

NOMINATION FOR 2009 NASPE Eugene H. Rooney, JR Award

Program Title: Shared Resources for State Employees Impacted by Layoff

State: Washington State

Contact: Leslie McGuire, Director's Office
Department of Personnel
PO Box 47500
521 South Capitol Way Olympia, WA 98504 (MS: 47500)
(360) 664-6349
lesliem@dop.wa.gov

Summary: The State of Washington, like many other states, is facing a budget shortfall. Government programs are being eliminated and staffing levels reduced. Preparing for and implementing a layoff is tough for everyone involved. How an employer manages this difficult task leaves an impression on current and former employees that will last for years to come.

The Department of Personnel (DOP) convened a cross-agency team to develop a one-stop source of information and resources for state employees impacted by layoff. This collaborative approach provides coordinated, consistent information and eliminates duplication of effort across state agencies. The program includes:

Layoff Information and Resources Checklist – During a stressful time such as layoff, impacted employees may find themselves uncertain about what action to take. A personal action checklist was developed as a guide to help employees in taking those important steps at various stages of the process. This checklist is unique in that it breaks down suggested actions when an employee is notified of potential layoff, when an employee is given official notice, before leaving state service and after leaving state service.

Layoff Information Sessions – Professionals from retirement, benefit, unemployment, rehire and employee assistance programs, as well as a local community college representative present key information a laid off employee should know. Workshops are held two to four times per month in locations across the state. A comprehensive resource packet is provided to participants.

Web Site Tools and Resources – The DOP website includes a dedicated section on layoff for both employees and employers. The site includes information on the technicalities of the layoff process, including links to rules and collective bargaining agreements, as well as a variety of tips and resources for handling stress, coping with change, managing personal finances, applying for unemployment, continuation of health care benefits, continuing education or re-training opportunities and more.

Layoff Information and Resource Center – A physical resource center offers employees in-person or phone assistance with their job search. In addition to getting job search coaching and resources from our staff, visitors have access to computers to search and apply for jobs, and can access other online resources.

Training workshops – Six custom mini-workshops were developed and are now being offered to managers and employees.

1. **Program Description.** The State of Washington, like many other states, is facing a budget shortfall.

Government programs are being eliminated and staffing levels reduced. Preparing for and implementing a layoff is tough for everyone involved. How an employer manages this difficult task leaves an impression on current and former employees that will last for years to come. In response to these circumstances, the Department of Personnel (DOP) convened a cross-agency team to deliver a one-stop source of information and resources for state employees impacted by layoff. This collaborative approach provides coordinated, consistent information and eliminates duplication of effort across state agencies. The program includes:

✓ ***Layoff Information and Resources Checklist*** – During a stressful time such as layoff, impacted employees may find themselves uncertain about what action to take. A personal action checklist was developed to help guide employees through those important steps at each stage of the layoff process. The checklist breaks down suggested actions when an employee is notified of potential layoff, when an employee is given official notice, and before leaving state service and after leaving state service. It is also available on our website:

<http://www.dop.wa.gov/more/LayoffSupport/EmployeeLayoffInfo/Pages/default.aspx>

✓ ***Layoff Information Sessions*** - Workshops are held two to four times each month in locations across the state. Professional staff from multiple agencies (representing retirement, benefits, unemployment, rehire, and employee assistance programs) as well as a local community college representative present key information a laid off employee should know. A representative from the Washington State Labor Council is also in attendance to support employees. Session attendees receive a comprehensive resource packet and an overview presentation that walks them through the information. For those unable to attend sessions, key materials, including the presentation, are available for viewing and downloading from our website:

<http://www.dop.wa.gov/more/LayoffSupport/EmployeeLayoffInfo/Pages/Presentations.aspx>

Online Tools and Resources – The DOP website provides a dedicated section on layoff for both employees and employers. Regularly updated, the site features information on the technicalities of the layoff process, including links to rules and collective bargaining agreements, as well tips and resources for handling stress, coping with change, managing personal finances, applying for unemployment, continuation of health care benefits, continuing education or re-training opportunities and more.

<http://www.dop.wa.gov/more/LayoffSupport/Pages/default.aspx>

Layoff Information and Resource Center - A physical resource center offers employees in-person or phone assistance with their job search. In addition to getting job search coaching and resources from our staff, visitors have access to computers to search and apply for jobs, and other online resources such as sample cover letters, resume templates, interview techniques and hints.

<http://www.dop.wa.gov/recruitment/JobSeekerServices/Pages/JobSeekerSupport.aspx>

Training workshops - Six mini-workshops (two to four hours) are offered to support managers and employees. Workshop offerings include: Change Management – Finding the “Up” in Upheaval; Managing the Change Effort; Maintaining a Positive Attitude - for Managers; Managing Transition and Job Loss; and Personal Stress Management. As of March 2009, more than 240 state employees have attended one or more of the 12 sessions delivered. Information on the workshops we are currently offering may be found at:

<http://www.dop.wa.gov/more/LayoffSupport/EmployeeLayoffInfo/Pages/EmployeeLayoffToolsandResources.aspx>

2. How long has the program been underway? January 2009

3. Why was this program created? To prevent employees impacted by layoff in state government from unnecessary confusion and hardship. Our goal is to bring the resources together in one place to help employees know what decisions they need to make and the resources that are available to assist them.

This collaborative approach also reduces duplication of effort across employers. With more than forty different state agencies and another forty higher education facilities it is not efficient for each individual employer to create resources or arrange presentations for their impacted employees. The resources and tools were created centrally with cross-agency participation and represent the state as one employer. Another goal is to reduce call

center wait time by targeting large groups of employees, rather than receiving separate calls or visits to centers from individual employees at the various support organizations (unemployment office, healthcare, retirement, etc.). By answering common questions and providing information in advance, the process will be smoother for those seeking services from the central support employers.

4. Why is this program new and innovative? In Washington, where hiring is decentralized, agencies typically operate as individual employers. The scale of this pro-active, coordinated and visible approach to managing the difficult process of laying off employees represents innovation in the way our state is responding to an emergent business need. We involved experts from the right organizations to ensure an informed and coordinated approach. Individuals who have personally experienced a layoff, those who have survived a layoff and managers who've had to implement a layoff all provided input. We've taken lessons learned from prior downsizing efforts and integrated them into this program. The employee checklist is, specifically, one of the most innovative products to come out of this effort. The checklist walks the employee through important steps they need to take, such as accessing unemployment, applying for rehire consideration, and maintaining benefits. The checklist also includes resources on managing finances and dealing with transitions. In collaboration with our higher education partners, we're also able to provide resources to assist employees in considering educational opportunities to expand their skills.

5. What was the program's start up cost? This program was funded using existing resources. Program development included senior professional representatives from six state programs across multiple state agencies. Ultimately, this collaborative approach is saving the state money by providing one source rather than each agency investing in creating separate programs.

6. What are the program operational costs? Department of Personnel recruitment staff has been redeployed to support this effort, with help from our training and employee assistance staff. Our partner agency employers provide the other staffing resources for the two to four monthly presentations. Each agency pays for their own employee travel costs.

7. How is this program funded? Existing resources.

8. Did this program originate in your state? Yes.

9. Are you aware of similar programs in other states? No, we are not aware of a similar program. Other states may provide support to laid off employees, but our program stands out because of its visibility, collaborative approach, and comprehensive employee checklist.

10. Measuring results. As of March 25, 306 employees have attended a layoff information session. Evaluations indicate the majority of attendees found the sessions helpful during what is otherwise a very difficult time. The overall rating of this session is 3.98 out of a 4 point scale. Some quotes from session attendees include:

- *“This was a great presentation and I am happy I attended. I plan on getting the word out to other employees about attending.”*
- *“The presentation was helpful and there are people who are willing to help and care.”*
- *“The checklist for employees is very helpful and comprehensive.”*
- *“Your agency does such great work – you really care about state employees. Now I know what I need to do next. I’m going to be OK.”*

For the workshops specifically designed around change, 242 state employees have already attended one or more sessions, and the average satisfaction ratings for the courses have been 6.2 out of a 7 point scale.

11. How has the program grown and/or changed since its inception? N/A

Layoff Support

- Employee Layoff Information and Resources ▶
- Employer Layoff Information and Resources

[Home](#) > [More DOP Services](#) > [Layoff Support](#) > [Employee Layoff Information and Resources](#) > [Training for Times of Transition](#) [Print Friendly](#)

Training for Times of Transition

Training and Reading materials for Times of Transition.

Workshops for Times of Transition:

- [Change Management - Finding the "Up" in Upheaval](#)
- [Managing the Change Effort](#)
- [Maintaining a Positive Attitude - for Managers](#)
- [Managing Transition and Job Loss - for Employees](#)
- [Managing Transition and Job Loss - for Managers](#)
- [Personal Stress Management](#)

For more information, contact:

Phone: 360-664-1921
TTY: 360-664-6211
[Email Us](#)

Readings on a variety of topics addressing change and transition are available in the categories listed below.

Stress

- [Overwhelmed by Workplace Stress](#)
- [Managing Stress in Hard Economic Times](#)
- [Workplace Stress](#)

Change

- [Coming Soon!](#)

Coping

- [Resiliency Skills for Handling the Emotional Side of Job Loss and Job Search](#)
- [How to Develop Resiliency Strengths](#)

Grief and Loss

- [Coming Soon!](#)

Career Management

- [Twelve Steps to Changing Your Career in a Slow Economy](#)

Layoff Support

[Employee Layoff Information and Resources](#) ▶
[Employer Layoff Information and Resources](#)

[Layoff Presentation Schedule](#)
(Time, Dates, & Locations)

[Layoff Information and Resources](#)
(Checklist)

[Home](#) > [More DOP Services](#) > [Layoff Support](#) > Employee Layoff Information and Resources

[Print Friendly](#)

Employee Layoff Information and Resources

If you are a state employee with general government or higher education who has been laid off, or is at risk of being laid off, there are resources available to assist you.

Layoff Information and Resources Presentation Materials »

Experts from several agencies have partnered to present sessions to address many of your questions. If you are not able to attend one of the sessions, the presentation and electronic versions of key handouts are available.

Layoff Information and Resources (Checklist)

A [checklist](#) (Word file) of steps to guide you through notification of layoff to leaving state service.

Employee Layoff Tools and Resources »

Find out what learning opportunities are available, and where to find other important resources.

Layoff Lists and General Government Transition Pool (GGTP) »

The Department of Personnel maintains a [Statewide Layoff List](#) that includes employees who have been laid off or are scheduled for layoff, as well as the internal layoff lists for some agencies.

DOP also maintains the [GGTP program](#) for general government employees who have been laid off, or who are at risk of being laid off. This pool provides additional exposure for those employees who desire to retain or regain employment with the state.

DOP Layoff Information and Job Seeker Support Center »

Department of Personnel staff are available to answer general questions about state employment or to assist you with the online job system and application. Resources at the center include:

- Computers with access to online resources, such as [careers.wa.gov](#), WorkSource, agency websites, and other external job sources;
- [Online resources](#) such as sample cover letters, resume templates, interview techniques and hints;
- Assistance when applying to Layoff and the General Government Transition Pool (GGTP) lists.

Additional Resources

- [Employee Layoff Frequently Asked Questions](#) (Word file)
- [Layoff Glossary](#)

IMPORTANT!

Click here to view [Layoff Rule Changes](#) emergency adoptions effective March 5, 2009.

Contact Your HR Office or Union

If you have specific questions regarding a layoff, or possible layoffs, within your organization, contact your human resource staff or your union. Before implementing layoffs, employers must have an established layoff procedure. Collective Bargaining Agreements outline layoff procedures for employees who are represented by a union.

- [Collective Bargaining Agreements](#) on the Labor Relations Office website.

News & Events

[Layoff Presentations](#)

Related Links

[careers.wa.gov](#)

[WorkSource Centers](#)

[Retirement Systems \(DRS\)](#)

[Health Care Authority](#)

[Public Employees](#)

[Benefits Board](#)

[Employee Assistance Program](#)

Contact Us

Phone: 360-664-1960

Toll free: 877-664-1960

TTY: 360-664-6211

[Email Us](#)

Layoff Information and Resources for Employees

Current economic conditions mean some employees are being faced with layoff. The information below will assist you if you are directly impacted by layoff. It is intended to be a guide and does not replace the need for you to work closely with your employer's human resource office about your specific situation. The information is arranged into four primary categories:

- After notice of layoff, but before receiving my official layoff letter;
- Once you have received a formal written layoff letter;
- Before leaving state service; and
- After leaving state service.

There is no standard response for everyone's options because everyone's employment and personal situation is different. For instance, if your position is covered by a collective bargaining agreement your rights may differ from someone whose position is not covered by a collective bargaining agreement. Please review this information thoroughly; however, keep in mind some of the information may not apply to your situation.

After notice of the layoff, but before receiving an official layoff letter:

Attend a Layoff Information Session.

Web resource:

<http://www.dop.wa.gov/more/LayoffSupport/EmployeeLayoffInfo/Pages/Presentations.aspx>

Phone: 360 664-1960. Toll free: 877 664-1960. TTY: 360 664-6211

Consider attending the Job Hunter Workshop Series at your local WorkSource center:

- **Create or update your resume and cover letter**
- **Seek employment outside of state government**
- **Learn about retraining programs**
- **Networking**
- **Explore a career change**
- **Prepare for job interviews**

Web resource: www.go2worksource.com (Washington state)

<http://www.careeronestop.org> (Federal site)

Create and release a profile in the state of Washington centralized talent pool maintained at careers.wa.gov, and review and apply for available job opportunities.

Web resource: www.careers.wa.gov

Phone: 360 664-1960. Toll free: 877 664-1960. TTY: 360 664-6211

Review job opportunities with other state employers or higher education institutions through careers.wa.gov, access.wa.gov, or by viewing individual employer web sites.

Visit the DOP Layoff Information Center at 600 S. Franklin in Olympia, or call for assistance with your job searches or for other additional resources.

Phone: 360 664-1960. Toll free: 877 664-1960. TTY: 360 664-6211

- Consider submitting an application for the General Government Transition Pool.**

Note: This is a skill based pool for general government employees, not for higher education employees, who are at risk of layoff or who have been laid off.

Web resource:

<http://www.dop.wa.gov/more/LayoffSupport/EmployeeLayoffInfo/Pages/LayoffListsandGGTP.aspx>

Phone: 360 664-1960. Toll free: 877 664-1960. TTY: 360 664-6211

- Consider educational opportunities to expand your skills by accessing information available at state institutions.**

Web resources: <http://www.hecb.wa.gov/quickfacts/index.asp>, <http://checkoutacollege.com>, www.waol.org/, and <http://www.hecb.wa.gov/quickfacts/documents/Part1forWeb.pdf>

- Consider contacting the Employee Assistance Program for help developing an action plan of next steps, personal and/or professional.**

Web resource: <http://www.dop.wa.gov/more/EAP/Pages/default.aspx> Toll free: 877 313-4455

- Visit the Washington State Department of Financial Institutions' website to review information to assist in managing credit, debt, and assessing financial resources.**

Web resource: <http://dfi.wa.gov/financial-education>

Phone: 360 902-8822. Toll free: 877 746-4334. TTY: 360 664-8126

Once you have received a formal written layoff notice:

- Review the options (if any have been identified) in the layoff notice and respond within the timeframe(s) outlined in the letter.** Contact: Agency HR Office

Note: While it is important to consider the financial and career impact of the options you are provided, declining an option may cause you to be ineligible for unemployment benefits.

Web resource: www.esd.wa.gov/uibenefits/ Toll free: 800 318-6022 TTY: 800 365-8969

- Consider getting your name on your agency's internal layoff list(s).**

Contact: Agency HR Office

- Consider getting your name on the statewide layoff list(s).**

Most general government employers use the layoff lists maintained centrally by Department of Personnel. To be considered for employment at a higher education institution, you must apply at each individual district or college.

Web resource:

<http://www.dop.wa.gov/more/LayoffSupport/EmployeeLayoffInfo/Pages/LayoffListsandGGTP.aspx>

Phone: 360 664-1960. Toll free: 877 664-1960. TTY: 360 664-6211

- Go to the Employment Security website to view rules for unemployment benefits and find out what benefits you would receive.**

Web resource: www.esd.wa.gov/uibenefits/

Toll free: 800 318-6022 TTY: 800 365-8969

- If you are a member of a union, consider contacting your union representative and reviewing your collective bargaining agreement.**
Web resource: <http://www.ofm.wa.gov/labor/agreements/default.asp>
- If you believe a violation of state rules, agency policy, or the provisions of a collective bargaining agreement occurred, speak with your local human resource office and review your rights to file an appeal or grievance.**
Contact: Agency HR Office or Union Representative
Web resource (for non-represented employees):
<http://www.dop.wa.gov/more/DirectorsReviewsAppeals/PRBAppeals/Pages/default.aspx>
- Consider your retirement eligibility and/or options.**
Web resource: www.drs.wa.gov
Phone: 360 664-7000. Toll free: 800 547-6657. TTY: 360 586-5450
Note: If considering retiring, determine if your employer participates in VEBA which may assist with medical costs. Contact: Agency HR Office

Before leaving state service:

- Take your personal holiday if you're entitled.**
- Schedule an appointment with your agency HR representative to:**
 - **Ensure your personal information is accurate in the payroll system.**
 - **Verify leave balances and eligibility for payment of unused vacation leave.**
 - **Make sure you have a copy of your most recent earnings statement.**
 - **Obtain a copy of your employment history.**
 - **Obtain copies of your most recent evaluations from your personnel file.**
Contact: Agency HR Office
- Update your Employee Self-Service (ESS) address from work e-mail to personal e-mail which will update your contact information in the centralized recruiting system.**
Web resource: <https://wahrms.wa.gov/irj/portal>
Phone: 360 664-1960. Toll free: 877 664-1960. TTY: 360 664-6211
University or college employees should contact their HR office to update information.
- Determine retirement and deferred compensation balances.**
Web resource: www.drs.wa.gov
Phone: 360 664-7000. Toll free: 800 547-6657. TTY: 360 586-5450
- Determine medical/healthcare options:**
 - **Learn how to continue your medical benefits**
Web resource: www.pebb.hca.wa.gov
Phone: 360 412-4200. Toll free: 800 200-1004. TTY: 888 923-5622
 - **Explore private health care (Office of the Insurance Commissioner)**
Web resource: <http://www.insurance.wa.gov/shiba/index.shtml>

Toll free: 800 562-6900

- If participating in other benefit programs, determine your options:**
 - **Flexible Spending Account (FSA) Program**
 - **Dependent Care Assistance Program (DCAP)**

Phone: 800 659-3035. TTY: 866 908-6043. E-mail: asi@asiflex.com

- Organize and obtain your workplace job references.**

Contact: Agency HR Office, supervisors and managers

- Assess your transferable skills.**

Web resource: <http://www.career.uwo.ca/library/quizzes/skills.html>

- Explore a career change.**

Web resource: <http://www.careerinfonet.org/>

After leaving state service:

- Apply for unemployment and explore any available retraining options.**

Web resource: www.go2ui.com

Toll free: 800 318-6022. TTY: 800 365-8969

- Within 60 days, apply for continued health care coverage through Health Care Authority or private sources.**

Web resource: www.hca.wa.gov

Phone: 360 412-4200. Toll free: 800 200-1004. TTY: 888 923-5622

- Keep your contact information current on layoff lists and the General Government Transition Pool.**

- Learn about state sponsored financial assistance if it becomes necessary.**

Web resource: www.dshs.wa.gov

- Consider whether or not to access deferred compensation contributions.**

Web resource: <https://dcp.csplans.com/csportal/welcome.do> , or www.drs.wa.gov

Phone: 360 664-7000. Toll free: 800 547-6657. TTY: 360 586-5450 or 1 866-377-8895

- Determine if you would like to withdraw retirement contributions.**

Web resource: www.drs.wa.gov

Phone: 360 664-7000. Toll free: 800 547-6657. TTY: 360 586-5450 or 1 866-377-8895

For additional resources visit:

<http://www.dop.wa.gov/more/LayoffSupport/EmployeeLayoffInfo/Pages/default.aspx>

Free Presentation

Layoff Information & Resources

April 6, 2009

1:30 pm - 4:30 pm

Highline Community College
Building 8, Mt. Constance
2400 S. 240th Street, Des Moines
(see reverse for map and directions)

Have you been impacted by a layoff?

Are you worried that you might be?

Washington State is facing tough economic times, including employee layoffs. This can be a very stressful experience, and you probably have a lot of questions and concerns. That's why we're bringing together the resources and information you need—all in one convenient location.

The presentation will address many of your questions. Experts from the Department of Personnel, Health Care Authority, Department of Retirement Systems, and Employment Security Department will be on hand to answer your questions in the areas such as:

- How to register on the statewide layoff lists
- How to register for the General Government Transition Pool (GGTP)
- Where to look for a new job
- Unemployment Insurance
- Health care benefits
- Deferred Compensation
- Retirement benefits
- Employee Assistance Program

Free to state employees and employees of higher education. You do not need to pre-register to attend.

Visit <http://www.dop.wa.gov/more/LayoffSupport/EmployeeLayoffInfo/> for additional resources.

The Department of Personnel is committed to providing reasonable accommodation to participants with disabilities. If you need a reasonable accommodation, or if you need materials in an alternative format, please contact us at: (360) 664-1960 or toll free at (877) 664-1960, or via e-mail at: information@dop.wa.gov.



In partnership and sponsored by the Department of Personnel, Department of Retirement Systems, Employment Security Department, WorkSource Centers, and the Health Care Authority