

- *Hi, my name is _____. I am calling on behalf of Workforce Solutions. May I speak to _____ [customer name]?*

If not at that number ask if they have a new number for customer.

- *Hi, _____ [customer name]. I'm calling from Workforce Solutions. We are a public workforce system in the Houston-Galveston region and just like the public library is free to use, Workforce Solutions is also a free service. When you were laid off from _____ [company name], the Texas Workforce Commission sent you information about benefits available to you. Workforce Solutions is where you go to take advantage of those benefits.*
- *Are you still looking for a new job?*

If "no," *That's great news. Were you able to find a job earning the same wage from your previous job?*

If "yes," *Congratulations! Should you ever need any help in the future, Workforce Solutions is ready to help. Thank you. [end call.]*

If "no," *Are you over 50-years-old?*

If "yes," *Workforce Solutions can help you apply for a service called Alternative Trade Adjustment Assistance which supplements your wages to make up for the difference in wages. Can I set an appointment for you with a Workforce Solutions representative to explore this as an option for you? [move to appointment setting]*

If "no," *Well, since you were laid off from _____ [company name] you are eligible for services called "Trade Adjustment Assistance." This includes things like paid-tuition for training classes and help to cover the cost of health insurance premiums. Would you like me to set an appointment so that you can meet with a person who is specially trained to help you take advantage of Trade Adjustment Assistance? [move to appointment setting]*

If "yes," *Have you considered visiting Workforce Solutions for help to find a new job?*

If "yes, but" ? [record objection and continue] *Well, since you were laid off from _____ [company name] you are eligible for services called "Trade Adjustment Assistance." This includes things like paid-tuition for training classes and help to cover the cost of health insurance premiums. Would you like me to set an appointment so that you can meet with a person who is specially trained to help you take advantage of Trade Adjustment Assistance?*

If "yes," move to appointment setting.

If “no,” *Okay. Is there a particular reason?* [record response and continue. I’m sorry to hear that but if you change your mind Workforce Solutions is ready to help. You can find the nearest location online at wrksolutions.com or by phone at 888-469-JOBS-5627. Thank you for your time. [end call]

If “no” *Workforce Solutions has the help you need to find a job – like job search seminars to improve your job-hunting skills and office equipment including computers with high-speed internet – all at no cost. And, since you were laid off from ____ [company name] you are eligible for services called “Trade Adjustment Assistance.” This includes things like paid-tuition for training classes and help to cover the cost of health insurance premiums. Would you like me to set an appointment so that you can meet with a person who is specially trained to help you take advantage of Trade Adjustment Assistance?*

If “yes,” move to appointment setting.

If “no,” *Okay. Is there a particular reason?* [record response and continue. I’m sorry to hear that but if you change your mind Workforce Solutions is ready to help. You can find the nearest location online at wrksolutions.com or by phone at 888-469-JOBS-5627. Thank you for your time. [end call]

If “tell me more about Workforce Solutions / Trade Adjustment Assistance”

We have the help you need to find a job, keep a job or get a better job. For example:

- *Job Search Seminars to improve job-hunting skills.*
- *Office equipment to conduct job search activities. This includes free computers with high-speed Internet, printers, copiers, fax and phones.*

With Trade Adjustment Assistance, you may also qualify for:

- *Job Search Allowances to pay travel expenses for job interviews outside the local area.*
- *Relocation Allowances to pay moving expenses for you and your family if you get a job outside your local area.*
- *Paid tuition for training to learn skills for a new occupation.*
- *Trade Readjustment Allowances, which provide some income while you are in full-time training after your regular Unemployment Insurance (UI) benefits end.*
- *Alternative Trade Adjustment Assistance, which supplements your wages when you are at least 50 years old, working full-time, and earning less than you did before.*

- *Health Coverage Tax Credit (HCTC) helps pay a portion of premium costs for health insurance. You may use the credit to pay health insurance premiums or as a credit on your annual income tax return.*
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APPOINTMENT SETTING

Do you still live at _____ address?

If yes, The ___ office is near you.

If no, Let me get your new address so that we can find the office closest to you. [look-up office according to customer ZIP code. Customer may request/select a different location from the list. Some offices are "Self-Service" locations only and don't have Trade Adjustment Specialists on staff.]

We'll work around your schedule and the meeting generally lasts about one hour. Tuesday, Wednesday and Thursday are the best days to visit an office. Which works best for you?

[Allow two business days between call and appointment. If the customer needs Monday or Friday, try to book between 8 am and 4 pm. If customer needs 6 pm or later M-F or Saturday morning, allow at least four calendar days.]

Now what time would you like to come in? Again, we are here to help you, but the best times are between 8 am and 4 pm.

[note date and time on calendar for the designated office]

Great. I have you booked with the Trade Adjustment Specialist at Workforce Solutions ___ [office name.] Do you have a pen and paper to write down the address? Workforce Solutions -- ___ [office name] is located at _____ [address.]

Expect another call from Workforce Solutions to confirm your appointment. If you need to reach us before then, call:

- *Claudette McClellan at 713-658-0966, extension 1209, or*
- *Tina Wilson at 713-658-0966, extension 1215.*

I appreciate your time and wish you well in finding a new job. [end call]

Possible Objections

Objection	Response
I don't have transportation to get to an office.	Let me have a Trade Adjustment specialist call you on the phone to get things started and then they can help work something out for your transportation.
I don't need any help. I'm getting an unemployment check every week.	Those won't last forever and finding a new job takes time. If we get you started looking now, you'll be closer to getting a job when your checks stop.
I'm going to go, I just haven't made it yet.	Let me set an appointment so that you can get one-on-one attention without waiting in the regular line.
Why do I need to go there, what can they do for me?	Workforce Solutions has computers with high-speed Internet that you can use to look for jobs, apply for jobs and check your email. They have copiers and fax machines so that you can make copies of and send out your resume. And, if you need help, there are trained staff people.
What is Workforce Solutions?	Workforce Solutions is the public workforce system. Like the public library, it's mostly free to use. The goal of Workforce Solutions is to help you get back to work.
I went there before and it (they) were not helpful	I'm sorry to hear that. It should be different this time because I can make an appointment for you to speak to specific person who knows to expect you. The Trade Adjustment specialists are trained to help you get the most help from your benefits.
It's a waste of time	I'm sorry that you feel that way. Can I have a Trade Adjustment specialist call you to talk about ways that Workforce Solutions can help you?

I'm afraid to get laid off again. What if I train for another job and it goes away, too?	Come talk to a Trade Adjustment specialist and together, you can decide which industry and occupation will give you the stability that you want.
This sounds like a scam	Look us up online. If you go through the Texas Workforce Commission or the US Department of Labor you'll find links to the Gulf Coast Workforce Board. That's us.
Do I have to pay you back for the training like in Texas Teachers?	You don't have to repay anything.
My friend who worked with me at ___ took a job in fast food. Can she get help, too?	It's likely that she could still be eligible for benefits. Will she come with you or should we have someone call her directly?
I was laid off more than 1 year ago. Do I still qualify? What's the time limit?	You are still eligible for some benefits. The Trade Adjustment specialist can give you all the details specific to your situation.
How did you get my name and number?	The Texas Workforce Commission.
Are you selling something?	We aren't selling anything.
Don't you guys just provide unemployment checks?	The Texas Workforce Commission issues unemployment insurance payments. Workforce Solutions is here to provide all the other help you need to get back to work.
I'm already getting my checks. Why do I need to go in?	You are eligible for more help, including financial aid for training and help to pay for health insurance. Our Trade Adjustment specialists can tell you about all the help available to you and help you get the most out of your benefits.
I'm already in the system.	You are eligible for more help, including financial aid for training and help to pay for health insurance. Our Trade Adjustment specialists can tell you about all the help available to you and help you get the most out of your benefits.

<p>I'm not comfortable answering these questions over the phone.</p>	<p>I can make an appointment for you to visit with someone in person at one of our offices.</p>
<p>Are you going to share my information with anyone else?</p>	<p>We only share information with the Texas Workforce Commission.</p>
<p>How do I know your legitimate?</p>	<p>Go online to www.wrksolutions.com</p>
<p>If the customer doesn't recognize phone number, they will let the call roll to voicemail.</p>	<p>Hello. This is __ calling from Workforce Solutions. When you were laid off from __ The Texas Workforce Commission sent you a packet of information on various benefits. We are following up to help you get the most of those benefits. Please call us back at ____.</p> <p>Workforce Solutions is the public workforce system. Like the public library, our services are free to you. Please call us at __ to get the most out of your benefits.</p> <p>Thank you.</p>