT. To avoid duplication and confusion for the employer, local staff shall not initiate contact with an employer regarding a layoff without first coordinating with the Workforce Coordinator. Generally, if the Workforce Coordinator is unavailable for more than a day, another staff is assigned as the point of contact in their absence.

It is up to each Local WDB Director to determine the role their staff will play in the ETT process. It is encouraged that each LWDA designate an individual to attend ETT meetings and cover the MJC services portion of the presentation; and have a role in any on or off site services provided, such as resource fairs, mobile career centers, registration events, etc.

ETT should be proactive and strategic, not just a response to layoffs. Building and maintaining relationships with the business community is critical. Establishing these relationships allows for early warning of potential layoffs and early intervention. Regional Business Services teams typically have established relationships with local businesses and can provide valuable information and facilitate introductions between the company and

the Workforce Coordinator in the event of a layoff. The Workforce Coordinator should maintain contact with business services staff, attend team meetings, and share information on a regular basis.

Maintaining open lines of communication with local MJC Functional Leaders is also critical to ensuring MJCs are informed and ready to assist groups of dislocated workers. Workforce Coordinators shall ensure MJC staff are aware of pending layoffs, the layoff schedule, the number to be laid off, and the occupations affected.

Roles and Responsibilities

DWD Central Office

- Maintains and distributes ETT materials
- Provides Labor Market Summaries, customized to each event
- Distributes Worker Adjustment and Retraining Notifications (WARN) and layoff memos
- Maintains and updates layoff logs
- Provides staffing assistance for meetings and events as needed
- Arranges and delivers workshops

Workforce Coordinator

- Serves as the single point of contact for downsizing employers and makes immediate contact upon notification
- Assesses layoff events to determine appropriate and necessary ETT services, in collaboration with the employer, LWDA, and union representatives
- Ensures Central Office, LWDB Director, MJCs, and appropriate partners are kept informed and up to date
- Coordinates all aspects of ETT worker meetings
- Coordinates on and off site events
- Documents ETT activity in DWD's statewide electronic case management system
- Arranges and coordinates workshops
- Coordinates with DWD training for workshops
- Forwards the ETT partial registration forms and surveys to Central Office

Local WDB Director

- Serves as or appoints a regional contact for the Workforce Coordinator
- Informs the Workforce Coordinator of layoffs or potential layoffs
- Assigns staff to attend ETT worker meetings and present MJC programs and services information

Statewide Union Representatives

- Informs the Workforce Coordinator of layoffs or potential layoffs at union sites
- Assists in gathering layoff information and providing layoff lists, as needed
- Assists in coordinating worker meetings
- Attends worker meetings and presents information regarding union services
- Coordinates and delivers ETT services

Service Delivery

DWD Workforce Coordinators shall contact the affected employers within 24 hours of being informed of a potential layoff to inform them of ETT services and arrange for an in-person planning meeting. Workforce Coordinators shall also immediately notify the Local WDB Director and/or their designee.

All on-site worker meetings and other services shall be coordinated with the employer and delivered based on the employer's schedule. Workforce Coordinators shall conduct meetings on dates/times that work best for the employer, regardless of time of day. Worker meeting agendas and participants shall be approved by the employer in advance.

ETT meetings should include a representative from DES to present Unemployment Insurance information, a MJC representative to present programs and services information, a Trade Act Representative (if applicable) and the appropriate union representative (if applicable). In addition, a representative from the USDOL Employee Benefits Administration shall be included when appropriate. If a MJC representative is unavailable or a LWDA chooses not to participate, the Workforce Coordinator shall be responsible for presenting MJC information.

ETT meeting presentations must follow the official ETT Protocol. Workforce Coordinators should customize the presentation to include local MJC locations and service information.

ETT participants shall be given the basic ETT packet, which includes, the ETT programs and services brochure, the DES UI Benefits fact sheet, the MERIC regional Real Time Labor Market Summary and any local flyer/brochure the Local WDB would like to include. Additional brochures and flyers should be made available on a resource table.

ETT participants shall be asked to fill out a Partial Registration Form and Survey. Forms and surveys must be forwarded to Central Office within three days.