

## Chapter 6 – Case Management and Reemployment Services

Adversely affected workers responding to notification letters or published notices of potential TAA eligibility must be provided program information, a determination of eligibility for TAA, and assistance in applying for those services.

The MWAs must hold WBO meetings, as outlined in Chapter 4: WBOs, Registration and Intake Requirements, for groups of newly certified adversely affected workers where program information is provided, general questions answered, and individual applications accepted.

### Section 6-1: Privacy and Confidentiality

Strict efforts to maintain privacy and confidentiality for adversely affected workers must be implemented. The MWA staff having access to personal information shall respect the confidentiality of such information, and refrain from any conduct that would indicate a careless or negligent attitude toward such information.

When possible, limit the use and publication of Social Security Numbers on TAA forms. When necessary to communicate with the UIA through electronic communication, the MWAs may only include the name of the adversely affected worker and the last four digits of the Social Security Number. Do not include additional worker information.

### Section 6-2: Case Management Services – TGAAA of 2009/TAAEA of 2011/TAARA 2015

**Case Management Requirements of the MWA:** The MWAs must develop a procedure to document that each case management service was offered to the adversely affected worker. The MWA may develop a form or utilize the Form TAA-100: *Trade Adjustment Assistance Registration*. Case Management services must be entered in the OSMIS.

Upon determination of TAA eligibility under the TGAAA of 2009, TAAEA of 2011, or TAARA of 2015 law, adversely affected workers must be offered the following eight case management services:

- 1) **Comprehensive and Specialized Assessment:** A comprehensive assessment is required for an adversely affected worker seeking a waiver of TAA training requirement and is interested in Classroom Training or EBT. Adversely affected workers will complete a comprehensive assessment, which may include assessment of skill levels and service needs, including referrals to diagnostic testing, interest assessment, and use of other assessment tools. A comprehensive assessment may also include in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- 2) **Employability Plan:** An employability plan is required for an adversely affected worker seeking a waiver from the training requirement and is interested in a Classroom Training or Employer-Based Training program. The employability plan is an ISS used to identify employment goals and objectives, and appropriate training to achieve those goals and objectives.

- 3) Training Information: Training program information must be readily available for adversely affected workers who are interested in Classroom Training or Employer-Based Training. The training information shall include potential training programs in the local and regional areas. Additionally, adversely affected workers are to be made aware of the opportunity for individual counseling to determine if the desired training program is suitable for the adversely affected worker, and must be provided instructions on how to apply for such training.
- 4) Financial Aid Information: Information on how to apply for financial aid, including referring workers to educational opportunity centers described in Section 402F of the Higher Education Act of 1965 (20 U.S.C. 1070a–16), where applicable, and notifying workers that they may request financial aid administrators at institutions of higher education (as defined in section 102 of such Act [20 U.S.C. 1002]) to use the administrators' discretion under Section 479A of such Act (20 U.S.C. 1087tt) to use current year income data, rather than preceding year income data, for determining the amount of A-47 need of the workers for federal financial assistance under Title IV of such Act (20 U.S.C. 1070 et seq.).
- 5) Employability Skills: Short-term prevocational services, including the development of learning skills, communications skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare adversely affected workers for employment or training.
- 6) Career Counseling: Individual career counseling, including job search and placement counseling, during the period in which the adversely affected worker is receiving TAA benefits or seeking TAA-approved training, must be readily available.
- 7) LMI: Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas; including job vacancy listings in such labor market areas; information on job skills necessary to obtain jobs identified in job vacancy listings; information relating to local occupations that are in-demand and earning potentials of such occupations; and skill requirements for local occupations.
- 8) Supportive Service Information: Information relating to the availability of supportive services, including services relating to child care, transportation, dependent care, housing assistance, and needs-related payments that are necessary to enable an adversely affected worker to participate in training.

### **Section 6-3: Reemployment Services - TAA of 2002**

Upon determination of TAA eligibility under TAA of 2002, all adversely affected workers are eligible for basic reemployment services. Reemployment services include, but are not limited to:

- 1) Employment Registration: Information on the availability of resources and assistance to allow adversely affected workers the opportunity to register their resumé online with [Pure Michigan Talent Connect](#) must be offered.
- 2) Job Search Assistance: Job search assistance must be made available for adversely affected workers seeking suitable employment.
- 3) Career Guidance: Individual career counseling, including job search and placement counseling, during the period in which the adversely affected worker is receiving a trade adjustment allowance or seeking TAA-approved training, must be readily available.
- 4) Employment Counseling: Short-term prevocational services, including the development of learning skills, communications skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare adversely affected workers for employment or training.
- 5) Vocational Assessment: Adversely affected workers will complete a comprehensive assessment and/or skills inventory assessment to determine the level of ability and service needs, including referrals to diagnostic testing, interest assessment, and use of other assessment tools. A comprehensive assessment may also include in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.