



Department of
**Labor & Workforce
Development**

Dislocated Worker Unit Manual & Rapid Response Guide

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Rapid Response Purpose

Rapid Response is a critical component of the workforce system's approach to addressing economic transition. An effective system allows states and local areas to play an active role in shaping and maintaining a competitive, resilient regional workforce. Layoff aversion is part of a comprehensive Rapid Response and establishes an awareness of, and familiarity with, the talent needs of a region. This provides the workforce community the ability to strategically meet the needs of both hiring employers and dislocated workers. Rapid Response is the first step for many workers and employers whose needs can be addressed by the larger workforce system¹.

¹ TEGL 26-14

Rapid Response Background

What is Rapid Response?

Rapid Response² is a pro-active, business-focused, and flexible strategy designed to respond to layoffs and plant closures by quickly coordinating services that provide immediate aid to companies and their affected workers.

What is Rapid Response's purpose?

The purpose of Rapid Response is to quickly maximize public and private resources to minimize disruptions associated with job loss³. It can provide customized services on-site at an affected company, accommodate any work schedule, and assist companies and workers through the painful transitions associated with job loss.

Who is responsible for carrying out Rapid Response activities?

Rapid Response activities⁴ must be carried out by the State—or an entity designated by the State—in conjunction with the Local Workforce Development Boards (LWDBs), Chief Local Elected Officials (CLEOs), and other stakeholders, as outlined by Workforce Innovation and Opportunity Act (WIOA) Section 133(a)(2)(A).

States are required to establish and maintain a Rapid Response unit to carry out statewide activities and to oversee actions undertaken by a designated State entity, LWDB, or CLEOs for affected Local Workforce Development Areas (LWDAs), as provided under WIOA Section 134(a)(2)(A)(i)(I).

When must Rapid Response Activities be delivered?

Rapid response must be delivered when one (1) or more of the following circumstances occur:

- Announcement of notification of a permanent closure, regardless of the number of workers affected;
- Announcement or notification of a mass layoff⁵;
- A mass job dislocation resulting from a natural or other disaster; or
- The filing of a Trade Adjustment Assistance (TAA) petition.

Who does Rapid Response serve?

- Laid-Off Workers can receive assistance if they have been displaced. Access a comprehensive range of direct services, benefits, training opportunities, and income support.
- Employers can receive assistance to help avoid future layoffs, access incumbent worker training programs and skilled job seekers, and become familiar with employment rights and regulations such as the WARN Act. More information can be found through the following link: www.doleta.gov/layoff/

Funding for Rapid Response

No more than twenty-five percent (25%) of the total funds allotted to LWDAs for each program year's dislocated worker services⁶ may be reserved to provide statewide rapid response activities. Rapid Response funds are used to prepare materials, travel to early intervention sites, pay and train staff, pay costs associated with informational meetings, transition committees, and provide disaster and emergency services.

² 20 CFR 682.300

³ 20 CFR 682.300

⁴ 20 CFR 682.310

⁵ 20 CFR 682.305

⁶ WIOA Section 133 (a)(2)

What Rapid Response activities are required?

- A. Layoff aversion activities⁷.
- B. Immediate and on-site contact with the employer, representatives of the affected workers, and the local community, including an assessment of and plans to address the:
 - 1. Layoff plans and schedule of the employer;
 - 2. Background and probable assistance need of affected workers;
 - 3. Reemployment prospects for workers; and
 - 4. Available resources to meet the short and long-term assistance needs of affected workers.
- C. The provision of information and access to unemployment compensation benefits and programs, such as Short-Time Compensation, comprehensive one-stop delivery system services, and employment and training activities, including information on the TAA program⁸, Pell Grants, the GI Bill, and other resources.
- D. The delivery of other necessary services and resources including workshops and classes, use of worker transition centers, and job fairs, to support reemployment efforts for affected workers.
- E. Partnership with the LWDB(s) and CLEO(s) to ensure a coordinated response to the dislocation event and, as needed, obtain access to State or local economic development assistance. If necessary due to an emergency situation a NDWG the coordinated response may include the development an application for a national dislocated worker grant, as provided under 20 CFR Part 687.
- F. The provision of emergency assistance adapted to the layoff or disaster.
- G. As appropriate, developing systems and processes to:
 - 1. Identify and gather information for early warning of potential layoffs or opportunities for layoff aversion;
 - 2. Analyze, and act upon, data and information on dislocations and other economic activity in the State, region, or local area; and
 - 3. Track outcome and performance data and information related to the activities of the Rapid Response program.
- H. Developing and maintaining partnerships with other appropriate Federal, State and local agencies and officials, employer associations, technical councils, other industry business councils, labor organizations, and other public and private organizations, as applicable, in order to:
 - 1. Conduct strategic planning activities to develop strategies to address dislocation events and ensure timely access to a broad range of necessary assistance; and
 - 2. Develop mechanisms to gather and exchanging information and data relating to potential dislocations, resources available, and the customization of layoff aversion or Rapid Response activities, to ensure the ability to provide Rapid Response services as early as possible.
- I. Delivery of services to worker groups for which a petition for Trade Adjustment Assistance has been filed.
- J. The provision of additional assistance⁹ to LWDA that experience disasters, mass layoffs, or other dislocation events when such events exceed the capacity of the LWDA to respond with existing resources¹⁰.
- K. Provision of guidance and financial assistance as appropriate, in establishing a labor-management committee if voluntarily agreed to by the employee's bargaining representative and management. The committee may devise and oversee an implementation strategy that responds to the reemployment needs of the workers. The assistance to this committee may include:
 - 1. The provision of training and technical assistance to members of the committee; and
 - 2. Funding the operating costs of a committee to enable it to provide advice and assistance in carrying out Rapid Response activities and in the design and delivery of WIOA-authorized

⁷ 20 CFR 682.320

⁸ 19 U.S.C. 2271 et seq.

⁹ 20 CFR 682.350

¹⁰ WIOA sec. 134(a)(2)(A)(i)(II)

services to affected workers.

As part of the LWDB's service plan, each LWDB must provide a description of it will coordinate workforce investment activities carried out in their LWDA with statewide Rapid Response activities¹¹.

Statewide Rapid Response Activities

A. Statewide Rapid Response activities:

1. In general a State shall carry out statewide rapid response activities using funds reserved by the Governor for the State¹², which activities shall include:
 - i. Provision of Rapid Response activities, carried out in local areas by the State—or by an entity designated by the State—working in conjunction with the LWDBs and the CLEOs for the LWDA; and
 - ii. Provision of additional assistance to LWDA that experience disasters, mass layoffs, plant closings, or other events that precipitate substantial increases in the number of unemployed individuals, carried out in local areas by the State, working in conjunction with the LWDBs and the CLEOs for the LWDA.
2. Use of unobligated funds that remain unobligated after the first program year may be used by the Governor to carry out statewide dislocated worker training activities¹³ or for discretionary allocations¹⁴ in addition to WIOA adult and dislocated worker training activities¹⁵.

Dislocated Worker Unit Responsibilities: Central Office

The State Dislocated Worker Unit (State DWU) serves as the central point of communication and receives and distributes information as needed. The DWU is responsible for overseeing statewide Rapid Response services. The Tennessee Department of Labor and Workforce Development, through the LWDA, will provide all aspects of Rapid Response. Each LWDA must designate a single point of contact that will coordinate Rapid Response activities as a designated Local Rapid Response Coordinator and will work closely with the State DWU.

These responsibilities include:

- A. Serve as the central point of communication
- B. Tennessee Code Annotated 50-1-601 et seq, requires covered employers to notify the DWU of the reduction in operations:
 - These notifications may now be filed online at: https://stateoftennessee.formstack.com/forms/warn_notice_information or emailed to RapidResponse.Info@tn.gov.
 - Receive and maintain all Worker Adjustment & Retraining Notification (WARN) notices, both in Jobs4TN and hard copy.
 - Upon receiving the information regarding an official WARN from the employer, the State DWU will create a WARN notice in Jobs4TN.gov and will notify the appropriate coordinator and local stakeholders that the WARN has been created within forty-eight (48) hours of receipt.
- C. The State DWU will provide grant oversight of the Rapid Response program and will:
 - Recommend grants and contracts related to overall Rapid Response management to Commissioner/ Administrator's office.
 - Implement the necessary contracts related to dislocations and special projects funded through Rapid Response.

¹¹ WIOA Section 134(a)(2)(A)

¹² WIOA Section 133(a)(2)

¹³ WIOA Section 133(b)(2)(B)

¹⁴ WIOA Section 133(b)(3)

¹⁵ WIOA Section 133(b)(2)

- D. Provide technical assistance and training to the LWDB and other subrecipient staff.
- E. Develop prospective strategies to address dislocation events that ensure rapid access to the broad range of allowable assistance in conjunction with other appropriate federal, state and local service agencies and officials, employer associations, technical or other business councils and labor organizations.
- F. Compile information and distribute it to the State Workforce Development Board, the USDOL, and others as needed.
- G. Coordinate outreach efforts with LWDAs regarding Rapid Response
- H. Establish and maintain dislocated worker and Rapid Response information on the department's websites.
- I. Monitor participation in all planned activities to ensure appropriate and meaningful activities and programs are being provided.

Local Rapid Response Coordinator Responsibilities

When official notice of layoff or closures have been received, it is the responsibility of the Rapid Response Coordinator in each LWDA to contact employers and to share information regarding the services and benefits the State can and will provide quickly as possible. The official notice may be the receipt of a WARN, letter or call from an employer, a newspaper article indicating a layoff/closures.

LWDA Rapid Response Coordinator Responsibilities:

- A. Upon notification of a permanent layoff or closure where a WARN was issued by the State DWU, the Rapid Response Coordinator—who will receive a WARN number—may begin entering Rapid Response information into the “Create WARN Visit Record” section of VOS.
- B. If an initial contact with the employer and/or representatives of the affected workers has not been made, the coordinator should do so within forty-eight (48) hours.
- C. The purpose of the initial contact (phone) is to establish communications and relationship with the affected employer and schedule an initial meeting (in person if possible) with company representatives. A mass meeting should be scheduled at this time, prior to layoff when possible. Initial and mass meetings may be set up virtually when necessary.
- D. In the event a WARN has not been filed, the coordinator should provide the WARN guide to the employer but remember that the Department of Labor and Workforce Development, Dislocated Worker Unit, or the RR Coordinators cannot interpret nor enforce the WARN law.
- E. Inform the employer of all programs including Trade Adjustment Assistance (TAA), Trade Readjustment Allowance (TRA), and provide TAA application (www.doleta.gov/tradeact/), if appropriate.
- F. Provide employers with basic Unemployment Insurance including contact information for the UI Trac Team. UI Contact information can be requested from the State DWU.
- G. The coordinators should provide the employer with the “Unemployment Insurance Worksheet for Type of Payment at Separation” questionnaire developed by Unemployment Insurance Technical Services. Follow up with the employer to ensure completion of survey and submission to UI Tech. UI Tech will review information provided by the company on the questionnaire and provide the coordinator and the company with a summary of benefits related to unemployment insurance. The company can share this information to the laid-off workers.
- H. Upon making the initial contact with the employer the coordinator should ask the employer to register on Jobs4TN.gov and utilize the Mass Layoff Excel spreadsheet.
- I. Enrolling affected workers into Jobs4TN.gov before the mass meeting is highly preferred. If not possible, they must be entered into the system after the mass meeting is completed.
 1. The coordinator should also provide Jobs4TN.gov brochures (flyers made available upon request) that should be distributed to the employees with instructions to enroll in Jobs4TN.gov before the mass meeting.

- J. If a TAA petition has been or will be filed, contact the State TAA Coordinator to inform of the layoff at (615) 253-6668.
- K. At Mass Meetings, where TAA may be involved, coordinators should:
 - 1. Provide written information on TAA/TRA benefits and that the petition has been approved.
 - 2. Explain to the worker that they will receive notification of their eligibility.
- L. Notify affected partner agencies of a permanent layoff or closure, advise them when participation in the mass meeting may be appropriate. Notification shall occur as soon as all pertinent information is gathered.
- M. Communicate and coordinate with all necessary persons to ensure all employer needs are met. Including Unemployment Insurance, the LWDBs, CLEOs, business retention and recruitment organizations, economic development agencies, employer associations and business councils, labor organizations and technical councils.
- N. Contact the Dislocated Worker Unit (DWU) to request materials for affected employees.
 - 1. The coordinator must maintain a supply of all materials needed for rapid response activities. Agency and partner materials shall be made available to the coordinator in advance of all employee meetings. The coordinator must assemble such materials for distribution and must coordinate the distribution of these materials with the partners whose jurisdiction covers the affected employer and laid-off workers.
- O. Work with employers, affected employees and union representatives (if applicable) to identify the types of services the employer and affected workers need.
- P. Conduct outreach if the layoff has already occurred and affected employees are no longer available at the layoff site. (Rapid Response funds may be requested to assist in securing off site location if necessary.)
- Q. Organize, manage, and facilitate mass meetings for impacted employees.

Initiation of a Rapid Response Event

Rapid Response activities are initiated when

- **Employer** - Upon receipt of the official WARN notification—or notification directly from the employer—the Local Rapid Response Coordinator contacts the employer within forty-eight (48) hours of the notice to offer Rapid Response services.
- **American Job Center (AJC)** - If a Workforce Services partner (who is not part of the local Rapid Response delegation) receives or learns of a dislocation event, they should notify the DWU or Local Rapid Response Coordinator. The Local Rapid Response Coordinator contacts the employer within forty-eight (48) hours of learning of the layoff.
- **Newspaper Articles or Broadcast News** - The DWU or Local Rapid Response Coordinator contacts the employer within forty-eight (48) hours of receiving information from newspaper articles or broadcast news.
- Other notifications may include phone leads, employer contacts, and notification from the USDOL or Trade Act program certifications. The Local Rapid Response Coordinator contacts the employer within forty-eight (48) hours of learning of the dislocation event.

Employer Contact

Upon notification of WARN/Layoff/Closure information, the Local Rapid Response Coordinator makes immediate contact (within forty-eight [48] hours) with the employer, offering Rapid Response services to the company and employees.

This initial contact should result in the scheduling of an initial planning meeting and beginning of information gathering for the Rapid Response Company Information Report. The initial planning

meeting will provide the company with an overview of what will be delivered at an employee mass meeting, scheduling of the mass meeting, and completion of the information gathering.

The goal is to hold pre-layoff meetings with the affected employees at the worksite. However, the details are determined based on the employer's needs. Every effort is made to best accommodate the employer and promote attendance of the affected workers.

Union Contact

When the affected workers are organized under a union, the Local Rapid Response Coordinator will notify the Tennessee AFL-CIO Labor Council Technical Assistance office at (615) 269-7111. The date, time, and location of the pre-layoff informational meeting must be provided so the union may promote the meeting to its members. If meetings cannot be held at the worksite, the union hall may be a suitable alternative. The mass meeting should always be held on-site when possible.

Conducting Rapid Response Events

The Rapid Response Coordinator is the point person for setting up and executing an effective and successful mass meeting.

Contact the Company

After notification of layoff or plant closure is received from the State DWU the LWDA Rapid Response Coordinator contacts the company official identified in the notification letter to:

- Acknowledge receipt of the notification and verify information
- Provide a brief overview of the Rapid Response procedure
- Request information to complete the Rapid Response Report
- Request a tentative date for the initial meeting

Should employer not be willing or agreeable to LWDA service, LWDA Rapid Response Team should consider alternative events to provide employee services such as after hours or Saturday information sessions.

Contacting the Members of the Rapid Response Team

- A. Contacts members of the Rapid Response team assigned to the area where the layoff or closure will occur
- B. Confirms the initial meeting date and
- C. Transmits a copy of the notification to each member. LWDA should send over pre-meeting package including Jobs4TN.gov registration, information, and other materials as needed. The Rapid Response Team members should include a representative of the:
 1. Representative from the Local American Jobs Center
 2. Local Workforce Development Area (LWDA)
 3. AFL-CIO (if employees are represented by organized labor)
 4. Trade Adjustment Assistance Program (when appropriate)
 5. Unemployment Insurance representative
 6. Other member agencies as required

Planning and Conducting the Initial Meeting

After the initial meeting is scheduled, an agenda is prepared by the LWDA Rapid Response Coordinator for the upcoming meeting.

Prior to meeting, if you can, do a little research into the company and product or services they offer. Knowing the product and services the company offers can put the employer at ease when you are talking with them.

During the initial meeting, plans are developed, and a date is set for the employee mass meeting. It would be helpful to have the Business Service Team liaison included in all communication. Coordinator should work with Dislocated Workers Unit to leverage resources such as TCAT, OJTs, IWTs and other programs. The LWDA Rapid Response Coordinator completes final information on the Rapid Response Report in Jobs4TN in the employer account case notes.

Local Rapid Response Coordinators should provide updates as necessary on Rapid Response events to RapidResponse.Info@tn.gov at Tennessee Department of Labor & Workforce Development (TDLWD) Central Office.

Planning and Conducting the Mass Meeting

The local Rapid Response Coordinator is responsible for ensuring the following are accomplished during planning and provision of the mass meeting for the affected employees.

- A. Organize, manage, and facilitate mass meetings for impacted employees. This informs participants of services and programs available to them including, but not limited to, the following:
 - Career counseling and job search assistance
 - Résumé preparation and interviewing assistance
 - Education and training opportunities
 - Labor market information and reemployment prospects
 - Unemployment insurance
 - Local supportive services (i.e. legal aid, United Way, faith-based and community organizations, food and clothing banks, mental health and family counseling and other relevant services such as displaced homemaker service)
 - COBRA and HIPAA (keep written information at a minimum)
 - Other available resources to meet the short and long-term assistance needs of the affected workers
 - Identify special need requirements and provide accommodations, language interpretation or handouts, hearing-impaired services and/or services for people with disabilities
- B. Administer and collect dislocated worker survey (standard survey available) information including the following:
 - Individual background information
 - Job information about the position they were laid off from
 - Future plans/interests/needs
 - Satisfaction about the meeting

Entities that may participate in Rapid Response meetings include, but are not limited to:

- Economic development organizations
- Adult Education
- Chambers of Commerce
- Local elected officials
- Tennessee Department of Human Services
- LWDA Subrecipient Staff
- Faith-based and community organizations
- Veteran's Office
- American Job Centers
- Small Business Administration

Documenting Rapid Response Events in Jobs4TN

It is vital that all information is documented in Jobs4TN regarding the Rapid Response mass meeting. This is our record of services provided and allows for all partners to have a central location to view and share information.

WARN Visit Record

When responding to a layoff or closure that is the result of receiving an official WARN for the State DWU you should use the WARN Visit Record. This allows you to add comments on initial contact and planning for the layoff/closure to the WARN that the State DWU created in the system. If an official WARN is not issued by the DWU, then a WARN visit record will not be able to be entered.

Business E-Codes and Case Notes

All services provided during the Rapid Response process must be documented in Jobs4TN using E-Codes. These E-codes are used to measure the state effectiveness serving business services metrics. They directly tie to our two reported metrics of business penetration and repeat business.

Attaching case notes to the affected business Jobs4TN account is vital and needs to be entered after each service is provided. This allows for all information to be kept in one location. By doing this, all partners will be able to locate the status of a rapid response event at any given time.

Calendar Events

Calendar events can be a very useful tool for planning the mass meeting. Creating the calendar event in Jobs4TN of the mass meeting allows all partners to see when and where the mass meeting will be held. At the same time, mass meeting participants can be registered to the calendar event one time. Registering the participants and making them as attended will allow the system to register that those participants received rapid response services.

If you have any questions on how to use any of the Jobs4TN tools please reach out to the State DWU for technical support.

Rapid Response Services and the American Job Center Activities

As part of all Rapid Response meetings, information is presented about services available through the Tennessee Department of Labor and Workforce Development. Eligible dislocated workers will be referred to an American Job Center for further evaluation and services. These services will include, but are not limited to:

- Workforce Innovation and Opportunity Act eligibility determination
- Trade Adjustment Assistance eligibility determination
- Case management
- Skills assessment
- Résumé writing and interview techniques
- Labor market information
- Job matching services
- Occupational training

It is highly recommended to bring partner staff and AJC staff to the mass meeting so that they can be on hand to answer any questions.

TAC or WAC

The DWU in partnership with the LWDA may provide guidance and/or financial assistance in establishing a Transition Assistance Committee (TAC) or Workforce Adjustment Committee (WAC). This includes equal representation from the employer, employees, and the local community, as appropriate. The committee may devise and oversee an implementation strategy that responds to

the reemployment needs of the workers (note that this is optional).

Establishing the Employer-Employee Transition Committee

If an LWDB decides to establish an employer-employee Transition Committee the area needs to submit a roster and plan for an Employer-Employee Transition Committee. An Employer-Employee Transition Committee is highly effective when used during the transition process for plant closure or layoff.

The Transition Assistance Committee (TAC) or Workforce Adjustment Committee (WAC) are federally mandated to include equal representation from the employer and employees. The WAC includes a neutral chairperson from the community, the TAC and a facilitator or the Dislocated Worker Coordinator. The selected committee acts as the focal point for communication and services. In cooperation with state/local employment and public/private service providers, the committee can develop a comprehensive plan to help workers transition into new jobs. Positive results, including a faster return to employment, are common when the employer and the employee representatives work together. Some benefits of using the committee approach are:

- Earlier reemployment
- Coordination of services
- Increased motivation, productivity, and morale
- Positive labor relations
- Unemployment insurance cost savings
- More effective use of benefits
- Positive community impact

Principles of Rapid Response

The 10 principles of Rapid Response ensure that employees and employers receive the services they need. Published in the U.S. Department of Labor's (DOL) Employment and Training Administration Training Employment Information Notice 3-01, the 10 principles are:

Timeliness The more quickly interventions begin, the more time employees have to prepare for re-entry into the workforce.

Convenience On-site group services and meetings promote convenience, ease of access and provide familiar surroundings for employees.

Customer Choice Customization enhances success. Items that may be customized include time, location, content, and duration.

Consistent and Accurate Information To maximize the usefulness of information, it should be accurate, consistent, locally-driven, timely, specific to the worksite, and include non-job-specific referrals to services and agencies.

Leveraged Resources In-kind (equipment, staff time, space, and so on), cash, or tax credit resources can be combined with other available resources from employer, union, community, and economic development activities.

Seamless Service Delivery Differences in programs and funding sources must be invisible to the customer. Coordination is the key to providing services through multiple organizations.

Active Promotion Promote awareness and maximize the success of reemployment events and services through comprehensive, ongoing marketing outreach to employers, employees, organized labor, and community groups.

Layoff Aversion Rapid Response teams can coordinate layoff aversion strategies that help retain or save jobs, extend the range of tools and relationships with other programs and organizations, and refer employers to other helpful entities. Focus layoff aversion strategies on helping the employer make changes to reduce or avoid layoffs. Finding a buyer to keep the workforce intact is an option as well.

Measurable Goals Setting measurable goals that identify when programs are successful or have problems and require changes helps to ensure continuous improvement of Rapid Response activities.

Partnerships Involving additional partners enhances flexibility to meet the needs of a unique workforce. Some common partners are American Job Centers, Unemployment Insurance (UI), Trade Adjustment Assistance (TAA), and local economic development agencies. The appropriate involvement of a variety of other groups may also include Vocational Rehabilitation, childcare agencies, mental health services, and community organizations.

Rapid Response State Reserve Funds for Layoff Aversion, Early Intervention

The State DWU may appropriate Rapid Response Reserve Funds for projects addressing qualifying local or statewide dislocated worker events. In such cases, a request letter is sent to the DWU to describe the qualifying needs and outline the projected budget, numbers to be served and additional Rapid Response related services to be provided¹⁶.

Approval of such requests and funding negotiations are made on an individual basis and depend on the availability of funds. The final decision on these appropriations is done through the Commissioner and Administrator's office. The state may use Rapid Response funds for incumbent worker training as part of a layoff aversion strategy. Incumbent workers do not have to meet the definition for intensive and training services as it relates to employed adults and dislocated workers under WIOA.

The state's DWU, in partnership with the LWDA's Business Services Teams, Economic Community Development, local financial institutions, and other interested parties, will develop a team to aid businesses that need Layoff Aversion/Early Intervention.

Layoff, Closure Aversion Protocol

- The employer contacts the State DWU (employer may or may not provide WARN notice or may inquire about layoff prevention assistance) and the State DWU then works with Employer to complete assessment to utilize resources and services preventing layoff/closure (employer may request privacy to avoid media questions).
- State DWU contacts Unemployment Insurance and Communications divisions.
- State DWU collects information.
- State DWU sends collected information to appropriate LWDA.
- State DWU notifies EMPLOYER that LWDA has been notified.
- State DWU notifies Locals (Federal, State, and local officials).
- LWDA point of contact coordinates and provides services leveraging statewide Rapid Response Services Wagner Peyser and AJC.
- LWDA Rapid Response Team coordinates with the Business Services Unit to complete employee assessment and LEAP forms identify where funding should be allocated.
- The LWDA's Rapid Response Team will create a Service and Activity Plan.
- The LWDA's Rapid Response Team will contact the Layoff Aversion Team (DOL, ECD, Banks, and Education) provides info to dislocated workers.
- The LWDA's Rapid Response Team communicates with the EMPLOYER to provide services offering events for employees to access services and information.

¹⁶ WIOA Section 134(a)(3)(A)

- The LWDA's Rapid Response Team will encourage EMPLOYER to provide contact information and work to set up an event to provide workers information.
- Should EMPLOYER not be willing to hold onsite informational sessions for employees, encourage employer to share employee contact info with LWDA staff.
- Should EMPLOYER not be willing or agreeable to LWDA services, the LWDA's Rapid Response Team should consider alternative events to provide employee services such as after hours or Saturday information sessions.
- Remember to be **PROACTIVE** and *NOT REACTIVE*

National Dislocated Worker Grant

National Dislocated Worker Grants (DWGs) are discretionary grants under WIOA Section 170. DWGs provide resources to states—and other eligible applicants—to respond to large, unexpected layoff events causing significant job losses. This funding is intended to temporarily expand capacity to serve dislocated workers, including military service members, and meet the increased demand for WIOA employment and training services, with a purpose to reemploy laid-off workers and enhance their employability and earnings. Disaster DWGs provide funding to create temporary employment opportunities to assist with clean-up and recovery efforts when an area impacted by disaster is declared eligible for public assistance by the Federal Emergency Management Agency or otherwise recognized by a federal agency with authority or jurisdiction over federal response to the emergency or disaster.

Background

WIOA established the DWG program, including grants for employment and training assistance and grants for disaster relief employment assistance, to supersede regular and disaster National Emergency Grants under the Workforce Investment Act (WIA).

DWGs will temporarily expand the service capacity of dislocated worker training and employment programs at the state and local levels by providing funding to assist in response to large, unexpected economic events which cause significant job losses. DWGs also provide resources to States and LWDBs to quickly reemploy laid-off workers by offering training to increase occupational skills.

Services Following a Disaster

- Assists in areas with a higher than average demand for employment and training services from dislocated members of the Armed Forces and military spouses.
- Allows federal agency emergency or disaster declaration, in addition to those made by the Federal Emergency Management Agency, to trigger an opportunity for eligible entities to apply for assistance. The newly eligible situations must fit the definition of emergency or disaster situations for national significance that could result in a potentially large loss of employment, as declared or otherwise recognized by the chief official of a federal agency with authority for the federal response to the emergency.
- Circumstances where a substantial number of individuals from a disaster area relocate to another area to trigger an opportunity for eligible entities in the relocation area to apply for assistance.
- Assistance for self-employed individuals who become unemployed or significantly underemployed as a result of the emergency or disaster.
- Temporary employment duration up to twelve (12) months. The Secretary of Labor may extend the duration of disaster relief employment for up to an additional twelve (12) months.

Other Services Include

- Career and Training Services
- Supportive Services, such as childcare, transportation to and from the job site, etc.
- Needs Related payments (ineligible for or stopped receiving UI)

Workforce Assistance and Information Resources

www.Jobs4TN.gov

Career One-Stop

www.ajb.org

Mobile AJC Points of Contact

www.getonthecoach.tn.gov

A visit by the Mobile AJC can be requested by visiting and selecting the Book the Bus option.

America's Career InfoNet

www.acinet.com

America's Service Locator

www.servicelocator.org

O*Net Online

www.onetonline.org

America's Workforce Network Toll-Free Helpline

1-877-US2-JOBS

1-877-889-5627

Tennessee Department of Labor and Workforce Development

tn.gov/workforce

United States Department of Labor, Employment and Training Administration

<https://www.dol.gov/agencies/eta/tradeact/>

Definitions

AFL-CIO – The American Federation of Labor and Congress of Industrial Organizations is the largest federation of unions in the United States.

AJC – American Job Centers are designed to provide a full range of assistance to job seekers under one roof¹⁷.

BST – Business Services Team collaborate to ensure that business needs are met¹⁸.

CLEO – Chief Local Elected Official is the chief elected executive officer of a unit of general local government in a local area and is designated under the agreement¹⁹.

COBRA – Consolidated Omnibus Budget and Reconciliation Act of 1986. This law provides some workers with the right to continue health benefits coverage for a limited time after a job loss²⁰.

Declining Industry – An industry experiencing a statewide decline in total employment in excess of five percent over the past two calendar years.

Dislocated Worker – A worker who has lost their job through no fault of their own²¹.

DWU – The State Dislocated Worker Unit serves as the central point of communication, receiving and distributing information as needed and is responsible for overseeing statewide Rapid Response services²².

ECD – Tennessee Department of Economic and Community Development

FEMA – The Federal Emergency Management Agency is a federal department whose primary purpose is to coordinate the response to a disaster that has occurred in the United States and that overwhelms the resources of local and state authorities.

HIPAA – Health Insurance Portability and Accountability Act of 1996, this law provides important protections for workers and their families who have a pre-existing medical condition or who might otherwise suffer discrimination in health coverage based on factors that relate to an individual's health²³.

Incumbent Worker – Someone who is presently employed but does not meet the dislocated worker definition to receive intensive training services under the Workforce Investment Opportunities Act (WIOA) when layoff aversion is applied²⁴.

LEAP – The Tennessee Labor Education Alignment Program is designed to ensure colleges are producing graduates with the skills and credentials Tennessee employers need.

LWDA – “Local Area” is a local workforce investment area designated under section 106, subject to sections 106(c)(3)(A), 107 (c)(4)(B)(i), and 189(i). Tennessee is divided into 9 regions called Local Workforce Development Areas²⁵.

LWDB – The Local Workforce Development Board is the board responsible for each Local Workforce

¹⁷ 20 CFR Parts 676, 677, and 678(l); TEGL 04-15

¹⁸ TEGL 16-16(D)

¹⁹ 29 USC 3101; WIOA Section 3(9)

²⁰ Consolidated Omnibus Budget Reconciliation Act

²¹ 20 CFR 680.130(b) and WIOA Section 3(15)

²² 20 CFR 639.3(k)

²³ TEGL 19-16 Section 13

²⁴ 20 CFR 380.780

²⁵ USC 3101; WIOA Section 3(32)

Development area as established under section 107, subject to section 107(c)(4)(B)(i)²⁶.

Mass Layoff – means a reduction in force which first, is not the result of a company closure and second, results in an employment loss at the single site of employment during any 30 day period for at least 33 percent of the active employees, and at least 50 employees excluding part-time employees²⁷.

NAICS – The North American Industry Classification System is the standard used by Federal statistical agencies in the classification of business establishments for the purpose of collecting, analyzing, and publishing statistical data related to the U.S. business economy.

NDWG – National Dislocated Worker Grants are discretionary awards that temporarily expand service capacity at the state and local levels through time-limited funding assistance in response to significant dislocation events²⁸.

Plant Closing – means the permanent or temporary shutdown of a “single site of employment”, or one or more “facilities or operating units” within a single site of employment, if the shutdown results in an “employment loss” during any 30-day period at the single site of employment for 50 or more employees, excluding any part-time employees²⁹.

Rapid Response – Activities necessary to plan and deliver services to enable dislocated workers to transition to new employment as quickly as possible, following either a permanent closure or mass layoff, or a natural or other disaster resulting in a mass job dislocation³⁰.

TAA – Trade Adjustment Assistance program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to (re)build skills for future jobs³¹.

TAC – Transition Assistance Committee includes equal representation from the employer and the employees with a neutral facilitator.

T.C.A. – Tennessee Code Annotated, this represents Tennessee legislation.

TCAT – The Tennessee College of Applied Technology is a constituent college of the Tennessee Board of Regents and is accredited by the Commission of the Council on Occupational Education

TDLWD – The Tennessee Department of Labor and Workforce Development is the department that operates many of the services described in this manual.

TRA – Trade Readjustment Allowance is available to continue to provide income support while you are participating in full-time training. The amount of each weekly TRA payment is based on the weekly unemployment insurance (UI) benefit amount you already have received³².

UI – Unemployment Insurance programs provide unemployment benefits to eligible workers who become unemployed through no fault of their own and meet certain other eligibility requirements.

USDOL – The United States Department of Labor is a department of the U.S. federal government responsible for occupational safety, wage and hour standards, unemployment insurance benefits, reemployment services, and some economic statistics.

²⁶ 29 USC 3101; WIOA Section 3(33)

²⁷ 20 CFR 639.3(c)

²⁸ TEGL 12-19

²⁹ 20 CFR 639.3(b)

³⁰ 29 USC 3101; WIOA Section 3(51)

³¹ 20 CFR 618 Part 90

³² 20 CFR 618 Part 90

VOS – Virtual One Stop is another name for the JOBS4TN.GOV Website

WAC – Workforce Adjustment Committee includes equal representation from the employer and the employees with a neutral chairperson from the community.

WARN – Worker Adjustment and Retraining Notification Act is a US labor law that protects employees, their families, and communities by requiring most employers with 100 or more employees to provide 60 calendar-day advance notification of plant closings and mass layoffs of employees³³.

WIOA – The Workforce Investment and Opportunity Act is legislation that is designed to strengthen and improve our nation's public workforce system and help get Americans into high-quality jobs and careers and help employers hire and retain skilled workers³⁴.

WOTC - Work Opportunity Tax Credit Program is a Federal tax credit available to employers who hire and retain individuals from target groups that either meet specific conditions or have been faced with significant barriers to employment.

AJC Fact Sheet

Tennessee American Job Centers are open Monday through Friday: 8:00 A.M. – 4:30 P.M.

Also known as Tennessee Career Centers, AJCs have access to the Jobs4TN.GOV online database:

- It lists an average of 100,000 jobs from Tennessee employers, major job search engines, and corporate sites.
- It is equipped with a complete set of employment tools for job seekers in Tennessee.
- Job seekers and employers can access jobs, resumes, education, training, and labor market information 24/7.
- Job seekers can view the job listing, match their skill level to the job's required skill level, and either self-refer to the opening, or receive staff assisted referral if qualified.

Job seekers/employers can access Labor Market information about labor market trends, statistics, and economic and demographic data.

Employer Services

The Business Services Teams (BSTs) collaborate to ensure the business needs are met. This includes:

- Schedule employers for on-site recruitment at AJC or employer worksite.
- Based on the hiring needs of the employer, match job seekers with specific qualifications.
- Work Opportunity Tax Credit Program.

Under this current model, we have hosted about 18 hiring employers and over 250 job seekers on-site for one event! This allows employers to have great flexibility in searching for qualified workers, and job applicants have easy, efficient access to job openings.

Job Seeker Services at an AJC

AJC's have redesigned customer flow to allow an opportunity for staff and job seekers to connect sooner during visits. Upon entering, job seekers will engage with staff and proceed to the resource room either to self-register or receive staff assistance in registering on Jobs4TN.gov. Other activities include:

- Career guidance/planning to develop an individual employment/career plan to identify

³³ 20 CFR 639.1(a)

³⁴ 20 USC 3101

employment goals and appropriate combination of services to achieve the goals.

- Connect with a workforce professional who will advocate, communicate, and provide resources to aid in achieving the goals established in the individual employment plan.
- Receive an assessment, learn about interests, aptitude, basic skills, work values, personality, and more.
- Information and assistance with an internship, work experience, or relocation assistance based on the assessment or individual employment plan.
- Workforce and education skills training or educational program information.
- Additional referral services to appropriate partners programs to further assist with any other services.

Rapid Response Forms

Rapid Response Checklist

Prior to Meeting

- Receive notice of a layoff or closure
- Research the company to be familiar with the products and/or services the company may provide.
- Contact the employer to set up an initial meeting
- Create a PLANNING VISIT in VOS, including details you receive
- Complete Jobs4TN.gov registration
- Complete employer assessment

During the Initial Meeting

- Provide Jobs4TN.gov flyers and encouraging their employees to sign up in Jobs4TN before the RR Mass Meeting
- Explain that the affected employees must have Jobs4TN account to complete requirements for UI benefits
- Provide a Mass layoff List Template (spreadsheet) so that the employer may provide the needed information to set up UI claims.
- Explain what a Rapid Response Meeting consists of and how long it will take
- Schedule a date for the Mass Meeting
- Contact appropriate RR partners & suggest the Mobile AJC for larger events
- Activity steps:

_____ Mobile AJC

_____ Employers

_____ Supportive Services

_____ Training Providers

Information, Documents to Supply to Employer during Initial Meeting

- Mass Layoff List Overview Page with Excel Spreadsheet and TAA brochure
- Summary of Employer Payments at Separation - WARN Act Technical Assistance Guide
- Employment Toolkits
- LEAP Brochures

During the Mass Meeting

- Create an event in Jobs4TN
- Guide attendees to visit the Mobile AJC
- Instruct those not pre-registered on Jobs4TN to complete the registration card
- Sign in job seekers in VOS Greeter
- Facilitate RR meeting

After the Meeting

- Create a Rapid Response Activity for each individual who attends the meeting.
- If the individual does not have an account, create one using the registration card information.



LAYOFF/ CLOSURE REPORT

WARN NOTICE FILED: _____ YES _____ NO

Date of Notice: _____

LWDA: _____

LWDA Coordinator: _____

Two Company Officials Contact Information: (required)

NAME:	_____	NAME:	_____
TITLE:	_____	TITLE:	_____
PHONE:	_____	Phone:	_____
EMAIL:	_____	EMAIL:	_____

Company Name: _____

Address: _____

City: _____ State: _____

Zip Code: _____ County: _____

*NAICS Code: _____

Number of employees affected: _____

Skill sets of affected employees: _____

ONET codes for all affected positions: _____

How many employees lack High School Diploma?

Actual date of closure or layoff: _____

Severance Pay *(Please Circle One)*

Severance provided to employees?

Yes

No

Not Sure



RAPID RESPONSE ACTION PLAN

Unemployment Insurance:

1. _____
2. _____
3. _____
4. _____
5. _____

Labor Market, In-Demand Occupation Information and Re-employment Prospects:

1. _____
2. _____
3. _____
4. _____
5. _____

Résumé preparation and interviewing skills workshops:

1. _____
2. _____
3. _____
4. _____
5. _____

Career counseling, job search assistance and placement assistance:

1. _____
2. _____
3. _____
4. _____
5. _____

Education, training opportunities, classroom/ occupational skills training, TCAT, OJT, IWT and Apprenticeships:

1. _____
2. _____
3. _____
4. _____
5. _____

Local supportive services (i.e. legal aid, United Way, faith-based and community organizations, food and clothing banks, mental health and family counseling and other relevant services such as displaced homemaker services):

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

COBRA and HIPAA (written information at a minimum):

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

Other available resources to meet the short and long-term assistance needs of the affected workers:

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____



Employee Assessment

Name_____

Date_____

Please circle your answer

- 1. Are you registered for Jobs4TN.gov? YES NO
- 2. Are you comfortable filling out a paper application? YES NO
- 3. Are you comfortable filling out an online application? YES NO
- 4. Are you comfortable using a computer? YES NO
- 5. Are you comfortable interviewing? YES NO
- 6. Do you have an updated cover letter? YES NO
- 7. Do you have an updated résumé? YES NO
- 8. Do you have past or present volunteer experience? YES NO

9. What is your highest education level? _____

10. What do you think are possible obstacles to employment?

11. What are your skills and strengths?

12. What type of training would you be interested in?

Registration

TENNESSEE DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
WORKFORCE SERVICES REGISTRATION



			1. DATE <i>mm/dd/yy</i>		
2. NAME			3. SSN		
4. EMAIL		5. DATE OF BIRTH <i>mm/dd/yyyy</i>		6. ARE YOU A U. S. CITIZEN? <input type="checkbox"/> YES <input type="checkbox"/> NO	
7. STREET		8. CITY	9. STATE	10. ZIP CODE	
11. COUNTY		12. HOME PHONE WITH AREA CODE		13. CELL PHONE WITH AREA CODE	
14. Are you currently employed? <input type="checkbox"/> YES <input type="checkbox"/> NO	15. Are you a veteran? <input type="checkbox"/> YES <input type="checkbox"/> NO	16. Campaign Badge? <input type="checkbox"/> YES <input type="checkbox"/> NO	17. Are you disabled? <input type="checkbox"/> YES <input type="checkbox"/> NO		
18. Do you have a valid driver's license? <input type="checkbox"/> YES <input type="checkbox"/> NO	19. Do you own a car? <input type="checkbox"/> YES <input type="checkbox"/> NO		20. Shift preference? <input type="checkbox"/> 1st <input type="checkbox"/> 2nd <input type="checkbox"/> 3rd <input type="checkbox"/> Any?		
21. Are you a high school graduate? <input type="checkbox"/> YES <input type="checkbox"/> NO	22. If NO do you have a GED or High School Equivalency diploma? <input type="checkbox"/> YES <input type="checkbox"/> NO		23. How many years of education have you completed?		
24. RACE <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Asian <input type="checkbox"/> American Indian/Alaska Native <input type="checkbox"/> Native Hawaiian/Pacific Islander			25. OCCUPATION		

LB-1079 (Rev. 06-14)

The Rapid Response Team provides a Workforce Services Registration form to verify or register the dislocated workers on Jobs4TN.gov. You may request this form by email to RapidResponse.Info@tn.gov

Mass Layoff Information for Employers

IMPORTANT NOTICE for Employers:

Employers may no longer file unemployment claims for their employees. Instead, you may file a Mass Layoff List that will be used to expedite the approval process for claims filed by your employees when the separation reason is for lack-of-work. The Mass Layoff list will **NOT** file a claim for any employee. **Claimants are still required to file their claim after the layoff has occurred and may do so online at www.Jobs4TN.gov.** If a claimant worked a portion of a week, he/ she should file their claim during that same week. If the claimant worked the entire week and then was told they were being laid off, they should file on that Sunday.

Claimants are then responsible for filing their own weekly certifications for benefits and recording their weekly work search logs by logging into their UI account via the internet at www.Jobs4TN.gov.

Claimants should stop certifying when they return to work. If they continue to certify and do not report their wages, an overpayment could be created and could result in a denial of future benefits.

The screenshot displays the website header for the Tennessee Department of Labor & Workforce Development. The navigation menu includes: Home, Jobs & Education, Employees, Injuries at Work, Unemployment, Employers, Contact, Calendar, and Economic Data. A search bar is located in the top right corner.

The main content area is titled "Applying for Unemployment Benefits" and outlines a five-step process:

- 1. File a Claim**: Let's start by entering your employment information online.
- 2. Look for Work**: Search online or at local businesses.
- 3. Certify for Weekly Payment**: Answer questions online about the past week's job search and earnings.
- 4. Expect Two Letters**: The first explains your potential benefit amount. The second tells you the agency's decision.
- 5. Receive Payment**: Answering your weekly certification questions accurately assists in the timely payment of approved claims.

A note states: "Repeat Steps 2 & 3 weekly. If you have a return-to-work date, you do not have to look for work, but only certify to request a payment for the previous week."

On the left side, there is a "Tennessee Workforce Today" logo and a "Read More" button. On the right side, there is a "Certify Weekly" button.

Mass Layoff Submission Instructions

- Access your Jobs4TN.gov employee account.
- Once logged in select Services for Employers on the left navigation menu. Click Unemployment Services then Mass Lay Off.
- Click the Create Mass Layoff Employee List button.
- Next, download the template by selecting the hyperlink: [Download Data Entry spreadsheet to Import Claimants].
- Open the downloaded file and access the Data Entry sheet. This is where you will enter data for each affected employee.

Note: Required fields have a light blue background color.

- When complete Export Data to a Comma-Separated Values file (.csv) on your local drive.
- Return to your browser on Jobs4TN and click the Browse or Choose File button (varies depending on browser) to select the .CSV file created with the Data Entry spreadsheet.
- Complete the file submission by clicking the Upload button.
- A summary will appear with the results of your upload.
- Feel free to review entries by Returning to the Previous Page, searching for the appropriate layoff date and selecting Employee

Unemployment Insurance Information

Purpose: To provide general information on the types of post-employment payments made to employees at the time of separation that may delay the payment of unemployment benefits.

A claimant will not be eligible to receive unemployment benefits for any week that he or she receives any post-employment payments in an amount that equals or exceeds the regular weekly wages for the job terminated. The claimant will be advised to reopen their claim at the beginning of the first full week that the disqualifying payments are no longer an issue.

Wages In Lieu of Notice

Wages in lieu of notice are payments made by the employer to an employee in place of providing advance notice of the separation. Wages in lieu of notice are paid irrespective of the length of the employee's service and provide immediate compensation in an amount equal to what the employee would have earned as salary or wages had they been permitted to work during the period of notice.

Severance Pay

Severance pay is defined as pay that is designated as severance under an employment contract or hiring agreement. It is also considered pay that is received solely because the claimant was separated from employment. The claimant is advised to reopen the first full week that severance pay ceases.

WARN Notice Pay

The Worker Adjustment and Retraining Notification Act (WARN) requires employers with 100 or more employees to provide a 60-day notice in advance of covered plant closings and mass layoffs. An employer, who violates the WARN provisions by failing to provide advance notice as required is subject to a civil penalty for each day of violation and liable for back-pay and benefits. Such payments are issued to each aggrieved employee for the period of violation, up to 60 days. This liability may be reduced if the employer pays wages in lieu of notice to each affected employee for the duration of the

notice period. Wages in lieu of notice, paid under these circumstances, are referred to as WARN pay.



Unemployment Insurance Information

Please provide the following post-employment payment information.

1. How many employees will be laid off? _____
2. What date will be the last day of work? _____
3. What kind of payment will each employee receive upon separation?

Wages in Lieu of Notice
WARN Notice Pay

Severance Pay

4. Please list the actual week(s) that these payments will be allocated to cover:

5. Will the payment be made in a lump sum or will the employee continue to receive payment through regular payroll?

One lump sum payment

Payment through regular payroll

NOTE: Once the employer information has been obtained please email the completed form to the following UI contact: **Gwendolyn Creech**
Gwendolyn.Creech@tn.gov



Staff will review the information and make a determination on whether a claimant is disqualified from receiving benefits for the period in question.

NOTE: Rapid Response Coordinator is required to complete the fields containing their contact info prior to providing the following form to the employer.

Unemployment Information Form

Separating Employer	Rapid Response Coordinator
Company Name	Name
Address	Address
Telephone Number	Telephone Number
Fax Number	Fax Number
Email Address	Email Address

UI FREQUENTLY ASKED QUESTIONS

Q: Will severance or wages in lieu of notice of separation stop me from getting Unemployment Insurance benefits?

A: Eligibility for Unemployment benefits will be delayed until you are no longer receiving severance or wages in lieu of notice.

Q: When should I file my claim?

A: You may file your claim at any time after your last day of work however, benefits will be delayed for the period of time that you're receiving severance or wages in lieu of notice. Once the severance or wages in lieu of notice payments have ended, you may file or reopen your unemployment claim.

Q: Can I collect my pension retirement and Unemployment Insurance benefits at the same time?

A: Yes, if you made contributions to the pension fund.

- No, if the employer paid 100% of the pension and paid any part of your base period wages.
- Other factors apply to pensions. Be sure to indicate if you are receiving or have applied for pension/retirement payments at the time you file your Unemployment claim.

How to file an Unemployment Claim

1. Go to **Jobs4tn.gov**
2. Click on "**Unemployment Benefits**"
3. Select "**File a Claim**"
4. If you have an account sign in by entering your **username** and **password**
5. If you do not have an account, click "**Next**" to proceed to the next screen.
6. Follow the prompts and enter all required information



Where do I go to file an unemployment claim?

- You can file your claim anywhere and at any time during the week online.
- If you need assistance you can click on the help icon and speak to a representative.
- You can meet our field representative at the Career Centers on specific scheduled days during the week.

Information Needed to Apply for Unemployment

- Social Security Number
- Driver's License or State Identification Card
- Complete mailing address
- Phone number
- Email address
- Names and addresses of all previous employers for in the last 18 months.
- Banking Information

Need Claim Assistance?

If you have any questions pertaining to your claim, please contact the help line at **877-813-0950**

Website assistance <https://tdlwd.zendesk.com> (This link will allow you to create an email request ticket, to correspond with an agent regarding any inquiries that you may have.

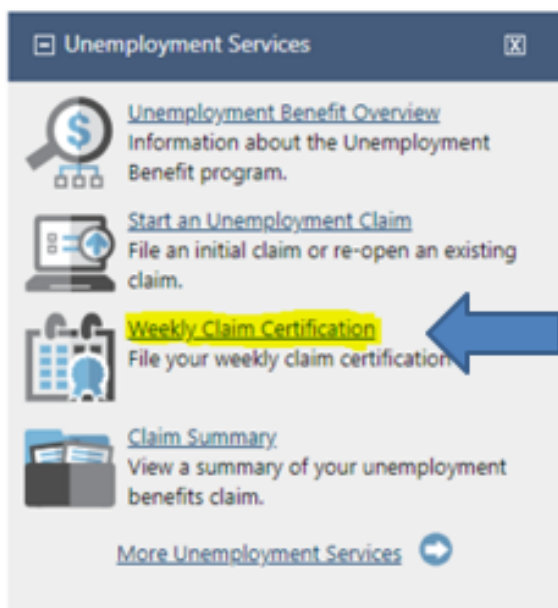
An agent will respond within 48-72 hours of the ticket being submitted).

Unemployment Insurance Benefits

Weekly Certification Guide

The weekly certification link is located in your **JOBS4TN** Dashboard {www.JOBS4TN.gov}

1. Sign into your **Jobs4TN** account by entering your **username** and **password**
2. On your dashboard, locate the “**Unemployment Services**” tab
3. Click on “**Weekly Claim Certification**”
4. Follow the prompts and enter all required information



It is your **responsibility** to file your own UI claim, and to certify each week you are unemployed.

You are **able to certify Sunday-Friday**. If you forgot to certify on Sunday, your make up days are Monday thru Friday but it will cause a delay in payment, if eligible.

If you **fail** to certify for two consecutive weeks you will be locked out and will be required to refile your claim. If this occurs you will **NOT** receive back pay.

If you fail to report any wages earned during the week of the certification you will be overpaid and will be required to pay back the benefits.

While unemployed, you must make a reasonable effort to secure work by providing detailed information in your **weekly certification of at least 3 work searches per week**. Failure to conduct **3 work searches per week** will result in a loss of

benefits unless you are job attached, a member of a hiring union, or attending training approved by the Commissioner.

On every new benefit year established the State of Tennessee has a waiting week. The first week you are eligible for will be considered your waiting week. This agency does not pay you for this week unless you certify for, and are eligible for four consecutive weeks.

Need Additional Help Call 1-844-224-5818