

# Mass Workforce Issuance

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**Workforce Issuance No. 07-12**

Policy  Information

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**To:** Chief Elected Officials  
Workforce Investment Board Chairs  
Workforce Investment Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Associate Directors  
DCS Field Managers

**cc:** WIA State Partners

**From:** Susan V. Lawler, Director  
Division of Career Services

**Date:** March 22, 2007

**Subject:** **Rapid Response Referral Cards**

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**Purpose:** To notify Local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners of the decision to re-institute the use of a **Rapid Response Referral Card** (Attachment A) for customers who have attended a scheduled Rapid Response meeting as a result of an announced closing or layoff. This action is being taken to streamline the intake process for those Rapid Response customers registering for service in the One-Stop Career Center (OSCC) of their choice.

**Background:** During the recent Rapid Response (RR) planning sessions, local RR planning staff were informed of a rise in the level of complaints from new Rapid Response customers who have been asked to provide duplicate information as part of the One-Stop Career Center's registration process. The complaints arose from the fact that the customers had already provided much of the required registration information during their attendance at a prior Rapid Response meeting. While the customers had been made aware that some additional information would be required upon registering with their particular career center of choice, they had been informed at the Rapid Response meeting that the basic registration information would be pre-entered into the Massachusetts One-Stop Employment System (MOSES) on their behalf. This caused confusion when they were asked for duplicate information when entering the One-Stop Career Center.

In an effort to respond to these customer concerns and to assure an efficient and customer friendly registration, local RR planning staff agreed that the original OSCC request to eliminate the RR referral cards should be rescinded and the decision was made to re-institute the use of the referral card.

The card will indicate to One-Stop Career Center staff that the individual has attended a Rapid Response Session and whether or not the individual has received a Career Center Seminar and whether or not the individual is also a member of TAA Certified workforce. The referral card will be signed and dated by either a Rapid Response or career center staff person who participated in the Rapid Response meeting. It is believed that reinstating use of the referral card will result in significant time saving related to customer registration and will lead to an increase in customer satisfaction.

**Effective:** April 2, 2007

**Action**

**Required:** All One-Stop Career Center staff should be informed of the contents of this Issuance. One-Stop Career Center Operators should assure that procedures are in place to avoid duplicative collection of information when the Rapid Response Referral Card is presented by a new customer.

**Inquiries:** Please email all questions to Ken Messina at [kmessina@detma.org](mailto:kmessina@detma.org) . Also, indicate Issuance number and description.