

From: Office of the Governor Site Support  
Sent: 4/22/2015 9:35:33 AM  
To: Haley, Nikki  
Cc:  
Subject: Trade Assistant Program

Title: Trade Assistance Program  
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Message:

Good evening my name is Windell Jackson. The company I was employed with for 18 years decided close the site I was employed at, and send my job overseas to Manila, Philippines. Yes I was given a severance package. The issue I have being 47 male doing all I can to make ends meet for my family. The TRA program was designed to assist individuals such as myself when you lose your job due to outsourcing overseas. From the first time I got signed up on this program it has been one of the worst experiences in my life. I have tried to follow the program, but it seems like I am being penalized for having obtain some formal education. I completed my MBA about three months prior to my being laid off. Every program I tried to get on seems to push me backwards. I have sent several letters to my coordinators of the TRA program but seems like no one cares. Now that I have challenged this program and it process seems like I have been targeted to whatever tricks they can to prevent me from receiving funds.

My name is Windell Jackson, and I am current on the TRA program. I am writing you regarding the issues that I have with this program. My understanding of this program is that if my job was outsourced to another country that the government had a program established to help me gain access back into the workforce through training.

I am a former employee with JP Morgan Chase that job was outsourced to Manila. The understanding that I have to be enrolled into some type of training in order to continue to receive an unemployment payment of \$326.00 weekly for about two and a half years. Where my dilemma or issues comes with this program is that I have a Master in Business Administration, and the program will not pay for another masters unless I can show some type of need.

The suggestion that I was given from my case manager was to find something that I could build to my master's degree. I provided clear documentation regarding the Six Sigma Certification class. Emily Catoe is my case manager, and she advised me that I did an excellent job providing her the information needed to get approved for the Six Sigma Certification class. I was set to start this class with University of South Carolina around 4/13/2015.

I was recently advised by Ms. Catoe that due to this course is not classroom instructed that she cannot get this approved. We have checked with several Colleges who offer this course and the understanding is that a portion of the classes are not classroom instructed due to how the course outline is setup.

I am very disappointed because I have been trying to get into this course since last November. Also getting certified for this training will make me more marketable in the current job market. It will soon be a year that I have been out of work. I have been out interviewing with several companies almost every week since my layoff. I am praying that someone will help me. It is scary to lose all that I have worked for with this organization for the past 18 years.

My other issue is that we all are not being given the same information. One of my colleagues

tells me that she is on the TRA program and that she can still work a part-time job receiving up to \$326.00 a week from the part-time job that will also allow her to continue to receive her TRA payment of \$326.00 also. This is where so many get lost because ineffective communication. I also spoke with Marquel Jackson, and I address these same issues to him. I must admit that I was very direct with him regarding my questions and concerns. I do believe that I may have offended him by being so direct with my questions.

I have a real hard time believing that someone should be able to address my issues.

If you have a program that was sent to your office to administer, is that anytime that someone meets or question the process. I mean does anyone meets daily, weekly or monthly to question how the process is going, or if any of your employees ran across and issues that his or her superior should be aware of? I know that your office may not have created the program(s), but I am sure when they are sent to your office there should be some point of contact to address or provide a status if the program is working or beneficial.

I pray that I have not created an issue with challenging your program that my name will be scare with you and the entire South Carolina Unemployment office. I am not sure of where else to go. I have exhausted all of my severance and savings and now about to lose home, car and other items if I cannot secure a job. Please help me before I lose it all.

I am not sure if I have created a fire that come back to burn me, but ever since I have stated calling and complaining about the TRA program and the mistreatment that I BELIEVE that I am receiving. It now seems to be effecting my payments being received on time. The more I do look like I get knocked down by challenging you and your staff.

I was told last week that my payment card for week ending 4/11/18 was not received. If I take this too the unemployment office and they tell me they are sending over my information. I can only trust that they are. Now I am being told that neither payment card for Week ending 4/11/15 or 4/18/15 has been processed that per Emily she is resent them. Also I sent in some travel payments at the end of March 2015 for payment, and was told today that they had to be remitted.

These were payments I hope to have received this week, but not I will have to wait another 4 weeks are longer. I know this may not seem like a lot to you but not only are my bills behind. I will also incur over draft charges from my bank, as I pay my bills according to my payment schedule. I know that it may now mean anything to you but it means a lot to me. I pray that you and your staff never have to go through what I have experienced in this last year.

I know that GOD will make away. The real problems that I am facing along with my colleagues are that most want to give up and throw in the towel. I will need to send a letter to my Congress, and Senators to also let them know what people like me on these programs are dealing with.

I pray that someone will listen to what I am saying, and try to help. We have so many individuals living in the United States on programs that are not assisting them as they are intended too. It is truly sad that HONEST HARD WORKING PEOPLE have to endure this type of mistreatment.

When the government place these programs into existence did anyone every think to have someone revisit them to see how or if they were progressing or digressing. How can we help people to overcome hard ache and pain with the loss of a job due to downsizing or sending jobs overseas? Please help me understand as I am almost to the point of throwing in the towel and giving up, but my God says No.