

Mass Workforce Issuance

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Policy Information

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

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: October 6, 2015

Subject: **Staff Guide Cards for TAA Individuals**

Purpose: To notify Local Workforce Boards, One-Stop Career Center Operators and other local workforce partners about the availability of TAA guide cards.

Background: These guide cards have been developed to assist in the identification of TAA individuals so that they are triaged timely and appropriately and made aware of all services available to them. The guide card outlines quick steps on how to help identify potential TAA eligible individuals:

- What is TAA and is this worker potentially from a TAA affected company?
- Who to refer a TAA potential eligible to within the Career Center?
- What is the first step of the process?
- Important deadlines
- TAA Program Benefits and Services

The guide cards will also be discussed during the upcoming RESEA Webinar and the RESEA training.

Action

Required: Guide cards are to be distributed to all staff, in particular RESEA staff, and it is expected that the guide cards will be utilized during all points of customer contact throughout RESEA services (including CCS and RESEA Review).

Inquiries: Questions related to the Trade Program should be directed Beth Goguen at bgoguen@detma.org or 617-626-6053.

Attachments: A. Guide Card