

IDES Trade Unit

The Trade Unit currently (as of Feb. 2019) consists of:

John Ferry-Special Programs Manager-Everything from top to bottom and more!

Angela Mosley- Petition Lists, IWDS & other Reports, TRA & UI claims, Phones, Training Segments, Trouble shooting, General Trade duties and Special Program duties.

Amy Saumur- TRA & UI claims, Certification for weeks, Completion TRA, TRA-055, ECF Indexing, Trouble shooting, RTAA doublecheck, General Trade duties and Special Program duties.

Erik R. Hack-RTAA, TAPR, General Trade Duties and Special Program duties.

IDES Trade unit has four main functions:

- 1. Confirming and authorizing Trade Petitions and eligible employee lists based upon Affected Employer data.
- 2. All TRA and UI Functions surrounding the payment of TRA payments to eligible participants. Amy & Angela.
- 3. All RTAA operations. Erik.
- 4. Special programs, DUA, AB benefits. All of us on an emergency basis, please don't ask it's a killer.

Angela's duties: Petitions lists

- 2 x a week receives emails from DOL.
- 1st email is Contact list, checks for ILL employers, creates file-labels "Pending".
- 2nd email (can take up to 6 mo.) "Denied" (files, no further) or "Certified".
- "Certified" uses Contact list, contacts employer for eligible employee list (preferably with SSN). Follow up ever week or two for list.
- Once list is received adds to file, updates IBIS and S-drive. Follows up every 6 weeks for new or additional employees.
- Once updated, contacts UIPM to set up time, date and location and send "Outreach" letters (UIPM's closer relationship with LWIA's and local area. Dependent upon # of employees 5 or 500).

Angela's duties:

- Updates IBIS from daily “Potential TRA Training/Waiver file maintenance” report. *Daily report generated from data entry into IWDS.*

- *3 categories to show up on report:*

- 1. TAA Status**

- 2. IDES View**

- 3. List Enrolled Services**

(“Notes” section does not show up on report, must be in one of the 3 above categories!)

As long as its in the above categories, no need to send an email.

We just do not have the staff to scour IWDS for each individual info.

Angela's duties: Other

- TRA and UI Claims.
- Training Segments.
- General Trade unit phone calls.
- Troubleshooting With the phones and general trouble shooting (applicable to every area, Claims, Certifications, payments, etc. etc.) this can take a long time to troubleshoot, diagnose and correct or send to John Ferry for higher level maintenance.
- Special Programs: These are the out of the norm responsibilities that we all have to merge with our regular tasks and work according to the priority and timeframes assigned to the Trade Unit (AB example).

Amy's Duties:

- UI & TRA claims, certifications, fixing problems, solving case manager issues and any function involving IBIS.
- UI/TRA Election letters from report or incoming calls.
- Completion TRA.
- TRA-055 entry.
- ECF processing and indexing and associated work.
- RTAA application & Payment doublecheck.
- Troubleshooting.
- General Trade duties.
- Special Program duties.

Amy's duties, Expanded explanation:

- All UI & TRA internet claims: Any claim connected to trade is ours. Give Temp Service or Caterpillar examples.
- UI/TRA election letters from reports or calls.
- Completion TRA-Tracking from request through 1st payment. Lots of little detail problems, uses a manual tracking system daily. *Reference form completion and date issues.*
- TRA-055 data accuracy and entry. *Reference missing data (TAW #, IDES signatures).*
- *Indexes all ECF documents (paper and electronic) and processes any work associated or needed.*
- *Manual RTAA application & Payment doublecheck.*

When a customer is waived or enrolled in Training

- At the point a customer has either the waiver or enrolled;
 1. Training does not begin for more than 60 days.
 2. Training begins within 30 days.
 3. Enrolled in training.

At this point the customer should be informed to only call the Trade Unit. Do not visit the local office, or call the local office or Call Center!

Call the Trade Unit 1st!!!!!!! Too much incorrect information has been given out.

Trade Unit Phone Number

217-524-7826