

Executive Summary

Trade Adjustment Assistance (TAA) Case Management

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This webinar is focused on TAA case management: why it matters, how it should be tracked, the core components that mark effective service, and some ideas from the field as to approaches and that have yielded real world results.

ETA National Office and Regional staff provide one level of perspective, including:

- Data that reveals how case management throughout participation impacts performance outcomes
- Assessments from ETA monitors regarding common mistakes in case management and important factors that display good case management
- Fundamentals of what good TAA case management includes.

State and Local workforce staff have also provided short overviews of 4 unique sets of strategies that have improved case management administration in their areas. These presentations are accompanied by downloadable material that can be used for transferring these strategies, along with contact information in the presenter slides for additional follow up as needed.

At the end of the webinar, there is a question and answer session and announcements of future TAA technical assistance webinars.

Run of Show

Objectives	6:00
Why Case Management Matters: The Data	7:28
Basics of Case Management	13:08
Thoughts from the ETA Regional Monitors	16:03
Good Case Management Overview	30:12
State Best Practices	33:04
• Tennessee: Staff & Vendor Training	33:30
• Utah: Coaching & Motivation	41:10
• Maryland: Monitoring & Training	49:38
• Arizona: Lean Management	57:19
Recap of State Presentations	1:07:32
Q & A	1:09:48
Announcements	1:16:22