



WS 10-12

April 29, 2010

To: Career Offices

From: Rodney Bradshaw
Mike Temple
Sue Cruver

Subject: New Office Posters

Purpose

Provide instructions on setting up new posters for all career offices

New Office Posters

Recently we had a stand and three new posters delivered to career offices. One of the posters announces that the office helps individuals inquiring about Project RIO, and two of the new posters announce Trade Adjustment Assistance and the names of companies with current certified petitions.

- The purpose of the **Project RIO poster** is to make sure customers who are interested in or know about Project RIO know that our office will help them get what they want and need to get a job, training or financial aid.
- The purpose of the **Trade Adjustment Assistance posters** is to make sure customers who have been directed to our offices for TAA know they can get what they want and need at our locations.

These posters should also prompt customers who worked for TAA-certified companies to self-identify and thereby help us know if they might be eligible for Trade Act financial aid.

In addition, we are sending you a set of four posters, produced by the Texas Workforce Commission, about fraud prevention for Child Care and Development Fund dollars.

Procedures

1. Place the stand with the three posters in it at the front of the office so that it is clearly visible to customers as they enter the office.

2. The first TAA poster has a pocket for an insert. The insert lists the companies with current certified petitions.
 - Gilbreath Communications will distribute a revised insert to the office managers the first Monday of every month.
 - Each office is responsible for making sure it has a current company list (i.e., a current insert) in its poster.
3. Make sure staff understand they are to help any customer that asks about either Project RIO or the Trade Act-Trade Adjustment Assistance get what that customer wants and needs.
4. Post the four child care fraud posters together in a place in which customers can see them.

Action

Make sure staff are aware of the requirements in this issuance and take appropriate action.

Questions

Staff should ask questions of their supervisors first. Direct questions for Board staff to Sue Cruver at sue.cruver@wrksolutions.com

Attachments

- TAA and Project RIO poster snapshots