



TWS 07-09

June 6, 2007

To: The WorkSource Contractor Management

From: Rodney Bradshaw
Mike Temple

Subject: Using the Outplacement Rapid Response Ticket

Purpose

To let the staff know about the new Rapid Response Ticket and how to use it.

Background

We have developed a paper Rapid Response Ticket for customers receiving outplacement services to use when they come to our offices.

When a customer shows you a rapid response ticket you will know:

- We've provided that customer outplacement service
- There is a WIA dislocated worker record in TWIST for that customer
- The contractor who provided outplacement services has a completed addendum for that customer

The office staff who provides the outplacement services will give the tickets to customers.

Process

When a customer comes to a local office and presents you with a Rapid Response Ticket, remember:

- Provide any service the customer wants and needs;
- Check to make sure the customer has an application in WorkInTexas.com and update the application if necessary;
- Make sure you record any service you've provided in the customer's TWIST and/or WorkInTexas.com records as appropriate.

You can provide supportive services up to \$200 based on the addendum the outplacement staff completed. TWIST counseling notes will tell you where (which office and contractor) the paper addendum is located.

We will begin using the tickets on June 12, 2007 when we conduct an orientation for Federal Reserve Bank's employees.

A sample picture of the ticket is attached.

Action

Make sure all staff are aware of the ticket and know what to do when a customer walks in with one.

Questions

Staff should ask questions of their managers or supervisors first.

Direct questions for the Board staff to Chrystal Broussard-Johnson at chrystal.broussard@theworksource.org at 713-499-6657 or submit questions to The WorkSource electronic Q&A at <http://theworksource.org/staff/webqa.html>

Attachment:

Rapid Response Ticket