



## *Rapid Response for employees*

The RI Department of Labor and Training's Rapid Response Unit provides comprehensive outreach services to businesses experiencing permanent job loss. A special team of reemployment experts helps employers communicate timely and accurate information to their employees during this transition. Rapid Response team members also guide employees toward unemployment insurance benefits, health insurance options, available reemployment services, job search activities and, when applicable, state and federal funding opportunities.

### RAPID RESPONSE SERVICES

The netWORKri services available to all employees affected by layoffs include:

- customized résumé development
- self-directed or staff-assisted job searches
- job development services and access to netWORKri job fairs
- interviewing and job searching
- one-to-one career counseling

Other services provided through the Workforce Investment Act (WIA) and the Trade Adjustment Act (TAA) are dependent on eligibility, and may include individual skills assessment, skills upgrading and retraining.

**INITIAL QUERY**  
Rapid Response requests management meeting with employer.

**MANAGEMENT MEETING**  
Rapid Response assesses service needs and eligibility.

**ORIENTATION**  
Rapid Response informs employees of available netWORKri and UI services.

**SERVICE DELIVERY**  
Self-directed or staff-assisted job search begins, on-site or at netWORKri Career Center.

### ABOUT UNEMPLOYMENT INSURANCE

Unemployment Insurance provides income support to workers who have experienced job loss through no fault of their own. Filing for Unemployment Insurance is easy and convenient. State workers may file online at <http://www.dlt.ri.gov/FileaClaim.htm>. They may also file by telephone through the mass layoff UI line at **(401) 462-8990**, Monday through Thursday, 8 am to 3 pm. or Friday, 9 am to 3 pm.

UI benefits are based upon a percentage of a customer's annual earnings. Under Rhode Island law, a UI customer may collect benefits for up to 26 weeks. Those eligible for unemployment insurance must be able and available to work. They must also have earned enough wages during their base period to qualify for an initial claim.

All benefits are taxable as income. UI recipients may elect to have taxes withheld from their weekly benefit amount or may wait to claim this income when they file their annual tax return.

#### RHODE ISLAND DEPARTMENT OF LABOR AND TRAINING

Administrative Offices: 1511 Pontiac Avenue, Cranston, RI 02920 • [www.dlt.ri.gov](http://www.dlt.ri.gov)

Equal Opportunity Employer • Auxiliary Aids and services are available upon request to individuals with disabilities.

## SERVICES FOR DISLOCATED WORKERS

The netWORKri One-Stop Career Centers, conveniently located throughout the state, offer comprehensive services to assist workers experiencing job loss. Comprised of various partner agencies, netWORKri provides reemployment services at no charge to the participant. Financial assistance for training is also available for those who qualify. Each center is staffed with specialists who work with each customer to determine individual reemployment needs.

### CORE REEMPLOYMENT SERVICES

*for all customers*

Outreach to affected workers  
 Aptitude and interest assessments  
 Up-to-date labor market information  
 Job search and placement assistance  
 Reemployment workshops on such topics as résumé writing, interviewing techniques and job search strategies  
 Support services referrals  
 Eligibility determination for additional services

### INTENSIVE REEMPLOYMENT SERVICES

*for referred customers*

Comprehensive assessment  
 Individual employment counseling and career planning  
 Individual case management of employment and training needs  
 Referrals to training opportunities

### TRAINING SERVICES

*for qualifying customers only*

Occupational skills training financial assistance  
 Referral and financial assistance for remedial training including adult basic education, GED preparation and English as a Second Language instruction  
 On-the-job training financial assistance  
 Customized training financial assistance

### NEXT STEPS

**1. Attend one of the DLT Rapid Response information sessions for state workers at the CCRI Warwick Campus, Dec. 3, 5, 10 and 12 at 10 am and again at 1 pm.**

**2. File for Unemployment Insurance online at [www.dlt.ri.gov](http://www.dlt.ri.gov) or via phone at (401) 462-8990.**

**3. Visit the State Worker Transition Center, located at the Pawtucket netWORKri One-Stop, to initiate services and to schedule a dislocated worker services orientation.**

**FOR MORE INFORMATION Contact a Rapid Response Representative at (401) 462-8804 or call the State Worker Transition Center at (888) 616-JOBS.**



#### State Worker Transition Center

Open Monday-Friday, 8 a.m. to 4 p.m.

175 Main Street

Pawtucket, RI 02860

Phone: (888) 616-JOBS

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

#### Résumé Assistance

A quality résumé is a critical tool in your job search and job matching process. Trained netWORKri staff members can help you create and customize your résumé for individual job opportunities.

### JOB SEEKER SERVICES

- Job matching
- Job fairs
- Résumé preparation
- Interviewing techniques
- Resource room with free phone, fax, computers
- Resource library
- Adaptive technology for customers with disabilities
- Internet access to job listings
- Local and national labor market information and trends
- Introductory computer training
- Job search workshops