Executive Summary
Trade Adjustment Assistance (TAA) Case Management
11/15/2018
Moderator(s): Susan Worden
Speaker(s): Amanda Poirier, Kathy McDonald, Jason Hudson, Stephen Duval, Rachel Floyd-Nelson, Robin Wright, Natalie Knudson, Sheila Bouloubassis, Vicki Zimmerlee, & Susan Standen

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.