Rapid Response Team Protocol for Local Workforce Area 15

Role / Task/Activity/Function	Wkfc Specialist/ RR Coordinator	Local Coordinator / WDB Director	OMJ Center Operator / Business Svc or BRN Rep / WIOA Dislocated Worker Prgm Rep	Local Economic Development	Program Delivery Manager	Unemployment Insurance Rep	Trade Adjust Assistance Rep	Wagner-Peyser Empl Svc Rep	Rapid Response Program Manager	
Individual's Name	John Bateman	Rebecca Safko	Ginger Bowen Bill Long Kathy Lott-Gramkow Candy Nelson Misty Wells	various	Stephen Carson	Sherri Jones	Heather Ponish	Holly Endicott	Breeyn Handberg	
1. Notify team of new event	R/A	R/I	C		I	I	I	I	R/A	
2. Enter event into OhioRED	R/A								R/A	
3. Conduct research	R/A	C	C	C			C	C		
4. Make initial contact with employer	R/A	I	I	I	I		I	I	R/A	
5. Develop reemployment strategy	C	R/A	R		I			I		
6. Conduct initial employer meeting	R/A	R	C			R				
7. Issue RR Workforce Survey	R/A	I	C		I			I		
8. Develop service plan	R	R/A	R	I	C		C	C		
9. Determine budget; request RR funding if needed	I	R/A	C		R				I	
10. Conduct Rapid Response Reemployment Session for workers	R/A	R	R/C							
11. Update OhioRED, mini-reg and OWCMS	R/A		R							
12. Update team on RR activities and results (minimum monthly)	R/A	R/I	C		I	I	I	I	I	

R = Responsible A = Accountable
C = Consulted I = Informed

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13. Check effectiveness of plan and modify as needed	R	R/A	R	I	C		C	C	C	
14. Conduct post-RR follow-up	R/A	C/I	R							

Notes

1	Multiple economic development organizations exist in the workforce area; representatives will be engaged as appropriate to the event.
2	Item 1: When event is announced by a WARN notice, RR Program Manager will notify team and enter event into OhioRED.
3	Item 4: If it is a multi-site event (e.g., retail establishments), the RR Program Manager will contact the corporate office for information and distribute it to Workforce Specialists/RR Coordinators.
4	

Acknowledgements

I acknowledge this is the protocol as developed by the Rapid Response Team for the Local Workforce Area 15. This protocol may be revised as members, roles, and functions change.

Workforce Development Board Director

Rebecca Safko
Print name

Rebecca Safko
cn=Rebecca Safko, o=Ohio Valley Employment Resource, ou=Executive Director, email=rsafko@jobsetc.net, c=US
2018.02.11 15:54:10 -05'00'
Signature

2/11/18
Date

Rapid Response Program Manager

Print name

Signature

Date

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Role	Last Name	First Name	Job Title	Organization	Email address	Phone
Workforce Specialist/ RR Coordinator	Bateman	John	Workforce Specialist	ODJFS	John.bateman@jfs.ohio.gov	740-797-1405
Local Coordinator, WDB Director	Safko	Rebecca	Executive Director	OVER	Rebecca@omj15.com	740-632-4671
OMJ Center Operator, Business Services or BRN Rep, WIOA Dislocated Worker Program Rep	Bowen	Ginger	Supervisor, OMJ	Morgan CDJFS	Ginger.bowen@jfs.ohio.gov	740-962-1405
	Long	Bill	Workforce Unit Supervisor	Monroe CDJFS	William.long@jfs.ohio.gov	740-472-1602
	Lott-Gramkow	Kathy	Director	WMCAP	kgramkow@wmcap	740-373-3745
	Nelson	Candy	PA Admin	Washington CDJFS	Candy.nelson@jfs.ohio.gov	740-434-0518
	Wells	Misty	Workforce Development Supv.	Noble CDJFS	Misty.wells@jfs.ohio.gov	740-305-1389
Local Economic Development	*various*					
Program Delivery Manager	Carson	Stephen	Program Delivery Manager - OWD	ODJFS	Stephen.carson@jfs.ohio.gov	614-753-3296
Unemployment Insurance Rep	Jones	Sherri	Program Delivery Manager - OUIO	ODJFS	Sherri.jones@jfs.ohio.gov	614-752-4529
Trade Adjustment Assistance Rep	Ponish	Heather	Employment Support Administrator I	ODJFS	heather.ponish@jfs.ohio.gov	614-466-8020
Wagner-Peyser Employment Svc Rep	Endicott	Holly	Program Administrator I	ODJFS	Holly.endicott@jfs.ohio.gov	614-644-0368
Rapid Response Program Manager	Handberg	Breeyn	Program Manager	ODJFS	Breeyn.Handberg@jfs.ohio.gov	614-466-9897

I. Overview

A. A RACI chart is a planning tool used to facilitate the dialogue for planning a project and to assist the group in assigning project roles and responsibilities. The acronym's letters represent **R**esponsible, **A**ccountable, **C**onsulted, and **I**nformed.

The chart depicts –
(a) the functional roles of the project's key entities (individuals, work groups or teams, or organizations) that have involvement with the project, and
(b) the various tasks and activities that are required to successfully complete the project and accomplish its goals.

The RACI planning process is an excellent tool
(a) to get all stakeholders engaged in the planning and execution of a project,
(b) to form a collaborative approach for working and communicating with each other, and
(c) to clearly define expectations for What is to be done? By whom? and By when?

RACI is a useful tool that answers those questions through meetings with key stakeholders and those who will be participating in your project in one form or another.

B. Depending on the nature of the project and the stage of planning you are in, a RACI chart can be used for different levels of planning - the broad/macro level, or the detailed/micro level.

Using RACI can help you avoid a situation where nobody will take ownership or make a decision. RACI also helps bring clarity to situations where people don't know what they are supposed to do. RACI helps people know their level of responsibility, when they should be involved, and to what extent they should be involved.

II. Preparing and using the RACI Chart spreadsheet

Setting-up the RACI chart

1. Across the top row (**Row 1**), enter the name of the individuals or entities that will be involved in some way with the project *[Examples: Larry, Fiscal, State RR Staff]* . Enter each entity in its own column heading (such as Team 1 in column B, Team 2 in column C, and so on). To enter your information, simply click on or select the cell you want and then type the name.

2. Have group members brainstorm and list all the key tasks/activities that are required in order to successfully complete the project *[Examples: Invite partners, Worker Orientation, Employer follow-up, Outreach, etc.]* . Enter the tasks in **Column A** If preferred, you can cluster the activities into groupings with similar themes (such as marketing activities, special events, contracting) or sequentially (such as January tasks, February tasks, etc.), or some other grouping system that fits your project needs.

III. Key

The roles and responsibilities are depicted by entering R, A, C, I, or some combination of these letters, in the cells. When a RACI letter is entered, the cell background changes its color.

R – This person or entity has **Responsibility** for this task/activity. More than one individual or entity may have responsibility for a task or activity. The individual, group or entity that will do the actual work; the degree of responsibility is defined by the accountable person; responsibility can be shared. Every row, or task, should have at least one person or entity with an R.	**R**
A – This person or entity has Accountability for this item; that is, the ultimate charter for seeing that the task/activity is successfully performed; the accountable person typically has veto authority and may assign responsibility to others; only one "A" should be assigned to an activity or decision (that is, only one A allowed for each row of tasks).	**A**
C – This person or entity Is consulted for input/feedback prior to a final decision or action taken; a consulted individual or entity need not have direct part in performing a task but, rather, offers important information needed for the successful performance of the task or' project.	**C**
I - This person or entity Is informed about the project or its tasks/activities; an "I" may not have any direct participation in the task or project but is provided information on a mostly need-to-know basis.	**I**
	R/A
	R/C
	R/I
	A/C
	A/I
	C/I

IV. Facilitating a RACI Chart discussion

Before setting-up the RACI spreadsheet with roles and tasks, have group members discuss the scope of the project (what it is and what it is not) and the overarching goals/objectives that are to be achieved as a result of successful completion of the project.

The facilitator helps the group develop a list of tasks/activities. After listing all the major tasks or activities down the left side of the first column, the group discusses "Who does what?" When agreement is made, the recorder enters the appropriate R, A, C, or I in the cell.

The facilitator can ask questions to help explore the issues. If the facilitator perceives a blockage, a question or hypothetical situation can be offered to stimulate discussion (such as "What will happen if … and then who should ...?"

The facilitator ensures that all tasks/activities have assigned R, A, C, I individuals and that there is a consensus among group members and, if consensus is lacking on one or more points, an action step is planned for bringing about consensus.

Take time to reach group clarity of understanding and consensus of roles. People should leave the meeting with clear idea and agreement of what specific task needs to be done and who specifically is charged with responsibility for performing the task.