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To: Local Workforce Area Administrators
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DEW Regional Managers
DEW Director of UI QAQC
DEW Director of UI Operations
DEW Director of Business and Economic Development

From: Grey Parks, DEW Assistant Executive Director of Workforce Operations 
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Subject: **Rapid Response Manual**

Date: February 28, 2019

The U.S. Department of Labor (DOL) and our state and local workforce investment system partners offer many services to help businesses and workers deal with the effects of layoffs and plant closures, including those that result from increased competition from imports, natural disasters, and other events. One such service is Rapid Response. Rapid Response is a pro-active, business-focused, and flexible strategy designed to respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. Rapid Reemployment teams work with employers and any employee representative(s) to quickly maximize resources to minimize disruptions associated with job loss.

The Rapid Response Manual was developed to establish a comprehensive resource for Rapid Response information and operational guidance, and communicate expectations for delivery of Rapid Response services statewide. DEW maintains the Rapid Response Manual in SC Works Online Services (SCWOS) under Staff Online Resources and in the [DEW Policy Center](#).

All frontline DEW Workforce Operations staff, Unemployment Insurance (UI) Hub Managers, and UI QAQC staff are required to read and acknowledge the Rapid Response Manual in the DEW Policy Center no later than Friday, March 29, 2019. All SC Works staff, including partners, are expected to view and become familiar with the manual to ensure high-quality, consistent, and timely services. Additionally, training regarding Rapid Response services and the manual is forthcoming. All staff providing Rapid Response services will be required to complete the training prior to attending any onsite Rapid Response event.

Questions may be directed to Policies and Procedures at polnpro@dew.sc.gov.