



Helping businesses and communities thrive.

# Workforce Business & Community Support

## Rapid Response Services

In the wake of **COVID-19**, we are dedicated to the businesses and employees that support our communities and help them thrive. That's why the Department of Labor & Training (DLT) aims to lessen the hardship felt by all individuals impacted by economic hardships experienced by their employer, and the employees themselves, especially in these unprecedented times.

DLT's **RapidResponseServices** team works to provide the necessary resources to avoid closures and layoffs.

It assists in job placement when jobs are lost and helps in times of natural disasters (such as the COVID-19 pandemic) to plan and manage support. Rapid Response assists workers and employers affected by layoffs, plant closures, or natural disasters. It provides access to the **EmployRI** system of user-friendly resources and information to help transition workers into reemployment.

Rapid Response does not have to be event-driven; the program offers businesses an opportunity to plan and manage economic transitions at any time. Rapid Response helps employers by coordinating pre-layoff placement services and leads the collaboration with other state and local partners to enhance job expansion and community support. **There is no charge to the employer or employee for these services and they are provided regardless of the reason for the layoff.**

## Contact Us:

Rapid Response Services  
Rhode Island Department of Labor and Training  
1511 Pontiac Avenue  
Cranston, RI 02920

Email: [Jane.palmer@dlt.ri.gov](mailto:Jane.palmer@dlt.ri.gov)

Call: (401) 462-4125



### Who do we help:

#### Your Employees

- Unemployment Compensation assistance
- Job search and placement assistance
- Financial support for education and training opportunities
- Career counseling

#### Your Business

- Maintain or increase productivity during transition period
- Assistance to avoid lay-offs
- Management assistance with Human Resource needs

#### Your Community

- Coordinating Support groups and education workshops
- Orchestrates community collaboration to help those impacted
- Lessens the economic impact felt by the community



# What does Rapid Response do?

Rapid Response Services helps businesses in a variety of ways. Businesses or employers can work with the Rapid Response team as part of their internal crisis management plan to help ensure business continuity in the event of a natural disaster such as COVID-19, economic hardship or closure.

If a closure or mass layoff is inevitable, Rapid Response helps businesses and local communities cope with the effects.

Rapid Response coordinates activities with Rhode Island's local workforce development boards and EmployRI in cases of insufficient funding to serve a large number of affected workers. **Trade Adjustment Assistance** petitions can be completed by Rapid Response when downsizing events are related to foreign trade.



Rapid Response has coordinators that meet with the employer and when appropriate, the representative of the employees, to discuss the services that are available through the program. The Rapid Response coordinator will pull together a team of experts to provide workers with information about services in a centralized and convenient location before the layoff or closure occurs, including service information on:

- Unemployment Compensation;
- Health and pension benefits;
- Job search activities;
- Education services;
- Training Programs;
- Trade Adjustment Assistance (TAA);
- Social Services programs;
- Community and economic development activities;
- Emergency assistance; and
- Crisis counseling.

During these unprecedented times of COVID-19, Rapid Response services are available via phone and virtually. Please call or email the contact information provided on this sheet to learn more about virtual Rapid Response services.

Rapid Response helps workers and employers navigate the workforce system by convening and facilitating connections, networks, and partners. Services are available to businesses and affected workers during regular business hours, Monday - Friday, 8:00 a.m. - 4:00 p.m.