INDIANA
DEPARTMENT OF
WORKFORCE
DEVELOPMENT

TECHNICAL ASSISTANCE

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Contact: TAATrainingPlans@dwd.in.gov
Department/Document Number: TAA Unit/TA 19.01
Topic: DWD Procedural Guidance- State Merit Staff Roles, Responsibilities, and Training for TAA Case Management Services

PURPOSE

The purpose of this communication is to provide formal guidance on TAA State Merit Engagement Case Manager roles, responsibilities, and training for TAA Case Management Services.

CONTENT

Roles and Responsibilities

The TAA State Merit Engagement Case Manager (TAA Case Manager) works within the WorkOne system to increase awareness of the TAA program and increase engagement in the program by providing case management services to program eligible participants. The TAA Case Manager works with individuals who are affected by having their jobs eliminated through company shutdowns or downsizing events impacted by foreign trade. Through the delivery of employment and case management services, the TAA Case Manager assists the individual in furthering their careers and finding employment by arranging for or providing a wide range of services. The roles and responsibilities of the position include:

- Increase awareness of TAA eligibility by contacting affected TAA eligible customers from regional lay off lists.
- Provide customers with information regarding the benefits of utilizing the TAA program and marketing WP/WIOA/JVSG WorkOne services for co-enrollment program opportunities.
- Conduct in-depth interviews with customers to gather and evaluate information concerning work history, education, training & employment goals, employment barriers and other items affecting their pursuit of employment.
- Provide the provisions of TAA required case management services to assist participants to meet their training and reemployment goals.

- Provide or arrange for the provision of short-term prevocational services, including development of learning skills, communications skills, interviewing skills, time management skills, personal maintenance skills, and professional conduct to prepare individuals for employment or training in a workshop or one-on-one setting.
- Develop Individual Employment Plans (IEP) for the delivery of services to meet individual training and/or employment goals
- Provide information on available training providers, financial aid, and supportive service resources
- Proactively learn and apply TAA federal regulations through the on-going review of federal TAA regulations, Training and Employment Guidance Letters (TEGLs), Technical Assistance Bulletins (TABs), technical guidance and training materials directly provided by the State TAA Unit
- Utilize automated systems including ICC, Uplink, Indiana Career Explorer, TABE, WIN, etc. to provide services to TAA customers, record services provided and create reports.
- Attend TAA Orientation sessions to promote TAA benefits and services to eligible worker groups.
- Work cooperatively with supervisor, Regional Operator, service providers, and State TAA Unit to plan and deliver TAA benefits and services.
- Enter relevant data in the state case management system and maintain electronic documentation for federal reporting and monitoring
- Obtain and communicate monthly training attendance to the TAA and/or TRA units for determination of continuous eligibility
- Work with customers to prepare, complete, and submit applications for benefits including, training, waivers, Trade Readjustment Allowance (TRA), job search allowance, relocation allowance, and Reemployment Trade Adjustment Assistance (RTAA)
- Actively participate in TAA statewide and regional annual training sessions.

Required Training

The TAA Case Managers are required to participate in an intensive training provided by the DWD TAA Unit and show satisfactory progress through the training and successful completion of the required posttest which documents proficiency gained through training. Training topics include, but are not limited to:

- Engagement
- Employment and Case Management services
- Training Benefit
- Waivers and Trade Readjustment Allowance (TRA)
- Job Search and Relocation Allowance
- Reemployment Trade Adjustment Assistance (RTAA)
- Required data entry in the state case management system

All training materials and program documents are stored as a resource for staff on the staff portal and all Technical Assistance guides are reviewed during the required case management training. The DWD TAA Unit conducts monthly web based trainings and all staff delivering TAA case management services are required to participate. All web-based trainings are recorded and available on the staff portal for viewing.

Non-Merit Staff

If a local workforce development area would choose to have any non-merit staff deliver TAA case management services, these selected staff will be required to participate and achieve a successful completion of the initial TAA Case Management Training and continue to participate in all web-based trainings provided by the DWD TAA Unit. Non-merit staff are not permitted to charge against any TAA funding and must charge appropriately to the funding source that supports their position.

TAA Unit Role

The TAA Case Managers are responsible for submitting all benefit requests to the TAA Unit for formal determination. All formal determinations, including appeal rights, are issued from the DWD TAA Unit. The DWD TAA Unit staff are the considered the program experts, complete extensive TAA trainings and stay up to date on all program changes and laws. The TAA Unit is also responsible for:

- Assisting in the filing of TAA petitions
- Delivery of TAA information at Rapid Response events
- Notifying all eligible workers of TAA eligibility and hosting of TAA Orientation sessions
- Comprehensive quarterly program monitoring
- Representing DWD at all TAA-related appellate hearings
- Providing all TAA-related technical guidance to TAA State Merit Engagement Case Management staff

EFFECTIVE DATE: Immediately

Please direct all questions to the TAATrainingPlans@dwd.in.gov inbox.