Chat Transcript – Thread Format

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<th>Scheduled Chat: Reaching Out When the Petition Comes In</th>
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<td>Moderator</td>
<td>Theberge, Timothy</td>
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Theberge, Timothy - 2:00 PM:
Welcome. We’ll wait another minute or two to let everyone join.

Theberge, Timothy - 2:02 PM:
Welcome to another scheduled chat with OTAA. The purpose of this forum is to provide an opportunity to share with your peers on challenges and solutions in the effective operation of the TAA Program. Today’s topic is “Reaching Out When the Petition Comes In.” [Insert musical clip of the crowd at Fenway Park singing “Sweet Caroline” here. https://www.youtube.com/watch?v=ZAo_kM_z_38] How are you conducting outreach to groups of workers and worker groups?

Theberge, Timothy - 2:02 PM:
Unlike our OTAA Office Hours, this is a chat only session. There is no audio.

Theberge, Timothy - 2:03 PM:
A couple of ground rules to support multiple conversations occurring at the same time. If you’re responding directly to individual comments or questions, please reference the person in question by using an @ sign and then their first name.

Theberge, Timothy - 2:03 PM:
So, for example, if Beth from MA wanted to ask about states or locals using UI wage records to identify workers, it would be helpful if she started off like this:

Theberge, Timothy - 2:03 PM:
UI Wage Records – [Question or statement goes here.]

Then you can reply to Beth like this:
@Beth - [Answer or follow-up goes here]

Theberge, Timothy - 2:03 PM:
As a reminder, we will be issuing a transcript of this chat to the state coordinators. To request a copy, please email taa.cop@dol.gov. The contents of this chat should be considered technical assistance and not official guidance of the Department.

Theberge, Timothy - 2:04 PM:
We will also post that transcript to the TAA Community.

https://taa.workforcegps.org
Includes minor edits for spelling, formatting, etc. No substantive additions or deletions have been made.
Theberge, Timothy- 2:04 PM:
With that, off we go. Today’s topic is about outreach to groups of workers when a petition is filed and outreach to worker groups after certification.

Theberge, Timothy- 2:05 PM:
There is a recent blog on our Community page related to this, authored by Massachusetts:
https://taa.workforcegps.org/blog/general/2021/05/17/20/11/Massachusetts-_Strategies

Theberge, Timothy- 2:06 PM:
So, what do you do when you are informed that a Petition was filed? How do you reach out to those workers?

Theberge, Timothy- 2:06 PM:
Is it TAA? Rapid Response? Both?

Hancock, Bill- 2:06 PM:
In Oklahoma both

Saldana, Jessica- 2:06 PM:
Both in Puerto Rico

Standley, Amanda- 2:06 PM:
In WA it's both

Standley, Amanda- 2:07 PM:
But there are multiple steps involved ;)

Eagles, Virginia- 2:07 PM:
Both for NC

Rolling, Catherine- 2:07 PM:
Both for Utah

Abuan, Christian- 2:07 PM:
Both in NJ as well

Pelletier, Judy- 2:07 PM:
Depends on when the Certification came thru- a year from layoff we would have already done rapid response.

Theberge, Timothy- 2:07 PM:
And are you contacting the firm or the workers directly?

Jimenez, Isabel- 2:07 PM:
both in NJ

Bouloubassis, Sheila- 2:07 PM:
Both in Maryland

Harris, Donna- 2:07 PM:
Both in Arkansas

https://taa.workforcegps.org
Includes minor edits for spelling, formatting, etc. No substantive additions or deletions have been made.
Trapp, Laura- 2:07 PM:
Both in South Dakota

Lausmann, Laura- 2:07 PM:
In Oregon we work with our RR partners and they reach out to schedule RR services for the workers at that point, it does include a high level overview of TAA - and information on how they can track the petition status.

Story, Christy- 2:07 PM:
Memo notices: When notifying partner staff of onsite staffed workers that are included in the worker group of a certified petition what wording should be used since the workers are not listed on the certification?

Theberge, Timothy- 2:07 PM:
@Christy - Great question.

Hancock, Bill- 2:08 PM:
Do a second RR

Theberge, Timothy- 2:08 PM:
Per Christy's question: How are states addressing the staffed worker issue?

Pelletier, Judy- 2:09 PM:
I have included RR information at the end of the trade presentation for workers who may not have attended original RR.

Lausmann, Laura- 2:11 PM:
After certification we work again with RR to make sure each individual worker has received RR services, schedule a Trade Act Information Session and include partners to attend for Title I DW, UI, and any other partner relevant to worker demographic needs.

Theberge, Timothy- 2:11 PM:
@Christy - I suppose that I would add a generic line to every memo that says "Remember, there may be workers who were employed by a staffing firm / temp agency that are part of this worker group but may not show employment at the listed firm."

Story, Christy- 2:12 PM:
@Tim- Thank you

Waters, Jhansi- 2:08 PM:
Isn't the TAA orientation considered a TAA service?

Theberge, Timothy- 2:09 PM:
@Jhansi - At the point a petition is filed? That's only RR. There shouldn't be a TAA orientation until AFTER a certification.

Hoekstra, Robert- 2:11 PM:
@Jhansi - anything before a person is determined eligible is not considered a participant service
Waters, Jhansi- 2:11 PM:  
@Robert and @Tim. So we can give the TAA information but do not record it as a TAA service, correct?

Waters, Jhansi- 2:12 PM:  
@Thank you

Hoekstra, Robert- 2:15 PM:  
@Jhansi - I don’t want to get this off topic, but happy to talk about how reporting of those services happen offline (but here is the FAQ:  
https://www.dol.gov/sites/dolgov/files/ETA/tradeact/pdfs/PIRL_TAA_Intake_FAQ.pdf

Waters, Jhansi- 2:15 PM:  
@Robert, great thank you!

Grant, Kelli- 2:11 PM:  
@Tim - do you mean TAA funded orientation, or can a TAA overview be provided under RR funded services?

Theberge, Timothy- 2:12 PM:  
@Kelli - I was simply trying to point out that RR shouldn't go too deep into TAA until a certification has been issued.

Grant, Kelli- 2:12 PM:  
@Tim - Yes, thank you for the clarification

Theberge, Timothy- 2:12 PM:  
@Kelli - RR can absolutely provide and fund the TAA orientation after a certification.

Theberge, Timothy- 2:13 PM:  
What we don’t want is an RR session at the point of the petition to promise TAA - that can delay people receiving services and set them up for disappointment if the petition is denied.

Grant, Kelli- 2:14 PM:  
@Tim, I think we are saying the same thing with different lingo....I am referring to an overview/information session - not direct enrollment/orientation

Autiello, Shana- 2:14 PM:  
It is generally both in Rhode Island

Autiello, Shana- 2:14 PM:  
But we make the clear distinction and do not correlate the two programs,

Lausmann, Laura- 2:15 PM:  
@Tim - a high level overview of TAA and how to track the petition is ok at that point?

Theberge, Timothy- 2:15 PM:  
@Laura - For sure.
Theberge, Timothy - 2:16 PM:
How are you all ensuring that "appropriate career services" are being provided when a petition is filed? Are they?

Hancock, Bill - 2:17 PM:
Good cross training of the different people in the Oklahoma Works offices

Moss, Regina - 2:17 PM:
@Tim Arkansas invites Employment Services and sometimes RESEA reps to our worker assistance workshops

Theberge, Timothy - 2:18 PM:
@Regina - We think there is likely an opportunity to explore a deeper relationship between RESEA and TAA but COVID derailed our plans to explore that.

Moss, Regina - 2:19 PM:
@Tim...our RR Team partners quite often with RESEA

Heggen, Aaron - 2:21 PM:
@Regina Which state is that?

Moss, Regina - 2:21 PM:
@Aaron - RR – Arkansas

Garza, Janice - 2:26 PM:
@Regina- RR- Does your state have written procedures or policies surrounding RR and RESEA?

Moss, Regina - 2:27 PM:
@Janice...not that I'm aware of.....

Moss, Regina - 2:27 PM:
@ Janice...if we come across a company that is really concerned with getting resume/job readiness assistance for their workers, we usually pull RESEA in

Lausmann, Laura - 2:18 PM:
We have been meeting with local RR Coordinators to review RR status and "appropriate career services" are offered when a petition has been filed - it is a work in progress for sure.

Moss, Regina - 2:19 PM:
@Tim...Rapid Response worker assistance workshops....we also discuss AR Joblink

Standley, Amanda- 2:19 PM:
@Tim WA has an in-training plan which requires multi-program staff to attend some sort of TAA Training; Orientation, desk-side observations.... This helps with creating a conversation about what TAA is and how to do a warm hand-off should a WIOA or RESEA program CM encounter someone who may be TAA Eligible. That way appropriate steps are made to accommodate services and provide the req. for determination...
Bohannon, Terry - 2:21 PM:
@Tim TAA contact when petition is received if RR has not already been involved they are included. I have a question about contractors and what kind of success has anyone had getting list and how?

Theberge, Timothy - 2:21 PM:
@Terry - Good question. I think @Christy had a similar question.

Theberge, Timothy - 2:22 PM:
@Terry - I presume you mean when there is a temp agency / staffing firm involved?

Lausmann, Laura - 2:24 PM:
@Terry - we always ask the employer on worker outreach call if they were using temp agency - get names of all and call them up. It is a mixed bag - some we have developed a good relationship with and we are able to get a list - others we are still working on that.

Trapp, Laura - 2:24 PM:
@ terry we have been very fortunate that the company has been providing those lists. I try to work closely with the company and explain that getting the list of workers from them is an important part of the filing process. My second option is to get information from corporate. I have never had to go further than that to get the list.

Bohannon, Terry - 2:25 PM:
@ Laura we had a company with over 35 Temp services only 3 responded

Lausmann, Laura - 2:27 PM:
@Terry - that is tough! It is challenging - we have been more pro-active in spending time with temp agencies explaining the program and why we may one day call them - same employer education we give direct employers - it has helped. They know in the future we may be calling.

Waters, Jhansi - 2:27 PM:
@Laura...Wow. That's a promising practice

Crocker, James - 2:29 PM:
Agree with @Laura - some of these staffing agencies cover more than one petition, so building a relationship with individual staffing agencies as you go is helpful.

Bohannon, Terry - 2:39 PM:
@Laura Has anyone ever had a virtual training for Temp Service I have tried to find out how many belong to the HR Association because we have done presentation there. However, a number are under individual names not companies.

Standley, Amanda - 2:21 PM:
@Tim WA TAA is also closely working with the WIOA Program to ensure co-enrollment so that services can be provided at any time, not only when the TAA determination eligibilizes the participant.
worden, susan- 2:22 PM:
@Standley, Amanda... "eligibilizes" .... whether that is a word or not, I approve of its use ;-) ...

worden, susan- 2:24 PM:
I’m curious... do any states send out a preview to the company of the worker information that may be required IN ADVANCE of a certification? Just to get a jump on things ...?

cureton, floyd- 2:25 PM:
@ Susan-Texas sends e-mail and letter to employer when a petition is filed requesting a separation list

Pelletier, Judy- 2:25 PM:
We often have a list from Rapid Response and explain to the employer it will need to be expanded to include hire date, sep date and wage if certified.

Stankiewicz, Frances- 2:25 PM:
CT currently working on updating co-enrollment policy. RR provides informational sessions pre-certification on services available and after certification is issued TAA contacts Reps in the American Job Centers to follow up with client on Trade Services available.

Moss, Regina- 2:25 PM:
@Susan, Arkansas sends a workers list template to ask for information on our initial contact....is that what you mean?

Moss, Regina- 2:26 PM:
@Susan....Arkansas RR sends

Barton, Melody- 2:26 PM:
In Oregon we often speak with employers before filing and send the Handbook with other information. We work to partner with them to provide clarity for the layoff events.

Moss, Regina- 2:26 PM:
@Susan...we also discuss with the company before sending

Grant, Kelli- 2:27 PM:
@Susan - Yes, SC has a worker list template that RR, or myself depending on the petition status

worden, susan- 2:28 PM:
@Kelli - thanks

Theberge, Timothy- 2:29 PM:
A little more on worker lists... Do you have procedures to make sure you are getting regular updates from the firm throughout the certification period?

Barton, Melody- 2:30 PM:
Oregon-We get notices through our automated system to check in with employers every 90 days
Moss, Regina- 2:30 PM:
@Tim - RR, Arkansas, usually discusses with the company that we will need updates, if the
layoff dates change, if additional workers are laid off when we don't have a concrete number on
the initial count, etc.

Pelletier, Judy- 2:30 PM:
@Tim, If they stay open, we watch for them on our 5 or more UI list and connect if there is any
question of more layoffs.

Lausmann, Laura- 2:31 PM:
@Tim - along with checking in with employers regularly - we have started using our UI claim
data - to make sure we are not missing anyone.

cureton, floyd- 2:31 PM:
@tim. Texas request periodic updates from the company on separations after the certification.

Stankiewicz, Frances- 2:31 PM:
@ Tim- Yes, CT's Employer Liaison emails employer periodic requests for updates throughout
the 2 year term of the certification.

Bohannon, Terry- 2:32 PM:
@Tim Colorado when we make the first contact with the employer we explain the date situation
and explain they will need to send an updated list every 30 days. It has worked so far.

Theberge, Timothy- 2:32 PM:
@Terry - I was going to ask about how often. Monthly was my expectation.

Qualls, Chelsea- 2:36 PM:
@ Terry- Is it RR staff who receives the updated list every 30 days?

Barton, Melody- 2:37 PM:
@Chelsea - In Oregon the notices come to the Petition Coordinators

worden, susan- 2:34 PM:
@ Melody @Frances@Floyd @Terry....it's encouraging to hear that there are fixed follow ups
throughout the period of the certification. Does everyone have an automated reminder similar
to Oregon to make these follow ups easier to flag?

Conte, Christine- 2:35 PM:
@susan No, would be helpful, what program do you use for the automated reminders?

Lausmann, Laura- 2:36 PM:
@Christine - it is our TAA Case Management System. In Oregon we are fully
electronic, no paper anymore.

Castaneda, J Mike- 2:33 PM:
When there's a Union involved, the Union leadership is quick to assist in list gathering or
informing of lay-offs after a cert
FOR TECHNICAL ASSISTANCE PURPOSES ONLY
ANY MENTION OF A PARTICULAR COMMERCIAL PRODUCT OR SERVICE IS NOT AN ENDORSEMENT

Moss, Regina- 2:34 PM:
@Mike.....true

Garza, Janice- 2:38 PM:
@Tim- AZ is revising program policy to require initial and continuous employee information collection within the certification period. The language was grouped with a section on subpoena powers

Theberge, Timothy- 2:34 PM:
Has anyone used peer support workers lately?

Pelletier, Judy- 2:34 PM:
Not for about a year and half now

Theberge, Timothy- 2:36 PM:
Do people know what peer support workers are? Not sure that's a common as I might assume it is.

Trapp, Laura- 2:38 PM:
@Tim-No, I don't know what peer support workers are.

Garza, Janice- 2:39 PM:
@Tim-No, what are peer support workers?

Lausmann, Laura- 2:39 PM:
@Tim - we worked with a Peer Support Worker for a Union Aerospace Worker group. Honestly it was a bit challenging to make sure they were providing the correct information, and not case managing peers themselves. We made it work - met with and it was good.

Booth, Carol- 2:39 PM:
@Tim - Please tell what peer support workers are :-)

Theberge, Timothy- 2:40 PM:
Peer Support Workers - States or locals hire one of the dislocated workers as an outreach specialist. They are tasked with reaching out to their former coworkers to inform them about our services and act as a friendly face for the workforce system.

Booth, Carol- 2:40 PM:
@Tim - Thank you so much.

McDermott, Martha- 2:40 PM:
Illinois has that

Pelletier, Judy- 2:40 PM:
We have had at least 100 here in Maine and they have provided a great extension of our services during very large layoffs.

Rolling, Catherine- 2:40 PM:
Utah does not use Peer Support Workers

https://taa.workforcegps.org
Includes minor edits for spelling, formatting, etc. No substantive additions or deletions have been made.
Lausmann, Laura - 2:40 PM:
@Tim - sometimes if it is Union - they will hire them

Theberge, Timothy - 2:41 PM:
@Laura - But never non-union shops?

Pelletier, Judy - 2:41 PM:
Maine has a Peer Support Worker law

Theberge, Timothy - 2:41 PM:
@Judy - I'm bias. But it's fantastic. All states should use them, especially for the larger events. There used to be a trigger based on size of layoff?

Lausmann, Laura - 2:42 PM:
We did years ago - I remember when I first started but we haven't since. Haven't thought about in years...but will now.

Trapp, Laura - 2:42 PM:
@Tim- How are these peer support workers paid? TAA funds?

Pelletier, Judy - 2:42 PM:
Maine uses Rapid Response funds

Theberge, Timothy - 2:42 PM:
@Laura - Could be RR, WIOA, DWG, TAA

Stankiewicz, Frances - 2:43 PM:
Peer Support Workers- Neither does CT. A good idea though!

Theberge, Timothy - 2:44 PM:
I would strongly encourage you all to consider a peer support worker on your next large layoff and see if it makes a difference. As an aside, several in Maine ended up working in the AJCs long after.

Pelletier, Judy - 2:46 PM:
@Tim - Oh yes a few are still working with us now! The last peer support workers were from a call center that closed w/ over 200 workers.

Theberge, Timothy - 2:46 PM:
@Judy - Important to note they have been from several different industries.

Theberge, Timothy - 2:47 PM:
And can also be a vital resource where there are cultural or language barriers to outreach.

Pelletier, Judy - 2:47 PM:
Any layoff over 100 in Maine triggers us to review and possibly hire.

Shirey, Michaelene - 2:47 PM:
Great idea!
Theberge, Timothy- 2:48 PM:
Stay tuned for a webinar on Maine's Peer Support Workers - featuring Judy and a legion of Peer Support Workers! (Thanks Judy!)

Pelletier, Judy- 2:48 PM:
@Tim- True - they know the workers better than we will ever know and do out reach better than anyone. What!!

Moss, Regina- 2:48 PM:
Peer Workers - how long do they work for you?

Pelletier, Judy- 2:49 PM:
@Regina- It depends on the layoff and labor market for reemployment, we say 3-6 mo to start. But I think in some cases they have stayed on longer

Moss, Regina- 2:50 PM:
@Judy...thanks

Shirey, Michaelene- 2:50 PM:
are they paid and if so how do you determine how much?

Pelletier, Judy- 2:51 PM:
@ Shirey- yes they are paid and often hired through our WIOA partners. Pay is based on their pay structure.

Theberge, Timothy- 2:52 PM:
So - here’s our topics from this chat where we think there is interest for more info: peer support workers, RESEA connections, developing relationships that work w/ staffing agencies, and leveraging UI claims data

Theberge, Timothy- 2:53 PM:
Anything else we missed?

Shirey, Michaelene- 2:53 PM:
agreed. Great topics!

Eagles, Virginia- 2:54 PM:
(:hand_thumb_up:)

Theberge, Timothy- 2:54 PM:
Thank you all for joining us. We hope these chats are helpful. They provide us some great insight to what issues you are dealing with and what topics you need to hear from us and your peers on.

Theberge, Timothy- 2:54 PM:
As we head towards Reversion 2021 on July 1, our TA and other sessions will begin to focus on that topic.

Theberge, Timothy- 2:54 PM:
Before we go, do you prefer the OTAA Office Hours format or the chat format?
Shirey, Michaelene- 2:55 PM:
no to the chat option

Lausmann, Laura- 2:55 PM:
Thank you! I am looking forward to the Peer Support webinar as well! :)

Theberge, Timothy- 2:55 PM:
@Laura - So is @Judy!

Pelletier, Judy- 2:55 PM:
Ha ha! Office hours!

Heggen, Aaron- 2:55 PM:
Office Hours!

Stankiewicz, Frances- 2:55 PM:
office hours with audio

Story, Christy- 2:55 PM:
I like any format that allows for transcripts or recording so I can review

Waters, Jhansi- 2:55 PM:
@Tim Both

Graham, Lori- 2:55 PM:
Office Hours

Lausmann, Laura- 2:56 PM:
I like both!

Autiello, Shana- 2:56 PM:
@ Tim - OTAA Office Hours, please!

Moss, Regina- 2:56 PM:
I was a little leery about the chat at first.....but I think both

Theberge, Timothy- 2:56 PM:
@Regina - Same here.

Theberge, Timothy- 2:56 PM:
As always, make sure to check out the resources and other items available at:
https://taa.workforcegps.org

Bouloubassis, Sheila- 2:57 PM:
Thank you! Always get new ideas from these chats.

Theberge, Timothy- 2:57 PM:
We'll try to balance the topics between chat and Office Hours depending on the topic.

cureton, floyd- 2:57 PM:
Chat is fine
Graham, Lori- 2:58 PM:
Thank you! There was a lot of good information.

Crocker, James- 2:58 PM:
Thanks for the great information - either format is good.

Theberge, Timothy- 2:58 PM:
The transcript of this session will be made available by the end of the week.

Booth, Carol- 2:58 PM:
Thank you!! Learned a lot!!

Stankiewicz, Frances- 2:58 PM:
thank you

Theberge, Timothy- 2:58 PM:
Stay tuned for more sessions on regular TA topics and Reversion 2021.

Theberge, Timothy- 2:59 PM:
Thank you all for joining us today, we had about 90 participants online.

Theberge, Timothy- 2:59 PM:
Please send any topic suggestions to taa.cop@dol.gov

Autiello, Shana- 2:59 PM:
Thank you, all! These regroups are so helpful for our team!

Woods, Tedrick- 3:00 PM:
Thank you!

Theberge, Timothy- 3:00 PM:
Have a good afternoon all.

Story, Christy- 3:00 PM:
Thank you! I love getting the insight and information from others!