

# Workforce Solutions

## Issuance 10-13: New Procedures for Trade-Affected Customers

### Attachment 3: Service Process

Service	Primary Staff (Secondary Staff)	Actions	Forms	Tracking/Transmittal
Filing petition	FAS (PSR)	<ul style="list-style-type: none"> <li>▪ Check TWIST/Group Actions/TAA to see if a petition has been entered by TWC. If not in TWIST, check the DOL website to determine if a petition has been filed and to check the status of it <a href="http://www.doleta.gov/tradeact/determinations.cfm">http://www.doleta.gov/tradeact/determinations.cfm</a></li> <li>✓ Assist customer in filing petition if no petition has already been filed</li> <li>✓ Download the petition form and follow the instructions described in Attachment 1: Petition Process of this issuance</li> <li>▪ Petition Determinations are usually posted within 40 calendar days on DOL website – check back periodically to determine if petition approved or denied.</li> <li>▪ If the petition is approved, assist customer to begin application process.</li> <li>▪ If the petition is denied, discuss options with the customer and assist with other sources of financial aid.</li> </ul>	<p>ETA-9042A Petition for Trade Adjustment Assistance</p> <p>ETA-9042A-1 Spanish language version</p>	<p>Send petition directly to Chrystal Broussard at H-GAC</p>
Application for eligible customer  Assessment and need for financial aid	FAS/(PSR)	<ul style="list-style-type: none"> <li>▪ Customer may say she believes she/he is eligible for Trade Act benefits or bring Notice of Potential TAA Eligibility (Form BS-121-E or BT-1) issued by TWC UI</li> <li>▪ Use TWIST to determine customer's eligibility for TAA. TAA Program Detail, Eligibility Criteria with "Yes" responses to the 5 eligibility criteria. (See TWIST Instructions Attachment 4)</li> <li>▪ If customer does not have a TWIST TAA program detail record, email Ginger Rogers to request an investigation.</li> <li>▪ Complete the following to preserve customer's future TRA benefits               <ul style="list-style-type: none"> <li>✓ Complete Explanation of Services (Form 206-TAA-E or TAA-1S) and file</li> <li>✓ Complete the Waiver of Training tab in TWIST.</li> <li>✓ Instruct customer to apply for TRA by calling the UI Tele-Center.</li> </ul> </li> <li>▪ Assess customer's wants and needs using Assessment Desk Aids.</li> <li>▪ Assess customer's work history/education/skills and career interest; search for suitable employment matches in WIT</li> </ul>	<p>BS-121-E Notice of Potential TAA Eligibility</p> <p>206-TAA-E Explanation of Services(Local form) TAA-1S Spanish language version</p> <p>WOT-1 Waiver of Training WOT-1S Spanish language version</p>	<p>Complete the fields of the TAA Program Detail, Program Summary tab.</p> <p>Check to make sure work application on file in WIT; if not, then obtain information from customer and enter it.</p> <p>File 206-TAA-E or TAA-1S in customer physical record</p>

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		<p>(definition of "suitable employment" – see Eligibility, Application Deadlines &amp; Timelines Attachment 2)</p> <ul style="list-style-type: none"> <li>▪ If suitable employment exists, discuss with customer referrals to job openings before making education financial aid available</li> <li>▪ If suitable employment does not exist, make a note in TWIST and describe next step including training opportunities</li> <li>▪ Assess customer's financial aid needs—based on customer's desired service—including need for TRA or other support during training</li> </ul>		
Suitability of employment	FAS/(PSR)	<ul style="list-style-type: none"> <li>▪ If suitable employment exists for a customer, TAA financial aid is not available for that customer.</li> <li>▪ Assist customer using other financial assistance and Workforce Solutions services, as appropriate, for customer's wants and needs</li> </ul>	NA	Document actions in TWIST Counseling Notes
Co-Enrollment in TAA and WIA-DW	FAS/PSR	<ul style="list-style-type: none"> <li>▪ Staff must co-enroll customers in TAA and WIA-Dislocated Worker fund codes. WIA-Dislocated Worker funds can be used to pay for other financial aid needs such as transportation and other work-related needs.</li> <li>▪ Use TWIST service code <i>4-TWC Programs Supported by WIA</i> to co-enroll customers in need of financial aid for support service. Customers must be enrolled in educational or training activities and be unable to complete training without these services. Services can include payment or reimbursement for: <ul style="list-style-type: none"> <li>• child care services;</li> <li>• transportation services, if provided for participating workers; and</li> <li>• work, training, or education-related items that are not related directly to the training and are not authorized under the Trade Act.</li> </ul> </li> </ul>	NA	<p>TWIST WIA-Dislocated Worker program detail.</p> <p>Track service with TAA and WIA-DW fund source codes.</p> <p>TWIST service code <i>4-TWC Programs Supported by WIA</i></p>
Application for financial aid for education and training	FAS/(PSR)	<ul style="list-style-type: none"> <li>▪ If customer cannot find suitable employment and wants and needs education and training, assist customer in going to school</li> <li>▪ Provide counseling and LMI to assist customer in selecting education and occupation skills training.</li> <li>▪ Follow procedures of Workforce Solutions Financial Aid Policy with some exceptions: <ul style="list-style-type: none"> <li>- customer cannot pay a co-payment or pay out-of-pocket for any required tuition, books, fees and supplies.</li> </ul> </li> </ul>	NA	Workforce Solutions Financial Aid process and forms

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		<ul style="list-style-type: none"> <li>- Neither the occupation or the training vendor have to be on our approved lists for payment of a scholarship</li> <li>- TAA funds cannot be used for other Financial Aid (transportation, childcare, etc.). Exception: Customer eligible under petitions numbering 70,000 or more may receive subsistence costs for transportation, meals and lodging to attend training outside the normal commute area when local training isn't reasonably available.</li> <li>- Revoke the Waiver of Training in TWIST by changing the end date to the day before training starts.</li> </ul> <p>Note: If the local employers generally require a certain level of proficiency in English or the completion of a certain education level and the trade affected worker is deficient, then remedial ESL, ABE and/or GED Preparation should be included in the training program.</p>		
Employment Plan	PSR	<ul style="list-style-type: none"> <li>▪ Develop an Employment Plan with the customer.</li> <li>▪ Use the TAA Reemployment and Training Plan for all customers using TAA funds to pay for training. File original form. Give a copy of completed reemployment plan to the customer.</li> <li>▪ Complete the TWIST employment plan and assessment as with any other customer who is in training</li> </ul>	Reemployment and Training Plan	TWIST Service Plan
Ongoing Counseling – Monitoring the Customer's Progress	PSR(FAS)	<ul style="list-style-type: none"> <li>▪ Contact customer periodically (monthly) to review progress and participation, need for additional services.</li> <li>▪ Discontinue financial assistance if customer isn't participating as required; work with customer to reinstate or make job referrals and provide job search assistance</li> </ul>	NA	Document actions in the TWIST Counseling Notes
Changes to the Customer Employment Plan including any changes in training dates	PSR(FAS)	<ul style="list-style-type: none"> <li>▪ Enter changes in TWIST Service Plan</li> <li>▪ Make changes to training service – including changes to planned completion dates.</li> </ul>	NA	Document actions in the TWIST Counseling Notes
Job Search Allowances	FAS(PSR)	<ul style="list-style-type: none"> <li>▪ Determine need for local/out of area job search</li> <li>▪ Must have a verified job interview before traveling.</li> <li>▪ Must request <u>prior approval</u> for Job Search Allowances by completing Form ETA-861 to apply for this financial aid before the trip.</li> </ul>	Request for Job Search Allowances, Form ETA-861  Certification of Suitable Employment TAA-12	Complete forms and mail them to the address provided on the forms.
Relocation Allowance (Moving expenses)	FAS(PSR)	<ul style="list-style-type: none"> <li>▪ Determine need for reimbursement of moving expenses</li> <li>▪ Must request <u>prior approval</u> for Relocation Allowances by completing Form ETA-860 to apply for this financial aid <u>prior to move.</u></li> </ul>	Request for Relocation Allowances, Form ETA-860  Certification of Suitable	Complete forms and mail them to the address provided on the forms.

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			Employment	
TRA	FAS(PSR)	<ul style="list-style-type: none"> <li>▪ Customers file for TRA by calling the UI Tele-Center</li> <li>▪ Assist customer in contacting TWC UI customer service representatives at the Tele-center.</li> <li>▪ TRA claims are filed with paper forms mailed to the customer by TWC UI Dept.</li> </ul>	NA	NA
Placement following education	PSR(EC)	<ul style="list-style-type: none"> <li>▪ Match customer to jobs and make referrals</li> <li>▪ Provide job search assistance and LMI</li> <li>▪ ECs may assist if necessary</li> </ul>	NA	TWIST Counseling Notes

See additional related attachment documents for procedures for:

- Petition Process – Attachment 1
- Eligibility, Application Deadlines and Timelines – Attachment 2
- TWIST Instructions – Attachment 4
- Forms Chart – Attachment 5