

SOUTH CAROLINA

RAPID

RESPONSE

MANUAL

March 2024



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Rapid Response

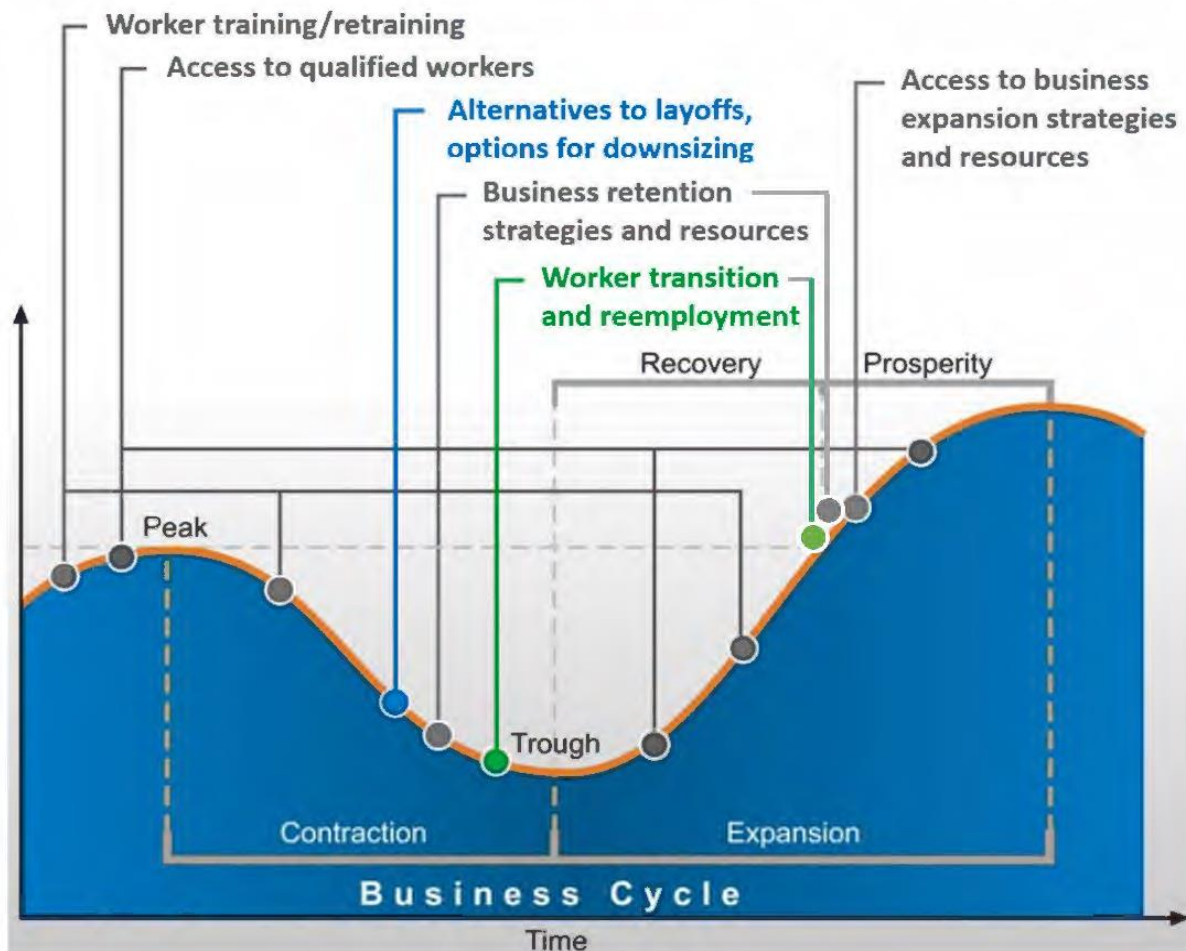
This required activity is funded by the U.S. Department of Labor with the goal of enabling affected workers to return to work as quickly as possible following a layoff. The SC Rapid Response Team identifies and responds to downsizing and closures that impact South Carolina workers.

To ensure high-quality, consistent, and timely services, the following strategies are used:

- Strategic planning, data gathering, and analysis
- Convening and brokering networks and partners
- Providing solutions for businesses in transition
- Delivering information and reemployment services to affected workers

Rapid Response as a Business Service

Rapid Response services are utilized in various stages within the Business Cycle, not just during the contraction or downsizing phase. While a company may be expanding, relocation of jobs will create a need for Rapid Response assistance.





Rapid Response plays a valuable and on-going role across the business cycle, supporting businesses when they are:

- **Expanding** – Growth of a business’ product and service offerings.
- **Downsizing** – Intentional reduction in the size of a workforce.
- **Merging** – Voluntary joining of two firms on roughly equal terms into one new legal entity.
- **Relocating** – Change in the physical location of a business.
- **Reorganizing** – Restructuring of a firm’s operations, to include consolidation.
- **Closing** – Termination of activity at a facility.
- **Impacted Temporarily** – Resulting from events such as storm impact, fire, etc.

Rapid Response Stages

Discovery and Notification ▪ Management Meeting ▪ Informational Sessions ▪ Onsite Services

STAGE 1 Discovery and Notification

The State Rapid Response Team is notified of a potential layoff or closure in multiple ways:

- Direct notification from the company
- News and online resources
- Local staff notification

When local staff become aware of a possible layoff, closure, downsizing, etc., local staff shares this information with the State Rapid Response Team via email at RR@dew.sc.gov with the following information:

- Company Name
- Company Point of Contact
- Relevant Information

Local staff are often the first to be notified of workforce transitions. To allow the maximum amount of time for the development and implementation of aversion and reemployment strategies, **it is critical that SC Works staff quickly notify the State Rapid Response Team of any actual or suspected layoff events.** Early notification is the first step in ensuring the delivery of quality services to employers and workers experiencing a layoff.

Once the State Rapid Response Team receives notification of a potential layoff or closure, the team assesses the situation in two ways:

- Gathers information/facts, prepares materials, and identifies potential tactics for layoff aversion
- Analyzes industry and occupational trends to identify whether the business and impacted workers will need short-term or more sustainable services



When a Worker Adjustment and Retraining Notification or **WARN Notification** is received, the Statewide Rapid Response Program Manager reviews and files the notice and sends a summary and copy of the notice to DEW leadership. The Statewide Rapid Response Program Manager adds the event to the WARN Report and sends the updated report in .pdf format, along with a copy of the **WARN Notification**, to DEW Communications. The online WARN Report is updated and maintained on the DEW and SC Works websites by the DEW Communications Department.

After confirming that a layoff is anticipated, the Statewide Rapid Response Program Manager, or Regional Rapid Response Coordinator for the area, creates the **Company Information Report**, and ensures SC Works Online Services (SCWOS) registration. The Statewide Rapid Response Program Manager issues the Assignment Notice. The Assignment Notice informs local area representatives that the layoff/closure has been assigned and to which coordinator. If an account for the employer does not exist, the employer is entered as a “marketing lead” in SCWOS. After confirmation of a layoff, the Statewide Rapid Response Program Manager updates the Layoff/Closure and Rapid Response Activity Tracking reports.

STAGE 2 Management Meeting

At an initial meeting, circumstances for the anticipated layoff are discussed along with the demographics of affected workers. Descriptions of informational sessions and services are provided to the employer.

Management Meeting Teams are generally comprised of the following:

- Regional Rapid Response Coordinator or assigned state team representative
- Local Workforce and Innovation Opportunity Act (WIOA) Representative

Additional team members are copied on the Management Meeting Notification email, but only attend when asked to by the Regional Rapid Response Coordinator.

Regional Rapid Response Coordinator’s Role:

- Inquire about the cause of the layoff/closure; when possible, discuss aversion strategies
- Obtain the layoff schedule, employee demographic data, and list of affected positions
- Discuss Incumbent Worker Training (IWT) grants (when applicable)
- Discuss reemployment needs and barriers of the impacted workers
- Gather information on existing services the employer has coordinated for their employees
- Advocate for the Rapid Response Group Informational Sessions and Onsite Services
- Identify if there is a need for special accommodations, including interpreter services, for Group Informational Sessions
- Document meetings:
 - Update all fields of the **Company Information Report** with discoveries learned during the meeting
 - Summarize the meeting with detailed notes on the final page of the report
 - Enter the appropriate activity code in SCWOS

When entering a Management Meeting into SCWOS, **code E15** is used when meeting in-person, while **code E28** is used when the meeting is conducted electronically or via phone.



When it is discovered that **special accommodations are needed, including interpreter services**, contact the Statewide Rapid Response Program Manager for more information.

If any affected **employees are represented by a union**, contact the Statewide Rapid Response Program Manager for more information.

When notified by an authorized company official that **employees reside outside of South Carolina**, the Regional Rapid Response Coordinator will reach out to their counterpart representatives from the neighboring state's affected counties of residence.

In the event of **temporary layoff/closure due to unforeseen events**, the Regional Rapid Response Coordinator will encourage Employer-Filing of Unemployment Claims to ensure their workers' job attachment and exempt employees from the weekly work search requirement.

If Group Information Sessions or onsite services will not be offered to the affected workers, the Regional Rapid Response Coordinator will offer to bring or email [Rapid Response Booklets](#) for the employer to hand out. These booklets are maintained and made available through the DEW Business and Federal Programs Department.

Local WIOA Representative's Role:

(Note: If there is no WIOA Representative present during the Management Meeting, the Regional Rapid Response Coordinator or assigned state team representative will cover this section)

- Describe types of reemployment services and training options available
- Discuss applicable job fairs and hiring events and the option to organize one for the company (on or offsite)

Important Considerations for the Management Meeting

Coordinate additional invitations to this meeting through the Regional Rapid Response Coordinator as this will need approval from the company. Unless company requests otherwise, meetings should not exceed one hour.

Team members should arrive **at least** fifteen (15) minutes, or five (5) minutes if virtual, prior to the scheduled time to discuss and strategize the specific issues that need to be addressed. Members should **enter the building as a team**, signifying a united approach. Location is provided by the Regional Rapid Response Coordinator.

Team members should be prepared and know their audience by studying the [Company Information Report](#). This report captures important company and worker demographic data such as the following:

- Specifics of the layoff/closure event
- Workers' skills, wages, and residency
- Benefits the employer will provide after layoff

When Workers Are Laid Off Without Prior Notice

Regardless of the size of the layoff/closure or whether the workers are laid off without prior notice, the State Rapid Response Team will reach out to the company to obtain worker demographic information. Any information received will be provided to local staff for coordination of Group Informational Sessions.



STAGE 3 Group Informational Sessions

If Group Information Sessions and/or onsite services will be offered to the affected workers, the Statewide Rapid Response Program Manager will generate a **Rapid Response Event Number**. As a requirement of DOL’s ETA-9172 (PIRL): Data Element No. 934, DEW and WIOA staff must record this unique identifier with all SCWOS activity codes through which Rapid Response Services are provided to an individual. See attached desk aid for technical guidance.

The purpose of the employee Group Informational Session is to inform impacted workers of available reemployment services and prepare them for job search activity prior to their anticipated layoff. The Regional Rapid Response Coordinator will facilitate Group Informational Sessions when invited by a company, regardless of the number of impacted workers. If this is not made available at the company site, the Regional Rapid Response Coordinator will work with local SC Works staff to provide sessions offsite.

Group Information Session Teams are generally comprised of the following:

- Regional Rapid Response Coordinator
- Local WIOA Representative
- Local DEW Representative
- Unemployment Insurance (UI) Representative

Additional team members are included based on company characteristics, existing relationships, and potential reemployment needs of the workforce.



It’s important to keep in mind the impact of these services. Not only do they help soon-to-be displaced workers avoid unemployment, but these services show company management that the SC Works system can serve businesses effectively and efficiently.

Representatives should be:

- well-versed and knowledgeable about their program,
- comfortable and competent speaking in front of a group,
- proficient in building resumes,
- able to deliver stellar customer service, and
- skilled in using SCWOS, ID.me and/or the MyBenefits portal.

Please refrain from sending probationary employees to Rapid Response events.



Regional Rapid Response Coordinator's Role:

- Distribute the [Rapid Response Booklet](#)
- Organize interpreter services when needed
- Introduce the Rapid Response Team members
- Explain the purpose of the meeting
- Play the [Rapid Response Video / PowerPoint Presentation](#)
- Secure a list of orientation presenters and SC Works staff in attendance
- Provide an affected worker sign-in sheet
- Assume responsibilities of any missing team members during presentation
- Discuss the [Rapid Response Booklet](#)
- Provide summary and closing of meeting
- Document events:
 - Enter [code E16](#) in SCWOS and record the attendee count in the comments box.
 - Summarize the session with detailed notes on the final page of the [Company Information Report](#). This should include the number of attendees for each session.

When providing an affected worker sign-in sheet, use the approved Rapid Response Team template or SC Works system “greeter”. A copy of this sign-in sheet is to be provided to all members of the Group Information Session Team.

Local WIOA Representative's Role:

- Discuss SC Works locations, hours of operation, and contact details
- Discuss calendar of upcoming events
- Discuss training opportunities (e.g., classroom, On-the-Job Training [OJT])

Local DEW Representative's Role:

- Provide relevant job openings (who's hiring) in the area
- Discuss veterans' assistance
- Discuss SC Works Online Services
- Explain job search assistance and referrals
- Enter [code 110](#) (and any other relevant WP individual activity codes) in SCWOS – being sure to attach the [Rapid Response Event Number](#) for all code entries.

UI Representative's Role:

- Define UI and discuss the initial UI claims process
- Discuss weekly benefit amount, waiting week, and benefit year
- Explain UI payments (e.g., debit card or direct deposits)



UI Representative's Role (continued):

- Explain that UI is taxed
- Discuss eligibility (e.g., able, available, actively searching)
- Discuss part-time employment and wage reporting
- Define refusal of suitable employment
- If applicable, discuss severance, unused vacation, 401(k), retirement/pension, social security, and/or WARN pay

If the Rapid Response Video is not played, the UI representative will review the above. Otherwise, the representative will ask for UI-related questions and remain available after the meeting.

Important Considerations for the Group Informational Sessions:

Team members should review the [Company Information Report](#) to understand the reemployment needs of the audience they are presenting to. This report captures important company and employee demographic data such as:

- Specifics of the layoff/closure event
- Workers' skills, wages, and residency
- Benefits the employer will provide after layoff

If various shifts are affected, each shift may need a separate meeting. Ideally, all group orientations are facilitated on the same day with maximum attendance scheduled for each. However, available meeting space and company production schedules will determine the employee group orientation schedule.

Unless otherwise specified by company management, employee informational sessions should not exceed one hour. The use of the [Rapid Response Video / PowerPoint Presentation](#) ensures consistent delivery of information in a user-friendly format and helps structure the meeting.

The employee Group Informational Sessions may be **the first experience some individuals will have** with the SC Works system. You can **make it a positive experience** for them by carrying out the following:

- Arriving 15 minutes early and entering as a team
- Knowing the specifics of the event
- Knowing the reemployment barriers of the audience
- Knowing the subject matter you are presenting
- Avoiding the use of acronyms, technical titles, and letter titles
- Engaging your audience as opposed to giving a lecture
- Repeating questions that are asked
- Answering questions only if you know the answer (If you do not know the answer, advise the workers that you will research their questions and get back to a company official with the information to be shared with workers.



STAGE 4 Onsite Reemployment Services

The next step is to provide customized onsite services which address workers' unique needs for reducing unemployment. These services are offered at the discretion of the employer, planned by the Rapid Response Coordinator and executed by the Local SC Works Team.

Onsite reemployment services can be provided through group workshops, or one-on-one, and typically consist of providing workers assistance with the following:

- Resume building and posting
- Interviewing skills
- Job searching
- SC Works Online Services registration
- Career and wage information
- Basic computer literacy
- UI benefits

Job fairs may also be offered and can be held either onsite or offsite.

Regional Rapid Response Coordinator's Role:

- Coordinate and assist with [Career Coach](#) services
- Document on-site services in SCWOS using [code E24](#) when On-Site Reemployment Services have been provided to a worker group, as a result of Rapid Response Team coordination.

Local SC Works Representative's Role:

- Identify the number of staff needed to provide the services requested
- Bring additional equipment if needed (laptops, Mi-Fi's, etc.)
- Create position templates for resume assistance
- Assign staff to provide services per company schedule
- Assist workers with resume building, SCWOS and/or UI registration, and job search assistance
- When providing job seekers services to an individual associated with a Rapid Response event, local SC Works representatives will enter [code 110](#) (and any other relevant WP individual activity codes) in SCWOS – being sure to attach the [Rapid Response Event Number](#) for all code entries.
- Maintain a sign-in sheet or utilize the SCWOS 'greeter'. Following the event, provide the attendee count to the Rapid Response Coordinator.

Regardless of where a service is provided (e.g., onsite, in the [Career Coach](#), at a local SC Works Center, etc.), the individuals should be tied to the layoff/closure by using the [Rapid Response Event Number](#) assigned to that event. The event number should be added to the [Rapid Response Event Number](#) field when entering a service in in SCWOS. See attached desk aid for technical guidance.



List of Revisions

As the South Carolina Rapid Response Manual is updated, this section lists changes to the manual by dates and sections revised, including a brief explanation of each.

Revision 1: DECEMBER 2021

Stage 2: Management Meeting

Updated the roles of the State Rapid Response representative and the TAA Manager. Removed information regarding the management meeting email invites. Updated “Federal ID Number” to “Rapid Response Event Number.”

Stage 3: Group Informational Session

Updated the roles of the State Rapid Response representative, the local DEW representative, and the TAA representative. Removed the UI representative’s role and the typical list of representatives included on the Rapid Response teams.

Stage 4: Onsite Reemployment Services

Updated the rolls of the Regional Rapid Response Coordinator and the Local Rapid Response Team. Updated “Federal ID Number” to “Rapid Response Event Number.”

“Blue Word” Definitions

Updated “Federal ID Number” to “Rapid Response Event Number.” Removed the “Event Summary Report” and definition.

References

Updated links and state instructions. Removed out-of-date references.

Revision 2: DECEMBER 2022

Full Document

References to “Rapid Reemployment” adjusted to “Rapid Response” for position and team titles. References to Trade Adjustment Assistance (TAA) removed. The “Your Next Step Forward” is now in a booklet form, rather than brochure form.

Stage 1: Discovery and Notification

The WARN Notice procedure and the Statewide Rapid Response Program Manager’s duties upon receiving notification updated.

Stage 2: Management Meeting

The Regional Rapid Response Coordinator’s role updated.



Stage 3: Group Informational Session

Added additional information on the Group Information Sessions Team composition, updated the role of the Regional Rapid Response Coordinator, and added the UI representative's role.

Stage 4: Onsite Reemployment Services

The Regional Rapid Response Coordinator's and the local SC Works Representative's roles have been updated. When entering a service in the employer's service plan in SCWOS, staff should enter the Rapid Response Event Number into the Rapid Response Event Number field.

Abbreviations

Added Workforce Reporting and Compliance (WRC)

Revision 3: MARCH 2024

Full Document

Position and team titles updated for clarity and continuity.
Changed "Your Next Step Forward" booklet to Rapid Response Booklet.

Stage 1: Discovery and Notification

The WARN Notice procedure and the Statewide Rapid Response Program Manager's duties upon receiving notification updated.

Stage 2: Management Meeting

Updated how meetings are documented.
Added 'Note' under Local WIOA Representative's Role.

Stage 3: Group Informational Session

Added introductory, clarifying statement regarding the point during Rapid Response service provision that triggers the creation of a Rapid Response Event Number.
Moved representative characteristics to the beginning of this section.
Added the use of the Rapid Response PowerPoint Presentation as an approved presentation tool to utilize with a group.
Updated how sessions are documented.
Removed redundant statements.

Stage 4: Onsite Reemployment Services

Corrected SCWOS code for entry of On-Site Reemployment Services



Blue Word” Definitions

Updated ‘Rapid Response Event Number’ definition.

Updated ‘Rapid Response Video’ to also include ‘PowerPoint Presentation’

Updated “Your Next Step Forward” Booklet to ‘Rapid Response Booklet’

References

Updated links and state instructions. Removed out-of-date references.

Abbreviations

Added Employment Services (ES)



“Blue Word” Definitions

Career Coach – The Career Coach is a mobile unit used for Rapid Response events, during natural disasters, or community events. The unit can be taken anywhere in the state for on-the-spot access to SC Works services for workers and employers. The Career Coach is ADA compliant.

Code 110 – Used only by local staff, this code is entered into SCWOS to tie services provided to an individual that is associated with a Rapid Response event. A corresponding case note should include the employer and the projected dislocation date.

Code E15 – Used only by State Rapid Response staff, this code is entered into SCWOS after an onsite Rapid Response Management Meeting is conducted with an employer.

Code E16 – Used only by State Rapid Response staff, this code is entered into SCWOS after Rapid Response Group Informational Sessions have been conducted. The number of attendees must also be recorded in the comments box (numerical entry only; no additional text).

Code E24 – Used only by State Rapid Response staff, this code is entered into SCWOS after Rapid Response Onsite Services are provided to an employer. The number of attendees must also be recorded in the comments box (numerical entry only; no additional text).

Code E28 – Used only by State Rapid Response staff, this code is entered into SCWOS after a Rapid Response Management Meeting is conducted with an employer, but not onsite (e.g., by phone).

Company Information Report – A summary of the company name, contacts, timeline, and demographics of affected workers.

Rapid Response Event Number – Generated by the Statewide Rapid Response Program Manager when services will be provided to an individual. This federally-mandated marker, provides a unique number to connect a specific company’s layoff or closure with the Rapid Response services provided to individuals and recorded in SCWOS. This is not the IRS issued Federal Employer Identification Number (FEIN).

Rapid Response Video / PowerPoint Presentation – Capturing key information most relevant and requested by affected workers, this resource provides a summary of programs and services in which they may be eligible.

WARN Notification –The Worker Adjustment and Retraining Notification (WARN) Act requires most employers with 100 or more employees to provide notification 60 calendar days in advance of plant closings and mass layoffs.

Rapid Response Booklet – A collection of information and resources available to individuals affected by a layoff or closure.



Useful Terms

Layoff Aversion – Layoff aversion consists of strategies and activities to prevent or minimize the duration of unemployment resulting from layoffs.

Mass Layoff or Mass Job Dislocation – A layoff that affects fifty or more workers, or a “substantial layoff” as defined by SI 18-08, is considered a mass layoff for rapid response purposes.

Worker Adjustment and Retraining Notification (WARN) Act – The WARN Act requires certain employers to provide 60 days advance notice of certain events such as plant closures or mass layoffs to affected workers, employee representatives, the State Rapid Response Team, and appropriate units of local government.

Workforce Innovation and Opportunity Act – WIOA is a federal program administered in SC by DEW. The program serves two objectives: addressing the training, education, and employment needs of individuals and developing a skilled workforce that meets the needs of businesses and industry.

References

Federal Statutes

[Workforce Innovation and Opportunities Act \(WIOA\)](#)

- WIOA §3(15) – Dislocated Worker Definition
- WIOA §3(16) – Displaced Homemaker Definition
- WIOA §3(51) – Rapid Response Activity Definition
- WIOA §108(b)(8) – Local Plan Requirement
- WIOA §133(a)(2) – Governor Funding Allocation Requirement
- WIOA §134(a) – Rapid Response Funding Requirements
- WIOA §134(d) – Rapid Response as a Permissible Local Activity
- WIOA §168(a)(1)(B), (b)(2) – Training as Technical Assistance

[Worker Adjustment and Retraining Notification \(WARN\) Act](#)

Federal Regulations

[20 CFR Part 639 WORKER ADJUSTMENT AND RETRAINING NOTIFICATION](#)

- 639.1 – Purpose and scope.
- 639.2 – What does WARN require?
- 639.3 – Definitions.
- 639.4 – Who must give notice?
- 639.5 – When must notice be given?
- 639.6 – Who must receive notice?
- 639.7 – What must the notice contain?
- 639.8 – How is the notice served?



- 639.9 – When may notice be given less than 60 days in advance?
- 639.10 – When may notice be extended?

[20 CFR Part 682, Subpart C – RAPID RESPONSE ACTIVITIES](#)

- 682.300 – What is rapid response, and what is its purpose?
- 682.302 – Under what circumstances must rapid response services be delivered?
- 682.305 – How does the Department define the term “mass layoff” for the purposes of rapid response?
- 682.310 – Who is responsible for carrying out rapid response activities?
- 682.320 – What is layoff aversion, and what are appropriate layoff aversion strategies and activities?
- 682.330 – What rapid response activities are required?
- 682.340 – May other activities be undertaken as part of rapid response?
- 682.350 – What is meant by “provision of additional assistance” in the Workforce Innovation and Opportunity Act?
- 682.360 – What rapid response, layoff aversion, or other information will States be required to report to the Employment and Training Administration?
- 682.370 – What are the statewide activities for which rapid response funds remaining unobligated after the first program year for which the funds were allotted may be used by the State?

Training and Employment Guidance Letters (TEGLs)

[TEGL 19-16](#): Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules

State Instructions (SIs)

[SI 17-01, Change 3](#): Required Employer Registration in SCWOS and Effectiveness in Serving Employers
[SI 18-08](#): Definition of “Substantial Layoff”

Desk Aids and Other Links

[Rapid Response for Employers](#)

[Rapid Response for Laid Off Workers](#)

[State Guidance](#)

[Staff Online Resources](#) (Login to SCWOS; Other Staff Services → Staff Online Resources from the menu)

[Worker Adjustment and Retraining Notification \(WARN\) Act](#)

[Desk Aid: Rapid Response Event Number Use](#)

- [Workforce GPS – PIRL Reporting Online Resource 3.0](#)



Abbreviations

ADA	Americans with Disabilities Act of 1990
ADAAA	ADA Amendments Act of 2008
AEFLA	Adult Education and Family Literacy Act
CEO	Chief Elected Official
DEW	Department of Employment and Workforce
DOL	Department of Labor
DVOP	Disabled Veterans Outreach Program
DW	Dislocated Worker
EO	Equal Opportunity or Office of Equal Opportunity
ES	Employment Services
ESE	Effectiveness in Serving Employers
ESL	English as a Second Language
ETA	Employment and Training Administration
ETPL	Eligible Training Provider List
FEIN	Federal Employer Identification Number
GED	General Educational Development
IEP	Individual Employment Plan
ITA	Individual Training Account
IWT	Incumbent Worker Training
LMI	Labor Market Information
LVER	Local Veterans Employment Representative
LWDA	Local Workforce Development Area
LWDB	Local Workforce Development Board
OJT	On-the-Job Training
PIRL	Participant Individual Record Layout
PY	Program Year
SBA	Small Business Association
SCWOS	SC Works Online Services
SNAP	Supplemental Nutrition Assistance Program
SWDB	State Workforce Development Board
TANF	Temporary Assistance for Needy Families
TEGL	Training and Employment Guidance Letter
TEN	Training and Employment Notice
UI	Unemployment Insurance
UIPL	Unemployment Insurance Program Letter
VR	Vocational Rehabilitation
WARN	Worker Adjustment and Retraining Notification



WED	Workforce and Economic Development
WIOA	Workforce Innovation and Opportunity Act of 2014
WOTC	Work Opportunity Tax Credit
WP	Wagner-Peyser Act of 1933
WRC	Workforce Reporting and Compliance