

Mass Workforce Issuance

Workforce Issuance No. 07-71

Policy Information

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Associate Directors
DCS Field Managers

cc: WIA State Partners

From: David W. Mackley, Director
Department of Workforce Development

Date: October 25, 2007

Subject: **TRA-ATAA Interactive Voice Response (IVR) System for Payment Inquiries**

Purpose: To inform Local Workforce Investment Boards, One-Stop Career Center (OSCC) Operators and other local workforce investment partners about the implementation of a new customer TRA Interactive Voice Response (IVR) system for information regarding TRA or ATAA payments.

Background: On September 30, 2006, the Division of Career Services received \$250,000 from the U. S. Department of Labor to improve IT services and systems regarding the Trade Programs. Among the planned activities was the creation of an IVR system (similar to the UI IVR system) for TRA and ATAA eligible individuals. The IVR system will enable TRA and ATAA eligible customers to receive status updates regarding their bi-weekly TRA and ATAA payment information through a telephone contact. The parameters of the use of the IVR system are detailed in Attachment A.

This IT improvement should benefit TRA and Career Center staff by reducing the amount of time spent on printing/mailing/faxing forms and reducing the number of direct telephone inquiries regarding TRA and ATAA payment information.

Action

Required: The TRA IVR (Interactive Voice Response) system is available for use by all TRA and ATAA claimants (effective Monday, October 1, 2007). Please assure that process parameters described in Attachment A are provided to all OSCC staff, MA Workforce Development partners and Trade Program participants to assure effective and maximum use of the IVR system.

Career Center and UITCC Center staff should strongly encourage TRA and ATAA claimants to use the IVR system as a convenient alternative to directly emailing and/or telephoning the TRA Unit for TRA and ATAA check information.

NOTE: Attachment B includes a copy of the flyer that was mailed with all TRA and ATAA checks starting the week ending October 5, 2007.

Inquiries: Please direct questions to David Kulakowski by phone/email at 617-626-5521 or dkulakowski@detma.org. Please reference the appropriate Issuance number with each inquiry.