



Department of
**Labor & Workforce
Development**

Case Management / Co-enrollment

(TAA)

Case Management

A process:

- to help an individual to meet their needs
- to facilitate related staff to understand how to proceed when needed
- to follow policies, guidance, and regulations

Case Management

How we assist adversely affected workers?

- **Intake** - listen to connect with them
- **Assess** - to identify needs, issues, barriers
- **Assist** - provide service; agreed and create a plan
- **Monitoring & Evaluation** - encouragements, revise the plan as needed, do follow ups.

Case Management

Effective Case Management

Service facilitation based on the needs of the worker.

- Helps the participant to understand why he/she should do that.
- Helps the participant feel motivated and able to reach their goals.
- It's continuous and evolving.

Case Management

Effective Case Management cont.

Service facilitation within programs

- Helps to understand what the next step will be.
- Helps to facilitate communication
- Helps to motivate partners to co-enroll
- Helps participant and partner program(s) to find the right path.

Case Management

Effective Case Management cont.

Service facilitation based on guidance and policies

- Help with reporting accuracy
- Help to comply with Federal regulation
- It reflect a commitment with your responsibilities as a Trade Representative.

Case Management

Ineffective Case Management

- May cause interruption in services (a delay)
- May cause confusion and dissatisfaction to the participant
- May cause confusion to partner program when co-enrolled
- May cause issues with reporting
- It reflect poor commitment with your responsibilities as a Trade Representative.

Co-enrollment

- It is a requirement by Federal Regulation – The TAA Final Rule is codified at 20 CFR Part 618 and became effective September 21, 2020.
 - **Section 618.325:** *mandates co-enrollment between the TAA Program and WIOA DW program and strongly encourages co-enrollment in other programs to ensure coordinated services for trade-affected workers.*
 - **618.325(a)(1):** *A State must co-enroll trade-affected workers who are eligible for WIOA's dislocated worker program.*
- TEGL 04-20: Guidance on Integrating Services for Trade-Affected Workers under the Trade Adjustment Assistance Program (TAA) with the Workforce Innovation and Opportunity Act (WIOA) Title I Dislocated Worker (DW) Program.

Co-enrollment

Benefits of Co-enrollment:

- Link participant with the appropriate resources.
- Connect adversely affected workers to other support services, education providers, workforce development services and employment.
- Improves the ability to meet performance standards.

Trade Adjustment Assistance



QUESTIONS

Trade Adjustment Assistance

Program Contact:

Mayra Marquez-Rios

GPM/TAA State Coordinator

Workforce Services

(615)253-4737

mayra.marquez-rios@tn.gov