



# RAPID RESPONSE PROGRAM

## What is the purpose of the program?

Rapid Response provides early intervention assistance designed to transition workers to their next employment as soon as possible. Services are provided regardless of the reason for layoff (e.g., trade-impacted, company downsizing/ restructuring, natural disaster, plant relocation, bankruptcy, etc.).

## How do customers qualify?

Employers and employees, who are impacted by a permanent layoff or closure action affecting 50 or more workers.

## Who can assist the applicants?

Rapid response unit, Employment Services and Business Services

## What documents does the customer need to provide?

Documents are not required, but they would need to provide information required to register in [www.workintexas.com](http://www.workintexas.com)

## What services can the customer expect?

Customers register in WorkInTexas prior to unemployment insurance benefits (UI) being received. Job search assistance includes: access of community resources, job application preparation, resume development interviewing skills/techniques, labor market information, financial management seminars and other seminars.

## What is the process/flow?

When Workforce Solutions obtains information about plant closures and mass layoffs, immediate on-site services are provided to assist workers facing job losses. It is the responsibility of the Workforce Solutions to make Rapid Response services available as often as possible to any employer requesting those services.

## Where Customers Go For Help!

### See Highlighted CAREER CENTERS

**Downtown Office**  
300 E. Main  
El Paso, Texas  
915.313.3000

**Eastside Office**  
1359 Lomaland  
El Paso, Texas  
915.887.2500

**Northeast Office**  
9740 Dyer  
El Paso, Texas  
915.887.2820

**Westside Office**  
5070 Doniphan  
El Paso, Texas  
915.887.2730

**Ft. Bliss Office**  
2494 Ricker Road  
El Paso, Texas  
915.566-8649

**Van Horn Office**  
704 Broadway  
Van Horn, Texas  
432.283.1170

**Alpine Office**  
710 Holland Ave.  
Alpine, Texas  
432.837.9800

**Fabens Office**  
206 S.E. 8th Street  
Fabens, Texas  
915.764-4285

**Presidio Office**  
100 Market  
Presidio, Texas  
432.229.8327

**Ysleta del Sur Pueblo Office**  
11100 Santos Sanchez  
El Paso, Texas  
915.872-8648



## Top 5 frequently asked questions

- 1. When do I get my unemployment?**  
3-5 weeks after you file your initial claim.
- 2. How much do I get for unemployment?**  
It is calculated on the previous 5 quarters of earnings, minimum is \$58 and maximum is \$392 per week.
- 3. How do I calculate my unemployment?**  
You will receive a calculation in your initial package of information. (We do not provide that because it could change.)
- 4. How do I get funding for school?**  
If you are a trade-affected or dislocated worker, you come into our center to be assisted.
- 5. Is there an extension for unemployment?**  
Currently there is a 7 week extension.



### Performance Measures

Employer Satisfaction survey  
Employee satisfaction survey  
Number of employers received RR  
Data entry timeline  
TRACCS requests  
No. of employers contacted that needed rapid response



### TWIST Funding Code:

101 – WIA Dislocated Worker – Rapid Response



### The rules that govern how the program is operated

Trade Act of 1974 (P.L. 93-618; 19 U.S.C. §2271 - 2322), as amended; 20 Code of Federal Regulations (CFR) Part 617; and 29 CFR Part 90



### Aligned with Strategic Goal(s)

5.1 Increase the number of services and opportunities to individuals who face challenges and barriers to full employability.



[www.urgjobs.org](http://www.urgjobs.org)